MAYBANK QRPAY – FOR SELLER

FREQUENTLY ASKED QUESTIONS (FAQ)

1. **What is Maybank QRPay – For Seller?**

   Maybank QRPay (QRPay) is a cashless payment solution that enables Seller to receive payments from Maybank2u customers (Buyer) using a unique two-dimensional quick-response (QR) code generated by the Seller. Seller is required to download Maybank QRPay Mobile Application to use this service.

2. **What are the services available on the Maybank QRPay app for Seller?**
   - ✓ Generate Static and Dynamic QR Codes.
   - ✓ View sales transaction history of up to 90 days.
   - ✓ Manage own Profile (select preferred crediting Current or Savings Account number, update business address, business type, business name, business description, upload outlet profile picture and email address).
   - ✓ Manage Outlets (add and edit outlets' details).
   - ✓ Create Cashier access - Username & PIN (Cashier access is limited to cashier generating QR codes and viewing of cashier's own transaction details).
   - ✓ Manage Promotions.

3. **Who can apply for Maybank QRPay?**

   You must be at least 18 years old and operate a legal business to use Maybank QRPay. Sellers need not be a Maybank account holder to register for this service. Nevertheless, it is highly advisable for you to open a Maybank account for better experience and smoother process when using this service.

4. **How do I apply for Maybank QRPay?**

   Once you have downloaded the app, launch it and you will be guided through the application process.

5. **What will happen to my passbook when I select Savings Account as my default crediting account?**

   Once you have selected a savings account as default, your account with passbook will be automatically converted to passbook-less and all transactions can only be viewed online.

6. **Are there any charges for using Maybank QRPay?**

    No, currently there will not be a fee charged for this sevices.

7. **What is the minimum mobile device requirement to use Maybank QRPay?**

    These are the requirement to use Maybank QRPay

    a. The mobile device must not be jailbroken or rooted.

    b. An Internet connection.

    c. Smartphones Operating System must be iOS 8.0 and above or Android version 4.4 and above.

    Note: We recommend that you regularly update your device operating system and App for optimum mobile banking experience. Tablets are not recommended as the UX is not optimized.

8. **What are the differences between a Seller and a Cashier?**

Seller	Cashier
Known as 'Manager' on the App	Known as 'Cashier' on the App
Have **full admin control and access** to all services	Access to generate QR Code and view own transactions only
Sellers create and control own profile and Cashier's access.	Cashier's Username and PIN are created and controlled by Seller.

9. **Can Seller and Cashier access Maybank QRPay when in overseas?**

    Customer shall NOT carry out business and use Maybank QRPay services and/or Application outside Malaysia

    Customer shall be liable and responsible for any misconduct or misuse of Maybank QRPay Services and/or Application outside of Malaysia's jurisdiction.

10. **What are the best practices to uphold when using Maybank QRPay?**

    -   Please login using your own Username and PIN.
    -   Remember to logout when mobile device is not in use and/or after end of your shift.
    -   Never let anyone access your Maybank QRPay account
    -   Take all reasonable steps to keep your Username and PIN private and secure at all times.
    -   You should regularly scan the Static QRCode using the Maybank App to ensure the information displayed is that of your Business. If you suspect the code has been tampered, please reprint

and replace it with the new printed QR Code. Should your Static QR Code has been tampered by anyone, please reprint and replace your QR Code immediately.

-   Seller to check the notification and transaction within the app to ensure payment is confirmed receive to avoid disputes with Buyer

11. **What are the type of QR codes available?**

Dynamic QR Code	Static QR Code
- Buyer can proceed with QR payment **without** the need of entering purchase amount. The QR Code has your account details and transaction amount embedded into it.	- Buyer **must** enter purchase amount before proceeding with QR payment. The QR Code has only your account details embedded into it.

12. **How do I safeguard my QRPay from being abused?**

You can prevent others from using your QRPay by following these simple guidelines:

a) Ensure your device is protected with biometrics, PIN or pattern.

b) Never leave your device unattended.

c) Never share your QRPay password

13. **What happens if the amount transferred was wrong due to either Seller/Cashier's or Buyer's mistake?**

Any settlement of discrepancies shall be between the Seller/Cashier and the Buyer. Both parties are allowed to make settlements based on arrangement as deemed fit, appropriate and agreed by both parties. Maybank will not support any instructions by either parties to revoke or refund QR Payments that has been successfully transferred.

14. **How do I know if the payment were successfully made and credited into my account?**

Once Buyer scanned your code, you will receive a push notification on the successful status of payment. You will also see an acknowledgement page regarding the success of the payments. Alternatively, you may check the transaction history for successful of payments made, or click on 'MANUAL CHECK' on the top right corner to check payment status.

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15. What should I do if a customer claims to have successfully made payment but I did not receive the acknowledgement page?

Please check that the sold item has reflected in your transaction history or request the buyer to show his/her payment status page to you.

16. How do I view my Transaction History?

From the MENU, select HISTORY. The history page allows for viewing, searching and filtering.

- **Sellers**: can 'Filter' by Cashier's name, Date and Time.
- **Cashiers:** can 'Filter' by Date and Time only.

Results and summary shown will be based on filters applied.

17. How do I (Seller) manage my Profile?

From the MENU, select SETTINGS > enter PIN or use QUICK TOUCH > tap on PROFILE.

- **If the BUSINESS tab is amended** > press SAVE to complete the changes.
- **If the ACCOUNT tab is amended** > press CONFIRM > Get and enter OTP to complete the changes.

Note: Mobile number is also editable for non-MBB Sellers.

18. How do I (Seller) manage my Outlets?

From the MENU > Select SETTINGS > Enter PIN or use QUICK TOUCH > Tap on OUTLETS

- **To Add outlets:**

  Select ADD > Enter your outlet details > a) tap ADD MORE to add other outlets; **OR** b) tap DONE to complete.

- **To Edit or Remove outlets:**

  Select EDIT > edit (i) Outlet Name; (ii) Outlet Contact No.; (iii) Outlet Location > a) tap SAVE to update details; **OR** b) tap DELETE to remove Outlet.

19. How do I (Seller) manage Cashier Access?

From the MENU > Select SETTINGS > Enter PIN or use QUICK TOUCH > Tap on CASHIER

- **To Add cashier:**

  Select '+' > enter CASHIER'S NAME > select CREATE PIN > Create and enter 6-DIGIT PIN > Tap SAVE.

- **To Edit or Remove outlets:**

Select EDIT icon on desired Cashier Name to amend or delete > edit (i) Cashier Username; (ii) Cashier Pin > select SAVE to complete or DELETE to remove CASHIER.

20. How do I (Seller only) manage QR Pay Promotions?

From the MENU > Select SETTINGS > Enter PIN or use QUICK TOUCH > Tap on PROMOTION

- **To Add a promotion:**

  Select '+' icon on top right > Enter your promotion details and upload visual > select NEXT > select CONFIRM.

- **To Share promotion**

  Select SHARE > select an app for sharing.

- **To Remove promotion:**

  Select END PROMO > select CONFIRM.

21. How do I (Seller only) refer my friend to use Maybank QRPay?

From the MENU > select INVITES FRIENDS > select SEND INVITE to natively prompt all apps that allow sharing of invitation message.

22. How do I (Seller) view Static QR Code?

From the MENU > select SETTINGS > enter PIN or use QUICK TOUCH > select STATIC QR

a) tap SHARE to natively prompt all apps that allow sharing; **OR**

b) tap SAVE to save into your album or gallery.

23. How do I (Seller only) Change PIN?

From the MENU > select SETTINGS > enter PIN or use QUICK TOUCH > select CHANGE PIN > enter EXISTING PIN > create a 6-DIGIT PIN > Re-enter the 6-DIGIT PIN.

24. How do I enable or disable Quick Touch?

From the MENU > select SETTINGS > enter PIN or use QUICK TOUCH > you can enable/disable the feature by tapping on the toggle.

25. <u>**How do I change my preferred language?**</u>

From the MENU, select SETTINGS > enter PIN or use QUICK TOUCH > select LANGUAGE > select your preferred language and save.

26. <u>**What happens if I forgot my Username?**</u>

On the login screen, select HELP > select FORGOT USERNAME > Enter your ID details > Request and enter OTP > Your USERNAME will be displayed

27. <u>**What happens if I forgot my PIN?**</u>

After you have entered your Username, you will be prompted for PIN > select HELP icon on top right > select FORGOT PIN > an OTP will be sent to your registered mobile > select CONFIRM > enter OTP > create new 6-DIGIT PIN > re-enter the 6-DIGIT PIN.

28. <u>**If I am a cashier, can I add other Cashiers within the same app?**</u>

a) **Yes, you can. To add cashier:**

From the MENU, select '>' > MANAGE CASHIER > ADD CASHIER > enter Username and PIN > Cashier 2 is now added. You can also switch access between Cashiers and manage accounts within the same app.

29. <u>**Why am I not receiving my payments in full when a Buyer uses a Promotion Code from Maybank?**</u>

Maybank may offer customers a promo code from time to time. This is known as **'on-us' promotion**. Customers can apply this promo code when purchasing your product. Hence, when an **on-us promo code** is in used, you will receive the full payment in two phases. The amount after discount will be credited instantly, while the remaining amount will be credited within 24 hours.