



CTBC BANK

Wire Manager Quick-Reference Guide

Business Online Banking

This reference guide will provide instructions on using Wire Manager for [Business Online Banking](#). Also available is a [Wire Manager Video Tutorial](#) on our website, <https://www.ctbcbankusa.com>.

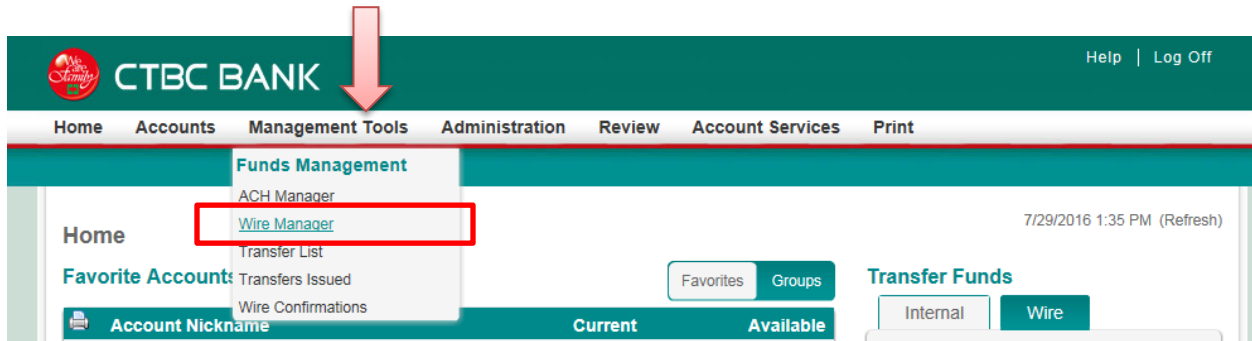
Wire Manager is available to eligible Business Banking customers. To find out more about enrolling for Wire Manager, or to receive technical assistance, please contact CTBC Bank, Treasury Management Support at (888) 889-8369.

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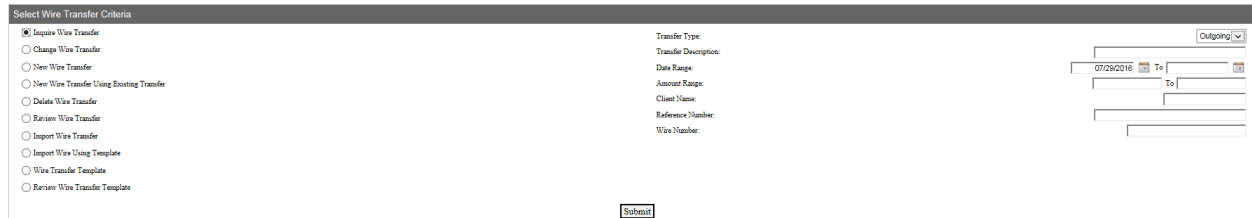
Overview Page

Wire Manager can be accessed through [Business Online](#) and can perform various functions. To launch Wire Manager, login to Business Online Banking, hover Management Tools and select **Wire Manager**.



*If **Wire Manager** does not appear, please contact CTBC Bank's Treasury Management Client Support Group, at (888) 889-8369 to enroll or receive technical support.

Once Wire Manager is launched, you will arrive at the **Wire Manager Overview Page**:

A screenshot of the Wire Manager Overview Page. The page is titled 'Select Wire Transfer Criteria'. On the left, there is a list of criteria with radio buttons: 'Inquire Wire Transfer' (selected), 'Change Wire Transfer', 'New Wire Transfer', 'New Wire Transfer Using Existing Transfer', 'Delete Wire Transfer', 'Review Wire Transfer', 'Import Wire Transfer', 'Import Wire Using Template', 'Wire Transfer Template', and 'Review Wire Transfer Template'. On the right, there is a form for selecting wire transfer criteria. The form includes fields for 'Transfer Type' (set to 'Outgoing'), 'Transfer Description', 'Date Range' (07/29/2016), 'Account Range', 'Client Name', 'Reference Number', and 'Wire Number'. A 'Submit' button is located at the bottom center.

New Wire Transfer

To initiate a new transfer, from the Wire Manager Overview page:


Note- A transfer template is **not required to send a wire transfer However, if you wish to first create a template, refer to the Wire Transfer Template section of this document.*

Select Wire Transfer Criteria

- Inquire Wire Transfer
- Change Wire Transfer
- New Wire Transfer**
- New Wire Transfer Using Existing Transfer
- Delete Wire Transfer
- Review Wire Transfer
- Import Wire Transfer
- Import Wire Using Template
- Wire Transfer Template
- Review Wire Transfer Template

Wire Type: None ▼

Submit

- Select **New Wire Transfer**
- The Wire Type field will display on the right side of the screen
 - Select Domestic for wires to a Financial Institution within the United States
 - Select International for wires to a Financial Institution outside the United States
- Click **Submit**
- On the following page, complete the fields for the wire as necessary.
 - In the **Transfer Description** box, type a name for the transfer
 - Click the **Transfer Start Date** Calendar button, and select a transfer date
 - If applicable: in the Recurring Frequency list, click a recurring frequency (optional)
 - **Note- If a Recurring Frequency is selected, the wire will automatically transfer on each specified date, without action required*
 - In the **Amount** box, type the amount of the wire transfer
 - In the **From Account** list, click the account number you wish to send the funds from
 - **Note, if the desired account is not available for selection, please contact CTBC Bank for technical support*
 - Complete the Beneficiary, Beneficiary Institution, Receiving Institution, or Intermediary Institution fields as necessary.
- ✓ For **Domestic Wires**, enter the routing number of the Beneficiary Institution (Bank within the United States) into the *Identification Number* field, and click the binoculars icon . If a valid routing number has been entered, the Bank's information will automatically fill the Name and Address fields, as well as the Receiving Institution section.
- ✓ For **International Wires**, in the Beneficiary Institution section, enter the Swift Code for the Foreign Bank the funds will be sent to. If there is a specific Financial Institution in the United States your wire should be routed through, enter that Financial Institution's details in the

Intermediary Institution section. This section may be left blank, and CTBC Bank’s standard designated Intermediary Institution will be used.

- Once you have completed entering details of the transfer, click **Process** to submit the transfer for approval by your Company’s second user.
 - *Note: If you wish to save the information you have entered but not process the transfer, you may click ‘Save’.
- If you have entered valid wire details, you will then be prompted for your One Time Password as a security challenge. Enter the 8-digit code generated by your security token, and click Submit.
- The Processing Status will then display. If your wire was successfully processed, a yellow warning tab should display, indicating the wire is ‘Pending Client Approval/ Review’. Click done.



Dual Control – For enhanced security on ‘higher risk’ functions, CTBC Bank enforces a ‘dual control’ policy for processing online Wire Transfers. At least two Users (a ‘submitter’ and an ‘approver’) must handle each Wire Transfer before it is processed.


- The wire is now ready for approval by a second user at your Company. Proceed to the ‘Review Wire Transfer’ section of this document for instructions on how your second user can approve the transfer for final processing.

Wire Transfer Templates

Creating a New Wire Transfer Template

Wire Transfer Templates allow you to enter and save the details of a wire transfer for future use. The details can be modified at any time.

To create a new wire transfer template, from the Wire Manager Overview page:

- Select the Wire Transfer Template radio button, and click **Submit**.
- Click the 'Add New' button , on the right side of the gray 'Template List' tab:

Select Wire Transfer Criteria





- Inquire Wire Transfer
- Change Wire Transfer
- New Wire Transfer
- New Wire Transfer Using Existing Transfer
- Delete Wire Transfer
- Review Wire Transfer
- Import Wire Transfer
- Import Wire Using Template
- Wire Transfer Template
- Review Wire Transfer Template

Template Name:

Wire Type: All


Template Group: All

Template List

- Choose a wire type (Domestic or International), and click Submit.
- Templates must be assigned to a 'Template Group'. Assign template to a group by choosing the group from the drop-down box, or create new groups using the new icon

* Template Group:



- Enter transfer details as necessary. Refer to 'New Wire Transfer' section of this document for additional details on entering wire transfer details
- In the User Access section, select all of the employees who should have access to use the template
- Once finished, click Save to save the template.

Sending a Wire Using Transfer Template

To send a wire using a template you created, from the Wire Manager Overview page:

- Select the Wire Transfer Template radio button, and click **Submit**. To only display specific templates you have created, enter search criteria as desired.
- A list of your created templates will display. To send a transfer, click the New Transfer icon next to the corresponding template

Wire Type	Status	New Transfer	Edit Template	Delete Template
Domestic	Approved			

Make the necessary changes to the transfer for processing. Refer to the 'New Wire Transfer' section of this document for details on wire entry/processing.

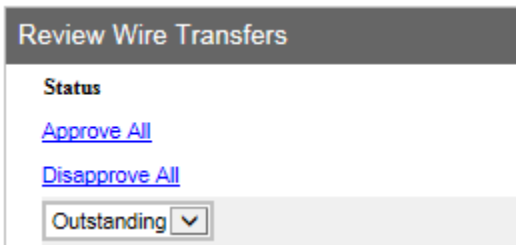
Review Wire Transfer

Dual Control – For enhanced security on ‘higher risk’ functions, CTBC Bank enforces a ‘dual control’ policy for processing online Wire Transfers. At least two Users (a ‘submitter’ and an ‘approver’) must handle each Wire Transfer before it is processed.

Use this procedure to review and approve/reject a wire transfer.

To review a wire transfer, from the Wire Manager Overview Page:

- Select the **Review Wire Transfer** radio button. To search for all wire transfers, leave search criteria boxes blank. To narrow the search, enter details in the Transfer Description, Date Range, or Amount Range fields.
- Click **Submit**.
- A list of outstanding wire transfers will display
- To review all the details on a transfer, click the Link in the Description column.
- To **Approve** the transfer, change the drop down box to ‘**Approved**’
- To reject the wire, change the drop down box in the Status column to ‘**Disapproved**’
- Click **Save**.



The screenshot shows a web interface titled "Review Wire Transfers". Under the heading "Status", there are two blue hyperlinks: "Approve All" and "Disapprove All". Below these links is a dropdown menu with "Outstanding" selected and a downward arrow icon.



View a Wire Transfer

To view the details of an existing Wire Transfer, from the Wire Manager Overview page:

- Select the **Inquire Wire Transfer** radio button
- On the right side of the screen, the Select Wire Transfer Criteria fields will display
 - To search for a specific wire transfer, enter any search criteria
 - **For a complete list of your Companies' wires, leave search criteria blank. By default, the 'From' date range will populate with today's date. To inquire on past transfers, adjust this before submitting**
- Click **Submit**.

- A list of wires meeting the Select Wire Transfer Criteria will display, including details such as the Transfer Description, Amount, Status, and Details. For further details, click the Transfer Description or Wire Number.
- Click the Transfer Description Link for a wire to view additional details for a specific Transfer.

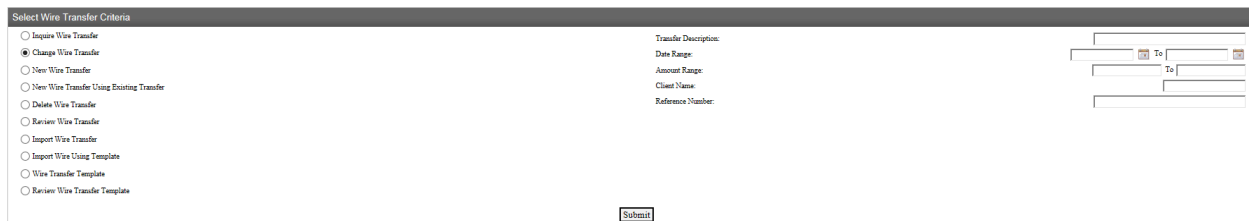
Change a Wire Transfer

The Change Wire Transfer option allows users to change details of a saved wire. For example, if you have setup a recurring transfer and would like to make a change, you can use this function.

Or, if you have entered details on a New Wire Transfer, but have only saved instead of sent the wire, you can change details of the wire using this function.

To change a wire transfer, from the Wire Manager Overview page:

- Select **Change Wire Transfer**.
- Enter details to only display certain wires, or leave the details blank and click **Submit** to display all wires that can be changed.



- A list of wires which can be changed will display
- Select the desired wire to make changes
- Make changes as needed. Click **Save** first to save the changes you have made to the transfer, **or**,
- Click **Process** to send the transfer now.

New Wire Transfer Using Existing Transfer

This function allows you to send a transfer using the details of a previously submitted transfer to fill the page with the wire's details.

*Note- This process does not refer to templates. To send a wire using a saved template, refer to the Wire Transfer Template section of this document.

To initiate a new transfer using existing transfer, from the Wire Manager Overview page:

- Select the **'New Wire Transfer Using Existing Transfer'** radio button
 - To display all of your previously submitted transfers, leave the Transfer Description and Wire Type fields blank/none. Or, to narrow your results, enter information as desired.
 - Click Submit. A list of your previously submitted transfers matching the search criteria will display.
 - Click on the Link of the transfer for which you wish to process a new transfer, using the same details of the previous transfer
 - Make changes to the details as necessary. For further details on wire entry, refer to the 'New Wire Transfer' section of this document.