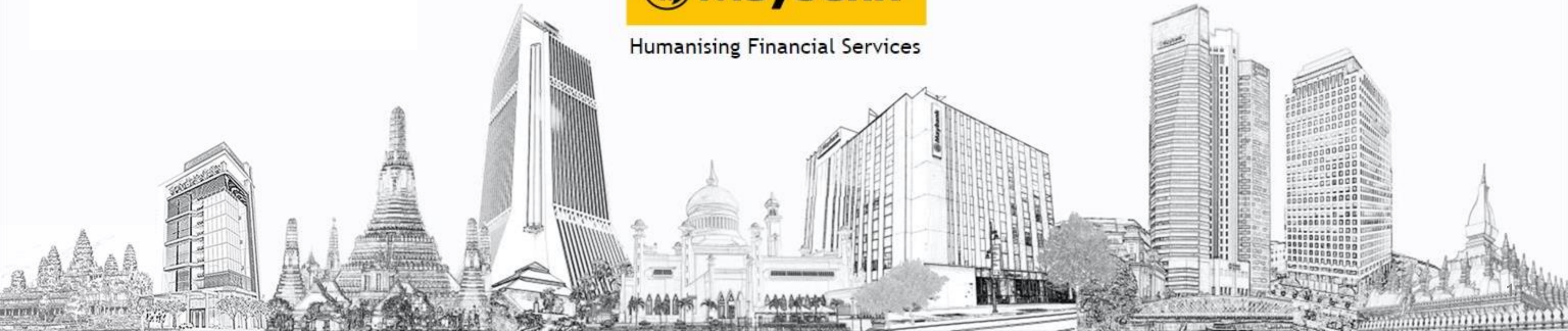




# MERCHANT GUIDELINE



Humanising Financial Services





**1. Setting Up My Sama-Sama Lokal Store**

**2. Managing My Orders on Sama-Sama Lokal**

**3. Managing My Store Operations on Sama-Sama Lokal**

**4. Customer View on MAE**

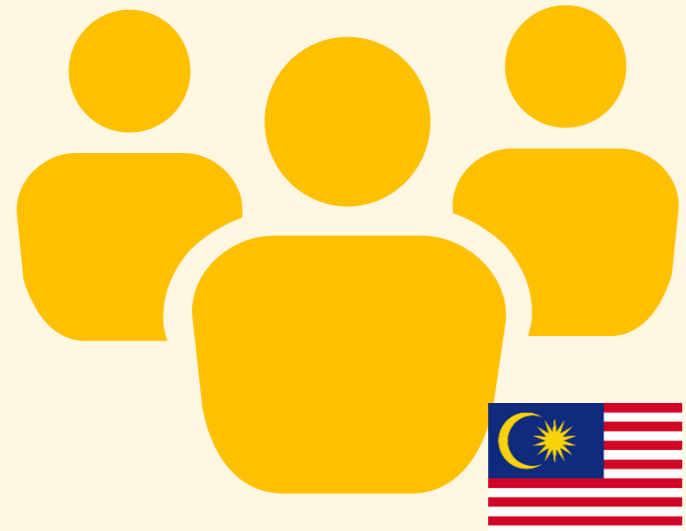
**5. Ways to Manage and Grow your Sama-Sama Lokal Store**

**6. Appendix**

### 3 What is Sama-Sama Lokal?



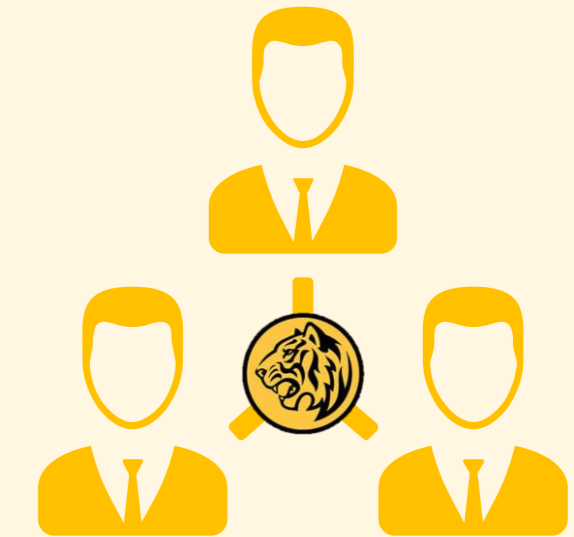
An Online Ordering Store within the MAE app.



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



MAE by Maybank2U

Merchant / Seller's App



Maybank QRPayBiz



# 1.

## 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?**
- **Business Categories and Subcategories on Sama-Sama Lokal**
- **Prohibited Items on Sama-Sama Lokal**
- **Guidelines on Edit Business/Product Description**
- **Setting up a Sama-Sama Lokal Store (Single-Store Registration)**
- **How to Retrieve Your QRPayBiz app Login Username?**
- **How to Reset Your QRPayBiz app Login PIN?**
- **How to Add Product to My Store?**
- **How to Edit Existing Products in Sama-Sama Lokal**
- **Setting Up a Sama-Sama Lokal Store**
- **Option Group**
- **SST Enablement**
- **Managing your Store and Product Availability**

## 5 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 (v4.4 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.





# **Single Outlet Merchant Onboarding**

## ***- IC With Maybank Account***



## Screen 1

9:35 Maybank

What Type Of Business Do You Own?

**Single-Store**   
I only have one shop/store/outlet

Multi-Store   
I have multiple shops/stores/outlets

NEXT

Select "Single Store"

## Screen 2

9:35 Maybank

Let's Begin

ID Type

IC No.

IC. No.  
Enter IC No.

Date of Birth (D.O.B.)   
DD / MM / YYYY

If you wish to include SST charges and Halal status for your store, switch ID Type in the dropdown menu to "Business Registration No." for this registration. If you register with any other ID Type, you won't be able to enjoy both features.

NEXT

Keyin "ICNO" & "DOB"

## Screen 3

9:35 Maybank

Let's Begin

ID Type

IC No.

IC. No.  
901212-10-2341

Date of Birth (D.O.B.)   
12 / 12 / 1990

If you wish to include SST charges and Halal status for your store, switch ID Type in the dropdown menu to "Business Registration No." for this registration. If you register with any other ID Type, you won't be able to enjoy both features.

NEXT

## Screen 4

9:35 Maybank

Tell Us About Your Business

Business Name   
Nur Auni Redzuan Zaukepli  
0/25 characters

Business Type   
Select Type

Business Description   
Enter Description  
0/255 characters

Business Contact No.   
Enter Contact No.

Business Email Address   
Enter Business Email Address

Contact Person Name   
Enter Name

Home-based Business

Account To Receive Payment   
Select Account

NEXT

the system detects the name as per the IC and populates it into the Business Name field on this page. These fields are non-editable.

## Screen 5

9:35 Maybank

Tell Us About Your Business

Business Name   
Nur Auni Redzuan Zaukepli  
0/25 characters

Business Type   
Food & Beverage

Business Description   
Need a sugar fix? Order from I Do  
Desserts for all your sugary needs!  
102/255 characters

Business Contact No.   
+60 12 - 5643232

Business Email Address   
idodesserts@gmail.com

Contact Person Name   
Auni Redzuan

Home-based Business

Account To Receive Payment   
MALAYAN BANKING BER  
12345678901234

NEXT

The user can still edit the remaining fields in order to proceed to the next pages, except for the Business Name field, which is non-editable.

# 8 User Journey –Single Outlet IC Merchant Onboarding



## Screen 6

9:35

< BACK

Select an Account to Receive Payment

Savings  
Nur Auni Redzuan binti Zaukepli  
34854723334535

Current  
Nur Auni Redzuan binti Zaukepli  
12345678901234 ✓

DONE

Select the and Acc to receive payment

## Screen 7

9:35

< BACK

BANK  
MALAYAN BANKING BERHAD

ACCOUNT NO  
12345678901234

ACCOUNT HOLDER NAME  
NUR AUNI REDZUAN BINTI ZAUKEPLI

CONFIRM

"Confirm" the Selected Acc

## Screen 8

9:35

< Maybank

Review Business Profile

Business Name  
Nur Auni Redzuan Zaukepli

Business Type  
Food & Beverage

Business Description  
Need a sugar fix? Order from I Do Desserts for all your sugary needs!

Business Contact No.  
+60 12 - 5643232

Business Email Address  
idodesserts@gmail.com

Contact Person Name  
Nur Auni Redzuan binti Zaukepli

Business Address  
100, Jalan Tun Perak, Bukit Bintang, 50200...

Home-based Business  
Yes

Account To Receive Payment  
MALAYAN BANKING BER  
12345678901234

CONFIRM & CREATE ACCOUNT

Review Business Profile & click "Confirm & Create Account"

## Screen 9

9:35

< BACK

✓

You have successfully registered for a QRPayBiz Account

Merchant ID MBBQR123457

Username idodesserts

DONE

Congratulation you have successfully registered a QRPayBiz Acc



# **Multi Outlet Merchants Onboarding**

- *IC***
  - *With Maybank Account***
  - *Consolidated Settlement Account***
  - *Non Consolidated Settlement Account***
-



## Screen 1

9:35 Maybank

What Type Of Business Do You Own?

Single-Store  
I only have one shop/store/outlet

Multi-Store  
I have multiple shops/stores/outlets

NEXT

Select "Multi-Store"

## Screen 2

9:35 Maybank

Let's Begin

ID Type  
IC No.

IC. No.  
Enter IC No.

Date of Birth (D.O.B.)  
DD / MM / YYYY

If you wish to include SST charges and Halal status for your store, switch ID Type in the dropdown menu to "Business Registration No." for this registration. If you register with any other ID Type, you won't be able to enjoy both features.

NEXT

Keyin "ICNO" & "DOB"

## Screen 3

9:35 Maybank

Let's Begin

ID Type  
IC No.

IC. No.  
901212-10-2341

Date of Birth (D.O.B.)  
12 / 12 / 1990

If you wish to include SST charges and Halal status for your store, switch ID Type in the dropdown menu to "Business Registration No." for this registration. If you register with any other ID Type, you won't be able to enjoy both features.

NEXT

## Screen 4

9:35 Maybank

Tell Us About Your Business

Business Name  
Nurul Amira Muhamad Reza  
25/25 characters

Business Type  
Select Type

Business Description  
Enter Description  
0/255 characters

Business Contact No.  
Enter Contact No.

Business Email Address  
Enter Business Email Address

Contact Person Name  
Enter Name

NEXT

the system detects the name as per the IC and populates it into the Business Name field on this page. These fields are non-editable.

## Screen 5

9:35 Maybank

Tell Us About Your Business

Business Name  
Nurul Amira Muhamad Reza  
25/25 characters

Business Type  
Food & Beverage

Business Description  
We are a proud Malaysian business with the aim to serve the best coffee in town  
75/255 characters

Business Contact No.  
+60 12 - 5643232

Business Email Address  
spicycoffee@gmail.com

Contact Person Name  
Mohamad Syed Rusidi bin Syahzuan

NEXT

The user can still edit the remaining fields in order to proceed to the next pages, except for the Business Name field, which is non-editable.

# 11 User Journey – Multi Outlet IC Merchant Onboarding



## Screen 6

To Toggle Off - Unconsolidated Settlements User to click "Skip For Now"

## Screen 7

Toggle On - Consolidate Settlements User to click "Next"

## Screen 8

On the Review Business Profile page, the Business Name field will be greyed out and non-editable. The user is to add first outlet by clicking the "Confirm & Add First Outlet" button

## Screen 9

Outlet 1: Outlet Name field will follow the Business Name populated on Screen 8. The same Business Name will also be used to auto-populate the Outlet Name fields for Outlet 2 and all subsequent outlets

## Screen 10

On the Review Outlet Details, the Business Name field will be greyed out and non-editable. Clicking 'Done' will complete the outlet's registration.



“

# **Conversion of Existing Single Outlet to Multi Outlet Features**

**- IC**

***with Maybank Account***

***- with Non Maybank Account***

***- Consolidated Settlement Account***

***- Non Consolidated Settlement Account***

”

# User Journey – Conversion of Single Outlet with Maybank Account to Multi Outlet Features



## Screen 1

Click "Add New Outlet" to convert a Single Outlet user to Multi-Outlet User.

## Screen 2

Click "**Proceed**" to continue creating Multi-Outlet

## Screen 3

Create Your Multi-Outlet Login Details

## Screen 4

The system detects the name based on the IC entered during the earlier registration and populates it into the Business Name field on this page. This field is non-editable.

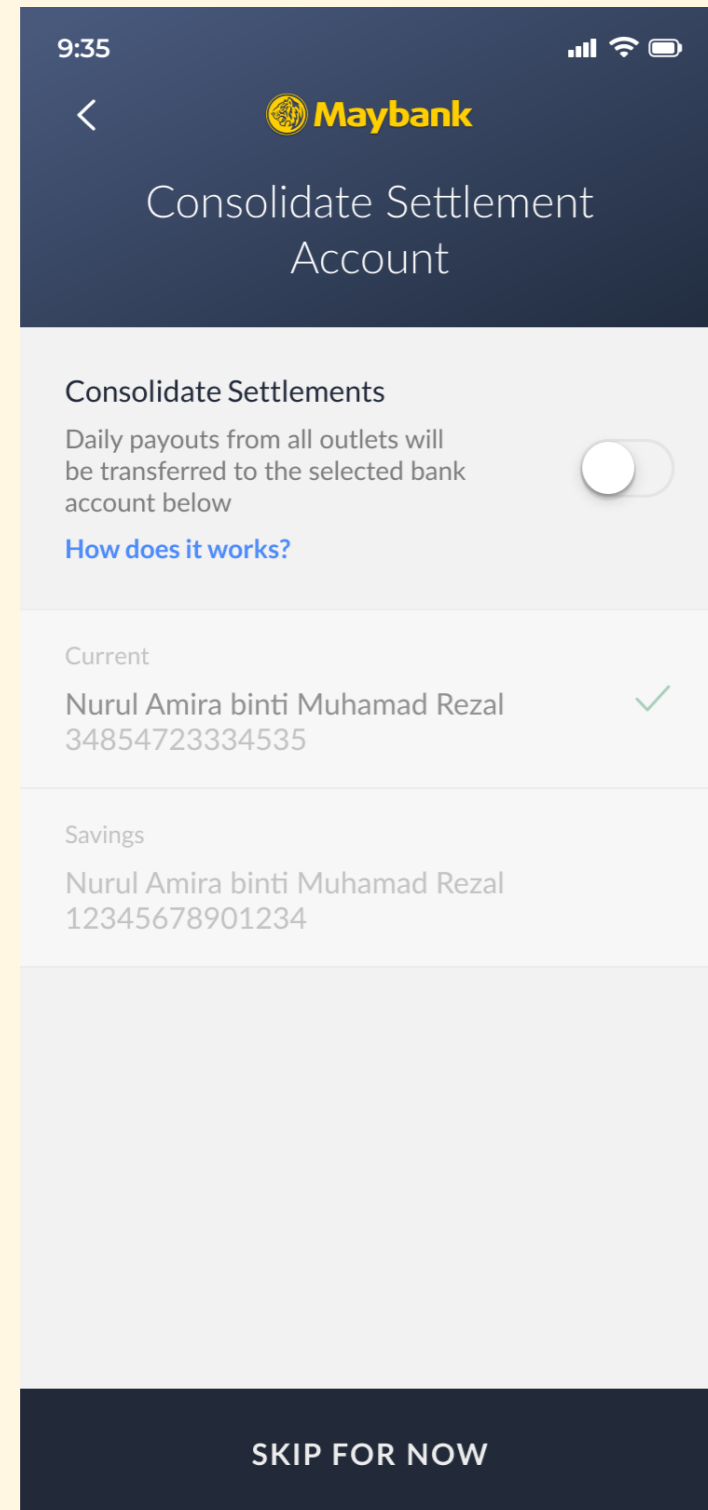
## Screen 5

The system detects the name based on the IC entered during the earlier registration and populates it into the Business Name field on this page. This field is non-editable. The user can still edit the remaining fields in order to proceed to the next pages, except for the Business Name field, which is non-editable.

# User Journey – Conversion of Single Outlet with Maybank Account to Multi Outlet Features

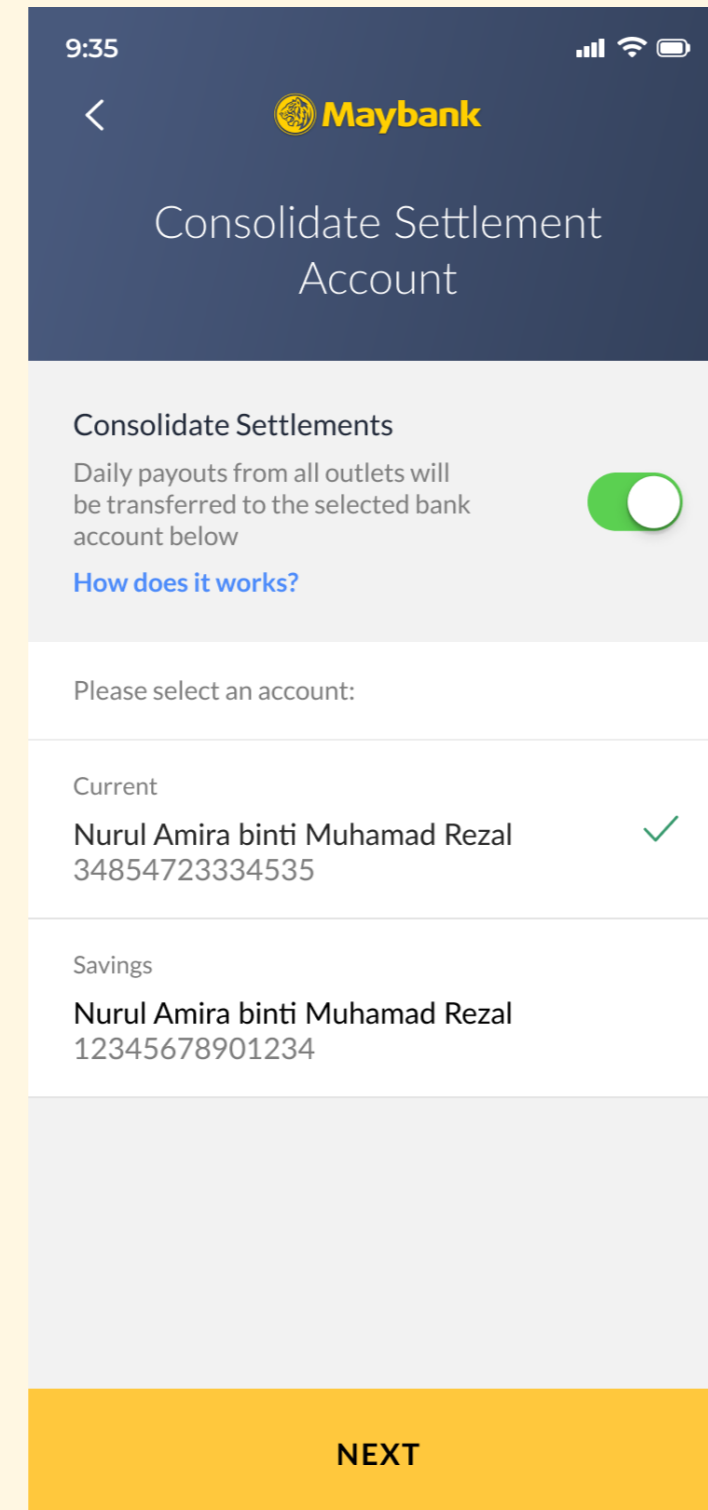


**Screen 6**



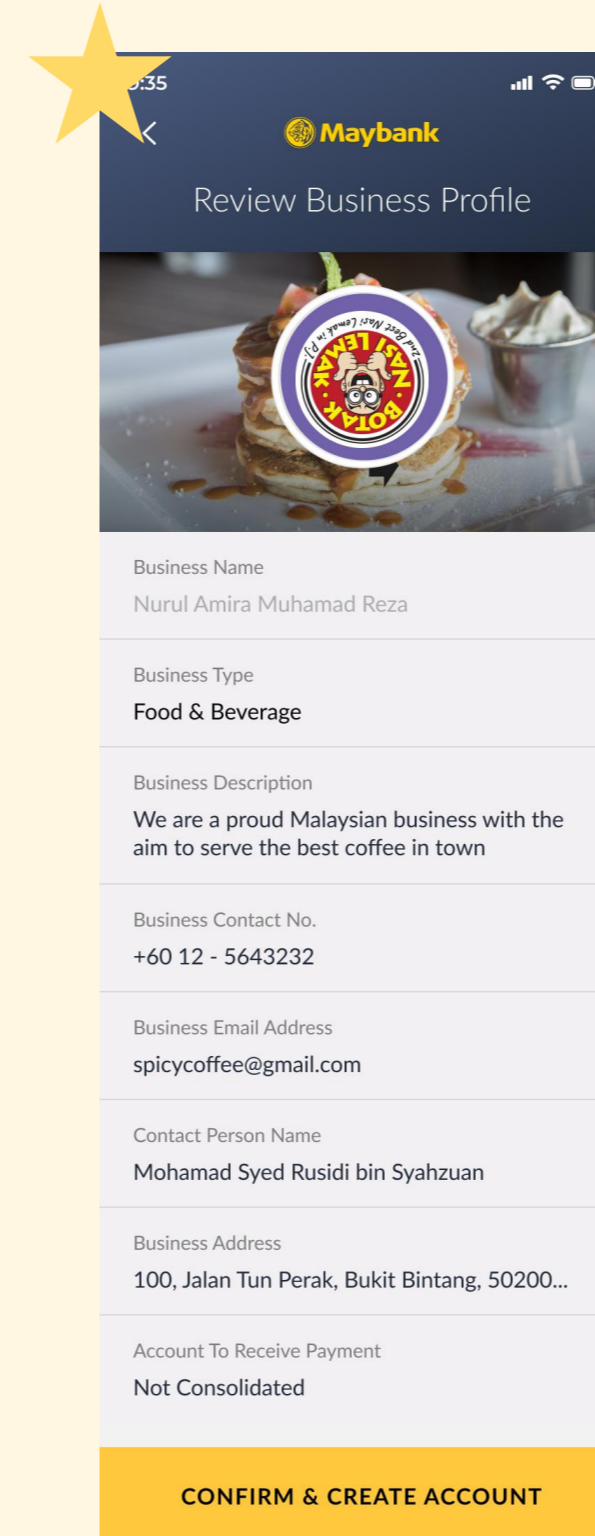
To Toggle Off - Unconsolidated Settlements User to click "Skip For Now"

**Screen 7**



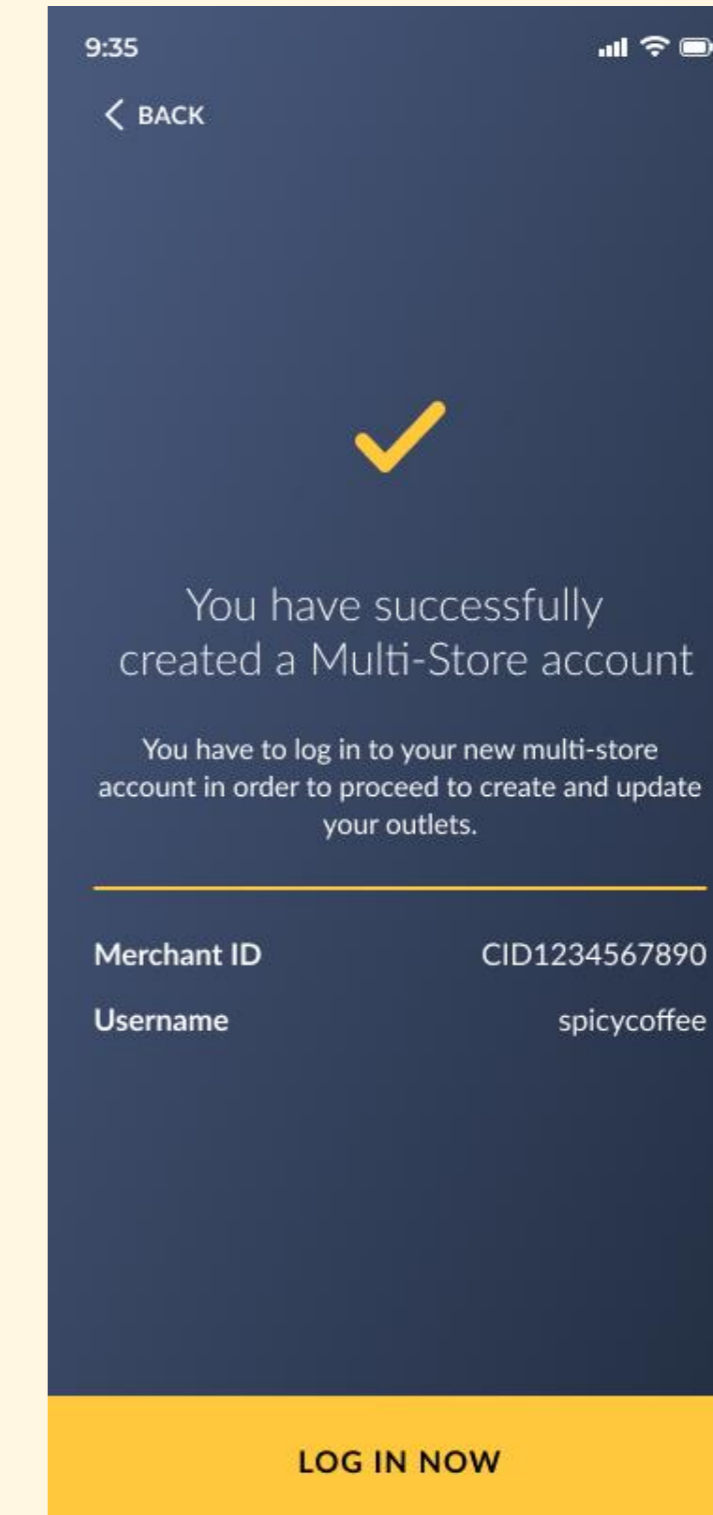
Toggle On - Consolidate Settlements User to click "Next"

**Screen 8**



Click on the "Confirm & Create Account" to create Multi-Outlet Acc.

**Screen 9**

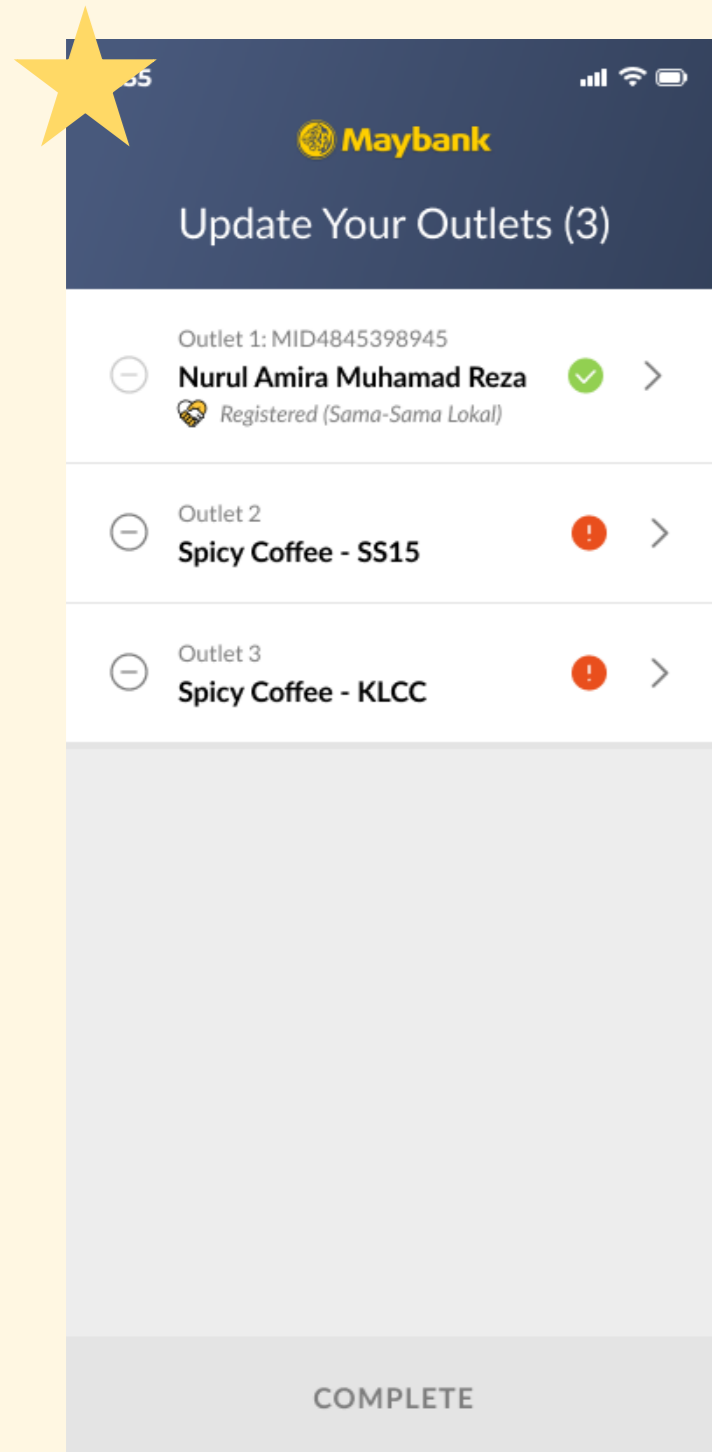


Congratulations, You have upgraded you acc to Multi-Outlet acc. Now You may Login.

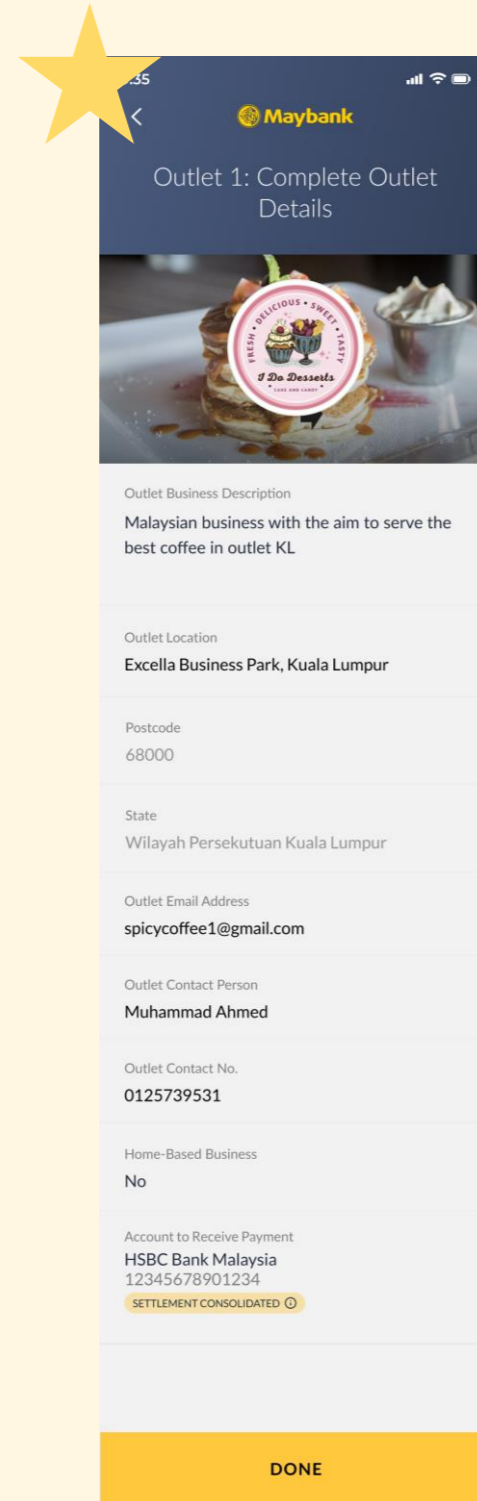
# User Journey– Conversion of Single Outlet with Non Maybank Account to Multi Outlet Features



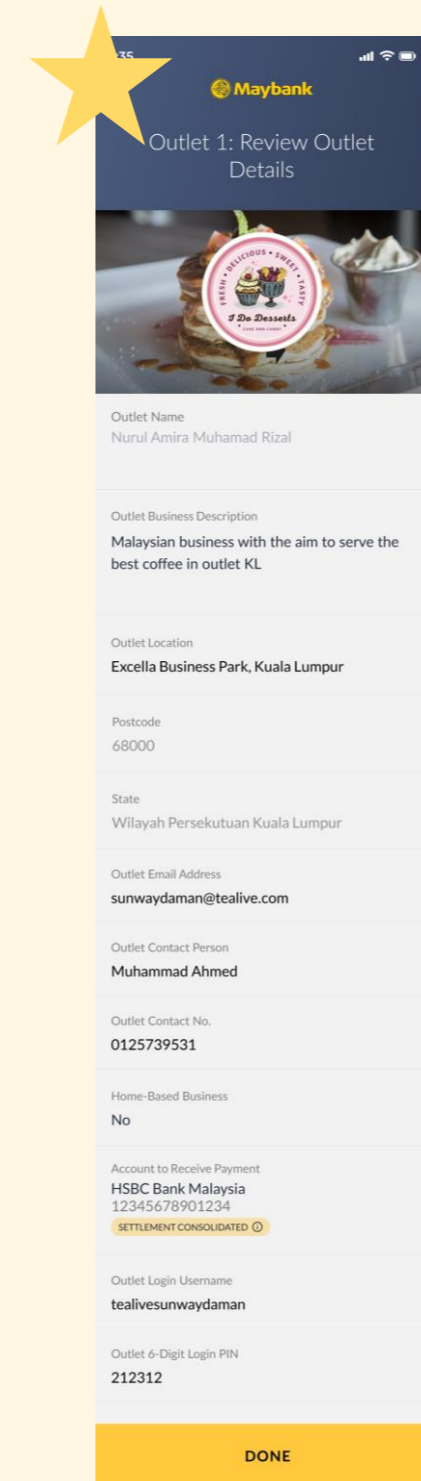
Screen 10



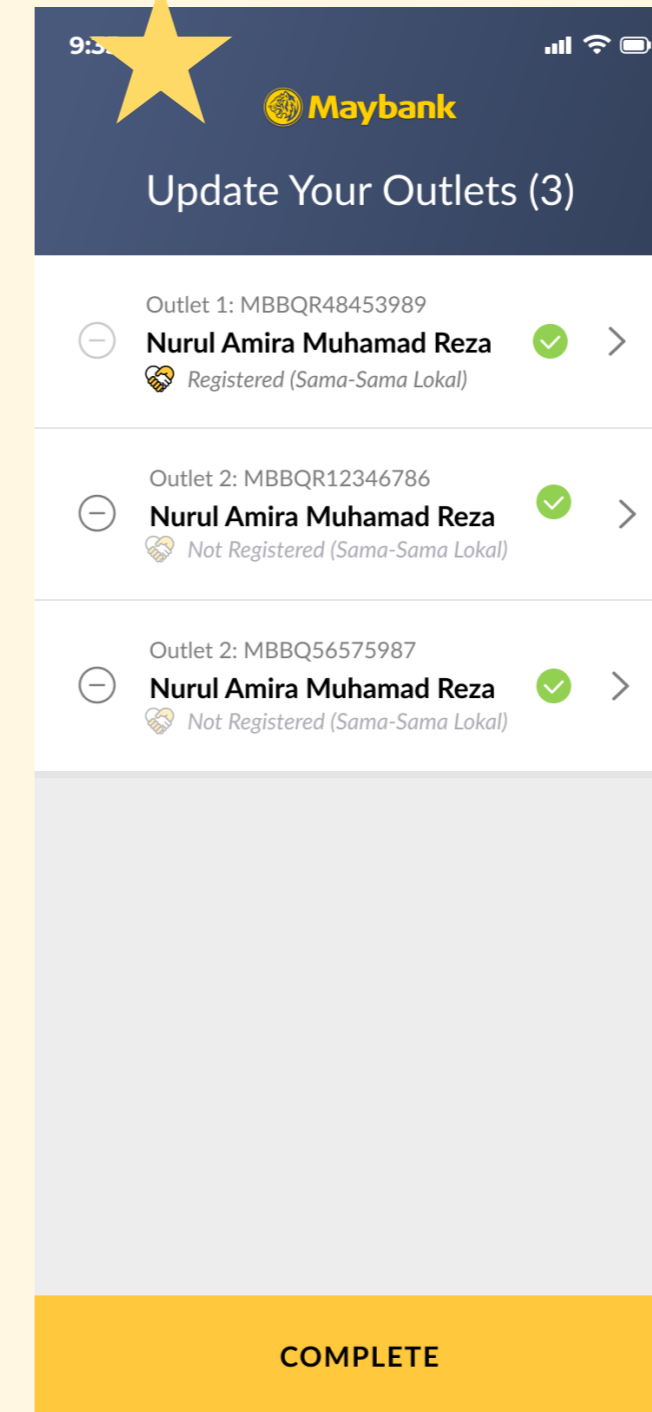
Screen 11



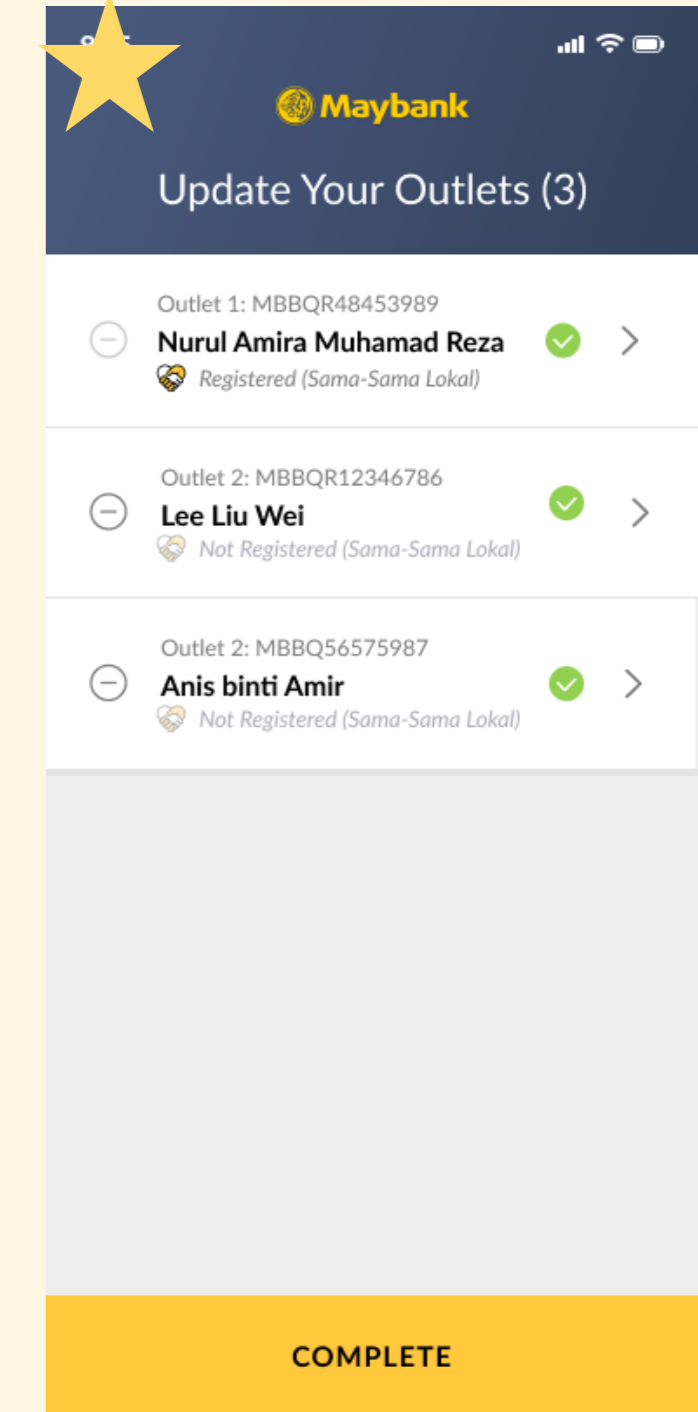
Screen 12



Screen 13



Screen 14



A full list of outlets created by the existing merchant will be displayed. Corp ID users must complete the missing information marked with a red exclamation mark

On this page, Corp ID users must complete the Outlet Details to proceed with creating outlets.  
  
The Outlet Name field will not be visible on this 'Complete Outlet Details' page for outlet with Non Maybank Account

Outlet Name field will be available on this 'Review Outlet Details' page however it greyed out and non-editable.  
\*\*Account Holder Name is being populated in the 'Outlet Name' field

Consolidate Settlement Account  
This screen appears for outlets without a Maybank account that choose to consolidate their settlements into one account. The outlet name will be derived from the account holder's name of that consolidated account

Unconsolidated Settlement Account  
This screen is shown for outlets without a Maybank account that choose a non-consolidated settlement account. Because the accounts are separate, each outlet's name will be based on its own account holder's name



“

## **Existing Single Outlet Merchant - upon Changing Business Name**

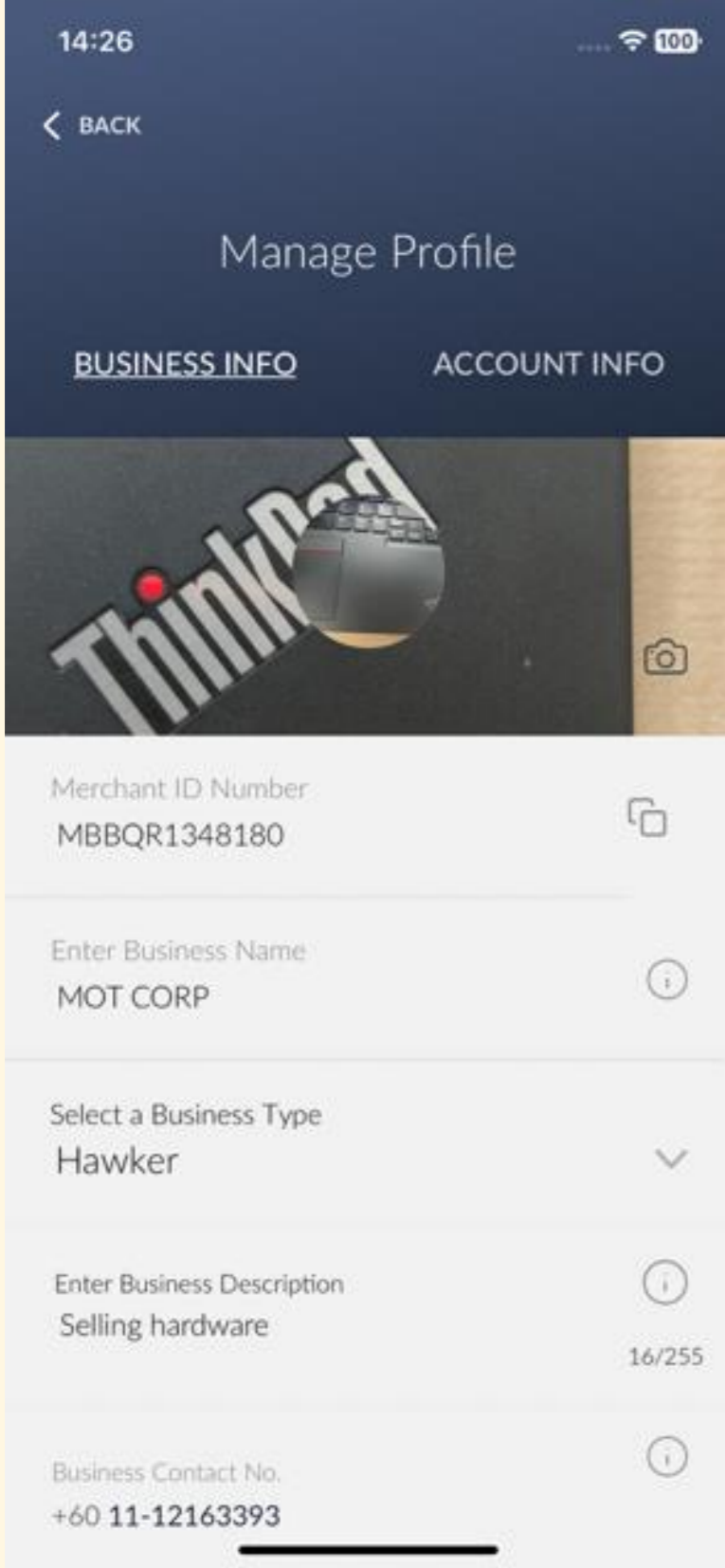
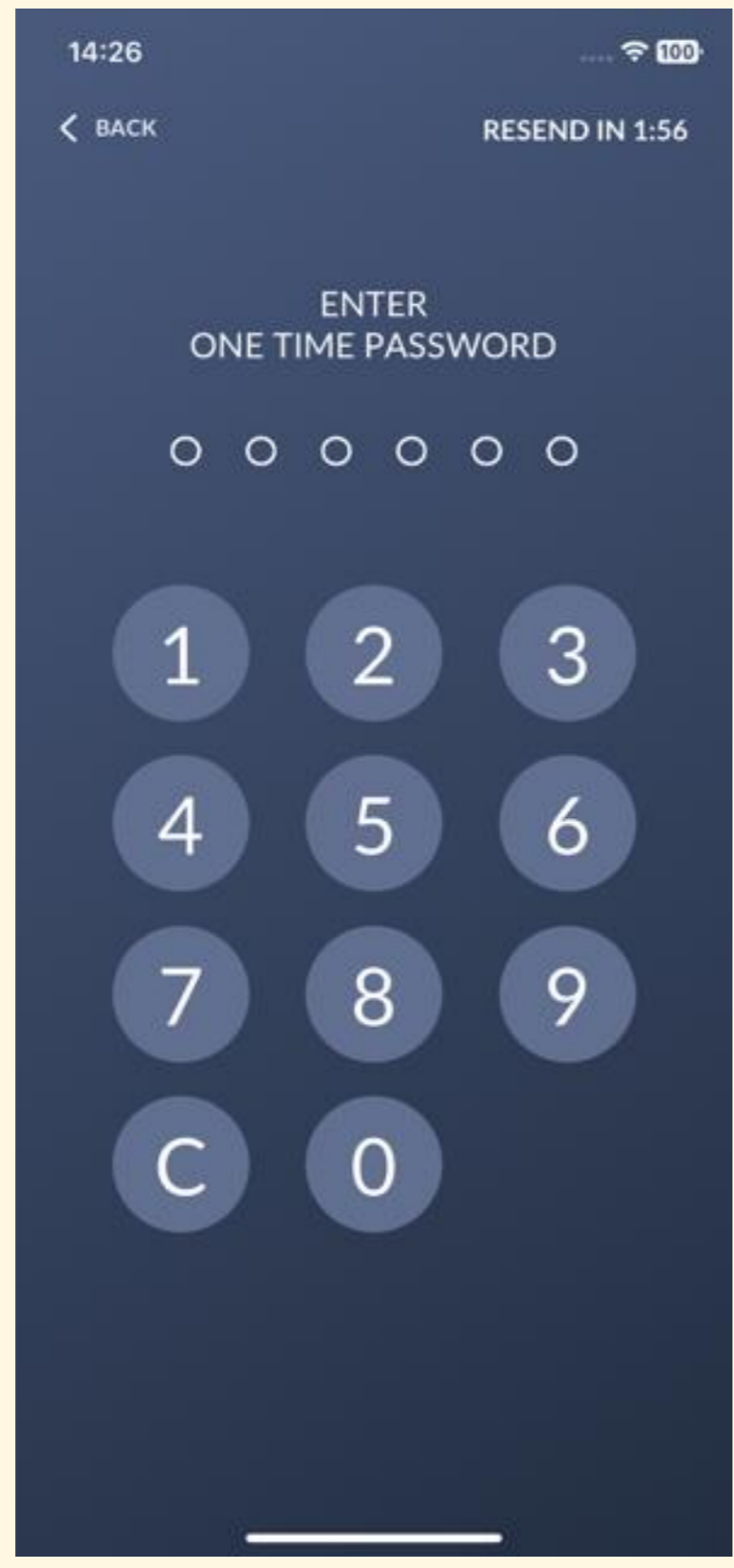
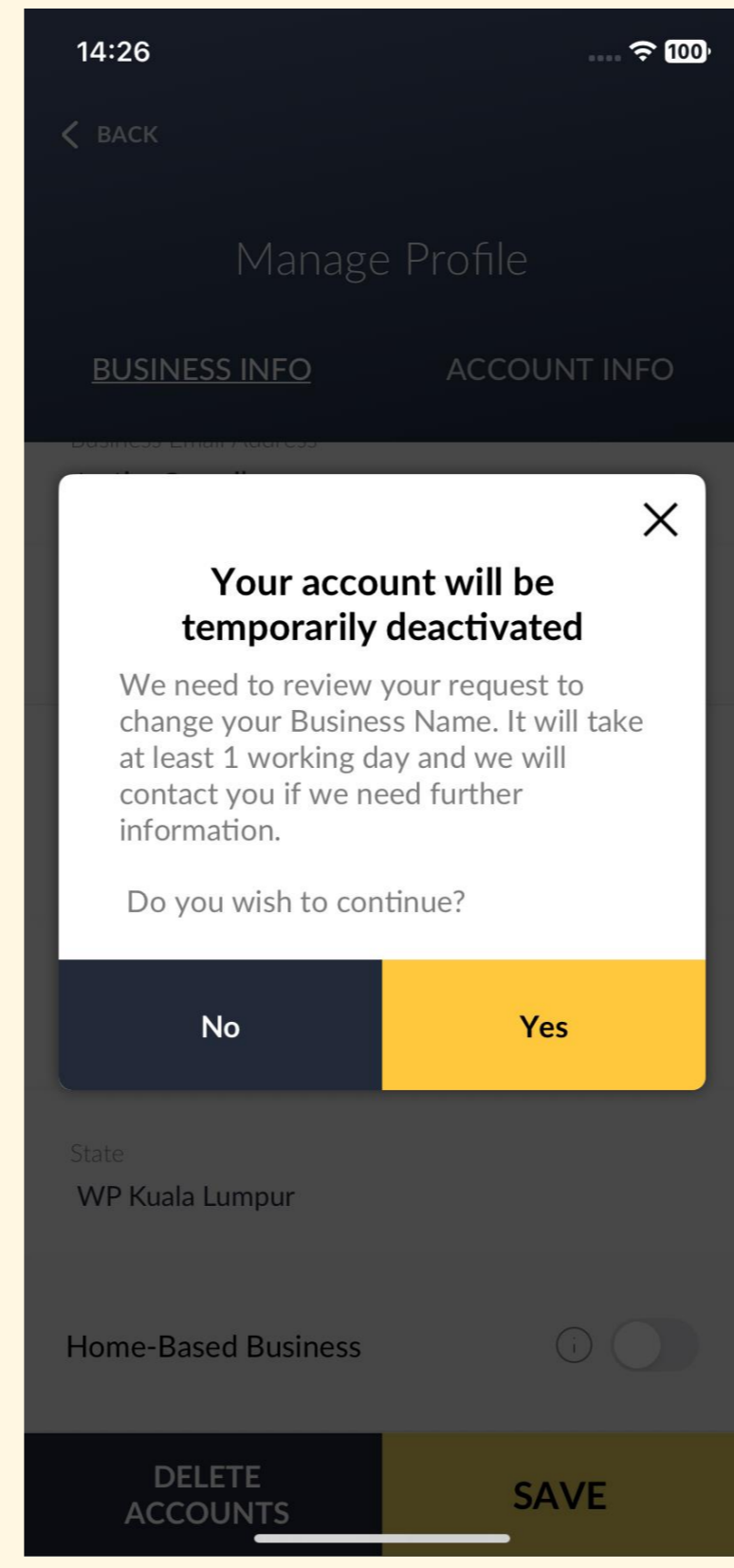
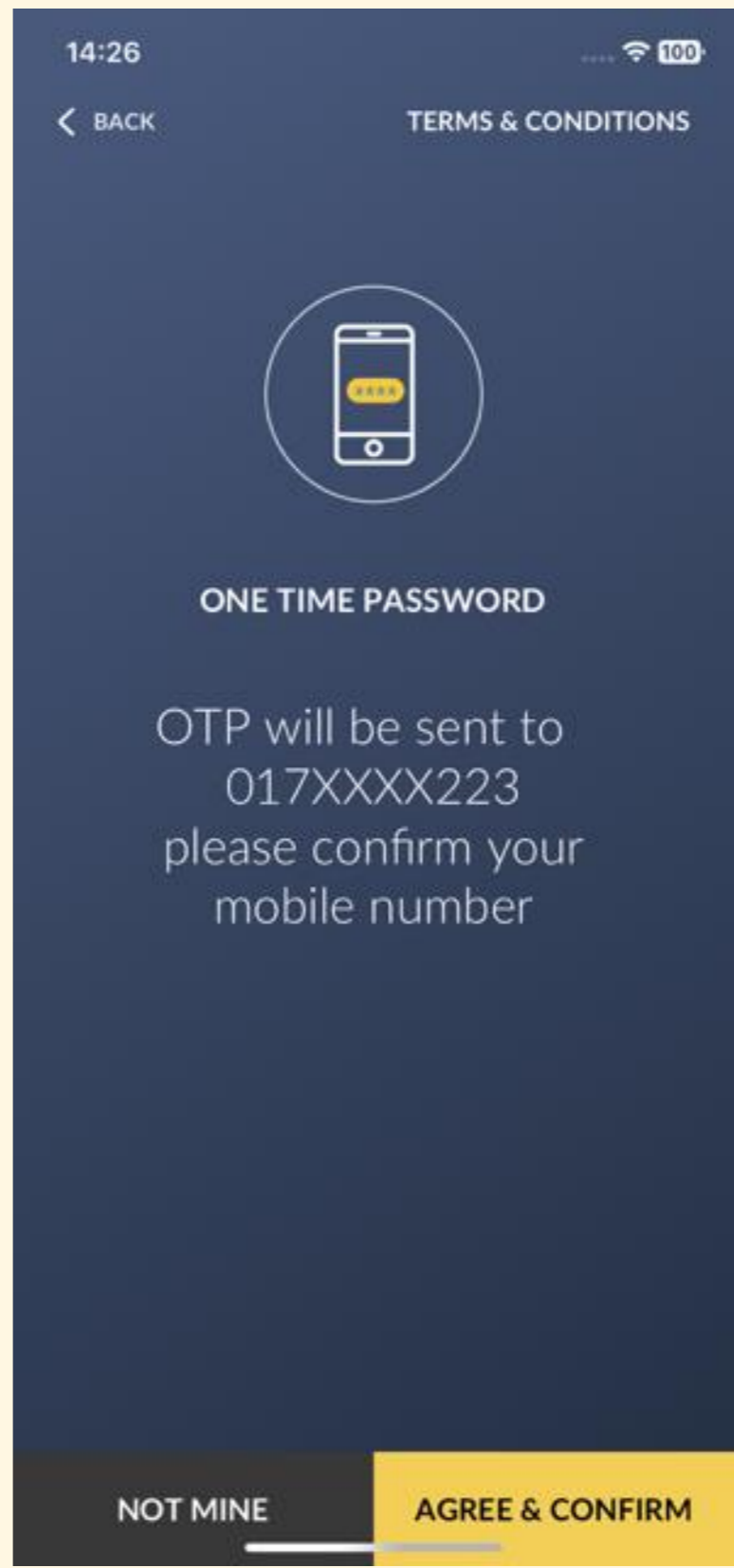
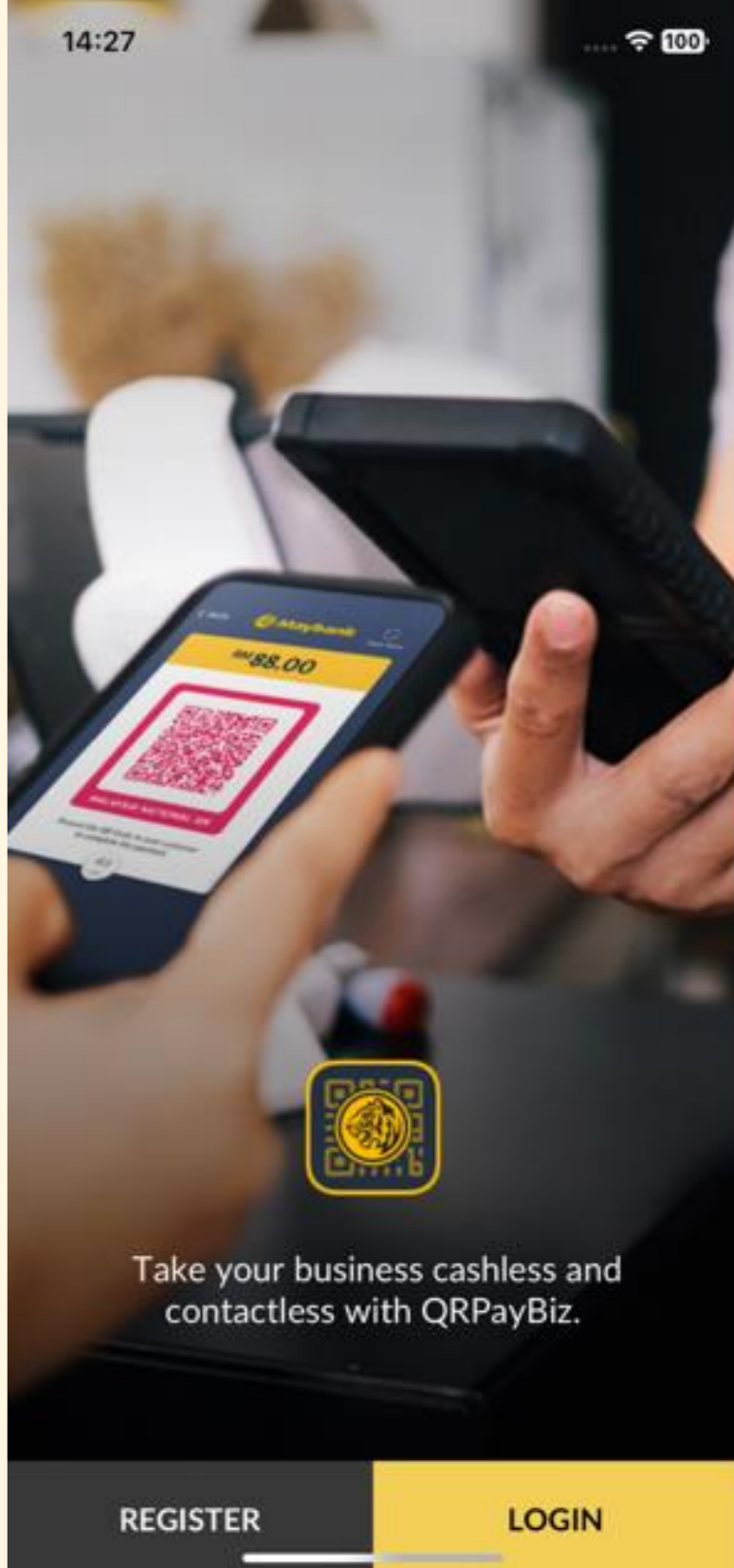
**- IC**

**- BRN**

**- *With Maybank and other Bank Account***

”



Screen 1	Screen 2	Screen 3	Screen 4	Screen 5
				
<p>screen when an existing user navigates to the Profile page to change the Business Name</p>	<p>OTP screen</p>	<p>A pop-up reminder will appear as a condition when the user attempts to change the Business Name, notifying that the account will be auto-deactivated and reviewed on T+1</p>	<p>TP will be sent upon the user clicking 'Yes' on Screen 3 to proceed with the change</p>	<p>The user will be automatically logged out from QRPayBiz App afterwards When the user tries to log in again, a BAU error message will appear indicating the account has been deactivated.</p>

# 18 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
<b>Hawker</b>	Halal, Non-Halal, Chinese, Malay, Indian, Western, Thai, Korean, Japanese, Indonesian, Italian, Taiwanese, Vietnamese, Vegetarian, Beverages, Snacks, Desserts, Burgers, Mamak
<b>Groceries &amp; Pets</b>	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
<b>Markets &amp; Sundries</b>	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
<b>Beverages, Snacks &amp; Desserts</b>	Coffee & Tea, Chocolate, Juice & Smoothies, Beverages, Bakery, Bubble Tea, Ice Cream, Cakes, Cookies, Desserts,
<b>Restaurants &amp; Cafes</b>	Halal, Non-Halal, Chinese, Malay, Indian, Western, Thai, Korean, Japanese, Indonesian, Italian, Taiwanese, Vietnamese, Vegetarian, Beverages, Fast Food, Dim Sum, Hot Pot, Seafood
<b>Durians</b>	Durians
<b>Fruits</b>	Fresh Fruits, Fruit Snacks, Fruit Baskets
<b>Cuti-cuti Malaysia</b>	Hotel, Travel Agency/Tour Packages, Leisure Activities, Homestay/Staycation, Transportation/Car Rental, Pocket Wi-Fi/SIM Card
<b>Health &amp; Beauty</b>	Face Care, Feminine Care, Body Care, Hair Care, Oral Care, Skin Care, Health Food & Supplements, Male Grooming, Cosmetics & Fragrances, Beauty Tools & Accessories
<b>Women's Fashion &amp; Accessories</b>	Clothing, Shoes, Bags & Wallets, Watches & Eyewear, Accessories & Jewelry, Muslim Wear
<b>Men's Fashion &amp; Accessories</b>	Clothing, Shoes, Bags & Wallets, Watches & Eyewear, Accessories & Jewelry, Muslim Wear
<b>Baby, Kids &amp; Toys</b>	Baby Food, Baby Toiletries, Diapers & Wipes, Milk Powder, Kid's Toys, Girl's Fashion, Boy's Fashion
<b>Household</b>	Garden, Kitchen, Plumbing & Piping, Tiles, Toilets, Paint, Tools & Equipment, Lighting, Hardware Accessories & Tools, Bedroom, Living, Decorations & Accessories
<b>Home Appliances</b>	Kitchen Appliances, Sewing Machines, Vacuum, Cooling & Heating, Security & Surveillance, Home Entertainment, Washers & Dryers, Irons & Garment Steamers
<b>Mobile, IT, &amp; Camera</b>	Gadgets, Gaming & Consoles, Computers & Accessories, Cameras & Drones, Audio Accessories, Smart Devices, Printers, IT Parts
<b>Automotive &amp; Motorcycles</b>	Car Oils & Fluids, Car Accessories & Care, Car Parts, Wheel & Tires, Tools & Equipment, Merchandise, Oils & Fluids, Motor Accessories & Care
<b>Florists</b>	Loose Flowers, Bouquet, Box, Hampers, Basket, Gift Set & Bundles, Fresh Flowers, Preserved Flowers, Flowers
<b>Hobby &amp; Leisure</b>	Travel & Luggage, Books & Stationeries, Hobbies & Gifts, Collectibles, Music Instruments, Party Accessories
<b>Sports Apparel &amp; Equipment</b>	Fitness Equipment, Camping & Hiking, Fishing, Bicycles, Water Sports, Indoor Sports, Outdoor & Adventure, Footwear, Clothing

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

# 19 Prohibited Items on Sama-Sama Lokal



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



Cigarettes (including kretek and cigars), E-cigarettes (including nicotine liquids, non-SIRIM certified-kits, atomizers, tanks, mods and other accessories), Tobacco / herb grinder



Any e-currency (including Bitcoin, Ethereum, etc.)



Non-standard or non-certified telecommunications equipment, which DO NOT comply with Malaysian Communications and Multimedia Commission (MCMC)



Pharmaceutical products containing substances banned by the Ministry of Health (including slimming pills, sensual pills), Unregistered pharmaceutical products (where such products require registration)



Wine, Beer, Champagne and other spirits / liquor



Non-standard or non-certified telecommunications equipment, which DO NOT comply with Energy Commission Malaysia (ECM)



Pharmaceutical equipment that are banned by the Ministry of Health (including HIV Test Kits or Virus Test Kits), Unregistered pharmaceutical equipment or devices (where such products require registration)



Foods claiming medical or health benefits not allowed by the Ministry of Health, Non-pasteurized dairy products, Fresh goods, Wild mushrooms



Non-halal products or services which uses the halal sign unlawfully



Toys without Malaysian Conformity (MC) mark, Realistic replicas of guns and accessories



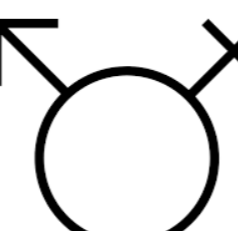
Replicas, counterfeits or pirated versions of an original product



Products and services requiring license from Bank Negara (e.g. insurance, unit trust, stockbroking, FOREX trading and loans), Value-storing cards, digital currency or credit cards, Lottery tickets



Guns and accessories, Paintball guns, Airsoft guns, Blaster guns and slingshots, Knives longer than 7.6 cm (3 inches), Swords, Pepper spray, Self-defense weapons



Adult toys or lingerie which depict genitalia, Using explicit language/content in product listings



Uniforms of police and other armed forces, Items promoting violence, racism, hatred or offends religious beliefs, Unlawful multi-level marketing (MLM) schemes or pyramid schemes, Sales of low-value mystery gifts with high price, Stolen goods



Wildlife animals or items made using wildlife animals



Fireworks, firecrackers (including pops)



Used cosmetics, recalled items

**Note:** Your account may be suspended and/or relevant products may be rejected if your store is found to be selling any prohibited items.

# Guidelines on Edit Business/Product Description



- ✓☐ Keep descriptions short and simple.
- ✓☐ Make sure customers see the entire description.

**Tell Us About Your Business**

Business Name  
Enter Business Name  
0/25 characters

Business Type  
Select Type

Business Description  
Enter Description  
0/255 characters

Business Contact No.  
Enter Contact No.

Business Email Address

NEW MERCHANTS fill in the Business Description when they open a QRPayBiz account.

**Add Product**

Upload Image

Product Name  
E.g: Honey Fried Chicken  
0/50 characters

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

NEW MERCHANTS fill in the Product Description when they add products to their SSL store.

EXISTING MERCHANTS,  
Here's how to edit your  
Business Description and Product Description:

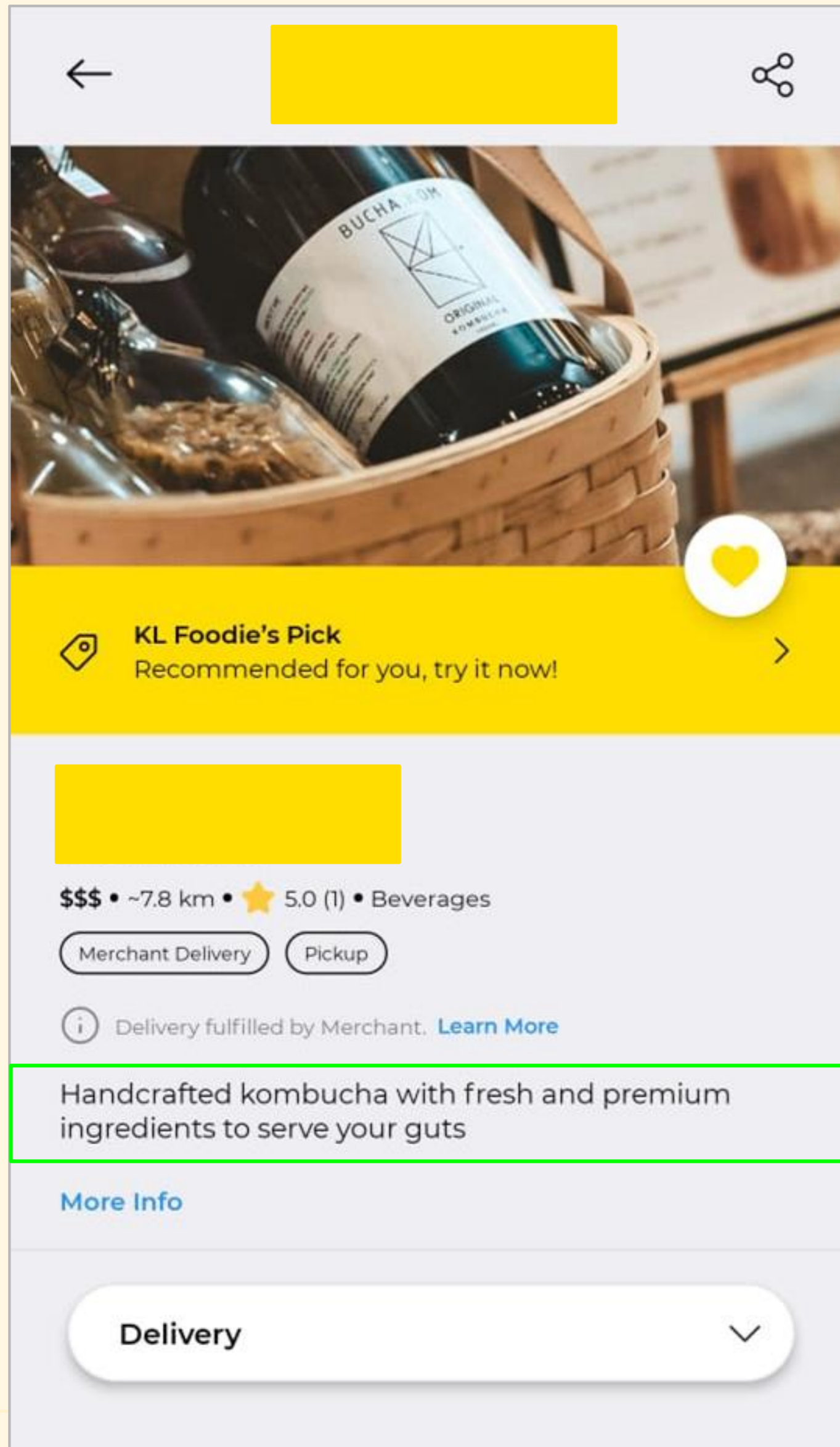
### Business Description:

Open QRPayBiz app > 'Store Management' > Tap on settings icon > 'Business Info' > Edit Business Description

### Product Description:

Open QRPayBiz app > 'Store Management' > Tap on a category > Choose a product > Click the edit icon > Edit Product Description

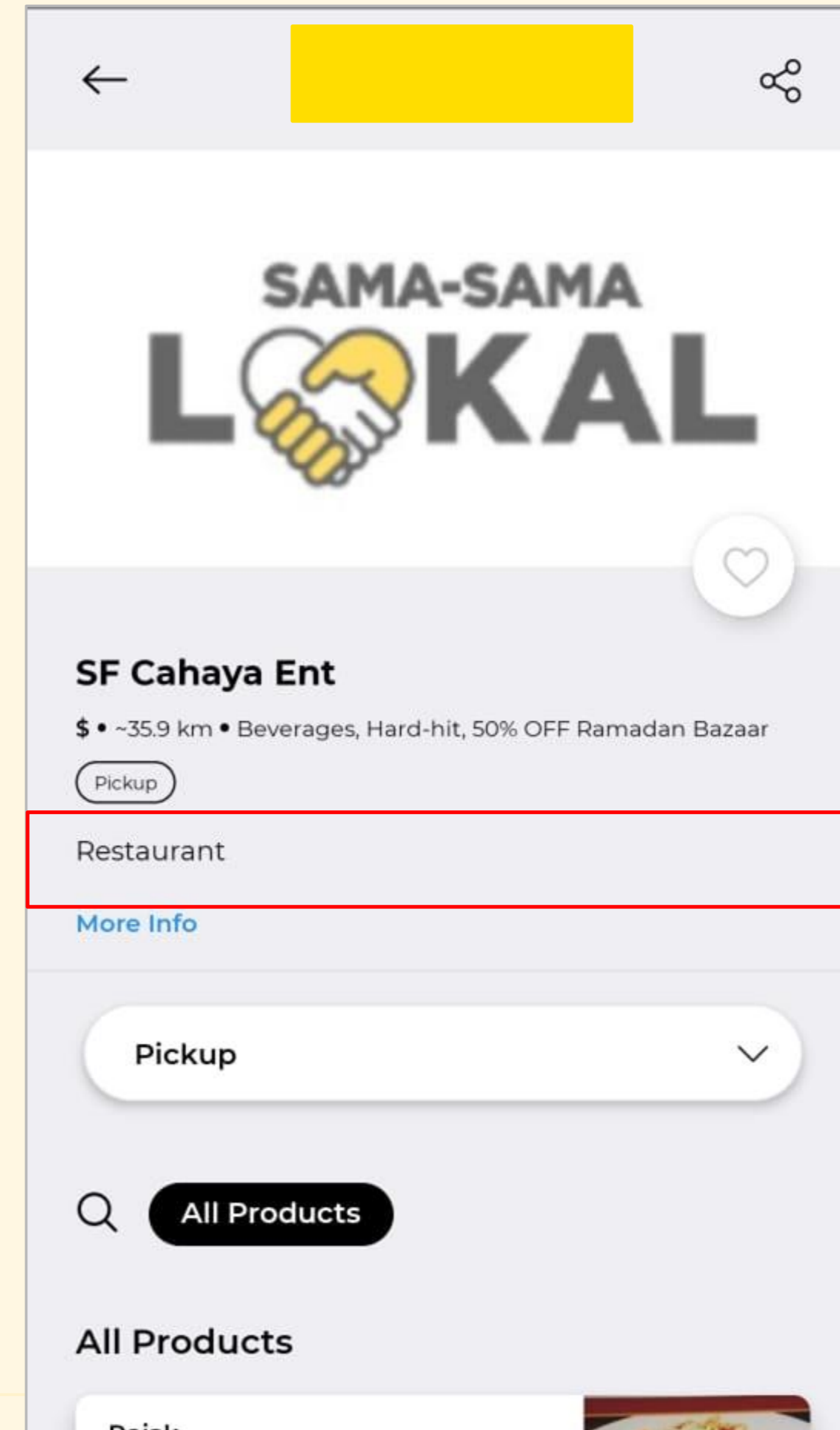
# 21 Which Store Would You Buy From?



✓☐ Clear photo.

✓☐ Short, simple business description.

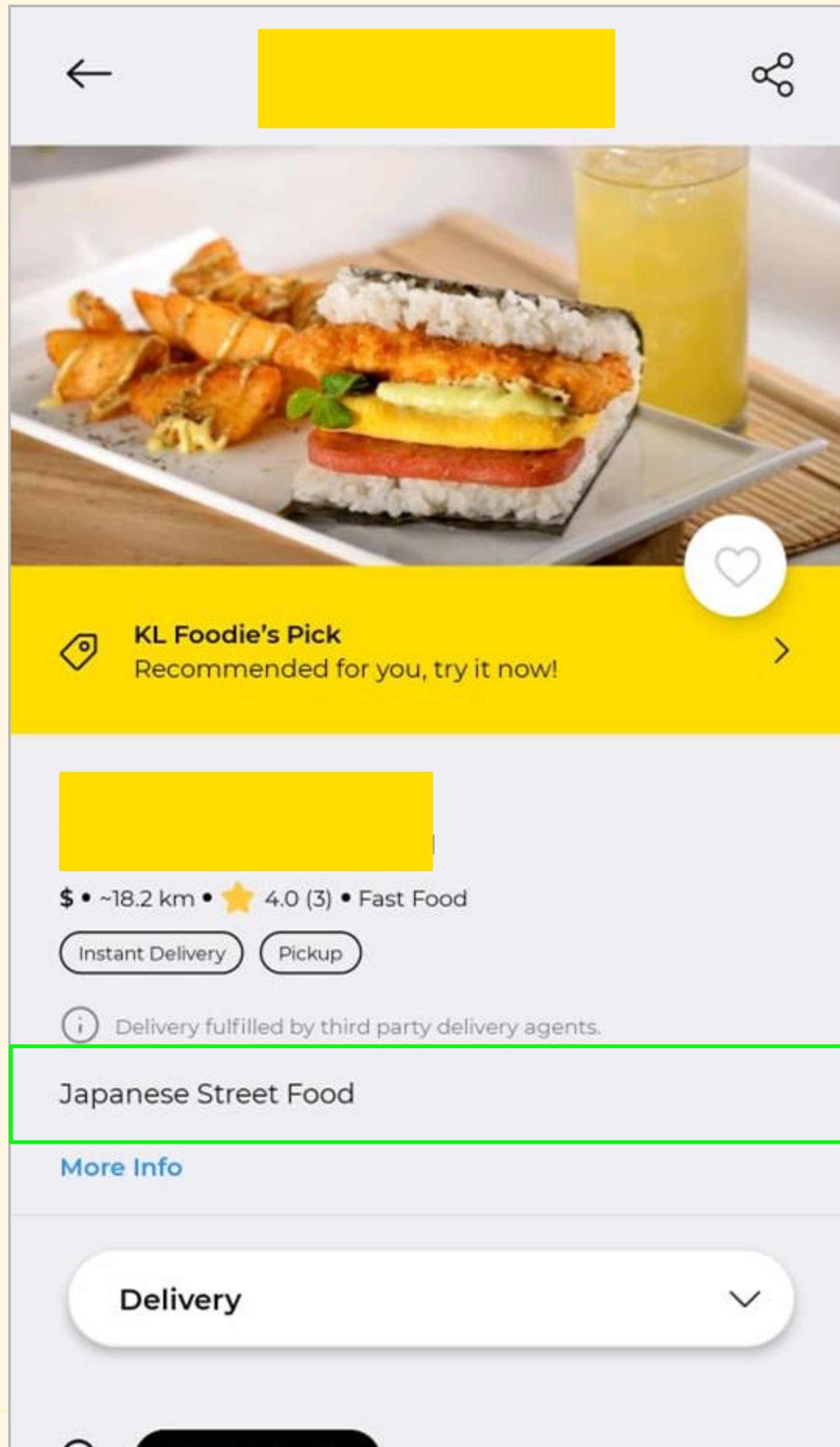
✓☐ Can see entire business description.



✗ No photo.

✗ Business description doesn't describe anything.

## 22 Examples Are Good! Here's Why!



### Good examples help you...

- ✓ You can come up with ideas.
- ✓ You can write better descriptions.
- ✓ You can see what an attractive store looks like.

### Here's how you can stand out!

- ✓ You can use bright, clear photos
- ✓ You can use short, simple descriptions.
- ✓ You can make sure the whole description can be seen.
- ✓ You can make sure customers know what they're ordering.

**Taufufa Original**  
Traditional Silky Smooth Taufufa

RM 7.90



**Tarofa with Grass Jelly**  
Traditional Silky Smooth Taufufa with Honey Grass Jelly

RM 11.00



**Soup Sui Kau 5pcs**  
5 pieces

RM 7.50



**Nasi Ayam Penyet**  
Set Nasi Ayam Penyet with sambal sup sayur and tauhu tempe

RM 10.50



**Salmo With Mo Sauces 2 Pcs**  
2 x fresh salmo filet 120g to 150g per pc and 2 x mo sauces

RM 53.00



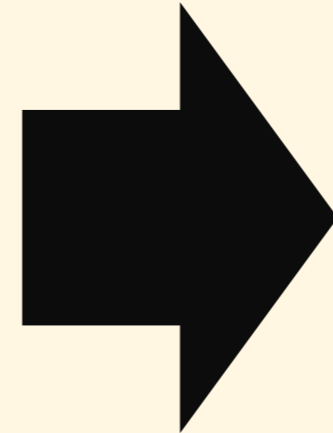
# 23 Remember To Use Units of Measurements!



Paint the full picture for your customers

**BE DETAILED**  
in your units of measurement

			• ml
			• g or kg
			• colour & size
			• flavour
			• pieces (pcs)
			• cm or inches



Chicken Sticks 100g Lean Chicken Breast  RM 21.00	
Beaunest 250ml Minuman Sarang Burung  RM 75.00	
The Walnut and Cadbury Brownies 700g Walnut and Cadbury Brownies  RM 68.00	
Jambu Potong (Slice Lohan Guava) Jambu potong pack 350gram. Percuma serbuk asam boi  RM 10.00	



# 24 Make Sure Images Are The Right Size!





We eat with our eyes first!

◆ Use photos with the right dimensions ◆

Product Image	Profile Logo	Cover Photo

◆ Choose a high-quality photo  
Blurry or out-of-focus photos can be unappetising

◆ Make your food the hero  
Avoid having too many things in the photo as it can be distracting



A **GOOD** product image...



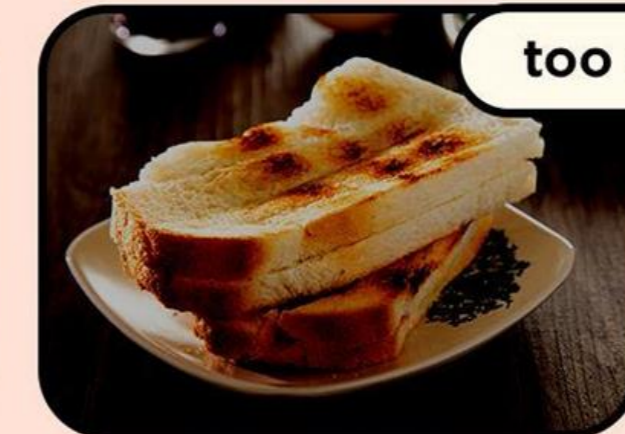
- ✓ is bright & clear
- ✓ shows the entire product

**AVOID** images that are...

too bright



too dark



blurry



stretched





# F&B Categories

# Slide Summary



Different businesses need different descriptions.

Choose the category that fits your business below:

<b>CATEGORY</b>	<b>SLIDE NUMBER</b>
Cafe & Restaurants	27 - 28
Catering	29 - 30
Grocers/Marts/Sundries	31 - 32
Hawkers/Roadside traders/ No proper signage stalls	33 - 34
Home-based Business	35 - 36

## 27 Cafés & Restaurants



A good business description should

- ✓□ mention what you sell.
- ✓□ be 1-2 sentences long.
- ✓□ provide information (not just 'restaurant').

Examples of good business descriptions:

1. Masakan Melayu panas, goreng-goreng dan lauk.	2. Authentic South Indian food.	3. All-day breakfast and beverages.
4. Menjual masakan Western mampu milik sejak 2015.	5. Halal Penang Nyonya cuisine.	6. Sabah's viral Tuaran mee now in KL.
7. Best nasi kandar in town, also sells naan and ayam tandoori.	8. Enjoy authentic Indian food at Ahmed Maju!	9. Menjual nasi ayam penyet dan lele penyet.



A good product name and description should

- ✓□ be straightforward.
- ✓□ make sure customers know what's included.

Examples of product names and descriptions:

**Product name:**

Chicken Chop

**Product description:**

Paha ayam dihidang bersama sos black pepper dan kentang goreng.



**Product name:**

Sweet Sour Fish With Rice

**Product description:**

Comes with fried egg.



**Product name:**

Viral Tuaran Mee

**Product description:**

Traditional hand-pulled egg mee served with egg, minced chicken and green veggies.





A good business description should

- ✓☐ include minimum/maximum pax.
- ✓☐ mention when to order in advance.
- ✓☐ request customers to contact for details.

Examples of good business descriptions:

1. Katering kenduri. Min. 100 pax. Tempah 7 hari awal.	2. Caterer for small functions. Can choose menu. Order 3 days in advance.	3. I make desserts for min. 50 pax. Please order 7 days in advance.
4. Katerer masakan Melayu. 10-50 pax. Tempah 5 hari awal.	5. Choose Package A, B or C and WhatsApp us your choice of mains, sides and extras.	6. Bespoke food caterer of meat platters and rustic loaves. Call us if you have special dietary needs.
7. Perkhidmatan katering untuk majlis kecil, max. 50 pax. Tempah 10 hari awal.	8. We offer vegetarian and vegan catering. Call us to discuss customised menu.	9. Flavourful dishes inspired by global cuisines. Min. 50 pax. Order 10 days earlier.



A good product name and description should

✓☐ have important info (price for xx pax, choice of food, etc.).

Examples of product names and descriptions:

**Product name:**  
Pakej Nasi Lemak

**Product description:**  
Ayam goreng, telur goreng mata. Harga untuk 1 pax (min. 20 pax).

**Product name:**  
Package C

**Product description:**  
[Main] Briyani OR white rice  
[Side] 1 beef dish, 1 chicken dish  
OR 1 fish dish  
[Extras] Roti jala OR kuih. Choose 2 Sides.

**Product name:**  
Birthday Party (50 pax)

**Product description:**  
1 whole cake (1kg), 50pcs chocolate brownies, 20pcs cupcakes, 20pcs doughnuts. Contact to choose flavour.

## 31 Grocers/Marts/Sundries



A good business description should

- ✓□ mention what you sell.
- ✓□ be 1-2 sentences long.
- ✓□ provide information (not just 'kedai runcit').

Examples of good business descriptions:

1. Kedai runcit. Ayam, ikan dan sayur segar.	2. Groceries and daily essentials.	3. Fresh fruit, whole or cut. Gift basket.
4. Keropok lekor Terengganu frozen pukal. 1kg/2kg/5kg.	5. Frozen seafood supplier. Local and imported products.	6. Selling Korean food and snacks. Long expiry date.
7. Menjual buah dan sayur segar, keperluan harian.	8. Natural and organic foods, vitamins and supplements.	9. Wholesale prices for pantry and household items.



A good product name and description should

✓□ have important info (brand, weight, frozen or ready stock, etc.).

Examples of product names and descriptions:

**Product name:**

Keropok Lekor (Frozen) 1kg

**Product description:**

Keropok lekor rangup dan lazat.  
Defrost sebelum goreng.



**Product name:**

Gardenia Delicia

**Product description:**

Butterscotch (360g).



**Product name:**

Salmon Steak Cut (1kg)

**Product description:**

Includes collar cut and tail. Each piece is vacuum-packed to. Bundle contains 5-6 pieces.



## 33 Hawkers/Roadside traders/No proper signage stalls



A good business description should

- ✓□ mention what you sell.
- ✓□ be 1-2 sentences long.
- ✓□ mention your location.

Examples of good business descriptions:

1. Gerai kami di belakang surau Seksyen 18, Shah Alam.	2. Porridge and chee cheong fun in Ampang.	3. Ramly burger stall in front of McD AU2 Keramat.
4. Menjual char kway teow dan air buah campur di sebelah Aeon Tmn Maluri.	5. Generations-old family recipe for curry puffs. Find us behind Maybank Tower.	6. Food truck selling Mexican food and local flavours.
7. Food truck kami di sebelah pejabat JPN Wangsa Maju. Laksa paling best!	8. Get your burgers, fries and milkshakes here! We're located near KLCC LRT.	9. Homemade ice-cream, with dairy-free options. In front of Digital Mall, PJ.

## 34 Hawkers/Roadside traders/No proper signage stalls



A good product name and description should

✓□ be short.

✓□ make sure customers know what's included.

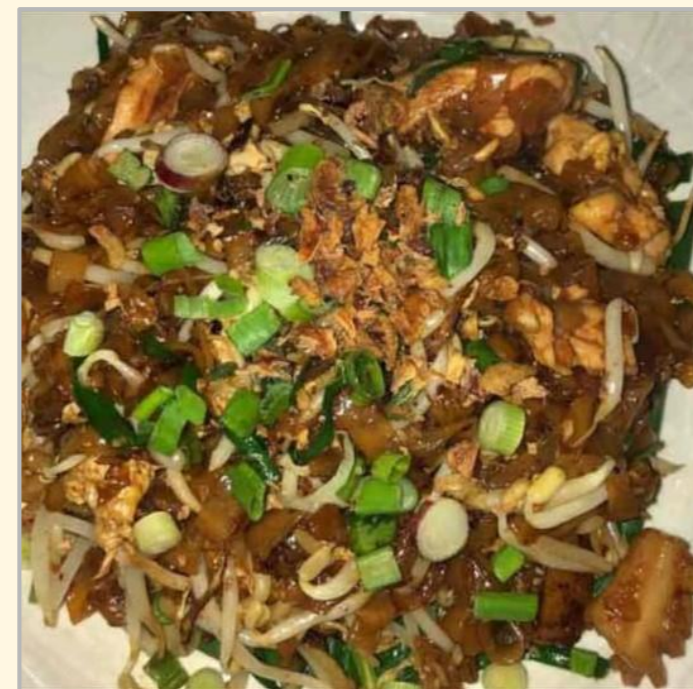
Examples of product names and descriptions:

**Product name:**

Char Kway Teow Special

**Product description:**

Char kway teow basah, kerang dan udang.



**Product name:**

Intestines & Innards Porridge

**Product description:**

Fried intestines mixed with cow heart, liver and tongue.



**Product name:**

Mixed Curry Puffs

**Product description:**

3pcs chicken puffs, 3pcs sardine puffs.



## 35 Home-based Business



A good business description should

- ✓☐ mention what you sell.
- ✓☐ request customers to contact for details.
- ✓☐ mention whether items are ready stock/pre-order.

Examples of good business descriptions:

1. Menjual kimbap & sushi halal.	2. Asian fusion food. Noodles served with local-flavoured gravy.	3. Home-based florist selling flower bouquets and gift sets.
4. Ayam masak rose resepi turun-temurun.	5. Our bread and desserts are baked fresh daily. All ready stock.	6. Home-made cat food. We also offer nutrition advice. WhatsApp for more details.
7. Tart nenas terbaik di KL! Pre-order sahaja.	8. Local honey seller. Pure, raw honey harvested from local bee colonies.	9. Home-based jam and jelly maker. All ingredients come from locally sourced fruits.



A good product name and description should

- ✓☐ mention important info (size, min. order, etc.)
- ✓☐ mention when to order in advance (if pre-order)

Examples of product names and descriptions:

**Product name:**  
Ayam Masak Rose

**Product description:**  
[Pesan sehari awal. Min. seekor ayam] Dimasak menggunakan pes tomato homemade. Lazat & berlemak.



**Product name:**  
Pandan Chiffon Cake (6")

**Product description:**  
[Pre-order 3 days in advance]  
Made with fresh coconut milk and pandan leaves. Light and fluffy.



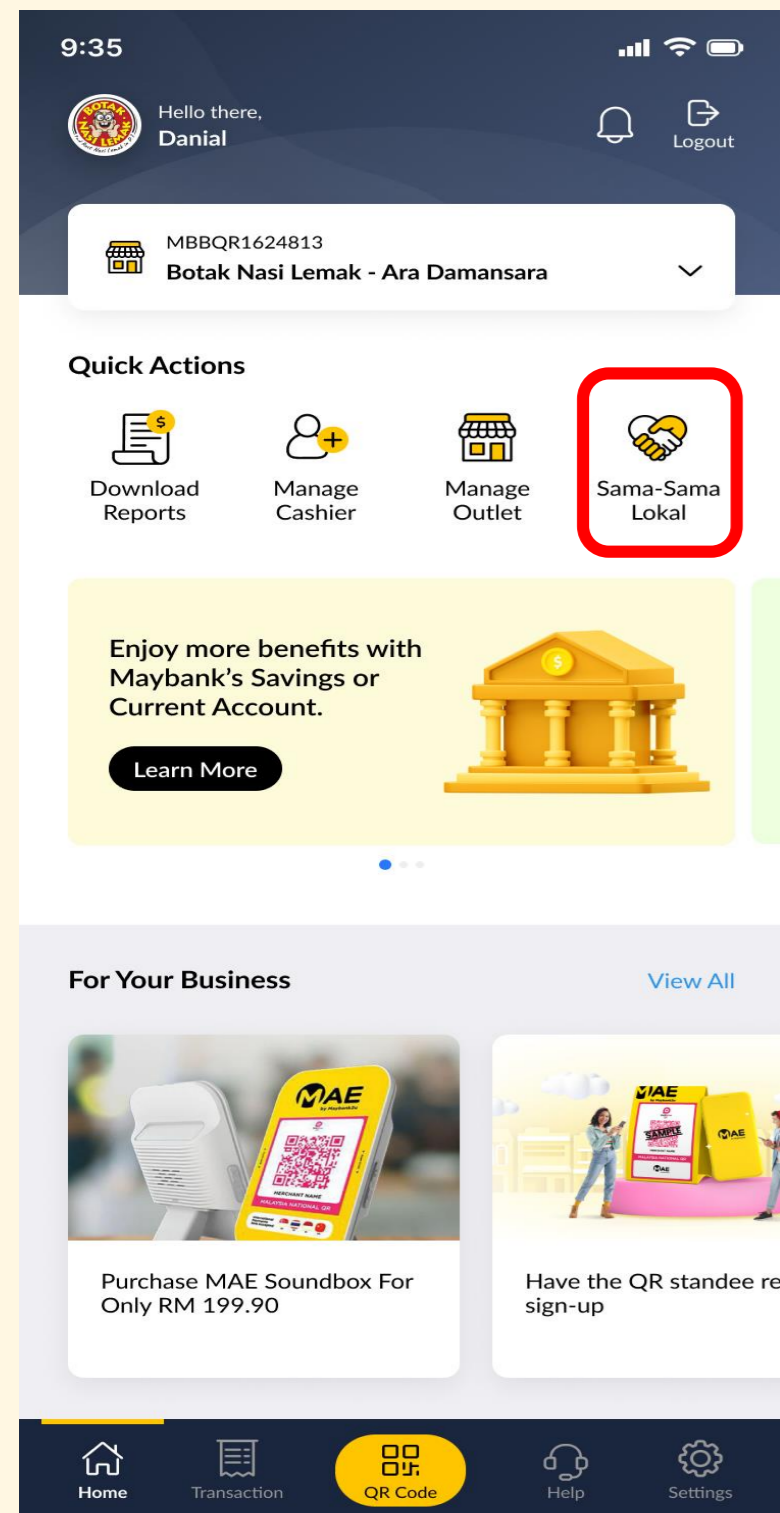
**Product name:**  
Rabbit With Chunks (200g)

**Product description:**  
High-protein recipe with ground rabbit meat and bones. Also chicken eggs, fish oil, taurine, vitamins B and E, lite salt and water.

# 37 Setting Up a Sama-Sama Lokal Store (Single-Store Registration)(1/7)

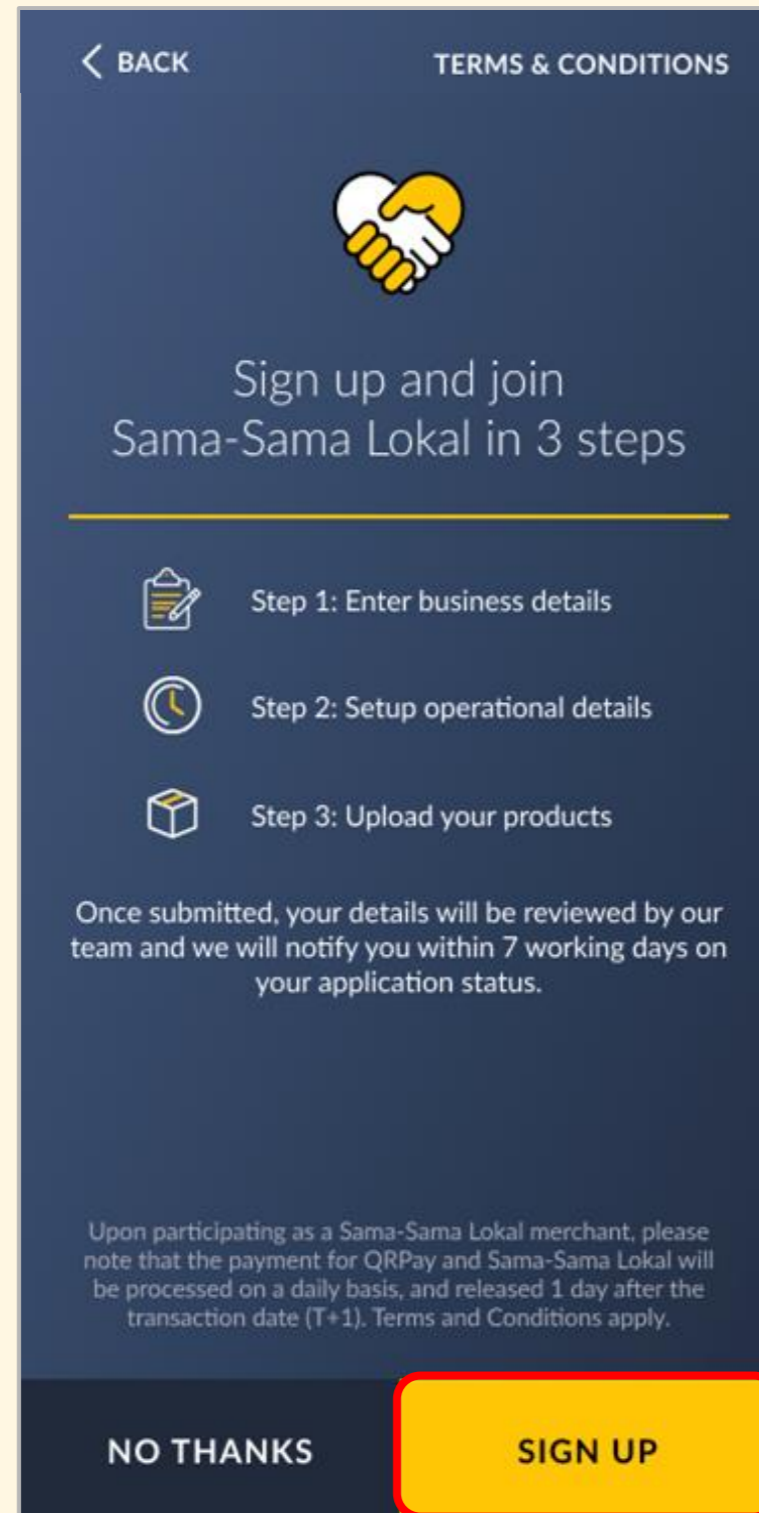


## Screen 1



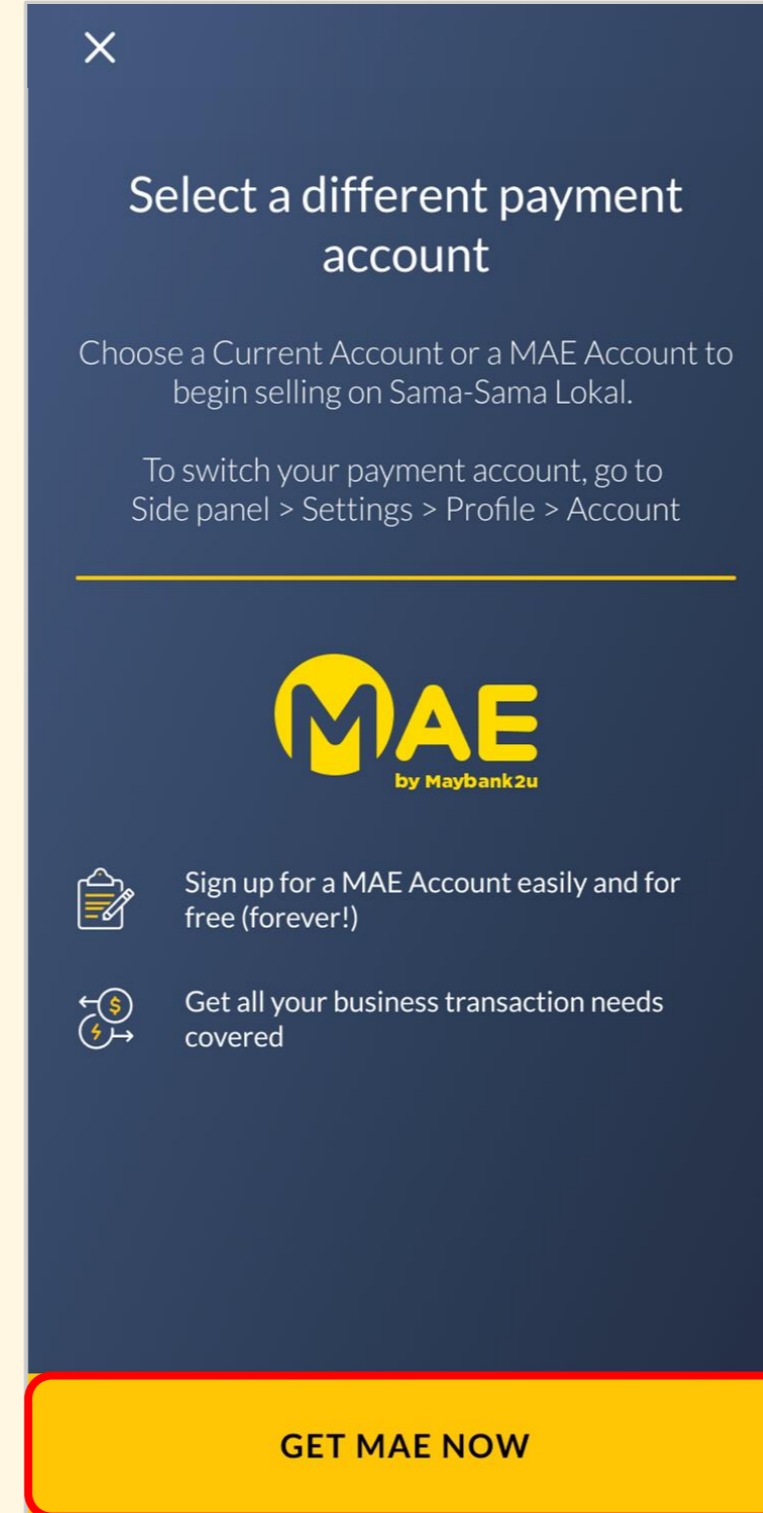
Let's register for a Sama-Sama Lokal account.  
Tap on '**Sama-Sama Lokal**'

## Screen 2



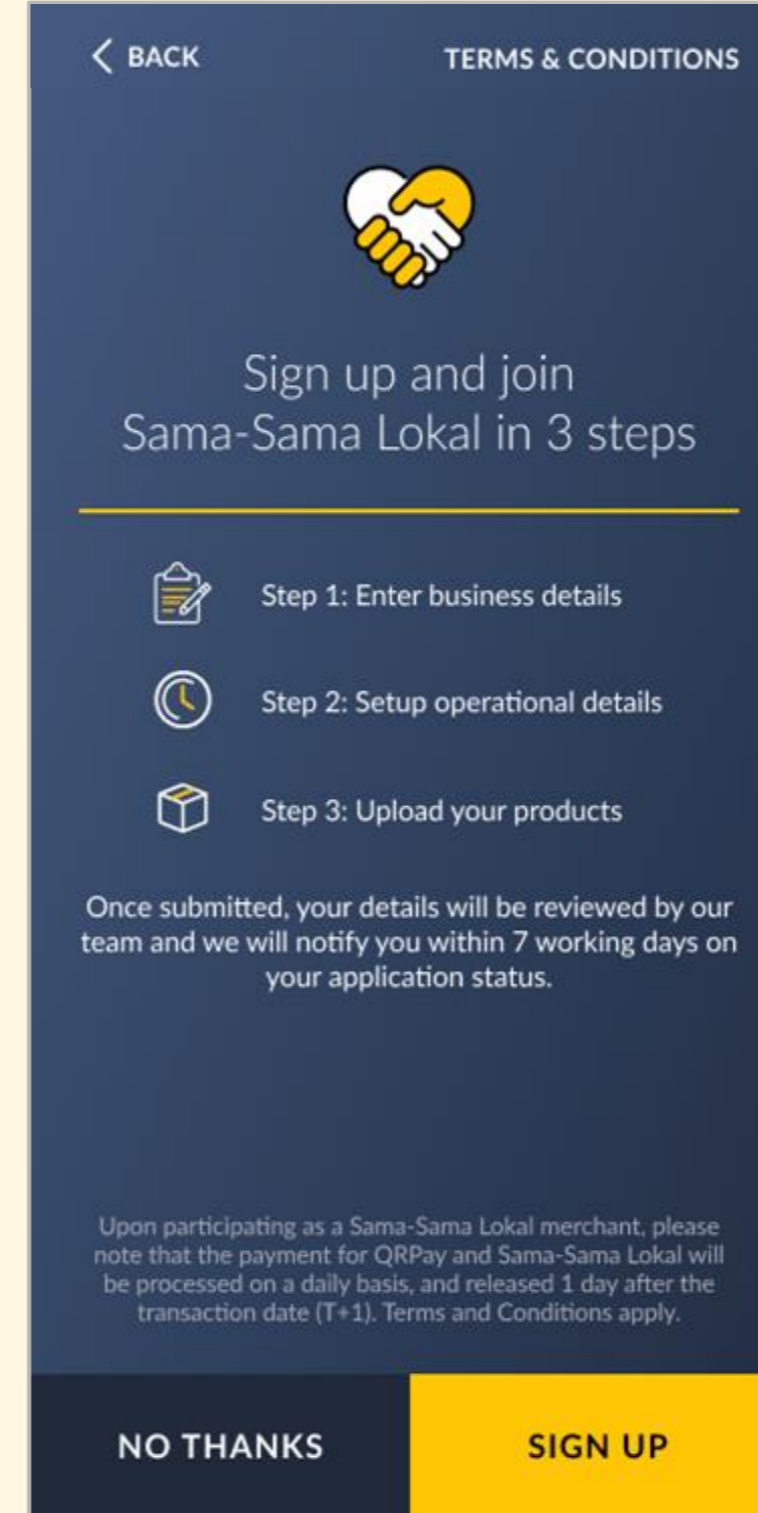
Tap on '**Sign Up**'

## Screen 3



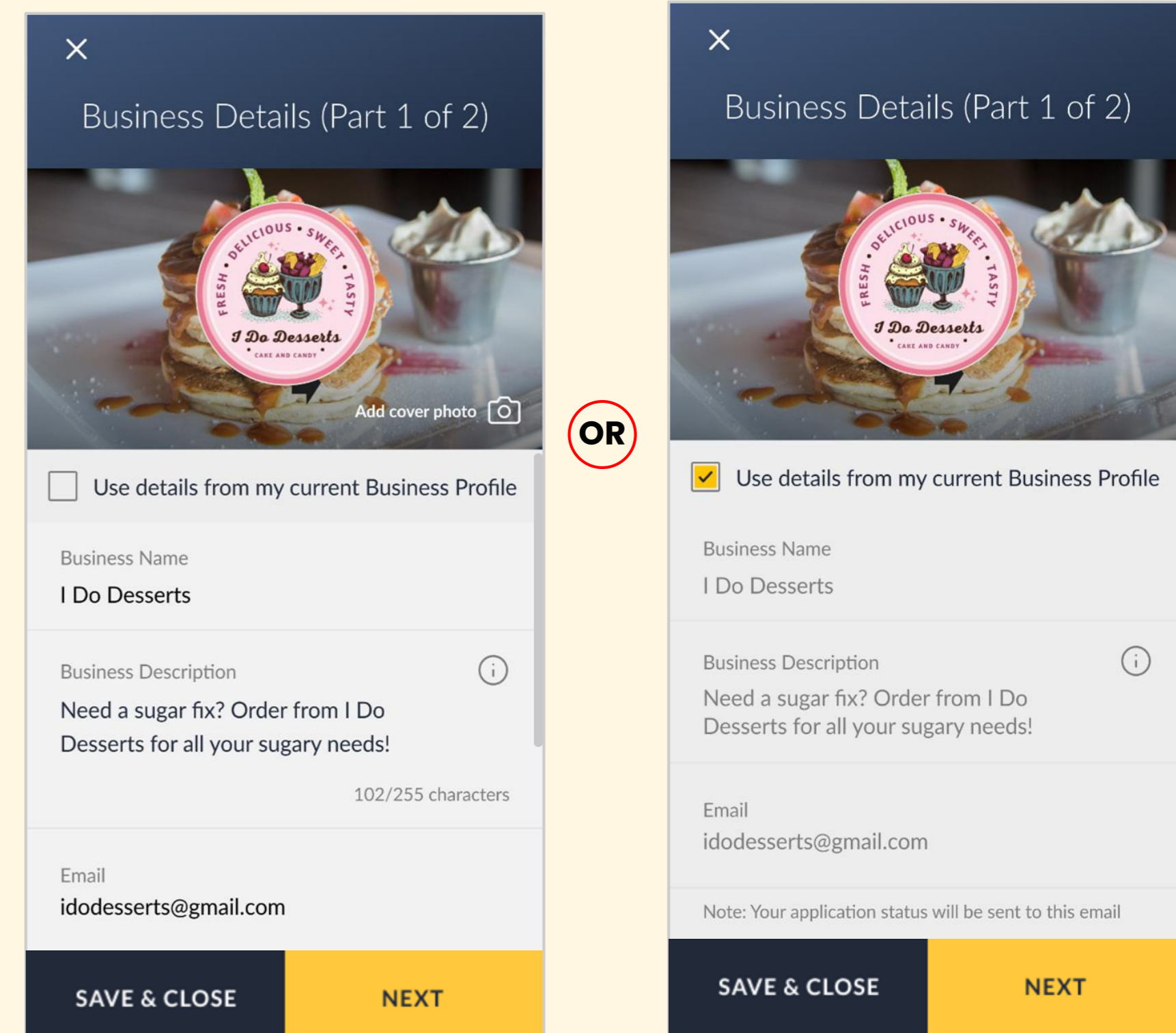
You need a **Maybank Current Account** OR **MAE account** to do business on Sama-Sama Lokal.

## Screen 4



Already have a **Maybank Current Account** OR **MAE account**?  
Click on **SIGN UP**

## Screen 5



Fill in your business details manually OR tick the '**Use details from my current Business Profile**' box to auto-fill the form.  
Then, tap on '**Next**'.

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

# 38 Setting Up a Sama-Sama Lokal Store (Single-Store Registration)(2/7)



### Screen 6

### Screen 7

### Screen 8

### Screen 9

### Screen 10

### Screen 11

Tap on '**Business Category**' to fill in your business profile and details.

Select the **category that best matches your business** here.

Choose all the relevant **Business Sub-categories** for your business.

You can also add more categories for your store. Once you're done, tap on '**Next**'..

Tap on '**Is Your Business Halal?**' and choose between 3 options.

Upload your **Halal Certificate** if you are a **Halal certified Organisation**.  
&  
Upload your **SST certificate** if you are **SST registered Organisation**.

**Note:** For more info on SST and how to charge SST on Sama-Sama Lokal, click [here](#).



# 39 Setting Up a Sama-Sama Lokal Store (Single-Store Registration)(3/7)



### Screen 12

### Screen 13

### Screen 14

### Screen 15

### Screen 16

### Screen 17

Fill in your social media/website link here. The other boxes are optional.

Then, tap on **'Next'**.

Once you've confirmed all your business details, tap on **'Proceed'**.

Click on **'Agree & Confirm'**

Next, fill in the one time password

Tap **'Next'** if there are changes need to be made

Tap **'Next and Close'** once you are done

Next, Set up your **'Operating Details'**

**Note:** \* For more info on Preparation Time and Auto-Accept All Orders, click [here](#).

# 40 Setting Up a Sama-Sama Lokal Store (Single-Store Registration)(4/7)



Screen 18

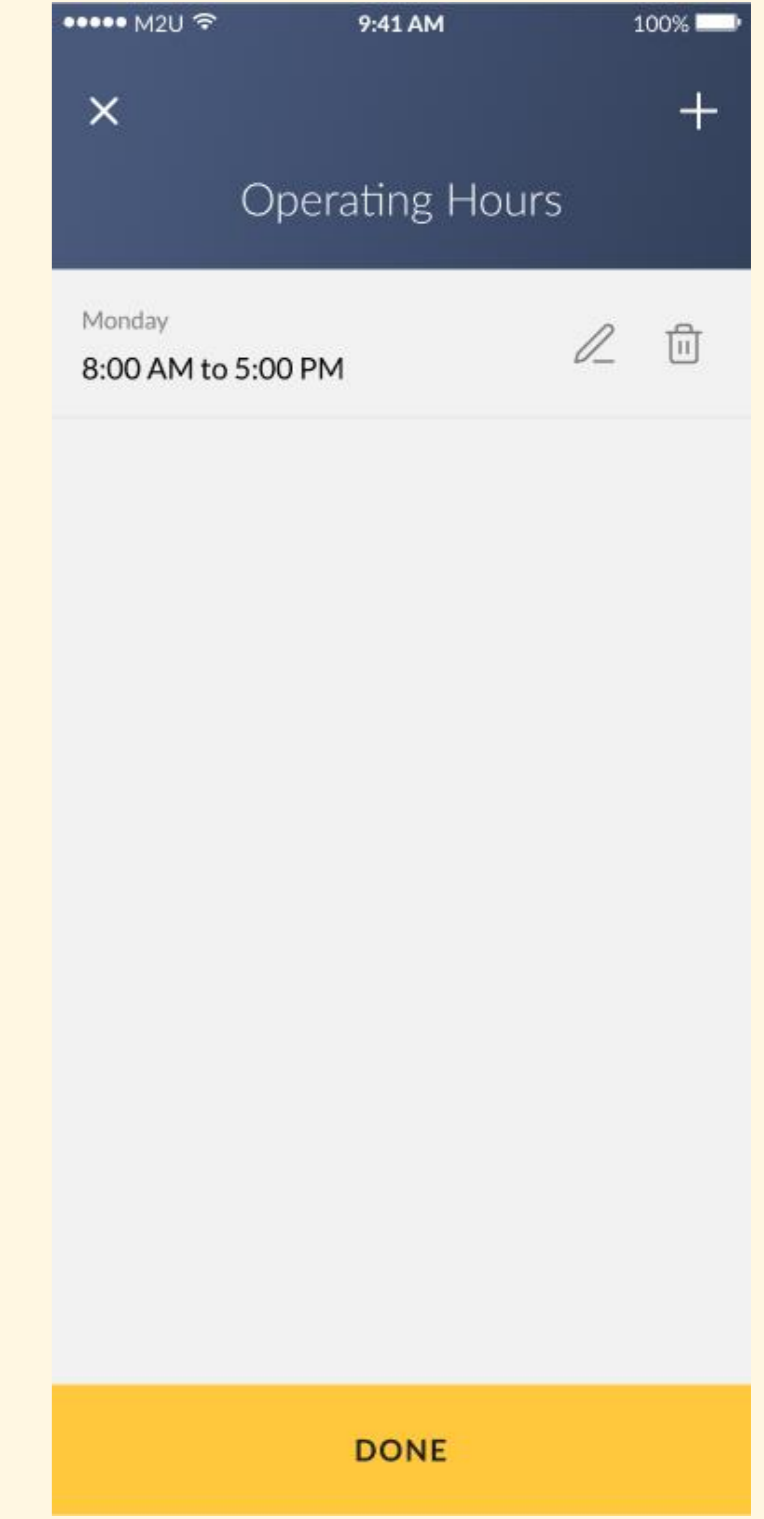
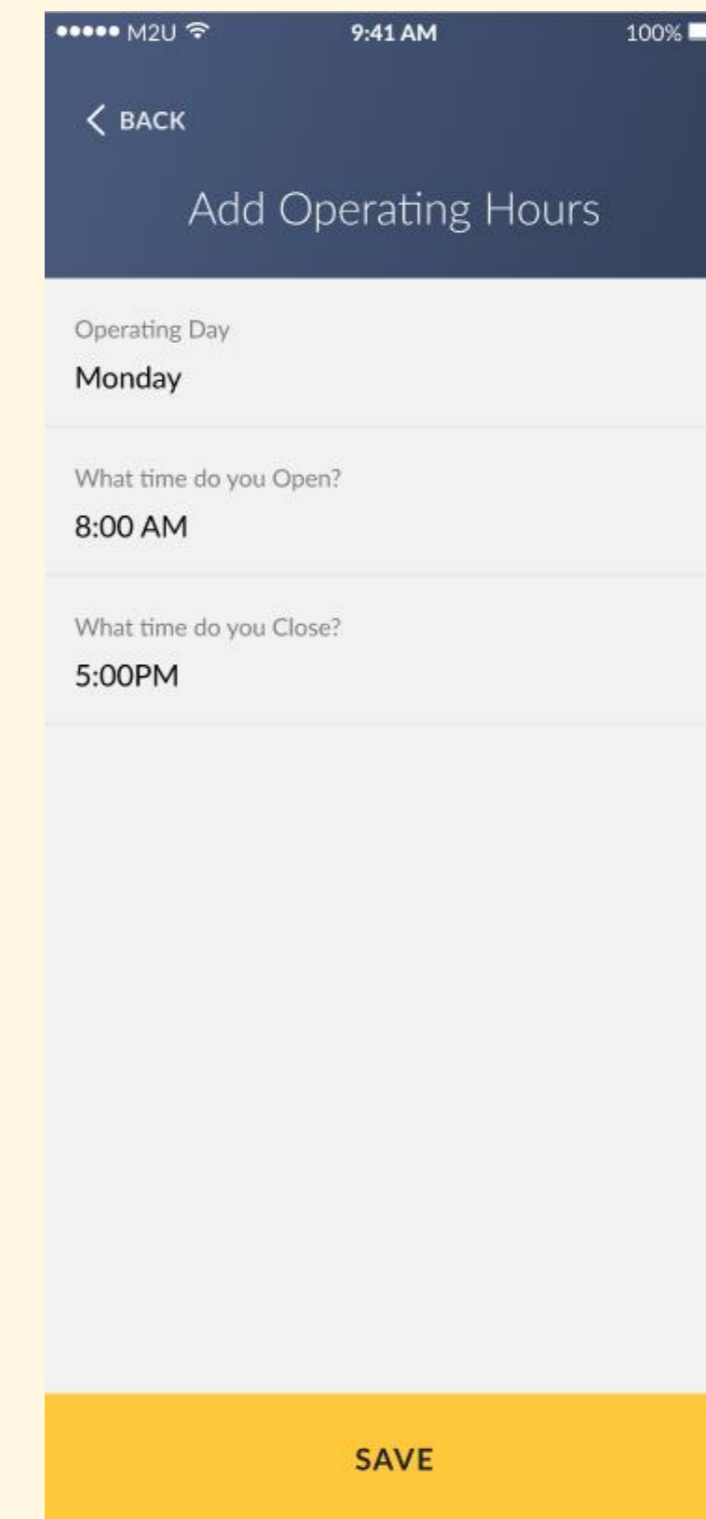
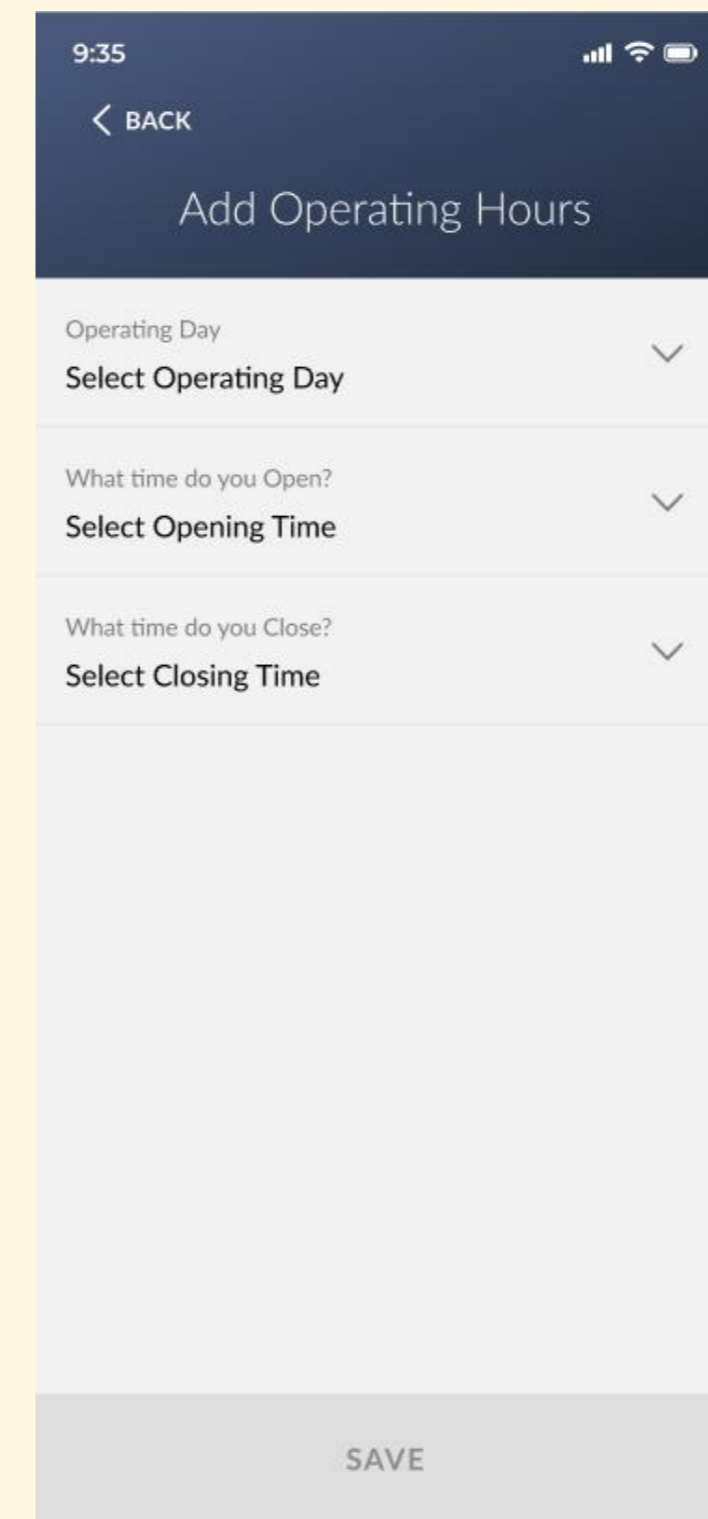
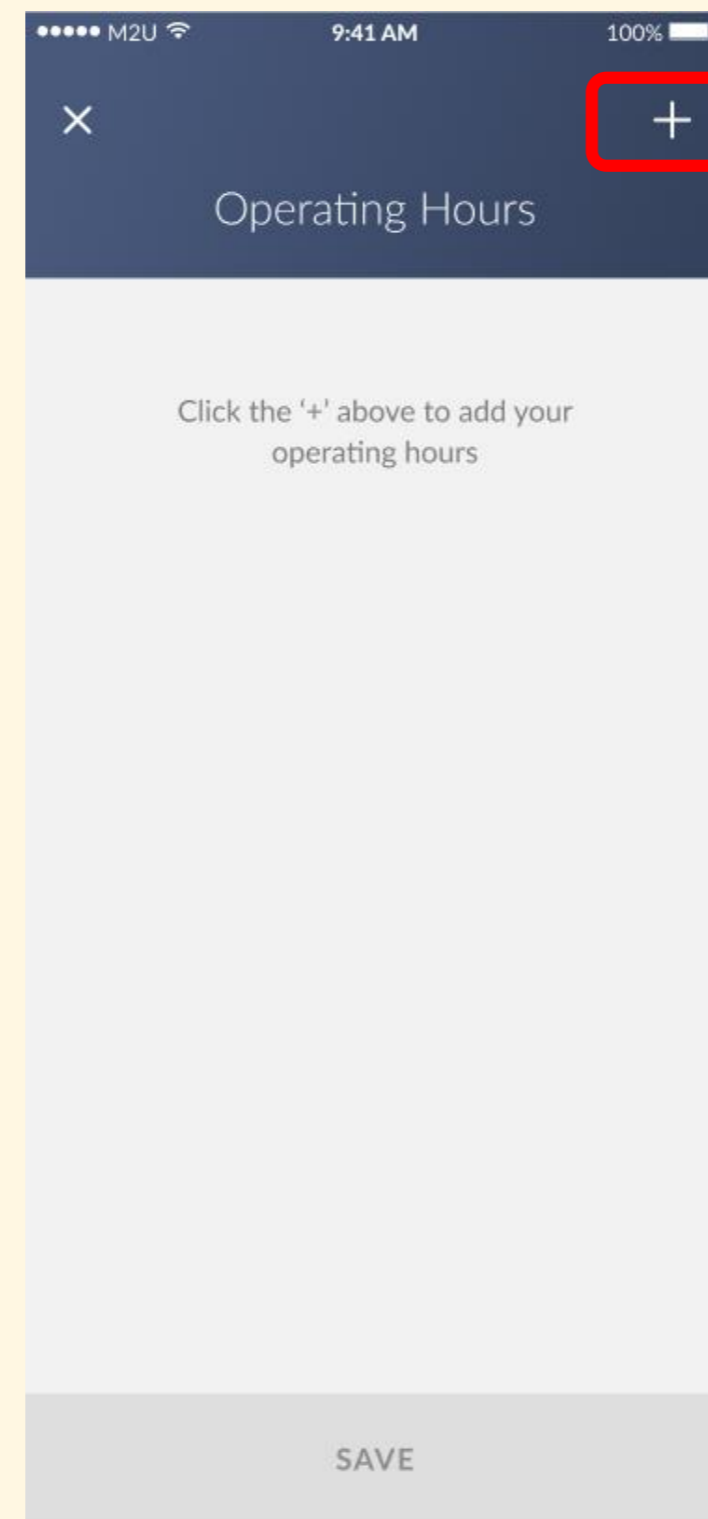
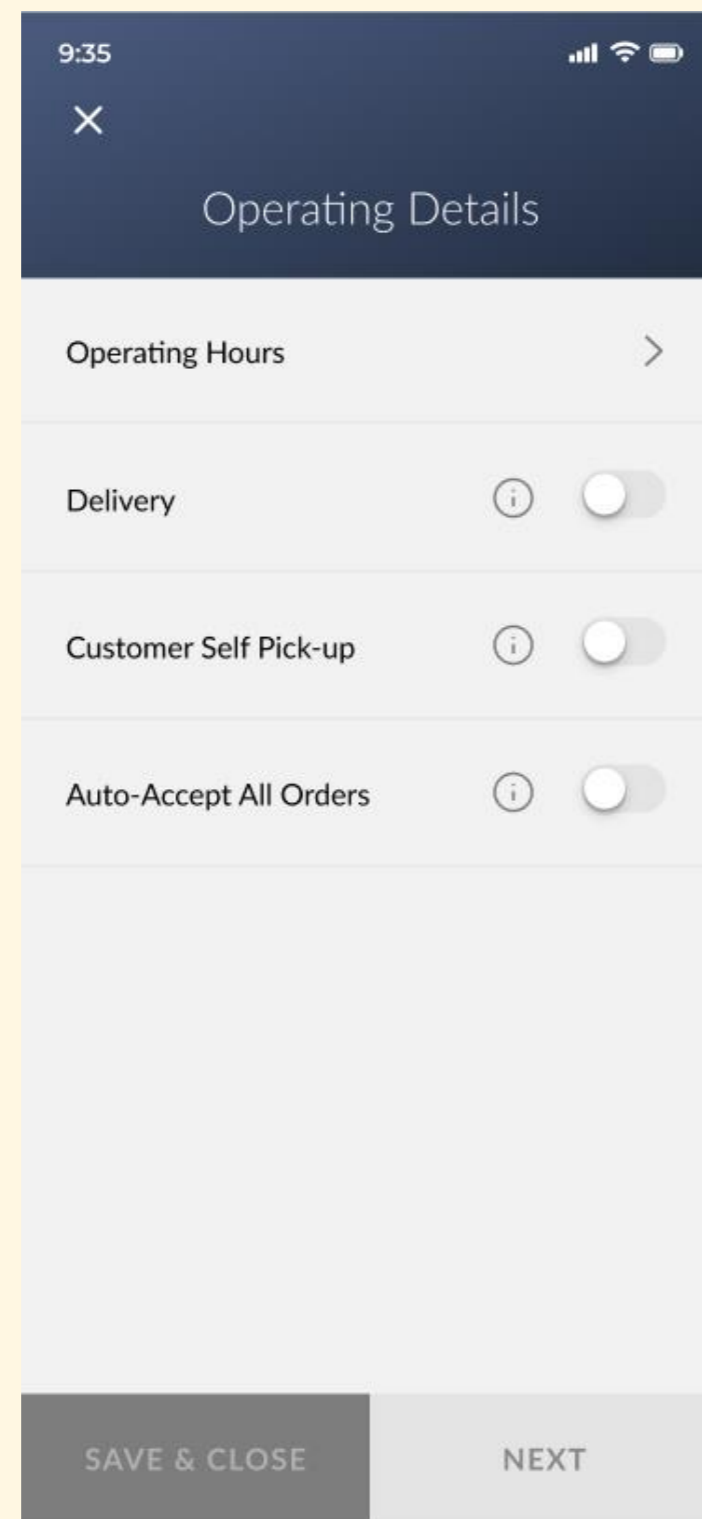
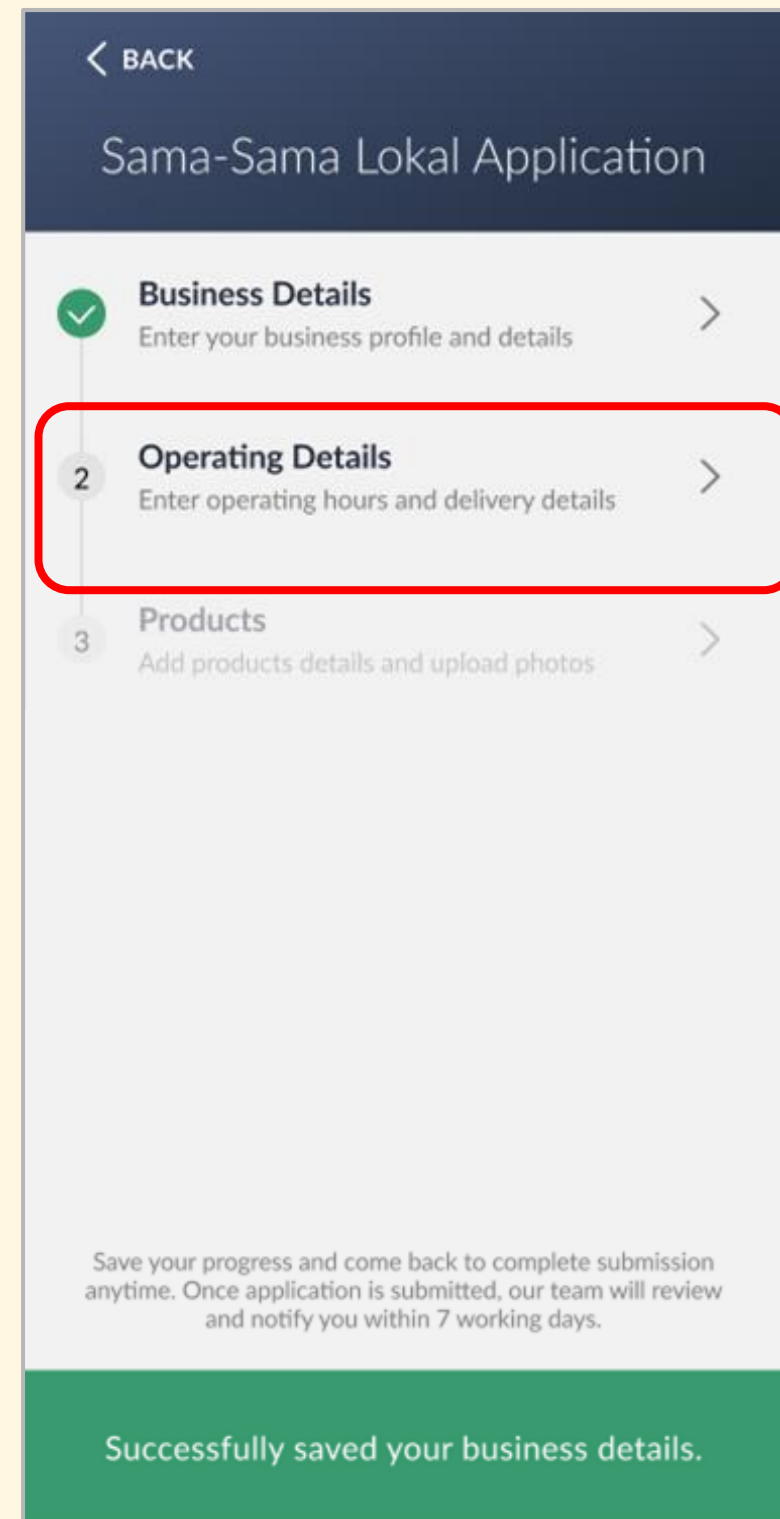
Screen 19

Screen 20

Screen 21

Screen 22

Screen 23



Select Operation Details

Next, click on **'Select Operating Hours'**

Click on the '+' sign to add your operating hours

Next, click on **'Select Operating Day'**

Fill in all 3 details

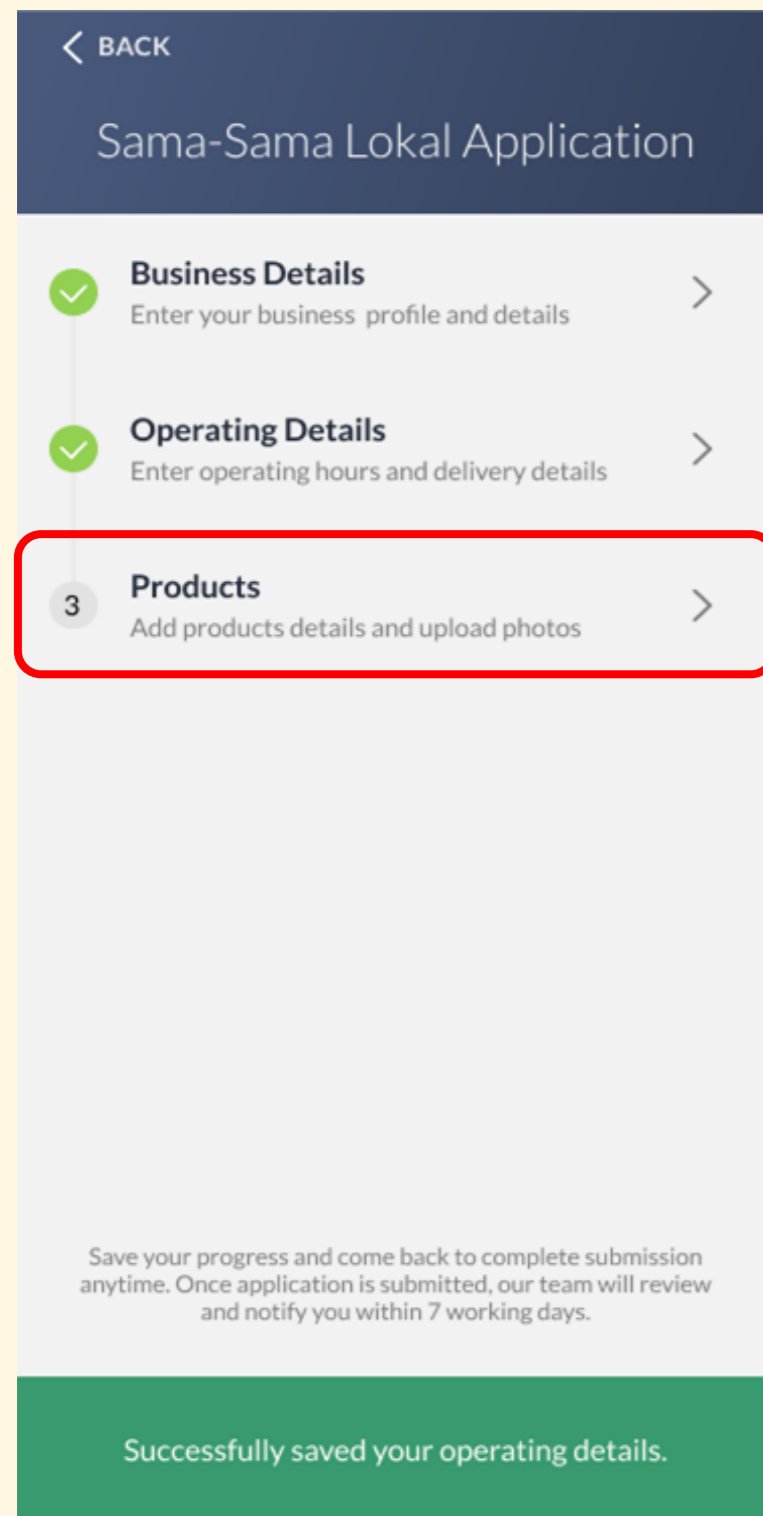
To **'SAVE'** You must set 2 or more Operating Details

**Note:** \* For more info on Preparation Time and Auto-Accept All Orders, click [here](#).

# 41 Setting Up a Sama-Sama Lokal Store (Single-Store Registration)(5/7)

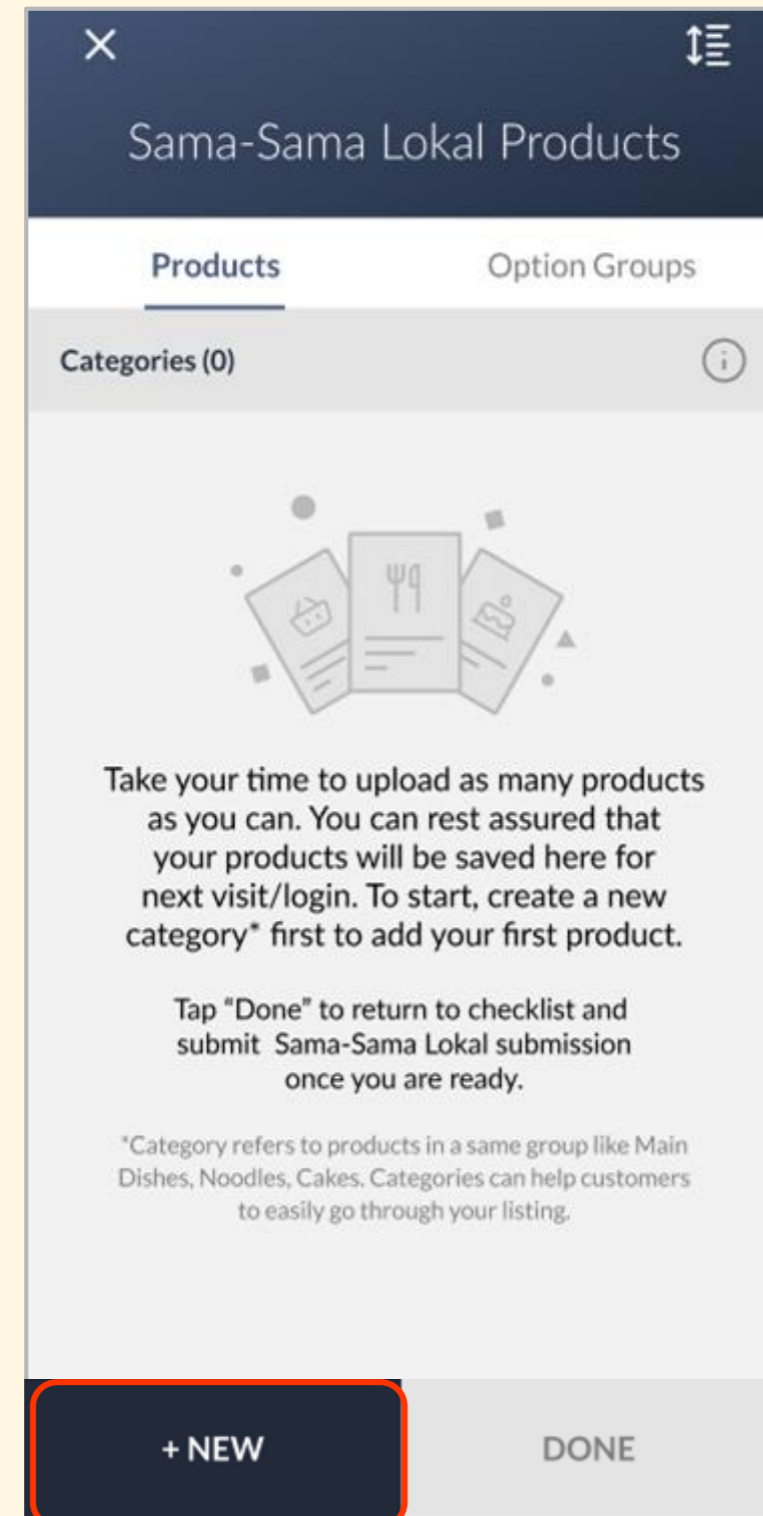


### Screen 24



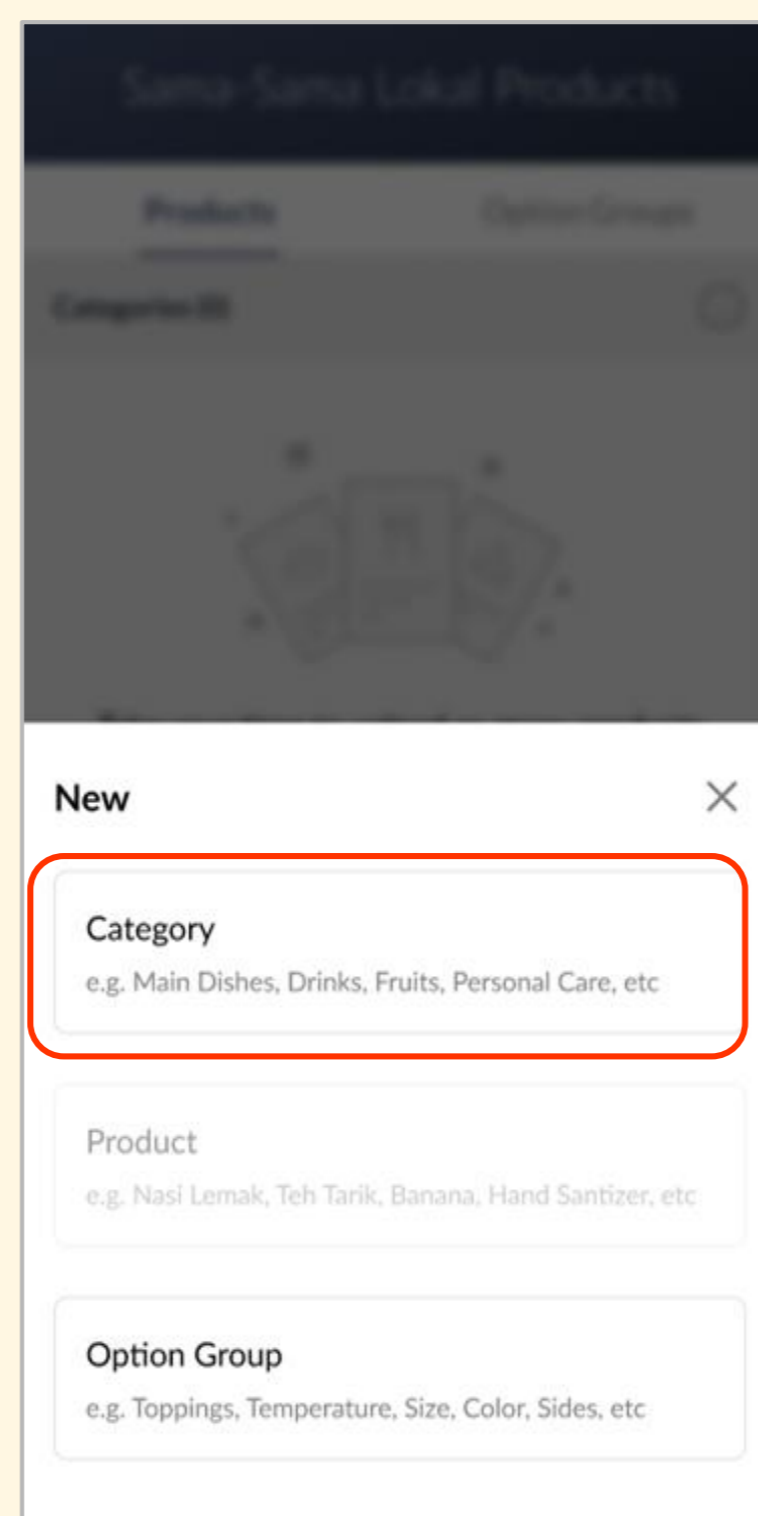
Select the Product option to add product.

### Screen 25



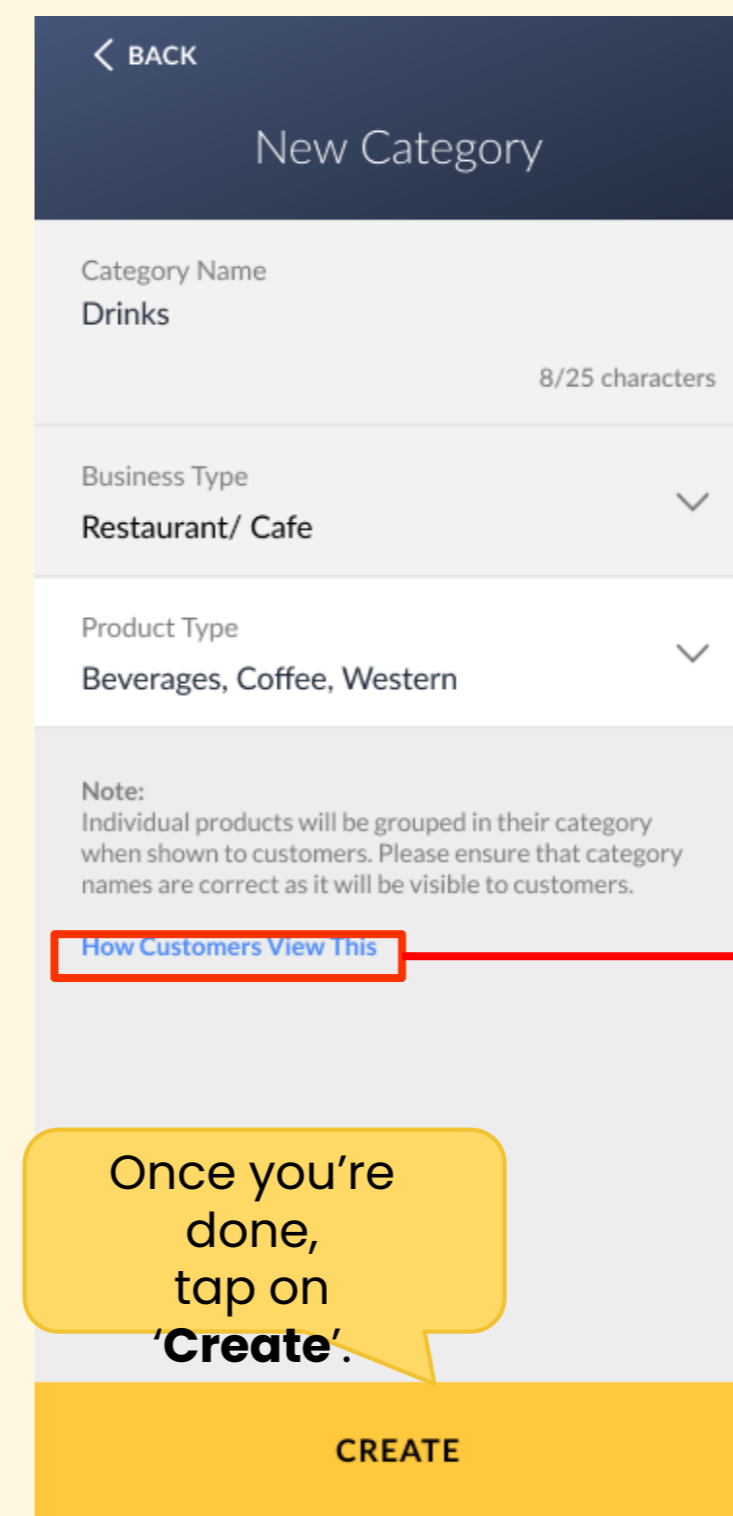
Now, let's add a new product category to your store. Tap on '+ New'.

### Screen 26



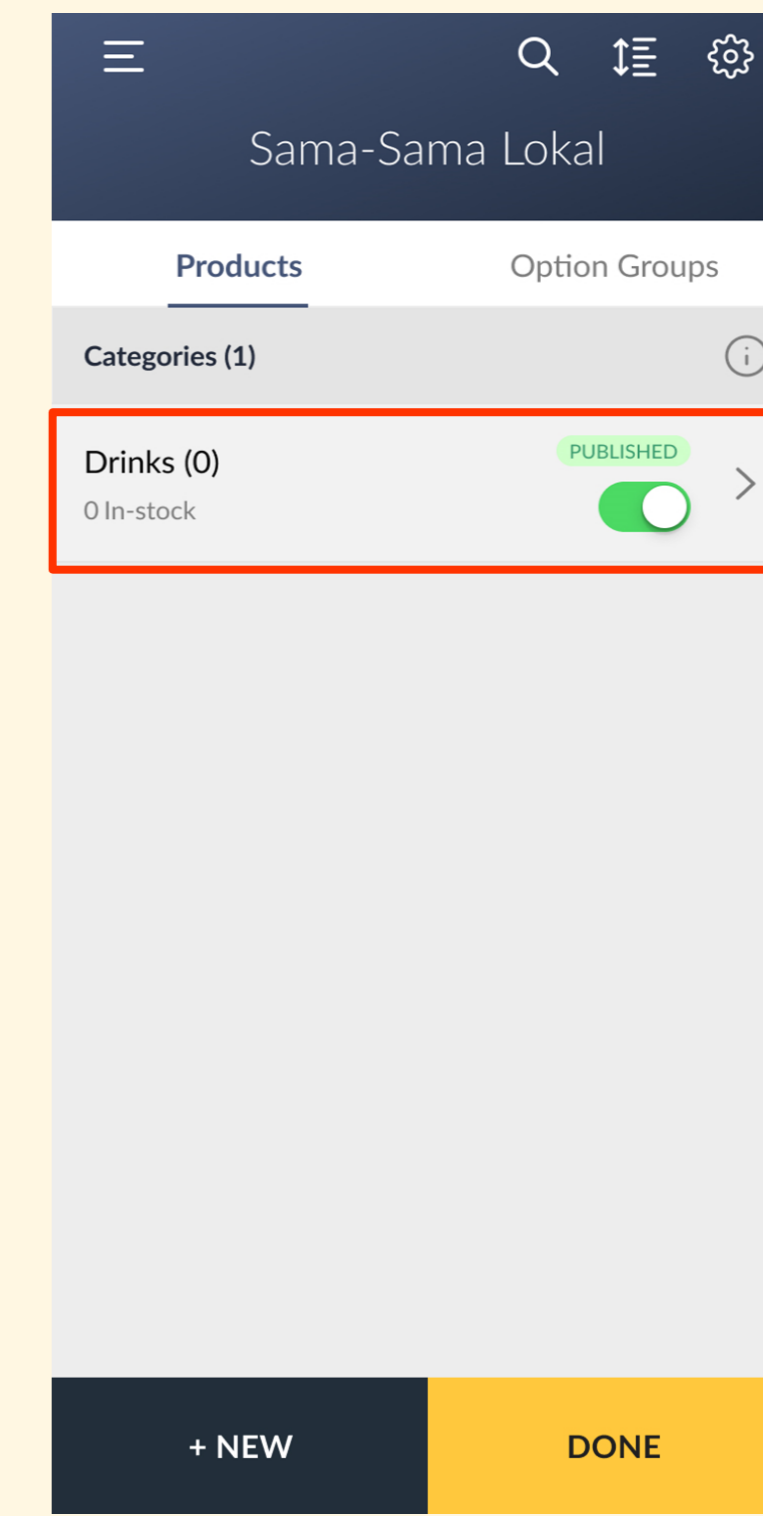
Tap on '**Category**' to create product category.

### Screen 27



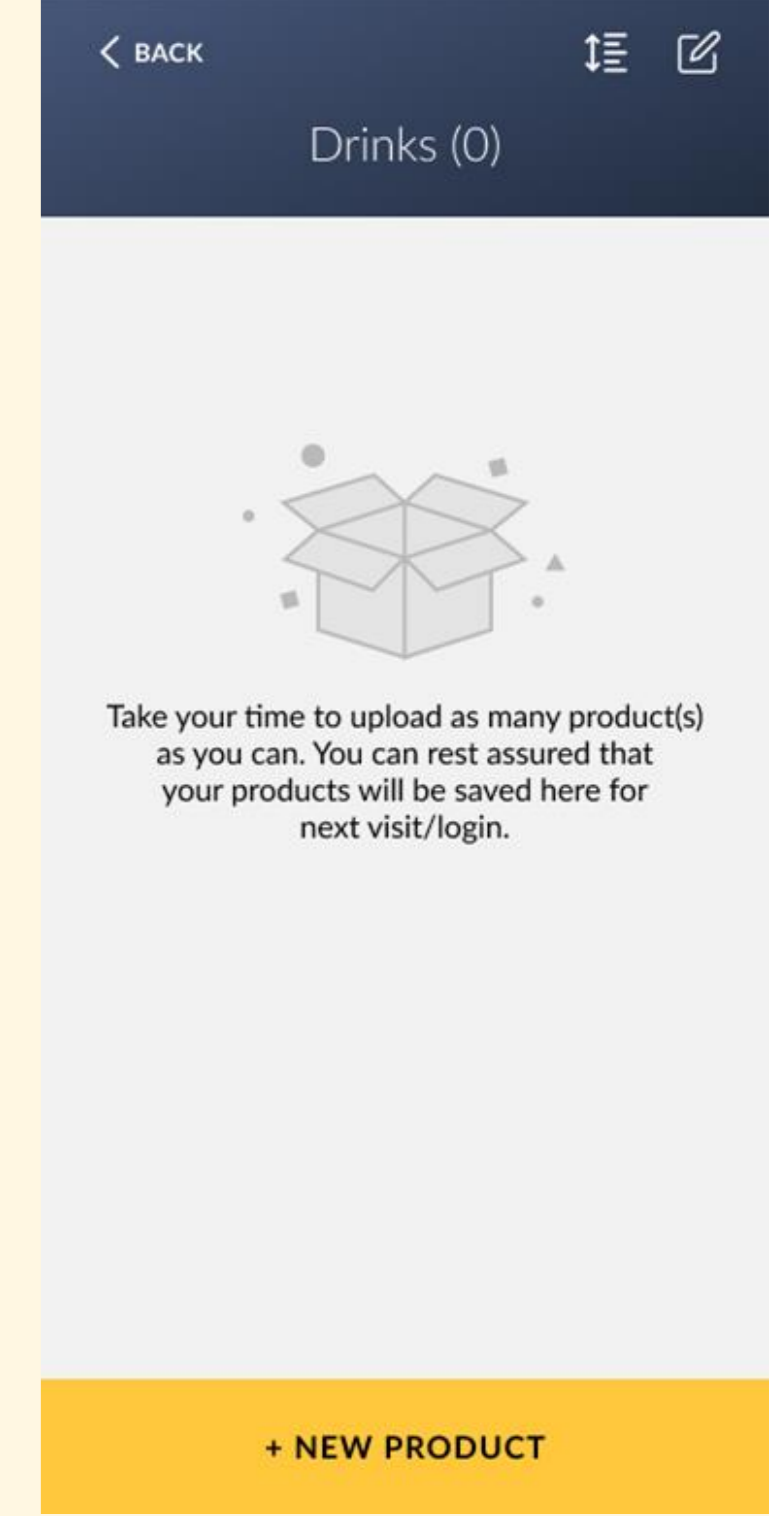
Fill in the **Category Name**, **Business Type** and **Product Type**.

### Screen 28



Tap on the category to add new product.

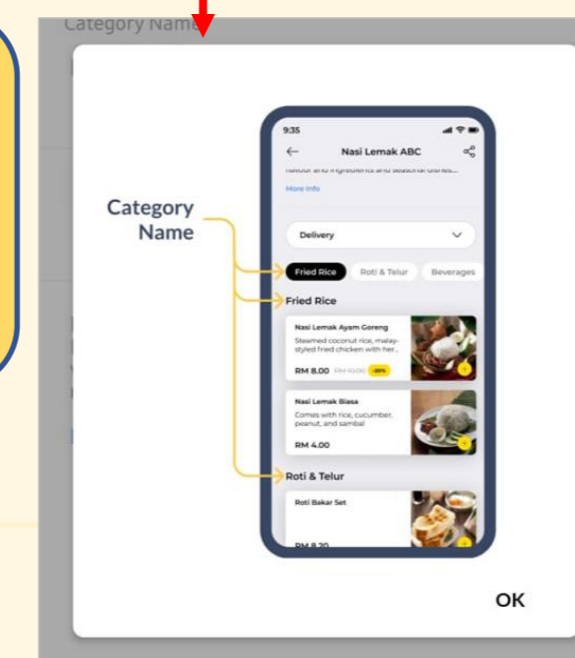
### Screen 29



Tap on '**+ New Product**'.

#### Note:


\* For more info on Option Group, click [here](#).





## Screen 30

Edit Product



Product Name  
Swiss Roll with Strawberry and Cream (350g)  
22/50 characters

Product Description ⓘ  
Soft, delicious Swiss roll filled with fresh strawberries and cream.  
108/500 characters

Category  
Cakes

Product Price  
RM 13.00

Product Weight ⓘ  
0.35 KG

Product Size (L x W x H in cm) ⓘ  
17.00 x 8.00 x 9.00

Option Group (Optional) ⓘ >  
None

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**

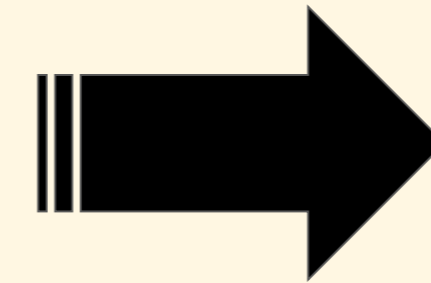
**PRODUCT PRICE:** Should **reflect your in-store menu prices** since you are **NOT CHARGED ANY FEES OR COMMISSIONS**






**PRODUCT WEIGHT and PARCEL SIZE:** This determines the delivery vehicle assigned to your customer (3<sup>rd</sup> 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

Paint the full picture for your customers  
**BE DETAILED**  
in your units of measurement

-    • ml
-    • g or kg
-    • colour
-    • flavour
-    • pieces (pcs)
-    • cm or inches

Chicken Sticks 10g Lean Chicken Breast	
RM 21.00	
Beaunest 250g Minuman Sarang Burung	
RM 75.00	
Mystical Ouroboros Bracelet Silver 20cm 1 Mystical Ouroboros Bracelet Silver 20cm	
RM 69.95	
The Walnut and Cadbury Brownies 700g Walnut and Cadbury Brownies	
RM 68.00	
Jambu Potong (Slice Lohan Guava) Jambu potong pack 350g Percuma serbuk asam boi	
RM 10.00	

When filling in your **Product Name, Product Description** and all other details, be sure to include important info e.g. size, quantity, weight, etc.

Once you're done, tap on '**Save**'.

**Note:**

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



Screen 31

Tap on '**Done**'. Once all the **Products** and **Product Categories** that you need has been created,

Screen 32

Once all 3 sections of the application have been completed tap on '**Submit For Approval**'.

Screen 33

Tap on '**Confirm**' to submit your application.

Screen 34

**A-MAE-ZING!**  
You're done! 🎉  
Your Sama-Sama Lokal store application will be **processed within 7 working days!**

**Note:**

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

# 44 How to Retrieve Your QRPayBiz app Login Username?



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

Screen 1

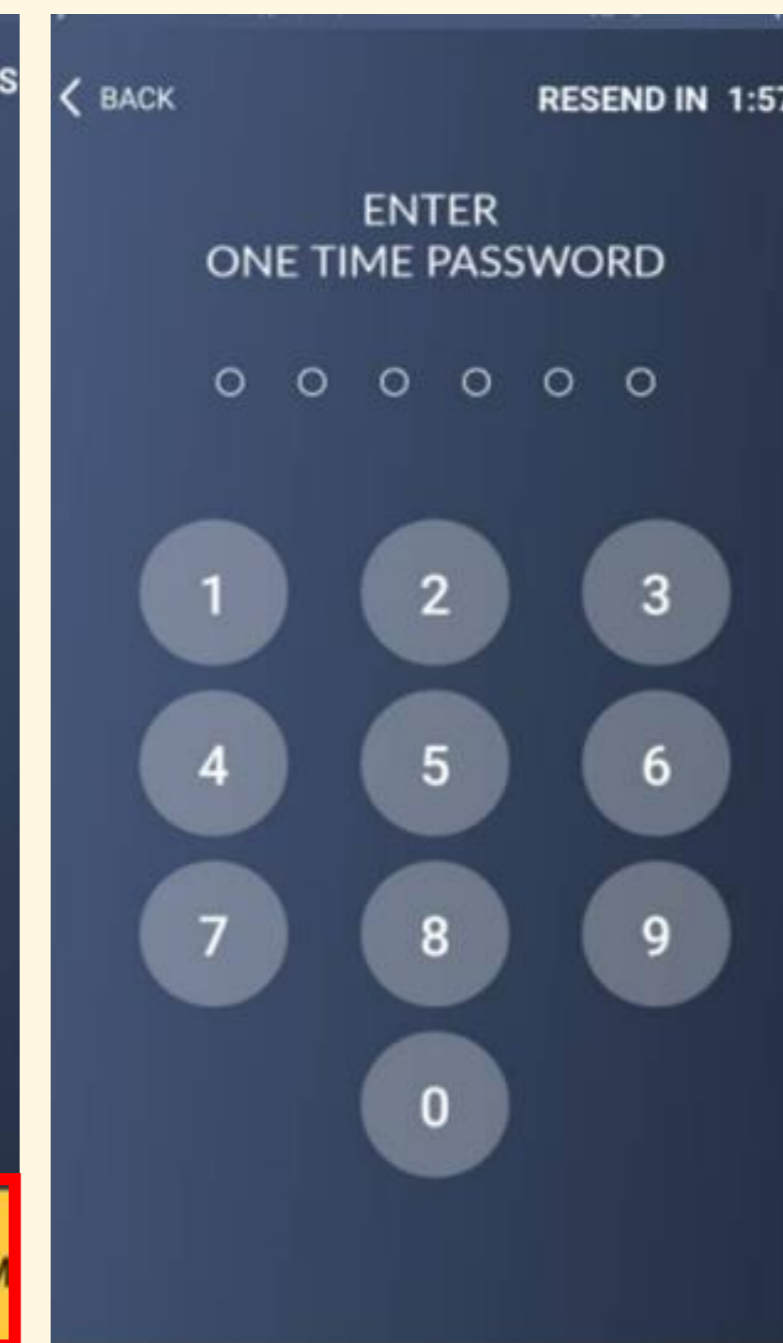
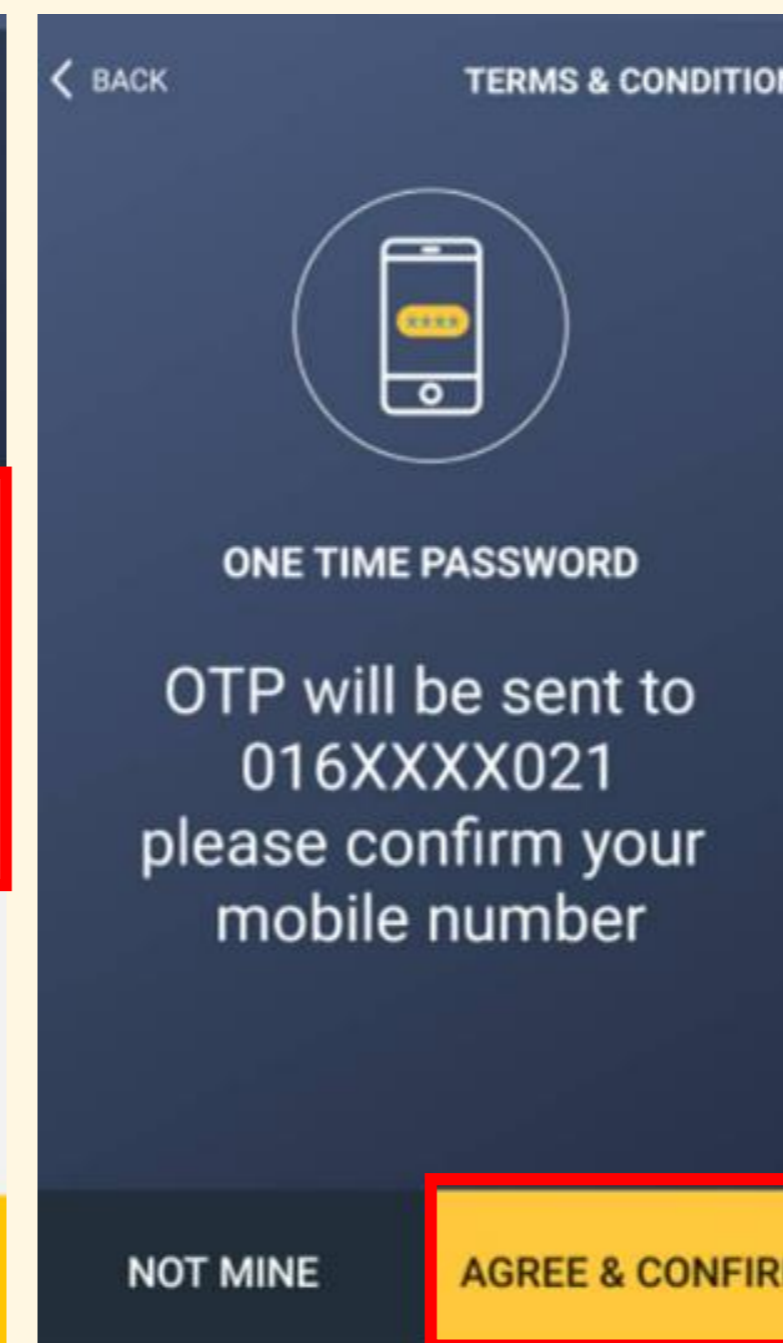
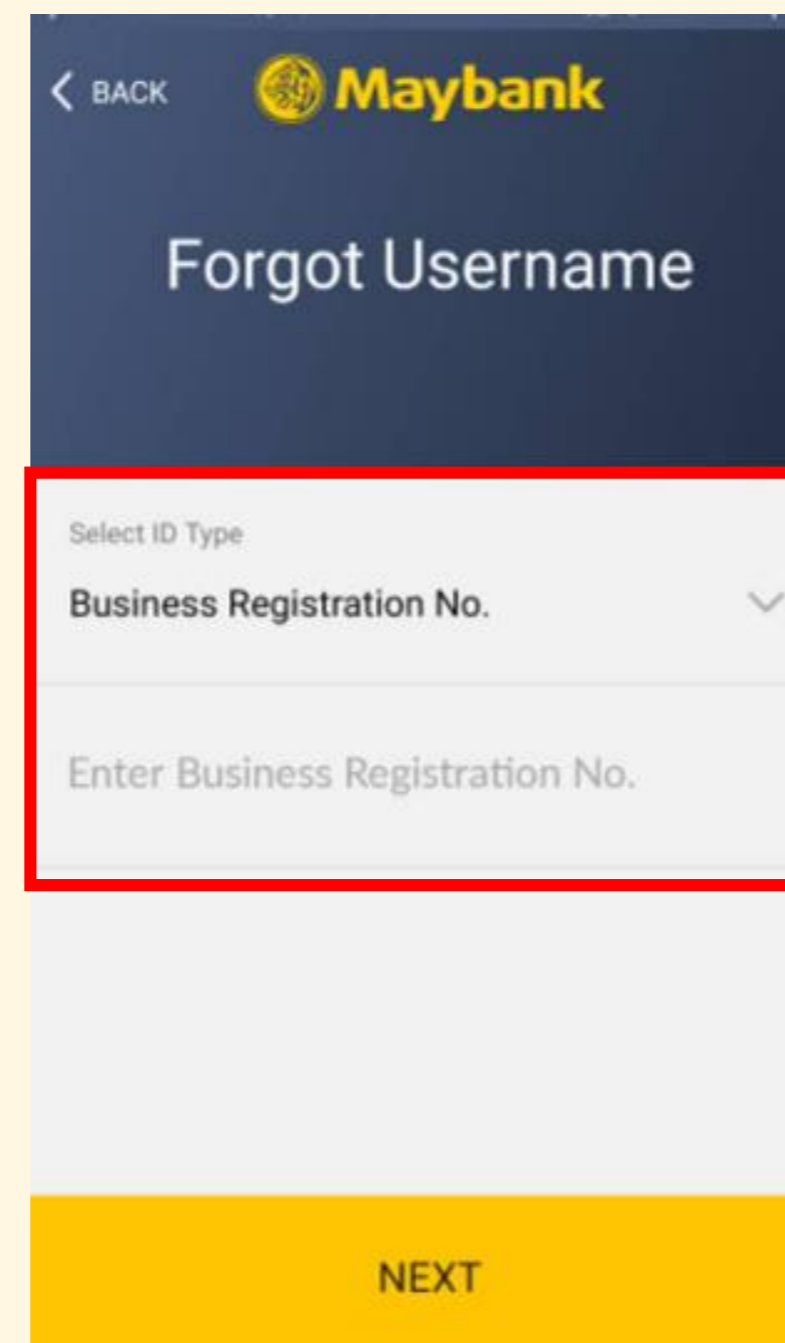
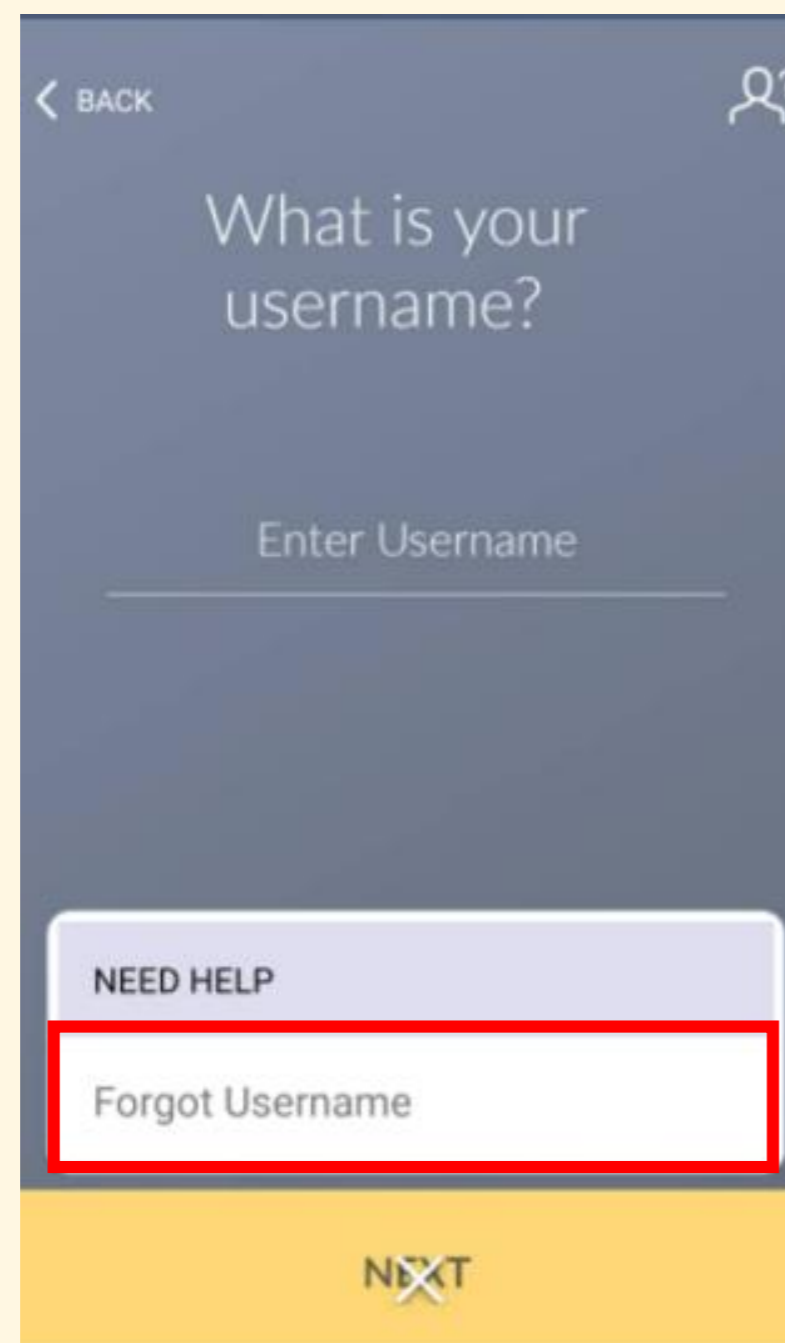
Screen 2

Screen 3

Screen 4

Screen 5

Screen 6



Click on the Human Symbol, Then Select **Forgot User Name** Option

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

Click on **Agree& Confirm** to receive OTP to your registered phone number

Key in the Received OTP

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

- Note:**
- DO NOT share your Login Username and PIN to anyone.

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



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

## Screen 1

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

## Screen 2

Click On the Human Symbol

## Screen 3

Select **Forgot PIN**

## Screen 4

Click on **Agree & Confirm** to receive OTP to your registered phone number

## Screen 5

Key in the Received OTP

**Note:** DO NOT share your Login Username and PIN to anyone.

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



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

Screen 6

Create your NEW 6-digit PIN and Reconfirm your PIN

Screen 7

Screen 8

Your PIN has been successfully changed now!

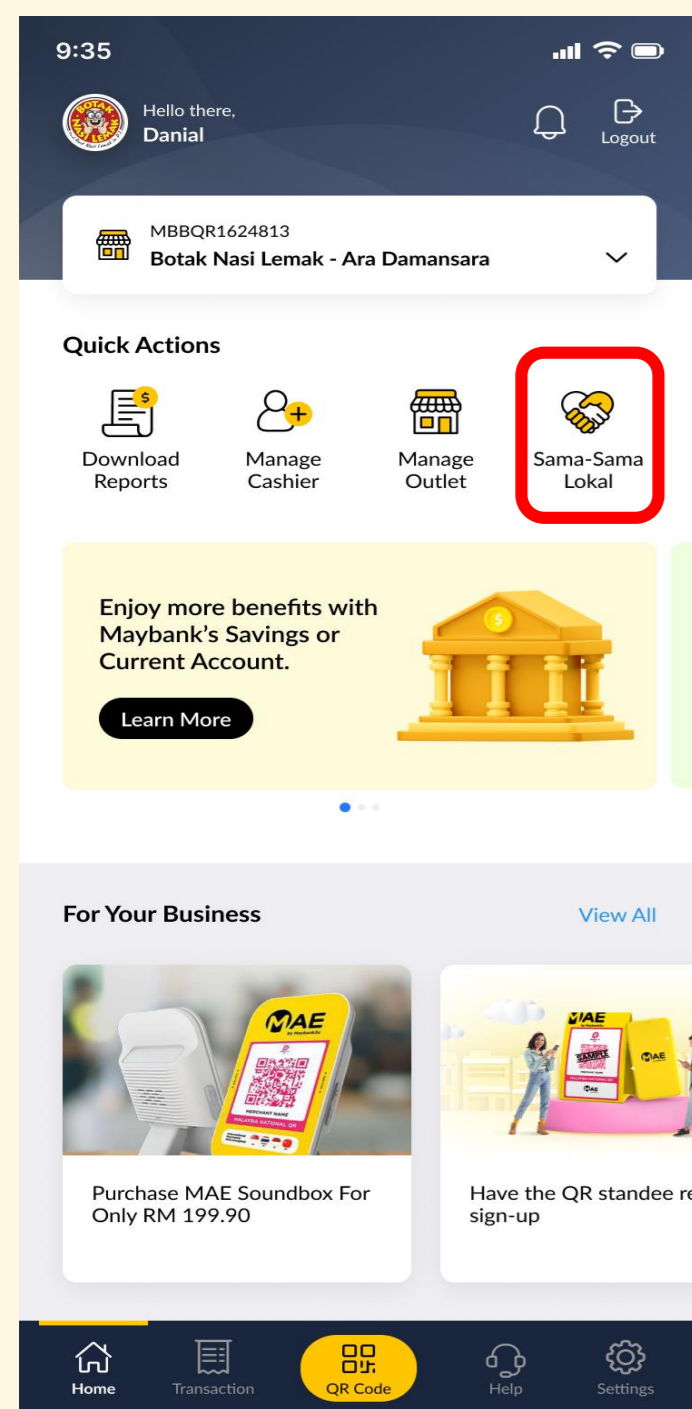
**Note:** DO NOT share your Login Username and PIN to anyone.

# 47 How Do I Add A Product To My Store? (1/3)

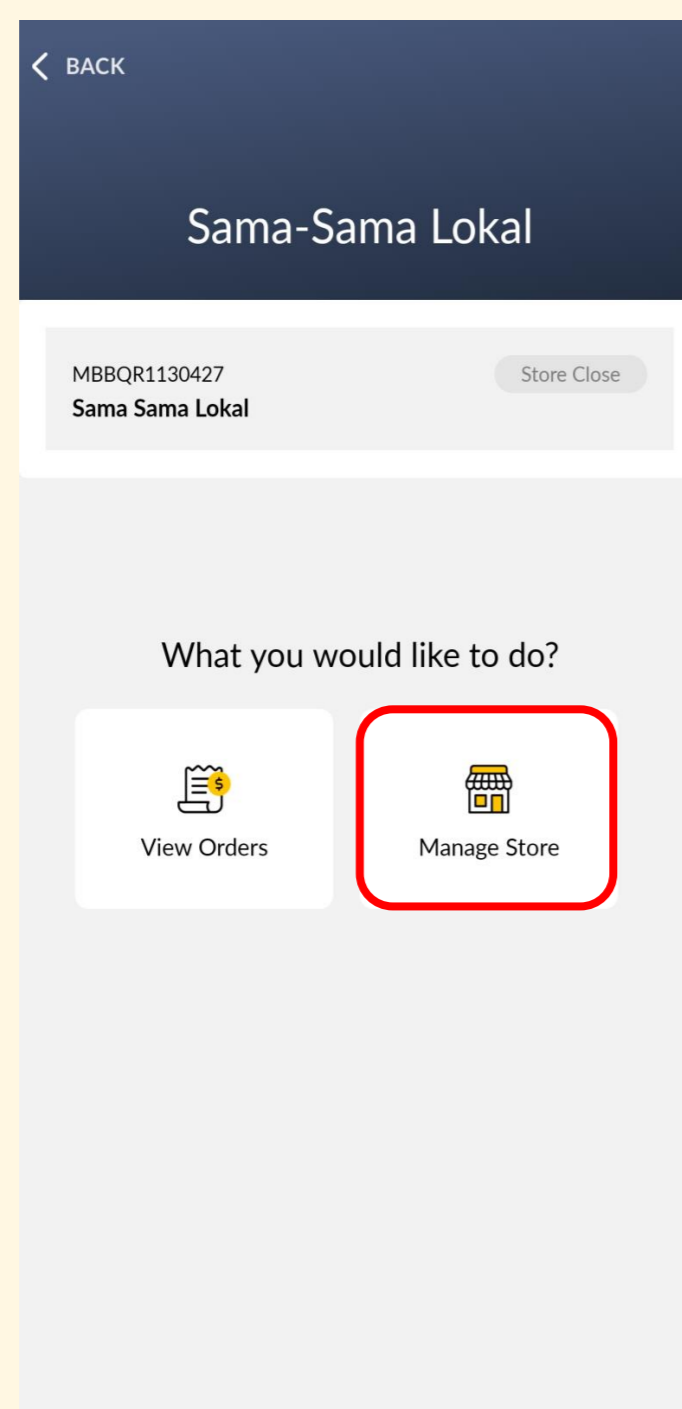


Add A New Product to your Store today!

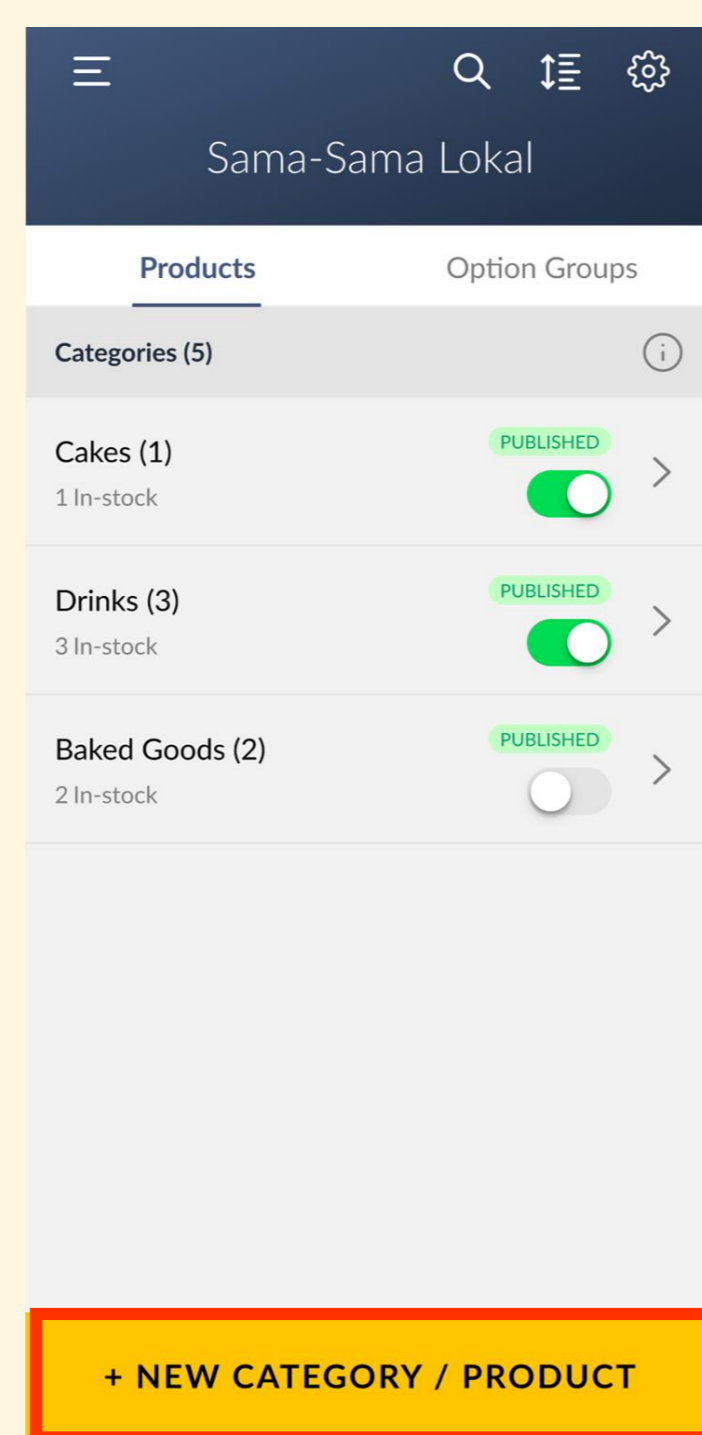
Screen 1



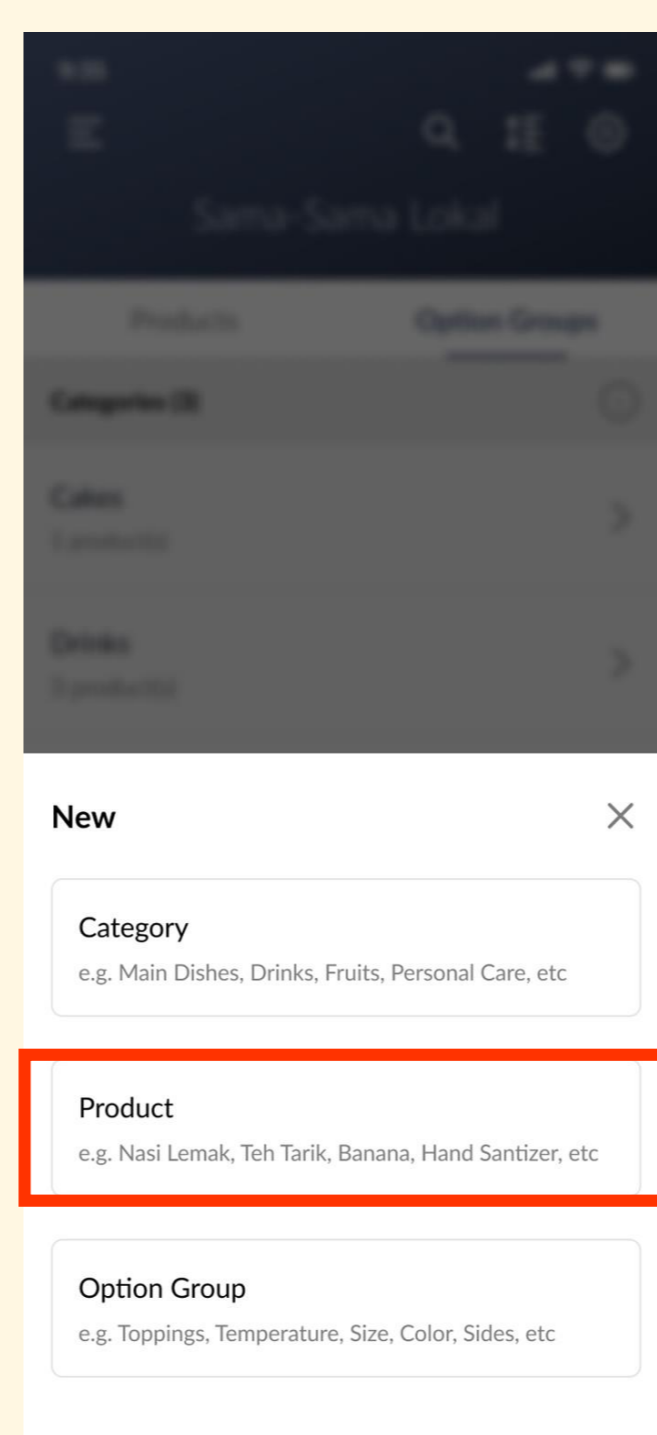
Screen 2



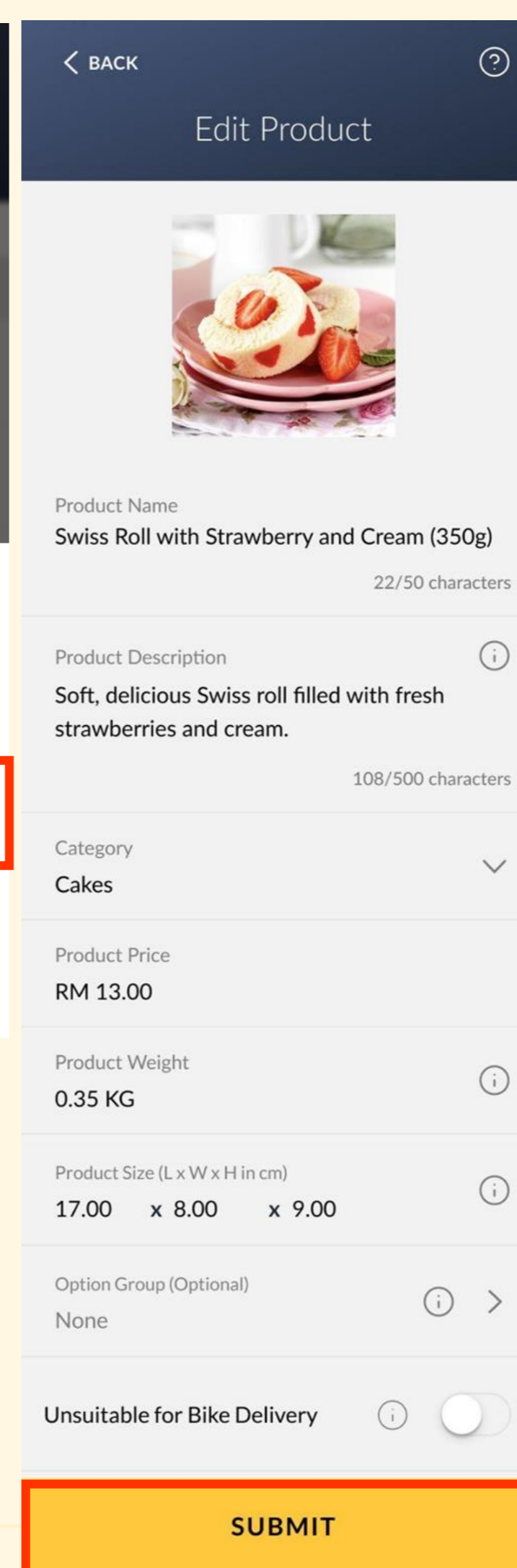
Screen 3



Screen 4



Screen 5



**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**

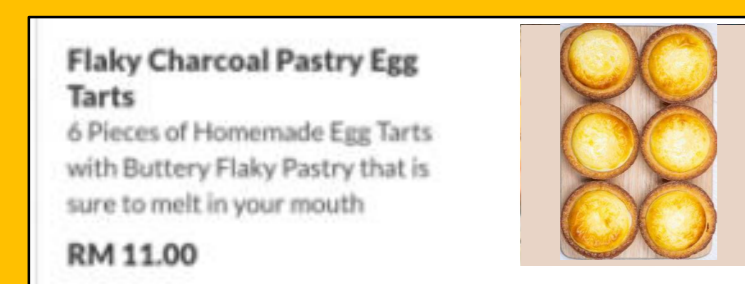
**PRODUCT PRICE:** Should **reflect your in-store menu prices** since you are **NOT CHARGED ANY FEES OR COMMISSIONS**

**PRODUCT WEIGHT and PARCEL SIZE:** This determines the delivery vehicle assigned to your customer (3<sup>rd</sup> Party Delivery only). These fields are **NOT VISIBLE** to your customers.

Toggle on **Unsuitable for Bike Delivery** for

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

## Customer's View



# How Do I Add A Product To My Store? (2/3)



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

## Weight

## Parcel Size

Product Weight  
0.10 kg

Product Weight  
0.80 kg

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

Parcel Size (L x W x H in cm)  
36.0 x 36.0 x 36.0

**Product Weight: 0.10kg**

**Product Weight: 0.8kg >**

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

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

Smaller Product

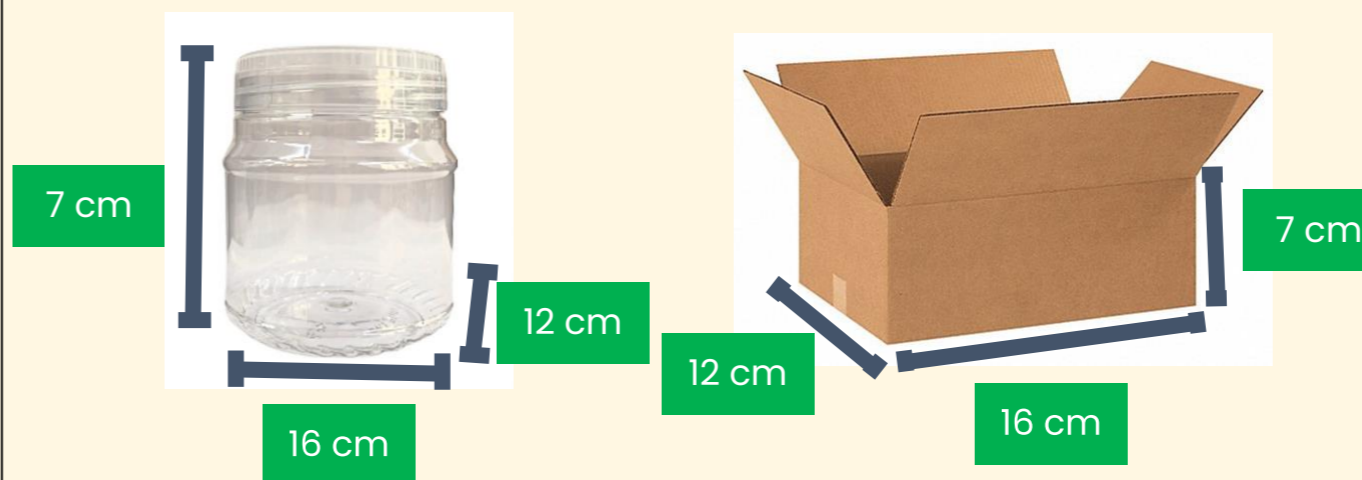
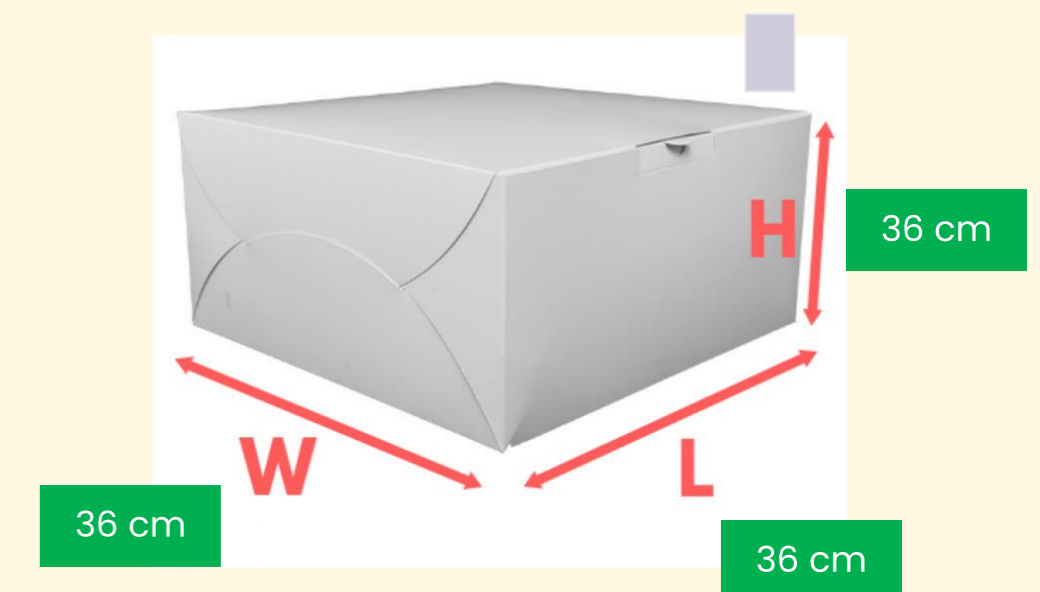
Larger Product

Smaller Product

Larger Product

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

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



**VOLUMETRIC WEIGHT FORMULA:**  
 $L \times W \times H / 5000$   
 E.g.  $16 \times 12 \times 7 / 5000 = 0.27\text{kg}$   
 $36 \times 36 \times 36 / 5000 = 9.3\text{kg}$

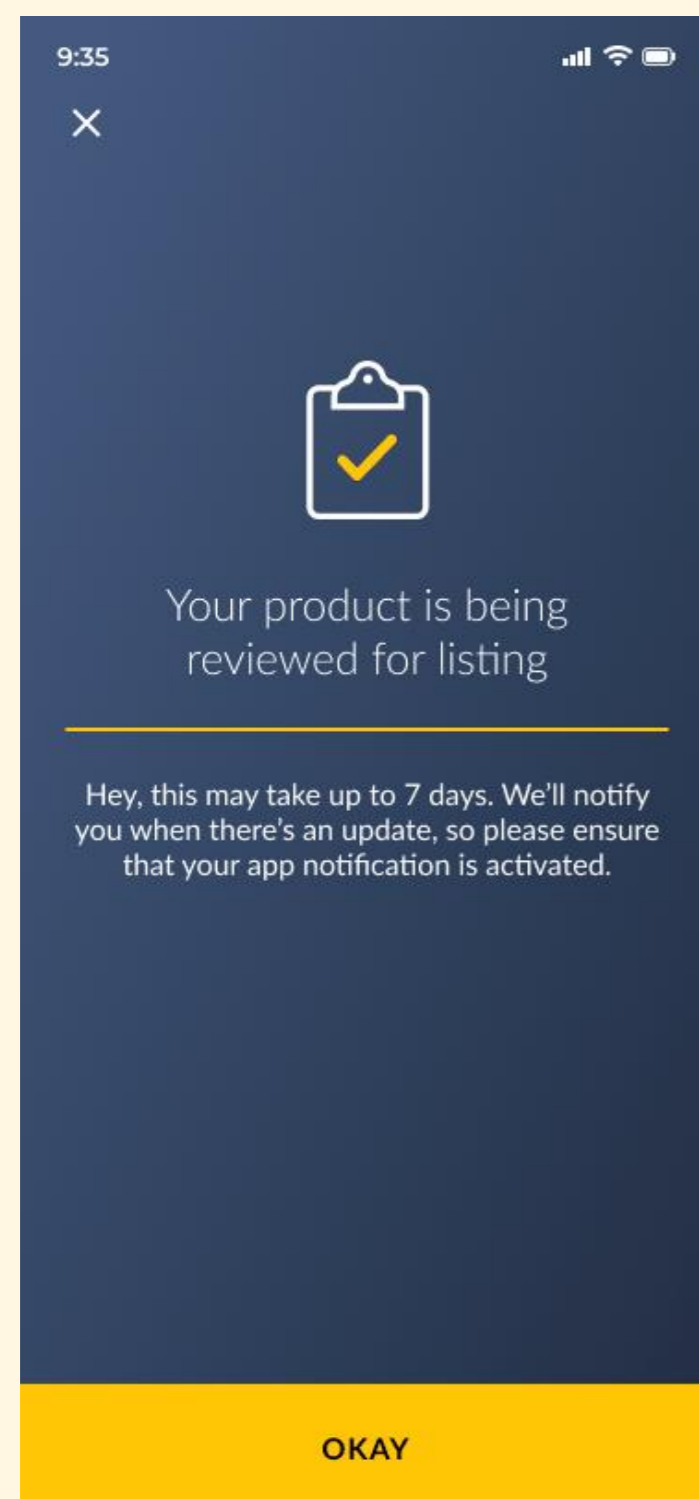
**Note:**

- 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.

# How Do I Add A Product To My Store? (3/3)

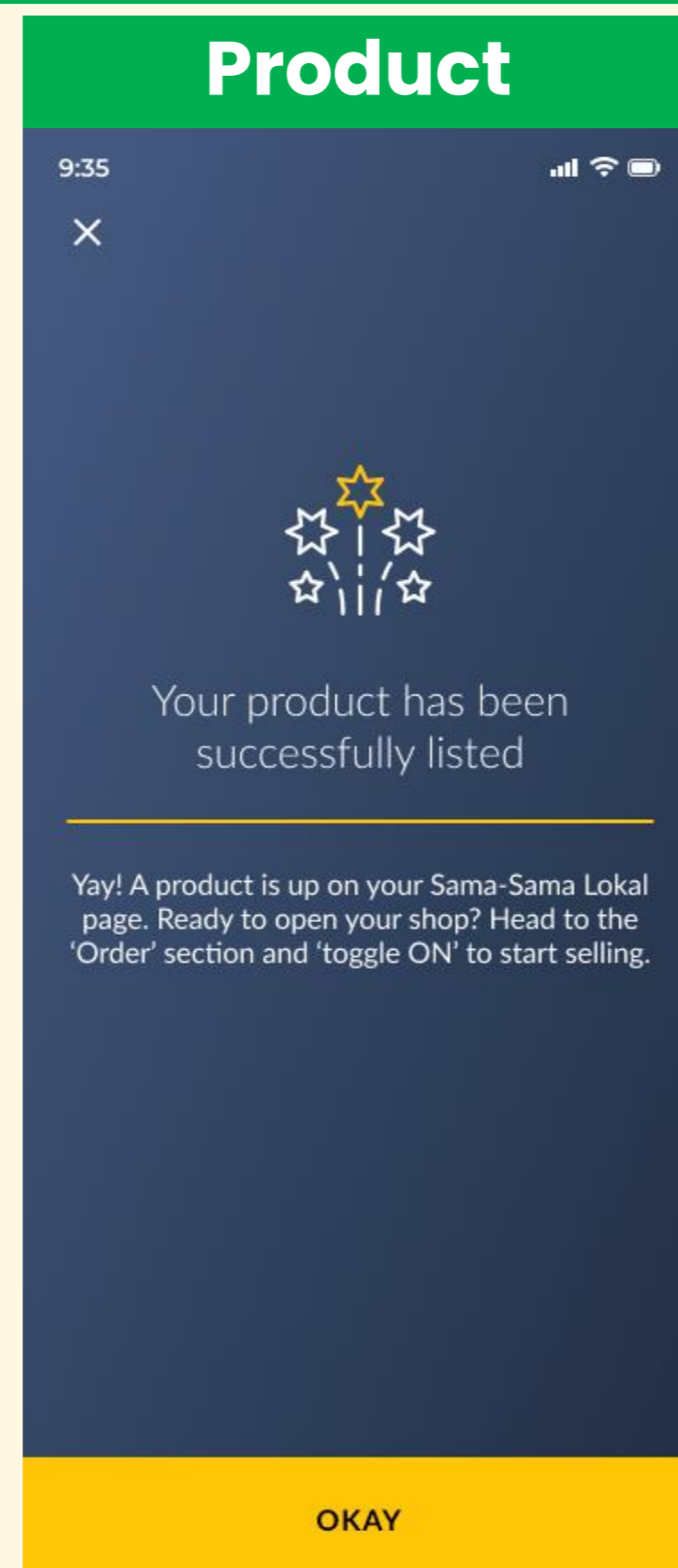


## Is your Product Ready to Sell?

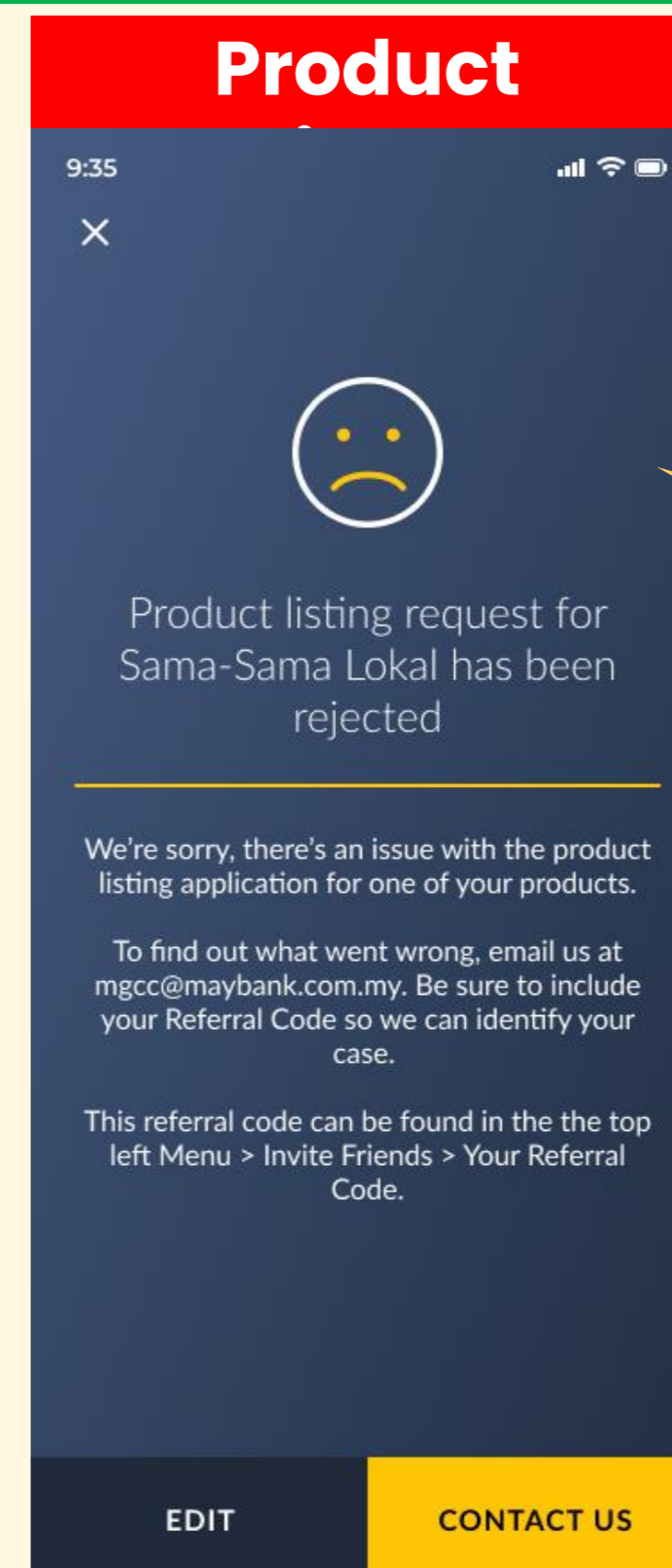


**Within 7  
working  
days**

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

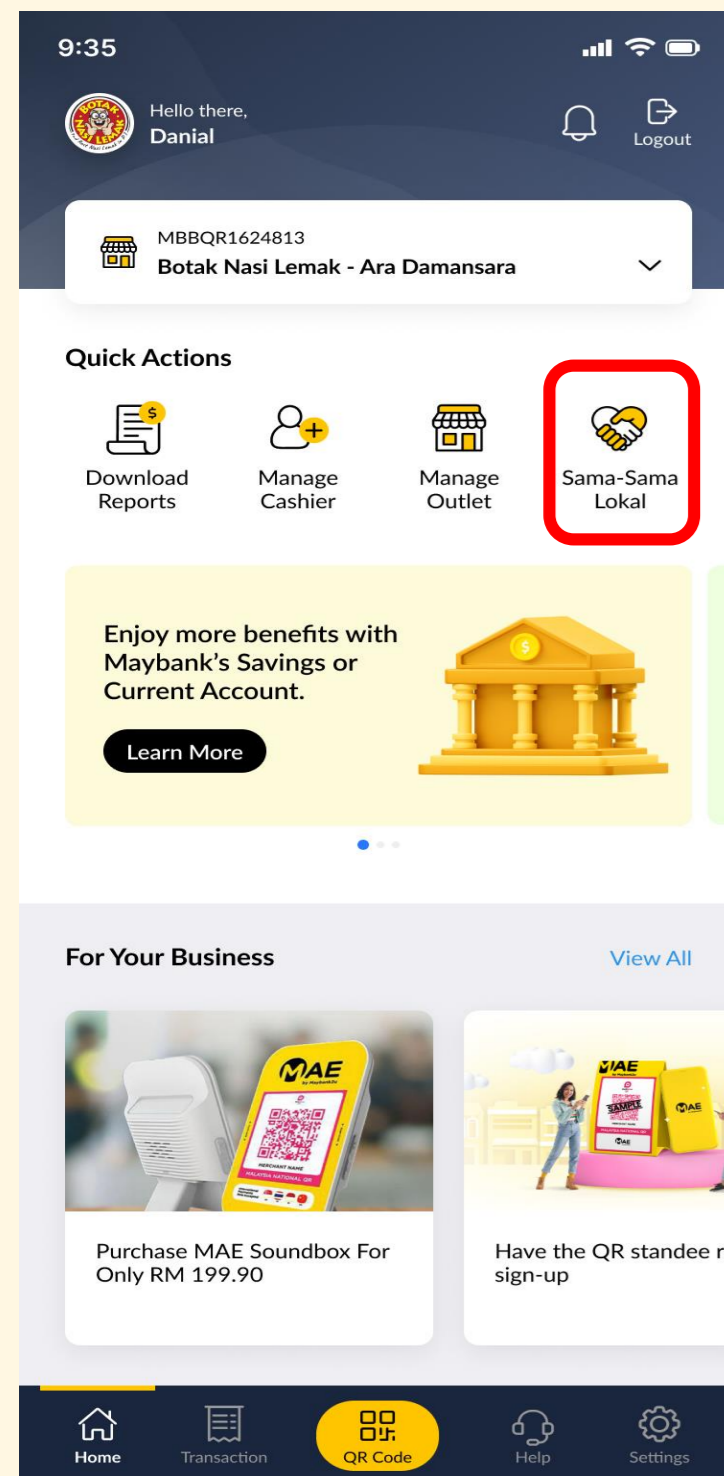
**Email:**

samasamalokal.support@maybank.com  
(Operating Hours: Mon – Sun, 9.00a.m. to 8.00p.m.)

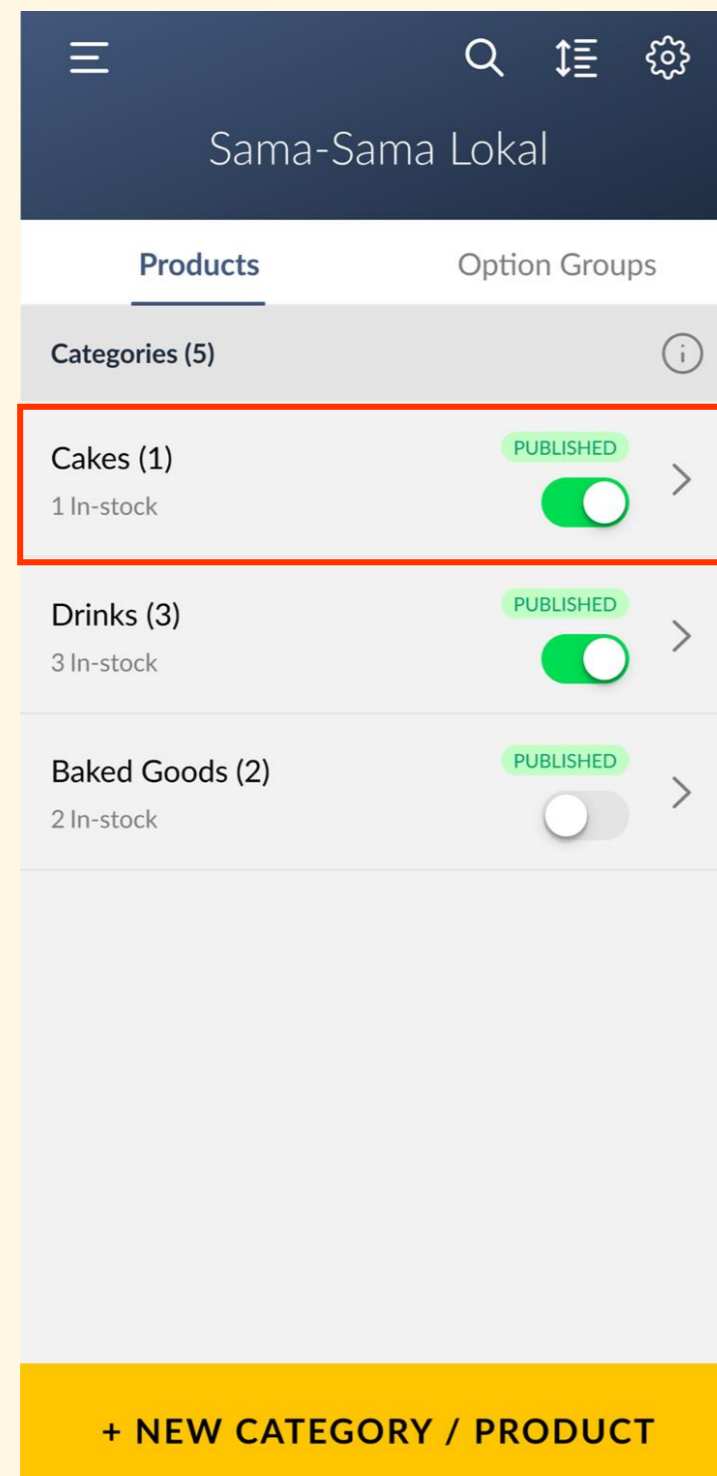
Add A New Product to your Store today!



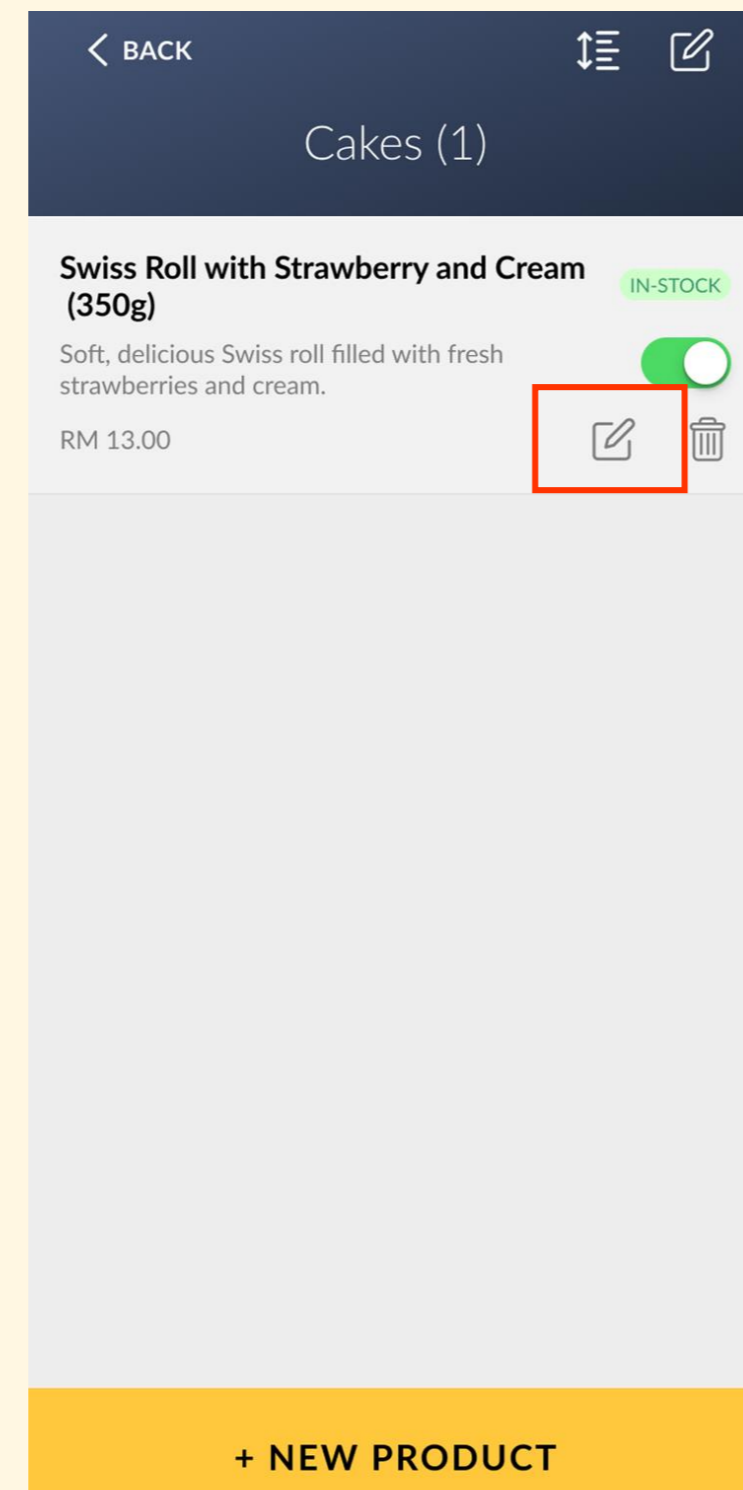
## Screen 1



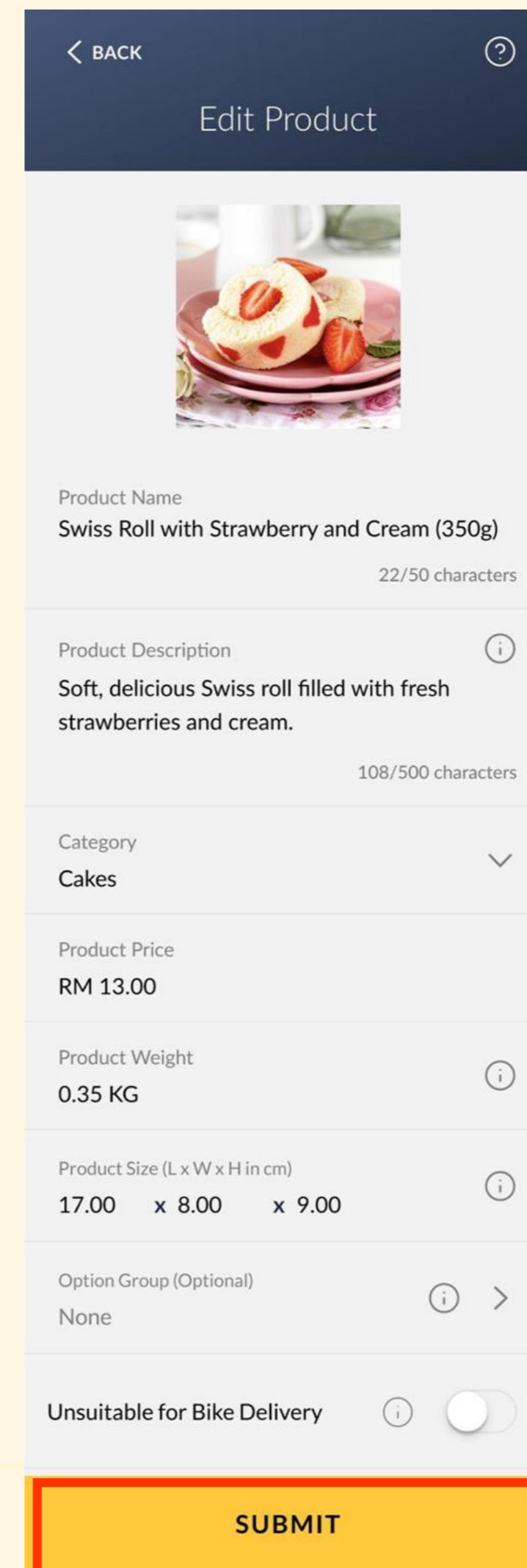
## Screen 2



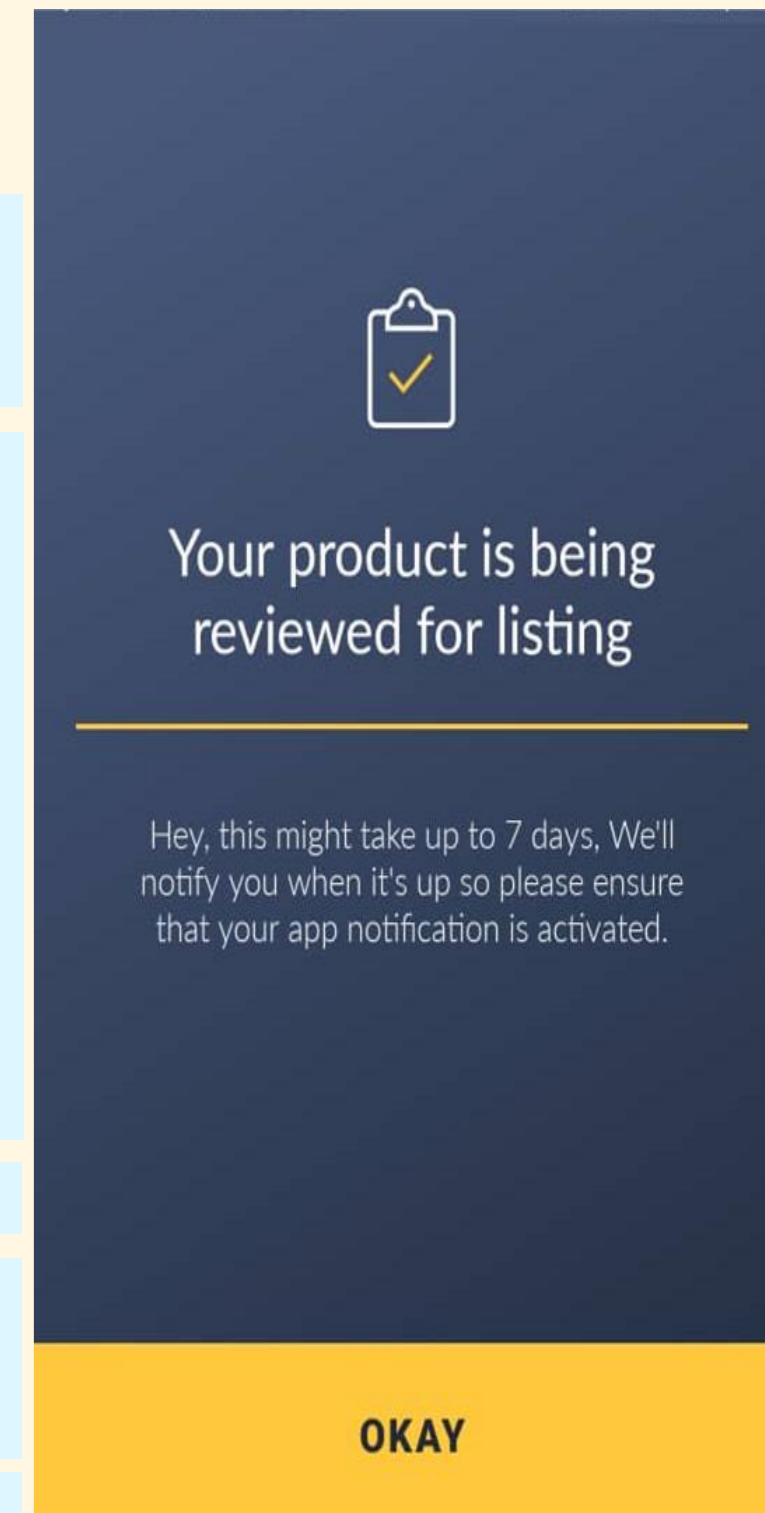
## Screen 3



## Screen 4



## Screen 5



**Step 1:** Go to the **side menu** to select **Store Management**, and then Select the **product needs to be edited**.

**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

**CATEGORY:** Choose your menu **Category variation area**.

**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 (3<sup>rd</sup> Party Delivery only). These fields are **NOT VISIBLE** to your customers.

Toggle on **Unsuitable for Bike Delivery** for **OPTION GROUP:** Link your option group to this product so that your customer can customise their choices available



# **Option Group**

*Grouping products within a category*

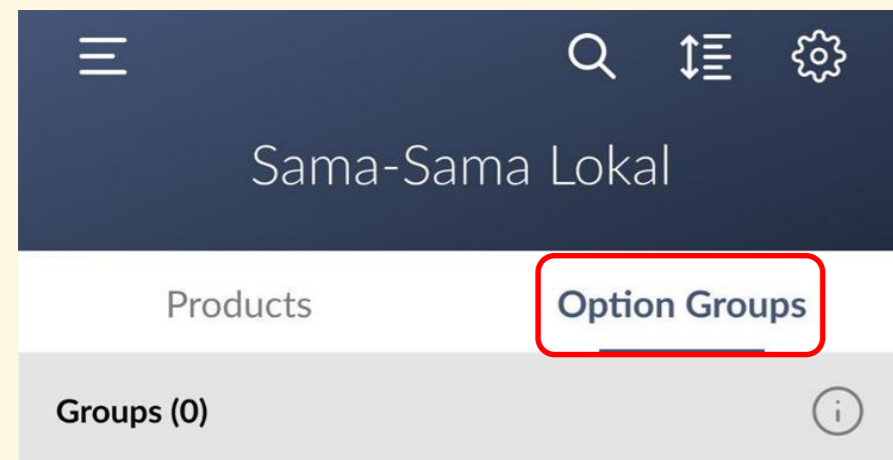
---

# Option Group (1/3)

Now you can add several variation of your product!



## Screen 1



Create an Option Group and link them to your existing product(s).

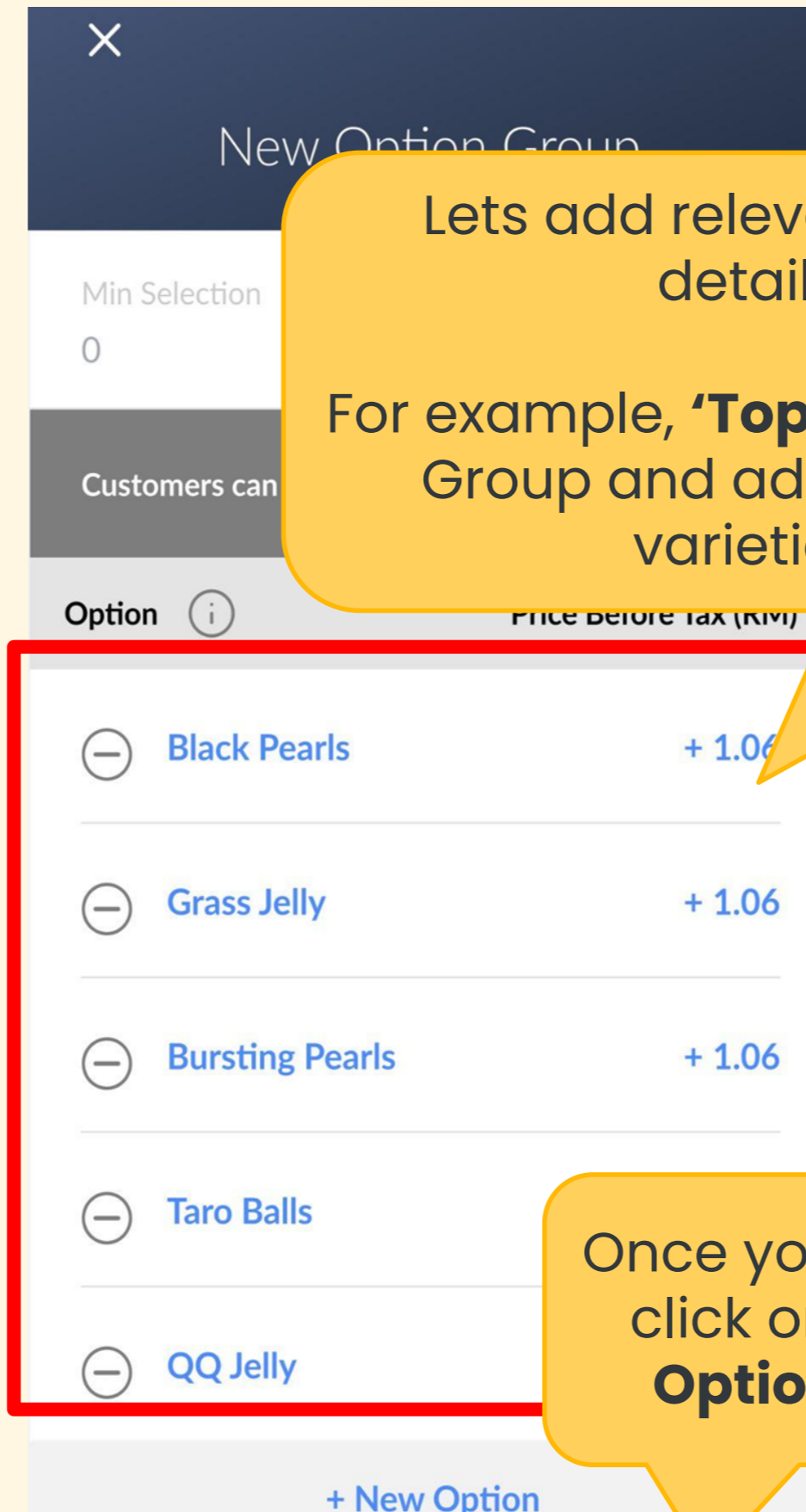
Option groups can be tagged on to your product as additions (sides, sauces, drinks).

How Custo

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

+ NEW OPTION GROUP

## Screen 2



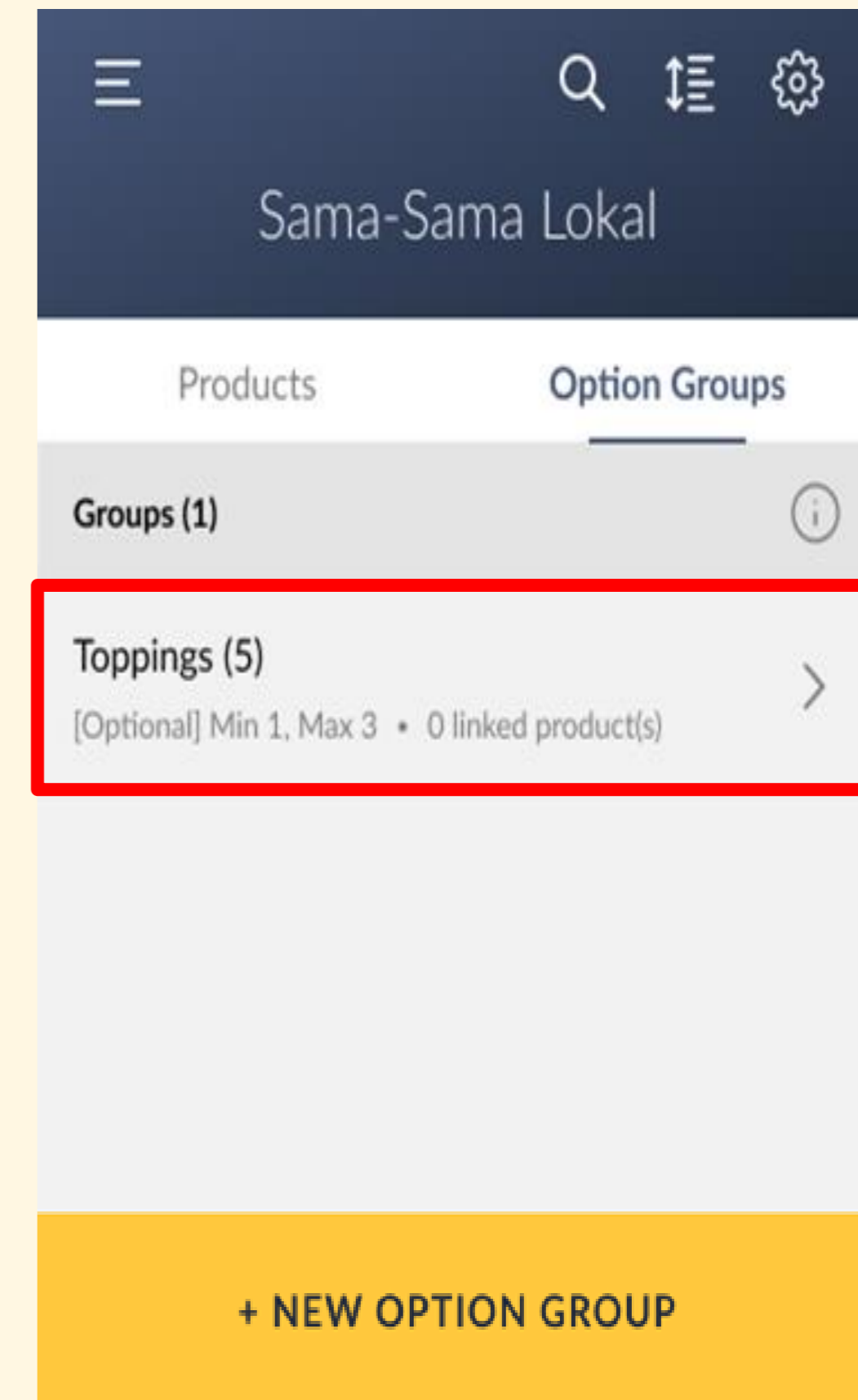
Lets add relevant option details.

For example, '**Toppings**' Option Group and add different varieties.

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

REVIEW OPTION GROUP

## Screen 3



Toppings (5)

[Optional] Min 1, Max 3 • 0 linked product(s)

+ NEW OPTION GROUP

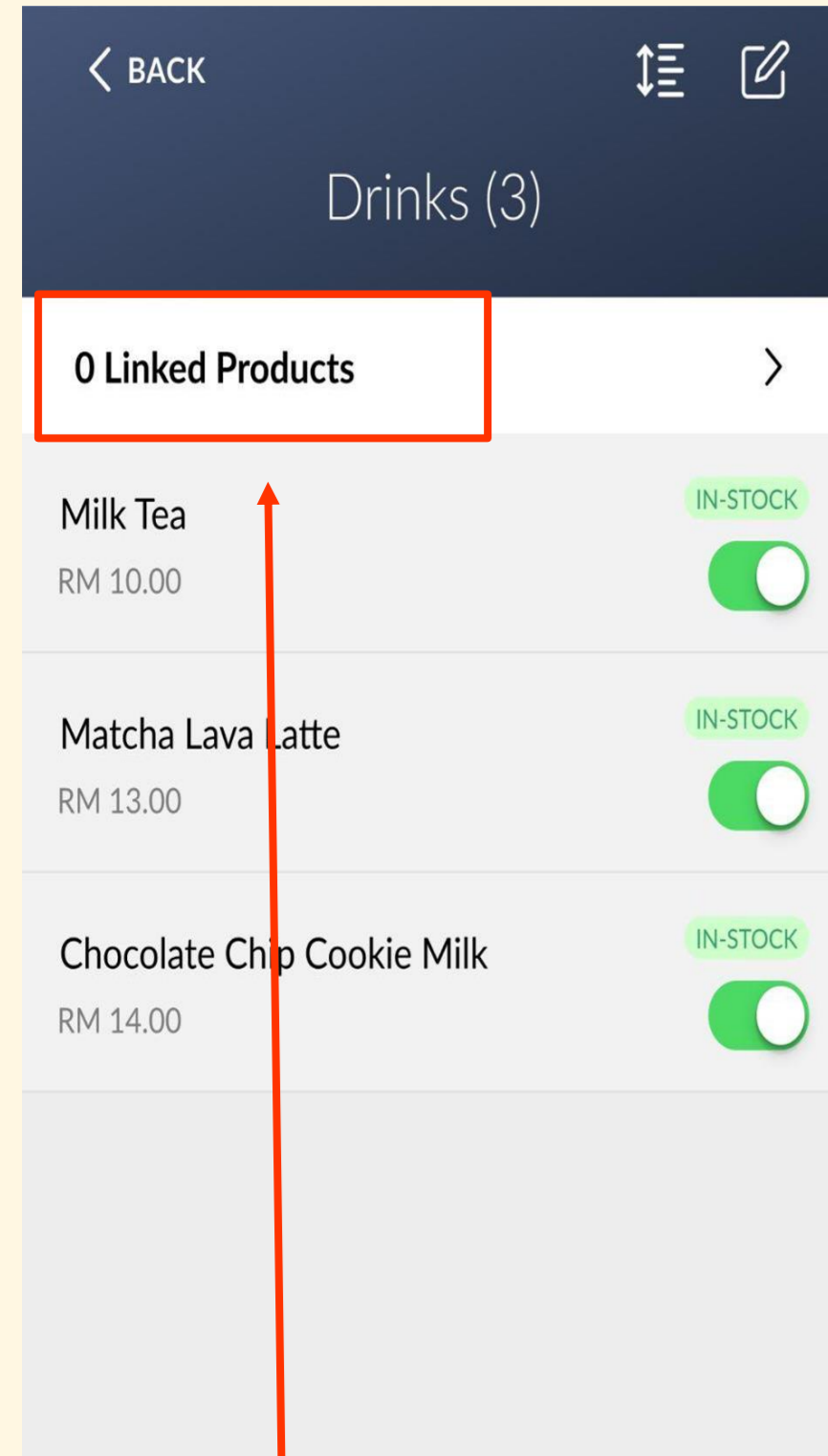
**You're done!**

You are now able to see '**Toppings**' Option Group has been added to your list.



## How do I add Option Group to Existing Products?

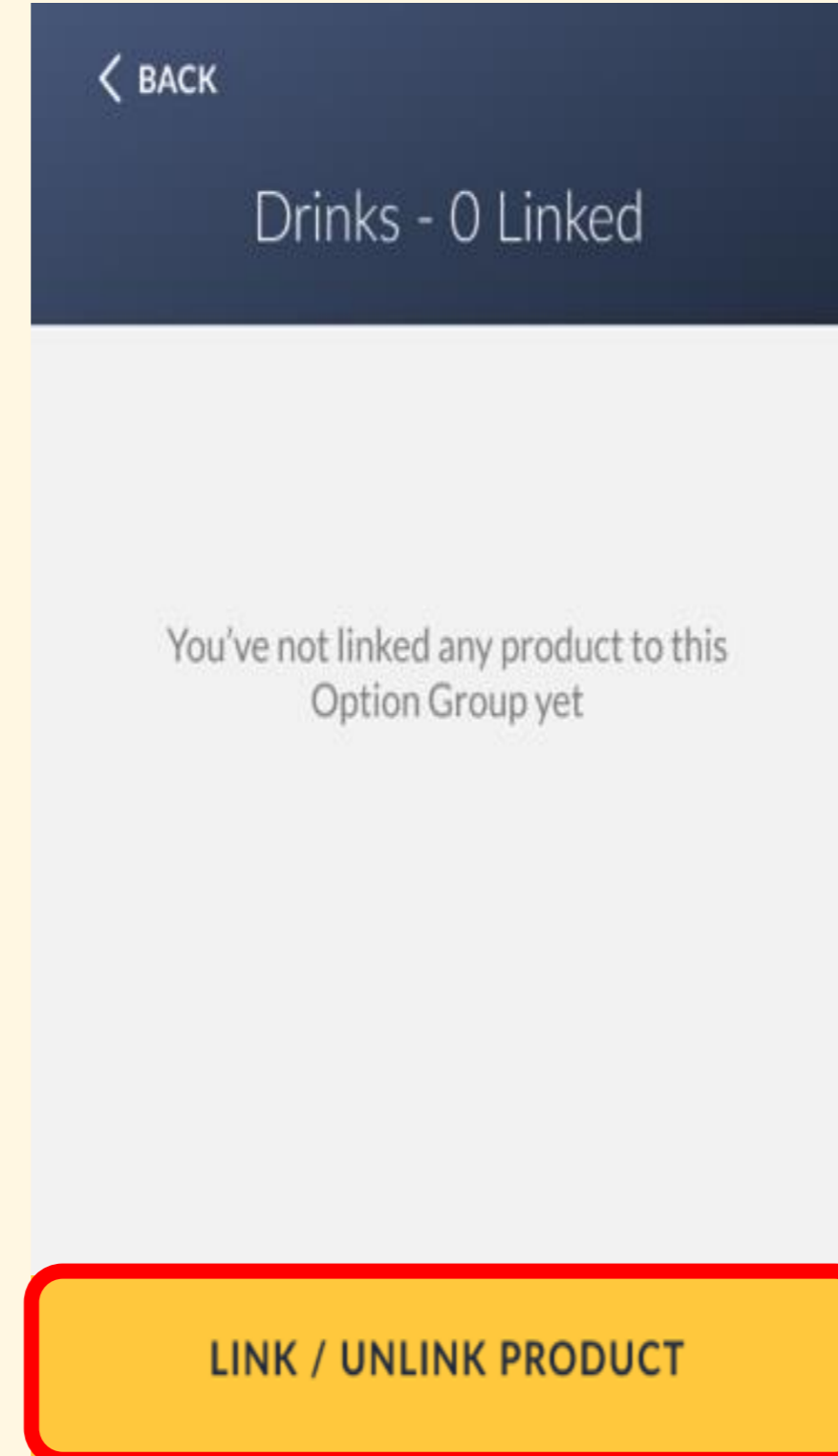
### Screen 4



Currently, the **'Toppings'** Option Group is not linked to any product.

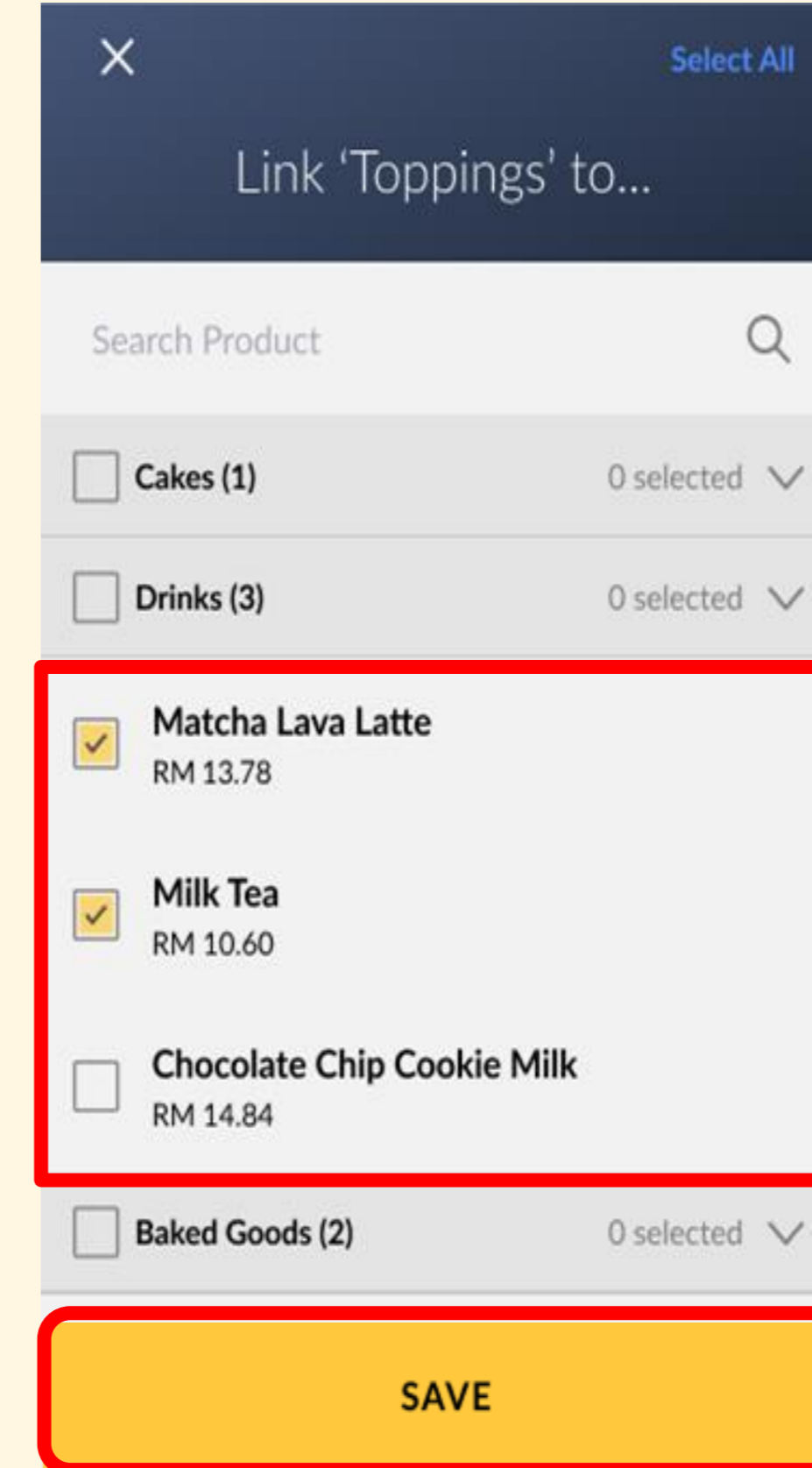
You can tap on **'Linked Products'** to link it.

### Screen 5



Tap on **'Link / Unlink Product'**

### Screen 6



Select the products that has **'Drinks'**

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

# 54 Option Group (3/3)



## How do I add Option Group to New Products?

### Screen 7

Screen 7: Add Product form. Fields include Product Price (RM 13.78), Product Weight (0.50 KG), Product Size (6 x 4 x 3 cm), and Option Group (Optional) (None). A red box highlights the Option Group field. A yellow callout bubble points to the field with the text: "Before submitting your product for review, you can add Option Group before adding them to your store!". A yellow callout bubble points to the SUBMIT button with the text: "Tap on 'Option Group (Optional)'".

### Screen 8

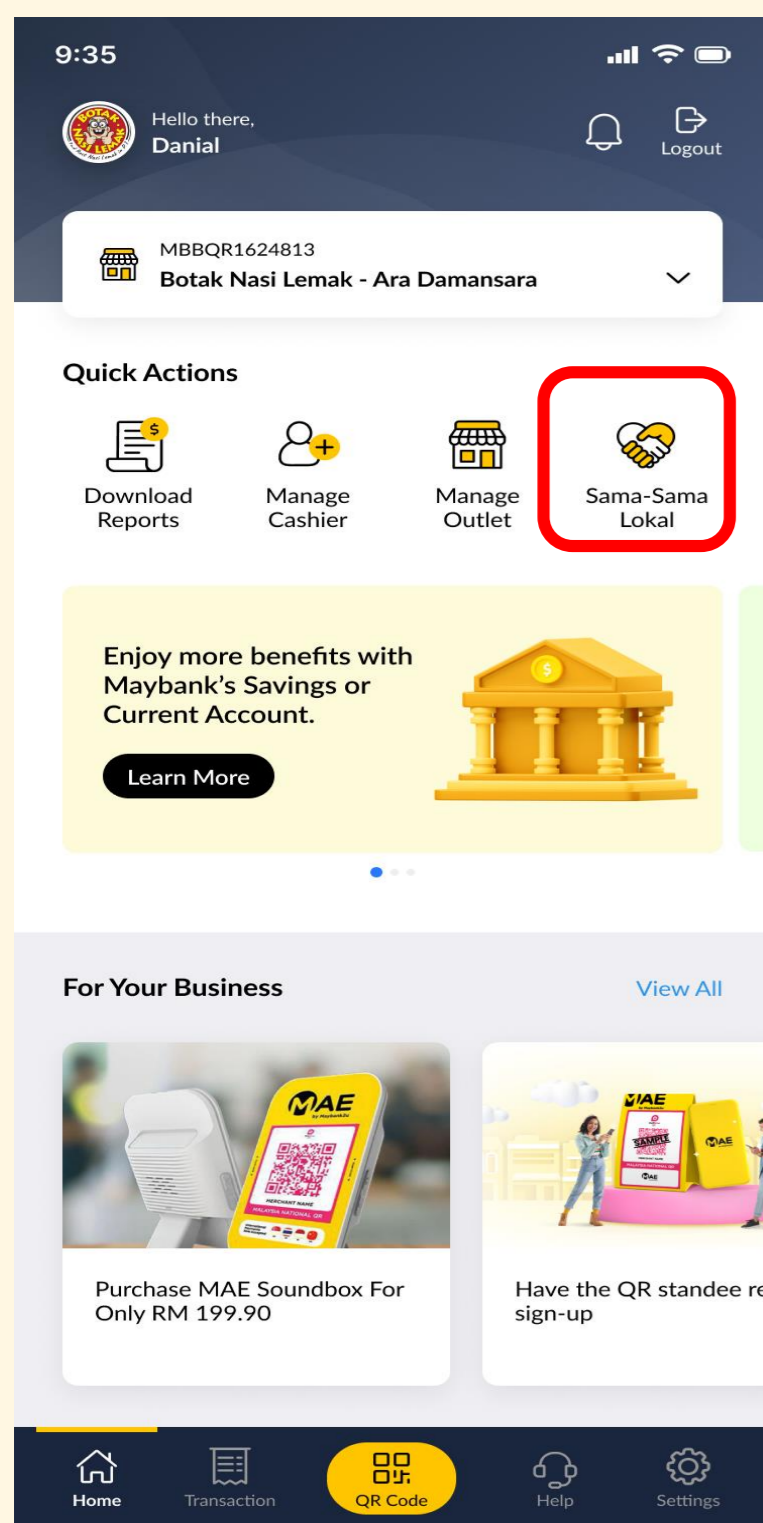
Screen 8: Link An Option Group form. Product: Matcha Lava Latte (RM13.00). 1 Selected. Options: Toppings (5) [Optional] Min 1, Max 3; Temperature (7) [Required] Min 1, Max 3; Sugar Level (2) [Required] Min 1, Max 3; Takeaway Packaging (2) [Required] Min 1, Max 3. A yellow callout bubble points to the Toppings section with the text: "Select the Option Group that you wish to add the products into." A yellow callout bubble points to the DONE button with the text: "Tap 'Done', and 'Submit' to add your product to your store!"

### Screen 9

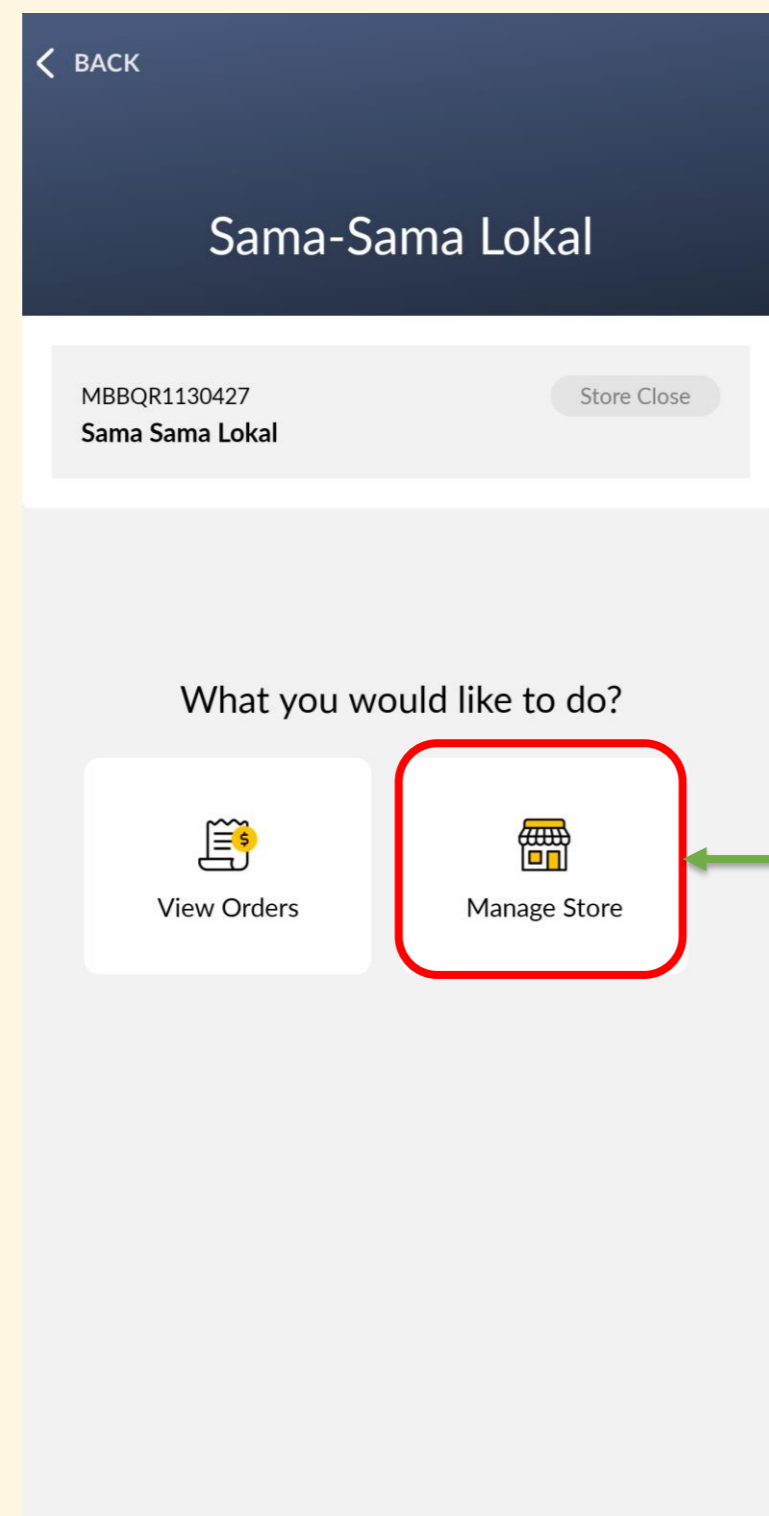
Screen 9: Product Summary form. Category: Drinks. Product Price: RM 13.00. Price displayed will be inclusive of SST (6%) - RM13.78. Product Weight: 0.65 KG. Product Size: 8.00 x 8.00 x 10.00 cm. Option Group (Optional): Toppings. Unsuitable for Bike Delivery: [Toggle]. A red box highlights the SUBMIT button.



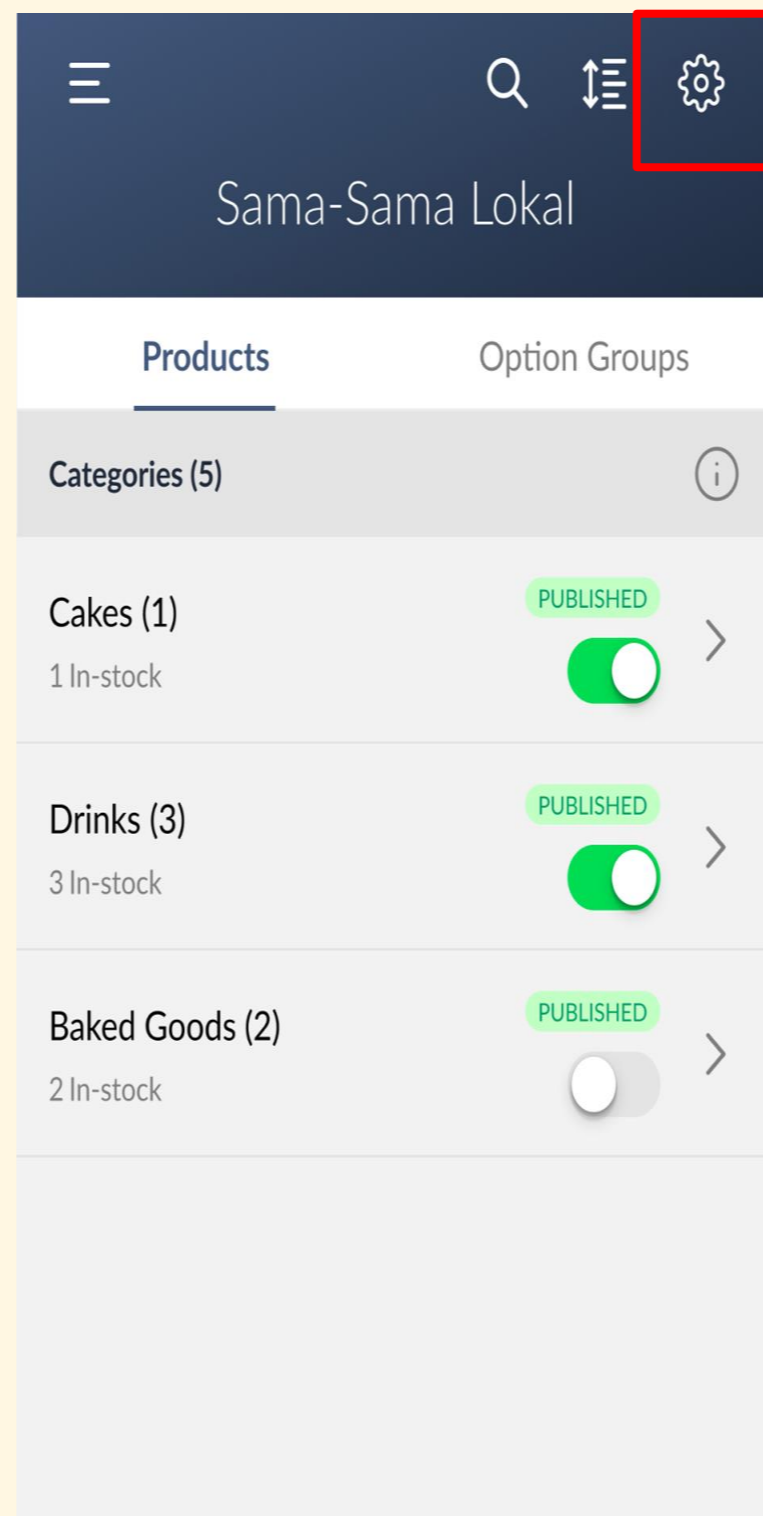
### Screen 1



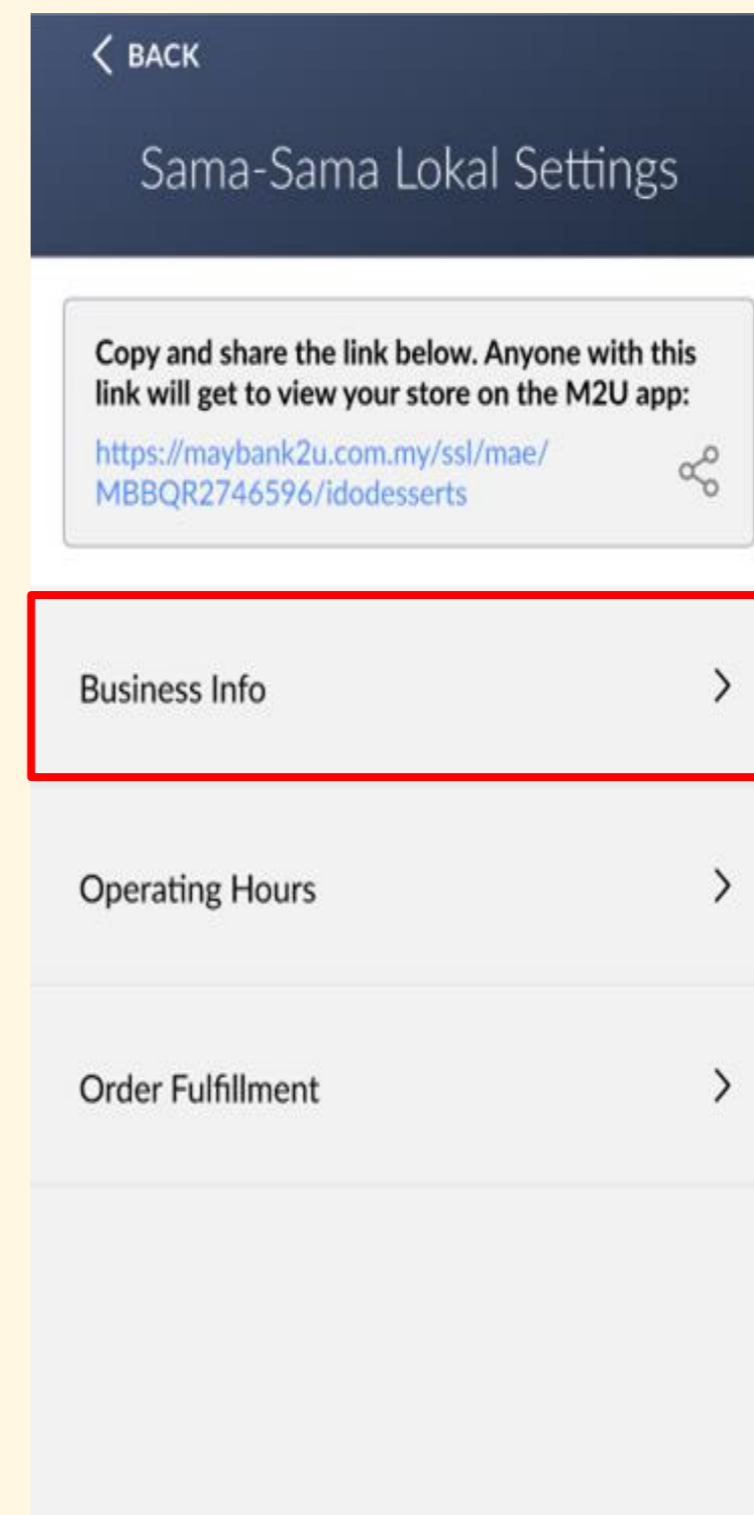
### Screen 2



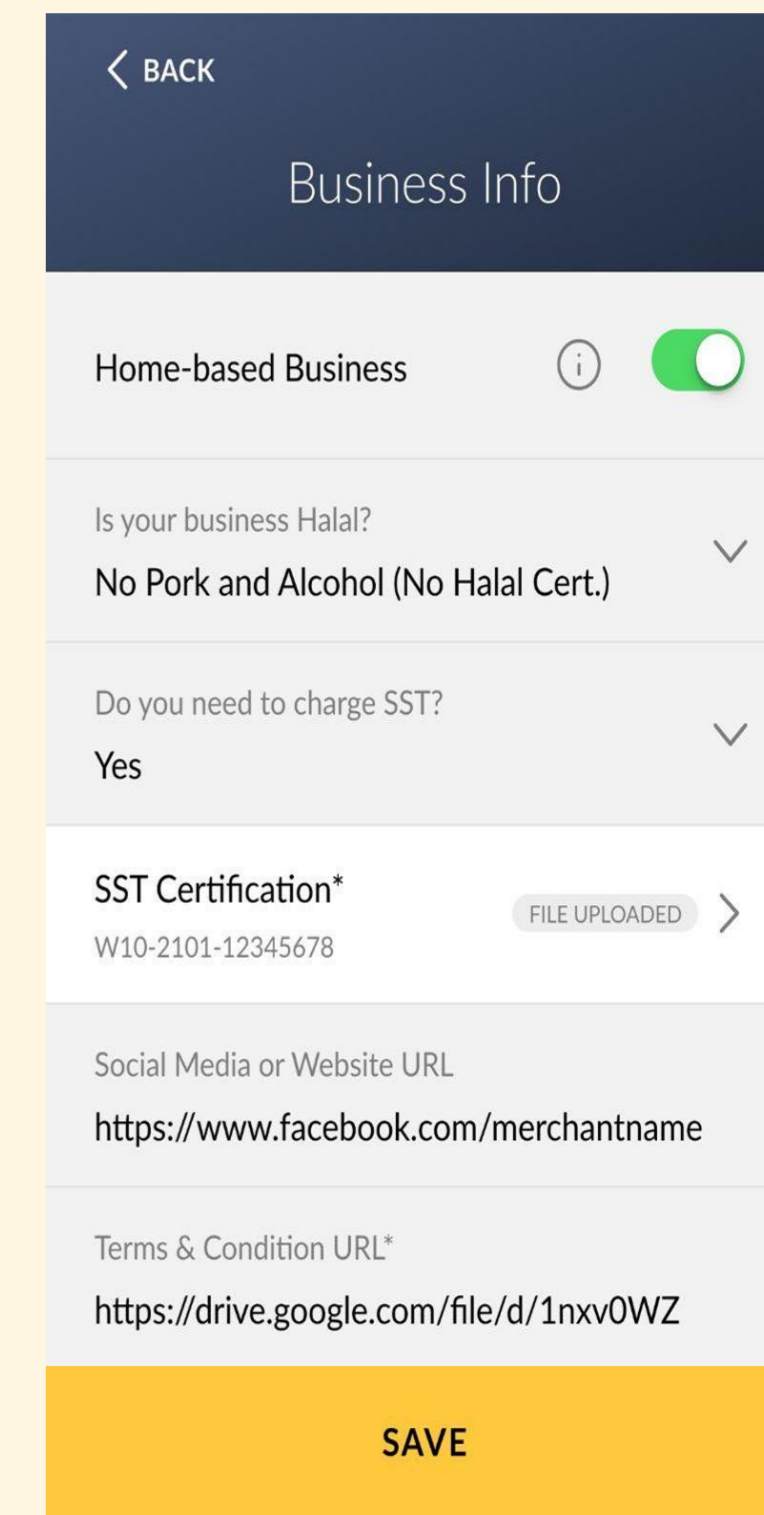
### Screen 3



### Screen 4



### Screen 5



Click on Sama Sama Lokal

Click on Store Management

Click on Setting

Click on Business Info

Current Layout

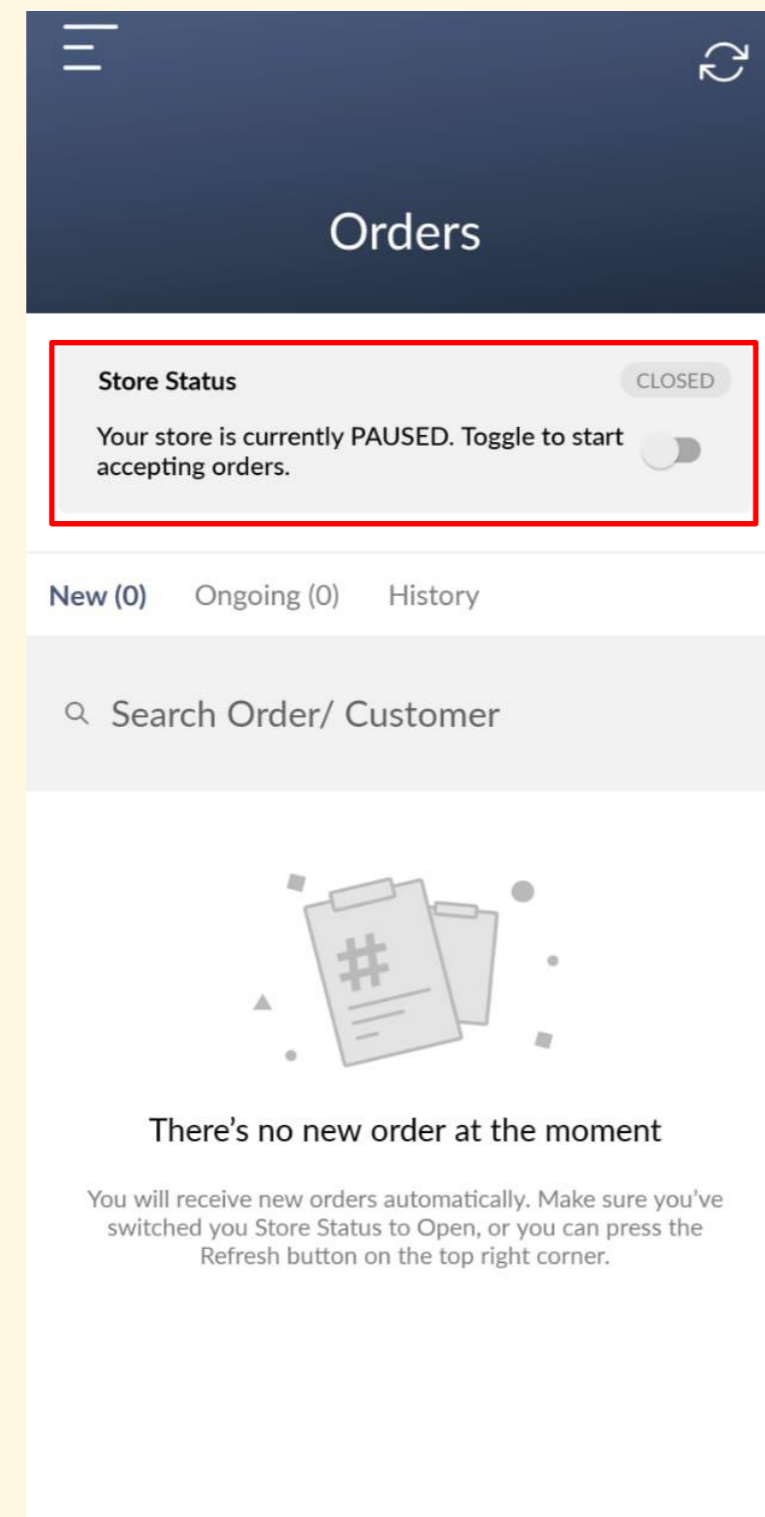
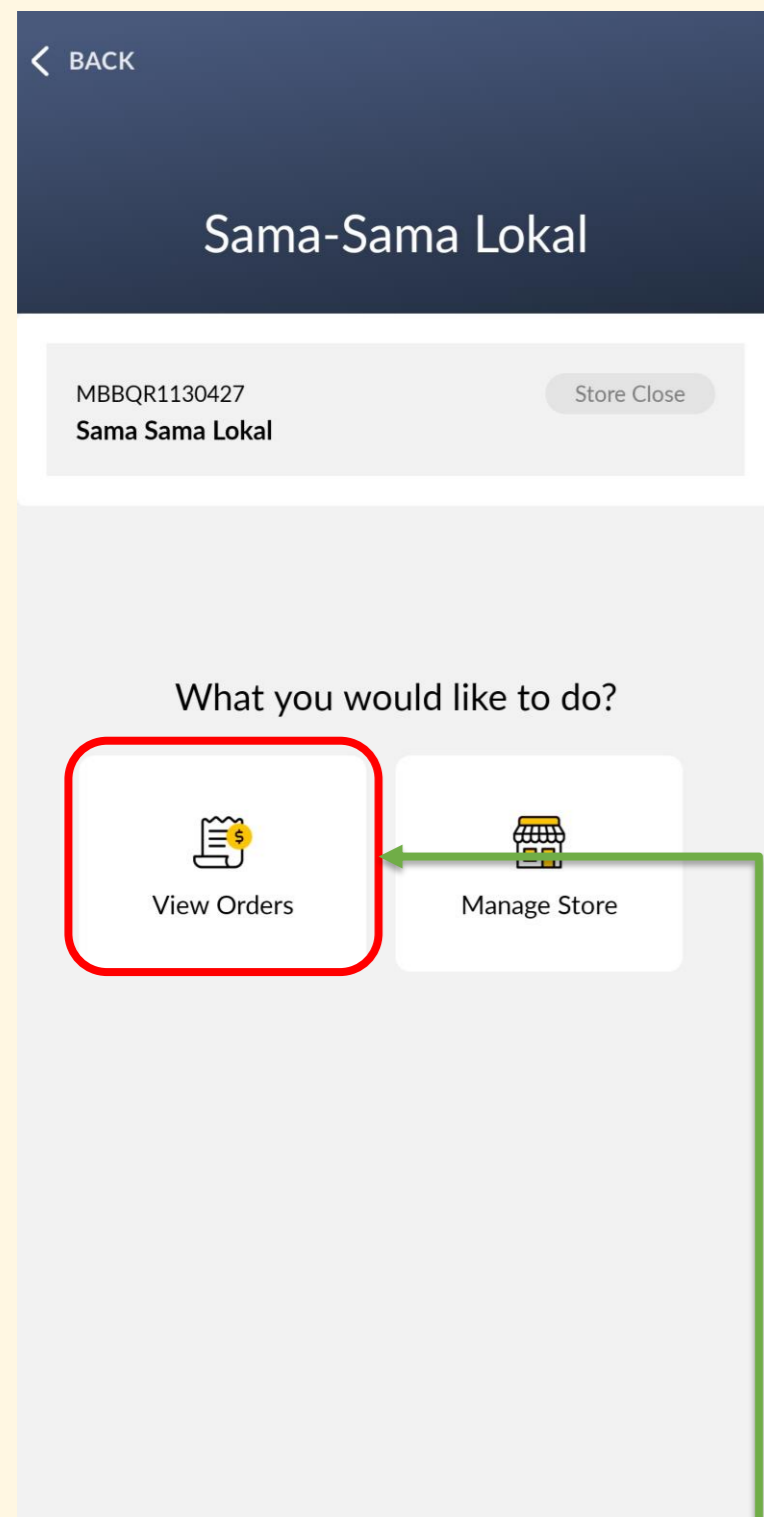
# Managing Your Store and Product Availability on Sama-Sama Lokal



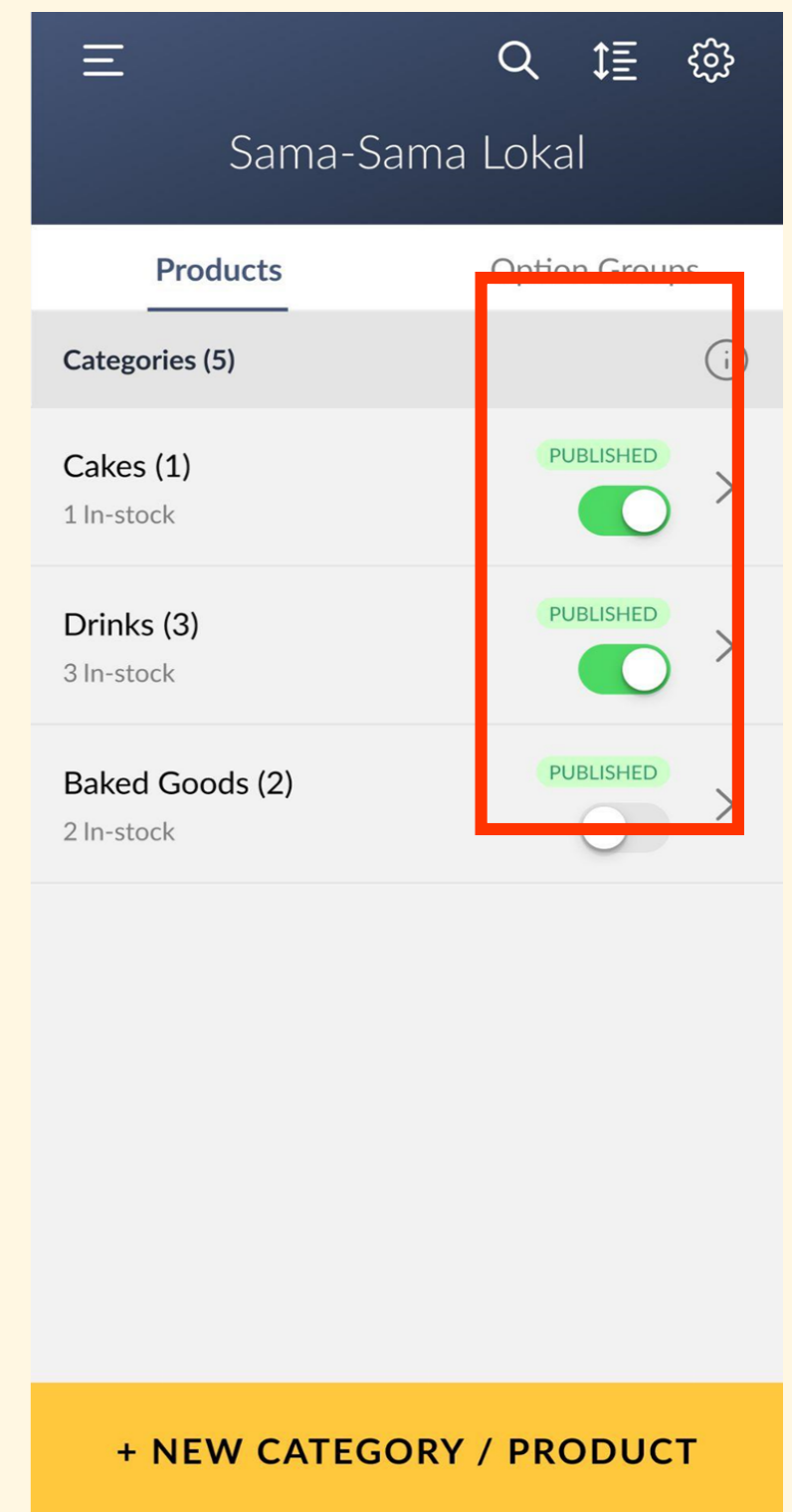
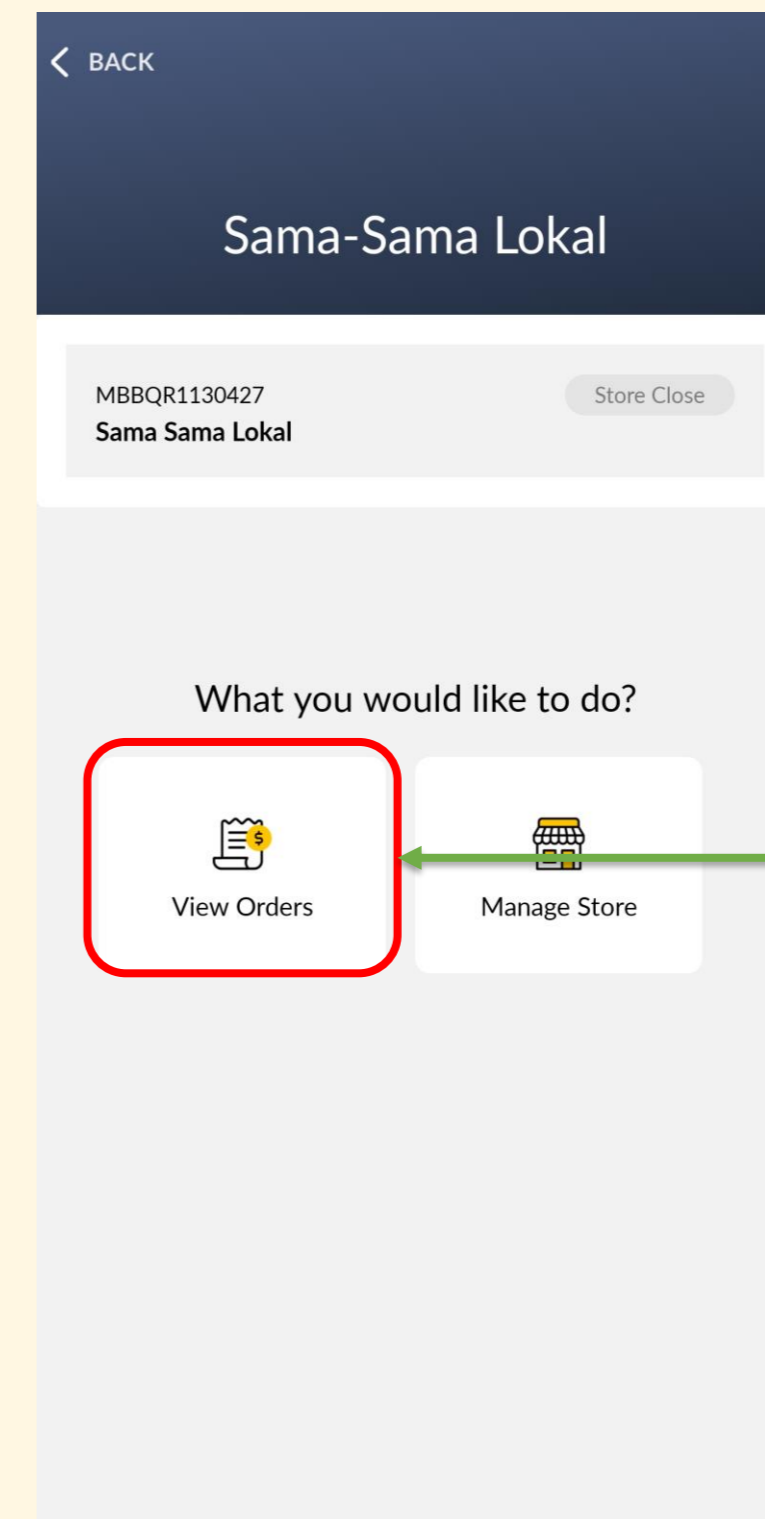
Manage your Store and Product(s) Availability to your Customers!

## Store OPEN / CLOSE

## Product AVAILABLE / NOT AVAILABLE



Click on View Orders



Click on View Orders



## 2.

## Managing My Store Operations on Sama-Sama Lokal

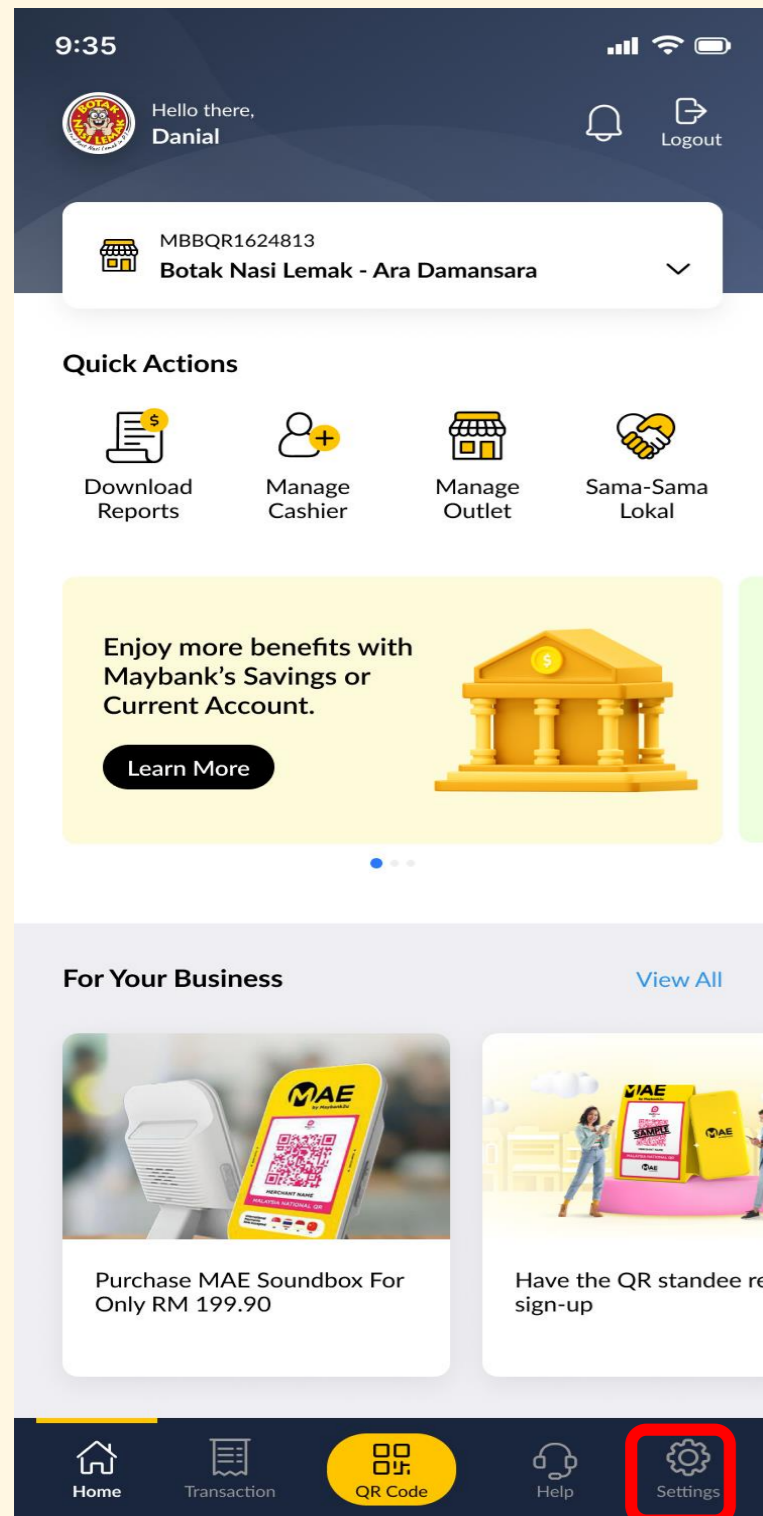
- How to Change Your Business Logo and Cover Photo?
  - How to Change Your Business Profile Information?
  - How to Change Your Sama-Sama Lokal Store's Business Address!
  - How to Change Your Business Contact No.?
  - How to Change Your Bank Account for Payment Settlement?
- 
- How to Change Your Store's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

# 58 How to Change Your Business Logo and Cover Photo?

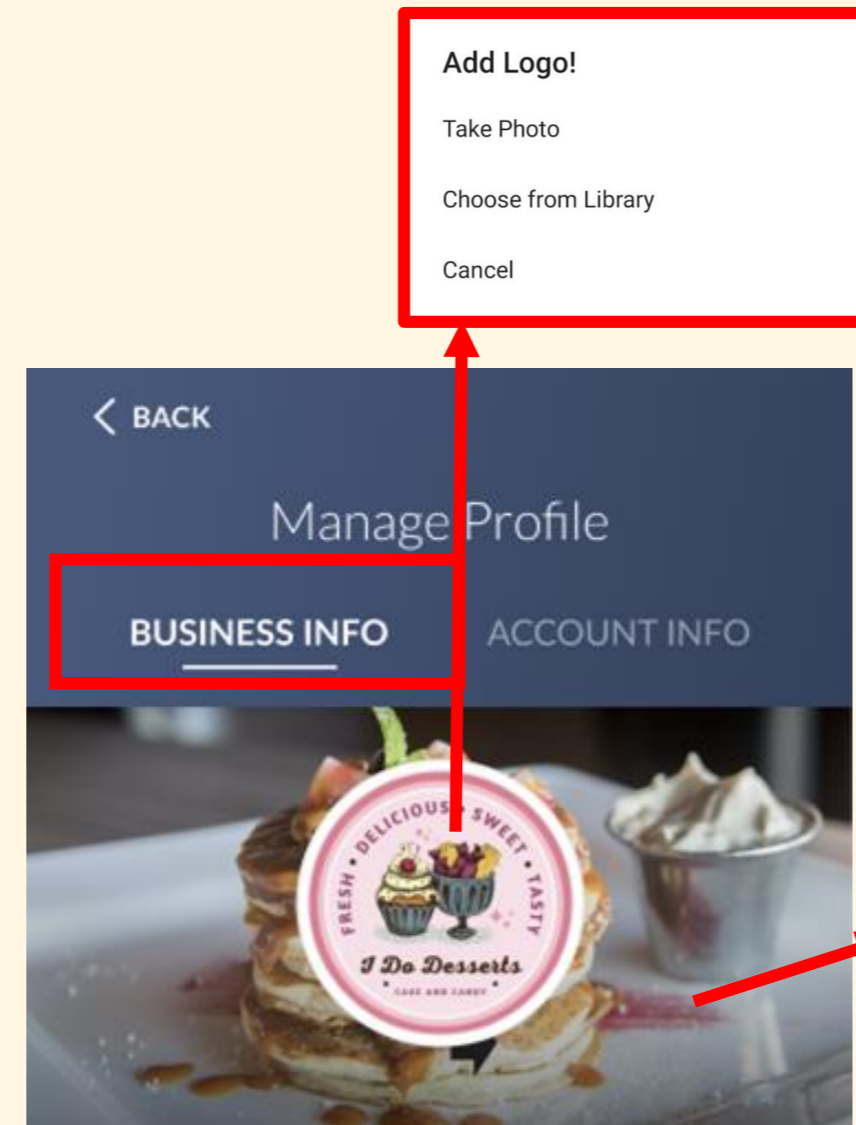
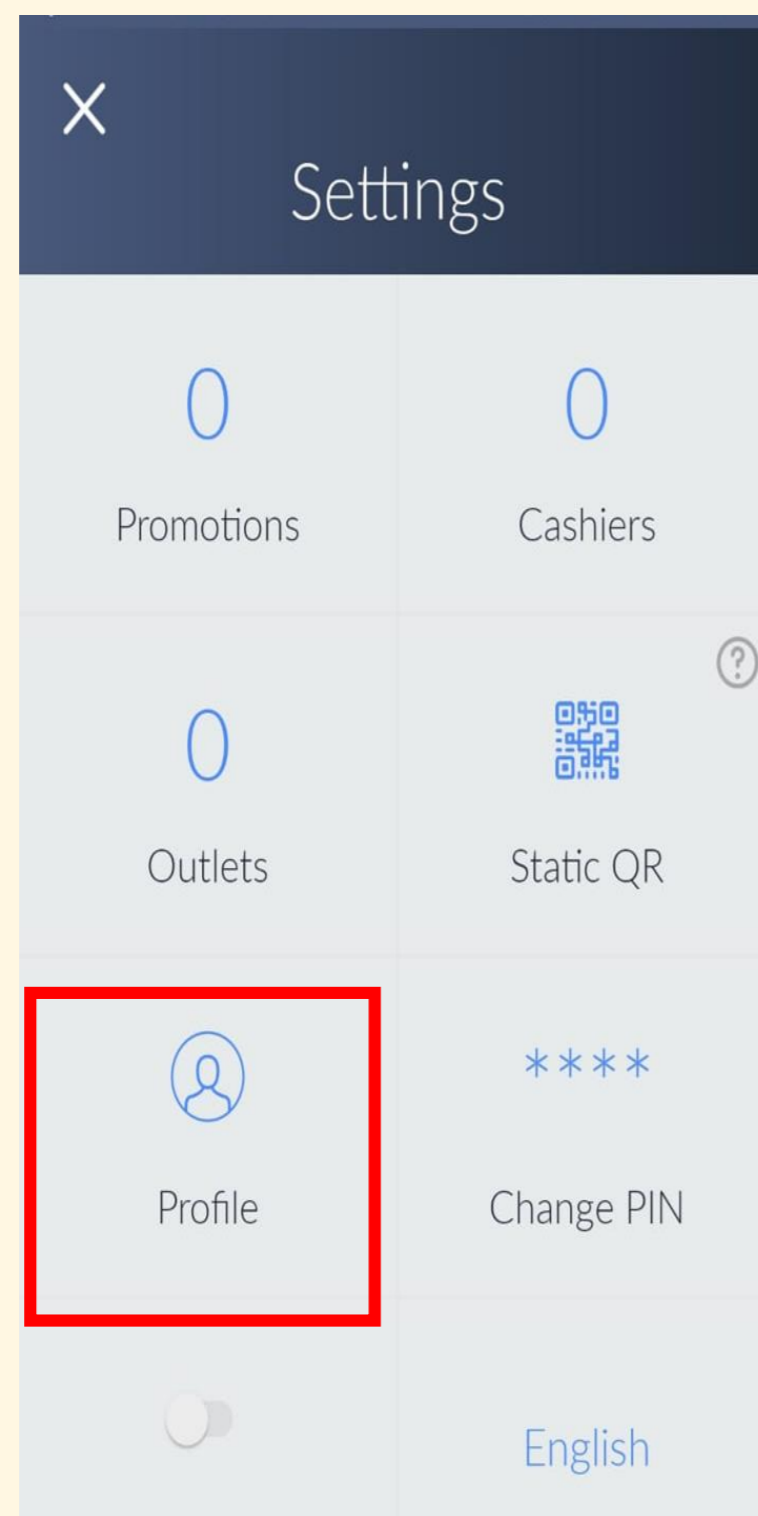


Want to Rebrand Your Business? Find out how below!

## Screen 1



## Screen 2



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

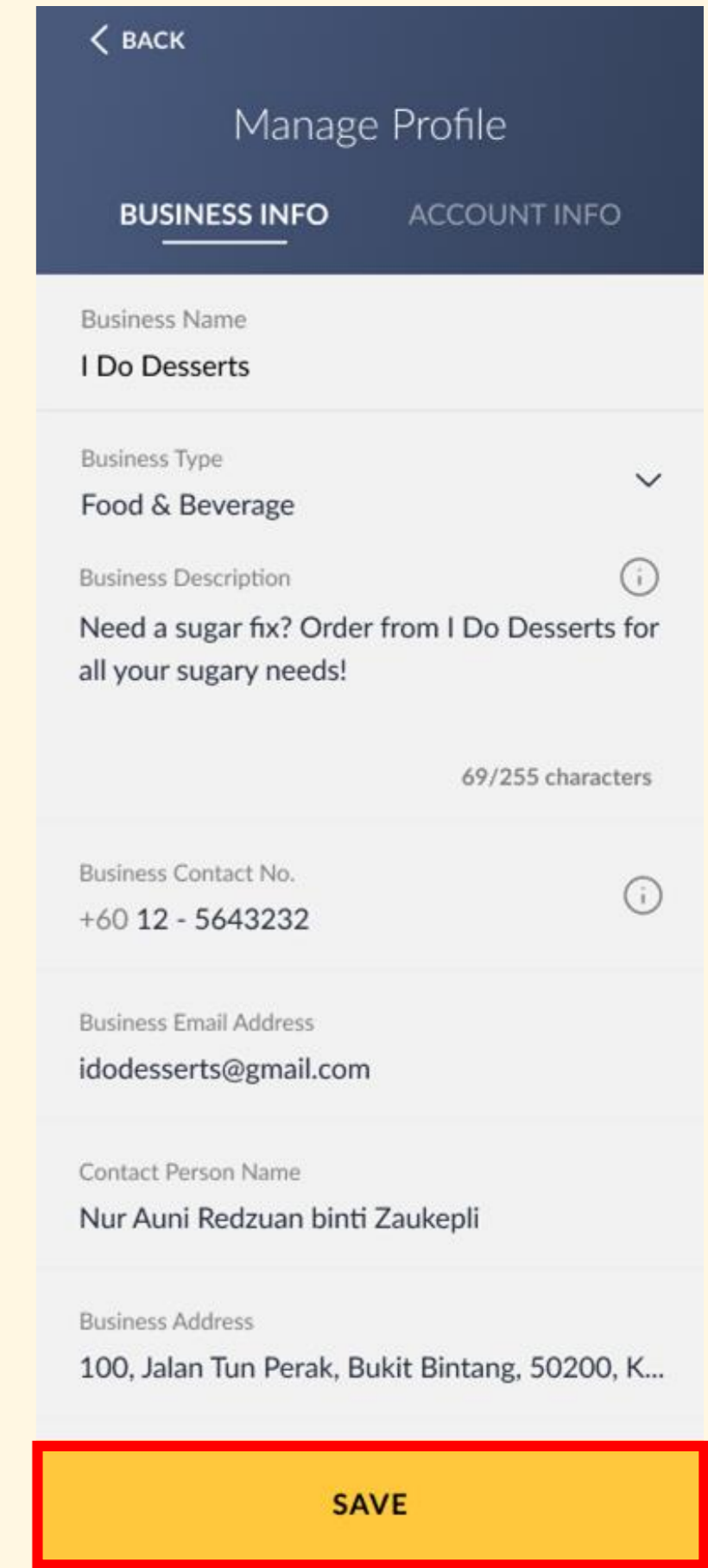
✓ Proper Logo	✗ Improper Logo

✓ 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

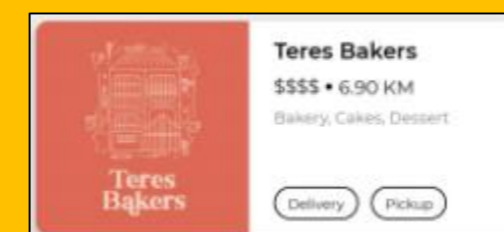
✓ Proper Profile Image	✗ Improper Profile Image

## Screen 3

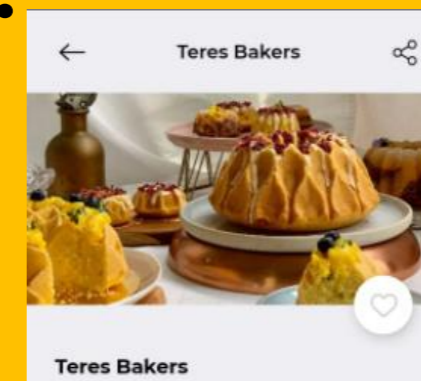


Click on Setting then Profile

### Customer's View:



Company Logo Photo



Cover

### Note:

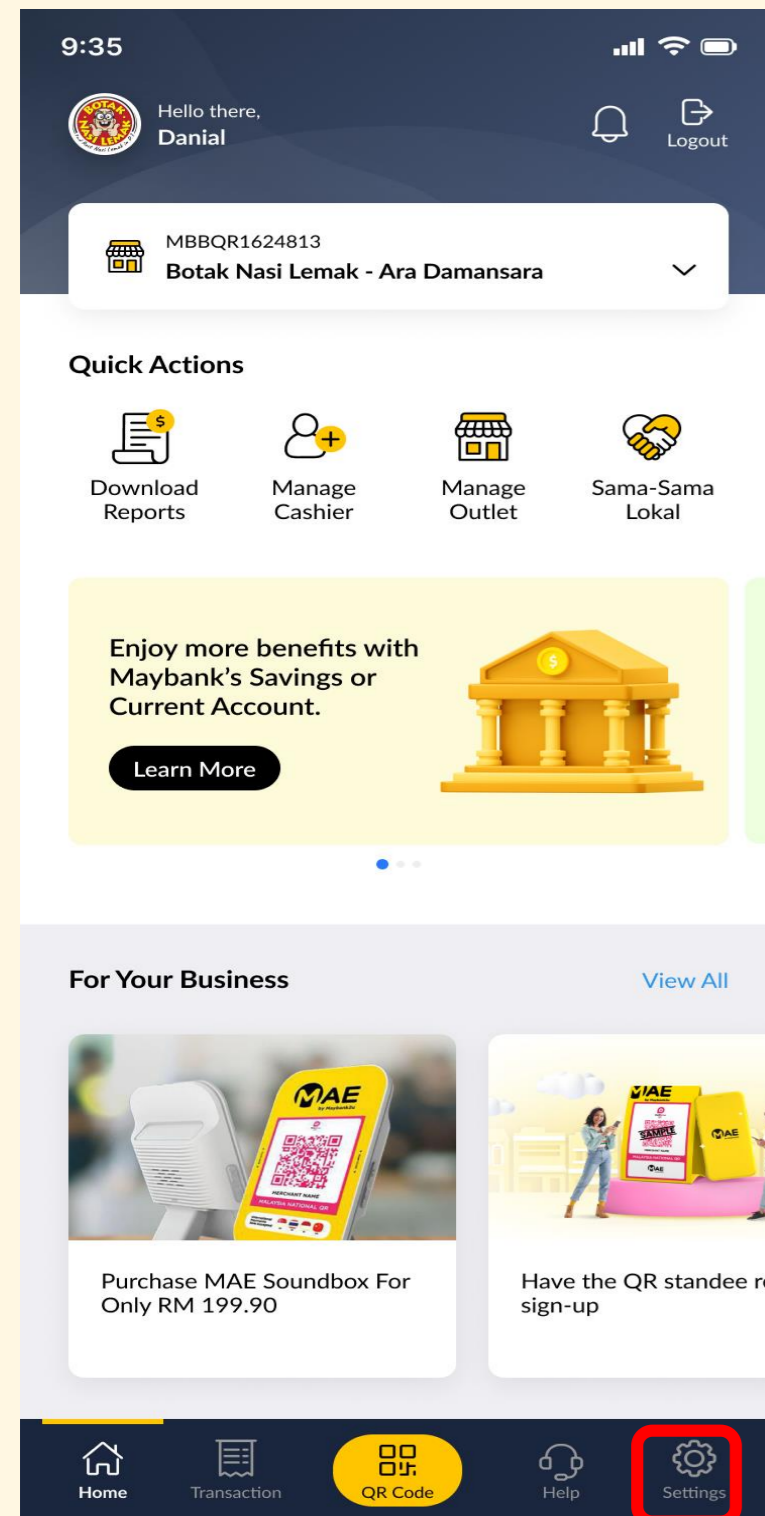
1. Changing your Cover Photo and Logo will reflect for both Scan and Pay and Sama-Sama Lokal.

# How to Change Your Business Profile Information?

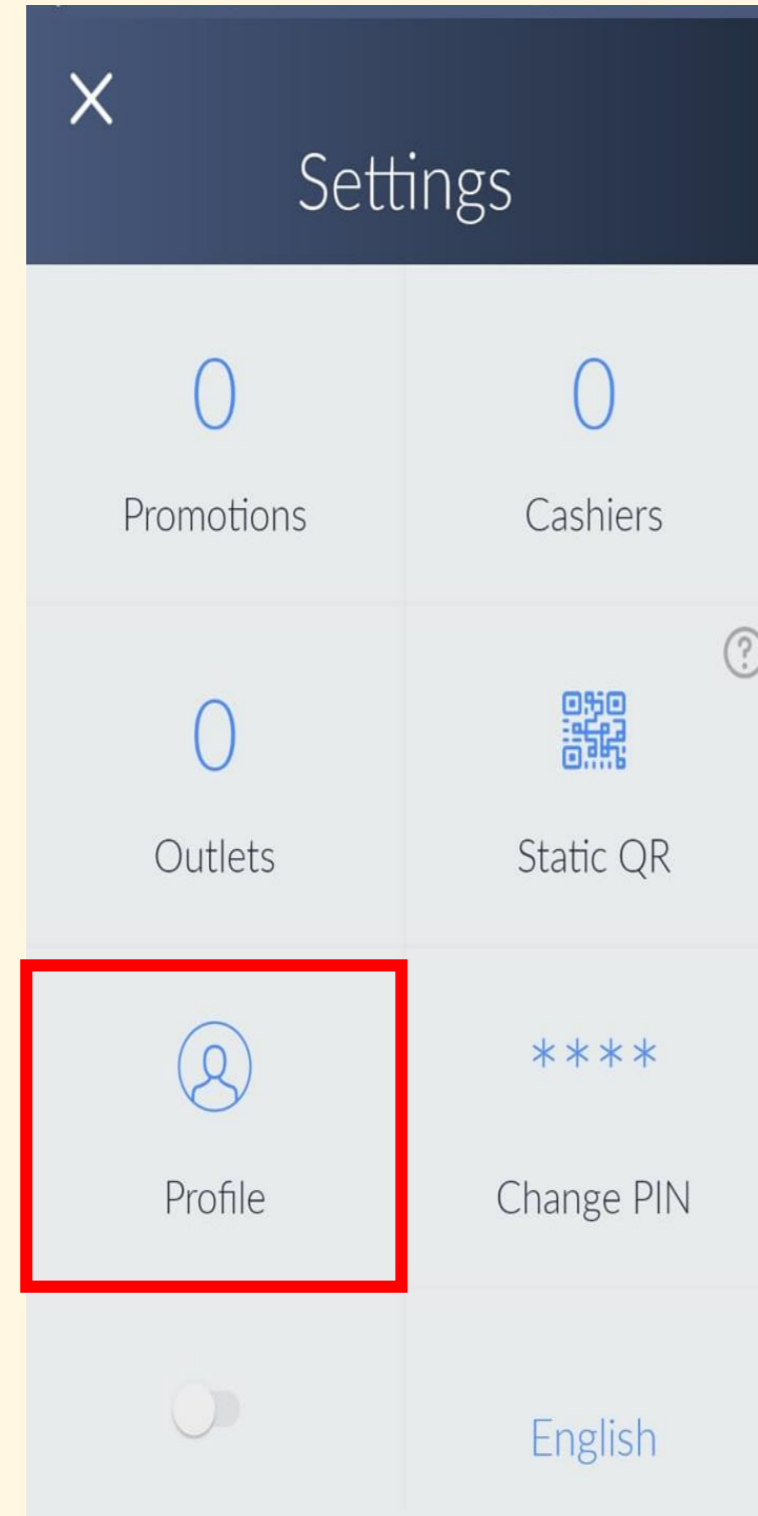
Want to Change Your Business Information? Find out more below!



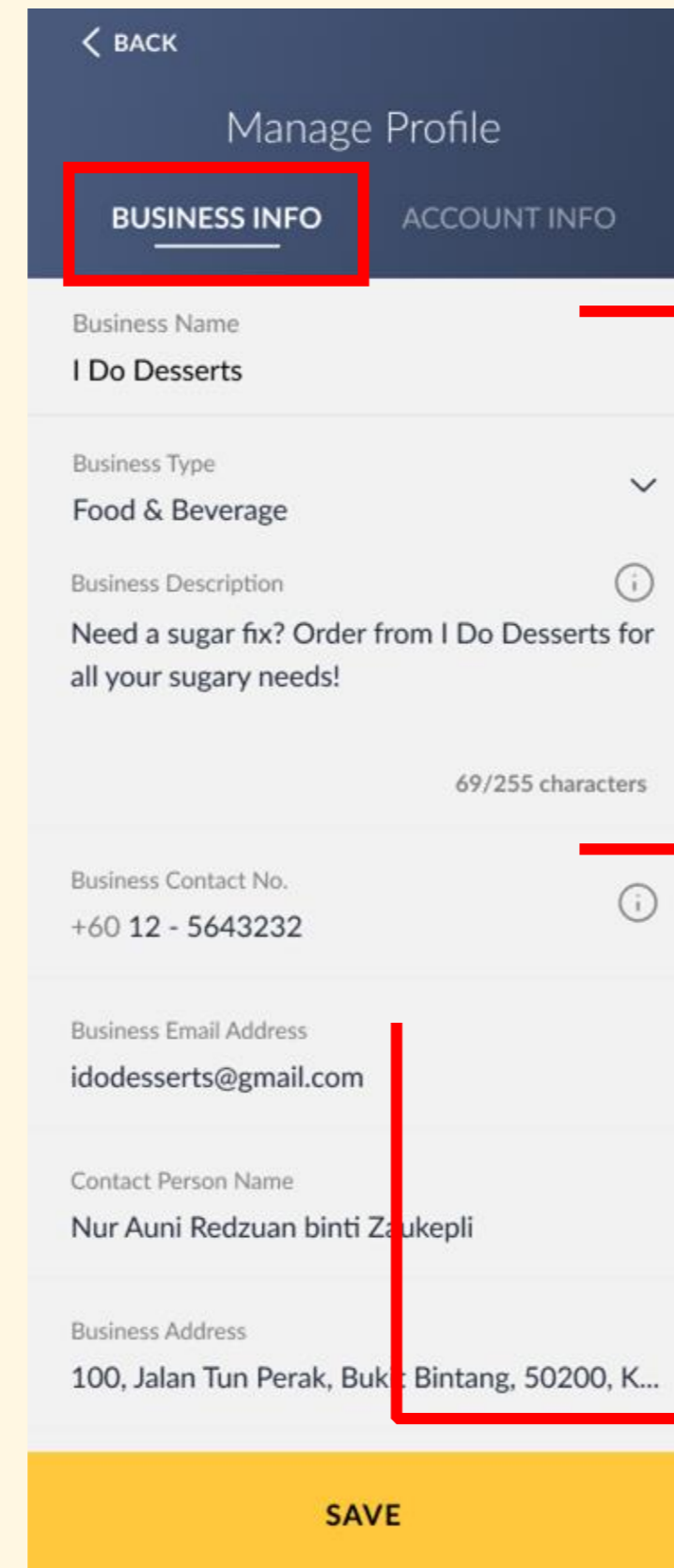
## Screen 1



## Screen 2



## Screen 3



E.g.  
 ✓ Gerbang Ria Sdn Bhd,  
 ✓ Mek Dollah Burger,  
 ✓ Kedai Runcit Alia  
 ✗ **AVOID** using other store's name, your own name or product names only to differentiate yourself

**Formula: [Instant Delivery / Pre-Order X days in Advance] + [What do you Sell?] + [What is Unique about Your Store?]**

### BAD:

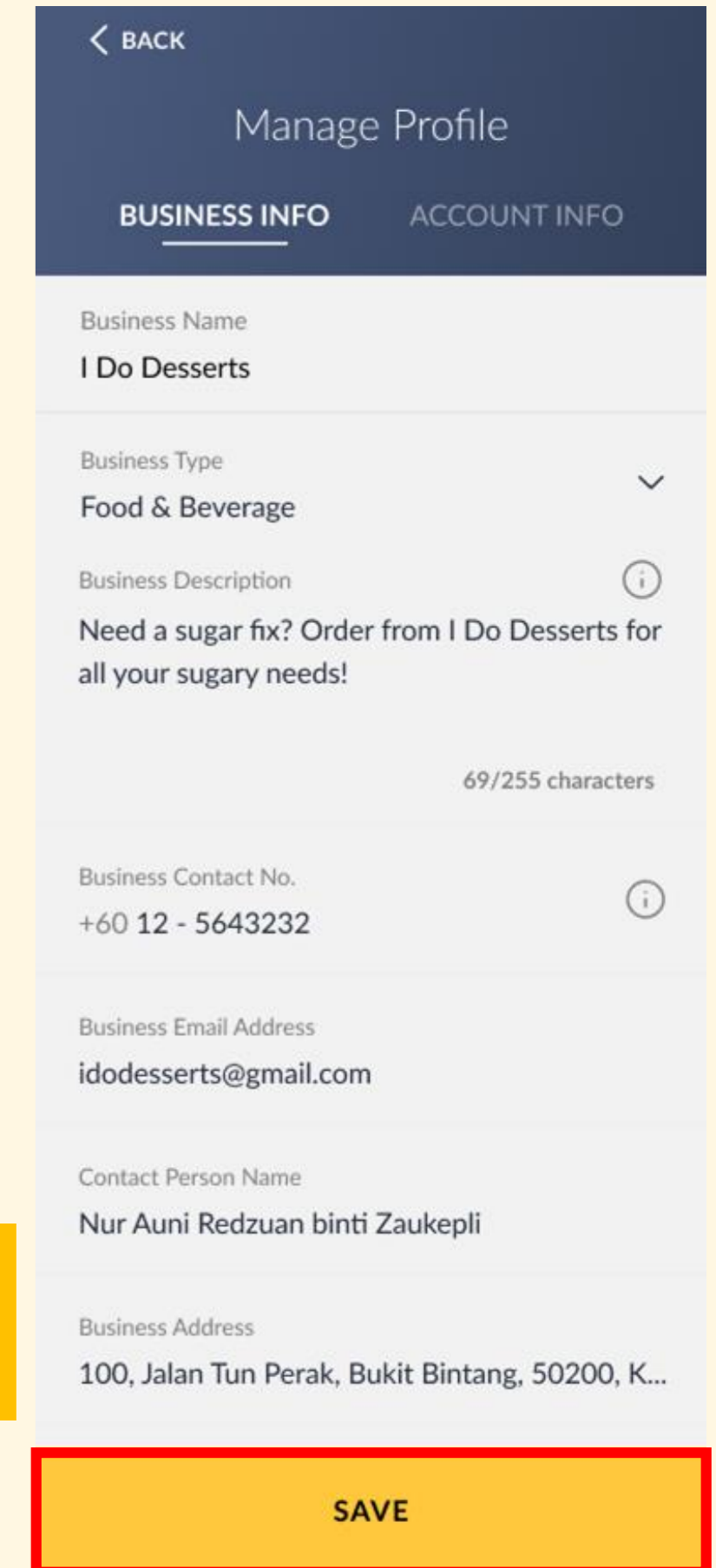
1. Rice with Dishes for Lunch & Dinner
2. Bakery

### 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

✓ Enter a valid email address you frequently check! We will send you the latest updates and announcements to this email.

## Screen 4



Click on  
**Setting** then **Profile**

Click on  
**Business Info**

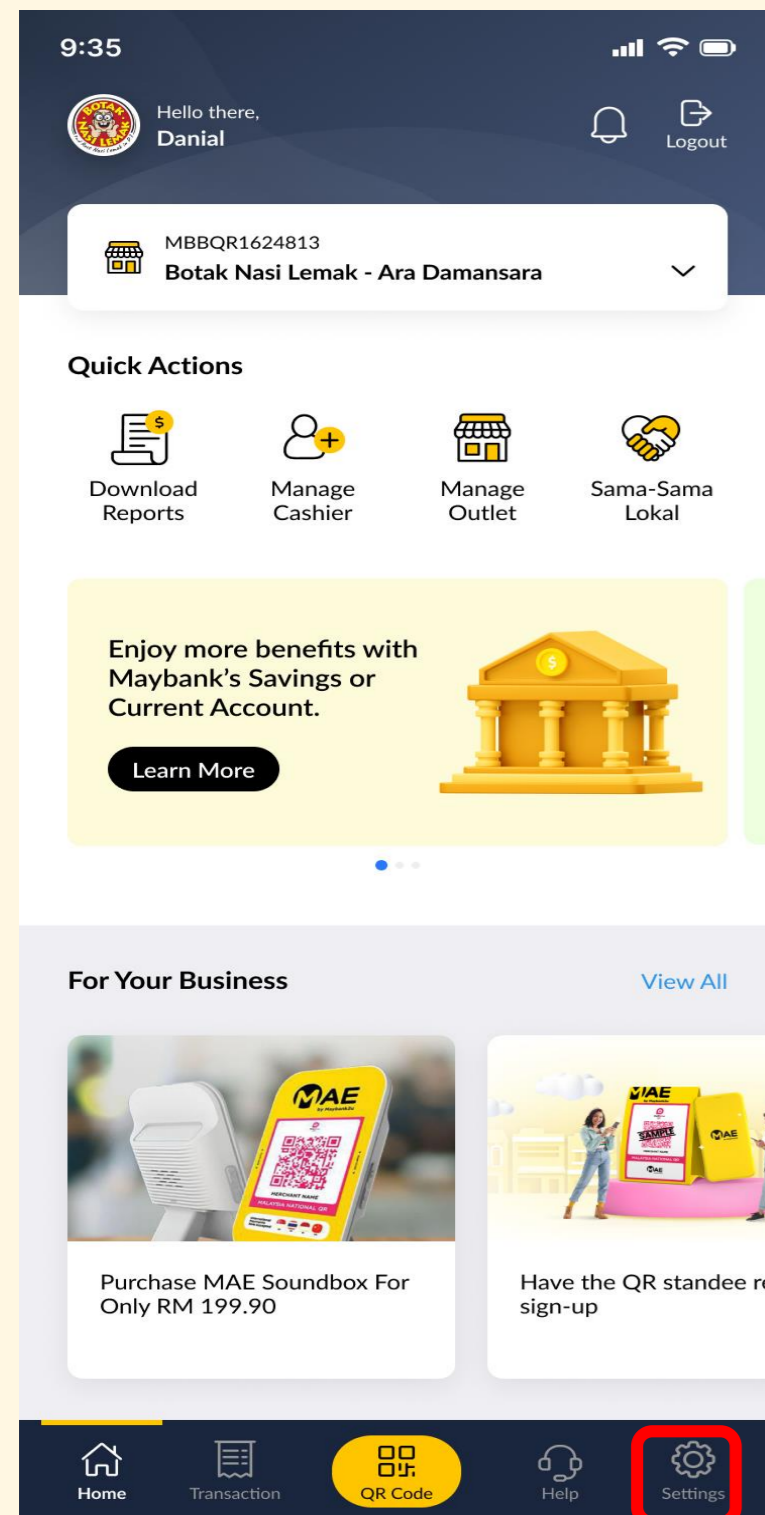
### Note:

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



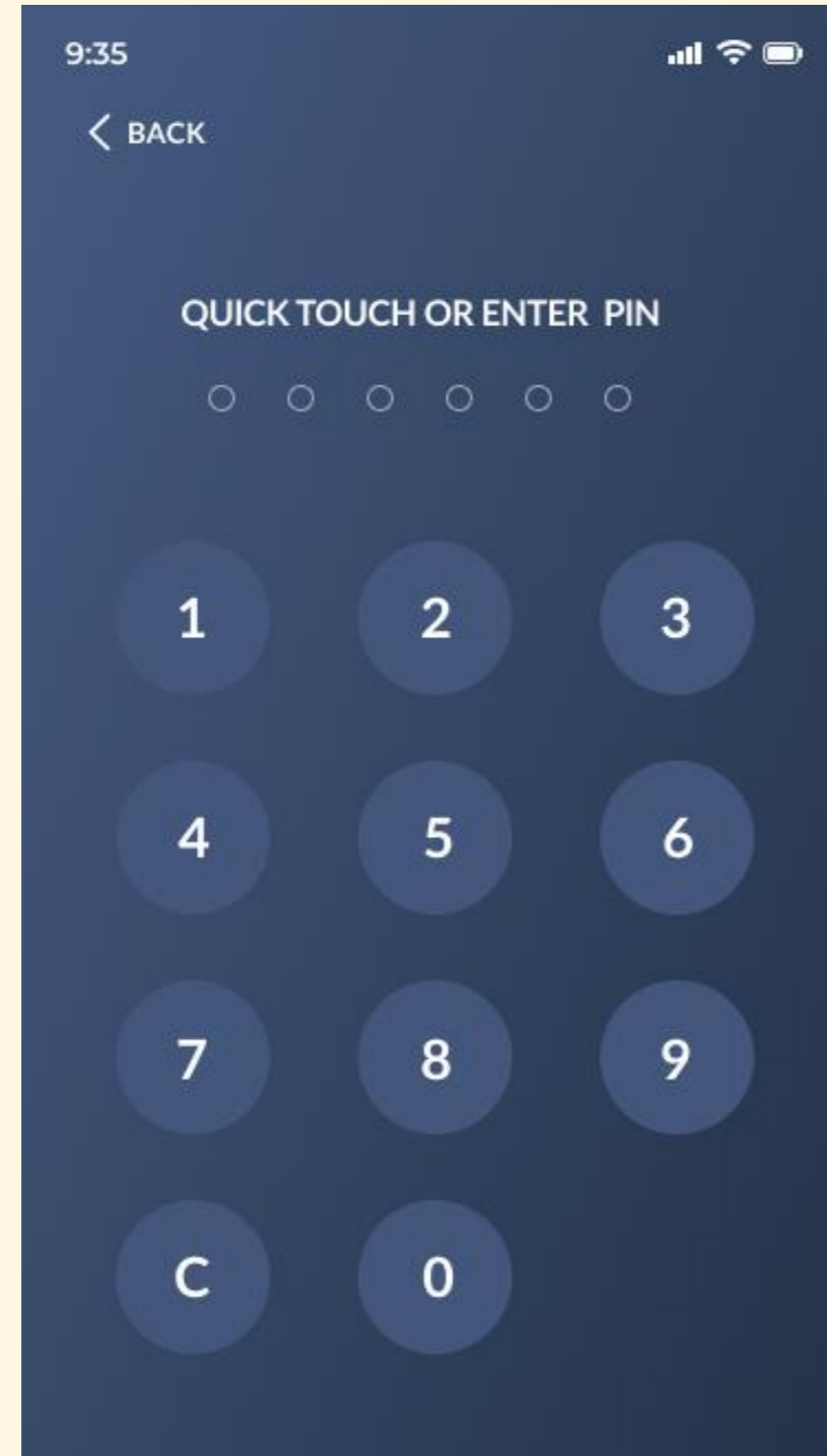
Changed Your Store Address? Update your Business Address to Continue your Operations!

## Screen 1

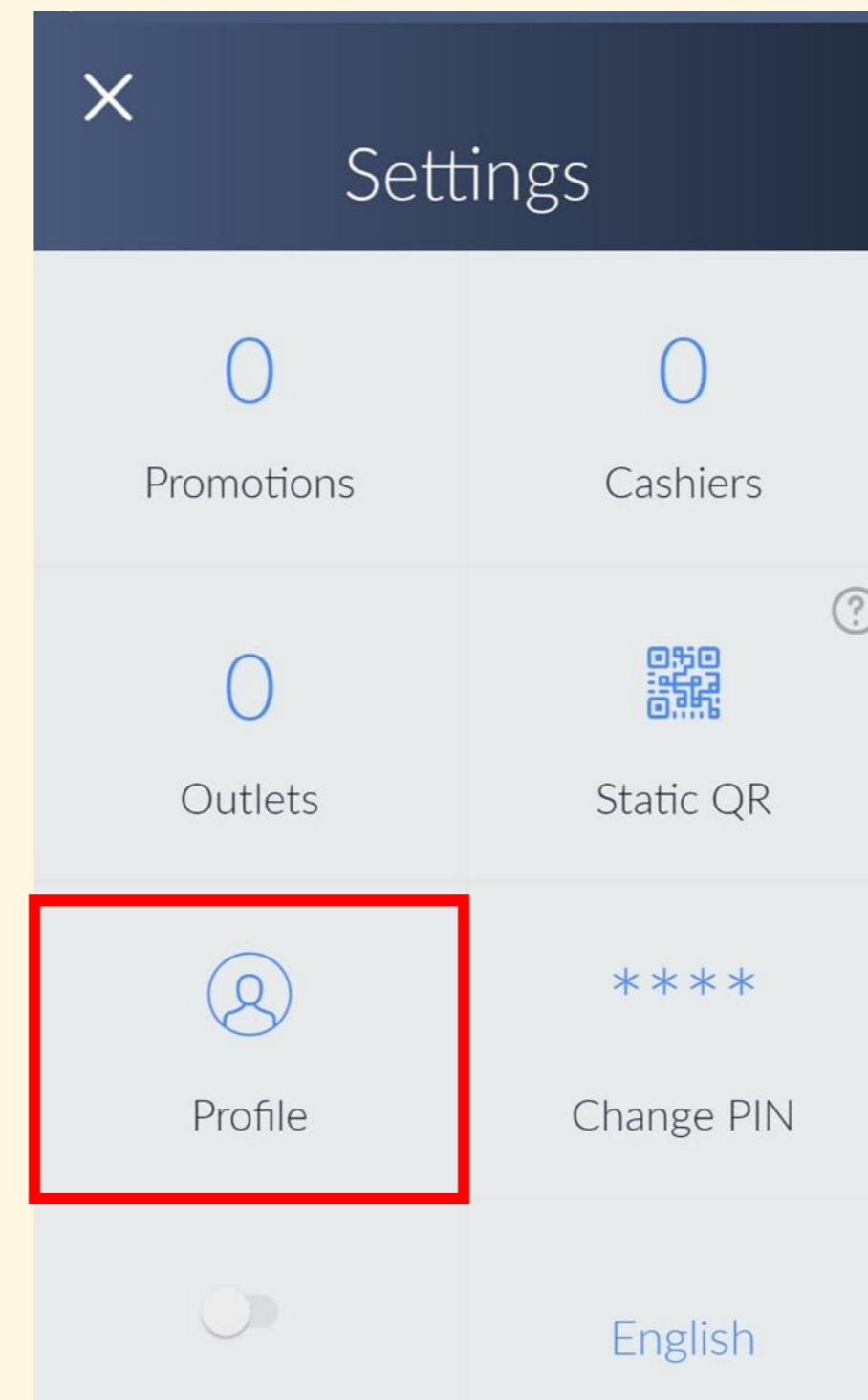


Click on Setting Than Key in your **Quick Touch Pin**

## Screen 2

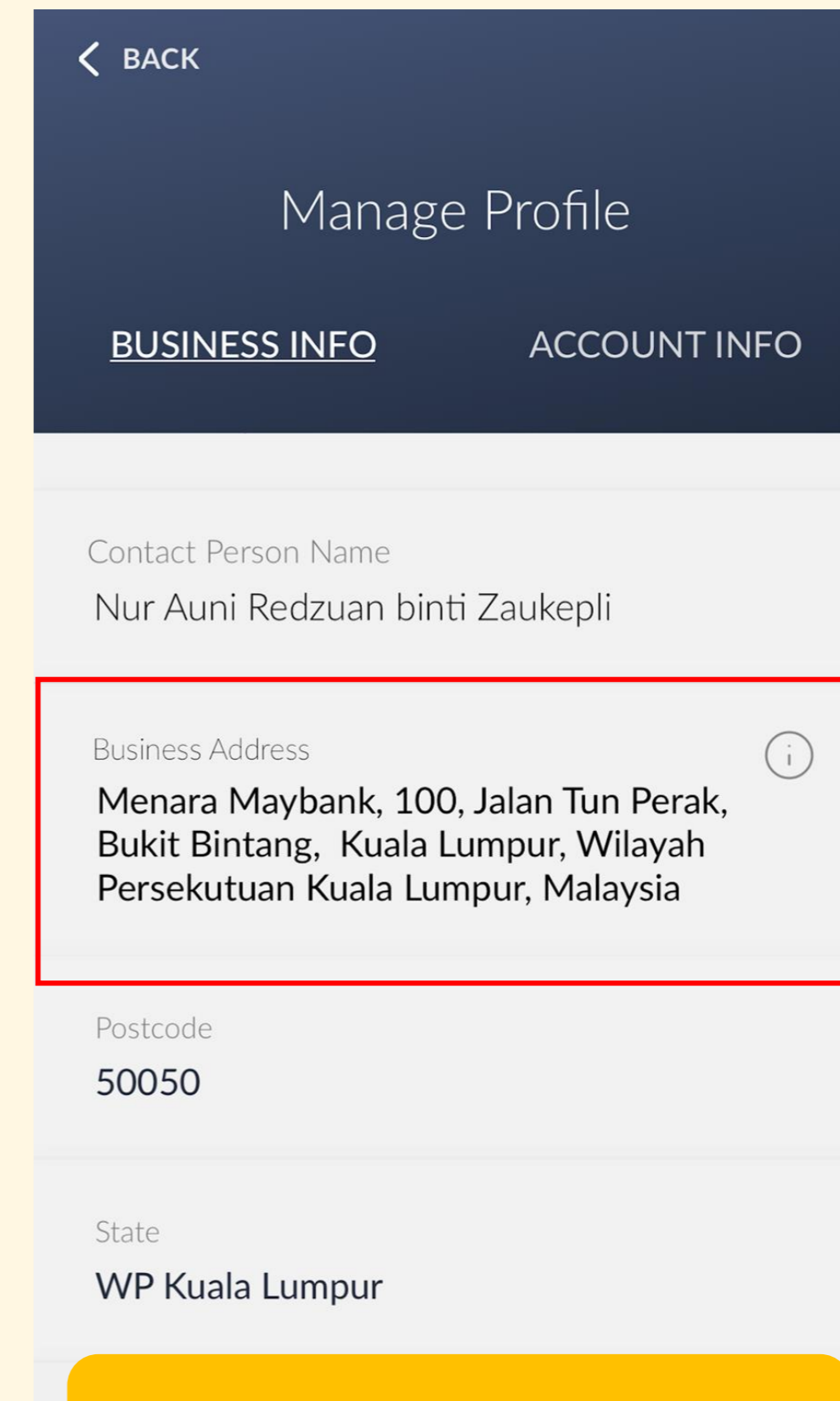


## Screen 3



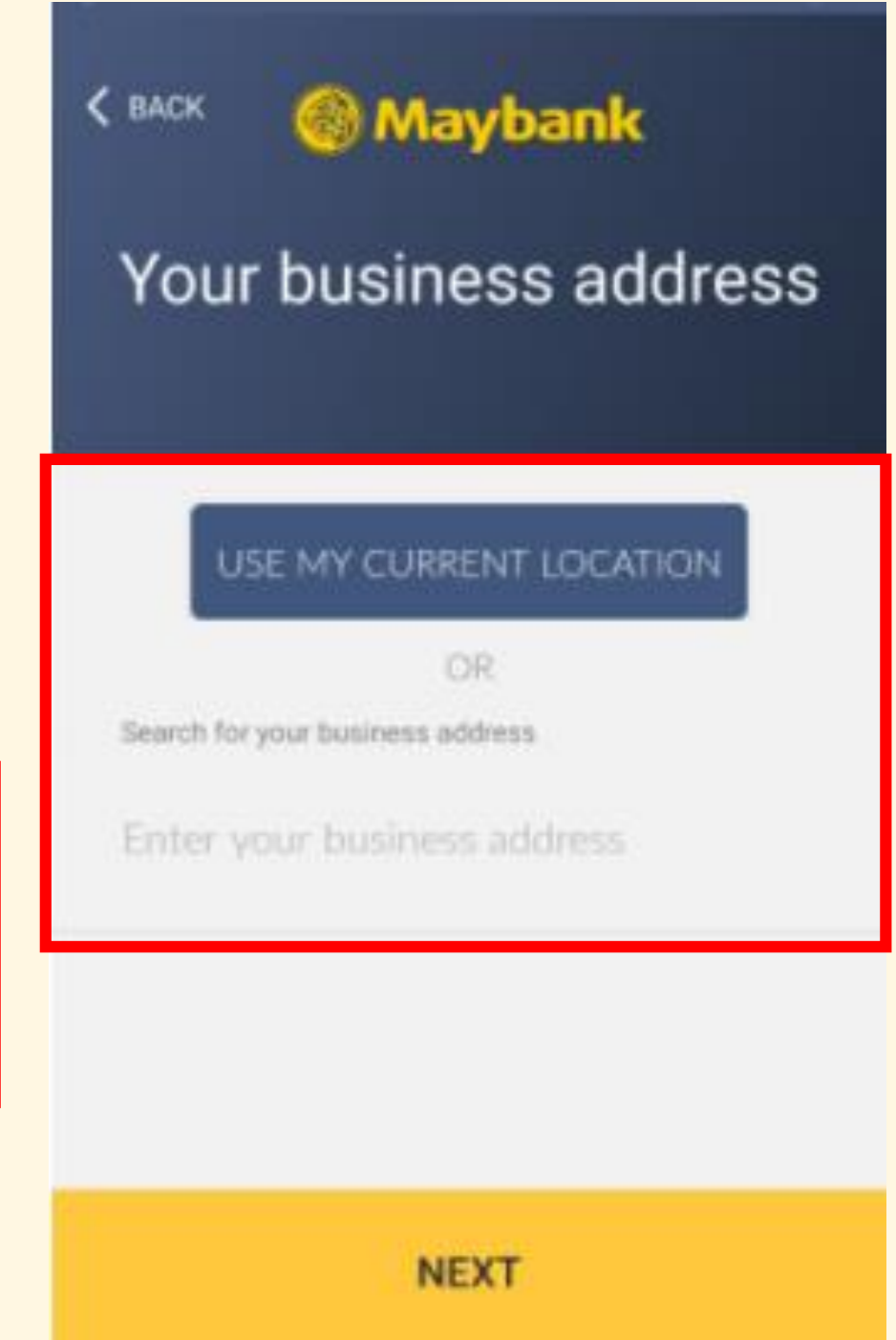
Select **Profile**

## Screen 4



Click on the Address column

## Screen 5



You may Either **Use My Current Location** or Manually key in the address

### Note:

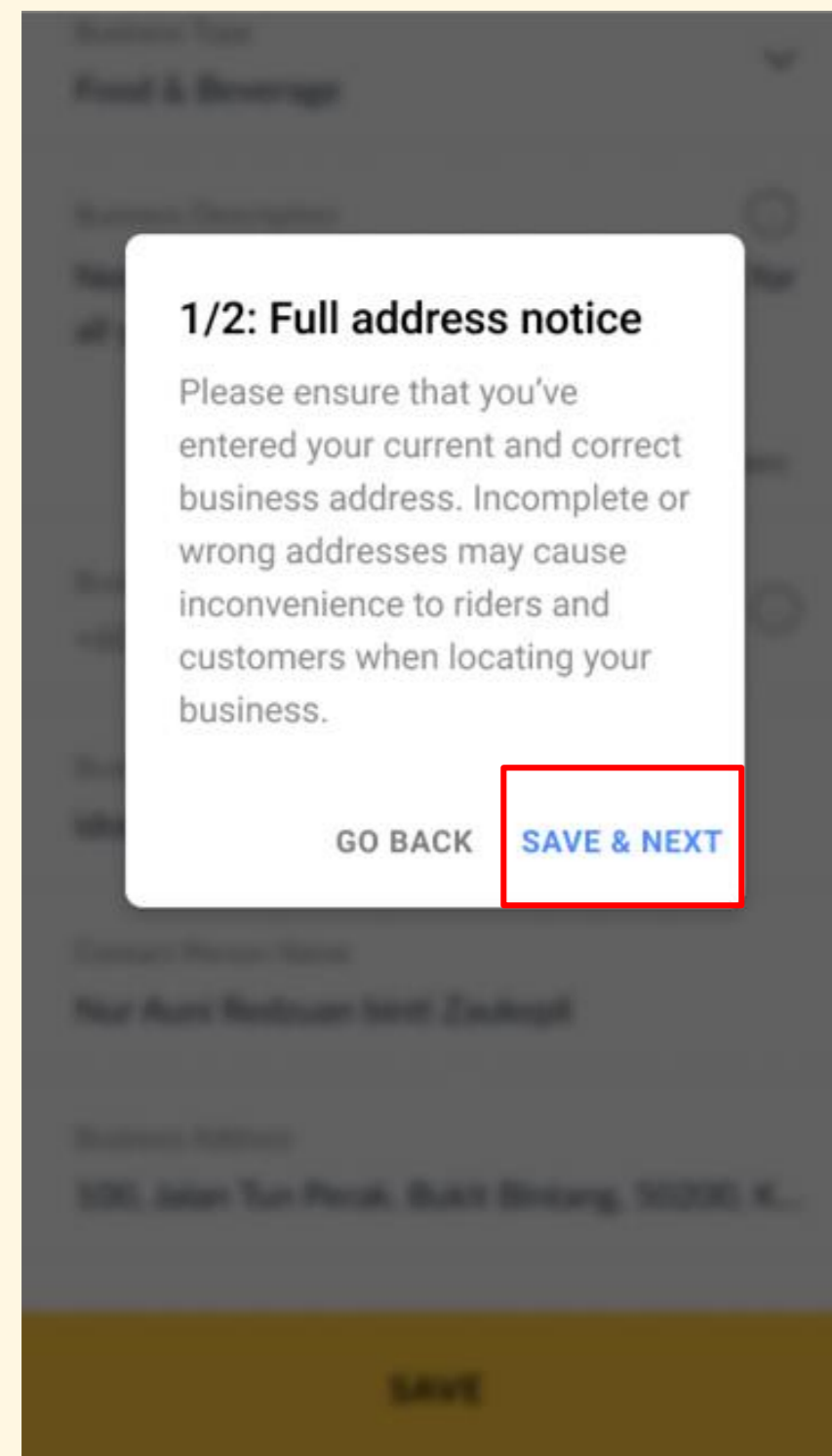
1. You can only operate your Sama-Sama Lokal store from one business location.

# 61 How to Change Your Sama-Sama Lokal Store's Business Address? (2/2)



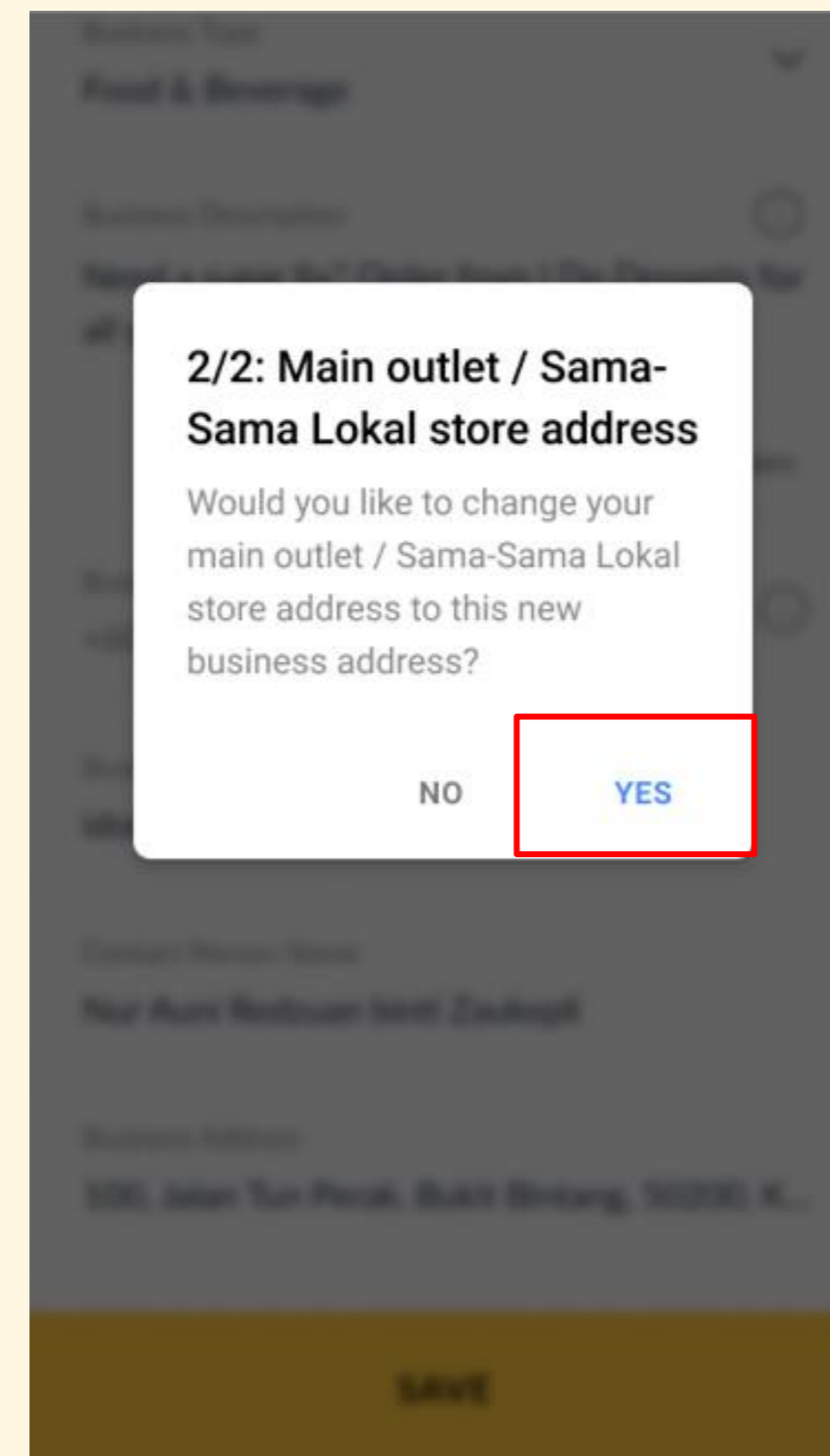
Changed Your Store Address? Update your Business Address to Continue your Operations!

Screen 6



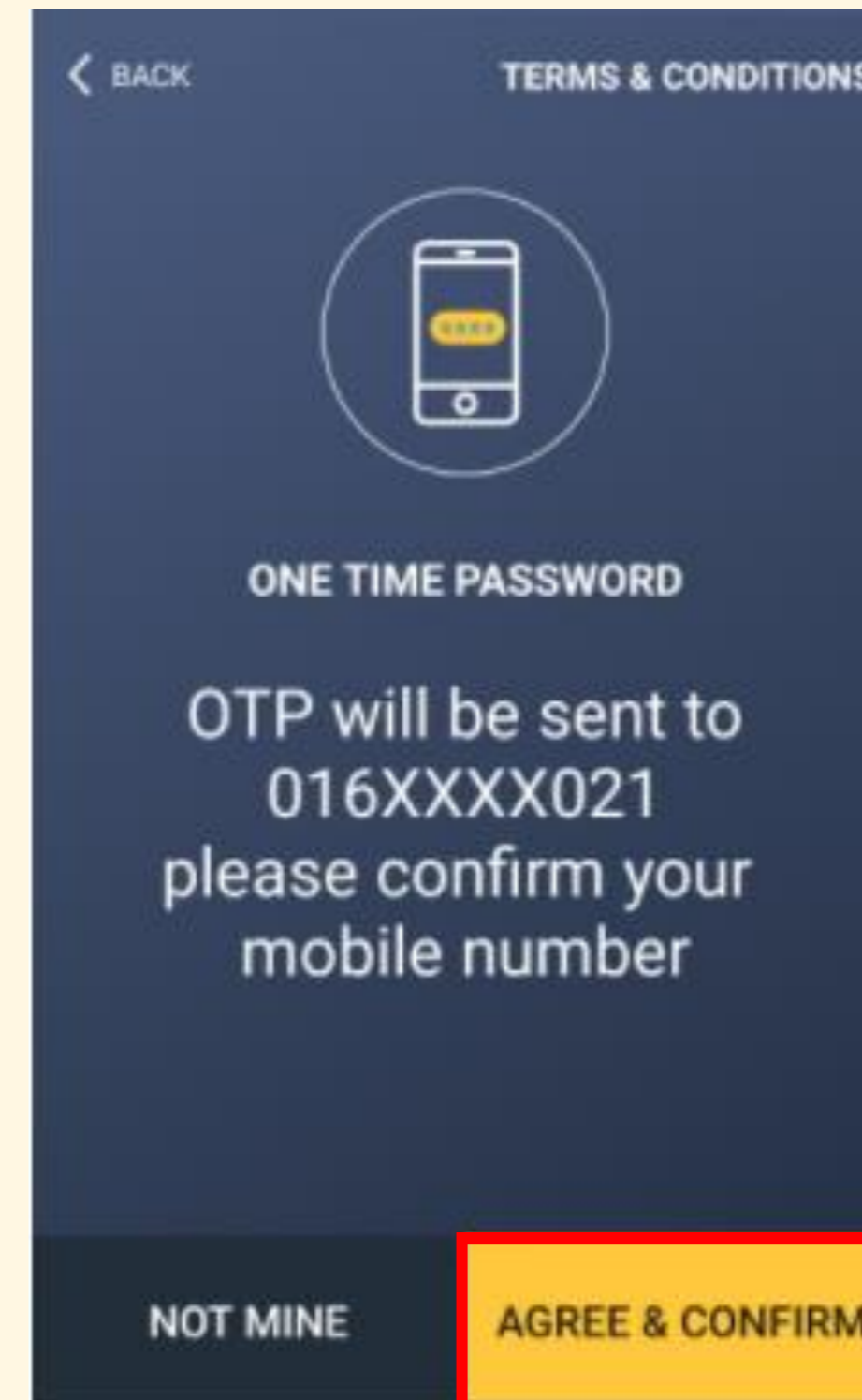
Click "Save & Next"

Screen 7



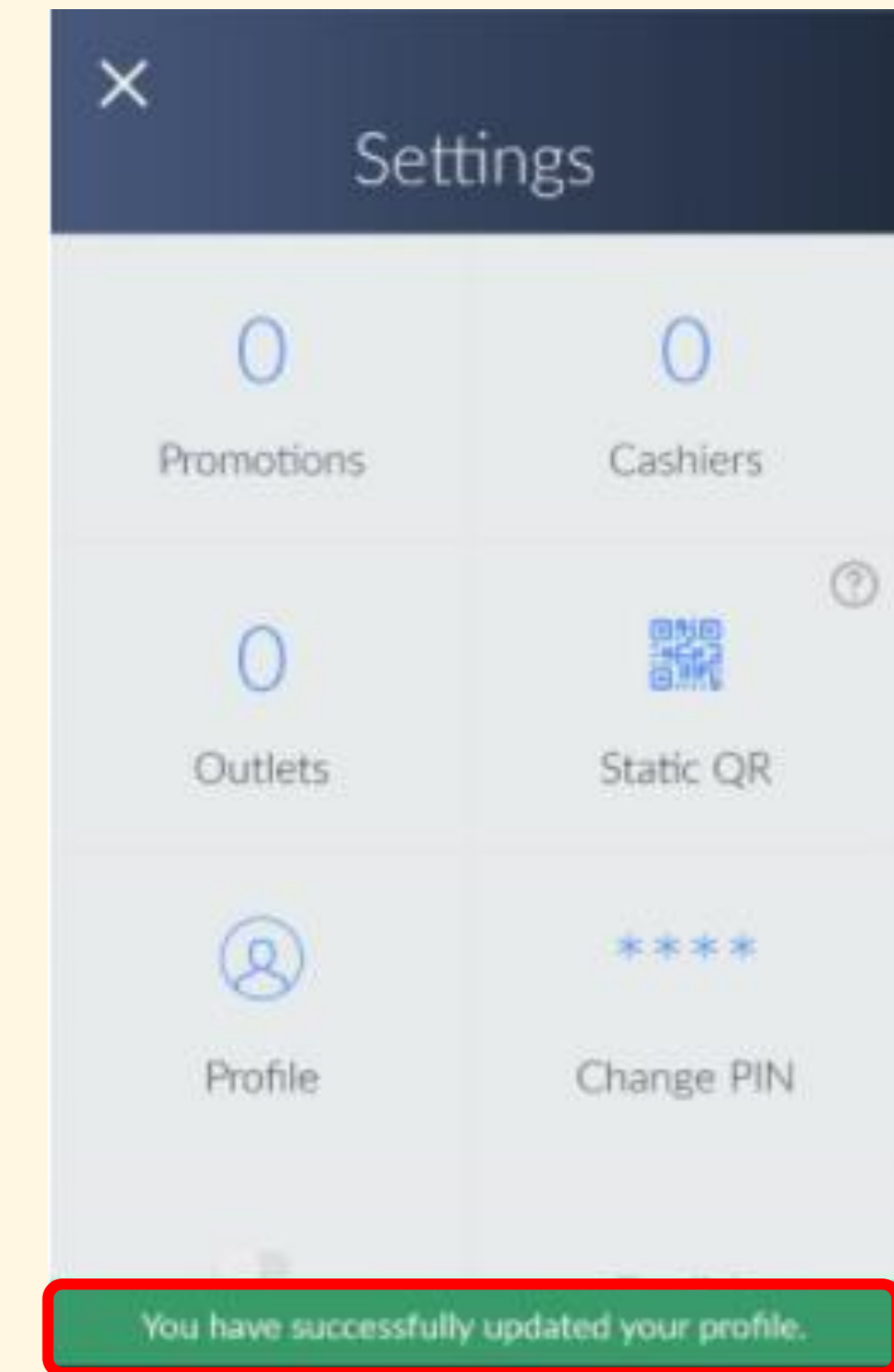
Click "YES"

Screen 8



Click on **Agree & Confirm** to receive the OTP

Screen 9



Address has been updated

**Note:**

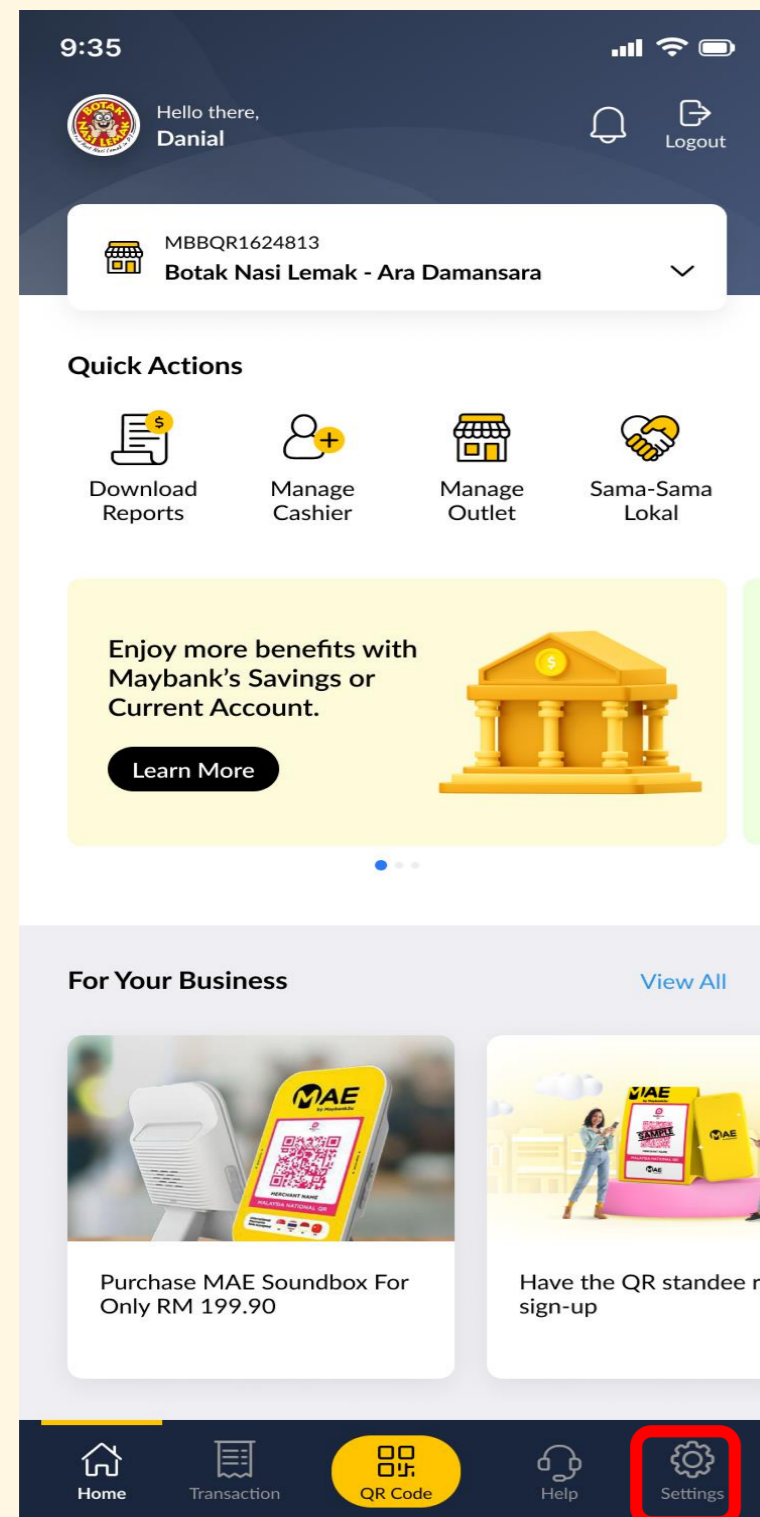
1. You can only operate your Sama-Sama Lokal store from one business location.

# 62 How to Change Your Business Contact No.?



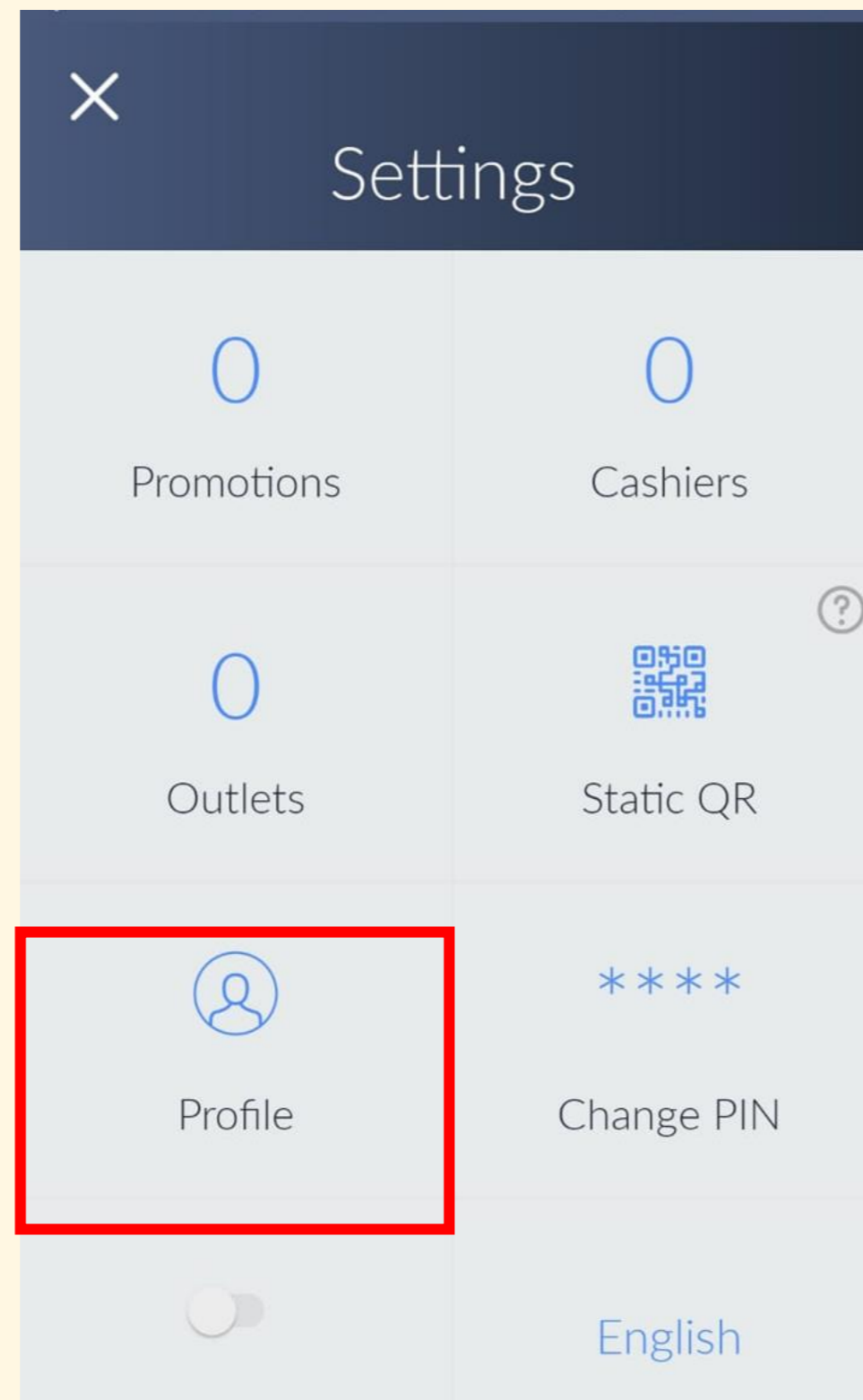
Want to Change the Contact Number of Your Business? Find out how below!

### Screen 1



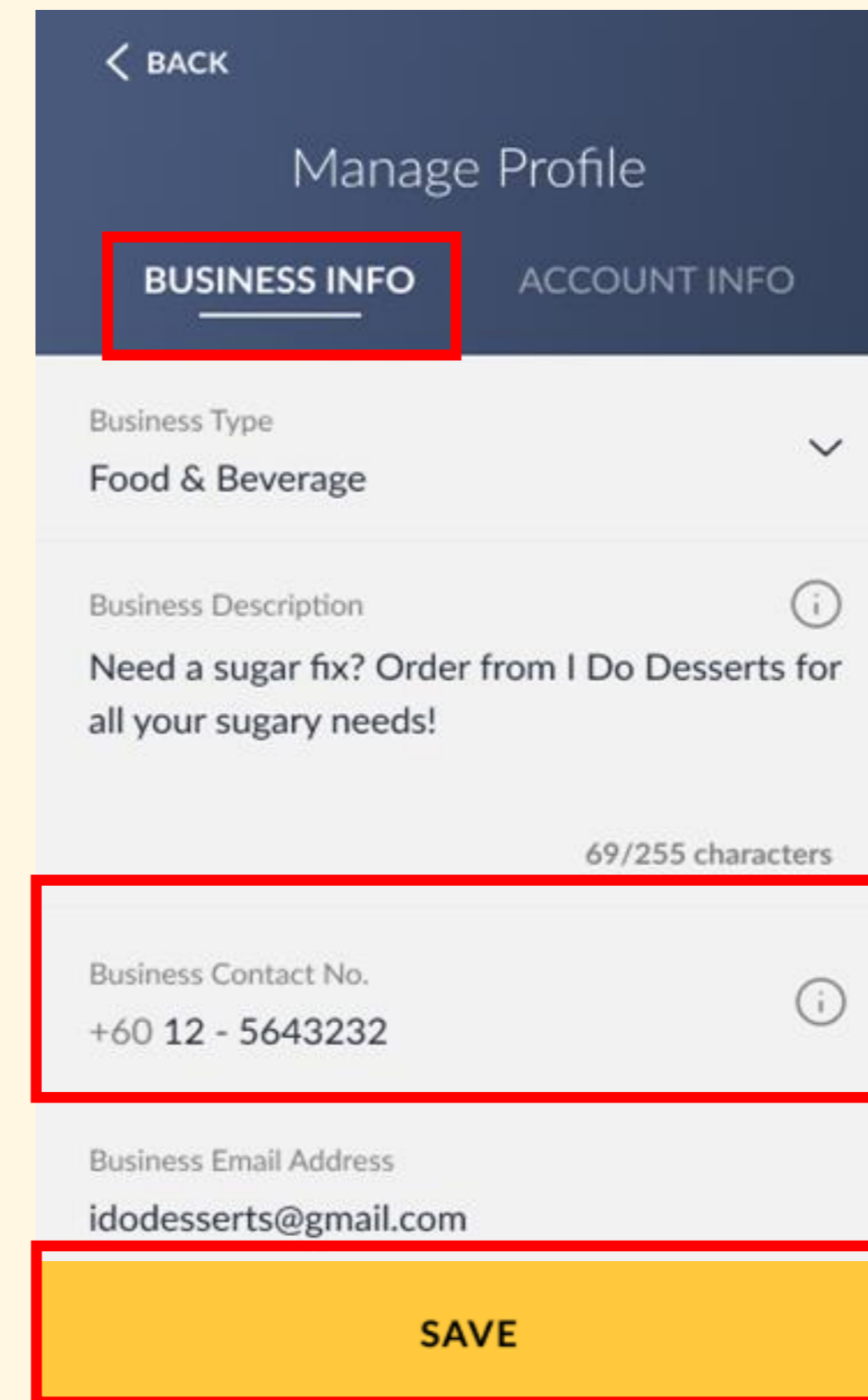
Click "Setting"

### Screen 2



Click "Profile"

### Screen 3



Select "Business Info"

Mobile No. of Store's PIC  
Recommended to be WhatsApp-enabled  
May be contacted by your *Customers* or *3<sup>rd</sup> Party Delivery Rider/Driver*

#### Note:

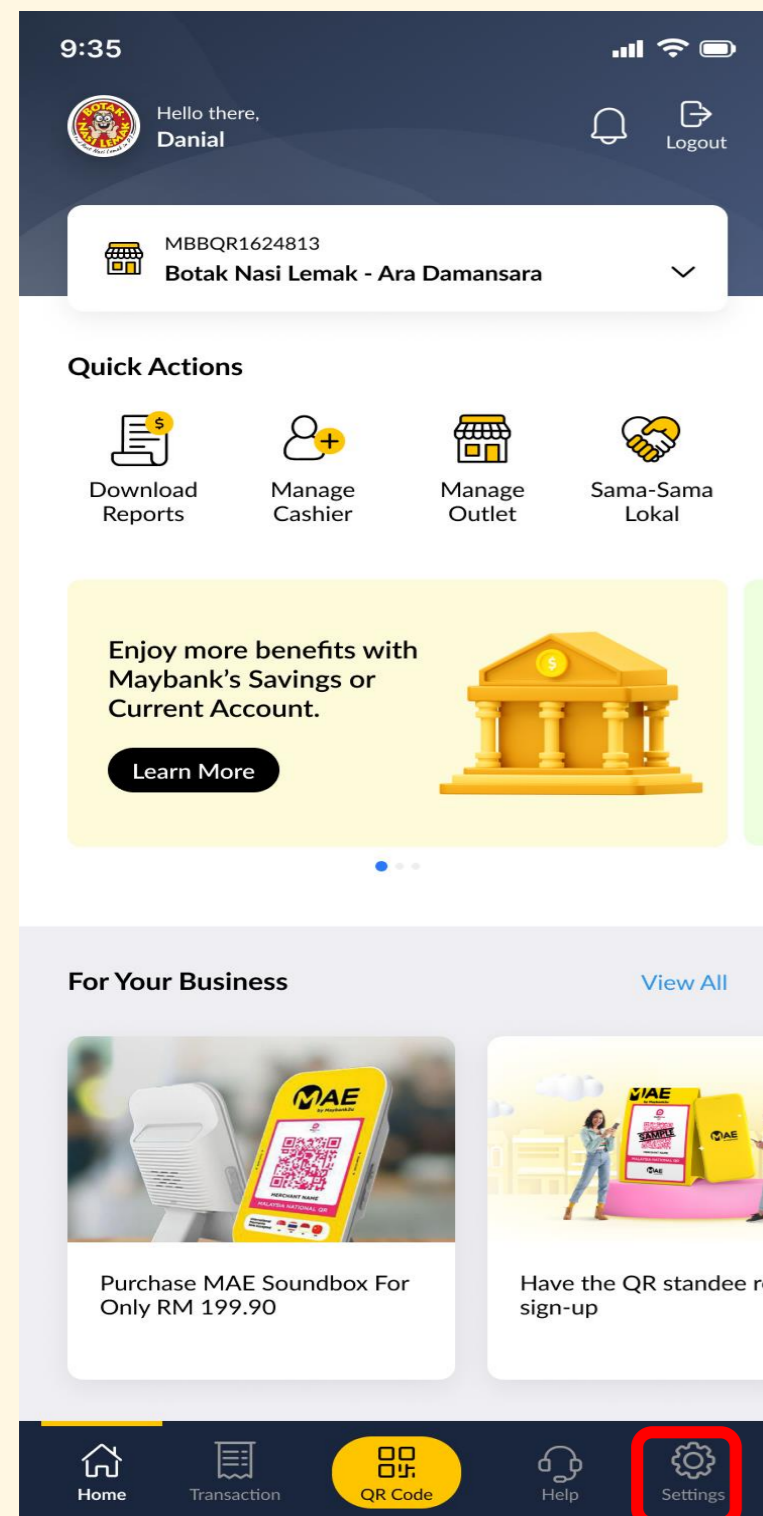
1. Changing your Business Contact No. will reflect for both Scan and Pay and Sama-Sama Lokal.

# How to Change Your Bank Account for Payment Settlement?

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

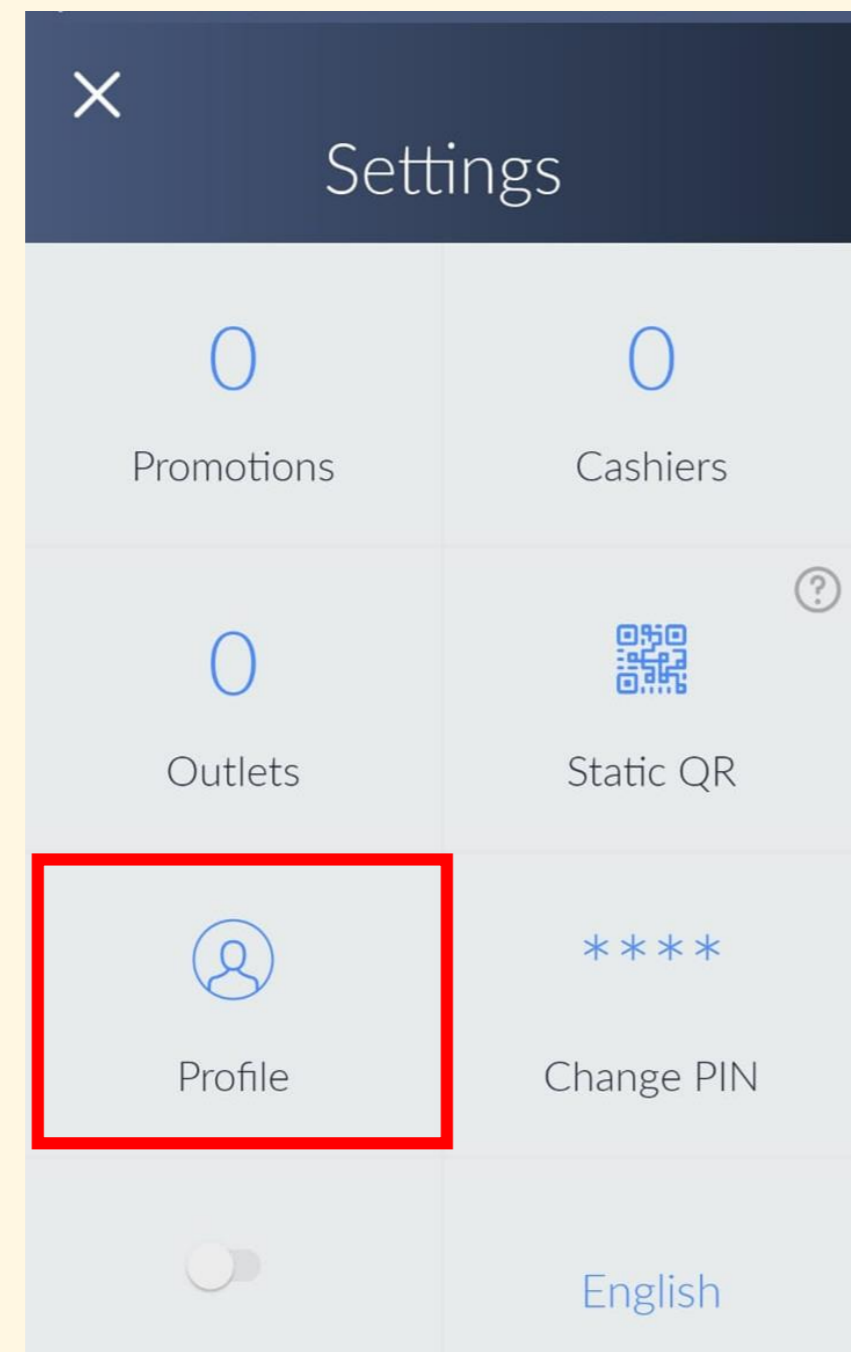


## Screen 1

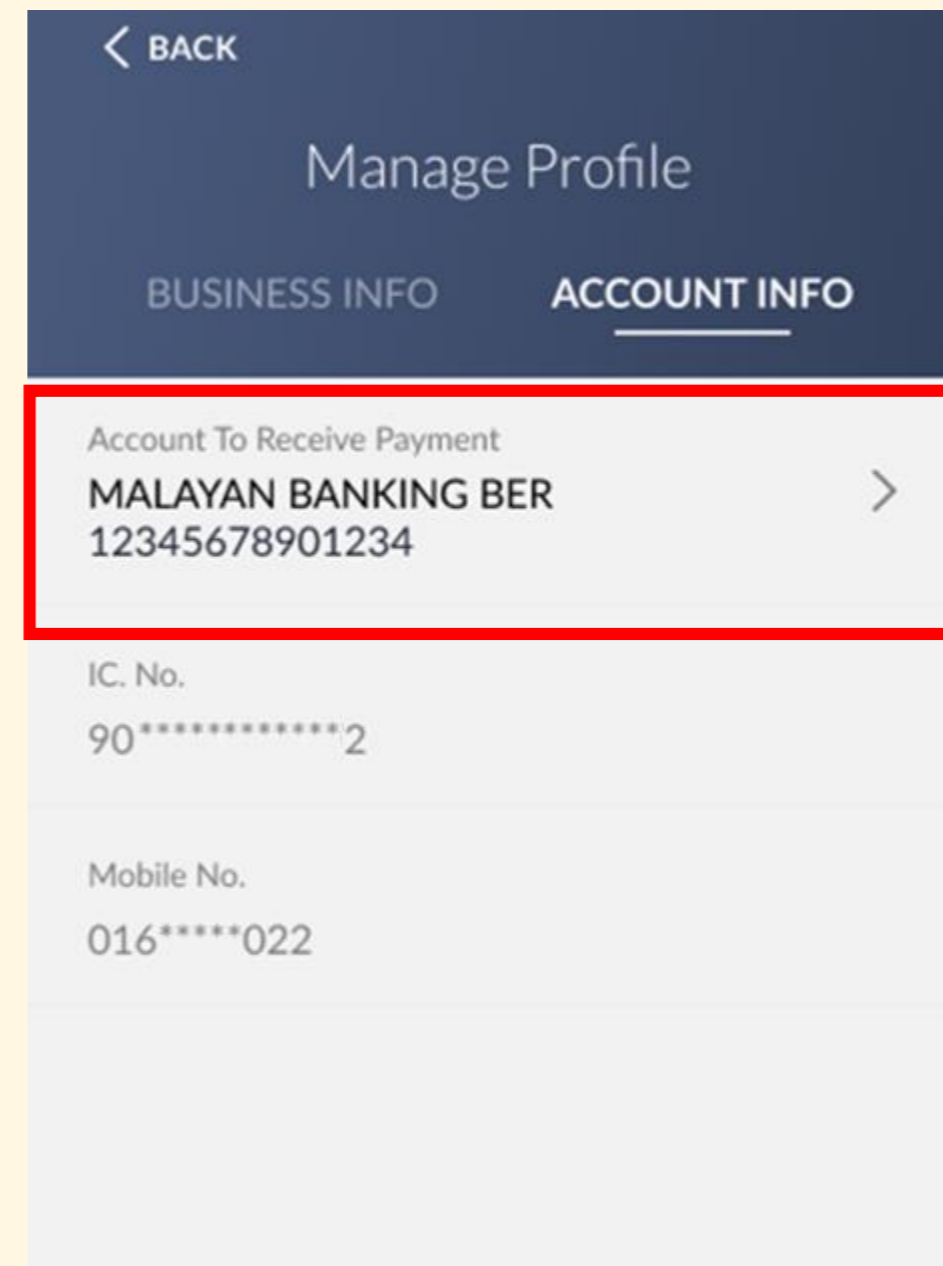


**Step 1:** Go to the *side menu* to select **SETTINGS**, and then **PROFILE**.

## Screen 2

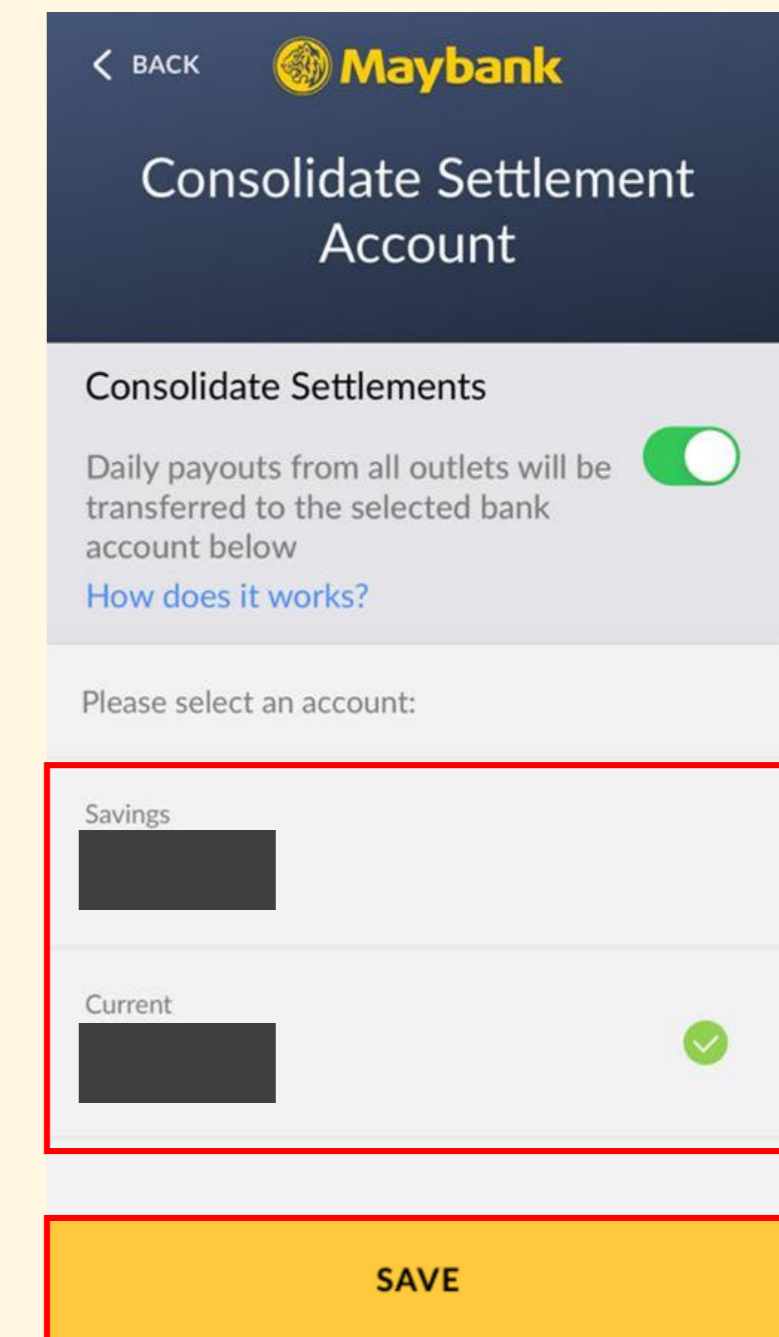


## Screen 3



**Step 2:** Under **ACCOUNT INFO**, select the account payment for consolidate settlement.

## Screen 4



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

**Criteria for Sama-Sama Lokal merchants:**

- **ONLY** Maybank **Current Account**, **MAE account** will be accepted.

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

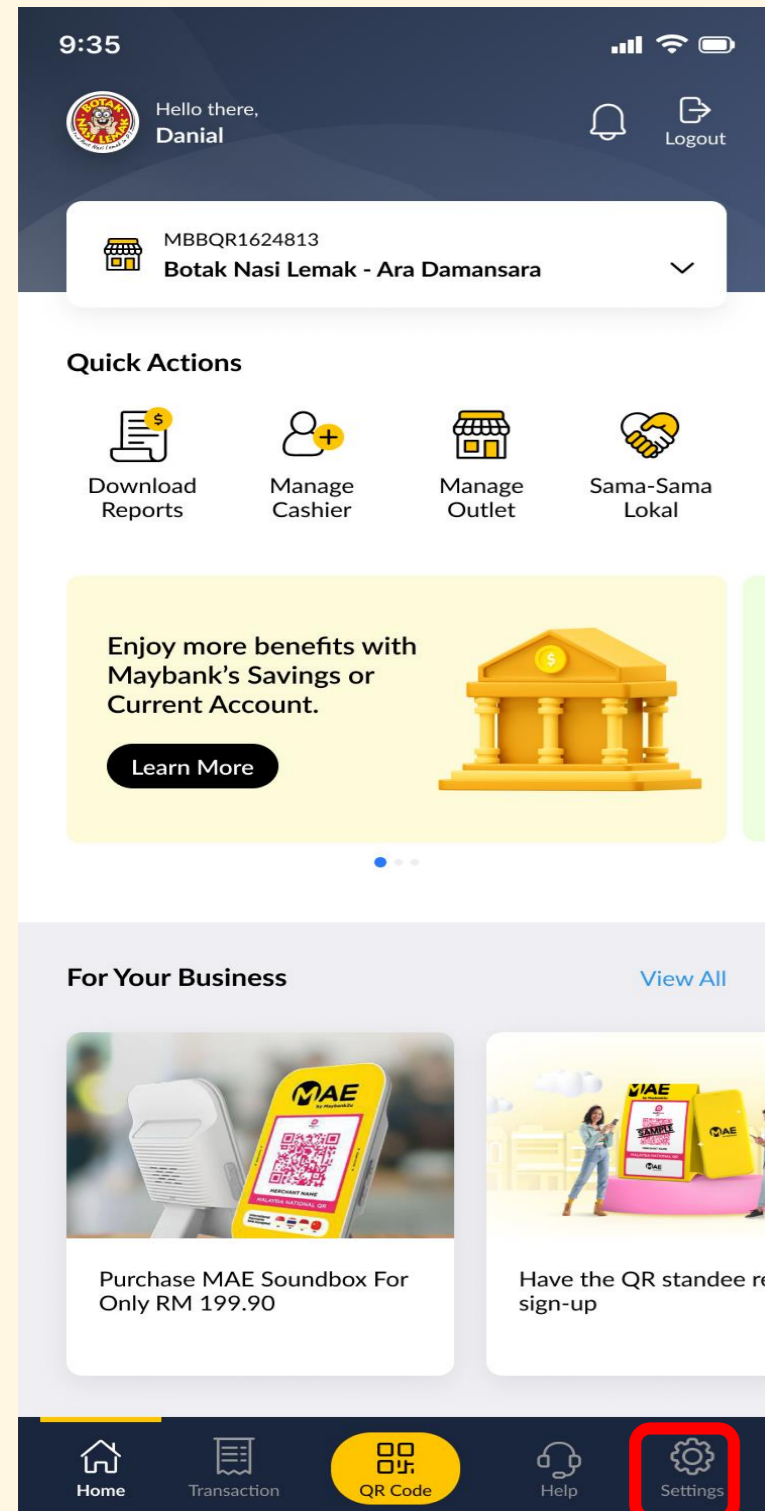
### Note:

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

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

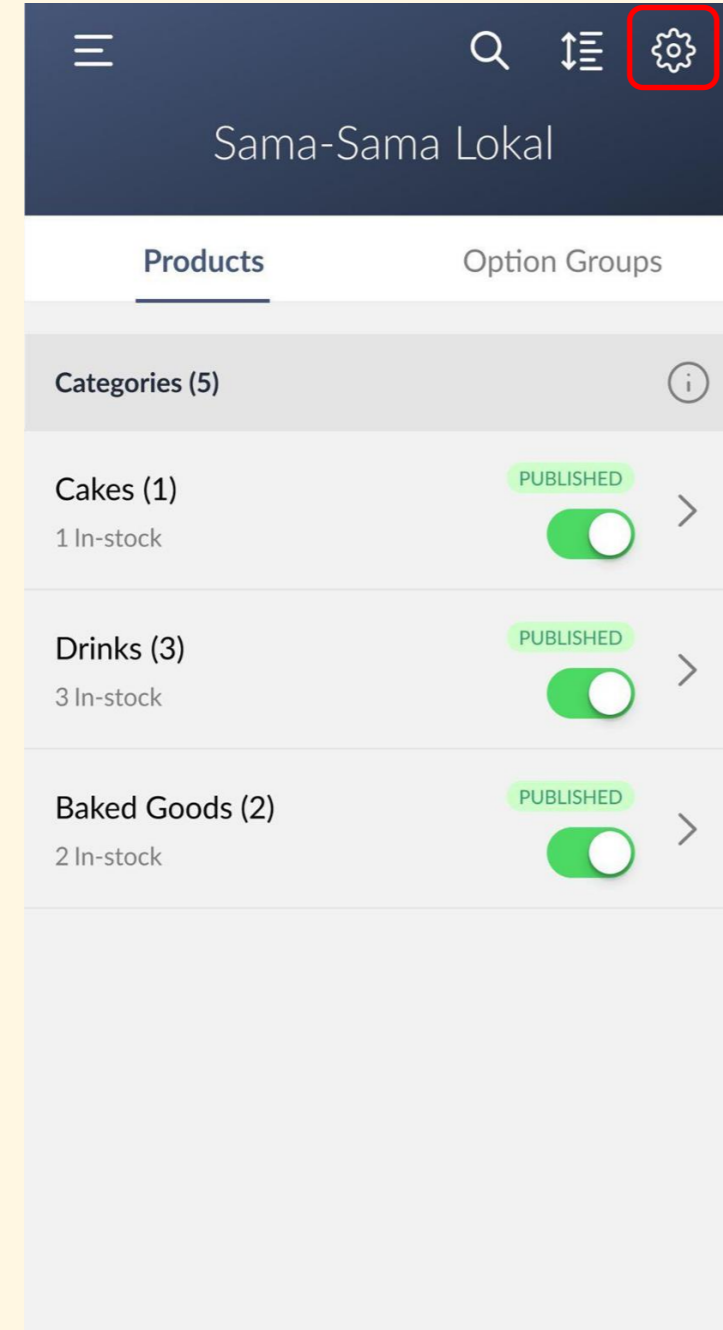


## Screen 1



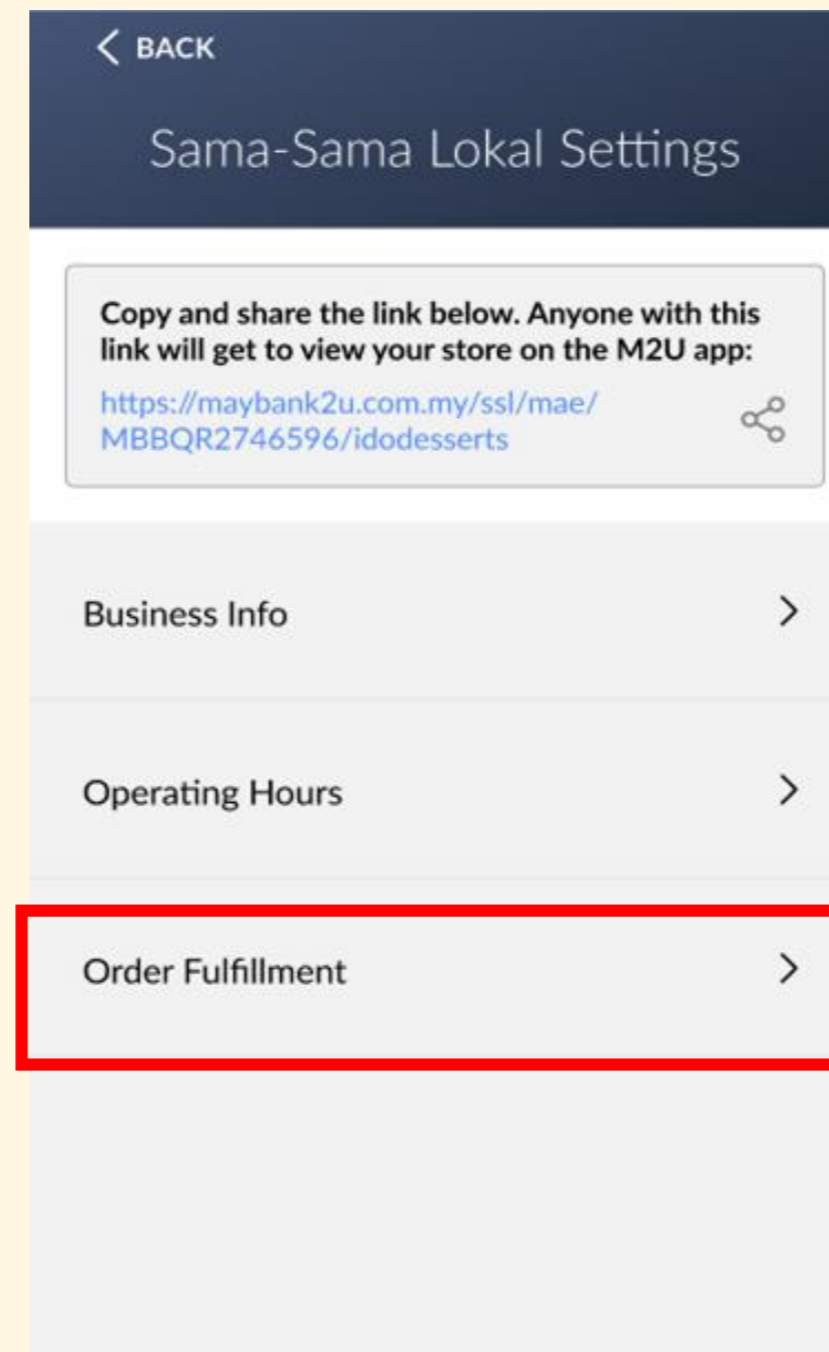
Select **SETTINGS**, and then **STORE MANAGEMENT**.

## Screen 2



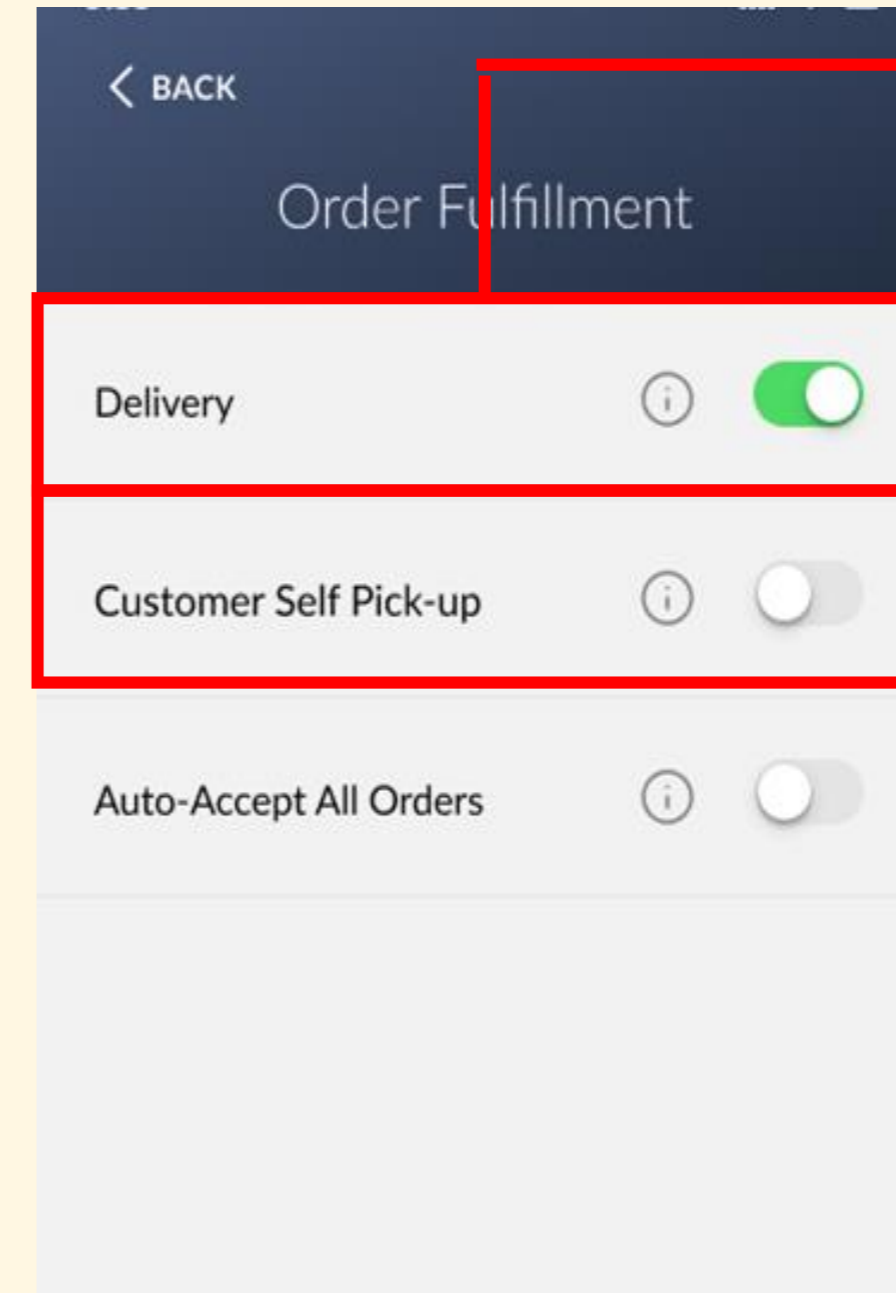
Go to the **SETTINGS** on the upper right.

## Screen 3



Click on the '**Order Fulfillment**'

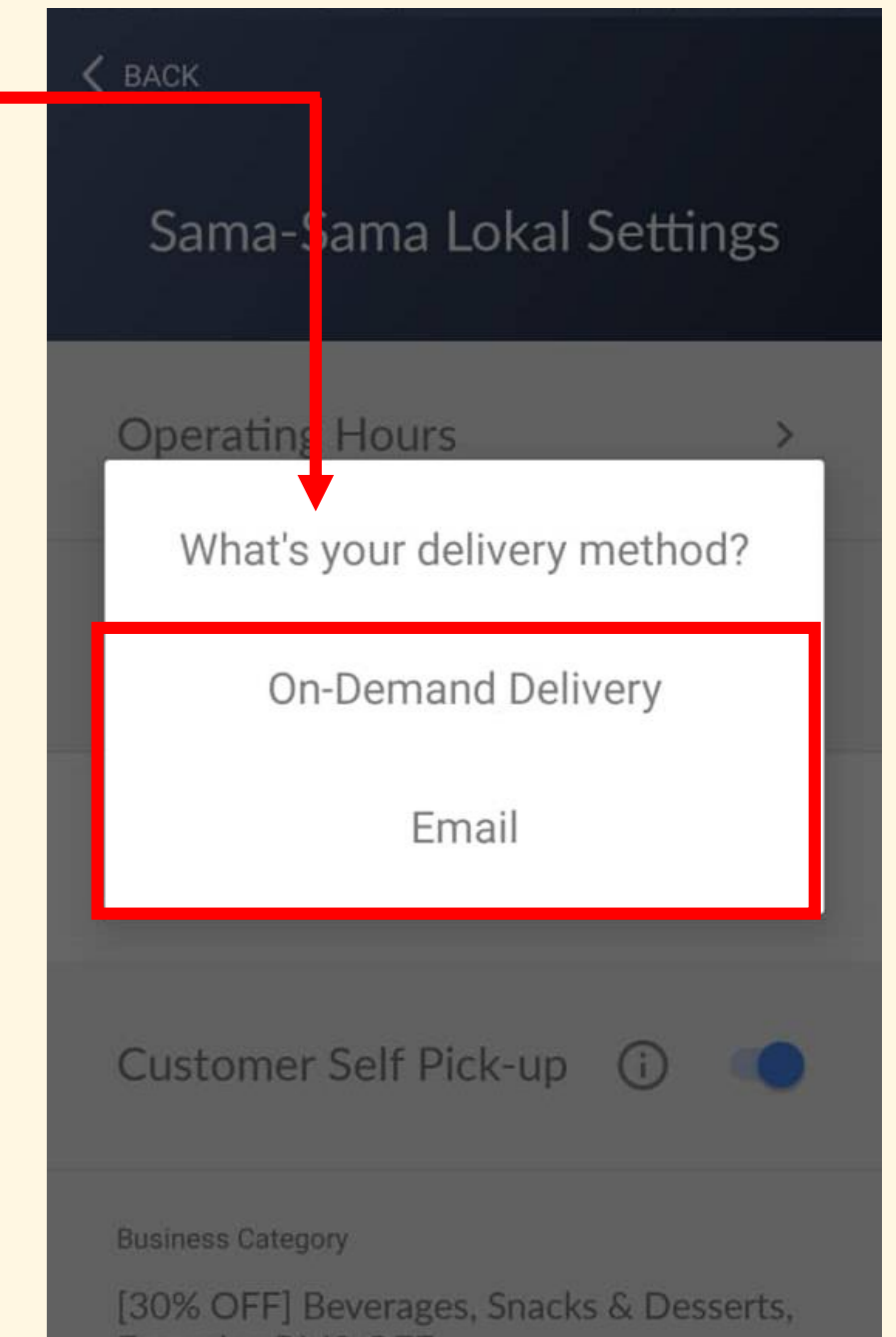
## Screen 4



### **3<sup>rd</sup> Party Delivery**

- Rely on **Maybank 3<sup>rd</sup> Party Delivery Partners**
- **Self Delivery**
- Set your own delivery charges and arrange your own delivery

## Screen 5



To know more about the types of order fulfilment, you can click the symbol

### **Note:**

1. Enabling 3<sup>rd</sup> 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 3<sup>rd</sup> Party Delivery coverage**, ([Automated Assignment](#)).

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



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

## Screen 6

**If you select On- Demand Delivery, select:**

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

## Screen 7

Click on Select Preparation Time.

## Screen 8

You can select **Preparation Time** between 'No Preparation Time' to '30 Minutes.'

## Screen 9

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

## Screen 10

**Auto-accept all orders**  
If you wish to, click on '**SAVE**'

### Note:

- Enabling 3<sup>rd</sup> 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 3<sup>rd</sup> Party Delivery coverage**, ([Automated Assignment](#)).

# How To Set Up Your Store's Delivery Type? (3/3)

Wondering How to Set Up your Delivery Type(s)? Find out more below!



## Screen 11

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.

Delivery Preferences

3rd Party Delivery\*

Self Delivery

SAVE

Input your **Delivery Fee Charges** for Self Delivery. Customers will pay the **Delivery Fees** when they order and this will be credited to you on a T+1 basis.

## Screen 12

Add Coverage & Charge

From Distance (KM)

0 KM

To Distance (KM)

3

Delivery Charge (RM)

5.00

SAVE

## Screen 13

Self Delivery Setup

First 3 KM

RM 5.00

SAVE

Add up to **5** different ranges of delivery charges, depending on the delivery distance that you cover.

Click **SAVE** to proceed.

## Screen 14

Self Delivery Setup

First 3 KM

RM 5.00

3 - 7 KM

RM 7.00

7 - 10 KM

RM 15.00

SAVE

## Screen 15

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

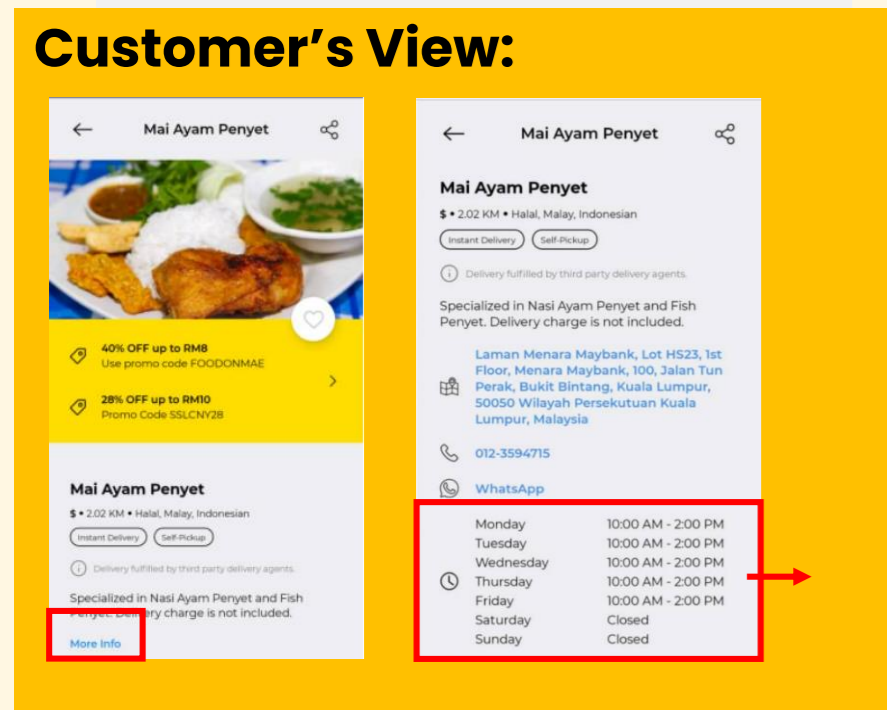
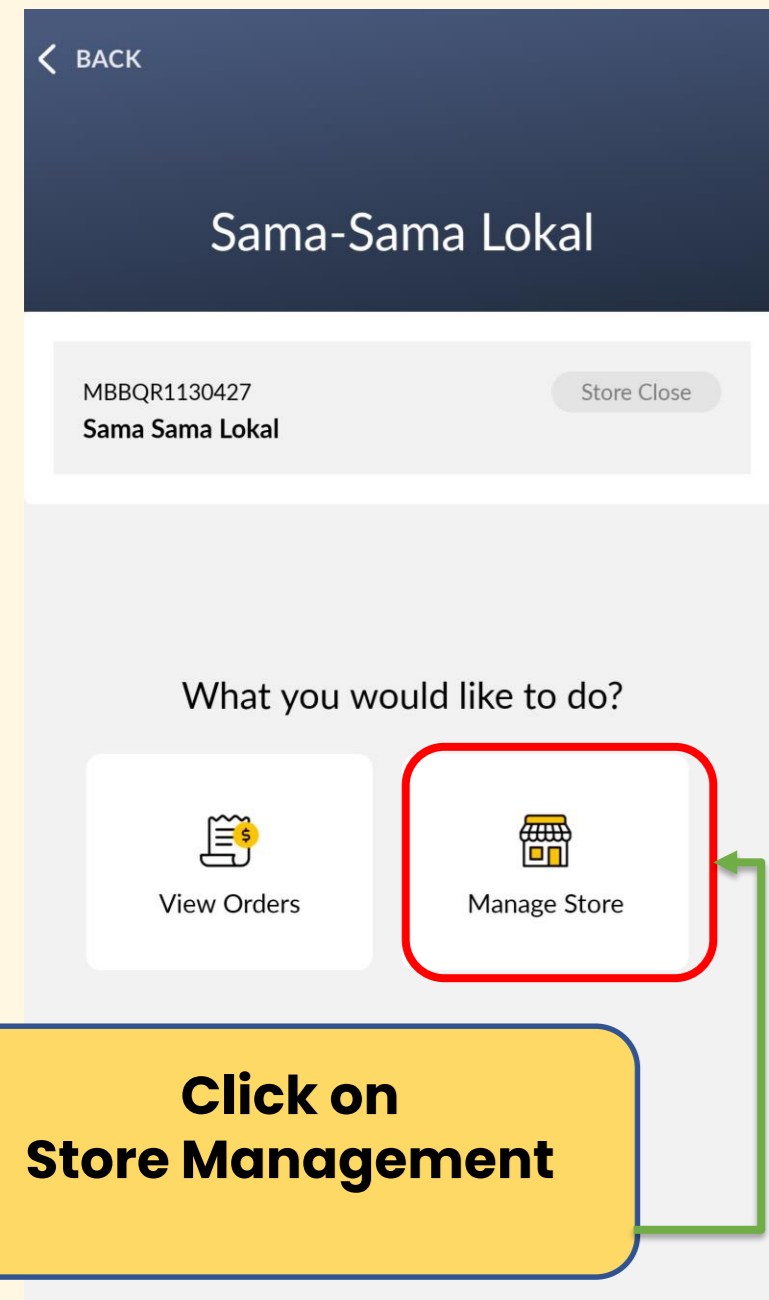
Scroll down and **SAVE** on the **Sama-Sama Lokal Settings** page to save all your delivery type changes.

# How to Change Your Business Operating Hours?



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

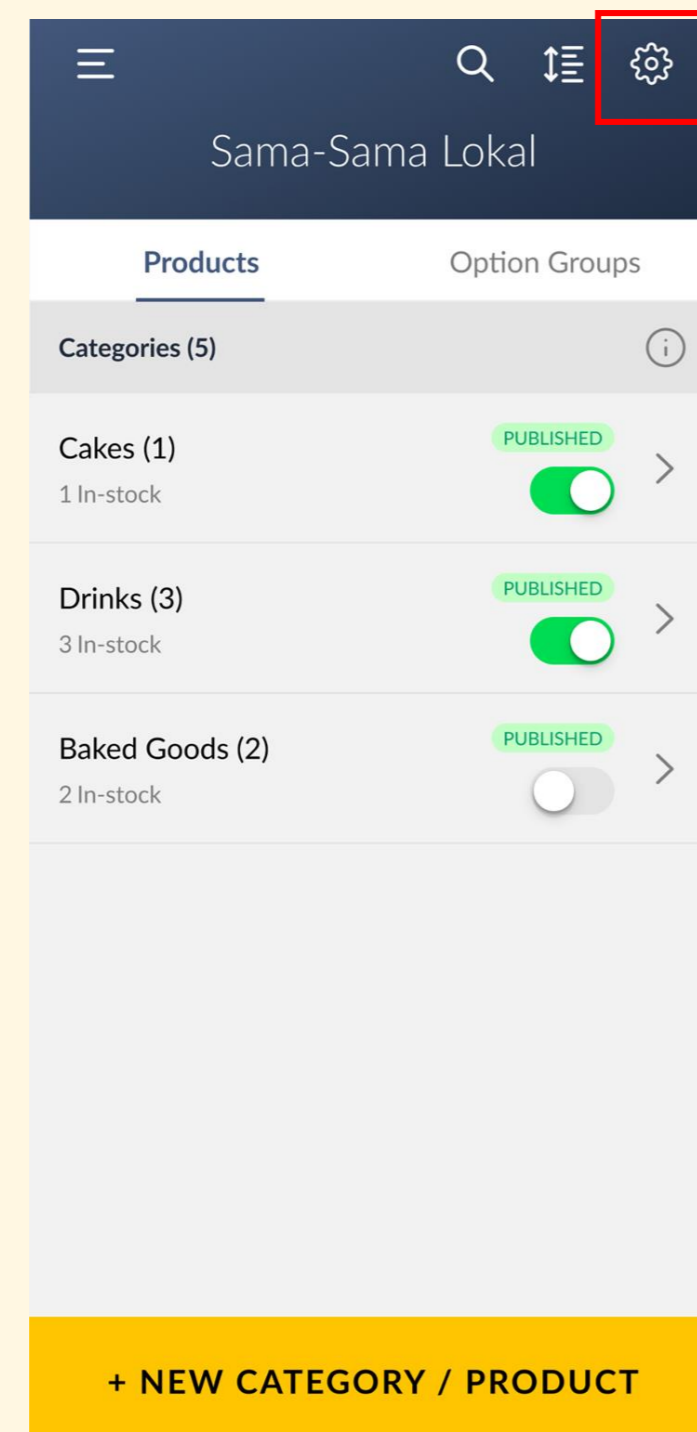
## Screen 1



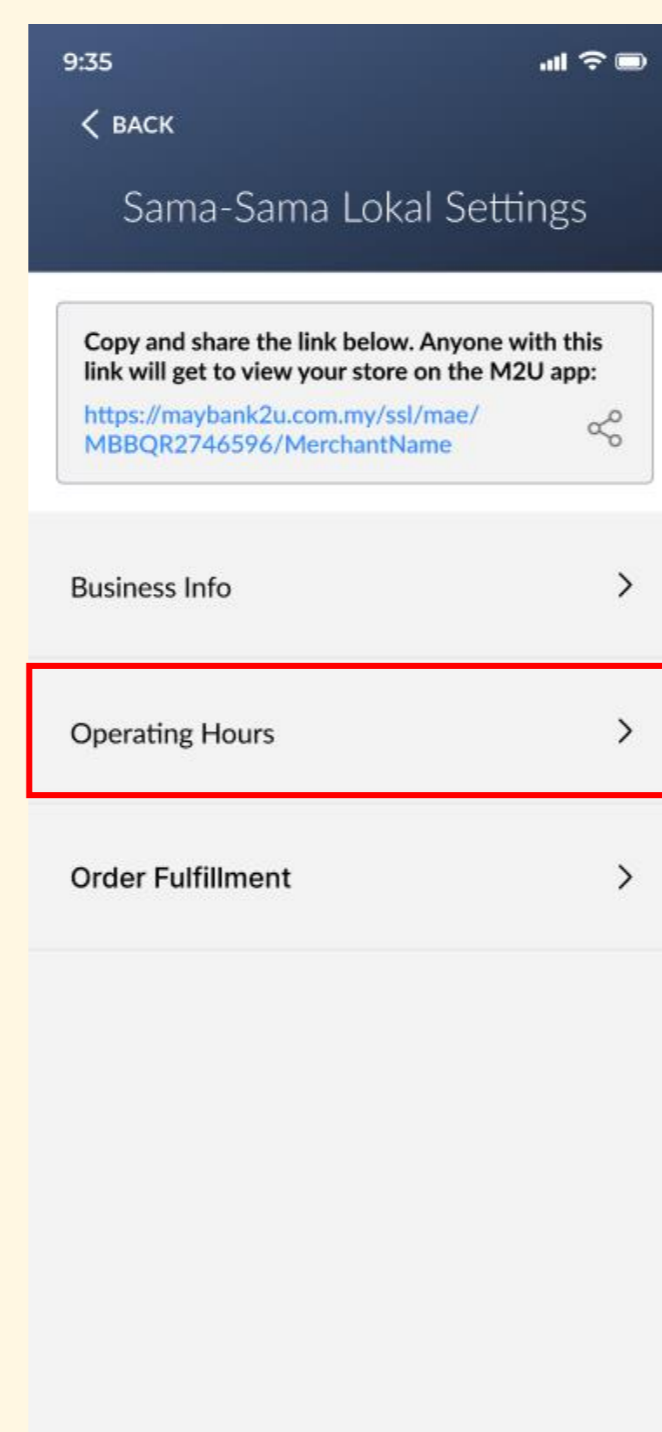
### Note:

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

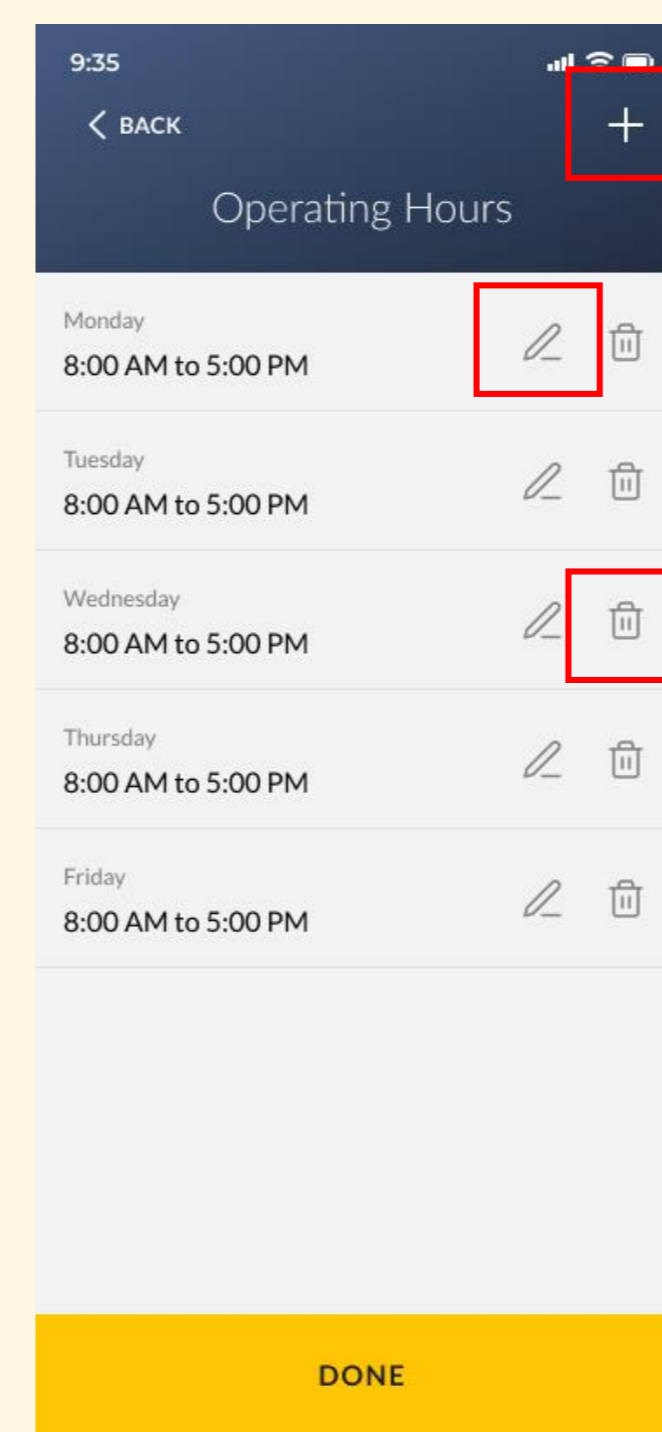
## Screen 2



## Screen 3



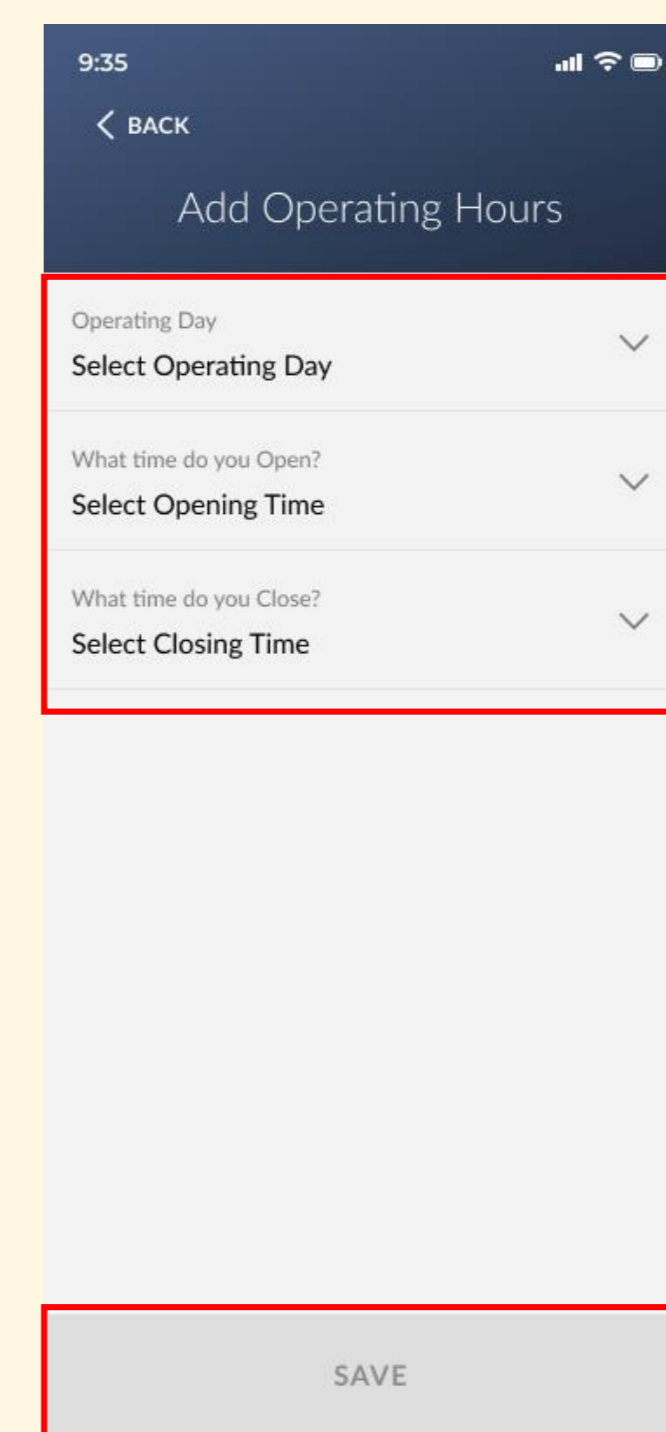
## Screen 4



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

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

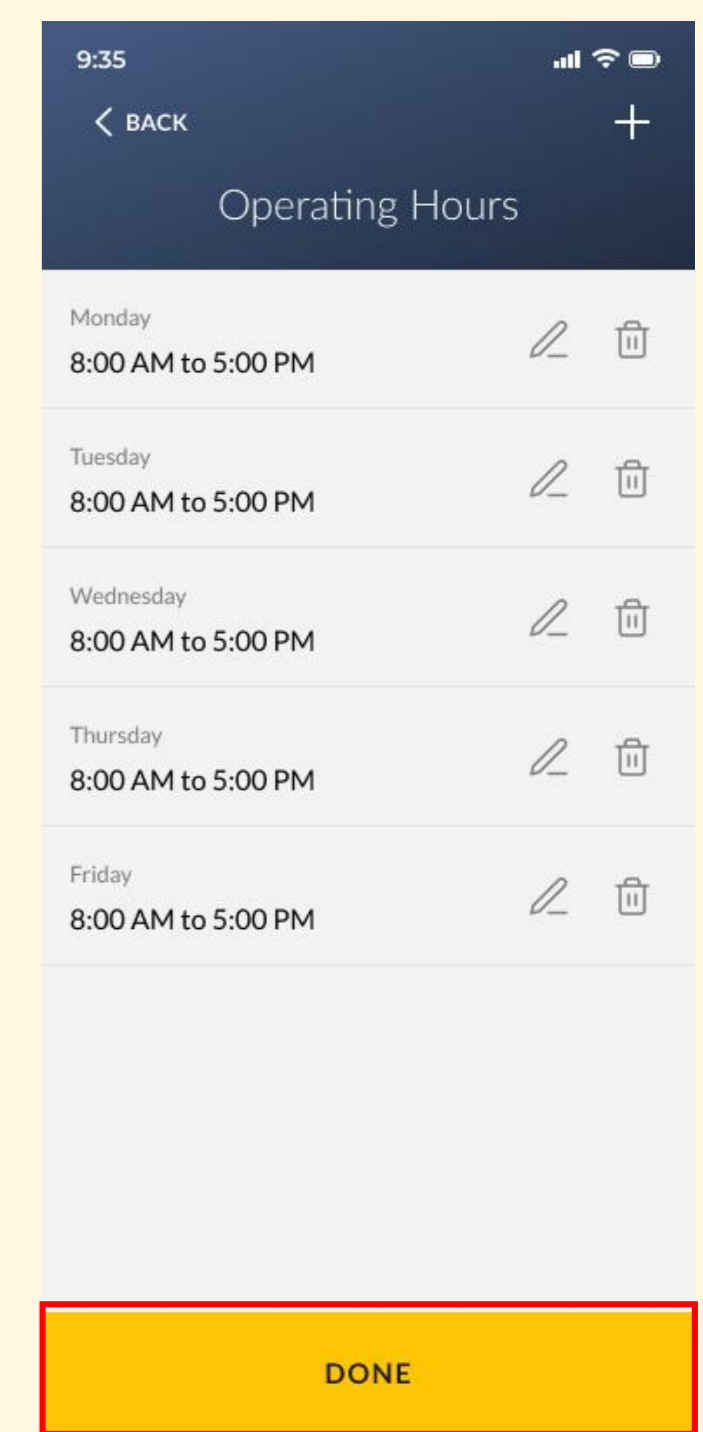
## Screen 5



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.

## Screen 6



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



### 3.

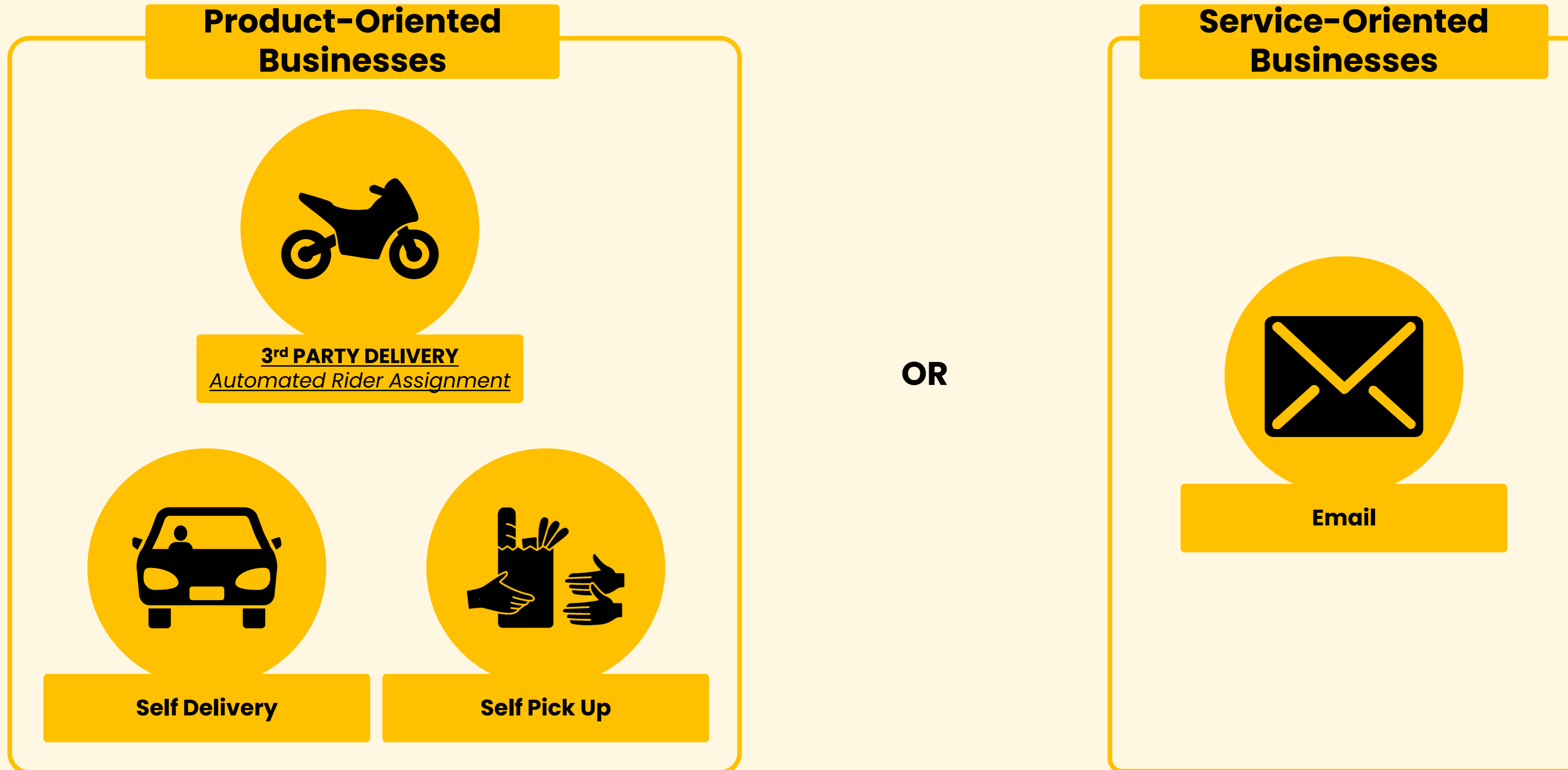
## Managing My Orders on Sama-Sama Lokal

- **Delivery Types Available on Sama-Sama Lokal**
- **How to View Your Order Details on Sama-Sama Lokal**
- **New Ways to View Your Order Status**
- **3<sup>rd</sup> Party Delivery – Automated Assignment of Rider/Driver**
- **Self Delivery**
- **Self Pick-Up**
- **Email**
- **Declare your Business Status (Halal, No Pork & Alcohol & Non Halal)**
- **Large Order Handling (LOH)**
- **Accept Orders Automatically/Manually**
- **Setting Preparation Time**
- **Adding Extra Preparation Time**
- **Finished Early? Let's Find a Rider Now**
- **Reminder for Large Order and Cancelled Orders**
- **Delivery Details Updated when New Rider Takes Over**
- **Sama-Sama Lokal Merchant Support Hotline**

# 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!



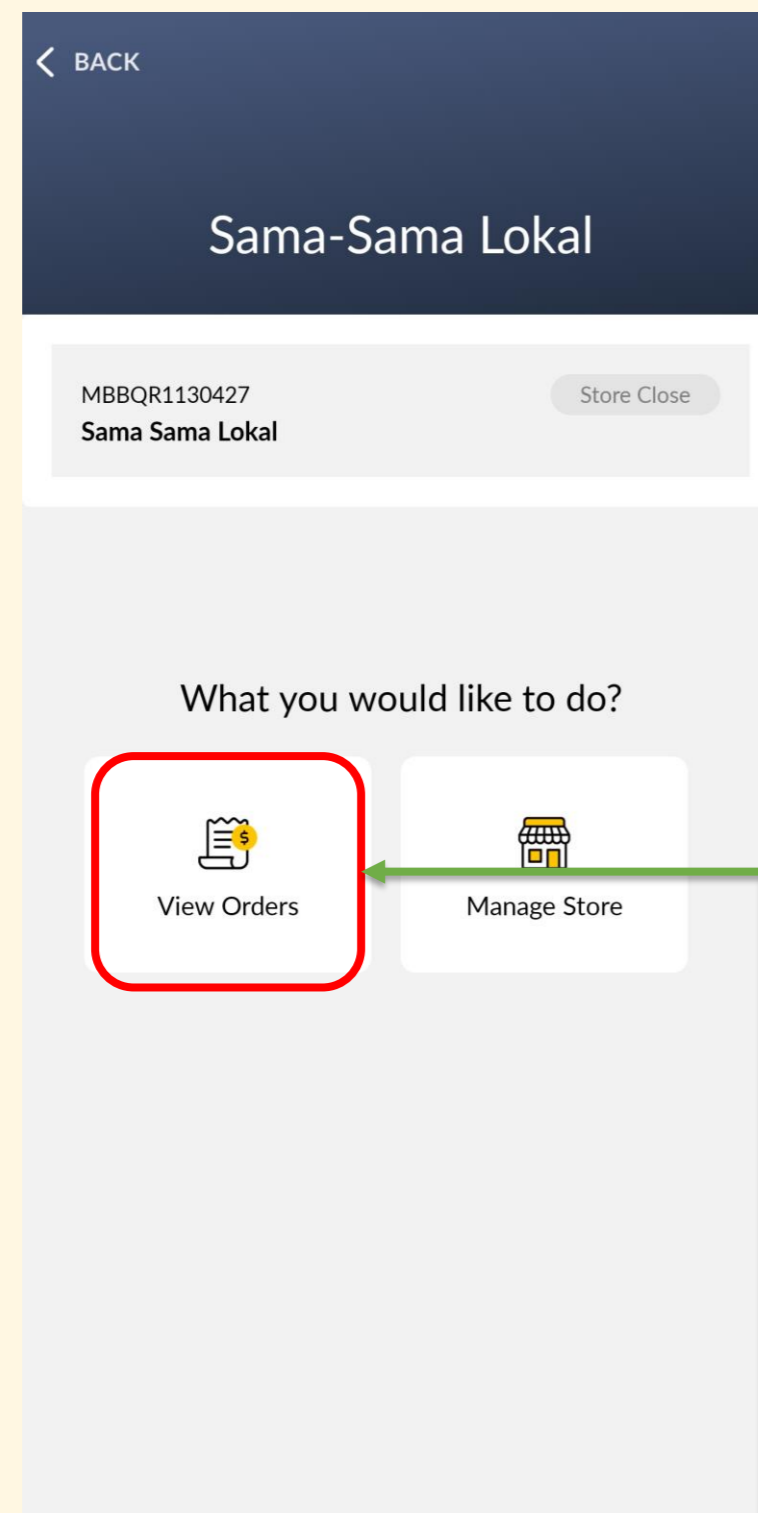
**Note:**

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



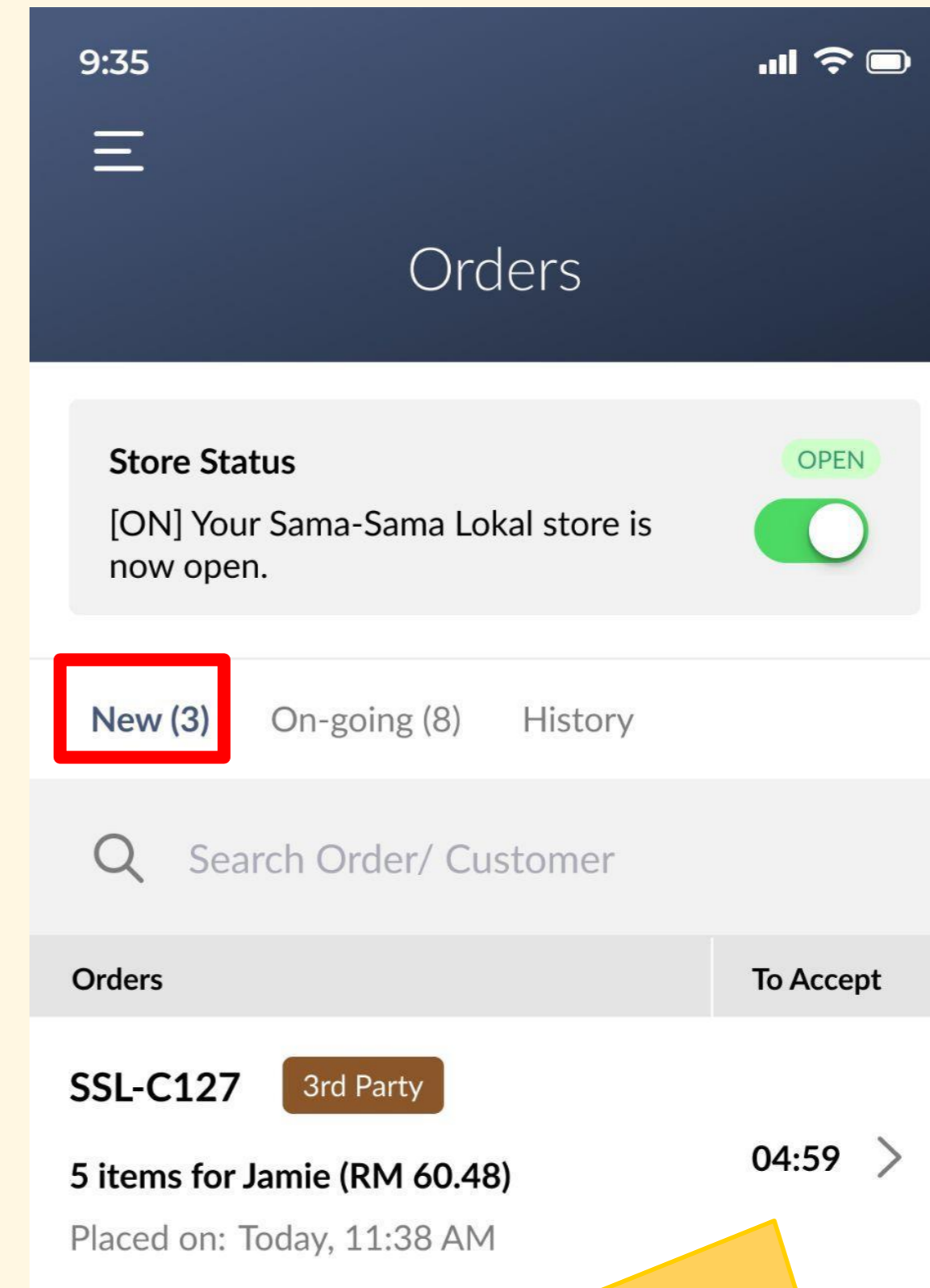
3<sup>rd</sup> Party Delivery just got better!

## Screen 1



Click on  
View Orders

## Screen 2



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

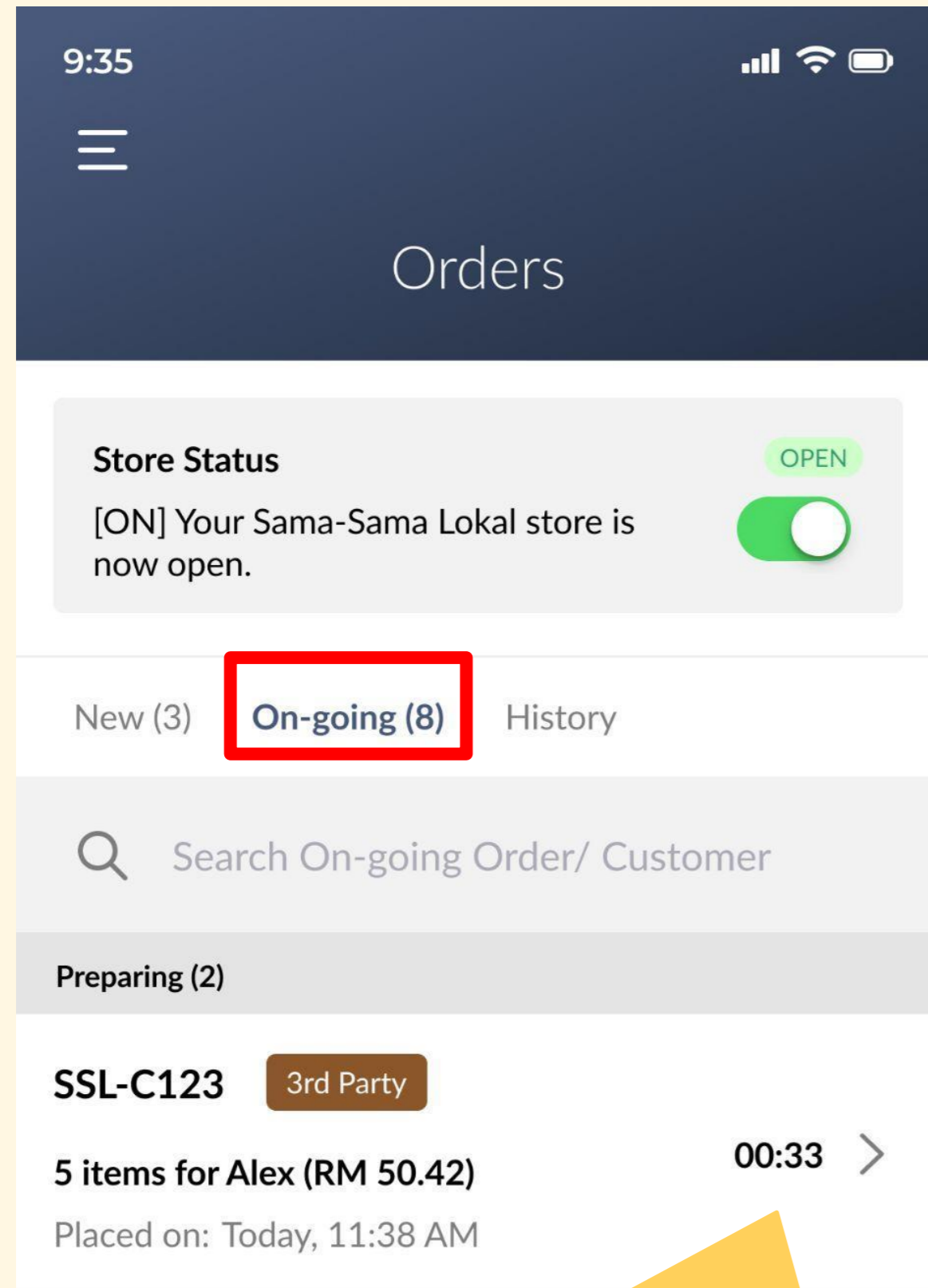
You will have 5 minutes to accept or reject the orders.

# 71 New Ways to View Your Order Status

3<sup>rd</sup> Party Delivery just got better!



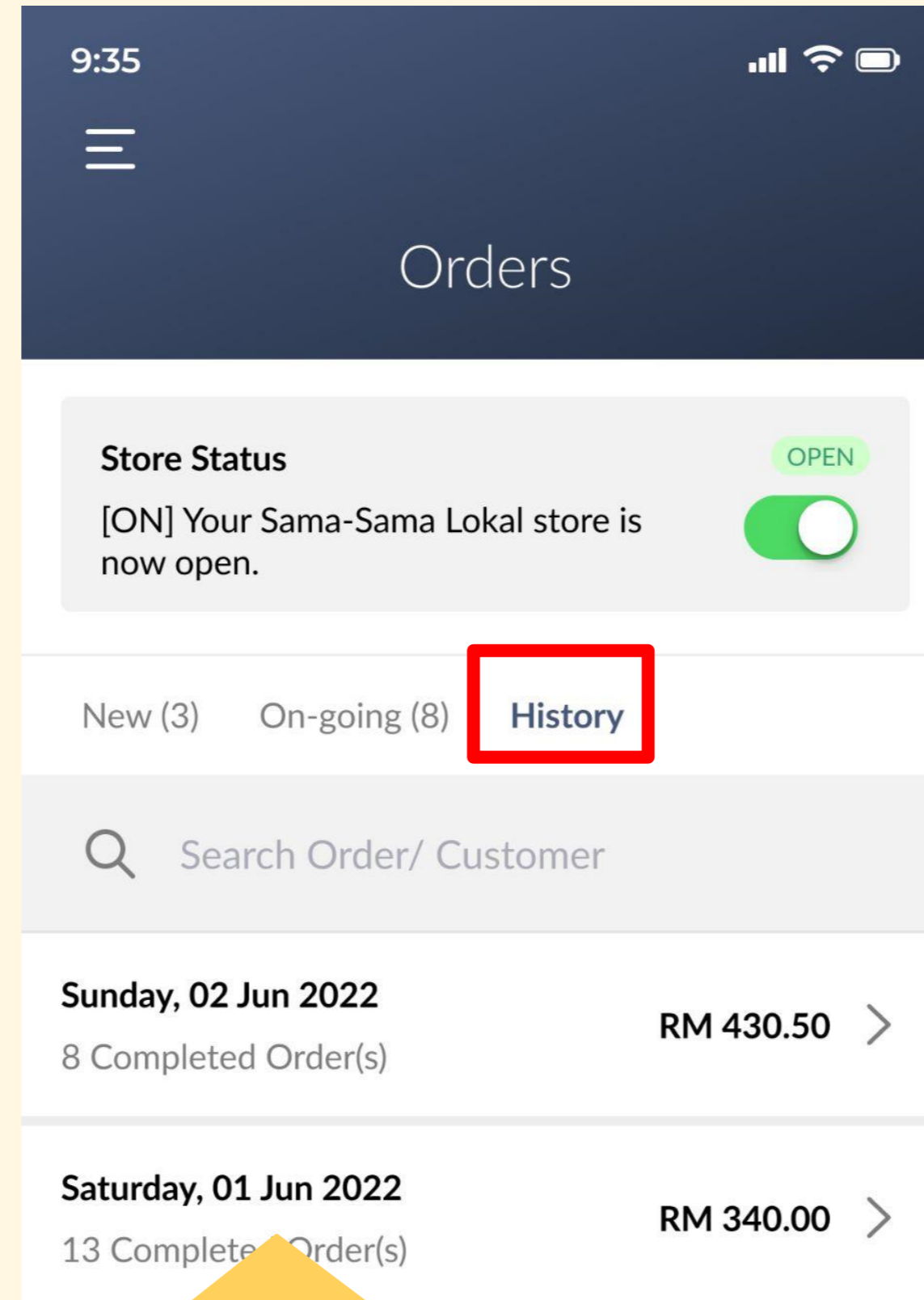
### Screen 1



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

A timer will show you how much preparation time you have left if you choose 3<sup>rd</sup> Party Delivery.

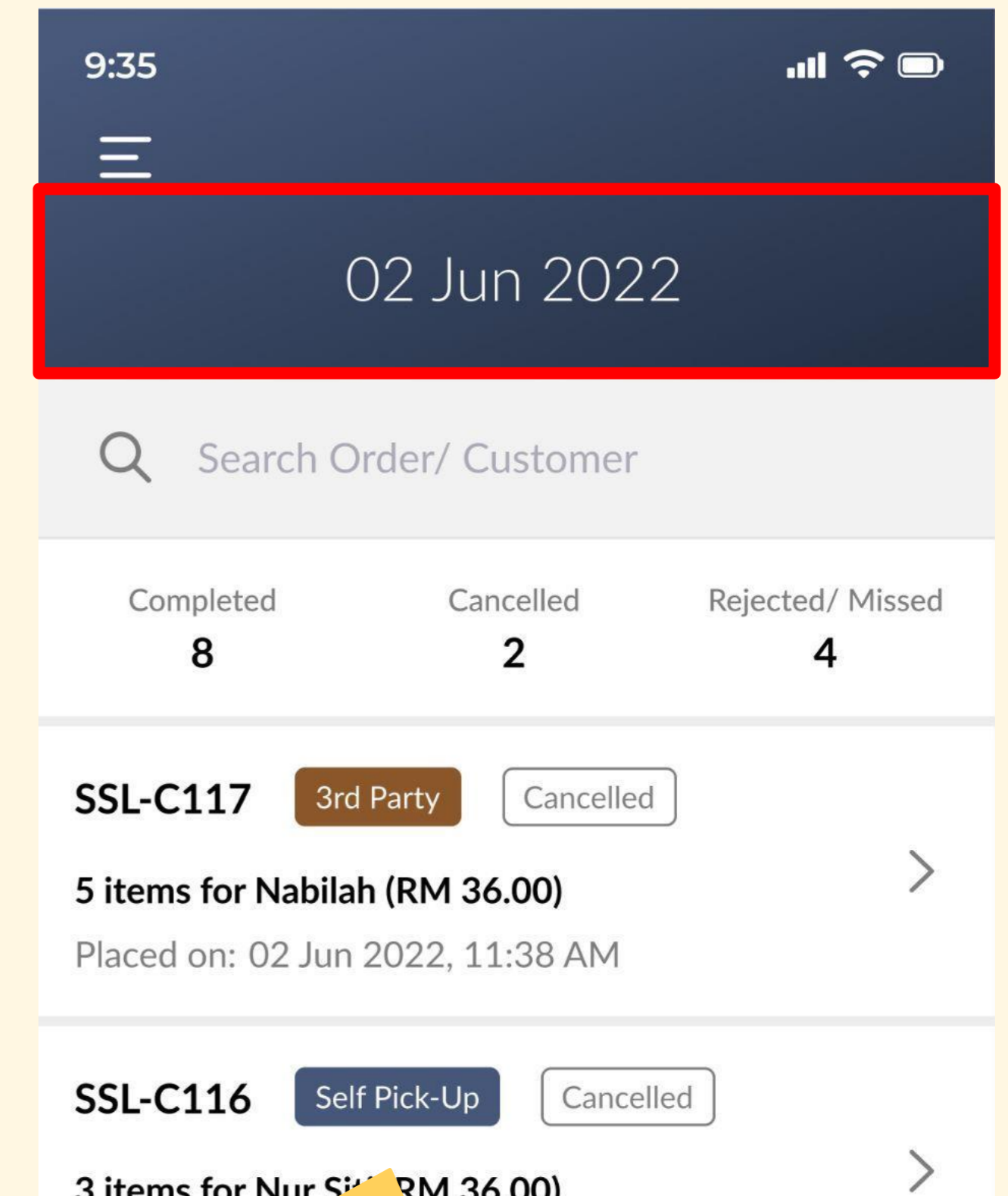
### Screen 2



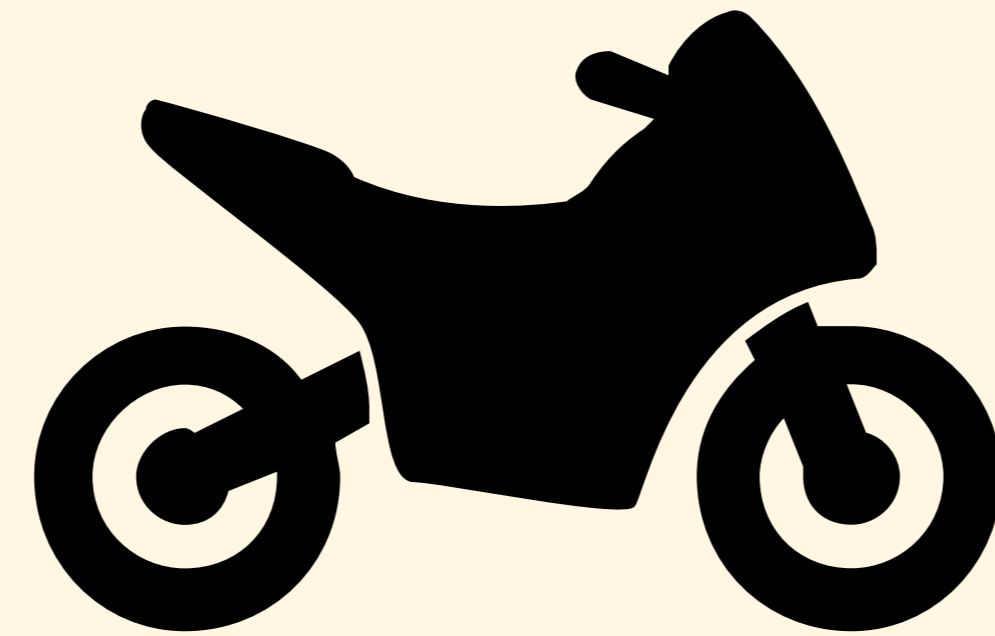
You'll see all **past orders** here.

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

### Screen 3



When you tap on a date, you can see all your **'Completed'**, **'Cancelled'**, and **'Rejected/Missed'** order.



**3<sup>rd</sup> Party Delivery**  
*Automated Assignment of  
Rider/Driver*

---

# 73 3<sup>rd</sup> Party Delivery – Automated Assignment of Rider/Driver



Fulfill your Orders Accordingly based on its respective Delivery Types

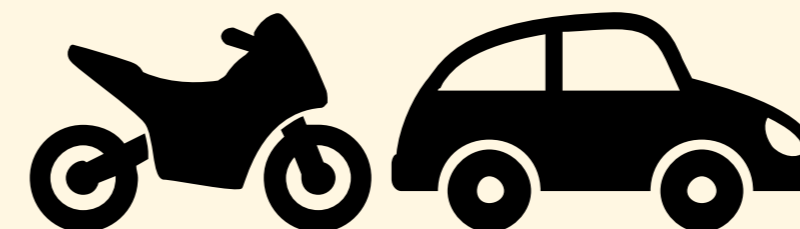
Delivery Type	Description
172558734Q <span style="border: 1px solid red; padding: 2px;">3rd Party</span> > RM12.50 3:39 PM	<ol style="list-style-type: none"><li>1. Available in the <b>main cities</b> of <b>Klang Valley, Penang, Johor Bahru, Ipoh and selected West Coast Cities</b></li><li>2. INSTANT DELIVERY of Products - <i>*Not applicable for pre-order merchants.</i></li></ol>



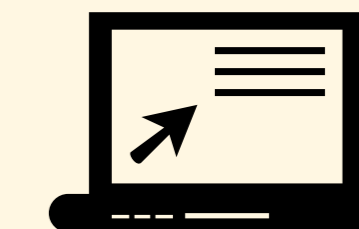
The **cheaper available delivery fees** (between 3<sup>rd</sup> Party Deliver & Self Delivery) will be selected for Customers.



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



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



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

### Note:

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



## **Self Delivery**

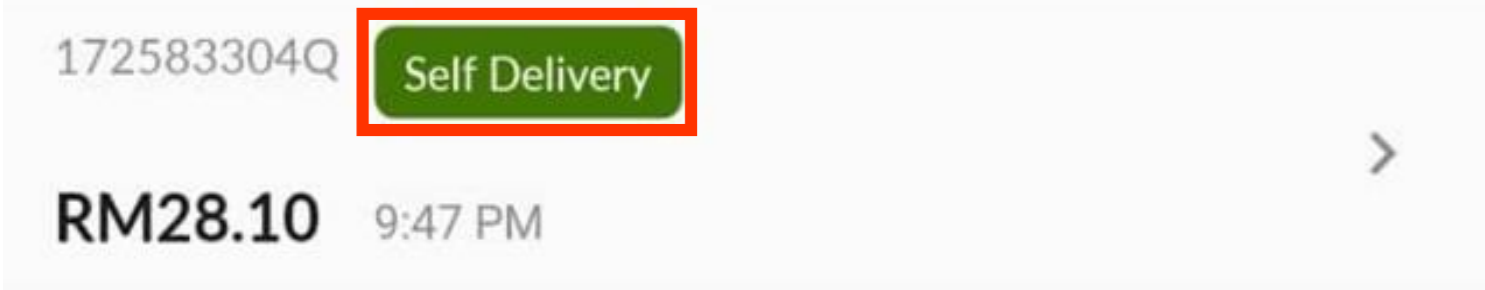
*Merchant delivers via own delivery arrangements*

---

# 75 Self Delivery



Fulfill your Orders Accordingly based on its respective Delivery Types

Delivery Type	Description
	<ul style="list-style-type: none"><li>• <b>INSTANT DELIVERY</b> and <b>PRE-ORDER DELIVERY</b> (&gt;30 mins prep. time) of Products</li><li>• Suitable for cities that is <b>NOT COVERED</b> under 3<sup>rd</sup> Party Delivery</li><li>• Suitable for merchants with their existing own delivery fleet and vehicles.</li><li>• 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>).</li></ul>

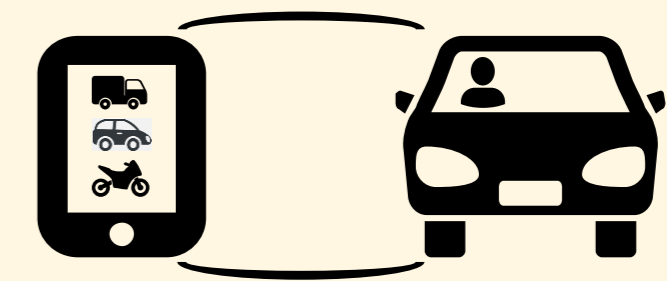


The **cheaper available delivery fees** (between 3<sup>rd</sup> Party Delivery & Self Delivery) will be selected for Customers.



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

Customer pay delivery fees upon checkout.



Merchant independently delivers via:

- a) **personal transportation;**
- b) **external 3<sup>rd</sup> party delivery services;** e.g. Lalamove, Borzo, Hallo Express & etc.;
- c) own delivery fleet arrangements;
- or
- d) any other delivery arrangements



## **Self Pick Up**

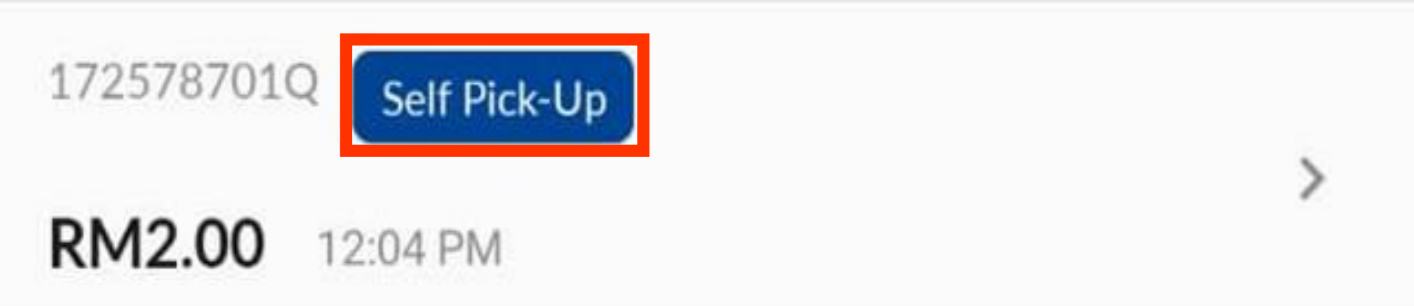
*Customer picks up the order from the Store*

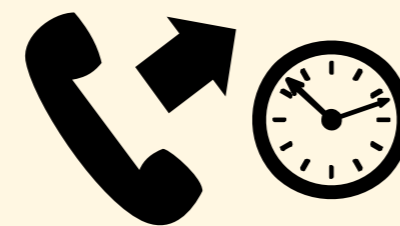
---

# 77 Customer Self Pick-Up

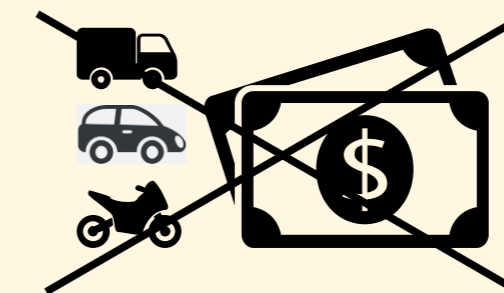


Fulfill your Orders Accordingly based on its respective Delivery Types

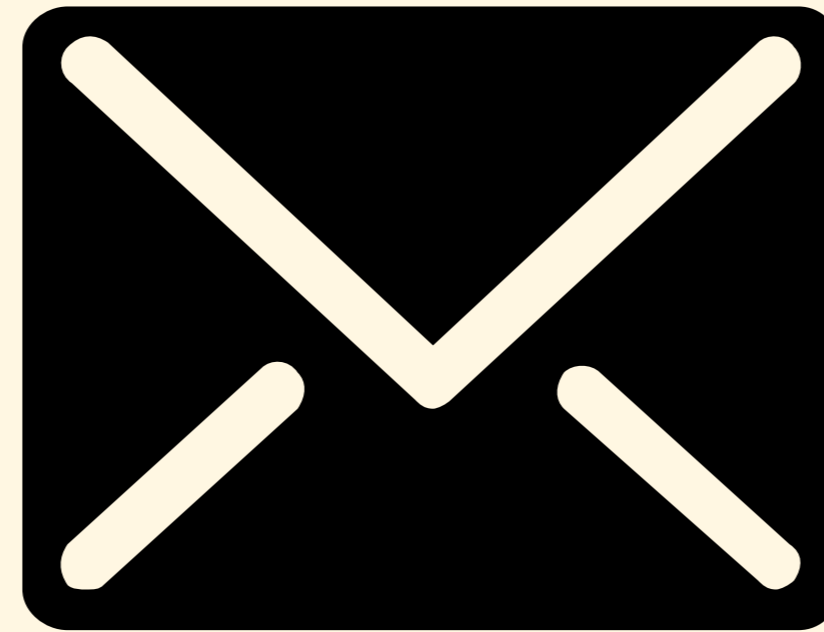
Delivery Type	Description
	<ul style="list-style-type: none"><li>• Suitable for merchants with store fronts, food trucks, or easily-accessible residential areas.</li><li>• Merchant is expected to fulfill the order within 3 hours (<i>if pre-order or as requested by Customer, please call Customer to agree on delivery date and time</i>).</li></ul>



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.



## **Email**

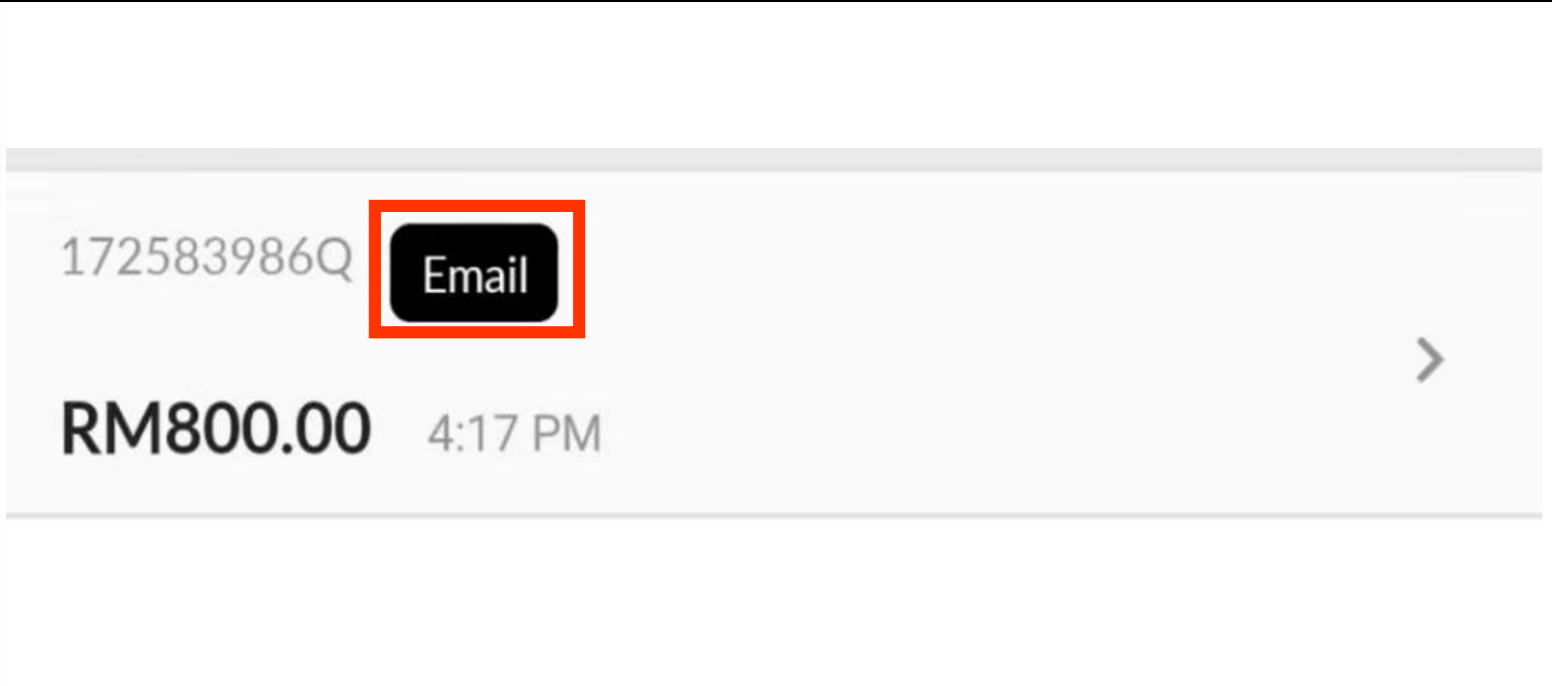
*Merchants Email Items Ordered to  
Customer*

---

# 79 Email

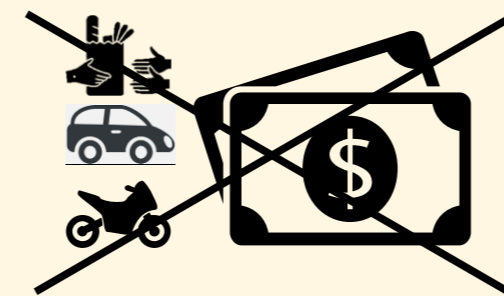


## Fulfill your Orders Accordingly based on its respective Delivery Types

Delivery Type	Description
	<ul style="list-style-type: none"><li>• 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</li><li>• No physical goods to provide customers (only products sent via email)</li><li>• Merchant is expected to fulfill the order within 24 hours (unless pre-order or as requested by Customer).</li></ul>



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.



**Declare your Business Status**  
*(Halal, No Pork & Alcohol & Non Halal)*

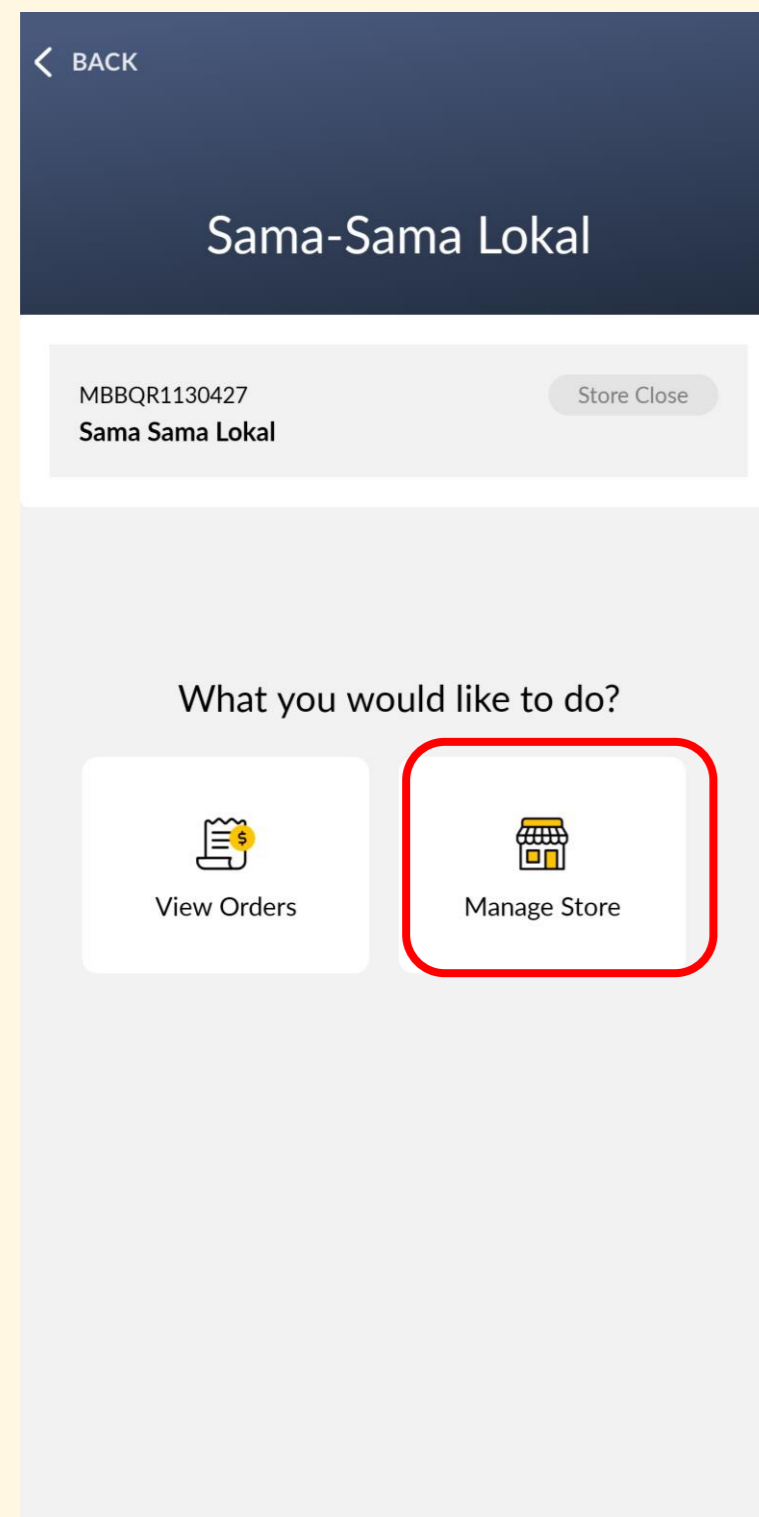
---

# 81 Declare your Business Status

## Halal, No Pork & Alcohol & Non Halal

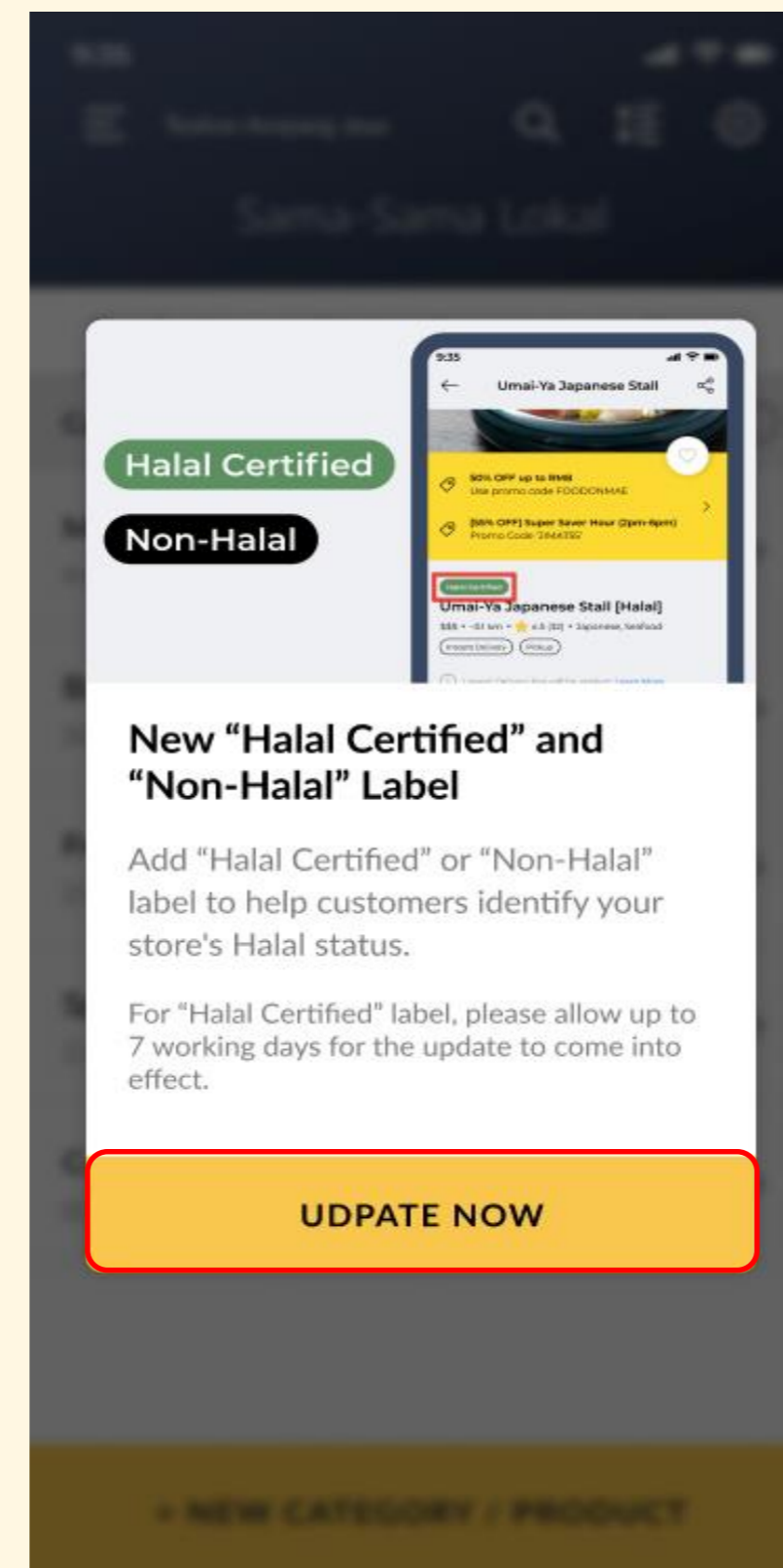


### Screen 1



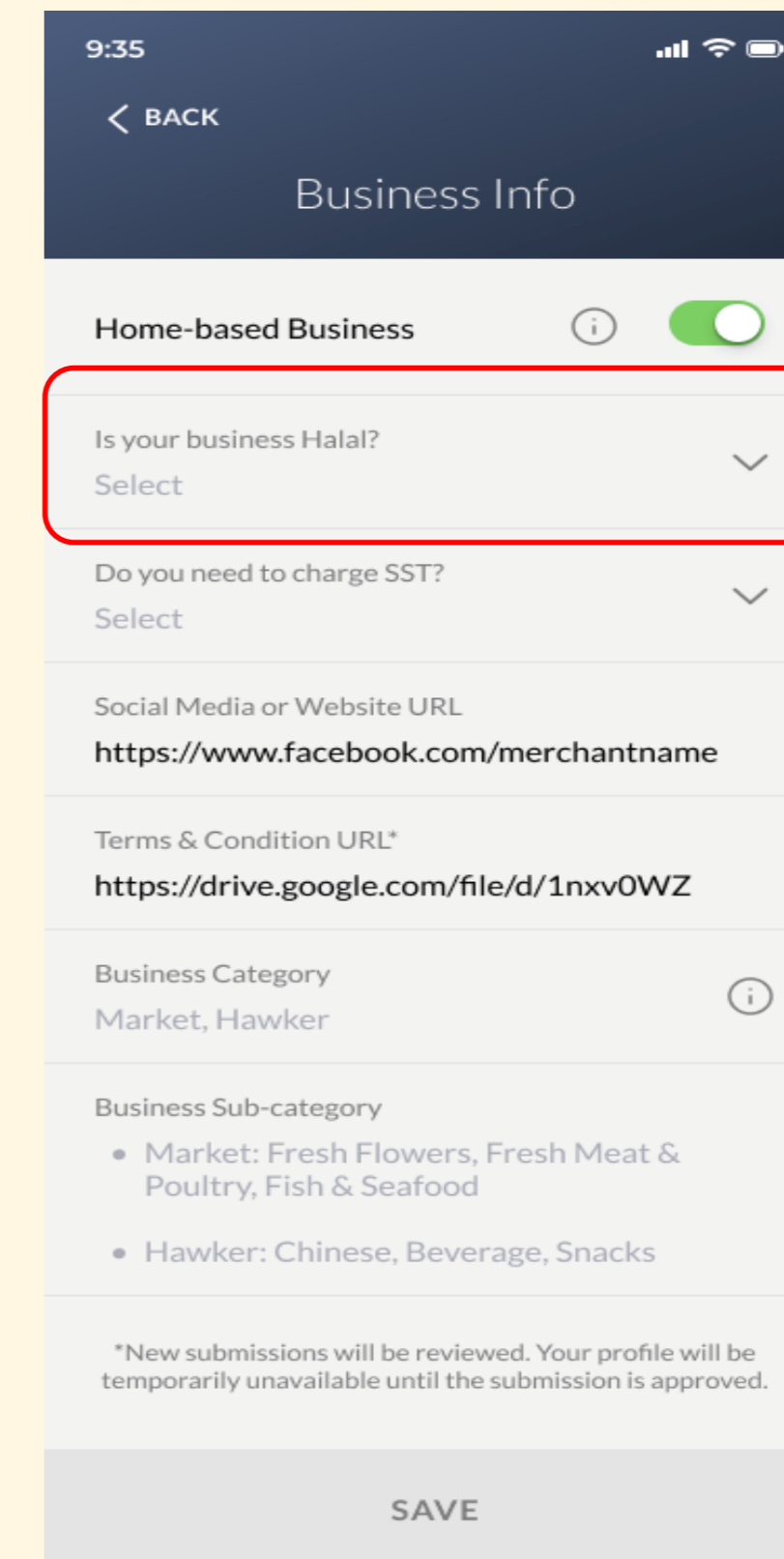
Select **"Store Management"**

### Screen 2



Pop-up Message to direct merchants to declare Halal Status

### Screen 3 MID Selection



Go to the **side menu** to select **SETTINGS**, and then **Business Info**.

# 82 Declare your Business Status

## Halal, No Pork & Alcohol & Non Halal



Screen 4

Only Select "I Have a Halal Cert" if you have a Halal cert. If not select relevant option.

Screen 5

Select the "Halal Certification" option to upload halal cert.

Screen 6

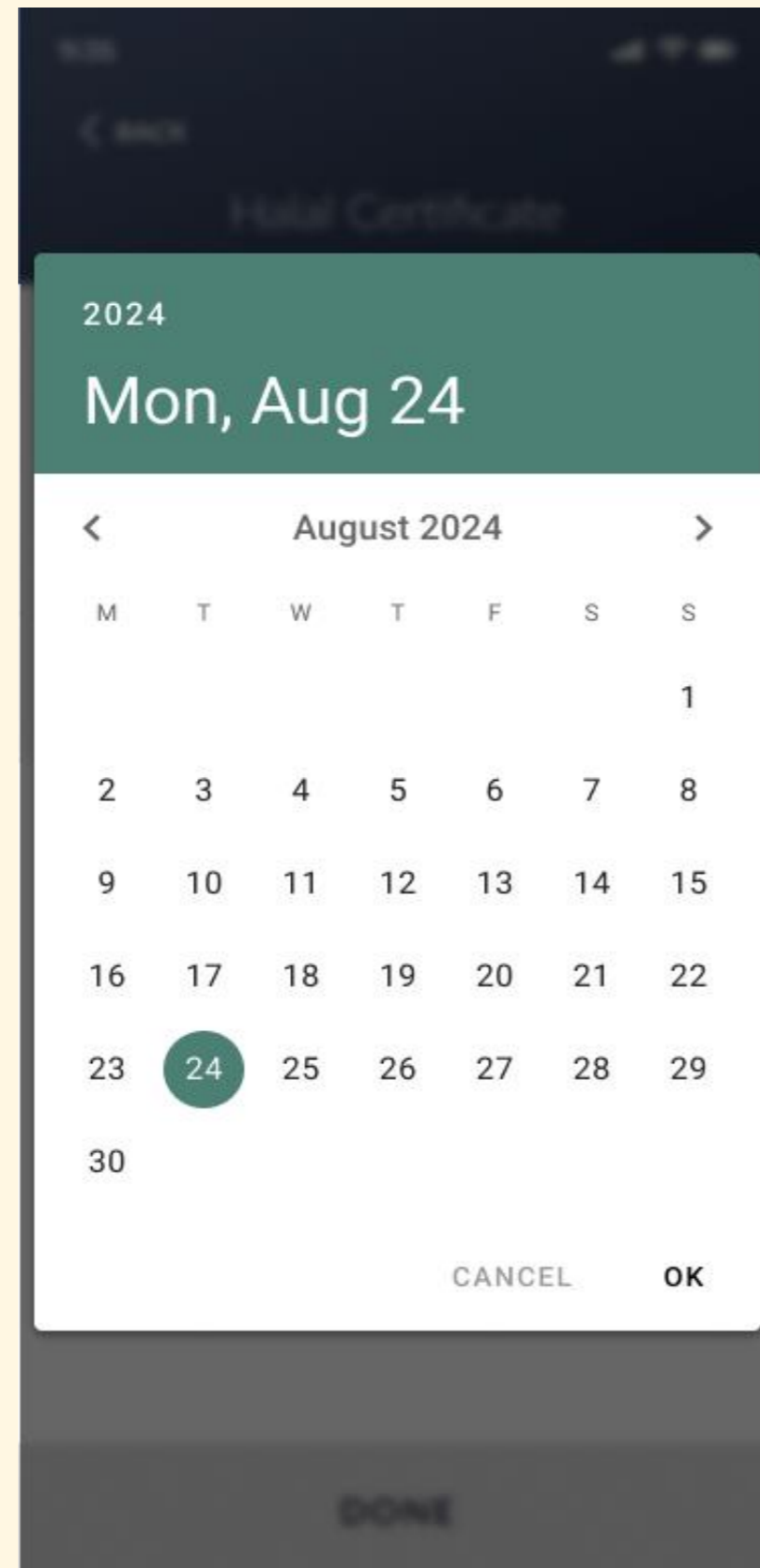
Upload the file, Halal Certificate Serial number & Expiry Date.

# 83 Declare your Business Status

Halal, No Pork & Alcohol & Non Halal

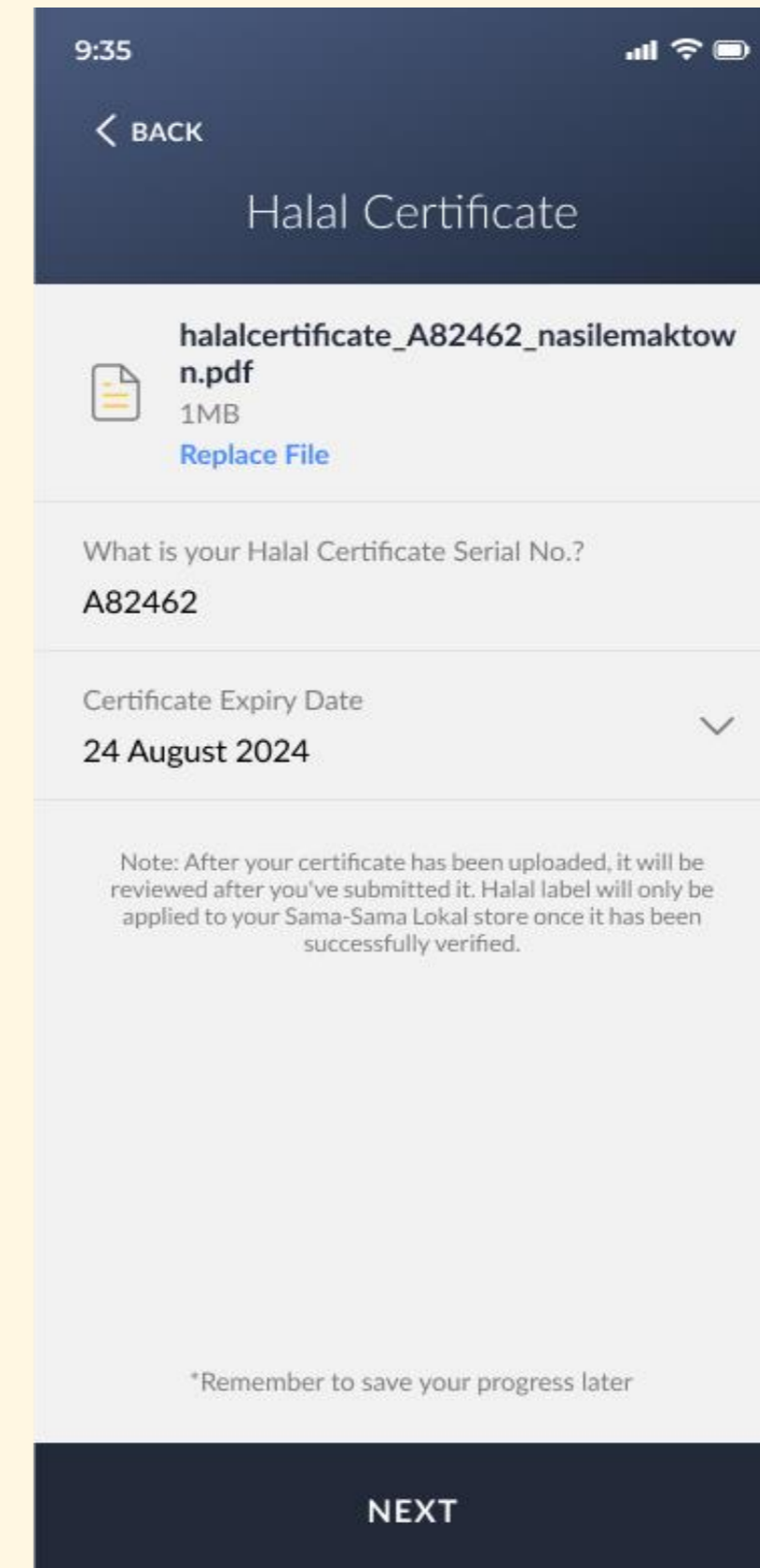


## Screen 7



Select the Expiry Date

## Screen 8



Key in Halal Certificate Serial Number.

# 84 Declare your Business Status

## Halal, No Pork & Alcohol & Non Halal



### Screen 1: Pending

9:35

< BACK

Business Info

Home-based Business

Is your business Halal?  
I have a Halal Certificate

**Halal Certificate\***  
A82462 PENDING >

Do you need to charge SST?  
Yes

**SST Certification\***  
W10-2101-12345678 ENABLED >

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

- Market: Fresh Flowers, Fresh Meat & Poultry, Fish & Seafood
- Hawker: Chinese, Beverage, Snacks

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

SAVE

### Screen 2: Verified

9:35

< BACK

Business Info

Home-based Business

Is your business Halal?  
I have a Halal Certificate

**Halal Certificate\***  
A82462 VERIFIED >

Do you need to charge SST?  
Yes

**SST Certification\***  
W10-2101-12345678 ENABLED >

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

- Market: Fresh Flowers, Fresh Meat & Poultry, Fish & Seafood
- Hawker: Chinese, Beverage, Snacks

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

SAVE

### Screen 3: Rejected

9:35

< BACK

Business Info

Home-based Business

Is your business Halal?  
I have a Halal Certificate

**Halal Certificate\***  
Resubmit Now REJECTED >

Do you need to charge SST?  
Yes

**SST Certification\***  
W10-2101-12345678 ENABLED >

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

- Market: Fresh Flowers, Fresh Meat & Poultry, Fish & Seafood
- Hawker: Chinese, Beverage, Snacks

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

SAVE

### Screen 4: Expired

9:35

< BACK

Business Info

Home-based Business

Is your business Halal?  
I have a Halal Certificate

**Halal Certificate\***  
Resubmit Now EXPIRED >

Do you need to charge SST?  
Yes

**SST Certification\***  
W10-2101-12345678 ENABLED >

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

- Market: Fresh Flowers, Fresh Meat & Poultry, Fish & Seafood
- Hawker: Chinese, Beverage, Snacks

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

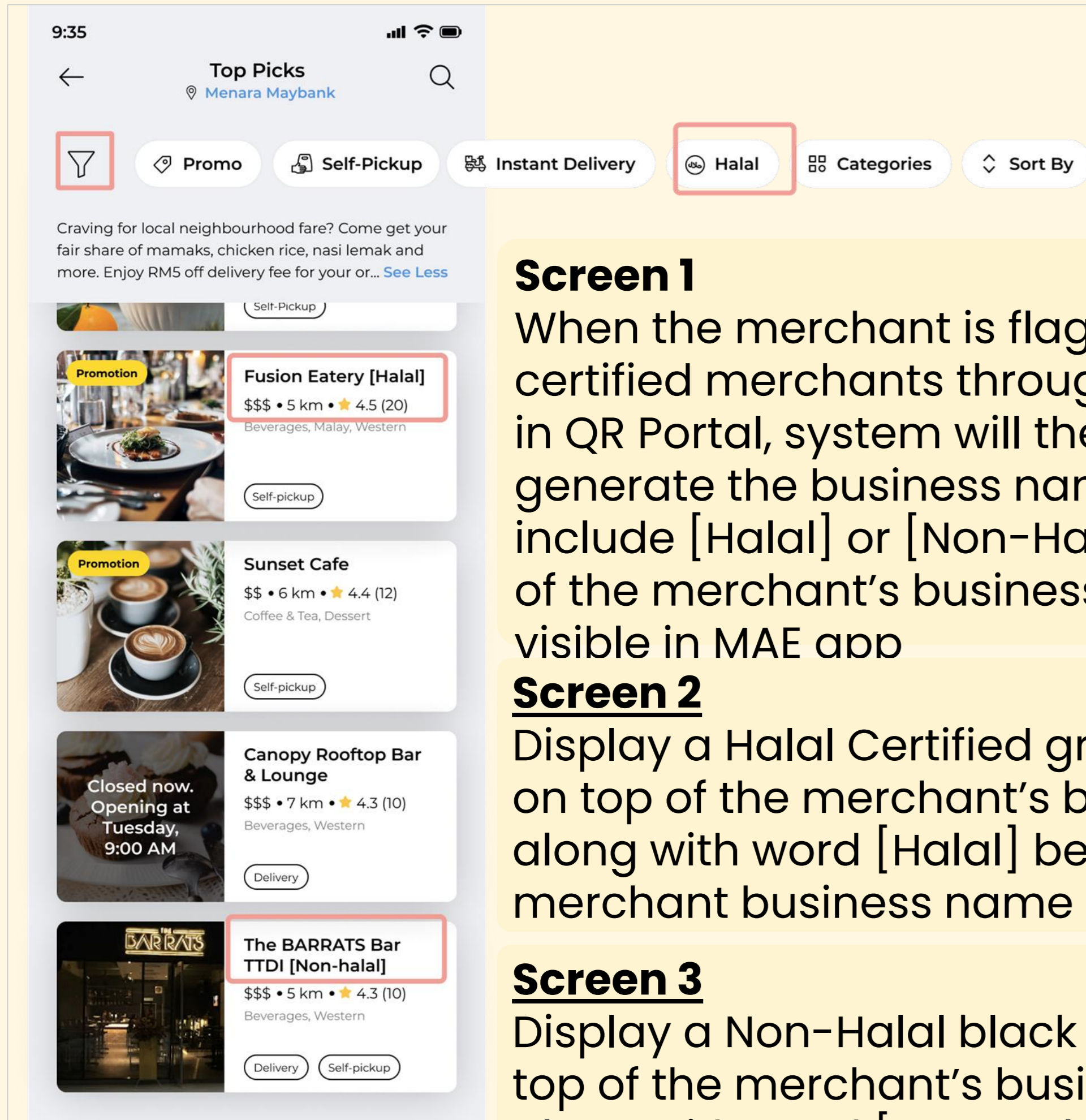
SAVE

# 85 Declare your Business Status

## MAE: Display of Halal in Business Name and Non Halal & Tagging



### Screen 1



#### Screen 1

When the merchant is flagged as Halal certified merchants through SSL Info tab in QR Portal, system will then auto generate the business name display to include [Halal] or [Non-Halal] at the end of the merchant's business name to be visible in MAE app

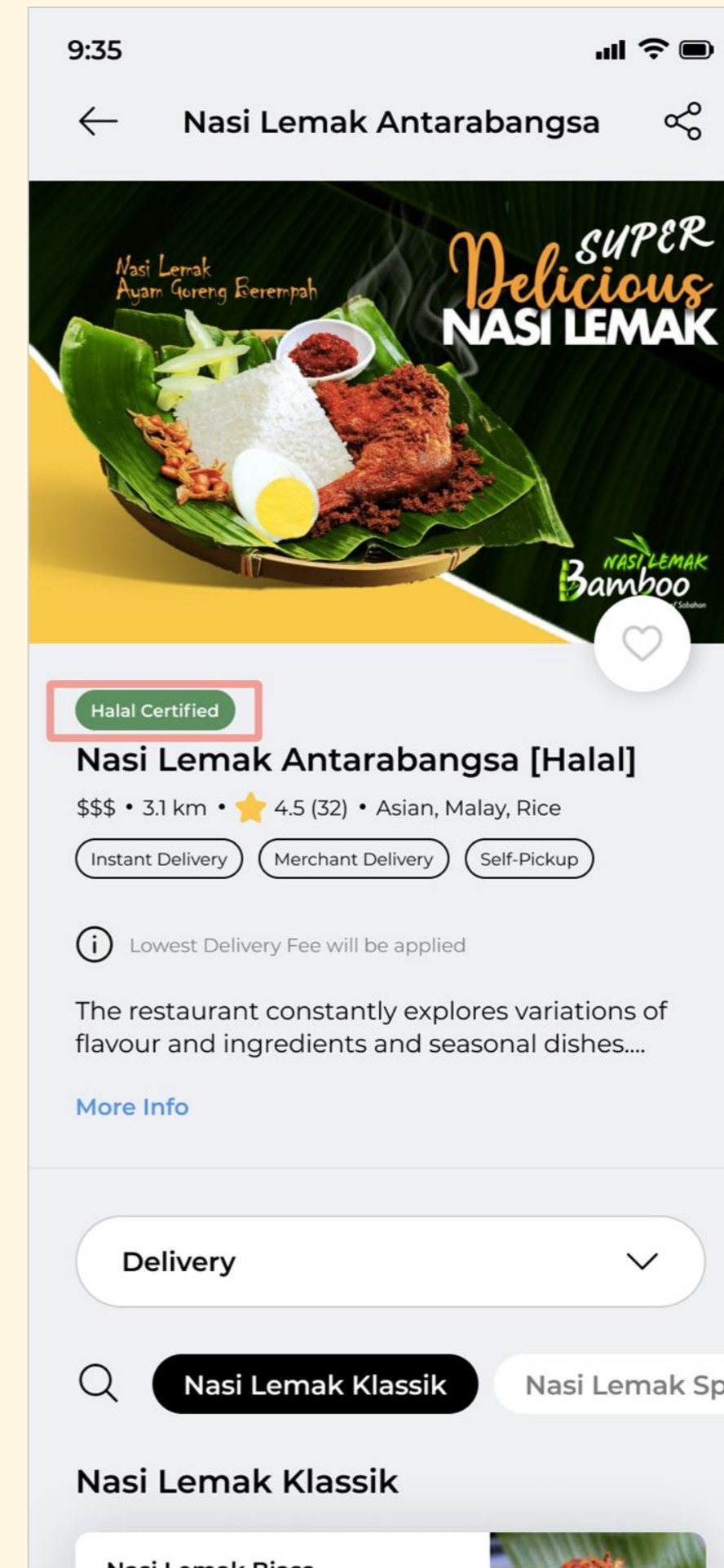
#### Screen 2

Display a Halal Certified green tag/pills on top of the merchant's business name along with word [Halal] behind the merchant business name

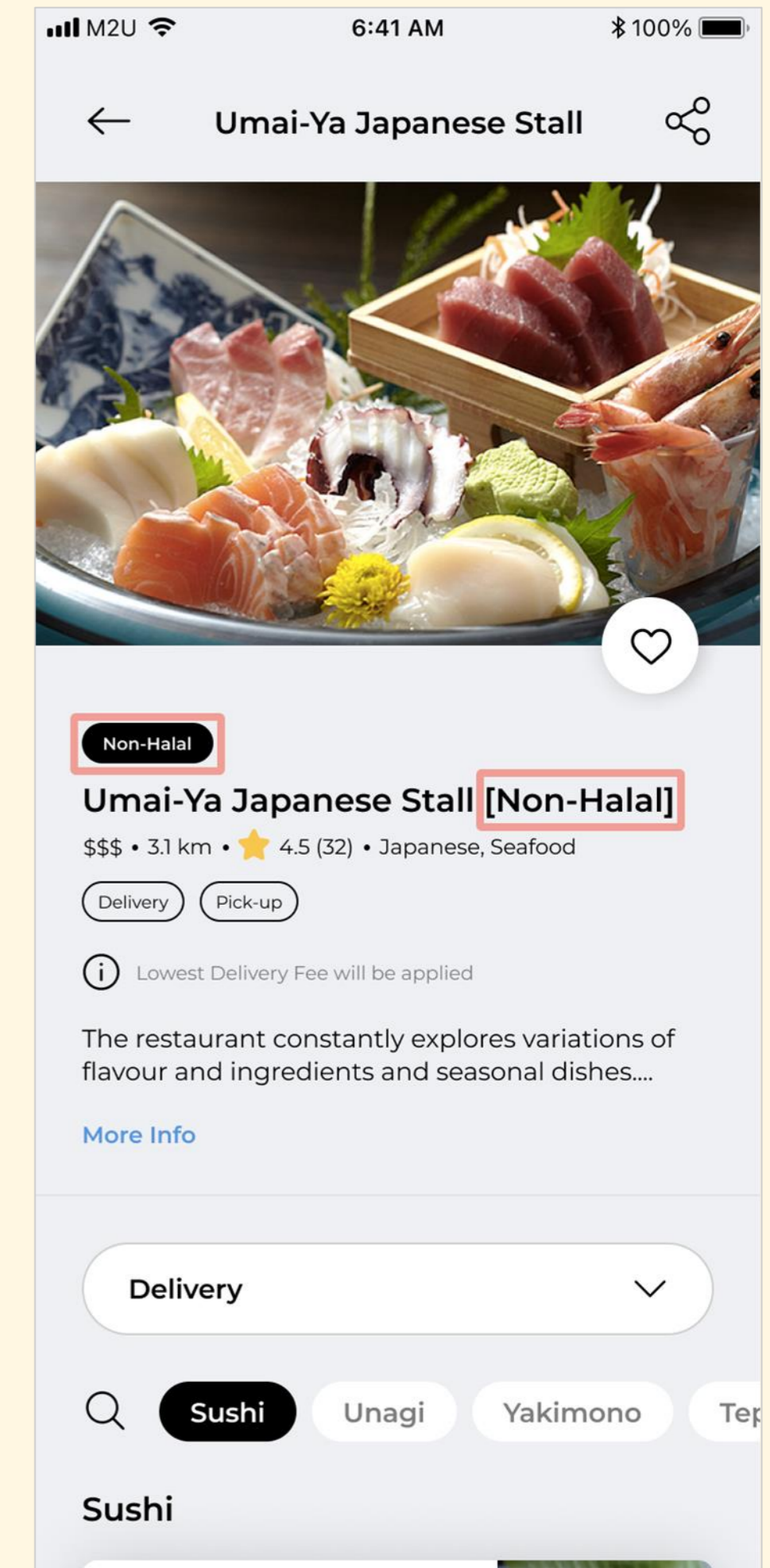
#### Screen 3

Display a Non-Halal black tag/pills on top of the merchant's business name along with word [Non-Halal] behind the merchant business name

### Screen 2



### Screen 3

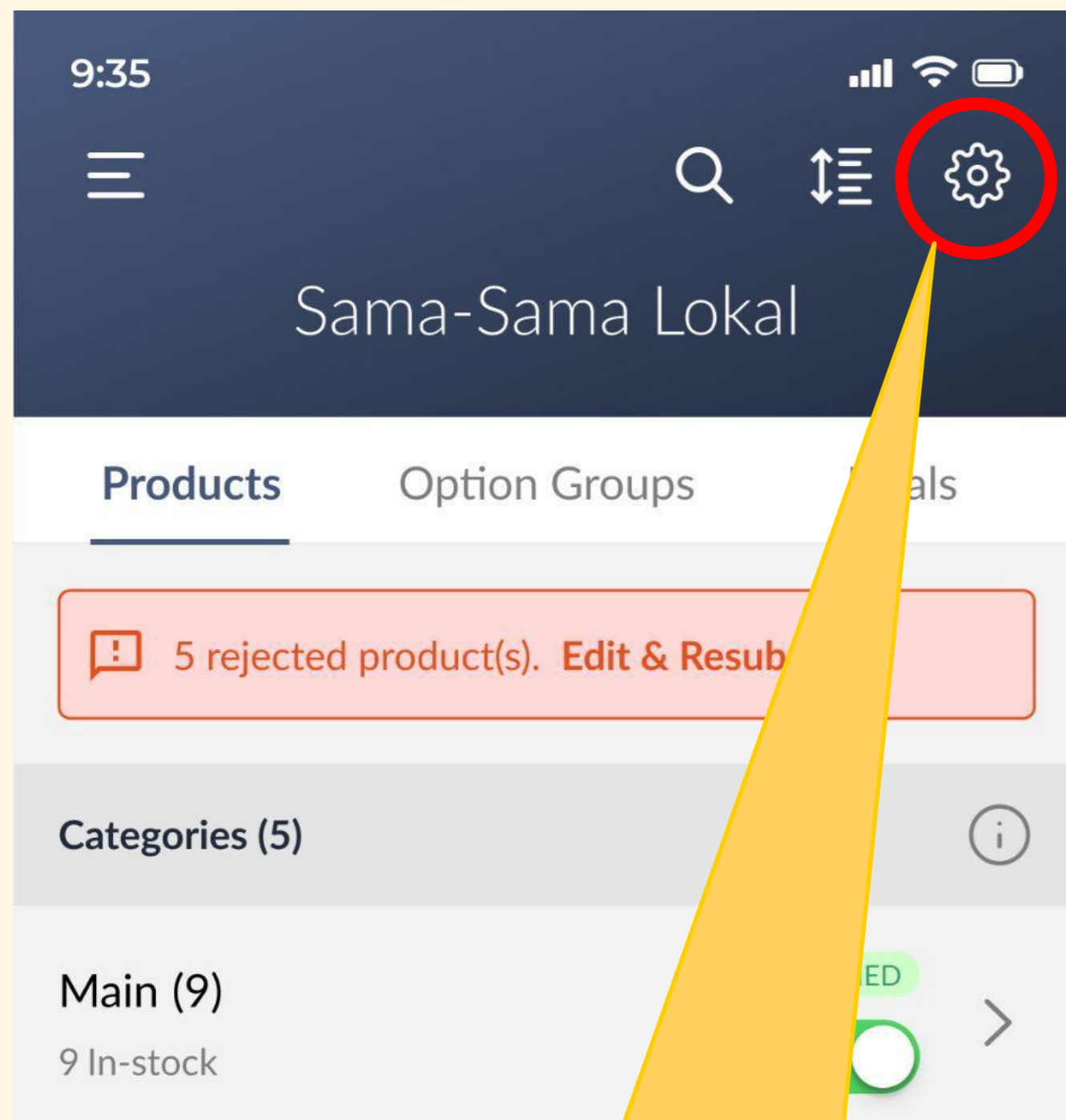


# Accept Orders Automatically/Manually

3<sup>rd</sup> Party Delivery just got better!

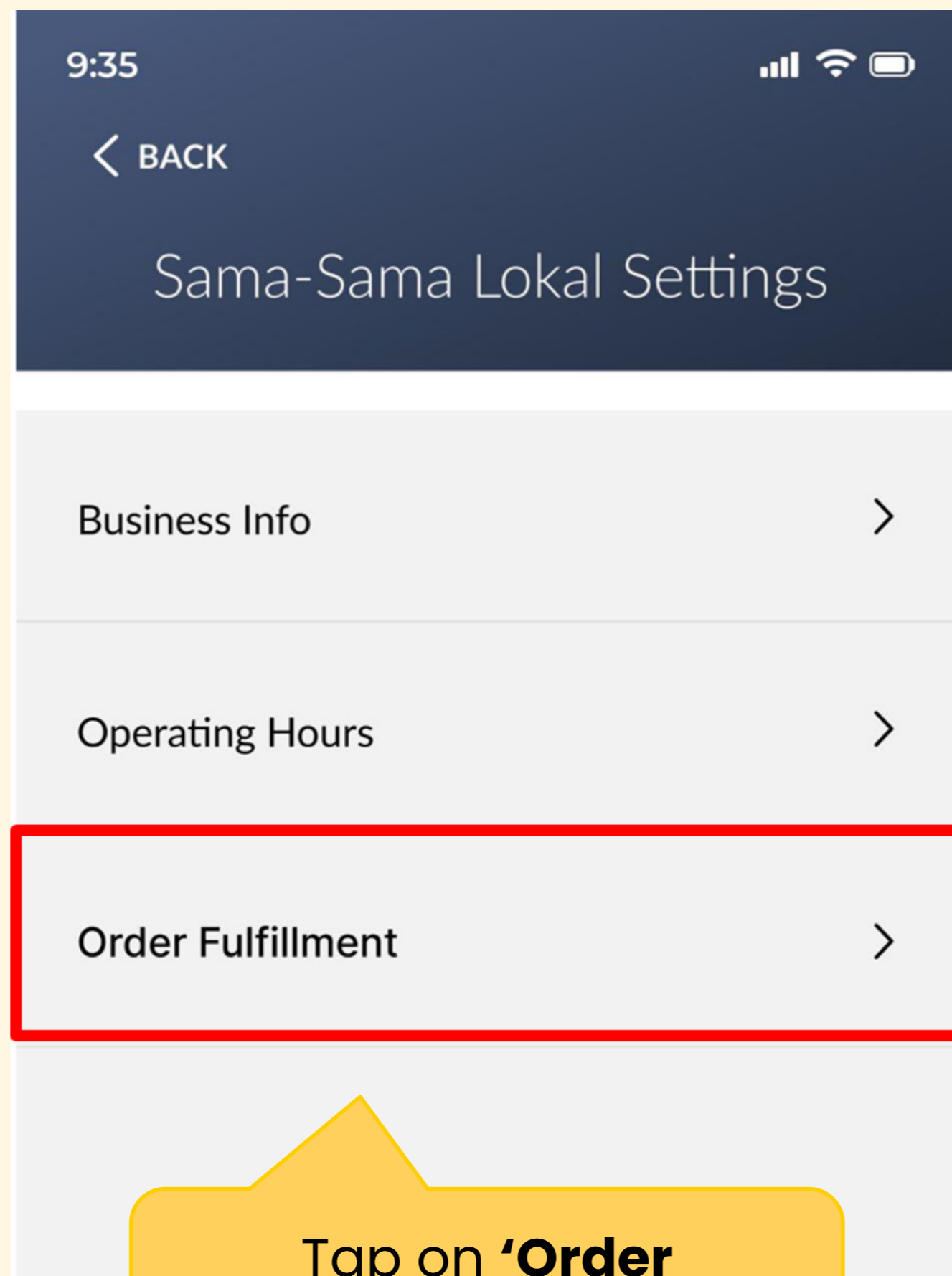


Screen 1



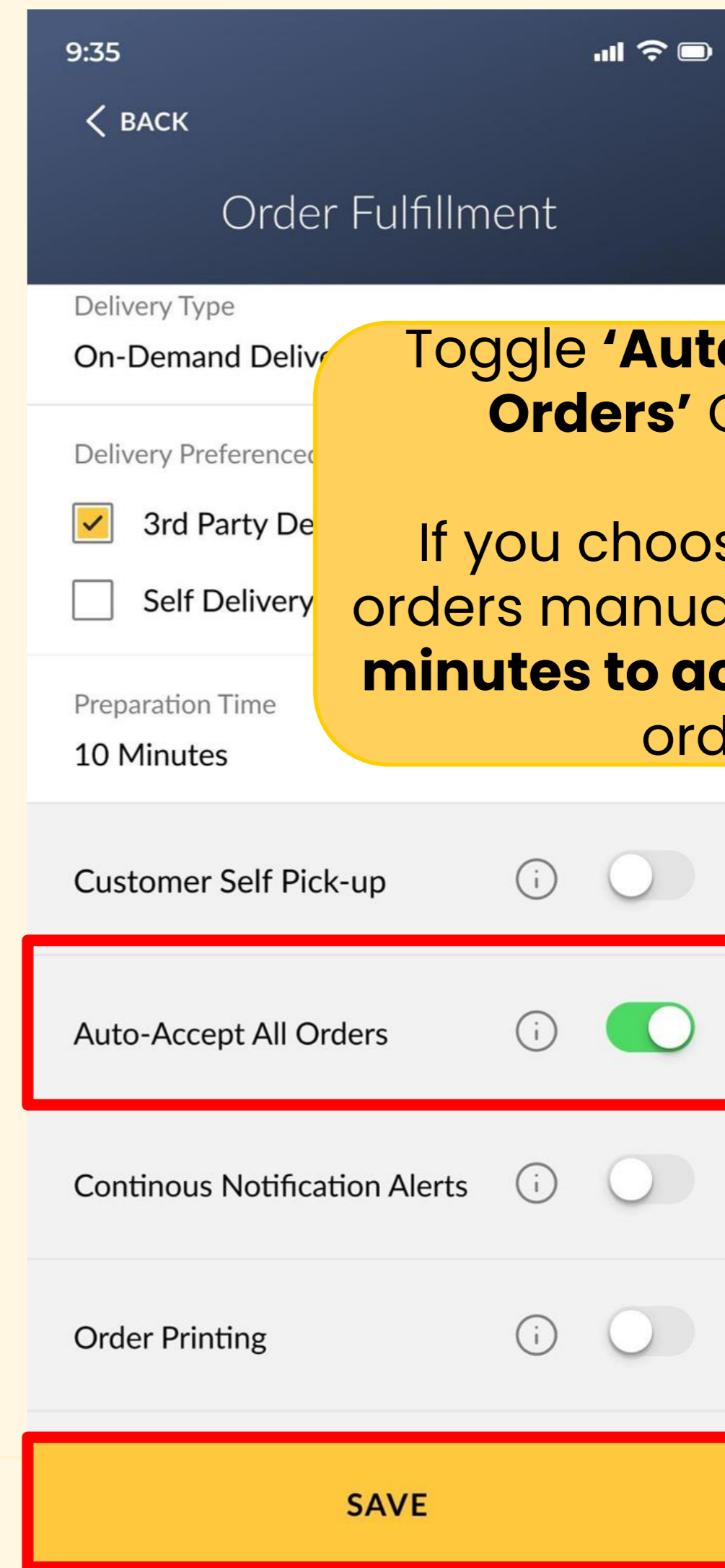
Now you can accept orders automatically/manually.  
Tap on **'Settings'** icon.

Screen 2



Tap on **'Order Fulfillment'**

Screen 3



Toggle **'Auto-Accept All Orders'** ON or OFF.  
If you choose to accept orders manually, you have **5 minutes to accept or reject orders.**

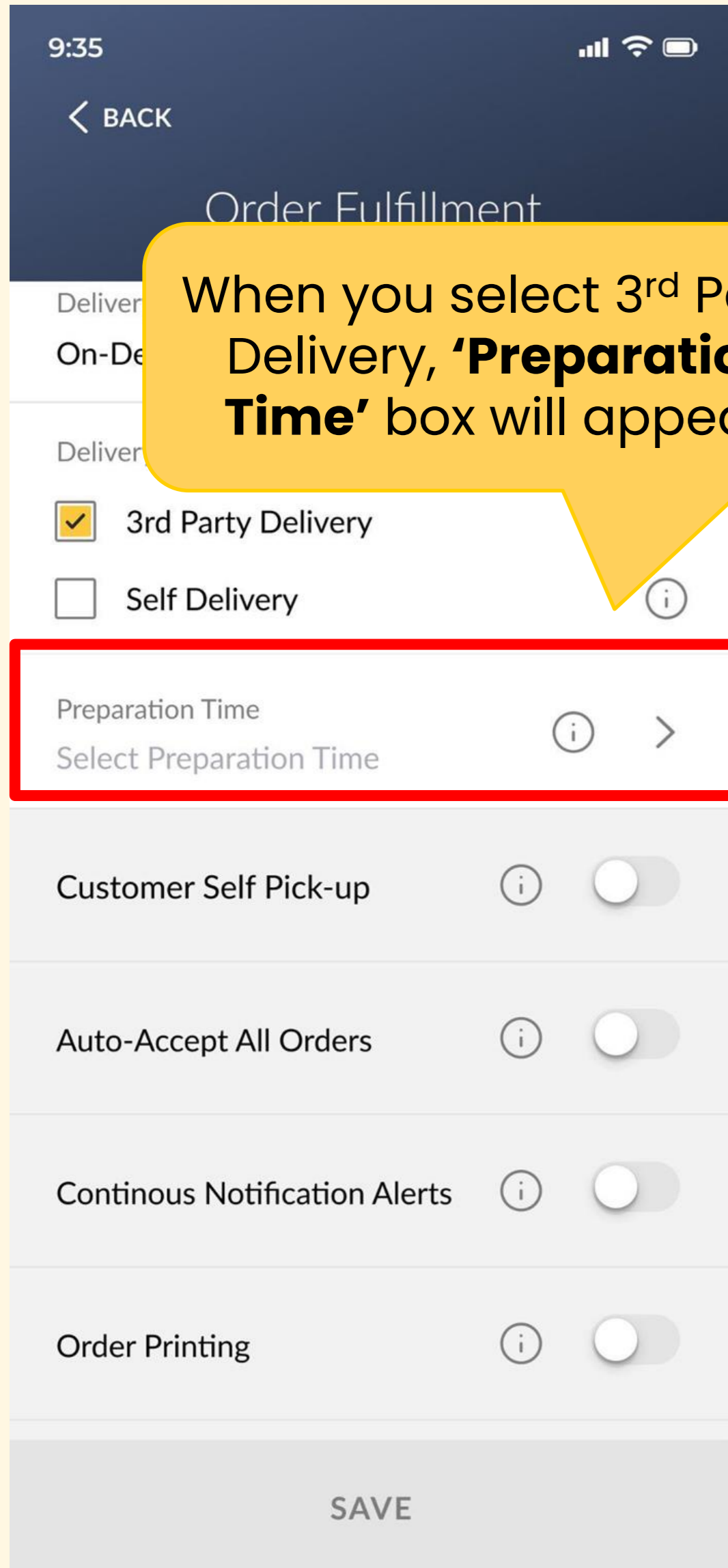
Once you're done, tap **'Save'**

# 87 Setting Preparation Time (Only for 3<sup>rd</sup> Party Delivery)

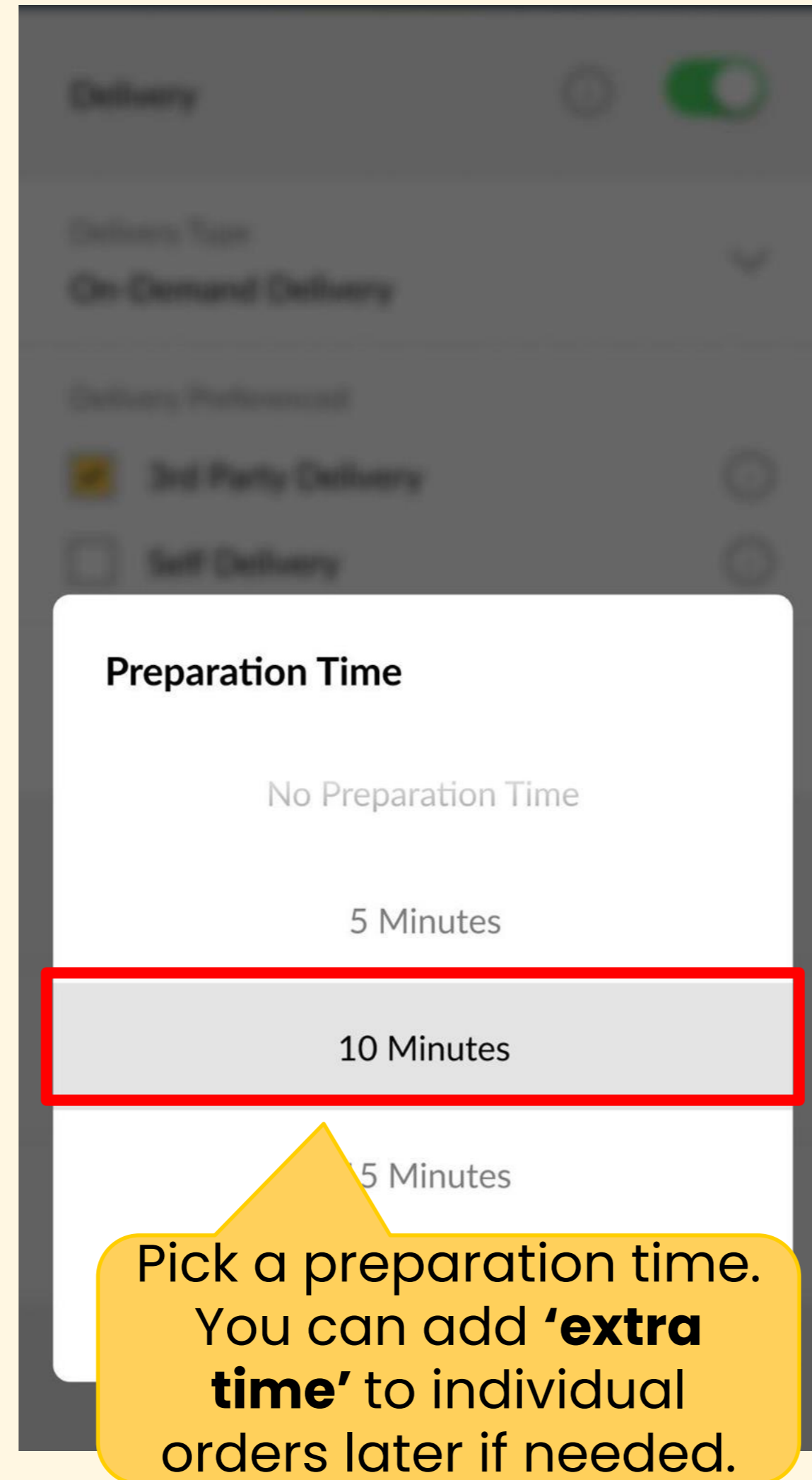


3<sup>rd</sup> Party Delivery just got better!

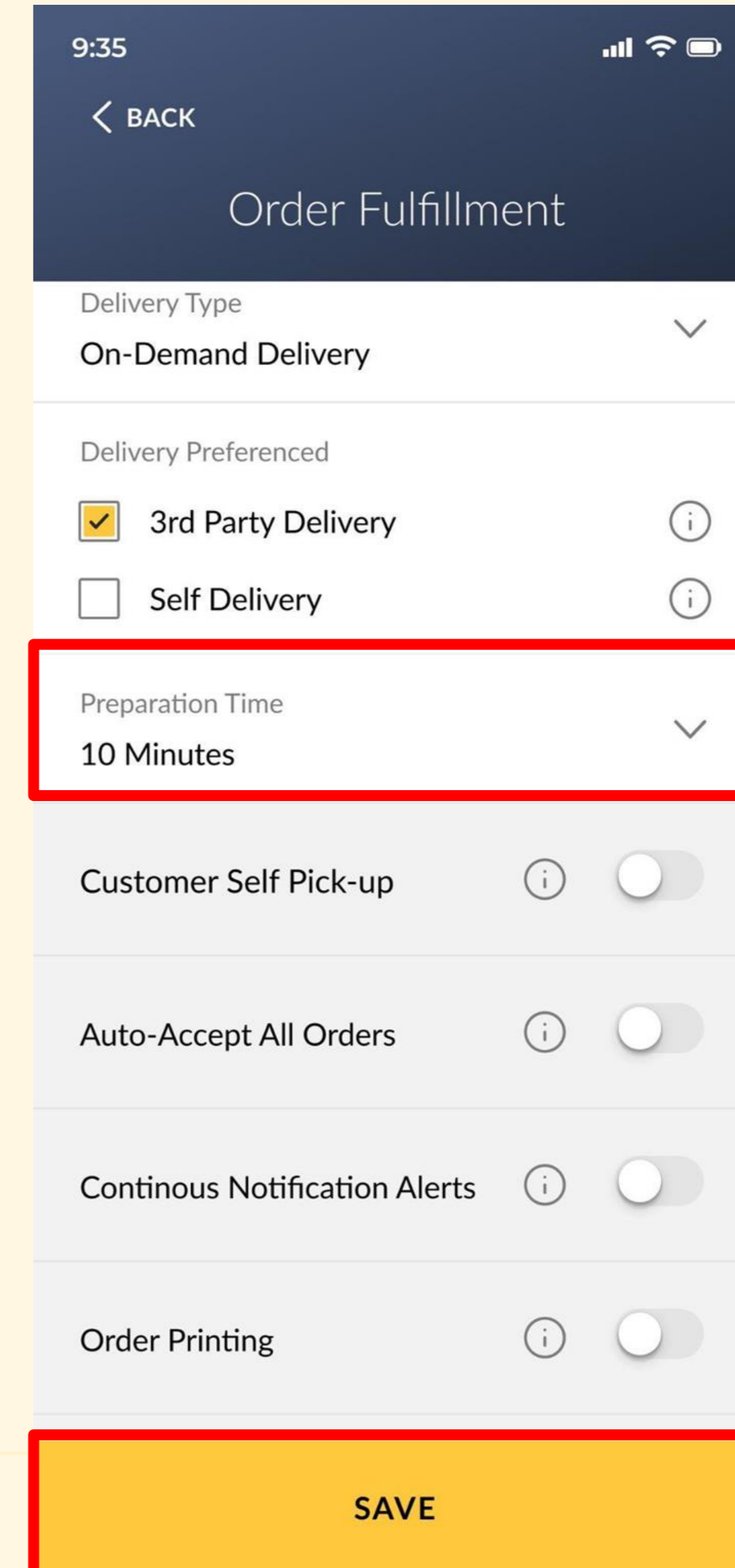
Screen 4



Screen 5



Screen 6



# 88 Adding Extra Preparation Time (Only for 3<sup>rd</sup> Party Delivery)



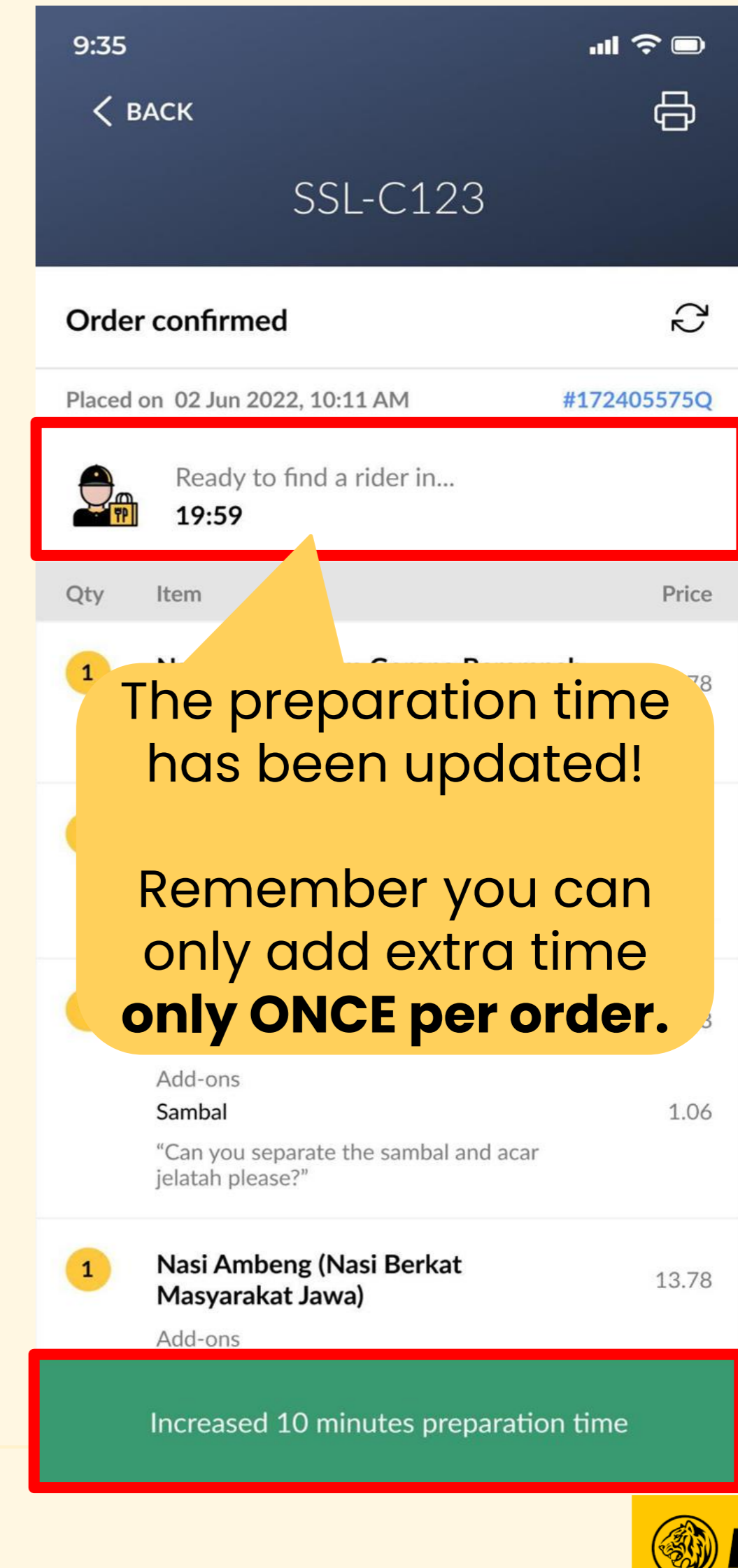
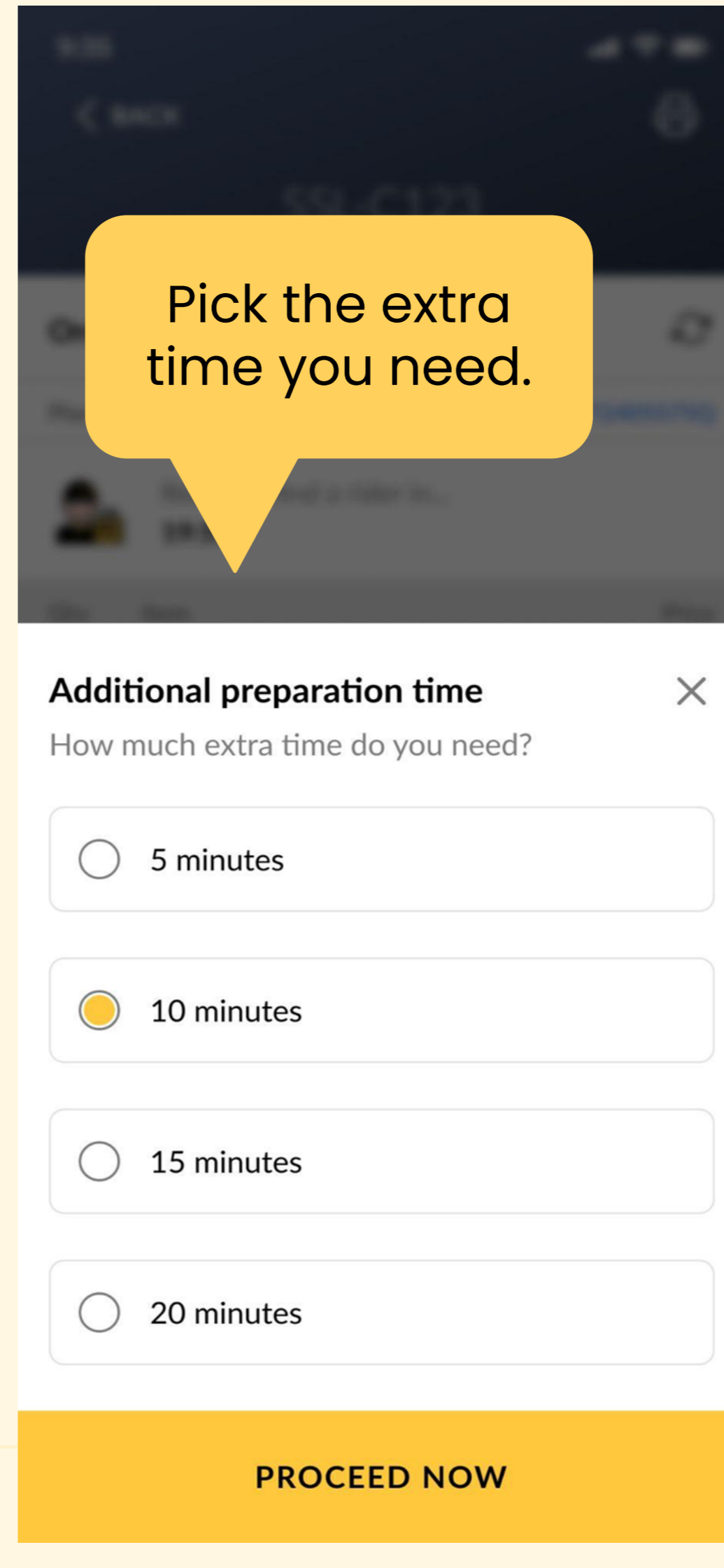
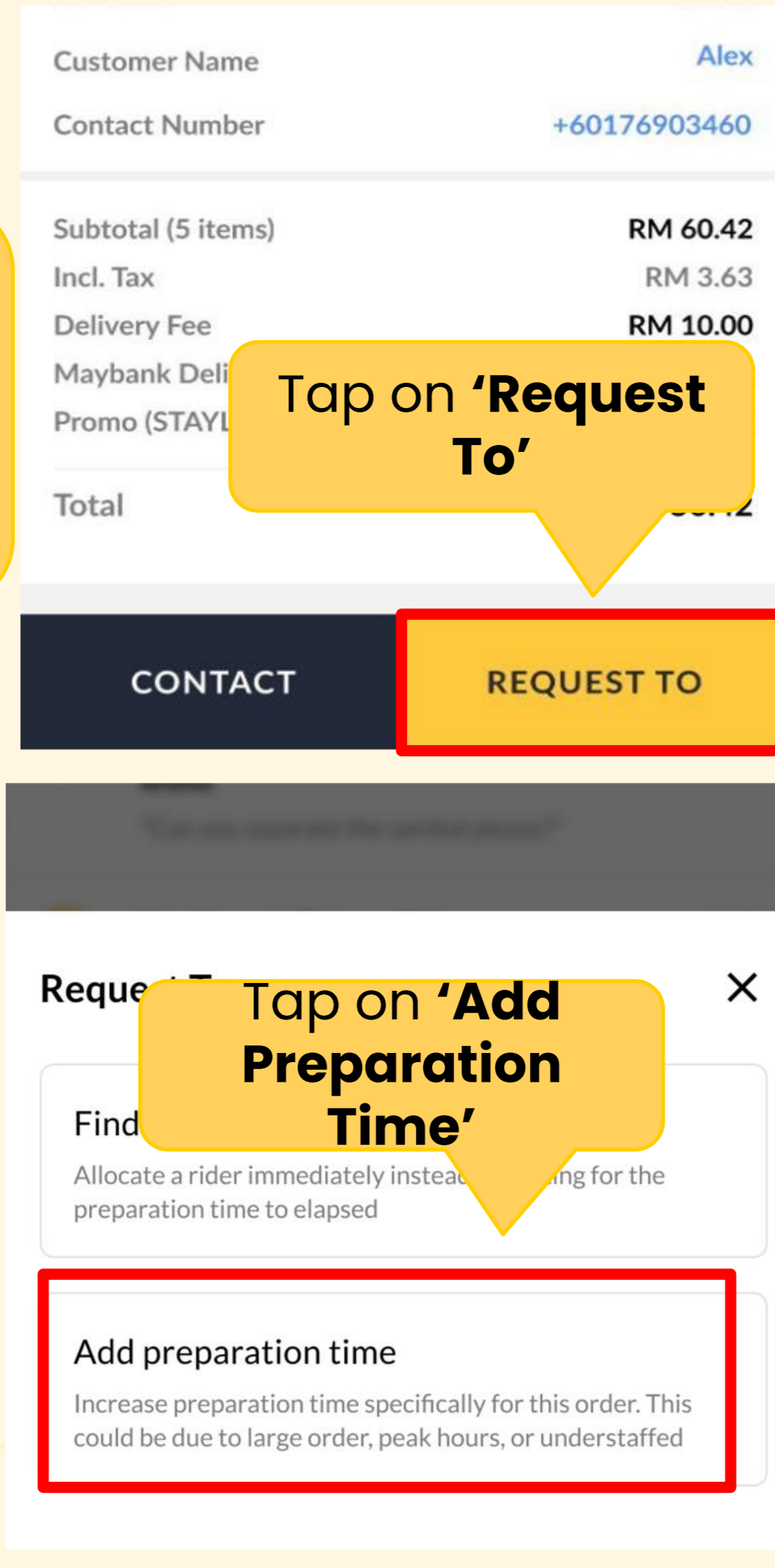
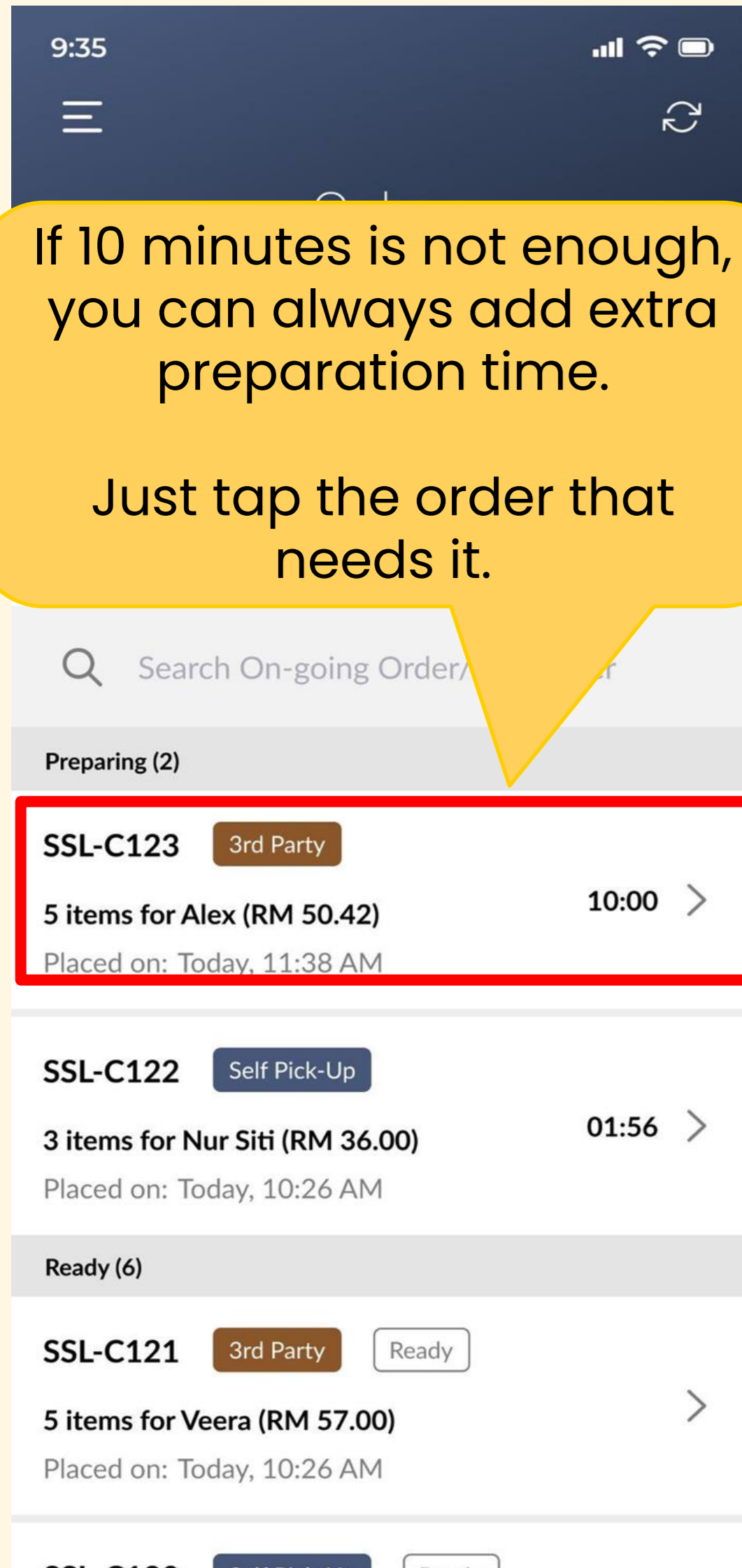
3<sup>rd</sup> Party Delivery just got better!

### Screen 1

### Screen 2

### Screen 3

### Screen 4

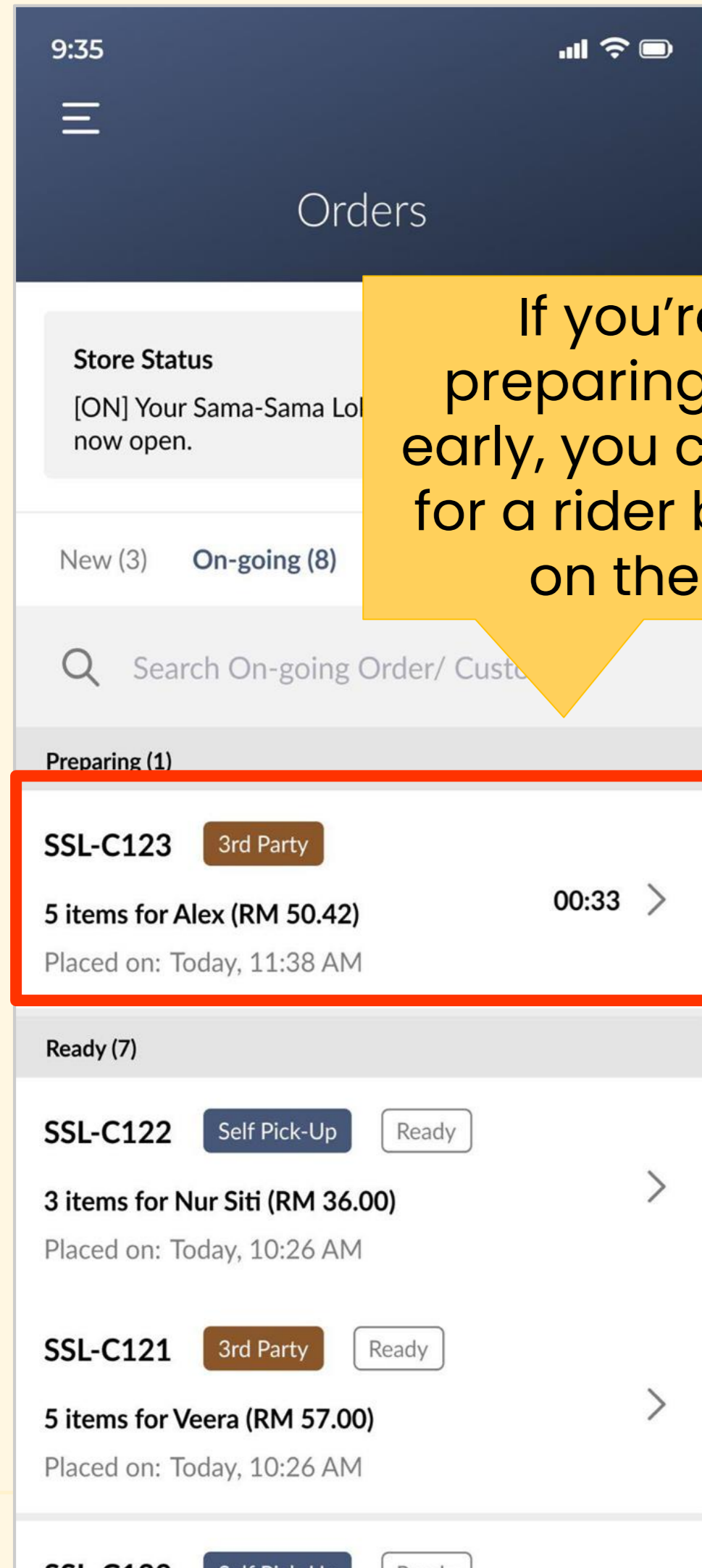


# 89 Finished Early? Let's Find a Rider Now (Only for 3<sup>rd</sup> Party Delivery)



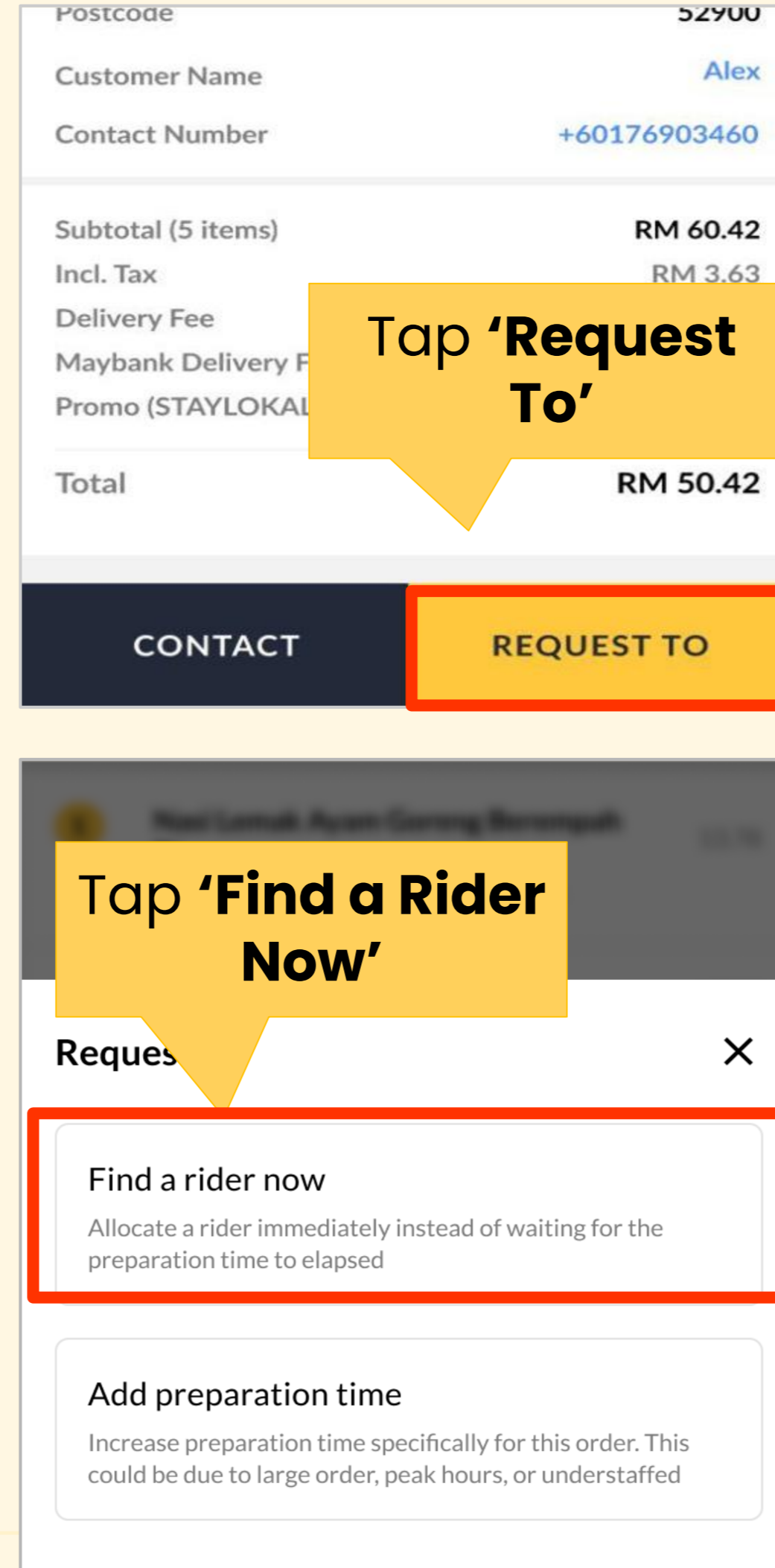
3<sup>rd</sup> Party Delivery just got better!

### Screen 1



If you're done preparing an order early, you can request for a rider by tapping on the order.

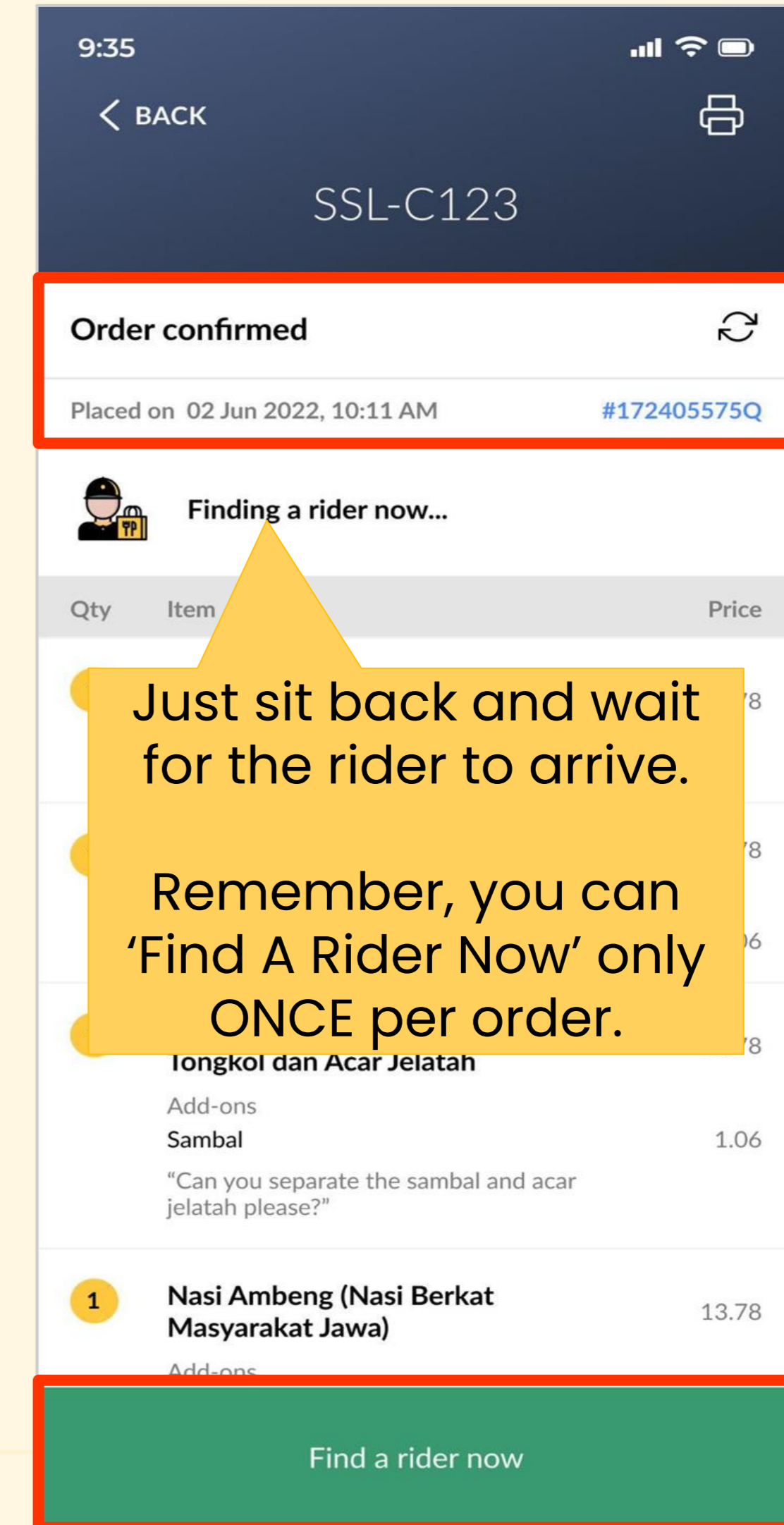
### Screen 2



Tap 'Request To'

Tap 'Find a Rider Now'

### Screen 3



Just sit back and wait for the rider to arrive. Remember, you can 'Find A Rider Now' only ONCE per order.



## Screen 1

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
<b>Total</b>	<b>RM 110.00</b>

**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.

## Screen 2

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

**CONTACT**

# Delivery Details Updated when New Rider Takes Over

## 3<sup>rd</sup> Party Delivery just got better!



### Screen 1

9:35

BACK

SSL-C123

Rider found. Heading to your store.

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

**John Doe**  
Lalamove -D73928401

View Tracking Map

Note to Rider  
"Put the food at guardhouse."

Qty	Item	Price
1	Nasi Lemak Ayam Goreng Berempah Biasa "Can you separate the sambal please?"	13.78
1	Nasi Lemak Sotong Bakar Add-ons Sambal	13.78 1.06
1	Nasi Dagang dengan Kari Ikan Tongkol dan Acar Jelatah Add-ons Sambal "Can you separate the sambal and acar jelatah please?"	13.78 1.06
1	Nasi Ambeng (Nasi Berkat Masyarakat Jawa) Add-ons Kuih Seri Muka	13.78 1.06

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

### Screen 2

9:35

BACK

SSL-C123

Rider found. Heading to your store.

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

**Samuel Smith**  
Lalamove -D38576621

View Tracking Map

Note to Rider  
"Put the food at guardhouse."

Qty	Item	Price
1	Nasi Lemak Ayam Goreng Berempah Biasa "Can you separate the sambal please?"	13.78
1	Nasi Lemak Sotong Bakar Add-ons Sambal	13.78 1.06
1	Nasi Dagang dengan Kari Ikan Tongkol dan Acar Jelatah Add-ons Sambal "Can you separate the sambal and acar jelatah please?"	13.78 1.06
1	Nasi Ambeng (Nasi Berkat Masyarakat Jawa) Add-ons Kuih Seri Muka	13.78 1.06

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



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](mailto:samasamalokal.support@maybank.com)  
(Operating Hours: Mon-Sun, 9.00a.m. to 8.00p.m.)





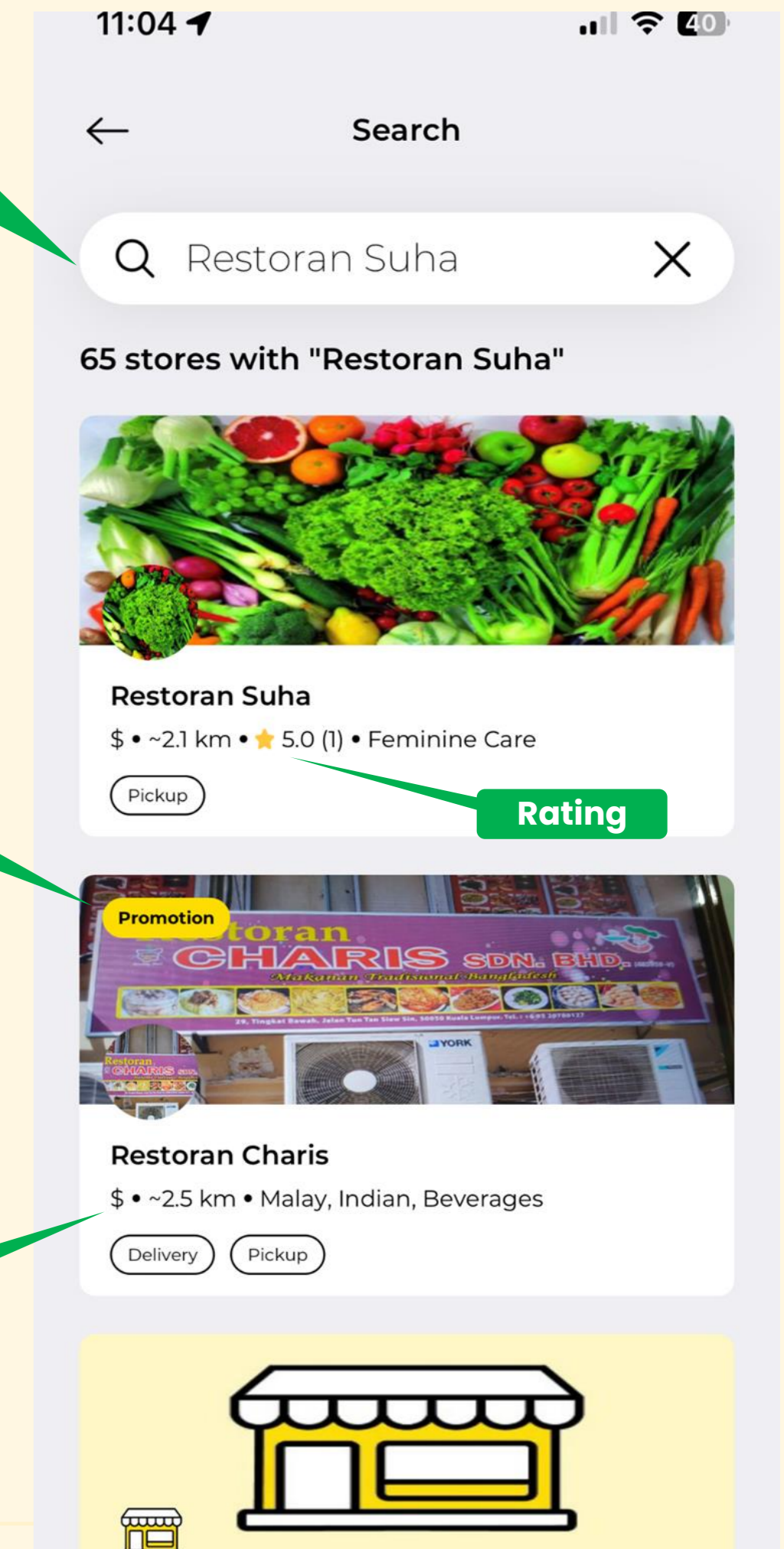
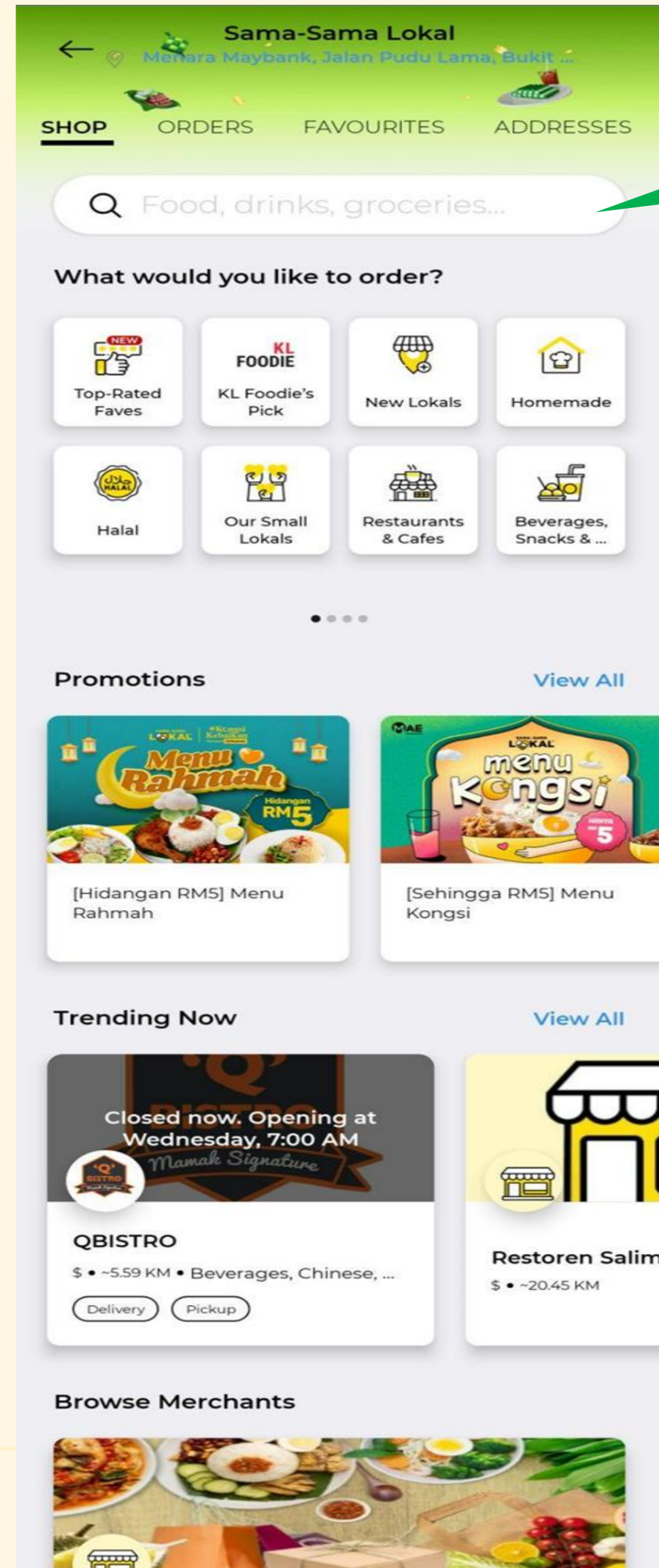
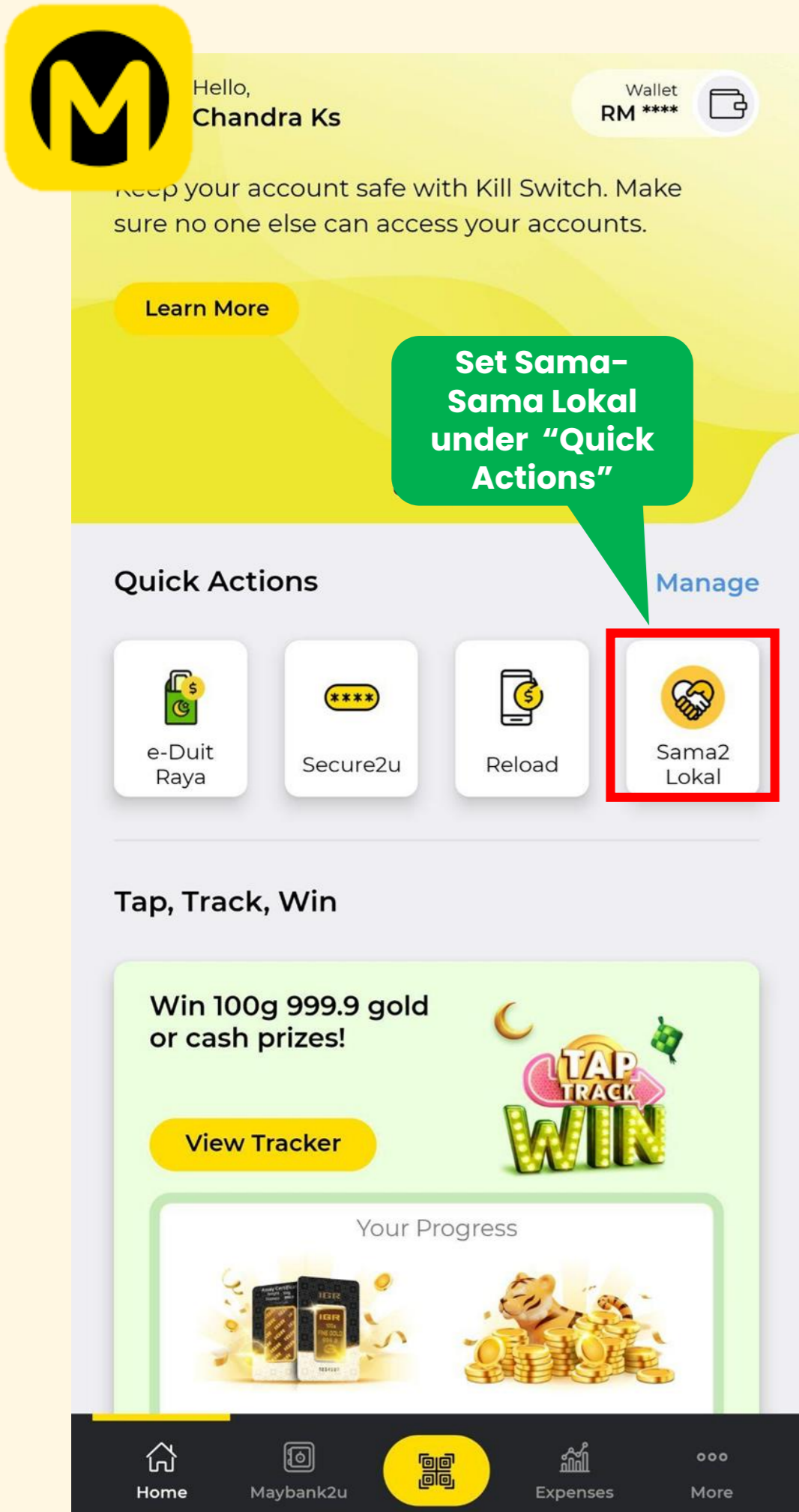
## 4. Customer View on MAE

- **How to Brand your Store Professionally**

- **How can Customers order on Sama-Sama Lokal via the MAE app?**
- **How Do Customers Order on MAE?**
- **How Do Customers Track their Order on MAE app?**
- **How Do Customers Submit a Rating and Review for their Order?**



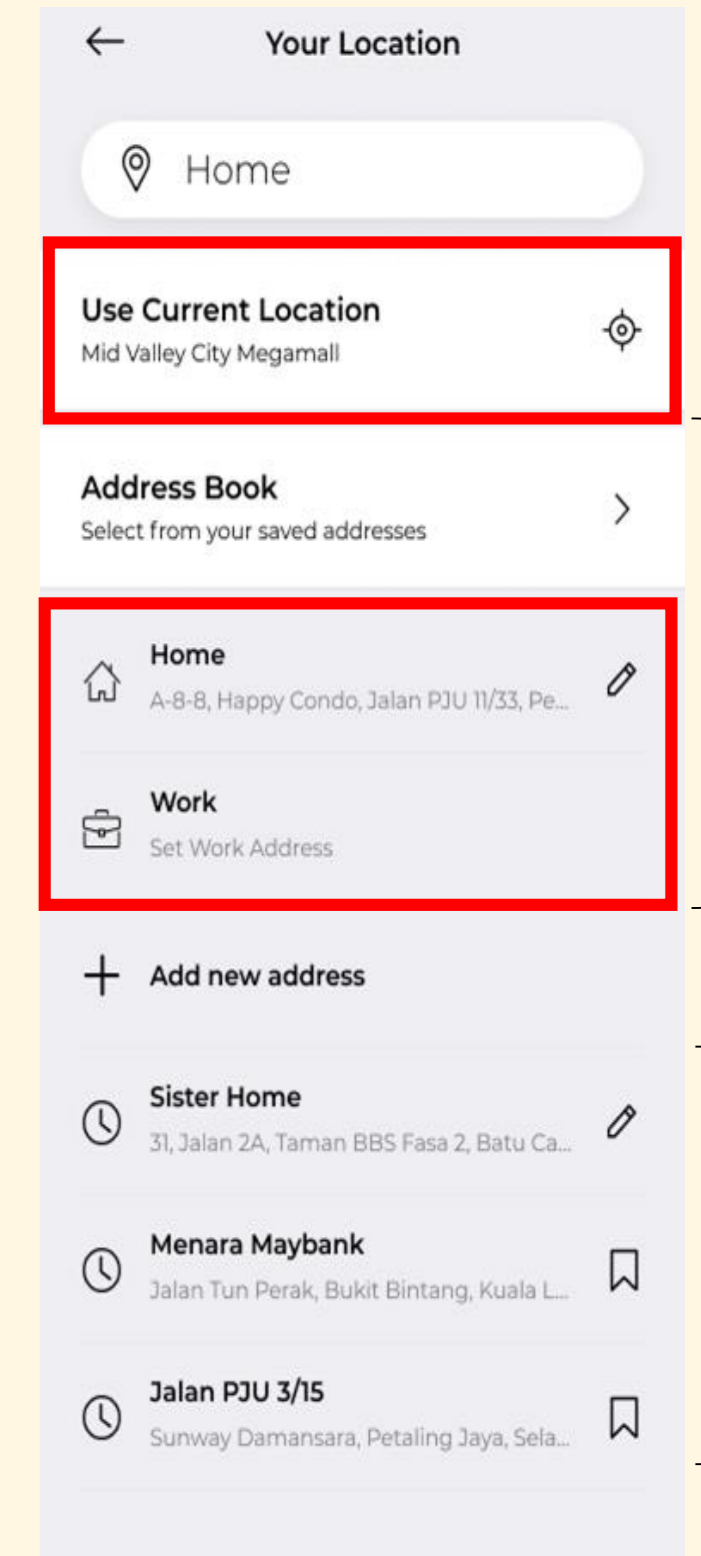
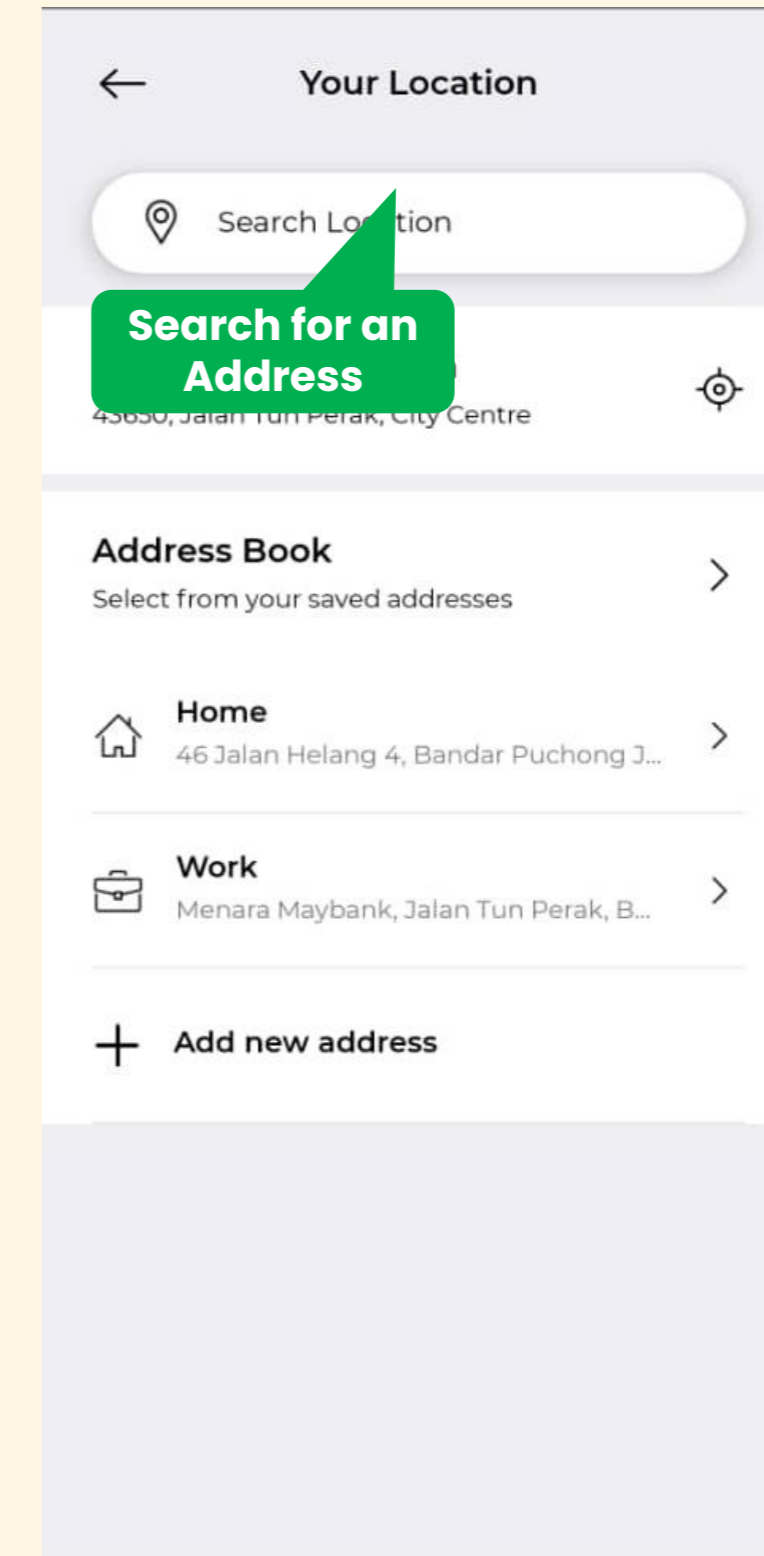
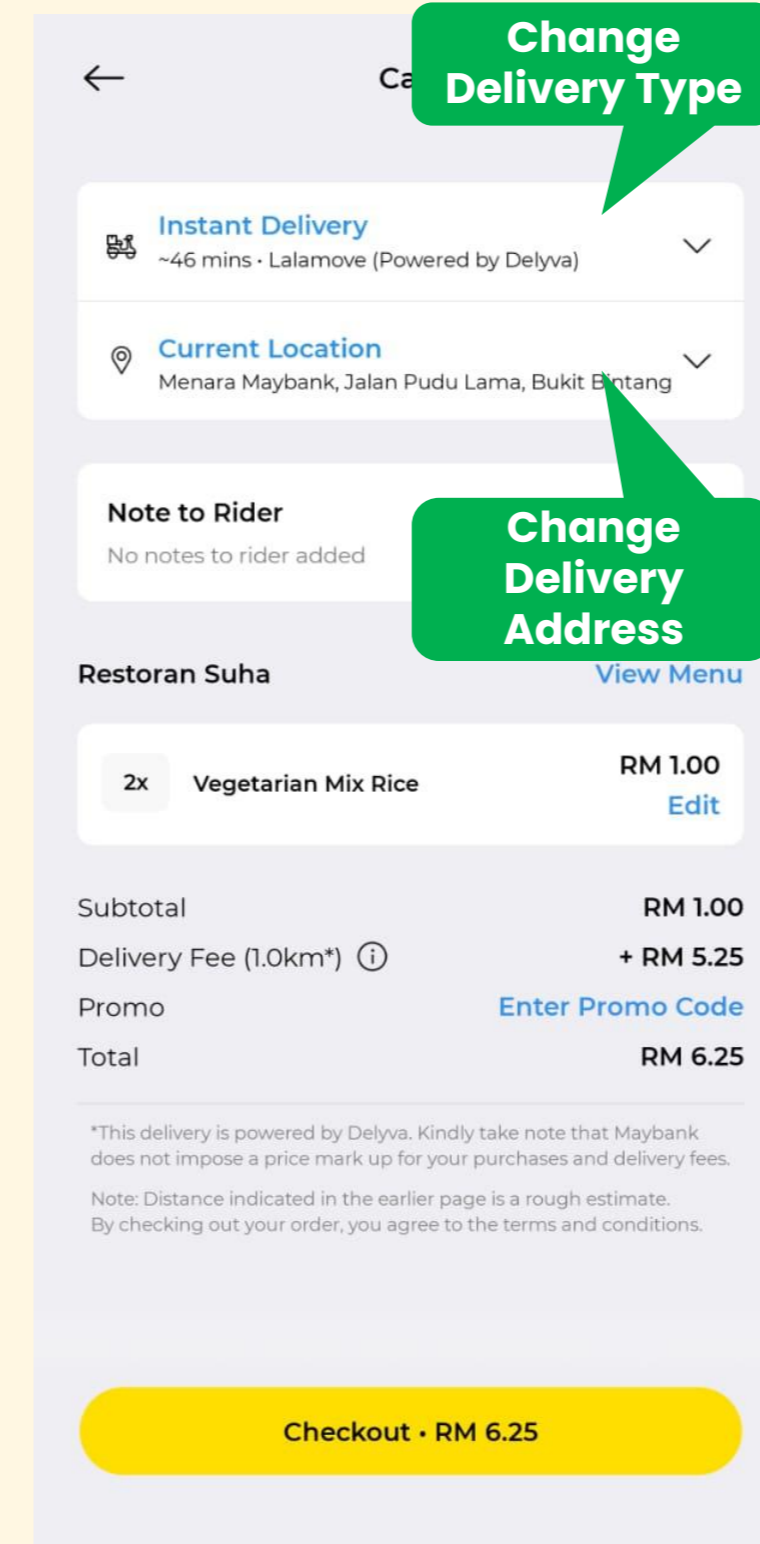
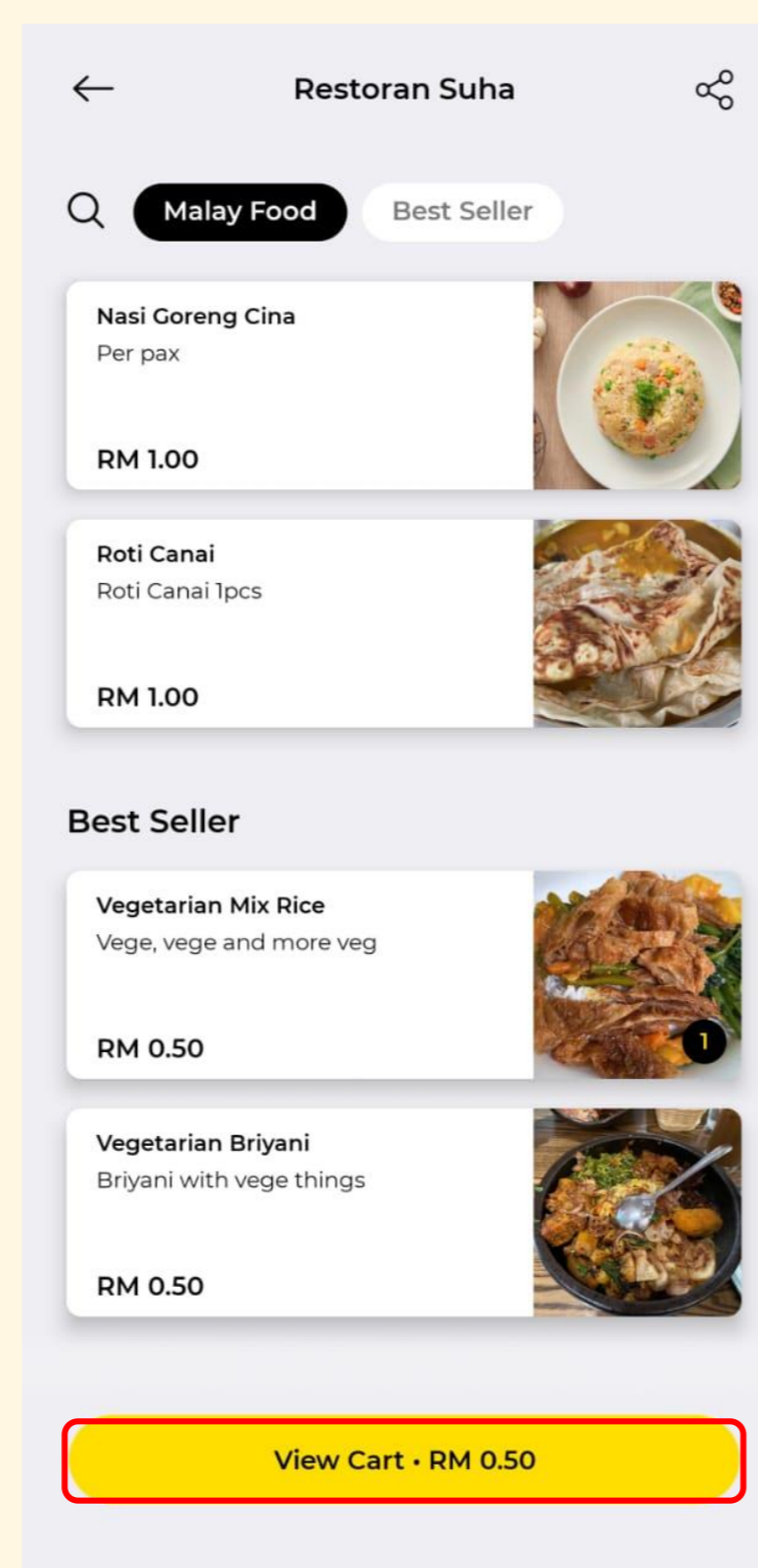
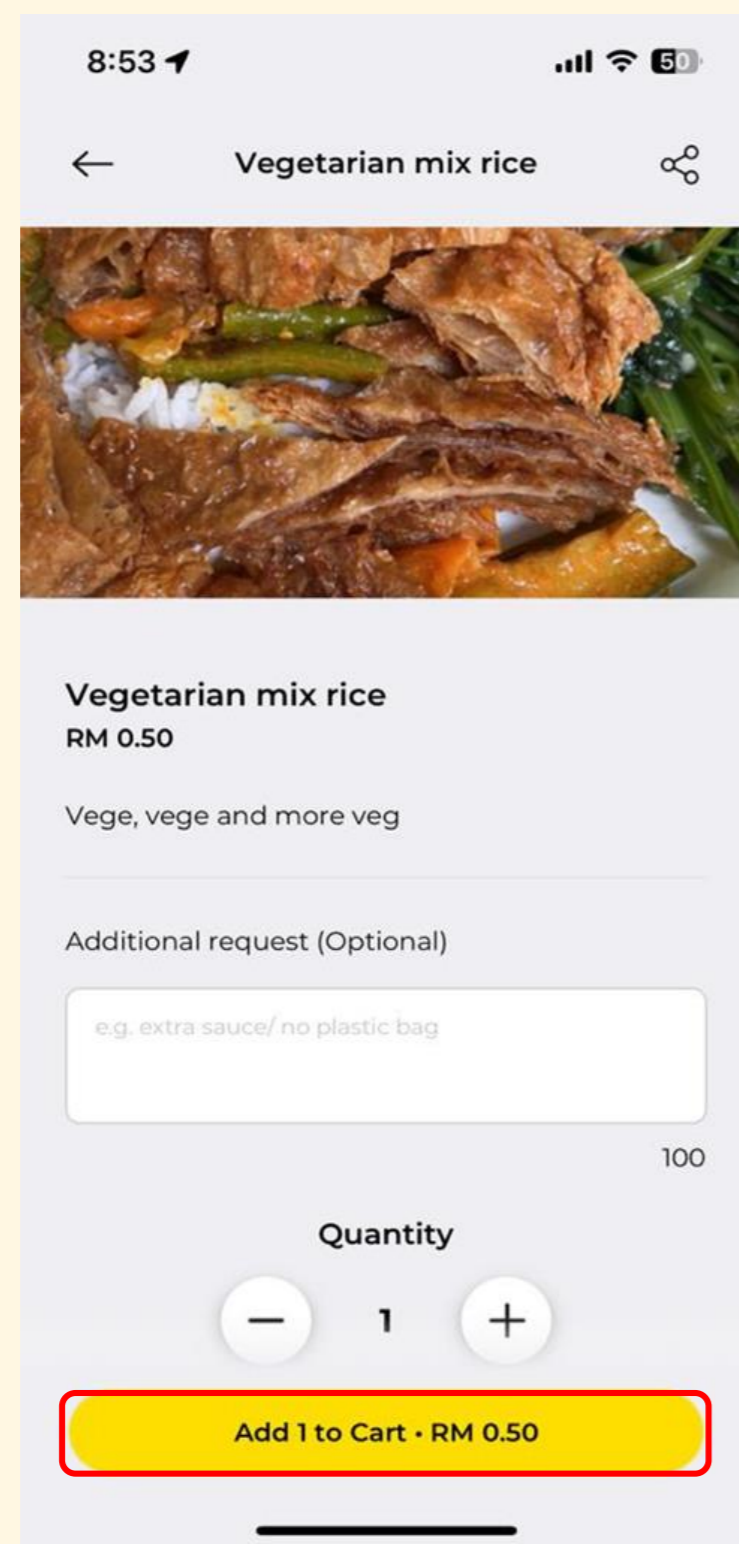
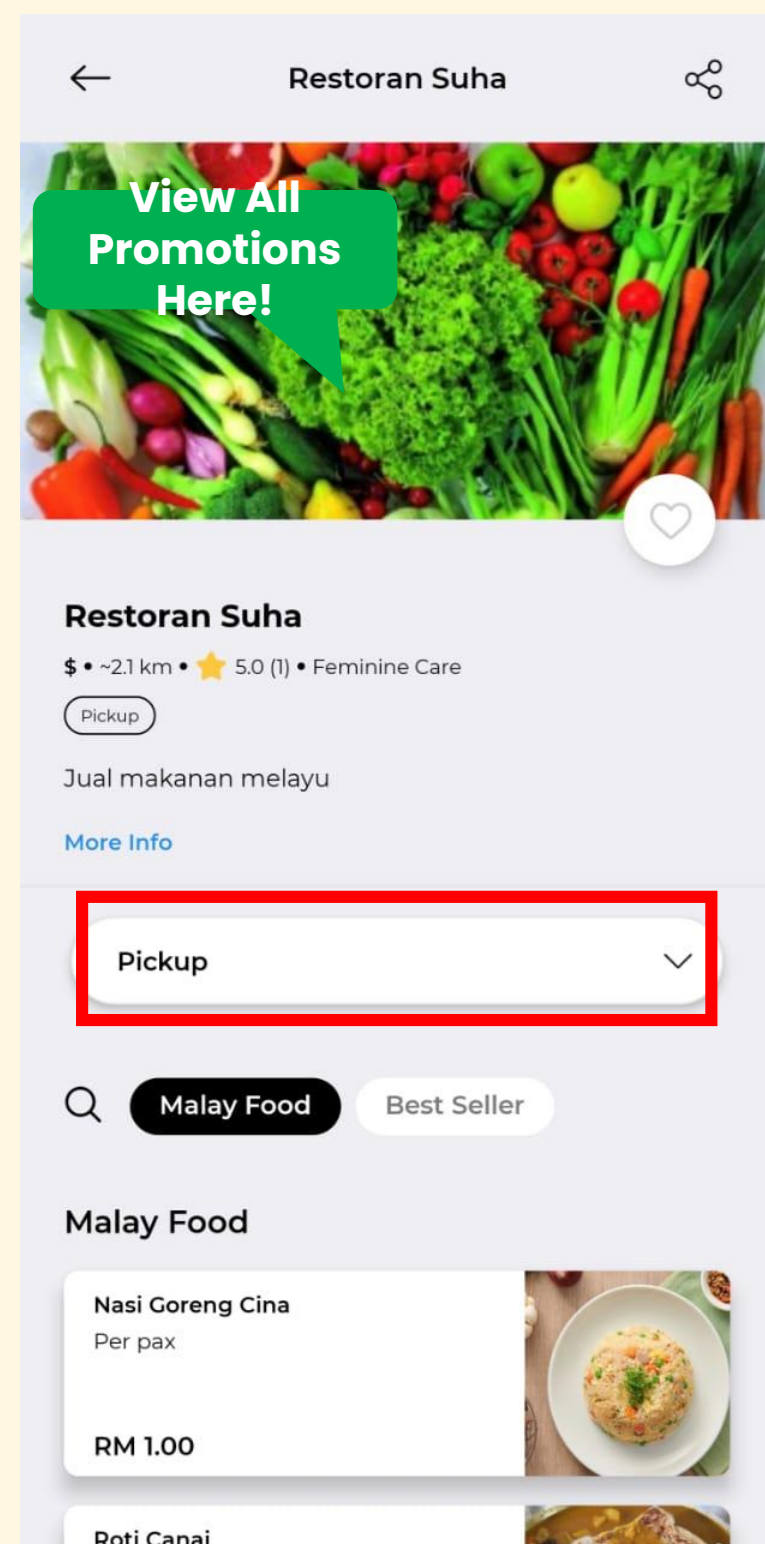
## How can Customers order on Sama-Sama Lokal via the MAE app?



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



## Identify a Store and Place an Order on MAE by Maybank2u.



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

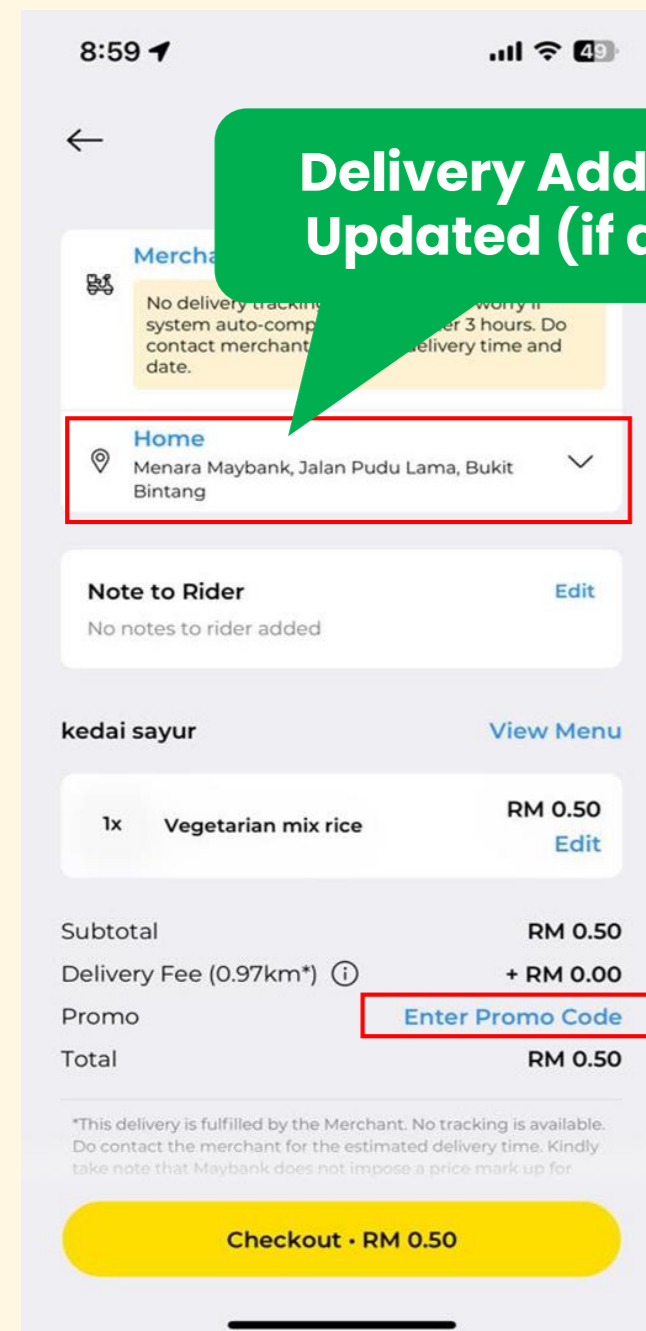
**Step 2:** Select the desired quantity of items. Then, click **Add to Cart**.

**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!

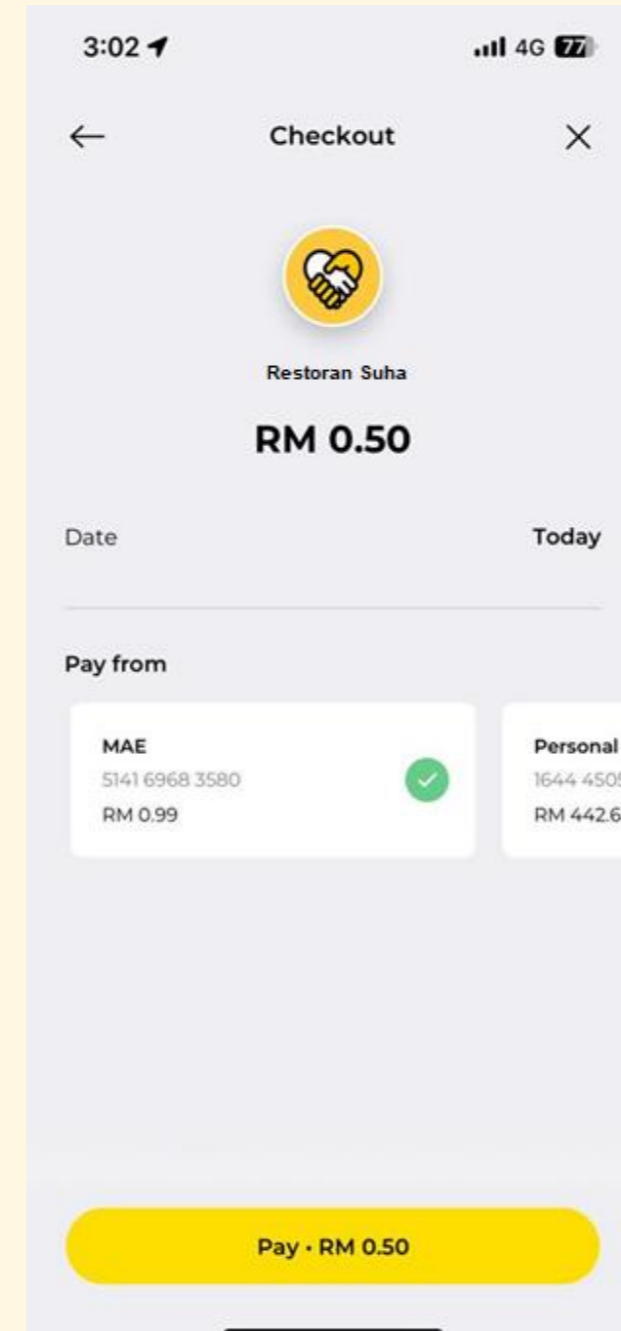


## Monitor Your Order Status After Your Order is Successfully Placed



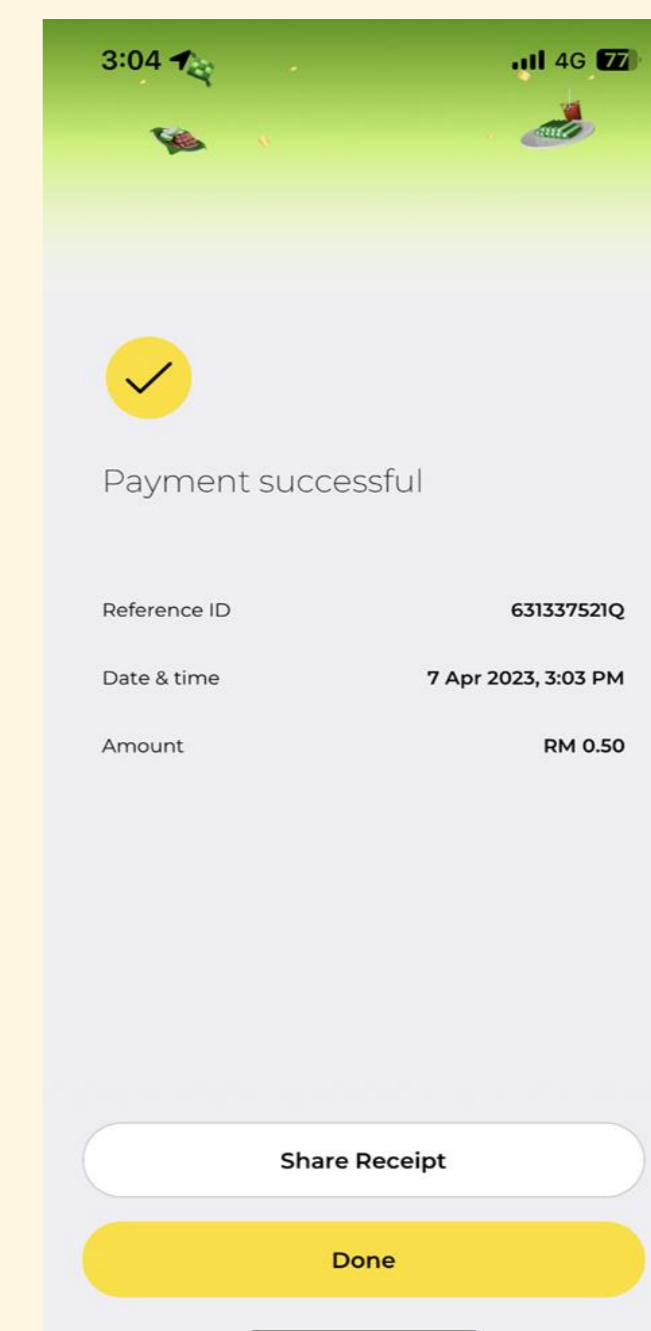
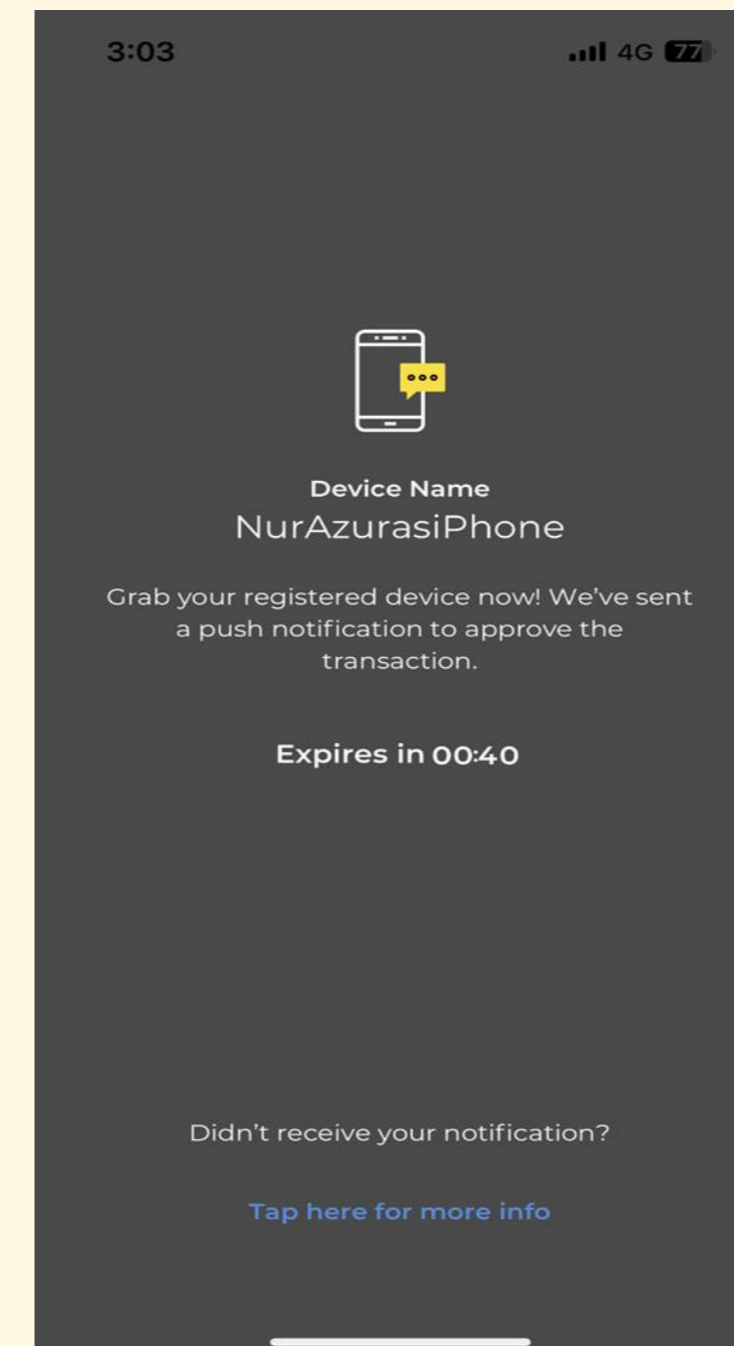
Delivery Address Updated (if any)

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

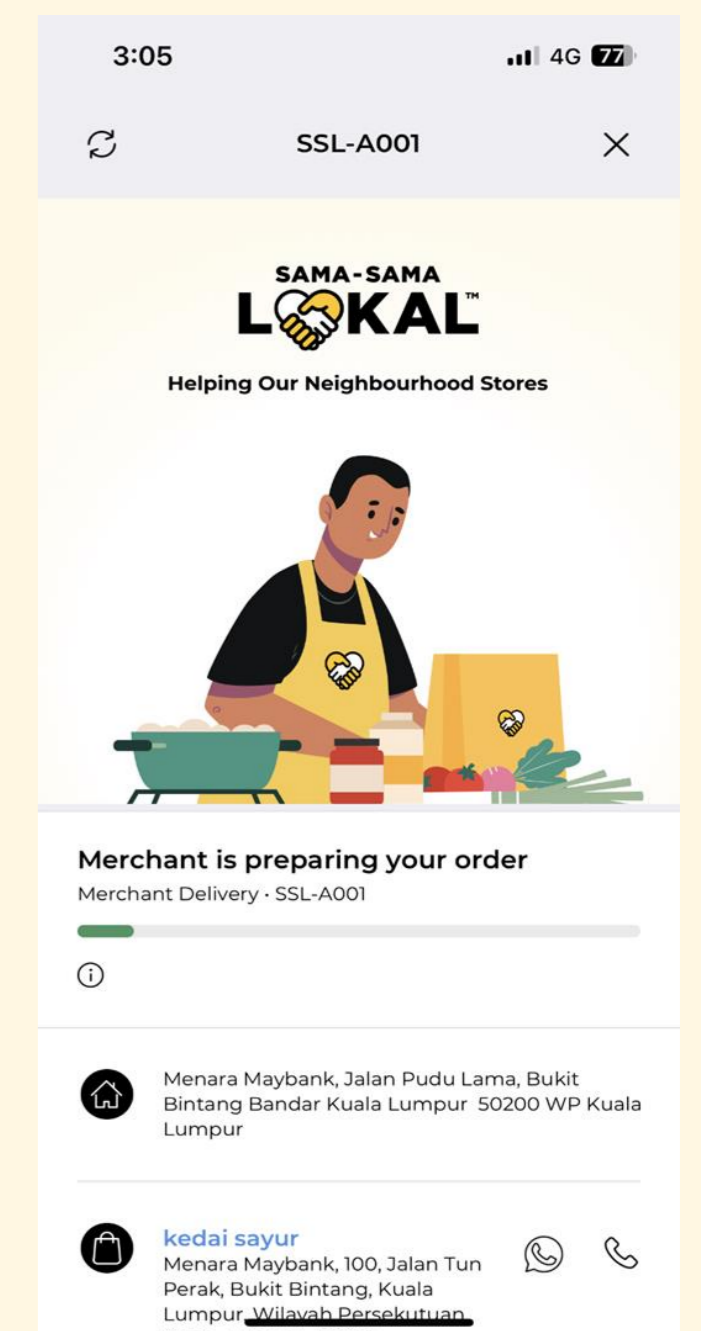


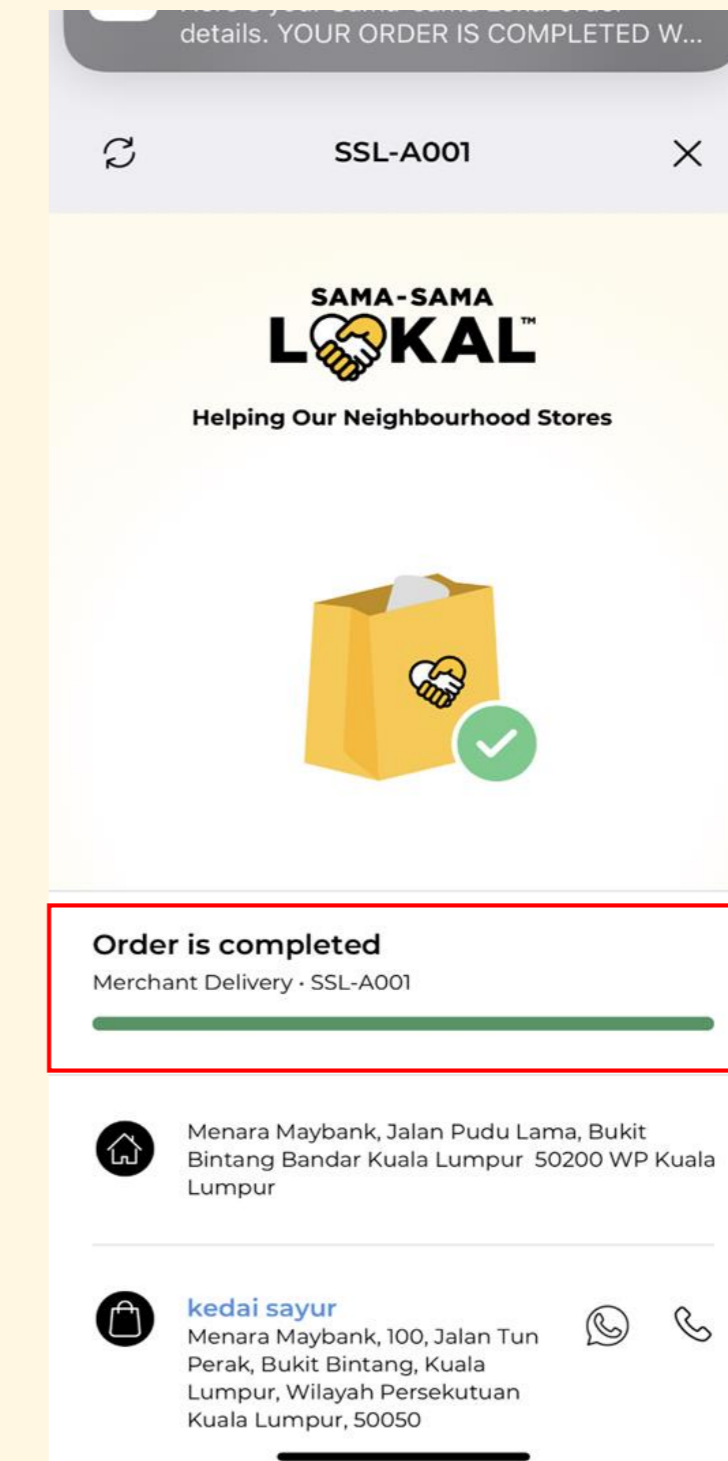
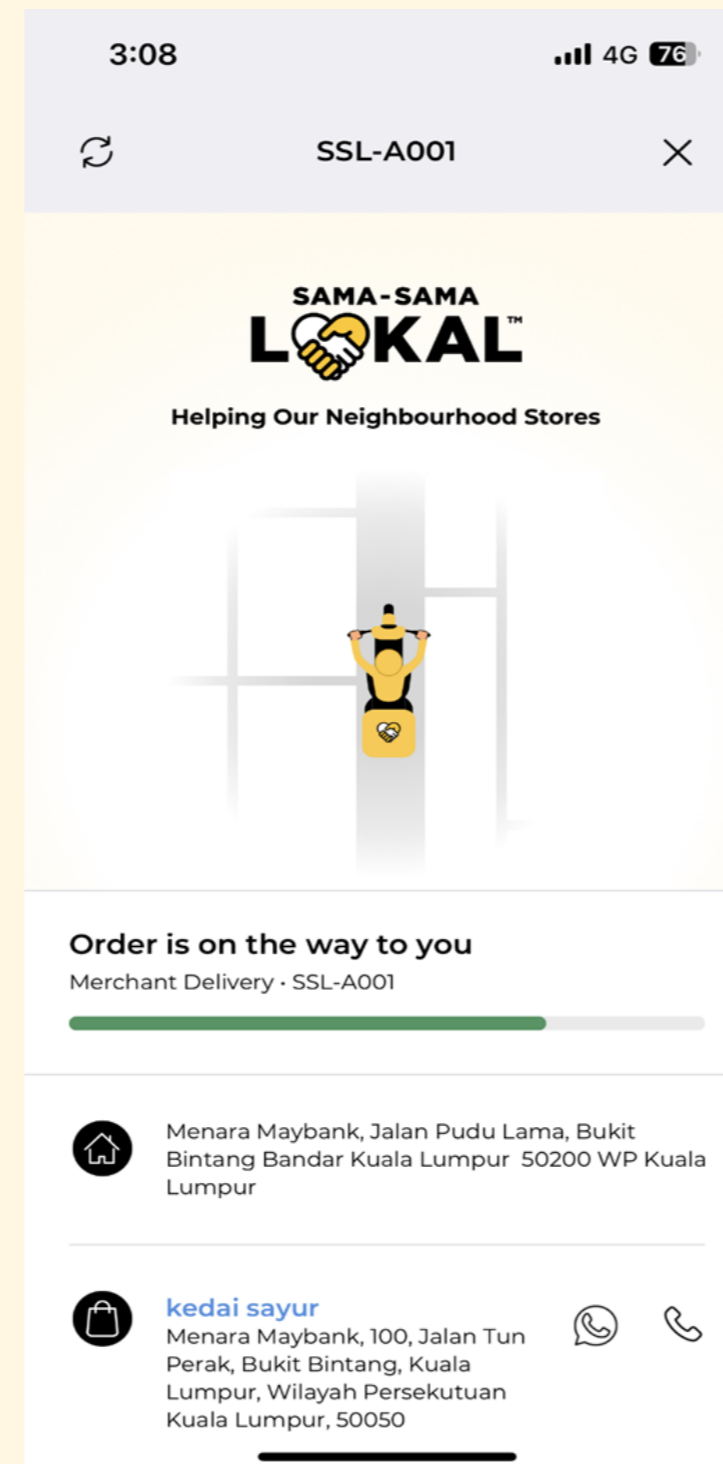
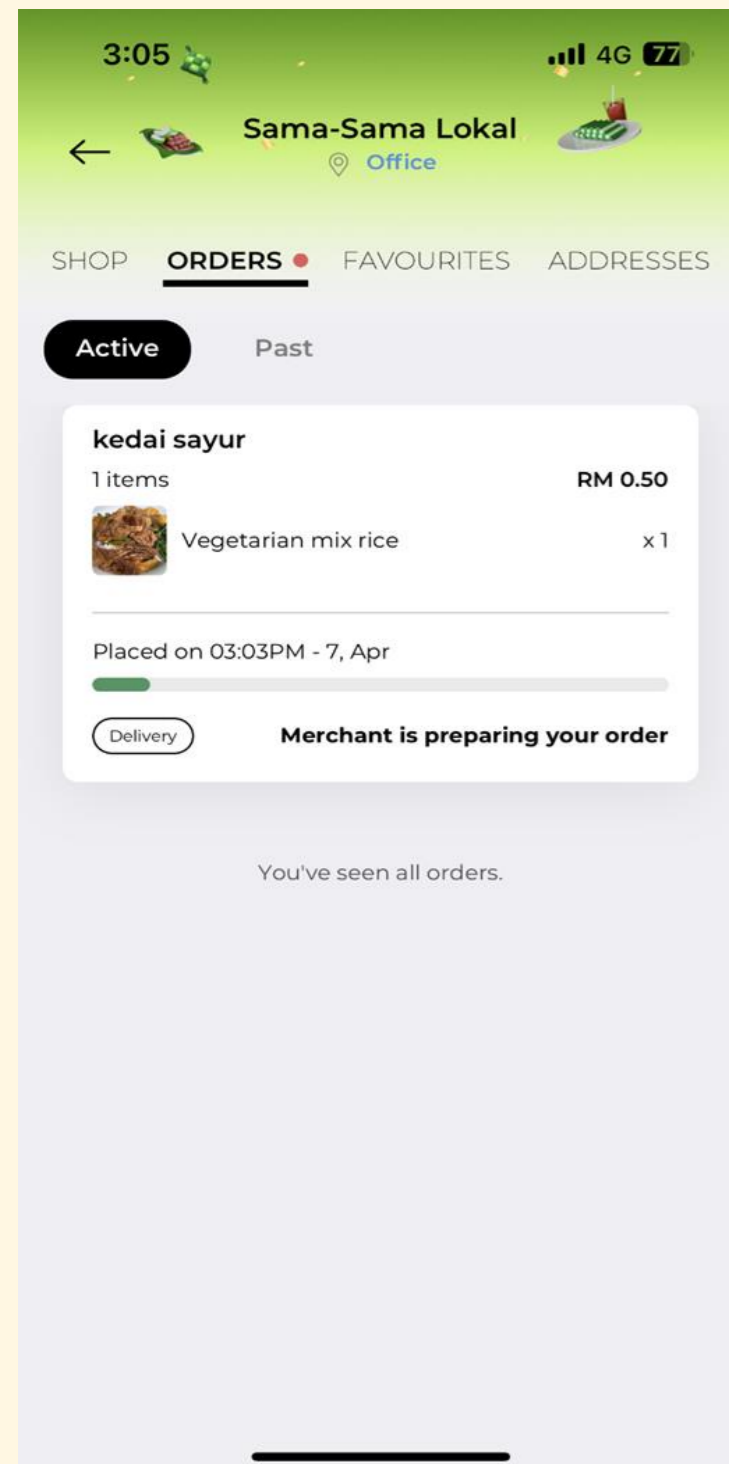
**Step 6:** Choose a Maybank account to pay and click **Pay** to proceed.

Review the payment details and **Approve** the transaction via Secure2u.



**Step 7:** Once the payment is successful Merchant will be notified to prepare the order.





**Step 8:** View all your ongoing and past orders under the **Orders**. Click to view more details.

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

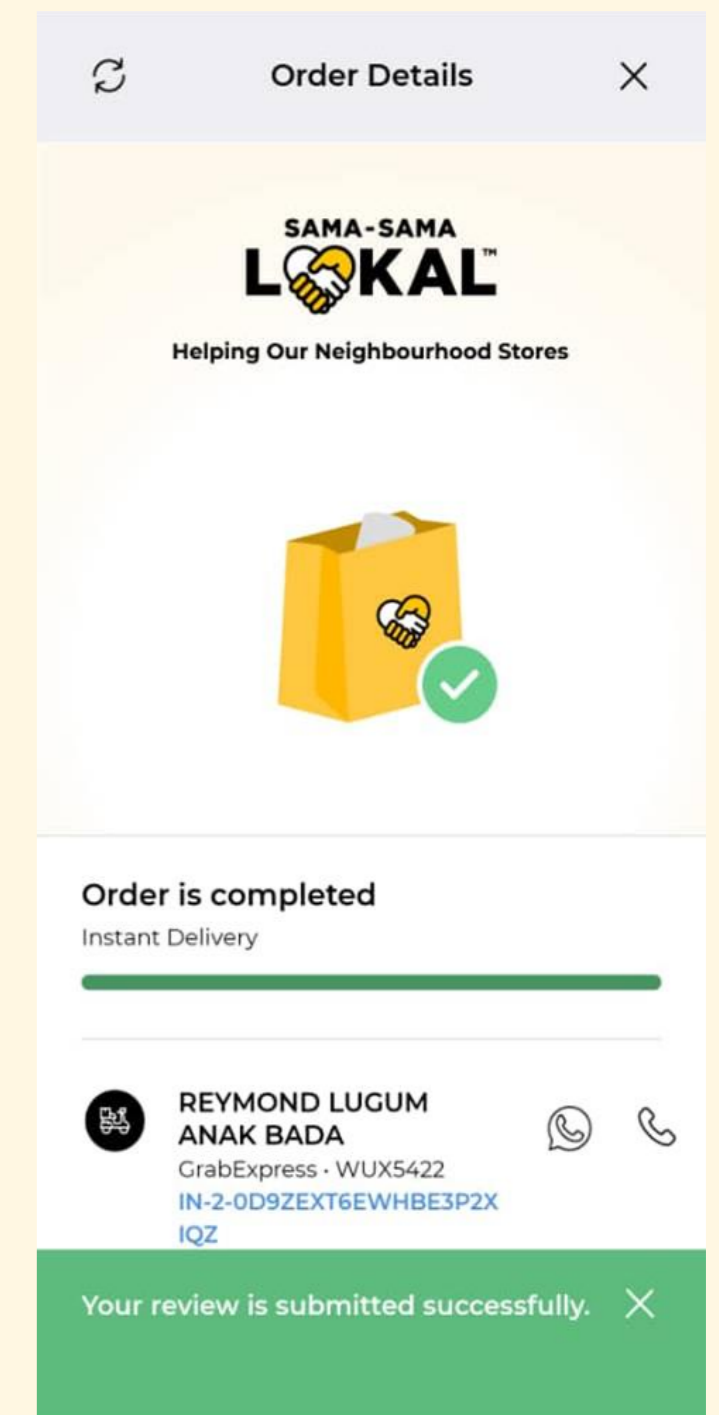
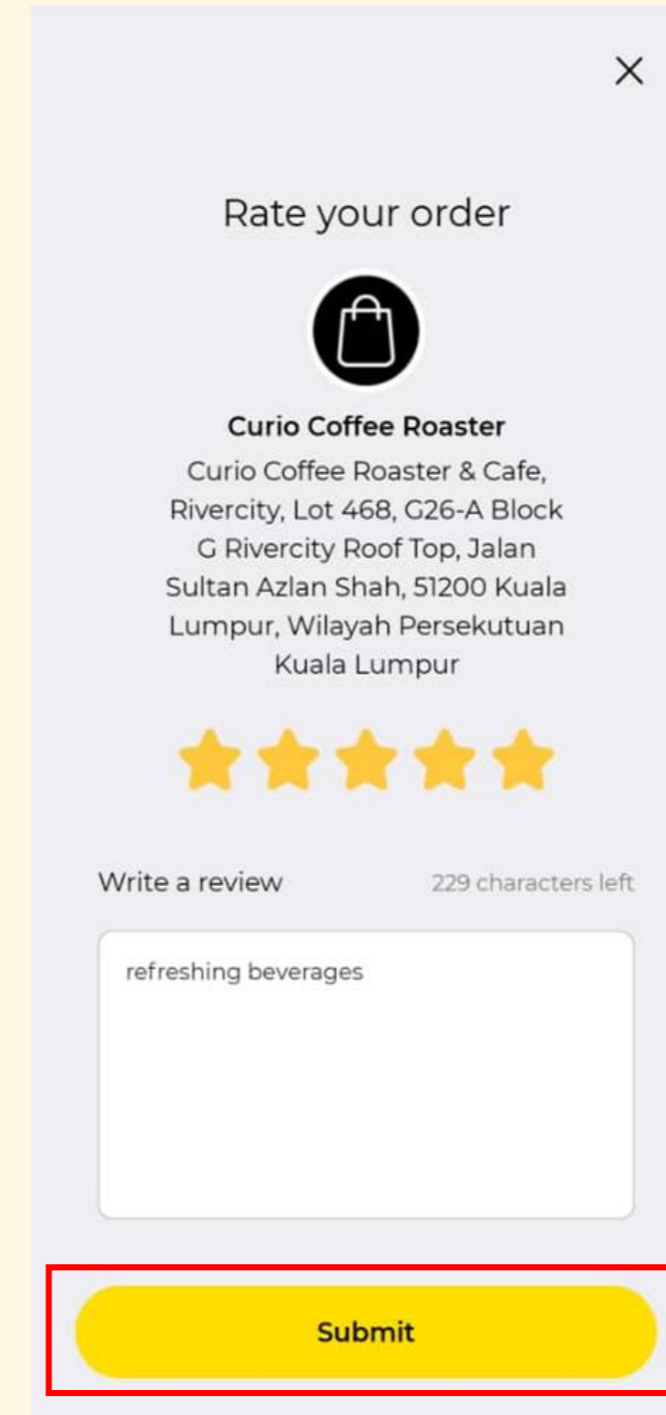
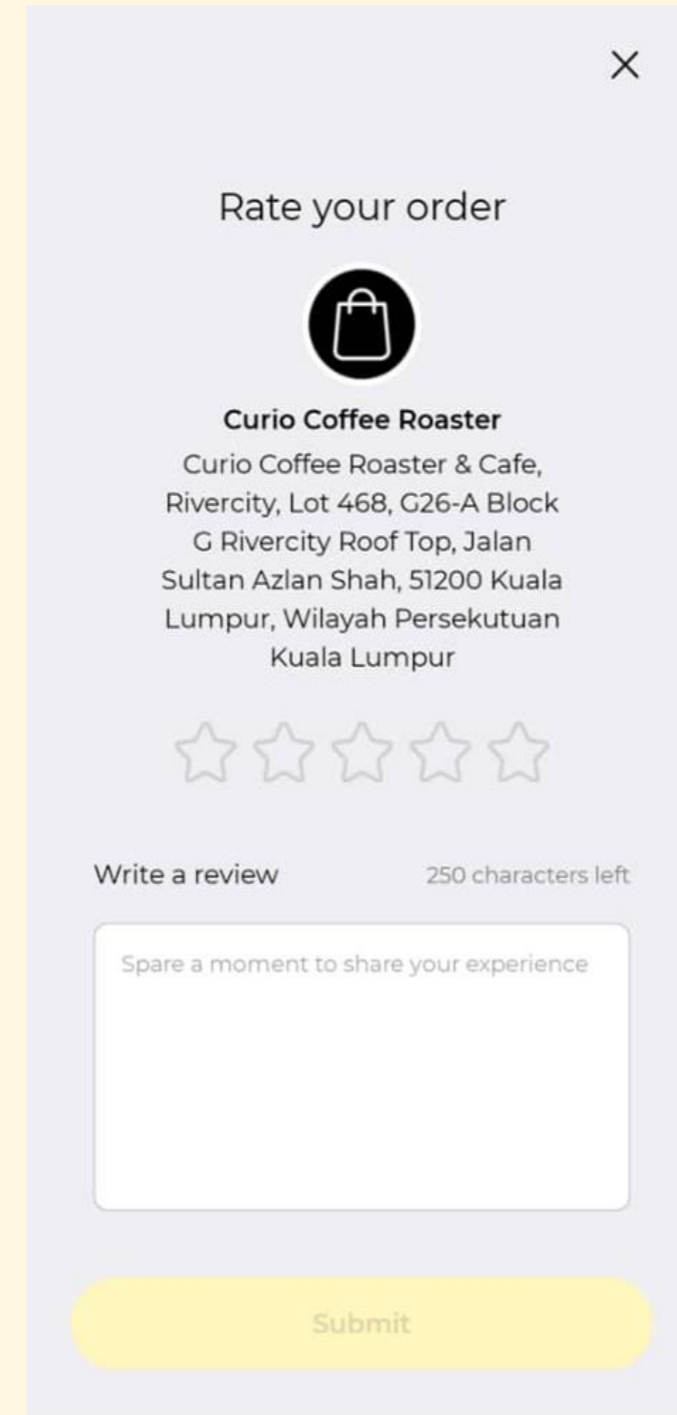
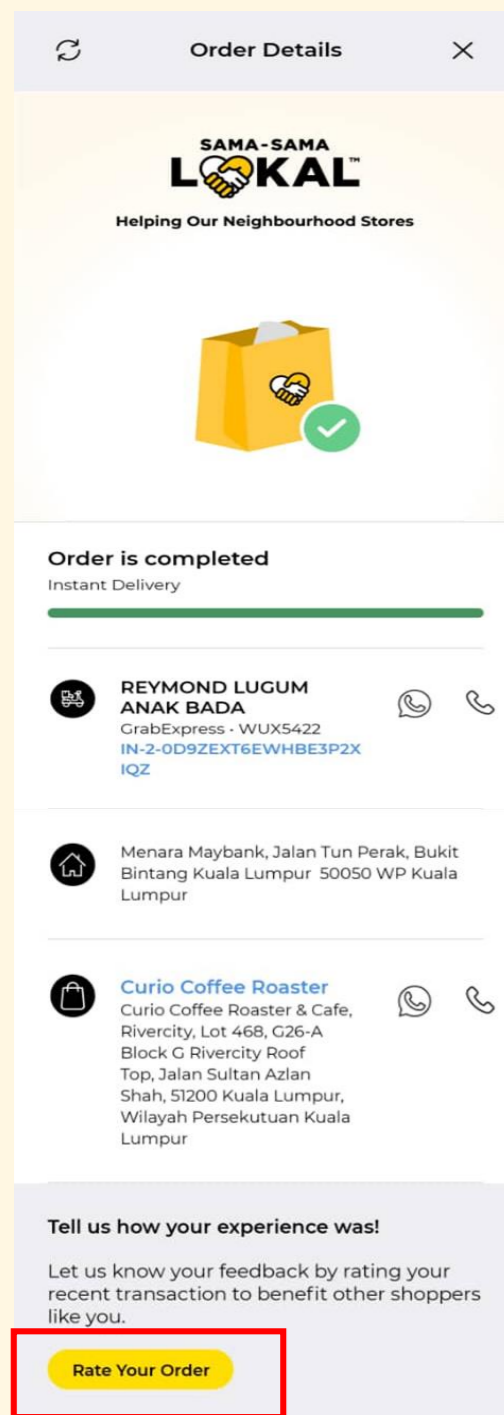
A live update is shown when the **Order is on the way to you**.

After the **Order is Completed**, **Order Again** next time.

**Step 10:** Order status will appear on the app until it is completed.



## Rate and Review After Your Order is Completed!



**Step 11:** Once your Order is **Completed**, you can **Rate Your Order**.

**Step 12:** Rate and write a review for your order when your "Order is Completed".

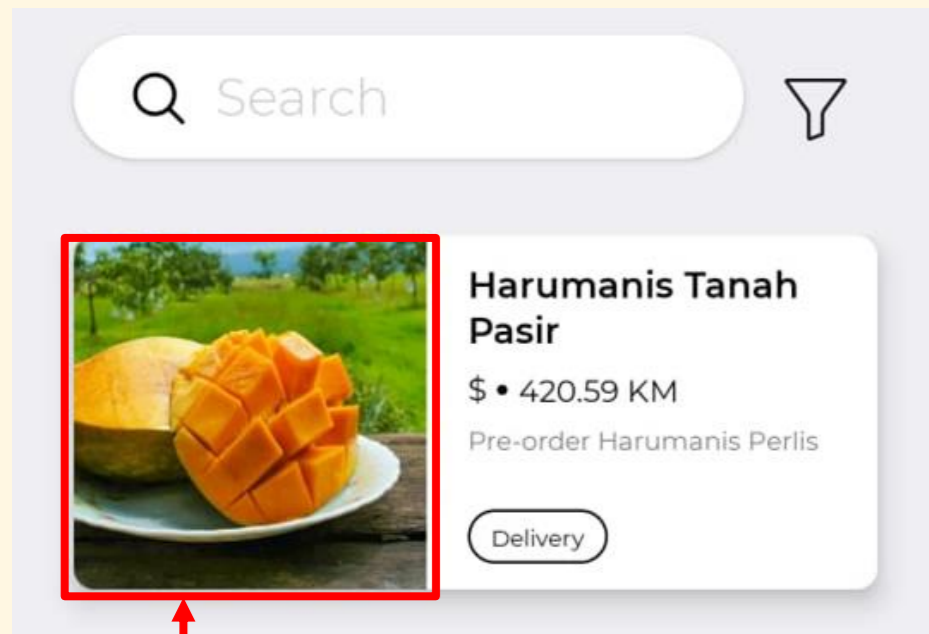
- Rate your order out of 5 stars
- Write a review for the store and products you received
- Click "Done" to submit your ratings and reviews

*\* only the overall customer's ratings will be shown on MAE. Their reviews and comments are not visible to the public for now.*

# Brand your Sama-Sama Lokal Store Professionally!



Your Store's Logo, Cover Photo, Name and Business Description are what forms a person's first impression of your store.



**GOOD:**

✓ Proper Profile Image



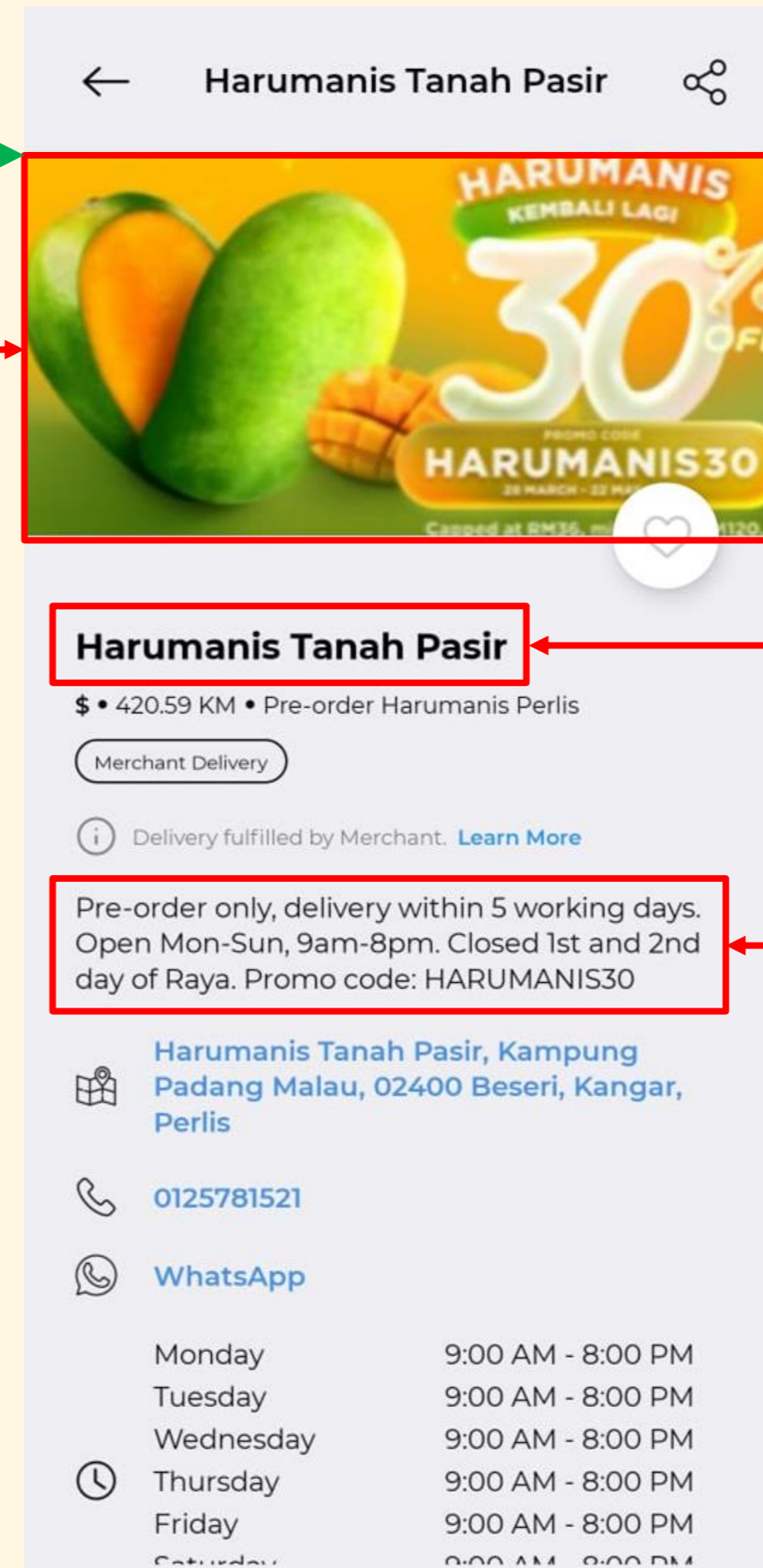
✓ Add your **store front image**. If you are a **home-based business**, add your **offered products/services!**

*(landscape image – 807 x 446)*

✗ Improper Profile Image



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



**It does not have to be the same as your Business Registration Name!**

- ✓ Gerbang Ria Sdn Bhd,
- ✓ Mek Dollah Burger,
- ✓ Kedai Runcit Alia
- ✗ **AVOID** using other store's name, your own name or product names only to differentiate

**Formula: [Instant Delivery / Pre-Order X days in Advance] + [What do you Sell?] + [What is Unique about Your Store?]**

**POOR:**

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

**GOOD:**

✓ Proper Logo



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

✗ Improper Logo



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

**Note:**

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



## 5.

## Ways to Manage and Grow your Sama-Sama Lokal Store

- **Crediting Batches of Payment to Merchants**
- **Using MAE for Scan and Pay and Sama-Sama Lokal**
- **Optimizing your Store Menu**
- **Letting your business be known Online**
- **Promoting your Business on Social Media**
- **Building Up Your Business with One Good Rating at a time**
- **Sama-Sama Lokal Order Fulfilment Scenarios**
- **Extra Tips to Manage Your Sama-Sama Lokal Store**


# 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)	<b>AUTOMATED Assignment of Rider</b>	Auto-credited to merchants on a <b>T+1 (next-day)</b> basis at <b>12.30 p.m.</b>			
	<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	<b>NON-AUTOMATED Assignment of Rider</b>	Auto-credited to merchants by <b>EOD, 12.30a.m. (midnight)</b>			
	<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>	<b>Campaign / Promotions</b>	Auto-credited to merchant <b>T+1 (next-day)</b> basis at <b>12.30p.m.</b>			
	<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> )	<b>Campaign / Promotions</b>	<b>Credited on Weekly Basis.</b> <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		



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**

**Note:**

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



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!



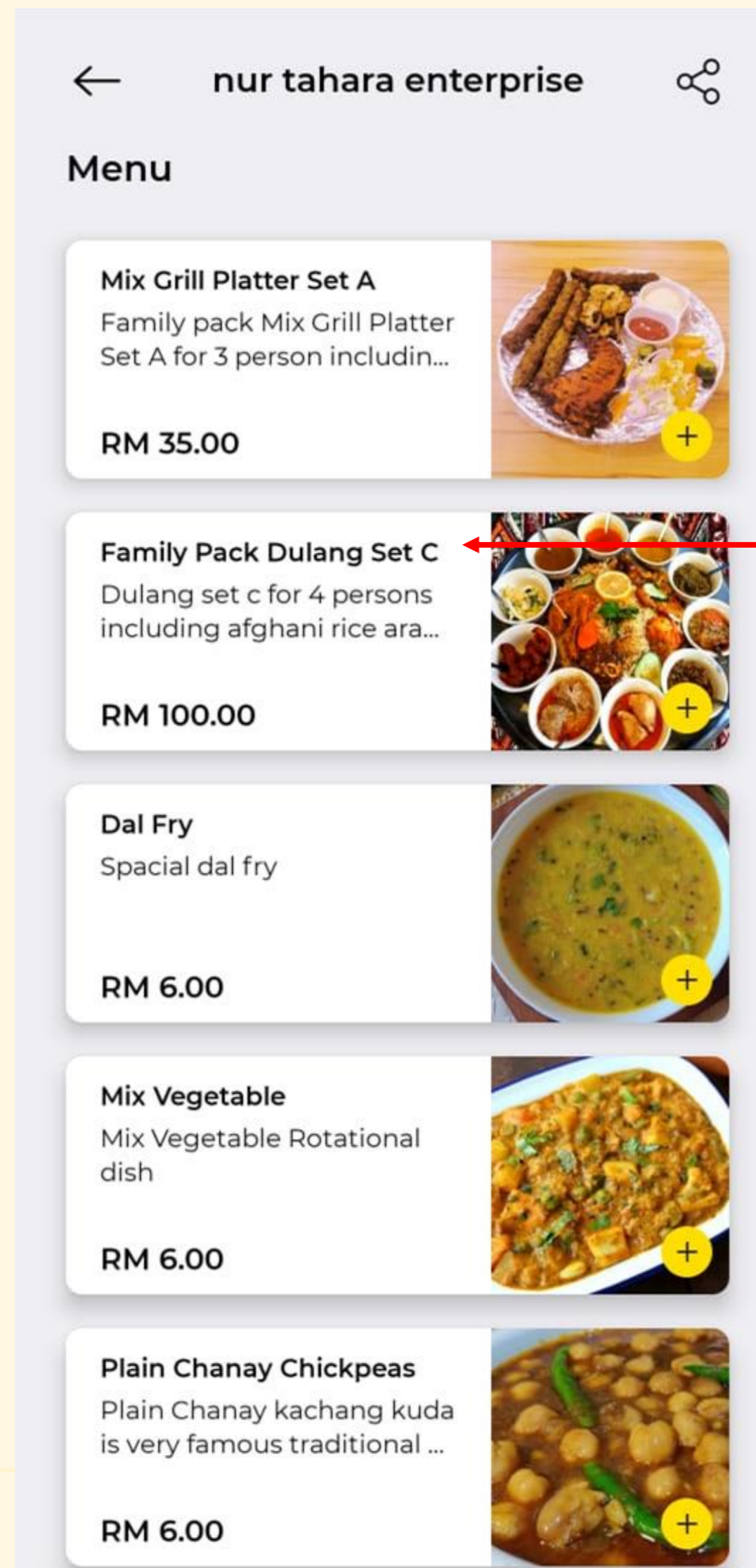
## USE FREQUENTLY SEARCHED KEYWORDS

**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.**

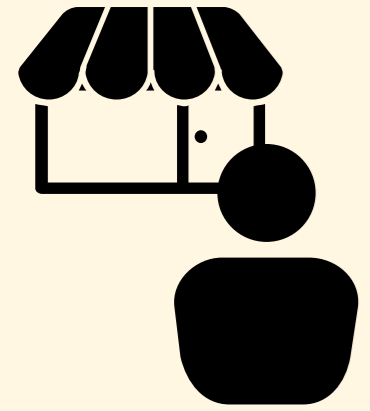


**BUNDLE YOUR PRODUCTS**  
**Recommended: Introduce SETS, FAMILY MEALS AND VALUE MEALS for higher average order values.**  
E.g. Quarter Chicken with Fries and Coleslaw, Mix Grill Platter, Family Pack

# 105 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**)

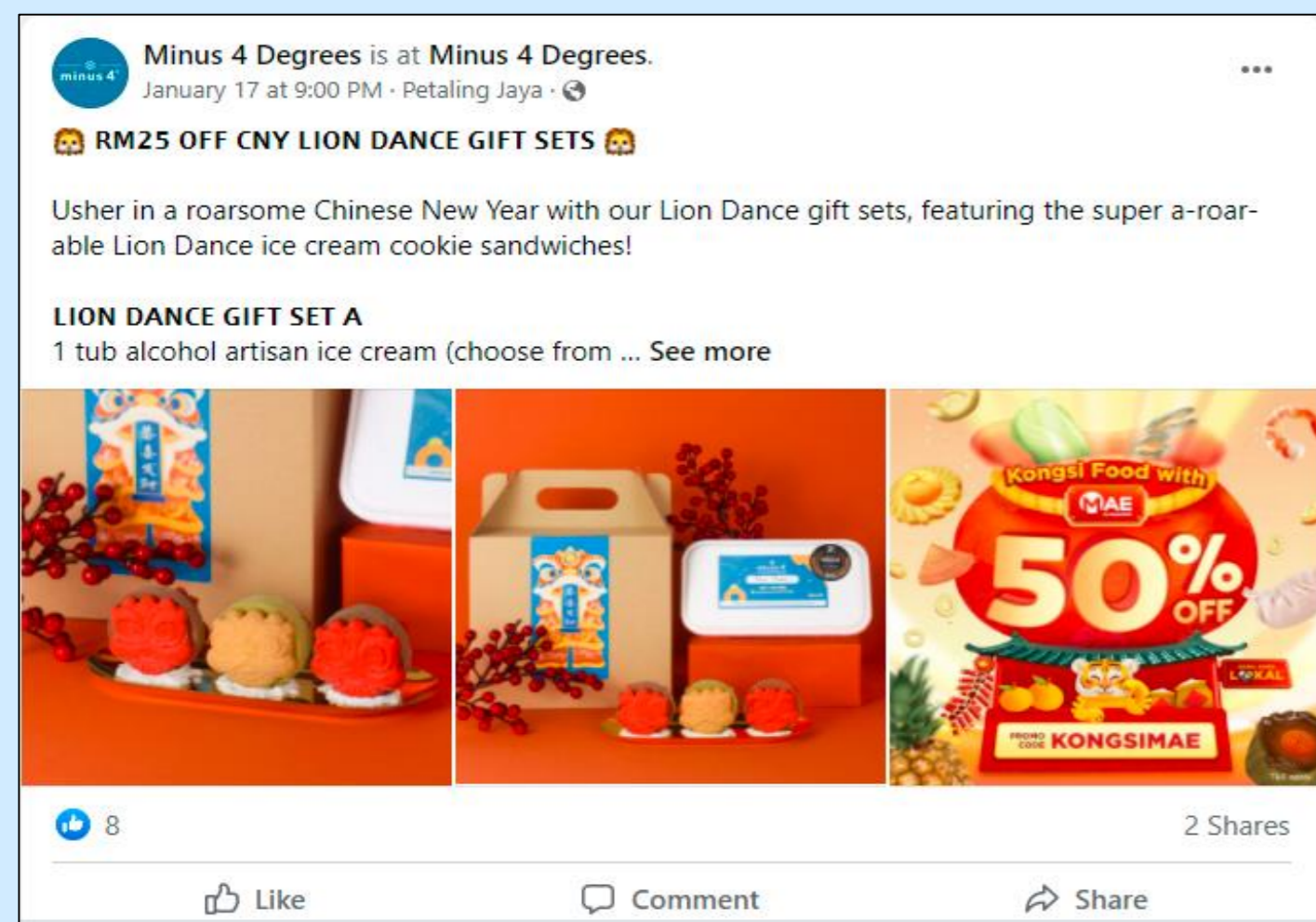
# 106 Promoting your Business on Social Media



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

## New Product Introduction

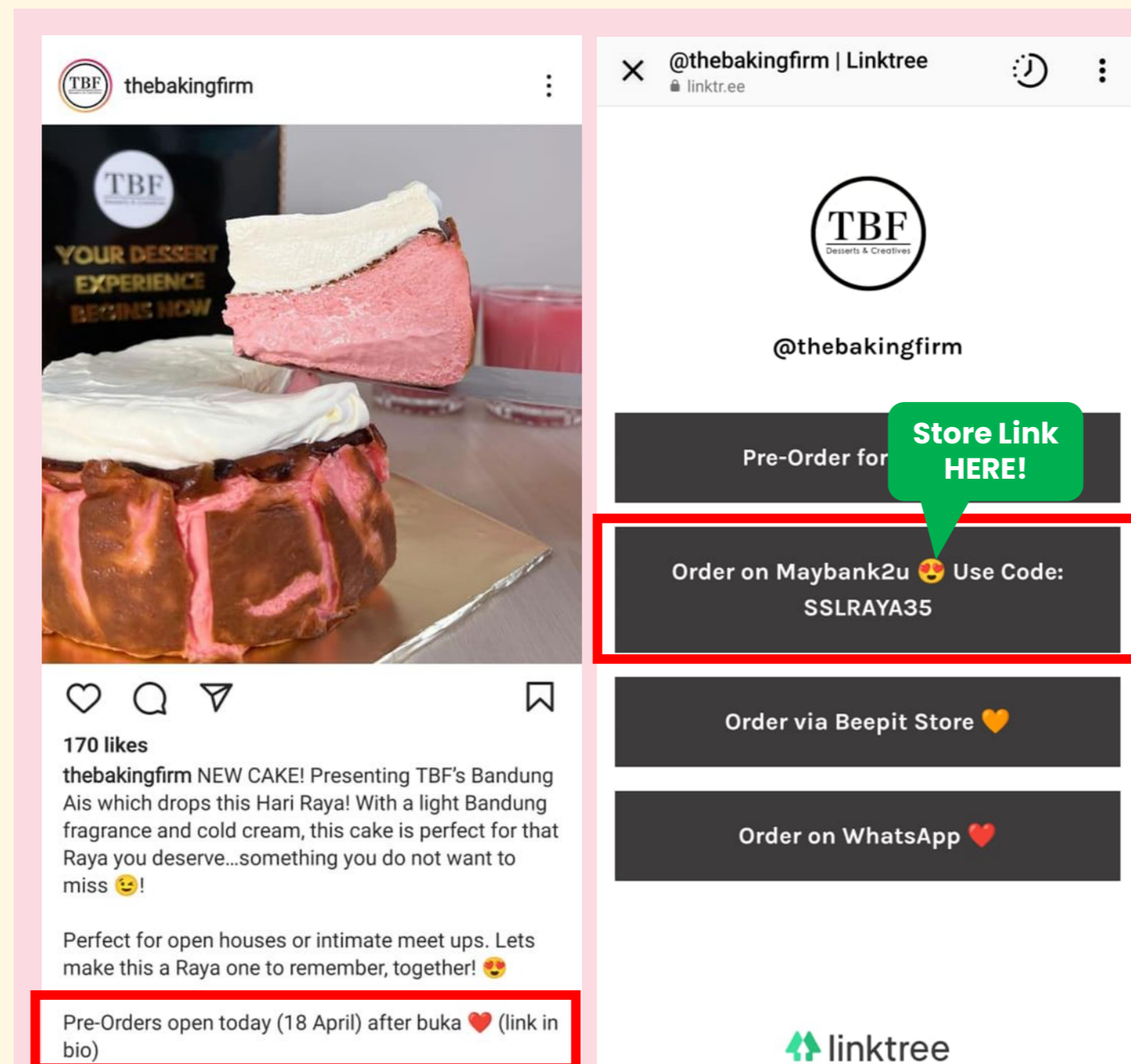
Festive Launches with Campaign Promos



Source (Facebook): Minus 4 Degrees

## Clear Call-To-Actions

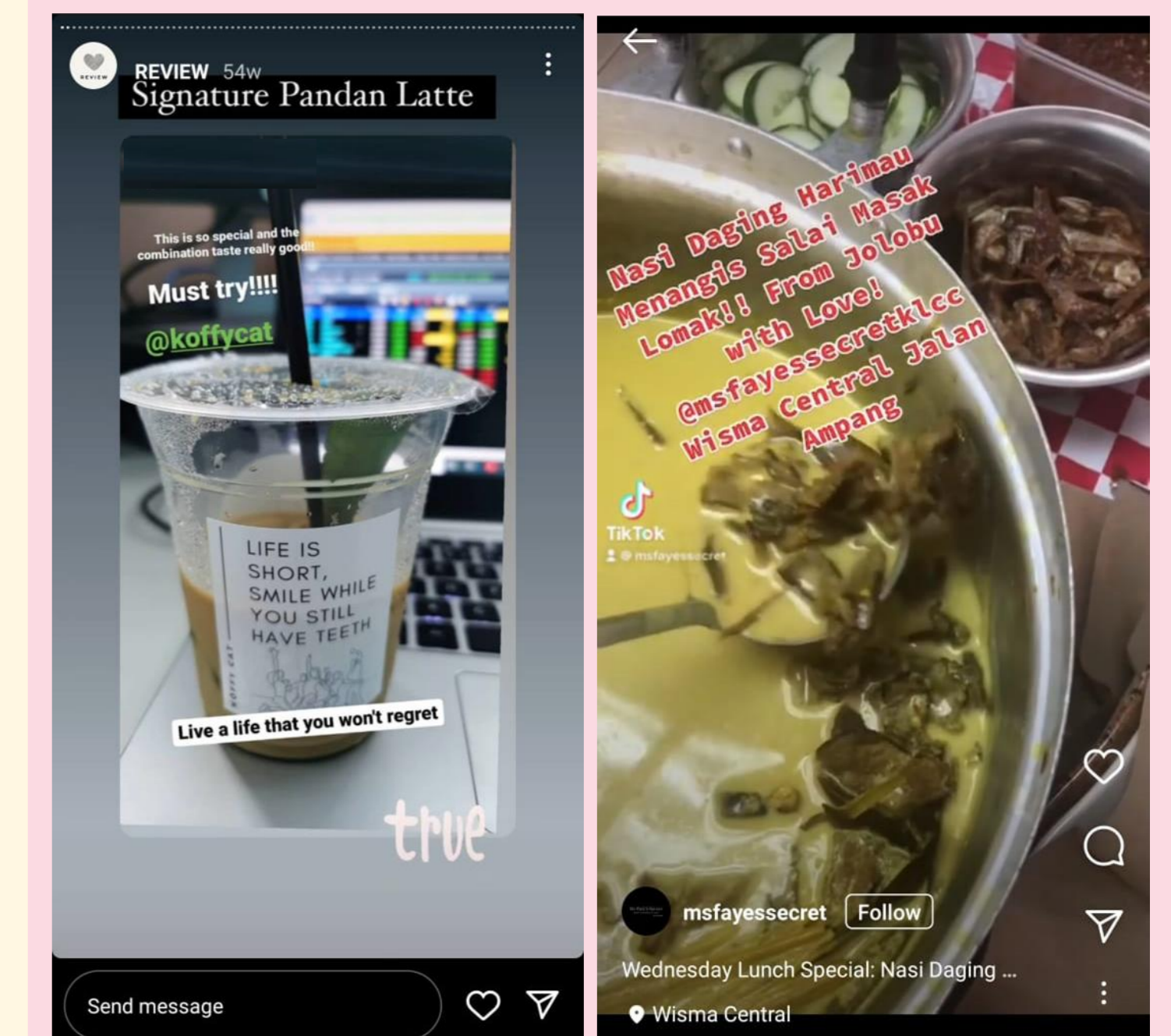
Link-in-bio to ease order placement



Source (Instagram): @thebakingfirm

## Engage with Your Followers!

Repost reviews & post 'behind the scenes'



Source (Instagram): @koffycat @msfayessecreat

Source (Instagram): @msfayessecreat



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



## Rise to the TOP of the SEARCH!

- Good store ratings will appear **higher in search results**
- Your store and brand will be **more visible**



## Leverage on Your EXISTING SUPPORTERS

- Inform your **family & friends** to rate your store!
- If you are **not a new business**, inform your **past and loyal customers** to rate you!



## Respond to NEGATIVE REVIEWS too!

- **Reply bad reviews too** (e.g. social media, Google review, WhatsApp)
- Express concerns and **show good service standards** to customers



## Keep the Good, FIX THE BAD!


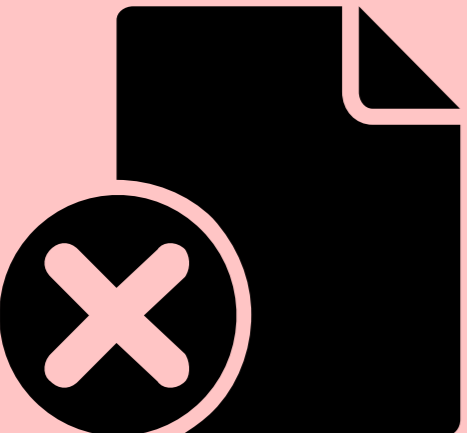
- Maintain **good store ratings of  $\geq 4.5$**
- Ratings of  **$\leq 4.0$  shows a serious problem** which you should address



## REMIND THEM to Rate your Store!

- **A WhatsApp text, or message included in the order** can remind your customers to rate you!



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



# Appendix



If Your Postcode is Covered Below, You May Enable 3<sup>rd</sup> 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 3<sup>rd</sup> 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				



If Your Postcode is Covered Below, You May Enable 3<sup>rd</sup> 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



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## 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	



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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		



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## 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		



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## 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



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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**