

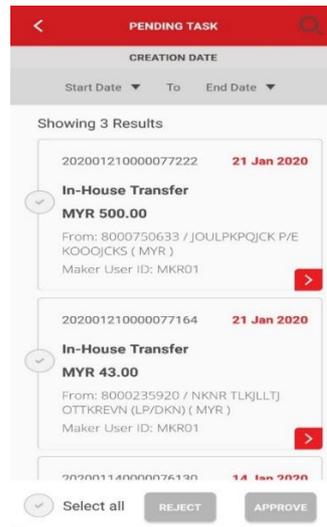
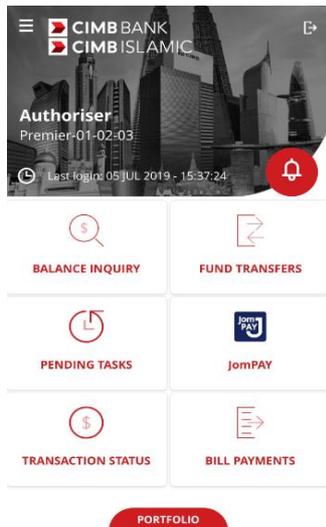
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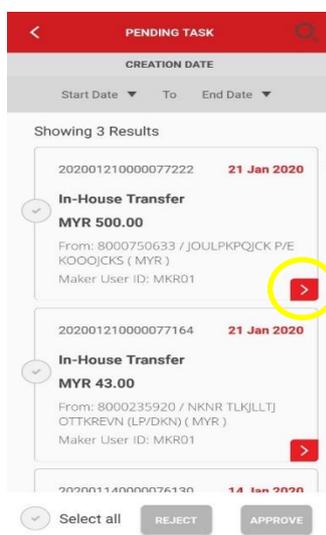
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Payment Authorisation Guide

8.1 Approve Transaction(s) via Mobile App



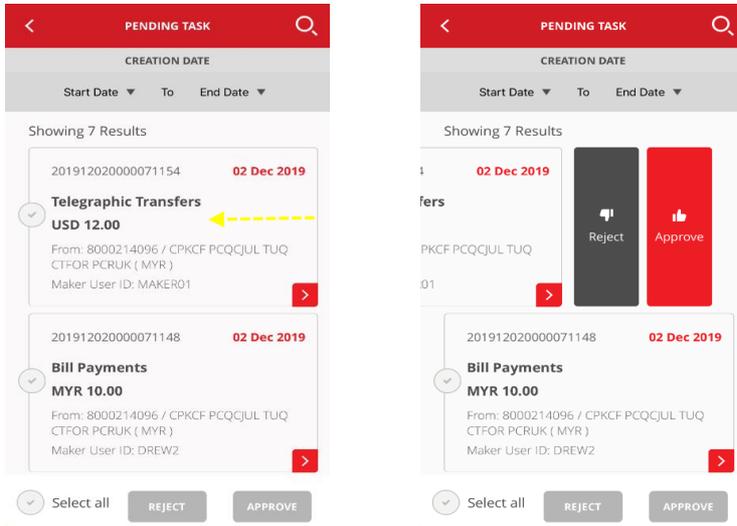
- Pending Task Listing by creation date:
 - a) Tap **"PENDING TASKS"** to view the latest 10 pending transaction(s) **or**;
 - b) Choose a specific date range. (Example: Start Date 14 Jan 2020 to End Date 21 Jan 2020).
- You have several options to approve transactions created, you can either:
 - Option 1: View pending task details by tapping , confirm the details and approve.



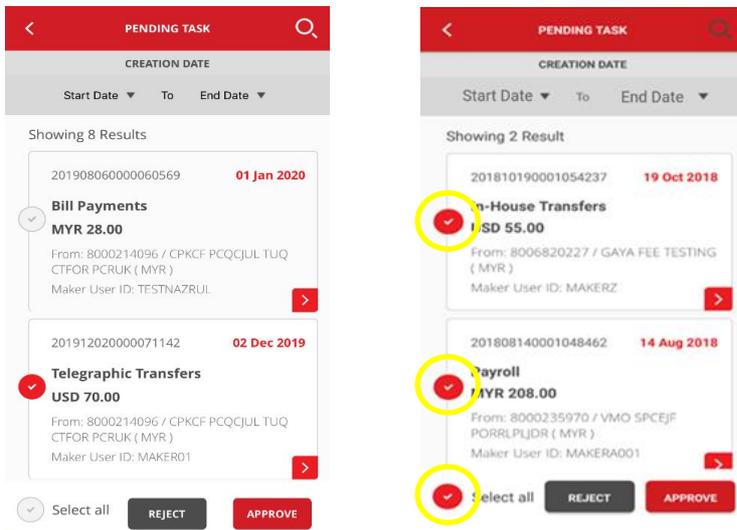
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Option 2: View the details and approve by swiping left to tap Approve.



Option 3: You can approve multiple transactions by selecting  one or multiple one go.

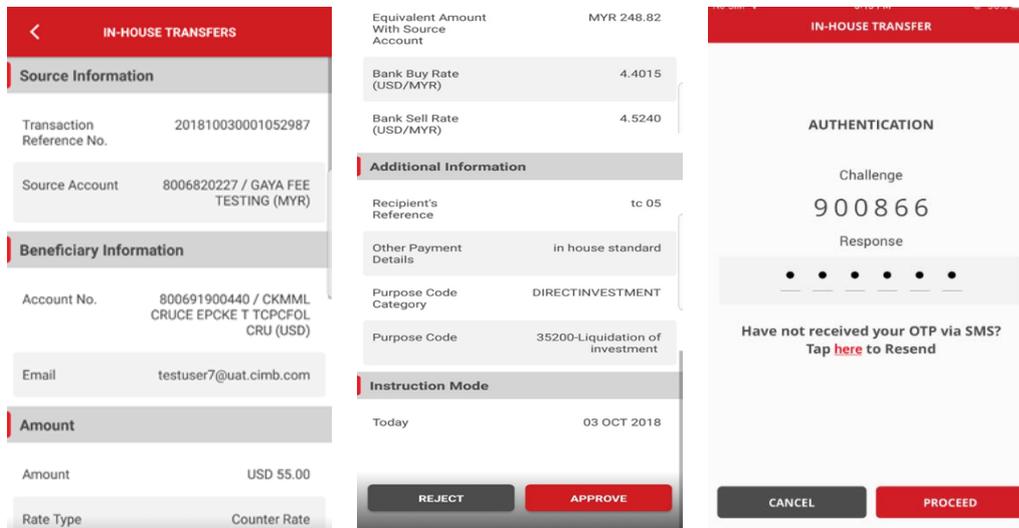


Selecting one transaction

Selecting multiple transactions

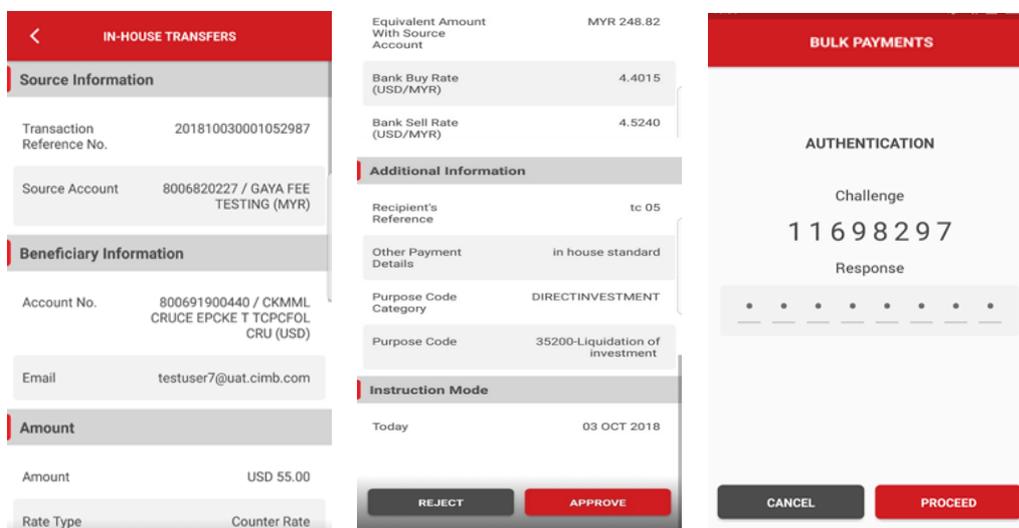
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8.1.1 Approve transaction(s) via SMS OTP



- Enter **SMS OTP** sent to your registered mobile phone.
- Tap **“PROCEED”** to approve transaction **or**;
- Tap **“CANCEL”** to cancel.

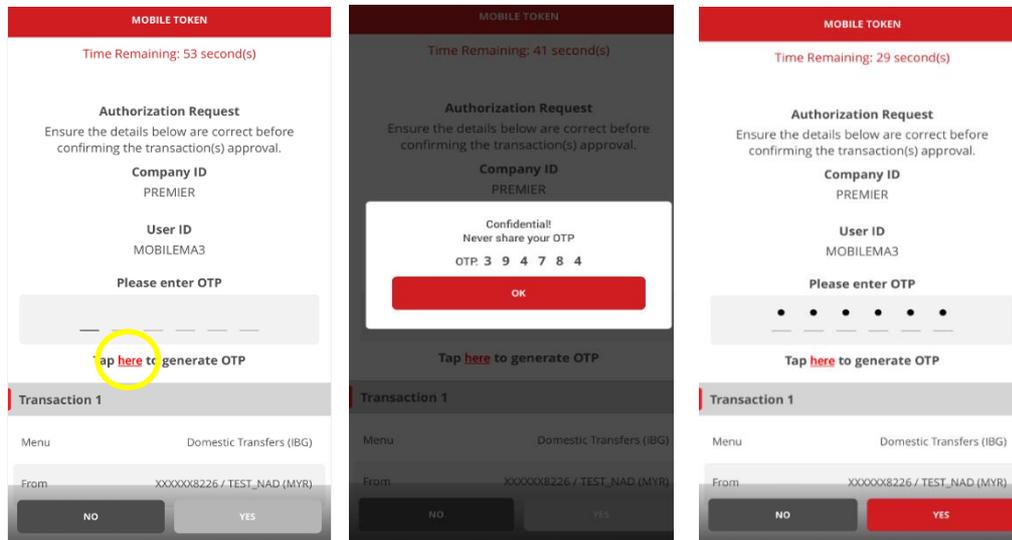
8.1.2 Approve transaction(s) via Security Device



- Use Security Device to generate Response Number:
 - Enter **‘Response number’** and tap **“PROCEED”** to approve transaction **or**;
 - Tap on **“CANCEL”** to cancel.

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8.1.3 Approve transaction(s) via Mobile Token

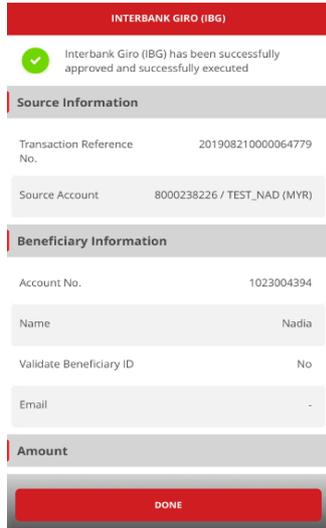


- Transaction Authorisation Notification request will be sent to your registered mobile token device.
 - confirm transaction details (e.g From, To, and Transaction Amount)
 - *Note: The notification will expire in 60 seconds.*
- Tap to generate **One Time Password (OTP)** via registered Mobile Token to approve the transaction.
To ensure a smooth experience, please turn on “notification” on your mobile device to receive real time notification for transaction authorisation from BizChannel@CIMB app.
- Tap “**OK**” to proceed.
 - Enter OTP and tap “**YES**” to approve transaction **or**;
 - Tap “**NO**” to cancel.

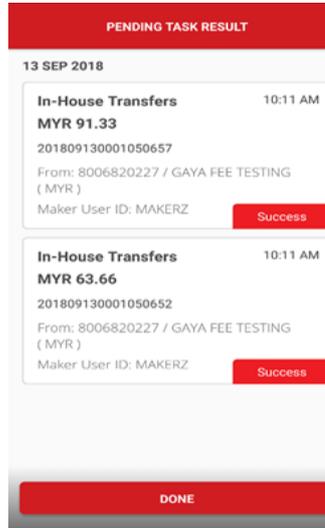
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8.1.4 Result

8.1.4.1 Result of Transaction approval / rejection:



Approve one transaction



Approve multiple transactions

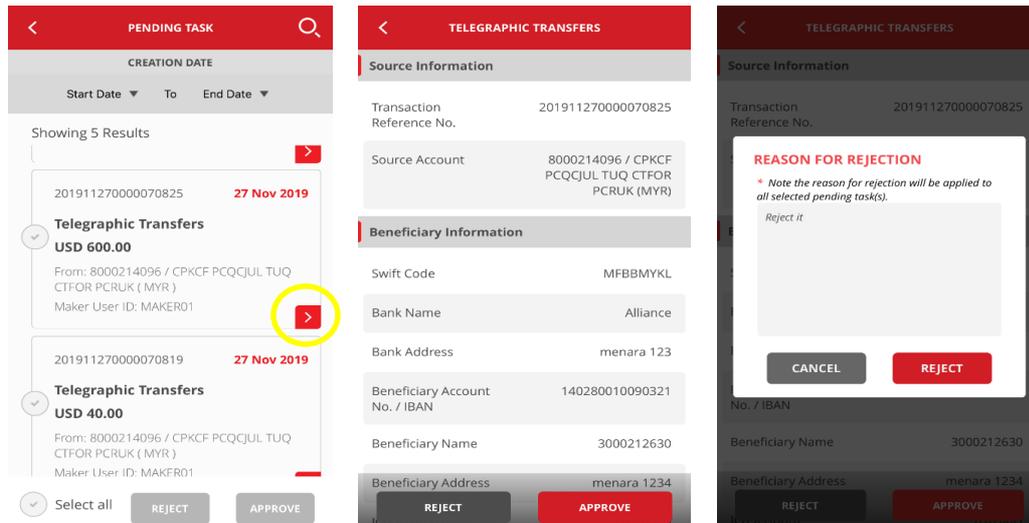
- Transaction is successfully approved / rejected.
- Tap “**DONE**” button and you will be taken to “**Pending Task Listing**” screen.

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8.2 Reject Transaction(s) via Mobile App

- There are 3 options for you to reject a transaction (similar to 8.1):

Option 1: View the pending task details by tapping , select reject and enter reason for rejection.



Option 2: You can reject by swiping left and tap Reject, enter reason for rejection.

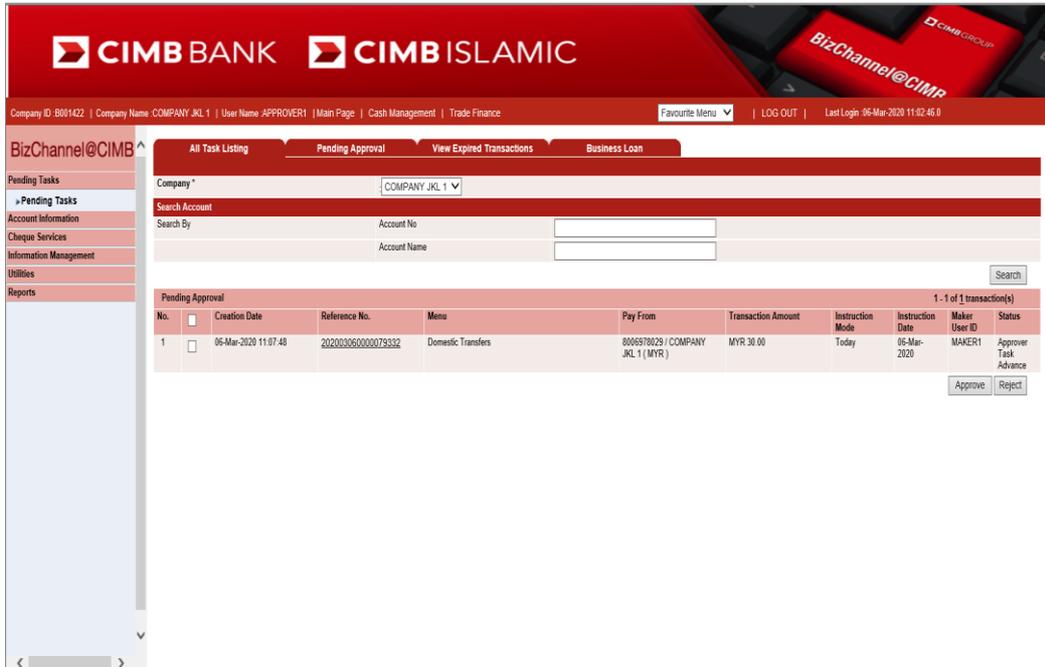
Option 3: You can “**REJECT**” multiple transactions by selecting  one or multiple at one go. Do note the same reject reason will be applied for all under this option.

- To cancel/ exit screen, tap the “<” icon.
- You can approve/reject multiple transactions by selecting  one or multiple one go.

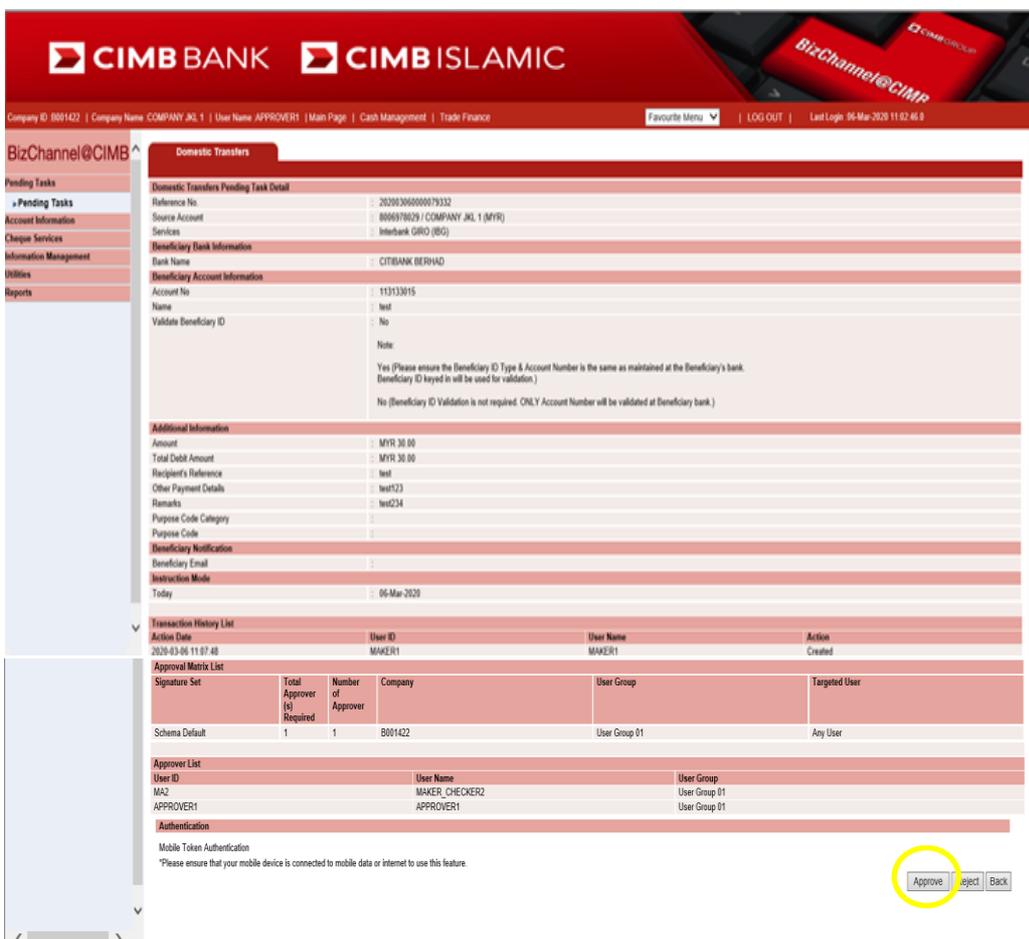
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8.3 Approve Transaction(s) via Web

- Click “Pending Tasks” on the left side menu to view list of transactions pending approval/rejection.

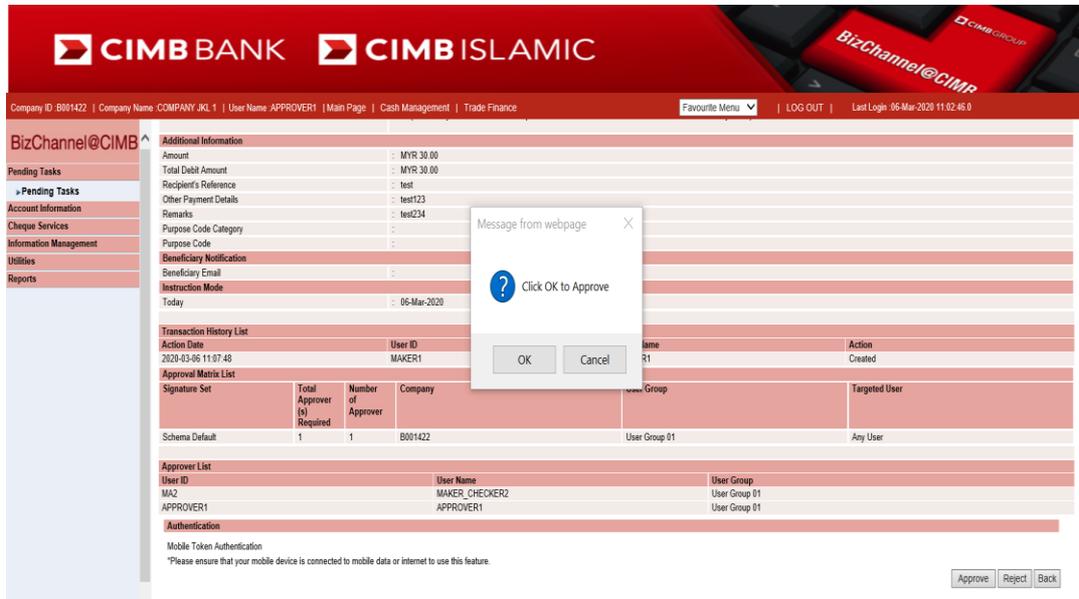


- Click “Reference No” to view details and approve/reject each transaction.



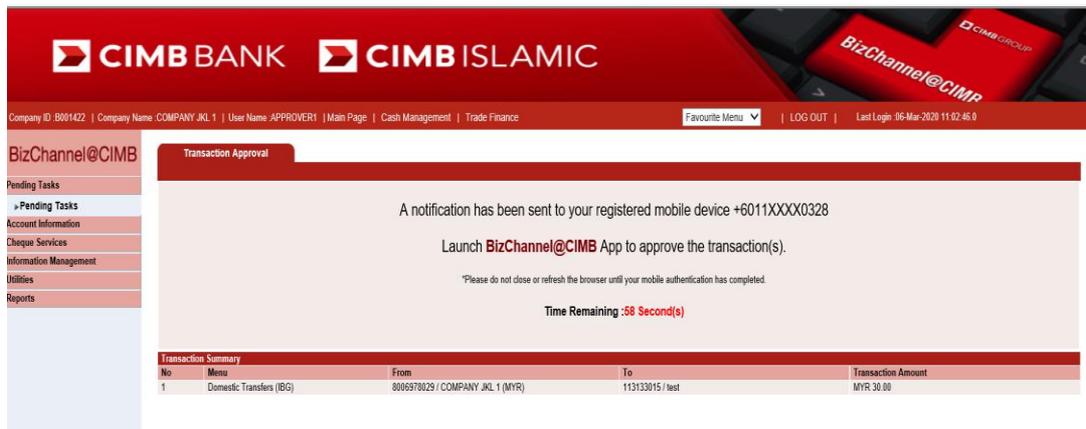
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- Click “OK” to approve the transaction.

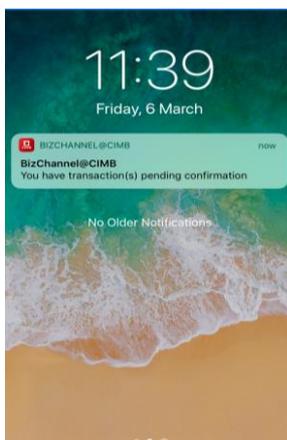


8.3.1 Approve transaction(s) using Mobile Token

- Notification request will be sent to registered mobile token device once “OK” button is clicked.



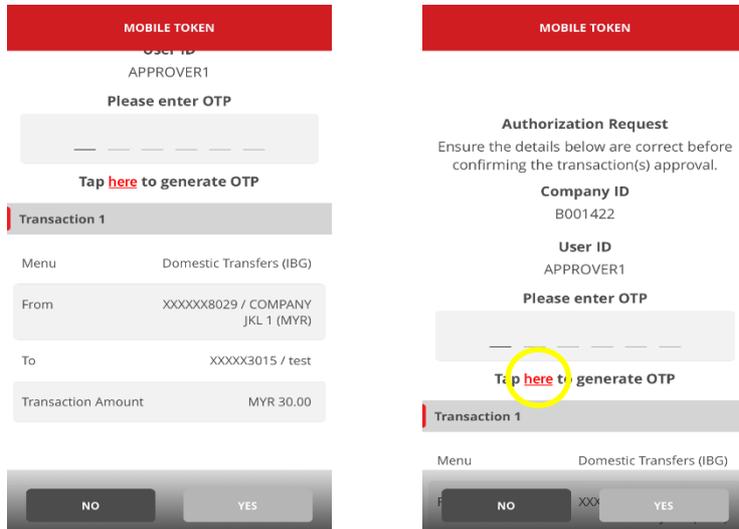
- To approve transaction via Mobile Token:
 - Step 1: You will be notified on via BizChannel@CIMB Mobile App on your Registered Device.



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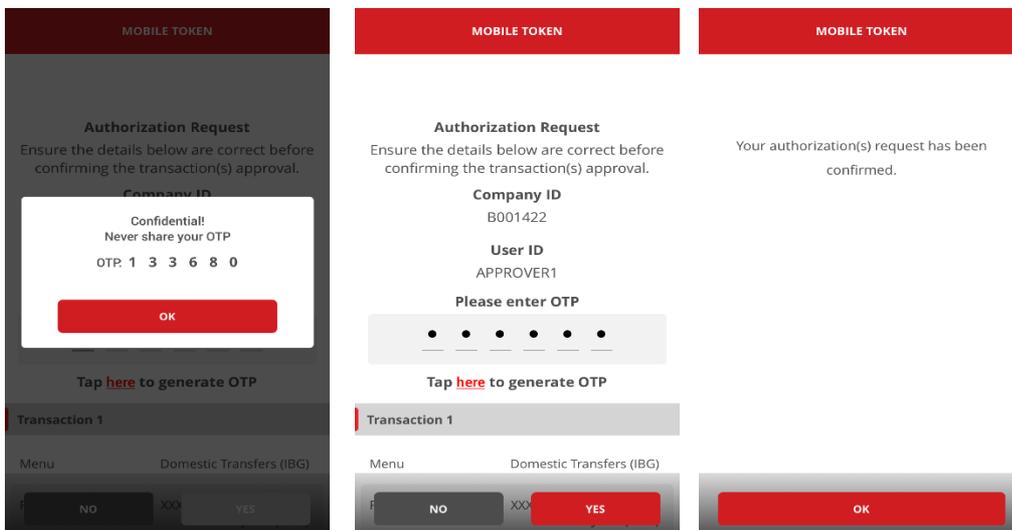
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- Step 2: Select notification to confirm transaction details (e.g From, To, and Transaction Amount)



- Step 3: Enter OTP generated via registered Mobile Token to approve the transaction.

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8.4 Reject transaction(s) via Web

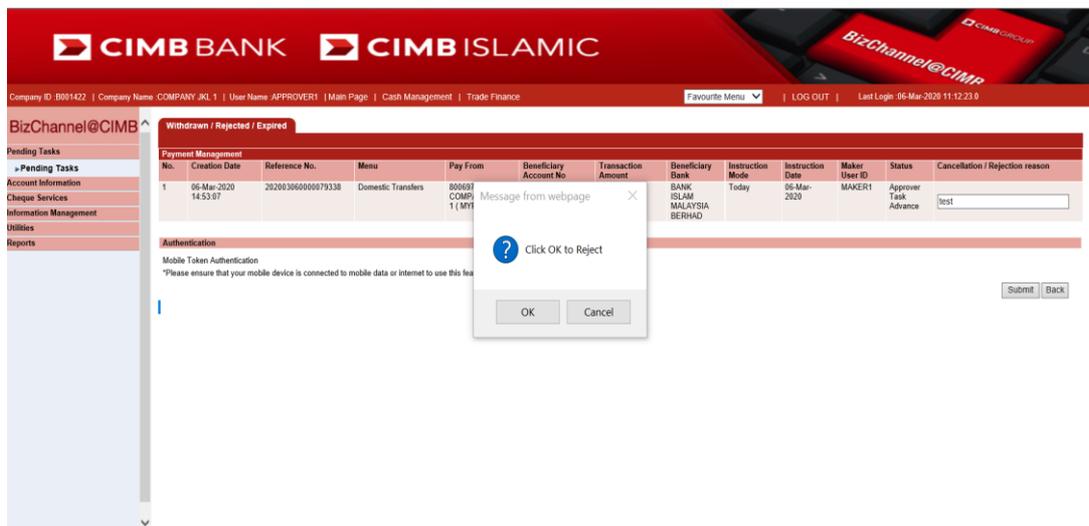
- Click **“Pending Tasks”** from menu list to view list of transactions pending for authorisation and click **“Reject”** to reject transaction



- Enter Reason for cancellation / rejection.



- Click **“OK”** to reject the transaction.

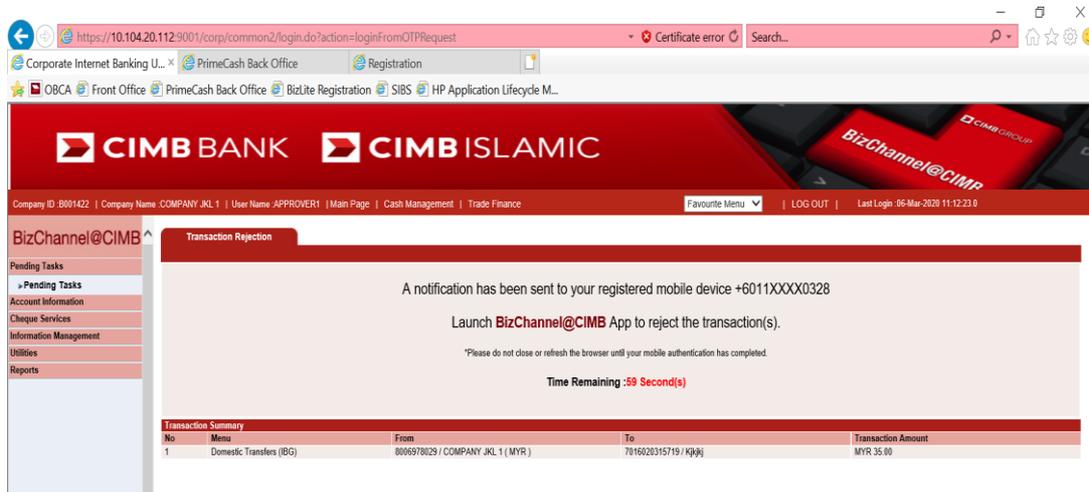


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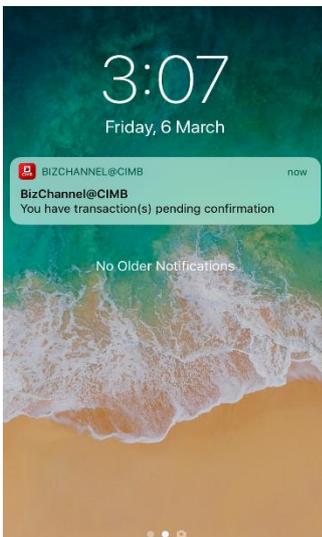
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8.4.1 Reject transaction(s) using Mobile Token

- Notification will be sent to registered mobile token device once click on “OK” button.

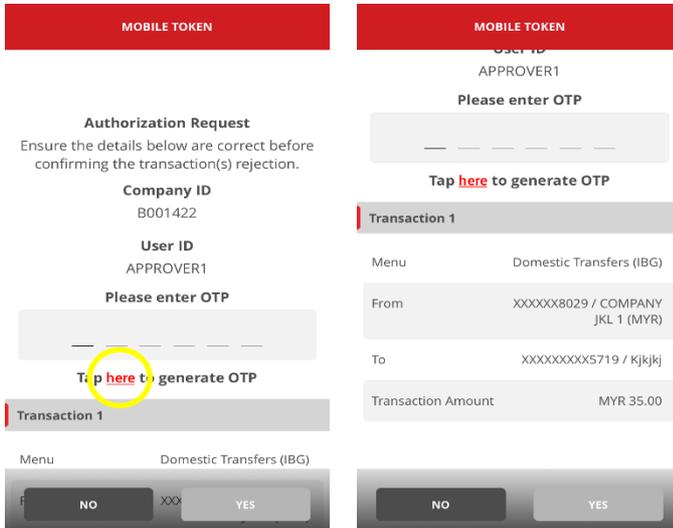


- To reject transaction via Mobile Token:
 - Step 1: You will be notified via BizChannel@CIMB Mobile App on your Registered Device.



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- Step 2: Select notification to confirm transaction details (e.g From, To, and Transaction Amount)



- Step 3: Enter OTP generated via registered Mobile Token to reject the transaction.

To ensure a smooth experience, please turn on "notification" on your mobile device to receive real time notification for transaction authorisation from BizChannel@CIMB app.

