

Frequently Asked Questions (FAQ)

About PosOnline/Bill Payment

1.	ABOUT POSONLINE
Q1	How do I register a PosOnline account?
A1	<p>STEP 1: Log on to www.posonline.com.my</p> <p>STEP 2: Click on the “Register” button</p> <p>STEP 3: Fill up the “Account Registration” form with the correct information</p> <p>STEP 4: Read the “Terms and Conditions”, click the box as a sign of agreement and Click “Register”</p> <p>STEP 5: For successful registration, notification of “Your registration is done and please check your email” will appear and link will be sent to the registered email.</p> <p>STEP 6: Check your email and click the verification link to verify your email</p> <p>STEP 7: Now, you can sign in to your PosOnline account by filling up the correct username and password</p> <p>STEP 8: If your registration attempt fails, please contact our chatbot by clicking AskPos or drop a message at our e-feedback for any information.</p>
Q2	If I have forgotten my User ID or Password, what should I do?
A2	<ul style="list-style-type: none"> • Click forgot “Username” button and enter your registered email address and full name, a link will be sent to your email and you may retrieve your username. • Click forgot “Password” button and enter your username and full name, a link will be sent to your email and you may reset your new password.
Q3	Can I change my User ID and Password?
A3	Visit https://account.eziemall.com/dashboard/index.jag to change your password and other details, but your USER ID cannot be changed.
Q4	Can anyone else access my account information through PosOnline?
A4	No one can access your account information through PosOnline without your USER ID and Password. We encourage you to keep both User ID and Password confidential at all times to prevent unauthorised use of your PosOnline account.
Q5	What precautions can I take to protect my User ID or Password?
A5	<ul style="list-style-type: none"> • Safekeeping both your username and password from harmful environment. • Access your PosOnline account only via trusted medium and sources.
2.	PAYMENT ONLINE
Q1	What are the benefits of Payment Online?
A1	<ul style="list-style-type: none"> • You can pay your bills from multiple biller provider and pay using various payment method i.e banks transfer, credit card and debit card • For convenience, you can register bills to cater as your favourite list of billers
Q2	Who can use this service?
A2	Pos Online services can be used by individuals as well as government, businesses and organizations.
Q3	How do I sign up to pay bills via PosOnline?
A3	Simply refer to the bill payment guideline.
Q4	Can I pay more than one (1) bill at a time?
A4	Yes. PosOnline makes it convenient for you to pay any number of bills at a time.
Q5	What happens if I have insufficient funds in my account?

A5	If you are making an immediate payment, you will see a "Unsuccessful" message and a reject code that informs you of the 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	When you click "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 PosOnline 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"> • It will usually take 3 business days for your payment to reach the agency. • However, we recommend that you make your payment at least 7 business days before the due date. • Our 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 PosOnline on or after the payment date.
Q10	Are there any limits if I pay bills online with my credit card?
A10	Yes. Please note that for Credit Card users, transaction amount limit must NOT exceed more than RM 5000.00 including convenience fees.
Q11	If my computer crashes or I get disconnected from the internet by accident, how will I know if my transaction is successful?
A11	Please contact our care line or contact your bank to confirm the status of your transaction
3.	PAYMENT USING FPX
Q1	Can I pay using FPX?
A1	Yes. You can use FPX straightaway and identify your preferred participating banks listed under FPX.
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 PosOnline.
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.