



## User guide [Queue ATM]

Prepared by: Digital Business Department



1. User guide [Queue ATM]

**Step 1**  
Click on **ATM Cash**

**Step 2**  
Click on **Queue ATM**

**Step 3**  
Select account/Currency/Amount/Purpose then click **Make Queue**

**Step 4**  
Successful screen display

**Step 5**  
Locate the nearest ATM for cash withdrawal

**Step 6**  
Go to queue list for cash withdrawal processing. If you need to add another queue, you can click on add more.



2. Withdrawal when Queue ATM is already made – Option 1

**Step 1**  
Click on **ATM Cash**

**Step 2**  
Click on **Queue ATM**

**Step 3**  
Click on **Queue List**

**Step 4**  
Scan QR on ATM or CRM Machine

**Step 5**  
Input PIN Authentication

**Step 6**  
Successful screen display



**3. Withdrawal when Queue ATM is already made (On CRM) – Option 2**

**Step 1**  
Click on **Quick Scan**

**Step 2**  
Scan QR Code on CRM Machine

**Step 3**  
Click on **Withdrawal**

**Step 4**  
Click on Queue that you already created

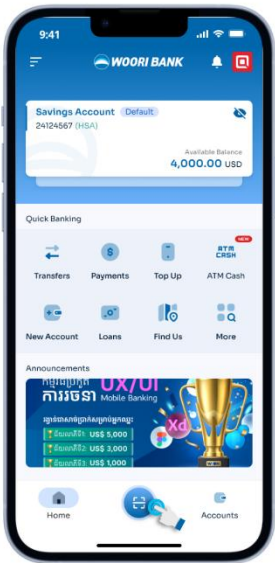
**Step 5**  
Input PIN Authentication

**Step 6**  
Successful screen display




4. Withdrawal when Queue ATM is already made (On ATM) – Op 3

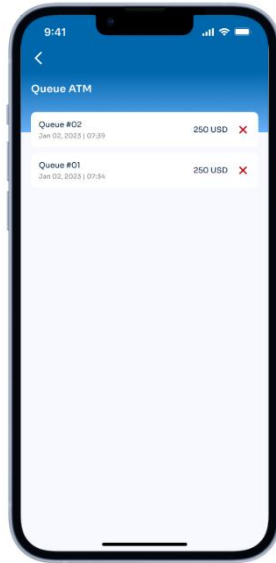
**Step 1**  
Click on **Quick Scan**



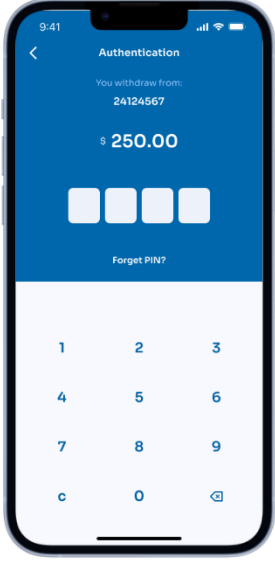
**Step 2**  
Scan QR Code on ATM Machine



**Step 3**  
Click on Queue that you already created



**Step 4**  
Input PIN Authentication



**Step 5**  
Successful screen display

