

## Frequently Asked Questions - Business

### How does JomPAY work?

Using JomPAY as a payment collection tool is easy as you only need to connect with one Bank for access to all Bank's customers.

### How will JomPAY benefit me as a business?

Offering JomPAY as a payment method can help you save time and money, with easier billing, fast electronic payments and streamlined reconciliation. So you can spend less time chasing payments and more time working on your business.

Here are just some of the ways JomPAY can help your business:

- a. **Accelerated cash flow.** Receive cleared funds in your account on the next Banking Business Day<sup>^</sup> — and say goodbye to chargebacks and bouncing cheques.
- b. **Simplify reconciliation.** Track bills with minimal effort with daily payment files designed for easy importing into your accounting system.
- c. **Manage your overheads.** Spend less time and money preparing and chasing bills, and more time running your business.
- d. **Enjoy marketing support.** Build your brand and promote the benefits of fast electronic payments, with support from the JomPAY marketing team.

### How will it impact my organization operationally & financially?

You will only need to liaise with one Bank (your Biller Bank). You can receive a consolidated report from your Biller Bank for all JomPAY transactions across all 42 Banks.

### How will it benefit my customers?

It's easy to access JomPAY from Internet & Mobile Banking across 42 Banks in Malaysia. Your customers have the option to pay via their savings/current or credit card accounts.

### How do my customers pay me?

Your customers pay you by logging-in to any Internet or Mobile Banking of their choice and key-in the information that you provided to them in their bills or invoices. That's it!

### What is the pre-requisite to become a JomPAY Biller?

JomPAY welcomes businesses that are registered with Suruhanjaya Syarikat Malaysia (SSM)

### Do I get a notification when a payment is made?

Payment Notification service is available for subscription. Tell us how you want to receive it during the registration.

### **What is a Biller Bank?**

A Biller Bank is sometimes recognised as an Anchor Bank, Acquiring Bank or Merchant Bank. It is the only Bank that you have to liaise with on transactions from all the Banks. A Biller Bank provides a consolidated report to its Biller.

### **What is a Biller Code?**

A Biller Code is a unique number to identify you as a JomPAY Biller.

### **Can I register more than 1 Biller Code?**

In general, Billers would have only 1 Biller Code. In exceptional circumstances, a Biller may have more than 1 Biller Code.

### **What are the available payment methods?**

As a JomPAY Biller, you may choose the payment methods that you would like to offer to your customers. Below are the options;

- Current / saving account (CASA) and credit card
- Current / saving account (CASA) only

### **Is a JomPAY credit card payment secure?**

Yes, JomPAY credit card payments are performed in the secured environment of the customer's Internet or Mobile banking.

### **What is Ref-1?**

The Ref-1 is a unique 1 - 20 digit number that is used to identify an account or bill to be paid without the need of providing any personal information about customers. For example, you can use account numbers, invoice numbers or student ID as Ref-1.

### **What kind of validation available on Ref-1 to minimise erroneous payments?**

There are 2 validations available which are check digit and length validation.

### **What is a Check Digit?**

A Check Digit is the final digit in Ref-1 which is produced based on a special calculation of the leading numbers. To illustrate, in a 10 digit Ref-1, the 10th digit is called a Check Digit. The purpose of a Check Digit is to reduce incorrect Ref-1 entered by customers which would lead to operational overheads. By having a check digit implemented, only correct validated Ref-1 is accepted.

### **My current business does not have a Check Digit implemented in the reference number. How do I go about it?**

JomPAY provides a tool to generate Check Digits. You may update your records with the generated reference numbers (with Check Digit).

**Is there any cost incurred if I use my own Check Digit calculation?**

There is a list of standard Check Digit formulas that you can select from during registration. However, if you require a special Check Digit which requires development, there will be some cost incurred.

**Can I have the reports to follow my format?**

Discuss with your appointed Biller Bank on your requirements.

**If I am currently connected to 22 different Banks, how do I join JomPAY?**

Your current arrangements are not affected when joining JomPAY. For JomPAY, you only need to connect to 1 Biller Bank, but you may have more than 1 Biller Bank if required.

**I am now enjoying a sweet deal from a few banks. If I join JomPAY can I still enjoy the good rate from the same bank?**

JomPAY allows you to collect bill payments via 42 Banks and you should be able to find a Biller Bank who offers an attractive rate.

**Do I have to sign any agreement?**

Yes, you have to sign a Biller Agreement with your Biller Bank to participate in JomPAY.

**I want to appoint many Biller Banks. Do I still need to appoint a Master Biller Bank?**

If you decide to have multiple Biller Banks, you will still need to appoint a Master Biller Bank as it will process transactions from all other Banks. Remember that JomPAY has 42 member banks.

**Is it possible to switch Biller Bank?**

Yes, you can do it at the Biller Centre without having to change the existing Biller Code.

**What is the Biller Centre?**

As a Biller, you may view all the payments made to you and edit your details at the Biller Centre.

**How do I change my Biller details?**

You can change your Biller details online at the Biller Centre.

**Is it compulsory to display JomPAY brand in the bill or invoice to customers?**

Yes it is. You may refer to JomPAY Brand Guidelines for more details.

**Do I need to show JomPAY details on electronic bills or invoices?**

Just like your paper bills or invoices, your electronic version needs to include the relevant JomPAY details. That way your customer has the information they need in order to pay via JomPAY.