



Simple - Trusted - Complete

Agent Service Center  
**user guide**

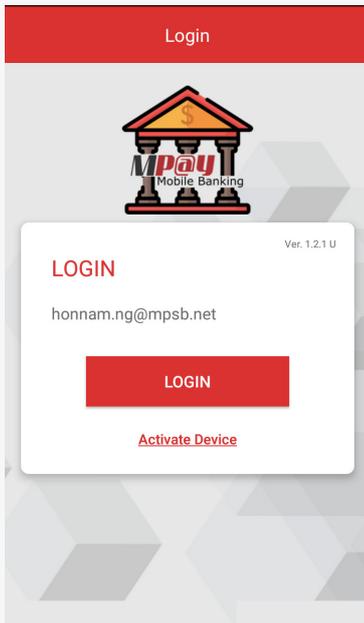
# Contents

---

<b>Getting Started</b>	<b>3</b>
<b>Banking Service</b>	
Withdrawal	3
Deposit	5
Check Balance	6
<b>Agent Service</b>	
Mobile Top Up	7
Bill Payment	10
Parcel Pay	12
BuyMalaysia	14
F2F QR	15

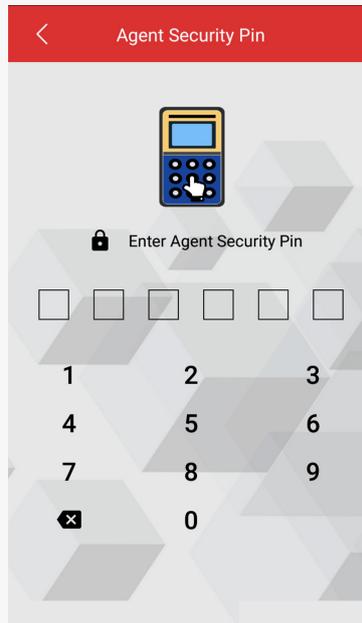
# GETTING STARTED

## STEP 1



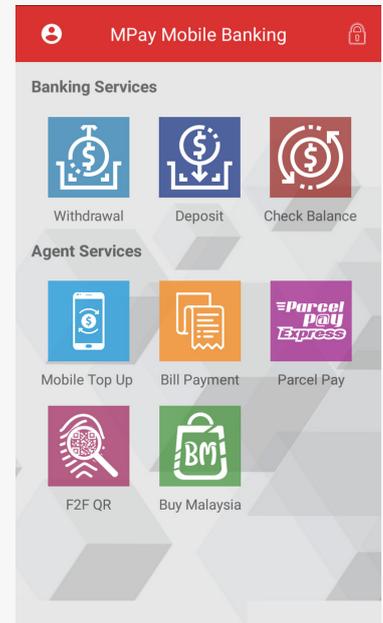
Open Mpay Agent Service Center application.

## STEP 2



Enter Agent Security Pin

## STEP 3

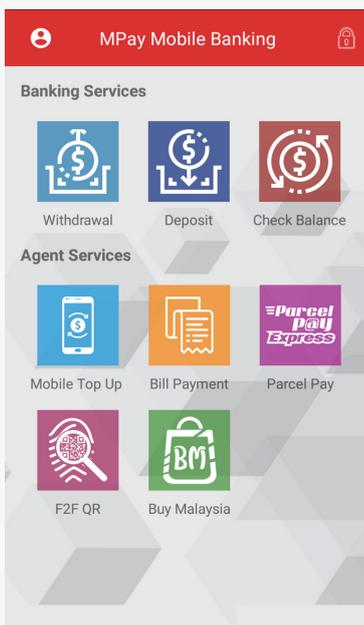


Agent will be directed to the homepage

# BANKING SERVICES

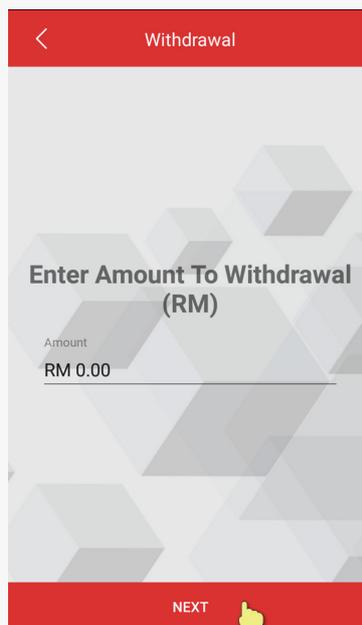
## Withdrawal

## STEP 1



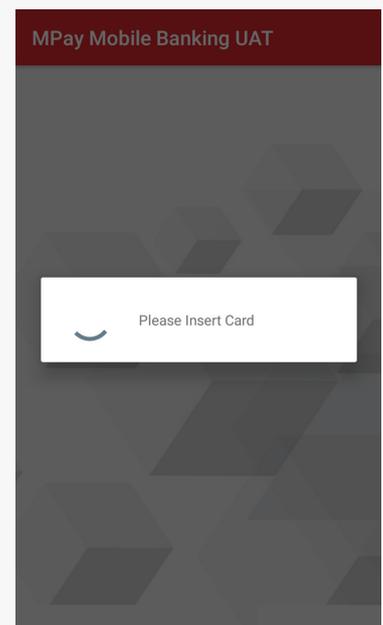
Tap on 'Withdrawal'

## STEP 2



Enter amount of withdrawal and tap 'NEXT'

## STEP 3



Insert MPay Prepaid MasterCard

**STEP 4**

Enter Pin Number

**STEP 5**

Confirm the details & Tap 'CONFIRM'

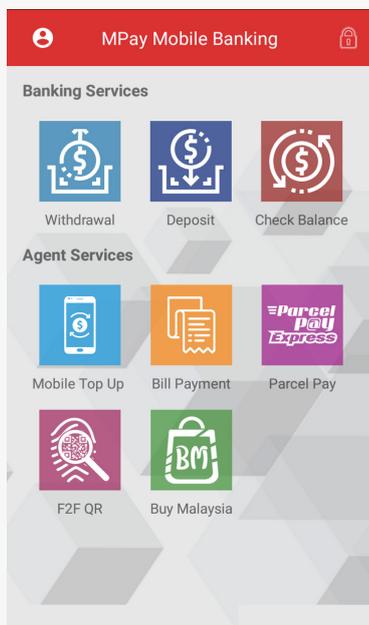
**STEP 6**

Enter Agent Security Pin

**STEP 7**

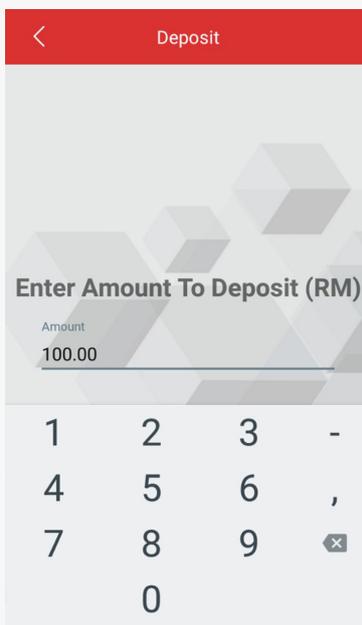
Tap 'PRINT RECEIPT'

**STEP 1**



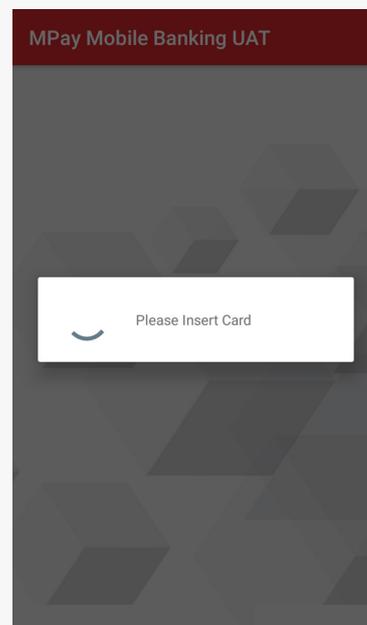
Tap 'Deposit'

**STEP 2**



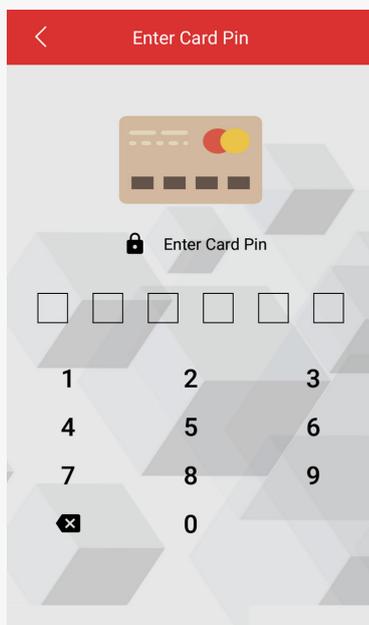
Enter Amount & tap 'NEXT'

**STEP 3**



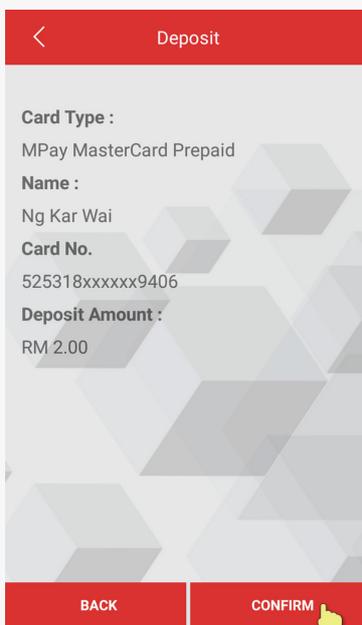
Insert MPay Prepaid MasterCard

**STEP 4**



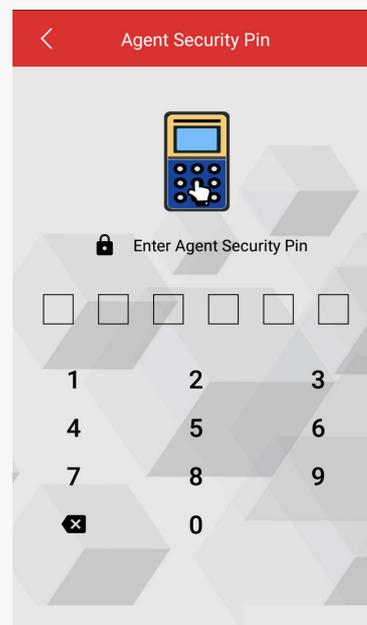
Insert Card Pin Number

**STEP 5**



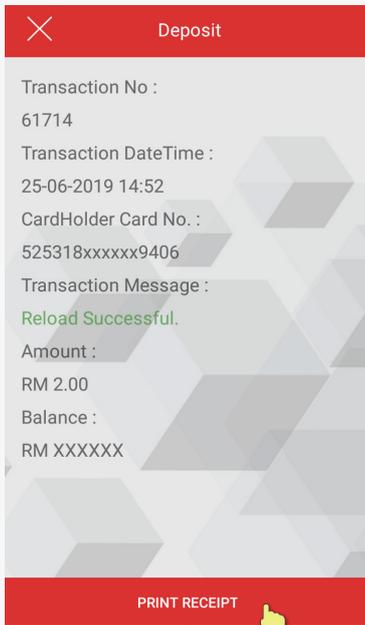
Confirm the amount & tap 'CONFIRM'

**STEP 6**



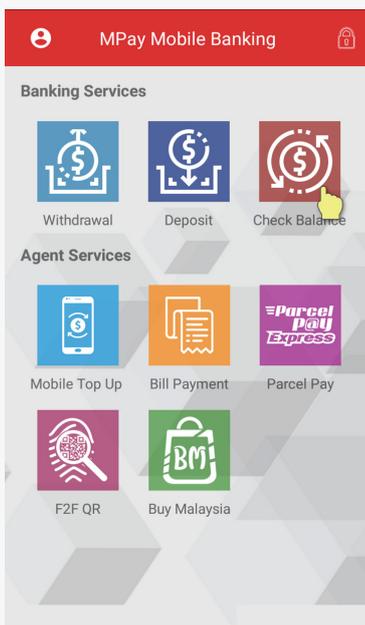
Enter Agent Security Pin

**STEP 7**



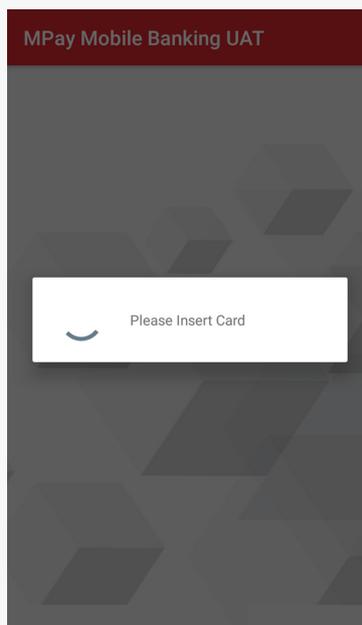
Tap 'PRINT RECEIPT'

**STEP 1**



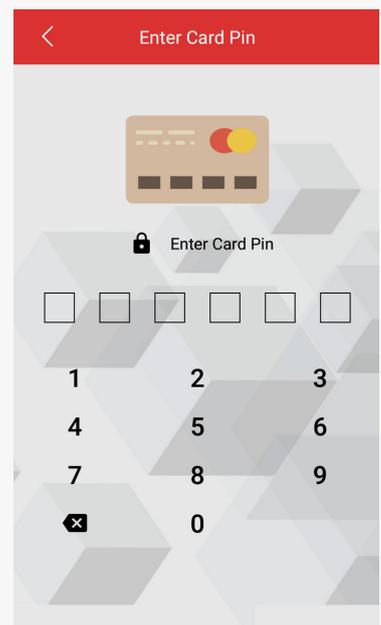
Tap 'Check Balance'

**STEP 2**



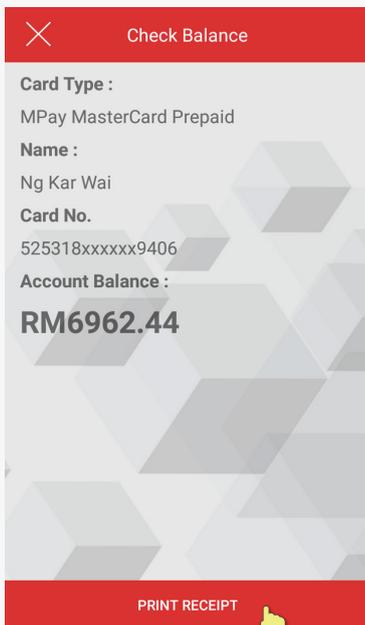
Insert MPay Prepaid MasterCard

**STEP 3**



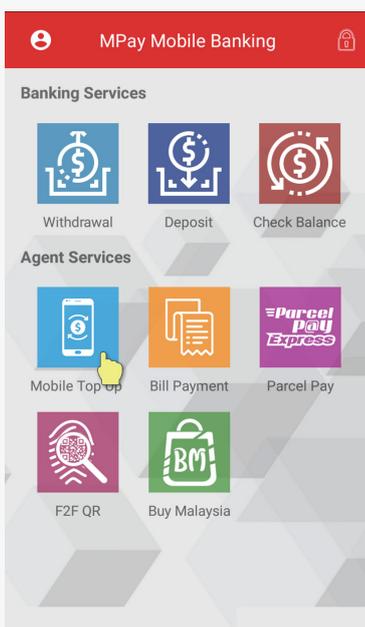
Insert Card Pin Number

**STEP 4**



Tap 'PRINT RECEIPT'

**STEP 1**



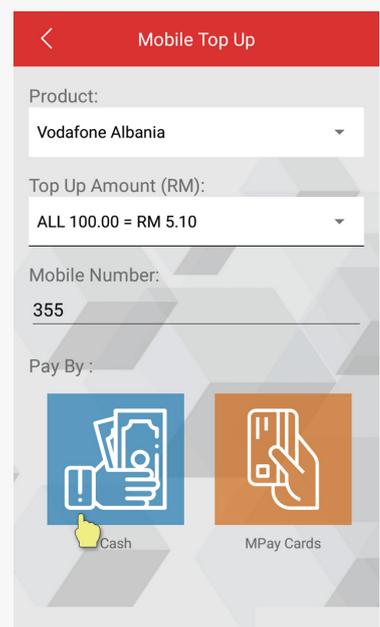
Tap 'Mobile Top Up'

**STEP 2**



Select Country

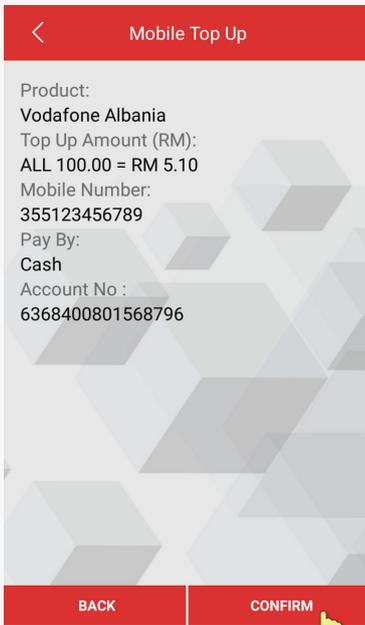
**STEP 3**



Fill in details and select 'Cash'

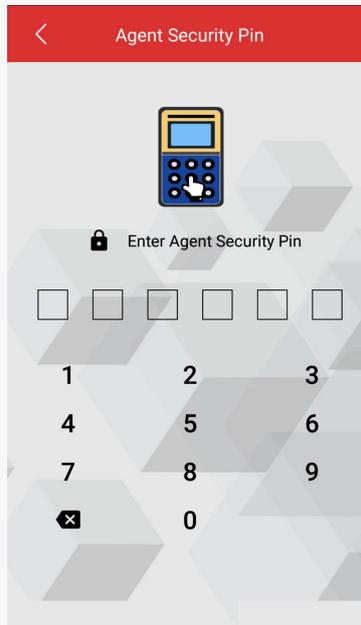
**Mobile Top Up - Cash (continued)**

**STEP 4**



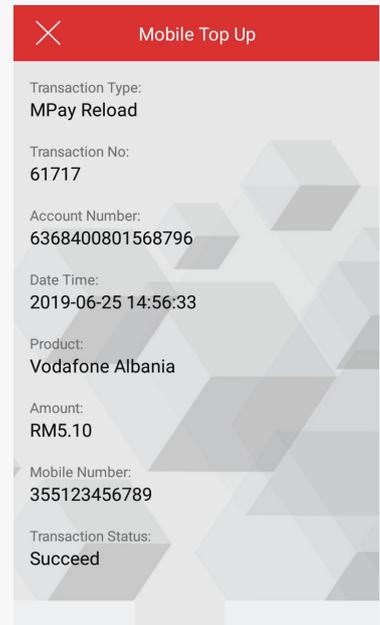
If select Cash, confirm the details & tap **'CONFIRM'**

**STEP 5**



Enter Agent Security Pin

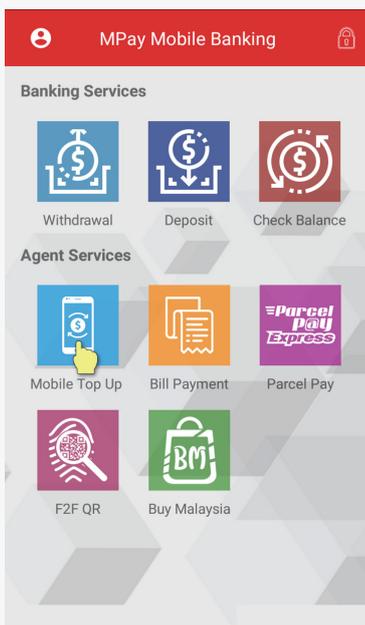
**STEP 6**



Transaction success

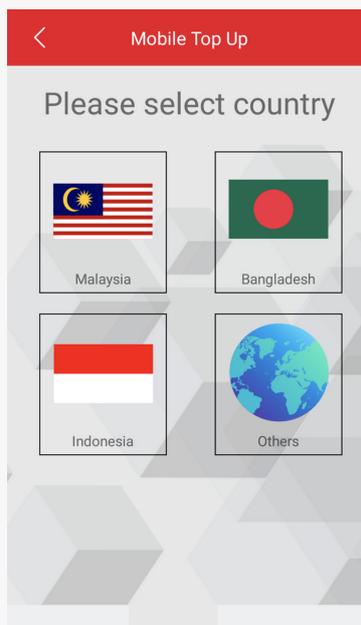
**Mobile Top Up - MPay Card**

**STEP 1**



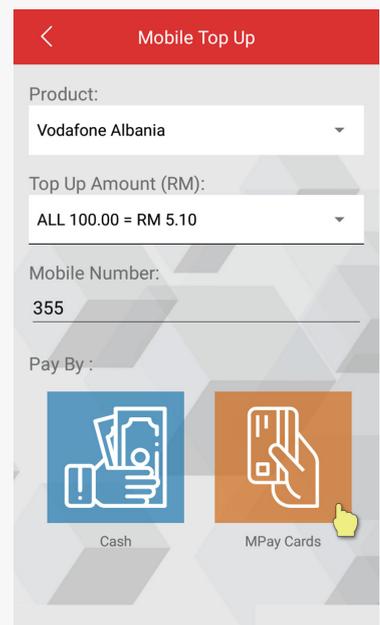
Tap **'Mobile Top Up'**

**STEP 2**



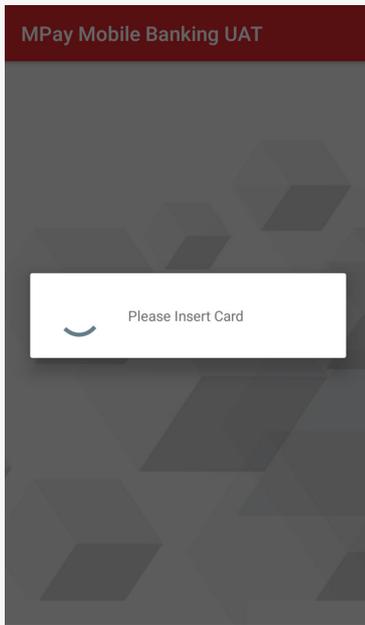
Select country

**STEP 3**



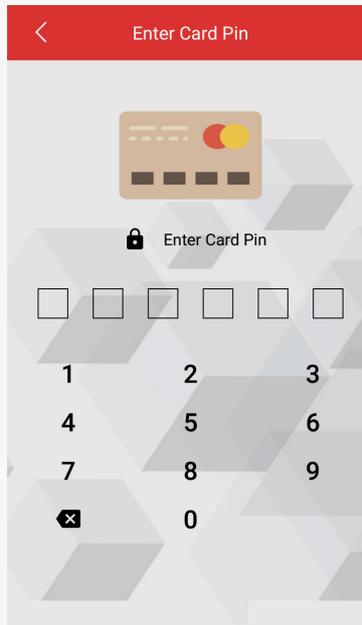
Fill in details and select **'MPay Cards'**

**STEP 4**



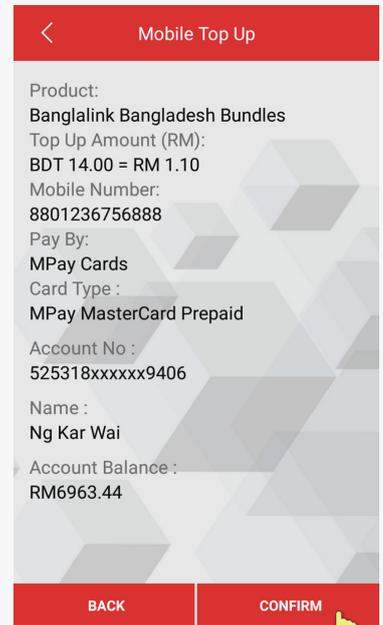
insert Mpay Prepaid MasterCard

**STEP 5**



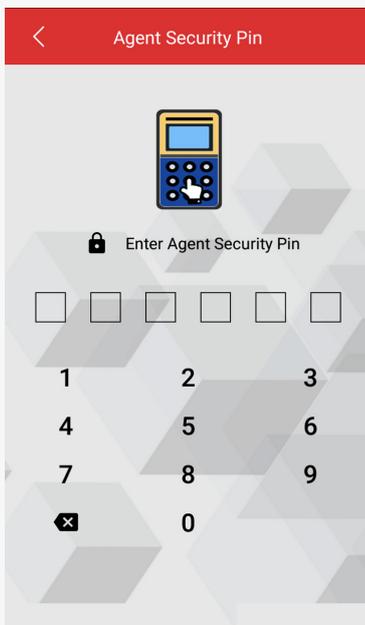
Insert Card Pin Number

**STEP 6**



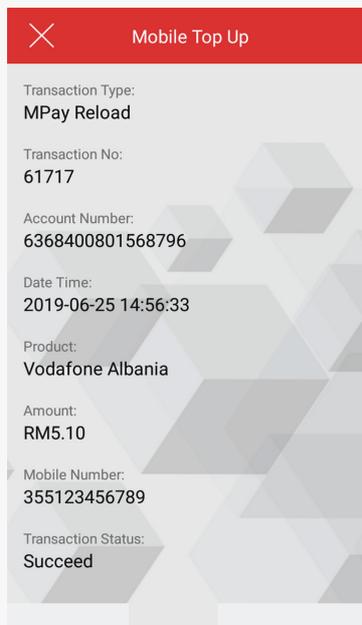
Check mobile top up details and press 'CONFIRM' to proceed.

**STEP 7**



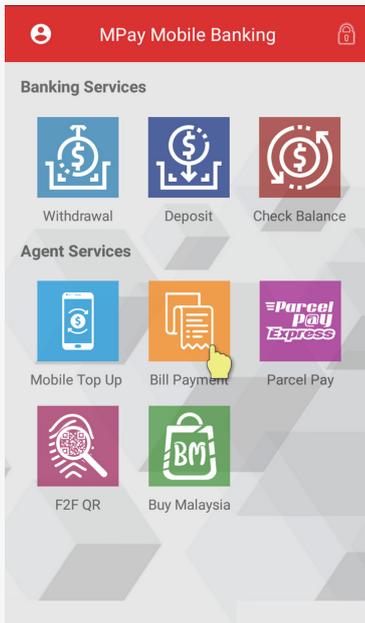
Enter Agent Security Pin

**STEP 8**



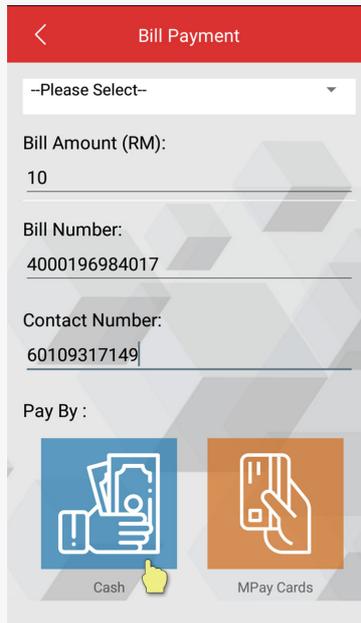
Transaction success

**STEP 1**



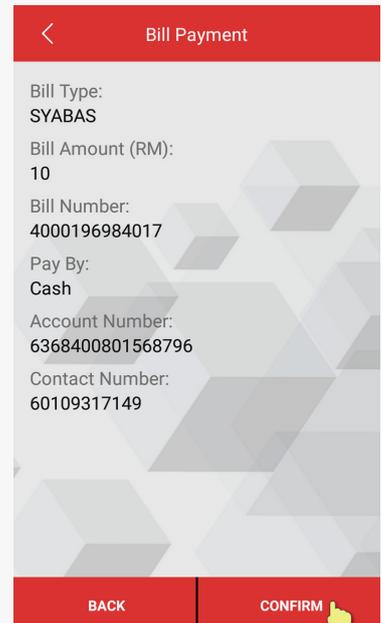
Tap 'Bill Payment'

**STEP 2**



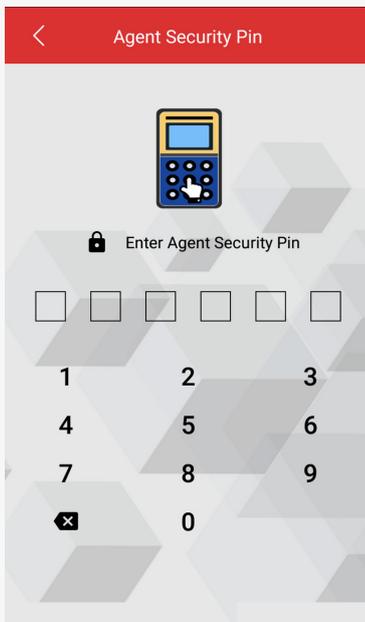
Fill in details and select 'Cash'

**STEP 3**



Check the bill payment details and tap 'CONFIRM'

**STEP 4**



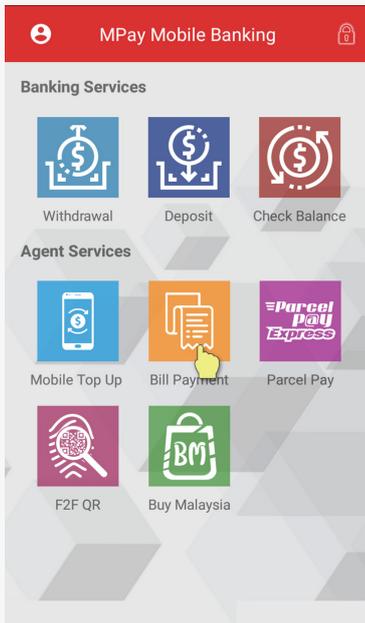
Enter Agent Security Pin

**STEP 5**



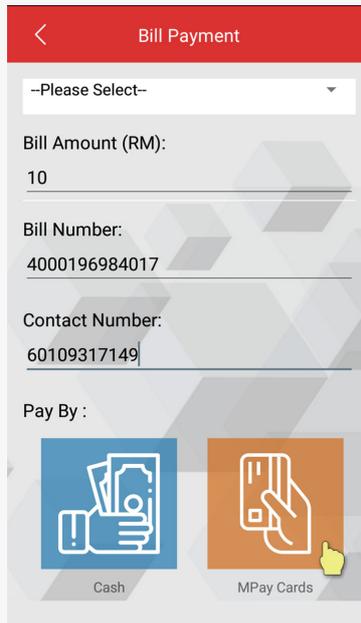
Payment Successful

**STEP 1**



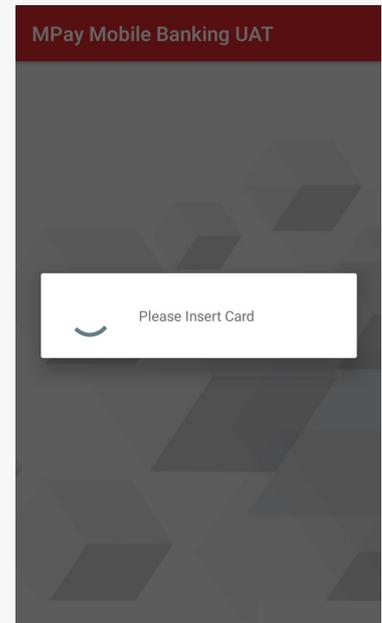
Tap 'Bill Payment'

**STEP 2**



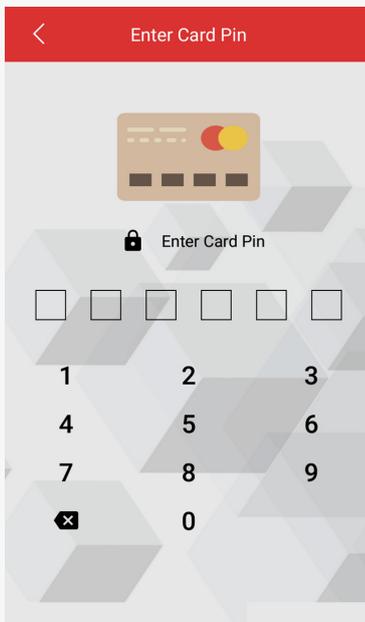
Fill in details and select 'MPay Cards'

**STEP 3**



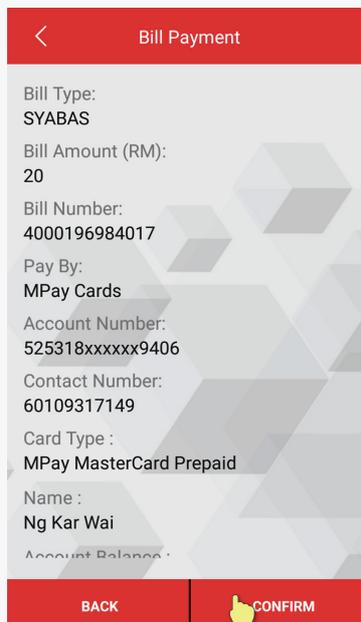
Insert Mpay Prepaid MasterCard

**STEP 4**



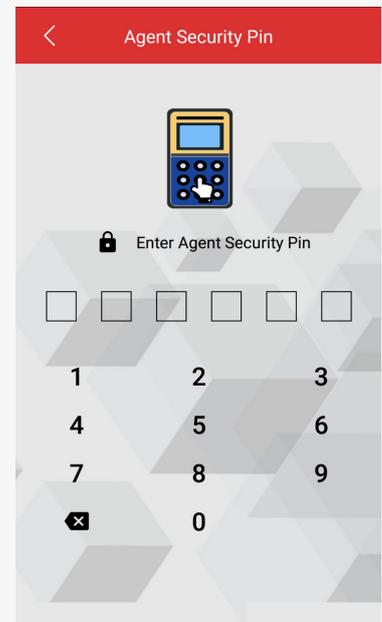
Insert Card Pin Number

**STEP 5**



Check the bill payment details and tap 'Confirm'

**STEP 6**



Enter Agent Security Pin

STEP 7



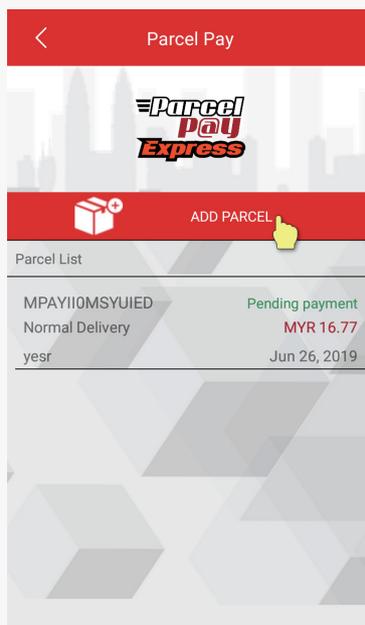
Tap 'Bill Payment'

STEP 1



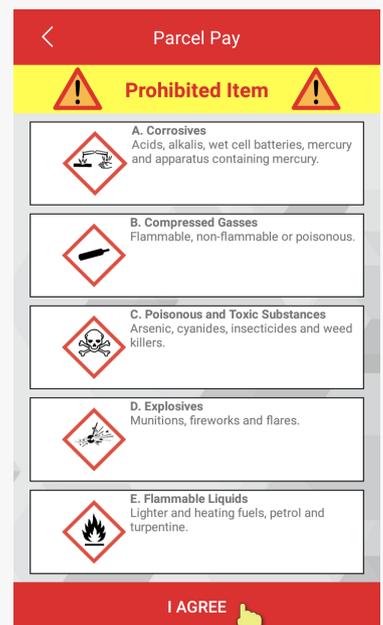
Tap 'Parcel Pay'

STEP 2



Tap 'Add Parcel'

STEP 3



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

**STEP 4**

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

**STEP 5**

Tap 'Add' to add address & tap (✓)

**STEP 6**

Tap 'Add' to add address & tap (✓)

**STEP 7**

Confirm the details & tap 'Proceed'

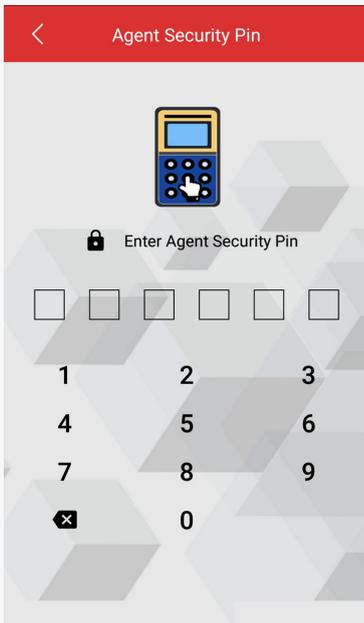
**STEP 8**

Fill in sender and receiver details. Tap 'Next'

**STEP 9**

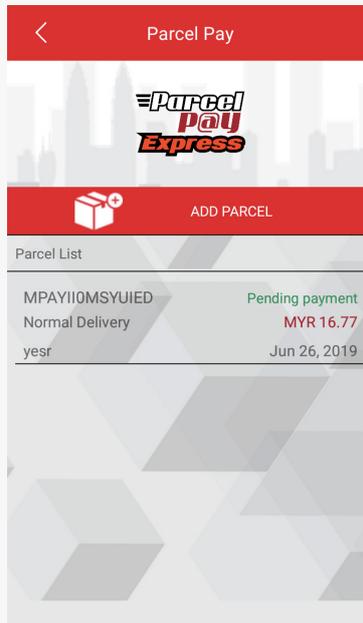
Tap 'Pay Now' to pay OR tap 'Pay Later' to go back to homepage

**STEP 10**



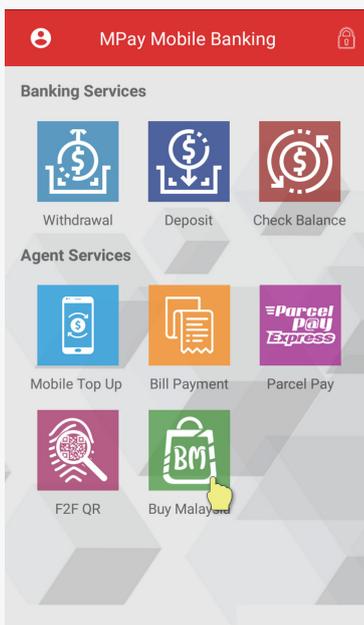
If select Pay Now, enter agent security pin & tap 'OK'

**STEP 11**



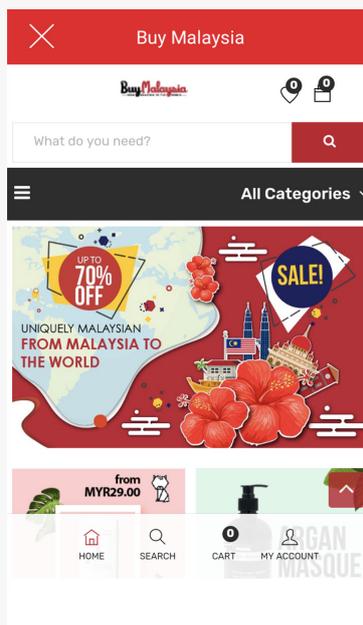
Select parcel

**STEP 1**



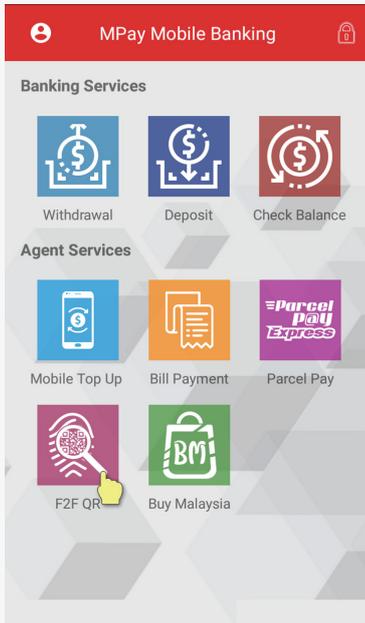
Tap 'BuyMalaysia'

**STEP 2**



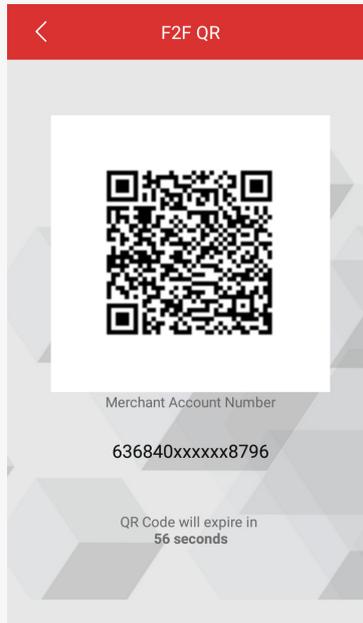
User will be directed to BuyMalaysia homepage.

**STEP 1**



Tap 'F2F QR'

**STEP 2**



Merchant's QR is displayed

**STEP 3**



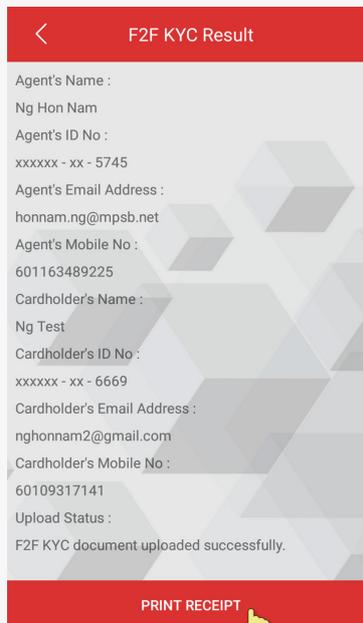
Customer to scan using MPay WALET

**STEP 4**



Merchant will receive notification. Tap on the notification and take photo on customer IC or user Portrait

**STEP 5**



Confirm the F2F KYC details & tap 'Print Receipt'