

INFINITY

User Guide



Single Payments

Single Payments

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How to Create New Single Transaction

Transfer to UOB Accounts

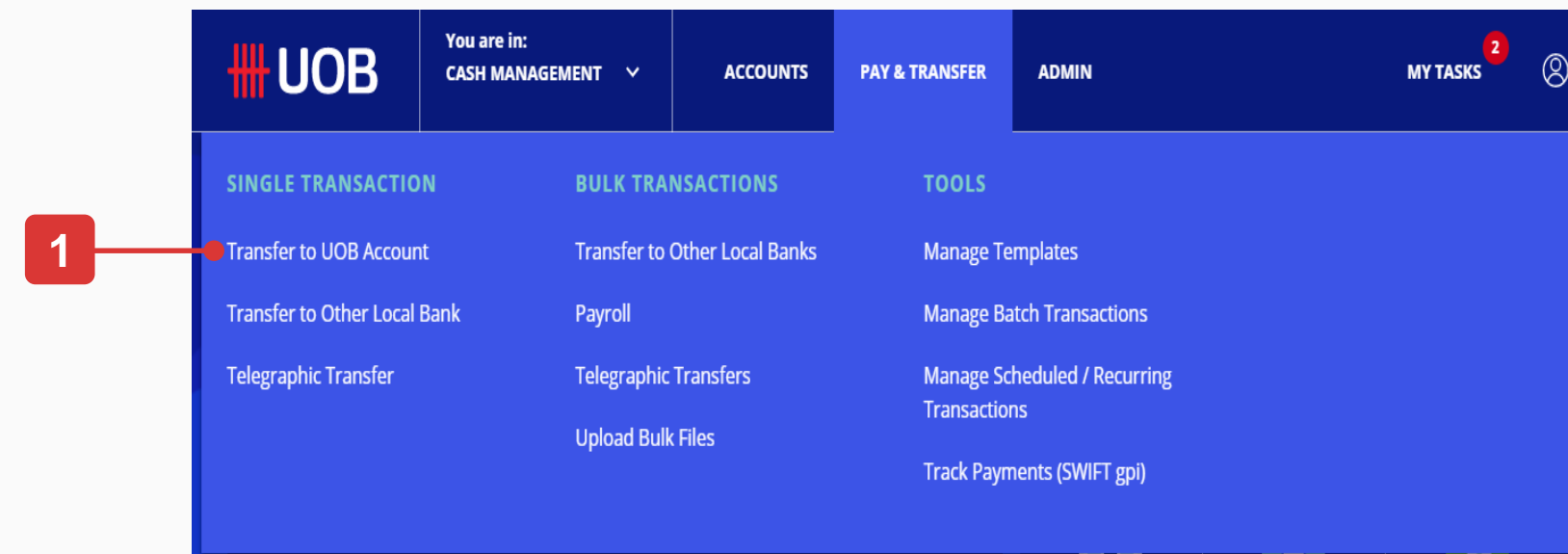
You can transfer funds from your account to another UOB account in the following currencies:

- Same currency e.g. VND to VND
- Different currencies e.g. VND to USD

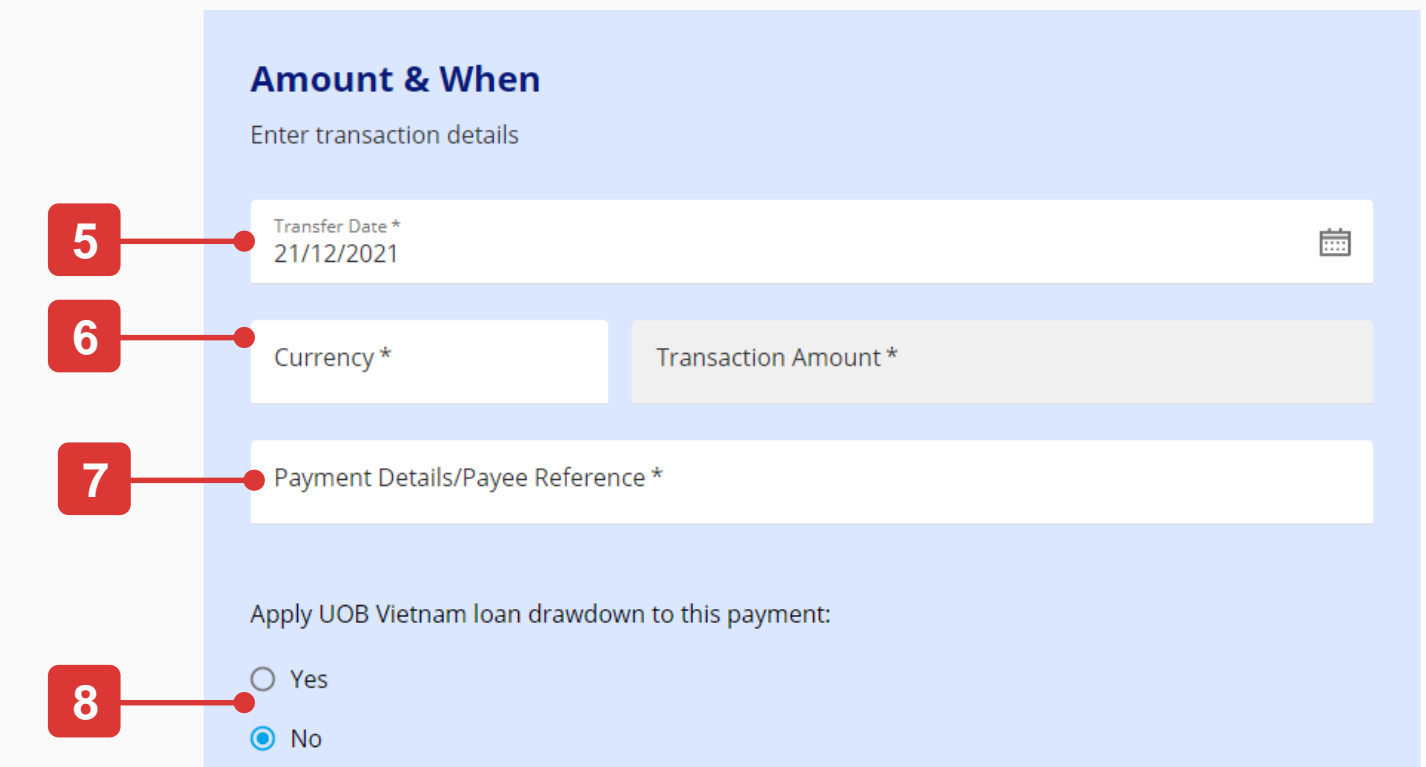
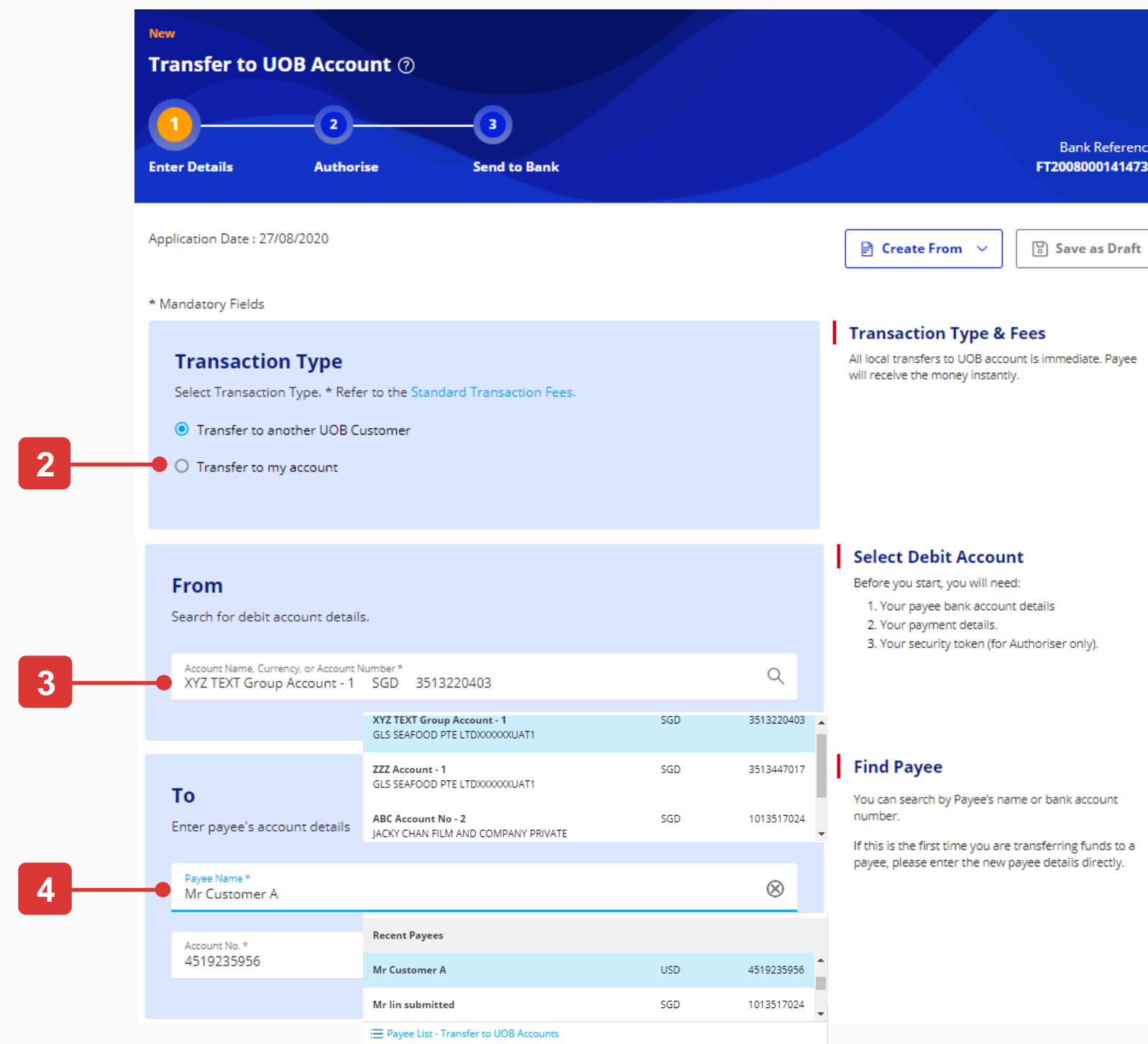
Create new single transaction

1. From the top Menu bar, hover over "Pay & Transfer" and click select "Transfer to UOB Account" under "Single Transactions" column.
2. Select "Transaction Type" which you want transfer to.
3. In the "From" section, select which of your account to be used as a debiting account for this transaction.
4. In the "To" section, you can provide your payee details either by selecting a payee from the dropdown search list or by entering all the details manually.
5. Select the transfer date of your transaction.
6. Select the transaction currency (This option is available if payee's account currency is different from your debit account currency). Enter transaction amount.
7. Enter content of transfer.
8. Indicate whether payment to be made from loan drawdown fund.
9. All the optional fields are not shown as a textbox and it will only be available for data input upon clicking the label.

Top Mega Menu (Default View)



Transfer to UOB Account (Default View)



How to Create New Single Transaction

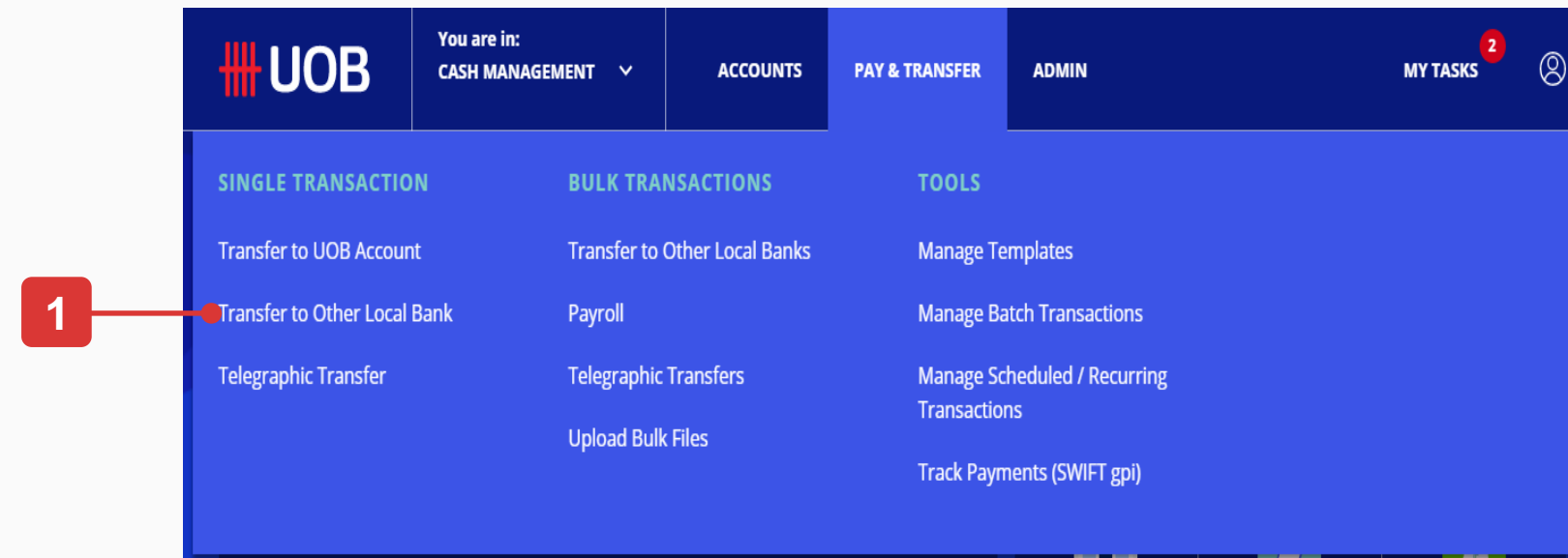
Transfer to Other Local Bank

You can transfer to an account with another bank in Vietnam. The transfer can be done via NAPAS or NORMAL payment.

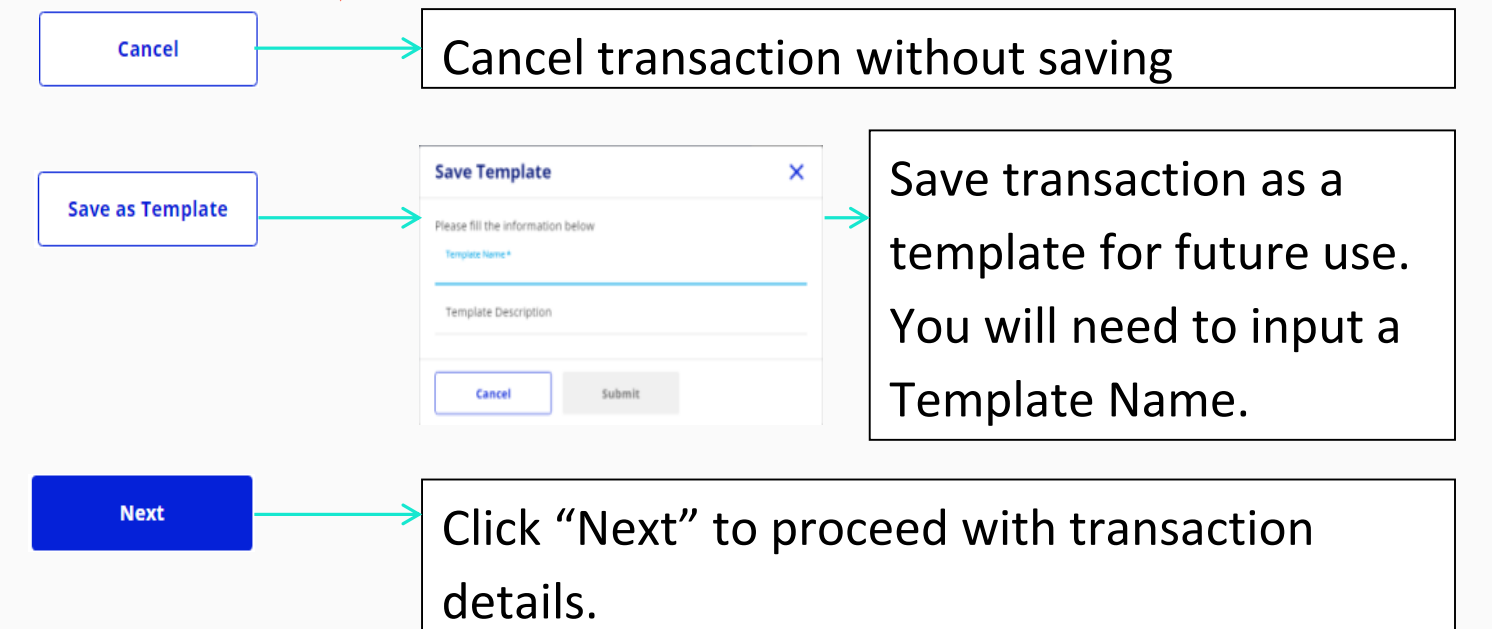
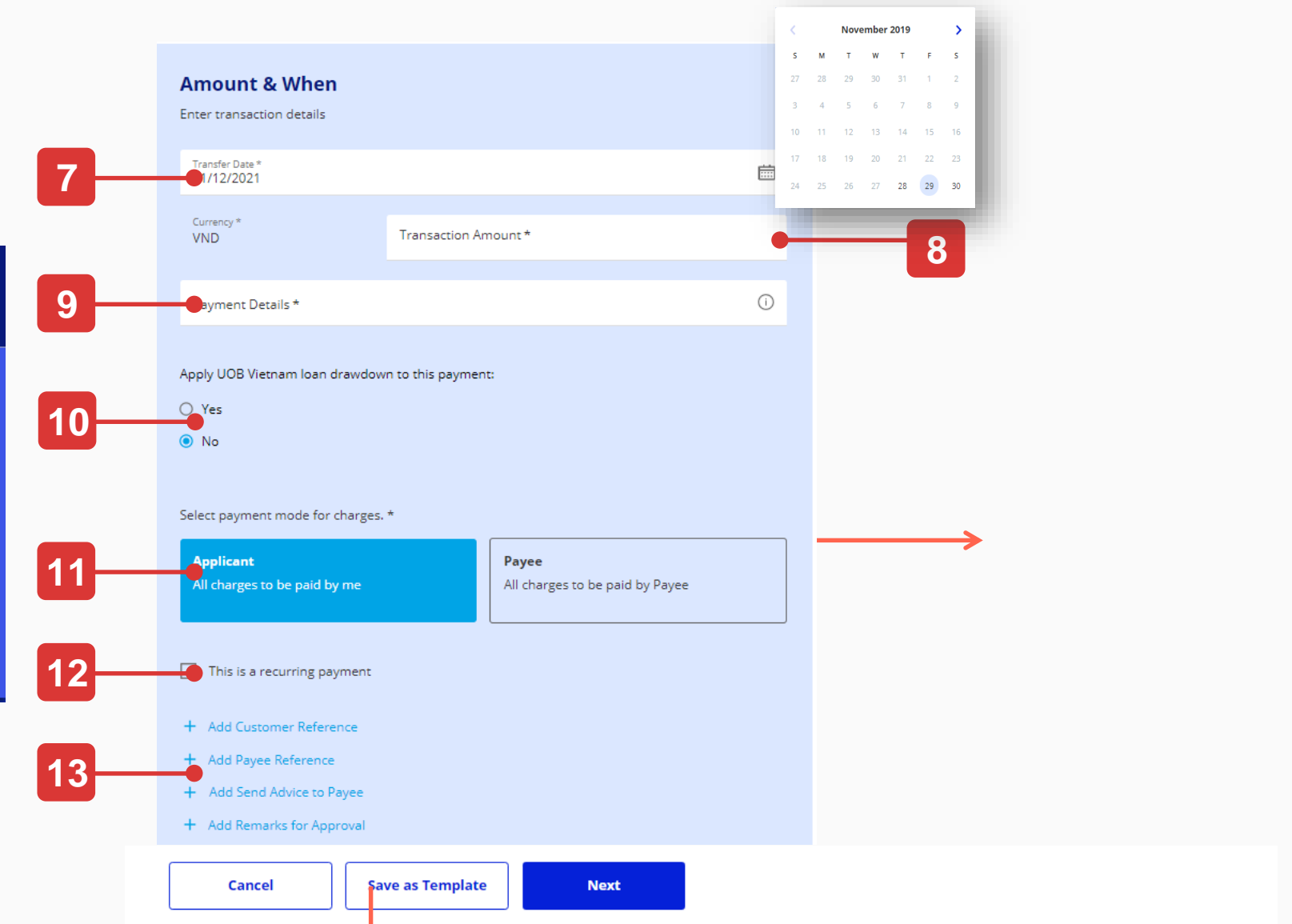
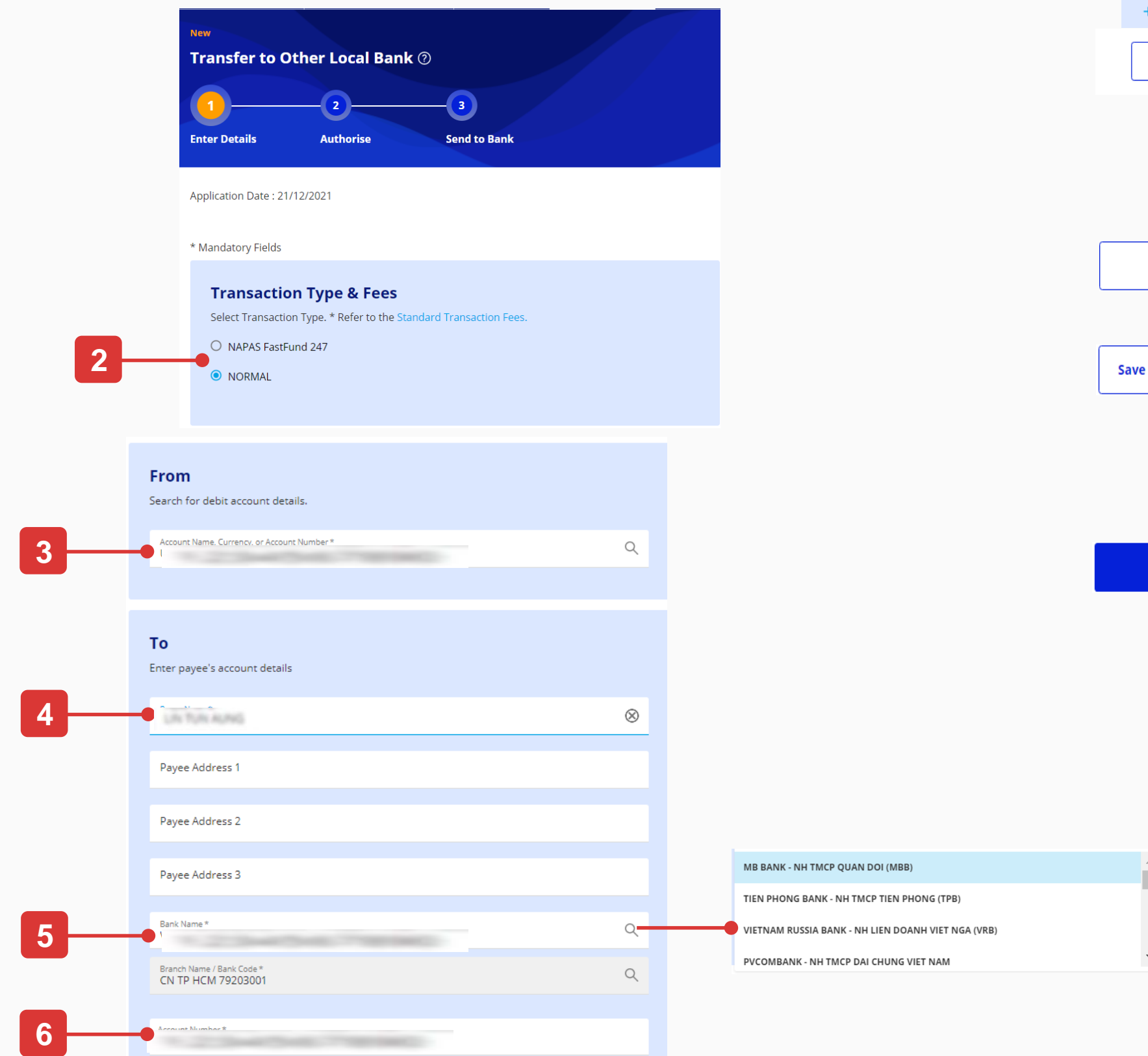
Create new single transaction

1. From the top menu bar, hover over "Pay & Transfer" and click select "Transfer to Other Local Bank" under "Single Transactions" column.
2. Select "Transaction Type" which you want to transfer to.
3. In the "From" section, select which of your account to be used as a debiting account for this transaction.
4. In the "To" section, you can provide your payee details either by selecting a payee from the dropdown search list or by entering all the details manually.
5. You can select the payee's bank, from the dropdown list or type in the name. Select bank code from the dropdown list.
6. Input payee's account
7. Select the transfer date of your transaction.
8. Input the transaction amount and default currency will be VND as this is a local transfer.
9. Input content of transfer.
10. Indicate whether the payment to be made from loan drawdown fund.
11. Select party to pay for transaction charges.
12. Tick the checkbox if you wish to make it as a recurring payment.
13. All the optional fields are not shown as a textbox and it will only be available for data input upon clicking the label.

Top Mega Menu (Default View)



New Transfer to Other Local Bank (Default View)



How to Create New Single Transaction

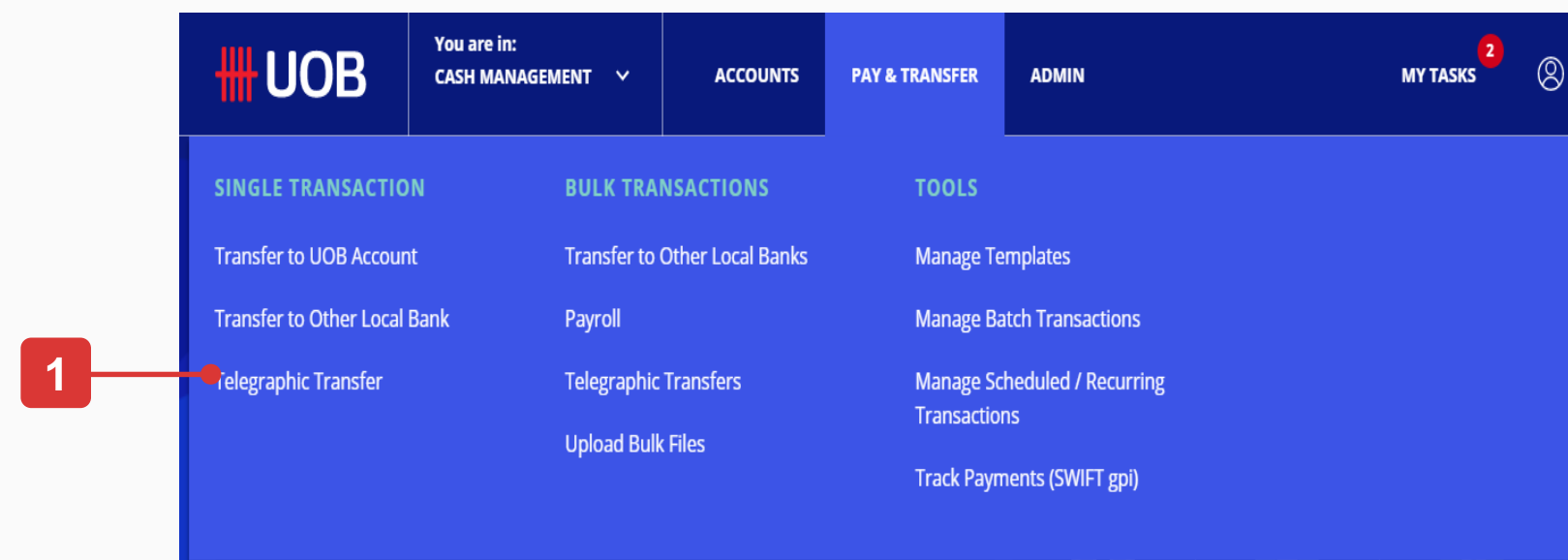
Telegraphic Transfer

You may transfer funds to an overseas account via telegraphic transfer (TT). You may also use telegraphic transfer within Vietnam for domestic transfer in foreign currencies.

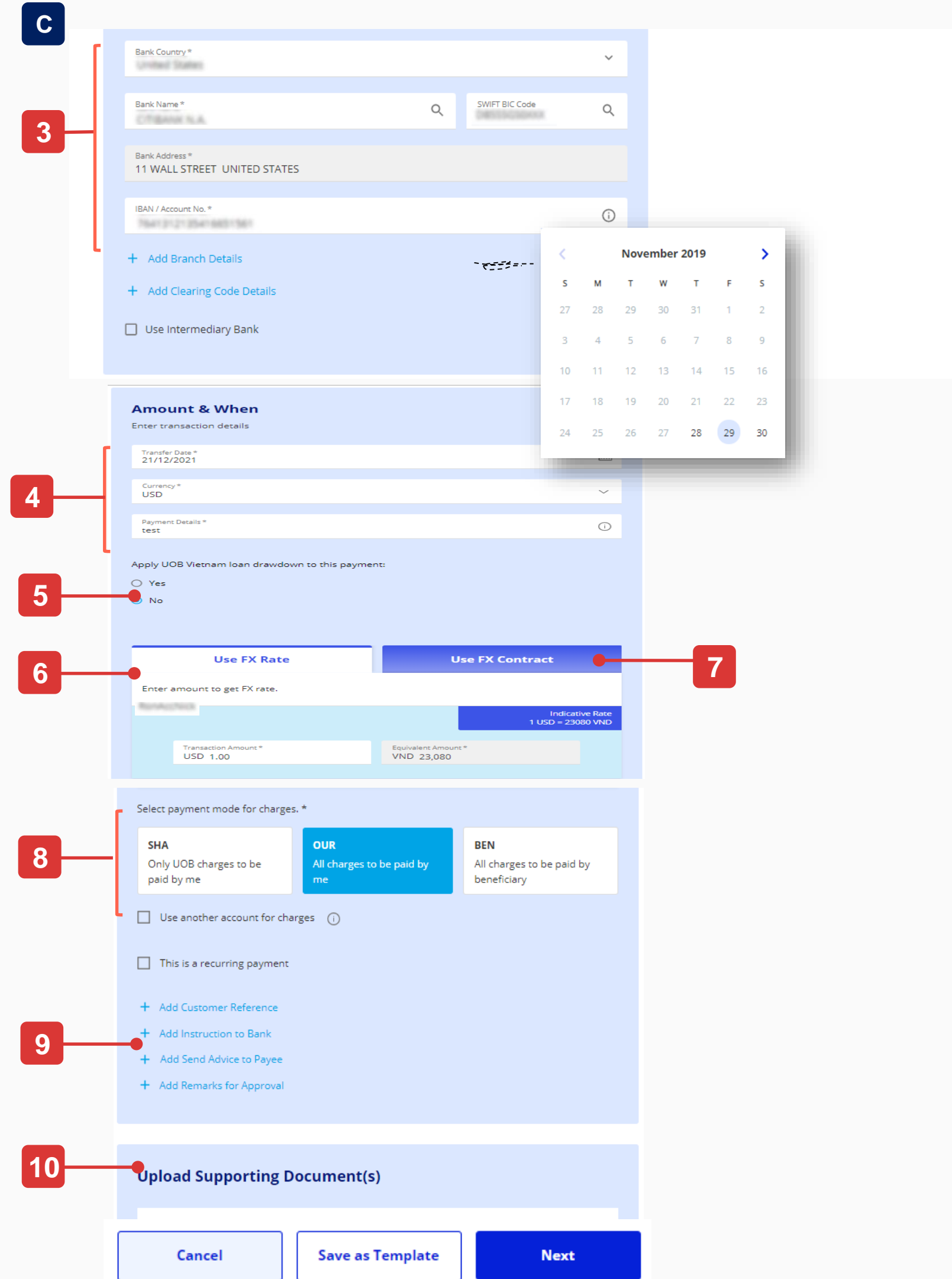
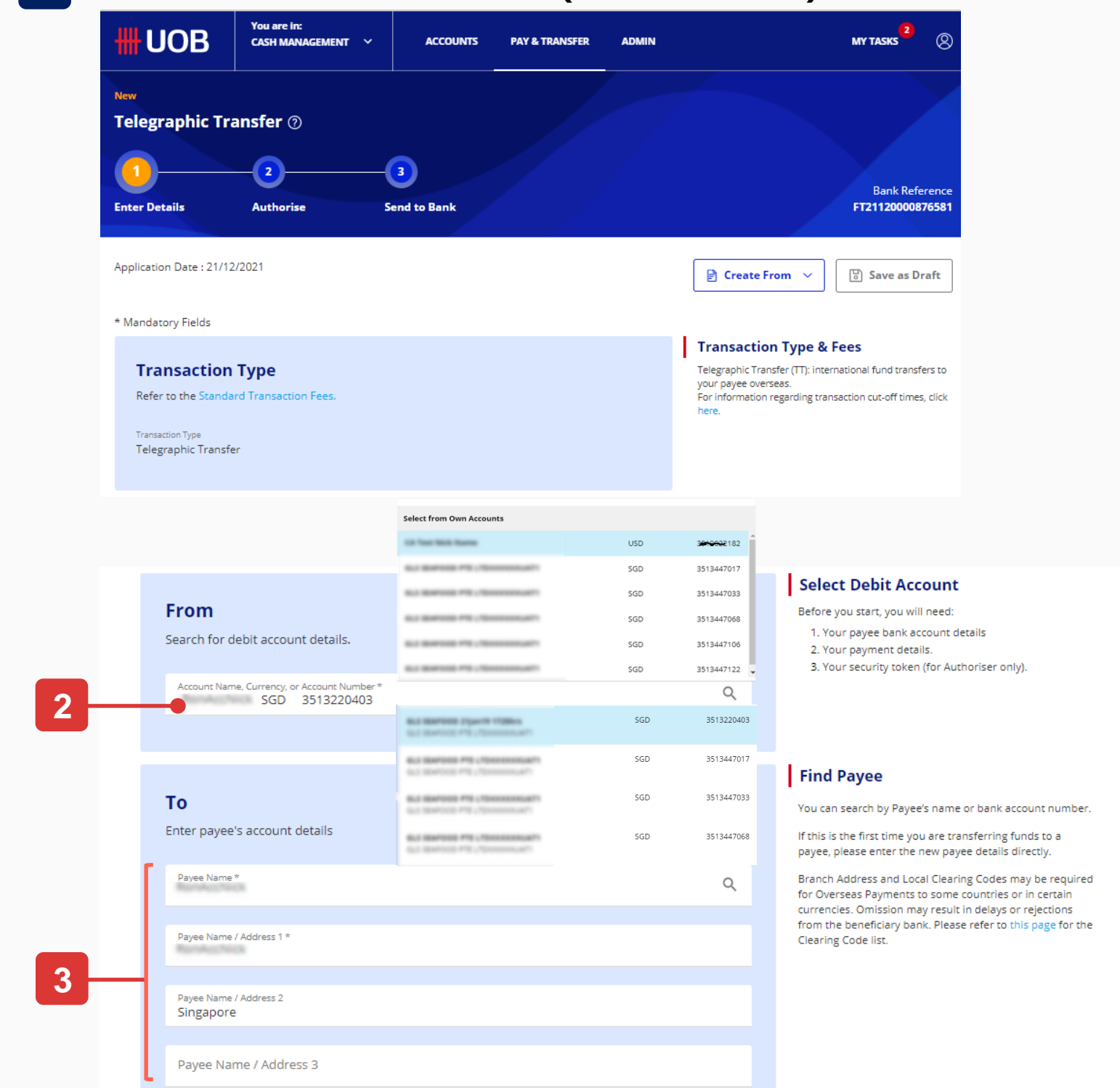
Create new single transaction

- From the top menu bar, hover over "Pay & Transfer" and click select "Telegraphic Transfer" under "Single Transactions" column.
- In the "From" section, select which of your account to be used as a debiting account for this transaction.
- In the "To" section, you can provide your payee details either by selecting a payee from the dropdown search list or by entering all the details manually.
- Select the transfer date of your transaction, select transaction currency and enter content of transfer.
- Indicate whether the payment to be made from loan drawdown fund.
- Input amount, select User FX Rate to see indicative rate applied for the transaction.
- Input amount, select Use FX Contract to add FX contract ID if you want to use a pre-booked FX contract for this transaction.
- Select one of the three payment mode for charges: SHA, OUR or BEN. If you select "SHA" or "OUR" as the mode, you can select the debited account for charges.
- All the optional fields are not shown as a textbox and it will only be available for data input upon clicking the label.
- Upload supporting documents for the transaction if required.
Note: File name can only support the following characters: 0123456789abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZVWXYZ/-?:(),'+ . No space allowed in file name.

A Top Mega Menu (Default View)



B New Transfer to Oversea (Default View)



How to Save a Transaction

All Options

If you wish to save the transaction details and would like to use it again in future, you can save the details as:

A. Drafts

If you save a transaction as Draft, you will be able to locate this draft under "Approval Statuses" screen. Once you submit the transaction, you will not be able to locate the draft anymore.

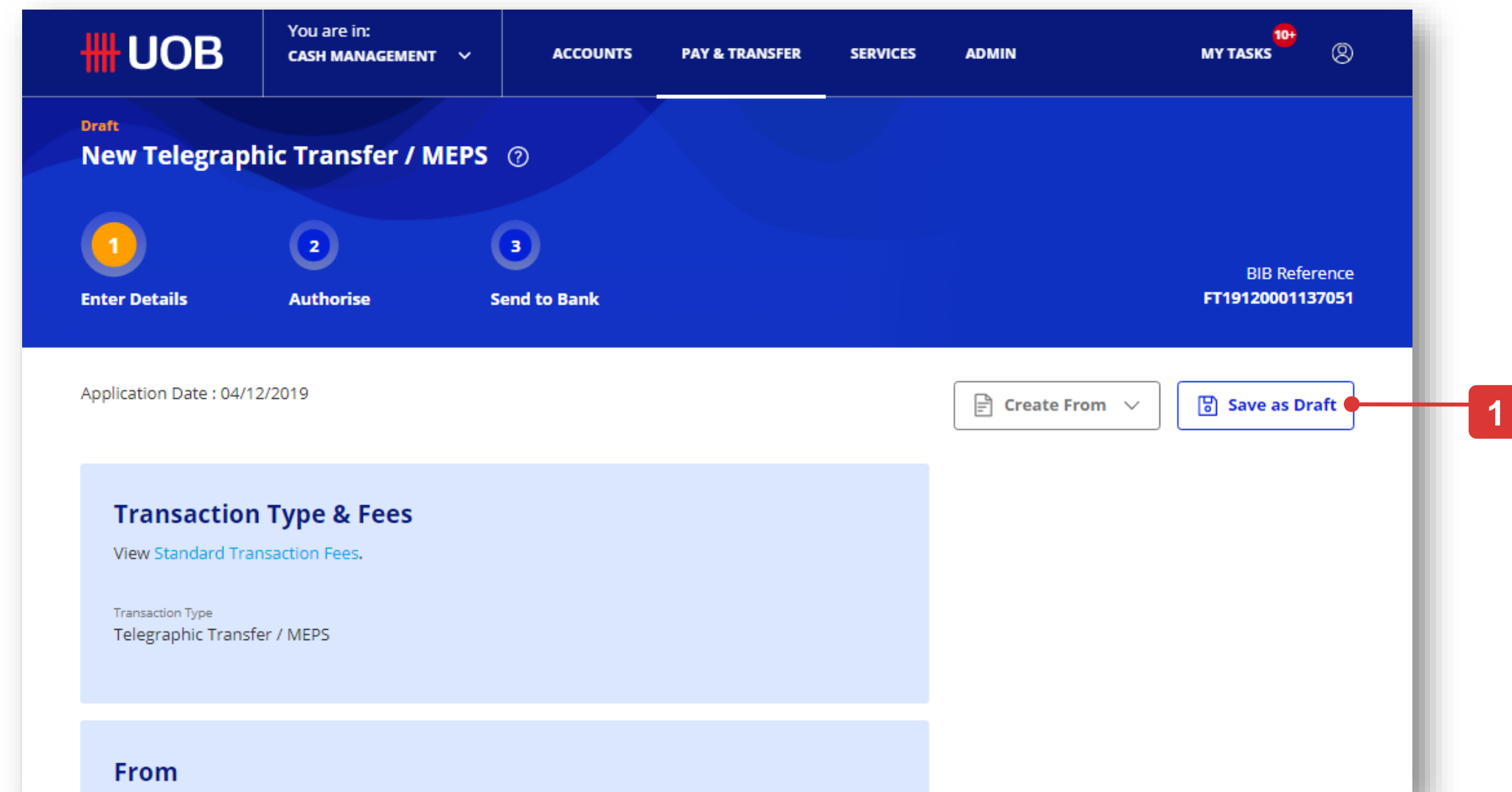
B. Templates

If you save a transaction as Template, you will be able to keep using the detail of the transaction as a template when you are initiating new transactions.

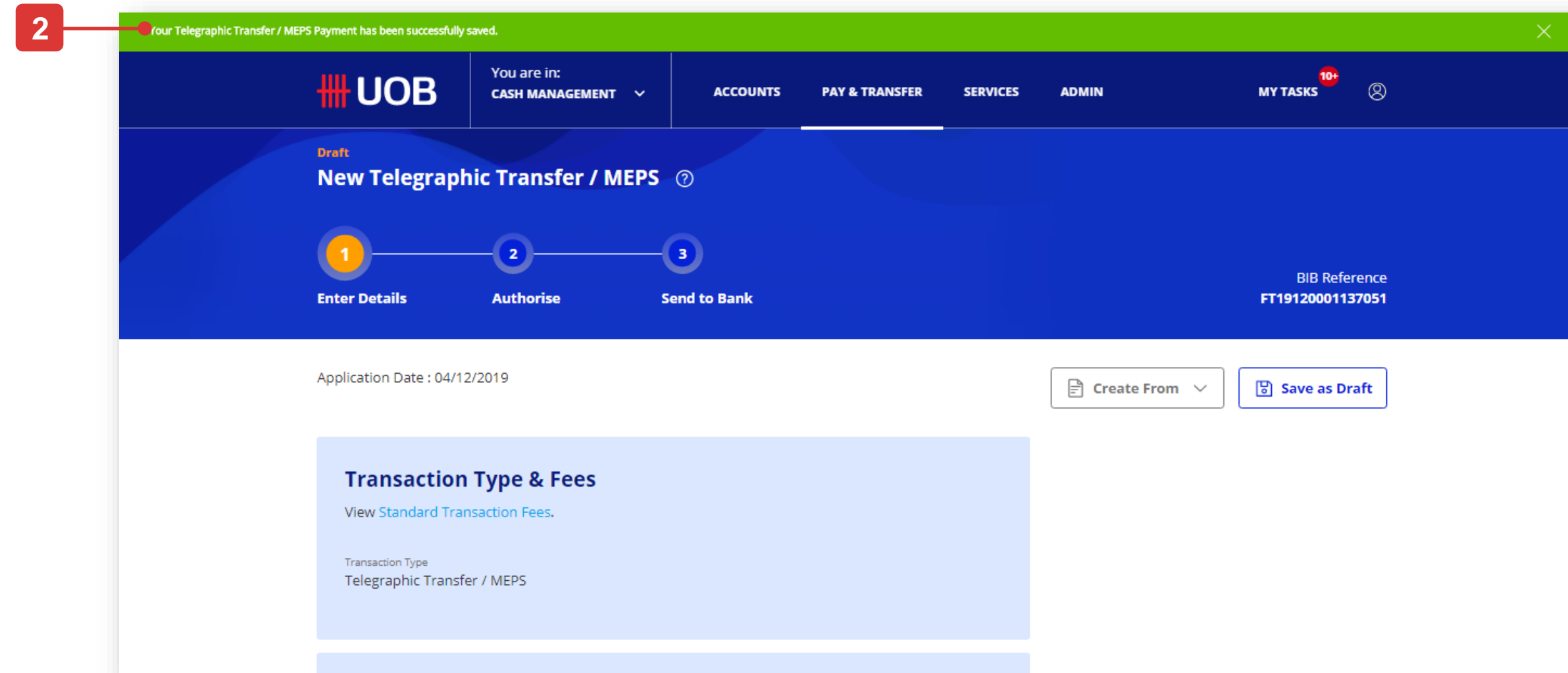
Save as Draft

1. Click "Save as Draft" button located at the top right corner of the payment screen.
2. A confirmation message will appear at the top of your screen after a transaction is successfully saved as a draft.

Saved as Draft (Default View)



Saved as draft successfully.



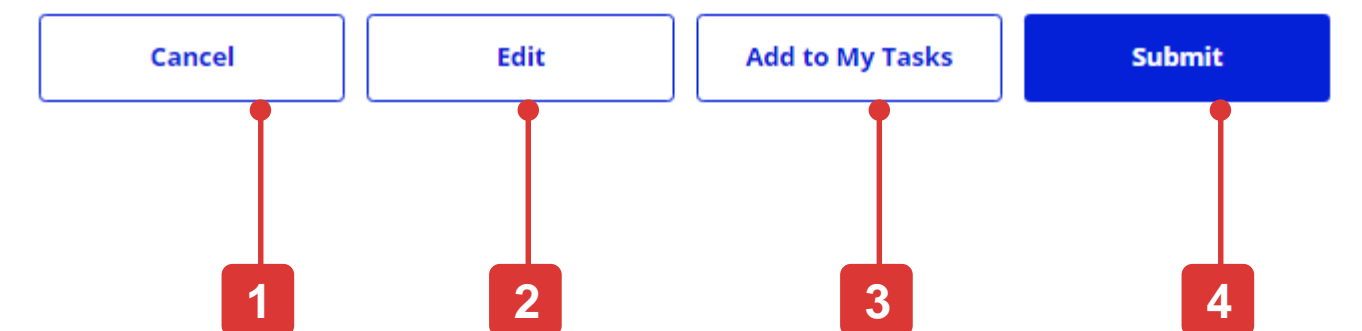
How to Submit a Transaction as a Maker

Upon clicking “Next” button under transaction creation screen

You will be allowed to check your transaction details once again before proceeding to submit the transaction.

In the review page, you will see four buttons located at the bottom of the page, namely:

- 1. “Cancel”:** If you proceed with this, the transaction will be cancelled and will not be saved as draft.
- 2. “Edit”:** If you proceed with this, you will be directed back to the previous transaction creation page.
- 3. “Add to My Task”:** This button will only appear if, based on your authorisation mandate, you are allowed to authorise your own transaction. Transaction will be added to “My Tasks” and you can approve it later.
- 4. “Submit”:** submit transaction for approval.



How to Submit a Transaction as a Maker

Submit for approval and Notify Approver

Based on company's authorisation mandate, if you are not allowed to approve the transaction, the following confirmation screen will be shown and the transaction status will be displayed as "Pending Authorise" at the top heading.

In this page, there are three buttons located at the bottom of the page, namely;

1. "View": It allows user to view the submitted transaction detail.
2. "Notify Approver": A dialog box will appear showing a list of approvers who are eligible to approve the transaction.
 - a. User can select up to 5 approvers.
 - b. Click "Notify"

If the approver has setup the digital token (Infinity Secure), a push notification will be shown on the approver's mobile device screen otherwise an email will be sent to the selected approver(s).

"Notify Approver" can be retriggering for transactions, which are still under pending for authoriser to approve, via Approval Status (i and ii)

3. "Another Payment": It allows user to create another transaction, therefore user will be directed back to transaction input screen.

The screenshot displays the UOB Cash Management interface. At the top, the user is logged in as 'CASH MANAGEMENT'. The main heading is 'Pending Authorise Transfer to UOB Account'. A progress bar shows three steps: 'Enter Details' (completed), 'Authorise' (current step), and 'Send to Bank' (pending). The Bank Reference is FT20090001418565.

Below the progress bar, a message states: 'Your Transfer to UOB Account Payment has been successfully sent for approval.' The Bank Reference is FT20090001418565. Three buttons are visible: 'View', 'Notify Approver', and 'Another Payment'. Red callouts 1, 2, and 3 point to these buttons.

The 'Approval Status' section shows a table with filters and a table of transactions. The filters include 'FAST', 'Bank Reference', 'Customer Reference', 'Account', 'Currency', 'Amount', and 'Value / Placement Date'. The table shows one record with the status 'Pending Authorise'. A red callout 'i' points to the 'Action' column of this record.

The 'Notify Approver' dialog box is open, showing a search for 'client client' and a list of two records. The first record is 'Client Client' with User ID 'CLIENT'. A red callout 'a' points to the selection checkbox. A red callout 'b' points to the 'Notify' button at the bottom of the dialog.

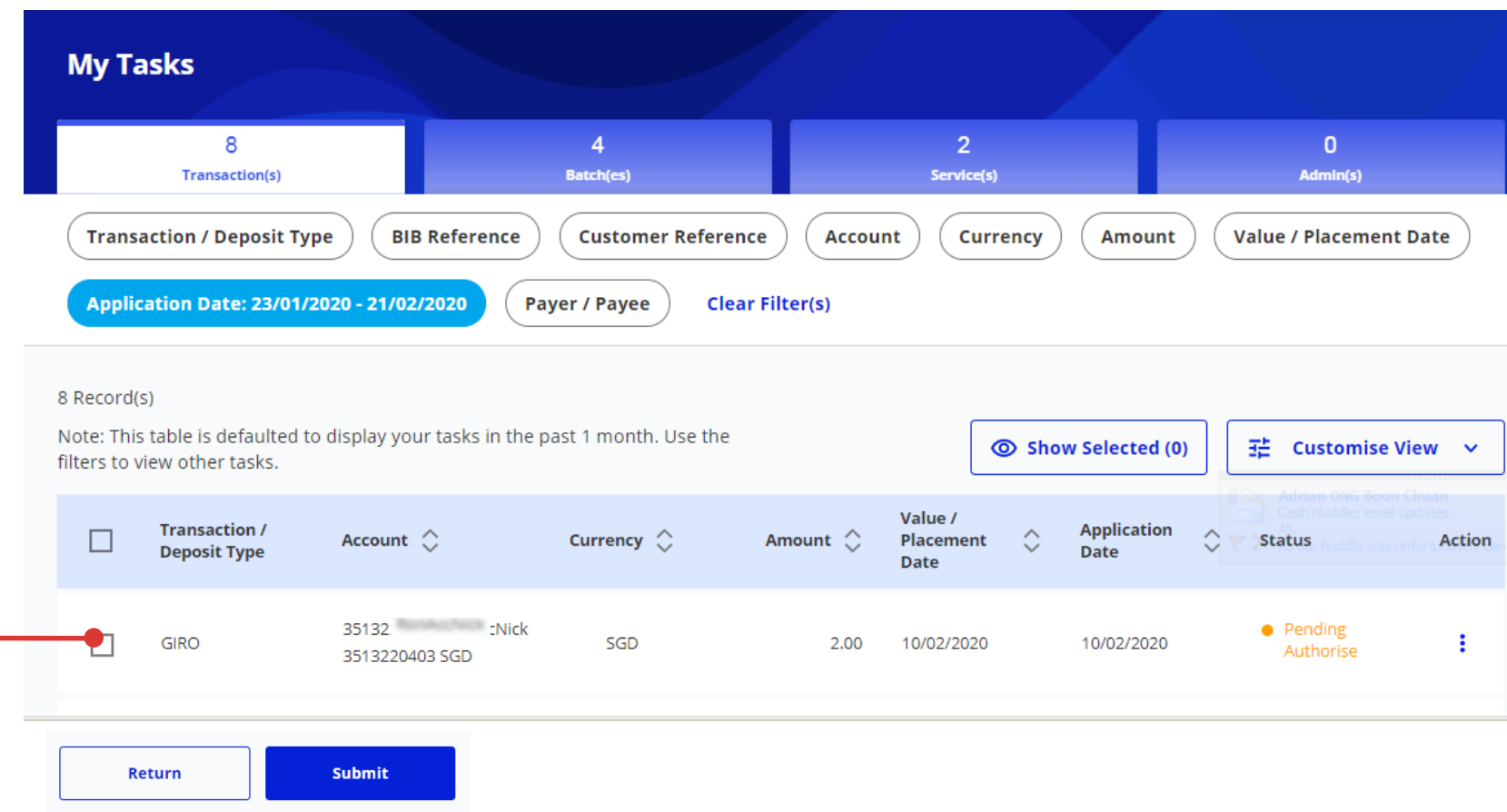
At the bottom right, a 'View Details' dialog box is shown with options for 'View Details', 'Audit Trail', and 'Notify Approver'. A red callout 'ii' points to the 'Notify Approver' option.

How to Approve Transactions

Method #1 – Self Push Notification

This method will only work if you have registered and activated Infinity Secure and you must complete all the steps within 60 seconds.

1. Go to "My Task", tick the transaction that you want to approve and click "Submit" button.
2. Upon seeing the "Authorise Transaction" popup at your browser, you will receive a push notification on your mobile phone from "UOB Infinity Branches". Tap on the push notification.
3. The Infinity app will be automatically opened and you will see an authorisation popup with options to "Approve" or "Cancel" the transaction. Tap on "Approve".
4. Provide the Infinity Secure PIN and tap on "Submit". A successful message will be displayed on your phone and on your browser.



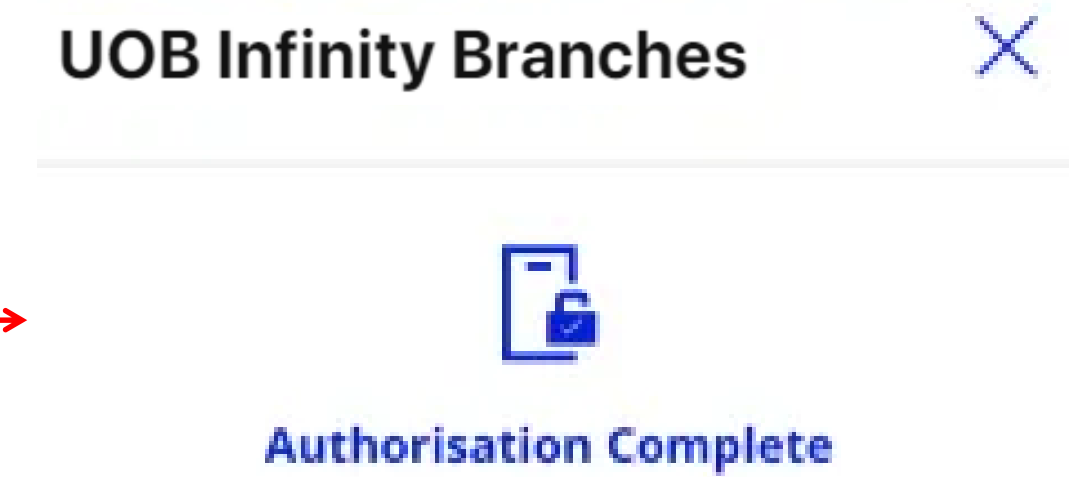
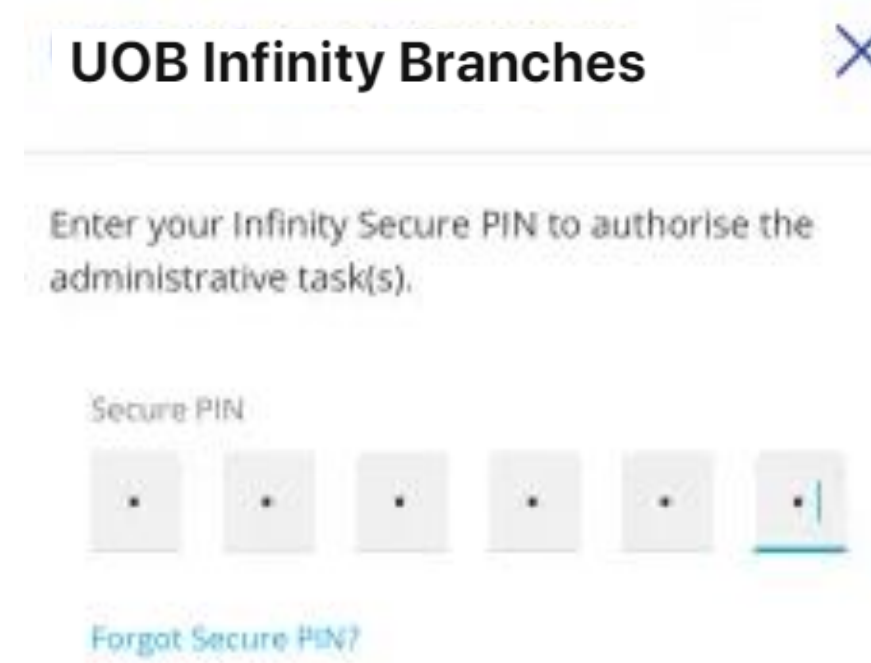
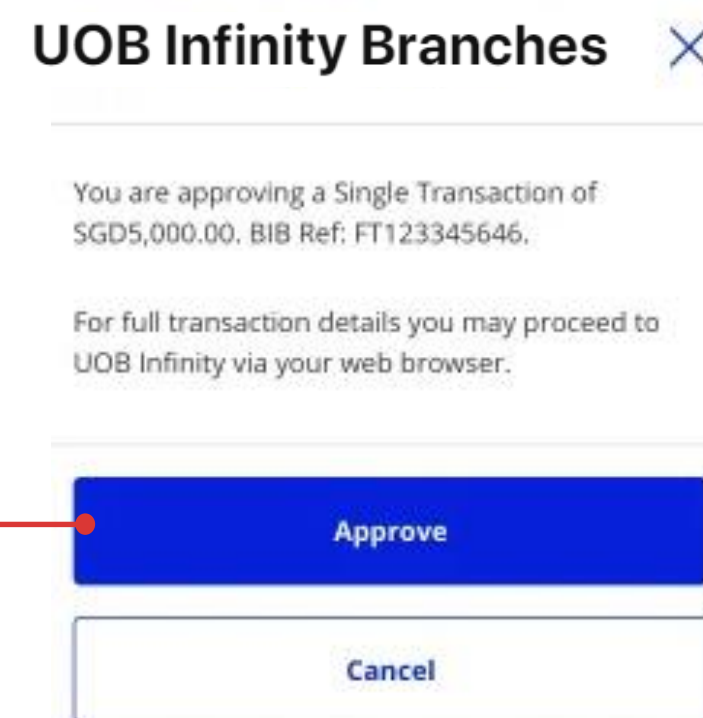
Authorise Transaction 2



We have sent a notification to your UOB Infinity Secure enabled device. Do ensure that you are connected to the internet to receive it.

Confirm the request within the next 60 seconds to proceed.

[I did not receive the notification](#)



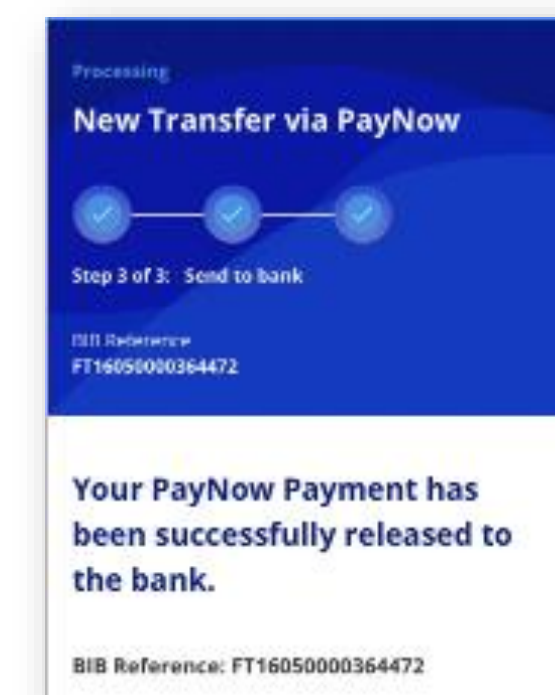
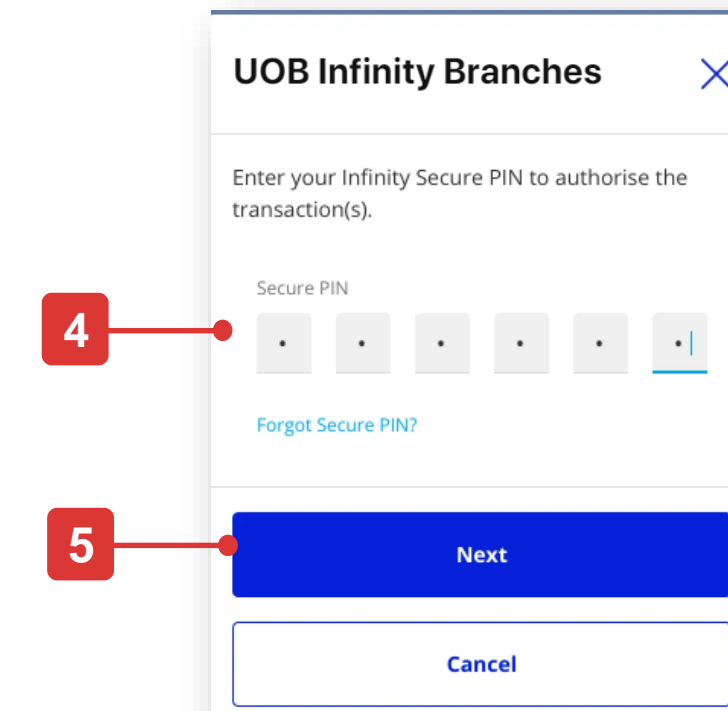
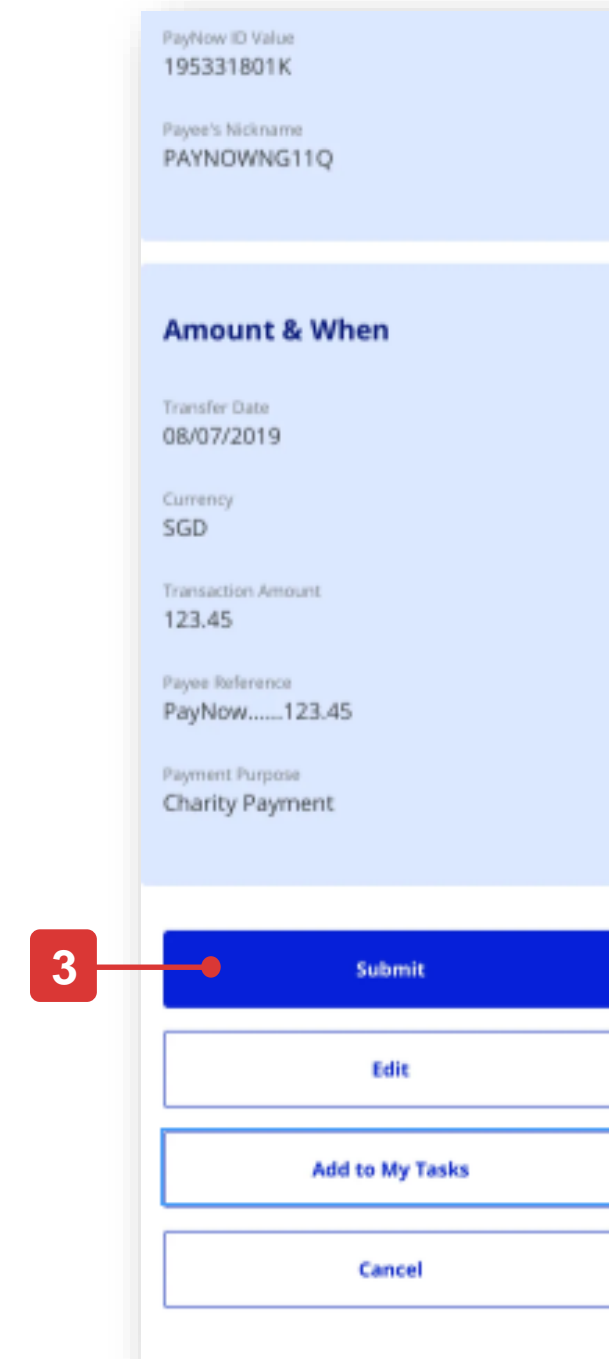
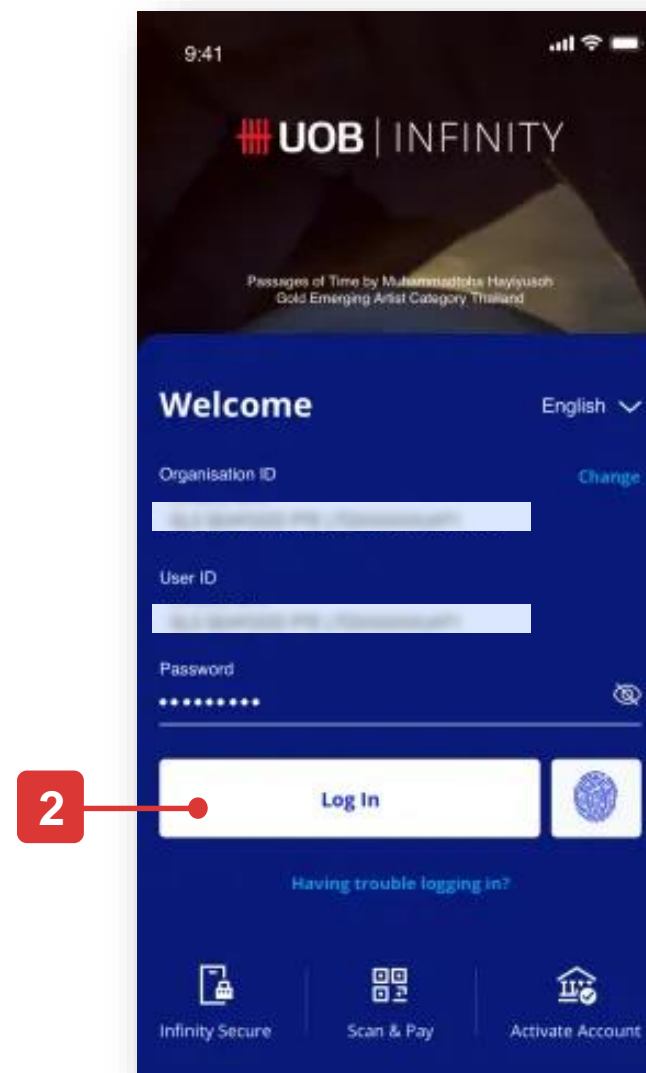
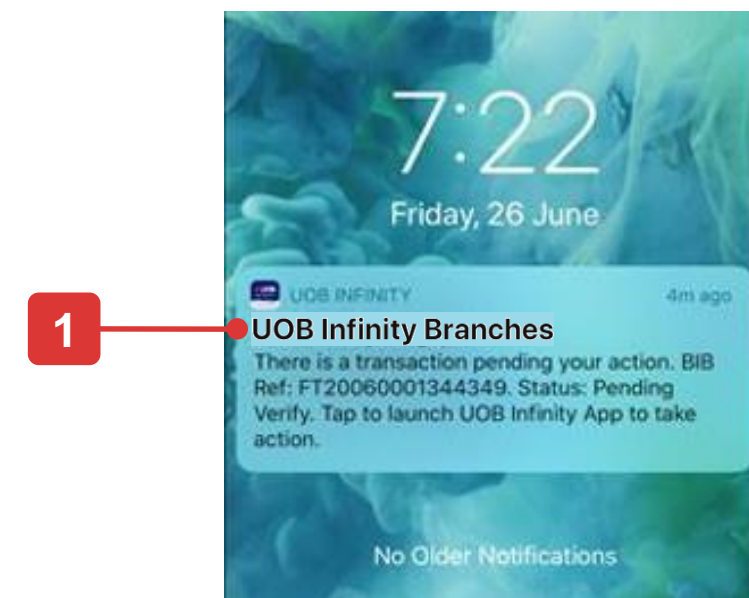
Successful Message on Browser

How to Approve Transactions

Method #2 – Push Notification Sent by Maker

This method will only work if you have activated the digital token (Infinity Secure) and have enabled the push notification function on your mobile device.

1. Once the maker sends a push notification to you (as the approver) via "Notify Approver" function, you will receive a push notification on your device (Infinity Secure). Tap on the push notification.
2. The UOB Infinity app will be launched and you will see the UOB Infinity login screen. Kindly proceed to login.
3. After a successful login authentication, you will see the details of the transaction submitted by the maker. Click "Submit".
4. Provide your Infinity Secure PIN.
5. Click the "Next" button to complete transaction approval.



How to Approve Transactions

Method #3 – Generate Token Response using Infinity Secure

This method will only work if you have registered and activated Infinity Secure.

1. Go to "My Task", tick the transaction that you want to approve and click "Submit" button.
2. Upon seeing the "Authorise Transaction" popup at your browser, click on "I did not receive the notification". Please remove/dismiss the "UOB Infinity Branches" app push notification on your mobile.
3. You will see 2 tabs. If you are not on the "Infinity Secure" tab, click on the "Infinity Secure" tab.
4. Open the Infinity mobile app and tap on "Infinity Secure" on the login page. Select "Transaction Key II", enter the 6-digit Infinity Secure PIN and tap on "Next" button.
5. Enter the code displayed on your browser's Step 3 into your phone, tap on "Next". Enter the code displayed on your browser's Step 4 into your phone, tap on "Generate Key". Input the generated numbers into your browser and click "Submit".

My Task

Authorise Transaction

Enter Token Response

Enter the code displayed in step 3 | on your browser.

Key Response

1 0 1 0

0

Next

Enter the code displayed in step 4 | on your browser.

Key Response

1 2 3 4

5 6 7 8

Generate Key

Enter the following Login Code on your browser

Code Response

5 2 7 7 1 5

Refreshes in
00:09

5 | Enter the 6-digit transaction key generated

Key Response

|

By clicking 'Submit', you are deemed to have read and agreed to the [Terms & Conditions](#) of the respective product(s) and / or service(s).

Set as default authentication method.

Cancel Submit

How to Approve Transactions

Method #4 – Generate Token Response using Physical Token

This method will only work if you have registered and activated Infinity Secure.

1. Go to "My Task", tick the transaction that you want to approve and click "Submit" button.
2. Upon seeing the "Authorise Transaction" popup at your browser, click on "I did not receive the notification". Please remove/dismiss the "UOB Infinity Branches" app push notification on your mobile.
3. You will see 2 tabs. If you are not on the "Physical Token" tab, click on the "Physical Token" tab.
4. Follow the on-screen instruction to generate the token response using your physical token and input the generated numbers into your browser and click "Submit".

My Task

My Tasks

8 Transaction(s) | 4 Batch(es) | 2 Service(s) | 0 Admin(s)

Transaction / Deposit Type | BIB Reference | Customer Reference | Account | Currency | Amount | Value / Placement Date

Application Date: 23/01/2020 - 21/02/2020 | Payer / Payee | Clear Filter(s)

8 Record(s)
Note: This table is defaulted to display your tasks in the past 1 month. Use the filters to view other tasks.

Transaction / Deposit Type	Account	Currency	Amount	Value / Placement Date	Application Date	Status	Action
<input type="checkbox"/>	GIRO	351322040 : 3513220403 SGD	SGD	2.00	10/02/2020	10/02/2020	Pending Authorise

Return | Submit

Authorise Transaction



We have sent a notification to your UOB Infinity Secure enabled device. Do ensure that you are connected to the internet to receive it.

Confirm the request within the next 60 seconds to proceed.

[I did not receive the notification](#)

2

Enter Token Response

We were unable to receive your confirmation. To proceed with your authorisation, follow the steps below.

Infinity Secure

Physical Token

3

4

Enter Token Response

Follow these steps on your token:

- 1 | Press **1**
- 2 | Enter **11100** & press **OK**
- 3 | Enter **12345678** & press **OK**
- 4 | Enter the **6-digit security code** displayed on your token.

Token Response

• • • • • •

By clicking "Submit", you are deemed to have read and agreed to the [Terms & Conditions](#) of the respective product(s) and/or service(s).

Cancel

Submit

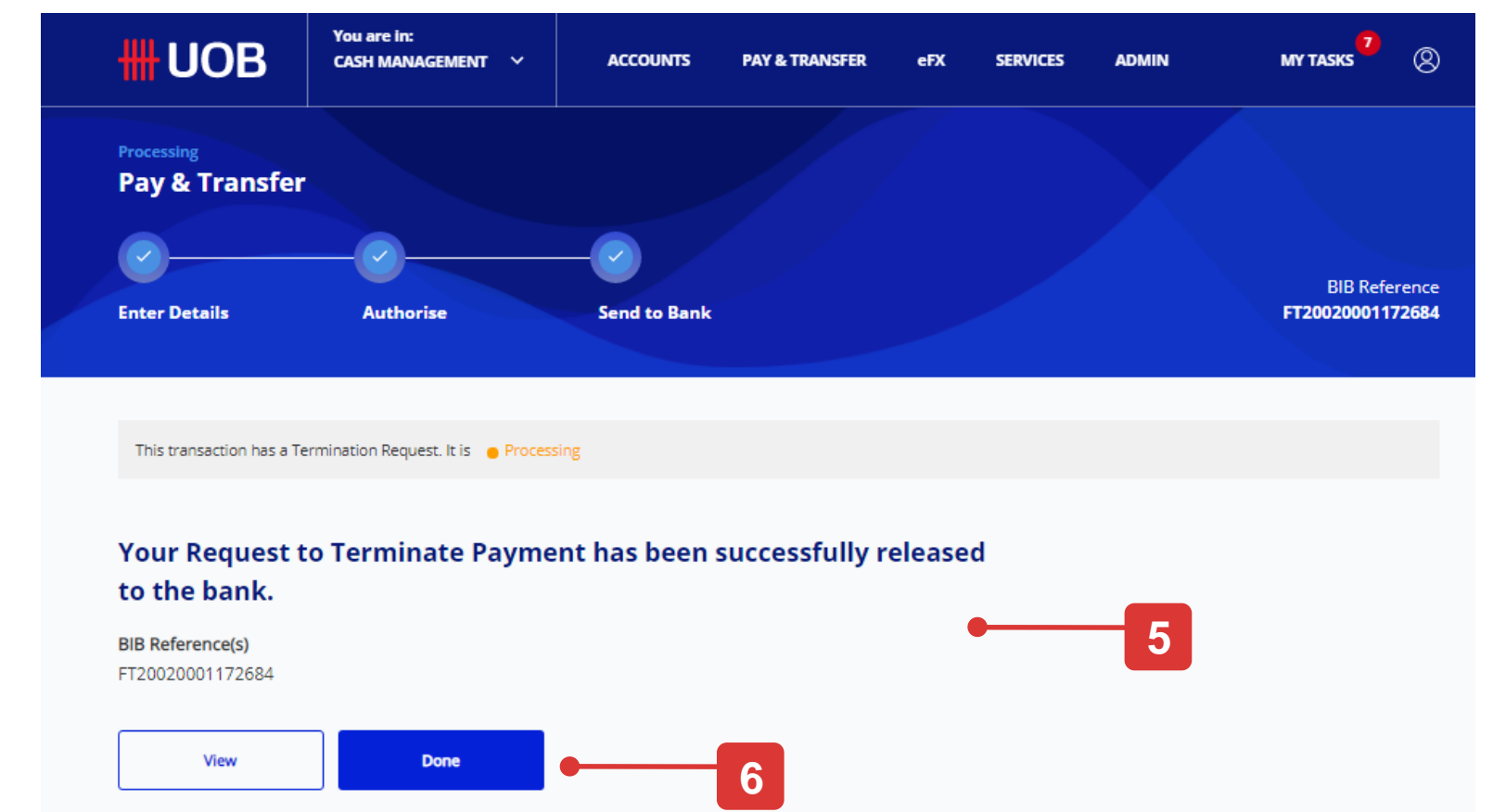
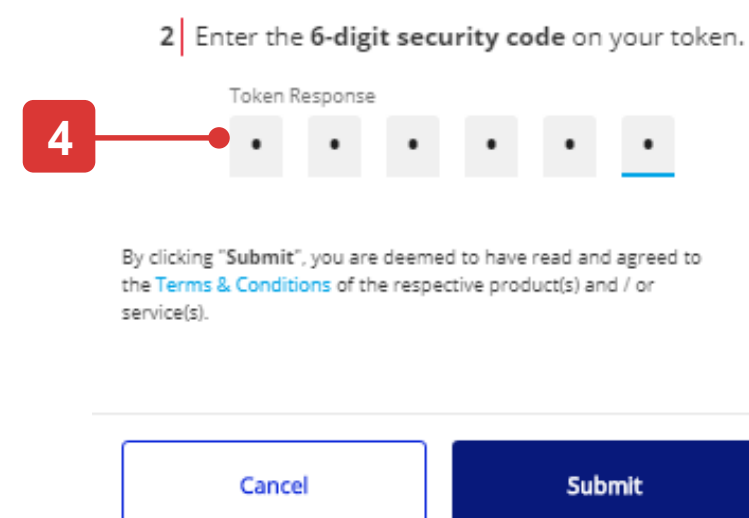
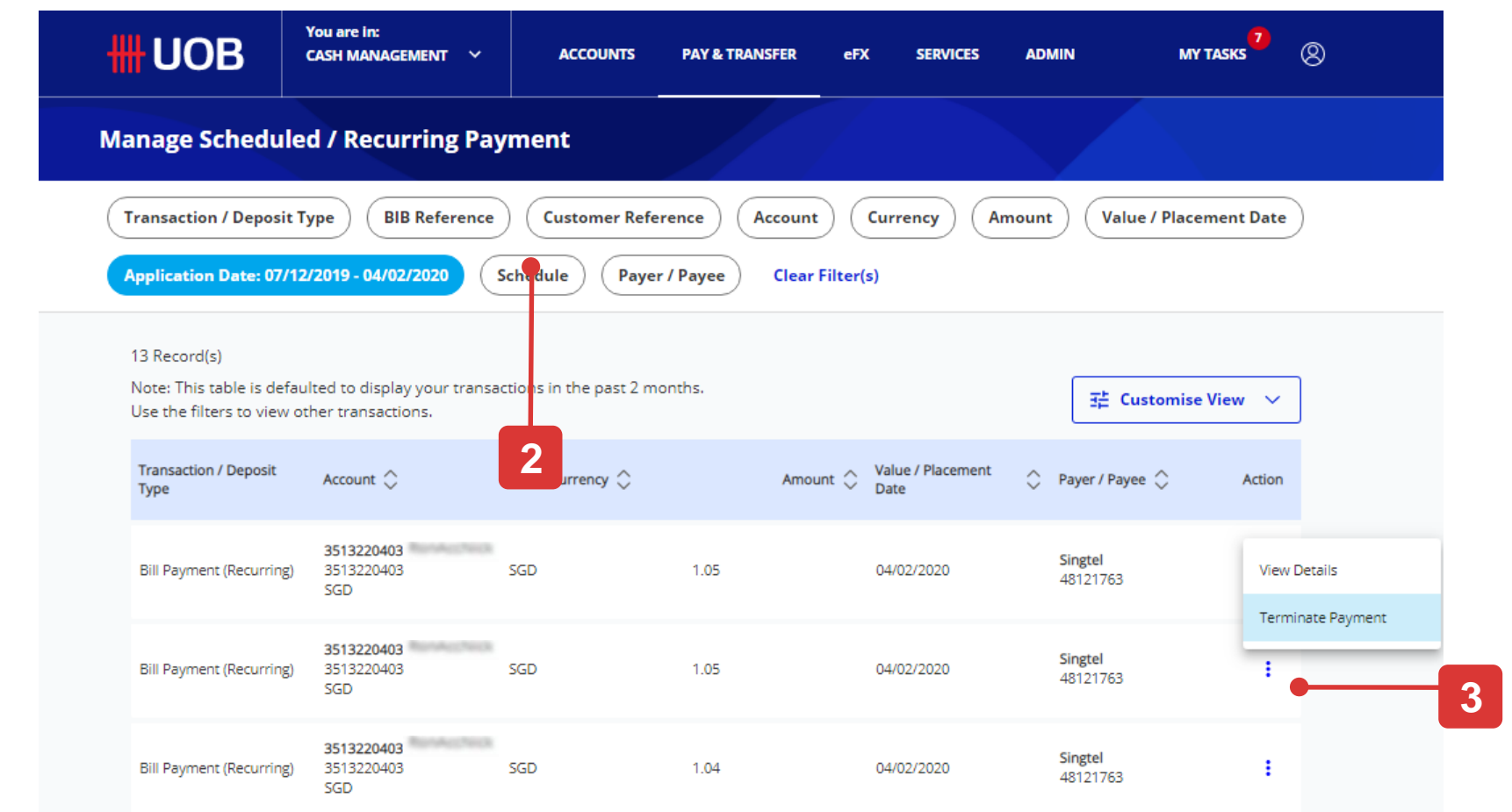
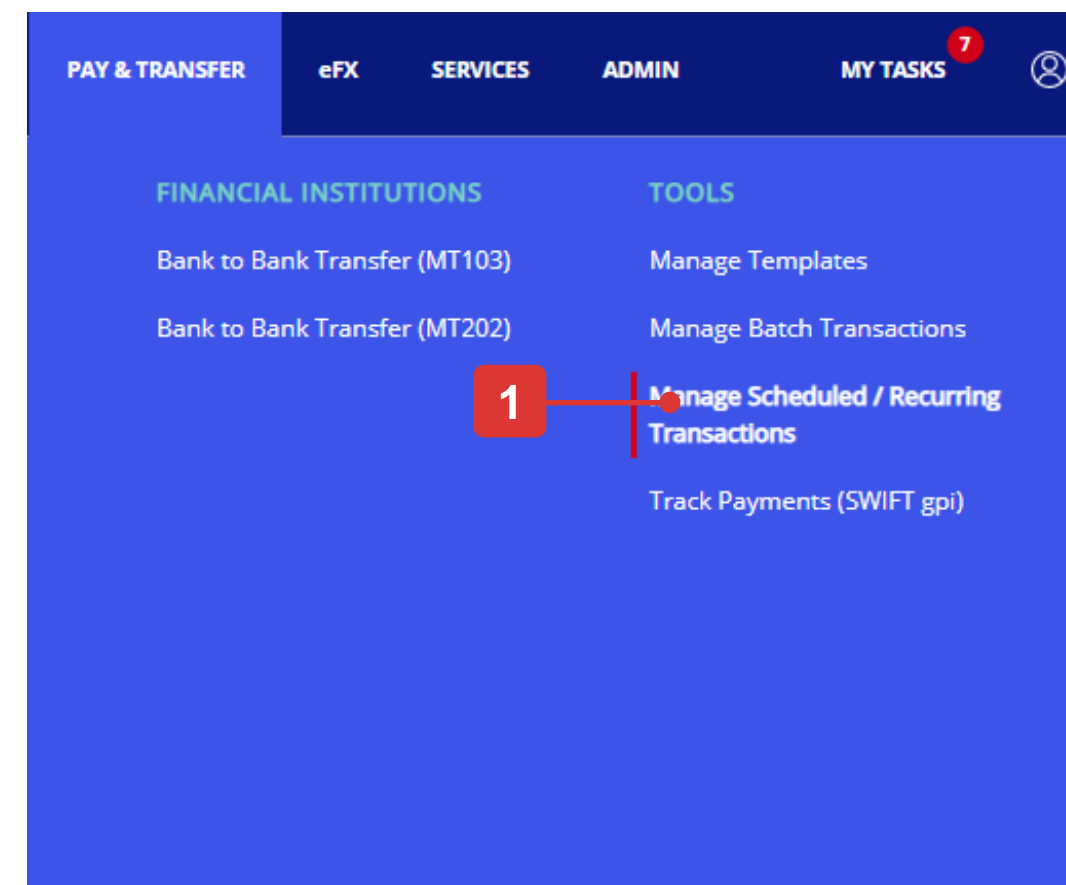


How to Terminate Post-Dated / Recurring Transactions

Retrieve Recurring Transaction Details

To terminate a post-dated / recurring instruction:

- From Top Menu bar, hover over "Pay & Transfer" and click select "Manage Scheduled / Recurring Transactions" under "Tools" column.
- Use the filter criteria to find a specific transaction to terminate.
- Click the action menu:
 - View details: Review the recurring transaction details to be terminated. Please refer to the next page for the detailed explanation.
 - Terminate Payment: Transaction can be terminated directly from preview screen.
- Similar to approving transactions, there are 3 methods of authorising the termination request. Enter the generated token response and click "Submit" button.
- Confirmation message will display as transaction is terminated successfully.
- Click "View" button to view details of the terminated recurring transaction.



How to Terminate Post-Dated / Recurring Transactions

View Recurring Transaction Details

1. You can view the number of transactions which have been successfully processed and how many transactions left to process.
2. Options available:
 - **“Cancel”**: If you proceed with this, the transaction will be cancelled and will not be saved as draft.
 - **“Add to My Task”**: This button will only appear if, based on your authorisation mandate, you are allowed to authorise your own transaction. Transaction will be added to “My Tasks” and you can approve it later.
 - **“Terminate Payment”**: Please refer to the next page for the detailed explanation.

The screenshot shows a web interface for viewing recurring transaction details. It is divided into three main sections: 'To', 'Amount & When', and 'Additional Information'. At the bottom, there are three buttons: 'Cancel', 'Add to My Tasks', and 'Terminate Payment'. A red callout box with the number '1' points to the 'Number of Times' field, which is set to 30. Another red callout box with the number '2' points to the 'Cancel' button.

To

Payee's account details

Payee Name
G&S SEAFOOD PTE LTDXXXXXXXXXX

Account No. 3513447017 Currency SGD

Amount & When

Transfer Date
31/01/2020

Transaction Currency SGD Transaction Amount 1.31

This is a recurring payment

Frequency of Payment Daily Number of Times 30

Customer Reference UOB-Rec

Payee Reference UOB-Rec

Additional Information

[View Recurring Transaction Details.](#)

No of Processed Transactions 5 Successful Transactions 4

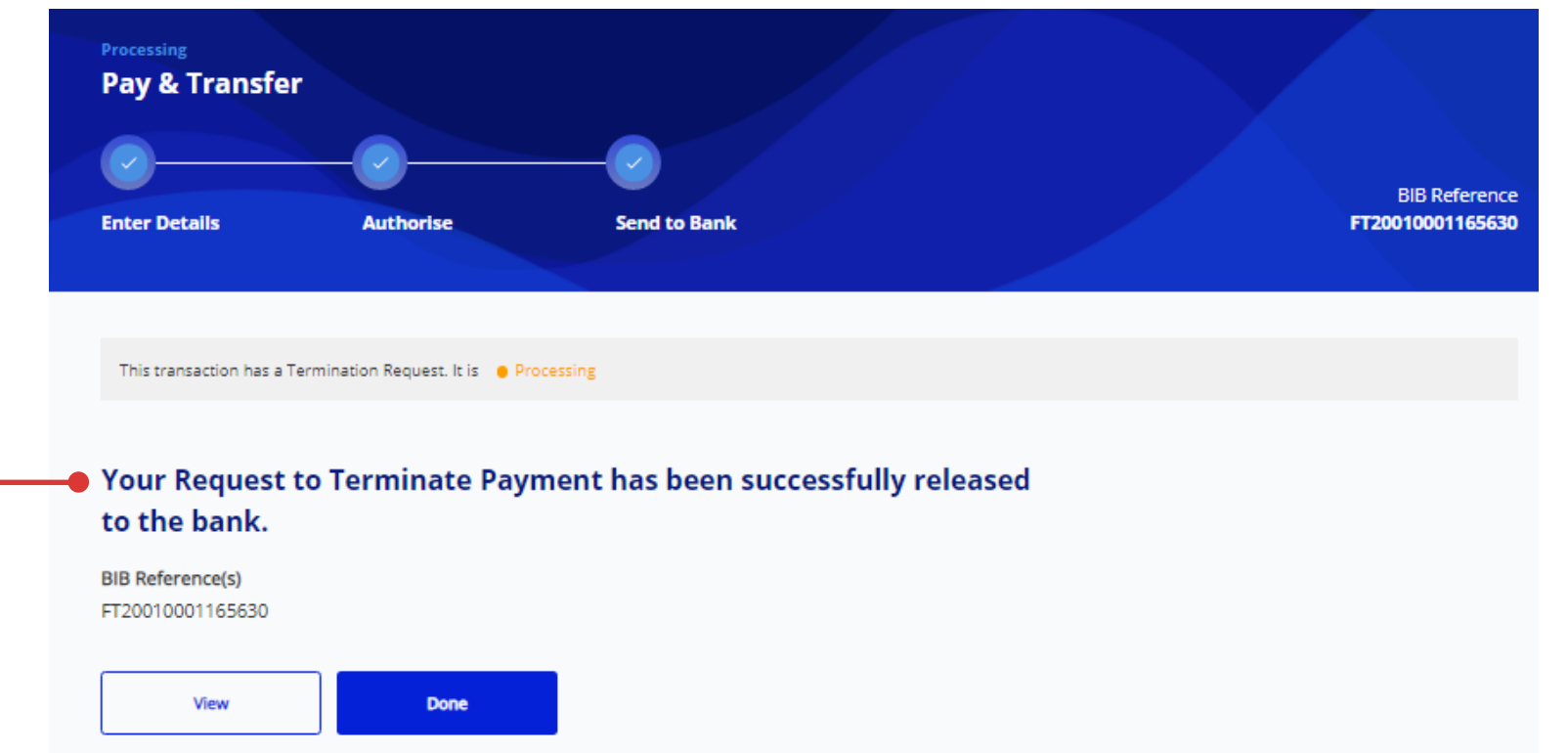
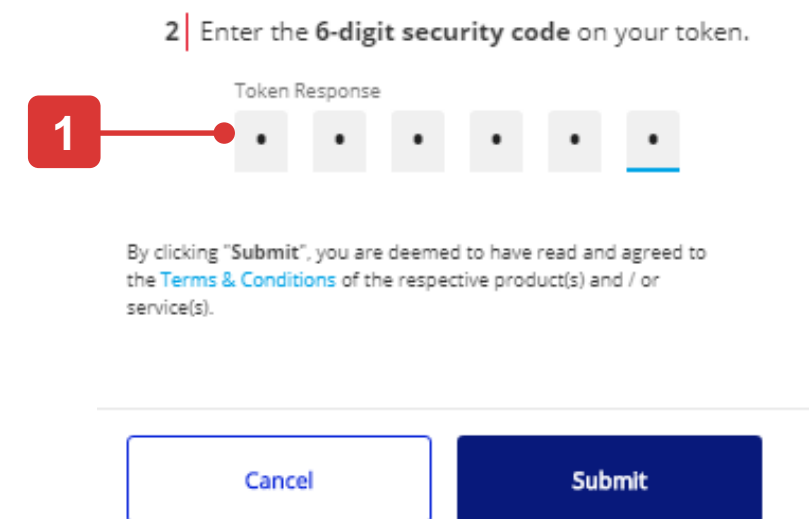
Rejected Transactions 1

2 [Cancel] [Add to My Tasks] [Terminate Payment]

How to Terminate Post-Dated / Recurring Transactions

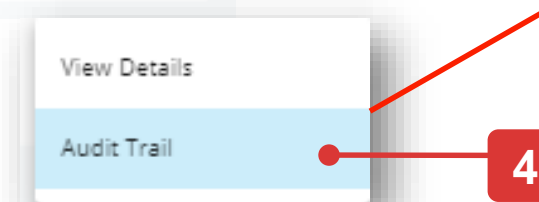
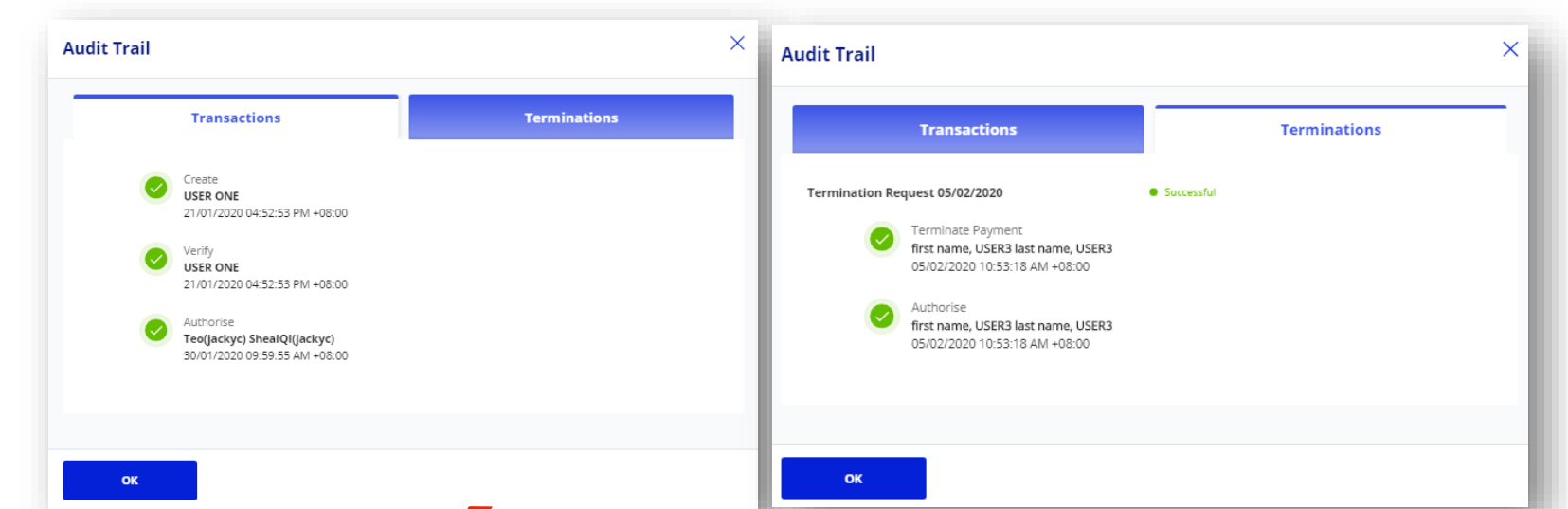
Submit the Termination Request

1. Follow the on-screen instructions to authorise the request.
2. Confirmation message will display as transaction is terminated successfully.
3. You can view the transaction status under "Approval status". Status will display as "Successful Terminate".
4. To check the audit trail of the termination request, click the action menu, then click the "Termination Status" tab.



Approval Statuses

Transaction / Deposit Type	BIB Reference	Currency	Amount	Value / Placement Date	Application Date	Status	Action
Transfer to UOB Account (Recurring)	FT20010001165630	SGD	1.31	04/02/2020	21/01/2020	Successful	
Transfer to UOB Account (Recurring)	FT20010001165630	SGD	1.31	03/02/2020	21/01/2020	Rejected	
Transfer to UOB Account (Recurring)	FT20010001165630	SGD	1.31	02/02/2020	21/01/2020	Successful	
Transfer to UOB Account (Recurring)	FT20010001165630	SGD	1.31	01/02/2020	21/01/2020	Successful	
Transfer to UOB Account (Recurring)	FT20010001165630	SGD	1.31	31/01/2020	21/01/2020	Successful	
Transfer to UOB Account (Recurring)	FT20010001165630	SGD	1.31	31/01/2020	21/01/2020	Termination Successful	



How to Approve Multiple Transactions by Batch

All options

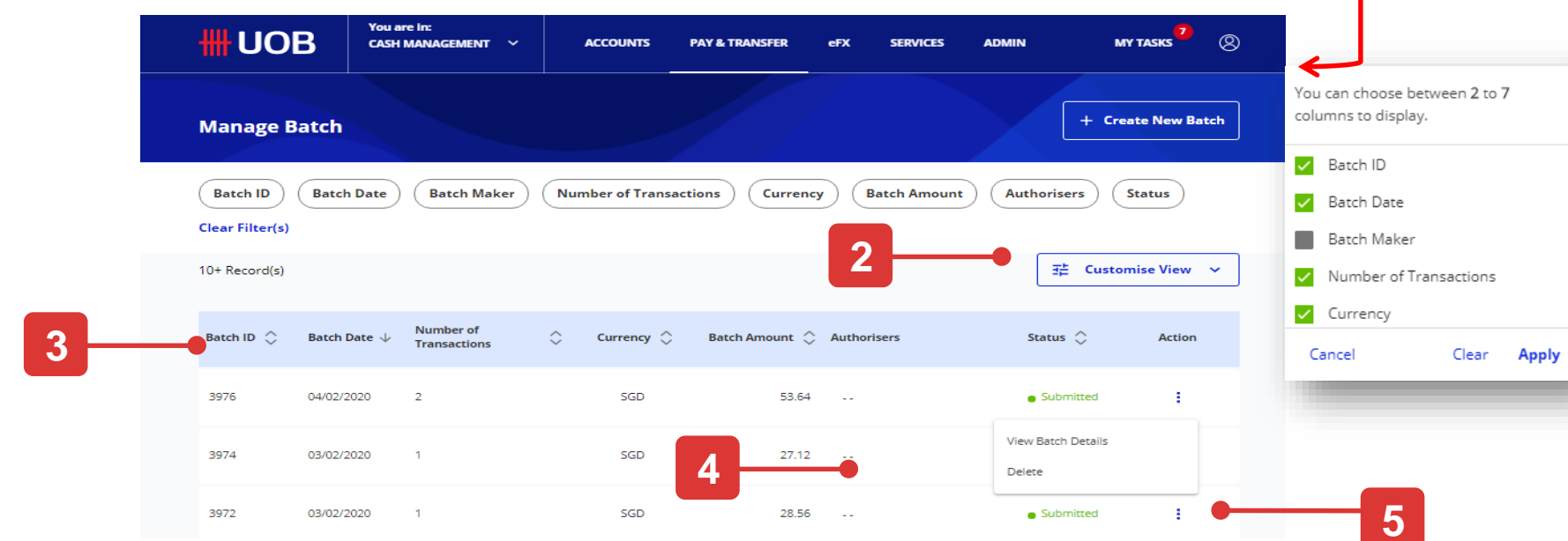
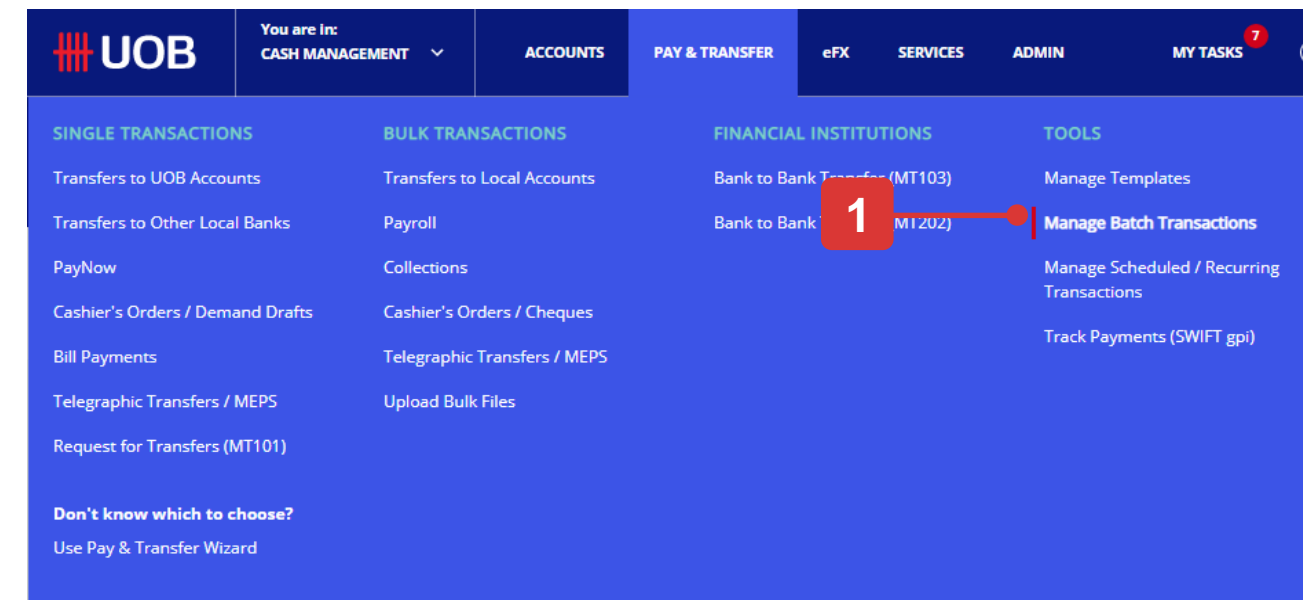
You can group multiple (single and bulk) transactions from the same entity, with same currency and status into one batch for approval purpose.

You can either:

- A. Create a Batch for Approval, or,
- B. Approve Batched Transactions.

Accessing "Manage Batch Transactions"

1. From Top Menu bar, hover over "Pay & Transfer" and click select "Manage Batch Transactions" under "Tools" column.
2. Select batched transactions via using filter criteria to find a specific batch transaction.
3. You can select the columns to be viewed on the batch overview screen.
4. Click the icon under the Action:
 - View batch details: Review the batch transaction details.
 - Delete: Batch Transactions can be deleted directly from the overview screen.



How to Approve Multiple Transactions by Batch

Create a Batch for Approval

1. To create a batch, please click "Create New Batch" button from the top side of "Manage Batch" default view.
2. Select the transactions to be batched via using filter criteria to find a specific transaction.
3. You can select the columns to be viewed on the batch overview screen.
4. Check ✓ the transactions to be batched together and click "Create Batch".
5. Click "Submit"

Manage Batch

1 **+ Create New Batch**

Batch ID Batch Date Batch Maker Number of Transactions Currency Batch Amount Authorisers Status

Clear Filter(s)

10+ Record(s) **Customise View**

Create Batch

1 Enter Details 2 Authorise 3 Send to Bank

Select the transaction(s) to be batched

Note: Selected transactions must belong to the same Entity, and have the same Status and Currency.

Transaction / Deposit Type BIB Reference Customer Reference Account Currency Amount Value / Placement Date

Application Date: 07/12/2019 - 04/02/2020 Payer / Payee Status Clear Filter(s)

2

2 Record(s)

Note: This table is defaulted to display your transactions in the past 2 months. Use the filters to view other transactions.

Show Selected (2) **Customise View**

Transaction / Deposit Type	Account	Currency	Amount	Value / Placement Date	Payer / Payee	Status	Action
<input checked="" type="checkbox"/> Transfer to UOB Account	3513220403 SGD	SGD	450.00	04/02/2020	3513447033 SGD	Pending Authorise	⋮
<input checked="" type="checkbox"/> Transfer to UOB Account	3513220403 SGD	SGD	1,500.00	07/01/2020	3513447068 SGD	Pending Authorise	⋮

1 - 2 of 2 Record(s)

Cancel **Create Batch**

Batch Details

This batch is pending your actions

Batch Information

Batch ID: 3989
Batch Date: 04/02/2020
Batch Maker: SOFTKUSER3 (first name: USER3, last name: USER3)
Batch Amount: SGD 1,950.00
Number of Transactions: 2
Batch Amount: SGD 1,950.00
Authorisers: 0
E-sign Fields: 0

3

Batch Enquiry

Batch ID: 4062
Batch Date: 10/02/2020
Batch Maker: last name, USER3, first name, USER3
Code 1: -
Code 2: -
Status: Pending

Search

Batch ID	Batch Date	Status	Batch Maker	Currency	Batch Amount	No. of Txns	Code 1	Code 2	Authoriser 1	Authoriser 2	Authoriser 3	Authoriser 4	Authoriser 5
<input type="checkbox"/>	4062	10/02/2020	Pending	last name, USER3, first name, USER3	SGD	330.00	2						

1 - 1 of 1 items

10 | 25 | 50 | 100

Delete

Batch Info

Batch ID: 4062
Batch Date: 10/02/2020
Batch Maker: last name, USER3, first name, USER3
No. of Transactions: 2
Batch Amount: SGD 330.00
Code 1: -
Code 2: -
Authoriser 1: -
Authoriser 2: -
Authoriser 3: -
Authoriser 4: -
Authoriser 5: -

BIB Ref	Product	Product Type	Type	Ccy	Amount	Status
FT20020001176826	Fund Transfer	Transfer to a UOB account	New	SGD	220.00	Pending (Authorise)
FT20020001176824	Fund Transfer	Transfer to a UOB account	New	SGD	110.00	Pending (Authorise)

1 - 2 of 2 items

10 | 25 | 50 | 100

Delete Submit Send Proxy Authorisation Request

Batch Details

2 Record(s)

You may not have the necessary permission to approve all the transaction in this batch

Customise View

Transaction / Deposit Type	Account	Currency	Amount	Value / Placement Date	Payer / Payee	Status	Action
<input type="checkbox"/> Transfer to UOB Account	1728hrs 3513220403 SGD	SGD	1,500.00	07/01/2020	3513447068 SGD	Pending Authorise	⋮
<input type="checkbox"/> Transfer to UOB Account	3513220403 SGD	SGD	450.00	04/02/2020	3513447033 SGD	Pending Authorise	⋮

1 - 2 of 2 Record(s)

Cancel Delete This Batch Get Approval Code **Submit**

5

How to Approve Multiple Transactions by Batch

Approve Batch Transactions

1. View the transactions details to be batched and click 'Submit' button.
2. Enter token response and click "Submit" button.
3. A batch ID will be generated for each successful batching.
4. Once batch transactions is submitted to the bank successfully, the status will display as "Successful".

Batch Details

This batch is pending your actions

Batch Information

Batch ID: 3989
 Batch Date: 04/02/2020
 Batch Maker: SOFTKUSER3, (first name, USER3, last name, USER3)
 Authorisers: ..

Number of Transactions: 2
 Batch Amount: SGD 1,950.00
 E-sign Fields: ..

Transaction / Deposit Type	Account	Currency	Amount	Value / Placement Date	Payer / Payee	Status	Action
Transfer to UOB Account	3513220403 SGD	SGD	1,500.00	07/01/2020	3513447088 SGD	Pending Authorise	
Transfer to UOB Account	3513220403 SGD	SGD	450.00	04/02/2020	3513447088 SGD	Pending Authorise	

1-2 of 2 Record(s)

Buttons: Cancel, Delete This Batch, Get Approval Code, **Submit** (1)

2 | Enter the 6-digit security code on your token.

Token Response

2

• • • • • •

By clicking "Submit", you are deemed to have read and agreed to the [Terms & Conditions](#) of the respective product(s) and / or service(s).

Buttons: Cancel, **Submit**

The Equivalent BIBPlus Screen

Transaction Notifications

- Pending Transactions
- Transaction Search
- Create Batch
- Batch Enquiry
- Processed Transactions
- Advices and Notification
- Download Reports
- To Do List
- Report Execution

Batch Info

Batch ID: 4062
 Batch Date: 10/02/2020
 Batch Maker: last name, USER3, first name, USER3
 No. of Transactions: 2
 Batch Amount: SGD 330.00

Code 1: -
 Code 2: -
 Authoriser 1: -
 Authoriser 2: -
 Authoriser 3: -
 Authoriser 4: -
 Authoriser 5: -

1 - 2 of 2 Items

BIB Ref	Product	Product Type	Type	Ccy	Amount	Status
FT20020001176826	Fund Transfer	Transfer to a UOB account	New	SGD	220.00	Pending (Authorise)
FT20020001176824	Fund Transfer	Transfer to a UOB account	New	SGD	110.00	Pending (Authorise)

Buttons: Delete, Submit, Send Proxy Authorisation Request

Batch Details

Enter Details | Authorise | Send to Bank

Batch ID : 3989

You have successfully actioned on 2 transaction(s) in your batch.

View BIB reference ^
 FT20020001174234
 FT20010001153150

You can view the batch details or manage other batches.

Buttons: View (3), Manage Batch

Manage Batch

Buttons: + Create New Batch

Filters: Batch ID, Batch Date, Batch Maker, Number of Transactions, Currency, Batch Amount, Authorisers, Status

Clear Filter(s)

10+ Record(s)

Batch ID	Batch Date	Number of Transactions	Currency	Batch Amount	Authorisers	Status	Action
3989	04/02/2020	2	SGD	1,950.00	..	Submitted	

4



RIGHT BY YOU