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Web Trading

MANUAL INSTRUCTION WEB TRADING

Version: 2.0

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1 GENERAL INFORMATION

This document demonstrates the functions in Web trading system of Vietcombank Securities (VCBS). This is a brand new system with a friendly interface and it was integrated with modern trading features, safe and high-security.

2 MANUAL INSTRUCTION

2.1 Log in

Step 1: Browsing the Log in interface of the system at <https://trading.vcbs.com.vn>

Step 2: Enter the account's information: Your Account ID; Password; Enter the code.

Step 3: Change the log-in password or trading order password.

Step 4: Registry for online services (for the first log-in).



2.2 Forgot password

Step 1: Click on forgot my password? At the interface of the system at <https://trading.vcbs.com.vn>

Step 2: Enter the account's information: Your Account ID (number of custody at VCBS); ID/Passport No; Name; Enter the code.

Step 3: After successful registry, the system will inform and send a new password to your Email account.



2.3 Priceboard

2.3.1 Priceboardat symbol2

Step 1: After logging on trading screen, click on symbol 2 in order to see PriceboardNo.1.

Step 2: Choose Market watch according to: My portfolio/ VN30 Portfolio/ HNX30/ HOSE/HNX/UP-COM/ Favourite

Note: You can put an order or look at detail info of stock codes as following:

- Put an order: right-click on codes/ Select BUY/SELL.
- Information: left-click on the codes.



2.3.2 Priceboardat symbol 3

Step 1: Click on symbol 3 to see detail information of 6 favourite stock codes (You can pick your own codes by fill in the blank space).

Step 2: At the PriceboardSymbol 3, you can find: General, Chart, News.

General:



Chart:



News:



2.4 Putting order screen

2.4.1 Putting order



2.4.1.1 Set a default Sub Account

Step 1: When you first log into your account, the first account shown will be chosen as your default account (You may change your default account by select other sub account).

Step 2: After you sign in your account once again, the chosen one above will be set as your new default account.



2.4.1.2 Normal order

Step 1: Enter the information of a new order: Select Normal order; Buy/Sell/M.Sell; Symbol; P.Type (these types will be adjusted due to each stock exchange); Price; Quantity; Qty Order.

Step 2: Check the information and confirm the order.

Note:

- When you enter the code, the system will show you the details info of the code.
- When you put on BUY order, the system will show you the cash info of the sub account.
- When you put on SELL/M.SELL order, the system will show you the quantity of share available in the sub account.



2.4.1.3 Group order

Step 1: Enter the information of a new order: Select Normal order; Buy/Sell/M.Sell; Symbol; P.Type (these types will be adjusted due to each stock exchange); Price; Quantity; Qty Order.

Step 2: Check the information and save the order into the system.

Note: When you put the condition order, you do not need to enter the code.



2.4.1.4 Conditional order

Step 1: Enter the information of a new order: Select Type of Conditional order; Buy/Sell; Symbol; Price; Quantity; The due date of the order.

Step 2: Check the information and confirm the order.

Note:

- When you put on the conditional order, the system will check your Cash balance, Expired time, the price.
- All the conditional order will be read once at the beginning of trading day. If it answer all requirements, it will become a normal order. If not the order will be recorded at Pending status.
- In case, during the session, you update the cash balance and stocks balance in order to answer the requirement of margin order, then the system will re-check these conditional orders.
- During the session, if the condition was matched partly, then the remaining of the order will be checked at the next trading day.

2.4.1.5 Competing BUY or SELL order

Step 1: Enter the information of a new order: Select Normal order; Buy/Sell/M.Sell; Symbol; P.Type (these types will be adjusted due to each stock exchange); Price; Quantity; Qty Order.

Step 2: Check the information and confirm the order.

Note:

- The competing BUY order was order at price level at ATO/order-matching/ ATC sessions are ATO/Ceiling price/ATC.

- The competing SELL order was order at price level at ATO/order-matching/ ATC sessions are ATO/Bottom price/ATC.

2.4.2 Basket order

Customers can select one or more commands from the Order Book as expected that satisfy conditions to place collateral. For orders not meet eligible collateral is still expected in Order Book.

Step 1: Select the command to execute.

Step 2: Check the information and confirm orders.

Note:

- The order was successfully placed will be transformed into operational command.
- The command is invalid as beyond the sub-account for the purchase order to buy or exceed the amount of stock for sale orders will not be converted into active command and will be canceled at the end of the trading day.



2.4.3 Active order/ Order history/ Conditional order

Active order: demonstrates the information of the orders which are still active.



Order history: demonstrates the information of the orders which were put during the trading day.



Conditional order: demonstrates the information of the orders which were put from the trading day... to the trading day....



2.4.3.1 Edit order

Step 1: Click on Edit at the order's row you want to adjust

Step 2: Enter the Price and Quantity

Step 3: Confirm and complete the edition.

2.4.3.2 Cancel order

Step 1: You may cancel a certain orders or several orders at the same time by selecting cancel button.

Step 2: Confirm your order.

2.4.4 Open positions

Open position screen demonstrates information that you are holding at the moment.

Note:

The total value of your holding stock will include: available stocks, margin, mortgage, right-off stocks and stock available in T+.

2.5 Utilities

2.5.1 Cash transfer

You may do the cash transfer among the sub account of the same account. Or you may also transfer cash to your own bank account with the Beneficiary, Account number registered in advance.

After logging into the system, click **Utilities** and then choose **cash transfer**.

2.5.1.1 Cash transfer within sub account

Step 1: Choose the sub account to execute the transfer

Step 2: Enter the amount transfer.

Step 3: Confirm the transfer information and finish the cash transfer.

Note: With the cash transfer within sub account, it does not cost you any fee nor tax and you are supposed to enter the trading password.

2.5.1.2 Cash transfer to bank account

Step 1: Select the bank account, which was set as your default bank account in advance.

Step 2: Enter the amount of cash.

Step 3: Choose type of fee: Fee in or Fee ex.

Step 4: Confirm the transfer information and finish the cash transfer.

Note: Your bank account shall be your own account at VCB or other bank stated by VCBS in a certain period of time.

Fee in: The amount of cash you received = The amount you entered – Fee – Tax.

Fee ex: The amount of cash you received = The amount you entered (tax and fee will be excluded from that amount).

Cash transfer confirm

Beneficiary Bank

Beneficiary Bank: VCBT
Province/City: HN
Branch: VIETCOMBANK TRUNG KIANG

Beneficiary

Bank Account No: 801000913109
Beneficiary Name: Vũ Thanh Thủy
Passport No: 80280008
Birthday: 12/11/2007
Age: 59-60

Detail

Amount: 1,000,000
Transfer Fee: 0
VAT: 0
Receive Amount: 1,000,000
Desc: CK
Authentication Code:

OK Close

2.5.2 Stock transfer

The stock transfer allows you to transfer the stock within the sub account in the same account.

Step 1: Log on to the system, then choose **Utilities/ Stock transfer**.

Step 2: Enter the information of the Sub account to transfer, Sub account to receive, Symbol, Quantity.

Step 3: Confirm the transfer information and finish the Stock transfer.

Confirms stock transfer information

Sender

Account No: 0001004964
Symbol: ACB

Beneficiary

Account No: 0001003107

Detail

Quantity: 20
Password:

OK Close

Important: You are transferring your stock to another account. Please review carefully!

2.5.3 Factoring

2.5.3.1 Factoring

Step 1: Log on to system, then choose **“Utilities” => “Factoring”**.

Step 2: Enter the amount of cash you want to be factored, then the system will automatically deliver to you

Step 3: Check the information and confirm the transaction.

Note: Factoring will only be shown up in Utilities Tab for the accounts, which not register Automatic Cash in Advance.

Factoring

Get in advance

Factoring amount	Interest	Monthly interest	Total amount
100,000,000	10,000,000	10,000,000	110,000,000
200,000,000	20,000,000	20,000,000	220,000,000
300,000,000	30,000,000	30,000,000	330,000,000
400,000,000	40,000,000	40,000,000	440,000,000
500,000,000	50,000,000	50,000,000	550,000,000

OK Close

2.5.3.2 Cash in advance history

Step 1: Enter the following information from date... to....

Step 2: Update to display the information.

Step 3: Export to file PDF or file Excel.

Factoring

Cash in advance history

Date	Amount	Status
2017-12-11	100,000,000	Completed
2017-12-12	200,000,000	Completed
2017-12-13	300,000,000	Completed
2017-12-14	400,000,000	Completed
2017-12-15	500,000,000	Completed

OK Close

2.5.4 Rightoff Register

2.5.4.1 Additional shares list

Step 1: Log on to the system and choose **“Utilities” => “RightOff Register”** (You may also click on the flicker notice on the main screen).

Step 2: Choose the Rightoff for more details.

Step 3: Choose “Register” button to execute the right.

Step 4: Enter the amount to execute.

Step 5: Check the Information and finish the transaction.

Note:

- You will be allowed to execute the right when you have enough cash to complete the transaction.
- The RightOff register will be executed based on the default sub account, which you have chosen in advance.



2.5.4.2 Additional issued shares history

Step 1: Enter the following information from date... to....

Step 2: Update to display the information.

Step 3: Export to file PDF or file Excel.



2.5.5 Sell stocks at odd lot shares

Step 1: Log on to the system and choose “Utilities “ => “ Sell at odd lot shares “.

Step 2: Registry and enter the amount you want to SELL.

Step 3: Confirm and finish the transaction.

Note:

- The amount of odd lot shares you entered shall be available in your own account.
- These actions will be executed base on your default sub account.



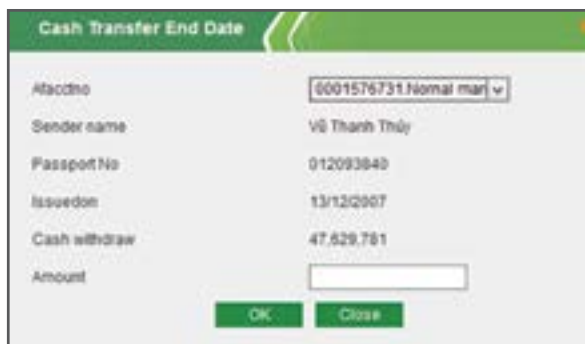
2.5.6 Cash Transfer End date

You may do a cash transfer at the end of the trading day with a view to gaining interest.

Step 1: Log on to the systemand then choose“Utilities” => “Cash transfer end date”.

Step 2: Enter the amount of cash.

Step 3: Confirm and finish the transaction.



Note:

- The amount of cash you entered shall be equal to or smaller than the amount that available in your own account.
- Cash transfer end date shall be executed on your default sub account.

2.6 Account

2.6.1 Inquiry Account

You may check the cash available, securities and the outstanding loans in your own account.

Step 1: Log on to the systemand choose tab “Account” => “Inquiry Account”.

Step 2: You may click on a certain sub list for the details of each type.

Note: You may put the BUY order by clicking Cash.



2.6.2 Open positions

Step 1: Log on to the system and choose tab “Account” => “Open positions”.

Step 2: Export the list of Open positions to PDF or Excel file.

Note: you may put a SELL order or edit the cost price in this screen.



2.6.3 Margin loans

Margin loans screen demonstrates the loans, which have yet to be paid.

Step 1: Log on to the system and choose tab “Account” => “Margin loans”.

Step 2: Export to PDF or Excel file.

Note: You may extend the due date of the loans, which have yet to mature or mature. The maximum extension is 180 days (governed by SSC), calculated from the disbursement day.



2.6.4 Factoring loans

Factoring loans screen demonstrates the loans, which have yet to be refunded.

Step 1: Log on to the system and choose tab “Account” => “Factoring loans”.

Step 2: Export to PDF or Excel file.



2.6.5 Mortgage

Factoring loans screen demonstrates the loans, which have yet to be refunded.

Step 1: Log on to the system and choose tab “Account” => “Mortgage”.

Step 2: Export to PDF or Excel file.



2.7 Report

2.7.1 Matching history

Step 1: Click on “Report” => “Matching history”.

Step 2: Enter the information From date; To date; Symbol; Trade type; Select BUY/SELL/M.SELL or set default ALL trade type.

Step 3: Export to PDF or Excel file.



2.7.2 Order history

Step 1: Select “Report” => “Order history”.

Step 2: Enter the information From date; To date; Symbol; Trade type; (Select BUY/SELL/M.SELL or set default ALL trade type); Status.

Step 3: Export to PDF or Excel file.



2.7.3 Cash transaction Report

- Step 1:** Click on "Report" => "Cash transaction Report".
Step 2: Enter the timing to check the transaction.
Step 3: Export to PDF or Excel file.

Date	Symbol	Quantity	Description	Price
2019/12/20	VN30	1,000	Buy VN30	1,000,000
2019/12/20	VN30	1,000	Sell VN30	1,000,000
2019/12/20	VN30	1,000	Buy VN30	1,000,000
2019/12/20	VN30	1,000	Sell VN30	1,000,000
2019/12/20	VN30	1,000	Buy VN30	1,000,000
2019/12/20	VN30	1,000	Sell VN30	1,000,000
2019/12/20	VN30	1,000	Buy VN30	1,000,000
2019/12/20	VN30	1,000	Sell VN30	1,000,000
2019/12/20	VN30	1,000	Buy VN30	1,000,000
2019/12/20	VN30	1,000	Sell VN30	1,000,000

2.7.4 Stock transfer history

- Step 1:** Select "Report" => "Stock transfer history".
Step 2: Enter the symbol and timing to check the transaction.
Step 3: Export to PDF or Excel file.

Date	Symbol	Quantity	Description
2019/12/20	VN30	1,000	Buy VN30
2019/12/20	VN30	1,000	Sell VN30
2019/12/20	VN30	1,000	Buy VN30
2019/12/20	VN30	1,000	Sell VN30
2019/12/20	VN30	1,000	Buy VN30
2019/12/20	VN30	1,000	Sell VN30
2019/12/20	VN30	1,000	Buy VN30
2019/12/20	VN30	1,000	Sell VN30
2019/12/20	VN30	1,000	Buy VN30
2019/12/20	VN30	1,000	Sell VN30

2.7.5 Gain/Loss

- Step 1:** Click on "Report" => "Gain/Loss".
Step 2: Enter the symbol and timing to check the transaction.
Step 3: Export to PDF or Excel file.

Symbol	Quantity	Price	Gain/Loss	Percentage
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%
VN30	1,000	1,000,000	1,000,000	100%

2.8 Analysis Center

2.8.1 Enterprise data

The system of Enterprise Data/Analysis Report/ Market Data/ News are connected directly to the Research and Analysis Department of VCBS. You may take a look at Enterprise Data/Analysis Report at website: www.vCBS.com.vn



2.9 Settings

2.9.1 Register online services

- Step 1:** Log on to the system then select "Settings" => "Register online services".
Step 2: You may change your registry/ cancel the online services by tick or not tick at symbol Register/Cancel services.
Step 3: Confirm the registry of the service.



2.9.2 Contact Information/ Password

Step 1: Select “Settings” => “Contact Information/ Password”.

Step 2: Update your own personal information or password.

Step 3: Confirm the updated information.



2.9.3 Register for SMS/ Email services

Step 1: Log on to the system “Setting” => “Contact information” => “Setting information”.

Step 2: You may change the service registered SMS/ Email by selecting the available services on the screen.

Step 3: Confirm the registry information.



2.9.4 Add Favourite Group

Favourite Group allows you to create a certain group of stocks which you are drawing attention to.

Step 1: Log on to the system and choose tab “Setting” => “Add Favourite Group”.

Step 2: Enter the information: Group name; Symbol.

Step 3: Confirm the added group.



2.9.5 Confirm order

You may execute your confirm order by Broker in order to complete the Trading bills.

Step 1: Log on to the system select “Setting” => “Confirm order”.

Step 2: Enter the information of SELL/BUY select All/BUY/ SELL/M.SELL/ Buy Cance/SELL Cancel/ BUY Amend/ SELL Amend).

Step 3: Confirm the transactions.

Note: The customer’s order which have yet to complete the trading bills will only take effect until 23:59 of executed date of the order.



2.10 Help

2.10.1 User guide

You can download the User guide of the Online Trading by click on **"Help"** => **"User guide"**.



2.10.2 Feedbacks

You can pose your Feedbacks to help us to improve our services by clicking on **"Help"** => **"Feedbacks"**.

 A screenshot of the VCBS feedback form. The form is titled 'CONTACT FORM' and includes a 'Department' dropdown menu set to 'Individual Clients'. Under 'Personal Information', there are input fields for 'Full Name', 'Address', 'Tel', and 'Email'. A 'Feedback' section contains a 'Title' field and a larger 'Your Message' text area. At the bottom, there is a 'Send' button and the VCBS logo.

2.10.3 Margin list

Step 1: Log on to the system and selecting **"Help"** => **"Margin list"**.

Step 2: Update to check the list of stock codes which are allowed to margin at VCBS.

Step 3: Export to PDF or Excel file.

Note: The list showed up will be relatively matched with your default sub account setting.





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