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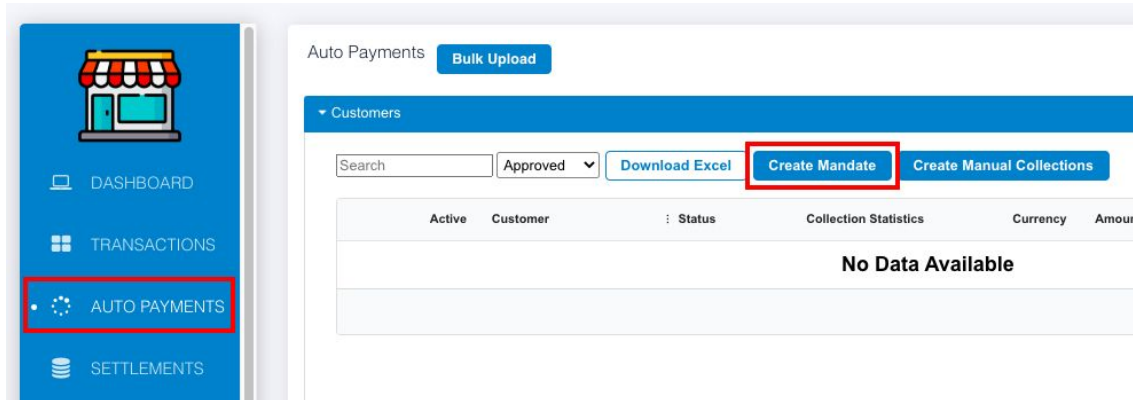
## **How to create mandate link for Subscription Payment**

# STEP 1 : Login to Payex's portal

- Click “**Login**” button at <https://www.payex.io/>
- It will navigate you to <https://portal.payex.io/Home>
- Login using your existing credentials

# STEP 2 : Create mandate link

- Click “**Auto Payment**”
- Click “**Create Mandate**”



The screenshot displays the Payex portal interface. On the left is a blue sidebar with navigation options: DASHBOARD, TRANSACTIONS, AUTO PAYMENTS (highlighted with a red box), and SETTLEMENTS. The main content area is titled 'Auto Payments' and includes a 'Bulk Upload' button. Below this is a 'Customers' section with a search bar, a status dropdown set to 'Approved', and buttons for 'Download Excel', 'Create Mandate' (highlighted with a red box), and 'Create Manual Collections'. A table below these buttons has columns for 'Active', 'Customer', 'Status', 'Collection Statistics', 'Currency', and 'Amount', but it is currently empty, displaying 'No Data Available'.

# STEP 3 : Fill out the mandate application (Part I)

New Mandate Application

FPX  VISA  Mastercard  UnionPay

Name\*

Sherlin

Email\*

sherlin@gmail.com

Phone Number

ID Type

Please Select

ID Number

Bank Name

Please Select

Individual Corporate

Max Amount per Transaction\*

500.00

Merchant Reference Number

- Choose either:
  - a. **FPX** - link to customer's bank account
  - b. **VISA Mastercard / Foreign card** - link to customer's local / foreign card
- Fill out the relevant details:
  - a. **Name** - Customer's name
  - b. **Email** - customer's email address
  - c. **Phone Number** - customer's phone number
  - d. **ID Type** - customer's ID type
  - e. **ID Number** - customer's ID number
  - f. **Bank Name** - leave it for your customer to choose
  - g. **Individual / Corporate** - leave it for your customer to choose
  - h. **Max Amount per Transaction** - the maximum amount you want to charge the customer / amount you want to charge the customer
  - i. **Merchant Reference Number** - any reference number you want to put

# STEP 3 : Fill out the mandate application (Part II)

The screenshot shows a form for creating a mandate application. It includes the following fields and controls:

- Frequency\***: A dropdown menu set to "Monthly".
- Max Frequency\***: A text input field containing the number "1".
- Effective Date\***: A text input field containing "20/05/2023".
- Expiry Date**: An empty text input field.
- Purpose\***: A text input field containing "Subscription to gym".
- Auto Collection**: A toggle switch that is turned on.
- Auto Retry**: A toggle switch that is turned on.
- Retry Count**: A text input field containing the number "4".
- At the bottom, there are three buttons: "Cancel", "Save as Draft", and "Confirm". The "Confirm" button is highlighted with a red rectangular border.

- Fill out the relevant details:
  - a. **Frequency** - Monthly (charge monthly)
  - b. **Max Frequency** - 1 (charge 1 time in a month)
  - c. **Effective Date** - 20/05/2023 (collect payment on every 20th)
  - d. **Expiry Date** - you may leave it blank if you do not have a date (ie. if you put 30/12/2023, the last collection will fall on 20/12/2023)
  - e. **Purpose** - purpose of payment
  - f. **Auto Collection** - enable it to auto collect every month
  - g. **Auto Retry** - enable it to let system to auto retry the collection if payment fails
  - h. **Retry Count** - 4 (the maximum retry count for system is 4) (ie. payment failed to collect on 20th, system will retry on 21st, 22nd, 23rd & 24th)
  - i. Click "**Confirm**" to generate the mandate link

# STEP 4 : Share the mandate link to your customer

- A - right click to save the QR code and share to your customer to scan
- B - copy the mandate link and share to your customer
- C - you can click any icon to share the mandate link to your customer
- Customer clicks the mandate link to fill out the relevant information and click “**Proceed**”.
- There will be a one-time charge of RM 1 (via bank account) / RM 0 (via local / foreign cards) for the purpose of account verification and It takes 1 working day to verify by the bank
- Once it has been approved by the bank then you can start collecting payment from your customers



# STEP 5 : Check the status of your mandate

The screenshot shows a navigation menu on the left with 'AUTO PAYMENTS' highlighted in a red box. The main content area is titled 'Customers' and features a search bar, a filter dropdown set to 'All' (also in a red box), and buttons for 'Download Excel' and 'Create'. Below this is a table with columns for 'Active', 'Customer', and 'Status'. The first row has an inactive toggle (labeled 'A'), a 'Share' button (labeled 'B'), and a 'Pending Authorization' status. The second row has an inactive toggle, a 'Terminate' button, and a 'Rejected' status. The third row has an active toggle (labeled 'C') and an 'Approved' status.

- Click “Auto Payment”
- **A** - can change the filter to “All”
- **B** - you can share (if you lost it) / terminate your mandate link
- **C** - you can toggle left the button to stop collecting the payment (inactive)
- Status:
  - a. **Pending Authorisation** - mandate link created but pending authorised by your customer
  - b. **Approved** - mandate link created, authorised by your customer and verification approved by the bank
  - c. **Rejected** - mandate link created, authorised by your customer but verification rejected by the bank

# Notes

- If a mandate was set to be effective on 1 June and customer only authorises the mandate on 15 June, the first charge will be on 15 June\*, second charge will be on 1 July
- If a mandate was set to be effective on 1 June and customer only authorises the mandate on 5 July, the first charge will be on 5 July\*, second charge will be on 5 August (lost June's collection)
- Merchant and customer will receive an email notification from Payex for every mandate link created
- Seller will receive an email notification if the collection is successful
- Customer will receive email notification if the payment is successful
- There will be an email reminder sent to customer before the collection date for collecting payment via online banking
- There will be no email reminder sent to customer before the collection date for collecting payment via local / foreign card

**\* depending on the mode of subscription payment:**

- 1. Bank account - first charge fall on the next day after the approval by the bank**
- 2. Local / foreign card - first charge fall on the same day after the approval by the bank**