

How to Register for True Business e-Service

(for Corporate Customers)

Case 1

Corporate customers with only one True or dtac number under the same Business Registration Number (BRN) can register instantly using their phone number, with no documents required.

Registration Step

1



Fill in your information

Enter your Business Registration Number (BRN) and verify the company name. Then, fill in your user detail using a True or dtac number registered under the company name only

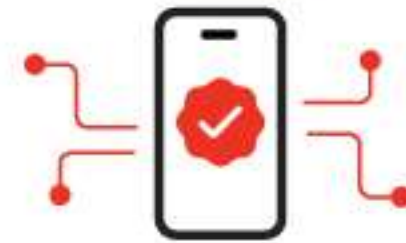
2



Verify your identity

A one-time password (OTP) will be sent to your registered phone number for verification

3



Start using e-Service

Once verified, you can log in and start using TrueBusiness e-Service right away with your registered phone number

How to Register for True Business e-Service

(for Corporate Customers)

Case 2

Corporate Customers with more than one true or dtac number or using true/ dtac services under the same business registration number

Required Documents

For the applicant who is an authorized director

- A copy of the director's ID card

For the applicant who is not an authorized director

- A copy of the director's ID card
- A Copy of the applicant's ID card
- (authorized representative
- A power of attorney letter

Registration Step

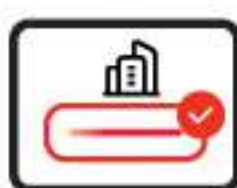
1



Enter your Business Registration Number

Input your company's BRN in the system to begin the registration process

2



Verify Company Name

The system will display your registered company name for verification before proceeding

3



Fill in user information

Enter the user's name and email address. This email will be used as the login credential for TrueBusiness e-Service access

4



Verify your identity

A one-time password (OTP) will be sent to the provided email address for verification

5



Uploading supporting documents

- Attach the required documents according to your applicant type (director or authorized representative)
- Check the completion of all attached files before submission

6



Wait for document verification

- The verification process takes approximately 3 business days
- Once approved, you will receive an email with your login password to access TrueBusiness e-Service

7



Log in to TrueBusiness e-Service

- After receiving your password, you can log in immediately
- Enter your registered phone number or email address along with your password, then click "Log in to TrueBusiness e-Service" to start managing your business account

How to Pay Bill **True Customers**

Condition: For corporate customers who appoint True as a withholding tax agent

1



Go to 'Payment & Bill' & 'Pay/Download Bill'

Open menu, select Payment & Bill, then click Pay/ Download Bill to view outstanding invoices

2



Select invoice to pay

True customers can use Bulk Payment to settle multiple invoices in a single transaction

(up to 50 invoices per transaction)

3



Choose a payment method

Supported methods:

- PromptPay QR Code
- Credit or debit card
- Other online payment channel

4



Confirm payment

Review invoice detail and the payable amount, then click confirm payment to proceed

5



Payment result

When payment is completed, the system will show Payment Successful and send a confirmation email to the registered address

Remark: Payment status will update in the system within a few minutes

How to Pay Bill **True Customers**

Condition: For corporate customers who self-withhold withholding tax

1



Go to 'Payment & Bill' & 'Pay/Download Bill'

Open menu, select Payment & Bill, then click Pay/ Download Bill to view your invoice list

2



Select invoice to pay

True customers can use Bulk Payment to settle multiple invoices in a single transaction

(up to 50 invoices per transaction)

3



Select the withholding tax (WHT) rate

- Choose the WHT rate to submit, for example 1% or 3%
- Review the details, then click Pay Bill

4



Upload the appointment letter for

- Download and complete the appointment form
- Upload the file on the web page before confirming payment

5



Choose a payment method & confirm payment

Supported methods:

- PromptPay QR Code
- Credit or debit card
- Other online payment channel

6



Payment result

The system will show payment successful and send a confirmation email to your registered address. Proof of payment can be downloaded directly via the confirmation email

How to Pay Bill **dtac Customers**

Condition: For corporate customers who appoint True as a withholding tax agent

1



Go to 'Payment & Bill' & 'Pay/Download Bill'

Open menu, select Payment & Bill, then click Pay/ Download Bill to view your invoice list

2



Select invoice to pay

- dtac customers can pay per account only
- Select all option for Bulk Payment is not available

3



Choose a payment method & confirm payment

Supported methods:

- PromptPay QR Code
- Credit or debit card
- Other online payment channels channel

4



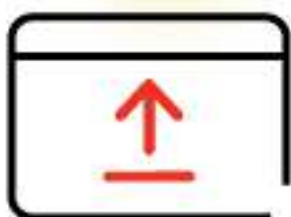
Payment result

When payment is successful, the system will display Payment Successful on screen and send a confirmation email to your registered address

Remarks: dtac customers can review past transaction in Payment History/Receipt
• For any transactional issue, please contact TrueBusiness Contact Center

How to Attach Proof of Payment

1



Go to 'Payment & Bill' 'Proof of Payment'

Open menu, select Payment & Bill, then click Proof of Payment to open the upload page

2



Fill in payment detail and attach file

Enter all required information such as transfer date, bank name, transferred amount, and reference number

3



Select the account or invoice for the attached proof

- The system will show all unpaid invoice
- Choose the invoice and review the total amount before confirming

4



Confirm submission

- Review your detail on the summary page
- Click Confirm to submit the proof of payment for verification

5



Wait for verification

Once the system verifies your information, a confirmation email will be sent with your payment status

Remarks: • Please upload a clear and accurate proof of transfer to facilitate a faster verification process.
• If the payment amount or information does not match, additional time may be required to confirm the payment status.

How to Appoint True as a Withholding Tax Agent

1



Go to **Manage Services' & 'Appoint True as WHT Agent'**

Open menu, select Manage Services, then click Appoint True as WHT Agent

2



Select the account group and upload the appointment form

- The system will display all customer accounts to choose
- An electronic processing fee of THE 30 per transaction will apply

3



Download the appointment form

The form can be downloaded directly from the system based on the customer type or service category

4



Upload the appointment form

Choose the account to appoint, then upload the completed appointment form (in PDF or JPG format)

5



Confirm your request

- Review all information
- Once confirmed, the system will send the documents for verification and display the status as In Progress

6



Wait for verification

- The verification process takes approximately 3 business day
- Once approved, the status will change to Approved
- A confirmation email will be sent, and the submission history can be viewed in the system

How to Download Your Invoice

1



Go to '**Payment & Bill**' & '**Pay/Download Bill**'

Open menu, select Payment & Bill, then click Pay/ Download bill to view all billing account

2



Select the invoice to download

Find the invoice from the list and **click Download Invoice**

dtac customers can download invoice per account, while True customers can download either individual invoice or use Bulk Download (up to 50 invoices)

3



Check the downloaded file

- The system will download the invoice in PDF format
- The document can be reviewed and printed for tax filling or record-keeping purposed

How to Download Your Receipt

1



Go to **'Payment & Bill'** & **'Payment History/Receipt'**

Open menu, select Payment & Bill, then click 'Payment History/Receipt' to view all past payment records

2



Select the receipt to download

- Find the receipt for the billing cycle from the list
- Click Download Receipt on the right-hand side of the record

3



Check the downloaded file

- The system will download your receipt in PDF format
- The receipt can be reviewed, printed, or attached as a supporting document for accounting or tax record

Remarks: Both dtac and True customers can download past receipts within the available storage period. If a receipt cannot be found, please verify the payment date or adjust the date range using the filter options.

How to Switch to Email Billing and Receipt

1



Go to 'Manage Services' & 'Subscribe e-Bill'

Open menu, select 'Manage Services', then click 'Subscribe e-Bill' to switch to email billing and receipt

2



Select the accounts and enter your email address

- The system will display all service numbers
- Choose the number to receive invoice and receipt via email
- Enter a preferred email address and review the detail before click **Confirm** to save changes

3



Start receiving invoice and receipt by email

- Once confirmed, all future invoices and receipts will be sent to your registered email address
- Paper delivery by post will be automatically discontinued.

Remark: True customers can select the same email address used for receiving receipts after entering the email for invoice notifications.