

Smartform – Frequently Asked Questions

Q1: Why shall I use Smartform?

A: Smartform is an innovative tool to simplify the process of your paper-based **RMB payment** and speed up your funding transfer. During your filling, some information such as amount in words and application date can be generated automatically. It can also help you validate the completeness of your input and be saved as a template, thus the workload and input error are reduced significantly. The payment information in barcode can be imported into our system seamlessly for further processing.

Q2: How can I obtain Smartform?

A: You can visit our website to download the Smartform from Download Centre freely, or contact your relationship manager to obtain it.

Q3: What version of Adobe is required on my PC?

A: It requires Adobe reader 6.0 or above version, which you can download from www.adobe.com freely.

Q4: Why some fields are mandatory to be filled in?

A: Smartform is designed to ensure the essential information, such as debit account, beneficiary name, beneficiary bank name, debit amount are in place, to avoid the payment delay due to the missing of necessary information.

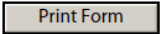
Q5: Shall I pay more transaction charge for Smartform payment?

A: There is no additional charge for Smartform payment, compared with traditional paper-based payment.

Q6: If Smartform is submitted to bank after your standard cut-off time, how will it be dealt?

A: Our counter staff will accept the Smartform and scan it into our bank system, but this instruction will be processed on T+1 working day.

Q7: How should I print the Smartform?

A: Please click the  button on the upper-right corner of the Smartform to print after you complete the input. **DO NOT choose** Print option in bar tool, which may not trigger Smartform to generate a validated barcode.

Q8: If I accidentally print the Smartform from tool bar and deliver to bank, what will happen?

A: We still accept the payment instruction. If the barcode can be recognized by our banking system and the captured information is same as that demonstrated on Smartform, we will process it accordingly. Otherwise, our bank will handle the instruction as a paper instruction.

Q9: How can I save the Smartform?

A: You can use "Save as" function in tool bar to save the form as a template in PDF format to reduce the manual errors and input workload.

Q10: Are authorised signatures still required for Smartform?

A: Yes.

Q11: Will the faxed Smartform be accepted by your bank?

A: To ensure the barcode can be recognized by our banking system, Smartform via fax would not be accepted by the bank.

Q12: Do your bank accept Smartform filled by handwriting?

A: As the barcode could not be generated via handwriting, our bank will not accept manually filled Smartform.

Q13: Can Smartform be used in all your branches?

A: At present, we are promoting Smartform in most of our branches, while not all of them can provide this service. For the usage and service scope, please enquire our local branch or contact your Relationship Manager/Relationship Representative.