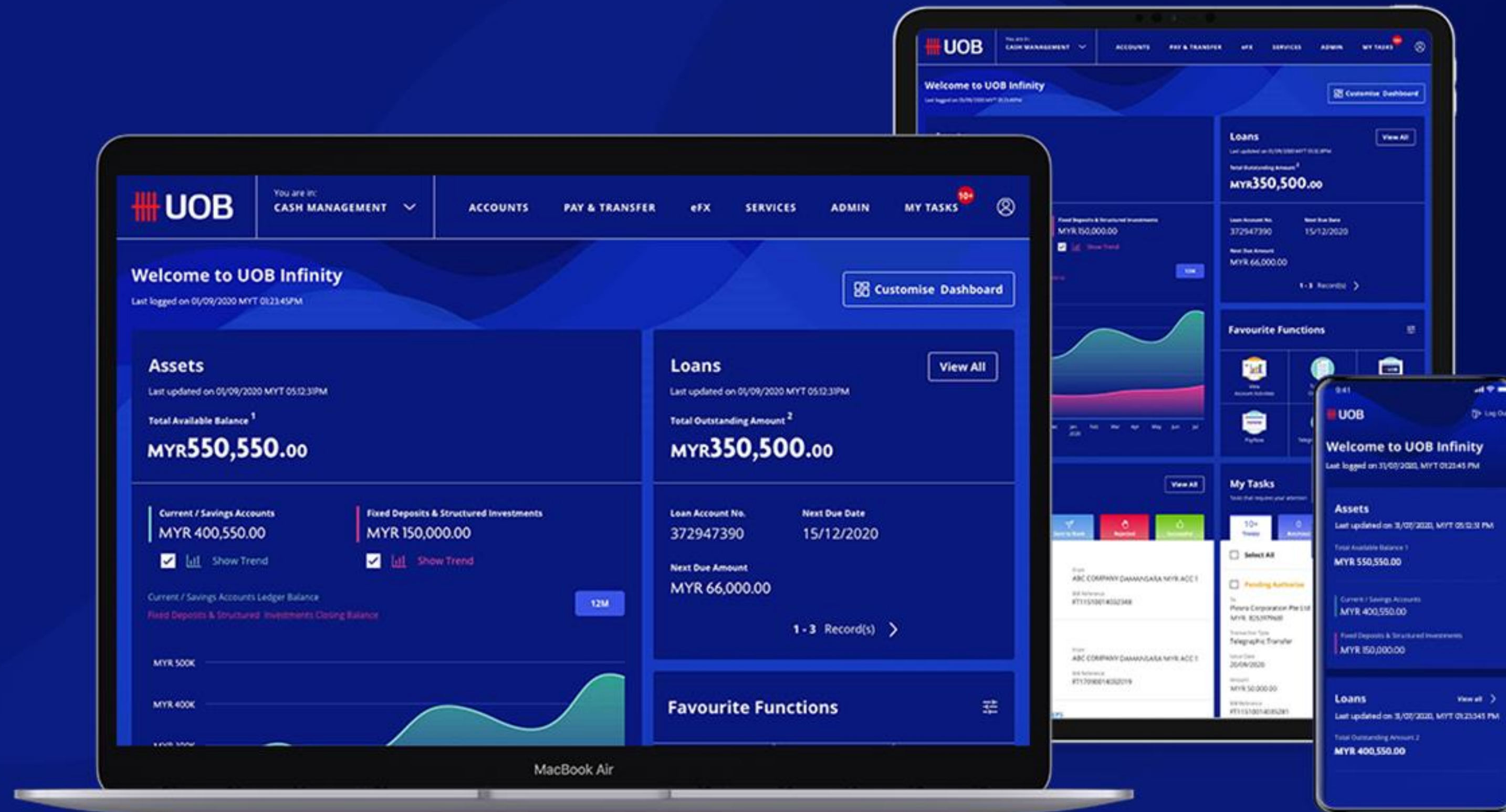


# UOB DuitNow Collections User Guide



# UOB DuitNow Collections User Guide

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# For Payee (Merchants)

# DuitNow Request

As a Payee (Merchant)

# For Merchants - New Single DuitNow Request



Initiate DuitNow Request to your Payer (Buyer).

## How to Initiate a DuitNow Request

### Accessing the page

1. To get started, go to the **Global Navigation Menu**, and select **Pay & Transfer**, under **Single Transaction**, click **DuitNow Request**.

### Transaction Type & Fees

2. Click **Standard Transaction Fees** if you would like to learn more about the transaction fees. DuitNow Request will be automatically reflected as the **Transaction Type**.

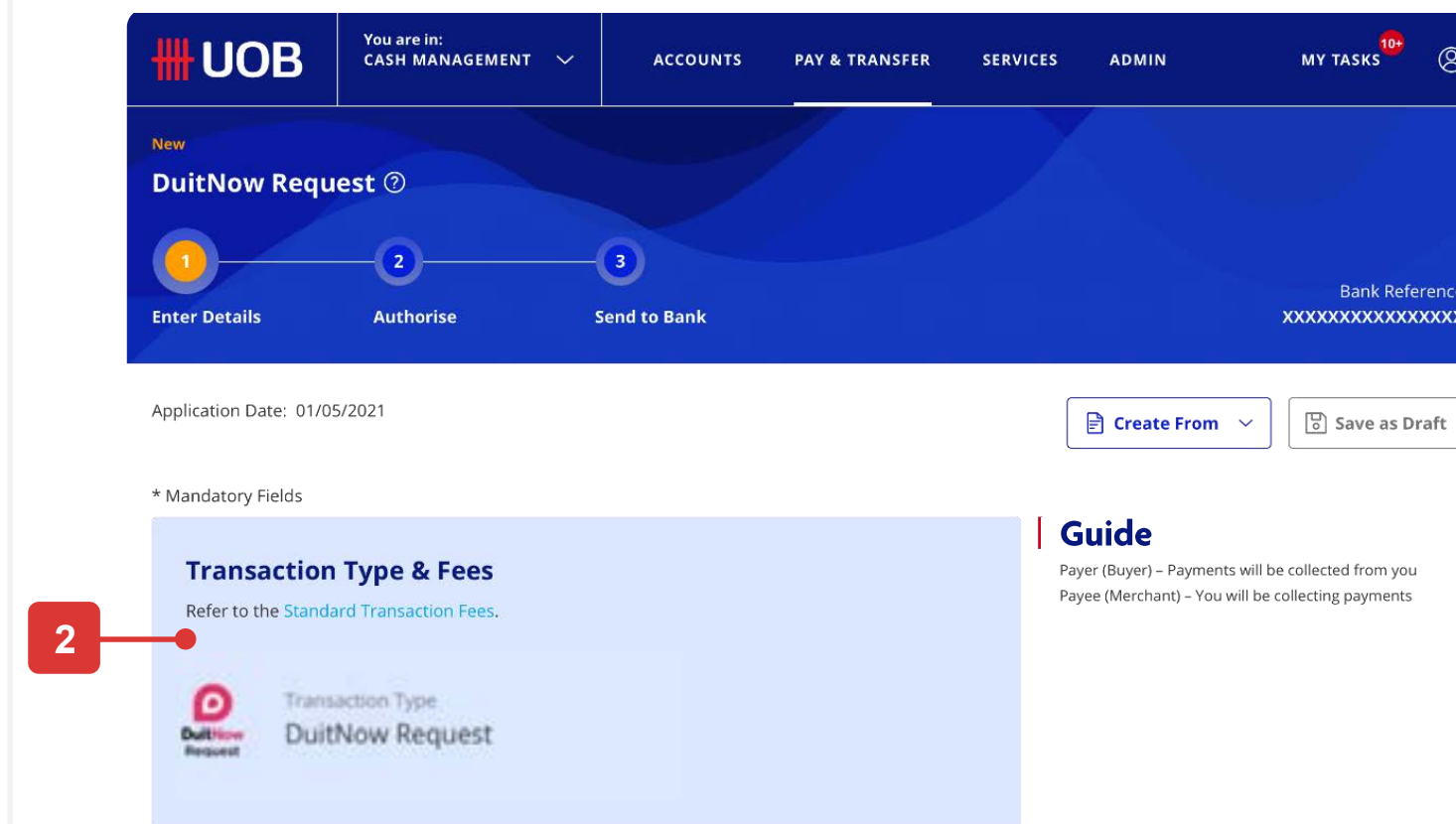
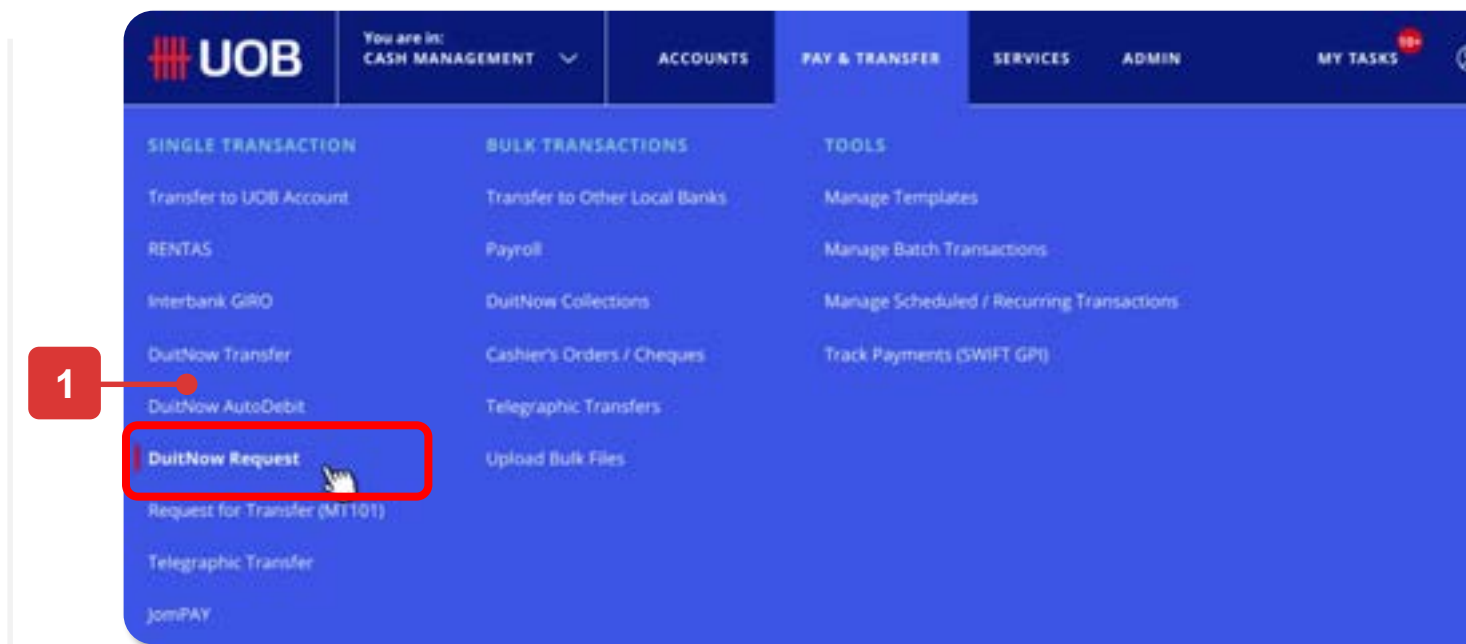
### Enter the Payee (Merchant) details

3. Your **Company Name** should appear by default. If you have access to multiple companies (E.g. primary/affiliate companies), you can search and select from the dropdown list.
4. The **Payee (Merchant) ID** will automatically appear once your Company Name is entered.
5. Search and select the **Product Name/Product ID** from the dropdown list.

### Enter the Payer (Buyer) details

6. Select one of two options depending on how you would like to initiate the request, and fill in the remaining details:
  - **With DuitNow ID** – *DuitNow ID Type, DuitNow ID*
  - **With Bank / Institution Account** – *Bank/Institution Name, Bank/Institution Code, Account Number, Payer (Buyer) Account Type*
7. Choose your company's preferred option of verification on the Payer (Buyer). Buyer verification is optional, you can opt to select [No].
8. Under **acceptable source(s) of fund collection**, indicate your company's preferred method of collection\* from your Payer (Buyer). Select all the options that apply.

\*Please note that the DuitNow AutoDebit charges per transaction may vary depending on the collection method.



**Sent From**  
Enter payee (merchant) details.

3 Account Name, Currency, or Account Number \*

4 Payee (Merchant) ID \* Field will be auto-populated

5 Product Name \*

**Received By**  
Enter payer (buyer) details.

6 How would you like to initiate this request? \*

With DuitNow ID  
 With Bank / Institution Account

DuitNow ID Type \*

DuitNow ID \*

7 Do you require name and / or ID verification for this payer (buyer) \*

No  
 Yes, validate the **payer (buyer) name** against the bank's records  
 Yes, validate the **payer (buyer) ID** against the bank's records  
 Yes, validate the **payer (buyer) name & ID** against the bank's records

8 What are the acceptable source(s) of fund collection from payer (buyer)? \*

Current / Savings Account  
 eWallet  
 Credit Card

# For Merchants - New Single DuitNow Request



Initiate DuitNow Request to your Payer (Buyer).

## How to Initiate a DuitNow Request

### Enter Payment Details

- Set the **Instruction Date** (processing date) for the one off collection from the Payer (Buyer)
- Next, under **Transaction Amount**, enter the amount you wish to collect from your Payer (Buyer) for each transaction. **Currency** is set to MYR by default.
- You may choose [Yes] if you want to allow Payer (Buyer) to change the transaction amount. This section is set to **No** by default
- Under **Request Expiry Date\*** – Set the end-date for when the Payer (Buyer) has to accept/reject the registration request. Following which, the request will expire if no action is taken.  
*\*Please note that the maximum validity period for the request is 120 days (from the date of submission).*
- Enter the **Recipient Reference** agreed between you and the Payer (Buyer).
- Click **+ Add Other Payment Detail** if you wish to add additional payment details.  
Click **+ Add Extended Reference Information (URL)** if you wish to add any URL.  
Click **+ Add Remarks for Approval** to comment for your authorisers about this collection.
- Select the type for this DuitNow Request transaction. It is set to **DuitNow Request Only** by default.

### Review and Submit

- After reviewing the request details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
- Click **Submit** to submit the DuitNow Request. Or click **Edit** if you wish to edit the request details, and you will be redirected to the earlier page. Click **Cancel** to cancel the request, and it will not be saved as draft.
- Receive confirmation upon successful submission of the DuitNow Request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.

### Confirmation Page

# DuitNow AutoDebit Registration

As a Payee (Merchant)

# For Merchants - New Single DuitNow AutoDebit Registration



Initiate DuitNow AutoDebit registration request on behalf of your Payer (Buyer).

## How to Create a Registration Request

### Accessing the page

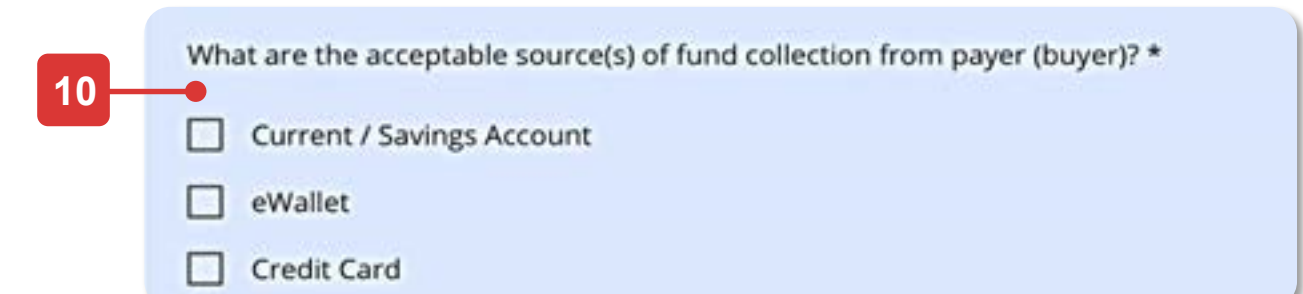
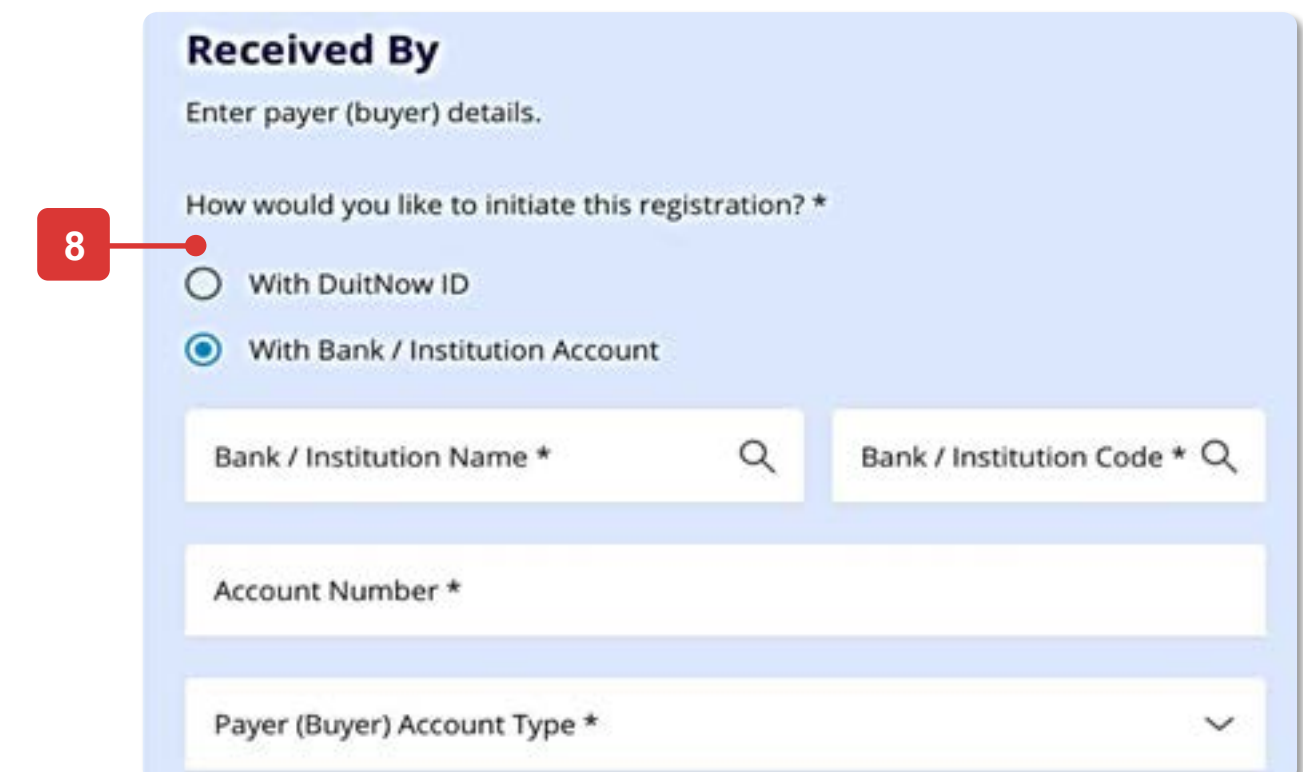
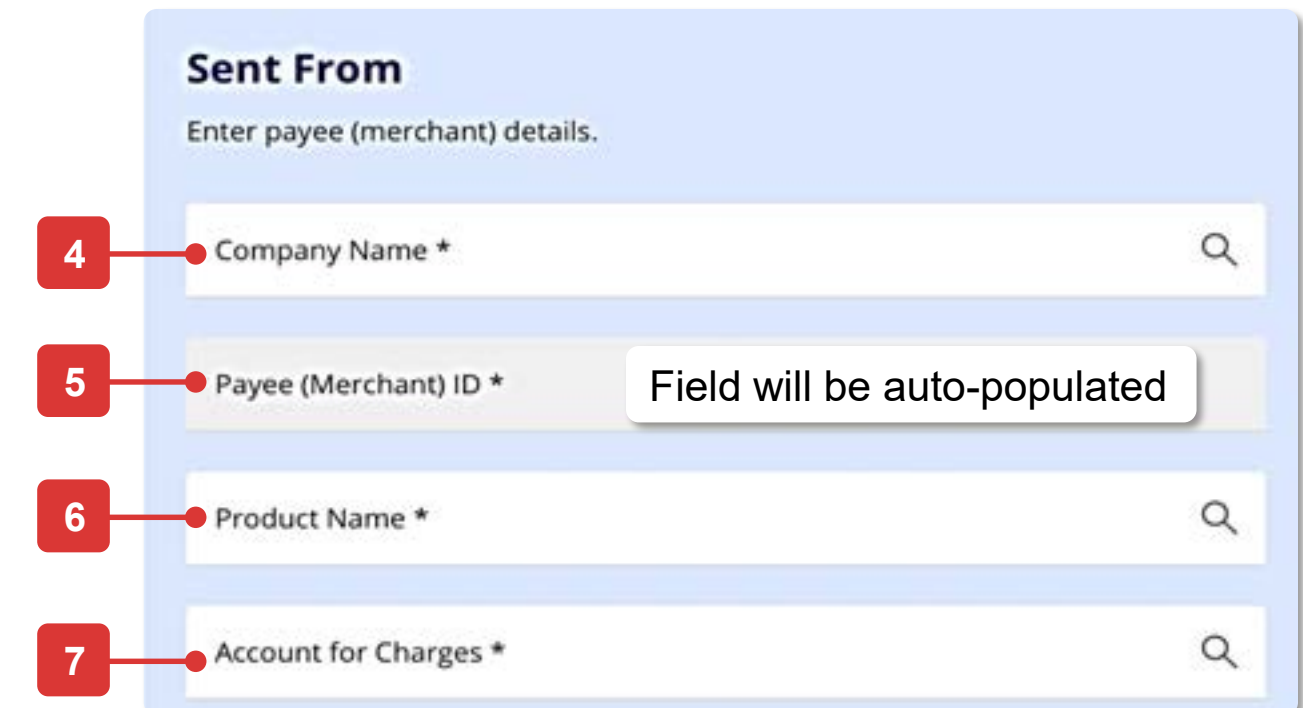
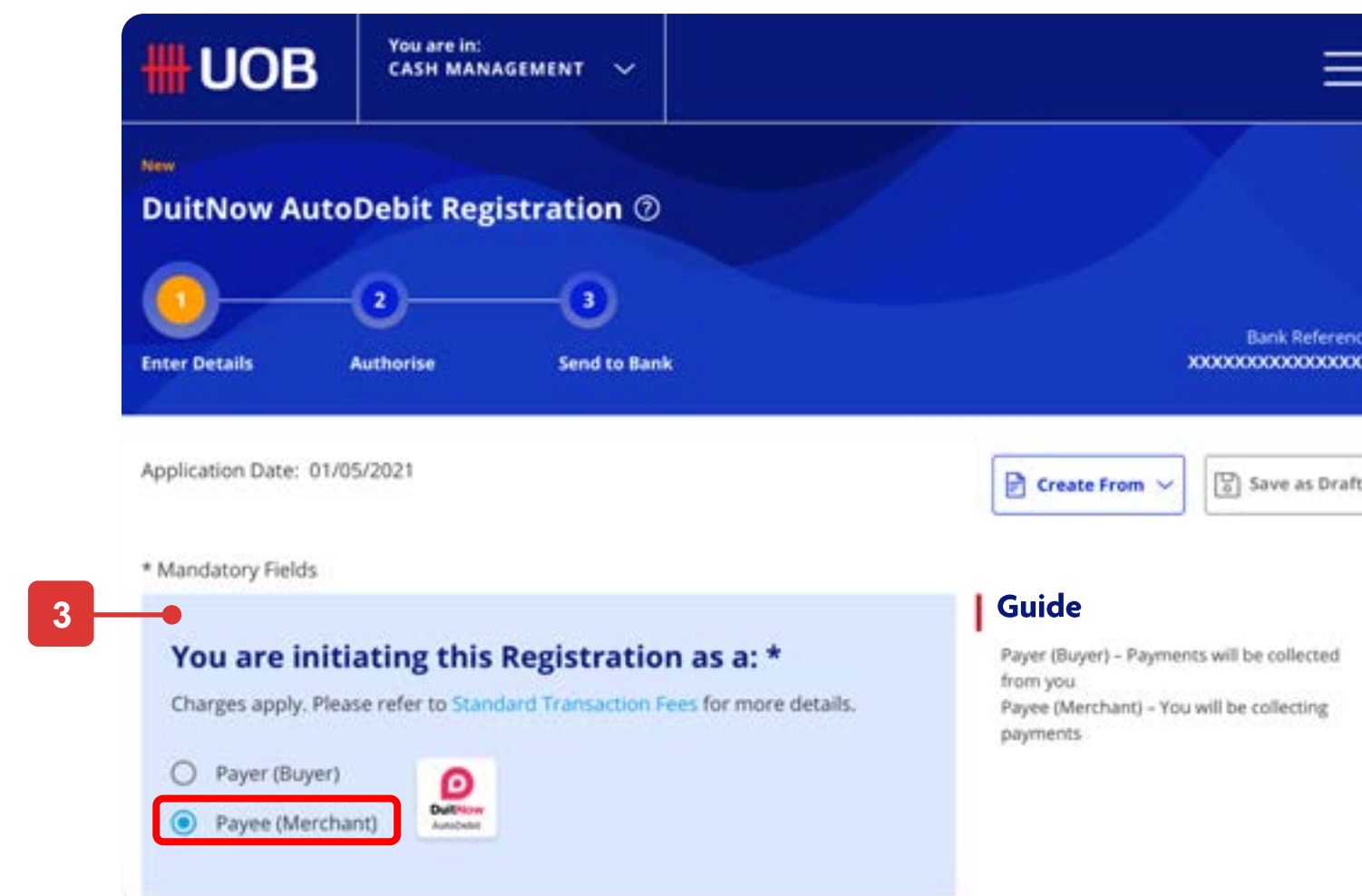
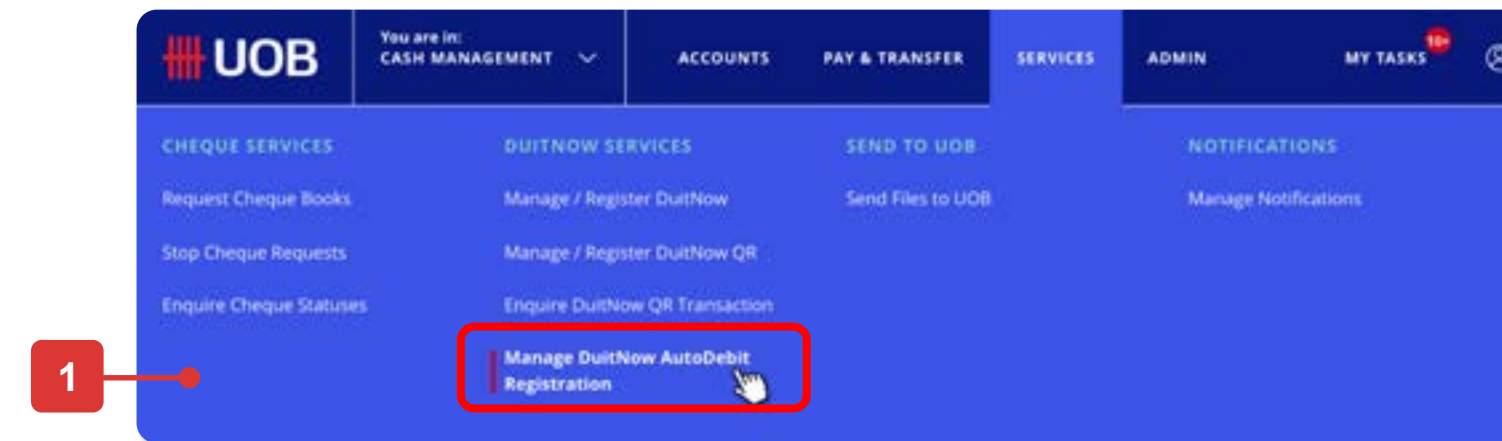
1. To get started, go to the **Global Navigation Menu**, and select **Service > Manage DuitNow AutoDebit Registration**.
2. Then, click **Register DuitNow AutoDebit > Single Registration**.

### Enter the Payee (Merchant) details

3. Select the **Payee (Merchant)** option.
4. Your **Company Name** should appear by default. If you have access to multiple companies (E.g. primary/affiliate companies), you can search and select from the dropdown list.
5. The **Payee (Merchant) ID** will automatically appear once your Company Name is entered.
6. Search and select the **Product Name/Product ID** from the dropdown list.
7. Processing fees will apply for the registration. Under **Account for Charges**, select the debit account for which the fees will be charged to.

### Enter the Payer (Buyer) details

8. Select one of two options depending on how you would like to initiate the registration, and fill in the remaining details:
  - **With DuitNow ID** – *DuitNow ID Type, DuitNow ID*
  - **With Bank / Institution Account** – *Bank/Institution Name, Bank/Institution Code, Account Number, Payer (Buyer) Account Type*
9. Choose your company's preferred option of verification on the Payer (Buyer). Buyer verification is optional, you can opt to select [No].
10. Under **acceptable source(s) of fund collection**, indicate your company's preferred method of collection\* from your Payer (Buyer). Select all the options that apply.  
*\*Please note that the DuitNow AutoDebit charges per transaction may vary depending on the collection method.*
11. Lastly, select **Yes/No** depending on if you want to allow your Payer (Buyer) to edit/terminate this registration.





# For Merchants - New Single DuitNow AutoDebit Registration



Initiate DuitNow AutoDebit registration request on behalf of your Payer (Buyer).

## How to Create a Registration Request

### Enter Payment Details

12. Set the **Effective Date** and **Expiry Date** for the auto-debit arrangement between you and your buyer.
  - **Effective Date** represents the start date for the debit arrangement.
  - **Expiry Date** represents the end date for the debit arrangement. You can opt to select [No] to set the maximum expiry date possible.
13. Under **Request Expiry Date** – Set the end-date for when the Payer (Buyer) has to accept/reject the registration request. Following which, the request will expire if no action is taken.  
*\*Please note that the maximum validity period for the request is 120 days (from the date of submission).*
14. Next, under **Maximum Amount\***, set the limit for the maximum amount that can be deducted from the Payer (Buyer's) account under the arrangement. **Currency** is set to MYR by default.  
*\*Please note that the maximum amount can go up to RM \$10 million.*
15. Select your preferred **Frequency of Collection** from the dropdown list.
16. Lastly, enter the **Recipient Reference** number based on the arrangement between you and the Payer (Buyer).
17. Click **+ Add Other Payment Detail** if you wish to add additional payment details.
18. Click **Next** to proceed. If you click on **Cancel** to cancel the registration, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.

### Review and Submit

19. After reviewing the registration details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
20. Click **Submit** to submit the registration request. Or click **Edit** if you wish to edit the registration details, and you will be redirected to the earlier page.  
  
Click **Cancel** to cancel the registration, and it will not be saved as draft.
21. Receive confirmation upon successful submission of the registration request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.

The screenshot shows the 'Amount & When' form with the following fields and callouts:

- 12: Effective Date \*
- Would you want to set an expiry date? \*
  - Yes
  - No (Default to the maximum allowable duration)
- 13: Expiry Date \* (11/05/2021)
- 14: Request Expiry Date \*
- 14: Currency \* (MYR) and Maximum Amount \*
- 15: Frequency of Collection \*
- 16: Recipient Reference \*
- 17: + Add Other Payment Details
- 18: Cancel and Next buttons

19: I acknowledge that I have read, understood and agree to the [DuitNow AutoDebit Registration Terms and Conditions](#). \*

20: Cancel, Edit, Submit buttons

### Confirmation Page

21: Your Outgoing DuitNow AutoDebit Registration as Payee (Merchant) has been successfully sent for approval.

Bank Reference: XXXXXXXXXXXXXXXXXXXX

View, Register Another buttons

# DuitNow AutoDebit

As a Payee (Merchant)

# For Merchants - New Single DuitNow AutoDebit Collection



Initiate DuitNow AutoDebit collection from your Payer (Buyer).

## How to Initiate the Collection

### Accessing the page

1. To get started, go to the **Global Navigation Menu**, and select **Pay & Transfer**.
2. Next, under **Single Transaction**, click **DuitNow AutoDebit**.

### Transaction Type & Fees

3. Click **Standard Transaction Fees** if you would like to learn more about the transaction fees.
4. DuitNow AutoDebit will be automatically reflected as the **Transaction Type**.

### Enter the Payee (Merchant) details

5. Search and select the Payee (Merchant). Type the **Account Name** or the **Account Number** to search for the Payee (Merchant).

Other information in the field (E.g. *Account Name, Account Number, Currency*) will automatically appear once the Payee (Merchant) is selected.

6. The **Payee (Merchant) ID** will also automatically appear after Payee (Merchant) is selected.

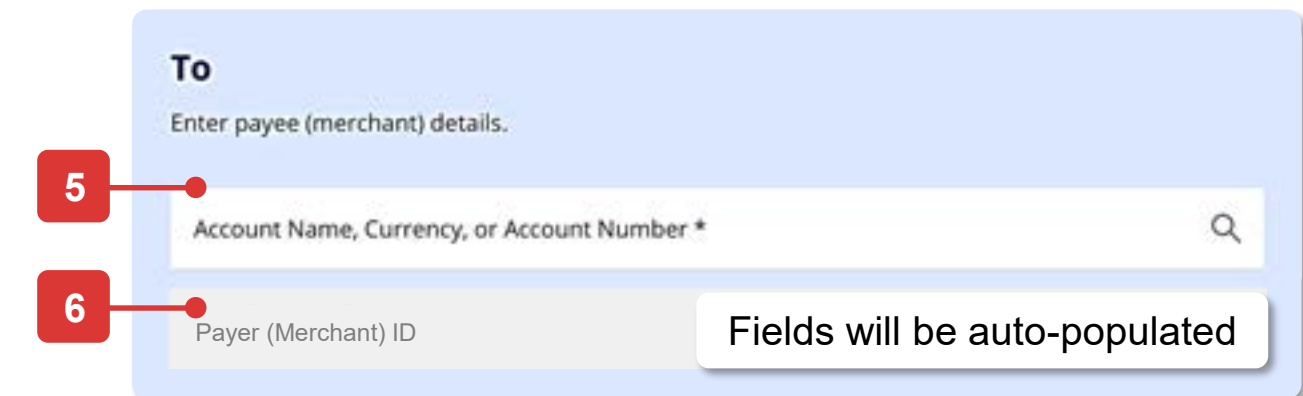
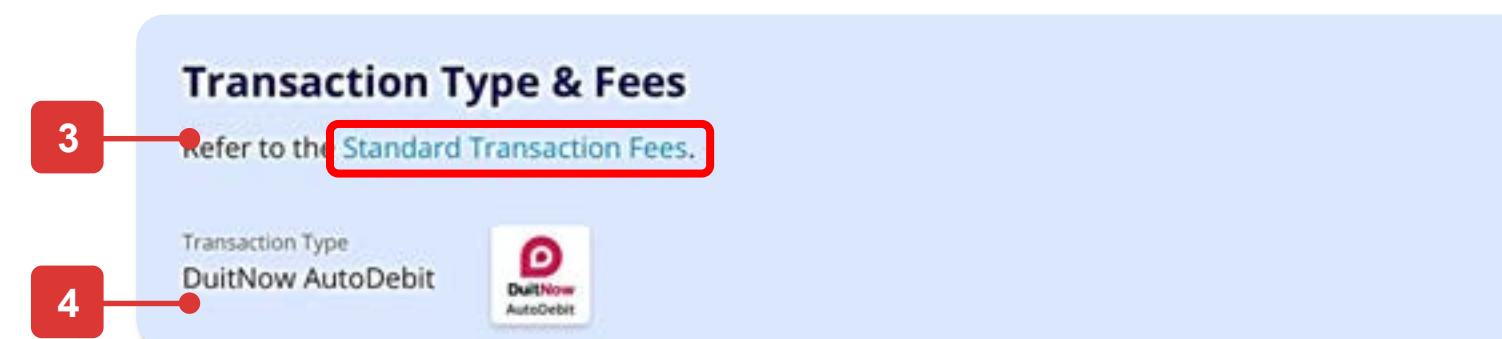
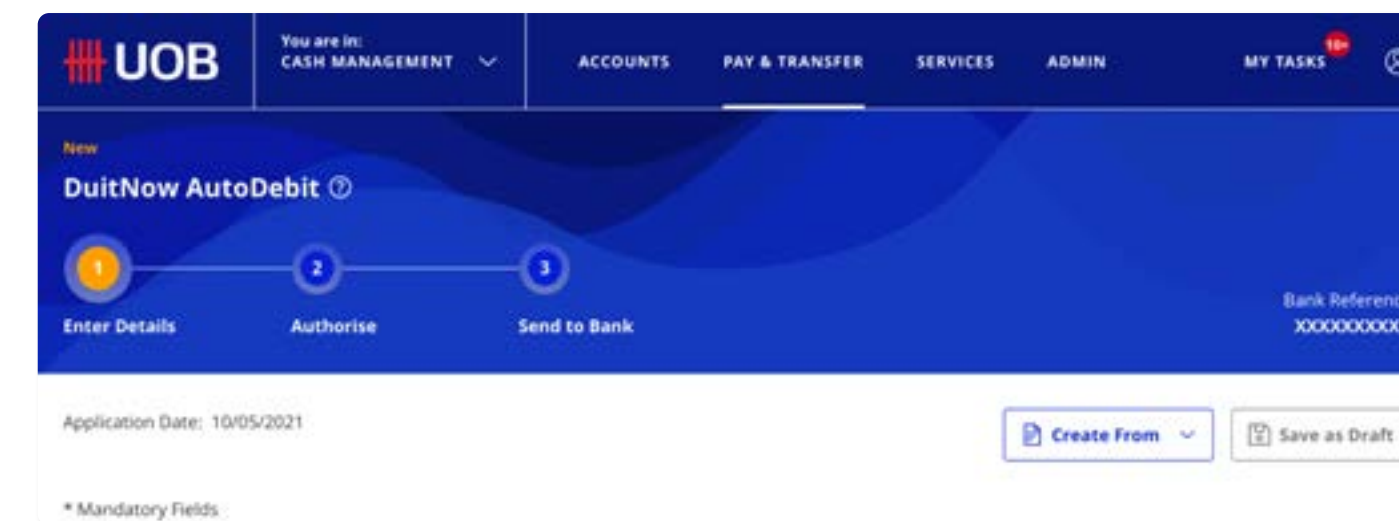
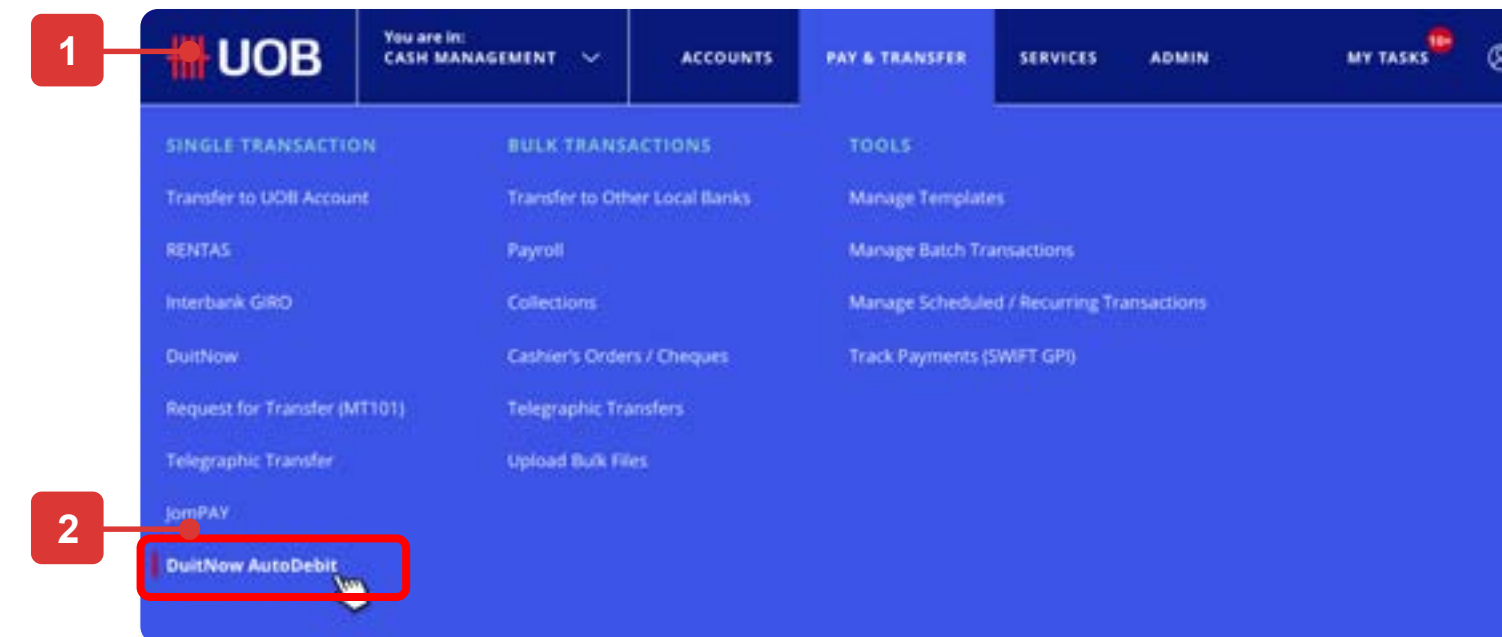
### Enter the Payer (Buyer) details

7. Search and select the Payer (Buyer). Type the **Payer Name**, **Consent ID** or the **Recipient Reference** to search for the Payer (Buyer).

Alternatively, you can select from the dropdown list, in which your most recent payers will be displayed at the top, followed by the others.

8. **Recipient Reference** number will be displayed automatically if it is within the Bank's records. Otherwise, key in the reference number.

9. **Product Name** and **Account Type** will automatically appear once Payer (Buyer) is selected.



# For Merchants - New Single DuitNow AutoDebit Collection



Initiate DuitNow AutoDebit collection from your Payer (Buyer).

## How to Initiate the Collection (Continued)

### Enter Collection Details\*

10. Set the **Transfer Date** – This will be the date on which the funds will be collected from your Payer (Buyer) or the start-date if this is a recurring collection.
11. Next, under **Transaction Amount**, enter the amount you wish to collect from your Payer (Buyer) for each transaction. **Currency** is set to MYR by default.  
*\*To avoid any delays in collection, please ensure that your collection details are aligned to the AutoDebit Registration details.*
12. Click **+ Add Other Payment Detail** if you wish to add additional payment details.
13. Click **Next** to proceed. If you click on **Cancel** to cancel the registration, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.

### Review and Submit

14. After reviewing the details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
15. Click **Submit** to submit the collection request. Or click **Edit** if you wish to edit the collection details, and you will be redirected to the earlier page.  
  
Click **Cancel** to cancel the request, and it will not be saved as draft.
16. Receive confirmation upon successful submission of the collection request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.

**Amount & When**  
Enter transaction details.

10 Transfer Date \*

11 Currency \* MYR Transaction Amount \*

12 + Add Other Payment Details

13 Cancel Next

14  I acknowledge that I have read, understood and agree to the DuitNow AutoDebit Registration Terms and Conditions, \*

15 Cancel Edit Submit

### Confirmation Page

16 Authorise

DuitNow AutoDebit

Enter Details Authorise Send to Bank

Your DuitNow AutoDebit Collection has been successfully sent for approval.

Bank Reference: XXXXXXXXXXXX

View Another Collection

# DuitNow AutoDebit Registration Maintenance

As a Payee (Merchant)

# For Merchants - DuitNow AutoDebit Registration Maintenance



Inquire or act on my DuitNow AutoDebit Registrations as a Merchant with Consent ID.

## To view & terminate DuitNow AutoDebit Registration (Consent)

### Accessing the page

1. To get started, go to the **Global Navigation Menu**, and select **Service > Manage DuitNow AutoDebit Registration**.

2. Three tabs (**Registered, Pending & History**) will be shown once you land on this screen. **Registered** will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:

- Registered – to search, modify, suspend, terminate or transfer existing Consent
- Pending – To approve, reject or delete pending Consent
- History – To view only on the recent acted Consent

### Search DuitNow Registration

3. Radio button will be auto selected **“As a Merchant with Consent ID”**.

4. Type **Consent ID**

5. Click **Search** and the records (Consent) will be displayed.

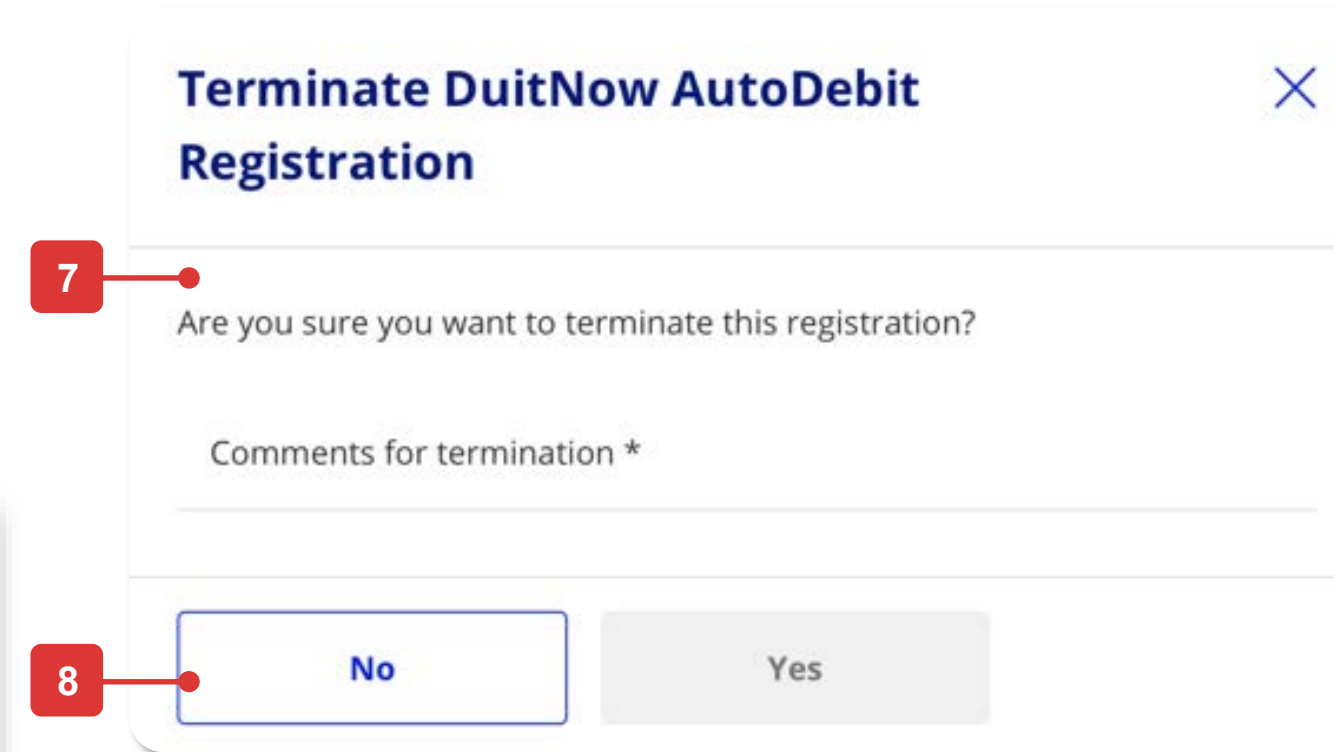
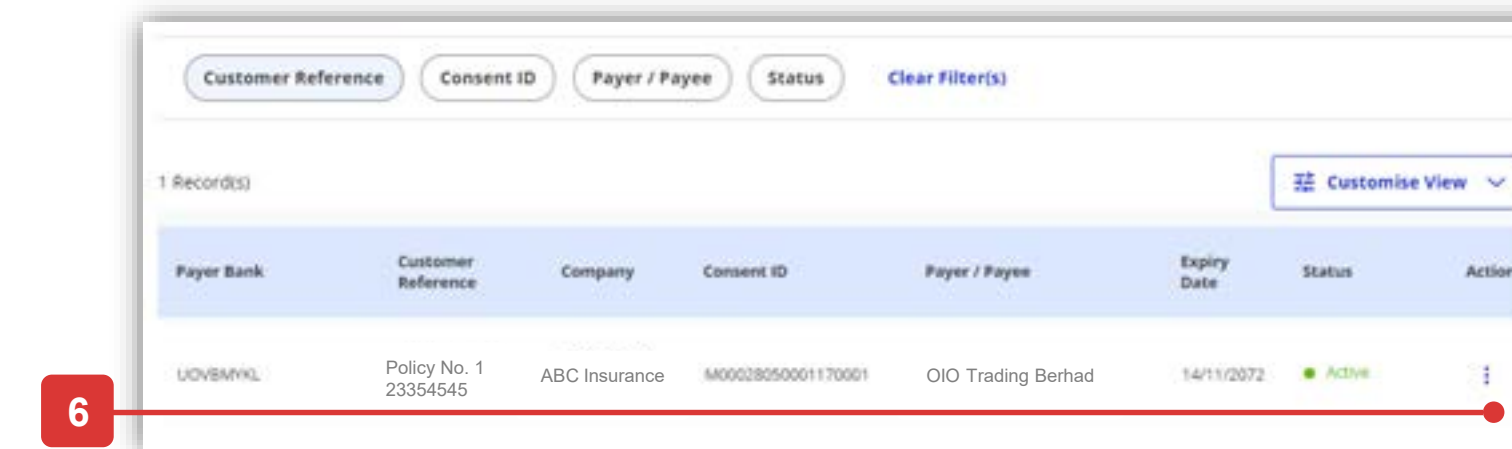
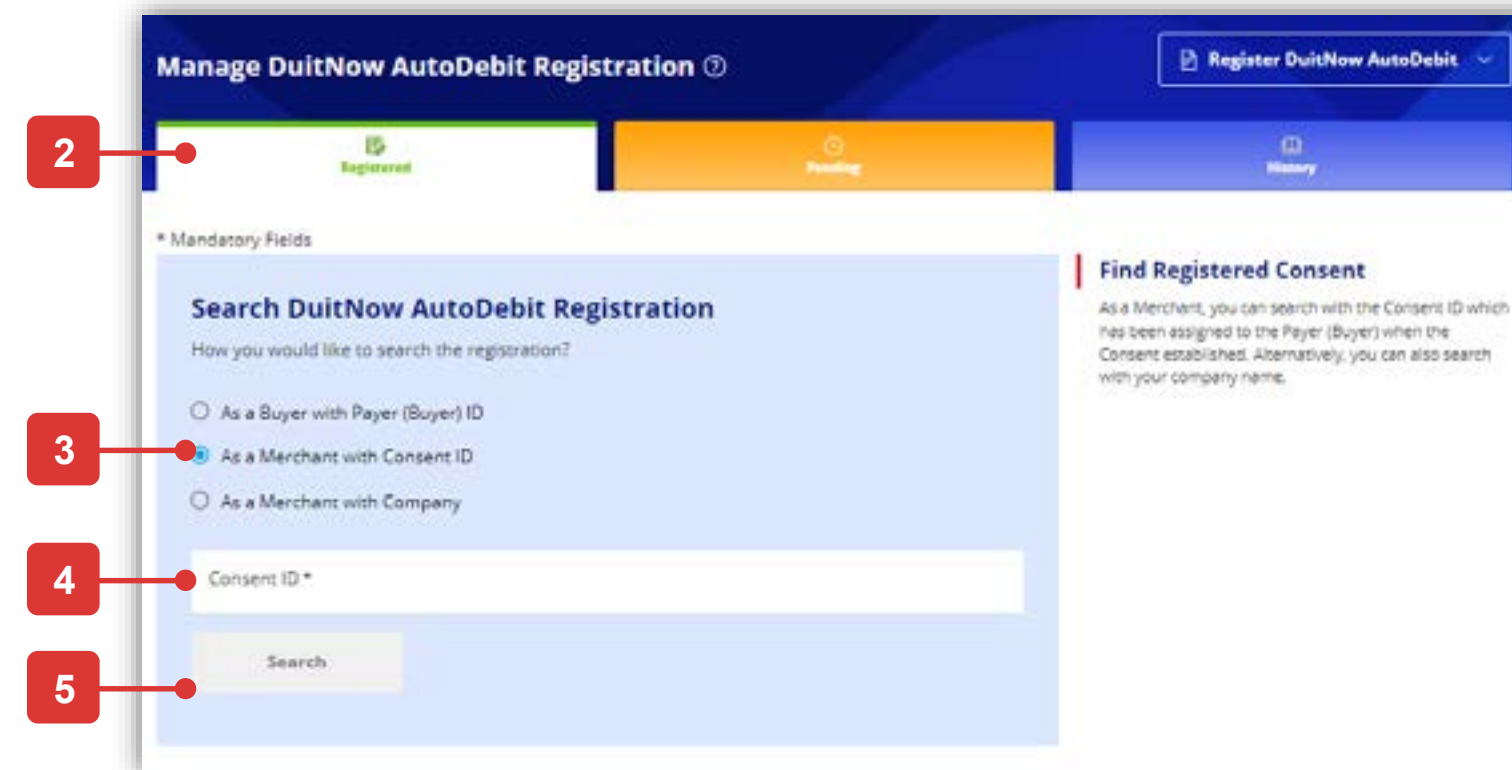
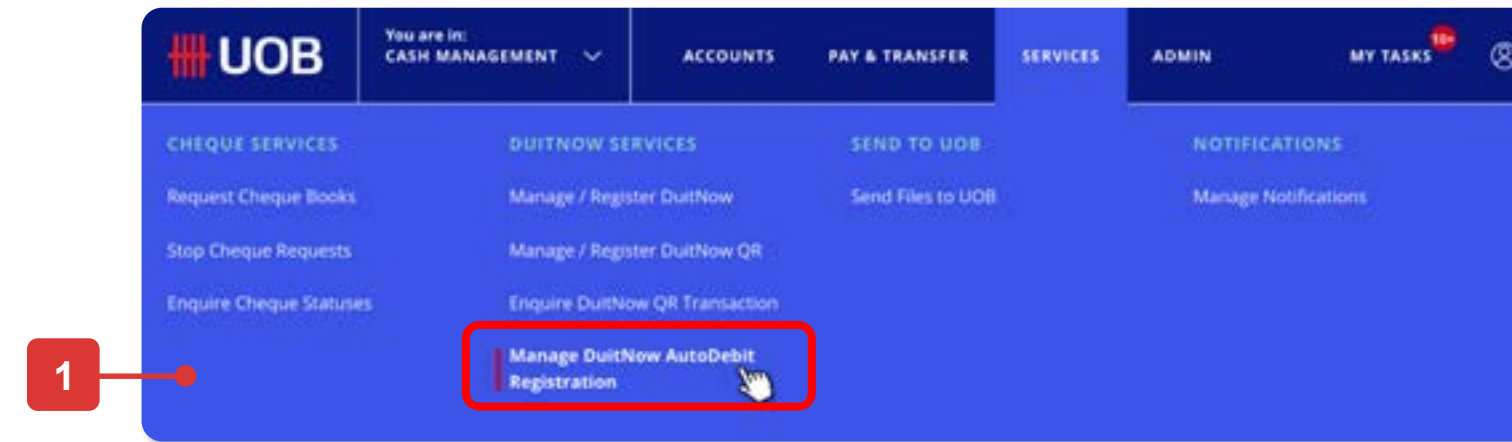
### Maintenance Action (as a Merchant) on a Consent Termination

6. Click on the kebab action “**⋮**” to take necessary action based on your roles and permissions (e.g. terminate, etc.). In this case, we take “terminate” action as an example.

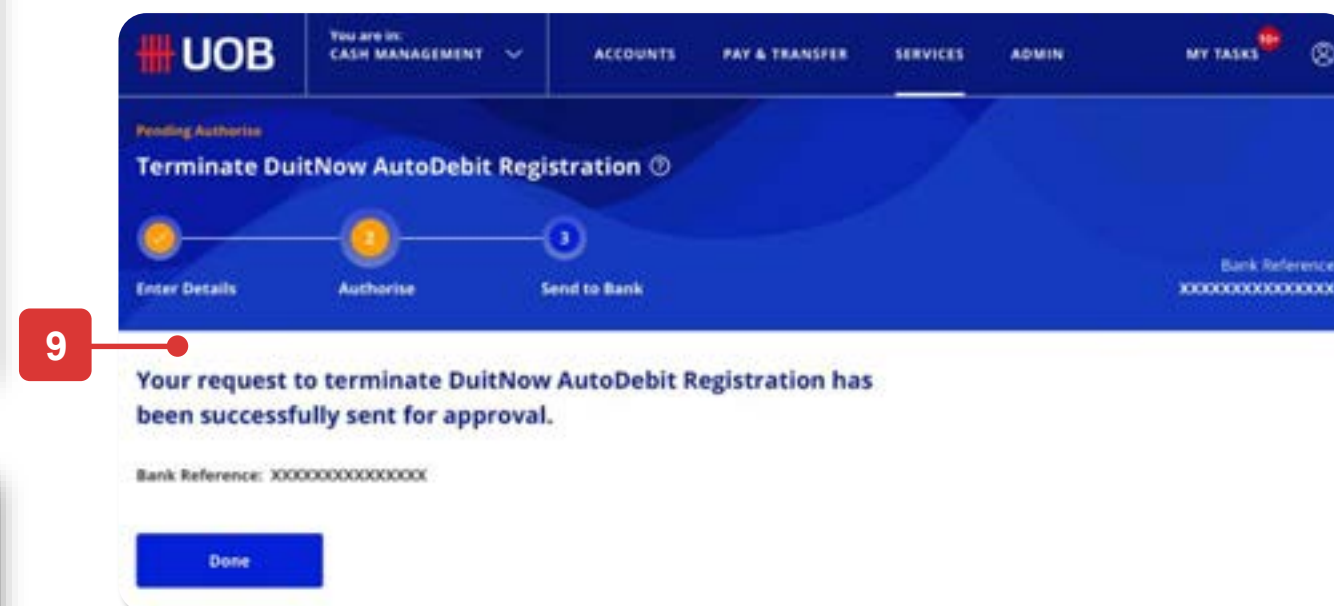
7. A pop-up confirmation screen appears for you to add mandatory comments for terminating the Consent.

8. Click **Yes** to submit the termination request. Click **No** to return to the previous screen.

9. Receive confirmation upon successful submission of the termination request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



### Confirmation Page



# For Merchants - DuitNow AutoDebit Registration Maintenance



Inquire or act on my DuitNow AutoDebit Registrations as a Merchant with Company.

## To view & terminate DuitNow AutoDebit Registration (Consent)

### Accessing the page

1. To get started, go to the **Global Navigation Menu**, and select **Service > Manage DuitNow AutoDebit Registration**.
2. Three tabs (**Registered**, **Pending** & **History**) will be shown once you land on this screen. **Registered** will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:
  - Registered – to search, modify, suspend, terminate or transfer existing Consent
  - Pending – To approve, reject or delete pending Consent
  - History – To view only on the recent acted Consent

### Search DuitNow Registration

3. Radio button will be auto selected **“As a Merchant with Company”**.
4. Type and select your **Company Name**, then your company's **Payee (Merchant) ID** will be populated by default.
5. Click **Search** and the list of records (Consent) will be displayed.

### Maintenance Action (as a Maker) on a Consent Termination

6. Click on the kebab action “**⋮**” to take necessary action based on your roles and permissions (e.g. terminate, etc.). In this case, we take “terminate” action as an example.
7. A pop-up confirmation screen appears for you to add mandatory comments for terminating the Consent.
8. Click **Yes** to submit the termination request. Click **No** to return to the previous screen.
9. Receive confirmation upon successful submission of the termination request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.

The screenshot shows the UOB DuitNow AutoDebit Registration Maintenance interface. It includes a navigation menu with 'Manage DuitNow AutoDebit Registration' highlighted (1). The 'Manage DuitNow AutoDebit Registration' page has three tabs: 'Registered', 'Pending', and 'History' (2). A search section titled 'Search DuitNow AutoDebit Registration' is shown, with radio buttons for search criteria: 'As a Buyer with Payer (Buyer) ID', 'As a Merchant with Consent ID', and 'As a Merchant with Company' (3). A search input field for 'Company Name \*' is present (4), along with a 'Search' button (5). Below the search section is a table with 5 records (6). A confirmation pop-up titled 'Terminate DuitNow AutoDebit Registration' is displayed, asking 'Are you sure you want to terminate this registration?' (7). The pop-up includes a 'Comments for termination \*' field (8) and 'No' and 'Yes' buttons (8). The 'Confirmation Page' shows a message: 'Your request to terminate DuitNow AutoDebit Registration has been successfully sent for approval.' (9).

Customer Reference	Consent ID	Payer / Payee	Status	Clear Filter(s)	
UOB	POLICYNO12121212121212 12122211221212121212121 2121212221212121212121	AVIVA MALAYSIA PTE LTD	AVIVA000000021 CELCOM MALAYSIA PTE. LTD	28/07/2022	Terminated
UOB	POLICYNO12121212121212 12122211221212121212121 2121212221212121212121	AVIVA MALAYSIA PTE LTD	AVIVA000000022 CELCOM MALAYSIA PTE. LTD	28/07/2023	Pending Authorisation
HSBC Bank	POLICYNO12121212121212 12122211221212121212121 2121212221212121212121	AVIVA MALAYSIA PTE LTD	AVIVA000000023 CELCOM MALAYSIA PTE. LTD	28/07/2022	Active
UOB	POLICYNO12121212121212 12122211221212121212121 2121212221212121212121	AVIVA MALAYSIA PTE LTD	AVIVA000000024 CELCOM MALAYSIA PTE. LTD	28/07/2023	Suspended by Bank
UOB	POLICYNO12121212121212 12122211221212121212121 2121212221212121212121	AVIVA MALAYSIA PTE LTD	AVIVA000000025 CELCOM MALAYSIA PTE. LTD	28/07/2022	Expired

# For Payer (Buyers)



# DuitNow Request

As a Payer (Buyer)

# For Buyers - Incoming DuitNow Request



Receive Incoming DuitNow Request from Payee (Merchant).

## To view or act on an Incoming Single DuitNow Request

### Accessing the page

1. To get started, go to the **Global Navigation Menu**, and select **Accounts > DuitNow Status (Requests, Registrations & AutoDebits)**.

2. Three tabs (**Requests, Registrations & AutoDebits**) will be shown once you land on this screen. If you have permission to view DuitNow Request only, you will see **Requests** as the default tab.

### DuitNow Request Inquiry

3. Here you may view all DuitNow Request (i.e. outgoing and incoming) with different statuses. Click on the kebab action “⋮” to take necessary action on the request i.e. View Details, Edit, Submit, Reject, Audit Trail, etc. subjected to your entitlements.

### ‘Edit’ Action (as a Maker) on a Request

4. Click **Edit** from the kebab action and the modal appears with indication of which you receive the request as a **Payer (Buyer)** and **Business Message ID** details should appear by default.

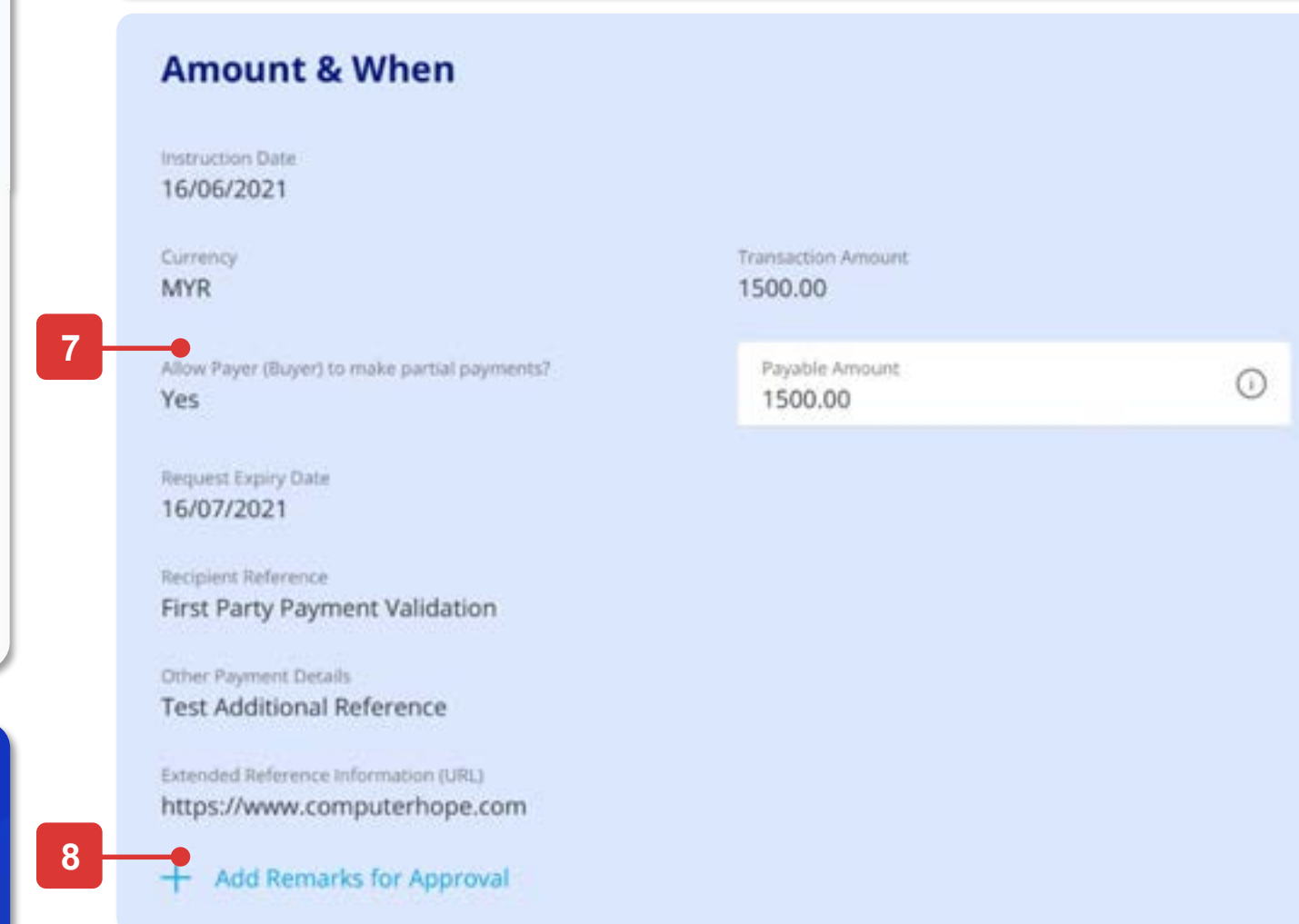
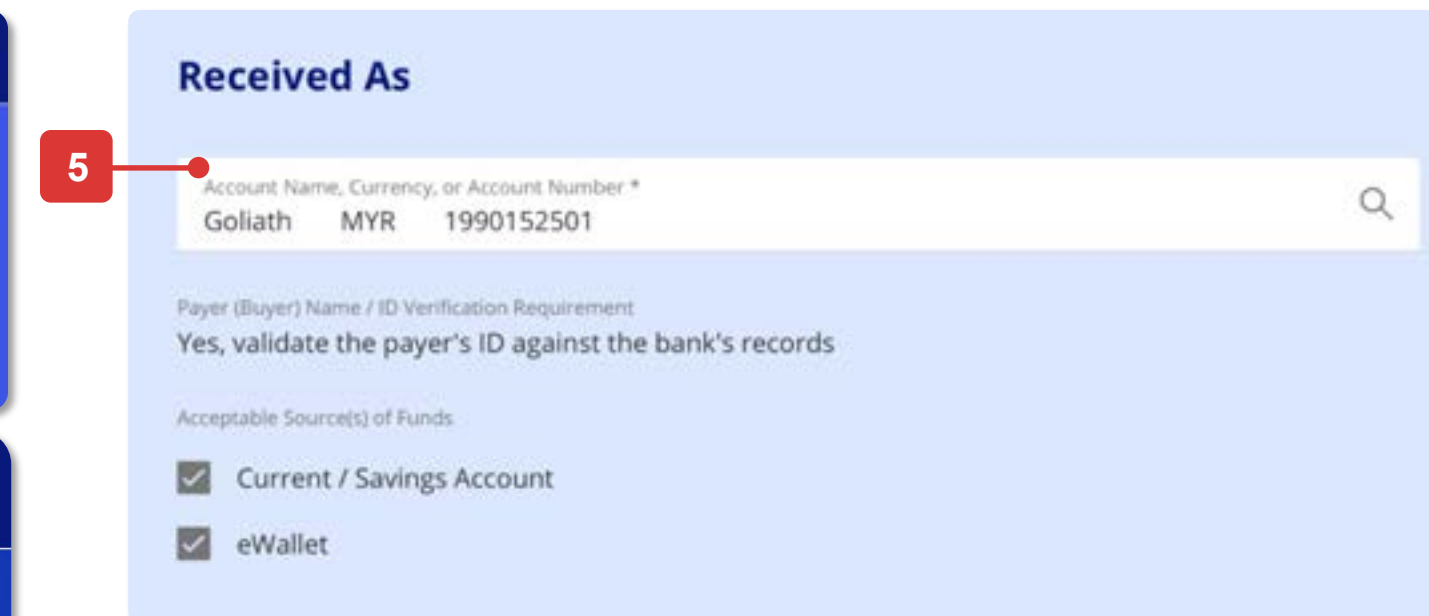
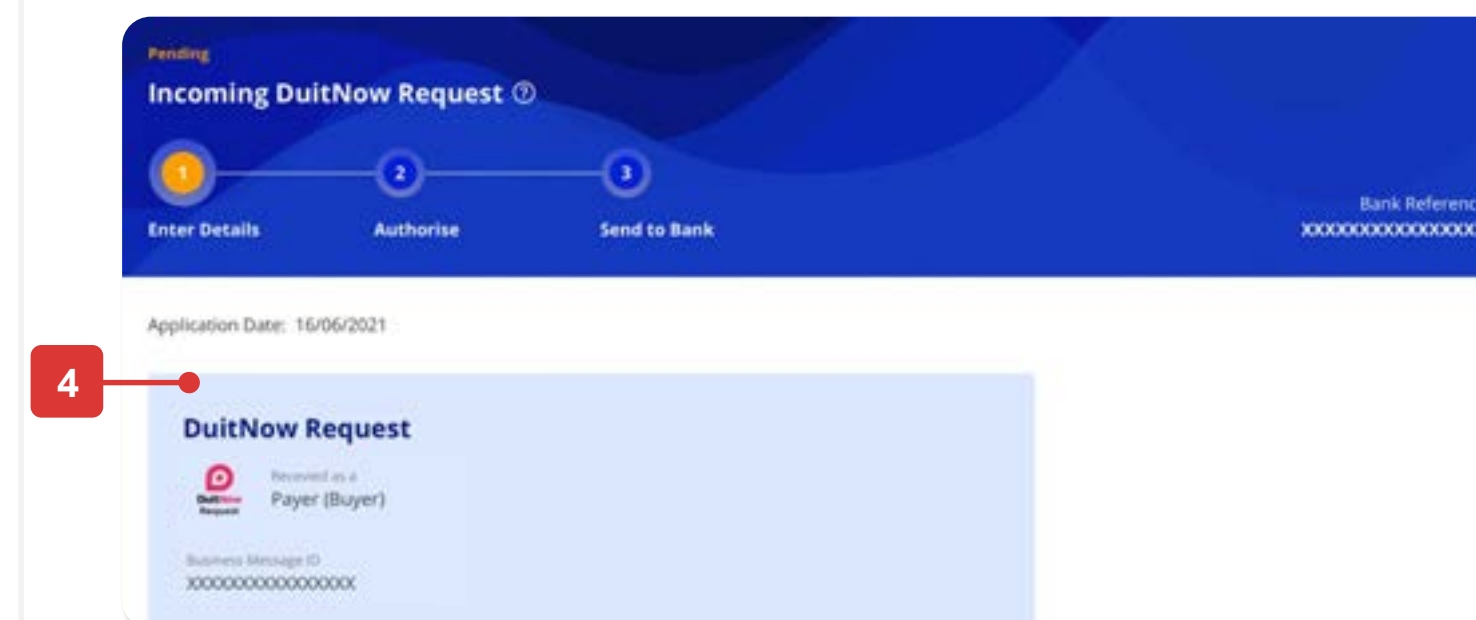
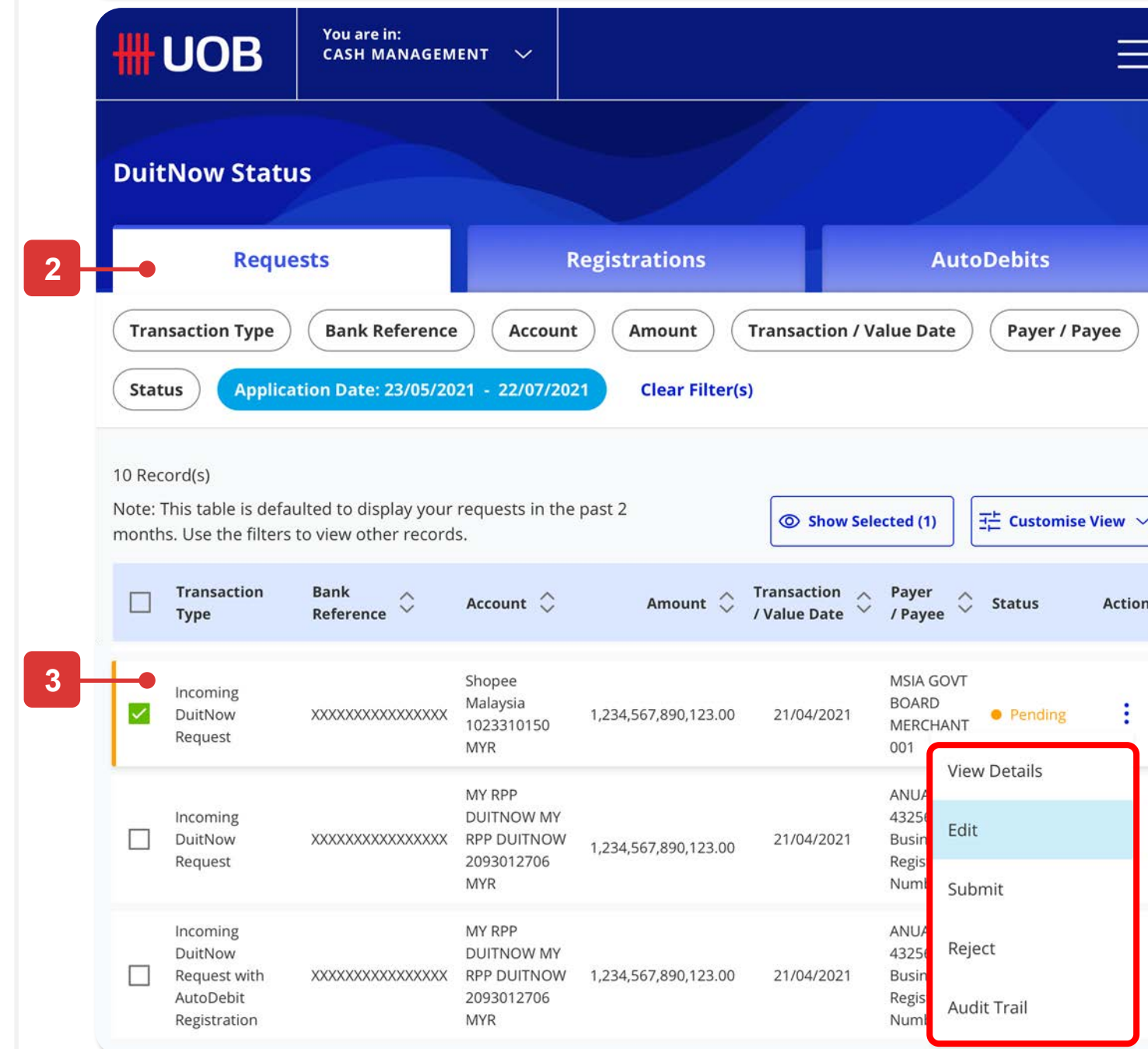
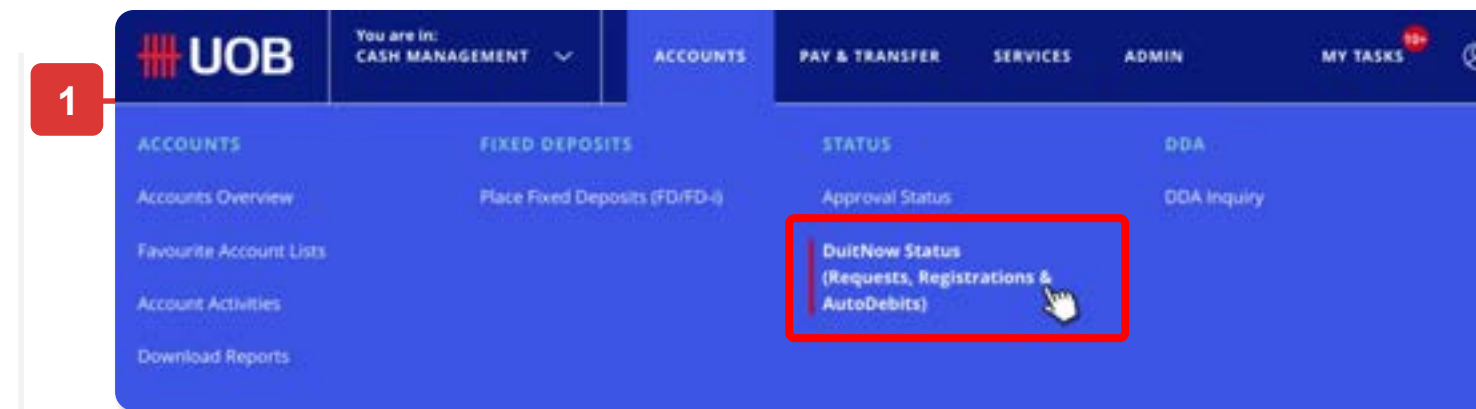
5. If you only have 1 account, **Account Number** will be auto-populated and non-editable. You may select other options if you have multiple accounts.

6. Merchant’s details whom initiated this request.

7. If Merchant allows you to make partial payments, then you are allowed to edit the **Payable Amount**; otherwise this field will be disabled and you are not allowed to edit.

8. Click **+ Add Remarks for Approval** to comment for your authorisers about this payment request.

9. Click **Next** to proceed. If you click on **Cancel** to cancel the request, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.



# For Buyers - Incoming DuitNow Request

Receive Incoming DuitNow Request from Payee (Merchant).

## To view or act on an Incoming Single DuitNow Request

### Review and Submit

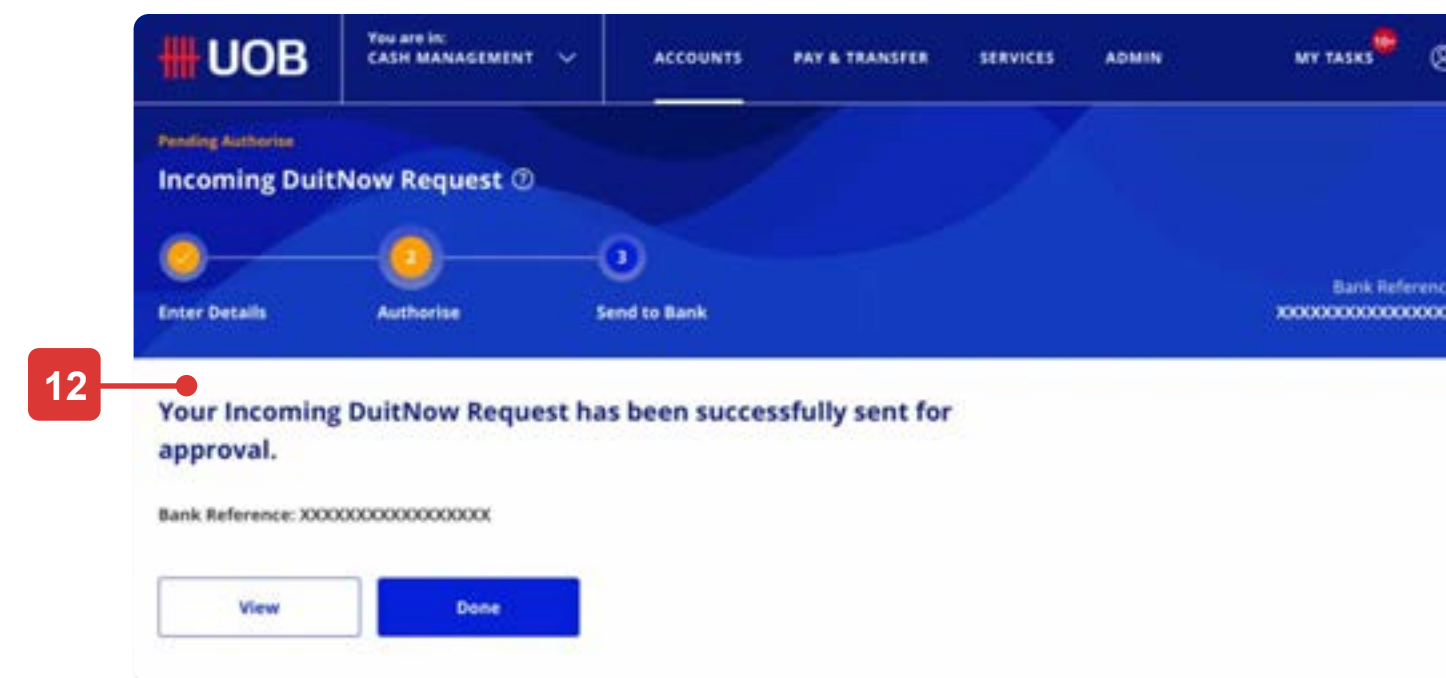
10. After reviewing the request details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
11. Click **Submit** to submit the DuitNow Request. Or click **Edit** if you wish to edit the request details, and you will be redirected to the earlier page. Click **Cancel** to cancel the request, and it will not be saved as draft.
12. Receive confirmation upon successful submission of the Incoming DuitNow Request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



10  I acknowledge that I have read, understood and agree to the [DuitNow Request Terms and Conditions](#). \*

11

### Confirmation Page



UOB You are in: CASH MANAGEMENT ACCOUNTS PAY & TRANSFER SERVICES ADMIN MY TASKS

Pending Authorise

### Incoming DuitNow Request

1 2 3

Enter Details Authorise Send to Bank

Bank Reference: XXXXXXXXXXXXXXXXXXXX

12 Your Incoming DuitNow Request has been successfully sent for approval.

Bank Reference: XXXXXXXXXXXXXXXXXXXX

# DuitNow AutoDebit Registration

As a Payer (Buyer)

# For Buyers – New DuitNow AutoDebit Registration



Register for DuitNow AutoDebit registration.

## How to Create a Registration Request

### Accessing the page

1. To get started, go to the **Global Navigation Menu**, and select **Service > Manage DuitNow AutoDebit Registration**.
2. Then, click **Register DuitNow AutoDebit > Single Registration**.

### Enter the Payer (Buyer) details

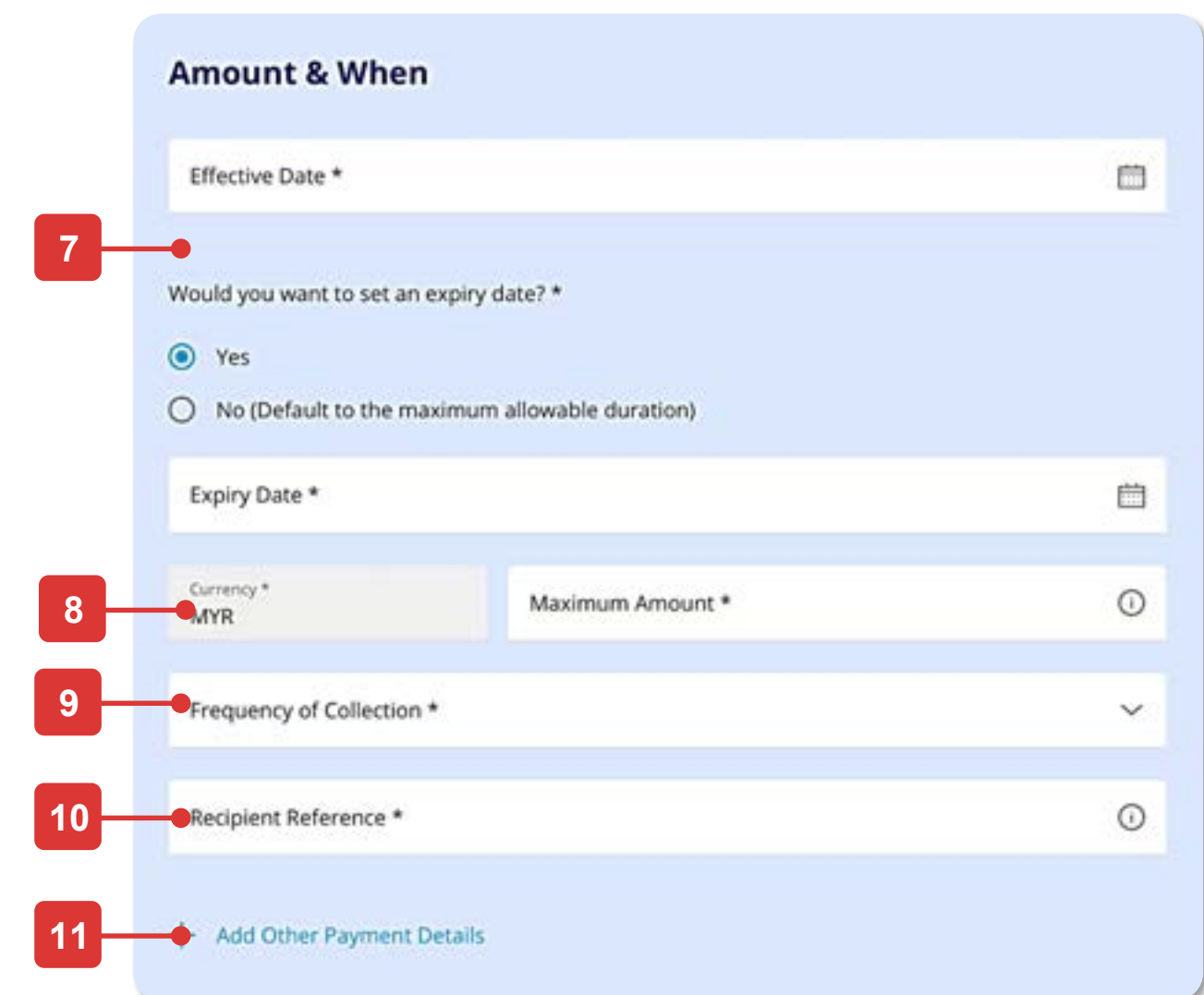
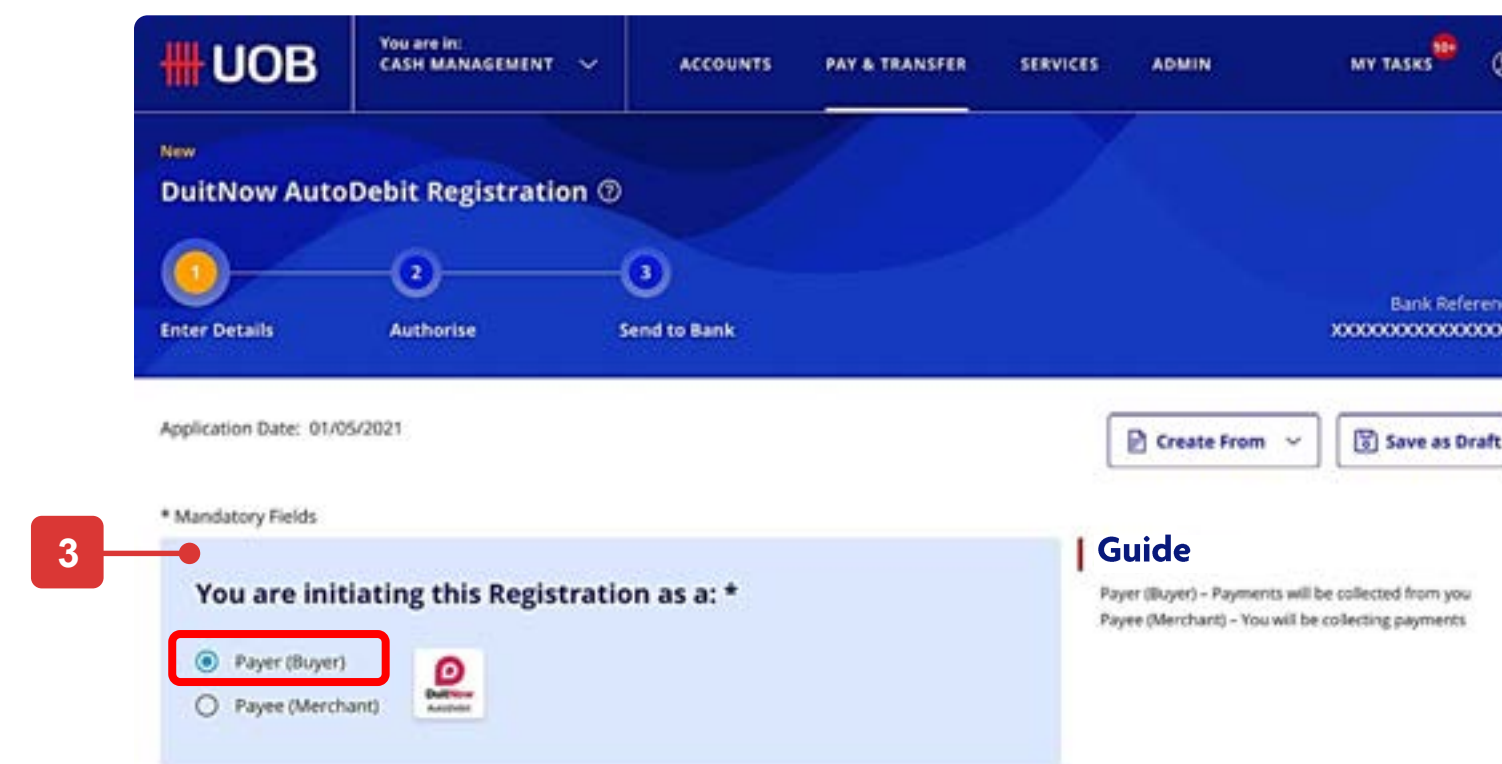
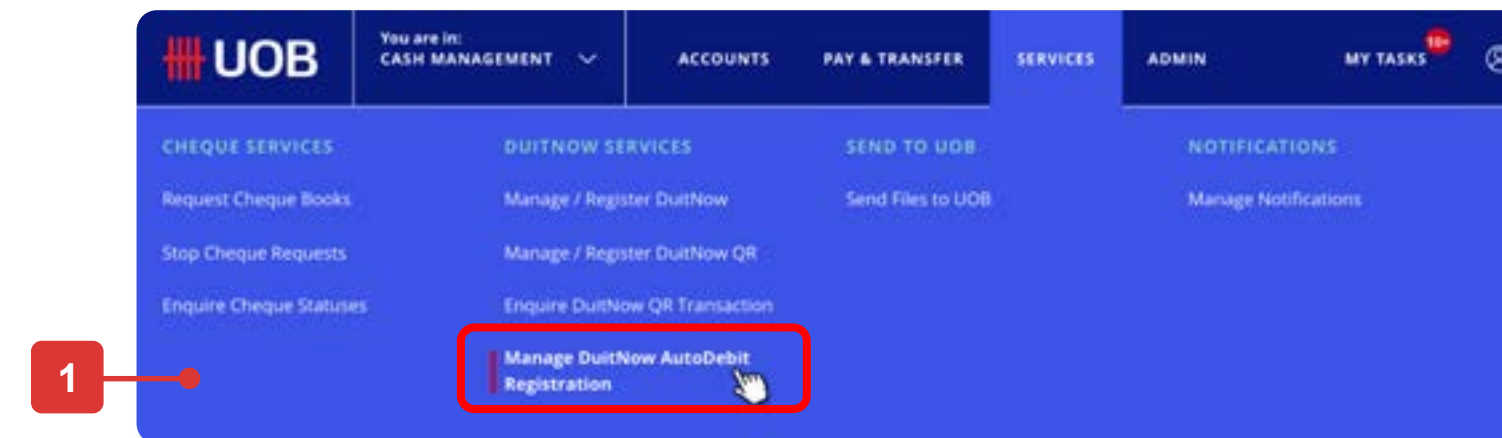
3. Select the **Payer (Buyer)** option.
4. The **Payer (Buyer)** details should appear by default. If you have access to multiple accounts, enter the **Account Name** or **Account Number** to search for and select the relevant account.

### Enter the Payee (Merchant) details

5. Search and select the **Payee (Merchant)**. Type the **Merchant Name** or the **Merchant ID** to search for the **Payee (Merchant)**.
6. Next, key in the **Product Name** or **Product ID** to search for and select the product.

### Enter Payment Details

7. Set the **Effective Date** and **Expiry Date** for the auto-debit arrangement between you and the merchant.
  - **Effective Date** represents the start date for the debit arrangement.
  - **Expiry Date** represents the end date for the debit arrangement. You can opt to select [No] to set the maximum expiry date possible.
8. Next, under **Maximum Amount**, set the limit for the maximum amount that can be deducted from your account under the arrangement. **Currency** is set to MYR by default.
9. Select your preferred **Frequency of Collection** from the dropdown list.
10. Lastly, enter the **Recipient Reference** number based on the arrangement between you and the Merchant (Payee).
11. Click **+ Add Other Payment Detail** if you wish to add additional payment details.



# For Buyers – New DuitNow AutoDebit Registration

Register for DuitNow AutoDebit registration.

## How to Create a Registration Request

12. Click **Next** to proceed. If you click on **Cancel** to cancel the registration, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.

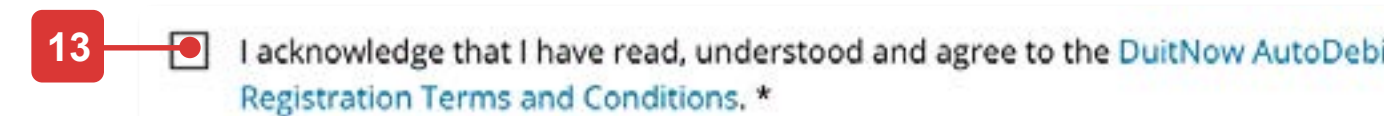
### Review and Submit

13. After reviewing the registration details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.

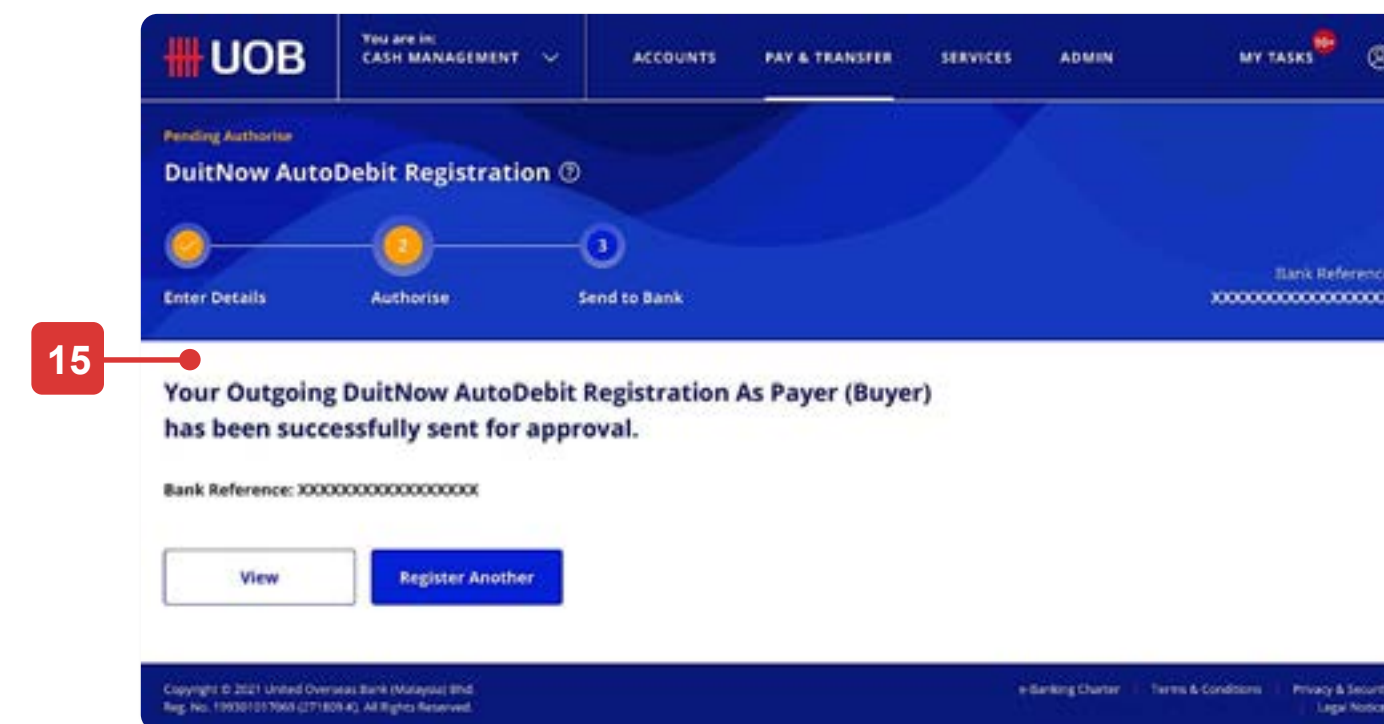
14. Click **Submit** to submit the registration request. Or click **Edit** if you wish to edit the registration details, and you will be redirected to the earlier page.

Click **Cancel** to cancel the registration, and it will not be saved as draft.

15. Receive confirmation upon successful submission of the registration request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



### Confirmation Page



# DuitNow AutoDebit Registration Maintenance

As a Payer (Buyer)











**Right By You**