



User Manual

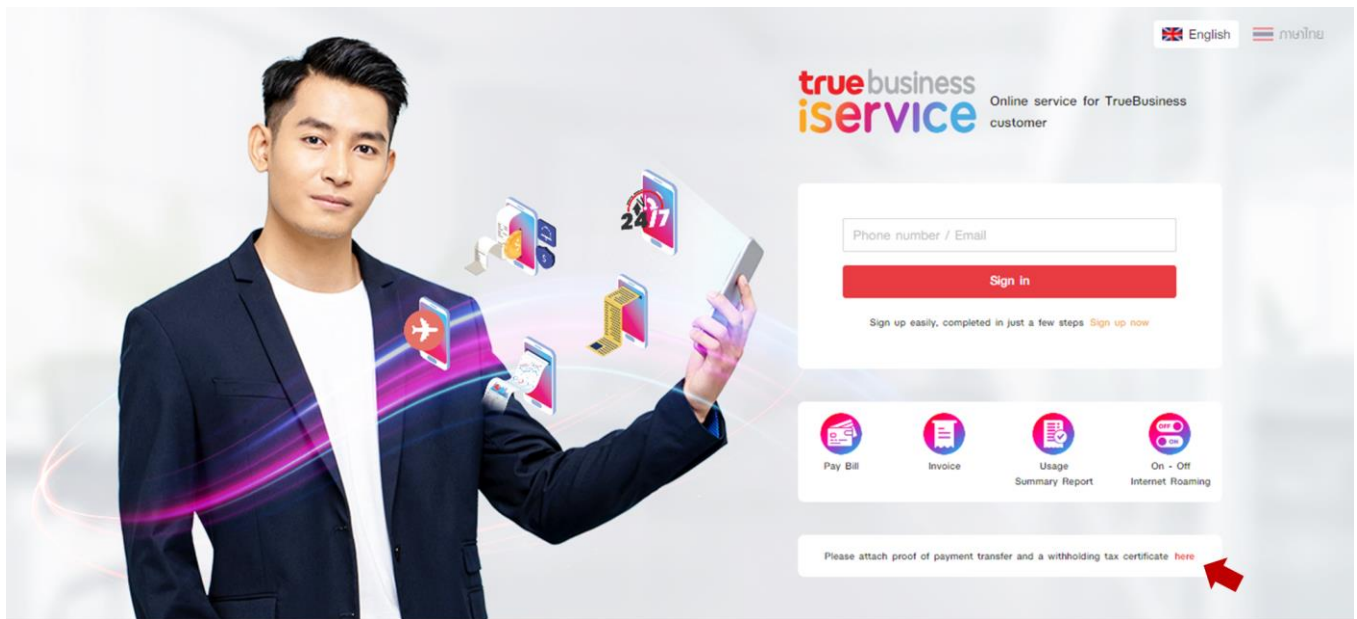
**Proof of payment transfer
and the withholding tax certificate.**

V 2.0.0

Proof of payment transfer and the withholding tax certificate.

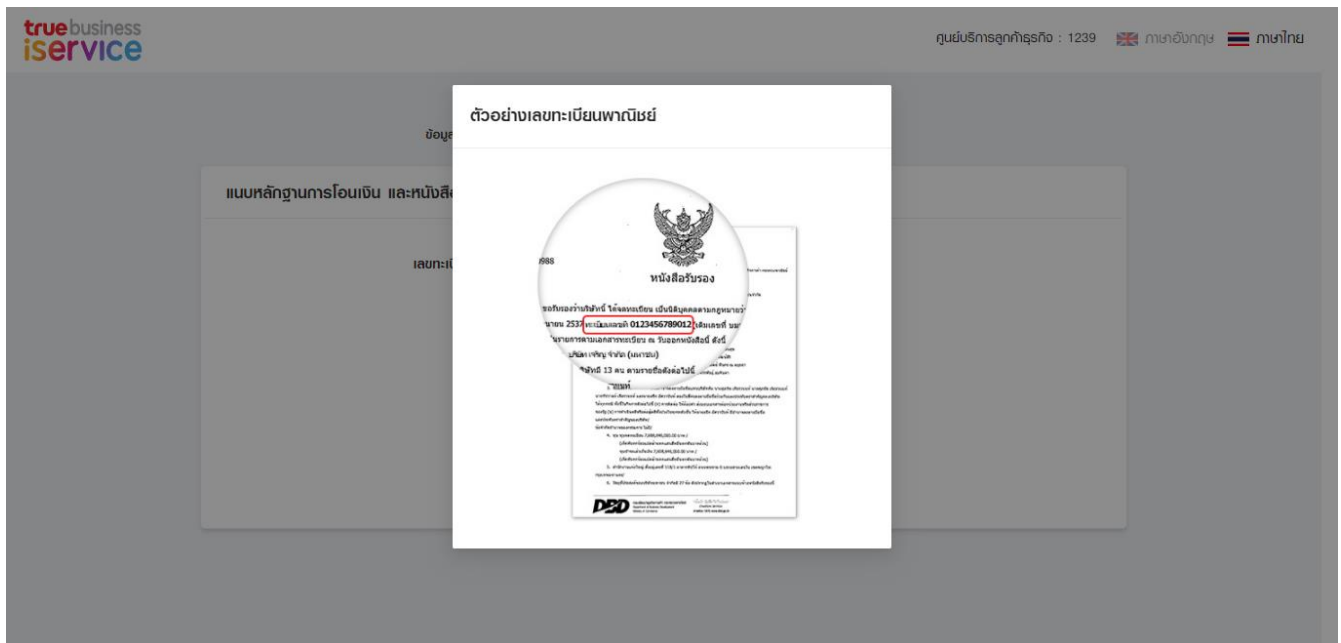
Customers who are transferring money can submit proof of transfer and a withholding tax certificate without needing to apply for TrueBusiness iService. This service is only available to customers with TrueMove H, TrueOnline, and TrueVisions services.

Step 1 Visit the website <https://truebusinessiservice.truecorp.co.th> and click [here](#)



Step 2 The system will show the company information screen. Enter the commercial registration number, confirm that you are not an automated program, and click the "Next" button.

If you are unsure where to find the commercial registration number, click on the "i" icon to view its location in the commercial registration documents.



Step 3 The system will display the company name information based on the provided commercial registration number. Verify the details and enter contact information (first name, last name, mobile phone number, and email). Click on the **"Next"** button to proceed.

If the company name is incorrect, click on the **"Back"** button to edit the commercial registration number.

Step 4 Proceed to the money transfer information screen, which includes two parts: money transfer information and service invoice information.

If the customer submits withholding tax at a rate of 1% or 3%

•

Part 1. Money Transfer Information. Please provide the following details:

1. The bank account from which the money is being transferred.
2. The date of the transfer.
3. The transfer amount, and please upload evidence of the money transfer.
4. The reference code used by customers for making money transfer transactions with the bank.
5. The withholding tax rate chosen by the customer [1% or 3%].
6. The remittance of the withholding tax, along with uploading the withholding tax certificate.
7. The email address used to receive receipts/electronic tax invoices.

Part 2. Service Invoice Information. Please provide the account number/customer ID and invoice number, then click the "Add" button. You can add up to 50 items at a time. The system will calculate the total amount the customer needs to pay and the withholding tax amount to be remitted. If all information is accurate and complete, you can proceed by clicking the "Confirm" button.

However, if the system detects any discrepancies or insufficient amounts in the transfer and withholding tax, a warning message will appear at the bottom of the screen prompting you to review the transaction.

Note:

1. The system does not allow partial payment for certain services. Payment must be made in full or in advance only.
2. If the specified transfer amount exceeds the outstanding payment, the system will allocate the excess amount as advance payment for services using the latest specified account number or customer ID.

An example of completing the money transfer details and service invoice when the customer includes withholding tax in the remittance.

Attach proof of payment transfer and withholding tax certificate

1. Payment Transfer Information

Transfer to bank account * 106-3-01389-4 TrueMove H ▼

Payment transfer date * 05 Apr 2024 01:01:02

Transferred amount * 150.80 Change MOMO_1708711569... ✕
Support: .jpg .png .pdf / not over 5MB

Reference no. TR12341

Withholding Tax * Submitted by customer at 3% ▼

Withholding tax amount * 4.35 Change 1-7-8.jpg ✕
Support: .jpg .png .pdf / not over 5MB

Email to receive e-Tax Invoice & e-Receipt * test@gmail.com

2. Invoice Information ⓘ

Up to 50 invoices

Account number Invoice number

Enter account number Enter invoice number Add

1 invoice(s)

Account number	Invoice number	Outstanding balance	WHT amount	Amount to be paid
270858907	01032-02-40224730362	155.15	4.35	150.80

Total outstanding balance 155.15

Total WHT paid by customer 4.35

Total amount to be paid 150.80

Back

Confirm

- **In case that True is acting as an agent for deducting and remitting withholding tax.**

Part 1: Please provide the following information for money transfer purposes:

1. Bank account from which the money is being transferred.
2. Transfer date.
3. Transfer amount, along with the uploaded evidence of the money transfer.
4. Reference code used by customers for making money transfer transactions with the bank.
5. Select True as the agent for deducting and remitting withholding tax.

Note: If the customer has not yet appointed True as the withholding tax agent and payer, please click on the link "Click here" to see the process of appointing True: URL:

https://help.truecorp.co.th/account_billing/4267/content/2/23

6. Email address used to receive receipts/electronic tax invoices.

Part 2: Service Invoice Information

Please provide the account number/customer ID and invoice number, then click on the "Add" button. You can add a maximum of 50 items at once.

The system will automatically calculate the total amount due from the customer. If all the information is accurate and complete, you can proceed by clicking the "Confirm" button. However, if the system detects an insufficient transfer amount, a warning message will be displayed at the bottom of the screen prompting you to review the transaction again.

Note:

1. The system does not allow partial payment for certain services. Payment must be made in full or in advance only.
2. If the transfer amount specified is greater than the outstanding balance, the system will allocate the excess amount as an advance fee towards the last designated account number or customer ID.

Completing the money transfer details and service invoice when True is acting as an agent responsible for withholding tax.

Attach proof of payment transfer and withholding tax certificate

1. Payment Transfer Information

Transfer to bank account *	106-3-01389-4 TrueMove H	
Payment transfer date *	05 Apr 2024	01:01:02
Transferred amount *	155.15	Change MOMO_1708711569... ❌ Support: .jpg .png .pdf / not over 5MB
Reference no.	TR12341	
Withholding Tax *	True as an agent to submit withhold...	Appoint True as withholding tax agent Click here
Email to receive e-Tax Invoice & e-Receipt *	test@gmail.com	

2. Invoice Information ⓘ

Up to 50 invoices

Account number	Invoice number	
Enter account number	Enter invoice number	Add

1 invoice(s)

Account number	Invoice number	Outstanding balance	WHT amount	Amount to be paid	
270858907	01032-02-40224730362	155.15	-	155.15	➖

Total outstanding balance 155.15

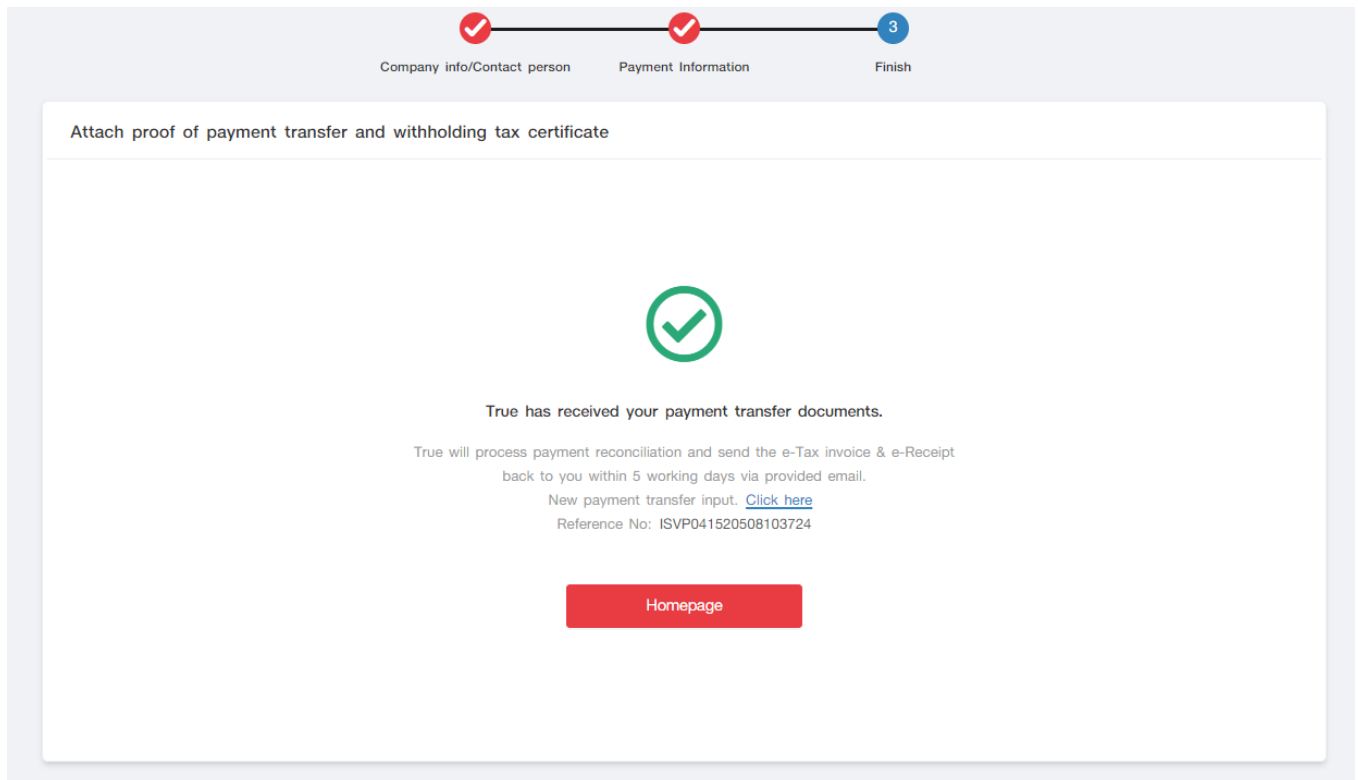
Total WHT paid by customer 0.00

Total amount to be paid 155.15

[Back](#)

[Confirm](#)

Step 5 After clicking the confirm button, the system will show a screen confirming that the money transfer information has been received. If you wish to make additional money transfer notifications, you can click here to proceed with the transactions. Additionally, a 19-digit



The screenshot shows a confirmation screen within the True Business iService interface. At the top, a progress bar indicates three steps: 'Company info/Contact person' (completed with a red checkmark), 'Payment Information' (completed with a red checkmark), and 'Finish' (active step, indicated by a blue circle with the number 3). Below the progress bar, the instruction 'Attach proof of payment transfer and withholding tax certificate' is displayed. The main content area features a large green checkmark icon. Below the icon, the text reads: 'True has received your payment transfer documents.' followed by 'True will process payment reconciliation and send the e-Tax invoice & e-Receipt back to you within 5 working days via provided email.' Below this, there is a link for 'New payment transfer input. [Click here](#)' and a 'Reference No: ISVP041520508103724'. At the bottom center, there is a red button labeled 'Homepage'.