

Online Bill Payment AutoPay

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Introduction

This reference guide provides you with the convenient way to pay your bills on time every month on Online banking and HSBC Vietnam mobile banking application (HSBC Vietnam app).

Select a platform of the digital banking you want to register the AutoPay Bill

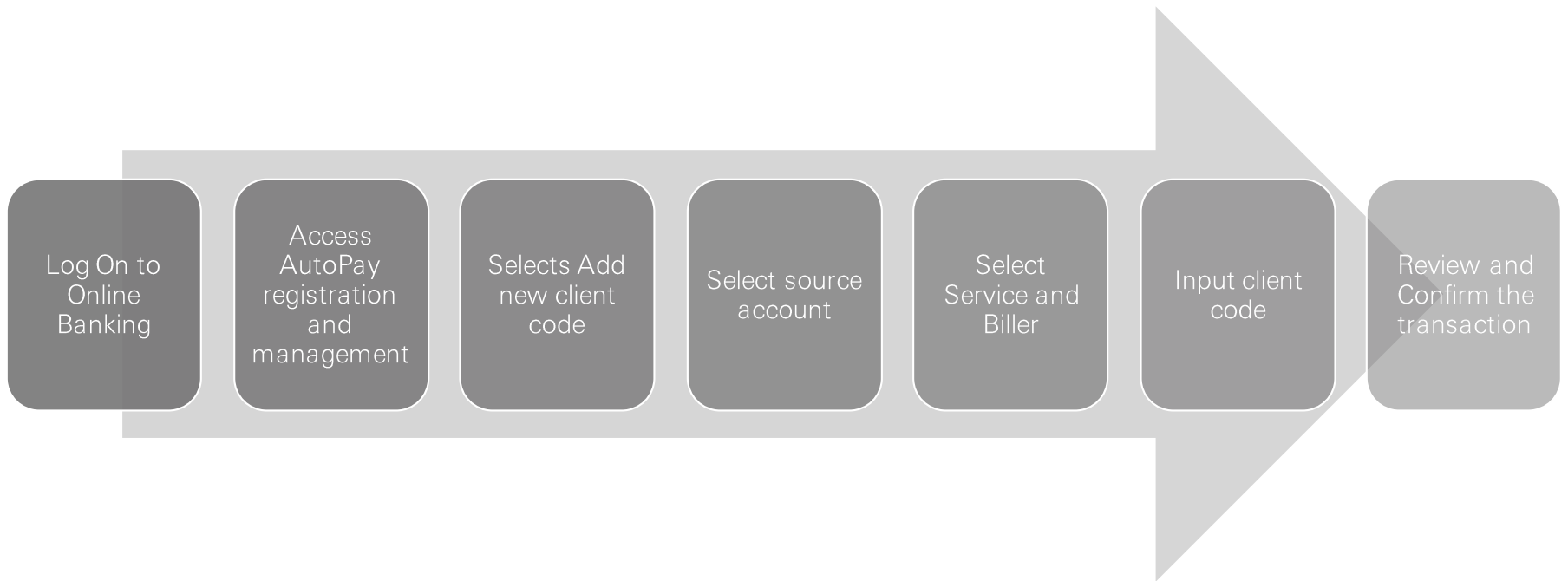
Online Banking

HSBC Vietnam app

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AutoPay Registration Journey Flow through Online Banking



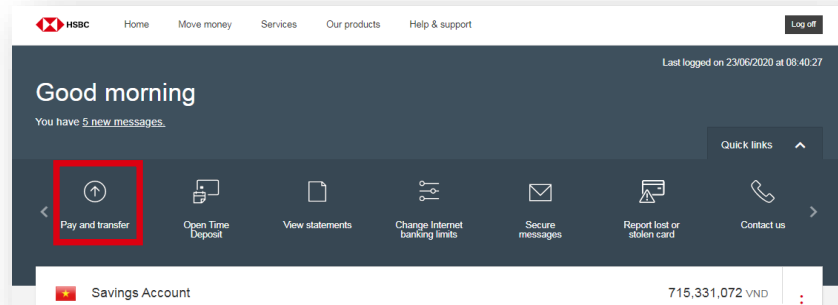
**Flow above is Golden Path flow for Bill Payments.*

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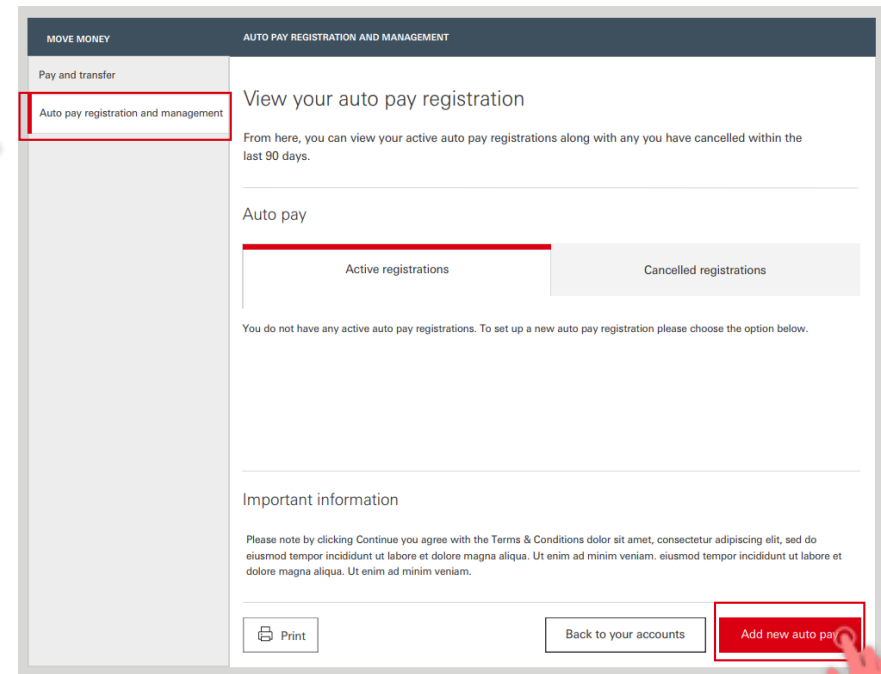
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Accessing Autopay registration Journey

Click on **Pay and transfer** in the **Quick Links** section



Then **select** Auto pay registration and management and choose **Add new client code**



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Select Source Account & Service

MOVE MONEY AUTO PAY REGISTRATION AND MANAGEMENT

Pay and transfer

Auto pay registration and management

Auto pay registration

From here, you can register for auto pay to pay your bills

From

Account

HSBC Advance
12-34-56 12345678 VND 10,090.45

Available balance VND 10,590.45

To

Service

Please select

- Electricity
- Water
- Internet
- Television

Biller name

Important information

Please note by clicking Continue you agree with the Terms & Conditions. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

Cancel Continue

Select the **Account** you would like to use for bill payment, by clicking on "Account"

Note: You can choose between two options below to pay the bill:

- Current / Saving Accounts in VND, or
- Credit Card

❖ Please make sure that you have enough funds to make the payment and transfer limits as well.

Select the service from the dropdown menu e.g. electricity, phone, etc
Then select biller name

❖ We only accept payments to billers available in our drop-down list.

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Select Biller and Input Client Code

To

Service

Bill name

Client code

Your Client code will appear on your statements and transaction history

After selecting the Biller name, you will need to **input** the **Client Code** associated with the bill to be paid.

Since the 'Client Code' is unique code/ reference number issued per biller, please refer to the document / Bill receipt issued by Biller for the Client Code information.

The **Important Information** section.

Click on **Continue** to proceed to the next screen.

Client code

Your Client code will appear on your statements and transaction history

Important information

The payment will be processed as long as there's enough money in your account or available limit on your credit card, or the daily limit for your account supports all payment processing

Cancel

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Review and accept Terms & Conditions

After **clicking** on **Continue** from the previous step, the system will then pull out the **customer's information** from the biller's data such as **customer name, address, bill cycle, amount.**

If you selected the wrong biller details, you can click on **Edit** option as shown and you will be directed back to the **Select Service Type** screen.

To proceed to the next step, customer need to **tick** on the **Terms & Conditions box**

You can click on the Terms & Conditions to view same. A pop up screen will appear. Click **Continue** to proceed

Auto pay registration

From here, you can add a biller to pay your bills

From Edit ✎

Account HSBC Advance
12-34-56 12345678 VND 10,090.45

Available balance VND 10,590.45

To Edit ✎

Service	Water
Bill name	BP Water
Client code	ABC12345
Customer name	John
Address	10 Downing Street, London

Please read and agree [Terms & Conditions](#)

Terms and Conditions

These Terms and Conditions (Terms) explain your responsibilities and obligations retaining to registration for Service through HSBC PayNow. The Terms and Conditions for HSBC Personal Internal Banking and HSBC Mobile Banking and the Terms and Conditions Governing Personal Deposit Accounts are to be read in conjunction with these Terms provided that in the event of any conflict or inconsistency the terms therein shall prevail over the Terms and Conditions for HSBC Personal Internet Banking and HSBC Mobile Banking Deposit Accounts in the event of such conflict or inconsistency.

Please read and agree [Terms & Conditions](#)

Cancel Confirm

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Create and input TDS code


If you still using a Hard Token, in order to complete the payment process, you need to **create** and **input** the **Security Code** as per on-screen instructions.


Once done, you need to **click** on **Continue** to proceed.

Additional security required



Step 1
Press and hold  to turn on your Security Device, then enter your Security Device PIN.

Step 2
When HSBC displays, press and hold  until entry screen appears. Please remove all letters and only enter the digits of the client code. If the client code is less than 8 digits, add additional zeros at the beginning of the client code until you reach 8 digits. Eg: If your client code is A1B23C4, you'll need to enter 00001234.

Step 3
Press  and use the 6 numbers shown on your Security Device to continue.

Security code

Cancel **Continue**

If you have migrated to Digital Secure Key.

The **generated security code** from the HSBC Vietnam app will need to be entered into the security code for **transaction verification** in **Online Banking**.

5:19

Generated security code

Your security code

562666

This security code will expire in 36 seconds

Fraud alert: Don't fall victim to a scam, never give out your security codes to anyone. Criminals pretend to be people you trust like a company you pay bills to.
For more information please visit our [Security centre](#).

! If you have entered an incorrect PIN, you will generate an incorrect security code.

Generate new security code

Additional security required

Step 1
Open the HSBC Mobile Banking app and select Generate security code.

Step 2
Select Transaction verification and follow the steps on your HSBC Mobile Banking app. Please enter the last 8 digits of the account number that you're adding. If the account number is less than 8 digits, enter an additional 0 before the account number for each digit that's missing. E.g. If the account number is 1234567 and only 7 digits long, enter 01234567.

Step 3
Enter the generated Transaction verification code displayed on your HSBC Mobile Banking app in the box below.

Security code

Important information

Please make sure there is enough money in your account on the dates selected. You will also need to make sure that the daily limit for your account supports all your requests.

If your request falls on a weekend, public holiday or bank holiday, it will be processed the next working day.

By using this service, you shall be deemed to agree with the [Terms & Conditions for Telegraphic Transfers](#)

Cancel **Continue**

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Review and Confirm

You are required to review and confirm the information after entering the Security Code.

From here you could edit the transaction by clicking on the **Edit** option.

Once information is verified, **click** on **Confirm** to proceed.

MOVE MONEY AUTO PAY REGISTRATION AND MANAGEMENT

Pay and transfer

Auto pay registration and management

Review

Please check these details carefully before continuing. Once confirmed, your transfer cannot be recalled.

From		Edit ✓
Account	HSBC Advance 12-34-56 12345678 Available balance VND 10,590.45	
To		Edit ✓
Service	Water	
Billier name	BP water	
Client code	ABC12345	
Customer name	John	
Address	10 Downing Street, London	
Fees		
Fee amount	0.00 VND	

Important information

The payment will be processed as long as there's enough money in your account or available limit on your credit card, or the daily limit for your account supports all payment processing

Cancel **Confirm**



AUTO PAY REGISTRATION AND MANAGEMENT

Confirmation

✔ Your registration has been completed.

Our reference

Confirmation number	N1234987654
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From

Account	HSBC Advance 12-34-56 12345678
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To

Service	Water
Billier name	BP water
Client code	ABC12345
Customer name	John
Address	10 Downing Street, London

Fees

Fee amount	0.00 VND
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Important information

The payment will be processed as long as there's enough money in your account or available limit on your credit card, or the daily limit for your account supports all payment processing

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AutoPay Management Journey through on Online Banking

Accessing AutoPay registration Journey

MOVE MONEY AUTO PAY REGISTRATION AND MANAGEMENT

Pay and transfer

Auto pay registration and management

View your auto pay registrations

From here, you can view your active auto pay registrations along with any you have cancelled within the last 90 days.

Auto pay

Active registrations			Cancelled registrations
Billers name	Service	Client code	More
BP water	Water	57657575776	⋮
Ba Ria - Vung Tau Wasuko	Electricity	74634535345	⋮
Giang Wasuco	Internet	90884127790	⋮
Lieu Wasuco	Television	23423488899	⋮
BEWACO	Mobifone	09090123121	⋮
Lieu Wasuco	Landline	97123781377	⋮



Select from existing Active registration tab you want to view or cancel by clicking on the ellipsis button on the right hand side

View your auto pay registrations

From here, you can view your active auto pay registrations along with any you have cancelled within the last 90 days.

Auto pay

Active registrations			Cancelled registrations
Billers name	Service	Client code	More
BP water	Water	57657575776	⋮
Ba Ria - Vung Tau Wasuko	Electricity	74634535345	⋮
Giang Wasuco	Internet	90884127790	⋮
Lieu Wasuco	Television	23423488899	⋮

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AutoPay Management Journey through on Online Banking


Cancel and Confirm

Are you sure you want to cancel this auto pay?

Auto pay details

Account	HSBC Advance 12-34-56 12345678
Service	Water
Billers name	BP water
Client code	2352525534
Start date	21st May 2020
Customer name	John
Address	10 Downing Street, London

Cancel



Select **Confirm** and the Autopay will be cancelled.

View your auto pay registrations

From here, you can view your active auto pay registrations along with any you have cancelled within the last 90 days.

Auto pay

✔ Your auto pay cancellation has been completed. You can review details of your cancelled auto pay registrations by selecting 'Cancelled registrations' below.

Active registrations		Cancelled registrations	
Billers name	Service	Client code	More
...

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AutoPay Management Journey through on Online Banking

View your cancelled Autopay records



Click on the Cancelled registrations tab and **tap** on the ellipsis menu, then select view to check the details of the cancelled registration.

AUTO PAY REGISTRATION AND MANAGEMENT

View your auto pay registrations


From here, you can view your active auto pay registrations along with any you have cancelled within the last 90 days.

Auto pay

Active registrations		Cancelled registrations	
Biller name	Service	Client code	More
BP water	Water	57657575776	
Ba Ria - Vung Tau Wasuko	Electricity	74634535345	

Important information

Please note by clicking Continue you agree with the Terms & Conditions dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

 Print Back to your accounts Add new auto pay



View auto pay details

Account	HSBC Advance 12-34-56 12345678
Service	Water
Biller name	BP water
Client code	2352525534
Start date	20th May 2020
Cancellation date	20th Dec 2020
Customer name	John
Address	10 Downing Street, London

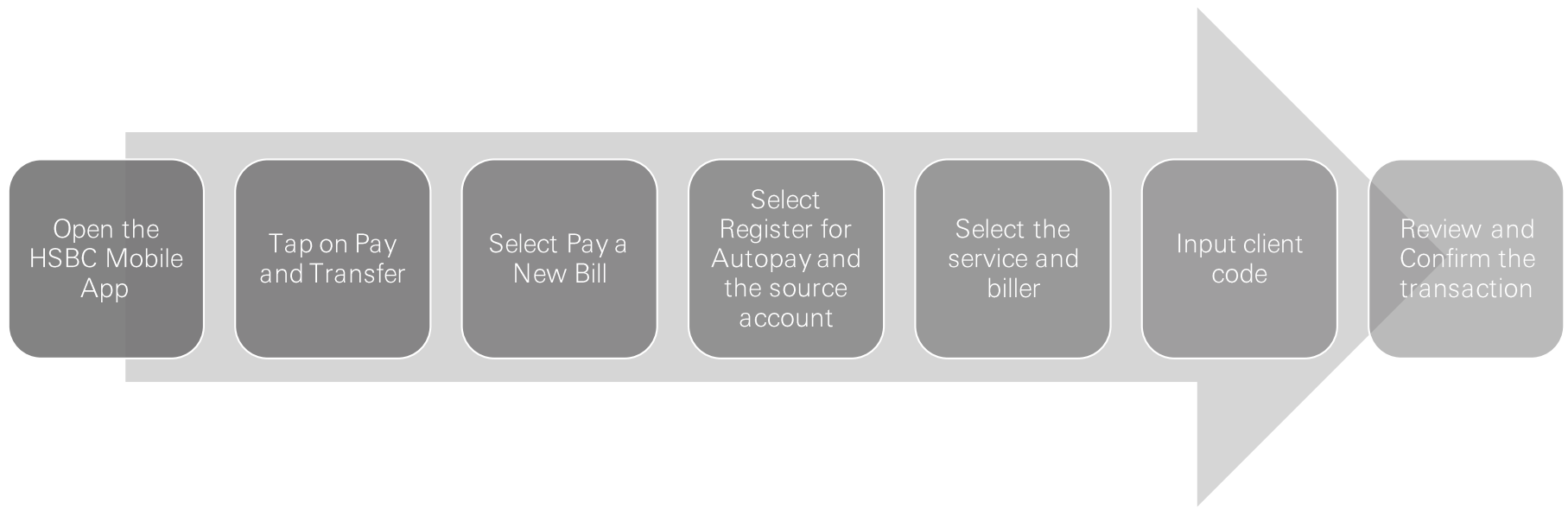
Close

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AutoPay Registration Journey Flow through HSBC Vietnam app



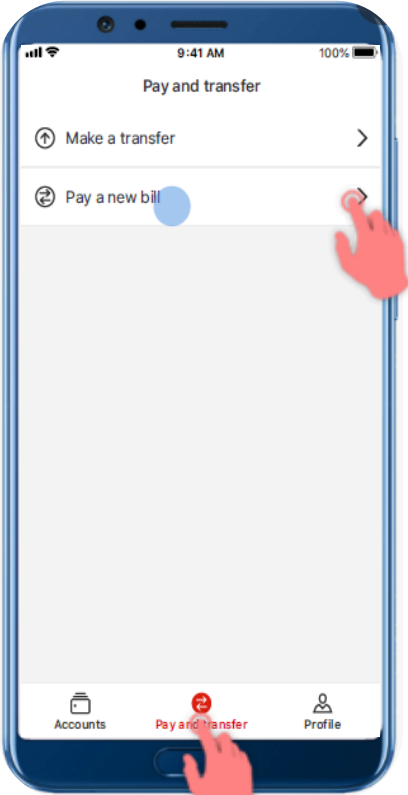
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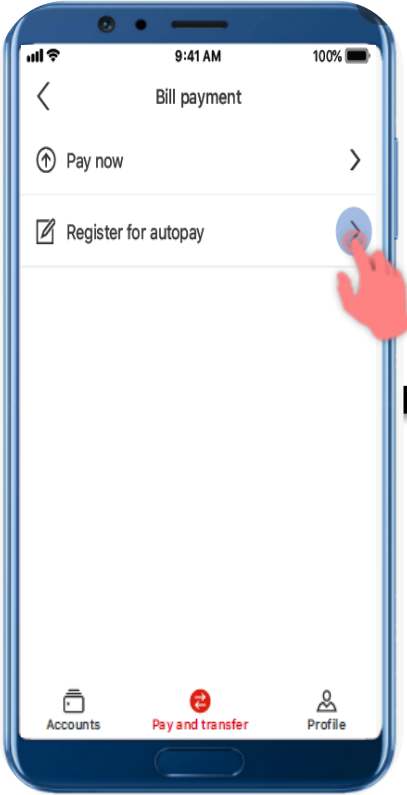
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Select Source Account

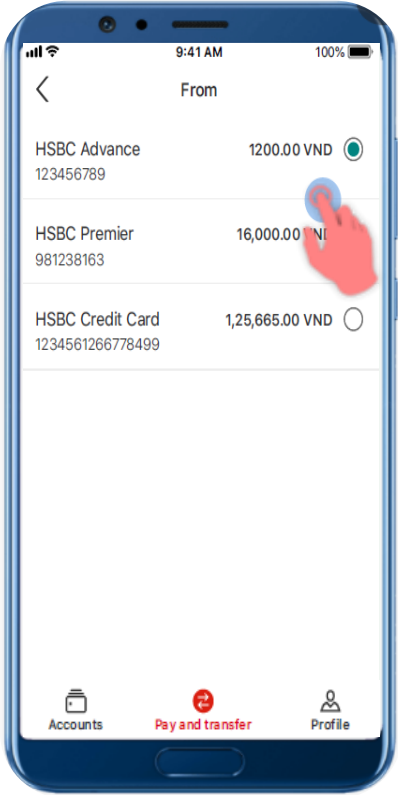
Select on **Pay and transfer** and tap on **Pay a new bill**



Select **“Register for Autopay”**



You will need to select the **Source Account**



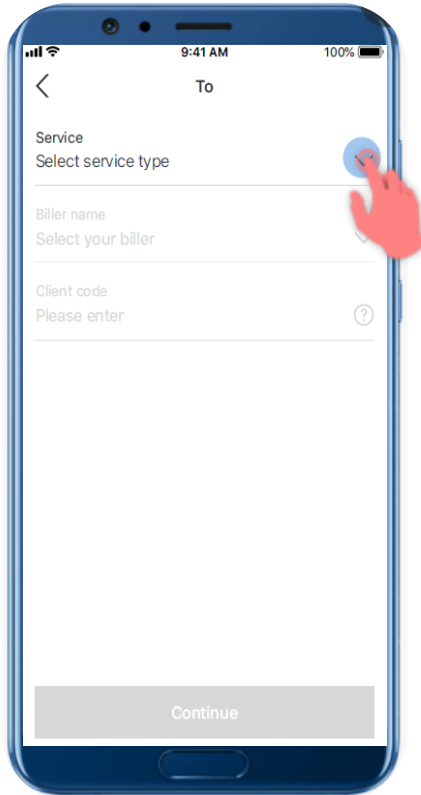
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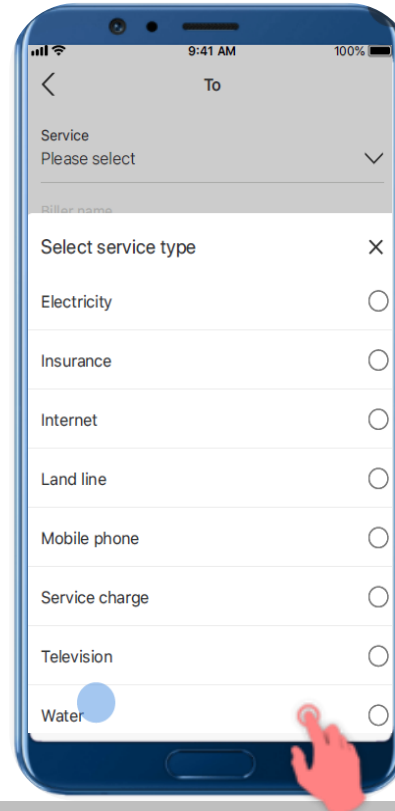
Next

Select Service Type

Select the **Service Type** as shown



Tap on the **Service** dropdown menu and **choose** the **Service Type**.



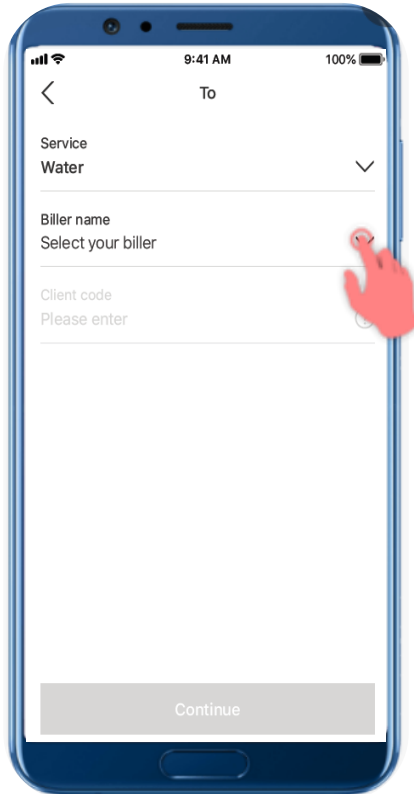
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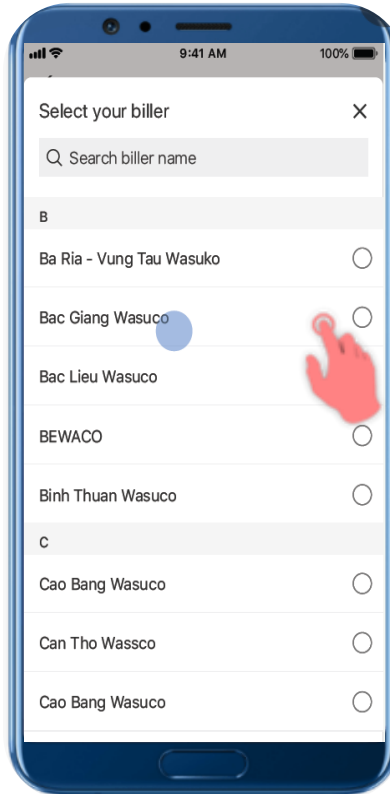
Next

Select Biller Name

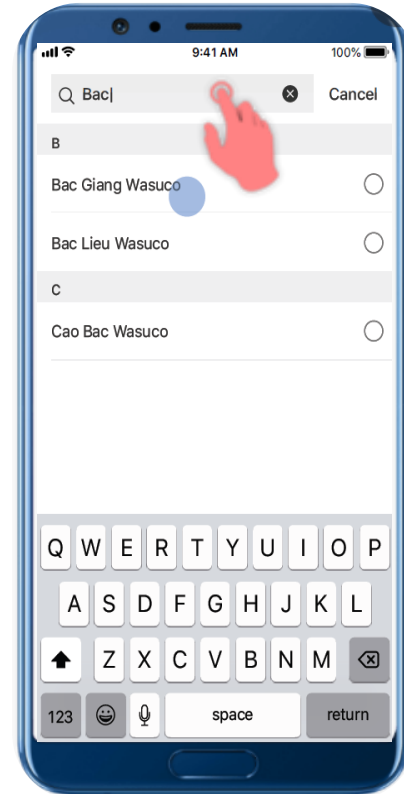
Select the **Biller name**



Tap on the **Biller Name** dropdown and select the appropriate biller name



You can **type in the name** of the biller in the **search box** to filter the list.



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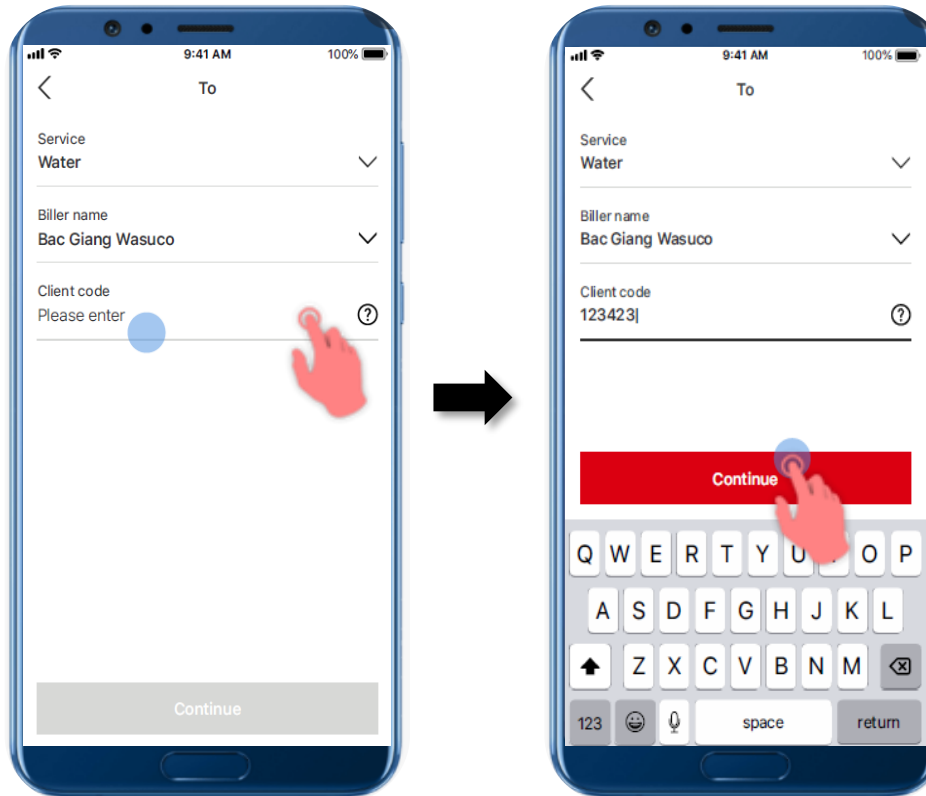
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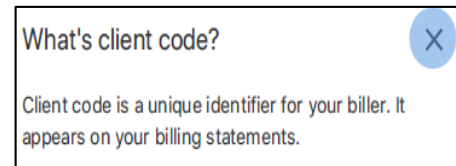
Input Client Code

Tap on the **Client code** field and input the **Client Code**

Tap on **Continue** once done.



If customer click on "?", next to Client code, the below help will appear:



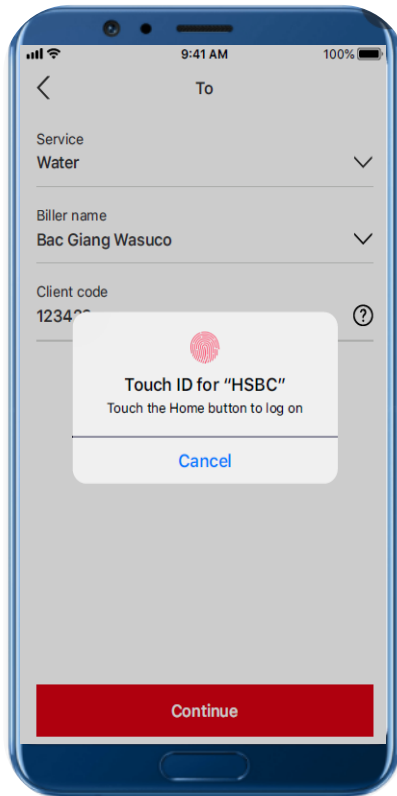
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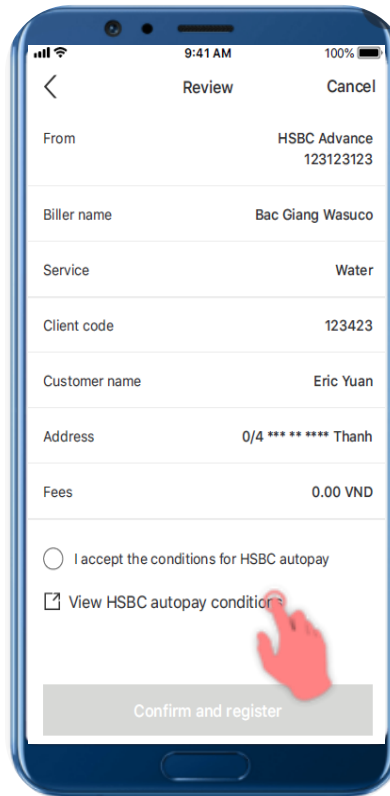
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Authenticate and Review

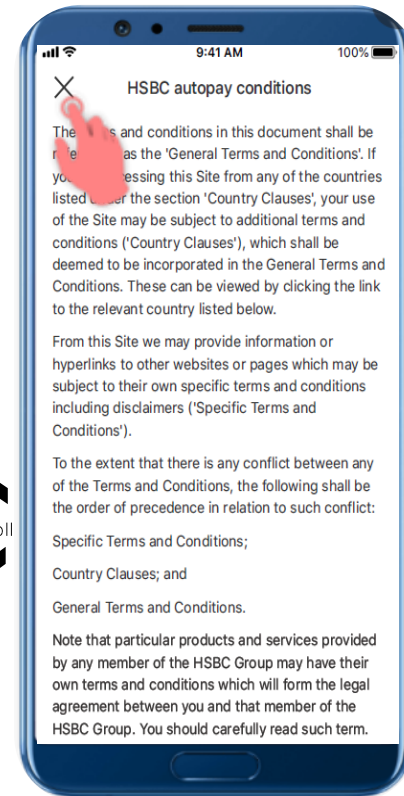
Authenticate using Biometrics or using the 6 digits Mobile PIN.



Review the Autopay. Upon clicking on the Terms & Conditions, this will come up on the screen.



Tap on the close button to go back and continue the journey.



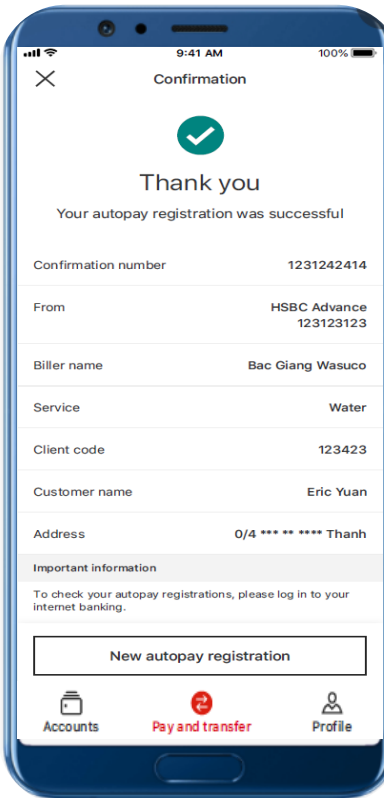
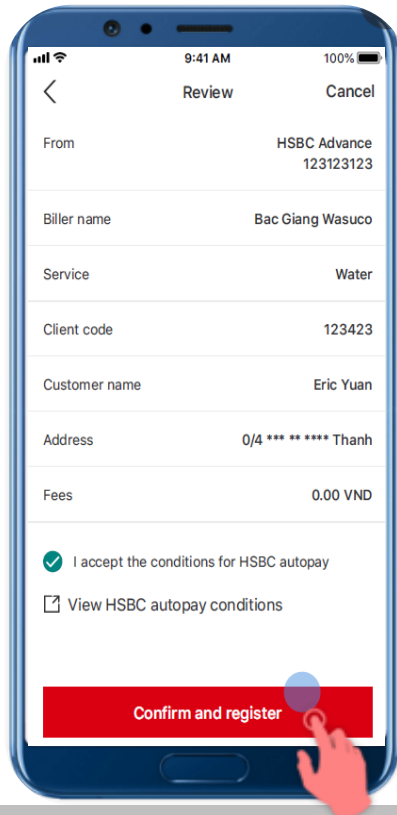
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Confirm

Tap on **Confirm** to proceed.



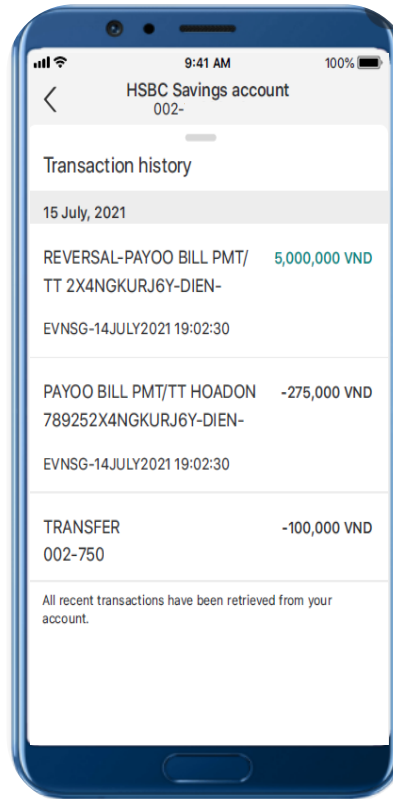
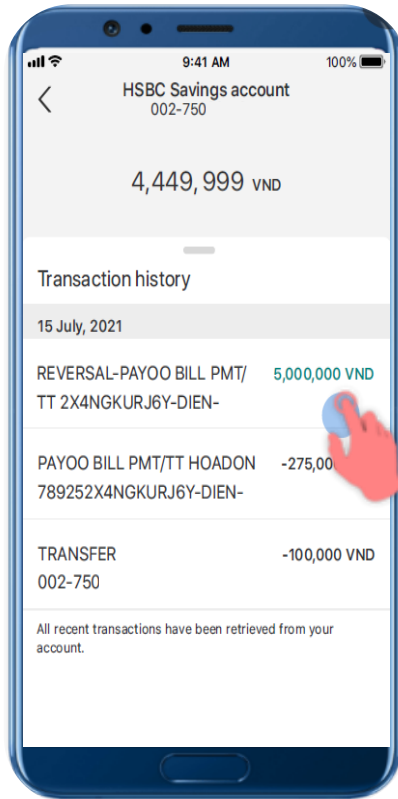
You can **scroll down** and **tap** on the **Add new biller** button to proceed registering a different bill

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Transaction History



Customers can go to their transaction history to view any Bill payment refund posting or Bill payment debit posting.

By clicking on the transaction you can expand the transaction detail to get all the details

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