

Agent Service Center **USER GUIDE**

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GETTING STARTED



BANKING SERVICES

Withdrawal





Enter amount of withdrawal and tap 'NEXT'



Insert MPay Prepaid MasterCard

BANKING SERVICES

Withdrawal







Enter Pin Number



Confirm the details & Tap 'CONFIRM'

Enter Agent Security Pin

BANKING SERVICES





Enter Amount & tap 'NEXT'



Insert MPay Prepaid MasterCard









Enter Agent Security Pin



BANKING SERVICES

Check Balance



Tap 'Check Balance'







Insert Card Pin Number



Mobile Top Up - Cash









Fill in details and select 'Cash'

STEP 4	STEP 5	STEP 6
K Mobile Top Up	Agent Security Pin	X Mobile Top Up
Product: Vodafone Albania Top Up Amount (RM): ALL 100.00 = RM 5.10 Mobile Number: 355123456789 Pay By: Cash Account No : 6368400801568796	Enter Agent Security Pin 1 2 3 4 5 6 7 8 9 ▲ 0	Transaction Type: MPay Reload Transaction No: 61717 Account Number: 6368400801568796 Date Time: 2019-06-25 14:56:33 Product: Vodafone Albania Amount: RM5.10 Mobile Number: 355123456789 Transaction Status: Succeed
f select Cash, confirm the details & tap ' CONFIRM '	Enter Agent Security Pin	Transaction success

Mobile Top Up - MPay Card



Tap 'Mobile Top Up'



Select country



Fill in details and select 'MPay Cards'





Tap 'Bill Payment'

STEP 2 Bill Payment -Please Select- Bill Amount (RM): 10 Bill Number: 4000196984017 Contact Number: 60109317149 Pay By: For By: Cash Marging Marging Marging Marging Marging Marging

Fill in details and select 'Cash'

STEP 5



Check the bill payment details and tap 'CONFIRM'





Enter Agent Security Pin

Payment Successful



Tap 'Bill Payment'



Fill in details and select 'MPay Cards'

STEP 5



Insert Mpay Prepaid MasterCard



< **Bill Payment** Bill Type: SYABAS Bill Amount (RM): 20 Bill Number: 4000196984017 Pay By: MPay Cards Account Number: 525318xxxxx9406 Contact Number: 60109317149 Card Type MPay MasterCard Prepaid Name Ng Kar Wai ount Ralance васк NFIRM





Enter Agent Security Pin



Parcel Pay



Tap 'Parcel Pay'



Tap 'Add Parcel'



Make sure the parcel does not contain any prohibited item. Tap '**I Agree**'

Parcel Pay (continued)



Enter address in Pick up From and Deliver To with parcel details. Tap '**Get Rate**'

<	Parcel Pay	
Enter Pick Up Ad	dress	
Address :	Address 1	
	Address 2	
	Post Code	
	State	•
	CLEAR	ADD
Parcel List		
yesr, tdt,89000,Melaka,		•

Tap '**Add**' to add address & tap ($\sqrt{}$)

STEP 8



Tap 'Add' to add address & tap (√)

STEP 9



Confirm the details & tap 'Proceed'

 Parcel Pay

 Pick Up Details

 Mame:

 Mame:

 Mame:

 Mobile/Tel No:

 Matters:

 <tr

Fill in sender and receiver details. Tap 'Next'

Parcel Pay MPAY9GBPRKNTTL Reference Pick Up Details Name : Ng Hon Nam Mobile/Tel 601252365377233 No.: Address vesr. tdt,89000,Melaka, Deliver to Details Name : yesr Mobile/Tel 60109317141 No. : Address : tesv. tesr,90000,Kuala Lumpur, 10cm X 10cm X 10cm Size : Weight : 20.00 Charges (Inclusive GST) :122.66 PAY LATER PAY NOW Tap 'Pay Now' to pay OR tap 'Pay Later'

to go back to homepage

Parcel Pay (continued)





If select Pay Now, enter agent security pin & tap '**OK**'

AGENT SERVICES

BuyMalaysia





User will be directed to BuyMalaysia homepage.

F2F QR

STEP 1	STEP 2	STEP 3
e MPay Mobile Banking	< F2F QR	17.18 ∰ al 55% ∎ ✓ Scan QR
Banking Services		` Scan the QR Code to continue.
Image: bit with drawalImage: bit with drawalImag	Merchant Account Number 636840xxxxx8796 QR Code will expire in 56 seconds	
Tap ' F2F QR '	Merchant's QR is displayed	Customer to scan using MPay WALET
STEP 4	STEP 5	
is is one-time verification process is a due diligence procedure required by Bank Negara Malaysia. Submitted document will be watermarked.	Agent's Name : Ng Hon Nam Agent's ID No :	
CR MPAY	Agent's Email Address : honnam.ng@mpsb.net Agent's Mobile No : 601163489225	
IC Image	Cardholder's Name :	
TAKE A PHOTO OF USER IC/	Ng Test Cardholder's ID No :	
Portrait Image	xxxxxx - xx - 6669 Cardholder's Email Address :	
TAKE A PHOTO OF USER PORTRAIT	nghonnam2@gmail.com	
	Cardholder's Mobile No : 60109317141	
	Upload Status :	
SUBMIT	F2F KYC document uploaded successfully.	
lerchant will receive notification. Tap n the notification and take photo on customer IC or user Portrait	Confirm the F2F KYC details & tap 'Print Receipt'	