

Thailand - PromptPay Quick User Guide

Straight2Bank



standard
chartered

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Overview of Thailand PromptPay



Overview of Thailand PromptPay

PromptPay is an Electronic Fund Transfer (EFT) service that enables clients to send and receive funds into physical accounts, as well as registered Proxy IDs, via electronic channels. PromptPay service is part of the instant payment infrastructure development project in Thailand .

Thailand PromptPay Payments Capabilities:

- Available 24x7 for initiation through Straight2Bank
- Timely credit
- Support Pay to Proxy (Mobile & National ID or Tax ID)
- Allowed Proxy linkup
- Allowed instant payment amount up to 2 million baht



Create Payment Instruction



How do I Create Payment?

On payment creation page, all inputs are mandatory unless optional. Fill in the transaction's details including:

Payment Reference

Some fields is auto-populated. It has to be unique and the fields accepts up to 16 characters.

Pay From

Select 'Debit Account' from drop down list

Menu

P

Welcome
Chauvongpa Chanitichai

Group ID : 035490446

Q

10

⌚

☰

PAYMENT REFERENCE

Q0011404

PAY FROM	PAY TO	GROSS AMOUNT	PAYMENT DATE	PAYMENT TYPE

INITIATE PAYMENT

YOUR REFERENCE ⓘ

PIGTH30116A11675

PAY FROM

Select a Debit Account

☆

Choose a debit account

Q

ELECTRONIC BANKING TESTIN-001000000002-THB-TH00150-SCBLTHBXXX-TH

ELECTRONIC BANKING TESTIN-001000000000-THB-TH00150-SCBLTHBXXX-TH

All inputs are mandatory unless stated as optional



How do I Create Payment?

Payment Method

Payment method according to the following the mode of payment desired.

PAYMENT METHOD

Select a Method of Payment

ACCOUNT

SELF

MOBILENO

NATIONALID

Payment Type	Account	Proxy	
		Mobile	TAXID/NID
ACH NextDay/SameDay	X	X	X
PAY NextDay/SameDay	X	X	X
IBFT Single (S2B web)	X	X	X

Pay To

Select existing 'Payee / Beneficiary Account', input keyword to search or choose from drop down list. Or click “CREATE ONE-TIME PAYEE”

PAY TO

Select a Payee

☆

Choose a payee

ⓘ

CREATE ONE-TIME PAYEE



How do I Create Payment?

Payee Information

Payee information such as Payee Nick Name, Payee Name, Bank Name, Bank Address, Bank Code, Branch Code, etc. Depending upon the Payment type that is used, some of the fields will be mandatory.

PAYEE INFORMATION

SHOW LESS

PAYEE NICK NAME

Enter a unique nick name

35

COUNTRY/MARKET

TH-Thailand

PAYEE NAME

Enter payee name

35

ADDRESS

Optional

Enter address

35

35

Payee Information

Fill in your PAYEE NICK NAME and COUNTRY here.

PAYEE NICK NAME must be unique and allows up to 35 characters. This is used for internal reference only.

Payee ID Type

Payee ID type are mandatory for Instant-Bank Fund Transfer (IBFT), select one of the options according to the beneficially type.

ADDITIONAL INFORMATION (OPTIONAL)

Payee ID Type

Optional

CONTACT DETAILS (OPTIONAL)

CONTACT NO

Optional

Select

Business Corporate

Customer

Government



How do I Create Payment?

Other Identifiers

Payee ID type are mandatory for IBFT, click “Show More”.
Enter “National ID” or “Mobile Number” according to the selected payment method .

OTHER IDENTIFIERS (OPTIONAL)

SHOW LESS

ENABLE_PROMPTPAY

National ID

National ID

13

Mobile Number

Mobile Number

10

Account Number

Enter “Account Number” if the payment method was selected as Account.

ACCOUNT NUMBER

ACCOUNT NUMBER

Enter Account Number

34

IBAN

Gross Amount

Specify the payment amount .

GROSS AMOUNT

Payment Currency Equivalent

THB

Pay Recipient

Upon clicking “Continue” button, an additional screen that allows you to register the Payee or continue to create payment with a Non-Registered Payee.



How do I Create Payment?

Payment Type

Upon providing the completed payment information the last payment screen, Straight2Bank will suggest a various payment type according to the information and amounts input.

PAYMENT TYPE

Select Payment Type

IBFT (INSTANT BANK FUND TRANSFER)

Value Date 11/01/2023 | Cut Off Time 23:59:00 (ICT)

ACH (SMART CREDIT)

Value Date 11/01/2023 | Cut Off Time 23:59:00 (ICT)

PAY (PAYROLL)

Value Date 11/01/2023 | Cut Off Time 23:59:00 (ICT)

Validate

After select IBFT (Instant Bank Fund Transfer), you will have an option to perform online validation of the Beneficiary. The Registered Payee's Name will be displayed upon successful online validation. It is important to check that the name belongs to the intended recipient before confirming the transfer. This option will be disabled upon successful validation of PromptPay ID.

CANCEL

SAVE & CLOSE

SAVE AS TEMPLATE

VALIDATE

CONTINUE

Continue

This option will be enabled once the PromptPay ID has been successfully validated. It will proceed to payment summary page. Click 'Continue' to review all the information on the summary page and click 'Submit'.



How to Approve Payment

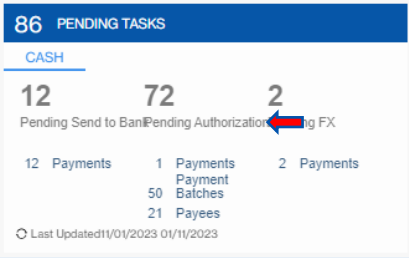


How do I Approve Payment?

There are several methods to approve payments on Straight2Bank:

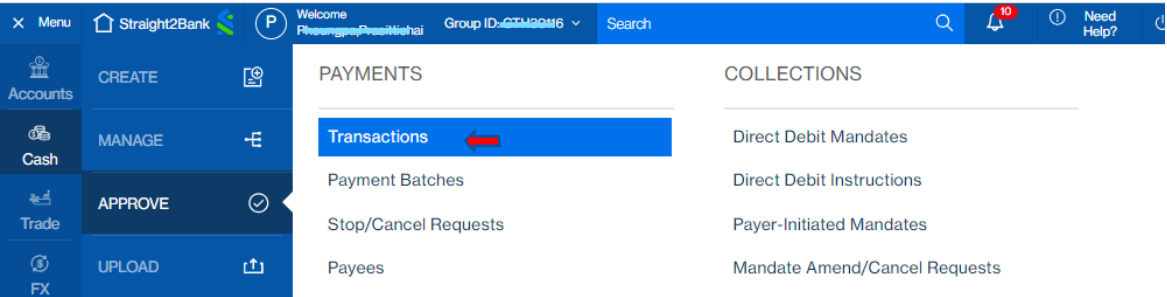
Main page – Dashboard

Payments that are pending approval will be available on Individual Task Card and Pending Task Card on main page.



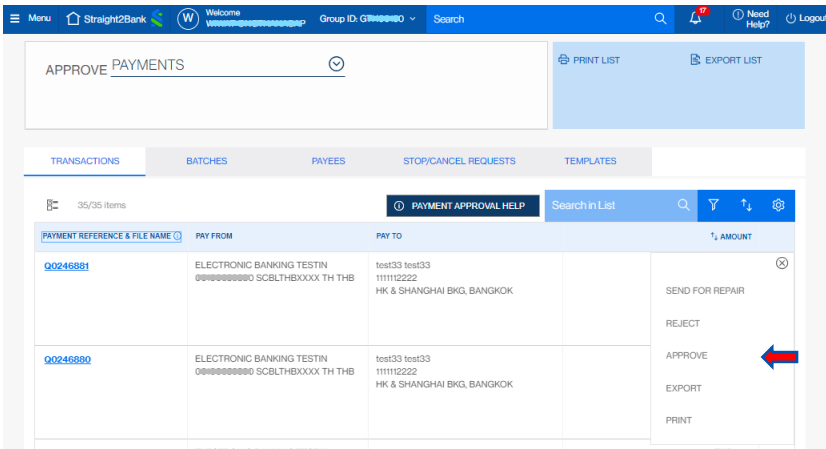
Approve Payment List Screen

Payments that are pending approval will be available on the Approve Payments List Screen - from the Menu > Approve > Transactions.



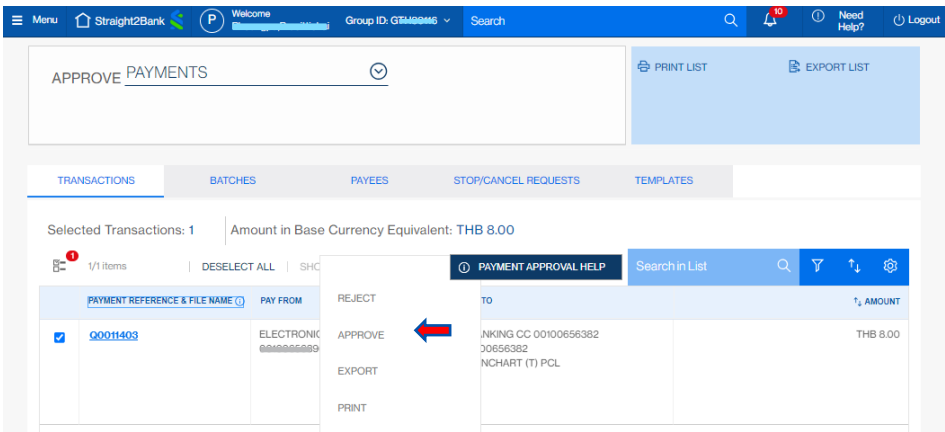
How do I Approve Payment?

You can approve selected payment by clicking Action Menu.



Multi-Select

Click on Multi-Select button and select Payments that needs approval (tick check box). Once you have clicked the “Approve” button in Action Menu / Dashboard Task card/. The screen will display successful message on ‘Submit Approval’.



How do I Approve Payment?

Use A Security Token For Approval

After clicking the “Approve” button in Action Menu / Dashboard Task card, the “Submit Approval” screen will be shown.

Your Security token is required.

Switch on Security token, press '2' to generate approval code. Input the 8 digits code into the system. Check the challenge code on the token matches the system. Click 'Approval' to complete the process.

Menu

Straight2Bank

Welcome XXXXXXXXXX

Group ID: XXXXXXXX

Search

Need Help?

Logout

PAYMENT REFERENCE: Q0011403

PAY FROM

XXXXXXXXXX90 TH-B TH

PAY TO

XXXXXXXXXX

XXXXXXXXXX

AMOUNT

800

THB

PAYMENT DATE

10/30/2023

PAYMENT TYPE

BT

(Book Transfer)

SUBMIT APPROVAL

COMPLETED

Bank Steps - Time To Complete

INITIATED

RECEIVED

UNDER PROCESSING

PROCESSED

VIEW AUDIT TRAIL

CHALLENGE CODE

26085079

ENTER CODE FROM SECURITY

Enter 8 digit co... 8

ADD COMMENTS

Enter text here

250



WHAT IS 2FA

2FA stands for Two-Factor Authentication. It is a method of confirming a users identity by utilizing a combination of what you have (Vasco Token) and what you know (PIN).

WHAT IS A VASCO TOKEN?

A security device authenticator from Vasco Data Security International which provides strong user authentication and digital signature for Straight2Bank platform.

HOW TO ENTER VASCO TOKEN?

Step 1: Press on the highlighted button.

Step 2: Input your numeric personal PIN.

Step 3: Token display will show 'APPL!'

Step 4: Press button 'Z' for OTP (One-Time Password). 2FA Password will be generated.

CANCEL

FINISH



How to Manage Payment



How do I Manage Payment?

IBFT payment can be managed from Menu > Cash > Manage > Transaction

You have the option of Managing the transaction with the following actions:

Delete, Edit, Alert Approver, Copy Export, Export & Print

MANAGE

PAYMENTS

INITIATE PAYMENT

PRINT LIST

IMPORT A FILE

EXPORT LIST

TRANSACTIONS

BATCHES

FILES

PAYEES

TEMPLATES

OBO

1 - 100 of 552 items

PAYMENT HELP

Search in List

PAYMENT REFERENCE & FILE NAME	PAY FROM	PAY TO	AMOUNT
Q0011403	ELECTRONIC BANKING TESTIN 0000000000 SCBLTHBXXX TH THB	EBANKING CC 00100656382 00100656382 STANCHART (T) PCL	<div>DELETE</div> <div>CREATE TEMPLATE</div>
Q0011402	ELECTRONIC BANKING TESTIN 0000000000 SCBLTHBXXX TH THB	ACcount นาย ชตากรณ์ สัตยกุลศักดิ์ 7771406653 BANK OF AYUDHYA, BANGKOK	<div>EDIT</div> <div>ALERT APPROVER</div>
Q0011400	ELECTRONIC BANKING TESTIN 0000000000 SCBLTHBXXX TH THB	MSISDN นาย เจริญพร สุนทรสินธุรัตน์ 0979788944 -	<div>COPY</div> <div>EXPORT</div> <div>PRINT</div>



Bulk Import

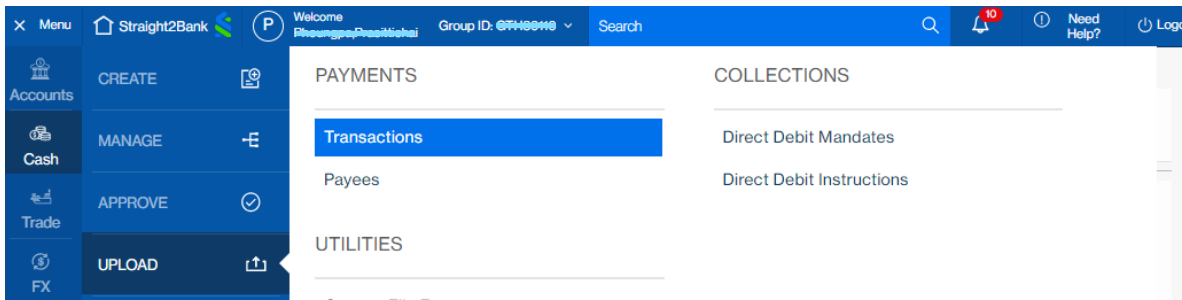


How do I Upload Payment?

Bulk Import PromptPay

IBFT payment can be upload through upload file may be in a standard, bank defined format or a template created using Universal Adaptor to convert from any format to the bank format and process the instructions within it.

Choose from “Menu > Upload > Transactions”



How do I Upload Payment?

1. Choose “File Upload”: Payments,
2. Select from the list of “Data Templates / File Format”. For regular Payment Bulk Import, select “iPayment CSV”. ‘Bank Standard Format’ will be displayed.
3. Choose the file by click “Browse” to locate the file.
4. Click “Import” button to process the file.

The screenshot shows a web application interface for uploading payment files. The top navigation bar is blue and contains a menu icon, the text 'Straight2Bank', a user profile icon, 'Welcome', 'Group ID: @M00000', a search bar, a notification bell with '40', 'Need Help?', and a 'Logout' button. The main content area is titled 'Payments' and includes a 'FILE UPLOAD' section. Under 'IMPORT TYPE', there are two buttons: 'Bulk Import - Import transactions in bulk through web' (selected) and 'iH2H - Import files through iH2H channel'. The 'DATA TEMPLATE / FILE FORMAT' section shows 'Bank Standard Format' selected, with a note: 'Note: Bank Standard format mandates only payment file to be uploaded'. The 'UPLOAD FILE' section has a 'DRAG & DROP or BROWSE your file to upload' instruction, a 'Limited to 10 MB per file' note, and a button to 'Create your bulk import file in Bank Standard Format'. The 'ENCODING SCHEME' section shows 'Unicode (UTF-8)' and a 'CHECK / CHANGE ENCODING SCHEME' button. The 'SUPPORTING DOCUMENT (OPTIONAL)' section also has a 'DRAG & DROP or BROWSE your file to upload' instruction and a 'Limited to 10 MB per file' note. The 'SUPPORTED FORMAT(S)' section shows 'ZIP'.

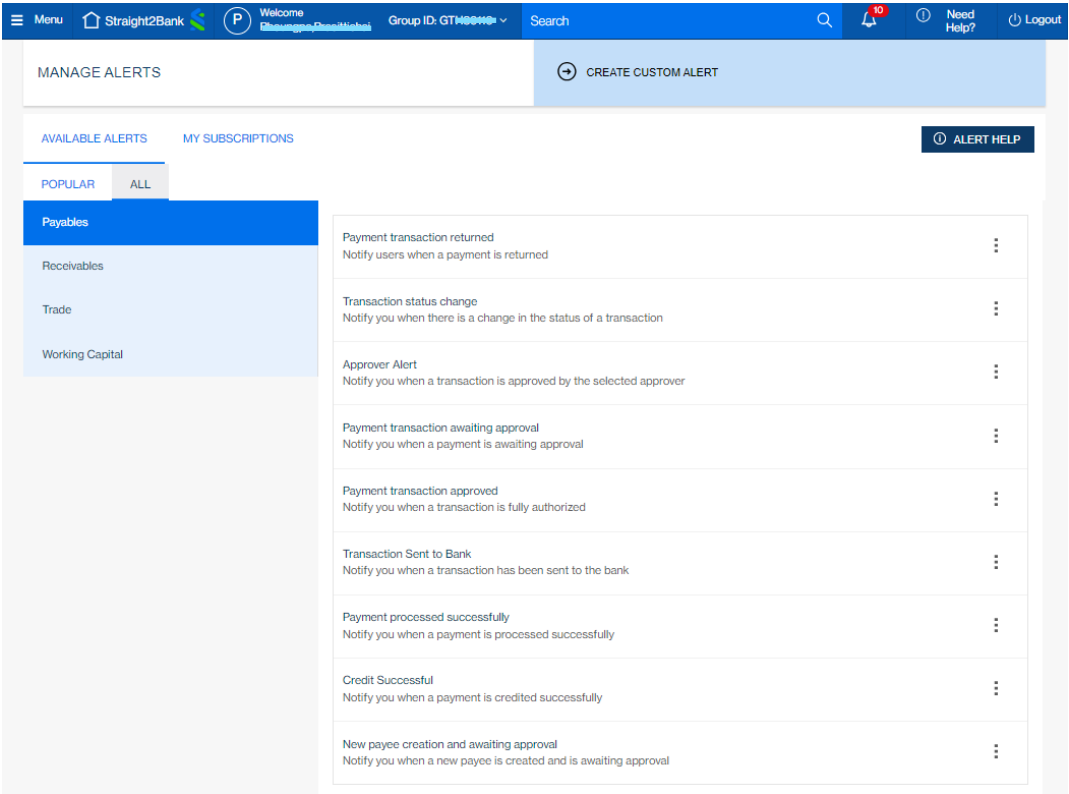


Subscribe Alerts



How do I Subscribe Alerts?

You can set up an alert to get notified of any different payment status alike any other payment types from **Menu > Cash > View > My Subscribed Alerts.**



For more details on how to create alerts, refer to “Subscribe Alerts” section on Straight2Bank user guide.



Frequently Asked Questions



Frequently Asked Questions

FAQ

1. What is a Proxy?

A Proxy is a personal identifier that can be linked to a bank account. For PromptPay, receiver may use a Mobile number or Notational ID or Tax ID as proxy. For corporate, only Tax ID is allowed to linked with account in order to receive credit transfers via proxy, receiver will need to register their account before funds can be receive using a proxy.

As part of PromptPay payment, a sender can link a Proxy to view the name which is associated to Mobile Proxy, before initiating a transfer. The purpose of this feature is to provide the sender with a degree of assurance that he will be transferring the funds to the intended recipient to prevent any erroneous transfers.

2. Can corporate register for PromptPay and how?

PromptPay registration allows corporate clients to register their Tax ID as payment proxy instead of account number. One Tax ID can be tagged to one account number only. Client can submit the registration form and related documents to our representative (RM/TB sales) who assist with sent the registration form. Standard Chartered Thailand would will need to obtain original documents for registration

3. What are the documents required for PromptPay registration?

- 1.A copy of the juristic person certificate issued by the Ministry of Commerce within the past 3 month (or within 1 month for new account opening)
- 2.Power of attorney document (If any)
- 3.A copy of the national I.D. card of directors who are authorized to represent the company, certified true with original signatures

