



Every order can make a difference
for a local business.

Kasi support at



Sama-Sama Lokal – Supporting Our Local Businesses & Communities

What is Sama-Sama Lokal?

1 June 2022

Version 9.3

[!\[\]\(17413706fd4997a1a4bdf85c6864eee1_img.jpg\) Sama-Sama Lokal | *Made for locals, by locals*](#)

[!\[\]\(faf942dc3e59ce8eb64b4ac481eca7e0_img.jpg\) How to Order on Sama-Sama Lokal via M2u?](#)

[!\[\]\(cf531ed27e91483460120fcc057b3901_img.jpg\) How to Order Sama-Sama Lokal via MAE App](#)

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- 5. Managing My Business Effectively on Sama-Sama Lokal**
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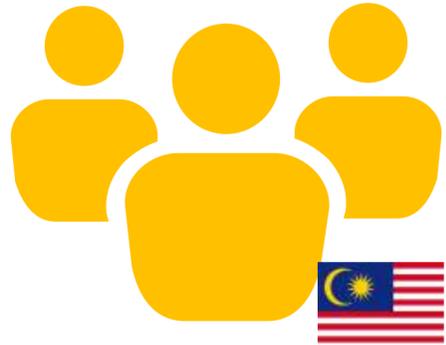
1.

Sama-Sama Lokal Overview

- Discover Sama-Sama Lokal – An Online Ordering Store in the Maybank2u app
 - How Do Customers Order on Maybank2u?
 - How Do Customers Track their Orders on Maybank2u?
 - How to Share Sama-Sama Lokal's Store Link on Maybank2u?
- Discover Sama-Sama Lokal – An Online Ordering Store in the MAE app
 - How Do Customers Order on MAE?
 - How Do Customers Track their Order on MAE?
 - How Do Customers Submit a Rating and Review for their Order?
 - How to Share Sama-Sama Lokal's Store Link on MAE?
- Key Differences in Customer's Order Journey on M2U and MAE for 3rd Party Delivery Type

4 What is Sama-Sama Lokal?

An Online Ordering Store within the Maybank2u and MAE app.



An initiative to help local Micro SMEs and SMEs to reach a larger customer base with Maybank



Help merchants better manage their orders and grow their businesses digitally



Exciting features, guaranteeing a great shopping experience

- ✓ tracking order statuses through the app;
- ✓ safe & seamless payment process;
- ✓ superior customer experience.

Now Available on:

Customer / Buyer's App



Maybank2u MY



MAE by Maybank2u

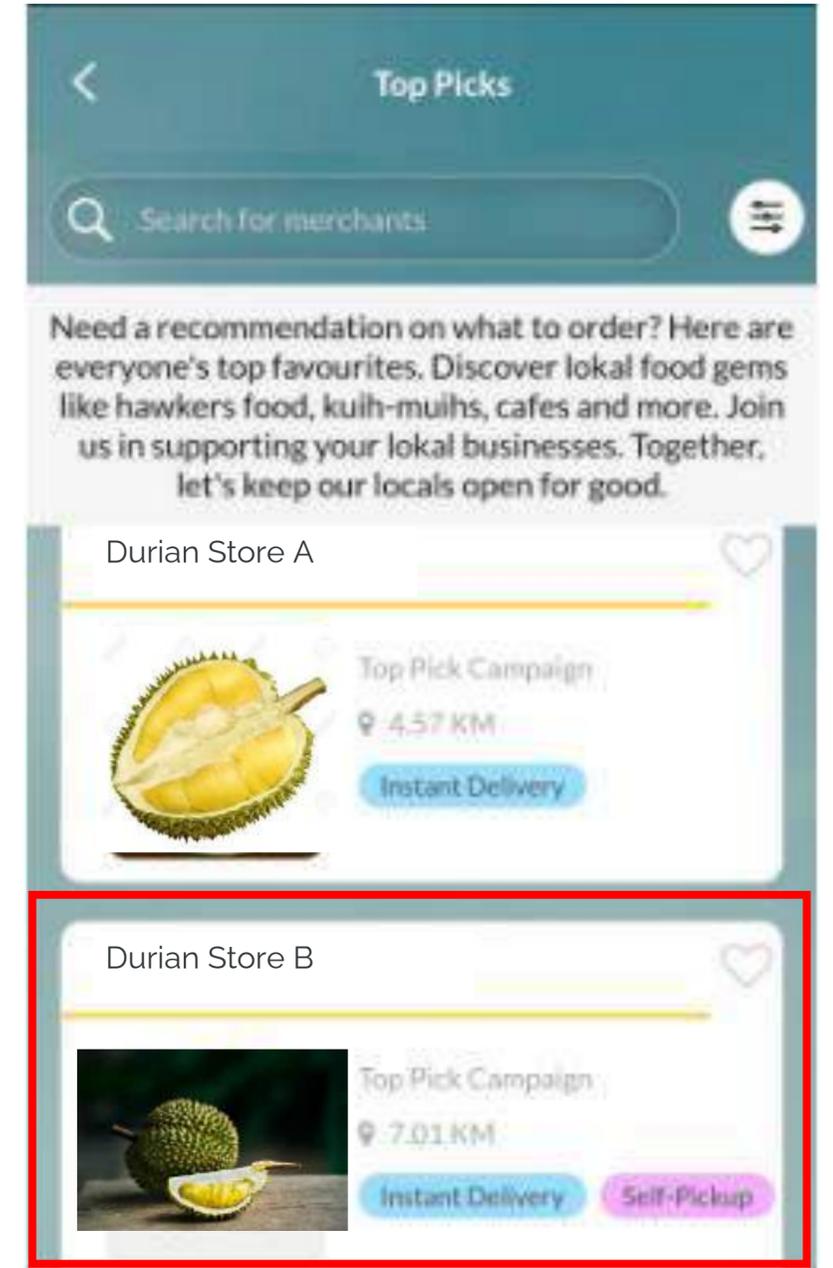
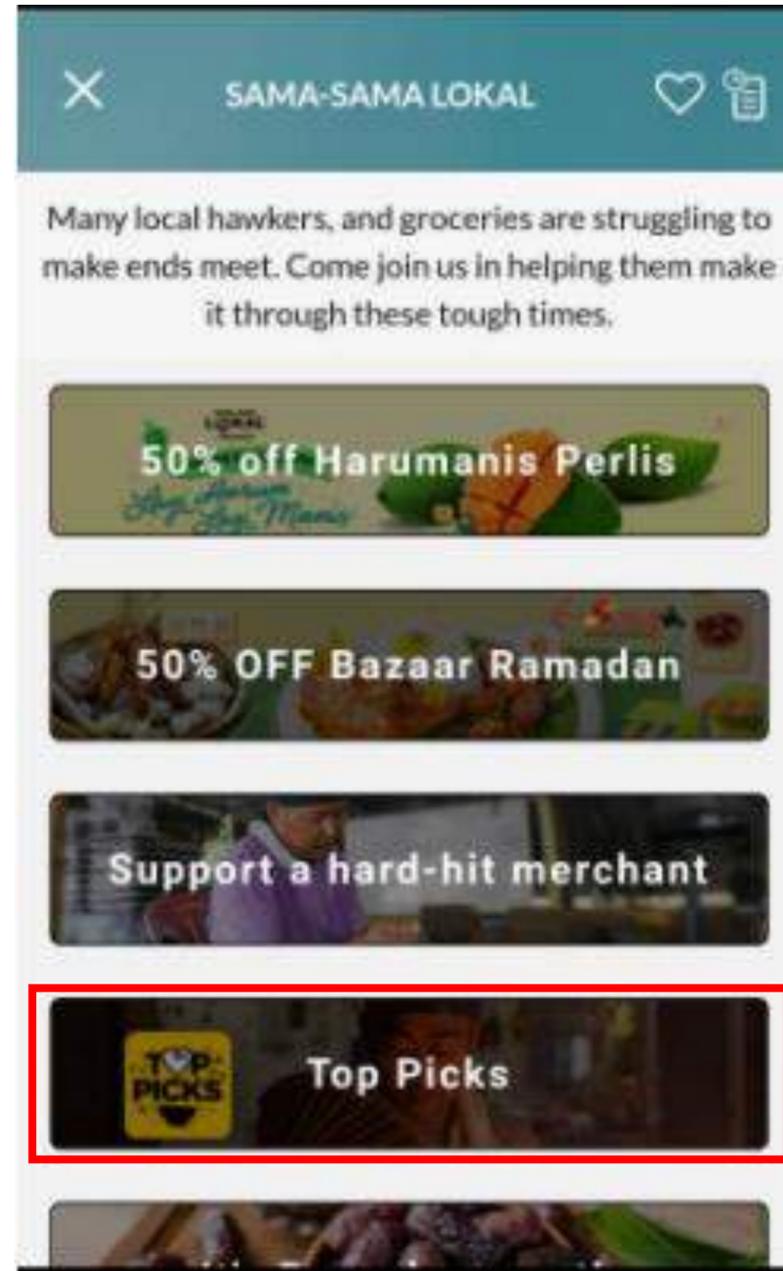
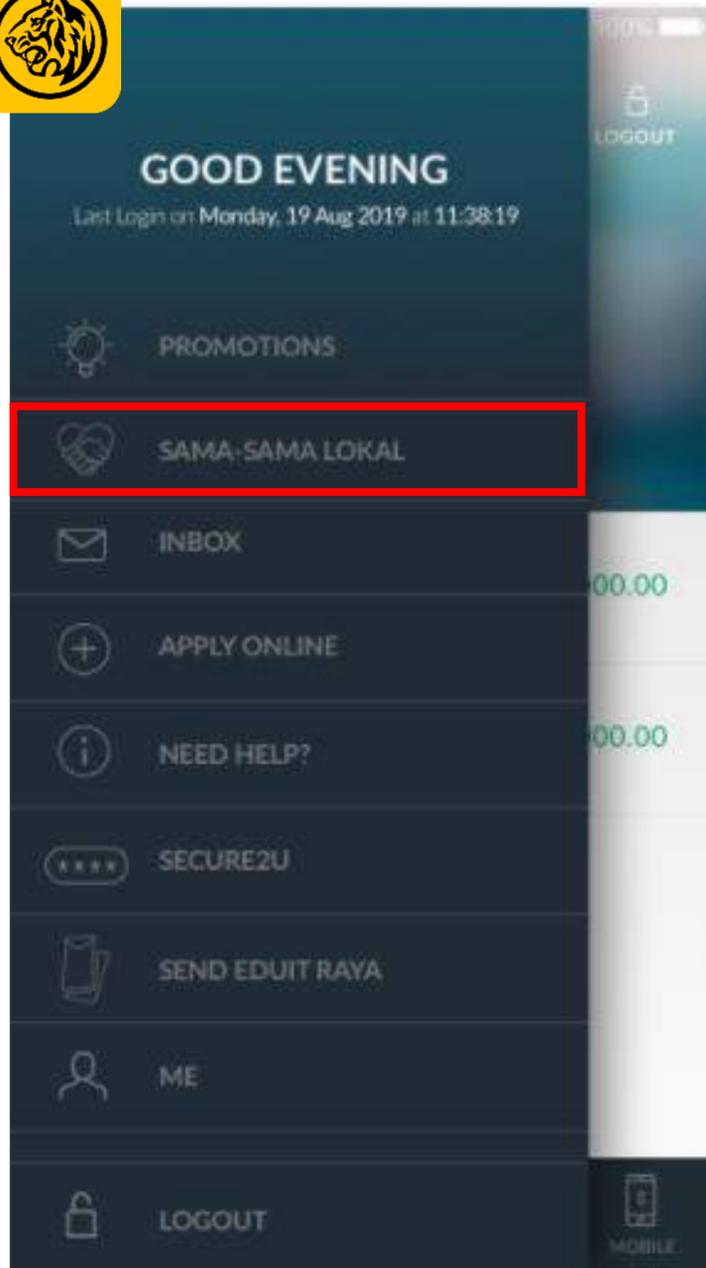
Merchant / Seller's App



Maybank QRPayBiz

5 Discover Sama-Sama Lokal – An Online Ordering Store in the Maybank2u app

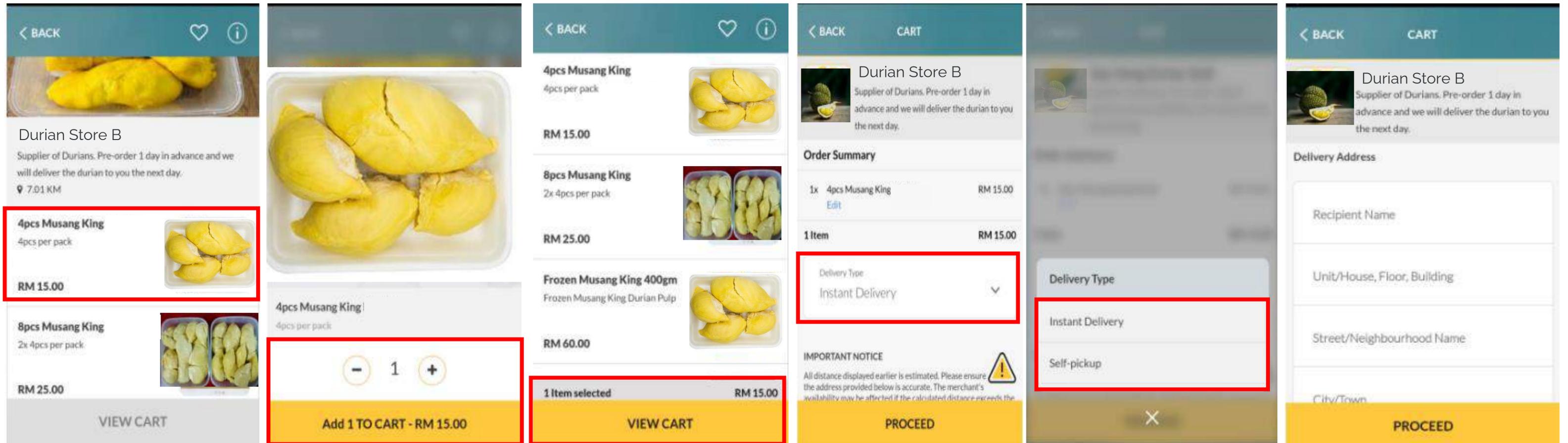
How can Customers order on Sama-Sama Lokal via the Maybank2u app?



6 How Can Customers Order on Maybank2u? (1/2)

▶ How to Order on Sama-Sama Lokal via M2u?

Identify a Store and Place an Order on Maybank2u.



Step 1: Browse store menu and click on the product to Add to Cart.

Step 2: After all desired items are added to cart, **View Cart** to proceed.

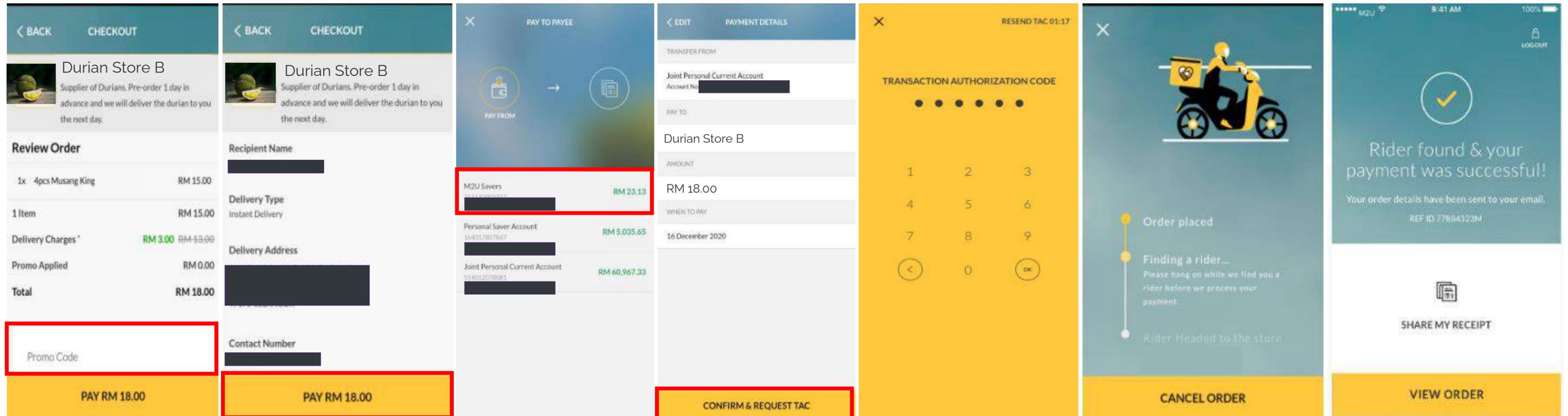
Step 3: Select your preferred delivery type; either **Instant Delivery** (for Maybank 3rd Party Delivery or Merchant Self Delivery), **Self Pickup** or **Email** (as offered by the Merchant).

Then, input your order / delivery details and **Proceed**.

7 How Can Customers Order on Maybank2u? (2/2)

▶ How to Order on Sama-Sama Lokal via M2u?

Checkout Your Order and Complete your Payment via your Maybank Account.



Step 4: Enter Promo Code (if you have any) and **Apply Promo Code**.

Discount is applied if promo code is valid. Review your order details and click **Pay** to proceed.

Step 5: Choose a Maybank account to pay and click Confirm & Request TAC. Key in the TAC when you receive it via SMS.

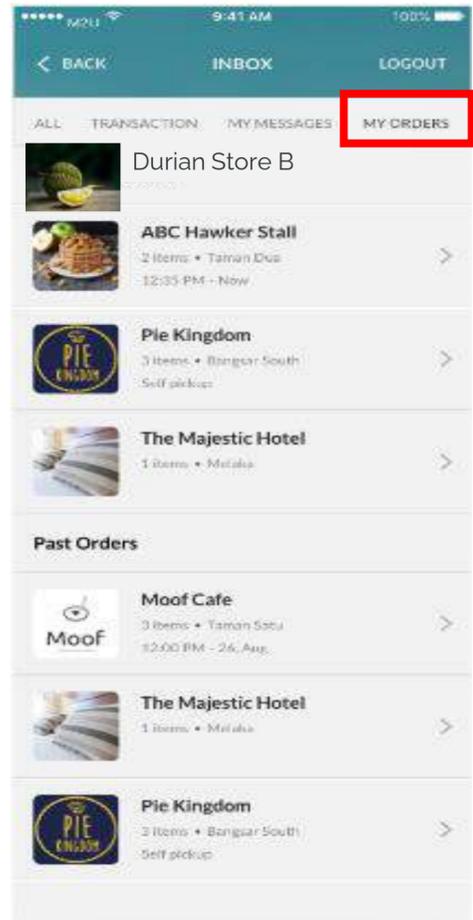
Step 6: For Maybank 3rd Party Delivery orders, our system will find a rider for you. You may **Cancel Order** before a rider is found.

When a rider is found and payment is successful, click **View Order**.

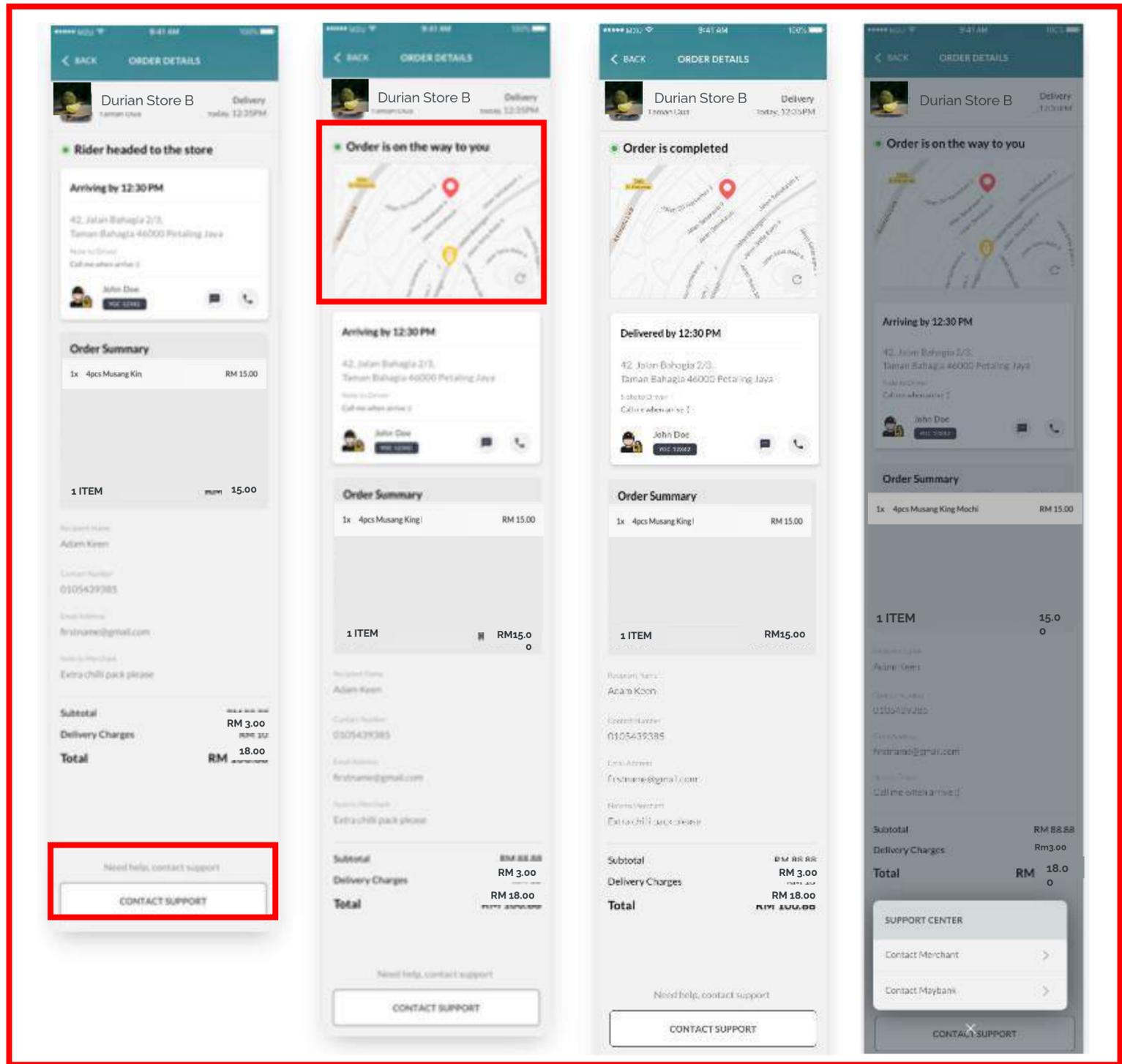
8 How Can Customers Track their Orders on Maybank2u?

▶ How to Order on Sama-Sama Lokal via M2u?

Monitor Your Order Status After Your Order is Successfully Placed



Step 7: View all your ongoing and past orders under the **My Orders** tab. Click in for more details



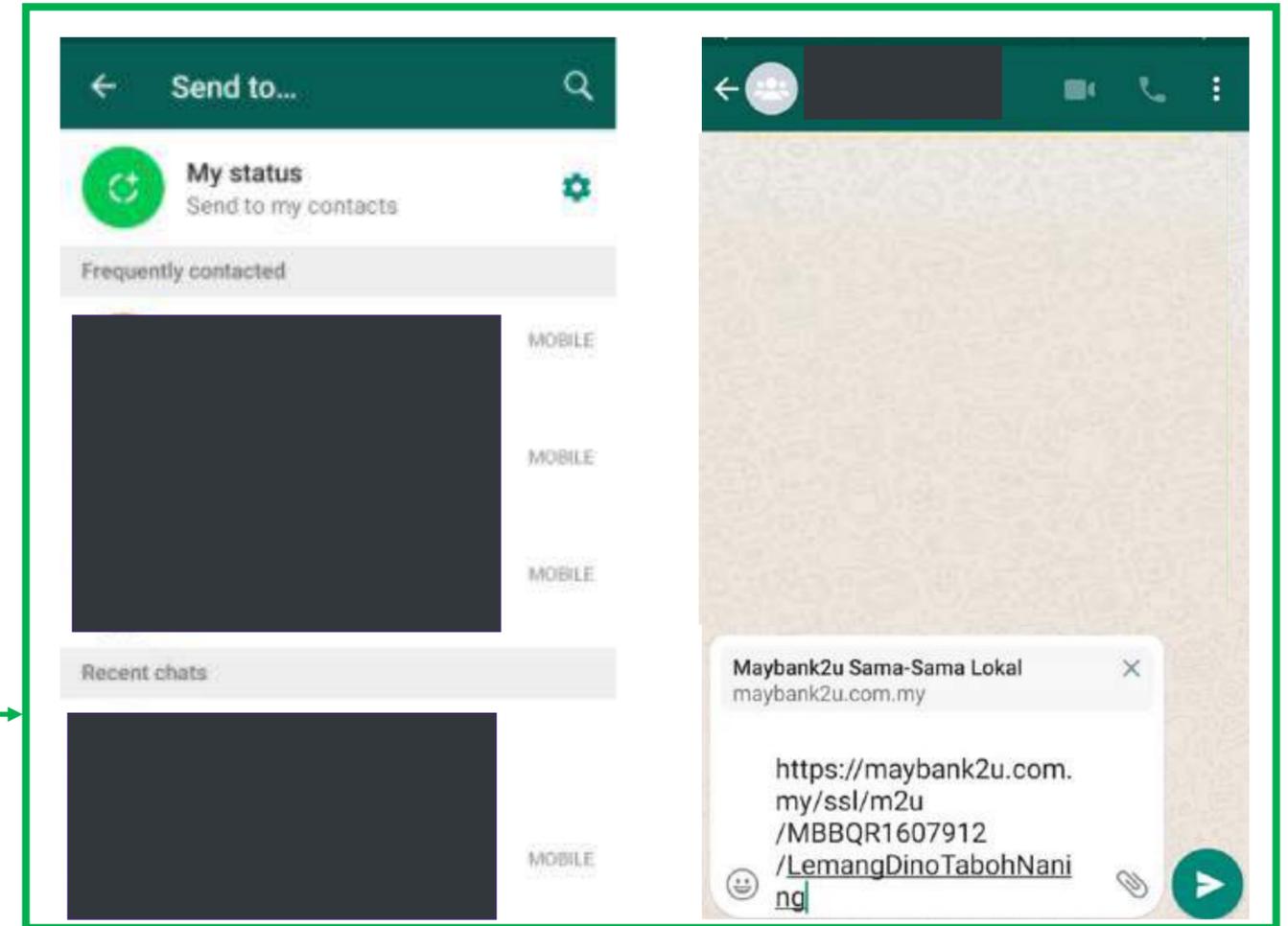
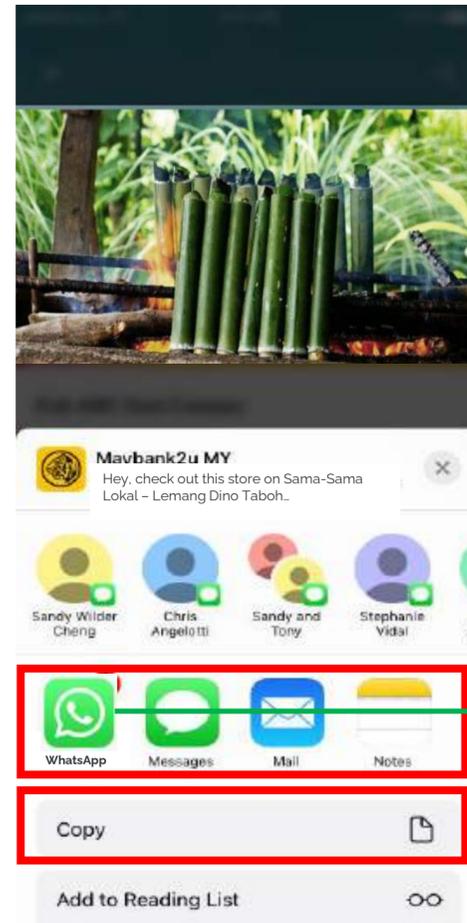
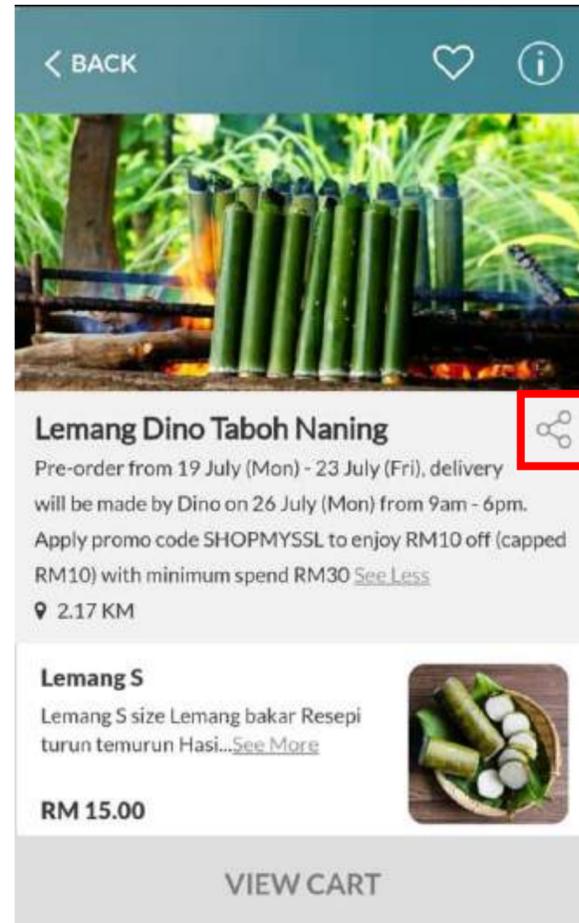
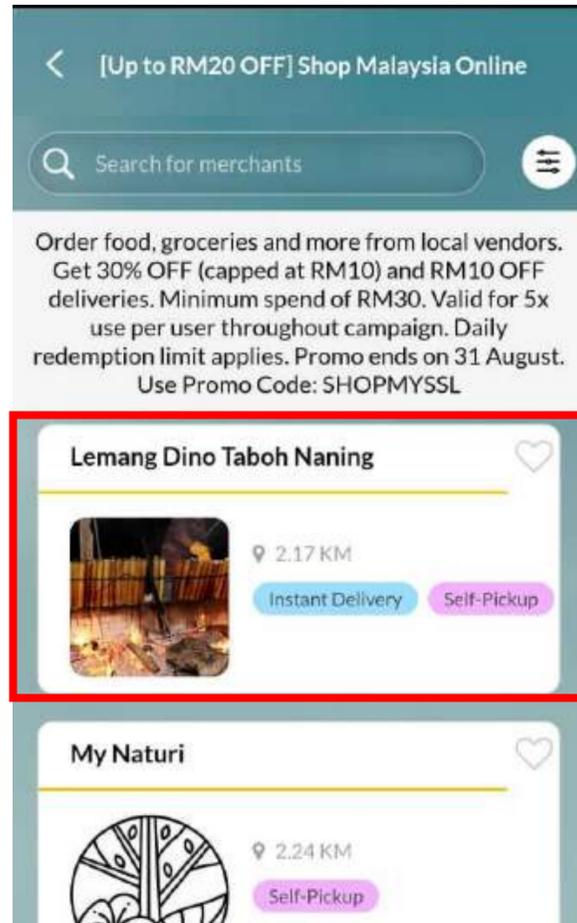
Step 8: Track your orders in real time from the order details page

A live map is shown when the **Order is on the way to you.**

If you want to cancel an order, click on **Contact Support** to **Contact Merchant** or **Contact Maybank** for assistance.

9 How to Share the Sama-Sama Lokal's Store Link on Maybank2u?

Share the Link to Your Favourite Store with your Friends and Family from the Maybank2u app!



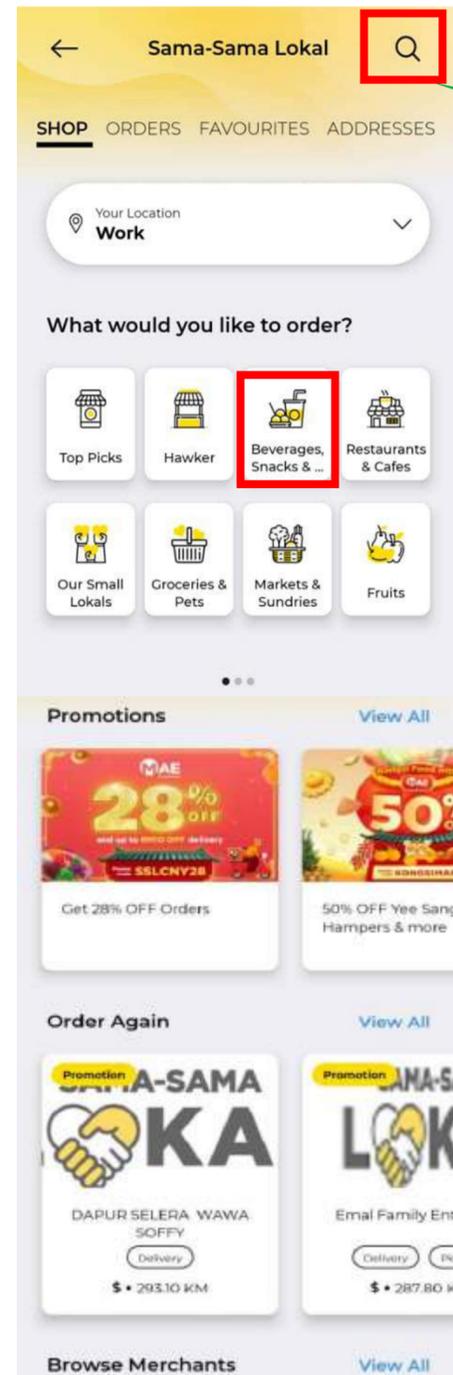
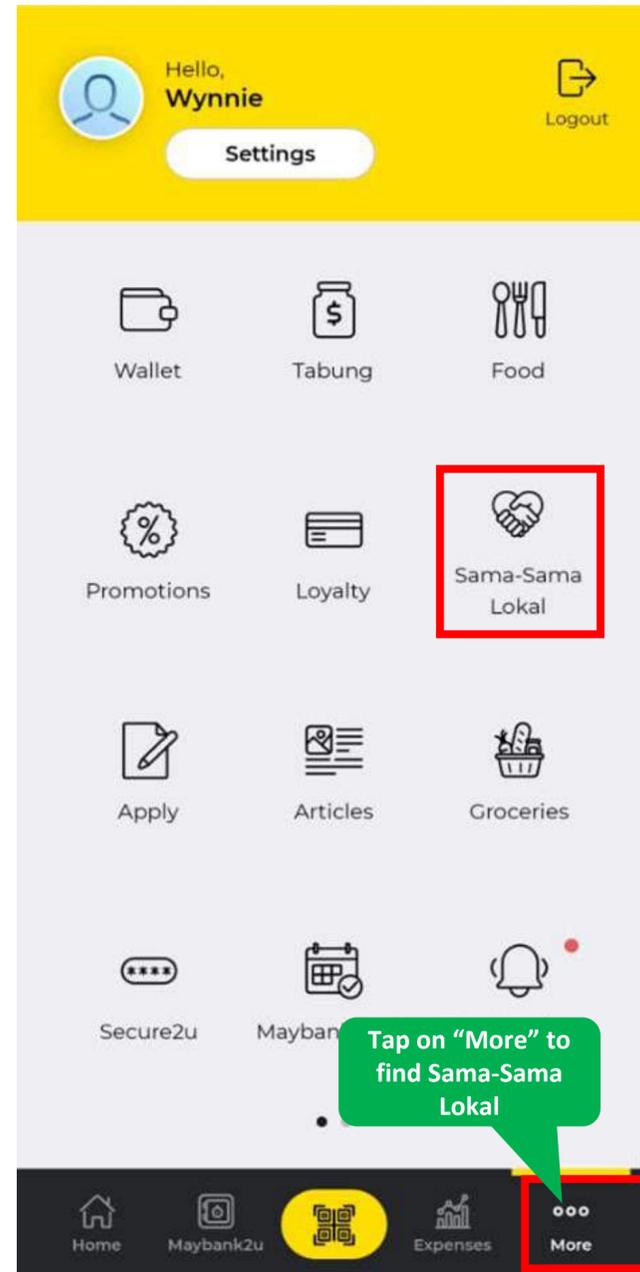
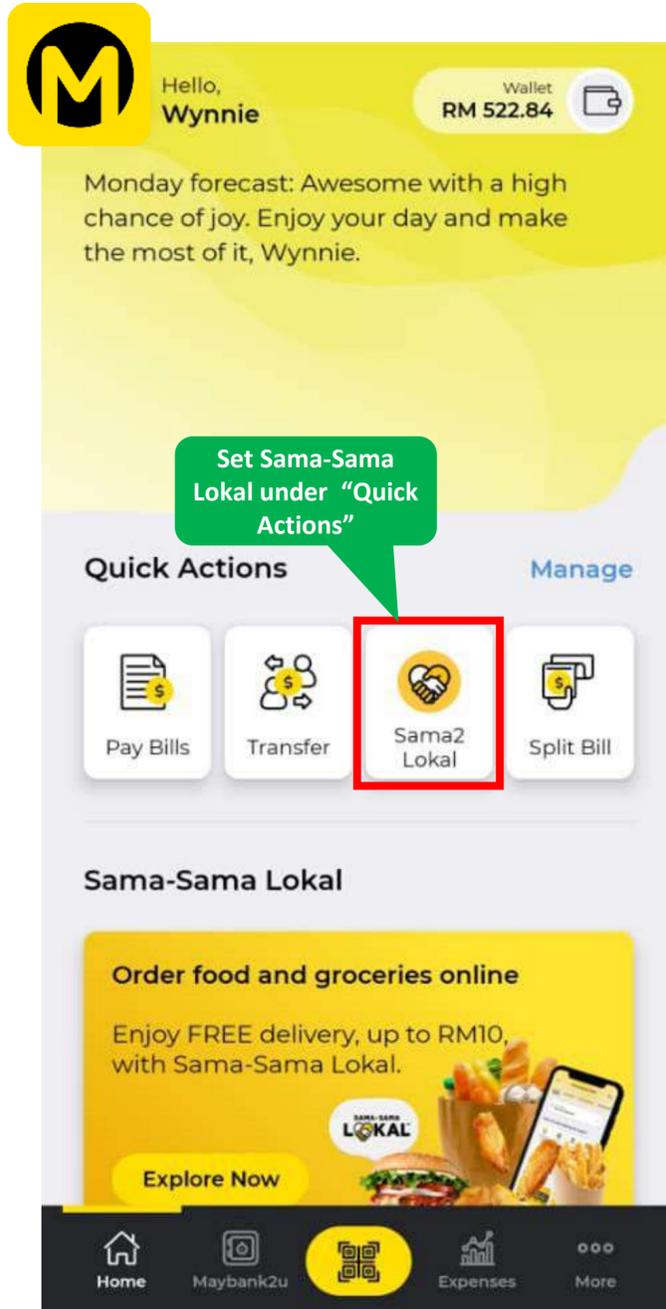
Step 1: Select the intended Store and click on the **SHARE** icon.

Step 2: Select your preferred app or **COPY** the store link to your *clipboard*.

Step 3: If you select **Whatsapp**, you will be redirected to your WhatsApp's contact list. Select your intended recipient and send the store link

14 Discover Sama-Sama Lokal – An Online Ordering Store in the MAE app

How can Customers order on Sama-Sama Lokal via the MAE app?

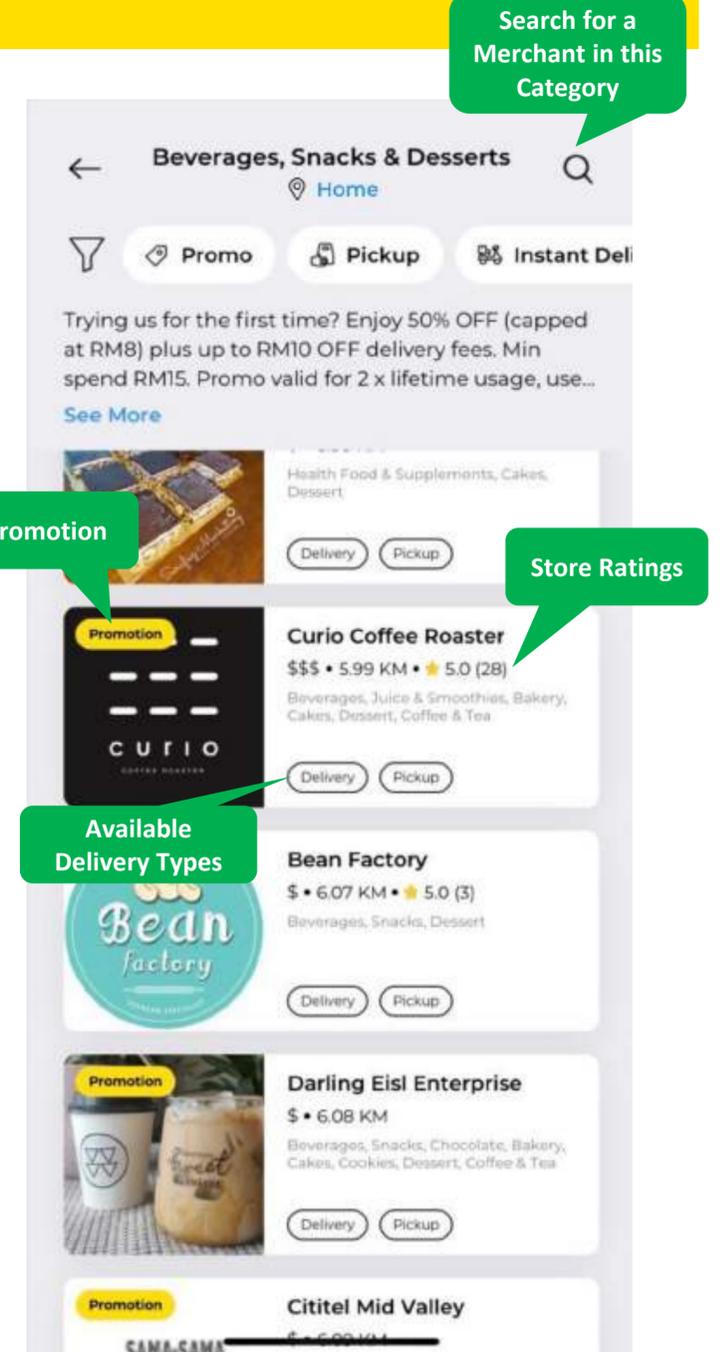


Regular Sama-Sama Lokal Categories

Campaign / Promotional Categories

Merchants from Your Past Orders

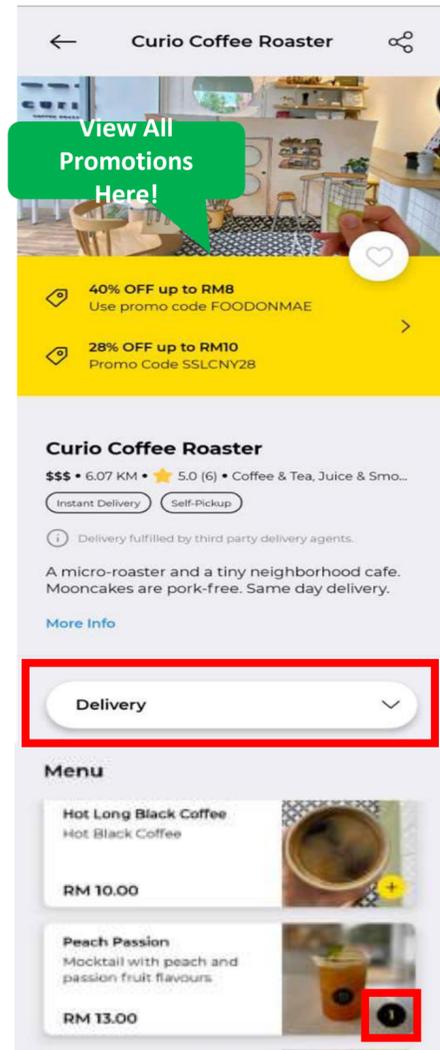
Browse other Merchants



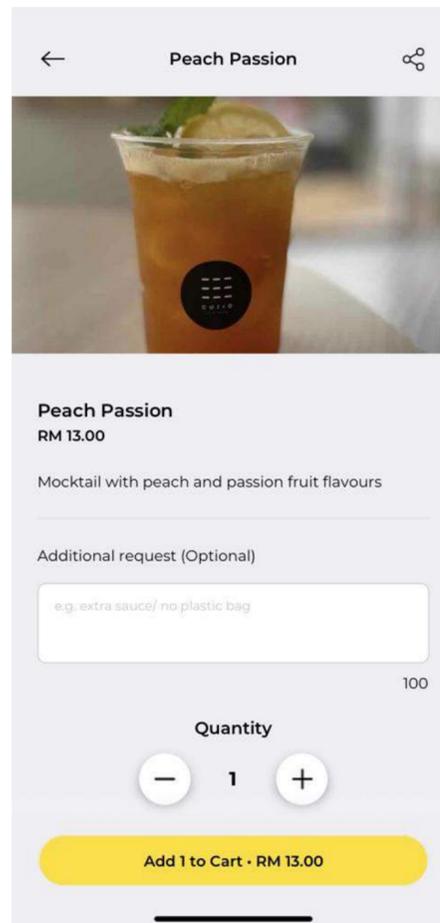
15 How Do Customers Order on MAE? (1/2)

▶ How to Order on Sama-Sama Lokal via MAE?

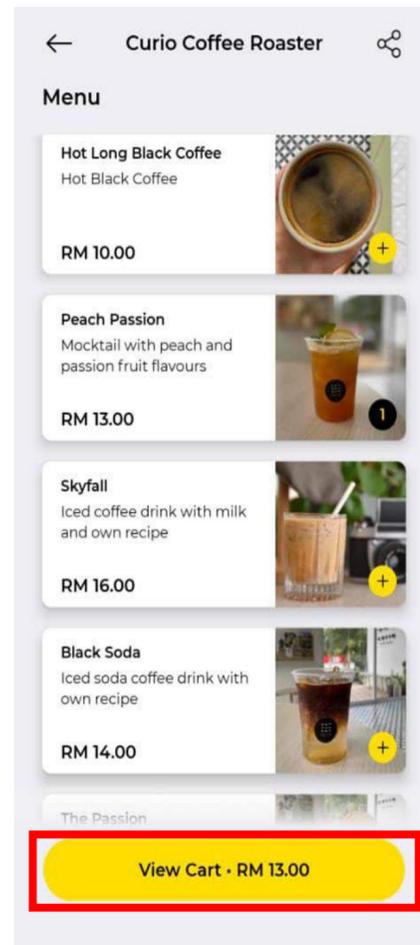
Identify a Store and Place an Order on MAE.



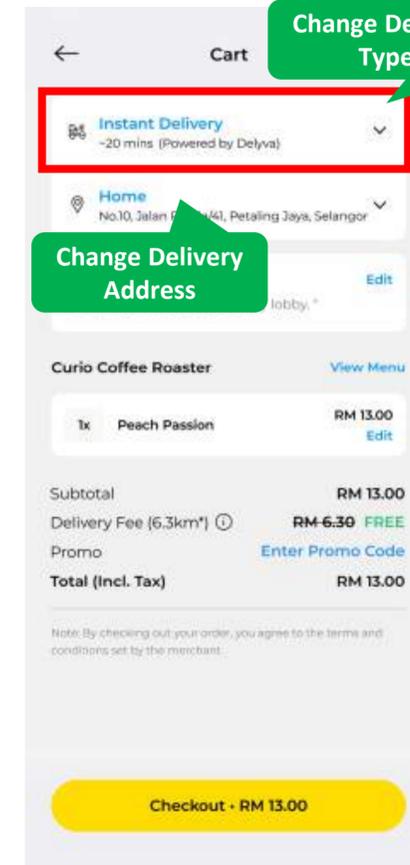
Step 1: Select your preferred delivery type. Browse the menu and click + to add items to the cart.



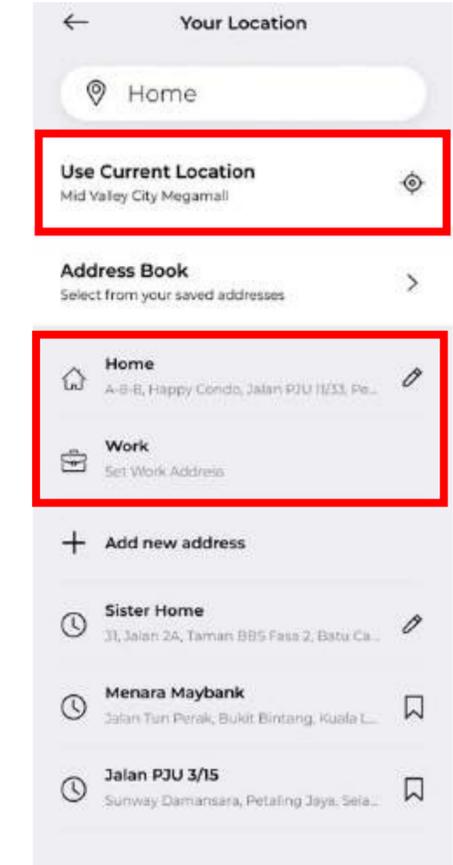
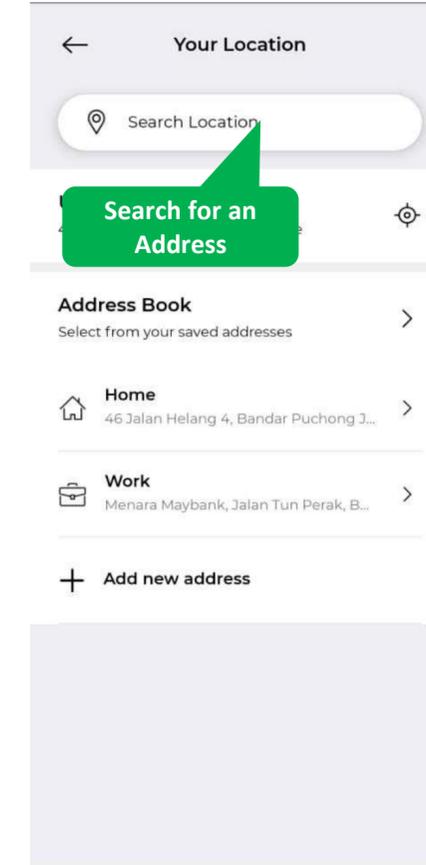
Step 2: Select the desired quantity of items. Then, click **Add to Cart**.



Step 3: After all desired items are added to cart, click **View Cart** to proceed.

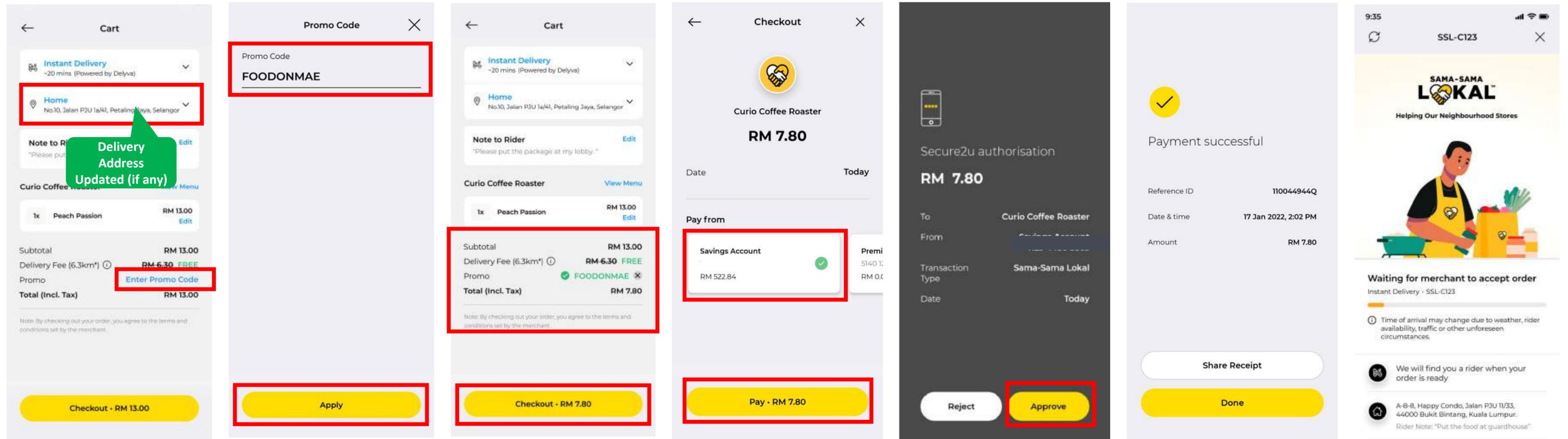


Step 4: **Change** your delivery type before **Checkout** (if necessary). Select the Address to change your recipient address from the default address (if necessary) or **Add new address** if this is the first time you are delivering to that location!



16 How Do Customers Order on MAE? (2/2)

Monitor Your Order Status After Your Order is Successfully Placed



Step 5: Address is updated as selected. Enter Promo Code (if any) and click Apply to enjoy your discount.

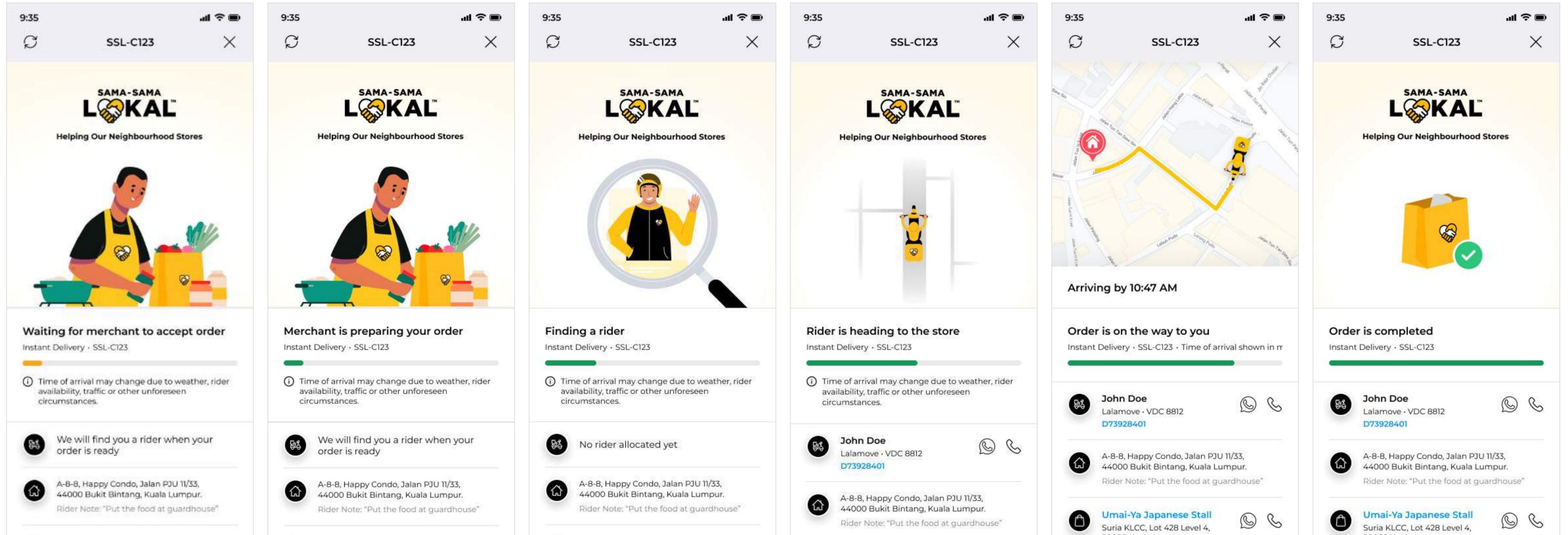
Step 6: Discount is applied if promo code is valid. Checkout to proceed.

Step 7: Choose a Maybank account to pay and click Pay to proceed.
Review the payment details and Approve the transaction via Secure2u.

Step 8: For Maybank 3rd Party Delivery orders, our system will find a rider for 10 mins for you. You may Cancel Order within 10 mins if there is no rider is found. When a rider is found and payment is successful, click Done.

17 How Do Customers Track their Order on MAE?

Track your Order on Real-Time Basis After it is Placed

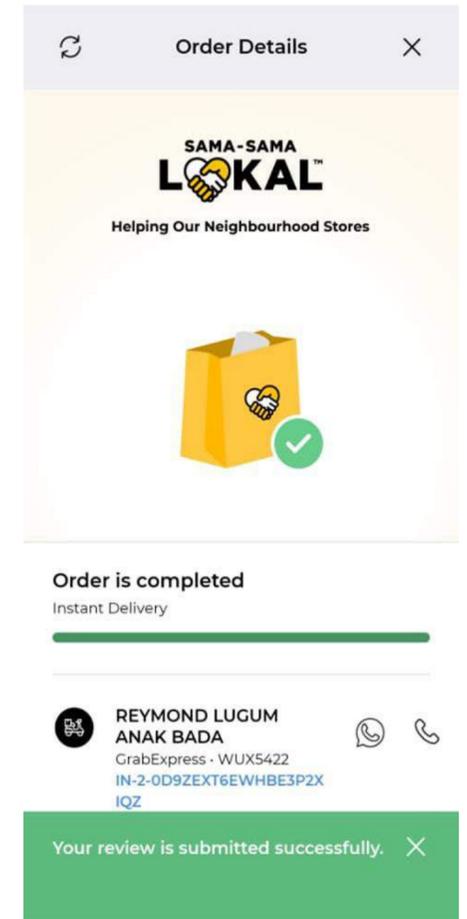
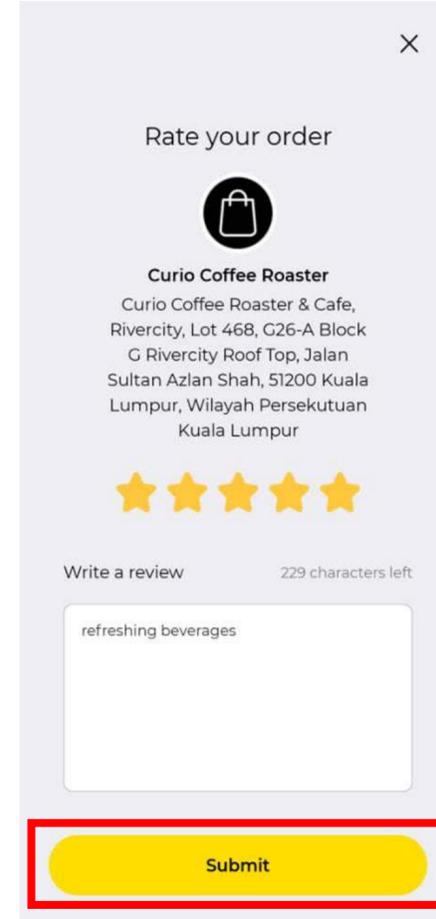
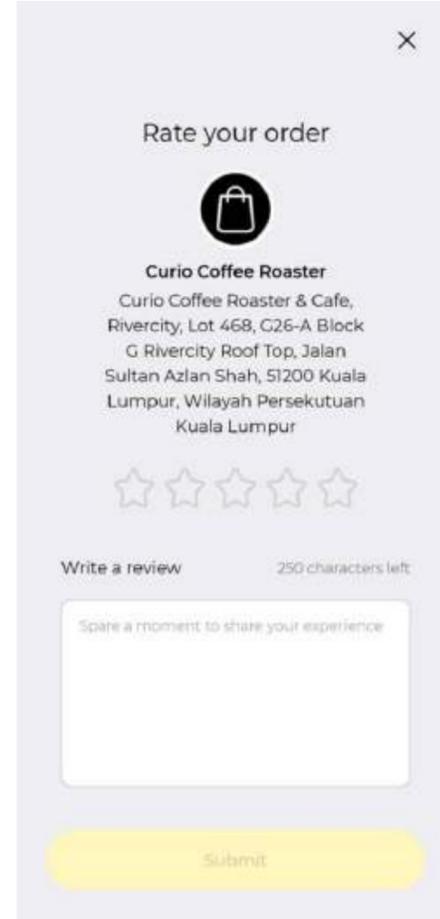
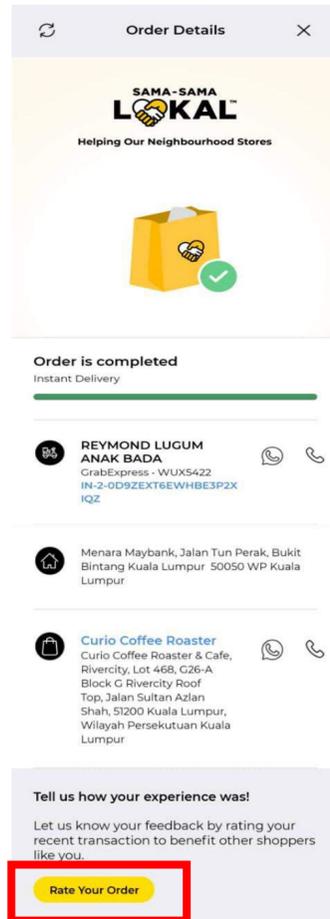


Step 9: Track your orders in real time from the order details page.

A live map is shown when the **Order is on the way to you**. If you want to cancel an order, click on **Contact Support** to **Contact Maybank** for assistance. After the **Order is Completed**, you can **Order Again** next time.

18 How Do Customers Submit a Rating and Review for their Order?

Rate and Review After Your Order is Completed!



Step 15: Once your Order is **Completed**, you can **Rate Your Order**.

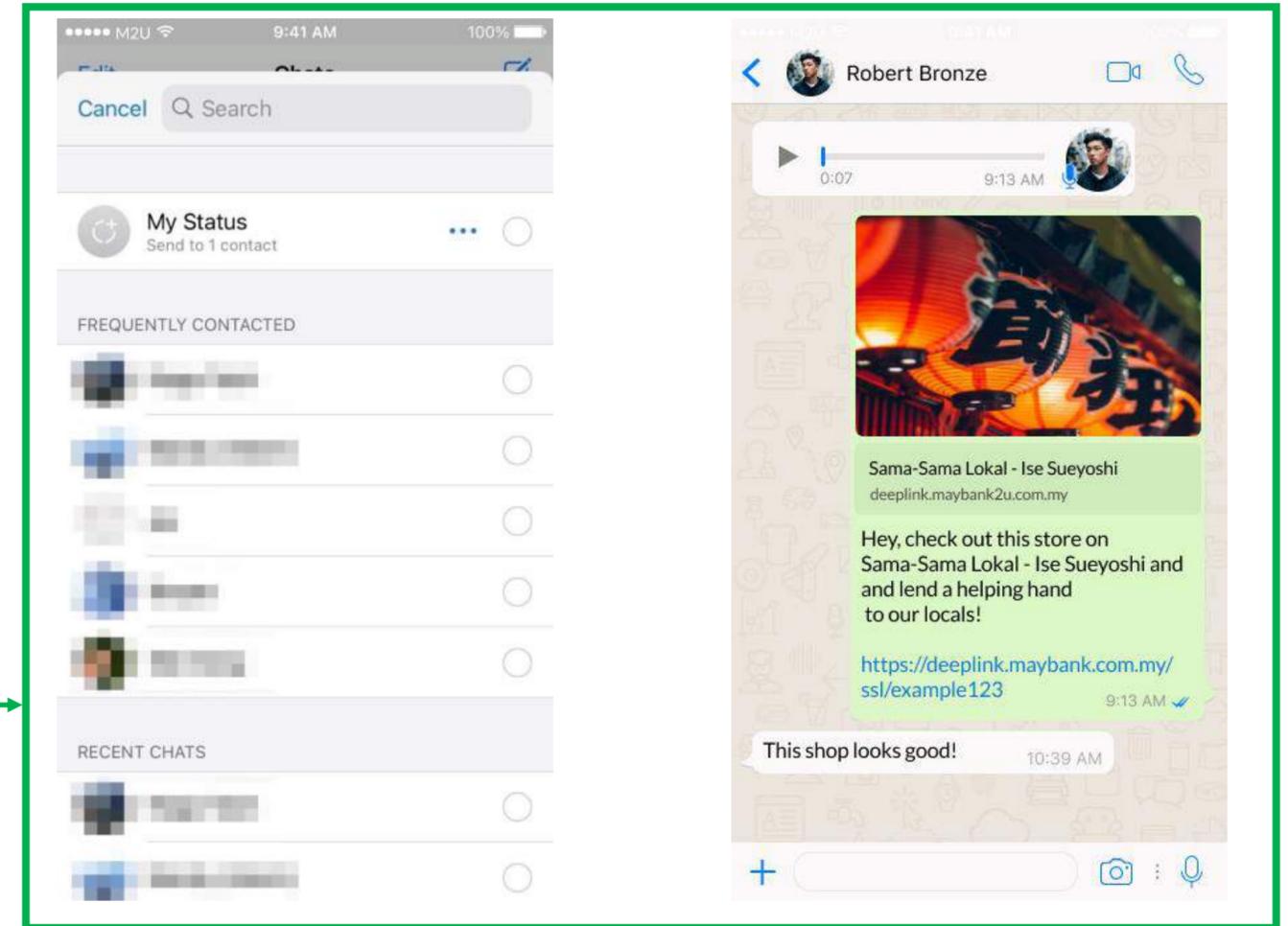
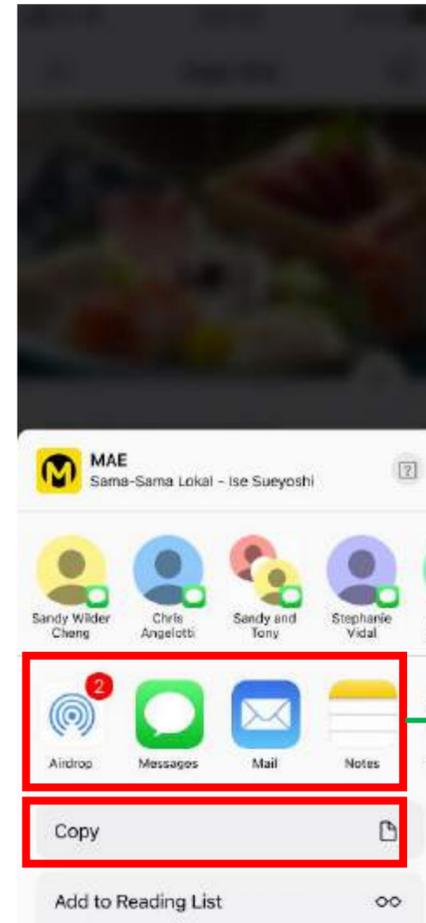
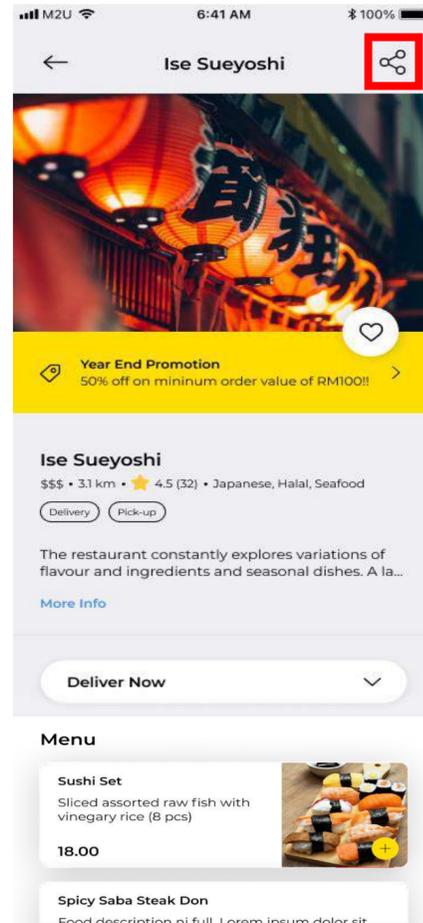
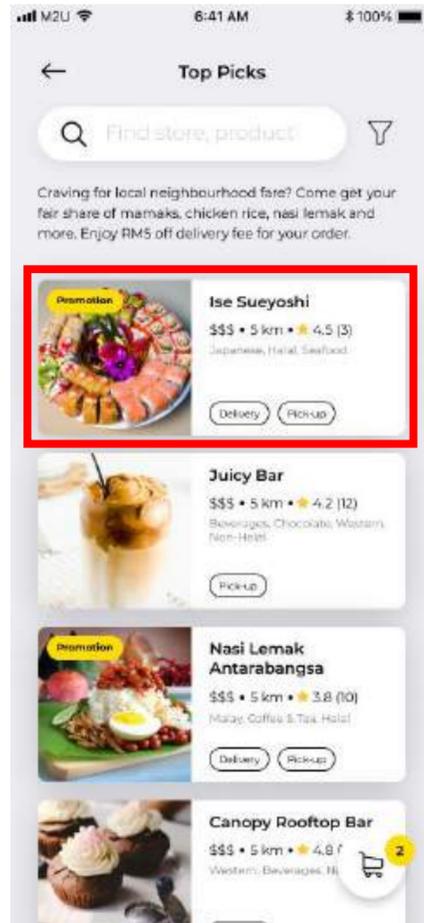
Step 16: Rate and write a review for your order when your “Order is Completed”.

- Rate your order out of 5 stars
- Write a review for the store and products you received
- Click “Done” to submit your ratings and reviews

**In Jan 2022, only the overall customer’s ratings will be shown on MAE. Their reviews and comments are not visible to the public for now.*

19 How to Share the Sama-Sama Lokal's Store Link on MAE?

Share the Link to Your Favourite Store with your Friends and Family from the MAE app!



Step 1: Select the Store you'd like to share and click on the **SHARE** icon.

Step 2: Select your preferred app or **COPY** the store link to your clipboard.

Step 3: If you select **Whatsapp**, you will be redirected to your WhatsApp's contact list. Select your intended recipients and send the store link.

20 Key Differences in Customer's Order Journey on M2U and MAE for 3rd Party Delivery Type

 Maybank2u App	Key Differences	 MAE App
<ol style="list-style-type: none"> CANNOT switch tabs on their phones; CANNOT let their phone be inactive (<i>go to lock screen</i>), App inactivity leads to auto logout, payment failure and order cancellation since payment is made AFTER a rider is found. 	<p>When the system is “Finding a rider...” (for 3rd Party orders) customers...</p>	<ol style="list-style-type: none"> CAN switch tabs on their phones; and CAN let their phone be inactive (<i>go to lock screen</i>), Payment is made BEFORE rider is found, <u>solving the app inactivity and auto logout issue on Maybank2u App</u>
<p>Customer's account is not deducted.</p>	<p>Upon checkout, our system will “Find a Rider” (for 3rd Party orders). Order will be cancelled if a rider cannot be found</p>	<ol style="list-style-type: none"> If rider is not found, customer should receive Instant Auto-Refund (<i>please check the Transaction History in MAE!</i>) For order cancellation, customer's account will be refunded within 7 working days.
<p>UNABLE to submit a rating to the store after the order is COMPLETED.</p>	<p>Store Ratings</p>	<p>ABLE to submit a rating to the store after the order is COMPLETED.</p>
<p>UNABLE to view store ratings (out of 5 stars) and the no. of people who rated.</p>	<p>Store Ratings Visibility</p>	<p>ABLE to view store ratings (out of 5 stars) and the no. of people who rated.</p>
<p>UNABLE to save multiple addresses for future orders (app only auto-populates the most recent order address)</p>	<p>Address Book</p>	<p>ABLE to save multiple addresses for future orders</p>
<p>UNABLE to search from the Sama-Sama Lokal Homepage. <i>*Search function only available when user clicks into a category</i></p>	<p>Search feature on the Sama-Sama Lokal Homepage</p>	<p>ABLE to search from the Sama-Sama Lokal Homepage and when user clicks into a category</p>
<p>UNABLE to use the reorder feature and have to manually search for the store and Add to Cart</p>	<p>Reorder feature on the Order Detail page</p>	<p>ABLE to click on Order Again to add to cart / reorder the same items from your past orders.</p>

2.

Setting Up My Sama-Sama Lokal Store

- **What are the Requirements to be Join Sama-Sama Lokal As A Merchant?**
- **How do I Register as a QRPay Merchant?**
- **Login to your QRPayBiz Account now!**
- **How Do I Register as a Sama-Sama Lokal Merchant?**
- **Business Categories and Product Categories on Sama-Sama Lokal**
- **How Do I Add A Product To My Store?**
- **Prohibited Items on Sama-Sama Lokal**
- **Managing Your Store and Product Availability on Sama-Sama Lokal**

 [How to Sign Up for QRPayBiz](#)

 [How to Sign Up for Sama-Sama Lokal](#)

 [How to Add a Product in Sama-Sama Lokal](#)

22 What are the Requirements to be Sama-Sama Lokal As A Merchant?

There are a few criteria that you have to fulfill to join the Sama-Sama Lokal platform as a merchant.



Register as a QRPay Merchant

- Download the latest QRPayBiz (v2.4 and above).
- Register for an account on the app.



Link QRPayBiz to the right Bank Account

Link your QRPayBiz account to a Maybank Current Account or MAE ONLY.
(Maybank Savings Account or Other Bank Accounts are NOT ALLOWED).



Once you have met both criteria, you may submit your Sama-Sama Lokal registration via the Maybank QRPayBiz app.

Notes:



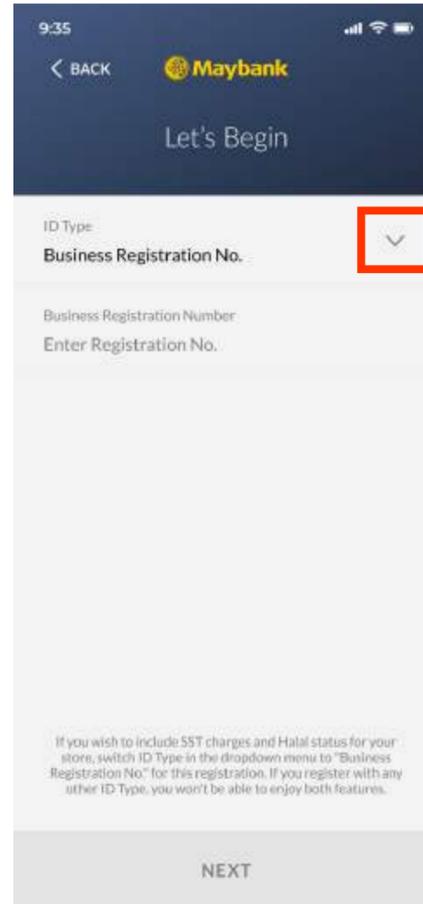
1. Once you have successfully signed up for Sama-Sama Lokal, your payment settlement of QRPay Scan and Pay transactions will change from real-time crediting of funds to batch crediting of funds on a T+1 basis.
2. Only the MANAGER LOGIN on QRPayBiz app will be able to access all Sama-Sama Lokal functions and orders.
3. A MAE account has a maximum wallet size of RM4,999.99. It can be increased to RM10,000.00 if user registers for a MAE card.
(Make sure your account has space to receiving funds!)
4. A MAE account has a monthly transaction limit of RM5,000.00 and yearly transaction limit of RM60,000.00.



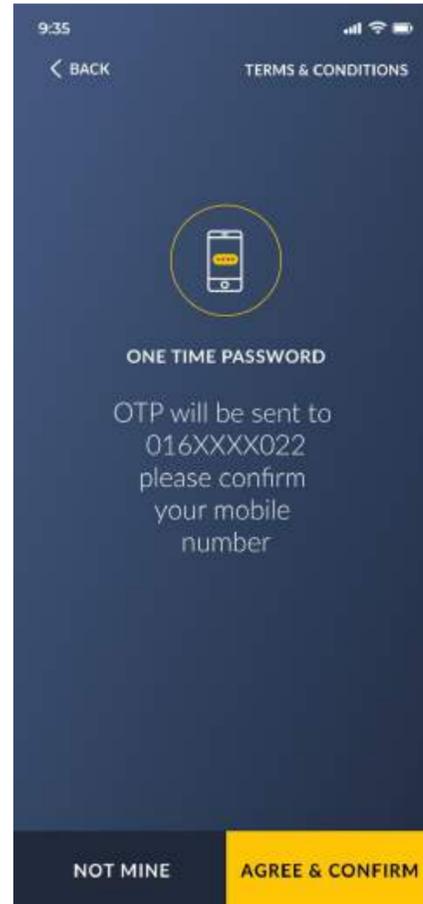
23 How do I Register as a QRPay Merchant? (1/2)

▶ [How to Sign Up for QRPayBiz?](#)

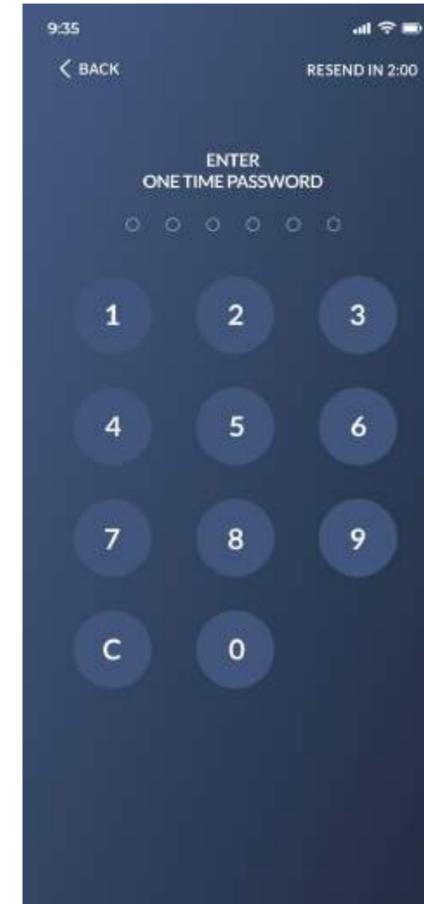
Download the Maybank QRPayBiz App and Register for an Account



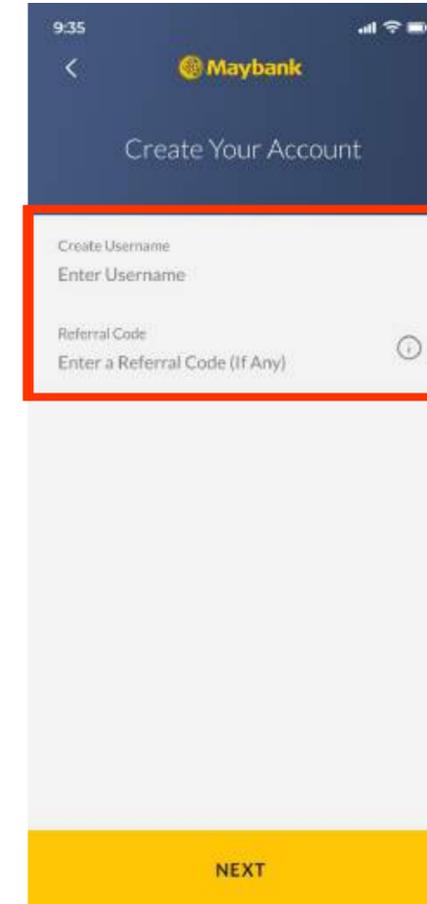
STEP 1: Select the preferred **ID Type** (NRIC, BRN, etc.) and enter the relevant ID number.



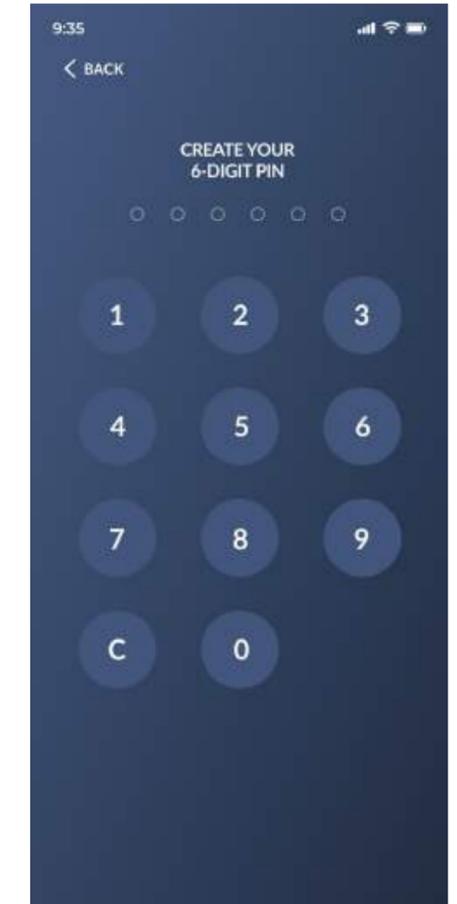
STEP 2: An OTP request will be sent to the **Mobile No.** registered to the ID input earlier.
Agree & Confirm to proceed.



STEP 3: Input the OTP accurately from the SMS received.



STEP 4: Create a username (8-12 characters) for your QRPayBiz app Login.
Input a [Referral Code](#) (if any).

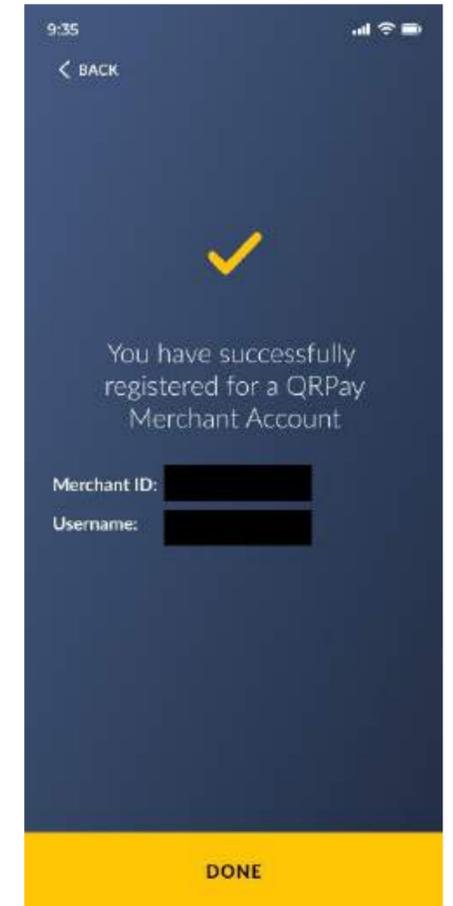
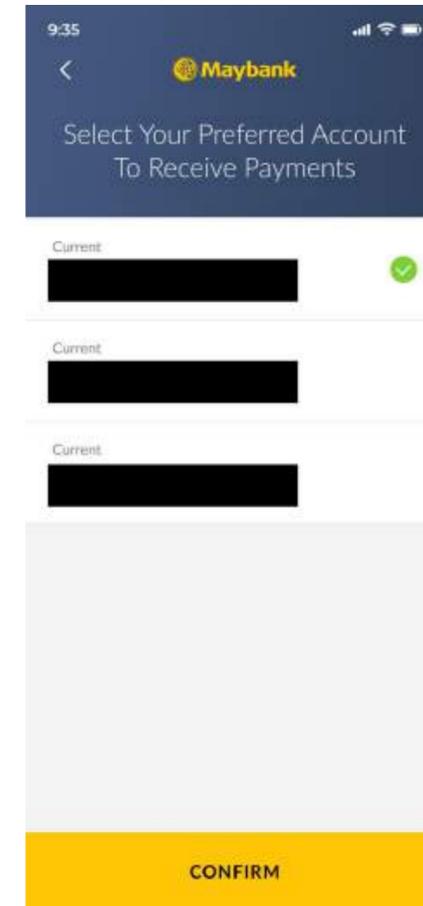
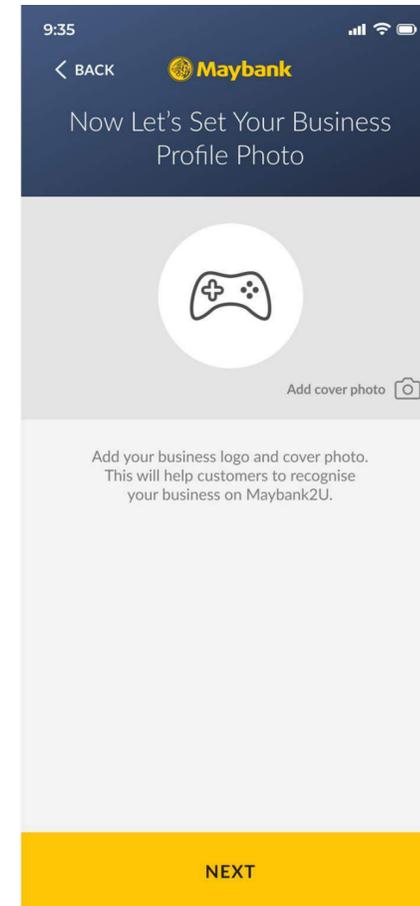
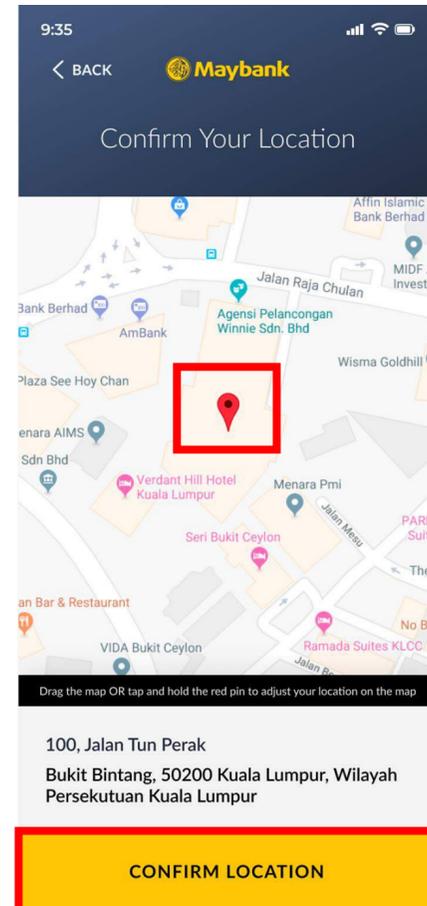
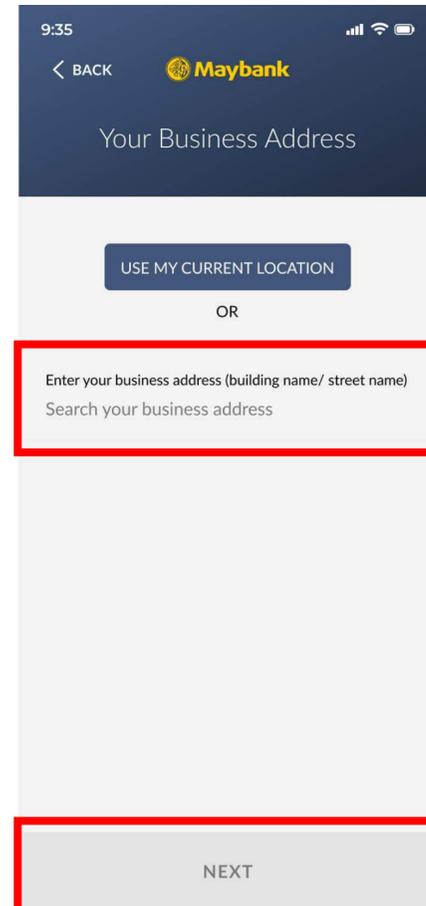
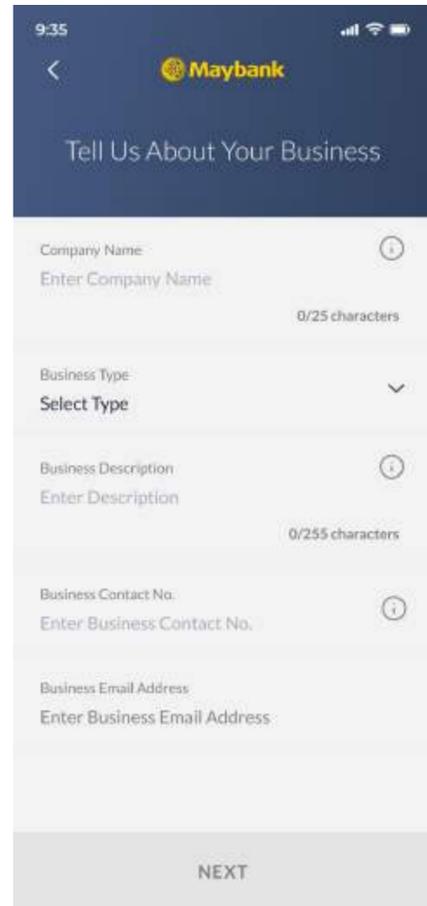


STEP 5: Create and confirm your 6-digit **PIN** number

Note:

1. Your QRPayBiz App username and 6-digit PIN should/will not be shared with anyone.

Download the Maybank QRPayBiz App and Register for an Account



STEP 6: Input your **Company Name**. (This will be displayed on your QR Code.) Fill up all other fields and click **NEXT**.

STEP 7: Search for your **Business Address**. Then, click **NEXT**.
Confirm your Business Address on the Google Maps. You can move the PIN, if necessary.

STEP 8: Upload a **Business Logo** and **Cover Photo** from your mobile device.

STEP 9: Select a Maybank Account you currently have to receive your payment settlement.

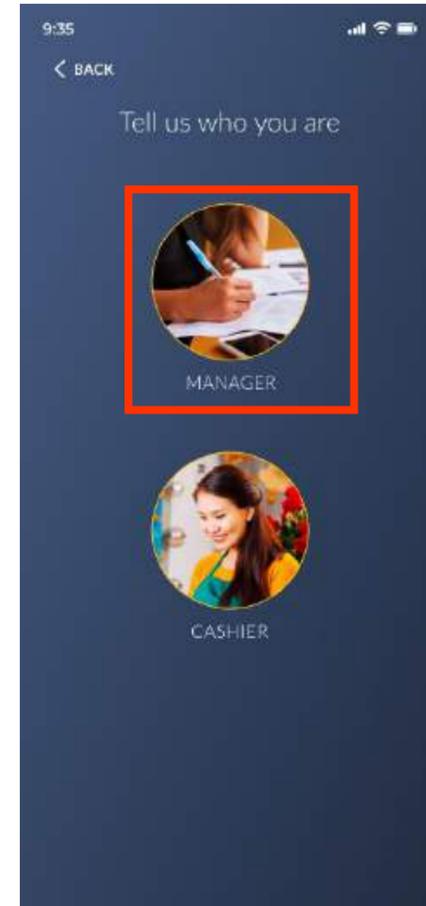
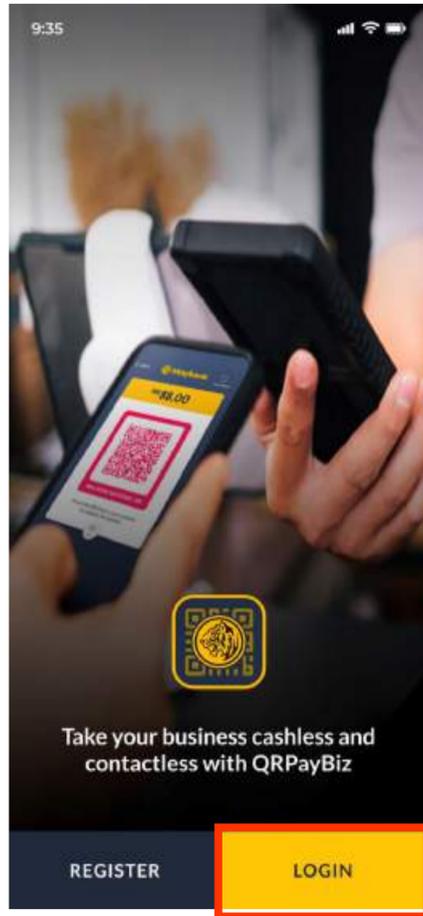
STEP 10: Your QRPay account registration is completed!
Merchant ID: *MBBQR<7-digit number>*

Note:

1. If you signed up for a MAE account, you will need to wait for 24 hours for the account details to be reflected in the system.

25 Login to your QRPayBiz Account now!

Login to your registered QRPayBiz account to access the other features within QRPayBiz!

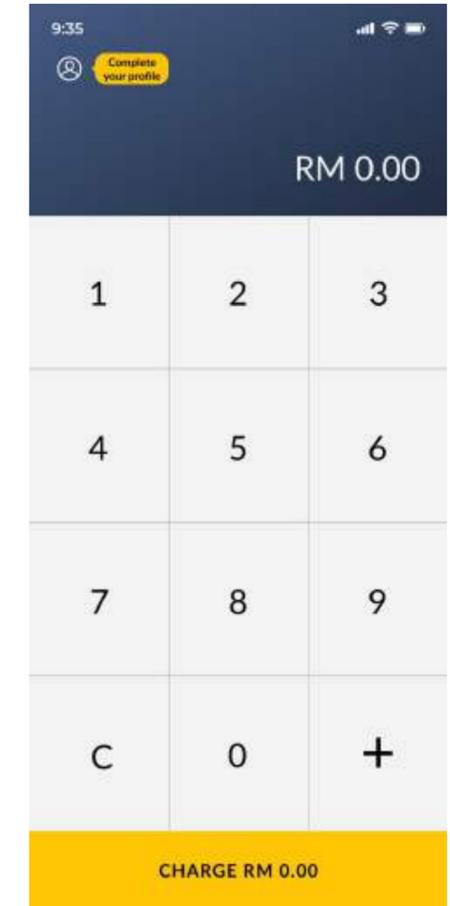
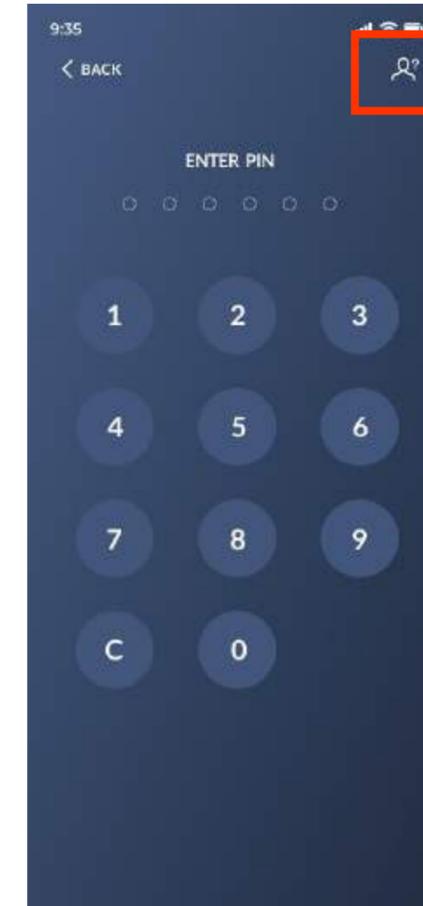


STEP 1: Select **MANAGER** to access all the features of the app or if this is your first-time login.



STEP 2: Enter the **Username** and 6-digit **PIN** created during registration

*Click [HERE](#) Reset your Username or PIN number on the top-right corner of the screen, if necessary



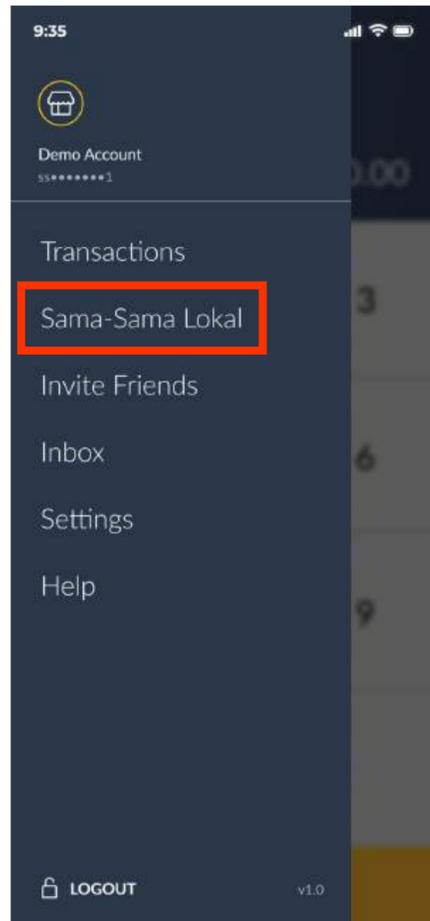
STEP 3: You have successfully logged in to your QRPayBiz account.

Note:

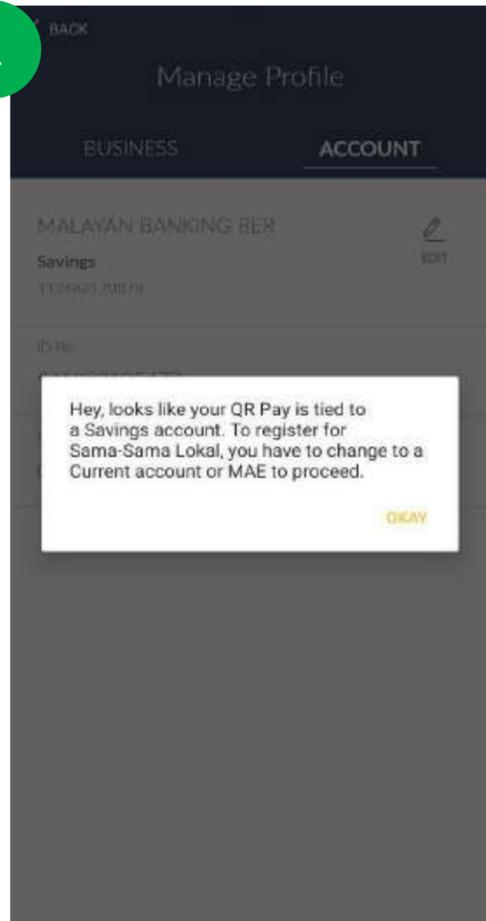
1. If you input the Username or PIN number wrongly up to 3 times, your QRPay account functions may be blocked. Kindly **RETRIEVE** your **Username** and/or **RESET your PIN** to login the account

26 How Do I Register as a Sama-Sama Lokal Merchant? (1/6)

Sign Up for Sama-Sama Lokal today!

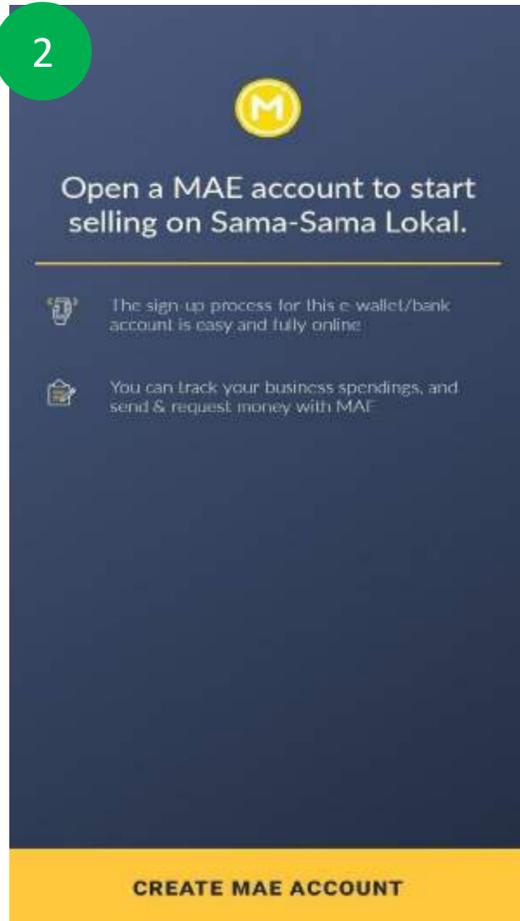


1



Hey, looks like your QR Pay is tied to a Savings account. To register for Sama-Sama Lokal, you have to change to a Current account or MAE to proceed.

2



Open a MAE account to start selling on Sama-Sama Lokal.

The sign up process for this e-wallet/bank account is easy and fully online.

You can track your business spendings, and send & request money with MAE.

3



Open a SME First Account-i account to start selling on Sama-Sama Lokal.

- Start with a deposit as low as RM1,000
- Manage your account and transactions safely, anytime
- Enjoy unlimited withdrawals at your home Maybank branch

Signed up already? Check back later. Account activation takes up to 10 days after document's submission.
Note: Document submission at a Maybank branch is required if you don't have an existing business bank account.

OR

OR

Linked to a Savings A/C but HAVE a Current or MAE account tied to the registered NRIC/BRN on QRPay

Registered QRPay on NRIC but NO MAE A/C or Current A/C

Registered QRPay on BRN but NO Current A/C

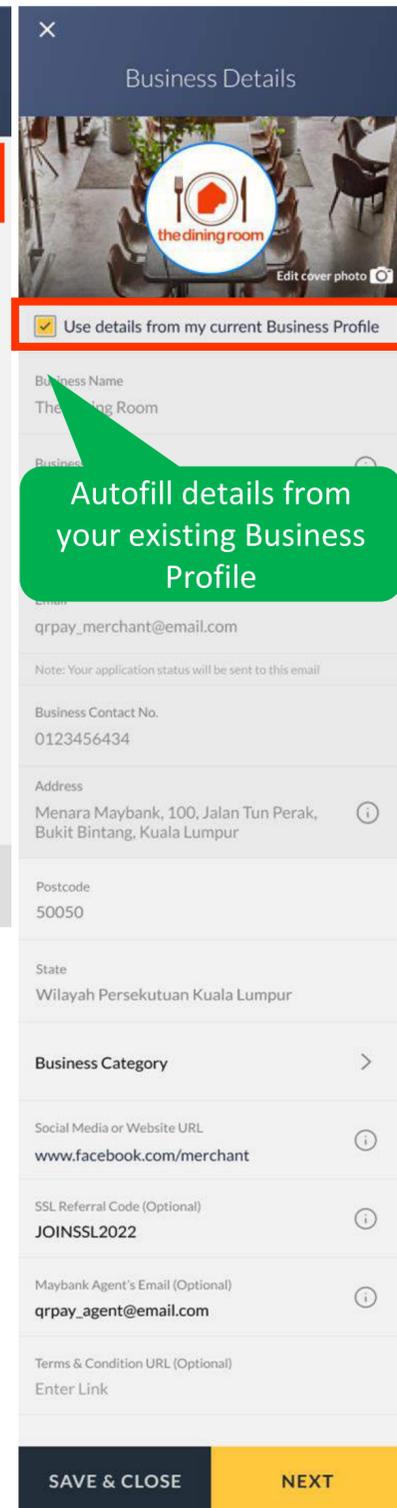
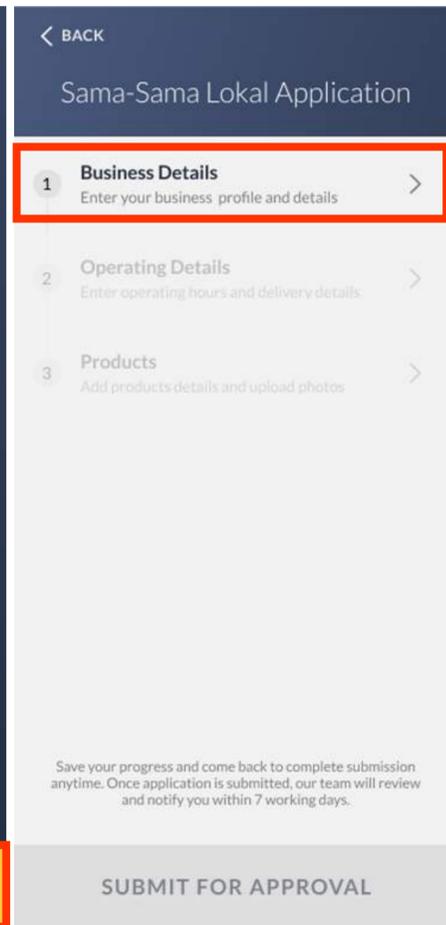
STEP 1: On the Side Menu, select Sama-Sama Lokal

STEP 2: You may be prompted with these screens if your QRPay-linked BANK ACCOUNT does NOT fulfill the criteria for a Sama-Sama Lokal application. Proceed carefully with the respective steps.

**For 2 and 3, after opening the respective accounts, click [HERE](#) to find out how to link your QRPayBiz app to a different bank account.*

27 How Do I Register as a Sama-Sama Lokal Merchant? (2/6)

Sign Up for Sama-Sama Lokal today!



OR

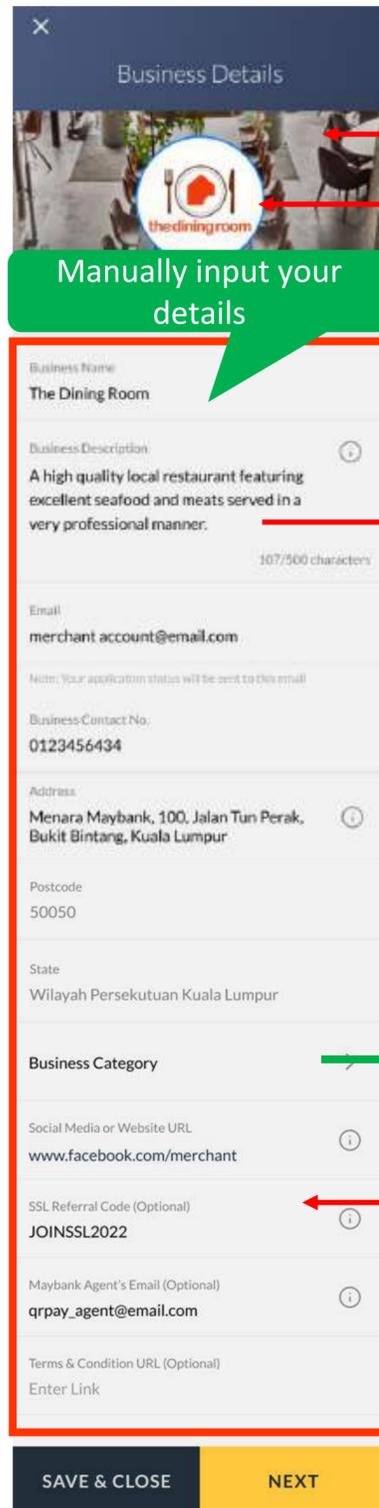


Photo: A clear image of your Store Front / Store Signage Board / Products Sold. *Avoid Selfies / Image of People etc.

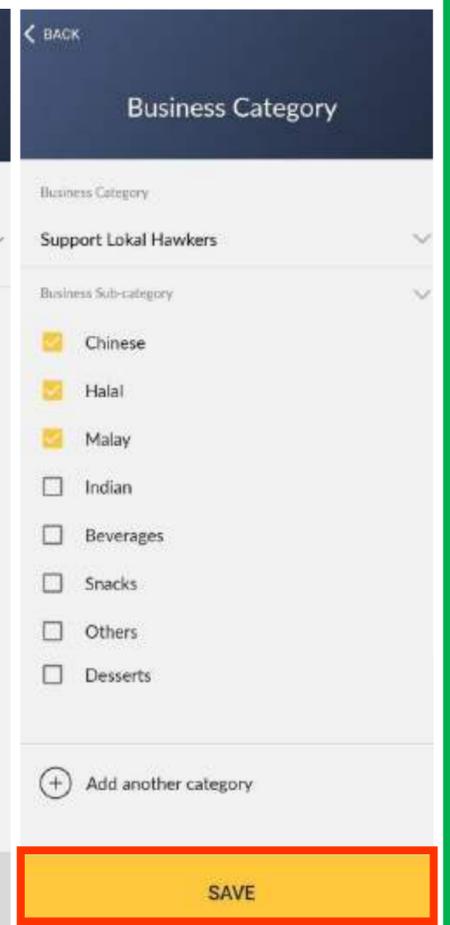
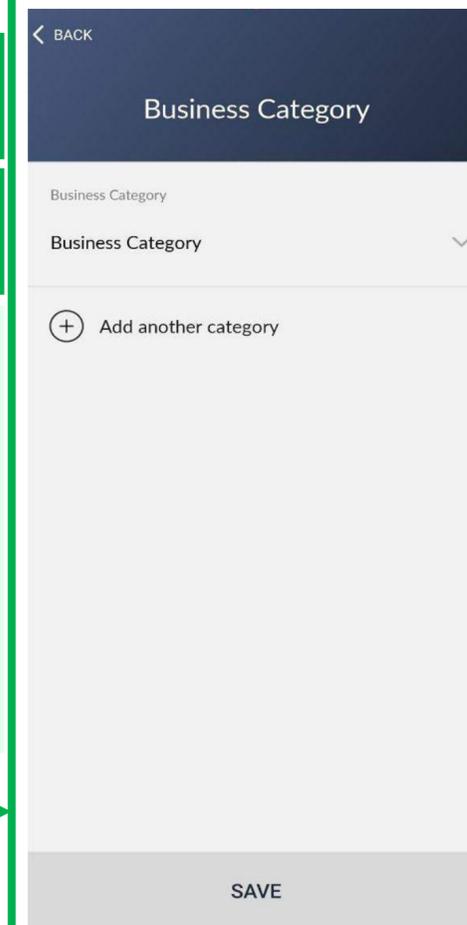
Logo: A clear business logo of your store. Avoid other company's logos, selfies, images of people

BAD:
 1. Rice with Dishes for Lunch & Dinner
 2. Bakery

GOOD:
 1. [Instant Delivery] Nyonya Dishes that is Authentic and Delicious
 2. [Pre-Order min. 3 days in Advance] We sell Cakes and Pastries that are Homemade with Love and is sure to satisfy your cravings

Referral Code: Fill up the Referral Code here if you are referred to by a Maybank Officer, Sales Agents or other Merchants!

STEP 3:
 *The PHOTO, LOGO and BUSINESS DESCRIPTION will be reflected on both QRPay and Sama-Sama Lokal

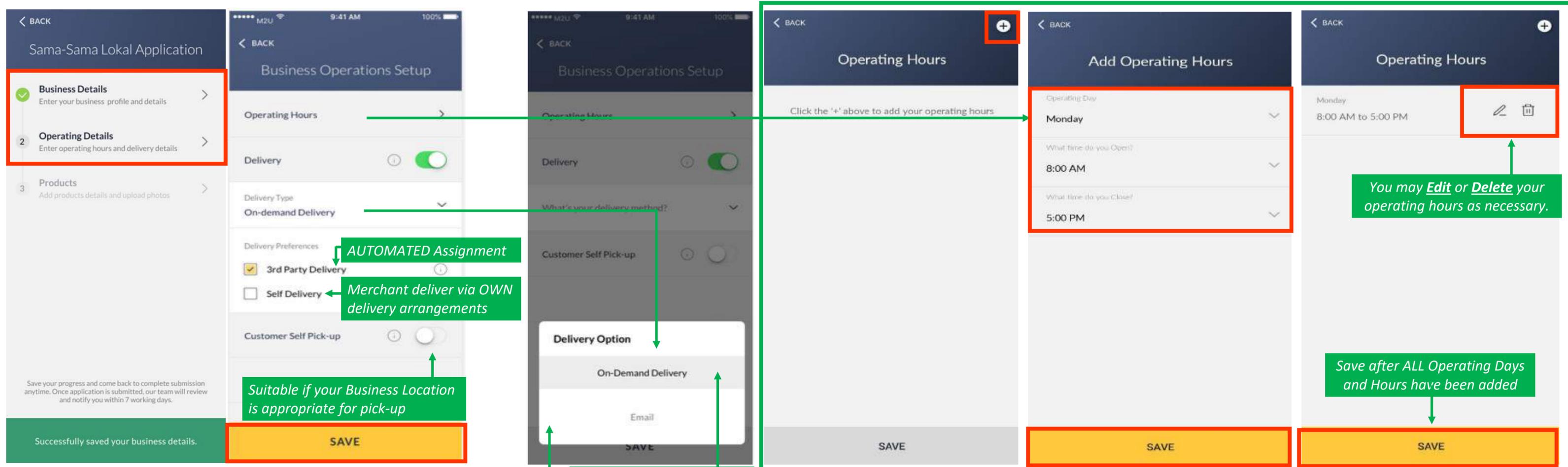


Select all business categories and sub-categories that applies.
 If you wish to change this later, you **MUST contact the [Sama-Sama Lokal Merchant Support Hotline](#) to assist you.



28 How Do I Register as a Sama-Sama Lokal Merchant? (3/6)

Sign Up for Sama-Sama Lokal today!



STEP 4:
Your **Business Details** have been completed.

Next, proceed with your **Operating Details**

STEP 5: Set up your **Operating Hours** (min. 2 days per week)

Toggle on **Delivery** if you intend to offer delivery to your customers.
You can also toggle on the **Customer Self Pick-up** if your business allows for that arrangement.

Note:

1. *AUTOMATED Rider/Driver Assignment Rider/Driver Assignment depends on its respective postcode coverage and availability.

Your store **MUST** operate for min. 2 Operating Days per week for your application to be approved.

You may **Edit** or **Delete** your operating hours as necessary.

Save after ALL Operating Days and Hours have been added

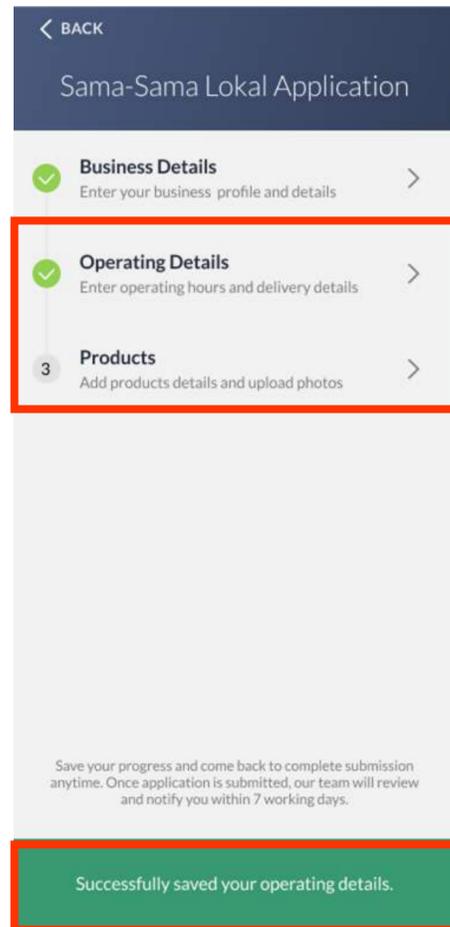
Suitable if your Business Location is appropriate for pick-up

Suitable for **TANGIBLE** Products/Goods, e.g. Food

Suitable for **INTANGIBLE** Products/Services, e.g. Vouchers

29 How Do I Register as a Sama-Sama Lokal Merchant? (4/6)

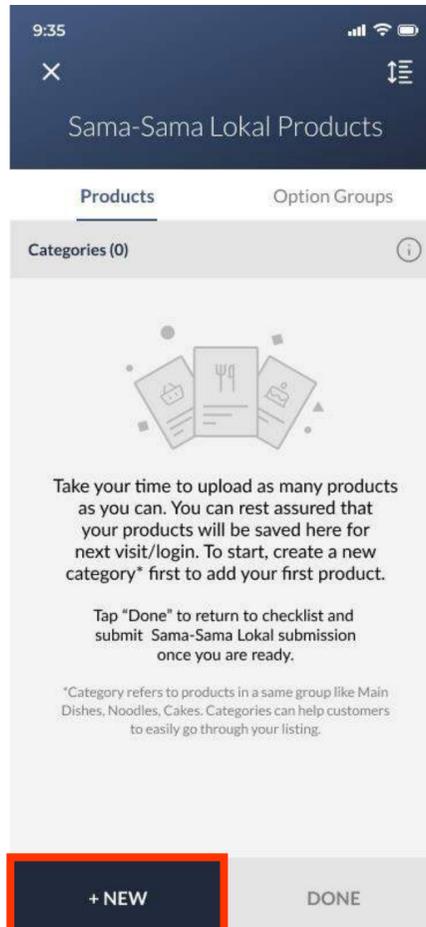
Sign Up for Sama-Sama Lokal today!



Sama-Sama Lokal Application

- Business Details
Enter your business profile and details
- Operating Details**
Enter operating hours and delivery details
- Products
Add products details and upload photos

Successfully saved your operating details.



Sama-Sama Lokal Products

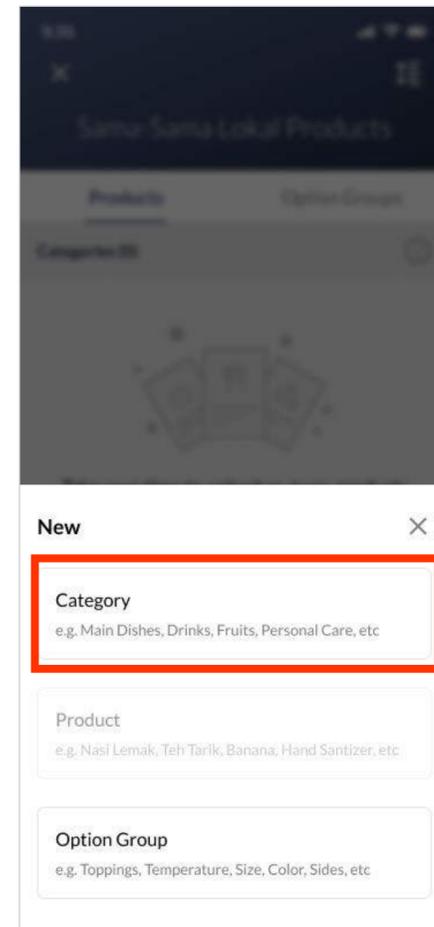
Categories (0)

Take your time to upload as many products as you can. You can rest assured that your products will be saved here for next visit/login. To start, create a new category* first to add your first product.

Tap "Done" to return to checklist and submit Sama-Sama Lokal submission once you are ready.

*Category refers to products in a same group like Main Dishes, Noodles, Cakes. Categories can help customers to easily go through your listing.

+ NEW DONE

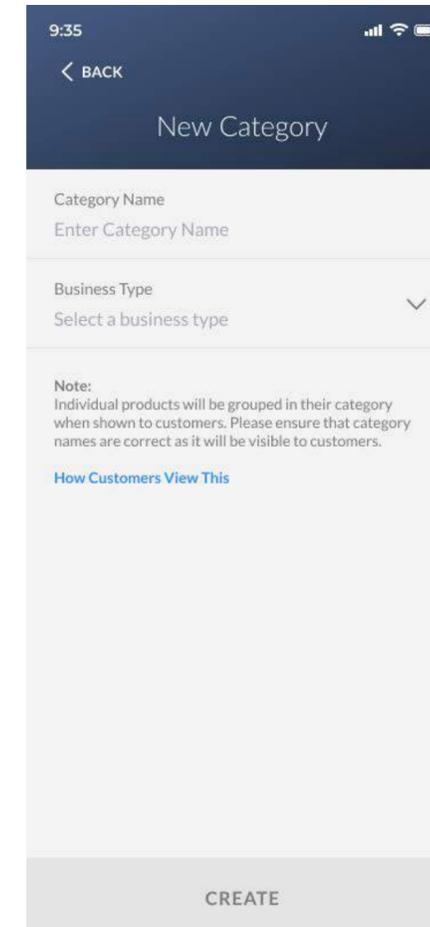


New

Category
e.g. Main Dishes, Drinks, Fruits, Personal Care, etc

Product
e.g. Nasi Lemak, Teh Tarik, Banana, Hand Sanitizer, etc

Option Group
e.g. Toppings, Temperature, Size, Color, Sides, etc



New Category

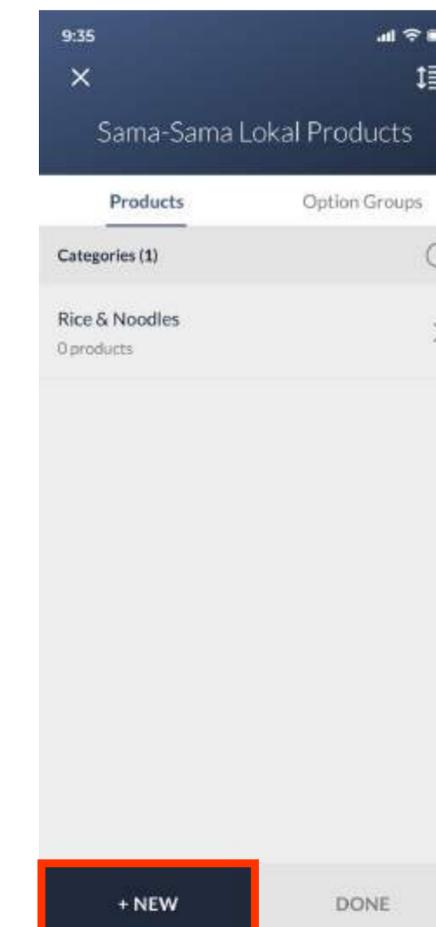
Category Name
Enter Category Name

Business Type
Select a business type

Note:
Individual products will be grouped in their category when shown to customers. Please ensure that category names are correct as it will be visible to customers.

[How Customers View This](#)

CREATE

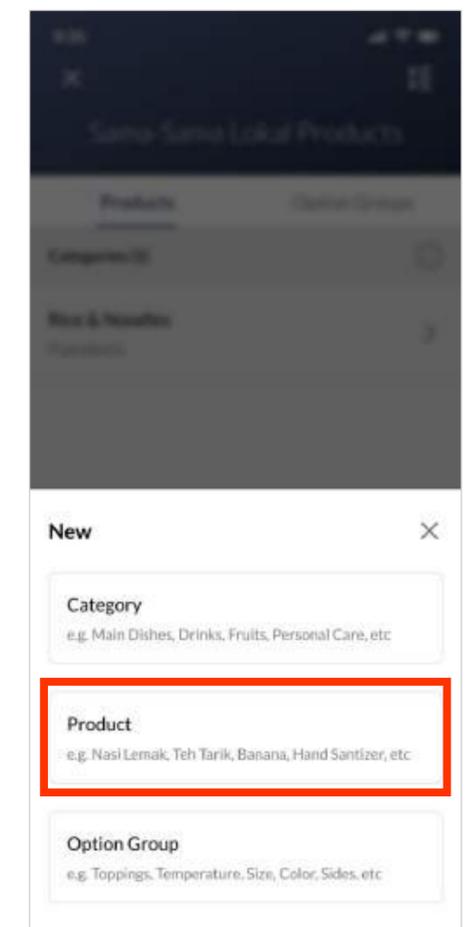


Sama-Sama Lokal Products

Categories (1)

Rice & Noodles
0 products

+ NEW DONE



New

Category
e.g. Main Dishes, Drinks, Fruits, Personal Care, etc

Product
e.g. Nasi Lemak, Teh Tarik, Banana, Hand Sanitizer, etc

Option Group
e.g. Toppings, Temperature, Size, Color, Sides, etc

STEP 6:
Your **Operating Details** have been completed.

Next, proceed with adding **Products**.

STEP 7:
Create a new **Category** first before adding a product.

**You must have at least 1 Categories before able to add a new product.*

STEP 8:
Fill in all the Categories fields and click **CREATE** once you are done

STEP 9:
Once you have your first Categories created, click **NEW** and select add a new **Product**.

30 How Do I Register as a Sama-Sama Lokal Merchant? (5/6)

Sign Up for Sama-Sama Lokal today!

STEP 10:
Fill in the details of your product.

Don't forget to upload a nice picture of the product too!

9:35
BACK
Add Product

Upload Product Photos

Product Name
E.g: Honey Fried Chicken

Product Description
E.g. Crunchy chicken with honey glazing sauce for 2-3 pax (6 pieces / 800g)

Category
Select a category

Product Price
RM 0.00

Product Weight
0.0 KG

Product Size (L x W x H in cm)
Length x Width x Height

Option Group (Optional)
None

Unsuitable for Bike Delivery

SUBMIT

9:35
BACK
Add Product

Product Name
Nasi Lemak Ayam Goreng Berempah Biasa

Description
Ayam goreng berempah dengan nasi kelapa kukus yang lembut, dipadukan bersama 2 lauk sampingan pilihan anda.

Category
Main

Product Price
RM 13.00

Product Weight
0.50 KG

Product Size (L x W x H in cm)
6 x 4 x 3

Option Group (Optional)
Ayam Goreng

Unsuitable for Bike Delivery

SUBMIT

PRODUCT IMAGE: Upload a clear and attractive square image of your product (606x606 pixel)

PRODUCT NAME (50 char.): Input a clear and understandable name.

PRODUCT DESCRIPTION (250 char.): Describe your product and include the **brand, model, type, colour, size, dimensions (inches), weight (g/kg), flavour, quantity (pcs), volume (ml)** (whichever applicable).

Product variations are **NOT ALLOWED**, e.g. Chicken or Beef flavor; 6" or 8" available, Size S to XL available
You must add a new product for every variation offered.

CATEGORY: Choose your menu **Category**

PRODUCT PRICE: Should **reflect your in-store menu prices** since you are **NOT CHARGED ANY FEES OR COMMISSIONS**

PRODUCT WEIGHT and PARCEL SIZE: This determines the delivery vehicle assigned to your customer (3rd Party Delivery only).

These fields are **NOT VISIBLE** to your customers. Toggle on **Unsuitable for Bike Delivery** for any Fragile or bulky items. E.g. flowers, cakes, glass items, etc.

OPTION GROUP: Link your option group to this product so that your customer can customise their choices available

Sama-Sama Lokal Products

Nasi Lemak Gempak Gila
Food description. Lorem ipsum dolor sit amet, consectetur adipiscing elit sed do...
RM 13.00 • Malay, Rice

Nasi Lemak Ayam Goreng
Food description. Lorem ipsum dolor sit amet, consectetur adipiscing elit sed do...
RM 13.00 • Malay, Rice

Nasi Lemak Ayam Rendang
Food description. Lorem ipsum dolor sit amet, consectetur adipiscing elit sed do...
RM 13.00 • Malay, Rice

Malacca Sugar Bubble Tea
Food description. Lorem ipsum dolor sit amet, consectetur adipiscing elit sed do...
RM 7.00 • Halal, Beverages

Fizzy Lemonade
Food description. Lorem ipsum dolor sit amet, consectetur adipiscing elit sed do...
RM 7.00 • Halal, Beverages

Successfully saved your product

STEP 11:
Add at least 1 product to proceed, and as many as you want to sell.

Reorder Product Listing

Nasi Lemak Gempak Gila
RM 13.00 • Halal, Malay

Nasi Lemak Ayam Rendang
RM 13.00 • Halal, Malay

Nasi Lemak Ayam Goreng
RM 13.00 • Halal, Malay

Malacca Sugar Bubble Tea
RM 7.00 • Halal, Beverages

Fizzy Lemonade
RM 13.00 • Halal, Malay

Nasi Lemak Gempak Gila
RM 13.00 • Halal, Malay

Nasi Campur Pedas
RM 13.00 • Halal, Malay

Nasi Campur Paling Pedas
RM 13.00 • Halal, Malay

SAVE

STEP 12:
If you add **more than 1 product**, you are allowed to sort the product listing positions.

31 How Do I Register as a Sama-Sama Lokal Merchant? (6/6)

Sign Up for Sama-Sama Lokal today!

The sequence of screenshots illustrates the registration process:

- Screenshot 1:** 'Sama-Sama Lokal Application' screen with 'Business Details', 'Operating Details', and 'Products' sections. The 'Products' section is highlighted with a red box.
- Screenshot 2:** 'Ready to submit your application?' dialog box with 'CANCEL' and 'CONFIRM' buttons. The 'CONFIRM' button is highlighted with a red box.
- Screenshot 3:** 'Your application is being processed' screen with a 'CONFIRM' button.
- Screenshot 4:** 'Sama-Sama Lokal Application Rejected' screen with a sad face icon. A yellow callout bubble says: 'You will get a push notification and an email with the cause of rejection too'. A stopwatch icon is next to the text 'Within 7 working days'.
- Screenshot 5:** 'Sama-Sama Lokal Application' screen with 'Business Details', 'Operating Details', and 'Products' sections. The 'Business Details' section is marked with a red 'X' and 'REJECTED'. A yellow callout bubble says: 'If your application is REJECTED, EDIT and identify which area is rejected. Then, amend and resubmit accordingly.' The 'EDIT' button is highlighted.
- Screenshot 6:** 'Sama-Sama Lokal Products' screen showing '5 rejected product(s). Resubmit >'. A message states: 'Your store is not visible to customers yet. You need to have at least 1 approved product listed to 'turn on your store'. Kindly make the required changes and resubmit your product(s) for approval.'
- Screenshot 7:** 'Sama-Sama Lokal Products' screen showing a list of products with their status: 'Nasi Lemak Gempak Gila' (APPROVED), 'Nasi Lemak Ayam Goreng' (REJECTED), 'Nasi Lemak Ayam Rendang' (REJECTED), 'Malacca Sugar Bubble Tea' (APPROVED), and 'Fizzy Lemonade' (APPROVED). A 'DONE' button is at the bottom.

STEP 13:

Your **Products** have been successfully added.

You can now **Submit for Approval**.

You will receive your application results within **7 working days**.

Note:

1. Alternatively, contact the [Sama-Sama Lokal Merchant Support Hotline](#) for assistance.

The screenshot shows the 'Sama-Sama Lokal Application Approved' screen with a happy face icon and stars. A yellow callout bubble says: 'You will get a push notification and an email too'. The 'GET STARTED' button is at the bottom.

If your application is **APPROVED**, you will receive a push notification and an email.

39 Business Categories and Sub-Categories on Sama-Sama Lokal

Select all the Business Categories and Sub-Categories that are relevant for your business.

Category	Business Sub-Categories (Product/Service) Categories
Hawker	Halal, Non-Halal, Chinese, Malay, Indian, Western, Thai, Korean, Japanese, Indonesian, Italian, Taiwanese, Vietnamese, Vegetarian, Beverages, Snacks, Desserts, Burgers, Mamak
Groceries & Pets	Baking, Biscuits & Cakes, Canned Food, Cereals, Confectionery, Dry Condiments, Jams & Spreads, Organic, Pasta & Instant Noodles, Rice, Sauces & Dressings, Snacks, Cutleries, Laundry & Household Supplies, Pet Food, Pet Accessories
Markets & Sundries	Halal, Non-Halal, Bakery & Confectionery, Eggs, Fish & Seafood, Fresh Meat & Poultry, Fresh Vegetables, Chilled & Frozen Food, Frozen Meat, Dry Food, Frozen Pastry, Beverages, Alcoholic Beverages, Noodles, Cooking Supplements, Dairy, Juices, Tea & Coffee, Carbonated Drinks
Beverages, Snacks & Desserts	Coffee & Tea, Chocolate, Juice & Smoothies, Beverages, Bakery, Bubble Tea, Ice Cream, Cakes, Cookies, Desserts,
Restaurants & Cafes	Halal, Non-Halal, Chinese, Malay, Indian, Western, Thai, Korean, Japanese, Indonesian, Italian, Taiwanese, Vietnamese, Vegetarian, Beverages, Fast Food, Dim Sum, Hot Pot, Seafood
Durians	Durians
Fruits	Fresh Fruits, Fruit Snacks, Fruit Baskets
Cuti-cuti Malaysia	Hotel, Travel Agency/Tour Packages, Leisure Activities, Homestay/Staycation, Transportation/Car Rental, Pocket Wi-Fi/SIM Card
Health & Beauty	Face Care, Feminine Care, Body Care, Hair Care, Oral Care, Skin Care, Health Food & Supplements, Male Grooming, Cosmetics & Fragrances, Beauty Tools & Accessories
Women's Fashion & Accessories	Clothing, Shoes, Bags & Wallets, Watches & Eyewear, Accessories & Jewelry, Muslim Wear
Men's Fashion & Accessories	Clothing, Shoes, Bags & Wallets, Watches & Eyewear, Accessories & Jewelry, Muslim Wear
Baby, Kids & Toys	Baby Food, Baby Toiletries, Diapers & Wipes, Milk Powder, Kid's Toys, Girl's Fashion, Boy's Fashion
Household	Garden, Kitchen, Plumbing & Piping, Tiles, Toilets, Paint, Tools & Equipment, Lighting, Hardware Accessories & Tools, Bedroom, Living, Decorations & Accessories
Home Appliances	Kitchen Appliances, Sewing Machines, Vacuum, Cooling & Heating, Security & Surveillance, Home Entertainment, Washers & Dryers, Irons & Garment Steamers
Mobile, IT, & Camera	Gadgets, Gaming & Consoles, Computers & Accessories, Cameras & Drones, Audio Accessories, Smart Devices, Printers, IT Parts
Automotive & Motorcycles	Car Oils & Fluids, Car Accessories & Care, Car Parts, Wheel & Tires, Tools & Equipment, Merchandise, Oils & Fluids, Motor Accessories & Care
Florists	Loose Flowers, Bouquet, Box, Hampers, Basket, Gift Set & Bundles, Fresh Flowers, Preserved Flowers, Flowers
Hobby & Leisure	Travel & Luggage, Books & Stationeries, Hobbies & Gifts, Collectibles, Music Instruments, Party Accessories
Sports Apparel & Equipment	Fitness Equipment, Camping & Hiking, Fishing, Bicycles, Water Sports, Indoor Sports, Outdoor & Adventure, Footwear, Clothing

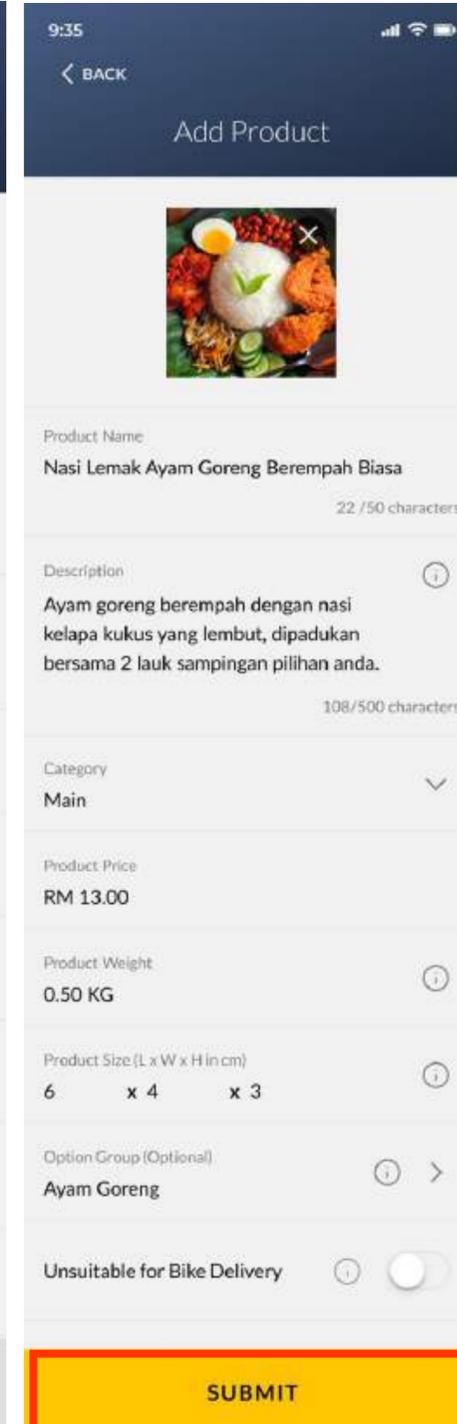
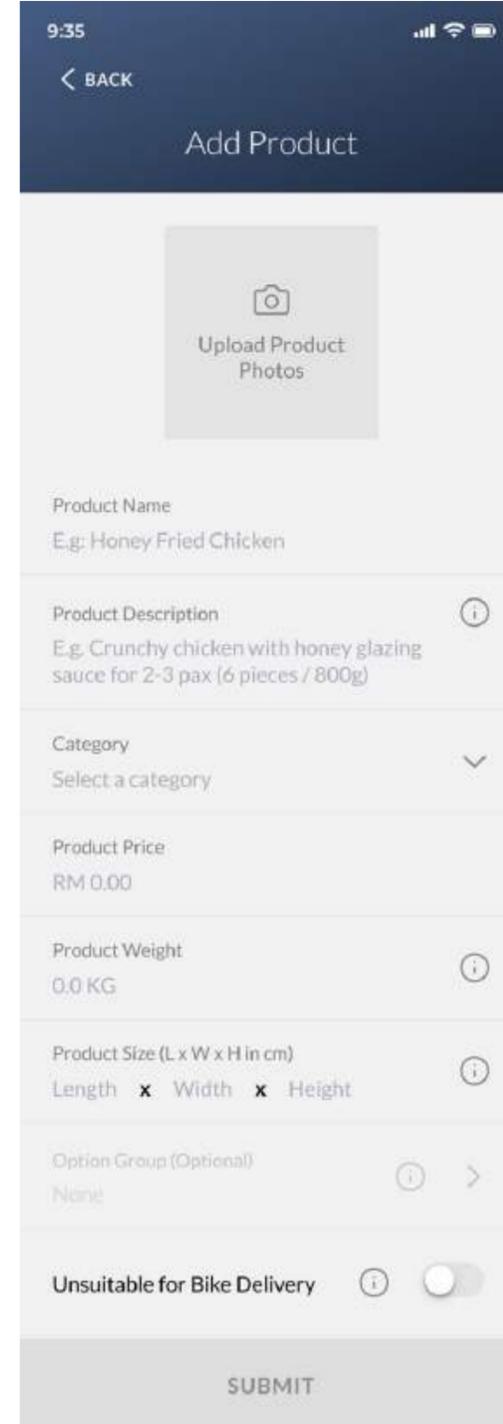
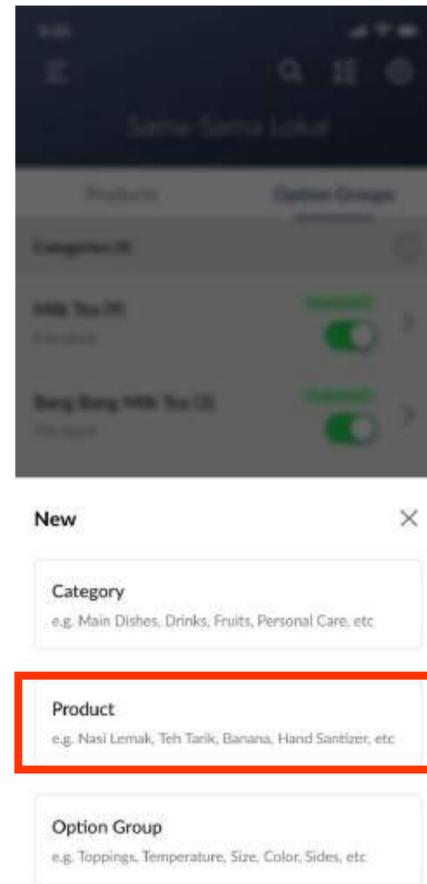
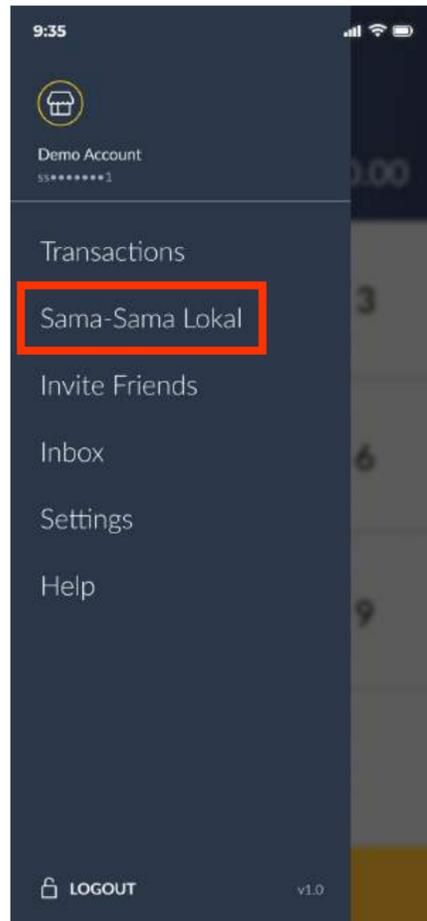
Note:

1. If you would like to amend your Business Category and Product Categories, contact the [Sama-Sama Lokal Merchant Support Hotline](#) for their assistance.

40 How Do I Add A Product To My Store? (1/4)

▶ How to Add a Product in Sama-Sama Lokal

Add A New Product to your Store today!



PRODUCT IMAGE: Upload a clear and attractive square image of your product (606x606 pixel)

PRODUCT NAME (50 char.): Input a clear and understandable name.

PRODUCT DESCRIPTION (250 char.): Describe your product and include the **brand, model, type, colour, size, dimensions (inches), weight (g/kg), flavour, quantity (pcs), volume (ml)** (whichever applicable).

Product variations are **NOT ALLOWED**, e.g. Chicken or Beef flavor; 6" or 8" available, Size S to XL available
You must add a new product for every variation offered.

CATEGORY: Choose your menu **Category**

PRODUCT PRICE: Should **reflect your in-store menu prices** since you are **NOT CHARGED ANY FEES OR COMMISSIONS**

PRODUCT WEIGHT and PARCEL SIZE: This determines the delivery vehicle assigned to your customer (3rd Party Delivery only).

These fields are **NOT VISIBLE** to your customers.

Toggle on **Unsuitable for Bike Delivery** for any Fragile or bulky items. E.g. flowers, cakes, glass items, etc.

OPTION GROUP: Link your option group to this product so that your customer can customise their choices available

Customer's View



41 How Do I Add A Product To My Store? (2/4)

Your Product Description should include the brand, model, type, colour, size, dimensions, weight, flavour, quantity and volume (whichever applicable).



Brand: Ben & Jerry's
Flavour: Chocolate
Volume: 30ml

BAD: Ben & Jerry's Ice Cream

GOOD: 30ml of Ben & Jerry's Ice Cream that is a sure-love dessert!



Brand: Coca-Cola
Flavour: Original
Volume: 1.5L

BAD: Coke

GOOD: 1.5L of Original Coca Cola to accompany all your meals



Brand: X Scarfs
Type: Cotton
Colour: Pink
Dimensions: 180cm x 80cm

BAD: Cotton headscarf

GOOD: Non-iron X Scarfs cotton headscarf at 180cm x 80cm in Pink that is easy to shape



Type: Roses
Colour: Red and Pink flowers, clear wrapper
Quantity: 16 stalks

BAD: Rose Bouquet

GOOD: Combination of 8 red roses and 8 pink roses in clear wrappers and you can call us for customization too



Brand: Kak We
Type: Banana Chips
Weight: 370g

BAD: Banana chips

GOOD: 370g of crunchy Kak We's Homemade banana chips in 370g that is surely addictive



Brand: Pink Bakery
Type: Vanilla Chiffon Cake with Choc. Icing
Dimensions: 10"

BAD: Chiffon Cake

GOOD: Pre-order 3 days in advance to book a super delicious 10" vanilla chiffon cake with choc. Icing by Pink Bakery



Type: Roasted chicken thigh rice
Portion: 1 pax

BAD: Chicken rice

GOOD: 1pax roasted chicken thigh rice that will satisfy your every cravings



Brand: Smash
Type: Silicone
Colour: Black with floral patterns
Model : iPhone 11

BAD: iPhone Case

GOOD: Trendy Smash iPhone 11 silicone cover in black with floral patterns

Find out how to measure your parcel size and update your product correctly!

Weight

Product Weight
0.10 kg

Product Weight:
0.10kg

Smaller Product

Packed food
Snacks
Beverages
Apparel
Health & Beauty
Shoes
Mobile, IT, & Camera
Baby, Kids & Toys
Books & stationeries

Product Weight
0.80 kg

Product Weight:
0.8kg >

Larger Product

Cakes
Sharing meals
Florist
Kitchen supplies
Household
Electronics
Travel Luggage
Home appliances
Sports equipment

Parcel Size

Parcel Size (L x W x H in cm)
16.00 x 12.00 x 7.00

Parcel Size:
E.g. 16cm x 12cm x 7cm

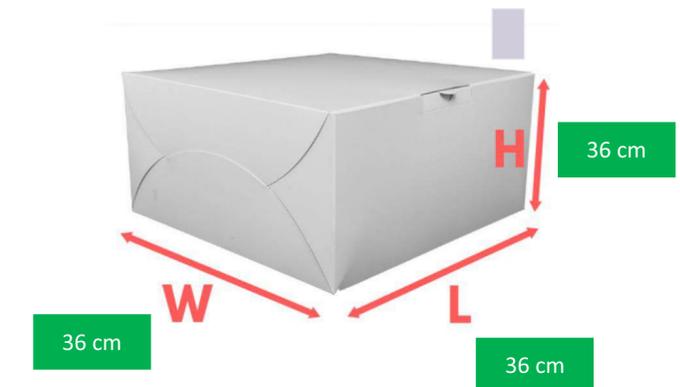
Smaller Product



Parcel Size (L x W x H in cm)
36.00 x 36.00 x 36.00

Parcel Size:
E.g. 36cm x 36cm x 36cm

Larger Product

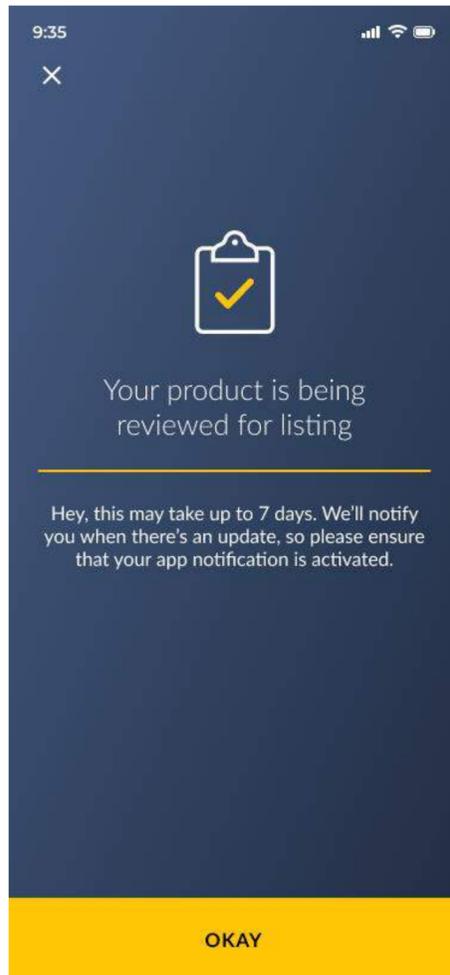


VOLUMETRIC WEIGHT FORMULA:
L x W x H / 5000
E.g. 16 x 12 x 7 / 5000 = 0.27kg
36 x 36 x 36 / 5000 = 9.3kg

Note:

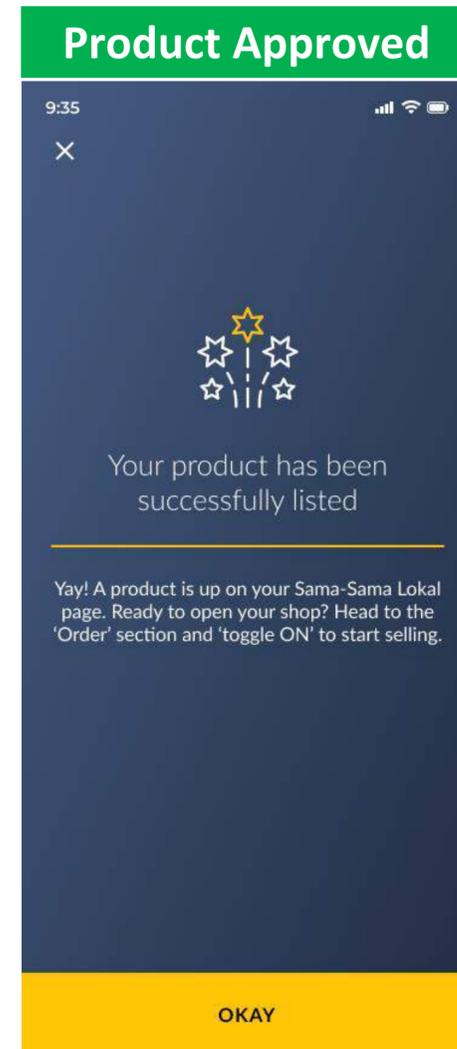
- When customer's cart (all products added to cart) is below 10kg in **Weight** or **Volumetric Weight** (whichever is higher), a motorcycle will be assigned. if above 10kg, a car will be assigned.

Is your Product Ready to Sell?

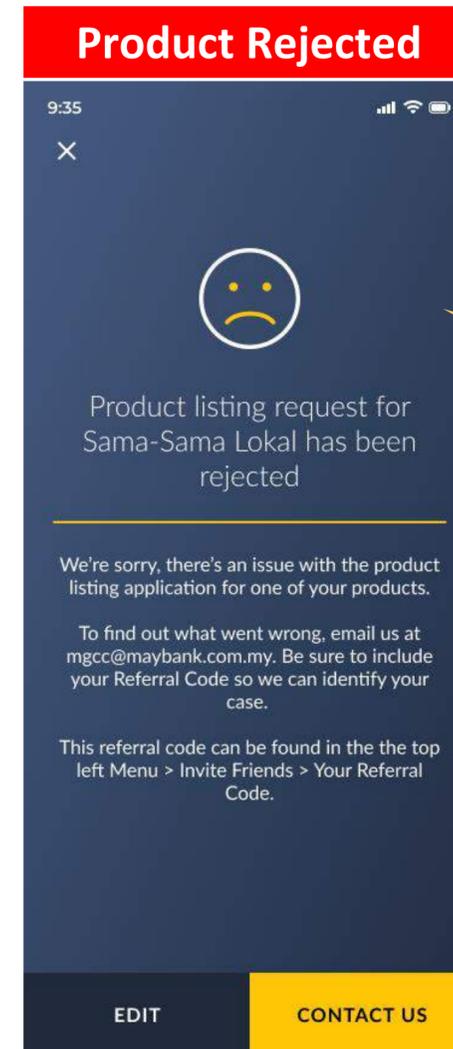


Within 7 working days

STEP 6: You will receive your product submission results within **7 working days**.



If your product is **APPROVED**, you will receive a push notification and an email.



If your application is **REJECTED**, you will receive a push notification and an email with the cause of rejection. **EDIT** your product and resubmit. Alternatively, contact the [Sama-Sama Lokal Merchant Support Hotline](#) for assistance.

For any enquiries on rejection, kindly contact the:
[Sama-Sama Lokal Merchant Support Hotline](#)
Tel. No.: 03-7847 8855
Email: samasamalokal.support@maybank.com
(Operating Hours: Mon – Sun, 9.00a.m. to 8.00p.m.)

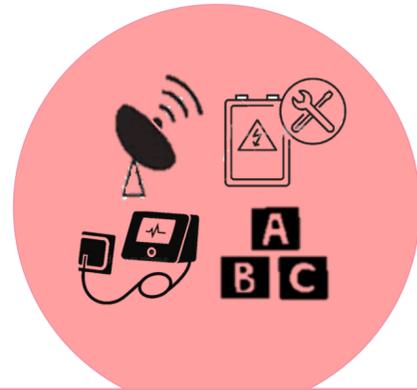
45 Prohibited Items on Sama-Sama Lokal

Avoid Selling these Items on your Sama-Sama Lokal items to Prevent Your Account from Being Suspended.



SUBSTANCES

1. Cigarettes / E-Cigarettes
2. Unlicensed Medicine & Supplements
3. Alcohol & Alcoholic Products
4. Used/Recalled Cosmetics
5. Explosives (Fireworks, etc.)



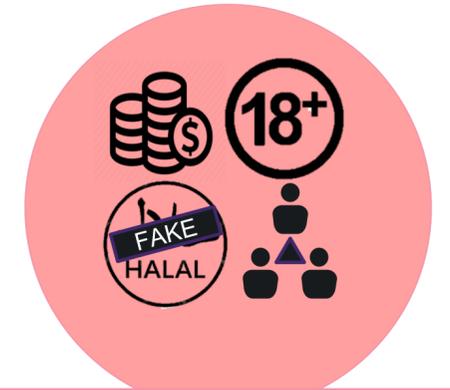
UNAUTHORIZED EQUIPMENTS & DEVICES

1. Medical Equipment & Test Kits
2. Telecommunication Devices
3. Electric/Electronic Devices
4. Toys



ILLEGAL PRODUCTS & LABELLING

1. Weapons, Guns and Accessories
2. Replicas, Counterfeits, Plagiarised & Pirated products
3. Wildlife materials
4. Uniform of authority figures
5. Stolen Products



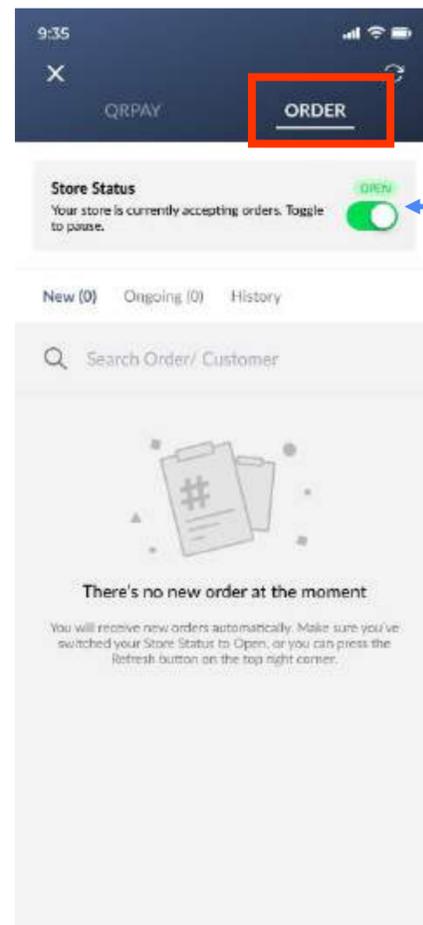
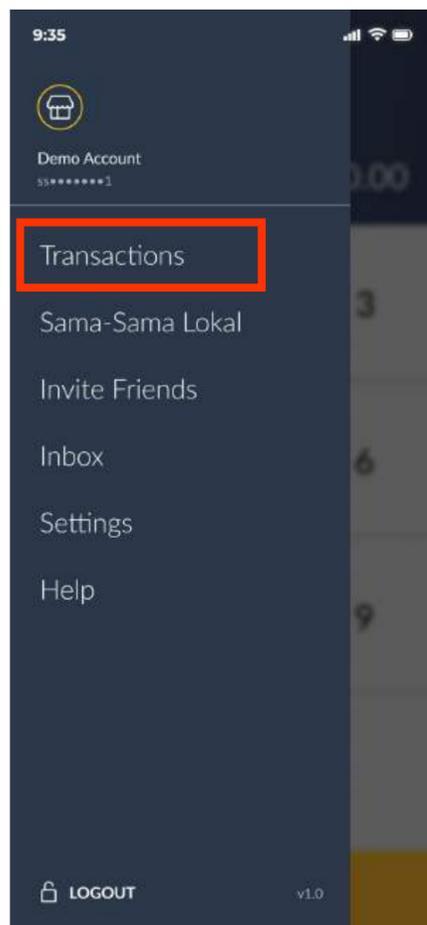
OTHERS

1. Unauthorized Halal Labelling
2. Multi-Level Marketing (MLM)/Pyramid Schemes
3. Digital & Financial Products and Currencies (e.g. insurance, unit trusts, e-currency, coin collectors)
4. Adult toys and lingerie

46 Managing Your Store and Product Availability on Sama-Sama Lokal

Manage your Store and Product(s) Availability to your Customers!

Store Availability Status



OPEN

For regular business operations, as per the operating hours set.

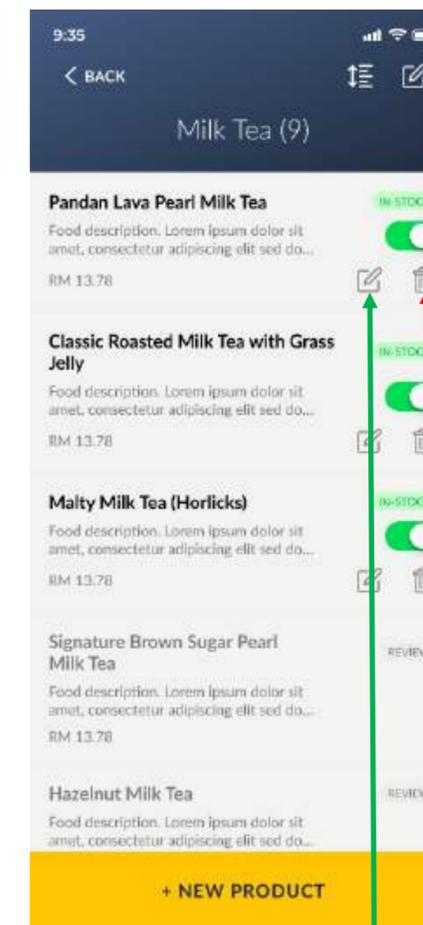
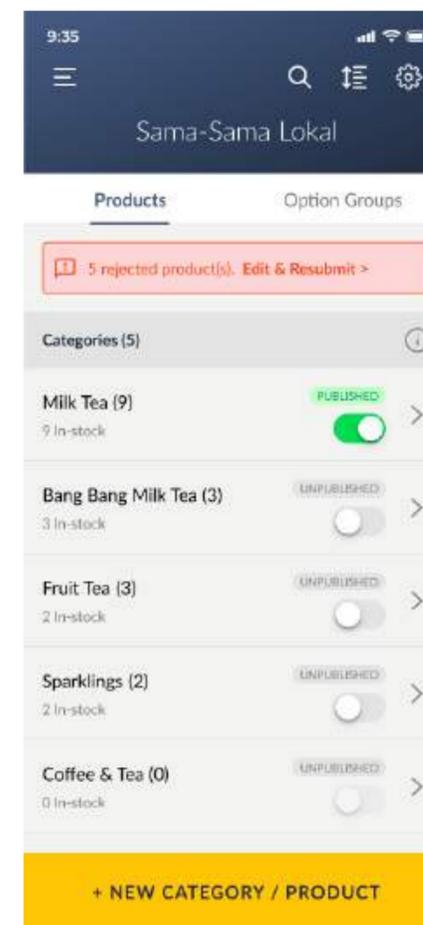
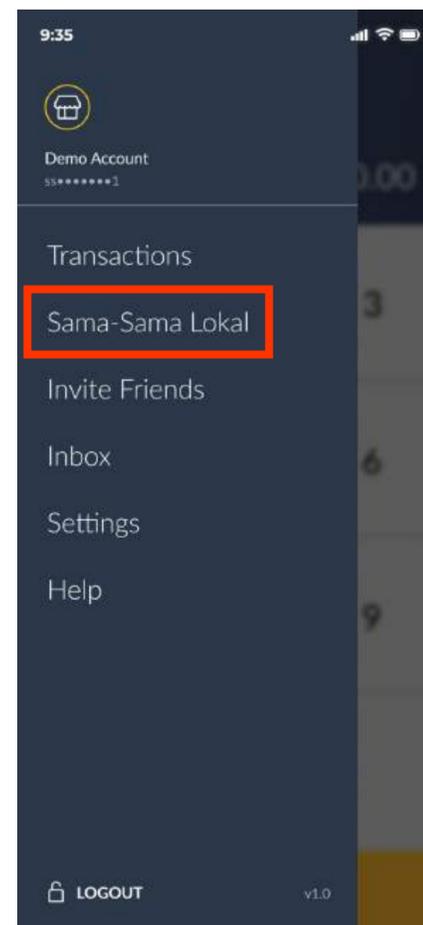
- Store **CAN** be found on M2U and MAE **with min. 1 product approved**.
- Customer **ABLE** to order available items in the store (within the operating hours). (Beyond operating hours, store will be greyed-out)

CLOSED

E.g. for emergency closing of store, unable to cope with large/ many orders, holiday mode, etc.

- Store **CANNOT** be found on M2U and MAE.
- Customer **UNABLE** to place order.

Product Availability Status



IN-STOCK

Product **AVAILABLE** for sale.

- Customer **CAN** order this product if the store status is ON and time is within store's operating hours.
- **Have min. 1 product approved** for your store to be visible on M2U and MAE.

OUT-OF-STOCK

Product **UNAVAILABLE** for sale, e.g. out of stock.

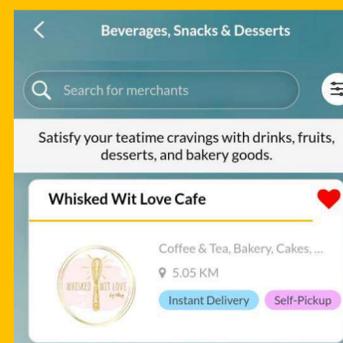
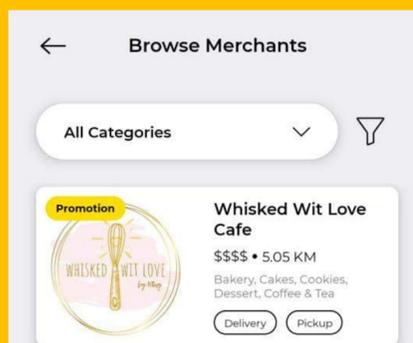
- Customer **CANNOT** order this product even if the store status is ON and time is within store's operating hours (greyed-out to customers)

DELETE products from store permanently

EDIT PRODUCTS

Change the details of your product (if necessary).
*Certain fields will require approval after changing.

Customer's View:



Store ON with min. 1 product approved

3.

Managing My Orders on Sama-Sama Lokal

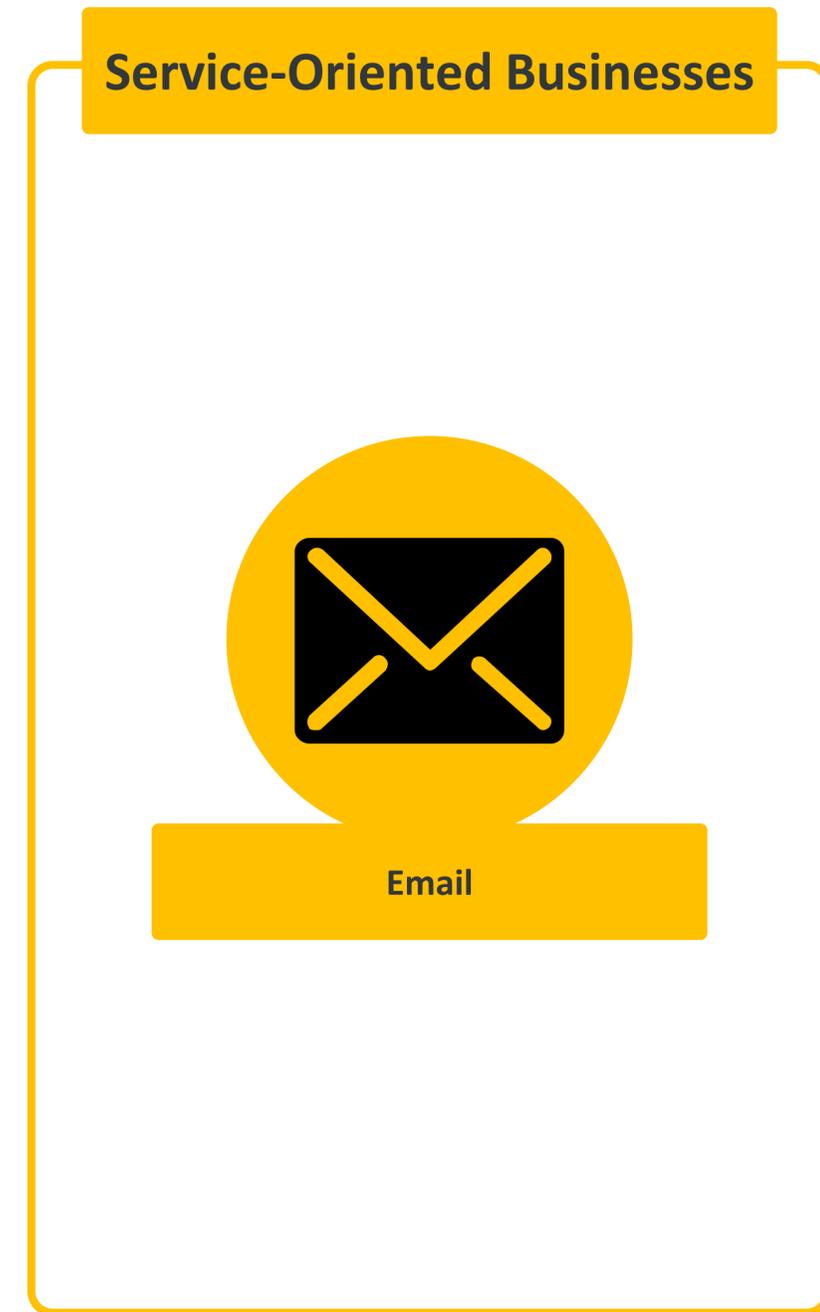
- **Delivery Types Available on Sama-Sama Lokal**
- **How to View Your Order Details on Sama-Sama Lokal**
- **3rd Party Delivery – Automated Assignment of Rider/Driver**
 - **How does 3rd Party Delivery – Automated Assignment of Rider/Driver Work?**
- **Self Delivery**
 - **How does Self Delivery Work?**
- **Self Pick-Up**
 - **How does Self Pick-Up Work?**
- **Email**
 - **How does Email Work?**
- **Sama-Sama Lokal Order Fulfilment Scenarios**
- **Crediting Batches of Payment to Merchants**
- **Sama-Sama Lokal Merchant Support Hotline**

48 Delivery Types Available on Sama-Sama Lokal

Learn the different Delivery Types Available on Sama-Sama Lokal and Which One Is Suitable for Your Business!



OR

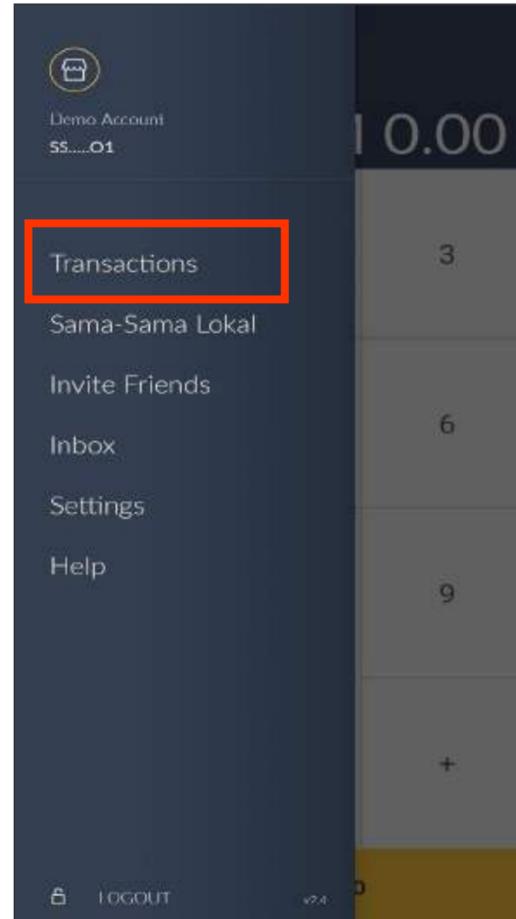
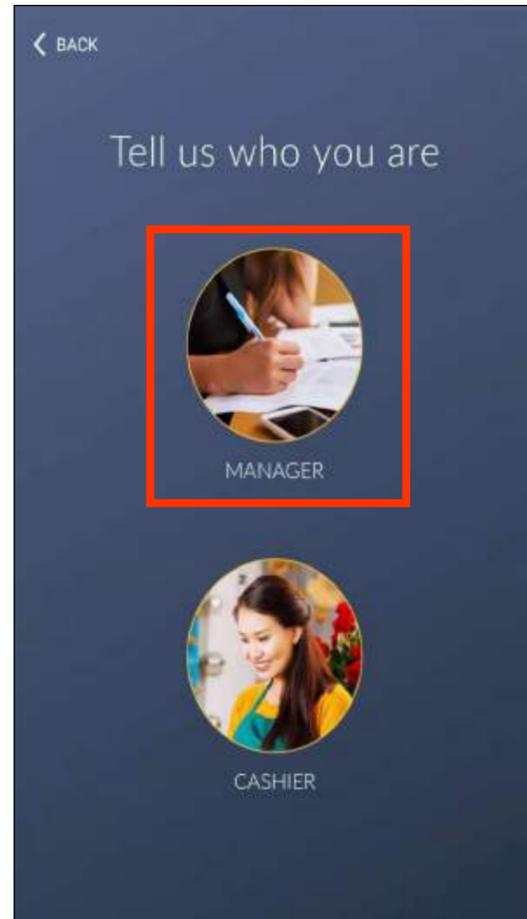
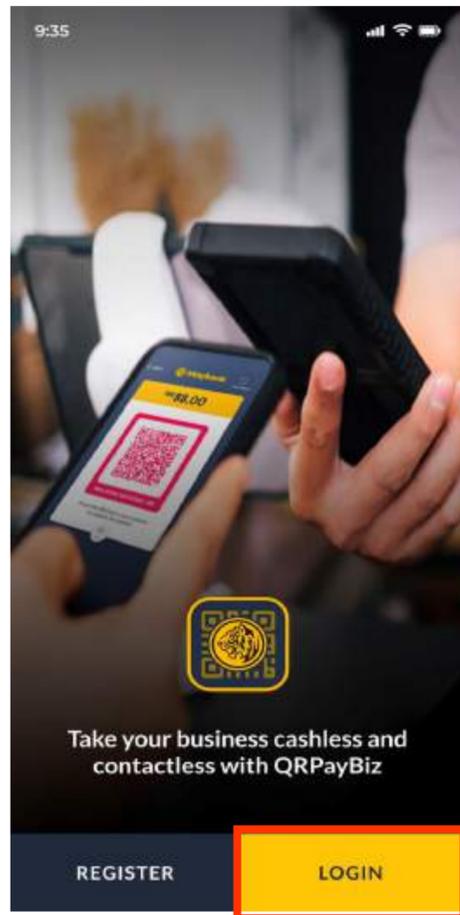


Note:

1. Availability of 3rd Party Delivery (Automated Rider Assignment) is dependent on the area coverage of Maybank Delivery Partners.

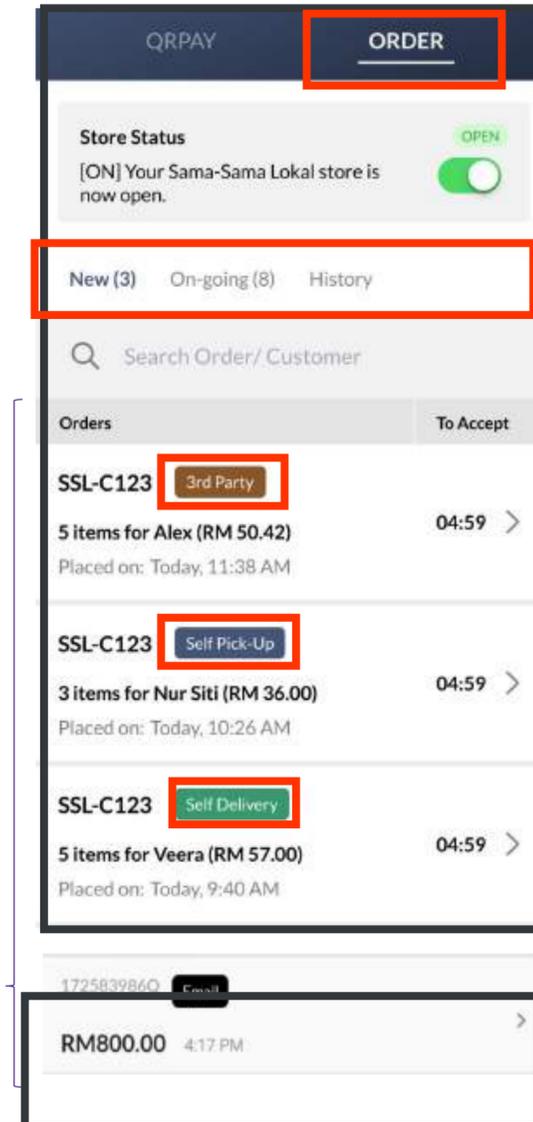
50 How To View Your Order Details on Sama-Sama Lokal?

Check on your Incoming Orders and Fulfill them Accordingly!



Merchants are allowed to choose either 1 or 2 as below:

1. **DELIVERY (TANGIBLE)** – either one, two or all three of the following:
 - 3rd Party Delivery (AUTOMATED depending on business location)
 - Self Delivery
 - Self Pick Up
2. **EMAIL (INTANGIBLE)**



New: New Orders that should be responded with accept or reject within 5 minutes.

Ongoing: Orders that should be fulfilled by Merchants within the respective SLAs.

Completed: Order(s) that have already been

- **Successfully delivered/picked up** by customer;
- **Auto completed** from the system; or
- **Cancelled** by the assigned rider (and unable to find new rider), cancelled by Merchant or cancelled by Customer.

Delivery types are differentiated by its **labels**

- **3rd Party (Brown)** – System's **AUTOMATED** assignment of riders/drivers.

- **Self Delivery (Green)** – Merchant's fulfillment via own delivery methods

- **Self Pick Up (Blue)** – Customer Self Pick Up from the Merchant's business location. To note: merchant is encouraged to prepare the order upon customer's arrival

- **Email (Black)** – Merchant's fulfillment via sending of **EMAIL** to Customers

Step 1: Click on the ORDER tab to view **NEW**, **ONGOING** and **COMPLETED** orders.

Click into the orders to view the **Order Details**.

Note:

1. Only **Manager Login** can view Sama-Sama Lokal orders.
2. You can only login through **Manager Login** in one device at any point of time. If you wish to swap devices, you must **LOGOUT** from the initial device before you **LOGIN** using the new device.

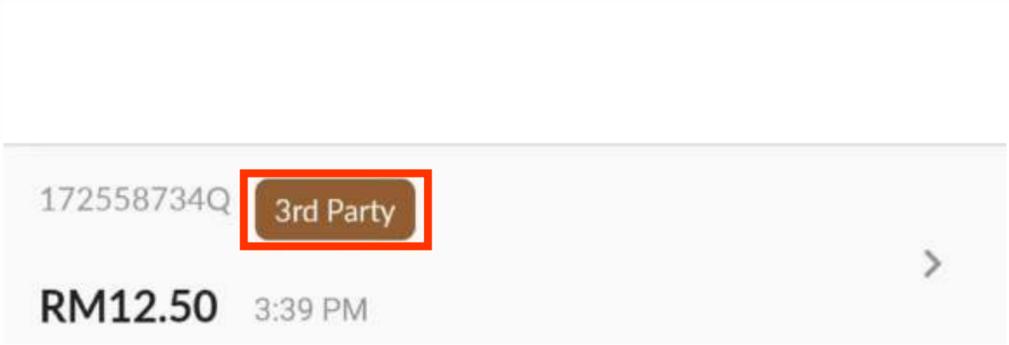


3rd Party Delivery

Automated Assignment of Rider/Driver

52 3rd Party Delivery – Automated Assignment of Rider/Driver

Fulfill your Orders Accordingly based on its respective Delivery Types

Delivery Type	Description
	<ol style="list-style-type: none">1. Available in the <u>main cities</u> of Klang Valley, Penang, Johor Bahru, Ipoh and Melaka.2. INSTANT DELIVERY of Products - <i>*Not applicable for pre-order merchants.</i>



The **cheaper available delivery fees** (between 3rd Party Deliver & Self Delivery) will be selected for Customers.



Maximum delivery distance between Merchant's Store Location to Customer's Location is 60km.



Both **BIKES** and **CARS** are available.



Enabling **3rd Party** will be subjected to review and approval (*within 7 working days*).

Note:

1. Delivery partners include Lalamove and Borzo.
2. Maybank offers 3rd Party Delivery services free-of-charge without charging any commission to both Merchants and Customers.



Click **HERE** to check if your business location is covered before switching ON.

53 How does 3rd Party Delivery – Automated Assignment of Rider/Driver Work?

 Order will be **AUTOCOMPLETED** in 3 hours

M2U App



***Screen MUST remain active here to avoid autologout.**

Order placed
Finding a rider...
Please hang on while we find you a rider before we process your payment

Order can be **cancelled** before a rider is found.

CANCEL ORDER

Rider found & your payment is successful.
Your order details have been sent to your email.
REF ID 172584403Q

VIEW ORDER

ORDER DETAILS

Yes Cafe
Delivery • 11:31AM - 29 Jul

Rider is heading to the store

Merchant's Address
Customer's Address

Rider's Name & No. Plate

Order Summary
1x Nasi Campur RM 12.00
1 Item RM 12.00

Order Id: 041012665Q

QRPayBiz App

ORDER

Store Status: [ON] Your Sama-Sama Lokal store is now open.

In Progress

Order Details

02 Mar 2021 10:55 AM

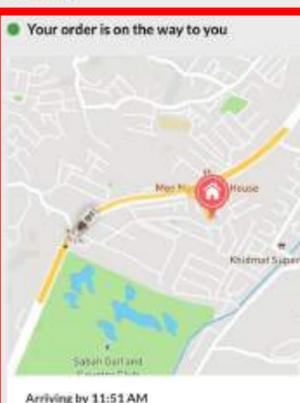
ITEMS NO.	ORDER NO.
1	172584403Q

Qty	Item	Price
1	FOOD A	RM9.99

Delivery Method: 3rd Party
Delivery Address: No. 123 Jalan Hang Lekir
State: WP KUALA LUMPUR
Postcode: 50050
Customer Name: VI Vian
Contact Number: 0123456789
Total: RM9.99

M2U App

Your order is on the way to you



Arriving by 11:51 AM

Merchant's Address

ORDER DETAILS

Merchant's Name

Order Completed

Merchant's Address
Customer's Address

Rider's Name & No. Plate

Order Summary
1x Nasi Campur RM 12.00
1 Item RM 12.00

QRPayBiz App

ORDER

Store Status: [ON] Your Sama-Sama Lokal store is now open.

Completed

Step 1: Customer waits for system to assign a rider for **10 mins**.
When rider is found, order is placed successfully with full payment (including delivery fees).

Step 3: Customer waits for the order to arrive. Upon receiving the order successfully, status will change to **COMPLETED**.

Step 2: Merchant receives a *push notification* of incoming order and prepares the items ordered. **Merchant** waits for the rider to arrive and pick up the order

Step 4: Merchant will see the order being moved to the **COMPLETED** tab.

MAE App

Congratulations, a rider is found. Order payment was successful.
Reference ID: 112123423Q
Date & time: 10 Oct 2021, 11:30 AM

Share Receipt

Done

SAMA-SAMA LOKAL
Helping Our Neighbourhood Stores



Finding a rider...

Order can be **cancelled** before a rider is found.

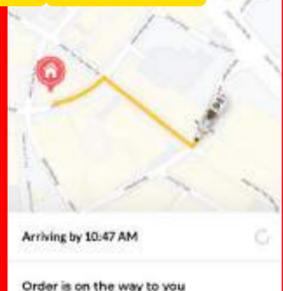
Cancel Order

ORDER DETAILS

Rider is heading to the store
Third-Party Delivery - Preparing your order

Rider's Name & No. Plate

MAE App



Arriving by 10:47 AM

Order is on the way to you
Third-Party Delivery - Delivering your order

Rider's Name, No. Plate & Consignment No.
Customer's Address
Merchant's Name & Address

SAMA-SAMA LOKAL
Helping Our Neighbourhood Stores



Order is completed
Third-Party Delivery - Delivered by 19 Dec 20, 10:50 AM

Rider's Name, No. Plate & Consignment No.
Customer's Address
Merchant's Name & Address

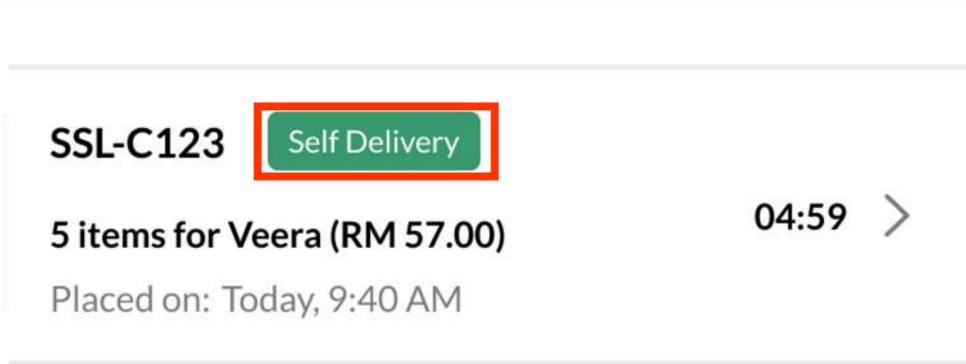


Self Delivery

Merchant delivers via own delivery arrangements

55 Self Delivery

Fulfill your Orders Accordingly based on its respective Delivery Types

Delivery Type	Description
	<ul style="list-style-type: none"> • INSTANT DELIVERY and PRE-ORDER DELIVERY (>30 mins prep. time) of Products • Suitable for cities that is NOT COVERED under 3rd Party Delivery • Suitable for merchants with their existing own delivery fleet and vehicles. • Merchant is expected to fulfill the order within 3 hours (<i>if pre-order or as requested by Customer, please call Customer to agree on delivery date and time</i>).



The **cheaper available delivery fees** (*between 3rd Party Delivery & Self Delivery*) will be selected for Customers.



Merchant sets their **own delivery fee charges** in the QRPayBiz app (*by distance*).

Customer pay delivery fees upon checkout.

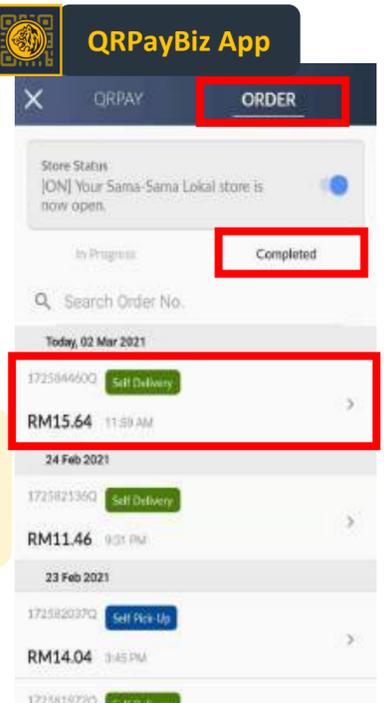
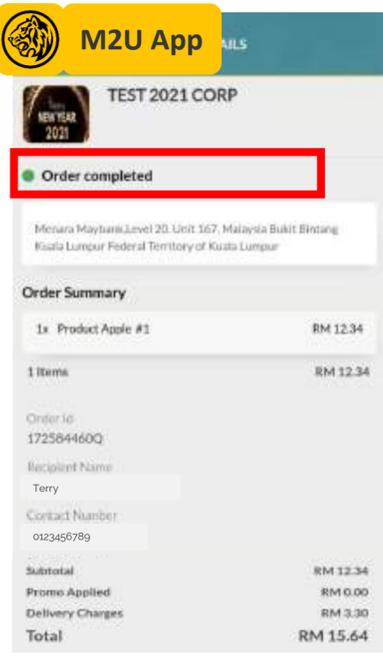
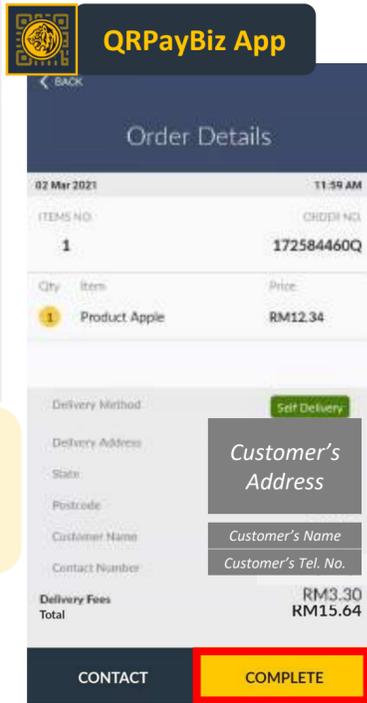
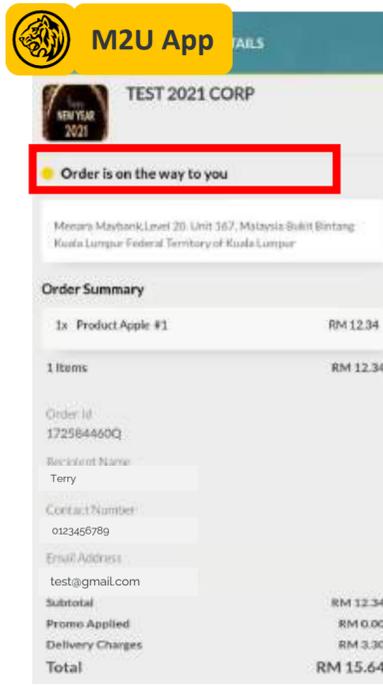
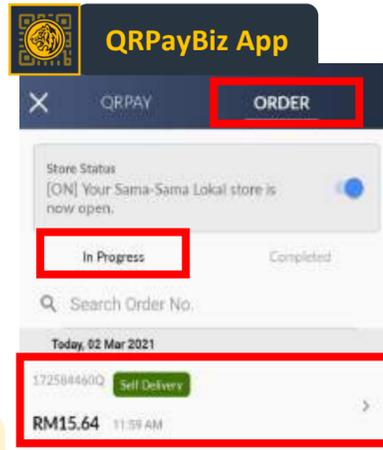
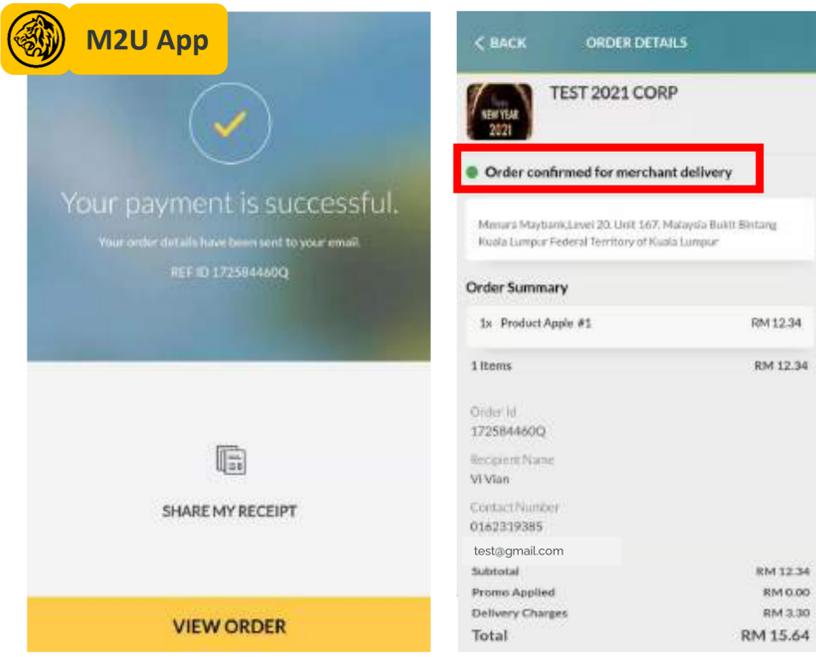


Merchant independently delivers via:

- personal transportation;**
- external 3rd party delivery services;** *e.g. Grab Express, Lalamove, City-Link Express, etc.;*
- own delivery fleet arrangements; or
- any other delivery arrangements

15 How does Self Delivery Work?

Order will be **AUTOCOMPLETED** in 3 hours



Step 1: Customer places successfully with full payment (including delivery fees).

Step 2: Merchant receives a push notification of incoming order and prepares the items ordered.

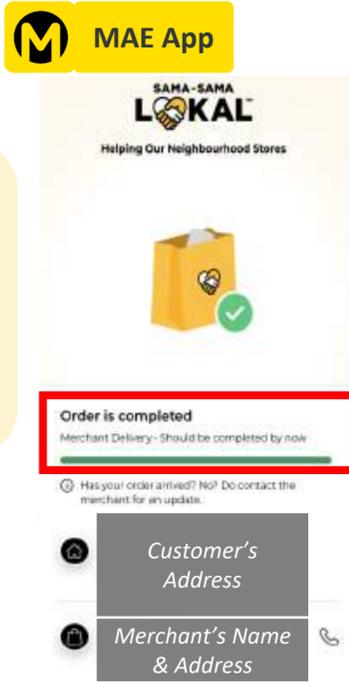
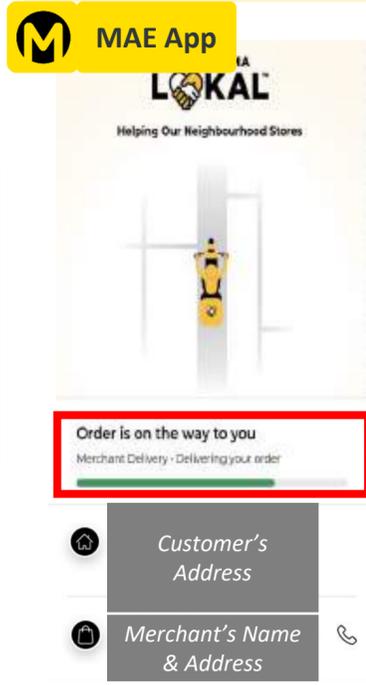
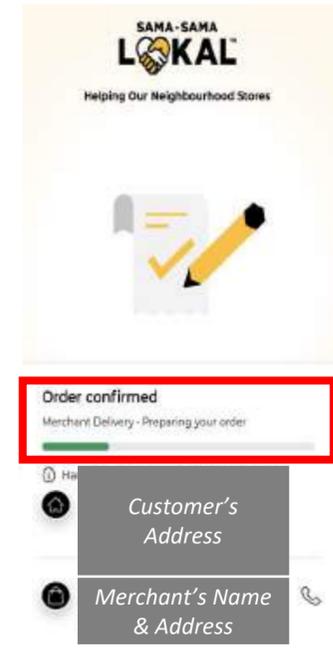
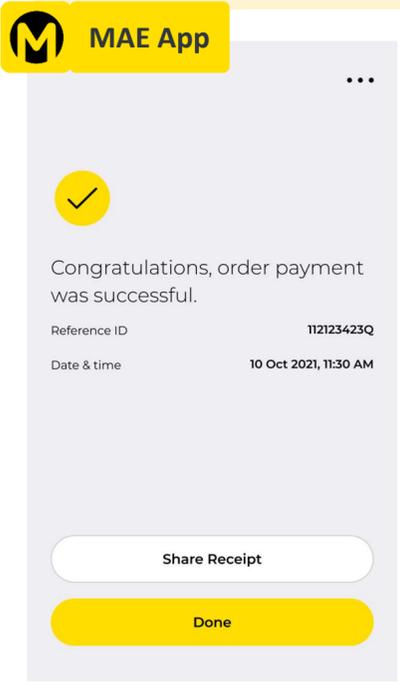
After order is prepared, merchant sends the order out and clicks on **OUT FOR DELIVERY** to update the **Customer**.

Step 3: Customer receives an update that the order is on the way.

Step 4: When order is successfully delivered, Merchant clicks on **COMPLETE** to update the order status.

Step 5: Customer receives an update that the order is **Completed**.

Step 6: Merchant will see the order being moved to the **COMPLETED** tab.





Self Pick Up

Customer picks up the order from the Store

58 Customer Self Pick-Up

Fulfill your Orders Accordingly based on its respective Delivery Types

Delivery Type	Description
<p>SSL-C123 Self Pick-Up</p> <p>3 items for Nur Siti (RM 36.00) 04:59 ></p> <p>Placed on: Today, 10:26 AM</p>	<ul style="list-style-type: none">• Suitable for merchants with store fronts, food trucks, or easily-accessible residential areas.• Merchant is expected to fulfill the order within 3 hours (<i>if pre-order or as requested by Customer, please call Customer to agree on delivery date and time</i>).



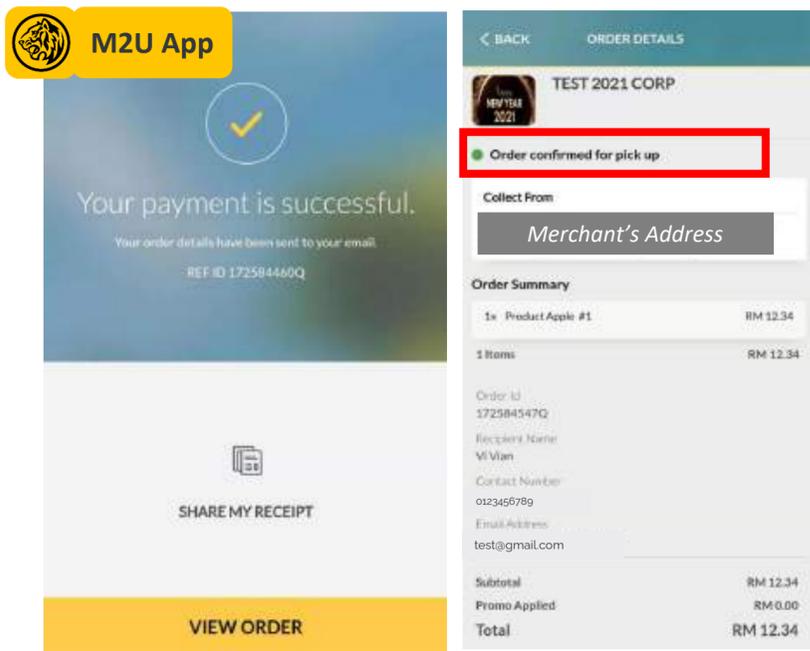
Contacts the Customer for their ETA to pick up the order prior to avoid serving cold food.



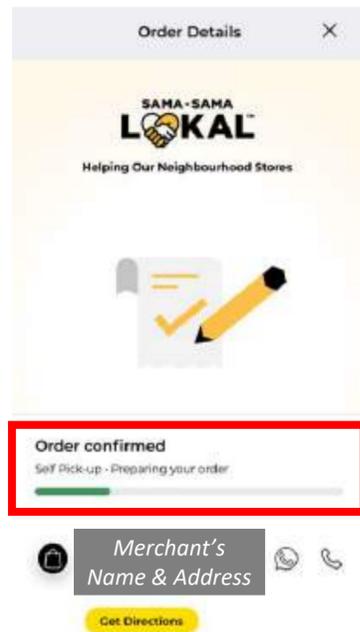
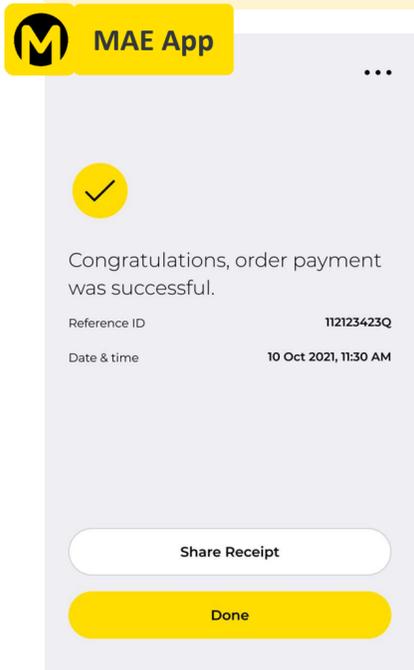
No additional delivery fees are charged to customers.

59 How does Self Pick-Up Work?

Order will be **AUTOCOMPLETED** in 3 hours

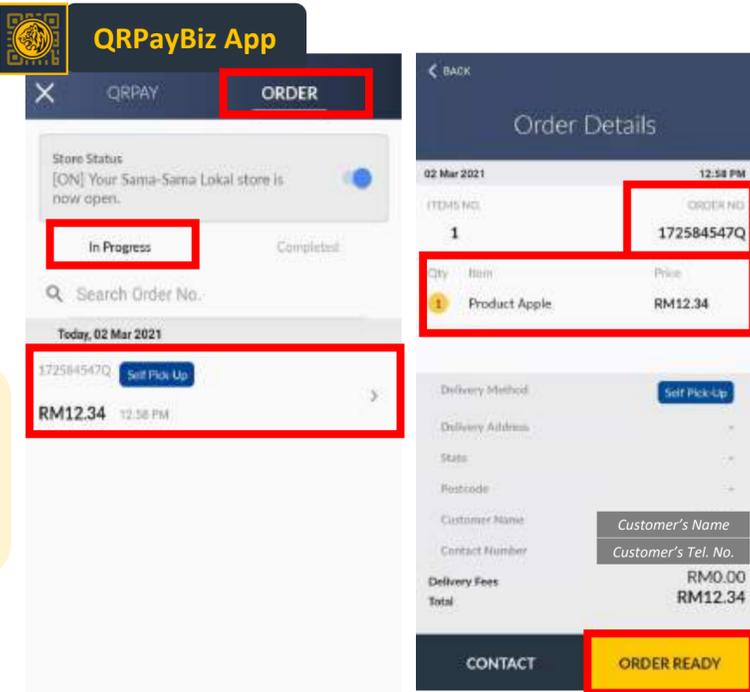


Step 1: Customer places successfully with full payment (no delivery fees are charged).

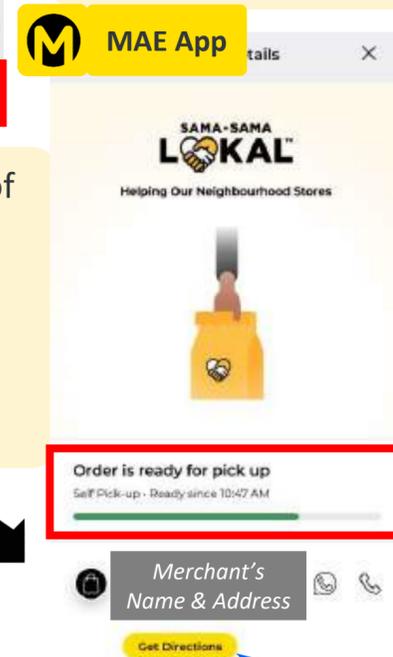


Step 2: Merchant receives a push notification of incoming order. **Merchant** prepares the items ordered accordingly.

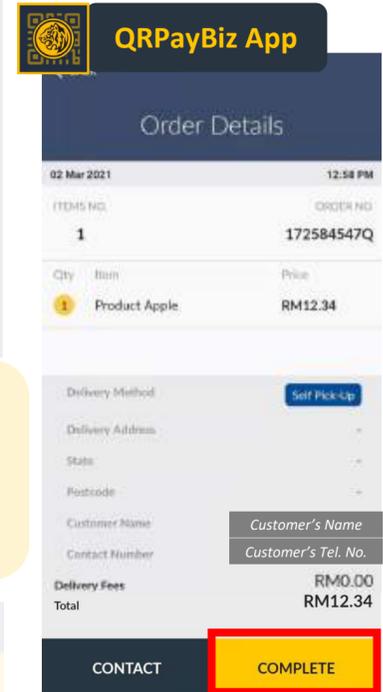
After order is prepared, merchant clicks on **ORDER READY** to update the **Customer**.



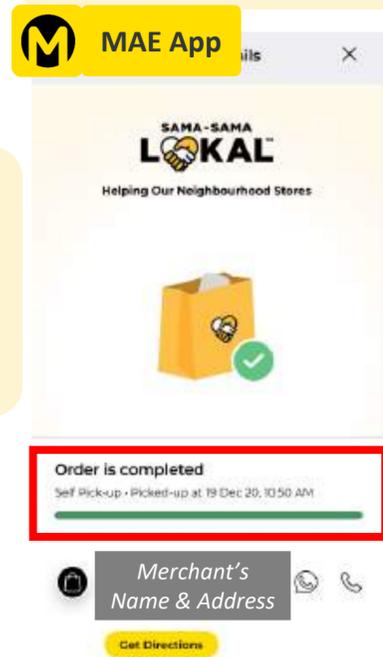
Step 3: Customer receives an update and picks up the order from the store.



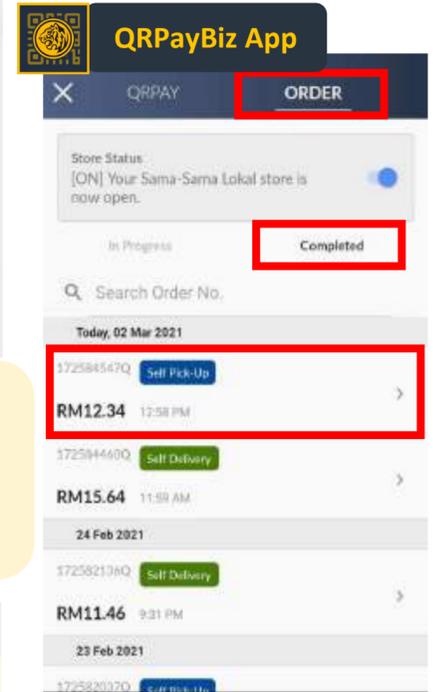
Step 4: When order is picked up, Merchant clicks on **COMPLETE** to update the order status.



Step 5: Customer receives an update that the order is **Completed**.



Step 5: Merchant will see the order being moved to the **COMPLETED** tab.





Email

Merchants Email Items Ordered to Customer

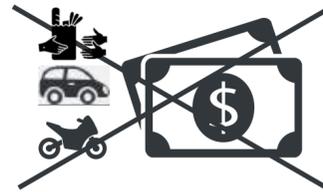
61 Email

Fulfill your Orders Accordingly based on its respective Delivery Types

Delivery Type	Description
<p>SSL-C123 Email</p> <p>3 items for Nur Siti (RM 36.00) 04:59 ></p> <p>Placed on: Today, 10:26 AM</p>	<ul style="list-style-type: none">• Merchants with service-related businesses. E.g. vouchers, tickets, services. e.g. hotel booking, travel packages, in-app/store credits, mobile reloads/top-ups, bus fares, spa appointments, music lessons• No physical goods to provide customers (only products sent via email)• Merchant is expected to fulfill the order within 24 hours (unless pre-order or as requested by Customer).



Contacts the Customer to confirm the booking date and time of the service (if any).
E.g. lessons/classes/fares/hotel/spa booking



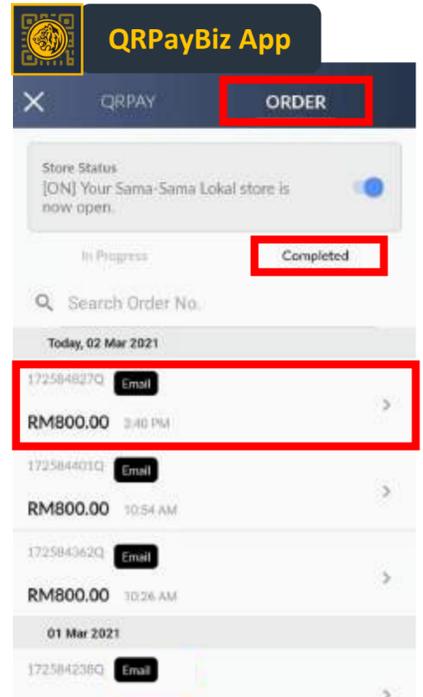
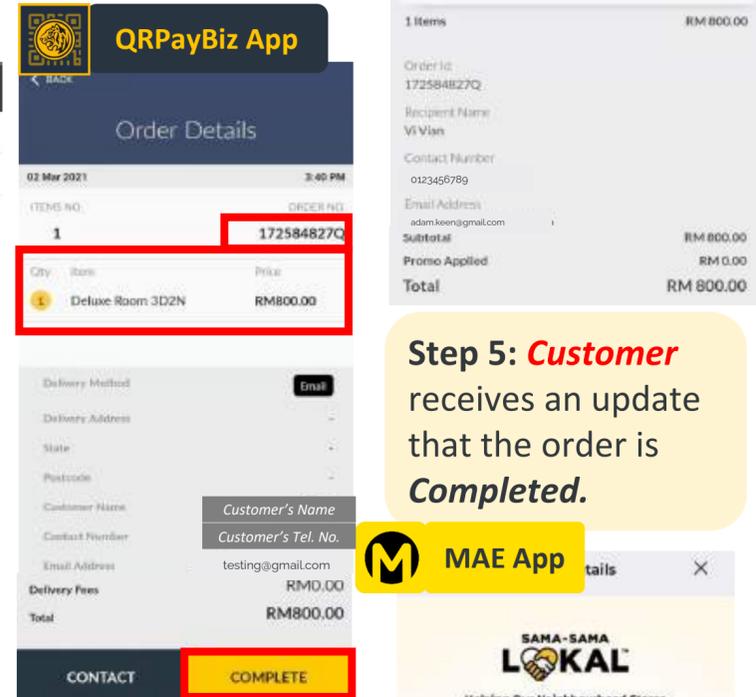
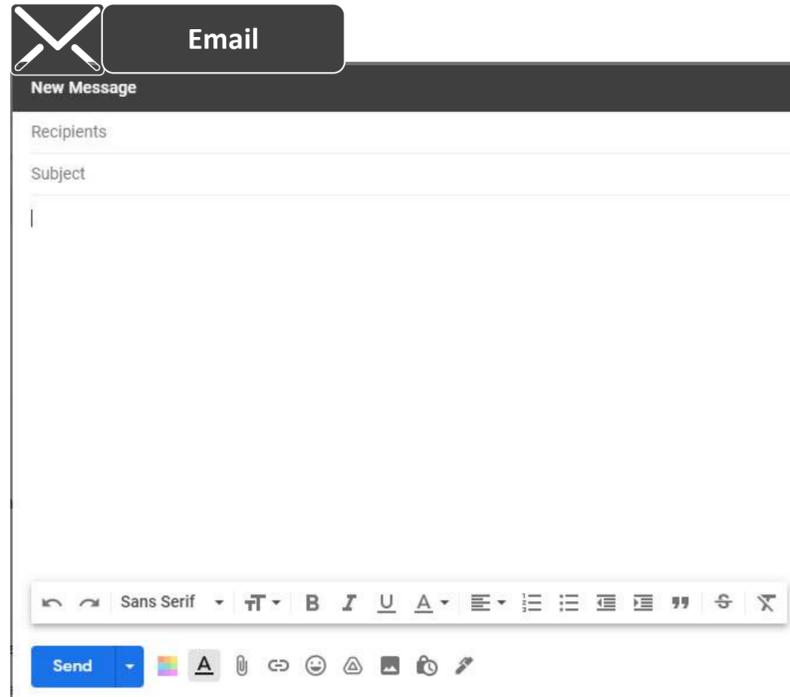
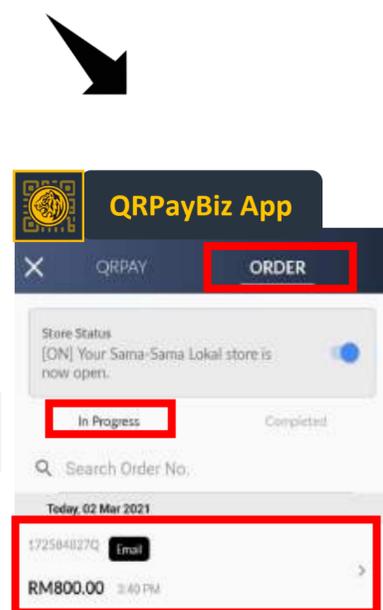
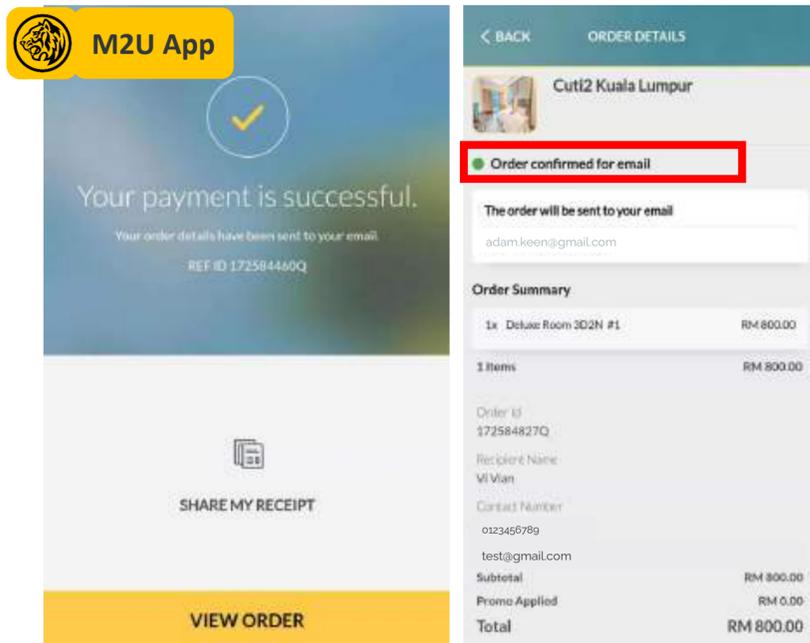
No additional delivery fees are charged to customers.



Merchants selecting **Email** as a delivery type are **NOT ALLOWED** to select other delivery types.

62 How does Email Work?

Order will be **AUTOCOMPLETED** in 24 hours



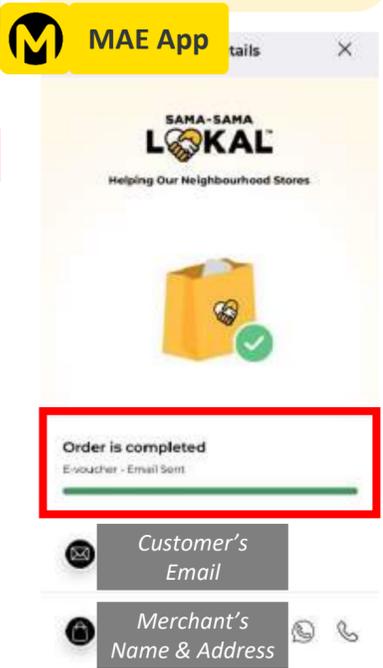
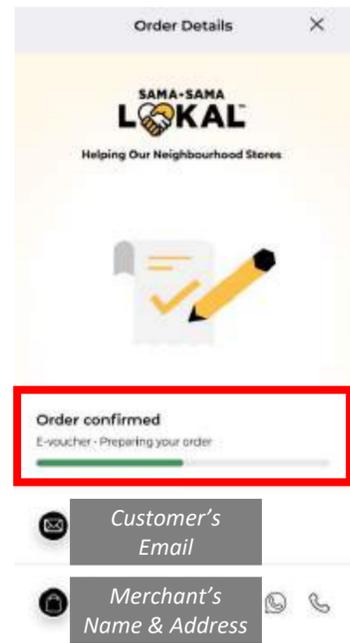
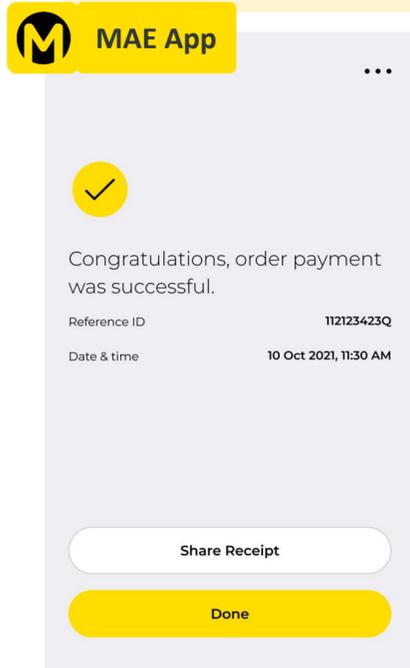
Step 1: Customer places successfully with full payment (no delivery fees are charged).

Step 5: Customer receives an update that the order is **Completed**.

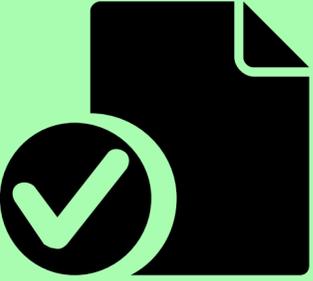
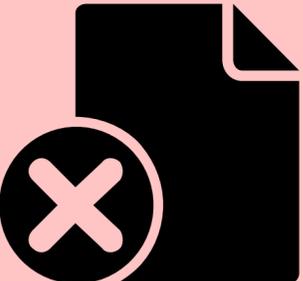
Step 2: Merchant receives a push notification of incoming order. **Merchant** checks the items ordered and contact the customer for booking date and time confirmation, if any.

Then, merchant **EMAIL** the items to **Customer** accordingly and clicks on **COMPLETE** to update the **Customer**.

Step 6: Merchant will see the order being moved to the **COMPLETED** tab.



63 Sama-Sama Lokal Order Fulfilment Scenarios

Final Order Status	Scenario	Actions Required by Merchant	Remarks
 Completed	Merchant fulfilled order & Customer received	No actions required.	N/A
	Merchant <u>DID NOT</u> fulfill order & Customer <u>DID NOT</u> receive	Contact the <u>Sama-Sama Lokal Merchant Support Hotline</u>	Merchant will be debited (with consent) to <u>REFUND</u> to Customer <u>within 7WD</u>
 Cancelled	Merchant fulfilled order & Customer received	Contact the <u>Sama-Sama Lokal Merchant Support Hotline</u>	Maybank (upon request) will proceed with <u>SETTLEMENT</u> to Merchant <u>within 7WD</u>
	Merchant <u>DID NOT</u> fulfill order & Customer <u>DID NOT</u> receive	No actions required.	Customer will receive a <u>REFUND</u> to Customer <u>within 7WD</u>

64 Crediting Batches of Payment to Merchants (only for COMPLETED order statuses)

Batch	Delivery Type	Category	Payment Crediting Schedule			
1.	[Sama-Sama Lokal] 3rd Party (Automated Assignment of Rider)	AUTOMATED Assignment of Rider	Auto-credited to merchants on a T+1 (next-day) basis at 12.30 p.m.			
	<i>Description Sample:</i>	10/02		PAYMENT CREDIT - APS/OTHERS SAMA SAMA LOKAL PAY* 77129SSLCOLLACCT		
2.	[Sama-Sama Lokal] Self Delivery + Customer Paid Delivery Fees [Sama-Sama Lokal] Self Pickup [Sama-Sama Lokal] Email [QRPay] Scan and Pay	NON-AUTOMATED Assignment of Rider	Auto-credited to merchants by EOD, 12.30a.m. (midnight)			
	<i>Description Sample:</i>	08/11		QRCASA SALES M/N 5927 DA		
3.	[Sama-Sama Lokal] Campaign Promotions (<i>promo code applied with discount on product price</i>) <i>E.g. GOINGLOKAL, FOODONMAE, KONGSIMAE etc.</i>	Campaign / Promotions	Auto-credited to merchant T+1 (next-day) basis at 12.30p.m.			
	<i>Description Sample:</i>	09/11		PAYMENT CREDIT - APS/OTHERS VIRTUAL BANKING QRP* 71418VBPQRPAY		
4.	[Sama-Sama Lokal] Delivery Promo (<i>Self Delivery orders only</i>)	Campaign / Promotions	Credited on Weekly Basis. <i>Merchant can expect to be credited by NEXT WEEK from the order confirmation date</i>			
	<i>Description Sample:</i>	09/11		PAYMENT CREDIT - APS/OTHERS SAMA SAMA LOKAL DEL* SSL PROMO		

65 EXTRA TIPS to Manage Your Sama-Sama Lokal Store (1/3)

1.

One of My Products are
OUT-OF-STOCK!

Step 1: Turn off your Product in your QRPayBiz App
Side Menu > Sama-Sama Lokal > Toggle OFF the Product
Step 2: Call the Customer to ask if they are OK to **REPLACE**
with another product from your store (same value).
Step 3: If the Customer **DOES NOT AGREE** to **REPLACE** with
another product, call the [Sama-Sama Lokal Merchant
Support Hotline](#) and provide your Order ID to **CANCEL**

2.

I AM DELIVERING my Products to
my Customers!

Step 1: **PACKAGE** your Products **CAREFULLY** to **AVOID**
SPILLAGE during delivery. Seal your packaging.
Step 2: **CAREFULLY** hand over **ALL** products **ORDERED** to
the **CORRECT RIDER/DRIVER**. Cross-check the Consignment
No. and Customer Name with the Rider/Driver!

3.

There's **NO NOTIFICATION**
SOUND for **INCOMING ORDERS!**



Step 1: Remember to **ENABLE NOTIFICATIONS** for your
QRPayBiz app in your phone.
Step 2: Login to your QRPayBiz app (*MANAGER LOGIN*) at
all times.
Step 3: **DO NOT SILENCE** your device and **look out for**
incoming orders.

66 EXTRA TIPS to Manage Your Sama-Sama Lokal Store (2/3)

4.

I am Selling PRE-ORDER Products!

Step 1: State [*Pre-Order x days in advance*] clearly in your **BUSINESS DESCRIPTION** : *Side Menu > Settings > Profile > Edit Business Description > Save > Submit OTP*

PRODUCT DESCRIPTION : *Side Menu > Sama-Sama Lokal > Edit the Product > Edit Product Description > Submit*

Step 2: Call the Customer when you **RECEIVE** an Order to decide on the delivery / pick-up date and time.

5.

The 3rd Party Delivery Rider DID NOT ARRIVE >35 mins!

Step 1: Contact the Rider (*rider details in QRPayBiz app*) to enquire the rider's status and ETA.

Step 2: Rider did not pick up? Call the [Sama-Sama Lokal Merchant Support Hotline](#) and provide the Order ID to **REASSIGN** a rider for the order.

6.

There is a FEATURE on the QRPayBiz app which I DO NOT UNDERSTAND!

Step 1: Call the [Sama-Sama Lokal Merchant Support Hotline](#) and provide your Merchant ID.

Step 2: Enquire on the relevant feature(s) accordingly.

67 EXTRA TIPS to Manage Your Sama-Sama Lokal Store (3/3)

7.

My 3rd Party Delivery Order **NEEDS A CAR BUT A BIKE CAME!**

Step 1: Call the [Sama-Sama Lokal Merchant Support Hotline](#) and provide the Order ID to REASSIGN to a CAR.

Step 2: Go to the QRPayBiz app
*Side Menu > Sama-Sama Lokal > Edit the Product
Fragile or Bulky? Toggle ON Unsuitable for Bike Delivery
Weight OR Parcel Size Inaccurate? Edit accordingly*

8.

I **NEED MORE TIME TO PREPARE**
my order but my 3rd Party Delivery
|
RIDER LEFT

Step 1: Continue preparing your order.

Step 2: When you have completed your order preparation, Call the [Sama-Sama Lokal Merchant Support Hotline](#) and provide Order ID to REASSIGN a rider the order.

Step 3: Fulfill the order accordingly to the reassigned rider.

9.

- I need to **CLOSE MY STORE URGENTLY!**
- I received **TOO MANY ORDERS** from my Customers at once!

Step 1: Go to your QRPayBiz app *Side Menu > Transactions > Order > Store Status Toggle [OFF]*

Step 2: When you are ready to accept orders again, go to *Side Menu > Transactions > Order > Store Status Toggle [ON]* and continue your operations!

4.

Managing My Store Operations on Sama-Sama Lokal

- **How to Share your Sama-Sama Lokal's Store Link on QRPayBiz App?**

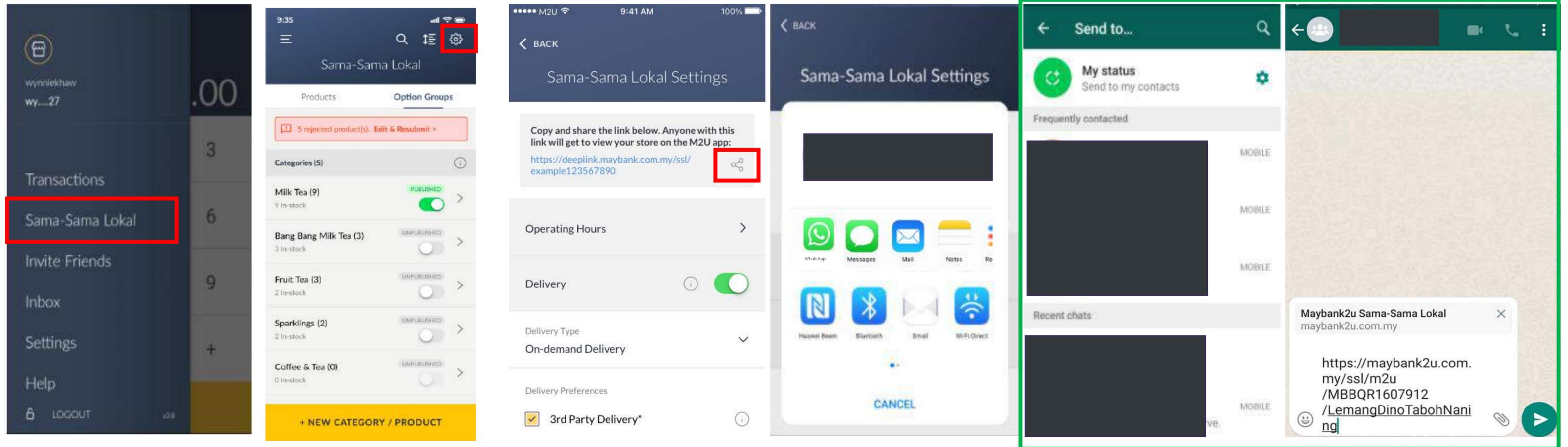
- How to Change Your Business Logo and Cover Photo?
- How to Change Your Business Profile Information?
- How to Change Your Sama-Sama Lokal Store's Business Address!
- How to Change Your Business Contact No.?
- How to Change Your Bank Account for Payment Settlement?

- How to Edit Your Existing Products in Sama-Sama Lokal?
- How to Change Your Store's Delivery Type?
- How to Change Your Business Operating Hours?

- **How to Retrieve Your QRPayBiz app Login Username?**
- **How to Reset Your QRPayBiz app Login PIN?**

69 How to Share your Sama-Sama Lokal's Store Link on QRPayBiz App?

Share the Link to Your Store with your Customers or Post them on your Social Media page!



Step 1: Go to **Sama-Sama Lokal** and select the **SETTINGS** icon. Click on the **SHARE** icon by the store link.

Step 2: Choose your preferred app or **COPY** the store link to your *clipboard*.

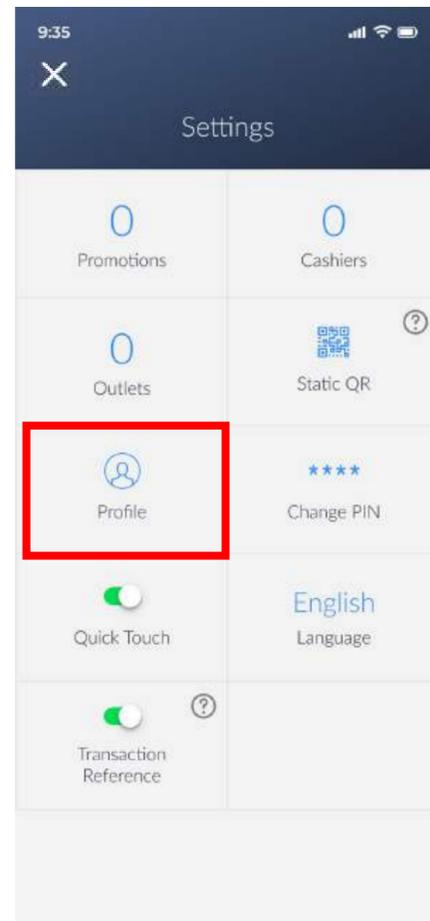
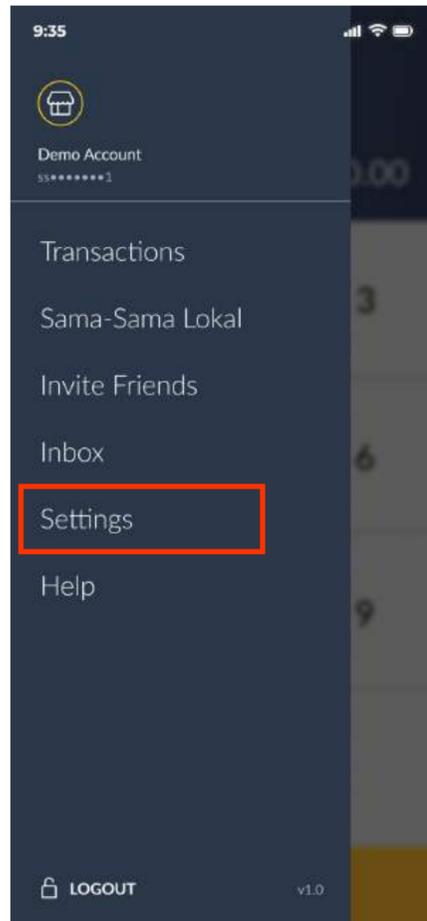
Step 3: If you select **Whatsapp**, you will be redirected to your WhatsApp's contact list. Select your intended recipients and send the store link

Note:

1. Store Link Format: [https://maybank2u.com.my/ssl/m2u/ <insert MID> / <insert Merchant Business name without space, capitalization as per business name needed>](https://maybank2u.com.my/ssl/m2u/<insert MID>/<insert Merchant Business name without space, capitalization as per business name needed>)
e.g. <https://maybank2u.com.my/ssl/m2u/MBBQR1607912/LemangDinoTabohNaning>

How to Change Your Business Logo and Cover Photo?

Want to Rebrand Your Business? Find out how below!



Step 1: Go to the *side menu* to select **SETTINGS**, and then **PROFILE**.

Add Logo!
Take Photo
Choose from Library
Cancel

✓ Add your official Business Logo that is **simple and recognizable!**
(square image – 606 x 606 pixel)

✗ **AVOID** using copyrighted logos, selfies, pictures with people or irrelevant items

Add Photo!
Take Photo
Choose from Library
Cancel

✓ Add your **store front image**. If you are a *home-based business*, add your **offered products/services!**
(landscape image – 807 x 446 pixel)

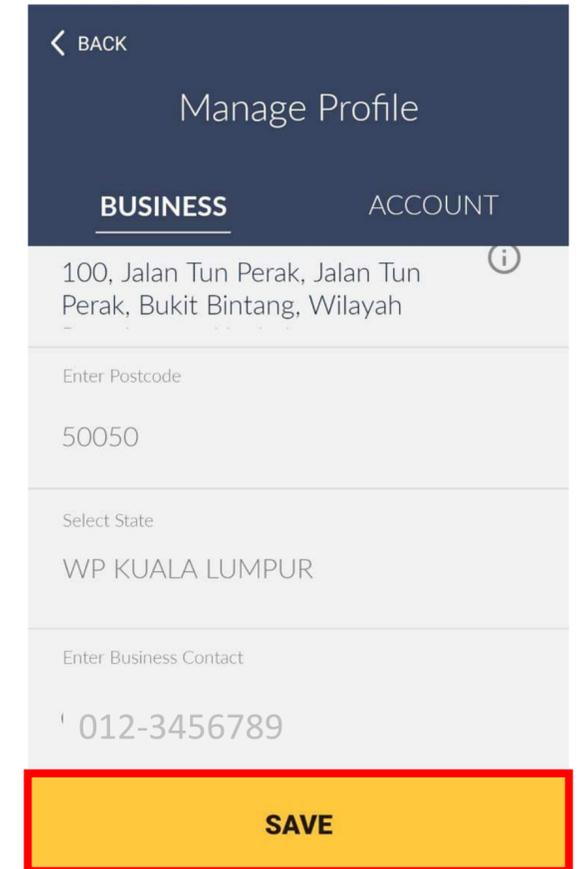
✗ **AVOID** using other people's store, your house image, pictures with people or irrelevant items

✓ Proper Logo

✗ Improper Logo

✓ Proper Profile Image

✗ Improper Profile Image



Step 3: Scroll down and click **SAVE**. You will be asked to verify with an OTP before any changes are successfully updated.

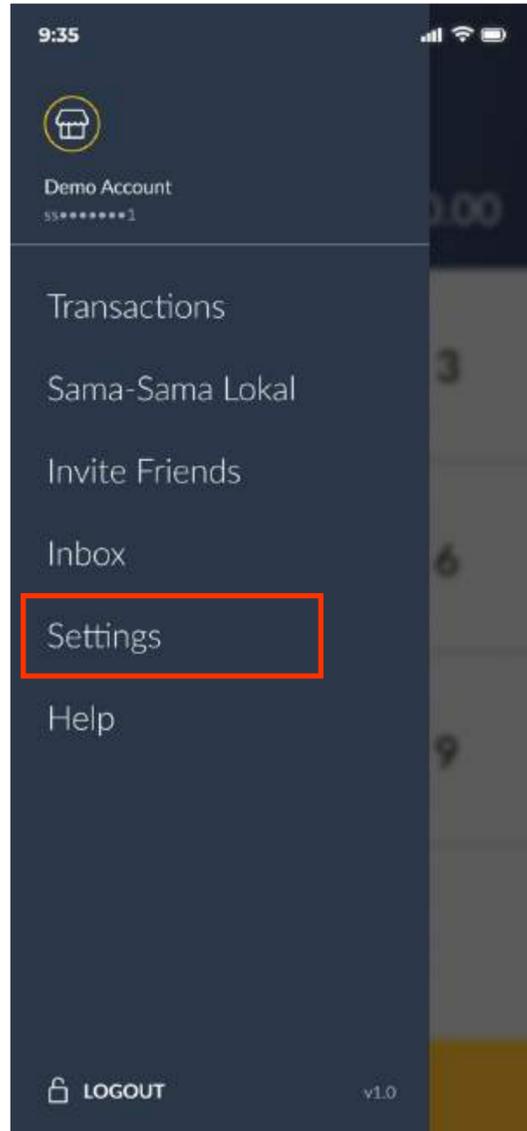
Step 2: Change your **Profile LOGO** or **Cover PHOTO** by clicking on it. Then, select **CHOOSE FROM LIBRARY** to select an image from your device or **TAKE PHOTO** to snap one from your device camera.

Note:

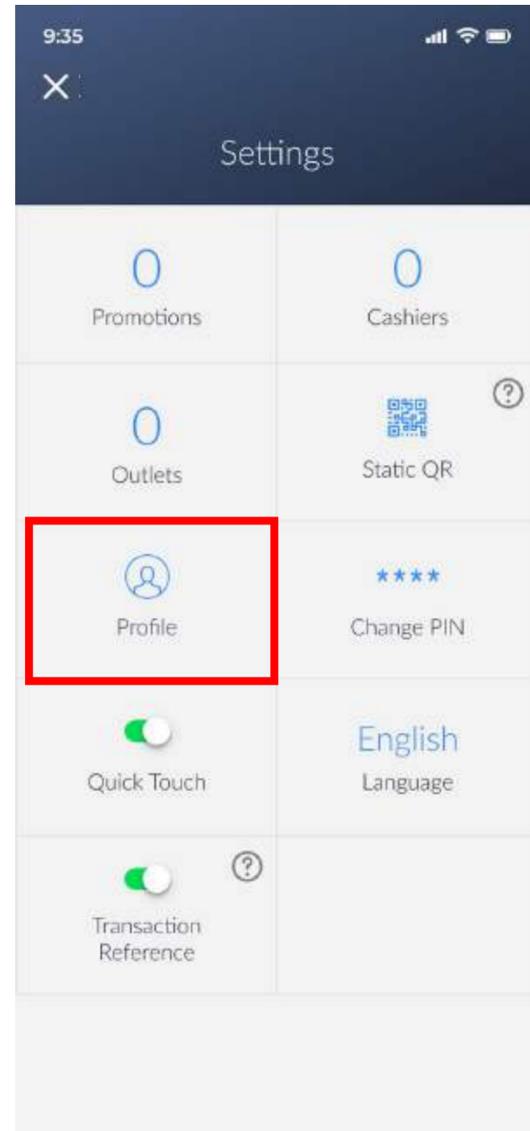
1. Changing your Cover Photo and Logo will reflect for both Scan and Pay and Sama-Sama Lokal.

71 How to Change Your Business Profile Information?

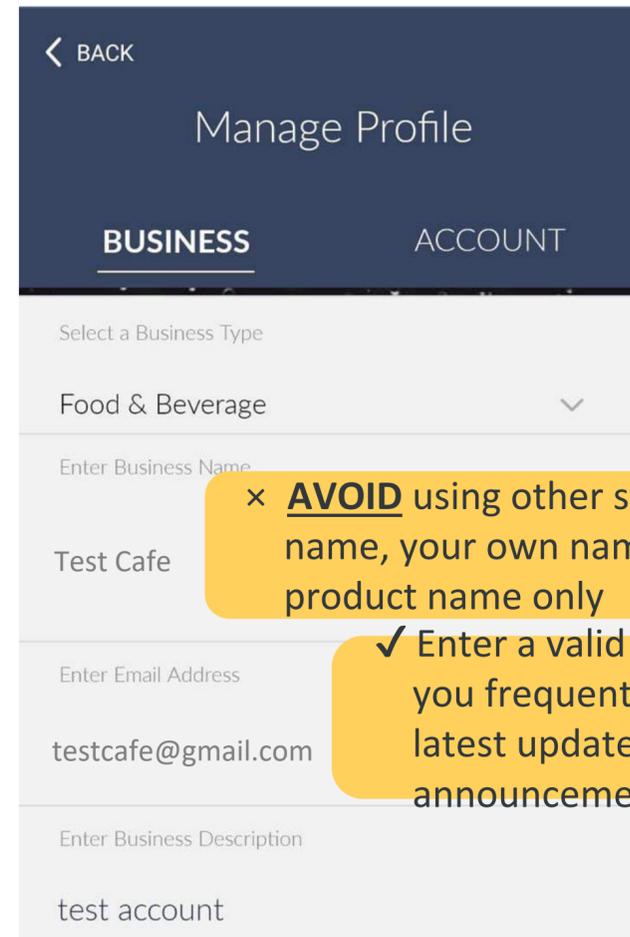
Want to Change Your Business Information? Find out more below!



Step 1: Go to Settings



Step 2: Click on Profile

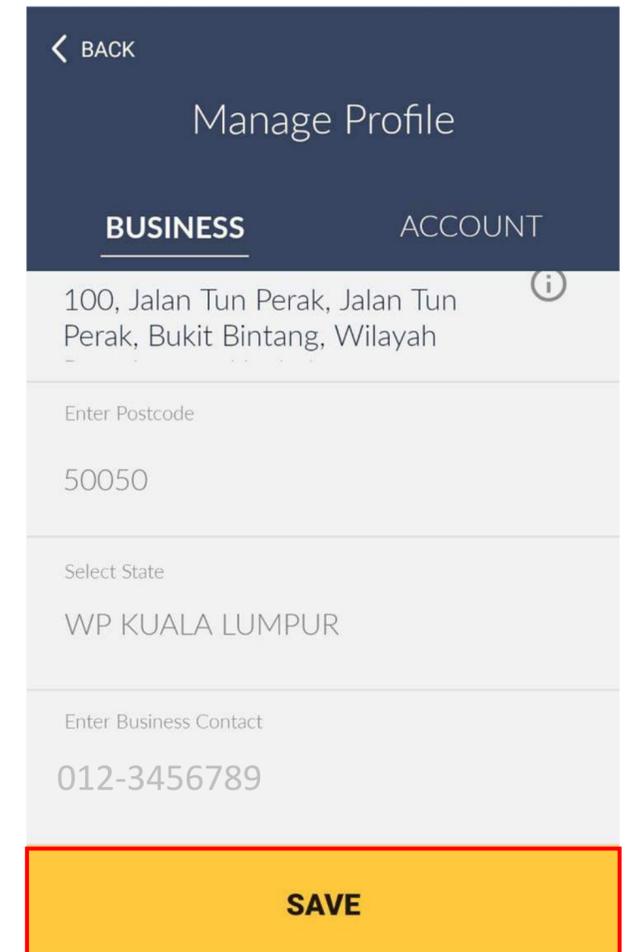


× **AVOID** using other store's name, your own name or a product name only

✓ Enter a valid email address you frequently check for the latest updates and announcements!

Step 3 - Insert Your

- 1. Business Type:** Your shop category
- 2. Business Name:** Your Store Name
- 3. Email Address**
- 4. Business Description:** This indicates your business operating model and products/services offered



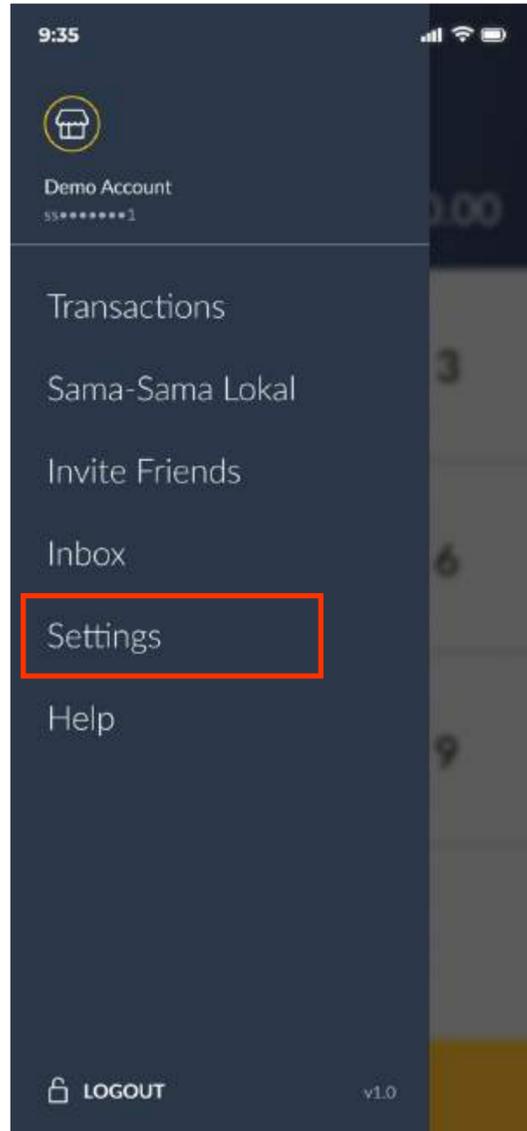
Step 3: Once you're done, click on **SAVE**. You will be asked to verify with OTP before any successful changes.

Note:

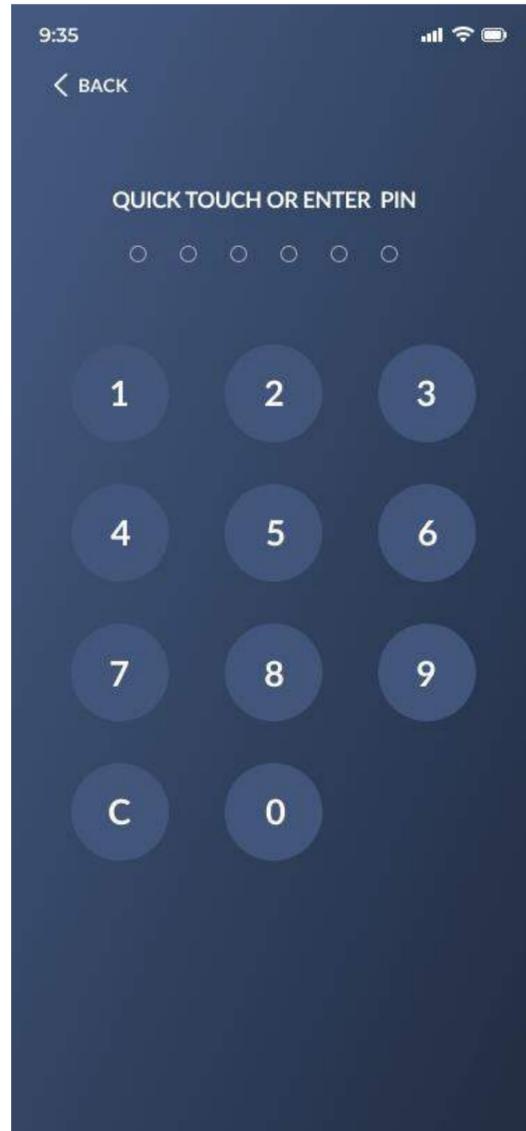
1. Changing your Business Type, Business Name, Email Address and Business Description will reflect for both Scan and Pay and Sama-Sama Lokal.

72 How to Change Your Sama-Sama Lokal Store's Business Address! (1/3)

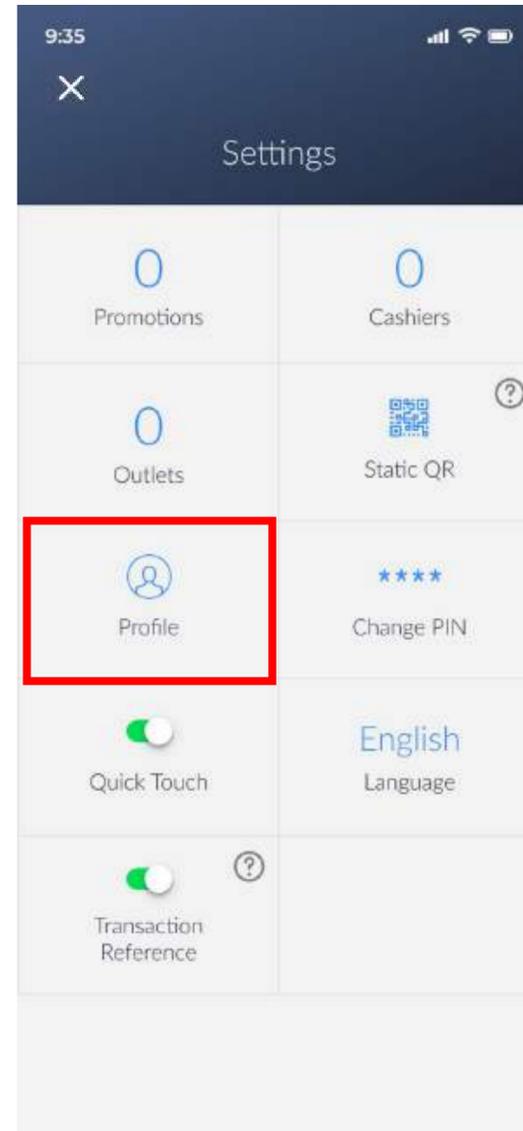
Changed Your Store Address? Update your Business Address to Continue your Operations!



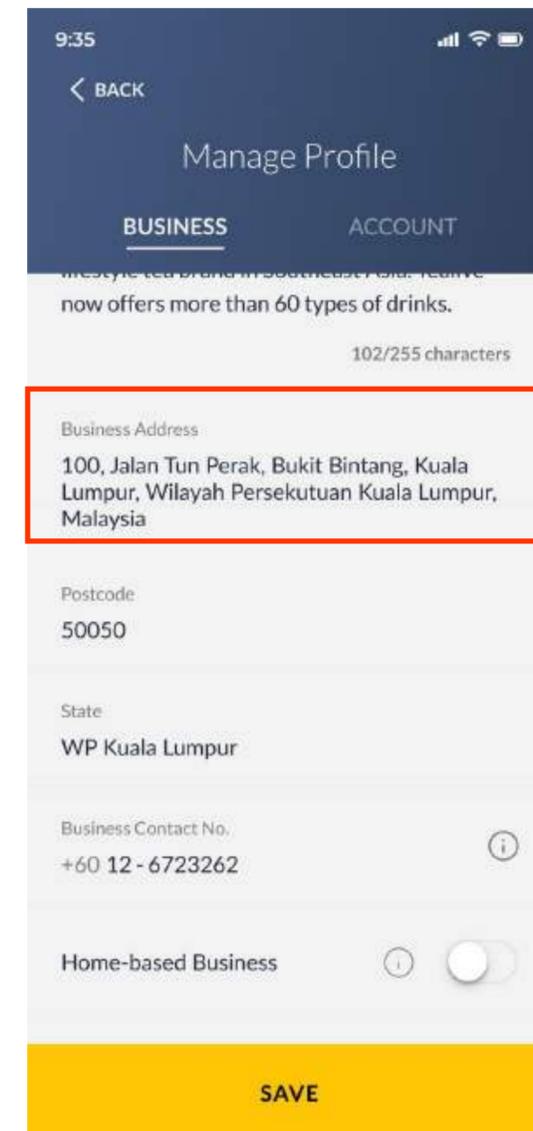
Step 1: Go to Settings



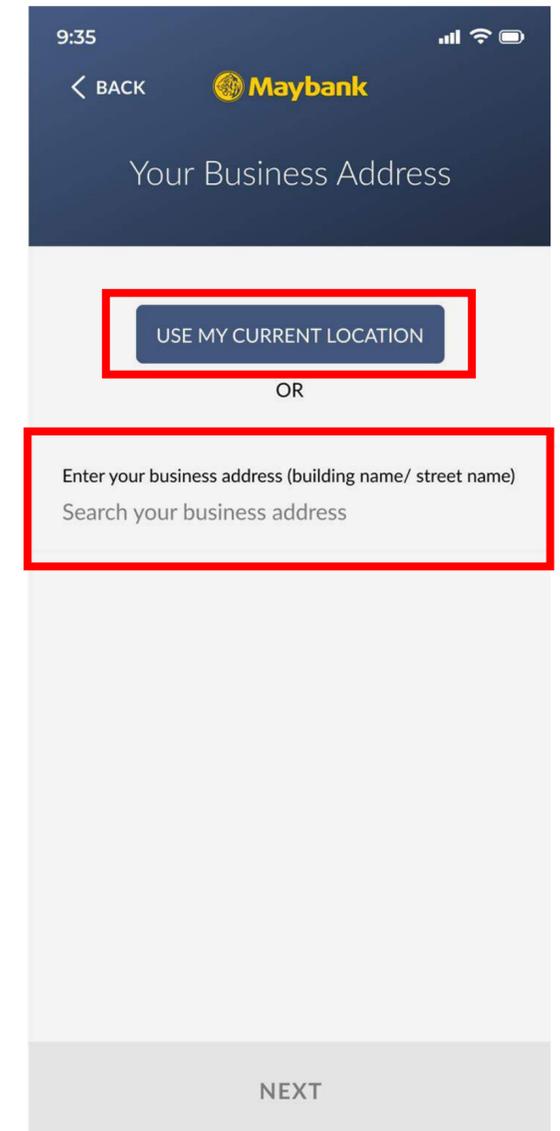
Step 2: Enter your PIN.



Step 3: Click on Profile



Step 4: Click on Business Address



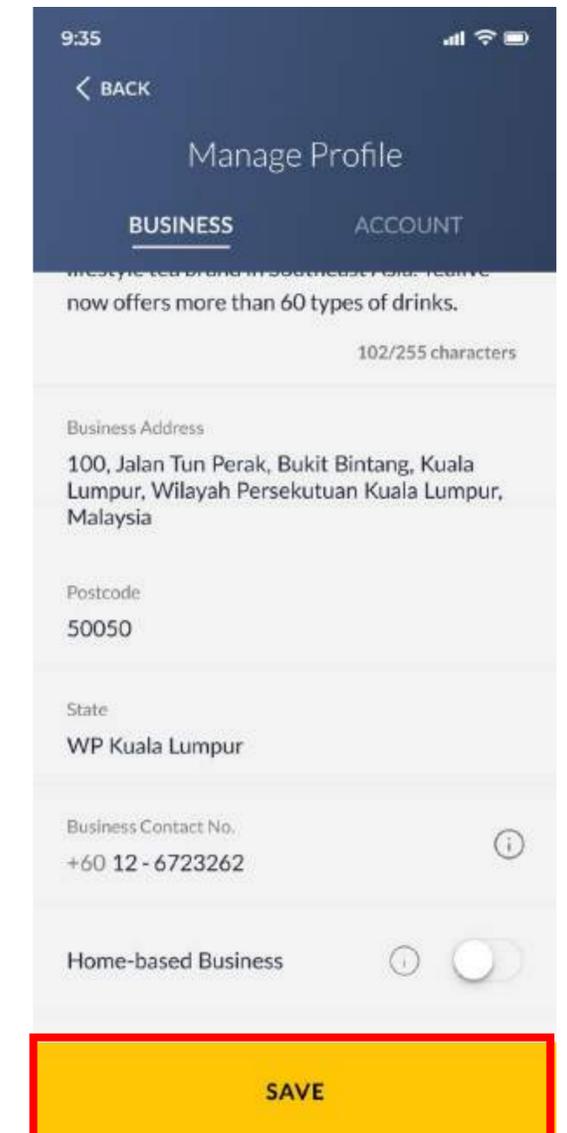
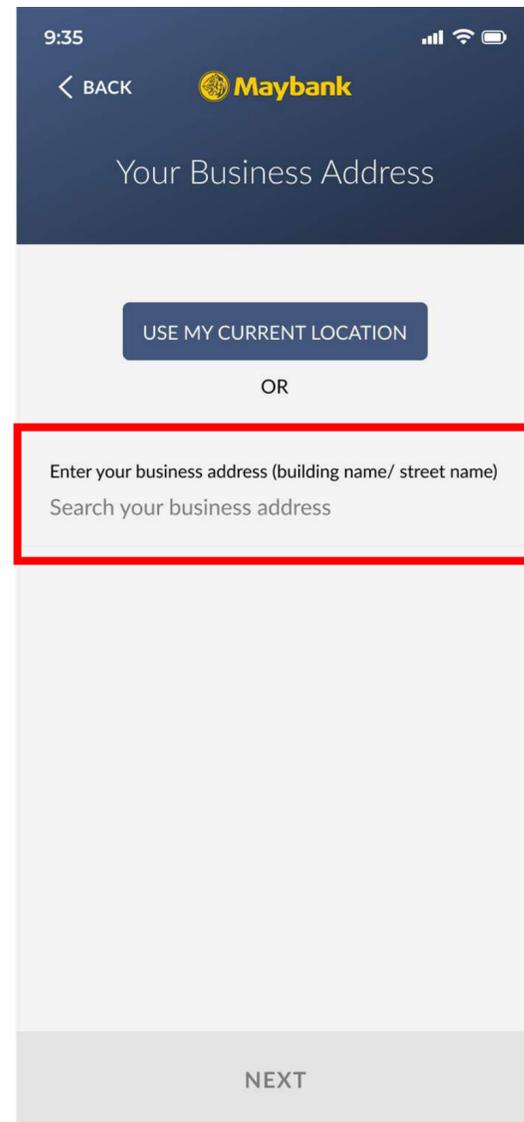
You can either **type in** your Business Address or '**USE MY CURRENT LOCATION**' to detect your address via your device's GPS.

Note:

1. You can only operate your Sama-Sama Lokal store from one business location.

How to Change Your Sama-Sama Lokal Store's Business Address! (2/3)

Changed Your Store Address? Update your Business Address to Continue your Operations!



STEP 2: SEARCH for your store's address through *Google Maps* and **CONFIRM LOCATION**.

**You may drag the location PIN to move, if necessary.*

STEP 3: SAVE & CONTINUE if your address is entered accurately.

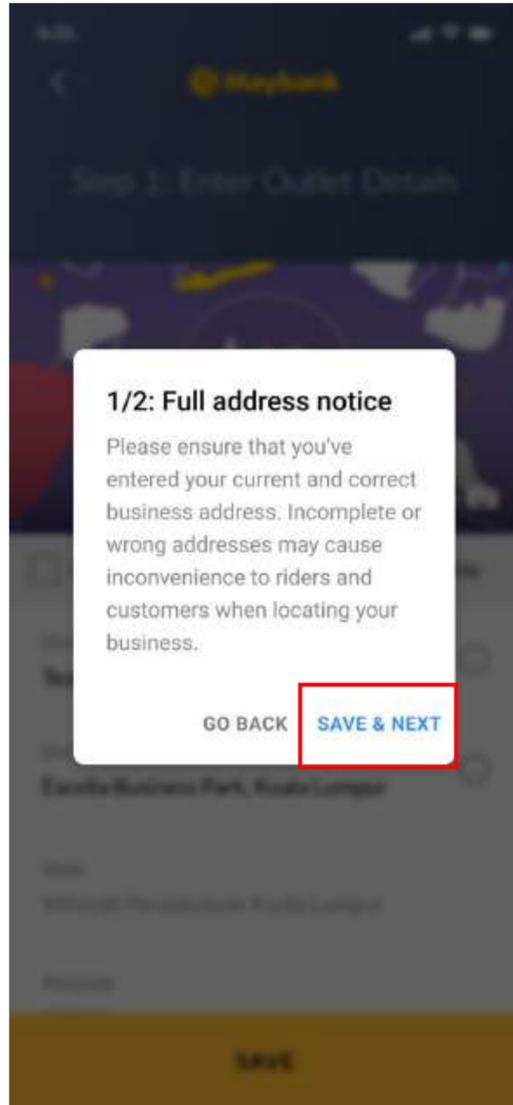
STEP 4: SAVE the address in your Profile.

Note:

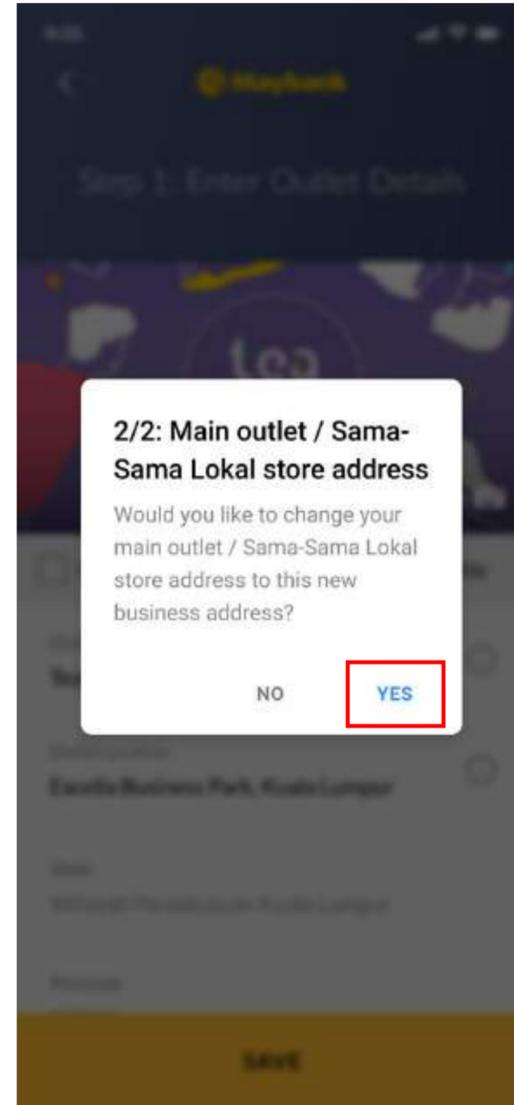
1. You can only operate your Sama-Sama Lokal store from one business location.

74 How to Change Your Sama-Sama Lokal Store's Business Address! (3/3)

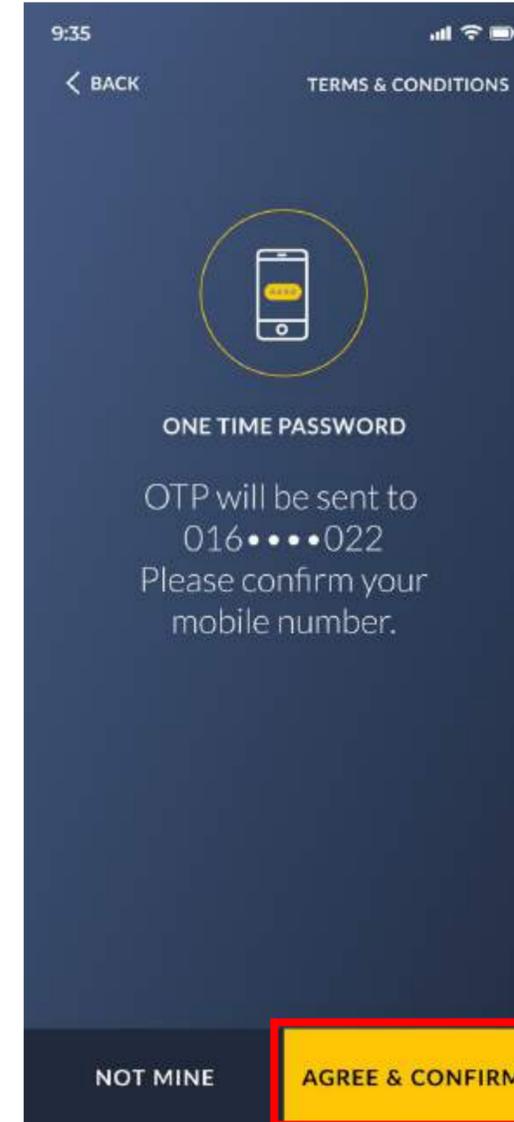
Changed Your Store Address? Update your Business Address to Continue your Operations!



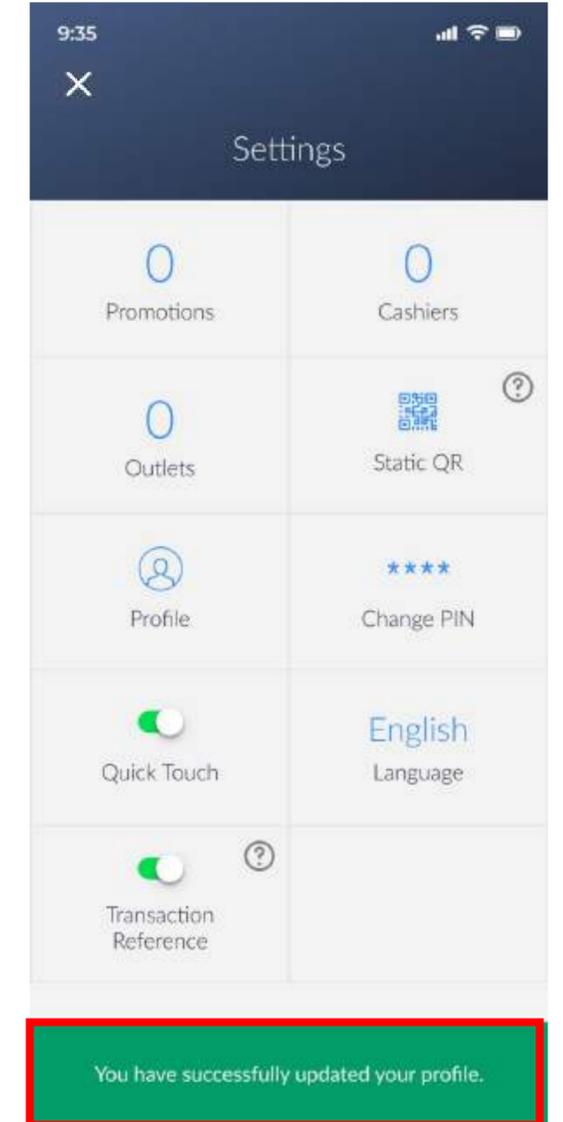
STEP 5: SAVE & NEXT to confirm your address changes.



STEP 6: Select YES to update your Sama-Sama Lokal store address.



STEP 7: AGREE & CONFIRM to request for an OTP to your Mobile No. Input the OTP correctly and submit



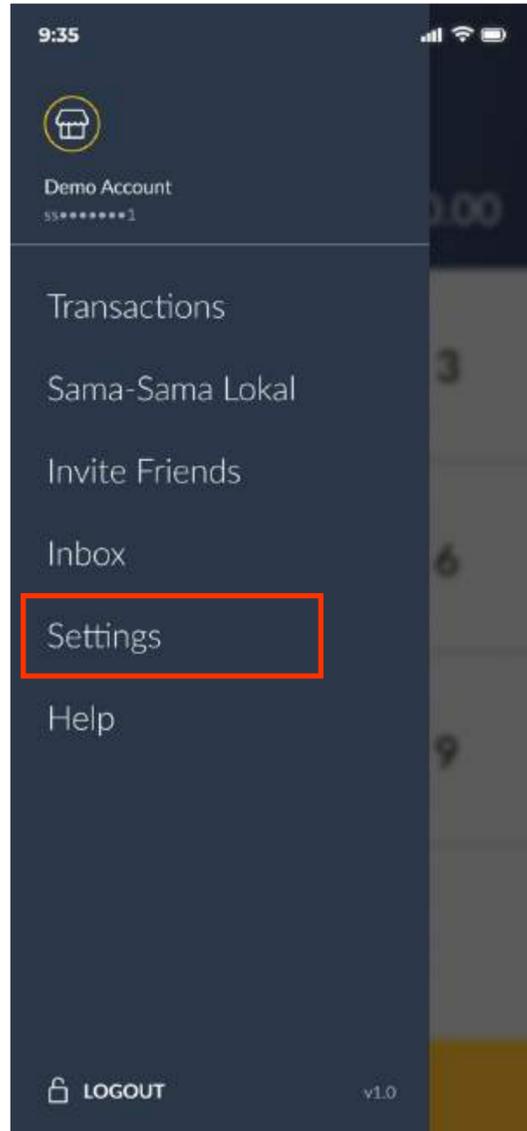
STEP 8: Your address has been successfully updated!

Note:

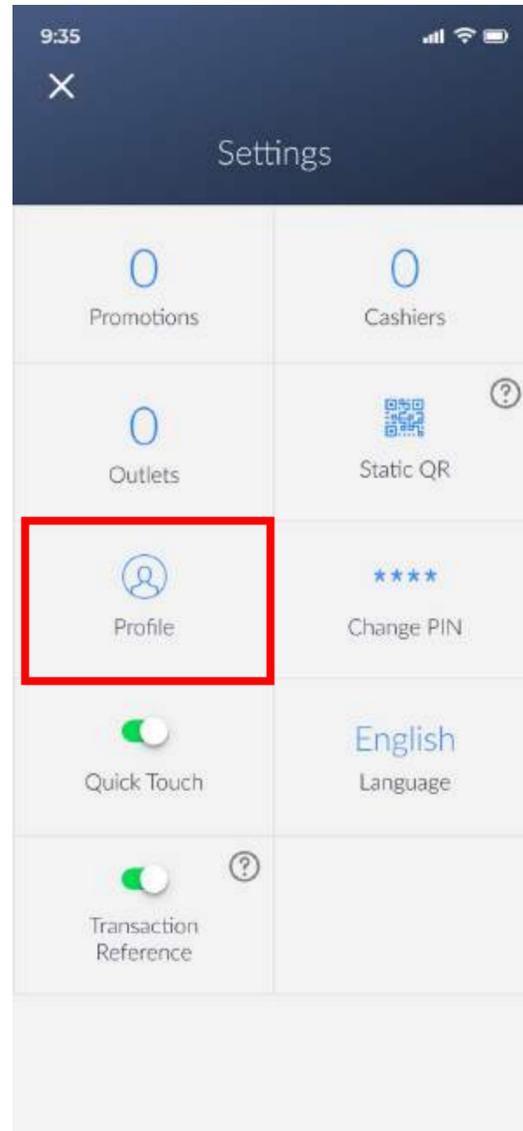
1. You can only operate your Sama-Sama Lokal store from one business location.

75 How to Change Your Business Contact No.?

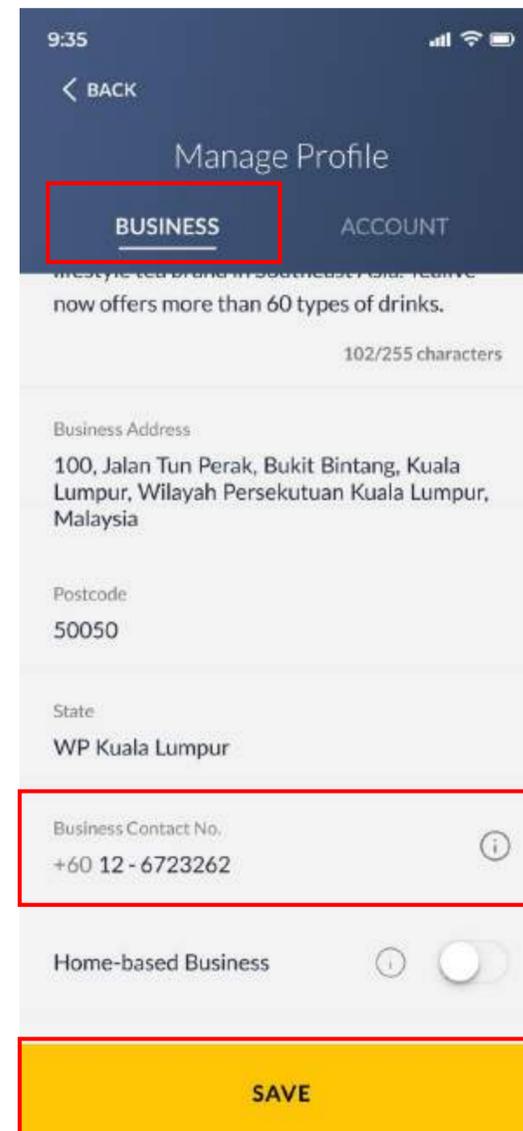
Want to Change the Contact Number of Your Business? Find out how below!



Step 1: Go to the *side menu* to select **SETTINGS**.



Step 2: Click on **PROFILE**



Step 3 - Now you may change your Business Contact:
We recommended you to put in ***Whatsapp-enabled*** contact number so Customers and riders can contact you with ease.

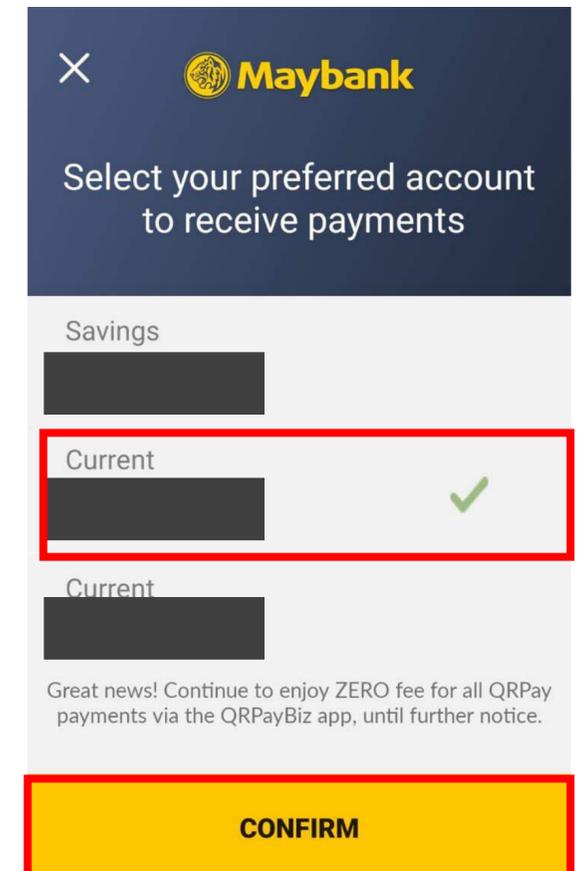
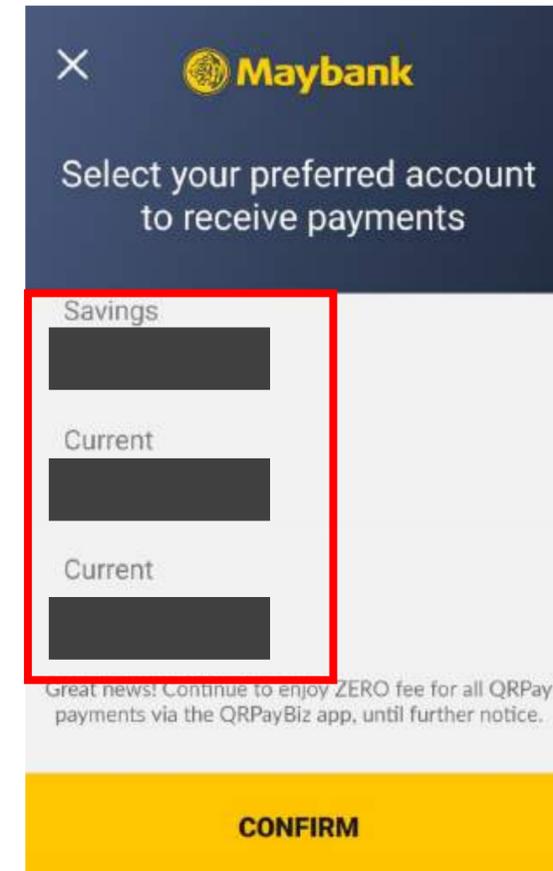
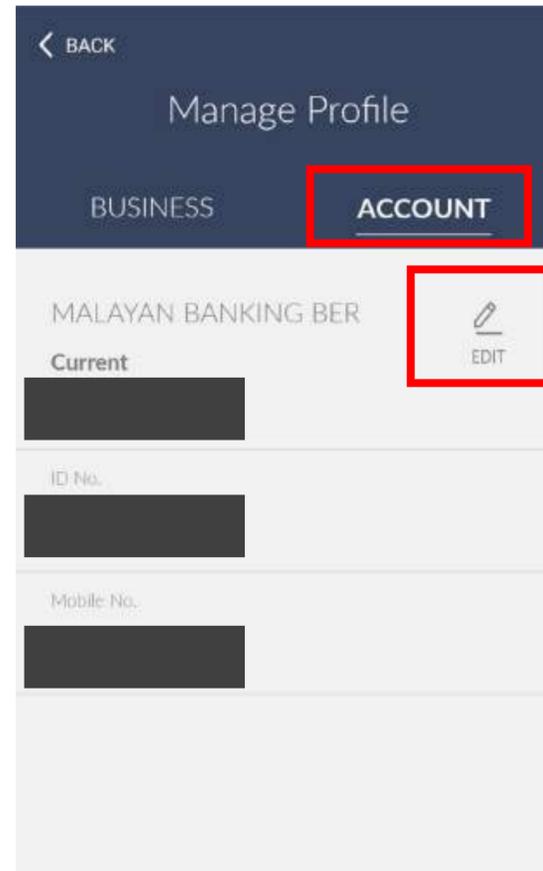
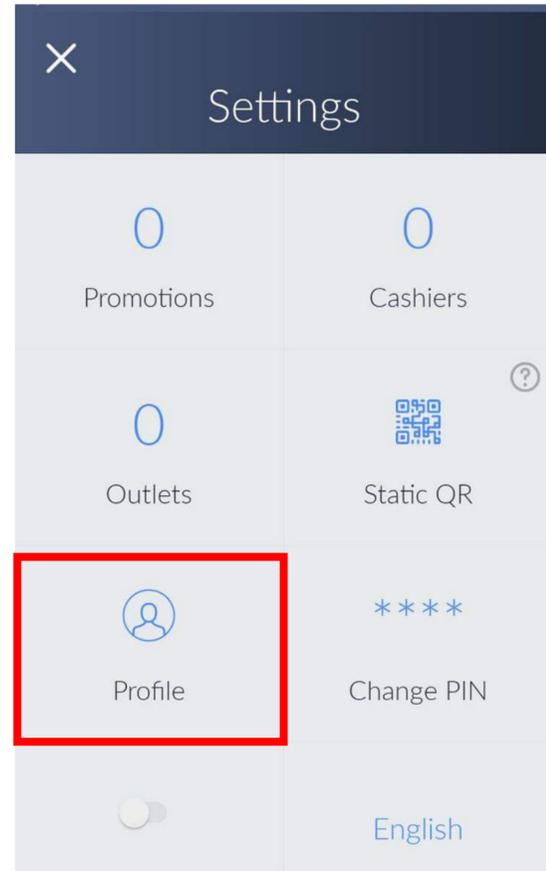
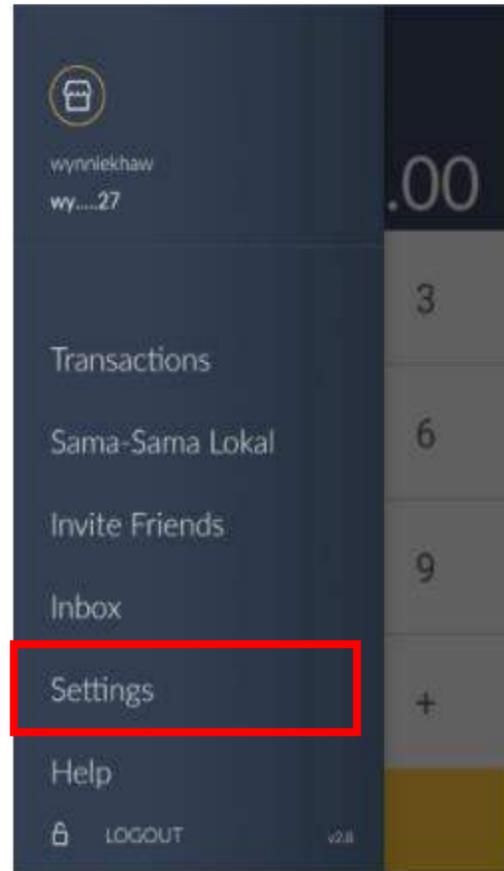
Step 4: Click **SAVE**, you will be asked to verify with OTP before changes are successfully updated.

Note:

1. Changing your Business Contact No. will reflect for both Scan and Pay and Sama-Sama Lokal.

82 How to Change Your Bank Account for Payment Settlement?

Want to Change your Bank Account Number? Find out more below!



Step 1: Go to the *side menu* to select **SETTINGS**, and then **PROFILE**.

Step 2: Under **ACCOUNT**, select **EDIT**.

Step 3: Select the preferred bank account to receive your **Payment Settlement**.

Criteria for Sama-Sama Lokal merchants:

- **ONLY** Maybank Current Account or **MAE account**
- A Maybank Savings Account will be **REJECTED**, causing your Sama-Sama Lokal **Profile** to be **REJECTED**.

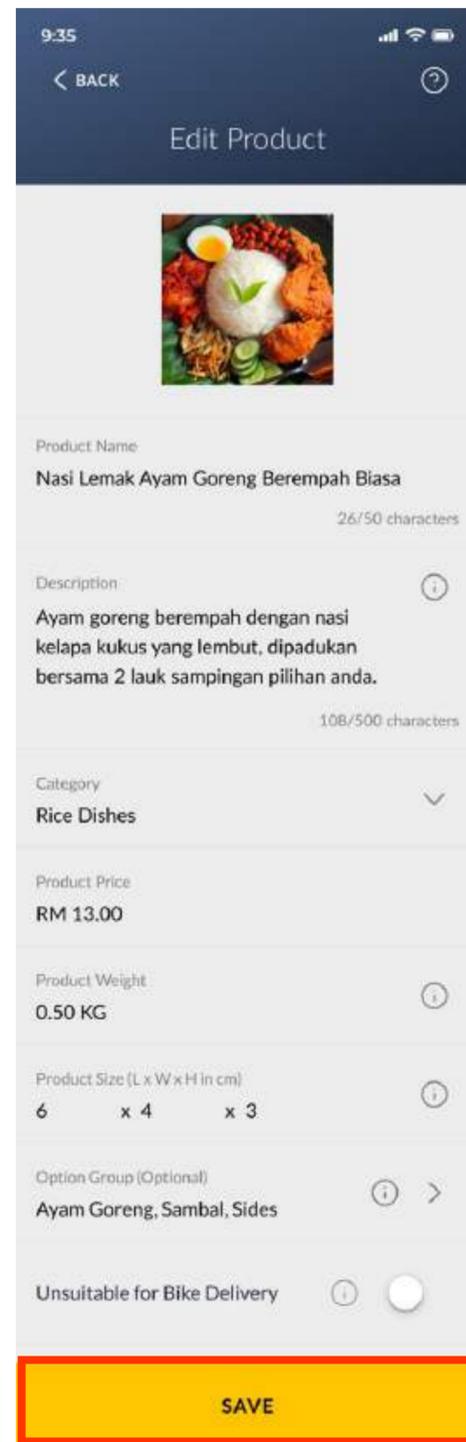
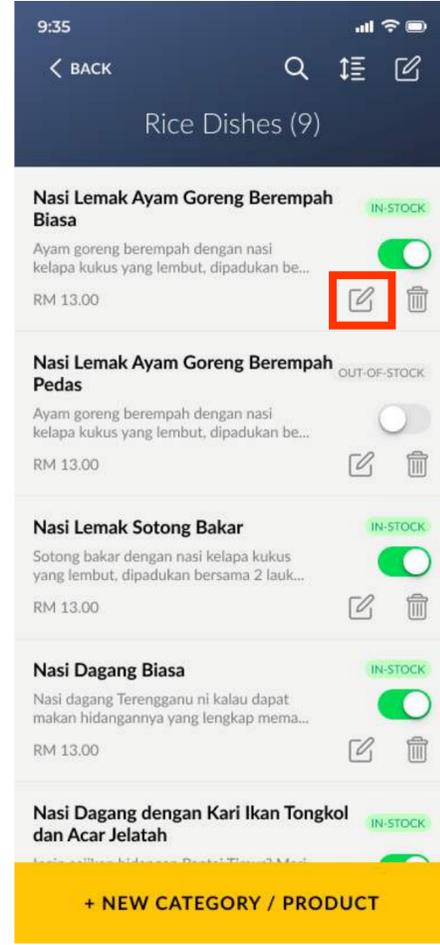
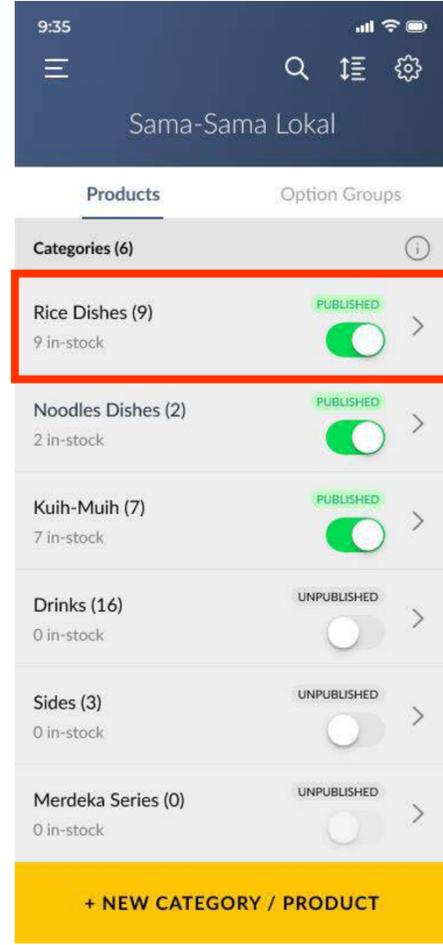
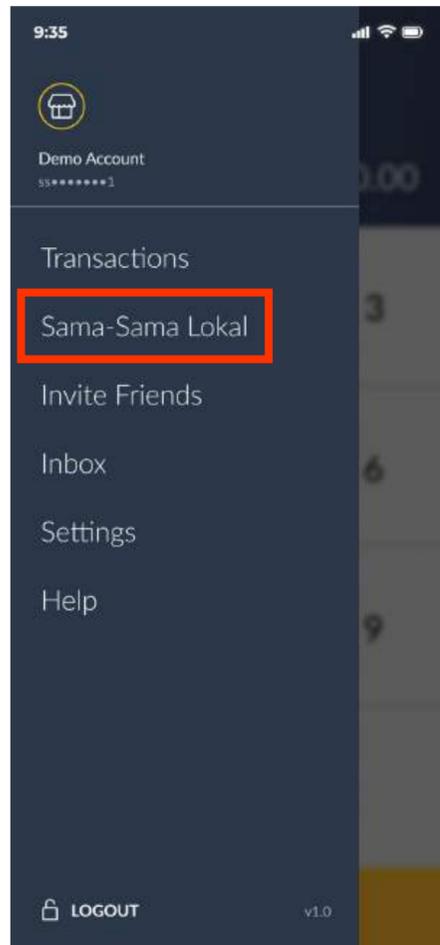
Click **SAVE**. You will be asked to verify with an OTP before changes are successfully updated.

Note:

1. Changing your Bank Account No. will reflect for both Scan and Pay and Sama-Sama Lokal.

83 How to Edit Your Existing Products in Sama-Sama Lokal? (1/3)

Add A New Product to your Store today!



PRODUCT IMAGE: Upload a clear and attractive square image of your product (606x606 pixel)

PRODUCT NAME (50 char.): Input a clear and understandable name.

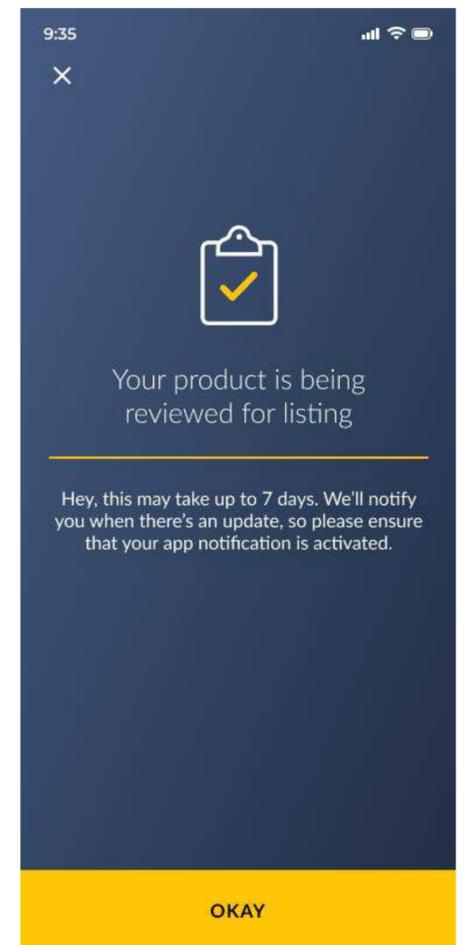
PRODUCT DESCRIPTION (250 char.): Describe your product and include the **brand, model, type, colour, size, dimensions (inches), weight (g/kg), flavour, quantity (pcs), volume (ml)** (whichever applicable). Product variations are **NOT ALLOWED**, e.g. Chicken or Beef flavor; 6" or 8" available, Size S to XL available
You must add a new product for every variation offered.

CATEGORY: Choose your menu **Category**

PRODUCT PRICE: Should **reflect your in-store menu prices** since you are **NOT CHARGED ANY FEES OR COMMISSIONS**

PRODUCT WEIGHT and PARCEL SIZE: This determines the delivery vehicle assigned to your customer (3rd Party Delivery only). These fields are **NOT VISIBLE** to your customers. Toggle on **Unsuitable for Bike Delivery** for any Fragile or bulky items. E.g. flowers, cakes, glass

OPTION GROUP: Link your option group to this product so that your customer can customise their choices available



Customer's View



84 How to Edit Your Existing Products in Sama-Sama Lokal? (2/3)

Your Product Description should include the brand, model, type, colour, size, dimensions, weight, flavour, quantity and volume (whichever applicable).



Brand: Ben & Jerry's
Flavour: Chocolate
Volume: 30ml

BAD: Ben & Jerry's Ice Cream

GOOD: 30ml of Ben & Jerry's Ice Cream that is a sure-love dessert!



Brand: Coca-Cola
Flavour: Original
Volume: 1.5L

BAD: Coke

GOOD: 1.5L of Original Coca Cola to accompany all your meals



Brand: X Scarfs
Type: Cotton
Colour: Pink
Dimensions: 180cm x 80cm

BAD: Cotton headscarf

GOOD: Non-iron X Scarfs cotton headscarf at 180cm x 80cm in Pink that is easy to shape



Type: Roses
Colour: Red and Pink flowers, clear wrapper
Quantity: 16 stalks

BAD: Rose Bouquet

GOOD: Combination of 8 red roses and 8 pink roses in clear wrappers and you can call us for customization too



Brand: Kak We
Type: Banana Chips
Weight: 370g

BAD: Banana chips

GOOD: 370g of crunchy Kak We's Homemade banana chips in 370g that is surely addictive



Brand: Pink Bakery
Type: Vanilla Chiffon Cake with Choc. Icing
Dimensions: 10"

BAD: Chiffon Cake

GOOD: Pre-order 3 days in advance to book a super delicious 10" vanilla chiffon cake with choc. Icing by Pink Bakery



Type: Roasted chicken thigh rice
Portion: 1 pax

BAD: Chicken rice

GOOD: 1pax roasted chicken thigh rice that will satisfy your every cravings



Brand: Smash
Type: Silicone
Colour: Black with floral patterns
Model : iPhone 11

BAD: iPhone Case

GOOD: Trendy Smash iPhone 11 silicone cover in black with floral patterns

85 How to Edit Your Existing Products in Sama-Sama Lokal? (3/3)

Find out how to measure your parcel size and update your product correctly!

Weight

Product Weight
0.10 kg

Product Weight:
0.10kg

Smaller Product

Packed food
Snacks
Beverages
Apparel
Health & Beauty
Shoes
Mobile, IT, &
Camera
Baby, Kids & Toys
Books &
stationeries

Product Weight
0.80 kg

Product Weight:
0.8kg >

Larger Product

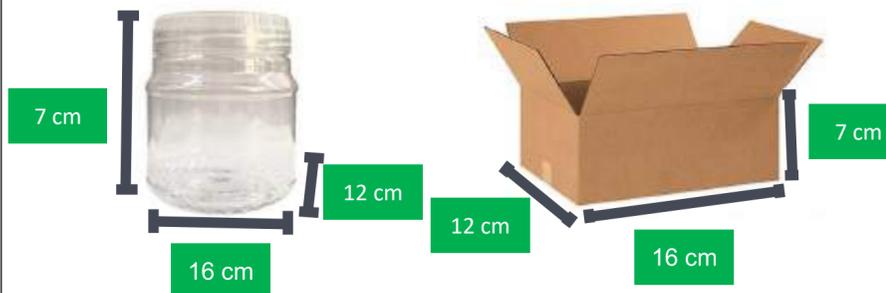
Cakes
Sharing meals
Florist
Kitchen supplies
Household
Electronics
Travel Luggage
Home appliances
Sports equipment

Parcel Size

Parcel Size (L x W x H in cm)
16.00 x 12.00 x 7.00

Parcel Size:
E.g. 16cm x 12cm x 7cm

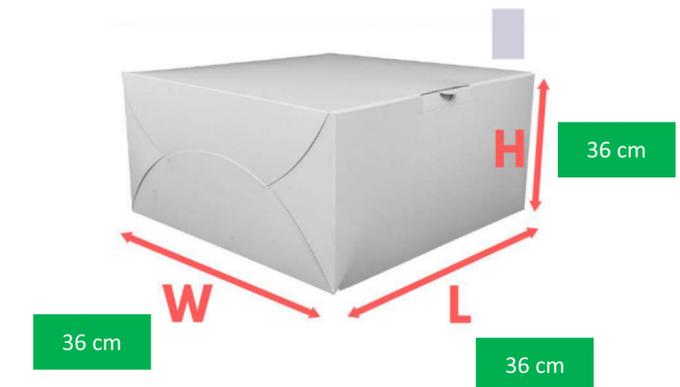
Smaller Product



Parcel Size (L x W x H in cm)
36.00 x 36.00 x 36.00

Parcel Size:
E.g. 36cm x 36cm x 36cm

Larger Product



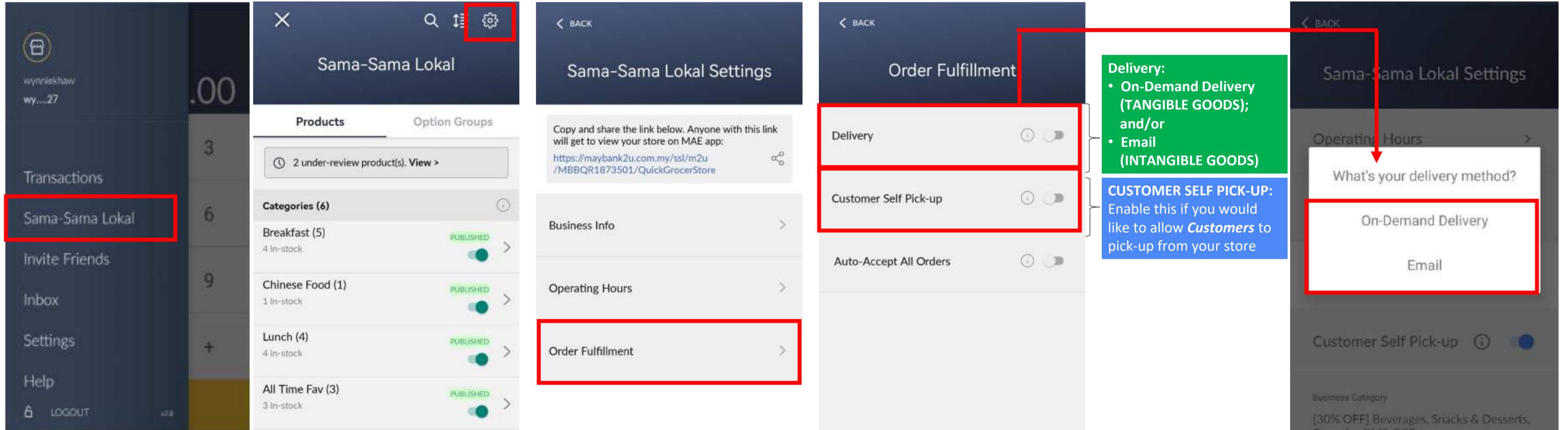
VOLUMETRIC WEIGHT FORMULA:
L x W x H / 5000
E.g. 16 x 12 x 7 / 5000 = 0.27kg
36 x 36 x 36 / 5000 = 9.3kg

Note:

- When customer's cart (all products added to cart) is below 10kg in **Weight** or **Volumetric Weight** (whichever is higher), a motorcycle will be assigned. if above 10kg, a car will be assigned.

86 How to Change Your Store's Delivery Type? (1/3)

Want to Change your Existing Delivery Type? Find out more below!



Customer's View:



Depending on Delivery Type enabled by merchant.
*Instant Delivery represents **3rd Party Delivery, Self Delivery, or both.**

Step 1: Toggle on **Delivery** and select if your business offers **ON-DEMAND DELIVERY** or **EMAIL**.

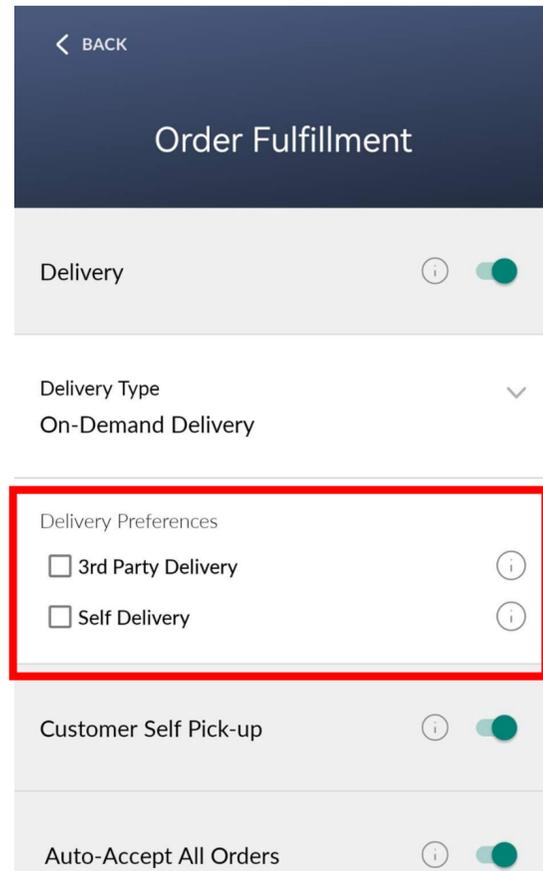
You may also toggle on **CUSTOMER SELF PICK-UP** (only if you did not select **EMAIL**).

Note:

1. Enabling 3rd Party Delivery type will be reviewed and approved within **7 working days**. Your request will be approved if your **Business Location is covered under Maybank 3rd Party Delivery coverage, (Automated Assignment)**.

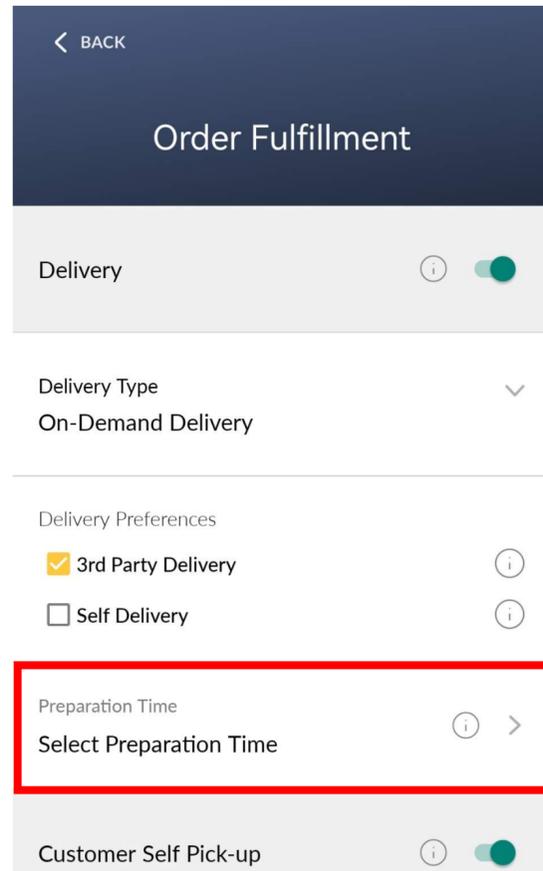
87 How to Change Your Store's Delivery Type? (2/3)

Want to Change your Existing Delivery Type? Find out more below!

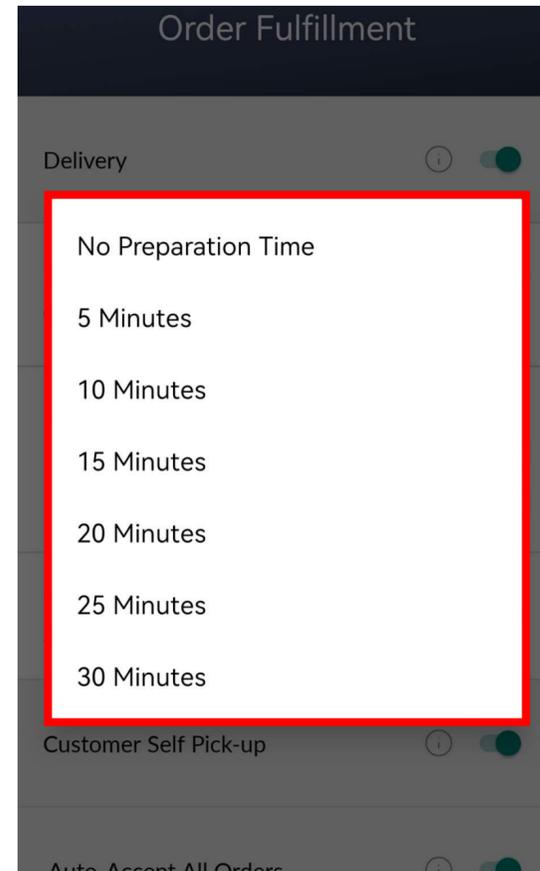


Step 2: If you select On-Demand Delivery, select:

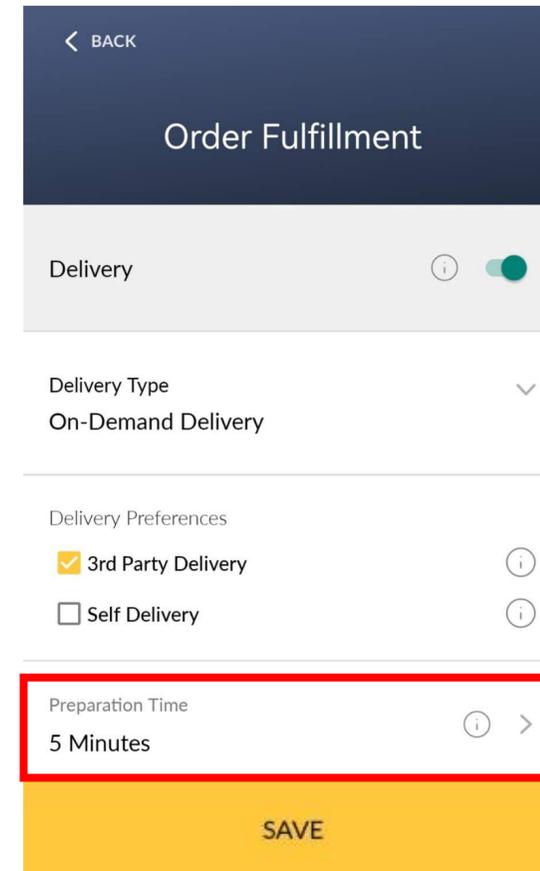
- 3rd Party Delivery (rely on **Maybank 3rd Party Delivery Partners**); and/or
- Self Delivery (set your own delivery charges and arrange your own delivery)



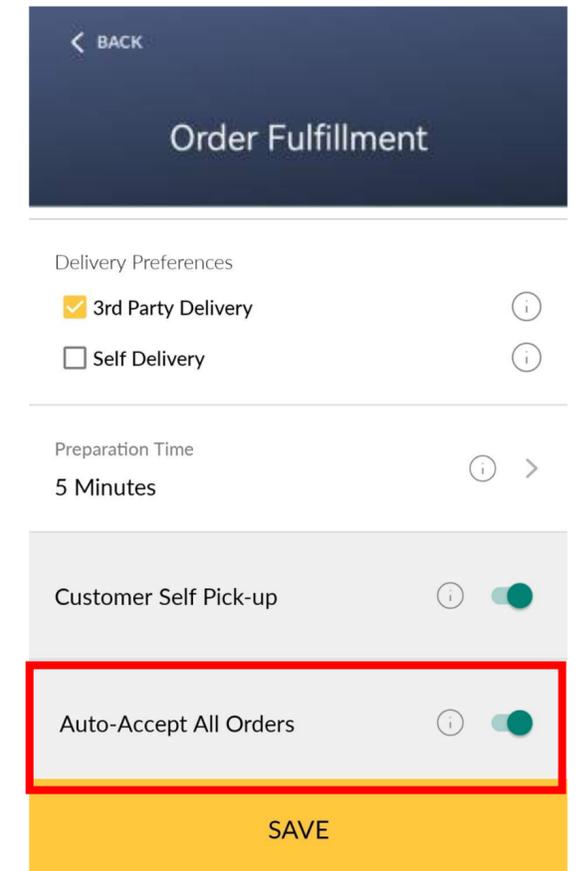
Step 3
Click on Select Preparation Time.



Step 4
You can select Preparation Time between No Preparation Time to 30 Minutes.



Step 5
Once Preparation Time has been set, click on 'SAVE'.



Auto-accept all orders
If you wish to

Note:

1. Enabling 3rd Party Delivery type will be reviewed and approved within **7 working days**. Your request will be approved if your **Business Location is covered under Maybank 3rd Party Delivery coverage**, (Automated Assignment).

88 How to Change Your Store's Delivery Type? (3/3)

Set Up your Delivery Types properly and Remember to Save your Changes!

Delivery Preferences

- 3rd Party Delivery*
- Self Delivery

Self Delivery Setup

Click the '+' above to add your self delivery coverage and charges.

To set charges for different distance ranges, you can add multiple distance coverages and charges accordingly.

SAVE

Self Delivery Setup

From Distance (KM)

0 KM

To Distance (KM)

3

Delivery Charge (RM)

5.00

SAVE

Self Delivery Setup

First 3 KM

RM 5.00

3 - 7 KM

RM 7.00

7 - 10 KM

RM 15.00

SAVE

Order Fulfillment

Delivery Type

On-Demand Delivery

Delivery Preferences

- 3rd Party Delivery
- Self Delivery

Preparation Time

5 Minutes

Self Delivery Setup

1 Distance Coverage

SAVE

Step 2.1: If you have selected **Self Delivery**, you will be prompted to input your **Delivery Charges**. This will be charged to Customers upon ordering and credited to you on a T+1 basis.

Step 2.2: Input the **FROM DISTANCE (KM)** to **TO DISTANCE (KM)** and **DELIVERY CHARGES (RM)** charged for that distance range.

Click **SAVE** to proceed.

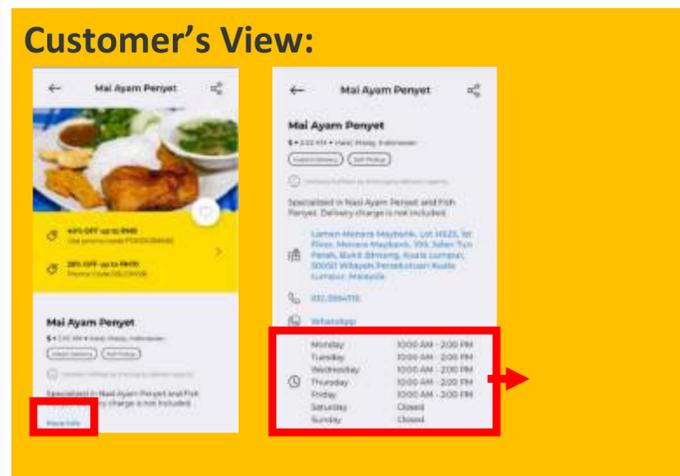
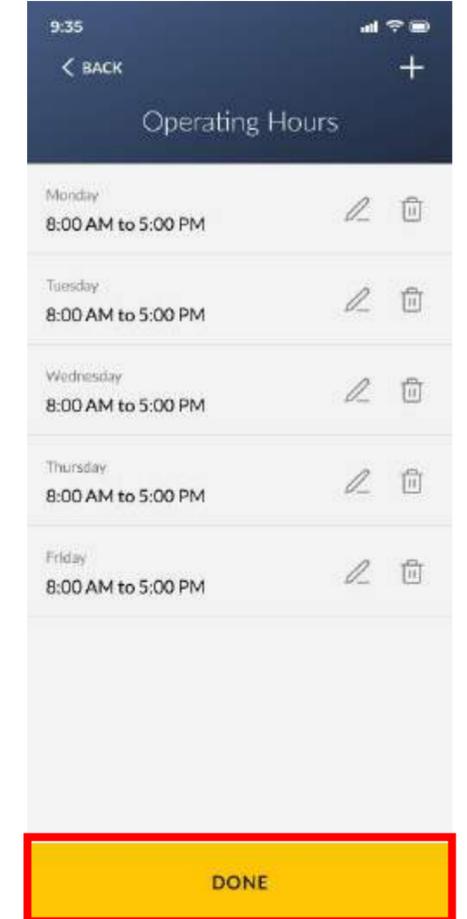
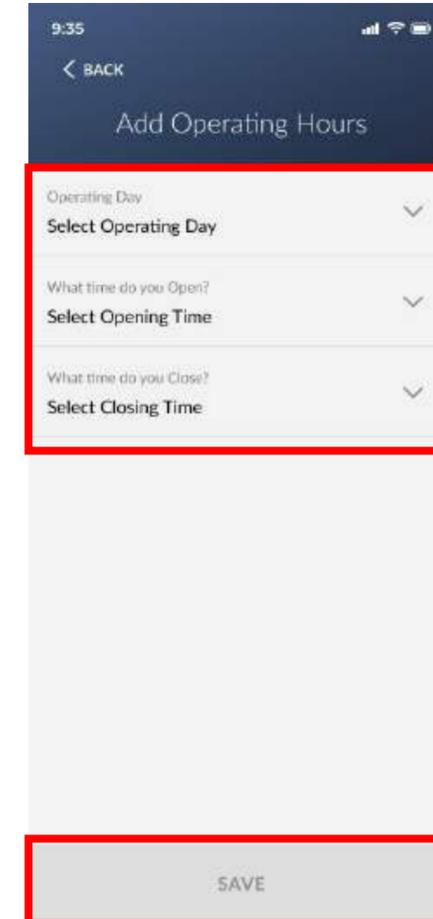
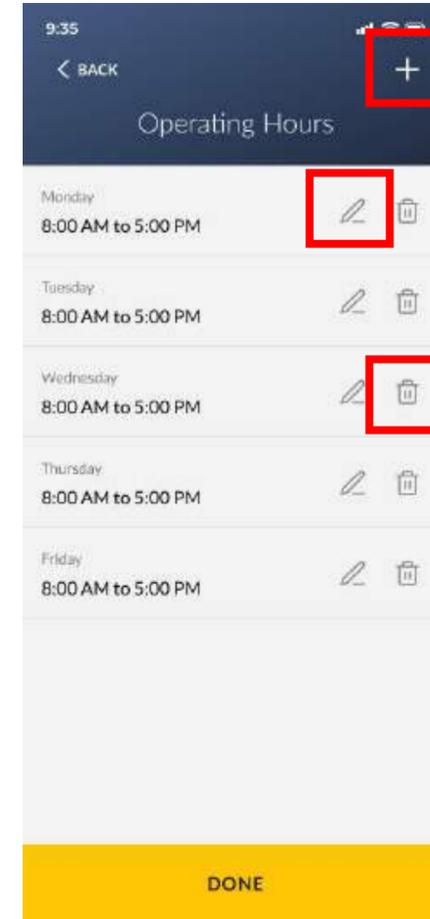
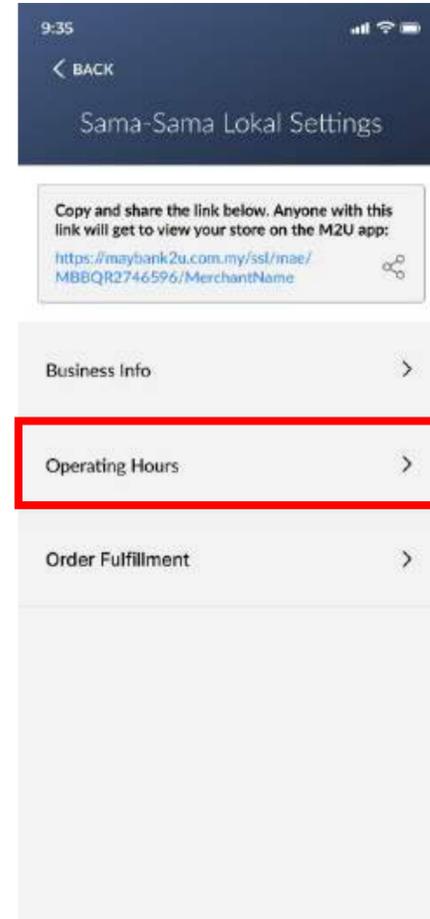
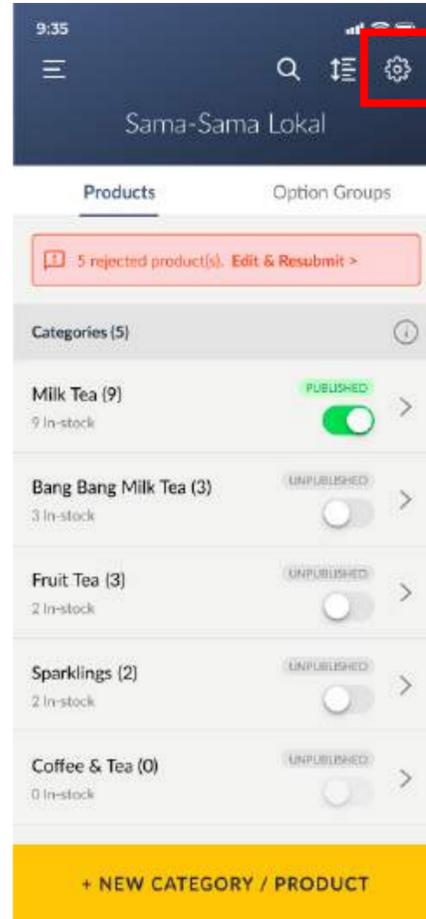
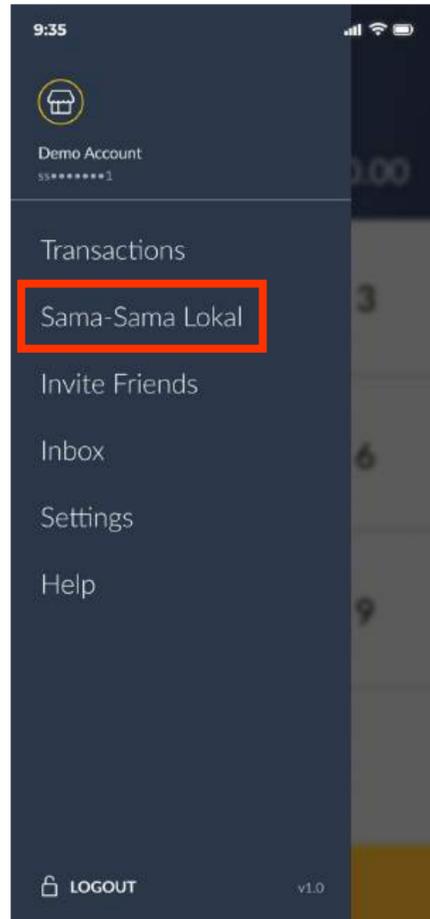
Step 2.3: Repeat Step 1 and 2 and Add up to **5** different ranges of delivery charges, depending on the delivery distance you would like to cover.

Click **SAVE** to proceed.

Step 3: Scroll down and **SAVE** on the **Order Fulfillment Settings** page to save all your delivery type changes.

91 How to Change Your Business Operating Hours?

Want to Change your Business Operating Hours? Find out more below!



Step 1: You can **ADD**, **EDIT** or **DELETE** an existing Operating Hour.

You should have **min. 2 Operating Days in your Sama-Sama Lokal operation.*

Step 2: Edit or select the **Operating Day**, **Opening Time** and **Closing Time**.

- You can only add one **Operating Hour** per day.

SAVE the **Operating Hours** set.

Step 3: When you are done, tap **DONE** to return to Sama-Sama Lokal Settings.

Note: Business Operating Hours

- Editing your Operating Hours will **NOT** undergo the review and approval process.

94 How to Retrieve Your QRPayBiz app Login Username?

If you Forget your Login Username, simply retrieve it from the QRPayBiz app

The screenshots illustrate the following steps:

- Initial login screen: "What is your username?" with a "Forgot Username" link highlighted in red.
- "Forgot Username" screen: A "NEED HELP" button and the "Forgot Username" link are highlighted in red.
- "Forgot Username" screen: "Select ID Type" is set to "Business Registration No.", and the input field for the Business Registration No. is highlighted in red.
- "TERMS & CONDITIONS" screen: The "AGREE & CONFIRM" button is highlighted in red.
- "ENTER ONE TIME PASSWORD" screen: A numeric keypad is shown.
- Final "What is your username?" screen: The retrieved username "wynniekhaw27" is highlighted in red.

Select the **ID Type** registered on your QRPayBiz account and input the registered **BRN/IC**. Click **NEXT**.

Retrieve your Username.

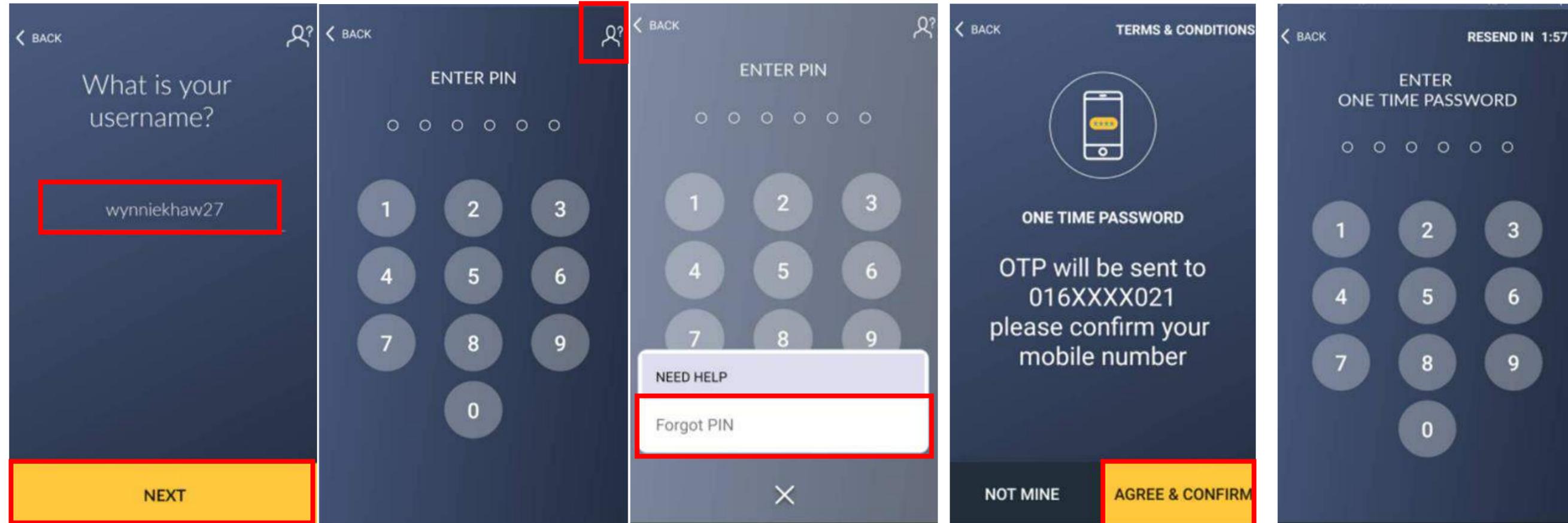
**You are NOT allowed to change your Username.*

Note:

1. DO NOT share your Login Username and PIN to anyone.

95 How to Reset Your QRPayBiz app Login PIN? (1/2)

If you Forget your Login PIN, simply Self-Reset from the QRPayBiz app



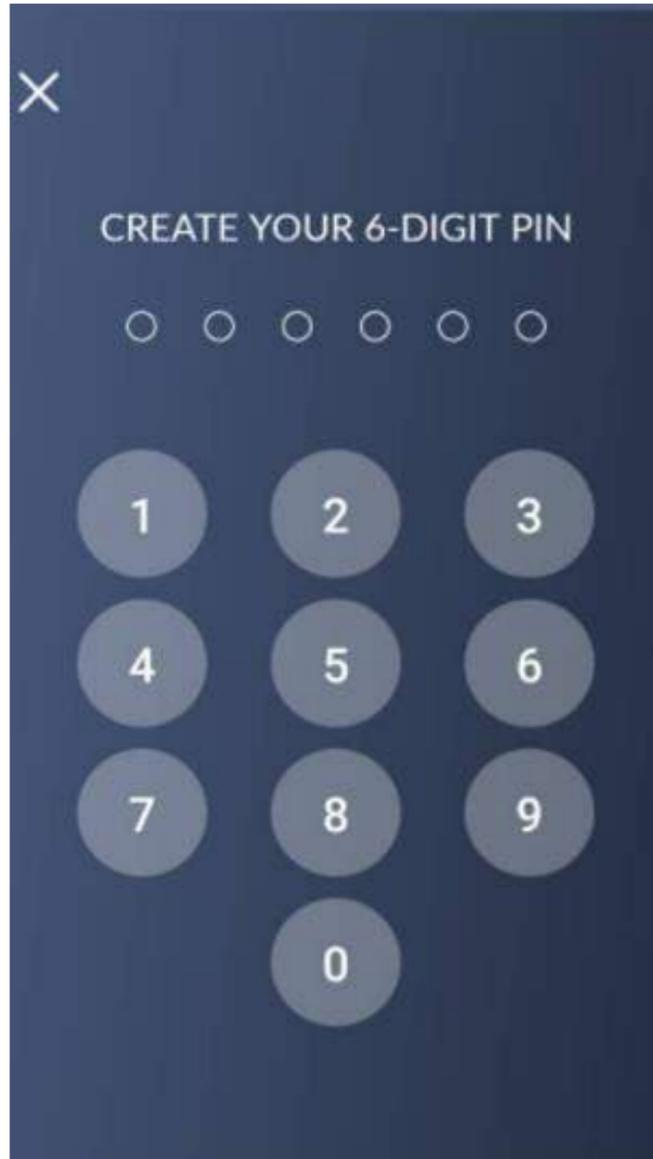
Enter your **Username** and click **NEXT**

Note:

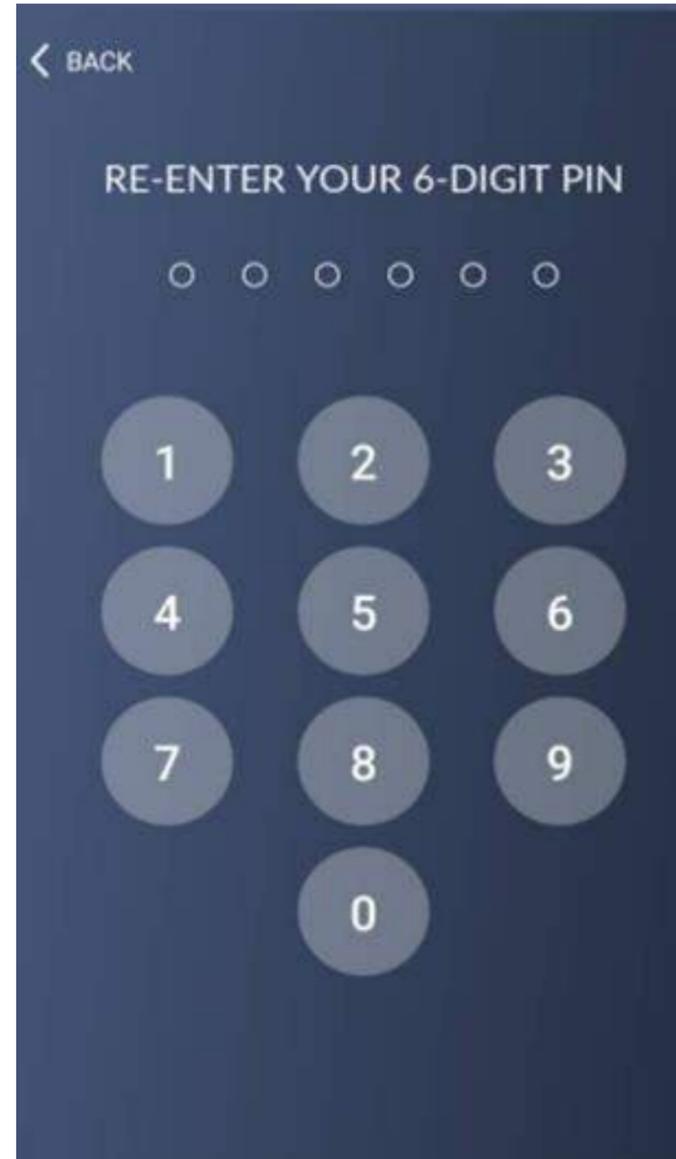
1. DO NOT share your Login Username and PIN to anyone.

96 How to Reset Your QRPayBiz app Login PIN? (2/2)

If you Forget your Login PIN, simply Self-Reset from the QRPayBiz app



Create your NEW 6-digit PIN and Reconfirm your PIN



Your PIN has been successfully changed now!

Note:

1. DO NOT share your Login Username and PIN to anyone.

5.

Managing My Business Effectively on Sama-Sama Lokal

- Using MAE for QRPay - Scan and Pay and Sama-Sama Lokal
 - Registering for a Maybank Current Account for Scan and Pay and Sama-Sama Lokal
- Optimizing your Store Menu
 - Enhancing your Brand Value by Including these in your Orders
 - Best Practices for your Online Store
 - Letting your business be known ONLINE!
 - Promoting your Business on Social Media
 - Building Up Your Business with One Good Rating at a time

98 Using MAE for Scan and Pay and Sama-Sama Lokal

Sign Up as a Sama-Sama Lokal Merchant using a MAE account!

MAE E-Wallet	 Key Differences	MAE E-Wallet & MAE Card (Visa Debit Card)
RM4,999.99	Account Balance Limit (max. Wallet Size)	RM10,000.00
RM5,000.00	Monthly Transaction Limit	RM10,000.00
RM60,000.00	Yearly Transaction Limit	RM120,000.00



MAE is available for everyone.
Register online by downloading
 the MAE app.



Register for the MAE card in the
 MAE app. You will be charged
 RM8.00 and the **MAE card** will be
 delivered to you within 7 days.



Register for the MAE card to
 expand your Wallet Size and
Transaction Limit to ensure
 sufficient wallet capacity.



If you have high sales amount,
 open a **Maybank Current
 Account** and link it to your
QRPayBiz app



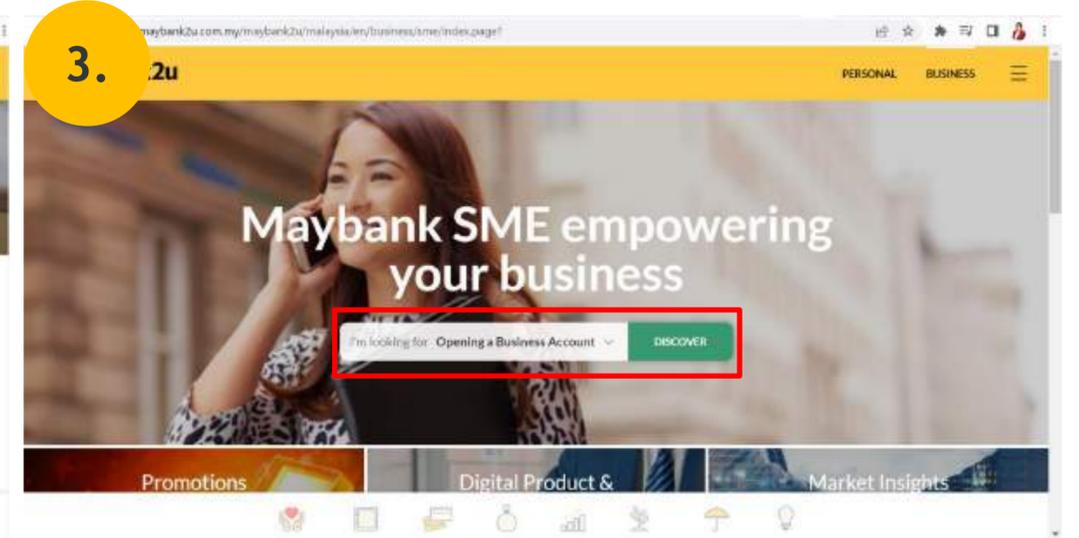
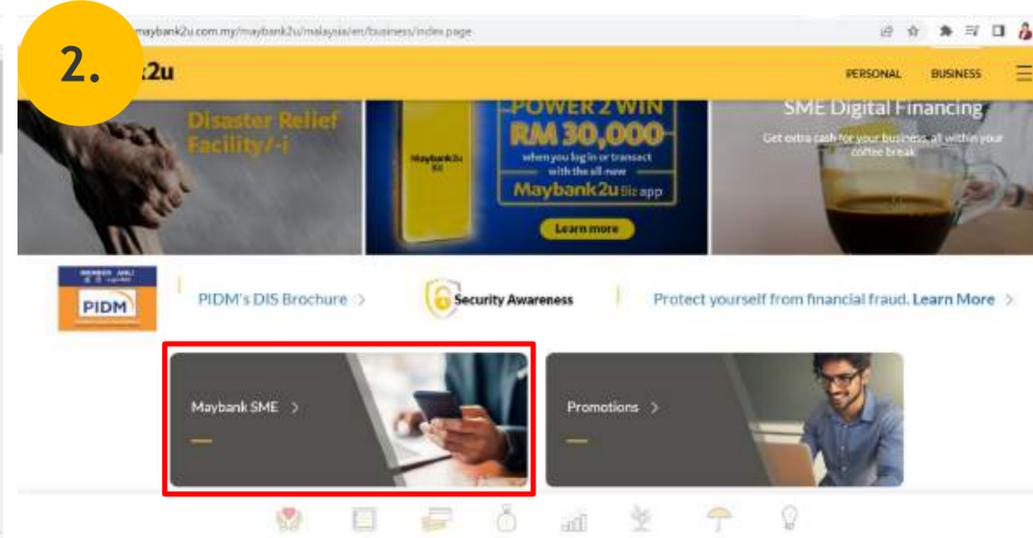
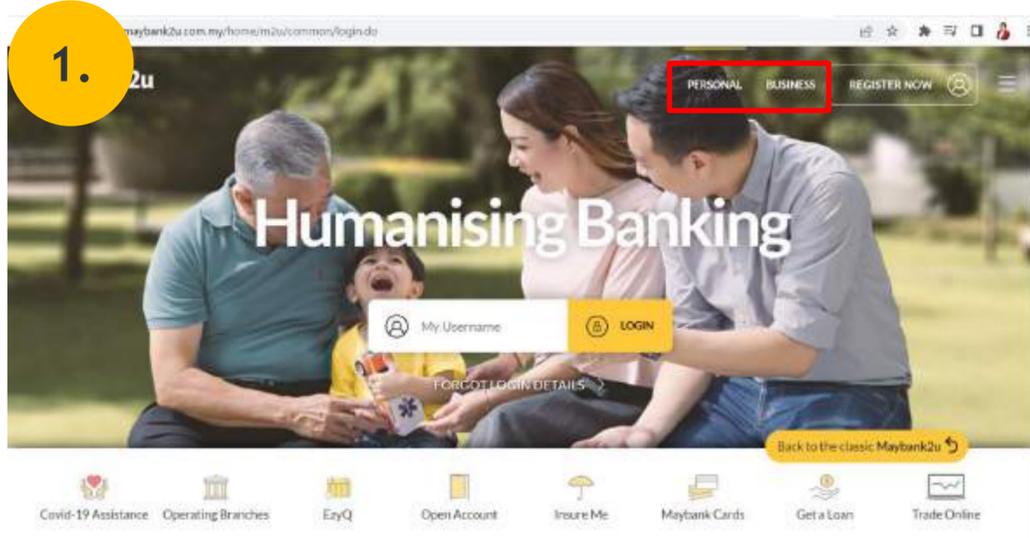
[Click HERE to find out
 how to Sign Up for MAE](#)

Note:

1. Merchants may open and use a **Maybank Current Account**, *i.e.*, *Maybank SME First Account-i* to ensure smooth payment settlements.

99 Registering for a Maybank Current Account for Scan and Pay and Sama-Sama Lokal (1/2)

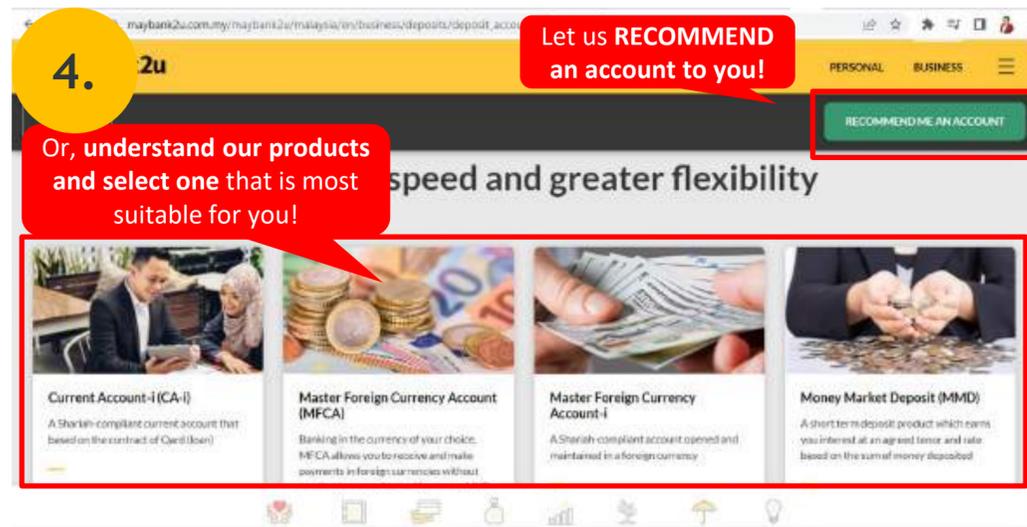
Sign Up for a Maybank Current Account to receive your payment settlements hassle-free.



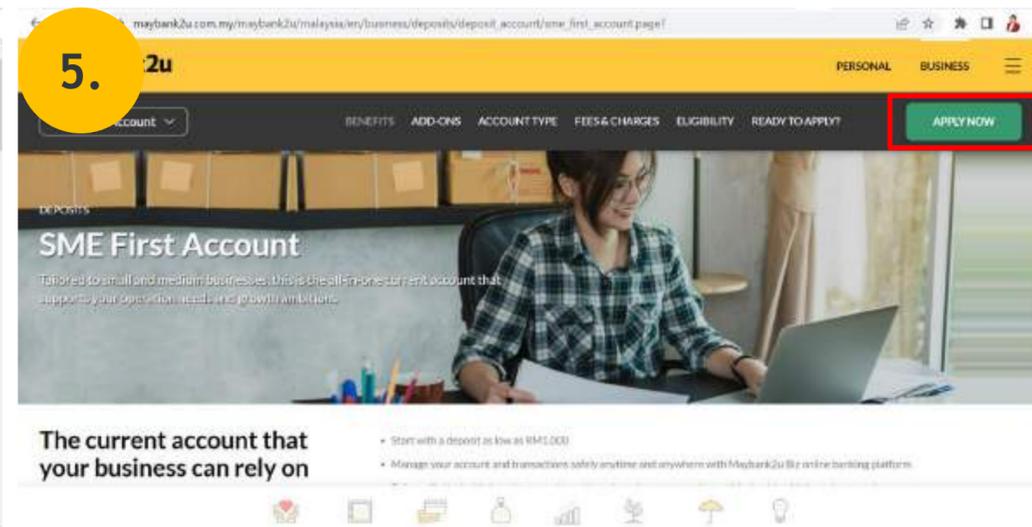
On the Maybank2u website, select PERSONAL (IC-registered) or BUSINESS (BRN-registered).

(If you selected BUSINESS), scroll down and select Maybank SME.

Select Opening a Business Account on the dropdown and click DISCOVER.



You can either peruse our available products or click RECOMMEND ME AN ACCOUNT for suggestions.



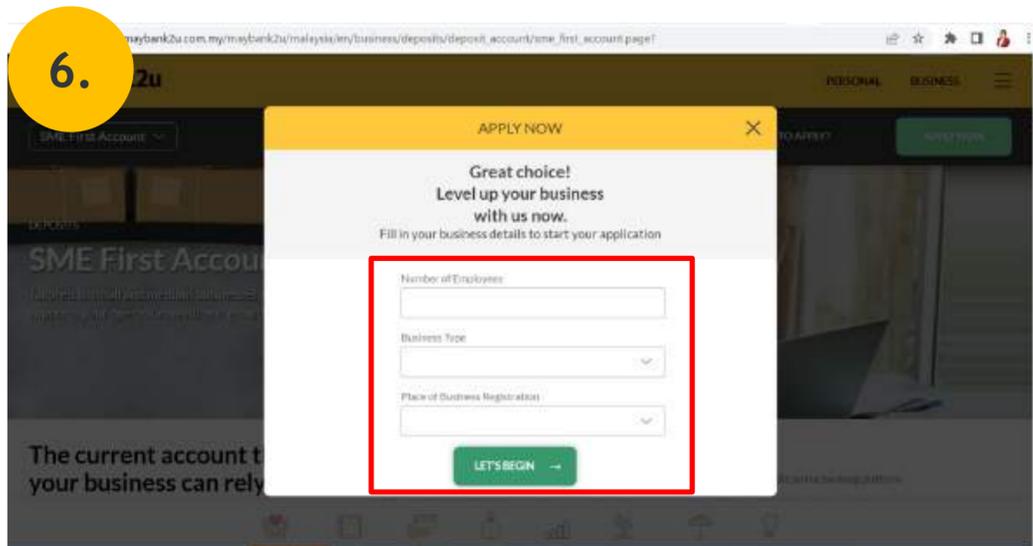
Select a product for further details. If you want to apply for the product, click APPLY NOW

Note:

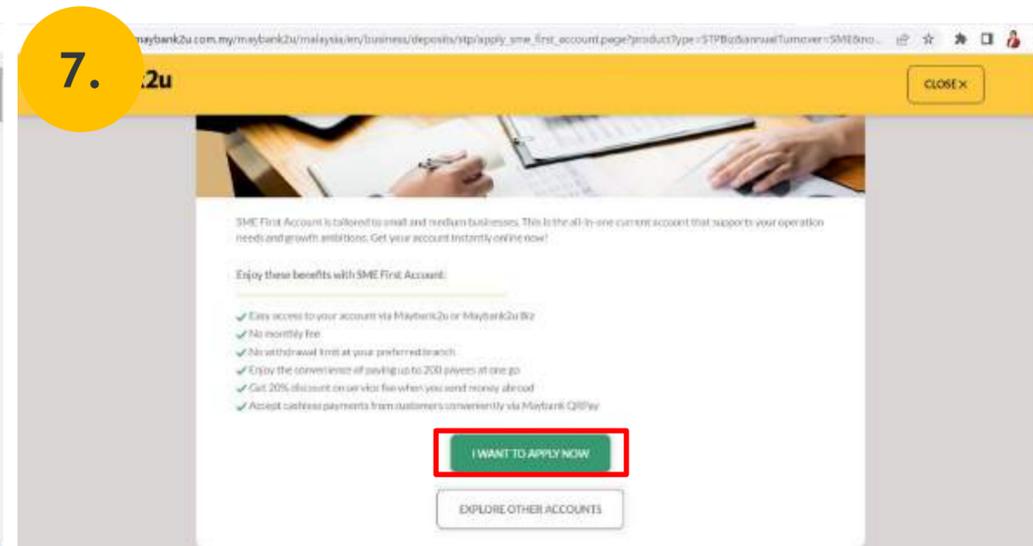
1. Merchants may open and use a **Maybank Current Account**, i.e., *Maybank SME First Account-i* to ensure smooth payment settlements.

100 Registering for a Maybank Current Account for Scan and Pay and Sama-Sama Lokal (2/2)

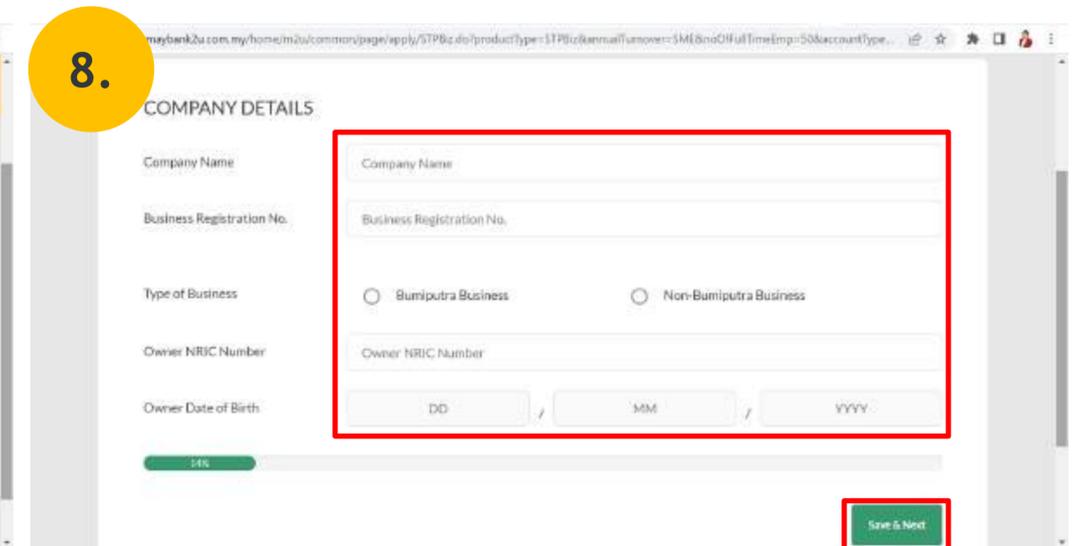
Sign Up for a Maybank Current Account through the Straight-Through Processing (STP) flow before activating in a branch.

6. 

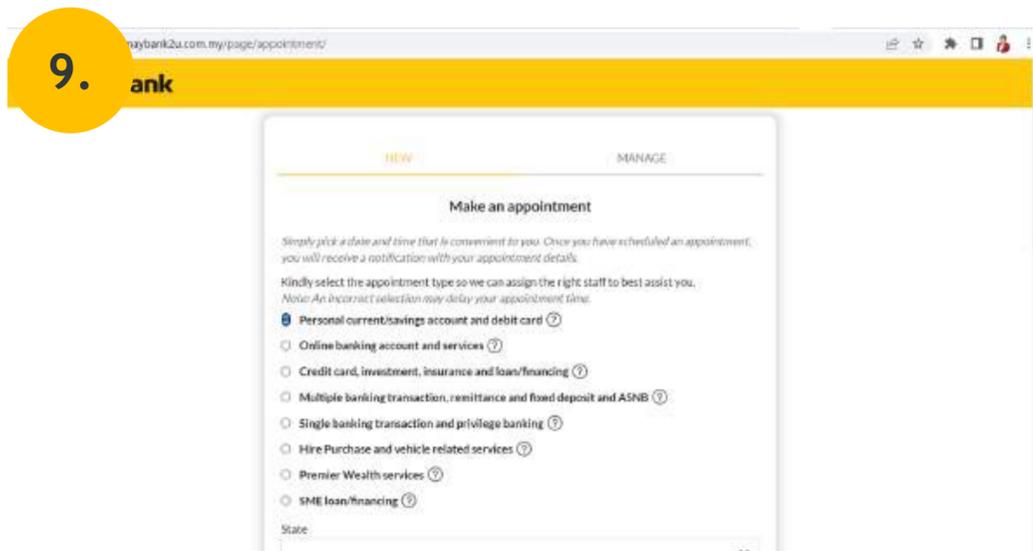
Fill up your business information and select **LET'S BEGIN**

7. 

Scroll down and select **I WANT TO APPLY NOW.**

8. 

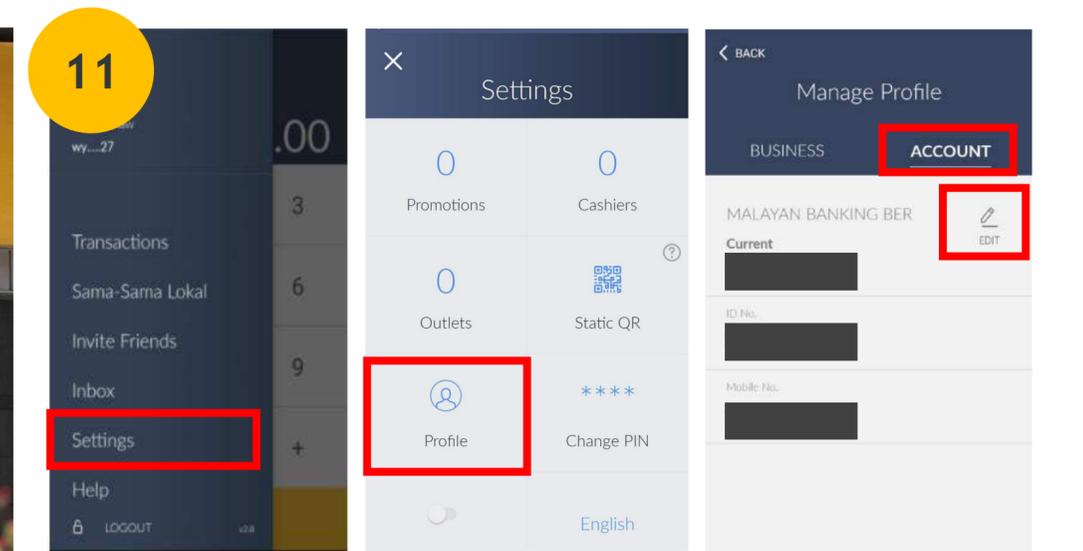
Fill up all information and click **SAVE & NEXT.** Complete the form and submit your application.

9. 

Go to **Maybank EzyQ** or call a Maybank branch to make an appointment within **10 working days.**



Travel to the branch at the time of the appointment to activate your bank account.

11. 

Upon account activation, you can change your bank account on QRPayBiz to your Current Account.

Note:

1. Merchants may open and use a **Maybank Current Account**, i.e., *Maybank SME First Account-i* to ensure smooth payment settlements.

101 Optimizing your Store Menu

Position your product list appropriately for your customers' view!



QUALITY OVER QUANTITY

Recommended: 20 best-selling menu items rather than 50.

Too many items will divert your traction!



USE FREQUENTLY SEARCHED KEYWORDS

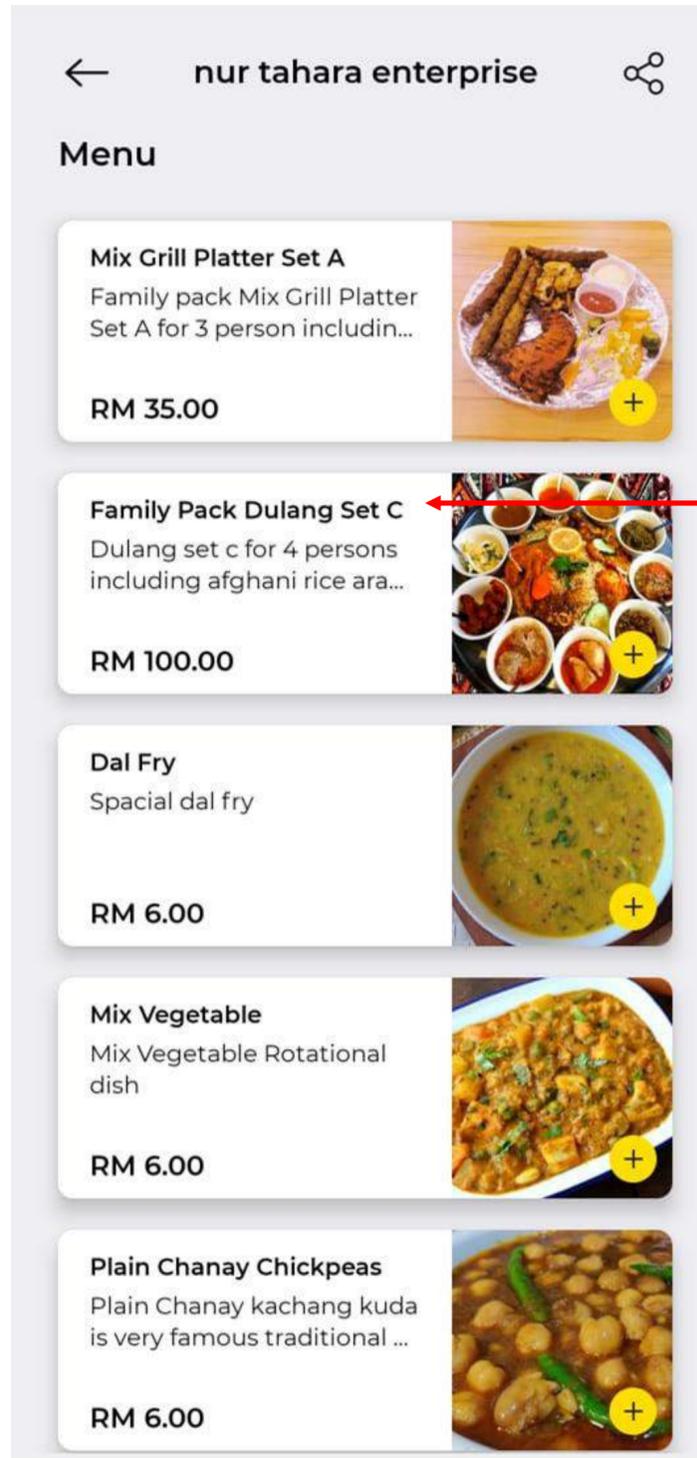
Recommended: Use SEARCHABLE descriptions. Don't miss out on free exposure!

Describe diet types (*vegan, gluten-free*), food type (*pizza*), ingredients



COMPETITIVE PRICING

Recommended: Research your competitors around you and PRICE ATTRACTIVELY!



YOU EAT WITH YOUR EYES FIRST

Recommended: PROFESSIONALLY shot pictures of ALL PRODUCTS
Consumers are 30% more likely to order items with pictures.



BUNDLE YOUR PRODUCTS

Recommended: Introduce SETS, FAMILY MEALS AND VALUE MEALS for higher average order values.

E.g. Quarter Chicken with Fries and Coleslaw, Mix Grill Platter, Family Pack

102 Enhancing your Brand Value by Including these in your Orders

Online delivery lacks in-person interaction with customers. However, you can strengthen your branding through marketing collaterals.

#1 Brand



COMPLEMENTARY MENU ITEM

Recommended: Introduce any new products or inexpensive signature products; e.g. fries.

EXAMPLES:

Source:
Indo Corner

Burger Ayam with Fries
Burger Ayam with Fries

RM 8.90



THANK YOU NOTES

Recommended: Printed (or handwritten) thank you cards with your logo and a photo of your store/best-selling product

EXAMPLES:

Source (Instagram):
@whiskedwitlove



Source:
@koffycat



SPECIAL TREATS

Recommended: Low-budgeted free gifts & treats; e.g. a bag of gummy bears or 2 cookies nicely tied with a ribbon.



MENU WITH RECOMMENDATIONS

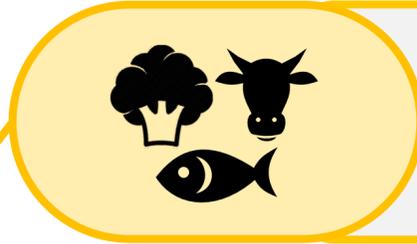
Recommended: Attractively printed menus with product recommendations and a QR code of your store's link.

The following best practices can help you expand your customer base and improve your overall sales!



ENABLE DELIVERY & CUSTOMER SELF PICK-UP

Allow **both delivery types** to **allow customers to select their preferred option**
Don't give them a reason to not order from you!



CATER TO DIFFERENT CONSUMER DIET TYPES

Be inclusive in your menu items to include **vegetarian-friendly menus, meat-lovers, etc.**

EXAMPLES:

Source:
Tasty Briyani

Hyderabadi Dum
Vegetarian Mutton Biryani
Fresh vegetarian mutton
are marinated in a mixtur...
RM 18.90



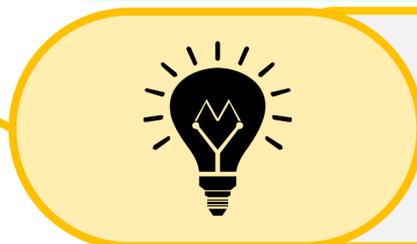
Source:
Jeff's BB Cakes

Keto Burnt Cheese Cake
Keto burnt cheese cake
using only monkfruit extr...
RM 60.00



Source:
Malaysian Kitchen

Kam Heong Seafood Fried
Rice
Chinese Muslim Cooking
food
RM 14.00



EXPERIMENT AND EXPAND YOUR PRODUCT OFFERINGS

Introduce **new products seasonally** (e.g. specials on festive seasons, new recipes) to see if
your customers are interested in it. You'll never know if there's a new market for it!

EXAMPLES:

Source:
The Baking Firm

Bandung Ais
Raya 2022 TBF Signature
Bandung Cake 1kg
RM 105.00



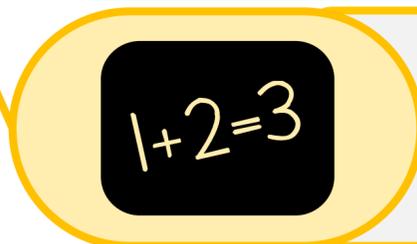
Source:
Koffy Cat

Ramadan Deal Set C
This auspicious set includes
2 Signature Pandan Latte ...
RM 49.90



Source:
STAPLES

Gula Melaka Peanut Butter
Smooth 170grm
170grm
RM 10.90

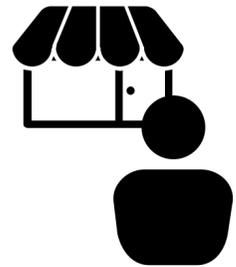


INTRODUCE ALL-IN-ONE COMBO PRODUCTS

Pull different items from your existing products to introduce **one that has all the best-sellers** included (e.g. a sandwich that has all ingredients sold – tuna + chicken + egg).

104 Letting your business be known ONLINE!

Establish your online presence to drive more customers to buy from you.



Merchant

How can they learn about my brand and products when they are not in front of me for me to explain?



Social media is a gateway for your customers to learn about your brand and products!



POST ENGAGING PHOTOS & STORIES

BEST PRACTICES:

- Attractive photos of your products
- Curated '**behind the scenes**' content
- Tools like Poll, "Ask Me A Question", Reels, etc

UPDATE CONTENT REGULARLY

BEST PRACTICES:

- ≥ 1 posts per day
- Regular time (recommended: *8a.m./p.m.*)
- Only post high-quality content in line with your brand

ENGAGE WITH YOUR FOLLOWERS

BEST PRACTICES:

- Reply to every comment and direct messages
- Reply on the same-day (where possible!)
- Repost good reviews and features from customers

HAVE CLEAR CALL-TO-ACTIONS

BEST PRACTICES:

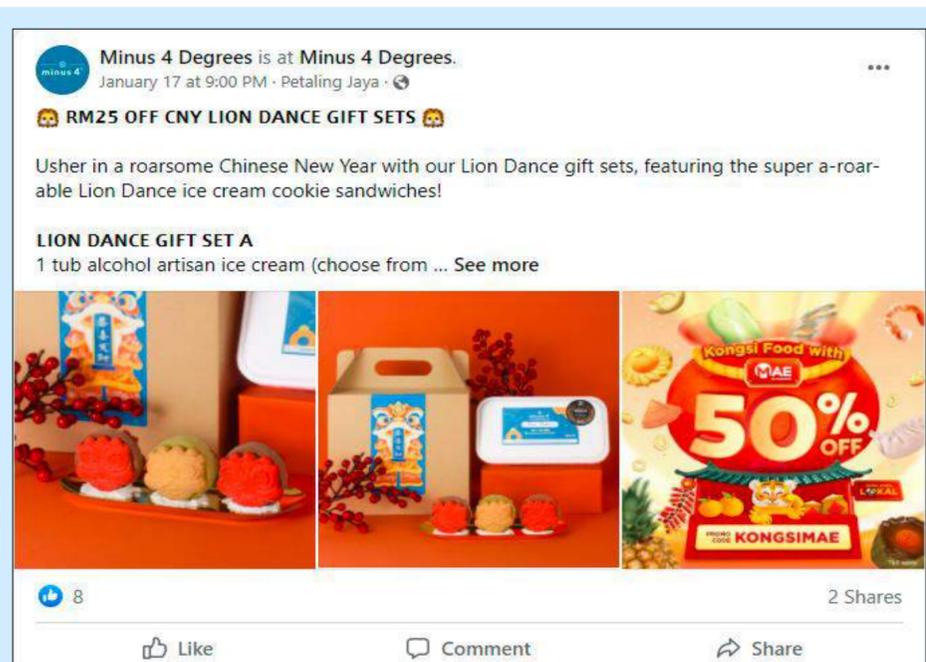
- Educate your customers on how-to-order online
- Create urgency in your posts (e.g. *promotional timeline*)
- Link your profile to your online store (use *LinkTree* if ≥ 1 link)

105 Promoting your Business on Social Media

Find out How Our Merchants Drive More Customers to Sama-Sama Lokal below!

New Product Introduction

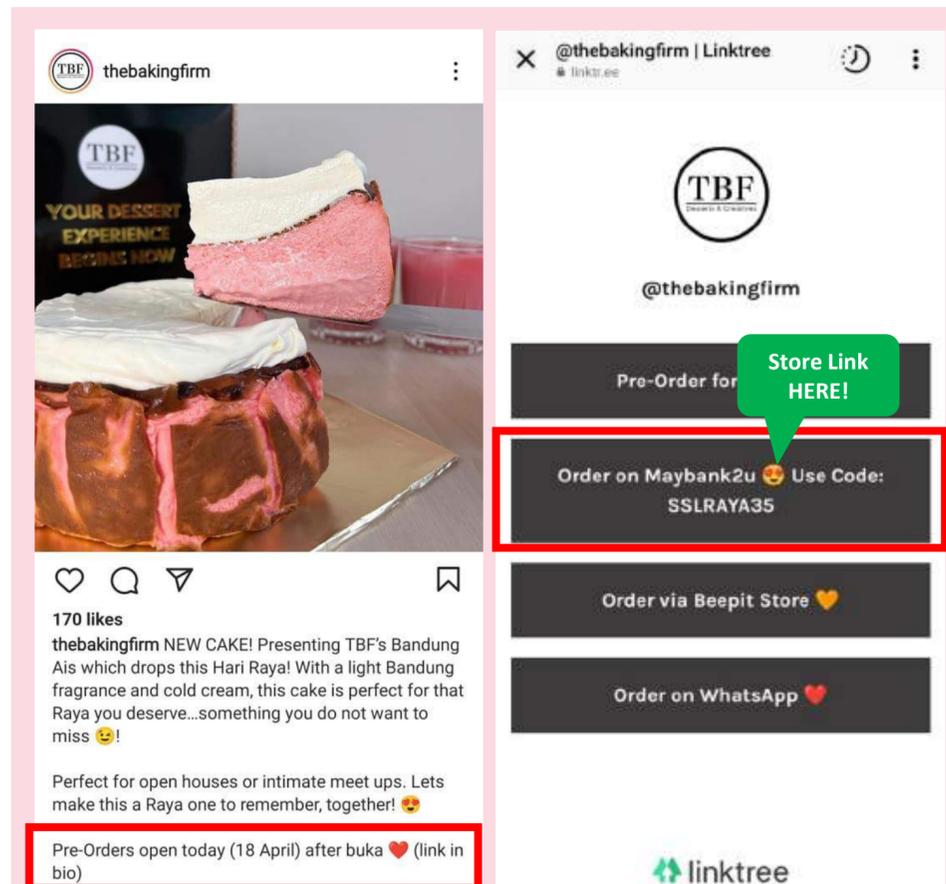
Festive Launches with Campaign Promos



Source (Facebook): Minus 4 Degrees

Clear Call-To-Actions

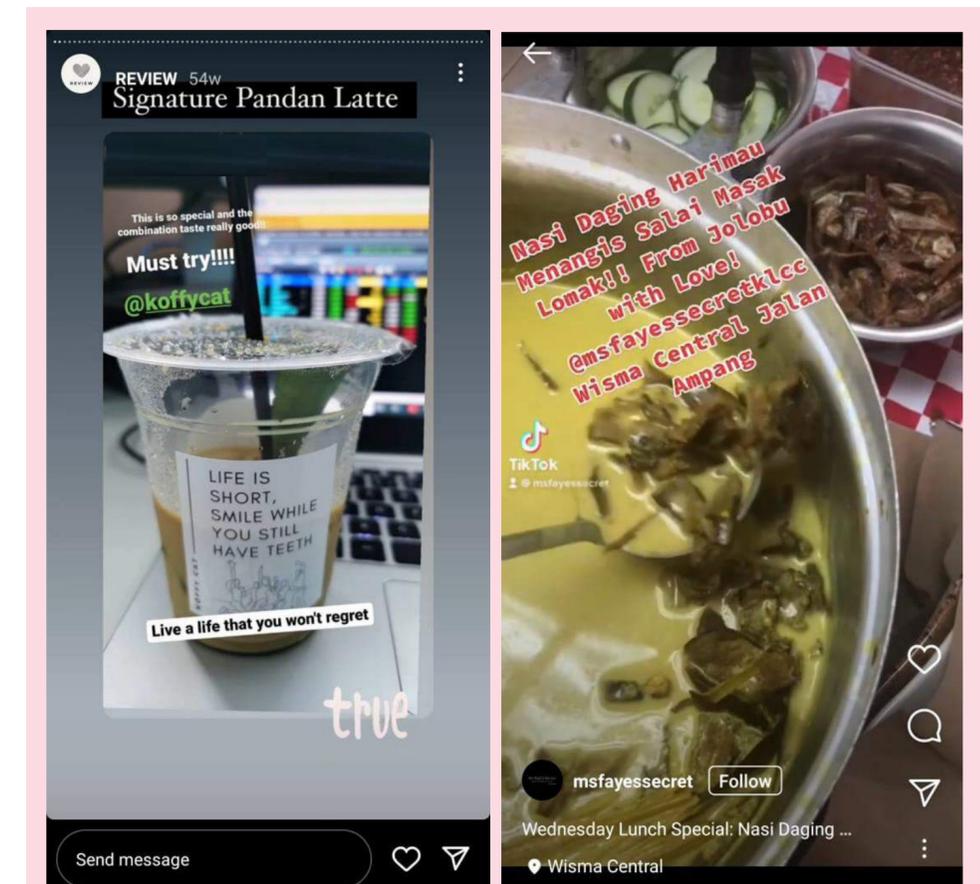
Link-in-bio to ease order placement



Source (Instagram): @thebakingfirm

Engage with Your Followers!

Repost reviews & post 'behind the scenes'



Source (Instagram): @koffycat

Source (Instagram): @msfayessecret

Maximize your 5-star ratings and let it speak for the quality of your store.



6. Option Group Update, 3rd Party Delivery

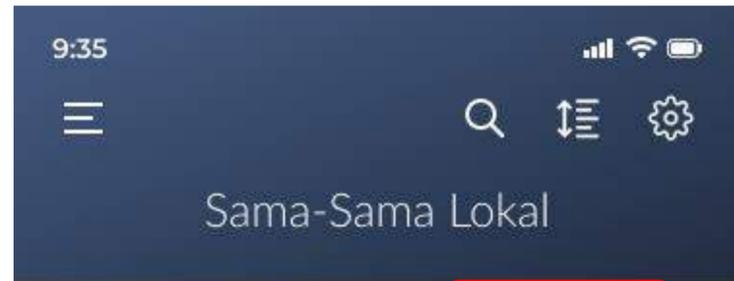
- How To Make A New Option Group
 - How To Add Option Groups To Existing Products
 - How To Add Option Groups To New Products
- How To Accept Orders Automatically/Manually
 - How To Set Preparation Time (Only for 3rd Party Delivery)
 - How To Add Extra Preparation Time (Only for 3rd Party Delivery)
 - Finished Early? Let's Find A Rider Now (Only for 3rd Party Delivery)
 - A New Way To View Your Order Status
 - Reminders For Large Orders & Cancelled Orders
 - Delivery Details Updated When New Rider Takes Over Order
- How To Upload SST Certificate On QRPayBiz App
 - How Long Do I Have To Wait For Approval?
 - What Do These SST Certification Statuses Mean?
 - What Your Customers See When You Charge SST
 - Sama-Sama Lokal Merchant Support Hotline

Option Group

Grouping products within a category

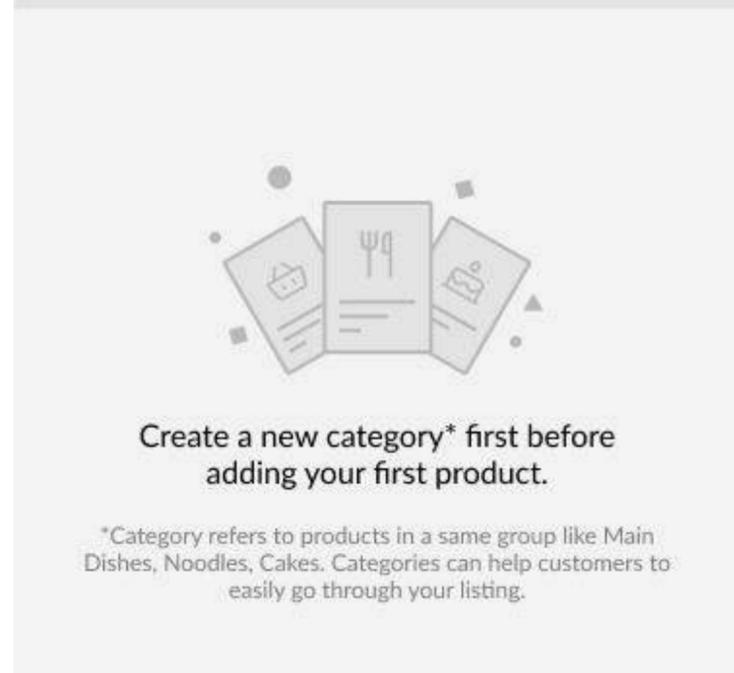
How To Make A New Option Group

Now you can add several variation of your product!

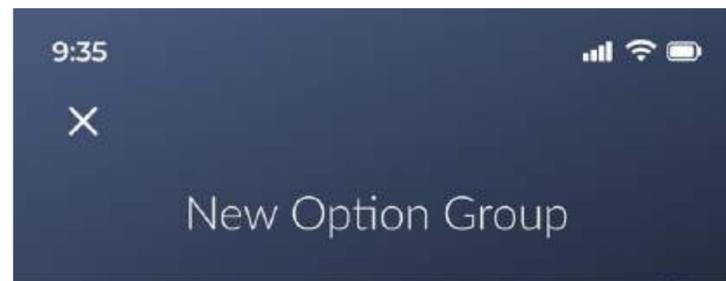


Products **Option Groups**

Categories (0)



Under 'Option Group', Tap On '+ New Option Group' to create it.



No (Optional)

Lets add relevant option details.
For example, 'Ayam Goreng' Option Group and add different varieties.

Option (i) Price Before Tax (RM)

- Ayam Goreng Biasa + 4.00
- Ayam Goreng Berempah Biasa + 4.50
- Ayam Goreng Berempah Pedas + 4.50
- Ayam Goreng Berempah Pedas Berapi

Once you are done, click on 'Review Option Group'

+ New Option

REVIEW OPTION GROUP



Products **Option Groups**

Groups (1)

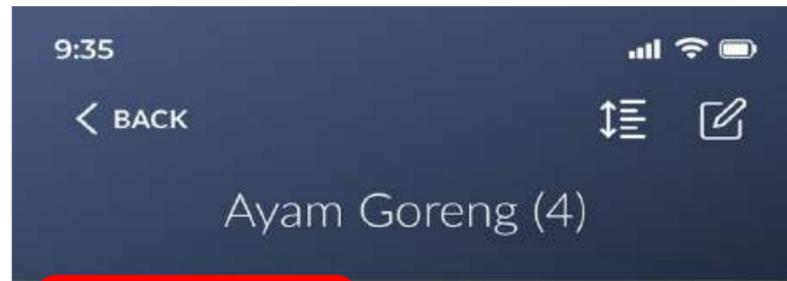
Ayam Goreng (4)
[Optional] Min 0, Max 2 • 0 linked product(s)

You're done!
You are now able to see 'Ayam Goreng' Option Group has been added to your list.

+ NEW OPTION GROUP

110 How To Add Option Groups To Existing Products

How do I add Option Group to Existing Products?



0 Linked Products

- Ayam Goreng Biasa RM 4.00 IN-STOCK
- Ayam Goreng Berempah Biasa RM 4.50 IN-STOCK
- Ayam Goreng Berempah Pedas RM 4.50 IN-STOCK
- Ayam Goreng Berempah Pedas Berapi RM 5.00 IN-STOCK

Currently, the 'Ayam Goreng' Option Group is not linked to any product. You can tap on 'Linked Products' to link it.



You've not linked any product to this Option Group yet

Tap on 'Link / Unlink Product'

LINK / UNLINK PRODUCT



Link 'Ayam Goreng' to...

- Main (9) 2 selected
- Nasi Lemak Ayam Goreng Special RM 13.78
- Nasi Lemak Ayam Goreng Gempak RM 13.78
- Nasi Lemak Sotong Bakar RM 13.78
- Nasi Dagang Biasa RM 13.78
- Nasi Dagang dengan Kari Ikan Tongkol dan Acar Jelatah RM 13.78
- Nasi Ambeng (Nasi Berkat Masyarakat Jawa) RM 13.78

Select the products that has 'Ayam Goreng'

When you're done, tap on 'Save' to save the Option Group!

SAVE

111 How To Add Option Groups To New Products

How do I add Option Group to New Products?

Signature (limited characters can be missed)
108/500 characters

Category
Main

Product Price
RM 13.00

Product Weight
0.50 KG

Product Size (L x W x H in cm)
6 x 4 x 3

Option Group (Optional)
None

Unsuitable for Bike Delivery

SUBMIT

Before submitting your product for review, you can add Option Group before adding them to your store!

Tap on 'Option Group (Optional)'

9:35

< BACK

Link An Option Group

 **Nasi Lemak Gempak Gila**
RM13.00

1 Selected

Sides (6)
[Required] Min 1, Max 1

- Karipap +1.06
- Udang Bakar (2 ekor) +2.12
- Ikan Bakar (1 ekor) +3.18
- Sambal Udang Petai +2.12
- Tempeh Goreng +1.06
- Sambal Goreng Krecek +1.06

Sambal (4)
[Required] Min 1, Max 1

Kuih-Muih (6)
[Optional] Min 0, Max 3

DONE

Select the Option Group that you wish to add the products into.

Tap 'Done', and 'Submit' to add your product to your store!

Signature (limited characters can be missed)
108/500 characters

Category
Main

Product Price
RM 13.00

Product Weight
0.50 KG

Product Size (L x W x H in cm)
6 x 4 x 3

Option Group (Optional)
Sides

Unsuitable for Bike Delivery

SUBMIT

Large Order Handling (LOH)

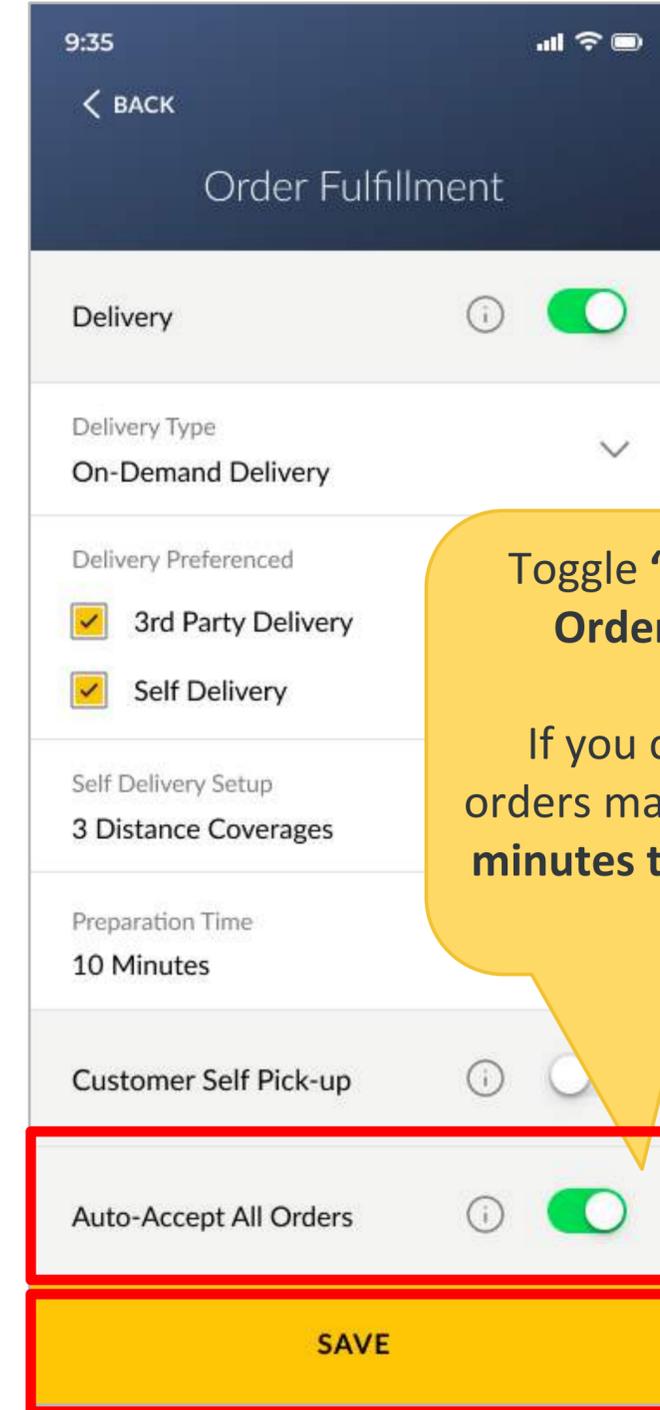
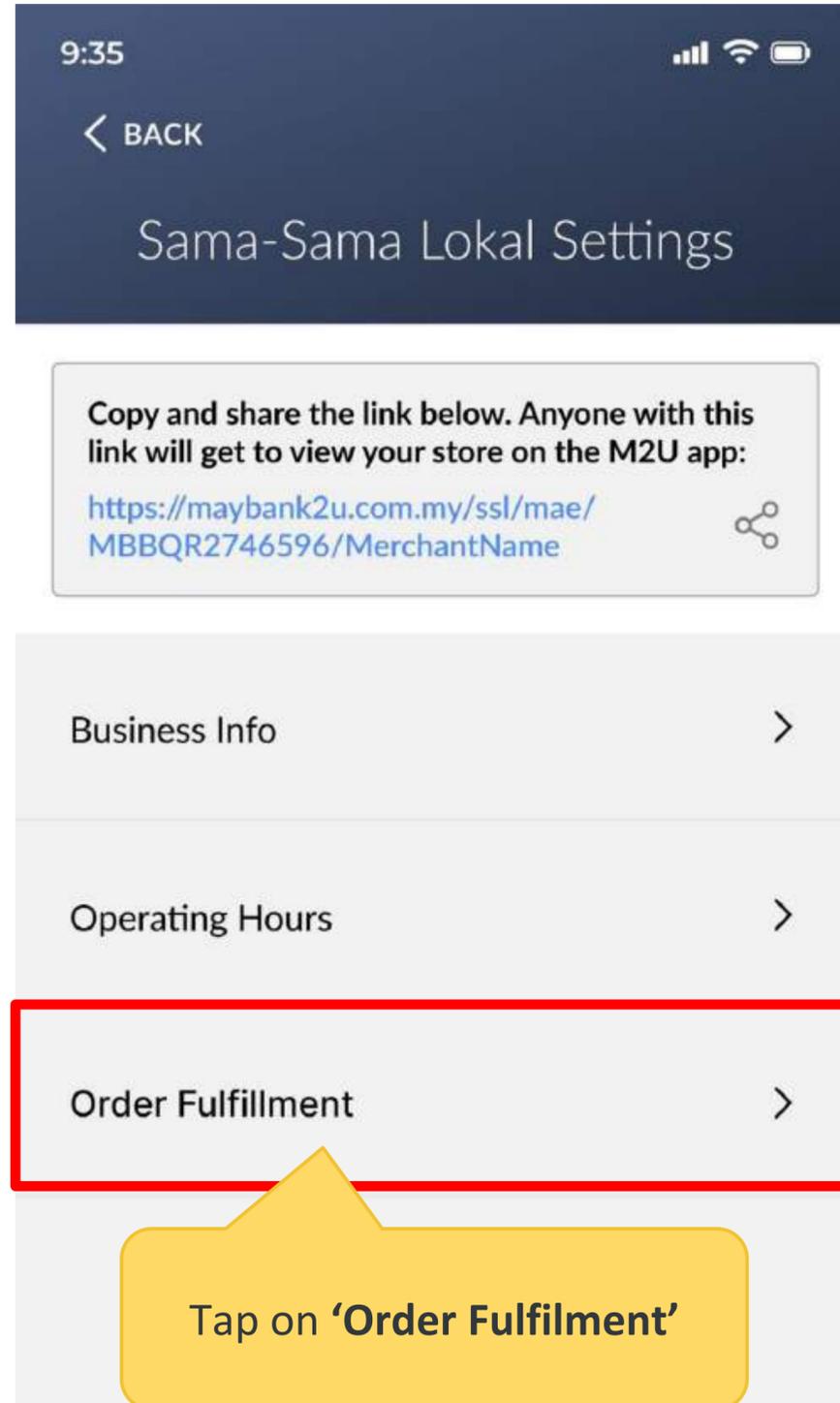
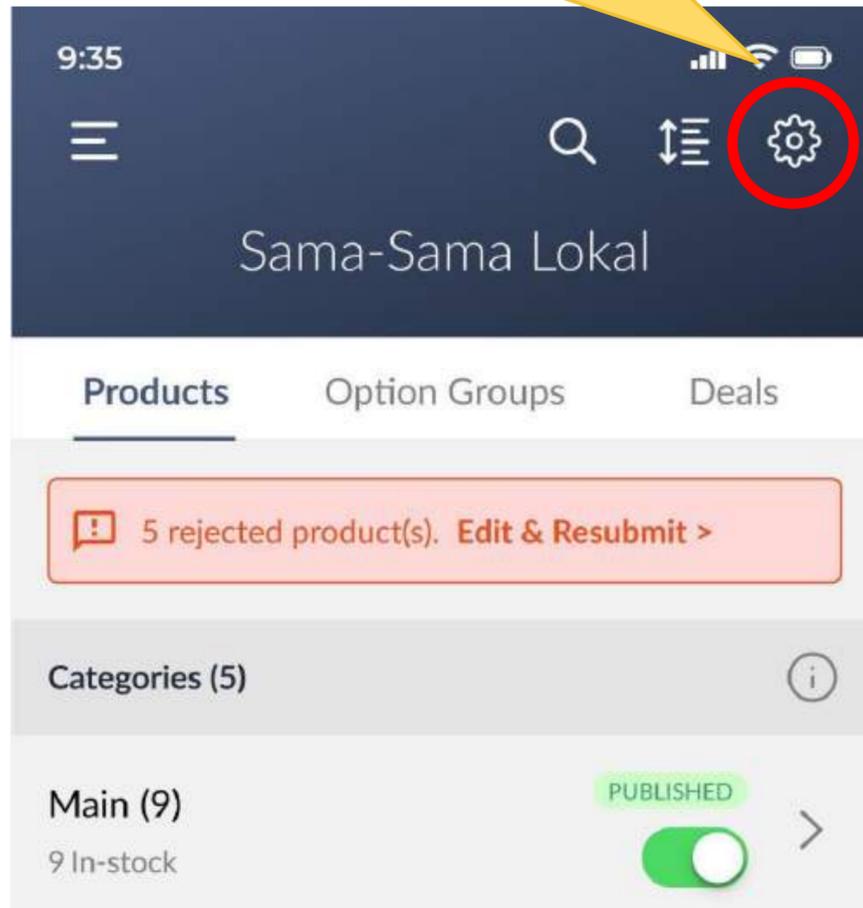
*Handling 10 or more orders or orders
over RM100*

113 How To Accept Orders Automatically/Manually

3rd Party Delivery just got better!

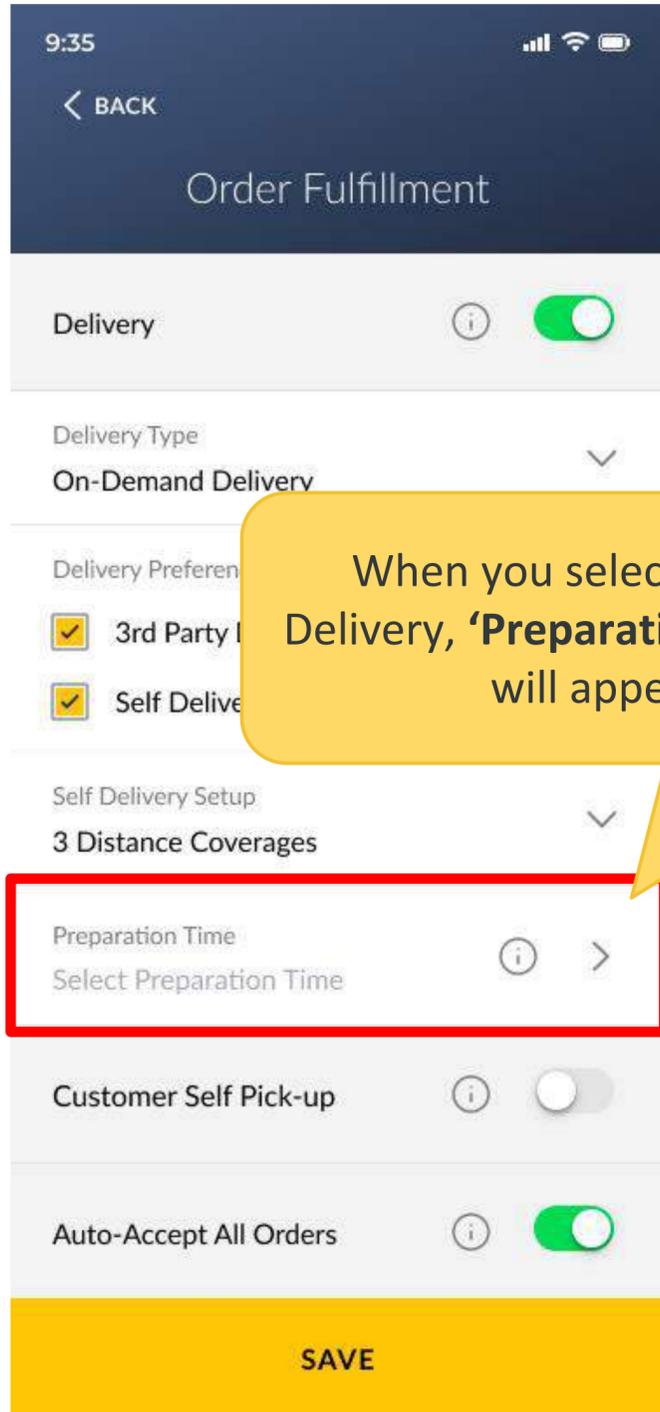
Now you can accept orders automatically/manually.

Tap on 'Settings' icon.

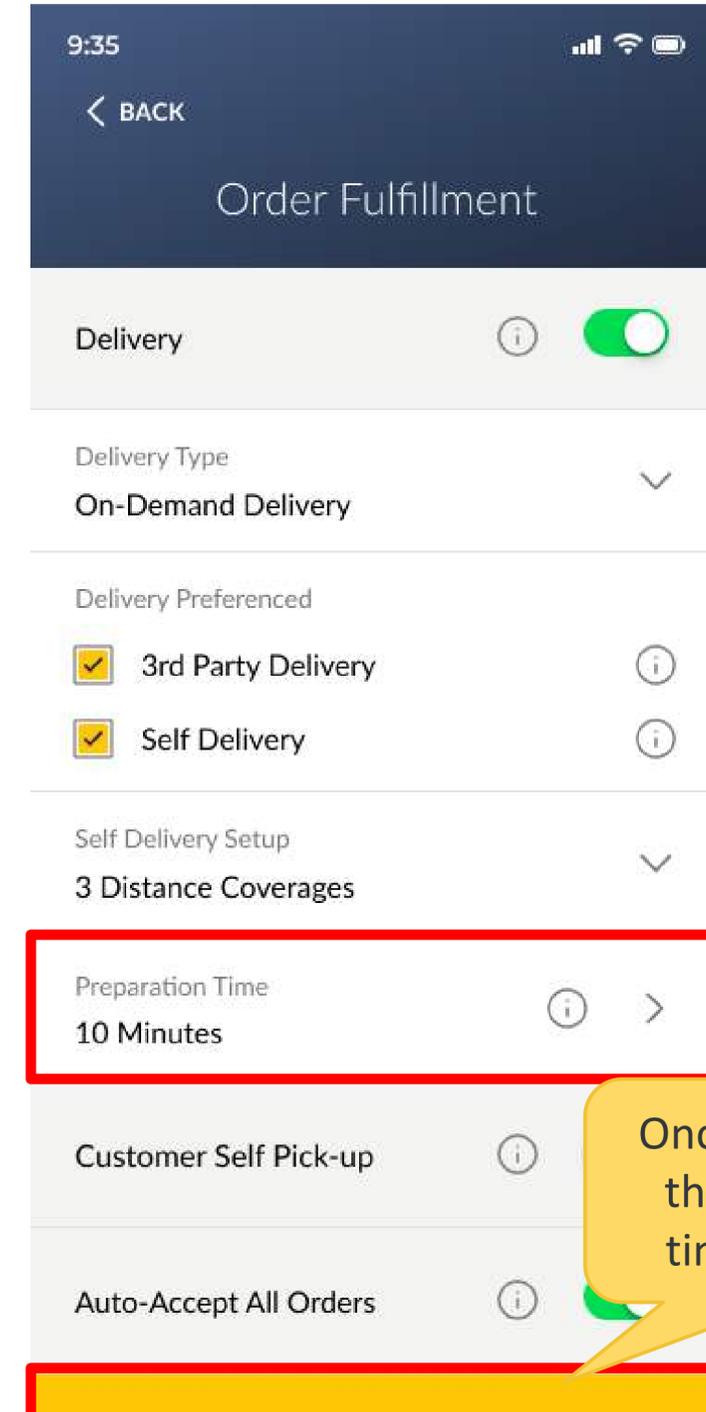
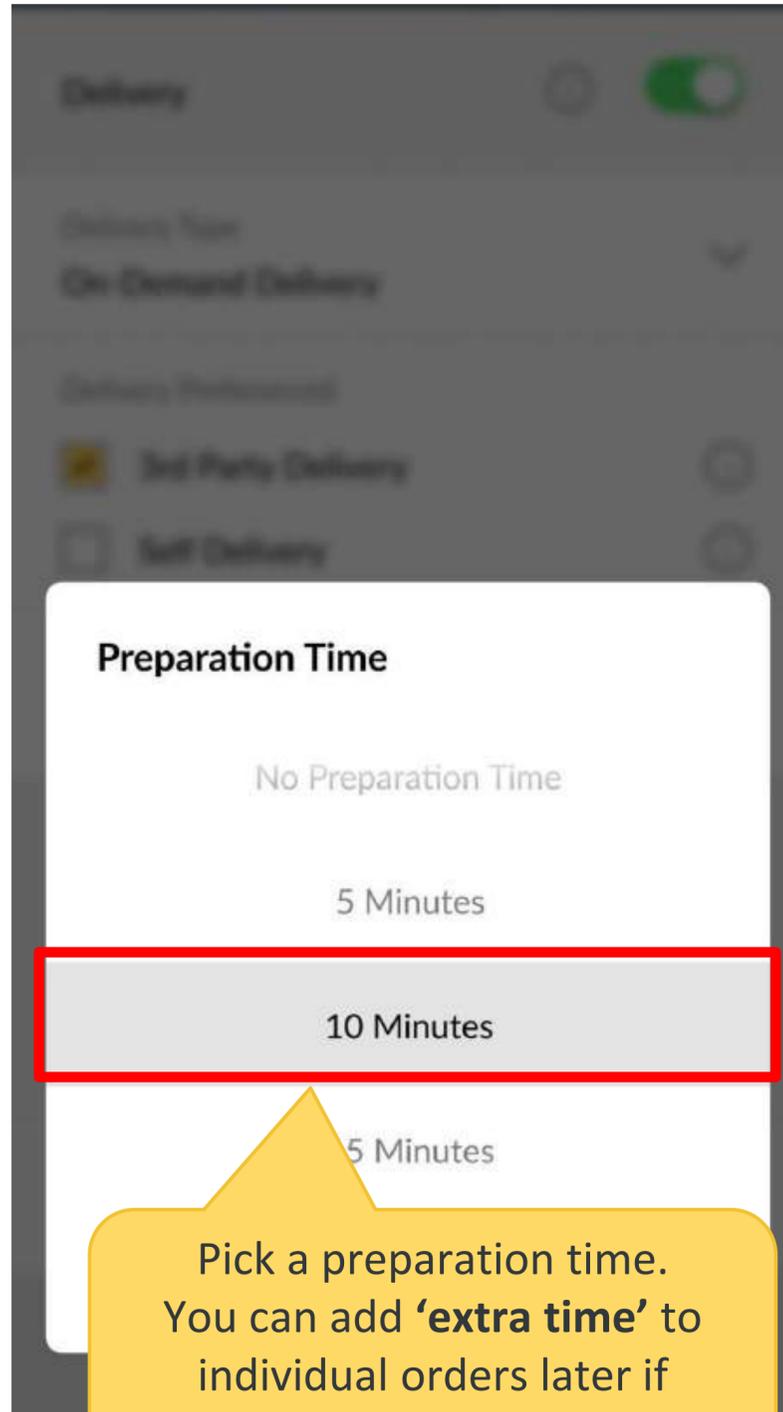


114 How To Set Preparation Time (Only for 3rd Party Delivery)

3rd Party Delivery just got better!



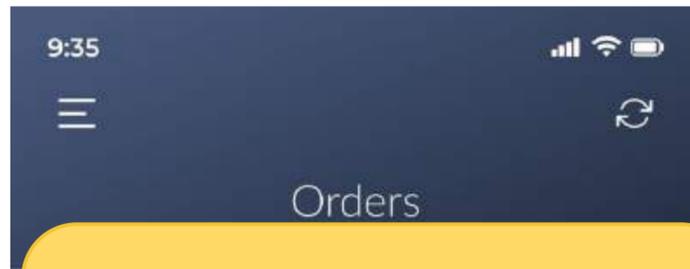
When you select 3rd Party Delivery, 'Preparation Time' box will appear.



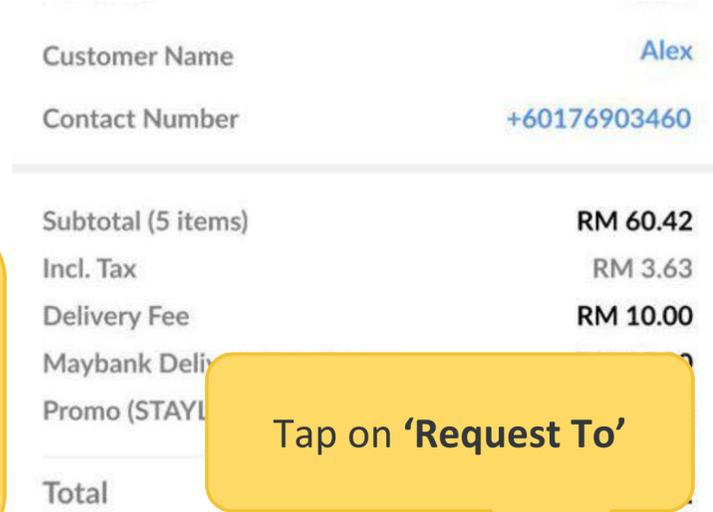
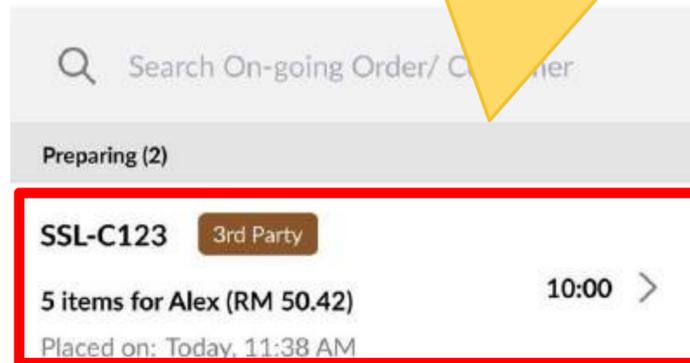
Once you have set the preparation time, tap 'Save'

115 How To Add Extra Preparation Time (Only for 3rd Party Delivery)

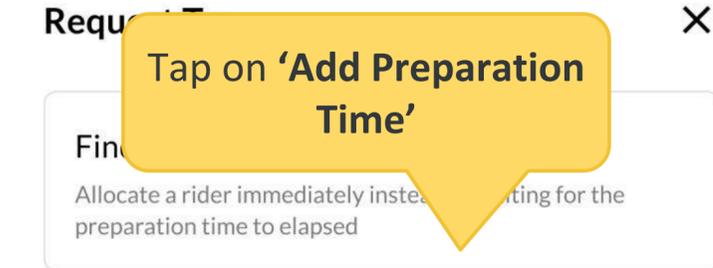
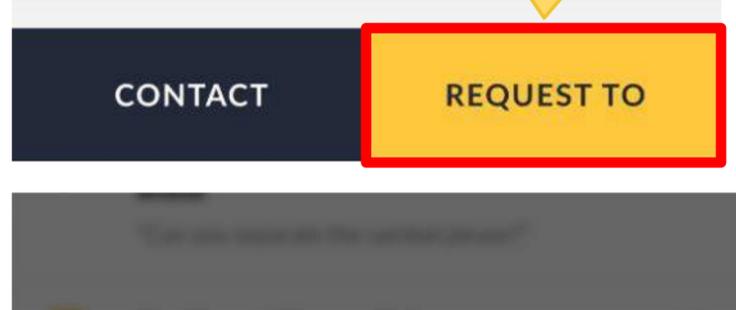
3rd Party Delivery just got better!



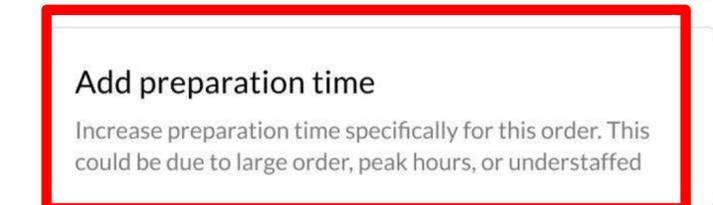
If 10 minutes is not enough, you can always add extra preparation time. Just tap the order that needs it.



Tap on 'Request To'

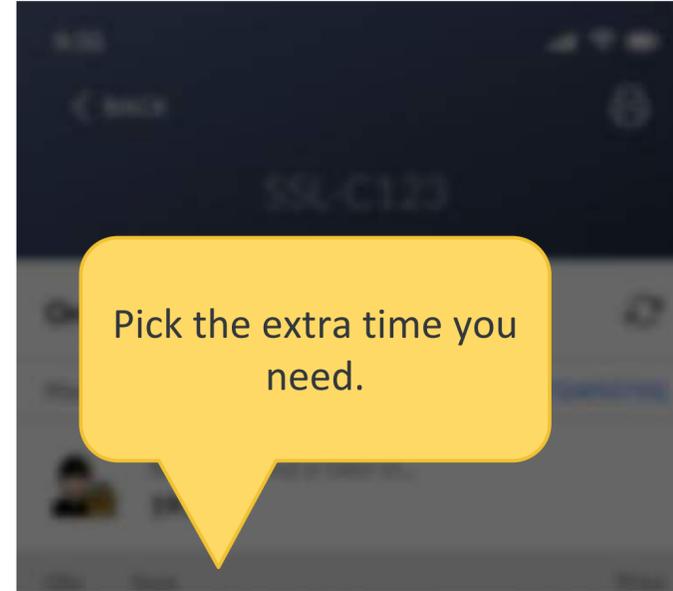


Tap on 'Add Preparation Time'

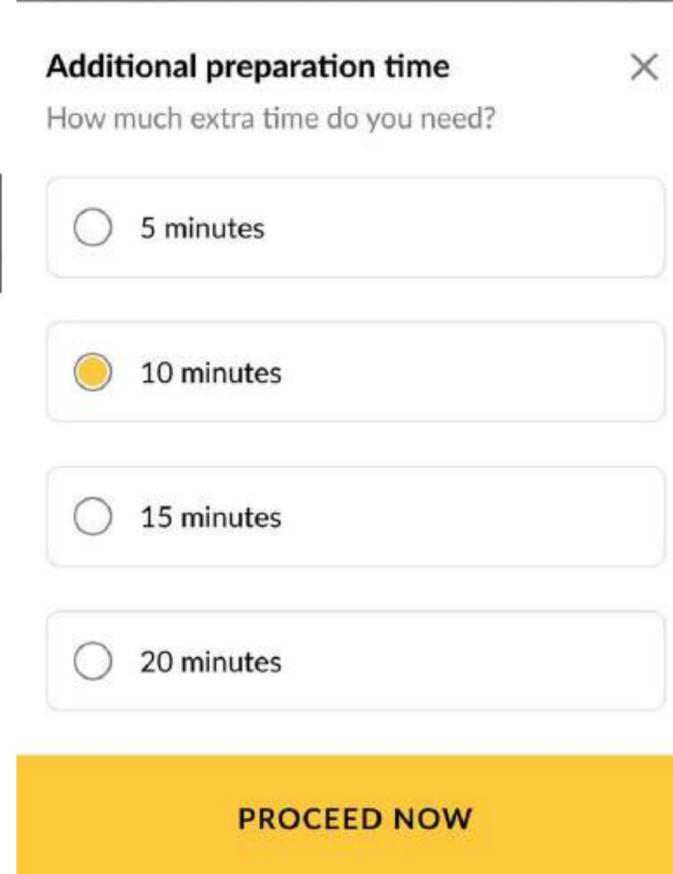


Add preparation time

Increase preparation time specifically for this order. This could be due to large order, peak hours, or understaffed



Pick the extra time you need.



Additional preparation time

How much extra time do you need?

5 minutes

10 minutes

15 minutes

20 minutes

PROCEED NOW

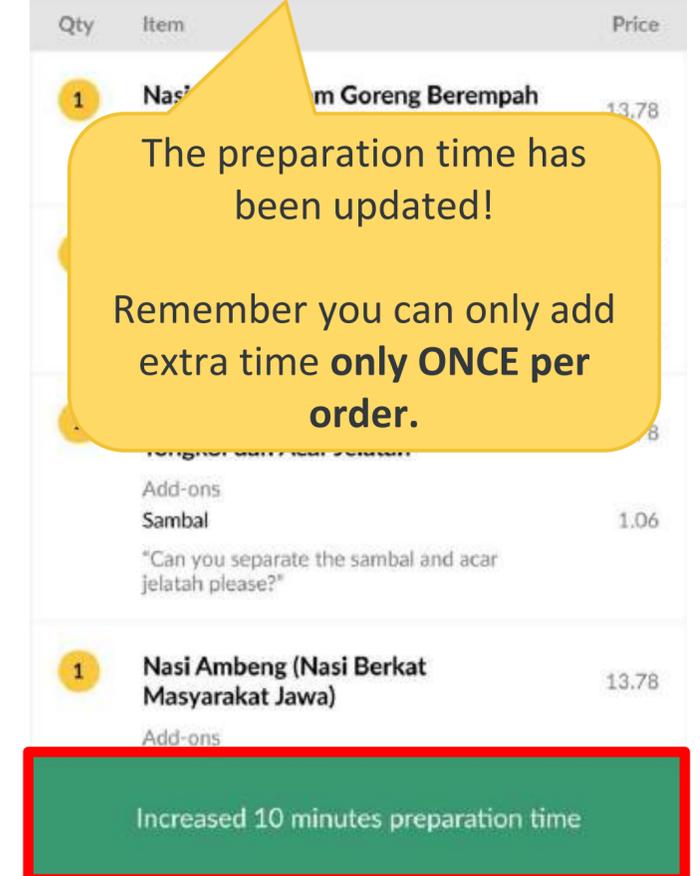


Order confirmed

Placed on 02 Jun 2022, 10:11 AM

#172405575Q

Ready to find a rider in...
19:59



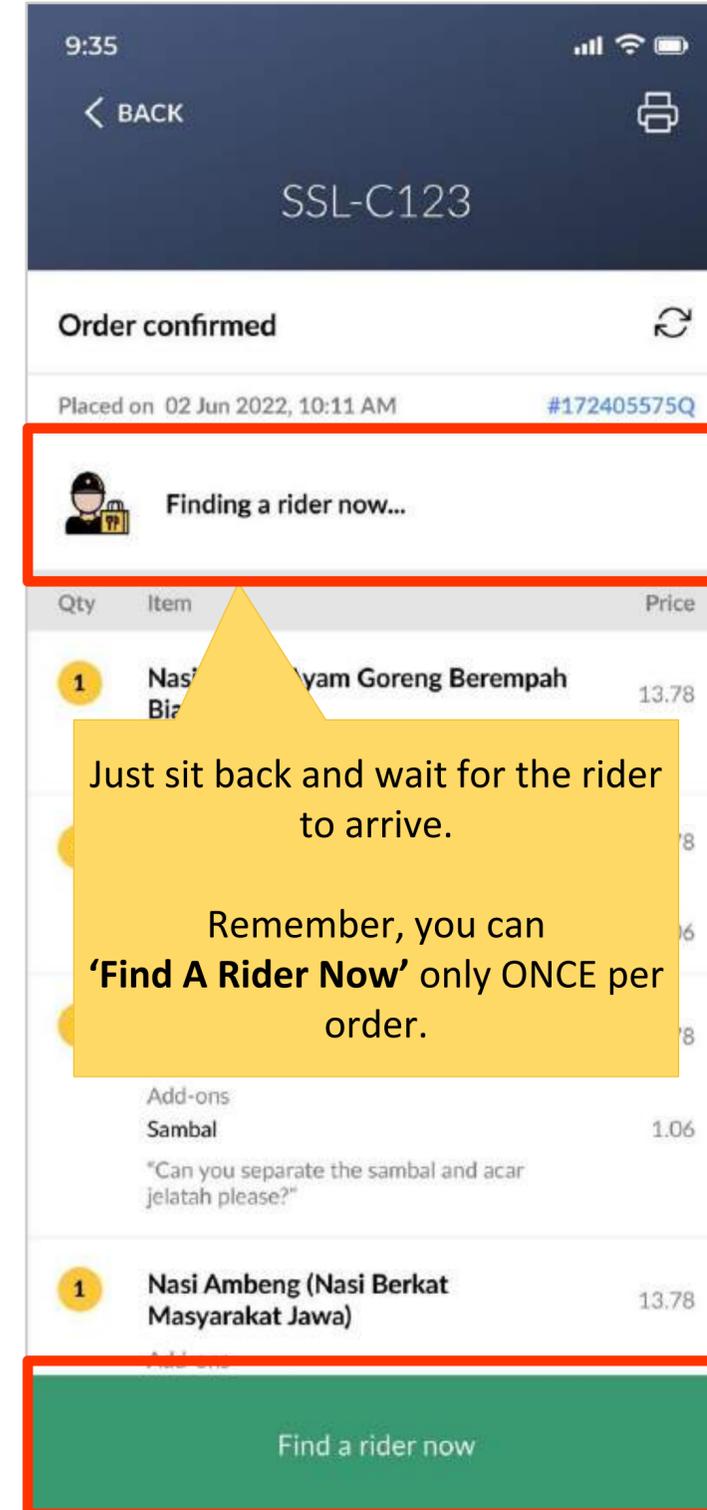
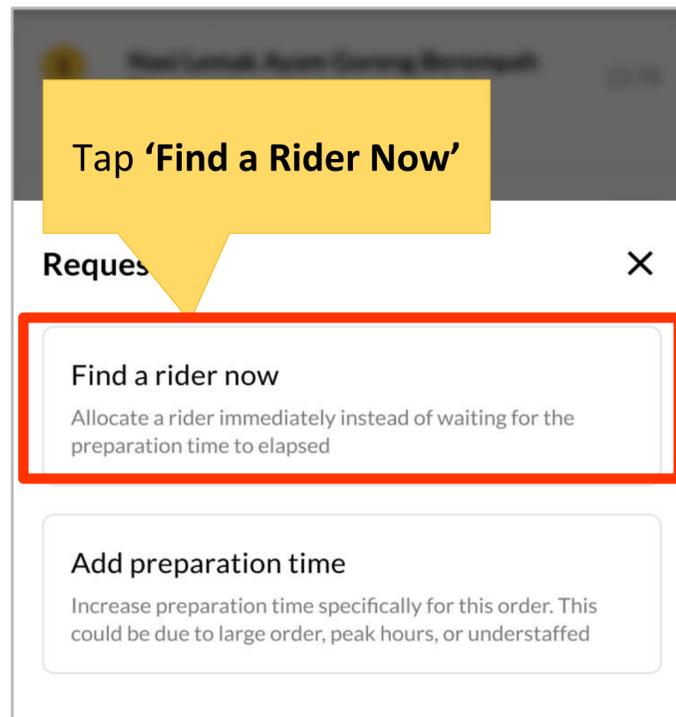
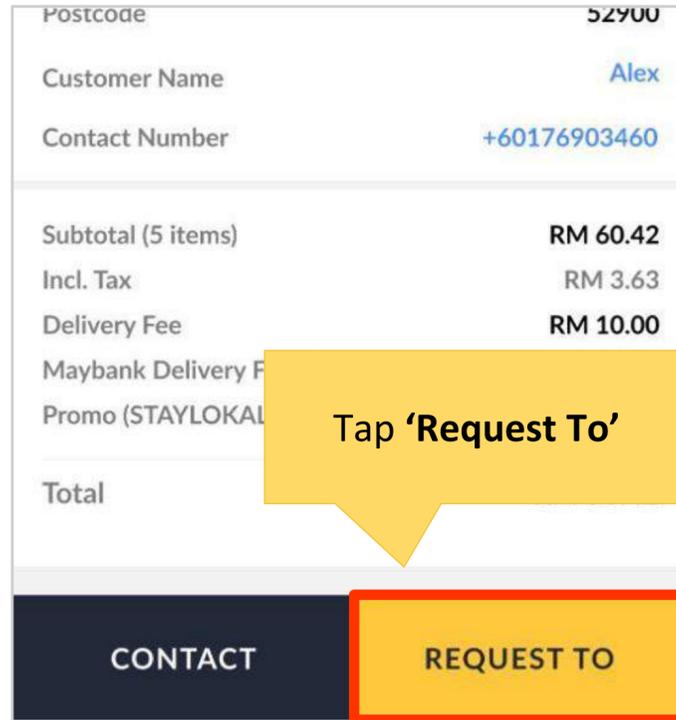
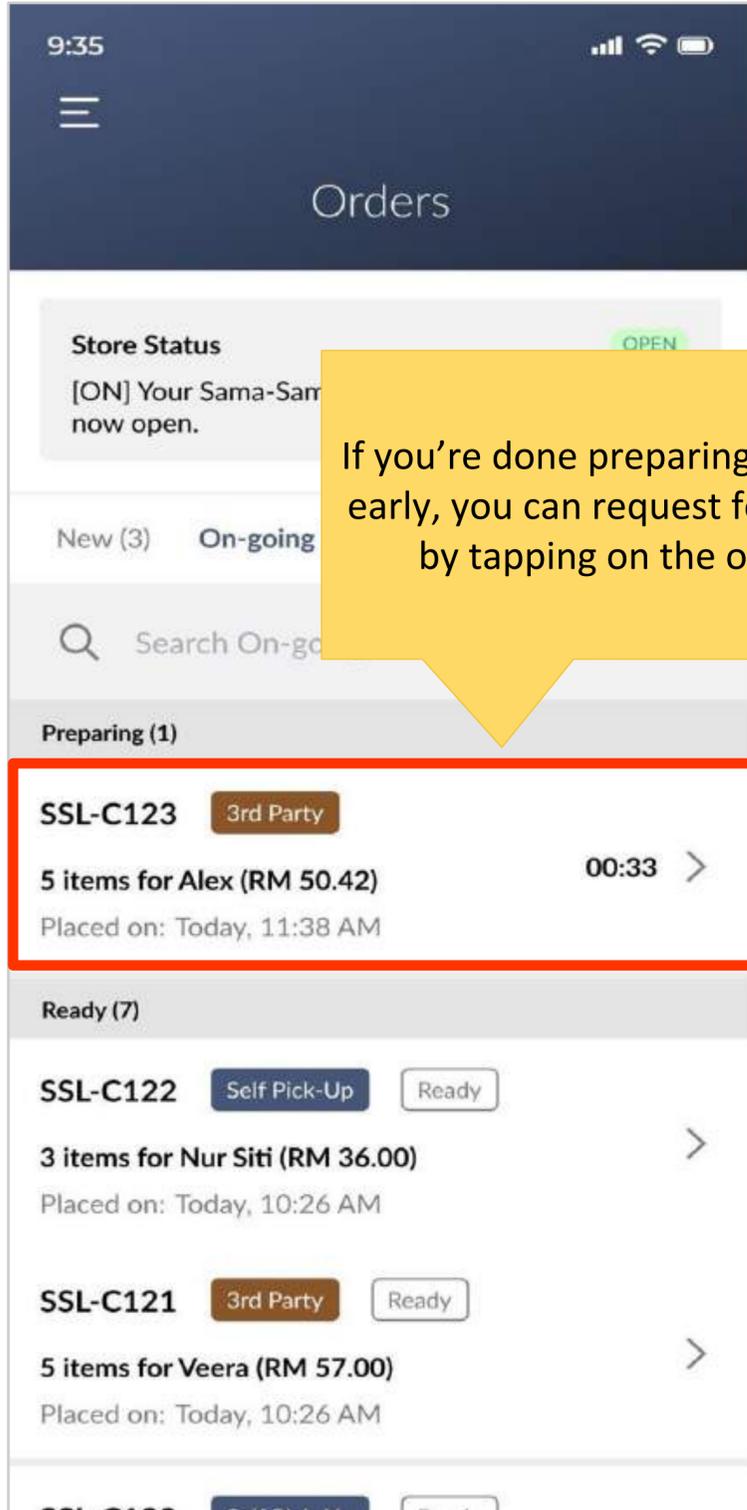
The preparation time has been updated!

Remember you can only add extra time **only ONCE per order.**

Increased 10 minutes preparation time

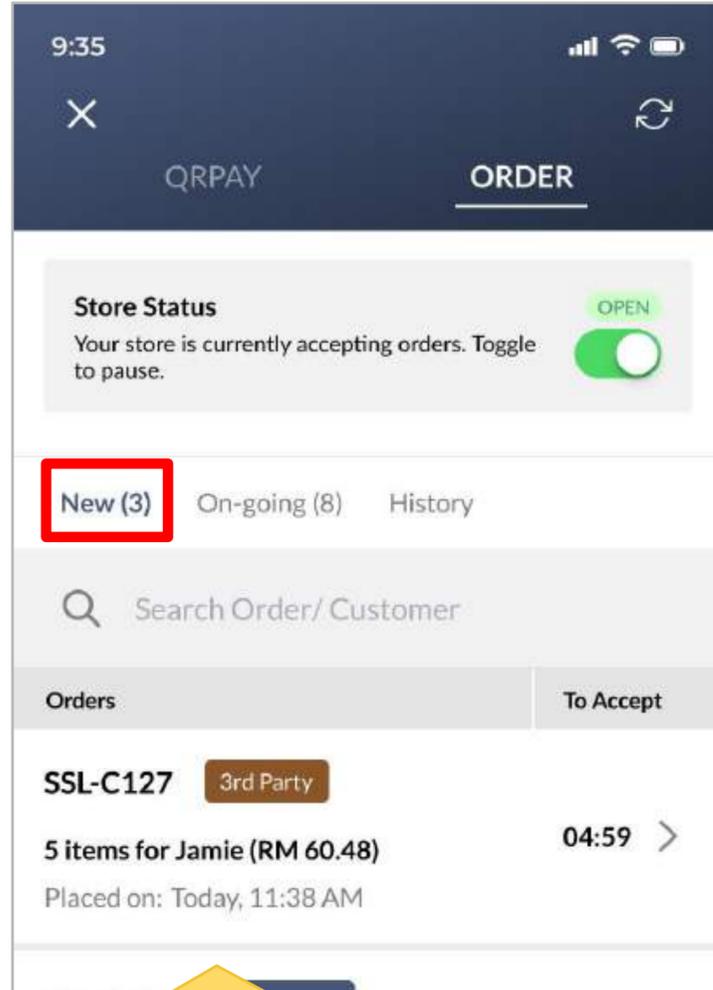
116 Finished Early? Let's Find A Rider Now (Only for 3rd Party Delivery)

3rd Party Delivery just got better!



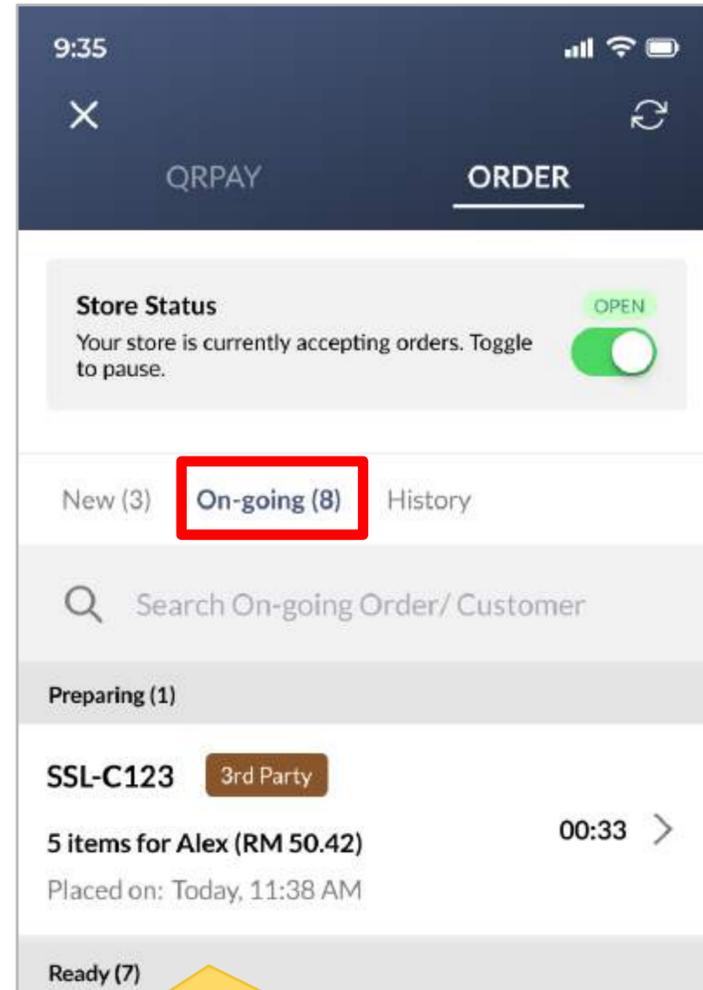
117 A New Way To View Your Order Status

3rd Party Delivery just got better!



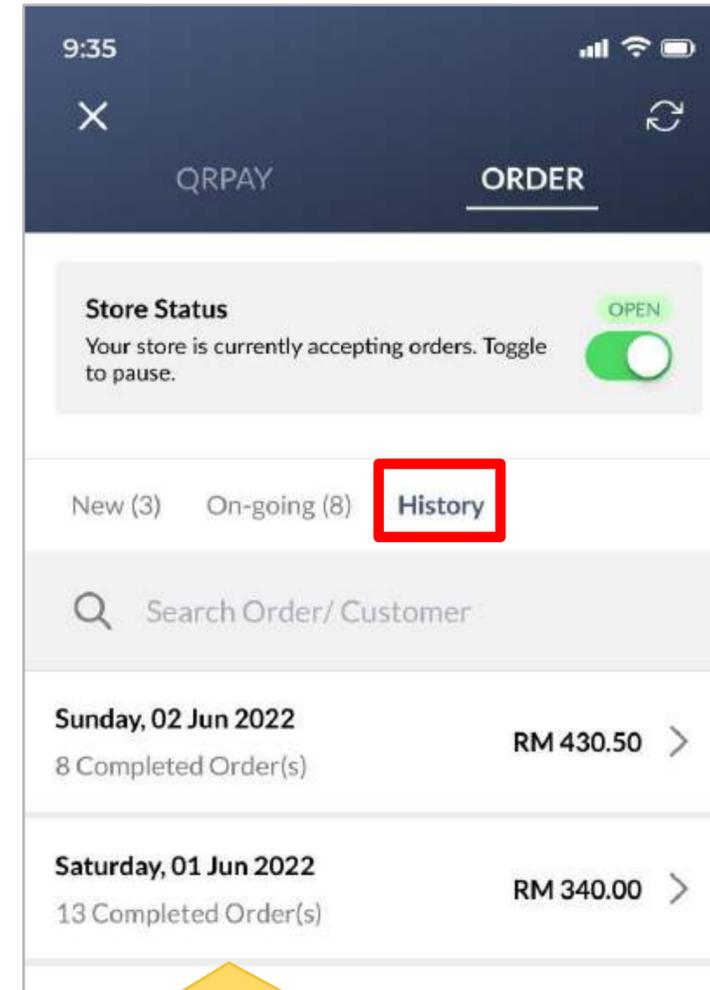
You'll see **new orders that haven't been accepted yet** here if you choose to accept orders manually.

You'll have 5 minutes to accept or reject new orders.



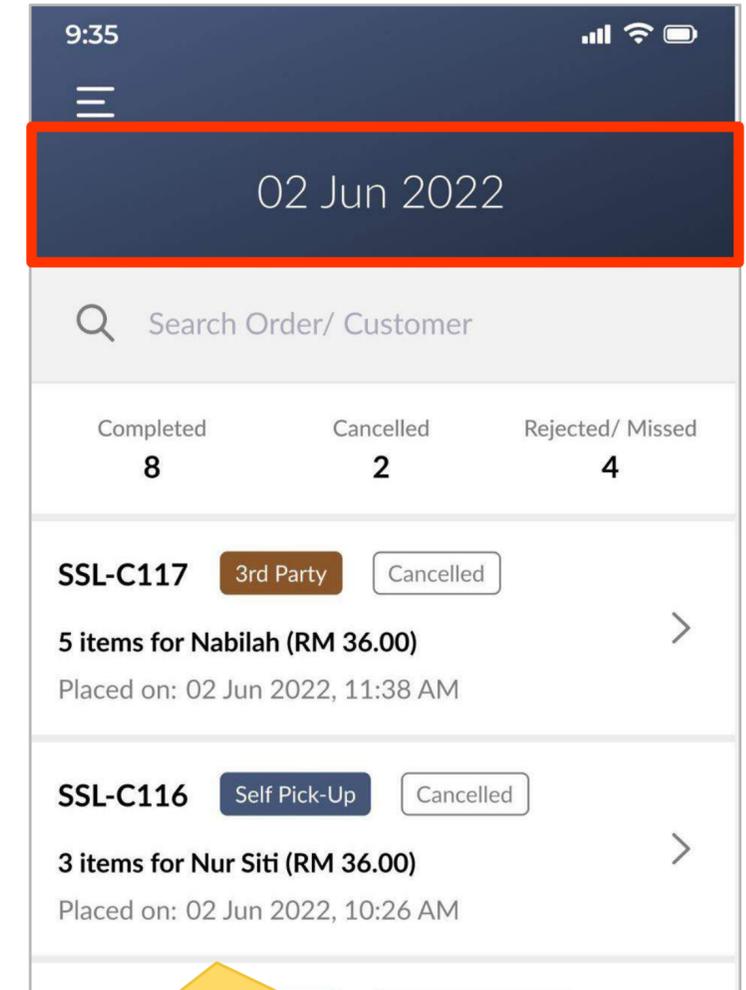
You'll see **accepted orders** here.

There is a timer to show how much preparation time you have left if you choose 3rd Party Delivery.



You'll see all **past orders** here.

Past orders are sorted by date. For example, if you want to see all orders from 02 June 2022, tap the relevant date.



When you tap a date, you'll see all your **'Completed', 'Cancelled'** and **'Rejected/Missed'** orders.

118 Reminders For Large Orders & Cancelled Orders

3rd Party Delivery just got better!

Placed on 02 Jun 2022, 10:11 AM #172405575Q

Ready to find a rider in...
19:59

Note to Rider
"Put the food at guardhouse."

Qty	Item	Price
10	DIY Sushi Set (4 pcs)	100.00
	Choice of Sushi	
	Unagi Sushi	20.00
	"I love Umai-ya, please give me more wasabi!"	

If you require an additional rider to deliver this order, please contact support for assistance.

Delivery Method **3rd Party**

Delivery Address **1 Murni, Jalan Pantai Hillpark, Bangsar South**

State **WP Kuala Lumpur**

Postcode **52900**

Customer Name **Alex**

Contact Number **+60176903460**

Subtotal (5 items)	RM 120.00
Delivery Fee	RM 10.00
Maybank Delivery Fees Promo	- RM 10.00
Promo (STAYLOKAL)	- RM 10.00
Total	RM 110.00

CONTACT **REQUEST TO**

You will get this reminder when an order has **10 or more items** or costs **RM100 or more**.

If you need more riders as a bigger vehicle for an order, just contact support.

You will get this reminder when an order has been cancelled by a customer or rider.

If you have any issues with a cancelled order, just contact support.

Order cancelled

Placed on 02 Jun 2022, 10:11 AM #172405575Q

No rider found

Note to Rider
"Put the food at guardhouse."

Qty	Item	Price
1	Nasi Lemak Ayam Goreng Berempah Biasa	13.78
	"Can you separate the sambal please?"	

Delivery Method **3rd Party**

Delivery Address **1 Murni, Jalan Pantai Hillpark, Bangsar South**

State **WP Kuala Lumpur**

Postcode **52900**

Customer Name **Alex**

Contact Number **+60176903460**

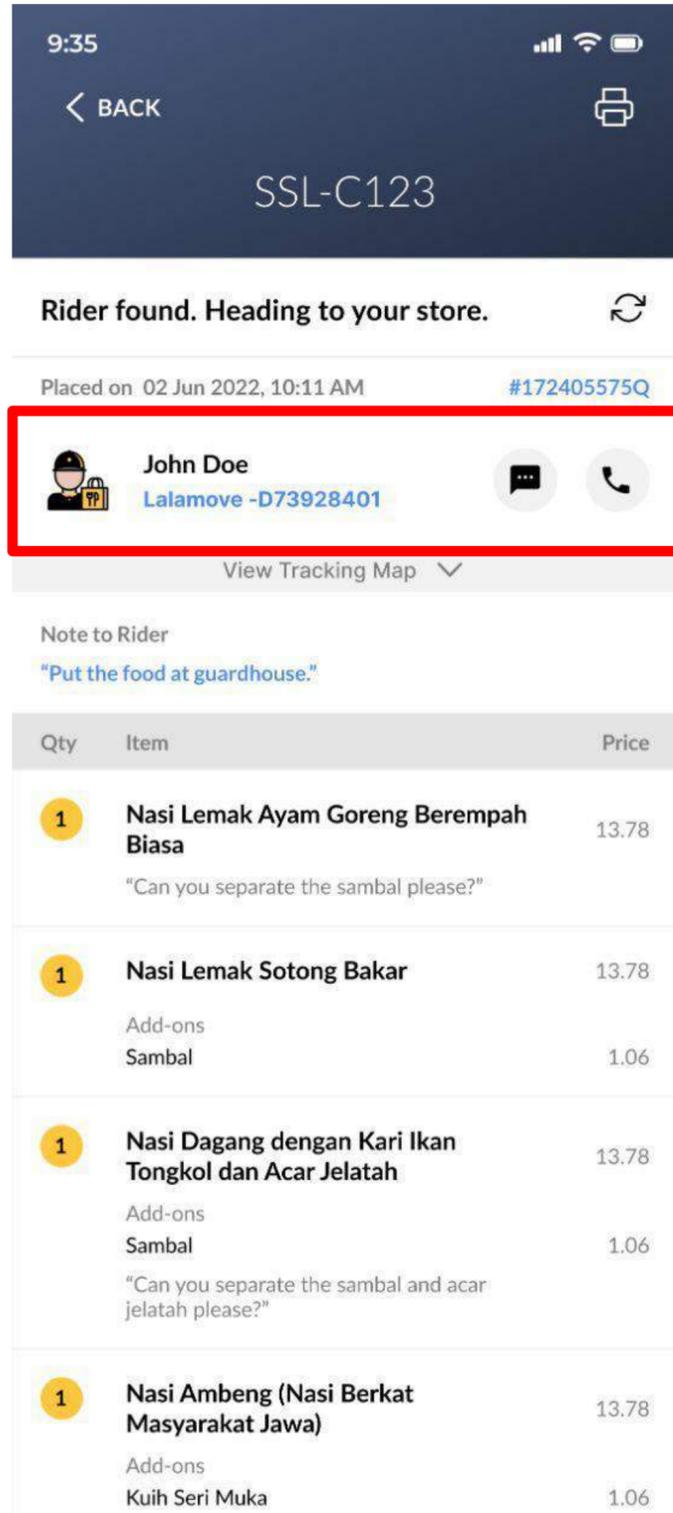
Subtotal (5 items)	RM 60.42
Incl. Tax	RM 3.63
Delivery Fee	RM 10.00
Maybank Delivery Fees Promo	- RM 10.00
Promo (STAYLOKAL)	- RM 10.00
Total	RM 50.42

Please contact support if you have an issue with this order.

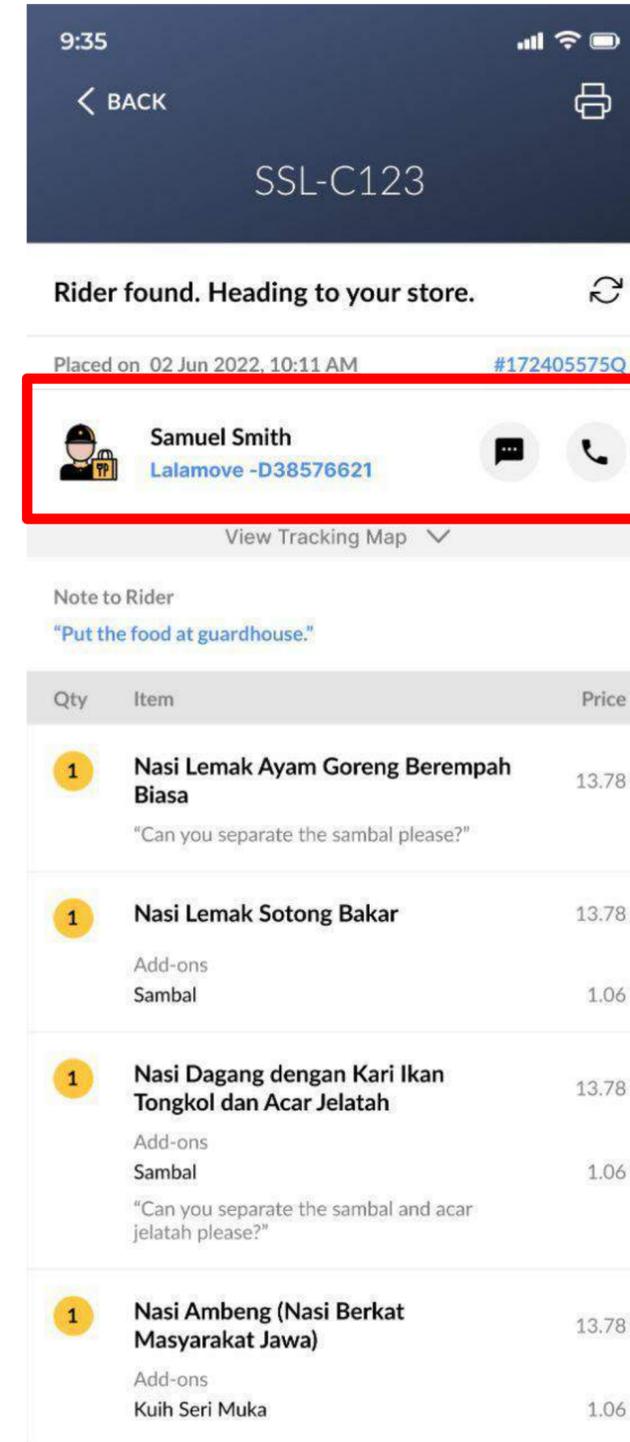
CONTACT

119 Delivery Details Updated When New Rider Takes Over Order

3rd Party Delivery just got better!



Sometimes you may see a **change in delivery details** when using 3rd Party Delivery



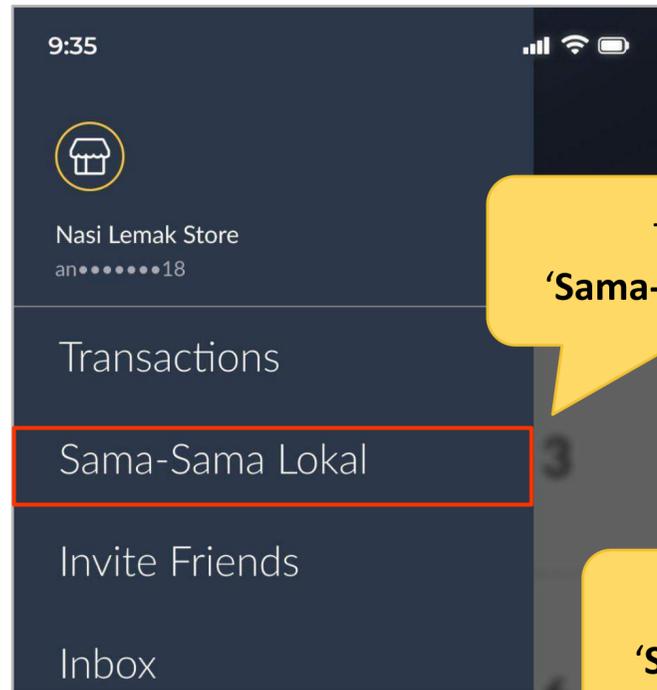
For example, John Doe was handling this order but now Samuel Smith will be delivering it.

SST

Now you can charge your customer SST

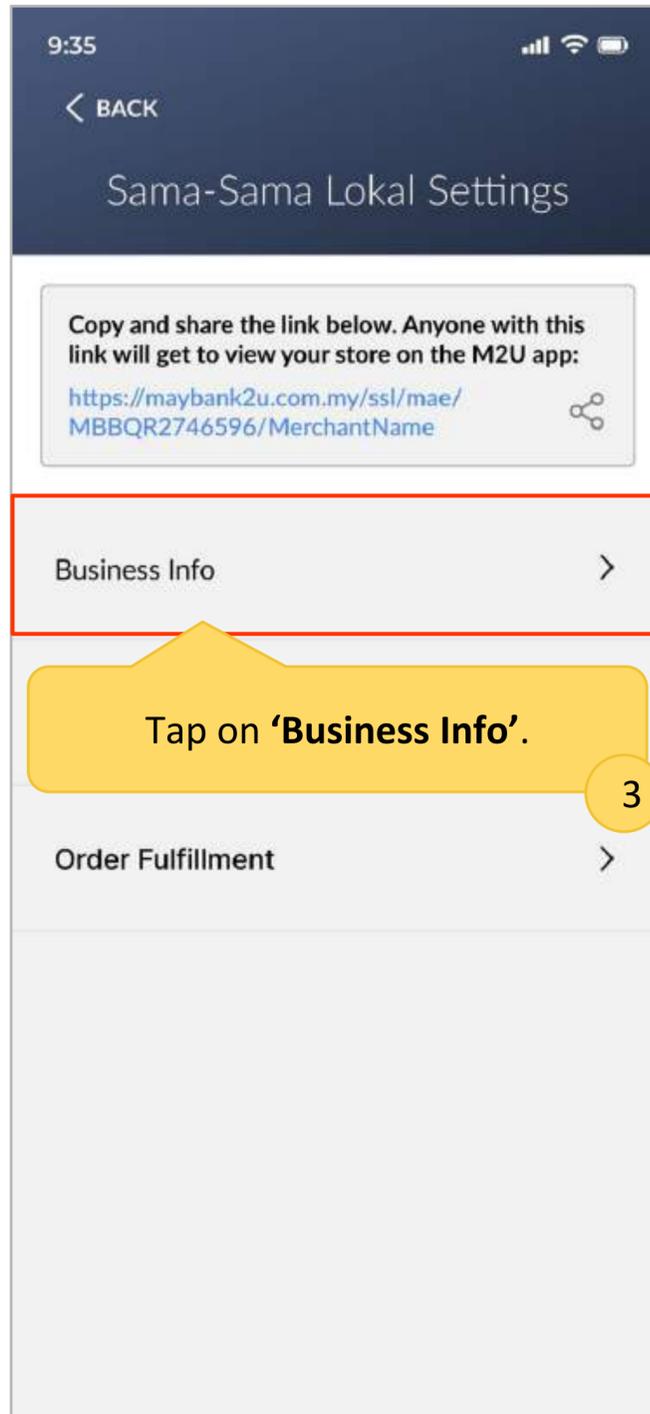
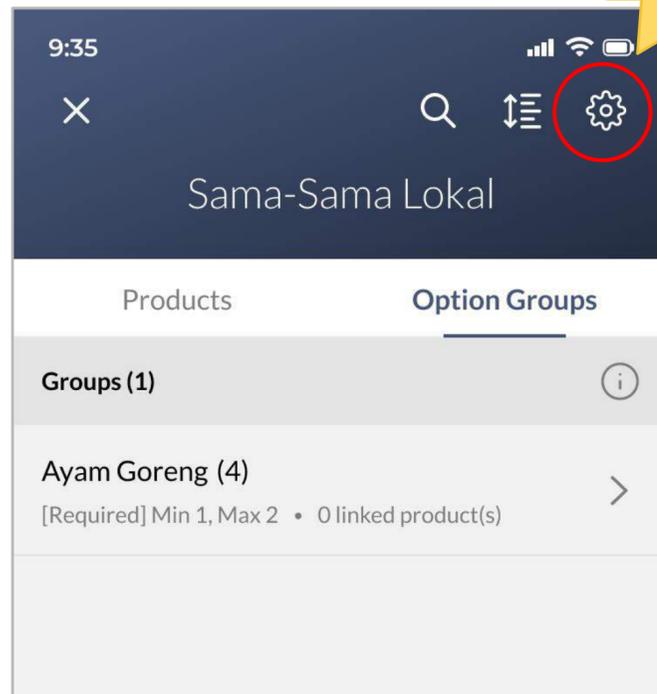
121 How To Upload SST Certificate On QRPayBiz App

Now you can charge your customer SST!

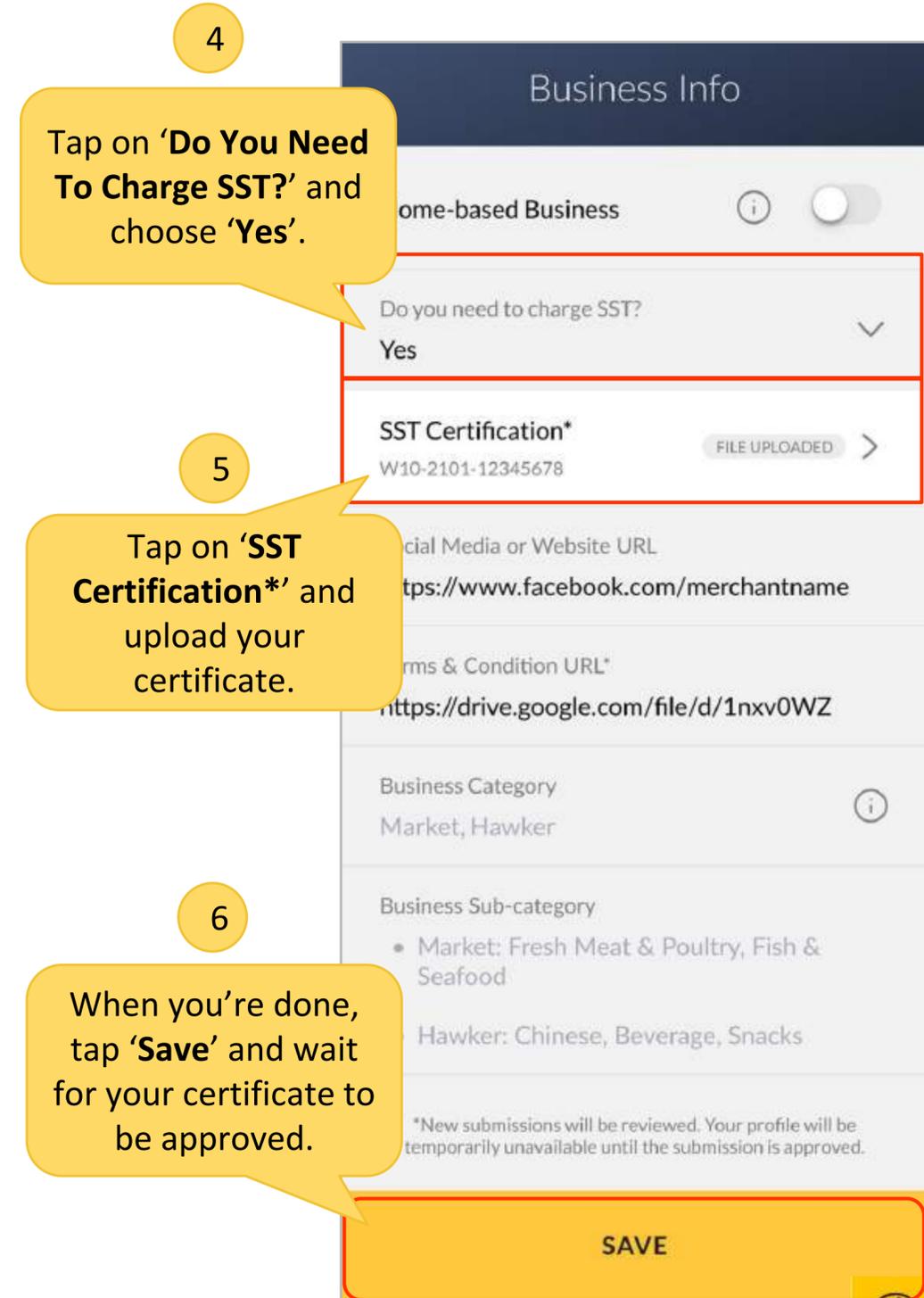


1 Tap on 'Sama-Sama Lokal'.

2 Tap on the 'Settings' icon.



3 Tap on 'Business Info'.



4 Tap on 'Do You Need To Charge SST?' and choose 'Yes'.

5 Tap on 'SST Certification*' and upload your certificate.

6 When you're done, tap 'Save' and wait for your certificate to be approved.

122 How Long Do I Have To Wait For Approval?

Now you can charge your customer SST!

It takes **7 working days** to approve your SST certificate.

During this time, your **store will be unavailable**. Keep this in mind before submitting your SST certificate.

Home-based Business	<input type="checkbox"/>
Do you need to charge SST?	Yes
SST Certification*	W10-2101-12345678 FILE UPLOADED
Social Media or Website URL	https://www.facebook.com/merchantname
Terms & Condition URL*	https://drive.google.com/file/d/1nxv0WZ
Business Category	Market, Hawker
Business Sub-category	<ul style="list-style-type: none">Market: Fresh Meat & Poultry, Fish & Seafood

*New submissions will be reviewed. Your profile will be temporarily unavailable until the submission is approved.

SAVE

123 Delivery Details Updated when New Rider Takes Over

Now you can charge your customer SST!

Do you need to charge SST?	▼
Yes	
SST Certification*	ENABLED >
W10-2101-12345678	

'Enabled' means your SST certificate has been approved and is active.

Now you can charge SST to customers on Sama-Sama Lokal!

Do you need to charge SST?	▼
Yes	
SST Certification*	DISABLED >
W10-2101-12345678	

'Disabled' means your SST certificate was approved but later found to be expired or invalid.

You can't charge SST until you upload an active certificate for approval.

Do you need to charge SST?	▼
Yes	
SST Certification*	REJECTED >
W10-2101-12345678	

'Rejected' means the details in your SST certificate are not clear or do not match your business information.

Just re-upload a clearer copy of your certificate (we recommend a scanned copy).

124 What Your Customers See When You Charge SST

Now you can charge your customer SST!

Umai-Ya Japanese Stall [View Menu](#)

1x	DIY Sushi Set (16 pcs) + Unagi Sushi 2pcs + Ebikko Sushi 2pcs + Tamago Sushi 4pcs... See More "More wasabi please"	RM 65.30 Edit
1x	Spicy Saba Steak Don with Rice "More chili please"	RM 30.45 Edit

Subtotal **RM 93.75**

Incl. Tax RM 5.62

Delivery Fee (6.3km*) ⓘ **RM 8.00**

Promo [Enter Promo Code](#)

Total (Incl. Tax) RM 101.75

Note: By checking out your order, you agree to the terms and conditions set by the merchant.

Checkout • RM 101.75

1

During checkout, your customers will see the amount of SST included in their order.

2

Your customers will also get a detailed receipt so they know how much SST they paid for.

SAMA-SAMA LOKAL
Helping Our Neighbourhood Stores

YOUR ORDER ID IS 123456789

Thank you for supporting:
Umai-Ya Japanese Restaurant
123, Jalan Satu, Taman Dua, 52000 Kuala Lumpur
Contact Number: 010-1234567

Order placed 12:30PM, 23 Nov 2022	Delivery address 88, Jalan Bahagia, Taman Bahagia, 53100 Kuala Lumpur
Recipient Adam Keen	Note to rider "Please leave the item at the guard counter. Thank you."
Contact no. 012-1234567	

Your Receipt

1 x DIY Sushi Set (16 pcs)	RM 65.30
+ Unagi Sushi 2pcs + Ebikko Sushi 2pcs + Tamago Sushi 4pcs + Crab Hand Roll Sushi 2pcs + Maguro Sushi 2pcs + Ebi Sushi 2pcs + Inari Sushi 2pcs "More wasabi please."	
1 x Spicy Saba Steak Don with Rice	RM 30.45
"More chili please"	
Subtotal:	RM 93.75
Incl. Tax:	RM 5.62
Delivery charge:	RM 8.00
Total paid:	RM 101.75
Payment Reference No:	MBB21857382

Sama-Sama Lokal Merchant Support Hotline

For any queries on your Sama-Sama Lokal store setup or orders, you may contact the hotline below for further assistance:

Sama-Sama Lokal Merchant Support Hotline

Tel. No.: 03-7847 8855

Email: samasamalokal.support@maybank.com

(Operating Hours: Mon – Sun, 9.00a.m. to 8.00p.m.)



6.

Appendix

- **Maybank 3rd Party Delivery Coverage – Automated Assignment of Rider/Driver**

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Kuala Lumpur

50000	50515	50578	50626	50677	50734
50050	50519	50580	50632	50678	50736
50088	50528	50582	50634	50680	50738
50100	50529	50586	50636	50682	50740
50150	50530	50588	50638	50684	50742
50200	50532	50590	50640	50688	50744
50250	50534	50592	50644	50694	50746
50300	50536	50594	50646	50700	50748
50350	50540	50596	50648	50702	50750
50400	50544	50598	50650	50704	50752
50450	50546	50599	50652	50706	50754
50460	50548	50600	50653	50708	50758
50470	50550	50603	50656	50710	50760
50480	50551	50604	50658	50712	50762
50490	50552	50605	50660	50714	50764
50500	50554	50608	50661	50716	50766
50502	50556	50609	50662	50718	50768
50504	50560	50610	50664	50720	50770
50505	50562	50612	50666	50722	50772
50506	50564	50614	50668	50724	50774
50507	50566	50620	50670	50726	50776
50508	50568	50621	50672	50728	50778
50512	50572	50622	50673	50730	50780
50514	50576	50623	50676	50732	50782

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Kuala Lumpur

50784	50908	50932	51100	55300	55990
50786	50909	50933	51200	55330	56000
50788	50910	50934	51300	55700	56100
50790	50911	50935	51700	55710	57000
50792	50912	50936	51900	55720	57100
50794	50913	50937	51990	55900	57700
50796	50914	50938	52000	55902	57990
50798	50915	50939	52100	55904	58000
50800	50916	50940	52200	55906	58100
50802	50917	50941	53000	55908	58200
50804	50918	50942	53100	55910	58700
50806	50919	50943	53200	55912	58990
50808	50920	50944	53300	55914	59000
50810	50921	50945	53700	55916	59100
50812	50922	50946	53800	55918	59200
50814	50923	50947	53990	55920	59700
50816	50924	50948	54000	55922	59800
50818	50925	50949	54100	55924	59990
50901	50926	50950	54200	55926	60000
50902	50927	50988	54300	55928	63000
50903	50928	50989	55000	55930	68000
50904	50929	50990	55100	55932	68100
50906	50930	51000	55200	55934	77000
50907	50931				

Maybank 3rd Party Delivery Coverage – Automated Assignment of Rider/Driver

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Selangor

40000	40564	40670	40732	41900	42920
40100	40570	40672	40800	41902	43000
40150	40572	40673	40802	41904	43007
40160	40576	40674	40804	41906	43009
40170	40578	40675	40806	41908	43200
40200	40582	40676	40808	41910	43207
40300	40590	40680	40810	41912	43300
40400	40592	40690	40990	41914	43400
40450	40594	40700	41000	41916	43500
40460	40596	40702	41050	41918	43558
40470	40598	40704	41070	41990	43600
40500	40604	40706	41100	42000	43650
40502	40607	40708	41150	42009	43700
40503	40608	40710	41200	42100	43800
40505	40610	40712	41250	42200	43807
40512	40612	40714	41300	42300	43900
40517	40620	40716	41400	42425	45100
40520	40622	40718	41506	42450	45200
40529	40626	40720	41560	42500	45600
40542	40632	40722	41586	42507	45800
40548	40646	40724	41672	42509	46000
40550	40648	40726	41700	42600	46050
40551	40660	40728	41710	42610	46100
40560	40664	40730	41720	42700	46150

Maybank 3rd Party Delivery Coverage – Automated Assignment of Rider/Driver

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Selangor

46200	46740	46797	46978	47600	56000
46300	46750	46798	47000	47610	56100
46350	46760	46799	47100	47620	57000
46400	46770	46800	47110	47630	60000
46506	46780	46801	47120	47640	62000
46510	46781	46802	47130	47650	62050
46547	46782	46803	47140	47800	62100
46549	46783	46804	47150	47810	62150
46551	46784	46805	47160	47820	62200
46564	46785	46806	47170	47830	62250
46582	46786	46860	47180	48000	62300
46598	46787	46870	47190	48020	62502
46662	46788	46960	47200	48050	62675
46667	46789	46962	47300	48100	63000
46668	46790	46964	47301	50000	63100
46672	46791	46966	47307	50050	63200
46675	46792	46968	47308	52200	63300
46700	46793	46970	47400	53100	64000
46710	46794	46972	47410	54200	68000
46720	46795	46974	47500	55100	68100
46730	46796	46976	47507	55300	

Maybank 3rd Party Delivery Coverage – Automated Assignment of Rider/Driver

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Penang					
10000	10534	10610	10770	11609	13210
10050	10538	10612	10780	11700	13220
10100	10540	10620	10790	11800	13300
10150	10542	10622	10800	11900	13310
10200	10546	10626	10810	11910	13400
10250	10550	10628	10820	11920	13409
10300	10551	10634	10830	11950	13500
10350	10552	10646	10840	11960	13600
10400	10558	10648	10850	12000	13700
10450	10560	10660	10910	12100	13800
10460	10564	10661	10920	12200	14000
10470	10566	10662	10990	12300	14007
10500	10570	10670	11000	12700	14009
10502	10576	10672	11010	12710	14020
10503	10578	10673	11020	12720	14100
10504	10582	10674	11050	12990	14101
10505	10590	10676	11060	13000	14110
10506	10592	10690	11100	13009	14120
10508	10593	10710	11200	13020	14200
10512	10594	10720	11300	13050	14300
10514	10596	10730	11400	13100	14310
10516	10600	10740	11409	13110	14320
10518	10604	10750	11500	13200	14400
10524	10609	10760	11600		

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Johor Bahru, Johor

79000	79538	79646	80519	80620	80904
79100	79540	79658	80534	80622	80906
79150	79546	79660	80536	80628	80908
79200	79548	79680	80542	80644	80988
79250	79550	79681	80546	80648	80990
79500	79552	79683	80558	80662	81000
79502	79555	80000	80560	80664	81100
79503	79570	80050	80564	80668	81110
79504	79575	80100	80568	80670	81120
79505	79576	80150	80578	80672	81200
79511	79592	80200	80584	80673	81300
79513	79601	80250	80586	80676	81310
79514	79603	80300	80590	80700	81400
79517	79605	80350	80592	80710	81550
79518	79606	80400	80594	80720	81700
79520	79612	80500	80596	80730	81750
79521	79626	80506	80600	80900	81760
79523	79630	80508	80604	80902	81800
79532	79632	80516	80608	83000	86200
85000	84000	82000	86000		

Maybank 3rd Party Delivery Coverage – Automated Assignment of Rider/Driver

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Ipoh, Perak

30000	30512	30554	30610	30661	30770
30010	30516	30556	30612	30662	30780
30020	30517	30560	30614	30664	30790
30100	30518	30564	30620	30668	30800
30200	30519	30570	30621	30670	30810
30250	30520	30576	30622	30673	30820
30300	30524	30580	30626	30674	30830
30350	30532	30582	30628	30676	30840
30450	30534	30586	30630	30682	30900
30500	30536	30590	30632	30690	30902
30502	30540	30592	30634	30700	30904
30503	30542	30594	30644	30710	30906
30504	30546	30596	30646	30720	30908
30505	30548	30600	30648	30730	30910
30506	30550	30604	30656	30740	30912
30508	30551	30606	30658	30750	30988
30510	30552	30609	30660	30760	30990

134 Maybank 3rd Party Delivery Coverage – Automated Assignment of Rider/Driver

If Your Postcode is Covered Below, You May Enable 3rd Party Delivery for Your Store to Enjoy Automated Assignment of Rider

Melaka					
75000	75200	75350	76100	76460	77400
75050	75250	75400	76300	77000	78000
75100	75260	75450	76400	77200	78200
75150	75300	75460	76450	77300	78300

Pahang					
25000	25200	26060	25100	25050	25250
25150	25300				

Terengganu					
20000	20200	20500	21000	21080	21300
20050	20300	20700	21060	21100	24000
20100	20400	20710	21070	21200	

Kelantan					
15000	15300	15400	16100	15710	17500
15050	15350	16010	16150	15200	18000
15150					

THANKYOU