

Frequently Asked Questions (FAQ) About Bill Payment service at Pos Online

ABOUT POS ONLINE	
Q1	How do I create an account?
A1	<p>Below are the steps taken to create the Pos Online account:</p> <p>STEP 1: Log on to www.posonline.com.my</p> <p>STEP 2: Click on the “Login” button</p> <p>STEP 3: Choose the “Sign Up” button</p> <p>STEP 4: Insert your email address</p> <p>STEP 5: Fill in your details in the “Sign Up” form <i>(full name, password, email address and mobile number)</i></p> <p>STEP 6: Click on the “Consent Box” and “Sign Up” button</p> <p>STEP 7: For successful registration, you will receive a link through your email to verify your email. Click the link to complete the registration.</p> <p>STEP 8: Now you can login to your account by inserting your email address and password</p>
Q2	What do I do, if I have forgotten my password?
A2	<p>If you have forgotten your password, click the “Login” button and click on “Forgot Password”. Insert your email and click “Submit” button. You will receive an email right away to reset your password.</p> <p>Note: The reset password link will expire within 24 hours from the time email is received. If you do not receive the email kindly refer to AskPos</p>
Q3	Can I change my password?
A3	<p>You may change your password by following these steps:</p> <p>STEP 1: Login to your account</p> <p>STEP 2: Click “Shop” and click on your name on the top right of the page</p> <p>STEP 3: Choose “Manage Account”</p> <p>STEP 4: Click on “Security” and click on “Change Password”</p> <p>STEP 5: Click submit and your account has changed to a new password</p>
Q4	Can anyone else access my account information through Pos Online?
A4	No one can access your account information through Pos Online without your login details.
Q5	What is your online security policy?
A5	We will ensure your details are safe and secure during your transaction process at the portal. We do not sell nor disclose any user’s information to other parties for any purposes.
PAYMENT ONLINE	
Q1	What are the benefits of payment at Pos Online?
A1	You can pay your bills to more than 120 biller providers and make payment from 18 banks via Internet Banking. For convenience, you can register bills to cater as your favorite list of billers.
Q2	Who can use this service?
A2	Pos Online services can be used by individuals as well as government bodies, corporate businesses and organizations.
Q3	How do I pay bills via Pos Online?
A3	<p>Below are the steps taken to pay your bills at Pos Online:</p> <p>STEP 1: Login to your account</p> <p>STEP 2: At the dashboard page, choose “Bill Payment”</p> <p>STEP 3: Search for your preferred bill</p> <p>STEP 4: Fill in the required info and you may click “Save as Registered Bill” for easier transaction next time</p> <p>STEP 5: Click “Add to cart” and proceed for checkout</p>

	<p>STEP 6: Make payment via your preferred bank</p> <p>STEP 7: Receive invoice as proof of payment.</p>
Q4	Can I pay more than one (1) bill at a time?
A4	Yes. Pos Online makes it convenient for you to pay any number of bills at a time. Except for Prepaid Reload service, it can only be done in a single transaction only.
Q5	What happens if I have insufficient funds in my account?
A5	If you are making an immediate payment, you will see the "Unsuccessful" message informing that you have insufficient funds.
Q6	Are bill payments processed on the same day?
A6	Not all payee corporations process payments daily. Therefore, to avoid late payment, you should make your payments in advance.
Q7	Where can I view my payment transactions?
A7	Under the "Transaction History" on the left menu, you will be able to view payments made over the last 60 days. You may print and keep this statement for your record.
Q8	How far in advance should I perform my Bill Payment Online?
A8	Bills paid via Pos Online should be performed at least 7 working days before the payment due date.
Q9	How long does it take before my payment is received by the agency?
A9	<ul style="list-style-type: none"> • Payments made via Pos Online will be processed on the same day. Depending on the agency, they will update customer's account within 3 business days. • Business days are that which are practiced in Federal Territory and Selangor. Pos Malaysia shall not be liable for any disruption of the services or disputes on payments made by you to Pos Online on or after the payment date.
Q10	If my computer crashes or I get disconnected from the internet by accident, how will I know if my transaction is successful?
A10	Please log at AskPos or contact your bank to confirm the status of your transaction.
PAYMENT USING FPX	
Q1	How can I make a payment using FPX?
A1	Upon checkout, you may choose the FPX option and choose your preferred banks under FPX. <i>(There are 18 banks listed under FPX)</i>
Q2	What is the minimum and maximum transaction limit for FPX?
A2	For retail/personal banking account, the minimum limit per transaction is RM1.00 and maximum amount is limited up to RM30,000* per transaction.
Q3	How can I know that my payment is successful?
A3	You can choose either to get an online receipt, email notification sent by FPX (email required) or a tax invoice provided by Pos Online.
Q4	Can I cancel a successful FPX transaction?
A4	No. It is not possible to cancel a successful FPX transaction via the system. However, you may request your merchant for such cancelation, subject to the merchant's policy.
Q5	Is my transaction via FPX secured?
A5	For further inquiry and clarifications on FPX payment, please contact your preferred FPX participating Banks.