

SAMA-SAMA LOKAL

Frequently Asked Questions

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Commonly Asked Questions

FAQ 1: Can I still place orders on the website?

- Unfortunately, Sama-Sama Lokal web is no longer available. M2U app is the exclusive platform to place order from your favourite local merchants

FAQ 2: How do I order from Sama-Sama Lokal if I do not have an M2U app?

- To order from Sama-Sama Lokal, you'll need to download the M2U app. Not a Maybank customer? You can sign up for a MAE wallet via M2U app and start ordering from Sama-Sama Lokal upon successful registration of your MAE wallet account.

Step 1

Download M2U app.

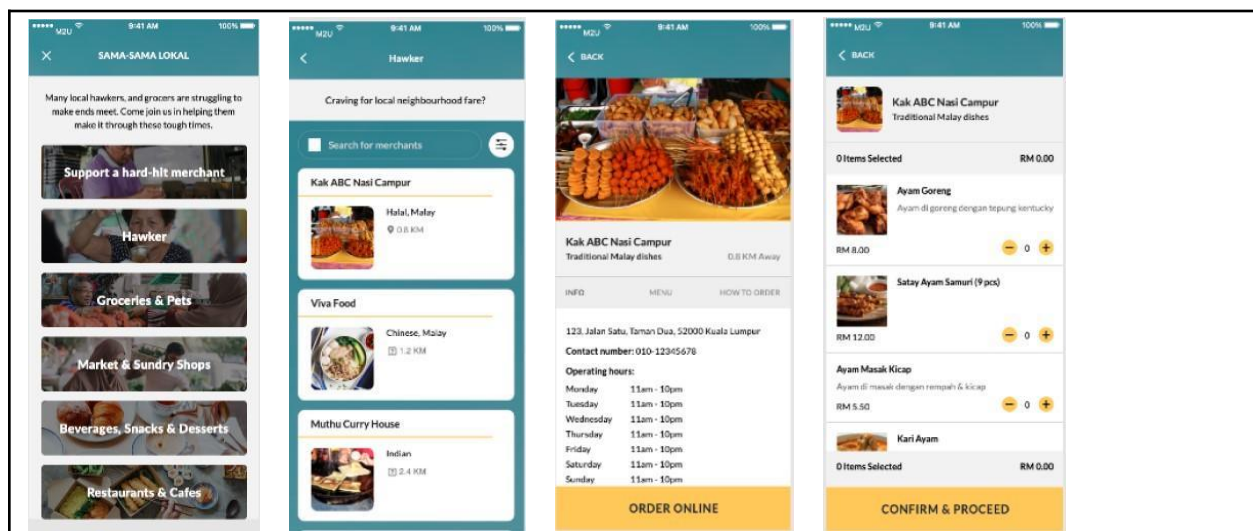
If you are not a Maybank customer, you can sign up for a MAE wallet via M2U app.



FAQ 3: Where do I find Sama-Sama Lokal on M2U app? Before you login to the M2U app, you will see the Sama-Sama Lokal icon at the bottom navigation bar. Alternatively, if you are already logged in to the M2U app, you can go to the top left menu on the homepage and click on Sama-Sama Lokal to start ordering.

FAQ 4: How does online ordering work on the M2U app?

- Our online order mechanics work just like any other food delivery platform. Just select a preferred merchant that you would like to buy from and key in your address details, click check out and riders will be assigned to pick up your order from the merchant and deliver to you. Voila!



FAQ 5: Can I order from MAE app?

- Unfortunately, Sama-Sama Lokal is currently only available on our M2U app.

FAQ 6: How can a non-Maybank user order via Sama-Sama Lokal?

- For non-Maybank users, you can apply for a MAE wallet on the M2U app. Upon successful application, you will be able to order from Sama-Sama Lokal via M2U app, and use MAE wallet to proceed with your transactions.

FAQ 7: How many orders can I make at one time?

- There is no limit on how many orders you can make simultaneously.

FAQ 8: How can I check my previous orders?

- You can click on the top left menu button at the homepage, and click on "My Orders" to view your on-going and completed orders. Alternatively, you can also click to Sama-Sama Lokal homepage to view your order by clicking on the top right Order icon.



FAQ 9: How do I check the progress of my current order?

- For customers who made an order within Klang Valley, an automated notification will be sent to your M2U app to notify you about your order & rider status. You may also click on the top left menu button at the homepage, and click on "My Orders" to view your on-going and past orders. Alternatively, you can also click to Sama-Sama Lokal homepage to view your order by clicking on the top right Order icon.

FAQ 10: Why is my order delayed?

- Sama-Sama Lokal uses third-party delivery service providers to support the delivery of items from merchants to customers. The delay in delivery time might be due to reasons like difficulty in finding riders by the delivery providers, traffic & weather conditions, delivery distance between merchant and customer

FAQ 11: Who is delivering my order?

- Sama-Sama Lokal partners with multiple third-party delivery providers in order to provide a wider coverage nationwide. Our partners include but are not limited to:
 - Lalamove
 - Mr.Speedy
 - Bungkusit
 - Matdesptach

FAQ 12: Where can I get the receipt of my purchase?

- Your proof of purchase will be sent to the email address that you provided on the checkout page.

FAQ 13: Where is Sama-Sama Lokal available for delivery?

- Sama-Sama Lokal is a nationwide platform; we partner with multiple third party delivery service providers in order to cover most areas nationwide. To check on your specific location and the delivery coverage, you may check out our delivery partners' website.

FAQ 14: Is pre-order option available on Sama-Sama Lokal?

- Pre-order option is available for merchants who prefer advance order. Please visit Sama-Sama Lokal to check out which merchants offer the Pre-Order method.

FAQ 15: How do I make a payment on Sama-Sama Lokal? What are the options available?

- Upon checkout, you may select your preferred bank account or MAE wallet to transfer your transaction amount to merchants directly.

FAQ 16: Why should I order from Sama-Sama Lokal on M2U app?

- Sama-Sama Lokal is a zero commission platform with the intention to help Malaysian local businesses who suffered during the Covid-19 pandemic to digitise their business and help them reach more customers. We take no fees from the merchants on Sama-Sama Lokal, hence 100% of what you pay goes back to all merchants.

I want to sell on Sama-Sama Lokal

FAQ 1: I want to be a merchant on Sama-Sama Lokal. How do I sign-up?

- That's great! We're thrilled to welcome you onboard as a merchant on Sama-Sama Lokal. All you need to do is click [here](#) to download the QRPaybiz App from the app store and complete the Sama-Sama Lokal application. Kindly make sure that you must have an active Maybank Current account before you setup your Sama-Sama Lokal account as that will be your transaction account to receive payments from your customers.

FAQ 2: How much does Sama-Sama Lokal charge?

- We are a zero commission platform and we do not take any charges from merchants who sign up for our platform.

