Contents

A. INTRODUCTION ON INTERNET BANKING SERVICE

Public Bank Vietnam's Internet Banking Service is built on informatics and internet applications to provide Banking services at customers' convenience

General precaution when using PBVN's Internet Banking service	• Avoid using public computer / public WIFI to login to Internet Banking. • Do not save Internet Banking username and password on any device • Log out Internet Banking after use • Do not login to Internet Banking on unlocked mobile devices to download
Internet Banking password	• Do not save your password on your device / web-browser • Change your password frequently (at least once a year) • Do not select password that can be easily guessed • Never disclose your password to anyone **Note:** The Bank will never ask for your password • Take all reasonable measures to ensure that your password is always secured
Anti Virus	• It is recommended to install a reputable anti virus software on your computer for added security when using Internet Banking

B. REGISTRATION OF SERVICE USAGE

Step 1   Register to use Public Bank Vietnam's E-banking service at any Public Bank Vietnam Branch/TB.

Step 2   Fill in the Application cum Contract on the Opening and Utilisation of PBVN e-Banking services for Partnership/ Company/ Other Organisation. Each authorized user is to select the desired Verification Method* on the E-banking registration form

*Verification method is a method to generate a one-time password (OTP) to complete E-banking transactions which involves debiting of account (i.e. bill payment, fund transfer etc)

> ➢ **SMS (Default Verification Method):** You will receive your OTP on your mobile number registered on PBVN's E-banking system
> ➢ **Smart OTP (Required for financial transactions (fund transfer/payment) to third parties on internet banking):** OTP is generated on the Smart-OTP application/PB Engage VN application installed on smart device

For verification by Smart-OTP, please log on to *https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide* for more information on Smart-OTP usage

Step 3
- Each user will receive a User Name to log in PBVN e-Banking through email registered with the bank.
- Each user will also receive the E-banking password via the registered mobile number.
- Each user is required to change password within 24 hours after receiving the password via SMS (this is a mandatory requirement).

C. LOG IN INTERNET BANKING SERVICE

Step 1   Access PBVN's Internet Banking at: *https://ebank.publicbank.com.vn*

Step 2   Type your Username and Password to Login (password is case sensitive)

Step 3   Input 6-character verification code on the screen

Login to PBVN's Internet Banking

Thursday 18 July 2024 10:26:44

Username

Password 👁

Please disable Vietnamese keystroke

Captcha code   aC:2302 ⟳

Login

If you suspect that your account is compromised, click here to deactivate your PBVN's e-Banking access

New to PBVN-eBanking?

▶ Register
▶ E-Banking Registration
▶ Get Started
▶ Term and Conditions

Need help?

▶ E-Banking Modification
▶ FAQ
▶ Support
▶ Forgot Password
▶ Lost Key Token
▶ Contact PBVN

Step 4   Click << Login >>

Note   • You are required to change your password on the 1ˢᵗ login. *Your password must be from 7 to 20-character long in which including at least a capital letter and a number.* An SMS notification will be sent to confirm password change was successful

   • You will not be able to login into your E-banking account if you enter the wrong password more than five (05) times. You can reset your password by either using the Smart OTP or go to the account holding Branch/Transaction Bureau to request E-banking password reset

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D. INTERNET BANKING SERVICES

D.1. Account Balance Inquiry

Function   This service enables you to check your demand deposits/fixed deposit or loan accounts balance

Steps   At the Internet Banking main menu; click **<< Account Inquiry >>** then click **<< Account Balance >>**

The system will automatically display all current accounts, fixed deposits, loan account of customers and the respective balances.

ACCOUNT BALANCE		
List of demand deposit accounts		
Account No.	Account holder name	Balance
060-2-00-00-01777	CONG TY HIK	10,920,665,492-VND
020-1-00-37-94357	CONG TY HIK	49,924.57-USD
List of fixed deposit accounts		
Account No.	Account holder name	Balance	Deposit Type
060-3-35-00-75564	CONG TY HIK	3,300,000,000-VND	Fixed deposit
060-8-35-00-81144	CONG TY HIK	5,100,179,019-VND	Fixed deposit
List of loan accounts		
Account No.	Account holder name	Balance
060-7-50-00-19059	CONG TY HIK	24,831,949,527-VND

Close

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1. Demand Deposit (DD)

Inquiry   Select the demand deposit account to inquire in the **"List of Demand Deposit Accounts"**. The system will display the account information:

Account Type	Demand deposit
Account No.	060-2-00-00-01777
Customer name	CONG TY HIK
Account holder name	TRAN HONG A
Currency	VND
Last Trans. Date	22/12/2021
Balance	10,920,665,492
Accrued interest	7,280,163
Earmark	0
Available Balance	10,920,665,492

Close

To look up balances of other demand deposit accounts, click **<< Close >>** and repeat the above steps

2. Fixed Deposit (FD)

Inquiry   Select the fixed deposit account to inquire in the "**List of Fixed Deposit Accounts**". The system will display the account information:

Account Type	Fixed deposit		▾
Account No.	060-3-35-00-75564		▾
Customer name	CONG TY HIK		
Fixed deposit account	0603350075564	Account status	Matured not redeem
Receipt number	B0175564	Receipt status	Normal
Customer ID	0600099574	ID Number	1234567890
Deposit	3,300,000,000	Balance	3,300,000,000
Paid Interest	75,692,055	Interest payable	0
DD Account	0602000001777	Number of Renewal	2
From date	26/12/2020	To date	26/06/2021
Interest Rate	4.60 %/Year	Int payment freq	6-Months
Interest Payment Method	Interest paid to current account		
Renewal Method	Auto renew with principal only		

<center>[Close]</center>

To look up balances of other fixed deposit accounts, click << **Close** >> and repeat the above steps

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3. Loan (LN)

Inquiry   Select loan account to inquire in the "**List of Loan Accounts**". The system will display the account information:

Account Type	Loan ▾
Account No.	060-7-50-00-19059 ▾
FL/PN Number	0607500019059
Customer name	CONG TY HIK
DD Account	0602000001777
Currency	VND
Account status	Normal
Drawdown Amount	33,532,249,527

	Open date	Expiry date	Extend date	Settle date	Interest rate
	28/08/2019	25/09/2026	25/09/2026	25/09/2026	9.55%/Year

Principal	Outstanding 24,831,949,527	<361 days overdue 0	<181 days overdue 1,242,900,000	<91 days overdue 1,242,900,000
	Paid amount 8,700,300,000	>361 days overdue 0	Due principal 0	Paid principal 24,831,949,527

Interest rate	Outstanding 1,619,092,108	Overdue interest 0	Int on overdue principal 0	Prepaid interest 0
	Paid amount 3,393,543,916	Due interest 0	Normal accrued interest 1,619,092,108	Fine on overdue interest 0

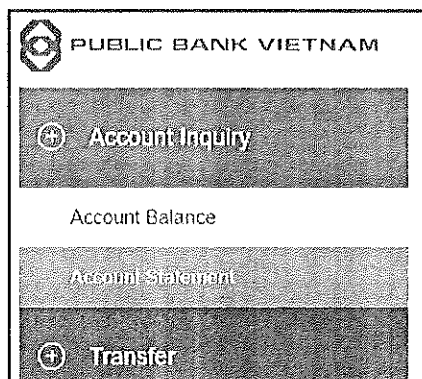<center>[Close]</center>

Click << **Close** >> and repeat the above steps to inquire the balance of other loan account(s)
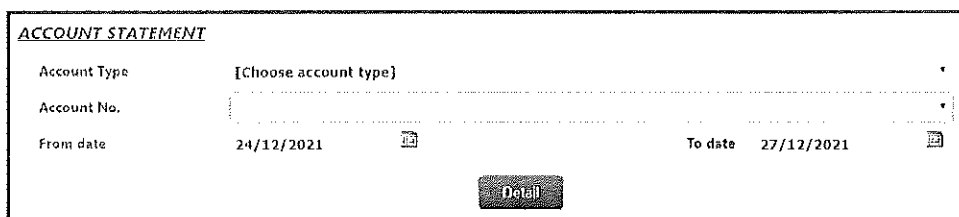
D.2. Account Statement

Function This service enables you to look up all historical transactions for any period of time

Steps At the Internet Banking main menu; click << **Account Inquiry** >> then click << **Account Statement** >>

Select the account type, account number, transaction period to inquire and click << **Detail** >>

ACCOUNT STATEMENT			
Account Type	[Choose account type]		▾
Account No.			▾
From date	24/12/2021	To date 27/12/2021	

1. Demand Deposit (DD)

Steps
- Select account type as **"Demand Deposit"**
- Select the Account number to inquire
- Select the period (from date...to date ...) to inquire
- Click << **Detail** >>. The system will display:

ACCOUNT STATEMENT

Account Type	Demand deposit				▼
Account No.	060-2-00-00-01777				▼
From date	01/12/2021		To date	27/12/2021	

Trans. date	Trans. number	Debit amount	Credit amount	Balance	Transaction detail
	BF	0	0	11,074,914,134	
16/12/2021	010047158	150,008,800	0	10,924,905,334	ct
22/12/2021	010047364	10,000	0	10,924,895,334	BILL VNTOPUP rr
22/12/2021	010047366	10,000	0	10,924,885,334	BILL VNTOPUP, TOPUP
22/12/2021	010047371	135,010	0	10,924,750,324	WATER BILL
22/12/2021	010047372	345,000	0	10,924,405,324	PHONE BILL
22/12/2021	010047373	1,562,000	0	10,922,843,324	VNPT HP
22/12/2021	010047374	77,000	0	10,922,766,324	CABLE TV
22/12/2021	010047375	304,436	0	10,922,461,888	HA DONG WATER BILL
22/12/2021	010047382	147,396	0	10,922,314,492	VNPT MEDIA

|<<<   <<   1 / 2   >>   >>>|

Close   Download

Click << **Download** >> to download the account statement if required

2. Fixed Deposit (FD)

Steps
- Select account type as **"Fixed Deposit"**
- Select the Account number to inquire
- Select the period (from date…to date …) to inquire
- Click << **Details** >>. The system will display:

ACCOUNT STATEMENT

Account Type	Fixed deposit				▼
Account No.	060-3-35-00-75564				▼
From date	01/01/2021		To date	27/12/2021	

Trans. date	Trans. number	Trans.code	Amount	Transaction detail
29/06/2021	000001282	3311	90,998,630	CREDIT FD INT/GHI CO LAI: AC/TK 0603350075564
29/06/2021	000002286	3364	3,300,000,000	FD RENEWED/TU DONG GIA HAN : AC/TK 0603350075564

|<<<   <<   1 / 1   >>   >>>|

Close   Download

Click << **Download** >> to download the account statement if required

3. Loan (LN)

Steps
- Select account type as **"Loan"**
- Select the Account number to inquire
- Select the period (from date…to date …) to inquire
- Click << **Detail** >>. The system will display:

ACCOUNT STATEMENT

Account Type	Loan	▾
Account No.	060-7-50-00-19059	▾
From date	01/01/2021 🗓	To date 27/12/2021 🗓

Trans. date	Trans. number	Trans.code	Amount	Transaction detail
28/06/2021	000000014	6548	3.314.400.000	REPAY/THANH TOAN NO: FL/PN 0607500019059. INTEREST/LAI 0.00 PRINCIPAL:GOC 3.314,400,000.00 INCLUDING/TRONG DO(DUE:0.00 LATE:0.00 OVD 0.00 PEN 0.00)
28/06/2021	000016015	6525	0	ADJUST BETWEEN NORMAL PRIN AND OVERDUE PRIN A/C:0607500019059 AMT=2485800000

|<<   <<   1 / 1   >>   >>>|

Close   Download

Click << **Download** >> to download the account statement if required

D.3. Transfer

Functions	Service to facilitate fund transfer from current accounts to other accounts within PBVN and other local Vietnamese banks.
Regulation	**The debit and credit of USD account and credit VND account of foreign individuals and non-resident organizations comply with the Regulation on Foreign exchange control of SBV in each period. Please contact PBVN Branch/Transation Bureau for further instructions if required**
Note	PBVN's Internet Banking system keeps records of your previous fund transfer transactions. To reuse this information when making other fund transfers, click << **Choose from template** >> at the Transfer interface

1. 24/7 NAPAS Fund Transfer

(*) 24/7 NAPAS Fund Transfer is a fund transfer service that enables you to make instant fund transfer to the beneficiary's account/card at Smartlink member banks

a. For Creator

Step 1	At the Internet Banking main menu; click << **Transfer** >> then click << **24/7 NAPAS Fund Transfer** >>

Step 2 On the **24/7 NAPAS Fund Transfer** screen:

24/7 NAPAS FUND TRANSFER		
Create New Payment Order	Search	Choose from template
DEBIT ACCOUNT	020-4-00-00-92506	
Applicant	CONG TY ABCD	
Available Balance	1,311,507,097.9	
Address	PHO THUY KHUE LY THAI TO STR., HANOI	
	✓ Show saved account	Manage saved account
	DONGA BANK-NH TMCP Dong A / 0129837294 : test1	
REMITTANCE SERVICE TYPE	• To Bank Account To Card	List of Banks participating in Express Fund Transfer 24.7
Beneficiary bank	DAB-DONGA BANK-NH TMCP Dong A	
City/Province	Thanh pho Ha Noi	
CREDIT ACCOUNT/CARD	0129837294	
Beneficiary	NGUYEN VAN TEST	
DETAILS OF PAYMENT		
Value date	28/12/2021	
Currency	VND	
Amount	9,531,000	
Details of charges	• Ourselves · Beneficiary Sharing	
Transaction detail	NAPAS Fund Transfer	
	Save beneficiary account	

- Select *Debit account*. Then, the sender's name, address and account balance will be automatically displayed
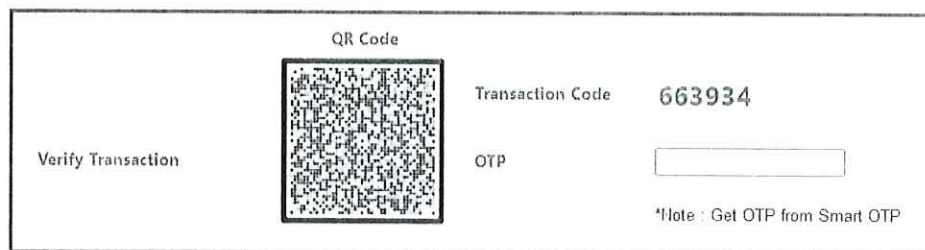
Note:

(*) In case you want to transfer fund to the beneficiary in the previously saved list, tick ☑ Show saved account and select the desired account from the saved account list

Click "List of Banks participating in Express Fund Transfer 24/7" to view the list of Banks participating in the Smartlink network

- Select 1 of 2 methods of money transfer: **To bank account** or **To Card**
- Enter beneficiary bank name, city/province (If Bank Account is selected as Remittance Service type):
- Enter the bank account number or card number then click << **Verify** >>, the system will display the corresponding beneficiary name
- Value date is automatically set as transaction date
- Currency is automatically set to VND
- Enter the transfer amount, remittance fee and transaction detail
- Optional: Tick ☑ *Save beneficiary account* and enter the account name if you want to save the beneficiary information for the next money transfer
- Click << **Create** >>

Step 3   Enter the OTP code received from Smart OTP. Click << **Send** >>

QR Code		
Verify Transaction	Transaction Code	663934
	OTP	[ ]
		*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions

Step 4   Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

Proceed with transaction ?

OK	Cancel

The system will display the **Payment Receipt** with the transaction details and the status of *Transaction pending signature*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

b. For Approver

Step 1   At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

⊖ **Transfer**

24/7 NAPAS Fund Transfer

Normal Interbank Fund Transfer

Internal Fund Transfer (within PBVN)

Approve Payment

6-MONTH FIXED DEPOSIT

CURRENT

Step 2   At the 'List of Transactions' screen:

- Transaction Type: select **Fund transfer outside Public Bank Vietnam**
- Status: select List of transactions signature pending
- Select the time period the transaction was created. *Note: The selected period must be less than 3 months from the current date*
- Click << **Detail** >>

Step 3   The screen displays transactions pending for approval:

LIST OF TRANSACTIONS

Transaction type	Fund transfer outside Public Bank Vietnam				
Status	List of transactions signature pending				
From date	27/11/2021		To date	28/12/2021	

Value date	Time	Credit account	Beneficiary Name	Beneficiary bank	Amount	Sign
03/12/2021	16:51:12	111-000-000-423	NGUYEN VAN ANH	ACB-NH TMCP A Chau	1,000,000-VND	✎
03/12/2021	16:51:12	001-565-118-761-2	DAO HUYEN NGA	VietComBank-NHTMCP Ngoai Thuong VN	2,000,000-VND	✎
28/12/2021	10:31:35	764-515-243	NGUYEN THI HUONG	AgriBank-NH Nong nghiep va phat trien nong thon	50,000-VND	✎
29/12/2021	15:06:07	012-993-729-4	NGUYEN VAN TEST	DONGA BANK-NH TMCP Dong A	9,531,000-VND	✎

Click on the icon ✎ next to the transaction to be approved

Step 4   Click << **Get Code** >> and enter the OTP code received from Smart-OTP (*). Click << **Send** >>

*For verification by Smart-OTP, please log on to https://publicbank.com.vn >
Business > E-banking > Internet banking > For more information > For
templates, terms and conditions, transaction limit, user guide and others > C. E-
banking forms > Smart OTP User guide for detailed instructions*

Step 5	Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status as *Transaction successful*. You should keep the Payment Receipt in case you need to do transaction tracing in the future

2. Normal Interbank Fund Transfer

Note:

* Fund transfer made via this transfer method will be processed at PBVN before sent to Beneficiary's account

a. For Creator

i. To make a single fund transfer

Step 1   At the Internet Banking main menu; click << **Transfer** >> then click << **Normal Interbank Fund Transfer** >>
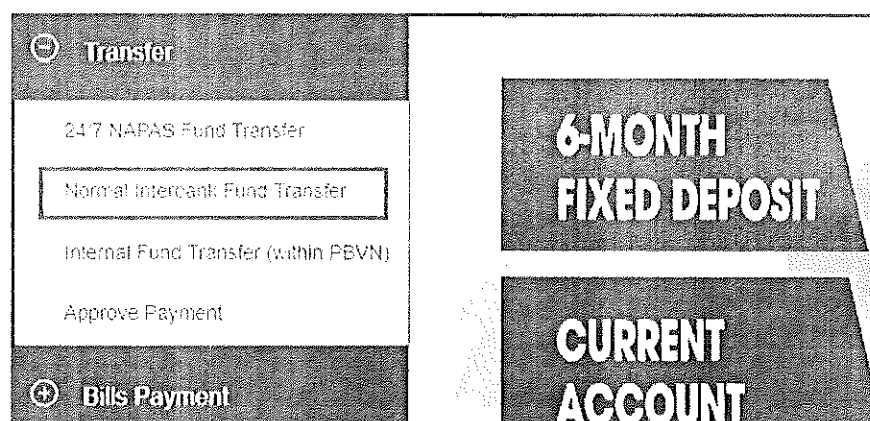
Step 2   On the screen 'Normal Interbank Fund Transfer'

- Select *Debit account*. The sender's name, address and account balance will be displayed

(*) In case you want to transfer money to the beneficiary in the previously saved list, tick ☑ Show saved account and select the desired account from the saved account list

- Select 1 of 2 methods of money transfer: *To bank account* (domestic) or *Oversea Outward Transfer*

  (*) For Overseas Outward Transfer, the Bank will execute the fund transfer after receiving all the required documents as per current Regulations on foreign exchange management

- Enter all other beneficiary information: Name of beneficiary bank, city/province, branch name, account number, beneficiary name, citizen identification card information/identity card...

- Value date: date is automatically set at transation date. You may set the value date in the future but no more than 7 days from the transaction date

  *value date refers to the date transaction is executed

- Currency: select VND, USD or EUR

  (*) For foreign currency transactions, the system will display 2 additional fields - Exchange rate and Debit amount.
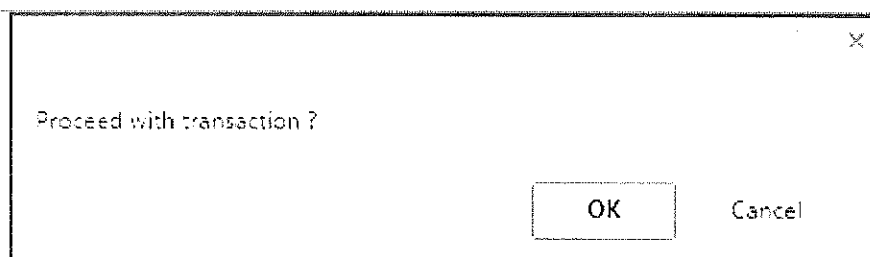
- Enter the transfer amount, detail of charges and transaction detail

- Optional: Tick ☑ *Save beneficiary account* and enter the account name if you want to save the beneficiary information for the next money transfer

- Click << **Create** >>

Step 3	Enter the OTP code received from Smart-OTP (*). Click << **Send** >>

(*)For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 4	Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status of *Transaction pending signature*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

ii. To make multiple fund transfer

Step 1
- To make multiple fund transfer, you must use the Excel File template **'Multiple Internal Fund Transfer'**. The Excel Template file can be downloaded from the "Get Started" menu at the login screen.
- Fill the fund transfer details in the excel file and save on the device
- This excel file will be used in step 4

Step 2   At the Internet Banking main menu; click << **Transfer** >> then click << **Normal Interbank Fund Transfer** >>

Step 3 Click << **Import File for multiple fund transfer** >>

Step 4 At the next screen,

- Select **Debit Account**
- Click << **Browse** >> to select the excel file saved in Step 1 and click << **Submit** >> to upload the excel file
- Then click << **Create New** >>

(*) *Note: The Excel file has the following format:*

LIST OF ACCOUNTS PUBLIC BANK VIET NAM							
Credit account	Beneficiary	Value date	Credit amount	Currency	Beneficiary bank	City/Province	Beanf
111000000423	NGUYEN VAN A	08-10-2021	5,100,000 VND		ACB-NH TMCP A Chau	Thanh pho Ha Noi	NH TMCP A Chau CN Thang
6816814564	NGUYEN THI B	08-10-2021	4,900,000 VND		BAOVIET Bank-NH TMCP Bao Viet	Thanh pho Ha Noi	NH TMCP Bao Viet Hoi so c

***Beneficiary Name** and **Detail** fields cannot be typed in Vietnamese characters. The **Beneficiary Name** column must be filled as name registered with the Beneficiary Bank*

Step 5   The system displays list of fund transfer.

Create New	Search
DEBIT ACCOUNT	020-3-00-00-92451
Account name	COMPANY ABCD
Address	TRUONG DINH, HOANG MAI, HANOI
Available Balance	888,950,452

VALUE DATE	CREDIT ACCOUNT	CREDIT AMOUNT	BENEFICIARY	BENEFICIARY BANK	CITY/PROVINCE
08/10/2021	111000000423	5,100,000	NGUYEN VAN A	ACB-NH TMCP A Chau	Thanh pho Ha Noi
08/10/2021	68168145646	4,900,000	NGUYEN THI B	BAOVIET Bank-NH TMCP Bao Viet	Thanh pho Ha No

Total amount: 10,000,000-VND   Currency   VND   Total transactions   2

Get code

Send   Cancel

Step 6   Click << **Get Code** >> and enter the OTP code received from Smart-OTP (*).
Click << **Send** >>

	QR Code		
Verify Transaction		Transaction Code	663934
		OTP	
			*Note Get OTP from Smart OTP

*For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 7   Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction
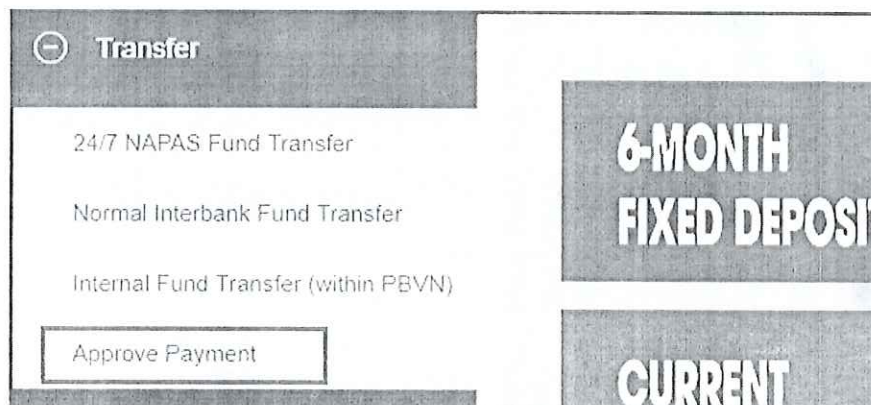
Proceed with transaction ?

OK   Cancel

The system will display the **Payment Receipt** with the transaction details and the status of *Transaction pending signature*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

b. For Approver

To approve a transaction(s) at both 1st and 2nd levels, approvers are to follow these steps:

i. Approve a single transaction

Step 1   At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

Step 2   On 'List of Transactions' screen:

- Transaction Type: select Normal Interbank Fund Transfer
- Status: select List of transactions signature pending
- Select the period the transaction was created.

  Note: The selected period must be less than 3 months from the current date
- Click << **Detail** >>

Step 3   The screen displays transactions pending for approval as below:

Click on the icon ✎ next to the transaction to be approved

Step 4	Click << **Get Code** >> and enter the OTP code received from Smart-OTP (*). Click << **Sign** >>

NORMAL INTERBANK FUND TRANSFER

Create New Payment Order	Search Command	Import File for multiple fund transfers	Choose from template

DEBIT ACCOUNT	020-3-00-37-88966
Applicant	CONG TY ABCD
Available Balance	693,470.26
Address	PHO THUY KHUE LY THAI TO STR., HANOI
REMITTANCE SERVICE TYPE	· To Bank Account
	· Overseas outward transfer List of Banks participating in Express Fund Transfer 24/7
Beneficiary bank	AgriBank-NH Nong nghiep va phat trien nong thon
City/Province	Thanh pho Ha Noi
Branch name	CN Huyen Thach That Ha Noi I
	List of branches
CREDIT ACCOUNT/CARD	764-513-243
Beneficiary	NGUYEN THI HUONG
ID No	
Issuer Date	
Issuer	
DETAILS OF PAYMENT	
Value date	28/12/2021
Currency	VND
Amount	100,000.00
Exchange Rate	22,790 (PEVT, could change e-charge rate at transaction time)
Debit amount	4.39
Details of charges	· Ourselves Beneficiary Sharing
Transaction detail	9999
Reason of transaction cancel	

QR Code

Verify Transaction	[QR code]	Transaction Code	663934
		OTP	[ ]
			*Note : Get OTP from Smart OTP

[Sign] [Cancel] [Close]

For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet Banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions

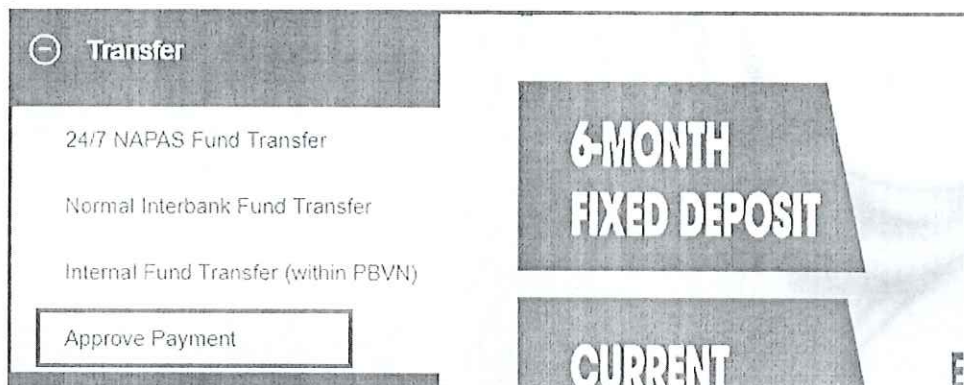| Step 5	The system will require to confirm the transaction. Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

Proceed with transaction ?

[OK   ]   Cancel

The system will display the **Payment Receipt** with the transaction details and the status as "*The order has been sent to the bank and will be processed shortly.*" You should keep the Payment Receipt in case you need to do transaction tracing in the future

ii. Approve multiple transactions

Step 1 At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

Step 2 On screen 'List of Transactions':

- Transaction Type: select Normal Interbank Fund Transfer
- Status: select List of transactions signature pending
- Select the period the transaction was created
  Note: The selected period must be less than 3 months from the current date
- Select << **Detail** >>

Step 3 The screen displays transactions pending approval

Click << **Sign** >>

Step 4 Tick ✓ at the transactions to be signed and click << **Get Code** >>

<u>FUND TRANSFER OUTSIDE PUBLIC BANK VIETNAM</u>

DEBIT ACCOUNT	020-4-00-00-92506
Account name	CONG TY ABCD
Address	PHO THUY KHUE LY THAI TO STR., HANOI
Available Balance	1,311,507,097.9
From date	21/12/2021
To date	28/12/2021

CREDIT ACCOUNT/CARD

Currency VND

Value date	Debit account	Credit account	Beneficiary bank	Amount	Status
28/12/2021 14:23:04	0204000092506	764513243	AgriBank-NH Nong nghiep va phat trien nong thon	9,862,000-VND	Not sign
28/12/2021 14:24:00	0204000092506	764513243	AgriBank-NH Nong nghiep va phat trien nong thon	7,146,000-VND	Not sign

Total amount: 0-VND   Total transactions 0

1 / 1

Get code

Send Cancel

Step 5 Click << **Get Code** >> and enter the OTP code received from Smart-OTP (*). Click << **Send** >>

QR Code

Verify Transaction

Transaction Code **663934**

OTP

*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > *Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions*

Step 6 Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

Proceed with transaction ?

OK Cancel

The system will display a *Payment Receipt* with the transaction status as *"The order has been sent to the bank and will be processed shortly"* once the transaction is executed. You should keep the Payment Receipt in case you need to do transaction tracing in the future.
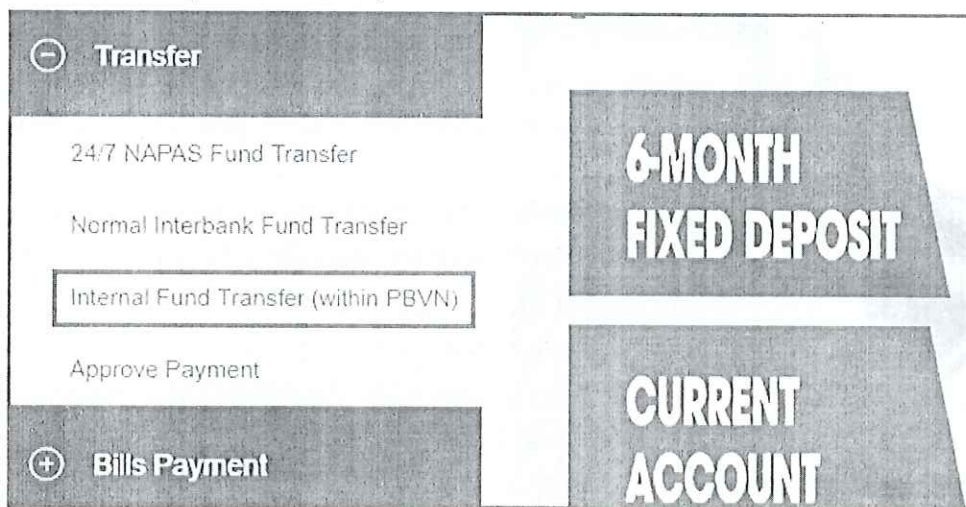
3. Internal Fund Transfer (within PBVN)

Scope   You can perform one of the following transactions within PBVN:

- Debit VND account and credit VND account
- Debit USD account and credit VND account
- Debit USD account and credit USD account

a. For Creator

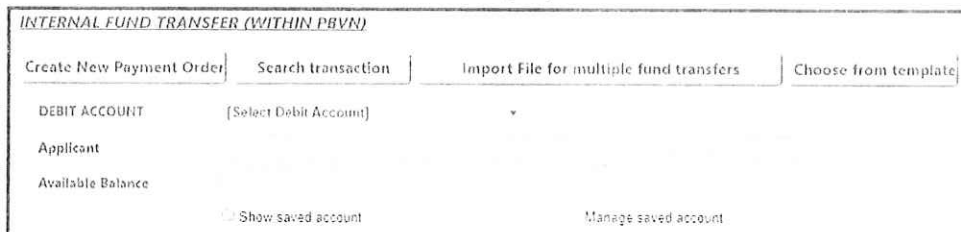### i. To make a single fund transfer

Step 1	At the Internet Banking main menu; click << **Transfer** >> then click << **Internal Fund Transfer (within PBVN)** >>

Step 2	Select **Debit account**. The system will display account name and account balance

\

Step 3	

INTERNAL FUND TRANSFER (WITHIN PBVN)

Create New Payment Order	Search transaction	Import File for multiple fund transfers	Choose from template
DEBIT ACCOUNT	029-4-09-00-92506	·	
Applicant	CONG TY ABCD		
Available Balance	1,350,067,097.9		
	Show saved account		Manage saved account
	* Account of the same account holder		
CREDIT ACCOUNT	020-7-00-00-92505	·	
Credit account name	CONG TY ABCD		
Amount	23,560,000		
Currency	VND	·	
Transaction detail	Internal Transfer		
	Save beneficiary account		

[Create]   [Close]

Enter the beneficiary information:

- **Credit account**: enter the beneficiary's account number. The system will automatically display the beneficiary's name and the corresponding currency

  (*) Note:

  o *In case you want to transfer fund to the beneficiary in the previously saved list, tick ☑ Show saved account and select the saved beneficiary account*

  o *In case you want to transfer fund to another account of yours, tick ☑ Account of the same account holder*

  o *For foreign currency transactions, the system will display 2 additional fields of Exchange rate and Debit amount.*

- **Amount**

- **Transaction detail**

- Optional: Tick ☑ *Save beneficiary account* and enter the account name if you want to save the beneficiary information for the next money transfer
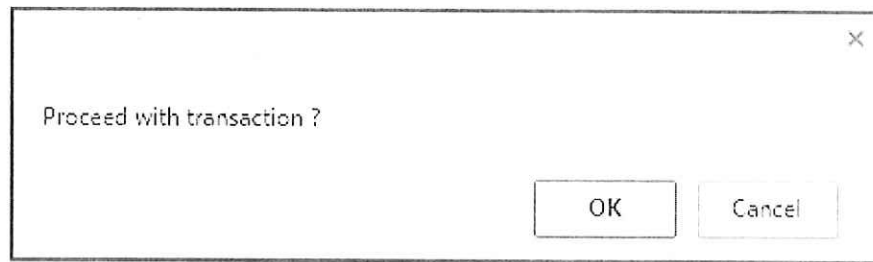
- Click << **Create** >>

Step 4	Enter the OTP code received from SMS/Smart-OTP (*) depending on each transaction. Click << **Send** >>

QR Code

Verify Transaction	[QR code image]	Transaction Code	663934
		OTP	[_____]
			*Note : Get OTP from Smart OTP

*For verification by Smart-OTP, please log on to <u>https://publicbank.com.vn</u> > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 5 Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status of *"Transaction pending signature"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.
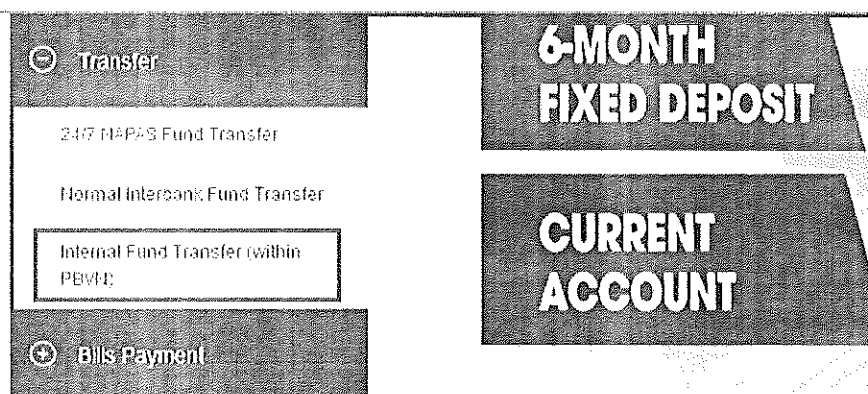
ii. To make multiple fund transfer

Step 1
- To make multiple fund transfer, you must use the Excel File template **'Multiple Internal Fund Transfer'**. The Excel Template file can be downloaded from the "Get Started" menu at the login screen.
- Fill the fund transfer details in the excel file and save on the device
- This excel file will be used in step 4

Step 2 At the Internet Banking main menu; click << **Transfer** >> then click << **Internal Fund Transfer (within PBVN)** >>

Step 3   Click << **Import File for multiple fund transfer** >>

Step 4   At the next screen,

- Select **Debit Account**
- Click << **Browse** >> to select the excel file saved in Step 1 and click << **Submit** >> to uploade the excel file
- Then click << **Create** >>

(*) *Note: The Excel file has the following format:*

		LIST OF ACCOUNTS PUBLIC BANK VIET NAM		
No.	Credit account	Beneficiary	Credit amount	Details of payment
1	0207000092851	NGUYEN VAN A	10,000,000	Internal Fund Transfer
2	0200000055552	NGUYEN THI B	30,000,000	Internal Fund Transfer

Beneficiary Name and Detail fields cannot be typed in Vietnamese characters. The Beneficiary Name column must be filled as name registered with the Bank

Step 5   The system displays list of fund transfer.

DEBIT ACCOUNT	020-3-00-00-92451			⌄
Account name	COMPANY ABCD			
Address	TRUONG DINH, HOANG MAI, HANOI			
Available Balance	888,950,452			

No.	Credit amount	Beneficiary	Account name	Credit acc
1	10,000,000	NGUYEN VAN A	NGUYEN VAN A	020700009
2	30,000,000	NGUYEN THI B	NGUYEN THI B	020000005

Total amount: 40,000,000-VND   Currency   VND   Total transactions   2

[Get code]

[Send] [Cancel]

Step 6 Enter the OTP code received from SMS/Smart-OTP (*) depending on each transaction. Click << **Send** >>

	QR Code		
		Transaction Code	663934
Verify Transaction		OTP	[ ]
			'Note : Get OTP from Smart OTP

For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 7 Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction

|	✕
Proceed with transaction ?	
	[OK] [Cancel]

The system will display the **Payment Receipt** with the transaction details and the status of *"Transaction pending signature"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

b. For Approver

To approve a transaction at both 1st and 2nd levels, approvers are to follow these steps:

i. Approve a single transaction

Step 1 At the Internet Banking main menu; click **<< Transfer >>** then click **<< Approve Payment >>**
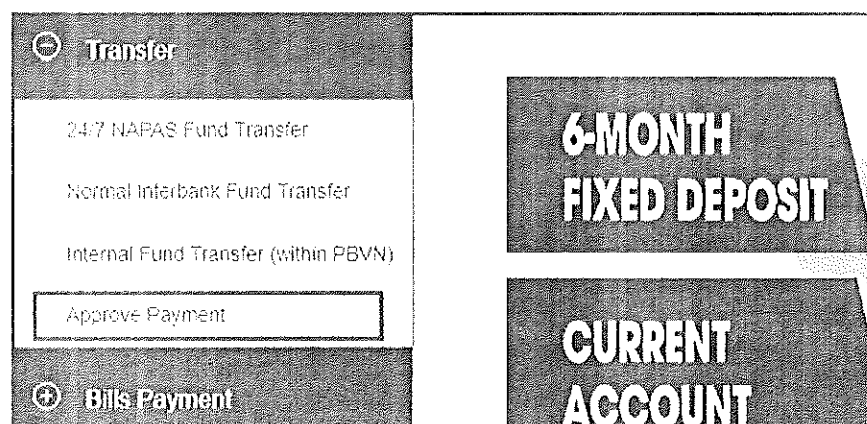
Step 2 At 'List of Transactions' screen

- Transaction Type: select Internal Fund Transfer (within PBVN)
- Status: select List of transactions signature pending
- Select the period the transaction was created.
  Note: The selected period must be less than 3 months from the current date
- Click **<< Detail >>**

Step 3 Select the icon ✍ next to the transaction to be approved

---

Step 4 Enter the OTP code received from SMS/Smart-OTP (*) depending on each transaction. Click **<< Sign>>**

For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 5	Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction successful"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future

ii. Approve multiple transactions

Step 1	At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

Step 2   On screen 'List of Transactions':

- Transaction Type: select Internal Fund Transfer (within PBVN)
- Status: select List of transactions signature pending
- Select the period the transaction was created
 *Note: The selected period must be less than 3 months from the current time*
- Select << **Detail** >>

Step 3   The screen displays all transactions pending for approval. Click << **Sign** >>

Step 4   Select ✓ at the transactions to be signed and click << **Get Code** >>

FUND TRANSFER INSIDE Public Bank Vietnam

DEBIT ACCOUNT	020-4-00-00-92506
Account name	CONG TY ABCD
Address	LY THAI TO STR., HANOI
Available Balance	1,326,507,097.9

From date 27/11/2021   To date 28/12/2021

CREDIT ACCOUNT/CARD

Currency   VND

Value date	Debit account	Credit account	Beneficiary bank	Amount	Status
28/12/2021 09:49:43	0204000092506	0200000055552	Public Bank VietNam	10,000,000-VND	Not sign
28/12/2021 09:49:43	0204000092506	0207000092851	Public Bank VietNam	5,000,000-VND	Not sign

Total amount: 0-VND   Total transactions 0

|<<   <<   1 / 1   >>   >>|

Get code

Send   Cancel

Step 5   Enter the OTP code received from SMS/Smart-OTP (*) depending on each transaction. Click << **Send** >>

	QR Code	
Verify Transaction		Transaction Code 663934
		OTP [_____]
		*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 6   Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction
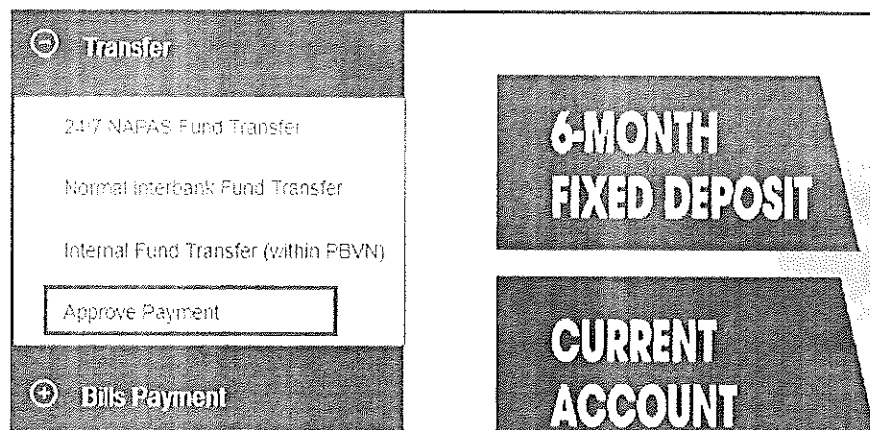

Proceed with transaction ?

OK   Cancel

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction successful"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

PBVN Internet Banking User Guide – For Enterprise

D.4. Payment Instruction Cancellation

You may cancel the transaction in case wrong information was input. However, the payment instruction can only be cancelled provided that the transaction has not been completed yet

1. For Creator

Step 1	At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

Step 2	At the 'List of Transactions' screen:

- Transaction Type: select a transaction type (fund transfer, bill payment, tax payment etc.)
- Status: select List of transactions signature pending
- Select the period the transaction was created
  Note: The selected period must be less than 3 months from the current date
- Click << **Detail** >>

Step 3	The screen displays transactions pending for approval

PBVN/IG/BOD/02/2022   32

Click on the symbol ✎ next to transaction to be canceled

Step 4	The system displays the detail of the canceled transaction. Enter:

- Reason for the canceling the fund transfer
- Enter the OTP code received from SMS/Smart-OTP (*) depending on each transaction

For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

NORMAL INTERBANK FUND TRANSFER

Create New Payment Order	Search Command	Import File for multiple fund transfers	Choose from template

DEBIT ACCOUNT	020-3-00-37-88966
Applicant	CONG TY ABCD
Available Balance	693,478.26
Address	PHO THUY KHUE LY THAI TO STR., HANOI
REMITTANCE SERVICE TYPE	To Bank Account / Overseas outward transfer List of Banks participating in Express Fund Transfer 24/7
Beneficiary bank	AgriBank-NH Nong nghiep va phat trien nong thon
City/Province	Thanh pho Ha Noi
Branch name	CN Huyen Thach That Ha Noi I / List of branches
CREDIT ACCOUNT/CARD	764-513-243
Beneficiary	NGUYEN THI HUONG
ID No	
Issuer Date	
Issuer	
DETAILS OF PAYMENT	
Value date	28/12/2021
Currency	VND
Amount	50,000.00
Exchange Rate	22,790 (PBVN could change exchange rate at transaction time)
Debit amount	2.19
Details of charges	Ourselves Beneficiary Sharing
Transaction detail	aaaa
Reason of transaction cancel	

QR Code

Verify Transaction

Transaction Code   663934

OTP   [   ]

*Note : Get OTP from Smart OTP

Cancel   Close

- Select << **Cancel** >>

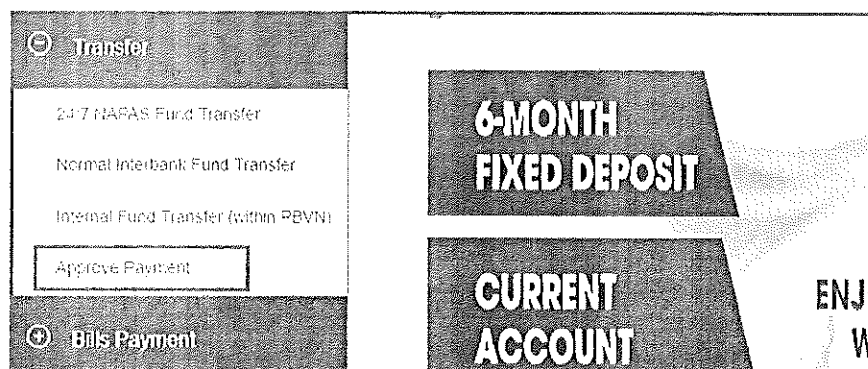| Step 5	Select << **OK** >> to confirm to proceed the transaction

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction cancelled"*. You should keep the Receipt in case you need to do transaction tracing in the future

2. For Approver

Step 1 At the Internet Banking main menu; click **<< Transfer >>** then click **<< Approve Payment >>**

Step 2 At the **List of Transactions** screen:

- Transaction Type: select a transaction type (fund transfer, bill payment, tax payment etc.)
- Status: select List of transactions signature pending
- Select the time period the transaction was created
  Note: The selected period must be less than 3 months from the current date
- Click **<< Detail >>**

Step 3   The screen displays transactions pending for approval as below:

LIST OF TRANSACTIONS						
Transaction type	Fund transfer outside Public Bank Vietnam					▼
Status	List of transactions signature pending					▼
From date	27/11/2021	🗓		To date	28/12/2021	🗓

Value date	Time	Credit account	Beneficiary Name	Beneficiary bank	Amount	Sign
03/12/2021	16:51:12	111-000-000-423	NGUYEN VAN ANH	ACB-NH TMCP A Chau	1,000,000-VND	✍
03/12/2021	16:51:12	001-565-118-761-2	DAO HUYEN NGA	VietComBank-NHTMCP Ngoai Thuong VN	2,000,000-VND	✍

|<<< | << | 1 / 1 | >> | >>> |

Sign

Click on the symbol ✍ next to transaction to be canceled

Step 4   The system displays the detail of the canceled transaction. Please enter:

- Reason for the canceling the fund transfer
- Enter the OTP code received from SMS/Smart-OTP (*) depending on each transaction

For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

NORMAL INTERBANK FUND TRANSFER				
Create New Payment Order	Search Command	Import File for multiple fund transfers	Choose from template	
DEBIT ACCOUNT	020-4-00-00-92508			▼
Applicant	CONG TY ABCD			
Available Balance	1,301,967,297.9			
Address	LY THAI TO STR., HANOI			
REMITTANCE SERVICE TYPE	To Bank Account · Overseas outward transfer	List of Banks participating in Express Fund Transfer 24/7		
Beneficiary bank	ACB-NH TMCP A Chau			▼
City/Province	Thanh pho Ha Noi			▼
Branch name	NH TMCP a Chau CN Ha Noi List of branches			
CREDIT ACCOUNT/CARD	111-000-000-423			
Beneficiary	NGUYEN VAN ANH			
ID No				
Issuer Date		🗓		
Issuer				
DETAILS OF PAYMENT				
Value date	03/12/2021	🗓		
Currency	VND			▼
Amount	1,000,000.00			
Details of charges	Ourselves · Beneficiary · Sharing			
Transaction detail	TEST GD			
Reason of transaction cancel				

Verify Transaction	QR Code [QR image]	Transaction Code	663934
		OTP	[ ]
		*Note : Get OTP from Smart OTP	

Sign **Cancel** **Close**

- Click << **Cancel** >>

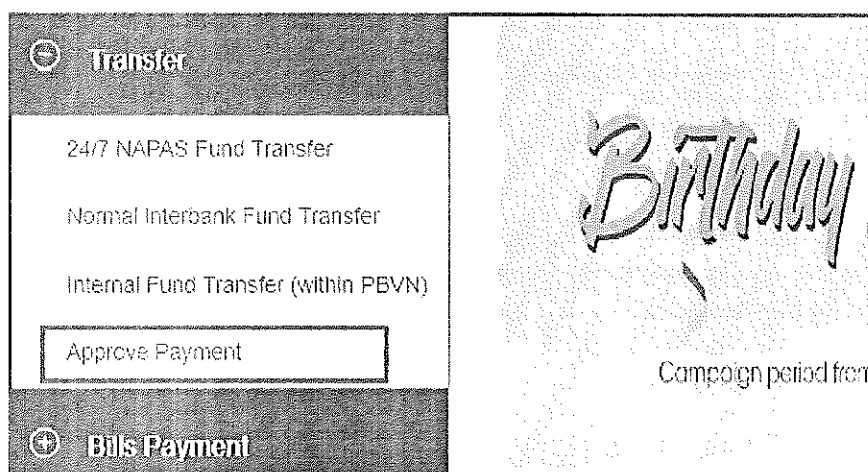
Step 5   Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction cancelled"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future

D.5. Loan Schedule

Function   This function allows you to view the loan repayment schedule at PBVN (if any) such as: repayment date, the amount to be paid, principal amount and/or interest, the partial amount has been paid

Procedures

Step 1   At the Internet Banking main menu; click << **Loan** >> then click << **Loan Schedule** >>

Step 2
- Select the type of loan schedule and the corresponding account number in the list.
- Click << **Submit** >>. The system will display the loan schedule details:

- Click << **Download** >> if you want to download the loan repayment schedule

D.6. Loan Interest Slip

Scope	• This function is only applicable for customers who have loan account at PBVN
	• This function allows you to view the interest amount payable of your loan account

Procedures

Step 1	At the Internet Banking main menu; click << **Loan** >> then click << **Loan Interest Slip** >>
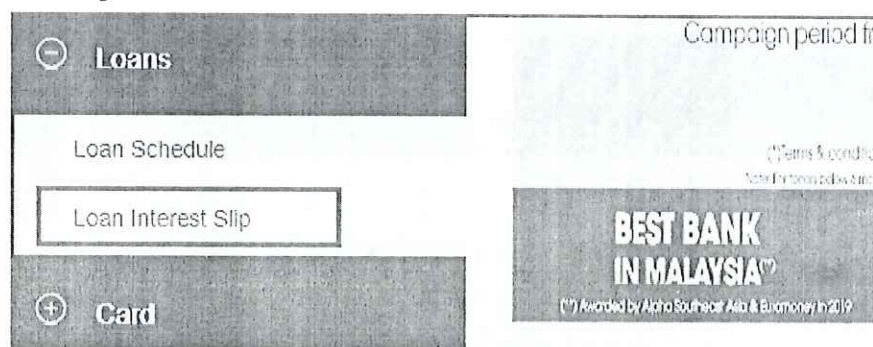
Step 2	• Select the corresponding loan account number.
	• Enter the date you want to calculate and click << **Submit** >>. System displays details as below:

LOAN INTEREST SLIP

Account No. 060-7-50-00-19059

From date 01/01/2021   To date   31/12/2021

Submit

From date	To date	Principal	Interest Rate	Interest rate	Type
01/01/2021	29/06/2021	24,831,949,527	0.7958	1,169,482,774	Normal
TOTAL				1,169,482,774	

|<<<   <<   1 / 1   >>   >>>|

Close   Download

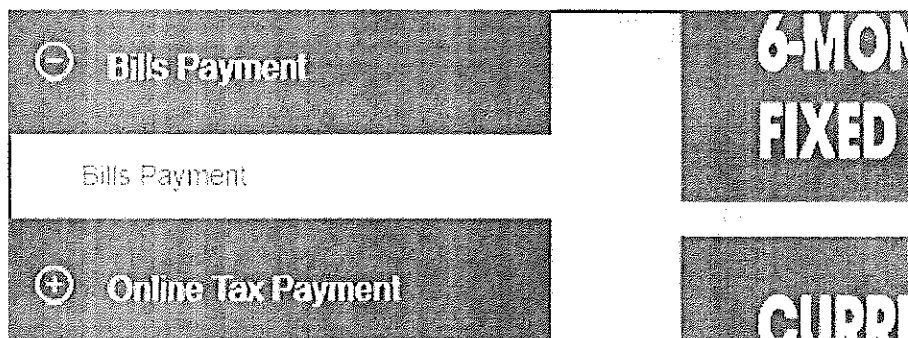Click << **Download** >> if you want to download the loan interest slip

D.7. Bill Payment

1. Phone Topup

Utility   Top-up is an online payment service to pay for your prepaid mobile services (Vinaphone, MobiFone, Viettel, Vietnamobile...)

a. For Creator

Step 1	At the Internet Banking main menu; click << **Bills Payment** >> then click << **Bills Payment** >>

Step 2	

- Select **Debit account** to debit for top-up payment

  (*) In case you want to transfer money to the mobile phone number in the previously saved list, tick ☑ Show saved account

- **Service name:** Select the service name - select "**Topup**"

- **Telephone number/user name:** The system displays the phone number/user name registered with the Bank. If you want to top up for another phone number, enter that phone number in this field

- **Payment amount:** Select the desired amount to top-up

- Enter **Transaction Detail**

- Optional: Tick ☑ **Save beneficiary account** and enter the reference name if you want to save the beneficiary information if you want to save the beneficiary information for the next top-up
- Click << **Create** >>

Step 3   Enter the OTP code received from Smart-OTP (*). Click << **Submit** >>

(*) *For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions*

Step 4   Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status of *Transaction pending signature*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

---

b. For approver

Step 1   At the Internet Banking main menu; click << **Bills Payment** >> then click << **Bills Payment** >>

Step 2 At the list of transaction screen:

- Transaction type: select **Online bills payment**
- Status: select **List of transactions signature pending**
- Select the period when transaction was created

  Note: The period must be within 03 months from the current date
- Click << **Detail** >>

Step 3 The screen displays transactions pending for approval

Click on the icon ✍ next to the transaction to be signed

Step 4 Enter the OTP code received from Smart-OTP (*). Click << **Submit** >>

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions

Step 5   Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction successful"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

2. Other Bill Payment

Utility   You can also pay bills for other types of services listed in the **Service Name** dropdown list

a. For Creator

Step 1   At the Internet Banking main menu; click << **Bills Payment** >> then click << **Bills Payment** >>

Step 2			
	DEBIT ACCOUNT	020-4-00-00-92506 ▾	
	Applicant	CONG TY ABCD	
	Balance	1,282,167,297.9	
		Show saved account	Manage saved account
	SERVICE NAME	Electricity bill,water bill payment	▾
	Service company name	Electricity bill payment	▾
	Customer code	PA04021219821	*[Enter customer code in case payment for one]*
	Bill amount	1,719,000-VND	
	Payment amount	1,719,000	Currency VND ▾
	Transaction detail	EVN Bill payment|	
		Save beneficiary account	
		Create	

- Select **Debit account** to debit for top-up payment

  (*) In case you want to transfer money to the mobile phone number in the previously saved list, tick ☑ Show saved account

- **Service name:** Select the service you wish to make payment to and fill in the required information

- Optional: Tick ☑ *Save beneficiary account* and enter the reference name if you want to save the beneficiary information if you want to save the beneficiary information for the next top-up

- Click << **Create** >>

Step 3	Enter the OTP code received from Smart-OTP (*). Click << **Submit** >>

	QR Code		
		Transaction Code	663934
Verify Transaction	[QR Code]	OTP	[ ]
			*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions

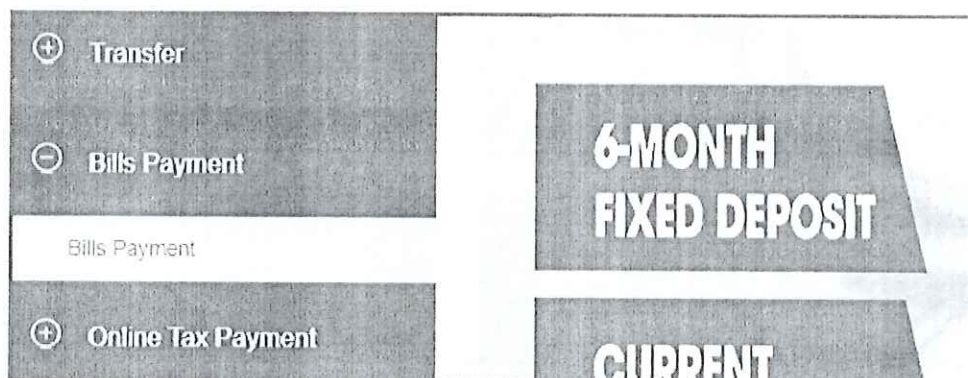| Step 4	Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

The system will display the **Payment Receipt** with the transaction details and the status of *"Transaction pending signature"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

b. For Approver

Step 1   At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

Step 2   At the list of transaction screen:

- Transaction type: select **Online bills payment**
- Status: choose **List of transactions signature pending**
- Select the period when transaction was created

  Note: *The period must be within 03 months from the current date*
- Click << **Detail** >>

Step 3   The screen displays transactions pending for approval

List Of Payment

Transaction type	Online bills payment	▼
Status	List of transactions signature pending	▼
From date	29/11/2021	To date	30/12/2021

Transaction date time	Service name	Phone number/User name	Amount	Status	Detail
09/12/2021 13:43:40	Topup	0902522985	10,000-VND	Not sign	✍
29/12/2021 09:15:59	Topup	0902522985	10,000-VND	Not sign	✍
29/12/2021 16:30:32	Electricity bill,water bill payment	PA04021219821	1,719,000-VND	Not sign	✍
29/12/2021 17:14:11	Electricity bill,water bill payment	PC02CC0909012	1,719,000-VND	Not sign	✍
29/12/2021 17:16:34	Electricity bill,water bill payment	PC12743783833	1,719,000-VND	Not sign	✍

|<<<   <<   1 / 1   >>   >>>|

Close

Click ✍ next to the transaction to be signed

Step 4   Check the information and click << **Get code** >>

DEBIT ACCOUNT	020-4-00-00-92506	▼
Applicant	CONG TY ABCD	
Balance	1,282,167,297.9	
	☐ Show saved account Manage saved account	
SERVICE NAME		▼
Service company name		▼
Phone number/User name	PC02CC0909012	*[Enter phone number/User name in case payment for other]*
Bill amount	1,719,000-VND	
Payment amount	1,719,000	Currency VND ▼
Transaction detail	Bill Payment	
Reason of transaction cancel		

QR Code

Verify Transaction

Transaction Code   663934

OTP   [_____]

*Note : Get OTP from Smart OTP

Submit   Cancel   Close

Enter the OTP code received from Smart-OTP (*). Click << **Submit** >>

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions
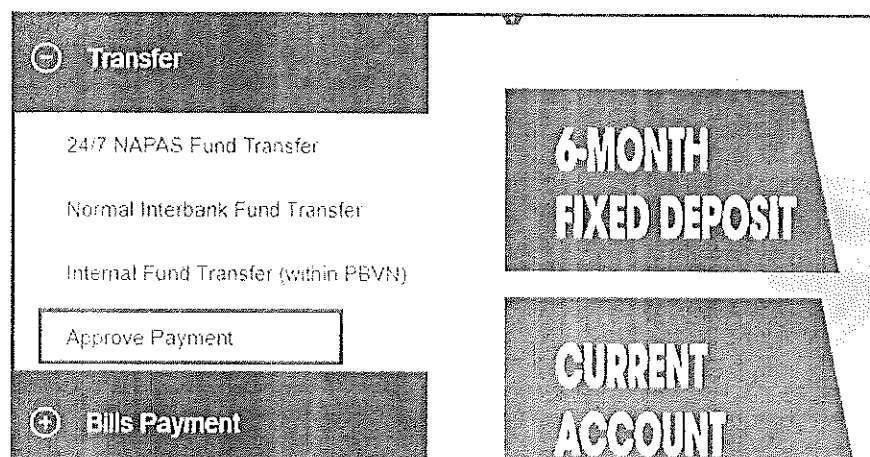
Step 5   Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

```
                                                            ×

  Proceed with transaction ?


                                      OK          Cancel
```

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction successful"*. You should keep the Payment Receipt in case you need to do transaction tracing in the future.

D.8. Online Tax Payment

Function   You can make online tax payment using your PBVN demand deposit account

Note

- Carefully check the declared information when making online tax payment orders. You are responsible for the accuracy of the information
- Your tax payment transaction information will be directly sent to Tax Agency as soon as the transaction is completed, and the Bank will debit your account for the corresponding amount. The fee/charge of online tax payment transactions will be collected by the Bank (if any) once online tax payment transaction is successfully completed
- You can make online tax payment transaction via either your PBVN VND or Foreign Currency demand deposit account.

  Note: The Bank's buy rate will be applied if you choose to pay with your Foreign Currency demand deposit account. The Bank is not responsible for any differences between the exchange rates quoted by the Bank and by the tax Authorized Agencies
- In case both Creator and Approver (1st and 2nd) request to receive email notification after the transaction is successfully completed, please contact the branch where you open account for instructions

1. For Creator

a. Create Online Tax Payment

Step 1   At the Internet Banking main menu; click << **Online Tax Payment** >> then click << **Online Tax Payment** >>
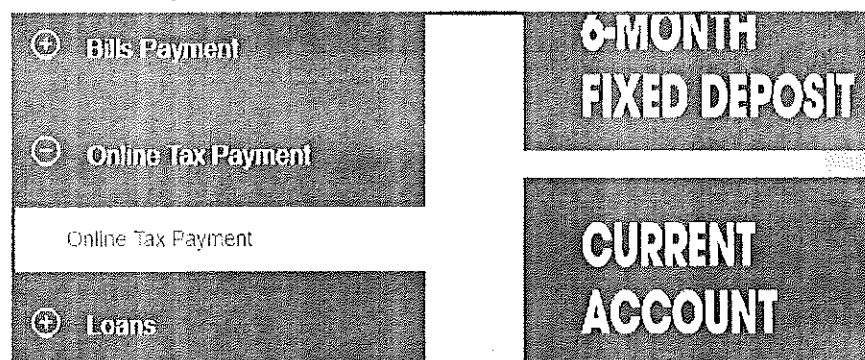
Step 2   Select **Debit account** to debit for tax payment

DEBIT ACCOUNT	[Select Debit Account]	▼
Available Balance		
Tax Code	1234567890	
Applicant	CONG TY ABCD	
Address	PHO THUY KHUE LY THAI TO STR., HANOI	

The information of the selected debit account will be displayed on the screen as follows: Available balance, Tax code (registered with PBVN), Applicant, Address

Step 3
- Select << **For yourselves** >> if you want to pay for the tax code registered with PBVN. The system will display all the information provided by Tax Agency related to the registered tax code
- **Credit Account/ Card**: Tax agency account number to make payment to
- **Beneficiary:** Name of the Tax agency of the Beneficiary.
- **State Treasury:** State Treasury branch name
- **Beneficiary Bank:** Bank of the State Treasury
- **City/Province:** Name of the Beneficiary Bank's province/city
- **Branch Name**: Branch of the Beneficiary Bank
- You can amend tax payment information if required

	● For yourself ○ For other taxpayer	
Tax Type	Khoan thu do co quan thue quan ly ▼	
Purpose collection	● Pay for State budget ○ VAT refund account ○ Temporary collect account	
Pay for decision	✓ State Audit ○ Organnization Inspectorate ○ Governmentl Inspectorate ○ Other authorized organnization	
CREDIT ACCOUNT/CARD	7111	
Beneficiary	Thanh pho Ha Noi ▼	1054557-Cuc Thue TP Ha Noi ▼
State treasury		0011-VP KBNN Ha Nôi ▼
Beneficiary bank	VietinBank-NH TMCP Cong thuong	▼
City/Province	Thanh pho Ha Noi	▼
Branch name	NHTMCP Cong thuong CN Dong Da	▼

- If the system fails and cannot be retrieved the information from the General Department of Taxation, you can still pay taxes online by entering the corresponding information
- Select << **For other taxpayer** >> and fill the [Tax Code] field if you want to make payment for the tax code other than the tax code that registered with the selected account

	. For yourself • For other taxpayer		
Tax Type	Khoan thu do co quan thue quan ly ▼		
Purpose collection	• Pay for State budget ⁣ VAT refund account ⁣ Temporary collect account		
Pay for decision	State Audit ⁣ Organnization Inspectorate ⁣ Governmentt Inspectorate ⁣ Other authorized organnization		
Tax Code			
Taxpayer name			
Taxpayer address			
CREDIT ACCOUNT/CARD			
Beneficiary	Thanh pho Ha Noi	▼ 1054557-Cuc Thue TP Ha Noi	▼
State treasury		0011-VP KBNN Ha Nội	▼
Beneficiary bank	VietinBank-NH THCP Cong thuong		▼
City/Province	Thanh pho Ha Noi		▼
Branch name	NHTHCP Cong thuong CN Dong Da		▼

The system will display all the information provided by Tax Agency related to the registered tax code:

- **Taxpayer name:** Name of a business/individual which has the tax code above.

- **Taxpayer address:** Address of a business/individual which has the tax code above.

- **Credit Card:** Account number of the Tax agency which you want to make payment to.

- **Beneficiary:** Name of the Tax agency of the Beneficiary.

- **State Treasury:** Branch name of State Treasury.

- **Beneficiary Bank:** Name of the Bank where the Tax agency open account at.

- **City/Province:** Name of the province/city of the Beneficiary Bank.

- **Branch Name:** Branch of the Beneficiary Bank

- You can amend information on the screen or input new for the tax online payment transaction.

Step 4	Details of payment

- If you select **[For yourselves]**, the system will automatically display all the information provided by Tax Agency related to the registered tax code. You can amend information if required

- Fill the other informations required:
  - o **Tax account** *(if applicable):*
  - o **Tax term:** time respective with the tax payment (example: **10/2015** or **Quarter I/2015**)
  - o **Remark** *(if applicable):* remark for each tax item.
  - o **Customs Declaration:** *(if applicable)*
    - ▪ **Customs declaration number:** Custom declaration number corresponding to the tax payment.
    - ▪ **Date:** Click on the calendar symbol to select the date of the custom declaration

- **Customs type**: fill in the type of import/export in abbreviation

DETAILS OF PAYMENT

Chapter	001-Van phong Chu tich nuoc ⌄
Tax account	432-HD dieu tra, t.do, ks, tu van ⌄

Item		Subitem		Amount	Tax term	Remark
1050-Thue thu nhap doanh nghiep	■	1050	■	19,503,320	00/CN 2021	
	■		■	0		
	■		■	0		
	■		■	0		

(Payment detail)

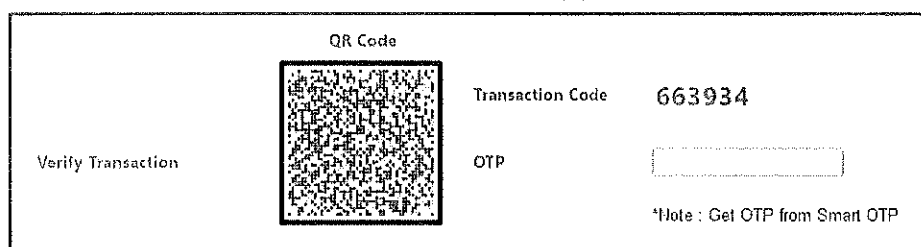|	
Customs declaration , Number	Date ▦ Customs type
Value date	29/12/2021 ▦
Amount	19,506,320
Currency	VND ⌄
Details of charges	Ourselves Beneficiary Sharing
Transaction detail	1054557-Cuc Thue TP Ha Noi;11050-Thue thu nhap doanh nghiep TT 00/CH/2021

- If you select **[For other taxpayer]**, please input all the information as follows:

DETAILS OF PAYMENT

Chapter	001-Van phong Chu tich nuoc ⌄
Tax account	⌄

Item		Subitem		Amount	Tax term	Remark
	■		■	0		
	■		■	0		
	■		■	0		
	■		■	0		

(Payment detail)

Customs declaration , Number	Date ▦ Customs type
Value date	29/12/2021 ▦
Amount	
Currency	VND ⌄
Details of charges	Ourselves Beneficiary Sharing
Transaction detail	

- o **Chapter:** The organization/type of business of the applicant
- o **Tax account** *(if applicable):* Economic industry code
- o **Payment detail:**
  - **Item:** click on the small blue square at the **[Item]** column to choose the tax item to make payment.
  - **Sub-item:** Click on the small blue square at the **[sub item]** column for choosing the sub item for the tax online payment transaction. You can pay for more than one item by selecting item at other rows.
  - **Tax term:** time respective with the tax payment
  - **Remark** *(if applicable)*: remark for each tax item
- o **Customs Declaration:** *(if applicable)*
  - **Customs declaration number:** number of the Custom declaration respective with the online tax payment.
  - **Date:** Click the calendar symbol to select the date of the custom declaration

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- **Customs type:** to indicate the type of import/export in abbreviation
- o **Value date:** Click on the calendar to select the date which you want to process the payment.

  (*) Note: The field [Value date] must be higher or equal the prevailing date and is formatted as: [day/month/year]
- o **Amount:** The system will automatically update the total amount which you have input in each tax item above.
- o **Currency:** VND is default.
- o **Detail of charges:** [Beneficiary] is default.
- o **Transaction Detail:** The system will automatically update the detail of the tax payment in accordance with the information which you have entered above (Maximum 210 figures can be input in the Transaction Detail)
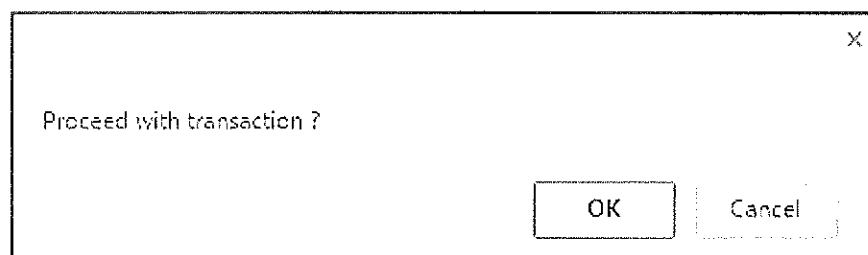- Click << **Create** >>

Step 5	Enter the OTP code received from Smart-OTP (*). Click << **Send** >>

QR Code

Verify Transaction

Transaction Code   663934

OTP   [....................................]

*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to <u>https://publicbank.com.vn</u> > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

Step 6	Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction

X

Proceed with transaction ?

OK   Cancel

The **tax payment receipt** of the transaction will be displayed on the screen with the status *"Transaction pending signature"*. The system will automatically send the tax payment receipt to your email/ SMS.

You should keep this Receipt in case you need to do transaction tracing in the future

b. To cancel Online Tax Payment

Step 1	At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>
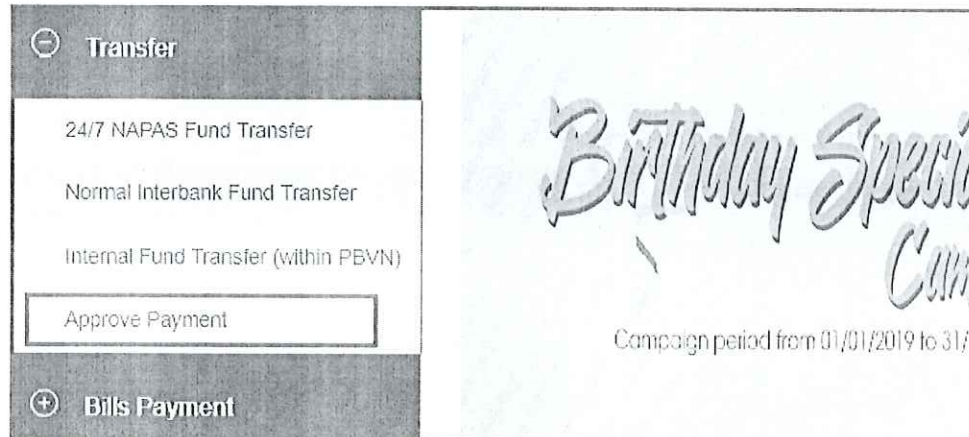
Step 2	On 'List of Transactions' screen, select:

- Selects type of transaction [**Tax Payment Online**]
- Selects the transaction status [**List of transaction signed**]
- Select the period when transaction was created

  Note: *The period must be within 03 months from the current date*
- Click << **Detail** >> to view the transaction

Step 3	The screen displays transactions pending for approval

Click on the icon ✐ next to the transaction to be canceled

Step 4	Information of the selected transaction will be displayed on the screen. Please enter the cancellation reason and click << **Get Code** >>

Item	Subitem	Amount	Tax term	Remark
1050-Thue thu nhap doanh nghiep	1050	19,506,320.00	00 CN 2021	
		.00		
		.00		
		.00		

Payment detail

Customs declaration , Number Date 🖼 Customs type

Value date 29/12/2021 🖼

Amount 19,506,320

Currency VND ▾

Details of charges · Ourselves Beneficiary Sharing

Transaction detail 1054557-Cuc Thue TP Ha Hoi;1 1050-Thue thu nhap doanh nghiep TT 00/CN/2021

Reason of transaction cancel

QR Code

Verify Transaction   Transaction Code 663934

OTP [_____]

*Note Get OTP from Smart OTP

[Cancel] [Close]

Step 5 Enter the OTP code received from Smart-OTP (*). Click << **Cancel** >>

QR Code

Verify Transaction   Transaction Code 663934

OTP [_____]

*Note Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.

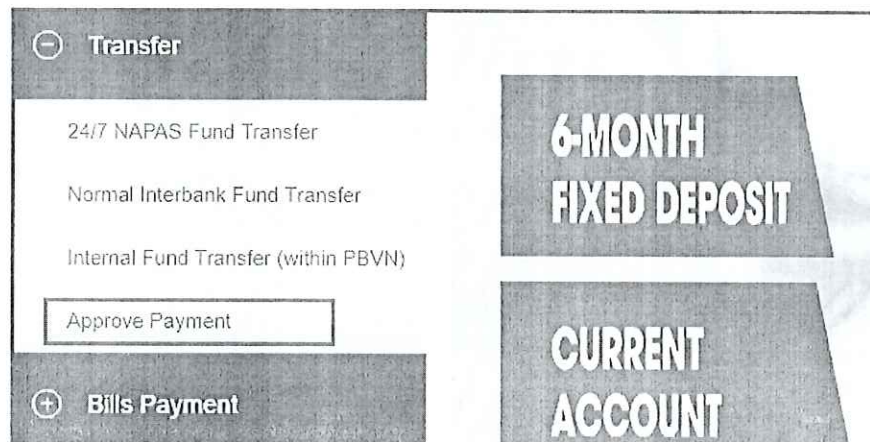**Step 6** Click << **OK** >> to confirm the transaction or click << **Cancel** >> to cancel the transaction

Proceed with transaction ?

[OK] [Cancel]

The system will display the **Payment Receipt** with the transaction details and the status as *"Transaction cancelled"*. You should keep the Receipt in case you need to do transaction tracing in the future

---

2. For Approver

a. Approve Single Online Tax Payment

Step 1   At the Internet Banking main menu, click << **Transfer** >> then click << **Approve Payment** >>

Step 2   On 'List of Transactions' screen, select:

- Transaction type [**Online Tax Payment**]
- Status: [**List of transaction signature pending**]
- Select the period when transaction was created

  Note: *The period must be within 03 months from the current date*
- Click << **Detail** >>

Step 3   The screen displays transactions pending for approval

Click on the icon ✎ next to the transaction to be approved

Step 4   Check the tax payment order and click << **Get Code** >>

DETAILS OF PAYMENT

Chapter	001-Van phong Chu tich nuoc ▾
Tax account	369-Quan he tai chinh khac ▾

Item	Subitem	Amount	Tax term	Remark
1050-Thue thu nhap doanh nghiep ■	1052 ■	9.560.000,00	00/CN/2021	
	■	■	,00	
	■	■	,00	
	■	■	,00	

Payment detail

Customs declaration , Number	Date ▭ Customs type
Value date	29/12/2021 ▭
Amount	9,560,000
Currency	VND ▾
Details of charges	◦ Ourselves Beneficiary Sharing
Transaction detail	1054557-Cuc Thue TP Ha Noi;I1050-Thue thu nhap doanh nghiep TT 00/CN/2021
Reason of transaction cancel	

QR Code

Verify Transaction

Transaction Code   663934

OTP   [   ]

*Note : Get OTP from Smart OTP

[Sign]   [Cancel]   [Close]

Step 5   Enter the OTP code received from Smart-OTP (*). Click << **Send** >> or click << **Cancel** >> to cancel the tax payment
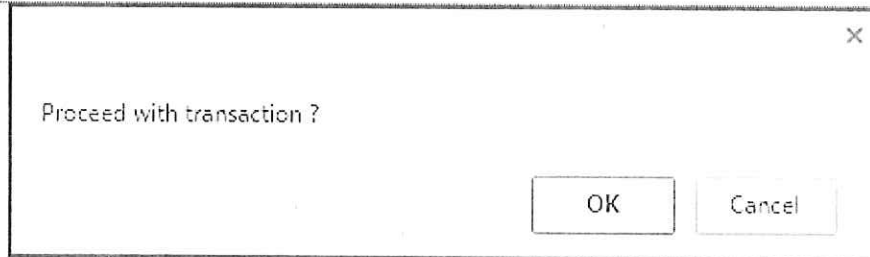
QR Code

Verify Transaction

Transaction Code   663934

OTP   [   ]

*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to https://publicbank.com.vn > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions.
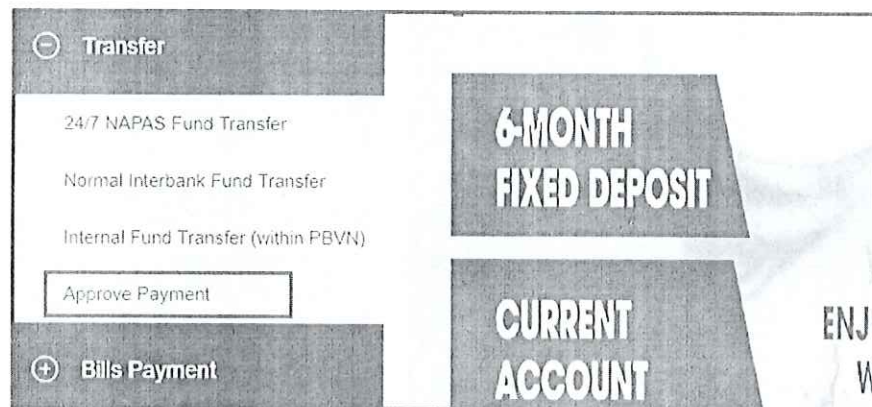
Step 6   Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

- If the Internet Banking account only has 1 approver; the system will display a Tax Payment Receipt with the status "*Transaction successful*"
- If the Internet Banking account has 2 approvers, the system will display a Tax Payment Receipt with the status as "*Transaction pending signature*"

b. Approve Multiple Online Tax Payments

Step 1 At the Internet Banking main menu; click << **Transfer** >> then click << **Approve Payment** >>

Step 2 On 'List of Transactions' screen, select:

- Transaction type [**Online Tax Payment**]
- Status: [**List of transaction signature pending**]
- Select the period when transaction was created

  Note: *The period must be within 03 months from the current date*
- Press << **Detail** >>

Step 3   The screen will display the list of transactions which has been created and pending approval. Click << **Sign** >>

LIST OF TRANSACTIONS

Transaction type	Tax payment online						▼
Status	List of transactions signature pending						▼
From date	28/11/2021			To date	29/12/2021		

Value date	Time	Credit account	Beneficiary Name	Beneficiary bank	Amount	Sign
29/12/2021	14:51:55	711-1	1054557-Cuc Thue TP Ha Noi	VietinBank-NH TMCP Cong thuong	7.428.000-VND	✎
29/12/2021	14:52:58	711-1	1054557-Cuc Thue TP Ha Noi	VietinBank-NH TMCP Cong thuong	6.250.000-VND	✎

|<<<   <<   1 / 1   >>   >>>|

Sign

Step 4   • Select the [**Debit Account**]

ONLINE TAX PAYMENT

DEBIT ACCOUNT	020-4-00-00-92506 ▼
Account name	CONG TY ABCD
Adddress	PHO THUY KHUE LY THAI TO STR., HANOI
Available Balance	1,305,405,297.9
From date	28/11/2021 To date 29/12/2021

CREDIT ACCOUNT/CARD

Currency   VND   ▼

Value date	Debit account	Credit account	Beneficiary bank	Amount	Status	
29/12/2021 14:51:55	0204000092506	7111	VietinBank-NH TMCP Cong thuong	7,428,000-VND	Not sign	☐
29/12/2021 14:52:58	0204000092506	7111	VietinBank-NH TMCP Cong thuong	6,250,000-VND	Not sign	☐

Total amount:	0-VND			Total transactions 0

|<<<   <<   1 / 1   >>   >>>|

Get code

Send   **Cancel**

• Select transactions to be approved by clicking the boxes in the right of the respective transactions. The transaction total will appear on the screen accordingly.

• Click << **Get code** >>

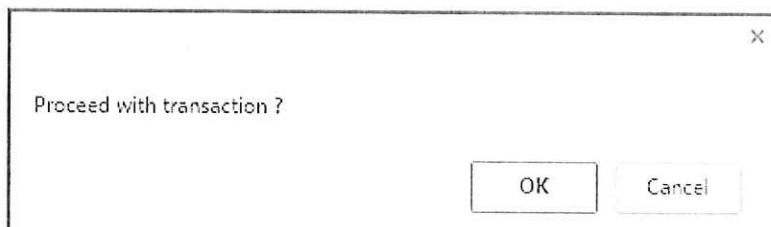Step 5   Enter the OTP code received from Smart-OTP (*). Click << **Send** >>

QR Code		
Verify Transaction	[QR Code]	Transaction Code 663934
		OTP [ ]
		*Note : Get OTP from Smart OTP

(*) For verification by Smart-OTP, please log on to <u>https://publicbank.com.vn</u> > Business > E-banking > Internet banking > For more information > For templates, terms and conditions, transaction limit, user guide and others > C. E-banking forms > Smart OTP User guide for detailed instructions

Step 6 Click << **OK** >> to proceed with the transaction or click << **Cancel** >> to cancel the transaction

	×
Proceed with transaction ?	
	OK Cancel

- If the Internet Banking account only has 1 approver, the system will display a Tax Payment Receipt with the status - Transaction successful
- If the Internet Banking account has 2 approvers, the system will display a Tax Payment Receipt with the status as Transaction pending signature

3. Notes

- *In case you make an online tax payment order by debiting an FCY account and paying in VND, the system will display a tax payment receipt with the corresponding exchange rate and debit amount after completing approval*
- *You should keep the Payment Receipt in case you need to do transaction tracing in the future*
- *You are fully responsible for the accuracy of all the declared information. Please contact the Tax Agency if any amendment is required after the tax payment has been executed*
- *If you require the bank's Tax payment confirmation receipt, please contact Frontline Operations Department of the PBVN Account Holding Branch/Transation Bureau.*
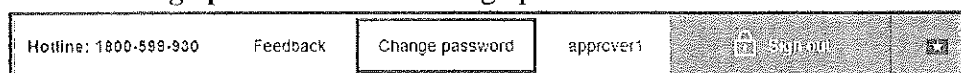
E. OTHER FUNCTIONS

Change language

To change language into English, click << 🇬🇧 >>

To change language into Vietnamese, click << ⭐ >>

🔒 Thoát	🇬🇧	🔒 Sign out	⭐
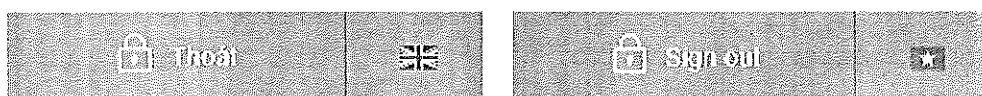
Change password

Click << **Change password** >> to change password

Hotline: 1800-599-930	Feedback	Change password	approver1	🔒 Sign out	⭐

- Enter the current password, new password, confirm the new password and click << **Submit** >>

> Current password *
>
> New password *
>
> Confirm new password *
>
> Note:
> - Password must have at least 7 characters.
> - Your password will expirer after 365 days.
> - Password must have at least 1 capital character.
> - Password must have at least 1 numeric character
>
> **Submit**

- The system will notify you on successful password change
- Log off the Internet Banking and then log in again to ensure password has changed
- An SMS message will be sent to your registered mobile number to confirm that password has been successfully changed.

E-banking Registration   You can download the *Application form cum Contract to open and use PBVN's E-Banking service* at this function by clicking << **Register** >>

Get Started   Click << **Get Started** >> to download PBVN's Internet Banking user manual

Terms and Conditions	Click << **Terms and Conditions** >> to view PBVN's E-banking service terms and conditions

Login to PBVN's Internet Banking
Thursday, 18 July 2024 10 26:44

Username

Password 👁

Please disable Vietnamese keystroke

Captcha code   aC:2302 🔄

Login

If you suspect that your account is compromised, click here to deactivate your PBVN's e-Banking access

New to PBVN-eBanking?
- Register
- E-Banking Registration
- Get Started
- Term and Conditions

Need help?
- E-Banking Modification
- FAQ
- Support
- Forgot Password
- Lost Key Token
- Contact PBVN

Support	Click << **Support** >> to view the Bank's email/phone/fax details

Login to PBVN's Internet Banking
Thursday, 18 July 2024 10 26:44

Username

Password 👁

Please disable Vietnamese keystroke

Captcha code   aC:2302 🔄

Login

If you suspect that your account is compromised, click here to deactivate your PBVN's e-Banking access

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- Get Started
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Need help?
- E-Banking Modification
- FAQ
- Support
- Forgot Password
- Lost Key Token
- Contact PBVN

Please contact Public Bank Vietnam if assistance is required:

24/7 Hotline: 1800 599 930(24/7 Hotline)

Customer Service Hotline: 1800 1198 (between 8 a.m to 5 p.m from Monday to Friday)

Fax: +84 439439005

Email: customerservice@publicbank.com.vn

Feedback   Click << **Feedback** >> if you wish to give any feedback about PBVN's products and services

| Hotline: 1800-599-930 | Feedback | Change password | creator1 | 🔒 Sign out | ⭐ |

Please include the following information when giving feedback:

- First and last name
- Identity card/Citizen identity card/Establishment license
- Email
- Address
- Phone number
- Content to comment on
- Attach image/text file (pdf format) (if any)

Name ˇ	ABCD Company
ID number	65645615486
Email ˇ	abcd@gmail.com
Address	Hanoi, Vietnam
Card Service Hotline (24/7): ˇ	0918273645
Content ˙	How do I deactivate Smart-OTP on my device?
Attach File	Choose File No file chosen
	A9434E
Verification Character ˇ	A9434E|
	Submit

- Enter the Captcha character string and click << **Submit** >>

Sign Out   Click << **Sign out** >> to log out from the Internet Banking system

| Hotline: 1800-599-930 | Feedback | Change password | approver1 | 🔒 Sign out | ⭐ |

THANK YOU FOR USING PUBLIC BANK VIETNAM's INTERNET BANKING SERVICES