

JomPAY - FAQ (Business)

Collect payments with JomPAY

How does JomPAY work?

JomPAY allows you to collect payments from your customers using the Malaysian Banking system. Through JomPAY, the Banks in Malaysia become payment collection channels for your business. You only need to establish a relationship with one Bank to collect payments through 42 Banks in Malaysia. Your customers can pay you from any of the 42 Banks. [Click here](#) to find out how.

How will JomPAY benefit me as a business?

Using JomPAY as a collection method saves you time and money, improves your cash flow, and makes reconciliation of incoming payments easier. You will spend less time chasing payments and more time growing your business.

Here are just some of the ways JomPAY can help your business:

Accelerate cash flow.

Receive cleared funds in your account on the next Banking Business Day – and say goodbye to chargebacks and bounced cheques.

Simplify reconciliation.

Track bills with minimal effort with daily payment files designed for easy importing into your accounting system.

Manage your overheads.

Spend less time and money preparing and chasing bills.

Enjoy marketing support.

Build your brand and promote the benefits of fast electronic payments, with support from the JomPAY marketing team.

How it will impact my business operationally?

You will only need to liaise with one Bank (your Biller Bank). You can receive a consolidated report from your Biller Bank listing all incoming JomPAY transaction payments from all 42 Banks. You can also receive the report electronically for easy import into your accounting system.

How it will benefit my customer?

Through JomPAY, your customers can quickly, conveniently and securely pay you using the Internet and Mobile Banking services of 42 Banks in Malaysia. They have the option of paying you using funds from their Savings, Current or Credit Card accounts at their respective Banks. Best of all, JomPAY is free for your customers!

How does my customer pay me?

You customers pay you from their Internet of Mobile Banking of their Bank, and entering the JomPAY Biller Code and Reference Number (Ref-1) that you provided to them in their bills or invoices. That's it!

Becoming a JomPAY Biller

What is the pre-requisite to become a JomPAY Biller?

JomPAY welcomes all businesses that are registered in Malaysia.

Is there any admission or maintenance fee?

There are absolutely **no admission, registrations or recurring maintenance fees**. However, there is a small **transaction fee** for every payment received. This transaction fee would be agreed between you and your Biller Bank. You may request quotes from a few Banks to obtain a competitive transaction fee.

When will I get the paid?

Under normal circumstances, payments initiated by your customers before 17:00 on a Banking Business Day* will be credited to your Bank account on the same day. Billers and their Bank may agree on other arrangements.

Do I get a notification when a payment is made?

A real-time Payment Notification service is available so that you are immediately notified when a customer pays you.

What is a Biller Bank?

A Biller Bank is sometimes called an Acquiring Bank, Merchant Bank or Master Biller Bank. It is the only Bank that you have to liaise with to receive JomPAY payments from all other Banks. Biller Bank provides a consolidated report of incoming payments to you.

What is a Biller Code?

A Biller Code is a unique number to identify you as a JomPAY Biller. Your customers simply enter your Biller Code to make payment to you. You need not reveal your Bank or account number to your customers for them to pay you using JomPAY.

Can I register more than 1 Biller Code?

In general, Billers would have only 1 Biller Code. Under exceptional circumstances, a Biller may have more than 1 Biller Code.

What are available payment methods?

As a JomPAY Biller, you may choose whether to allow your customers to pay you from their Savings, Current or Credit Card account.

Are JomPAY Credit Card payments secure?

Yes, all JomPAY payments are performed within the secure environment of customers' Internet or Mobile Banking with proper multi-factor authentication.

What is Ref-1?

The Ref-1 is a unique number that you assign to your customers (and print on their bills) to identify your customers. Your customers will enter Ref-1 into their transaction when they make payment to you so that you can attribute payments received to the correct customer. For example, you can use customer numbers, invoice numbers or student numbers as Ref-1.

What kind of validation available on Ref-1 so that the payments that I receive contain the correct customer information for my reconciliation?

There are 2 validations available which are check digit and length validation. These validations ensure that you can attribute payments received to the correct customer.

What is a check digit?

In JomPAY, a check digit is the final digit in Ref-1 which is produced based on a special calculation of the leading numbers. To illustrate, in 10 digit Ref-1, the 10th digit is called check digit. The purpose of a check digit is to reduce incorrect Ref-1 entered by customers which would lead to operational overhead. By having a check digit implemented, only correct validated Ref-1 is accepted.

My business does not have check digits implemented in reference number. How do I go about it?

We do provide a tool to generate a check digit. [Click here](#) for more details on the tool. You may update your records with the generated reference numbers (with check digit).

Is there any cost incurred if I use my own check digit validation?

There is a list of standard check digit that you can select from during registration. However, if you require a special check digit, there may be a nominal fee involved. Talk to us and we will be glad to advise.

Can I have the reports to follow my format?

Discuss with your Biller Bank on your requirements. With 42 Banks to choose from, you will definitely find a Biller Bank that can accommodate your needs.

Appointing Biller Bank

Currently I am connected to 5 different Banks. How do I go about it if I were to join JomPAY?

Your current arrangements are not affected when joining JomPAY. For JomPAY, you only need to connect to 1 Biller Bank, but you may have more than 1 Biller Bank if required.

How is JomPAY different from my existing billing arrangement with my Banks?

Unlike your existing arrangement where you can collect payments from customers of a particular Bank, JomPAY helps you to collect bill payments from customers of 42 Banks.

Now I am enjoying a sweet deal from a few Banks. If I join JomPAY, can I still enjoy the same fee from the same Bank?

Yes, you can negotiate with your Bank. You may also obtain quotes from any of the 42 Biller Banks. You should be able to find a Biller Bank that offers an attractive and competitive JomPAY transaction fee.

Do I have to sign any agreement?

Yes, you have to sign a Biller Agreement with your Biller Bank to participate in JomPAY.

I want to appoint many Biller Banks. Do I still need to appoint a Master Biller Bank?

If you decide to have multiple Biller Banks, you will still need to appoint a Master Biller Bank as it will process transactions from all other Banks. Remember that JomPAY has 42 member Banks.

Is it possible to switch Biller Bank?

Yes, you can do it at the [Biller Centre](#) without having to change the existing Biller Code.

Biller Centre

What is Biller Centre?

The upper right [Login \(www.jompay.com.my\)](#) button on this page would lead to the Biller Centre. As a Biller, you may view all your incoming payments, maintain your Banking information, and perform other administrative functions at [Biller Centre](#).

How do I change my biller details?

You can change your Biller details online at the [Biller Centre](#).

JomPAY Brand Guidelines

Is it compulsory to display a JomPAY brand and reference box in the bill or invoice that I issue to customer?

Yes it is. The JomPAY brand and reference box indicate to your customers that they can make payment to you through JomPAY. You may refer to the [JomPAY Brand Guidelines](#) for more details. The JomPAY brand and reference box that is printed on your bill looks like this:

Do I need to show JomPAY details and electronic bills or invoices?

Just like your paper bills or invoices, your electronic version needs to include the relevant JomPAY details. That way your customer has the information they need in order to pay with JomPAY.