

1. My Task

This menu is used to display transactions that have been created by the Company Officer Creator and need to be approved, as well as transactions that have been approved by the Company Officer Approver and need to be released using the CTBC Mobile Approval application. Please note that the Pending Tasks menu is accessible only to the Approval Officer and the Release Officer. The Pending Tasks menu is a tool that company officers can use to perform a variety of activities. The following actions are to be carried out in relation to transactions: approval, rejection and sending for revision.

Company Officers can also download Pending Task Details from the List. The download function enables officers to retrieve pending task details from the list asynchronously (files ready for download will be available from the report summary menu). However, for the results screen following the execution of an activity by the officer, the download method will be synchronous (the downloaded file will be downloaded directly to the user's device).

1.1 Pending Tasks

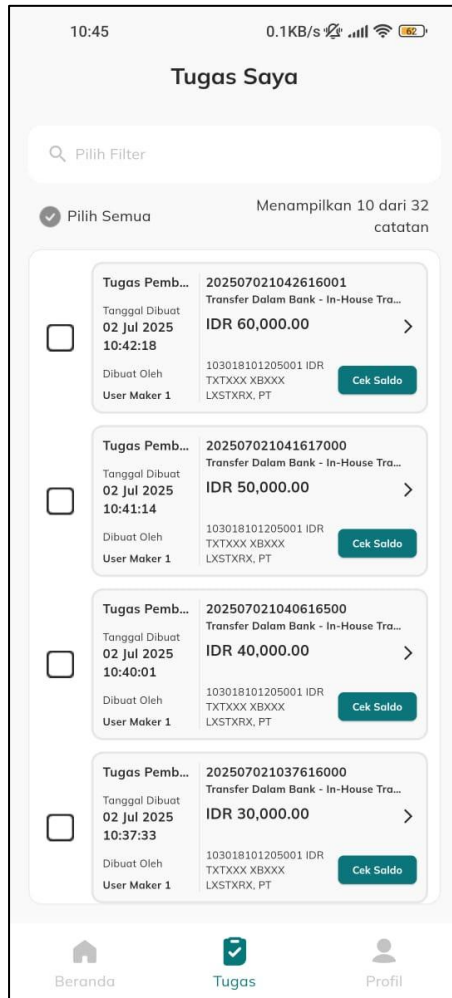
1.1.1 Search and View

There are three options for searching and viewing **Pending Tasks in the My Tasks** menu:

1.1.1.1 Search with Detail

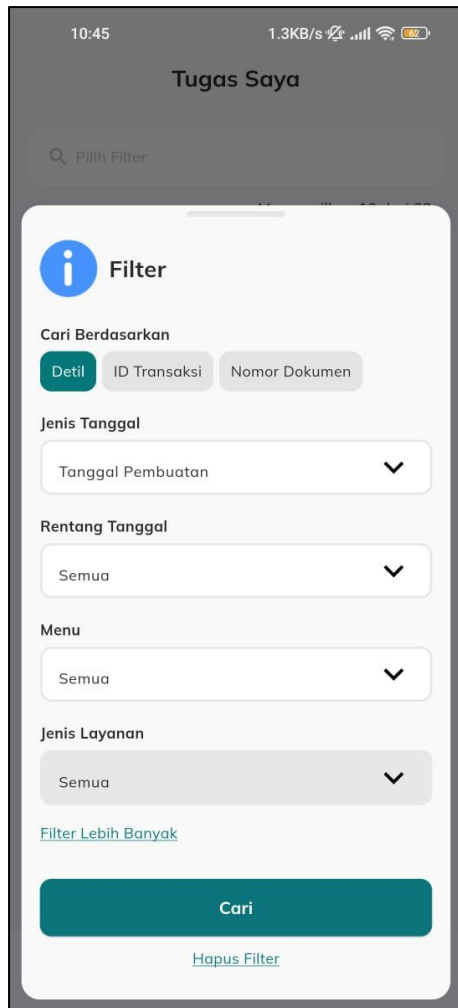
The following steps should be followed in order to locate **pending tasks using the details**:

1. From the **CTBC Mobile Approval Home page**, click **Tasks**. The **My Tasks** page will then be displayed.





2. Click the search box **Select Filter**. The **Pending Tasks Search** pop-up page will be displayed..

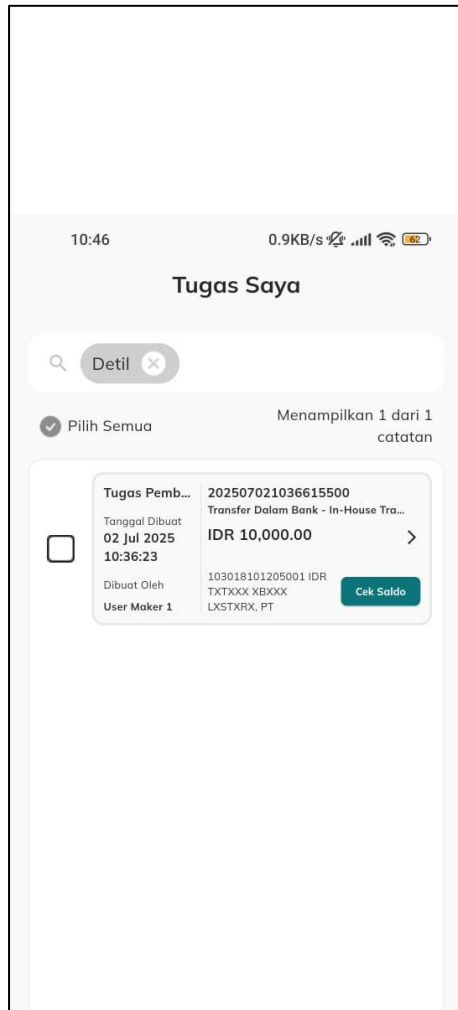


3. Select **Search By = Details**.
4. Select **Date Type** or,
5. Select **Date Range** or,
6. Select **Menu** or,
7. Select **Service Type** or,
8. Enter **Transaction Status** or,
9. Enter **Created By** or,
10. Enter **Customer Account** or,
11. Enter **Transfer Value** or,
12. Enter **File Name**.
13. Click the **Search** button. Specific **Pending Tasks** will be displayed.



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14. Click **Transactions**. The **Pending Tasks Details** page will be displayed.



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10:47 0.0KB/s 4G LTE 100%

< **Detil Tugas**

Jenis Layanan
Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan
02 Jul 2025 10:36:23

Status Transaksi
Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana
103018101205001 IDR TXTXXX XBXXX LXSTXRX, PT

Rekening Tujuan
102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Informasi Bank Penerima
PT Bank CTBC Indonesia

Nilai
IDR 10,000.00

Nilai Total Debet
IDR 10,000.00

Nomor Referensi
-

Catatan Penerima
-

Detil Tambahan
-

Mode Instruksi

Mode Instruksi ↑

Proses

15. The following buttons will be displayed on the **Pending Tasks** Details page:
- Back** Icon: To return to the **My Tasks** page.
 - Infinite Scroll** Icon: To return to the top of the page.
 - Process** Button: To display the **Process** pop-up page.



16. Click the **Process** button. The **Process** pop-up page will be displayed.



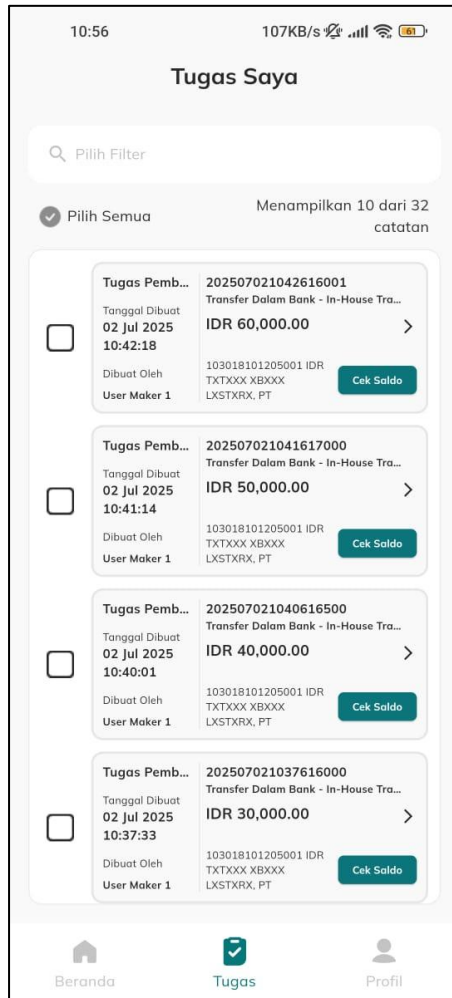
17. The following buttons will be displayed on the **Process** pop-up page:
- a. **Agree** button: To approve the **Task**.
 - b. **Reject** button: To reject the **Task**.
 - c. **Send for Revision** button: To go to the revision confirmation page.
 - d. **Cancel** button: To return to the **Pending Task Details** page.



1.1.1.2 Search With Transaction ID

The following steps should be followed when searching for pending tasks using the transaction ID:

1. From the CTBC Mobile Approval Home page, click Tasks. The My Tasks page will be displayed..





2. Please use the search box and select '**Filter**'. The **Pending Tasks Search** pop-up page will then be displayed.

10:56 4.1KB/s 4G

Tugas Saya

Pilih Filter

i Filter

Cari Berdasarkan

Detail ID Transaksi Nomor Dokumen

Jenis Tanggal

Tanggal Pembuatan

Rentang Tanggal

Semua

Menu

Semua

Jenis Layanan

Semua

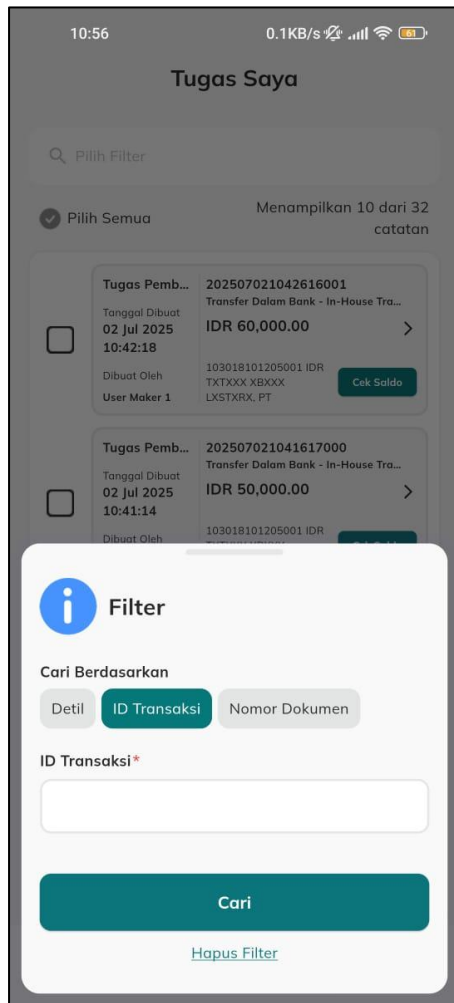
[Filter Lebih Banyak](#)

Cari

[Hapus Filter](#)

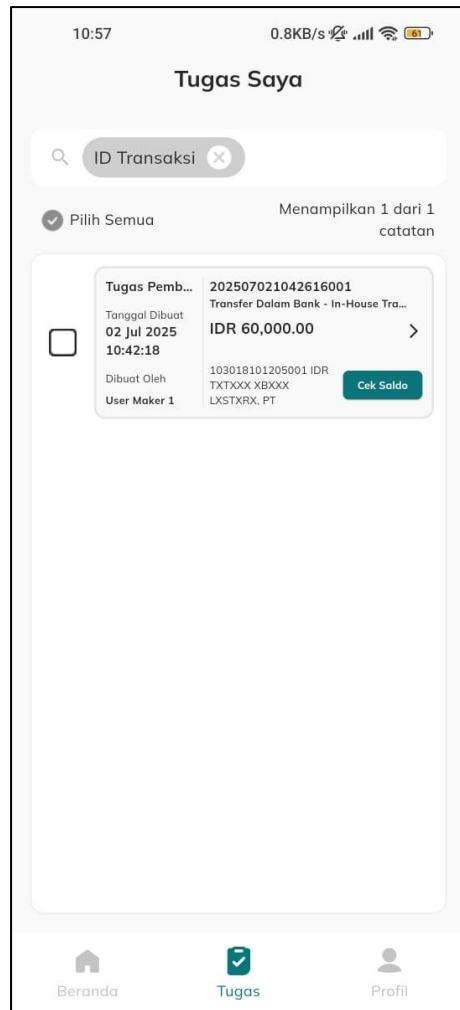


3. Select **Search By = Transaction ID**.



4. Input **Tansaction ID (Mandatory)**.

- Please click the **Search** button. You will be able to see a list of your specific **pending tasks**.





6. Please click on the **'Transactions'** option. The **Pending Tasks Details** page will be displayed.

10:57 4.5KB/s 4G LTE

< Detil Tugas

Jenis Layanan
Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan
02 Jul 2025 10:42:18

Status Transaksi
Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana
103018101205001 IDR TXTXXX XBXXX LXSTXRX, PT

Rekening Tujuan
102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Informasi Bank Penerima
PT Bank CTBC Indonesia

Nilai
IDR 60,000.00

Nilai Total Debet
IDR 60,000.00

Nomor Referensi
-

Catatan Penerima
-

Detil Tambahan
-

Mode Instruksi

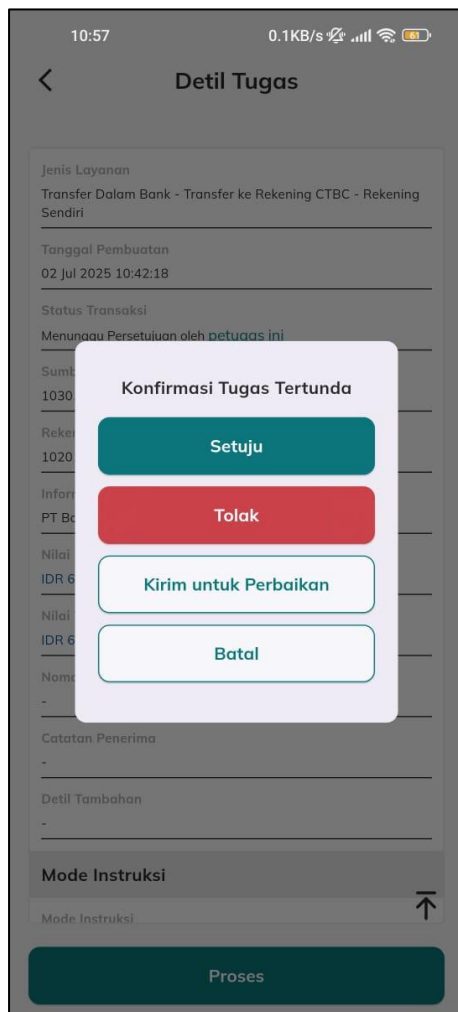
Mode Instruksi

Proses

7. The following buttons will be displayed on the Pending Tasks Details page:
- Please use the **'Back'** icon to return to the **'My Tasks'** page.
 - Infinite scroll** icon: click to return to the top of the page.
 - Process Button: In order to display the **Process** pop-up page, please follow these steps.



8. Please click the **Process** button. The **Process** pop-up page will then be displayed



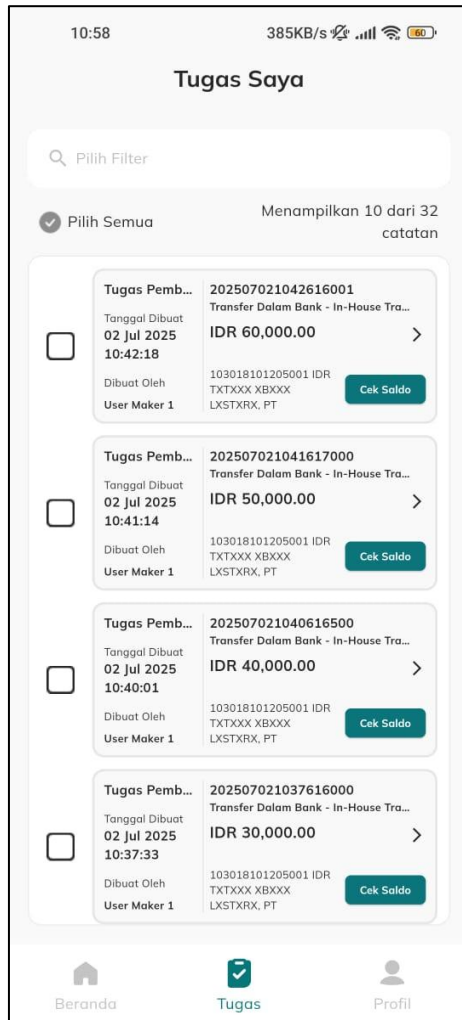
9. The following buttons will be displayed on the **Process** pop-up page:
- Agree** button: Please approve the **task**.
 - Reject** button: Please find below the reason for the rejection of the **task**.
 - Please use the '**Send for Correction**' button. Please proceed to the correction confirmation page.
 - Cancel** button: To return to the **Pending Task Details page**, click on the link below.



1.1.1.3 Search using Document Number

Here are the steps to search for **Pending Tasks** using **Document Number**:

1. From the **CTBC Mobile Approval Home page**, click **Tasks**. The **My Tasks** page will be displayed.





2. Click the search box **Select Filter**. The **Pending Tasks Search** pop-up page will be displayed.

10:58 385KB/s 4G LTE 60%

Tugas Saya

Pilih Filter

Filter

Cari Berdasarkan

Detail ID Transaksi Nomor Dokumen

Jenis Tanggal

Tanggal Pembuatan

Rentang Tanggal

Semua

Menu

Semua

Jenis Layanan

Semua

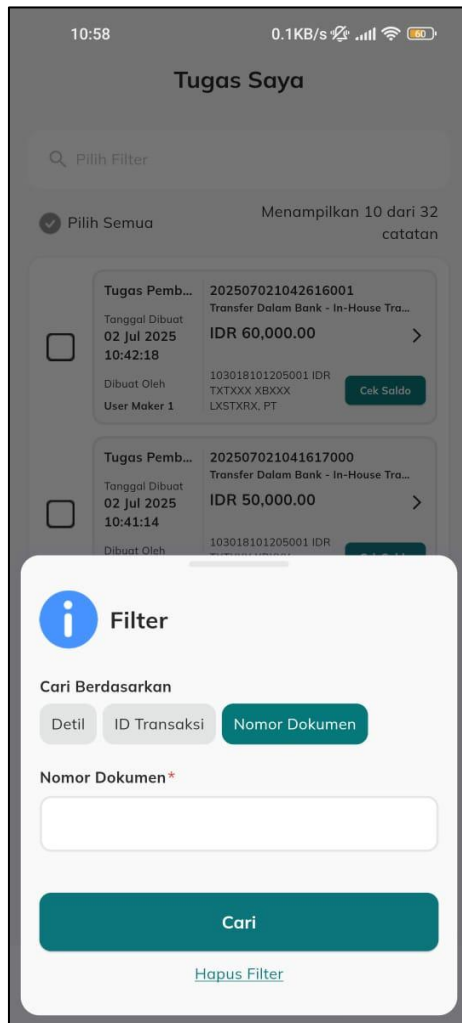
[Filter Lebih Banyak](#)

Cari

[Hapus Filter](#)



3. Select **Search By = Document Number**.



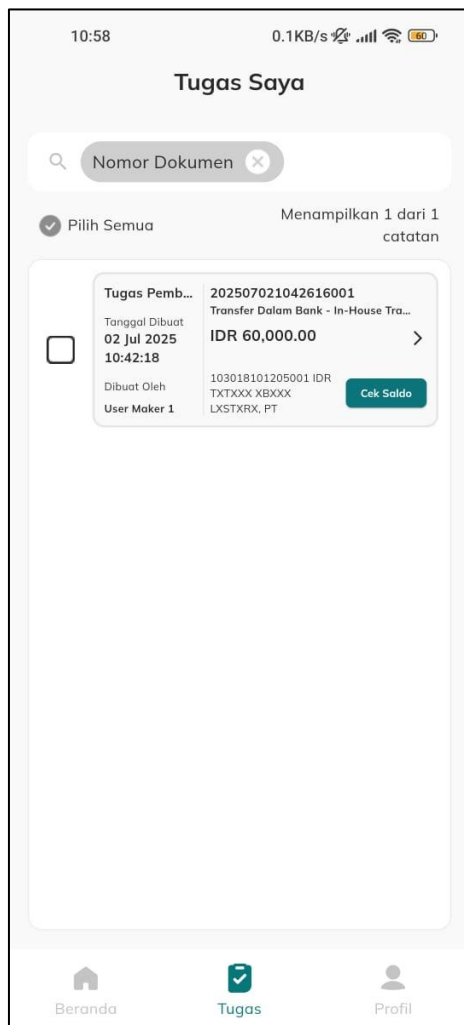
4. Input **No Dokument (Mandatory)**.



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5. Click the **Search** button. **Specific Pending Tasks** will be displayed.





6. Click **Transactions**. The **Pending Tasks Details** page will be displayed.

10:58 4.3KB/s

< Detil Tugas

Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan
02 Jul 2025 10:42:18

Status Transaksi
Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana
103018101205001 IDR TXTXXX XBXXX LXSTXR, PT

Rekening Tujuan
102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Informasi Bank Penerima
PT Bank CTBC Indonesia

Nilai
IDR 60,000.00

Nilai Total Debet
IDR 60,000.00

Nomor Referensi
-

Catatan Penerima
-

Detil Tambahan
-

Mode Instruksi

Mode Instruksi
Segera

Proses

7. The following buttons will be displayed on the **Pending Tasks** Details page:

- Back** Icon: To return to the **My Tasks** page.
- Infinite Scroll** Icon: To return to the top of the page.
- Process** Button: To display the **Process** pop-up page.



8. Click the **Process** button. The **Process** pop-up page will be displayed.



9. The following buttons will be displayed on the **Process** pop-up page:
- Agree** button: To **approve** the Task.
 - Reject** button: To **reject** the Task.
 - Send for Correction** button: To go to the correction confirmation page.
 - Cancel** button: To return to **the Pending Task** Details page.



1.1.2 Submit for Correction

Here are the steps to correct a Pending Task in the **My Tasks** menu:

1. Go to the **Pending Task** Details page. The **Pending Task** Details page will be displayed.

12:23 8.4KB/s

< Detil Tugas

ID Transaksi	Nomor Dokumen
202507021042616001	202507021042616001

Jenis Layanan
Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan
02 Jul 2025 10:42:18

Status Transaksi
Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana
103018101205001 IDR TXTXXX XBXXX LXSTXRX, PT

Rekening Tujuan
102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Informasi Bank Penerima
PT Bank CTBC Indonesia

Nilai
IDR 60,000.00

Nilai Total Debet
IDR 60,000.00

Nomor Referensi
-

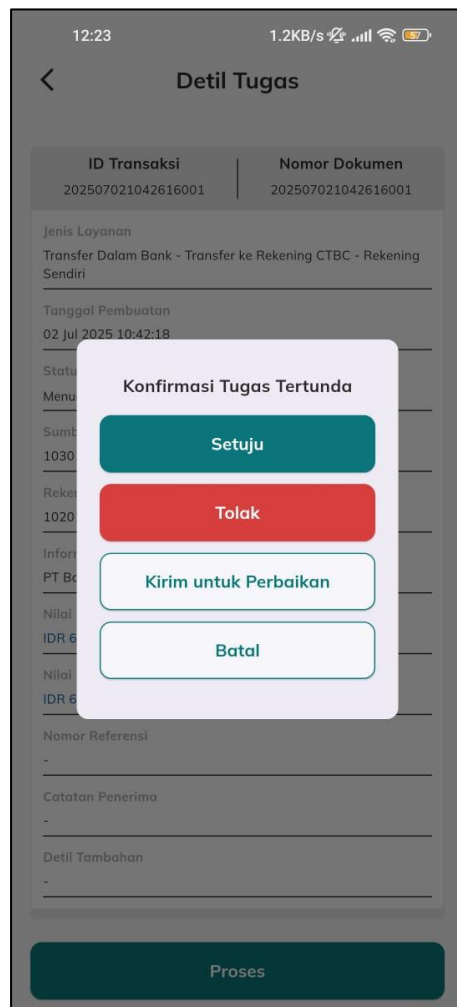
Catatan Penerima
-

Detil Tambahan
-

Proses



2. Click the **Process** button. The **Process** pop-up page will be displayed.





3. Click the **Send for Correction** button. The **Confirm Pending Task Correction** page will be displayed.

12:23 2.7KB/s 2G 4G LTE 57%

Konfirmasi

Daftar Tugas yang Tertunda menunggu persetujuan Anda

ID Transaksi	Nomor Dokumen
202507021042616001	202507021042616001

Jenis Layanan
Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan
02 Jul 2025 10:42:18

Status Transaksi
Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana
103018101205001 IDR TXTXXX XBXXX LXSTXRX, PT

Rekening Tujuan
102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Pembuat Aslinya

User Group yang sama dengan pembuat

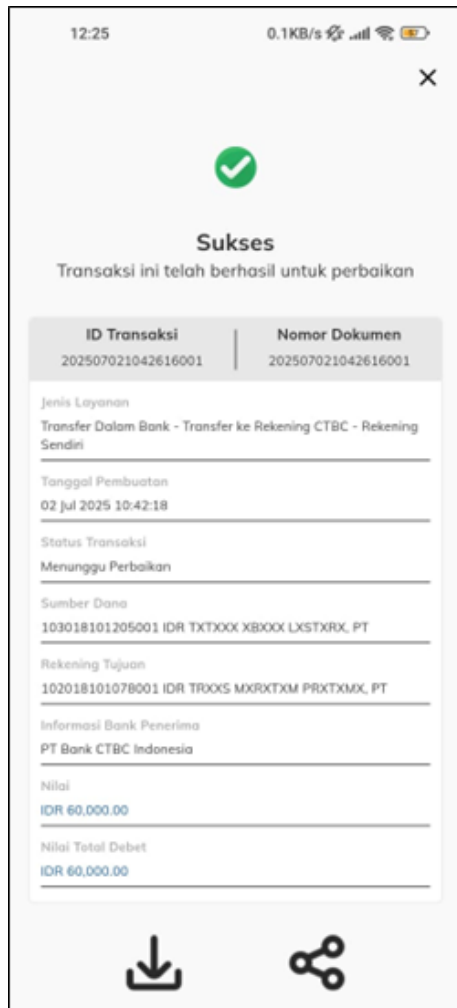
Alasan

Perbaiki

4. Select **Send correction** to (Required).
5. Enter **Reason** (Optional).
6. Click the **X** icon to return to the previous page or click the **Correct** button to continue the process.



- Click the **Repair** button. The **Repair Pending Tasks Results** page with the message **'This transaction has been successfully repaired'** will be displayed.



- Click the **Download** icon to download the page, or click the **Share** icon to share the page, or click the X icon to return to the **CTBC Mobile Approval Home** page.

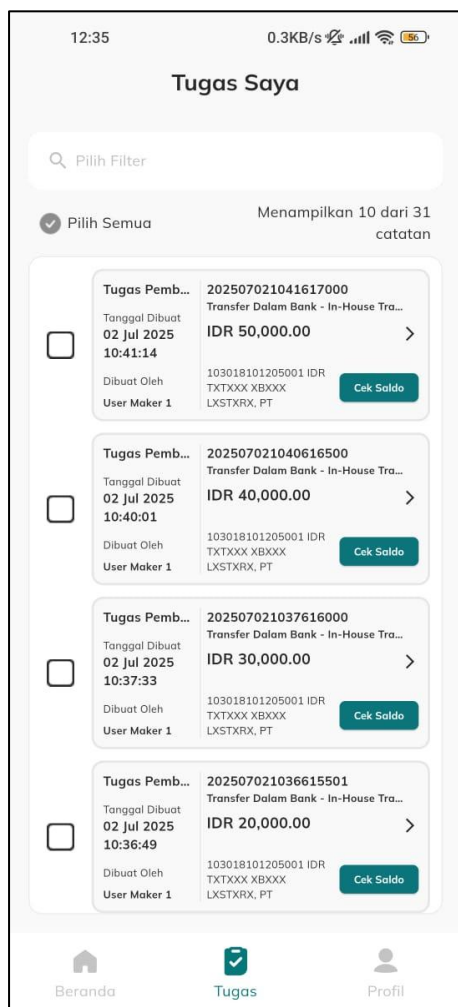
1.1.3 Approve.

There are two ways to **approve Pending Tasks** in the **My Tasks** menu:

1.1.3.1 Approve from List.

Here are the steps to approve **Pending Tasks from the list** in the My Tasks menu:

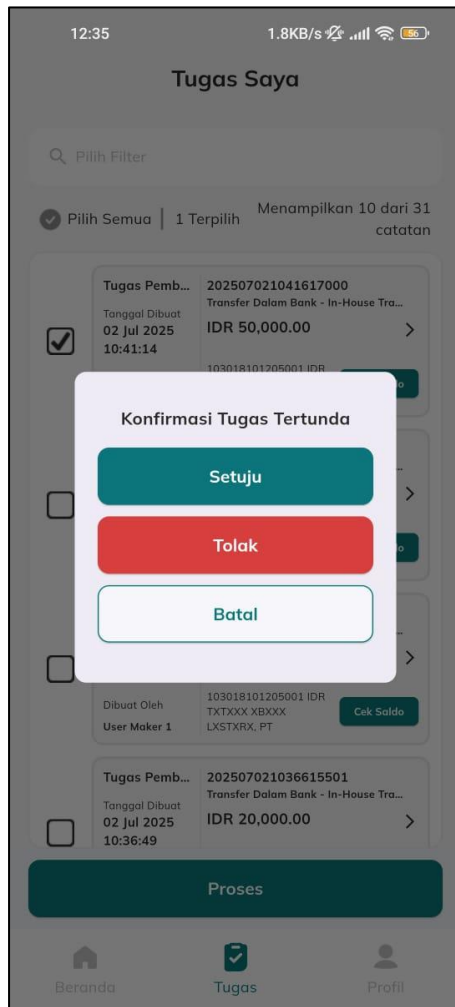
1. From the **CTBC Mobile Approval Home page**, click Tasks. The **My Tasks** page will be displayed.



2. Tick the boxes next to the items you wish to approve.



3. Click the **Process** button. The **Process** pop-up page will be displayed.





4. Click the **Agree** button. The **Confirm Pending Tasks** page will be displayed.

12:35 0.3KB/s 4G LTE 56%

Konfirmasi X

Tugas Pember...	202507021041617000
Tanggal Dibuat	Transfer Dalam Bank - In-House Transfe...
02 Jul 2025	IDR 50,000.00
10:41:14	
Dibuat Oleh	103018101205001 IDR
User Maker 1	TXTXXX XBXXX LXSTXRX, PT

Nomor Tantangan : 455504

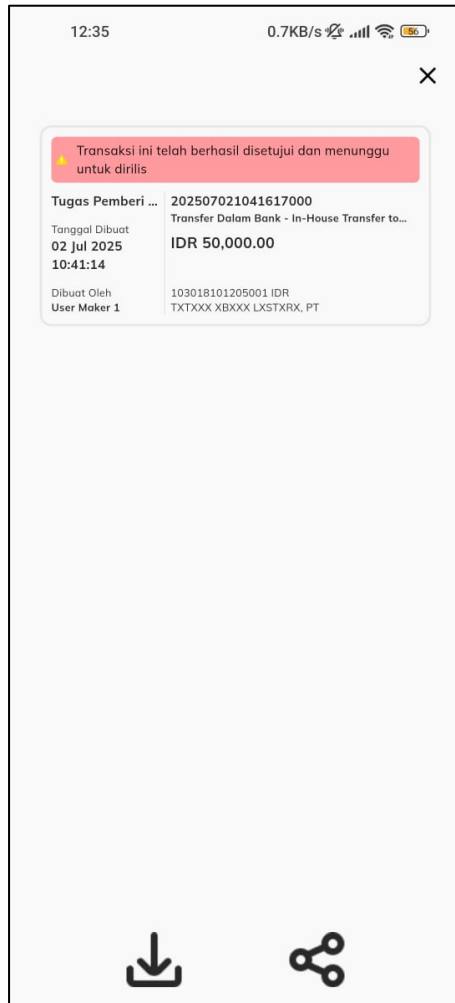
Masukkan Nomor Respon

Setuju

5. Enter the **Response Number (Required)**.
6. Click the **X** icon to return to the previous page or click the **Agree** button to continue the process.



- Click the **Agree** button. The **Approve Pending Tasks Results** page with the message **'This transaction has been successfully approved and is awaiting release'** will be displayed.

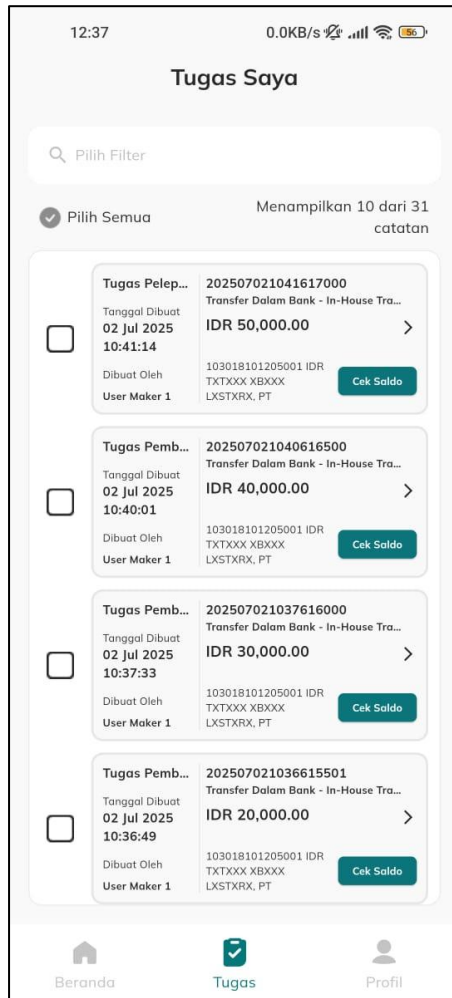


- Click the **Download** icon to download the page, click the **Share** icon to share the page, or click the **X** icon to return to the **CTBC Mobile Approval Home page**.

1.1.3.2 Approve from Details

Here are the steps to approve **Pending Tasks** from the details in the **My Tasks** menu:

1. From the **CTBC Mobile Approval Home page**, click **Tasks**. The **My Tasks** page will be displayed.





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2. Click on the **transaction** you wish to approve. The **Pending Task Details** page will be displayed.

12:370.0KB/s

Detil Tugas

ID Transaksi	Nomor Dokumen
202507021040616500	202507021040616500

Jenis Layanan

Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan

02 Jul 2025 10:40:01

Status Transaksi

Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana

103018101205001 IDR TXTXXX XBXXX LXSTXRX, PT

Rekening Tujuan

102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Informasi Bank Penerima

PT Bank CTBC Indonesia

Nilai

IDR 40,000.00

Nilai Total Debet

IDR 40,000.00

Nomor Referensi

-

Catatan Penerima

-

Detil Tambahan

-

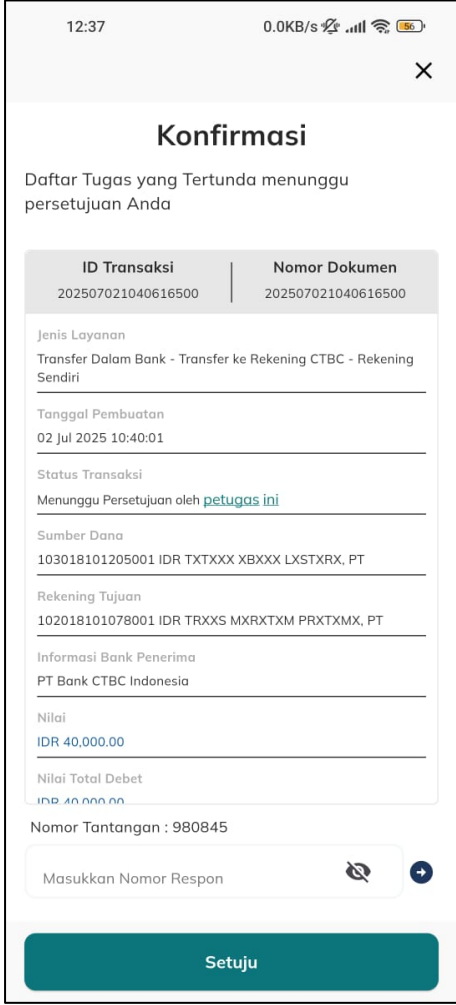
Proses



3. Click the **Process** button. The **Process** pop-up page will be displayed.



- Click the **Agree** button. The **Confirm Pending Tasks** page will be displayed.



12:37 0.0KB/s

Konfirmasi

Daftar Tugas yang Tertunda menunggu persetujuan Anda

ID Transaksi	Nomor Dokumen
202507021040616500	202507021040616500

Jenis Layanan
Transfer Dalam Bank - Transfer ke Rekening CTBC - Rekening Sendiri

Tanggal Pembuatan
02 Jul 2025 10:40:01

Status Transaksi
Menunggu Persetujuan oleh [petugas ini](#)

Sumber Dana
103018101205001 IDR TTXXX XBXXX LXSTXRX, PT

Rekening Tujuan
102018101078001 IDR TRXXS MXRXTXM PRXTXMX, PT

Informasi Bank Penerima
PT Bank CTBC Indonesia

Nilai
IDR 40,000.00

Nilai Total Debet
IDR 40,000.00

Nomor Tantangan : 980845

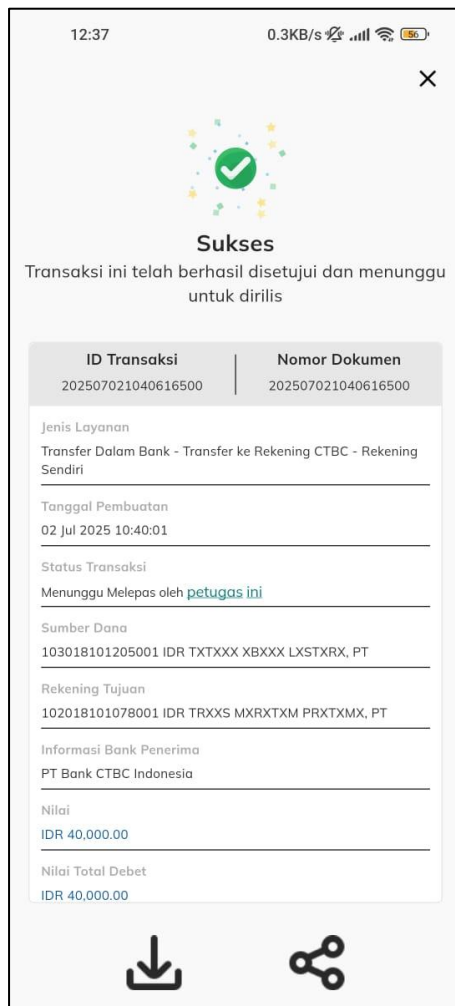
Masukkan Nomor Respon

Setuju

- Enter the **Response Number (Required)**.
- Click the **X** icon to return to the previous page or click the **Agree** button to continue the process.



- Click the **Agree** button. The **Pending Task Approval Results** page with the message **'This transaction has been successfully approved and is awaiting release'** will be displayed.



- Click the **Download** icon to download the page, click the **Share** icon to share the page, or click the **X** icon to return to the **CTBC Mobile Approval Home page**.