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# Chapter 1

## Preface

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# 1-1 About This Manual

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This manual describes the operations that can be performed on COMSUITE Portal.  
This manual contains the following chapters:

**Chapter 1 "Preface"** (this chapter) provides information about the organization and conventions as well as basic information about COMSUITE Portal. Please read this chapter before you start operation.

**Chapter 2 "Login and Transaction Authorization"** describes how to log in to COMSUITE Portal and how to perform transaction authorization.

**Chapter 3 "Administration - Customer Profile"** describes how to inquire about the customer profile of your company.

**Chapter 4 "Administration - User Profile"** describes how to administer the profiles of users.



**Chapter 5 "Administration - My Profile"** describes how to administer the profile of an operator himself/herself.

**Chapter 6 "Notice"** describes how to inquire about messages sent from MUFG Bank in COMSUITE Portal.

**Chapter 7 "Log"** describes how to view and download activity logs of COMSUITE Portal.

**Appendix** provides supplementary information about COMSUITE Portal.

## Conventions

Symbol	Description
[ ]	Indicates texts displayed on the screen, such as page titles and button names. e.g. [User Profile Inquiry: Details] page Click on [Search] button.
	Indicates other chapters or sections of this manual for reference. Click the link as needed to move to the page.
	Indicates notes or tips about operations.

# 1-2 Basic Operations

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## 1-2-1 Screen Layouts and Menus

### What is COMSUITE Portal?

COMSUITE Portal is a portal site for the global transaction banking services offered by MUFG Bank. The site gives you a comprehensive view of information about the services and transaction banking, and also serves as an entry point to the services.

COMSUITE Portal has the following features:

- **Global Cash Balance (displayed to GCMS Plus users)**  
Calculates the total closing/intraday balances of your company's accounts in GCMS Plus for each of the six areas (groups) and visually displays them on a world map. Use this feature for managing balances on a global basis. The regional maps are also available.
- **Notice**  
Allows you to check messages from MUFG Bank about COMSUITE Portal and the services.
- **To Do - Details**  
Displays the number of data "Waiting for Application", "Waiting for Approval", and "Rejected" in COMSUITE Portal and COMSUITE services. Use this feature for your task management.
- **Direct Links and Service Links**  
Provides you access to COMSUITE services and local cash management services. You can use the services in Direct Links without entering the credential such as ID and password again.
- **Service Catalog**  
Provides you access to the introduction pages for the COMSUITE services that you can sign up.




## COMSUITE Portal Top Page

Top Page is displayed immediately after login.

The screenshot shows the COMSUITE Portal interface with the following elements highlighted by callouts:

- (1)** Administration and Log links in the top navigation bar.
- (2)** To Do list on the left sidebar, including Administration (2), Password Reset (1), and OTP Token Activation (1).
- (3)** Direct Links section on the left sidebar, including Cash Management (GCMS Plus, Cash Forecasting, CMS Thailand, FOREX) and Trade Finance (Trade Manager).
- (4)** Service Catalog section on the left sidebar, listing services like Cash Management, CMS Hong Kong, CMS Singapore, Netting, Trade Finance, Payables Finance, and VFS.
- (5)** Service Links section on the left sidebar, listing various countries and services like Belgium, Brazil, Canada, CMS, FX, China, Germany, Web-CMS, Web-CMS Plus, Italy, Japan, Mexico, Poland, Russia, Thailand, Turkey, United States, MCB, Financial Center, and Netting.
- (6) - (8)** The top header area containing the MUFG logo, user information (Date: 08.May.2020 10:12 [JPN], London Heavy Industries, Inc PH2 [A0006097], Approver Level 1), and a Logout button.
- (9)** The top navigation bar containing Last Login Date, Unsuccessful login attempt, Print Page, English language selector, and a Go button.
- (10) - (11)** The Global Cash Balance section, including a bar chart showing balances by region (Total 110.0, EMEA 10.0, East Asia 50.0, North America -50.0, Asia Pacific 50.0, Central & South America -50.0) and a Notice section with various system messages.
- (12)** The Notice section, listing recent system messages such as "Expiration of electronic certificate is approaching" and "System maintenance schedule".
- (13)** The To Do - Detail table, showing a summary of tasks by status (Waiting for Application, Waiting for Approval, Rejected).
- (14)** The detailed To Do - Detail table, listing specific tasks with columns for Service, Contracting Branch, Customer ID, Customer Name, and status counts.

Service	Contracting Branch	Customer ID	Customer Name	Waiting for Application	Waiting for Approval	Rejected
GCMS Plus	Japan	A1234567	Abcd Efghijk Lmnopqr Corp	-	-	2
		ADMINI02	George Sato	-	-	0
Cash Forecasting	Singapore	B0987654	Abcd Efghijk Lmnopqr Singapore,Pte	-	-	0
		ADMINI02	George Sato	-	-	0
Trade Manager	United Kingdom	C0192837	Abcd Efghijk Lmnopqr Corp U.K.Inc.	0	1	0
		ADMINI03	George Sato	-	-	0
		A1234567	Abcd Efghijk Lmnopqr Corp	1	0	1
FOREX	Singapore	B0987654	Abcd Efghijk Lmnopqr Singapore,Pte	0	1	0
		ADMINI02	George Sato	-	-	0
		C0192837	Abcd Efghijk Lmnopqr Corp U.K.Inc.	1	0	0
Market Manager	Japan	A1234567	Abcd Efghijk Lmnopqr Corp	-	-	1
		ADMINI01	George Sato	-	-	8,765

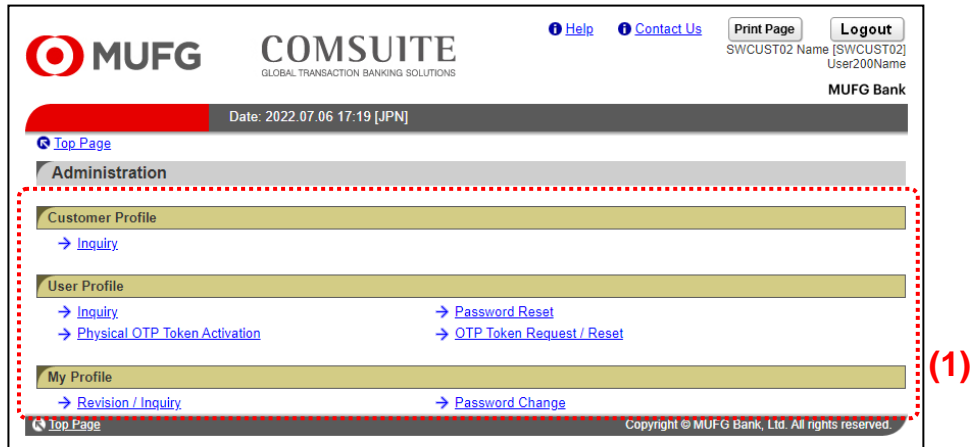
	Field	Description
(1)	Main Menu	Provides a menu for administering COMSUITE Portal. Click the links to display each Submenu or operation page.
(2)	To Do	Displays the number of To Do items in the COMSUITE Portal administration menu. Clicking [Detail] navigates you to the [To Do - Detail] section.
(3)	Direct Links	Starts each service of COMSUITE.
(4)	Service Catalog	Displays each service of COMSUITE that you have not yet signed up.
(5)	Service Links	Links to local cash management services. You will need to login on these services separately from COMSUITE Portal.
(6)	Last Login Date/ Unsuccessful login attempt since last login	Displays the date and time of the last login, and failed login attempt after the last successful login If logged in without any failure, a hyphen is displayed.
(7)	[Help] icon 	Displays Help page with a list of manuals.
(8)	[Contact Us] icon 	Displays Contact List of your MUFG Bank branch.
(9)	Switch Language button	Select a language and click on [Go] button to change the display language.
(10)	Global Cash Balance	Displays the number and the total balances of the accounts that you can inquire about on GCMS Plus. The map visually displays the accounts information by area (EMEA, East Asia, Asia Pacific, North America, Central & South America, and Other Banks) along with a bar chart representing each total balance. The darker bars represent closing balances, while the lighter bars represent intraday balances. You can switch between the global map and the regional maps by clicking the [Balance by...] link.
(11)	[Settings] button	Displays the setting page where you can configure the map display. For details, see  1-2-7 Settings Page.
(12)	Notice	Lists messages from MUFG Bank about COMSUITE. The latest 99 mails are displayed on the [Notice] list on Top Page. The latest of important mails is listed on top. To view mails other than those on Top Page, click on [Inbox] button.
(13)	To Do - Detail	Displays the numbers of "Waiting for Application", "Waiting for Approval" and "Rejected" items in the COMSUITE Portal Administration menu. Click the link of the number of "Waiting for Application" or "Waiting for Approval" items to view the detailed data.
(14)	To Do - Detail (COMSUITE Services)	Displays the number of data "Waiting for Application", "Waiting for Approval", and "Rejected" in each COMSUITE service. When there is no such data, the number column displays "0". You can start each service by clicking the service name link. As this To Do List does not cover some of the services, the names of such services are not displayed. Use (3) Direct Links to start such services and check the status.



To ensure the balances in Global Cash Balance are calculated correctly, you need to register a base currency and set appropriate exchange rates in Administration menu of GCMS Plus.  
For details, see GCMS Plus Online Manual.

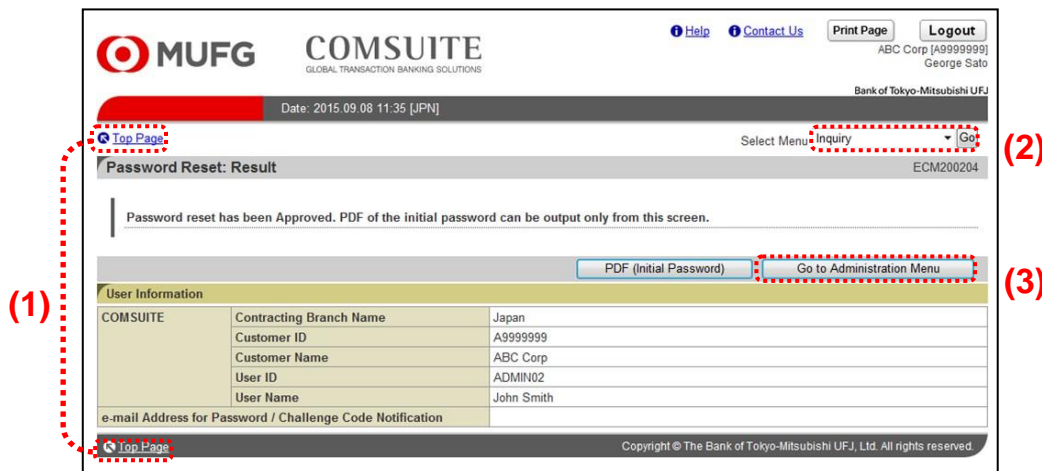
## Submenu Page

When you click on an item from the Main Menu on the left side of Top Page, a submenu page is displayed.



	Field	Description
(1)	Submenu	Displays available submenu items as links. Click the links to display each operation page.

## Operation Page



	Field	Description
(1)	[Top Page] link	Returns to Top Page.
(2)	Menu selection	Jumps to another menu item page in the submenu without returning to Top Page. Select an item to jump to and click on [Go] button.
(3)	Submenu button	Returns to the list page of submenu items.

## User Types and Available Menus

There are two types of users in COMSUITE Portal, Administrators and Users.

The following sets of menus are available to each type of users.



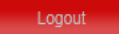


















Note that you cannot modify these sets of menus.

Menu		Availability	
		Administrator	User
Administration	Customer Profile: Inquiry	✓	✓
	User Profile: Inquiry	✓	✓
	User Profile: Password Reset	✓: "Apply" and "Approve" (*)	✓: "Apply" only
	User Profile: OTP Token Activation (Depending on the contract, the menu is not displayed.)	✓: "Apply" and "Approve" (*)	✓: "Apply" only
	User Profile: OTP Token Request / Reset	✓	-
	My Profile: Revision / Inquiry	✓	✓
	My Profile: Password Change	✓	✓
Mail	✓	✓	
Log	✓	✓	

\* When you apply for password reset or OTP token activation, it must be approved by another Administrator.

## 1-2-2 Button and Icon Explanation

The following table describes the buttons and icons used in COMSUIE Portal.

Display	Meaning	Description
	Print page	Clicking the [Print Page] link next to the icon prints the current screen. When the screen does not fit in your paper, change the orientation in your printer setup from Portrait to Landscape and try printing it again.
	Print page	Prints the current screen. When the screen does not fit in your paper, change the orientation in your printer setup from Portrait to Landscape and try printing it again.
 	Logout	Log out from COMSUIE Portal. After logout, you cannot continue operation on COMSUIE services.
	Hide	Some sections on COMSUIE Portal Top Page have one of these buttons on their upper-right corner. Clicking [-] button hides the section and changes the button to [+]. Clicking this [+] button shows the section again.
	Show	
	Go to last page	Allows you to navigate across pages in the list.
	Go to next page	
	Go to previous page	
	Go to top page	
	Ascending order	Indicates that data in the list is sorted by the item with one of these icons.
	Descending order	
	Display Calendar	Displays the calendar page to enter a date. For details, see  1-2-4 Entry/Display Formats for Dates.
	Display Software Keyboard	Displays the software keyboard to enter login password.
	Important mail	Indicates that the mail is important.
	Link	Allows you to navigate across pages.
	Link within page	Allows you to navigate within the current page.
	Help	Navigates you to the manuals download page.
	Contact	Navigates you to the contact page.
	Number of items	Displays the total number of To Do item.



## 1-2-3 Search Method

One of the following matching methods is predetermined for each keyword entry field.

Method	Description	Keyword Entry Example (When searching for "Taro Yamada")
Complete Match	Search for data that perfectly matches the keyword.	OK Taro Yamada NO Taro NO Yamada
Partial Match	Search for data that contain one or more characters included in the keyword. Enter at least one character.	OK Taro Yamada OK Taro OK Yamada



[1] Keywords are typically case-sensitive.

[2] For the search method of each item, see the Search Criteria Description in each chapter.

## 1-2-4 Entry/Display Formats for Dates

The date entry/display formats are specified by your MUFG Bank branch.  
The entry format is indicated on the right of each entry field.  
Slashes will be added automatically after your entry.

During entry

[Calendar] button

Entry format

e.g. To enter the range from August 8th, 2014 to April 30th, 2015 in YYMMDD format, enter "140808" and "150430".  
(14/08/08 and 15/04/30 is also acceptable)

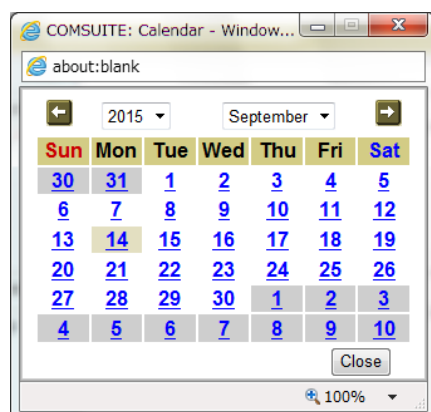
After entry

### Entry/Display Format Samples

	Entry format	for April 30th, 2015	Output (display) format	for April 30th, 2015
Format 1	DD/MM/YY	30/04/15	DD.MMM.YYYY	30.Apr.2015
Format 2	MM/DD/YY	04/30/15	MMM.DD.YYYY	Apr.30.2015
Format 3	YY/MM/DD	15/04/30	YYYY.MMM.DD	2015.Apr.30
Format 4	YY/MM/DD	15/04/30	YYYY.MM.DD	2015.04.30

### Using the Calendar feature to enter dates

You can use or next to date entry fields.  
Click on this icon to display the calendar.

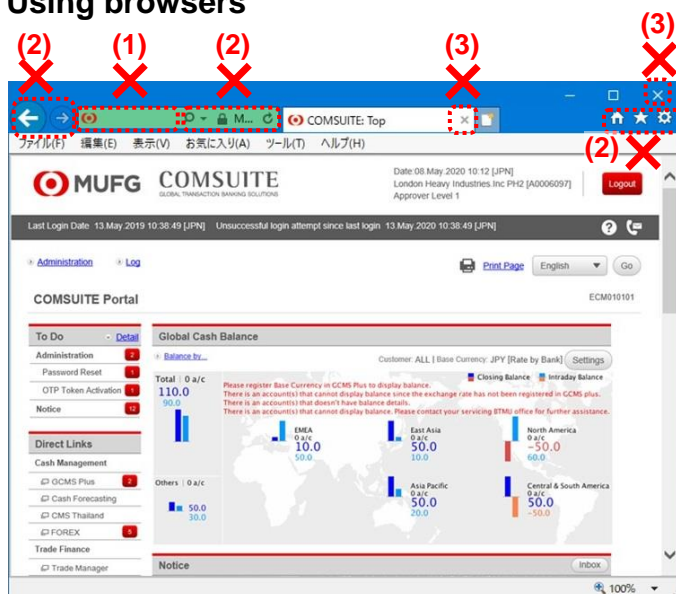


- ... Select a year and a month.  
Use the arrow buttons on the left and right to move to the previous or next month.
- ... Click on a day of the month to set the date into the entry page.

## 1-2-5 Cautions for Smooth Operations

This section describes operations that may cause problems in COMSUITE Portal.

### Using browsers



**(1) Do not enter a URL address directly in the Address bar.**

You cannot jump to any other menu or a site other than COMSUITE Portal by typing addresses directly after logging in.

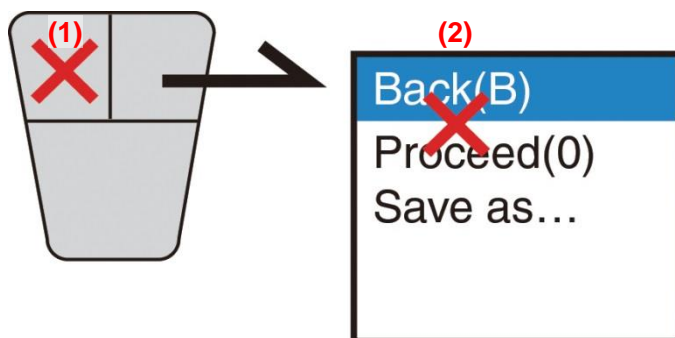
**(2) Do not use the buttons on the browser address bar and toolbar such as [←], [→], [⌂], and [X].**

They are not supported and may not function normally. Be sure to use only the buttons provided on the COMSUITE Portal pages.

**(3) Do not use [X] button in the upper-right corner of tabs and browsers.**

By clicking on [X] button, COMSUITE Portal may not close normally. This can result in login failure at the next login attempt. To close COMSUITE Portal, click on [Logout] button in the upper-right corner of the screen.

### Using mouse devices



**(1) Use single-left-click only. (double-click is not supported)**

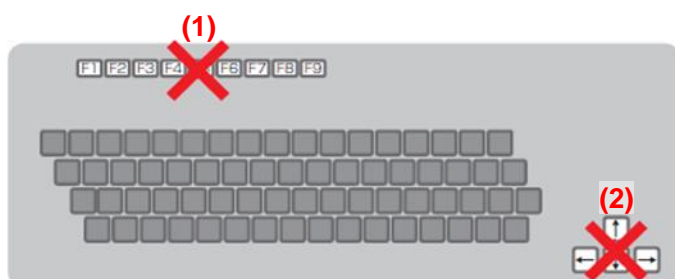
Do not double-click any text link or button.

**(2) Do not use "Back" or "Forward" of browsers.**

Right-clicking on the browser and selecting the back or forward arrow may bring up an error message or cause irregular operations.

Please be sure to use the text links or buttons on the COMSUITE Portal pages to navigate.

### Using keyboards



**(1) Do not use the function key for updating the COMSUITE Portal pages.**

**(2) Do not use the function keys corresponding to [Forward] button and [Back] button of browsers.**

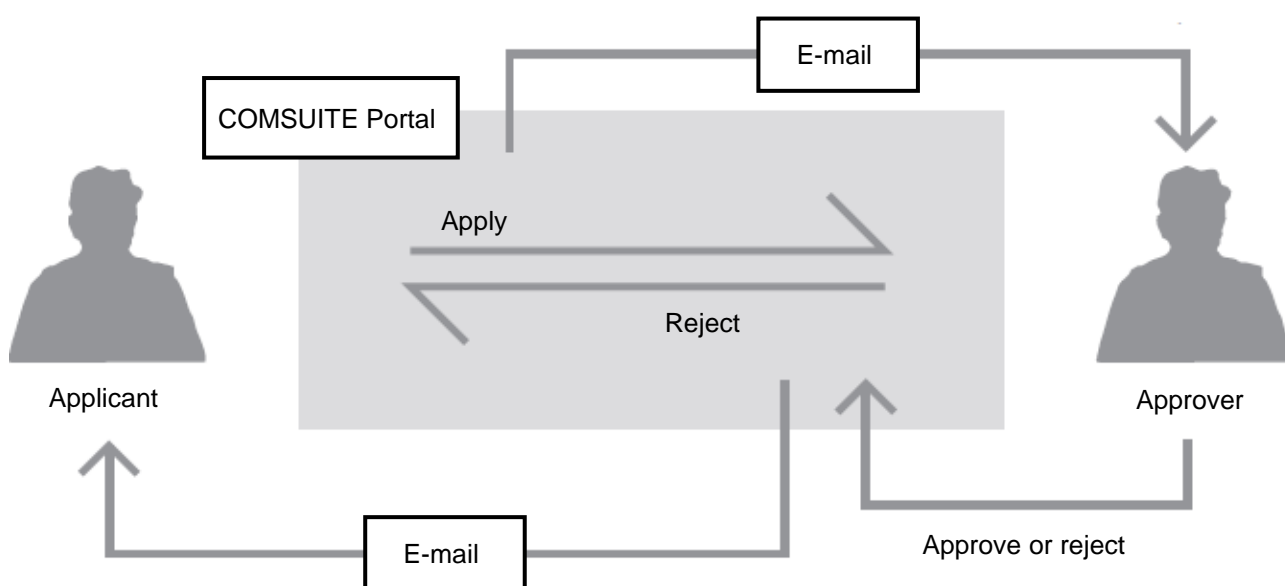
## 1-2-6 E-mail/SMS Notification Feature

This feature sends e-mail notifications to users to inform them of events such as approval request, application rejection, and password change.

### Notices sent by the E-mail/SMS Notification feature

	Type	Token type	E-mail/SMS	Description
(1)	Approval Request Notice	Physical	E-mail	Informs users who have the Approval privilege that there is data waiting for approval.
(2)	Rejection Notice	Physical	E-mail	Informs the applicant that the application has been rejected.
(3)	OTP Token Expiry Notice	Physical	E-mail	Informs users that their OTP Token will expire soon.
(4)	My Profile Change Notice	Physical/Mobile	E-mail	Informs users that their profile has been changed.
(5)	Password Change Notice	Physical/Mobile	E-mail	Informs users that their password has been changed.
(6)	Password Reset Notice	Physical/Mobile	E-mail	Informs users that their password has been reset. Note that this is not sent to the users who should use Challenge Code for password registration.
(7)	OTP Token Activation Completion Notice	Physical/Mobile	E-mail	Informs users that their OTP token has been activated.
(8)	Application Completion Notice	Mobile	E-mail	Informs users that their mobile OTP tokens are now ready for initial authentication.
(9)	PDF Password Notice	Mobile	E-mail	Informs users of the password to open the PDF file attached to the Application Completion Notice.
(10)	Passcode Notice	Mobile	E-mail/SMS	Informs users of the passcode to enter when authenticating their mobile OTP tokens for the first time.

### The concept of the Approval Request / Rejection Notice





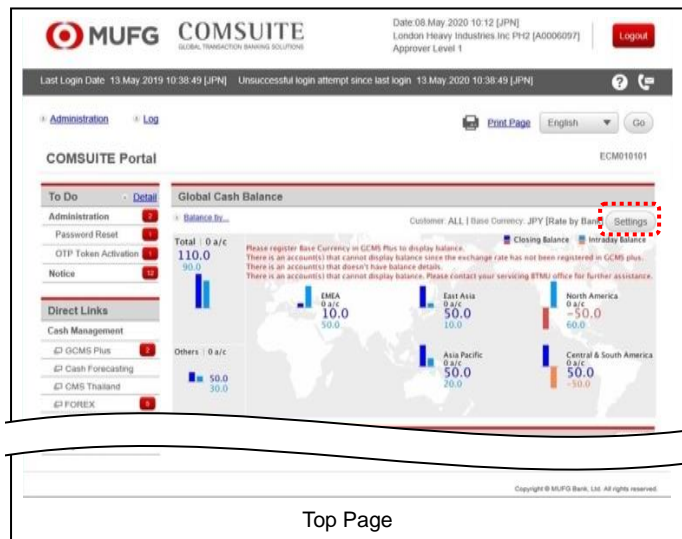
Notification type (1)-(10) will be sent to the address in [e-mail Address] field of User Profile. This address setting is necessary in order to use these notifications.  
Additionally, [Notification for Approval Flow] field of your User Profile has to be set to "Yes" in order to use Notification type (1)-(2).

## 1-2-7 Settings Page

This section describes how to inquire about and revise the settings for the map display.

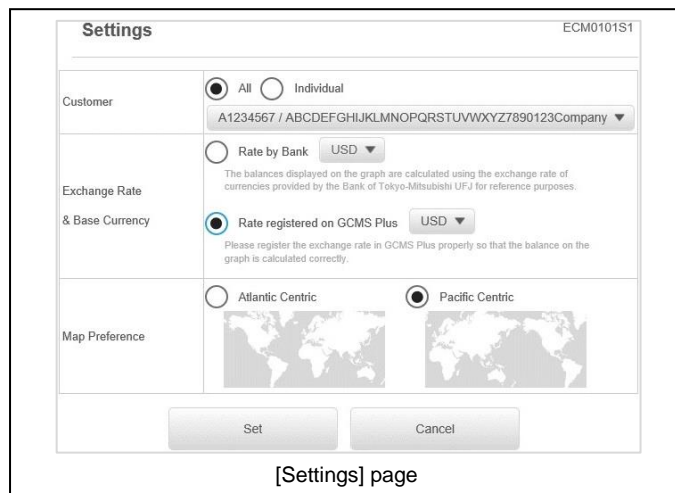
### Steps

#### 1. Select [Settings].



- (1) Select [Settings] of the Global Cash Balance.

#### 2. Confirm/Revise the contents.



- (1) The [Settings] page is displayed. Confirm the contents.
- (2) When revising the settings, select the options and click the [Set] button.

For details on each field, see the following "Screen Field Description".

## Screen Field Description

Field	Description	Remarks
Customer	Select an option to specify which customer to include.	Select one from the following: <ul style="list-style-type: none"> <li>• All: Include all the customers.</li> <li>• Individual: Include the specified customer.</li> </ul>
Exchange Rate & Base Currency	Select an option to specify the exchange rate and the base currency.	Select one from the following and a currency: <ul style="list-style-type: none"> <li>• Rate by Bank: Exchange rate provided by MUFG Bank for reference purposes.</li> <li>• Rate registered on GCMS Plus: Exchange rate registered on GCMS Plus.</li> </ul>
Map Reference	Select the center of the global map.	Select one from the following: <ul style="list-style-type: none"> <li>• Atlantic Centric</li> <li>• Pacific Centric</li> </ul>