

# MAPPING SHINHAN ACCOUNTS TO MOCA E-WALLET GUIDELINE

Jul-2021

# **TABLE OF CONTENT**



- 1. Definition
- 2. Scope of service between Shinhan's accounts and MOCA e-wallet
- 3. Guideline for transaction process
  - Mapping/ un-mapping e-wallet
  - Top-up/ withdraw
  - Payment

# I. Definition

🔇 Shinhan Bank

m

moca

Moca e-wallet mapping Shinhan accounts service:

Cooperating between Shinhan Bank and MOCA through the system integration, this service can bring users lot of utilities of e-wallet.



# 2. Scope of service between Shinhan accounts and MOCA e-wallet



Scope of service	Description	Eligible channel
Mapping	Register SHBVN CASA mapping to e-wallet	Shinhan IB/MB (*)
Un-mapping	Terminate mapping SHBVN CASA to e-wallet	Shinhan IB/MB
Top up/Cash in	Top up money from SHBVN CASA to e-wallet	Моса
Withdraw/Cash out	Withdraw money from e-wallet to SHBVN CASA	Моса
Pass-through/Sales-in	Payment for goods/services from linked account	Моса

(\*)IB: Internet Banking MB: Mobile Banking

# 2. Scope of service between Shinhan accounts and MOCA e-wallet

🔇 Shinhan Bank

Transaction limit:

Unit: VND

Type of trans.	Daily	Min trans.	Max trans.	SMS OTP
Тор-ир	30,000,000	50,000	5,000,000	1,000,000
Withdraw	5,000,000, max 3 trans./day	50,000	2,000,000	N/A
Sales-in	10,000,000	N/A	10,000,000	1,000,000

### Cases process from Moca Payment Application are required generate SMS OTP:

Top up/ Payment from linked account: amount over VND 1,000,000

Total bypass SMS OTP transaction over 3 transaction/per day, from 4th transaction will require OTP (separately Top up, Sales-in transaction)







Download and sign up Moca application with phone numbers







### **Grabpay by Moca**



Activate Moca e-wallet from Grab app

anti VN Mobilione 🗢 155	28 - 9 - 66%	**
Chúc Đảng Khoa t Hồm nay bạn i	puối chiếu vui vềi muốn làm gì?	Xin chào Thanh toán d Iựa chọn:
Kich hoạt ngay ví GrabP by Moca! Kich hoạt	ay	Kích hoạt Nạp tiến, th nhiếu tiện íc
Chon ták cả 4 dịch vụ Ô tổ Xe m	5 sky Dó Jn	Kích hoạt Thanh toá Hỗ trợ thể V JCB / Amex
Giao hàng		Danh sáci
Today's Poll 19636 people have participated in t	***	Không kích h trả số dư Gra





### Mapping via SOL



### <u>Step 1:</u>

Log in SOL and choose tab "Transfer/Payment"

→ "Moca E-wallet"

➔ "Register/Terminate E-wallet Mapping

### <u>Step 2:</u>

In case your phone number has not had the Moca account yet and you want to open a Moca account, choose "Agree".

### <u>Step 3,4:</u>

Tick to accept "Product features and User agree ment"

### <u>Step 5:</u>

Input M-OTP/A-OTP, then choose "OK"



### Mapping via SOL



<u>Step 6:</u> Continue "Join" <u>Step 7:</u> Choose "Confirm" <u>Step 8:</u>

Input M-OTP/A-OTP, then choose "OK"



Mapping	via Inte	ernet B	<b>Bar</b>	1 king 454 Extend Log Out	ENGLISH V
My Account Payment/	Transfer Cards	Product & Service		Settings	≡
My Profile Overview		Deposit	>	Register E-wallet mapping	
Check following pic and la	pel show yours.	Loan service	>	Terminate E-wallet mapping	1 0
	2	Momo E-wallet	>		¥
Setting		Exchange Rate	s	age box	View All >
Customer Name	MOCA122	ZaloPay E-wallet	>	Title	Arrival date
Transfer Limit (Daily)		S-Payroll Account			
(Available limit)	VND	Moca	>	No results were found	d
Transfer Limit (Once)	VND	50,000,000			
Last Login Date	05/07/2021 13:58:25				
					*

### <u>Step 1:</u>

Log in IB and choose tab "Product & Service" => "Moca" => " Register E-wallet mapping"

Register E-wallet mapping

1.Input infor	mation 2.Verify and process	3.Completed		~~~	
ustomer Information			1.Input inform	nation 2.Verify and process	3.Completed
Customer name	CUS-SNM-NM2815099150				
Email	2815099150@TEST.COM		Customer Information		
			Customer name	CUS-SNM-NM2815099150	
erify product manual and ε	agree to user agreement		Email	2815099150@TEST.COM	
If the user agreement and p Get Adobe Acrobat Reader	Product Features and User Agreement  product manual cannot be viewed properly, please download and install Acrobat Reader.		E-wallet Mapping Informatio	n 700015076282	
2 I nave checked the above user	agreement and product manual and agree to their content.		Mapping phone number	0998765432	
wallot Mapping Informatic	n				
-watter mapping intormatic			OTP token password	Enter 6 characters	
* Mapping Account	700-015-076282(VND-DEMAND DEPOSIT-VND)			Entro o characters	

### <u>Step 3:</u>

Tick "I have checked the above user agreement and product manual and agree the content"

# Register E-wallet mapping 1.nput information Customer Information Customer Information Customer name CUS-SNM-1M028 USD Termal 2015090150g/TEST COM Porduct manual and agree to user agreement Please agree to the user agreement and product manual after checking the the detailed information Image: Product Features and User Agreement If the user agreement and product manual after checking the the detailed information Image: Product Features and User Agreement Image: Product Teature and User Agreement Image: Product Teature and User Agreement Image: Product Teature and agree to the user agreement and product manual and agree to the content. Image: Product Teature and agree to the user agreement and product manual and agree to their content. Image: Product Teature and agree to their content. Image: Product Teature and agree to their content. Image: Product Teature agreement and product manual and agree to their content. Image: Product Teature information Image: Product Product Product Product Teature information Image: Product Prod

### <u>Step 2:</u>

<u>Step 4:</u>

Choose "Next step"

In case your phone number has not had the Moca account yet and you want to open a Moca account, choose "Yes".



### **Mapping via Internet Banking**

1.Input infor	mation	2.Verify and process	3.Completed
Customer Information			
Customer name	CUS-SNM-NM2815099150		
Email	2815099150@TEST.COM		
	100015076262		
Mapping phone number	0923452345		
Mapping Account	0923452345 Enter 6 characters	5	0

1.Input mom	nation	2.Verify and process	3.Completed
tomer Information			
Customer name	CUS-SNM-NM2815	099161	
Email	2815099161@TEST	COM	
rallet Mapping Informatio Napping Account	700015076290		
allet Mapping Informatio Napping Account Napping phone number	700015076290 0998765431		
vallet Mapping Informatic Mapping Account Mapping phone number	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx		

### Step 5: Input M-OTP/A-OTP, then choose "Next step"

Personal	Corporate	Customer Cente	r	About Us	
🔇 Shinhan Bank Vietnam		LEEE SHIN HAN	4:56 Extend	Log Out ENGLISH	•
My Account Payment/Transfer	Cards	Product & Service Set	tings		≡
			& Service > ZaloPay	E-wallet > Register E-wallet n	napping
Register E-wallet mapping					
1.Input information		2.Verify and process		3.Completed	
	The trans	action has been completed.			

### <u>Step 6:</u>

Choose "Next step"



### **Un-mapping via SOL**



### <u>Step 1:</u>



Log in SOL and choose Choose "Terminate" tab "Transfer/Payment"

→ "Moca E-wallet"

→ "Register/Terminate

E-wallet Mapping

### Step 4:

Input M-OTP/A-OTP, then choose "OK"



 $\overline{\mathbf{T}}$ 

HOME > Product & Service > Moca >

### **Un-mapping via Internet Banking**

Personal	Corpo	orate	Cu	stomer Co	enter	About Us	
Shinhan Bank Vie	tnam		NGUYEN CAO VIET	PHUONG	4:45 Extend	Log Out ENGLISH	~
My Account Paymer	nt/Transfer Car	ds	Product & Service	1	Settings		≡
			Deposit		Register E-wallet mapping	sit Accounts > Acc	ount List
			Loan service		Terminate E-wallet mapping	1	
Account List			Momo E-wallet	>			
<ul> <li>Inquire the list of deposit accounts.</li> <li>Please select the account number to i</li> </ul>	nquire account transaction his	tory or transfe	Exchange Rate				
			ZaloPay E-wallet	>		09/06/2021 09:15	:45 49
• Total cases 3			S-Payroll Account				
			Moca	>			
						)	r Ŧ
Account Nickname 🍘	Account No.	Currency	Opened Date	Maturity I	Date Balance	Available Balan	ce ^
PAYROLL ACCOUNT	700-005-184649	VND	25/09/2015		4,5	i18 4	,518

### <u>Step 1:</u> Log in IB, choose "Terminate e-wallet mapping"

# Mapping Information Mapping Information Mapping Date 20210609 Mapping Status mapping Mobile phone no. 0933456027 Account No. 700-006-184649 OTP token password Enter 6 characters Virtual Keyboard Image: Comparison of the second of the sec

### Step 2: Input M-OTP/A-OTP

Terminate E-wallet mapping

My Account F	Payment/Transfer	Cards	Product & Service	Settings			Persor	al	Corporate		Customer	Center		About Us	
				♠ HOME > Product 8	& Service > Moca > Terminate E-walle	et mapping	Shinhan B	ank Vietnam		NGUYEN CA	O VIET PHUON	IG 4:56	Extend	Log Out ENGL	ISH ¥
Terminate E-wallet	t mapping						My Account	Payment/Transfer	Cards	Product & S	ervice	Settings			≡
											<b>♠</b> F	IOME > Product &	& Service > M	loca > Terminate E-w	allet mapping
	1.Verity and process			2.1	Completed		Terminate E-W	llet manning							
Mapping information								aner mapping							
Mapping Date	20210609							1.Verify and process				2.0	Completed		
Mapping Status	mapping														
Mobile phone no.	0933458927														
Account No.	700-005-184649														
									The transa	action has been	completed.				
OTP token password				•											
			Terminate	]3											
<u>Step 3:</u>				_					Regi	ister E-wallet ma	pping				
Choose "Te	erminate"					<u></u>									

...l 🕆 🛃

С



...| 🎅 🚺

### **Cash in via Moca application**





- Search			<ul> <li>Search</li> </ul>	
<	Topup to E-walle	t	×	
2.0	00.000	đ	Тор;	bing up completed
Fee		0đ	2	.000.000đ
Total		- 2.000.000₫		_
	Xác thực		Card	••••• 7951
Vui lòng	nhập OTP để xác thực	giao dịch	Fee	0₫
Mã OTP 123456	74		Total	2.000.000₫
120400	-			Details ~
	Xác thực			
1	2 АВС	3 Def		
4 <sub>бН1</sub>	5 JKL	6 <sup>м N O</sup>		
7 pqrs	8 TUV	9 wxyz		
	0	$\langle X \rangle$		
		-	_	

...| 🎅 🚺

17:57

<u>Step 1</u>: Log in Moca app and choose "Moca e-wallet"

Step 2: Choose "Top-up"

Step 3: Input amount Top-up to E-wallet

### Step 4:

17:57

Input OTP sent to your mobile phone (if the t ransaction requires)

al 🕆 🗖

С

Details >



### **Cash out via Moca application**



< Withdraw from wa	illet
2	
S Enter amount	
Fee	0₫
Net	0₫
••••• 7951	Receipt account

Confirm			
1	2	3	•
4	5	6	
7	8	9	[====]
000	0	00	Ę

500.0	<b>000</b> ₫
ee	0₫
Vet	500.000₫
•••• 7951	Receipt account

Withdraw from wallet

15:10

<

	4		
	Con	firm	
1	2	3	
4	5	6	•
7	8	9	
000	0	00	Ļ

Withdrawal succ 500.000	cess D₫
Receipt account	••••• 7951
Fee	O₫

.ul 🕿 🔳

500.000đ

15:10

Х

Net

Details V

Step 1:Step 1:Log in Moca app andCchoose "Moca e-wallet"

<u>Step 2:</u> Choose "Withdraw" <u>Step 3:</u> Input Withdraw amount

### Step 4:

Input OTP sent to your mobile phone (if the transaction requires)

10:30

Search

<

3

Taxi ba saoc

huonghuong109

••••• 7951 Promotion code



### **Payment from linked account**



<u>Step 1</u>:

Log in Moca app

and choose "Pay"





Pay

1.000.001

m

Choose sourc e of fund

>



Step 2: Scan for payment Step 3,4: Check/ input payment amount and choose linked Shinhan account → Pay

10:30 Search		al 🗟 🔳	10:31
<	Pay		×
Taxi ba saoc huonghuong109		m	
1.0	00.00	<b>1</b> ₫	
Vuilòna	Xác thực	niao dich	Merch
tanong		gido diorr	Card
Mã OTP 123456			Transa
		1	
5	Xác thực		
		-	
1	2 АВС	3 Def	
<b>4</b> бні	5 JKL	6 <sup>MNO</sup>	
7 pqrs	8 TUV	9 wxyz	
	0	$\langle X \rangle$	

10:31 ◄ Search	.ul 🗢 🔳
×	
Payme 1.0	nt completed 00.001₫
Merchant	Taxi ba saoc huonqhuonq109
Card	•••• 7951
Transaction ID	1455557001182156
D	etails ~
Ac	Id notes >

Step 5:

Input OTP sent to mobile phone (if requires) and click "Confirm"



# **THANK YOU**