Frequently Asked Questions (FAQs) – Bulk Payment

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Q1   How do I registered / apply for Bulk Payment by File Upload ?

A1   You can registered Bulk Payment by File Upload or by Entries via M2U Biz. Log into M2U Biz online banking, go to "Bulk Payment" and click "Registration" and you can start using both the Bulk Payment by File Upload and Bulk Payment by Entries immediately. One time registration only is required.

Q2   I am the existing M2U Biz and has Registered for Bulk Payment by Entries via M2U Biz last week. Do I still need to re-registered for Bulk Payment by File Upload?

A2   No, once you registered you can use both the services.

Q3   How do I start to create my payment file using the File Upload ?

A3   Download the designated File Upload Template and start key in your payment details. Upon completion, save the file in **"CSV (comma delimited)"** format and you can upload the file via M2U Biz to effect the payment.

Q4   Can the Checker approve the payment file that being uploaded by the Maker immediately?

A4   For Bulk Payment by file upload service, in order for the Checker to approve the file, he/she has to wait for 30-60 minutes from the time Maker uploaded the "CSV" file via M2U Biz. This waiting time in not applicable/required for Bulk payment by Entries service.

Q5   How different is it between the by entries and by file upload option?

A5

Bulk Payment Option		
Description	By Entries	By File Upload
Payment Tools	N/A	Maker to download a Payment Template from M2u Biz
Input of beneficiary information	Key in and save in M2u Biz by Maker	Key into the Payment Template and save as **"CSV (comma delimited)"** format
Initiation of Payments	Maker to select beneficiaries to pay to in M2u Biz	Maker to upload saved "CSV" file to M2u Biz
Approving of Payments	Checker to select beneficiaries to approve in M2u Biz	

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Q6 Who can apply Bulk Payment via M2u Biz?

A6 Only Checker are allowed to apply for this service at one time only.

Q7 What type of information required for registration of Bulk Payment and what's next?

A7 (1) Company account number (2) Checker Email address and (3) Checker Contact number.

Q8 Can Checker edits the beneficiary information if they found out there is error to it?

A8 No, Editing can only be done by Maker. However Checker can proceed payment by "checking/tick" to the correct items and proceed with the approval. All item un-check will be considered as rejected and will not be effected

Q9 Who can I contact if I need further support for Bulk Payment file upload?

A9 Please contact Maybank Call Center at 1-300-88-6688 or visit your nearest branches for further assistance.

Q10 I (Checker) have registered the Bulk Payment with account A, can I change to account B?

A10 The maintenance of account cannot be done thru Maybank2u Biz, you will need to visit the nearest Maybank branch to change the account by providing an official letter with information such as company name, business registration number and instruction to change from old account number to the new account number. The letter to be signed by Authorized personnel (follow company account signatory terms).

Q11 How much different is the charges between the Bulk Payment via M2u Biz and Maybank AutoCredit?

A11 Standard service charge of RM0.50 for Bulk Payment via M2u Biz and RM1.00 (MBB) RM2.00 (GIRO) for Maybank AutoCredit on every successful transactions

Q12   <u>Is there any payment amount limit?</u>

A12   The total payment amount limit per bulk submission is capped at RM250k

Q13   <u>Subsequently, when I logged in again, do I need to re-key-in all beneficiary's information I had keyed-in earlier if I am using the by entries function under the Bulk Payment?</u>

A13   All beneficiaries information keyed-in and saved earlier will be made available upon subsequent login

Q14   <u>I (Maker) wish to pay only 10 records/staffs out of 25 that I have added previously, how should I proceed?</u>

A14   This is only applicable to By Entries function where you can select the records/staffs item by item that you would want to pay.

Q15   <u>After Maker submitted the bulk payment, how soon should Checker approves it to effect the payment?</u>

**A15**   All payment must be approved by the Checker before 4.30pm on the effective/payment date
e.g.
a) Maker send to Checker on 1st December 2017 and the crediting date is on 20th December 2017. Checker must approve it by 20th December 2017 before 4.30pm.

b) Maker send to Check on 1st December 2017 and the crediting date is on 1st December 2017. Checker must approve it within the same day before 4.30pm to enable crediting date to be effective on the same day of 1st December 2017.

Q16   Before I start to input payment information, please adhere to the following requirements:-

A16   - DO NOT COPY & PASTE data from other excel into the Payment Template.

- DO NOT USE SPECIAL CHARACTER: *,!,@,#,$,(,- and etc.

- CREDITING DATE: Only accept not more than 30 calendar days

- If payment to Maybank account, ID Type & ID Number is MANDATORY.

- If payment to Others bank account. NOT MANDATORY and OPTIONAL or it can be left blank for all.

- PLEASE ENSURE NO PRESSING OF 'Spacebar' at the start or end of each data column as it means 'enter a space'

- Crediting Date must in format of DD/MM/YYYY as below

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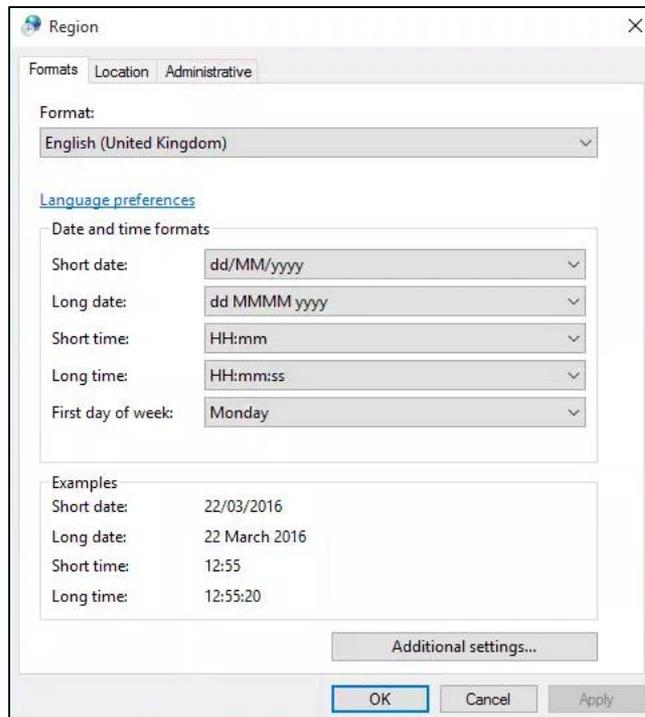
Q17 How long does it take for my beneficiary to receive the payment?

A17 The time taken for fund to be credited to beneficiary account varies with the timing of the transaction is approved and the processing window at beneficiary bank.

Below is the Schedule of Funds received by beneficiary:-

M2u Biz Bulk Payment (Salary/ Other Payments)	Transaction Approve By	Intrabank		Interbank GIRO (IBG) (Cut off time - 4.30 pm)			
		Funds Available at Beneficiary Bank		Funds Available at Beneficiary Bank		Refund for IBG Unsuccessful Transaction	
Business Days	Before 10.00 am	Same Business Day	by 3.00 pm	Same Business Day	by 5.00 pm	Same Business Day	by 11.00 pm
	10.01 - 3.00 pm		by 8.00 pm	Next Business Day	by 11.00 am	Next Business Day	by 5.00 pm
	3.01 - 3.30 pm		by 8.00 pm				
	After 4.30 pm Note: - File Upload before 3.30pm - Manual Entry before 4.00pm	Next Day	by 5.00 am				
Non-Business Days (Saturday, Sunday and Federal Territory Public Holidays)							