CHEQUE BOOK REQUEST

VIA

JTR CONNECT

Quick Reference Guide

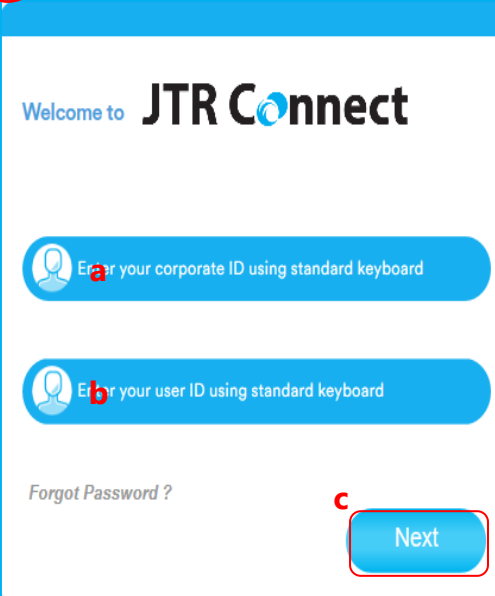**Version 1.0**

01-Sep-2022

Table of Contents

I. INTIATE CHEQUE BOOK REQUEST

Below listed self-service steps to initiate Cheque Book Request in JTR Connect.

1. Log into JTR Connect by this link https://banking.jtrustroyal.com/ and then another screen is popped up. User to fill in:
   a. Corporate ID
   b. User ID
   c. Then click "Next"

   d. Fill in Password
   e. Then click "Next"

2. Input OTP that is sent to your mobile number or JTRB Authenticator Application and then click "Verify" to proceed further or else click "Cancel" to go back to step#1

Welcome to **JTR Connect**

Enter your corporate ID using standard keyboard

Enter your user ID using standard keyboard

Forgot Password ?

Next

Welcome to **JTR Connect**

Enter your corporate ID using standard keyboard

Corporate ID

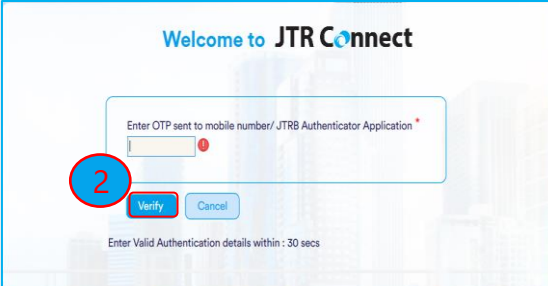Enter your user ID using standard keyboard
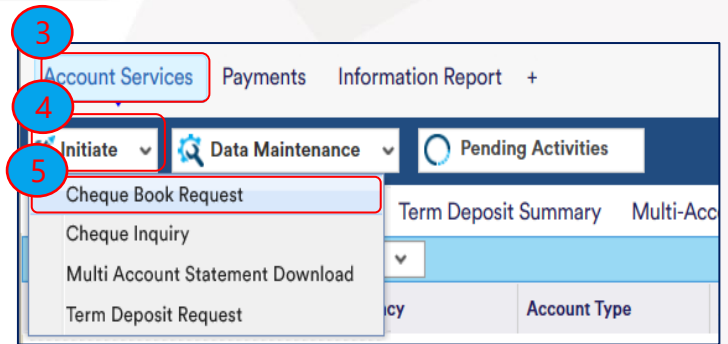
User ID

Password

Forgot Password ?

Next

Welcome to **JTR Connect**

Enter OTP sent to mobile number/ JTRB Authenticator Application *

Verify   Cancel

Enter Valid Authentication details within : 30 secs

3. Click "Account Services"
4. Click "Initiate" or click " ∨ "
5. Click "Cheque Book Request"

Account Services Payments Information Report +

Initiate Data Maintenance ∨ Pending Activities

Cheque Book Request
Cheque Inquiry
Multi Account Statement Download
Term Deposit Request

Term Deposit Summary Multi-Acc

6. Input "Account Number"
   or click " 🔍 " of any "Account Number" that
   you want to request Cheque Book

7. Click "Select"
   or click " ∨ " to select "Normal Cheque"
   ★ : it is auto popped up "50"

8. Input a number between "1" to "25"
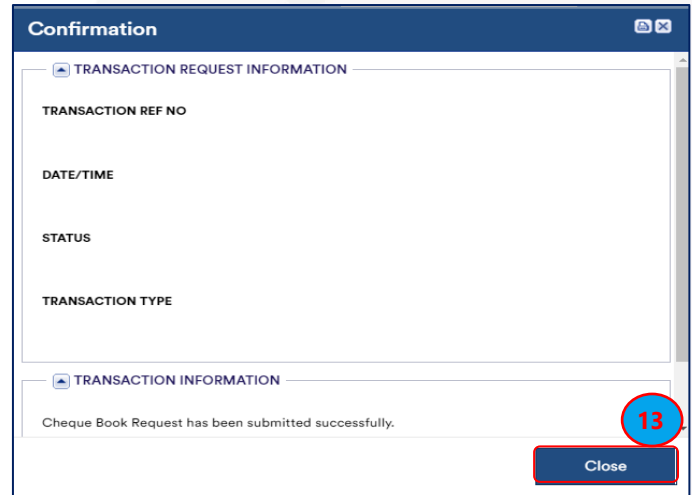   Note: maximum requested cheque book is
   only "25"

9. Click "Select"
   or click " ∨ " and select "Collect At Branch"

10. Click " 🔍 " to look up branch
    (that you want to collect the requested
    Cheque Book)

11. Click "Submit" to complete your request
    • If you want to cancel this request, click
      "Cancel" then follow on-screen
      instructions, or
    • Click "Clear" if you want to clear this
      request, then follow the on-screen
      instructions

12. Click "Confirm" to submit your Cheque Book
    request or
    • Click "Back" if you want to go back to
      screens above then follow on-screen
      instructions or,
    • Click "Cancel" if you want to cancel this
      request then follow on-screen
      instructions

Cheque Book Request
ACCOUNT NUMBER *   CURRENCY
COUNTRY   ACCOUNT NAME
ACCOUNT TYPE   ACCOUNT NICK NAME
                                         --

CHEQUE BOOK DETAILS
CHEQUE BOOK TYPE*   CHEQUE BOOK SIZE*
Normal Cheque ∨   50 ★
CHEQUE BOOKS REQUIRED*
YOU CAN REQUEST MAXIMUM OF 25 BOOKS
DELIVERY MODE*
Collect At Branch ∨
COLLECTION BRANCH
                                         CHEQUE BOOK CAN BE COLLECTED AFTER 3 WORKING DAYS.
Submit   Clear   Cancel

Review and Confirmation - Cheque Book Request
ACCOUNT DETAILS
ACCOUNT NUMBER   CURRENCY
COUNTRY   ACCOUNT NAME
Current   --

CHEQUE BOOK DETAILS
CHEQUE BOOK TYPE   CHEQUE BOOK SIZE
CHEQUE BOOKS REQUIRED
Collect At Branch
COLLECTION BRANCH
                                         CHEQUE BOOK CAN BE COLLECTED AFTER 3 WORKING DAYS.
Confirm   Back   Cancel

13. Click "Close" to exit

Confirmation

▲ TRANSACTION REQUEST INFORMATION

TRANSACTION REF NO

DATE/TIME

STATUS

TRANSACTION TYPE

▲ TRANSACTION INFORMATION

Cheque Book Request has been submitted successfully.

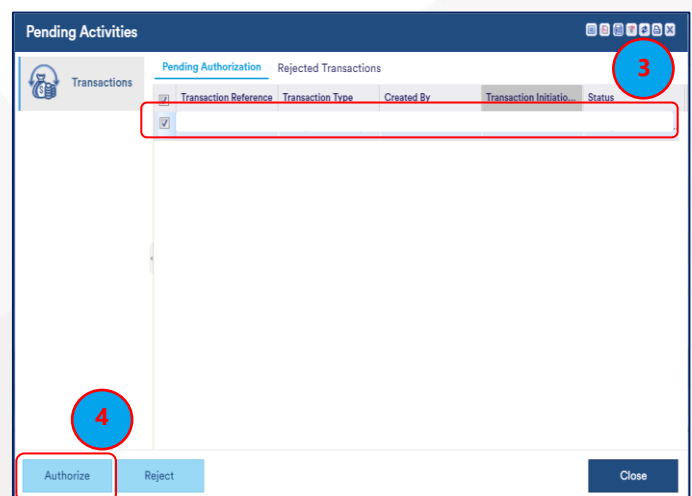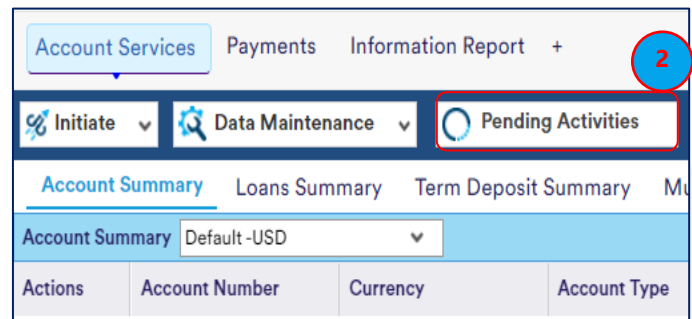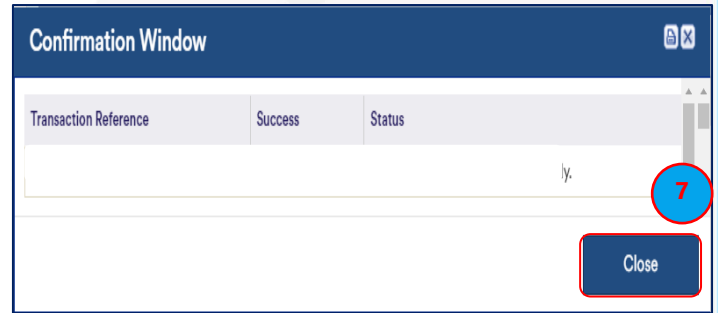**(13)**

Close

II. AUTHORIZE CHEQUE BOOK REQUEST

For authorizer to authorize the Cheque Book request, steps to follow are:

1. Log into JTR Connect
   (Follow steps#1-2, page.4)

2. Click "Pending Activities"

3. Tick any Cheque Book request
   Transaction that you need to authorize

4. Click "Authorize"
   or if you want to reject this request, click
   "Reject"

| Account Services | Payments | Information Report | + | **(2)** |

| Initiate ∨ | Data Maintenance ∨ | Pending Activities |

| Account Summary | Loans Summary | Term Deposit Summary | Mu |

Account Summary Default -USD ∨

| Actions | Account Number | Currency | Account Type |

Pending Activities

Transactions | Pending Authorization | Rejected Transactions | **(3)**

| ☑ | Transaction Reference | Transaction Type | Created By | Transaction Initiatio... | Status |
| ☑ | | | | | |

(4)

Authorize | Reject | Close

5. Enter received OTP

6. Click "Authorize"

Transaction Pre-Confirmation

OTP*

(5)

●●●●●●

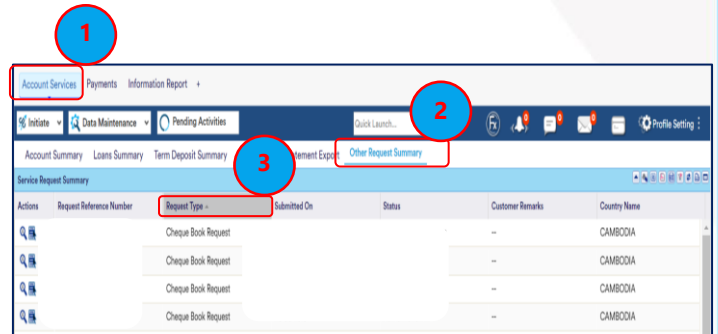**(6)**

Authorize | Close

7. Click "Close"

2.6.
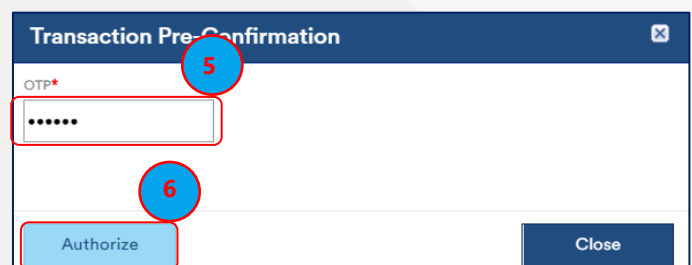
III. REVIEW CHEQUE BOOK REQUEST

Below listed steps to review summary of your Cheque Book request:

1. Click "Account Services"

2. Click "Other Request Summary"

3. Click "Request Type" or any Headers of Service Request Summary that you want to sort

VI. KEYNOTE

- In "CHEQUE BOOKS REQUIRED" box if you input:
  - o "0" there will be popped-up message "Please enter a valid number"
  - o "More than 25", the popped-up message is "Please enter a number between 1 to 25"

- If you want JTRB to charge fee from other debit accounts and if your Cheque Book Request is urgent, you need to e-mail us BusinessService@jtrustroyal.com.

- Cut off time for this Cheque Book Request via JTR Connect is 3:00 PM and if you complete the request after 3:00 PM, your request will be reached to JTRB Bank the next working day.

- If customer wants to cancel their Cheque Book Request after successfully submitted, their authorizer needs to email us e-mail BusinessService@jtrustroyal.com.

- If you experience error after initiated Cheque Book Request and what you need to do:

No.	Error status	What you need to do
1	Authorization rule not found	Contact us (+855) 23 999 255 or e-mail us BusinessService@jtrustroyal.com Working hour: Monday - Friday (8:00am - 5:00pm), except Weekend & Public Holiday.
2	Reject by Bank	Contact us (+855) 23 999 255 or e-mail us BusinessService@jtrustroyal.com Working hour: Monday - Friday (8:00am - 5:00pm), except Weekend & Public Holiday.
3	Rejected by Approver	Initiate new Cheque Book request
4	Rejected by Entitlement	Initiate new Cheque Book request

Should you have any clarification or further assistance, please contact us on (+855) 23 999 255 or e-mail us BusinessService@jtrustroyal.com.

Working hour: Monday - Friday (8:00am - 5:00pm), except Weekend and Public Holiday.