

Malaysia Financial Process Exchange (FPX) Payment

Quick Reference Guide

A Payer can only initiate an FPX payment via a Merchant website which will be linked to CitiDirect BE ® portal to submit the payment. The Authorizer is required to log into the CitiDirect BE ® portal to approve the payment initiated by the Maker.

Examples of Merchant websites that supports FPX payment are the Malaysia Sales & Service Tax (SST), Dagang Net, MDEC, EPF, SOCSO and Telekom Malaysia. For FPX payment to Dagang Net, there is a requirement to pre-register their Citibank account through the Dagang Net website before making an FPX payment, kindly refer to another guide for FPX payment to Dagang Net.

1. Log in to a Merchant website.

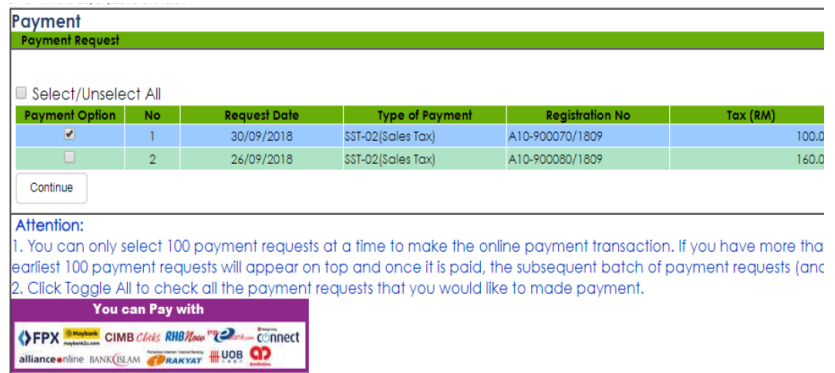
For example, log in to <https://www.mysst.customs.gov.my> to pay the SST tax payment.

***Important Note:**

- For a maker user, please log out and exit CitiDirect BE portal in your internet browser upon payment initiation via the merchant portal.



2. Initiate and submit a payment.



3. Select a [Payment Bank](#) from the drop-down list. Click 'Citibank' from this list then click [Pay via FPX](#). This will redirect you to the CitiDirect BE [®] portal.

***Important Note:**

- For a maker user, please do not open multiple tabs of CitiDirect BE portal in your internet browser during payment submission.

Payment Confirmation

Transaction Date:	02/10/2018
Order No.:	2018100200029
Payment Channel:	B2C
Item Summary:	B75350T
Total Amount:	RM 1064.00
Bank:*	-Select Bank-
Customer Email:	

By clicking on the "Pay via FPX" button, you agree to FPX's Terms & Conditions.

Buttons: Pay via FPX, Back

FPX

Callout: Please select "Citibank" from the drop down list and then click "Pay via FPX"

4. The Maker should [Log In](#) to CitiDirect BE [®]. Select a [Debit Account](#) to make the FPX payment by looking up your account number in the debit account library (by clicking the [Binoculars](#)) or by manually typing in the account number. Click [Continue](#).

Treasury and Trade Solutions

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Client Logged in as: ASIA 4.6 0 failed attempts since last login 03/08/2019 12:38:55 Details

Payments > Payment Initiation > Input New Outgoing

Payment Initiation

Payment Method

* Debit Account

Payment Currency MYR - MALAYSIAN RINGGIT

Buttons: Continue, Clear All

Callout: Client to select debiting account

Payment Initiation

Payment Method

* Debit Account

123456789

Account Name ABC BHD

Branch Name CITIBANK BERHAD 297089-M (MALAYSIA)

Debit Account Balance 4825312.49 MYR

03/08/2019, 12:44 PM

Payment Currency MYR - MALAYSIAN RINGGIT

* Payment Method

* Payment Type

Buttons: Continue, Clear All

Callout: Click continue to proceed

- Click [Submit](#) to send your payment for authorization. This FPX Payment will be valid in CitiDirect BE ® for 5 calendar days before the payment lapses.

***Important Note:**

- For a maker user, after submitting the payment, **please wait for the page to redirect you back to the merchant portal** and do not navigate the top menu to make other payments.
- We strongly encourage you to **check on the merchant portal to confirm the payment status is shown as “Pending Authorization”**. If you see a different status at the merchant portal, e.g. “Unsuccessful Payment” vs “CB-Submitted” in CitiDirect BE ®, please do not proceed for payment authorization and contact Malaysia Citiservice team for further assistance.

Payment Initiation

[Submit](#) [Cancel](#)

Payment Method

Debit Account (Change Account) 123456789	Payment Currency MYR - MALAYSIAN RINGGIT	Payment Amount
Account Name ABC BHD	Payment Method FPX	
Branch Name CITIBANK BERHAD 297089-M (MALAYSIA)	Payment Type --	
Debit Account Balance 4825312.49 MYR ☑ 03/08/2019, 12:44 PM		

FPX

Payment Details

FPX Transaction ID 1903081346310902	Date and Time 08/3/2019, 13:44:01	Seller Order Number 5404588740404491200
Transaction Amount 20.00	Fee Amount 1.00	
Merchant Name SMI CHARGE BUYER	Refund Transaction Indicator No	

[Submit](#) [Cancel](#)

- To authorize a payment, the Authorizer should [Log In](#). Click the [Payments](#) tab, then under [Payment Initiation](#), click [To Authorize](#) to view the payments pending action.

Tick the payment to be authorized and click [Authorize](#).

***Important Note:**

- An FPX payment will only be valid in CitiDirect BE ® for 5 calendar days before the payment lapses. If the payment was submitted on **today’s date (T) before 11pm**, T day is the 1st calendar day.
- We strongly encourage you to **authorize the payment as soon as possible** and avoid authorizing the payment on the last calendar day to prevent any payment delays.
- We strongly encourage you to check with the maker user when they submitted payment, it is shown as “Pending Authorization”. If they see a different status at the merchant portal and CitiDirect BE ®, please do

Payments Pending Action

To Submit / Modify: 0 To Verify: 35 To Authorize: 1561 Batch Authorize: 0 Fund FX: 27 To Release: 113 Batch Release: 0 Print Cheques: 0 Authorize Offline: 1 File Verify: 0

To Authorize

[Authorize](#) [Send to Repair](#) [Delete](#) [View Details](#) [View Totals](#) [Print Details](#)

Show Applied Search Criteria

Transaction Reference	Customer	Beneficiary Name	Beneficiary Account Number	Paym	Payment Amount	Value Date	Payment Method
1904021832090236	SMI CHARGE BUYER	SMI CHARGE BUYER	10019570	MYR	28.00	04/02/2019	FPX
HKTEST2803	TEST BENE	TEST BENE	10019570	HKD	100.00	03/28/2019	ACH Cred.
MAIL2	234234234	234234234	4234234	IDR	321312312321323	04/01/2019	Book Tran.
TRANSABSFTRQ001	BENENAME	BENENAME	52216284444	SGD	13.00	03/28/2019	ACH Cred.
TRANSABSQWER001	BENENAME	BENENAME	52216284444	SGD	13.00	03/28/2019	ACH Cred.
TRANSABSQWER001	BENENAME	BENENAME	52216284444	SGD	13.00	03/28/2019	ACH Cred.
TRANSABSQWEX001	BENENAME	BENENAME	52216284444	SGD	13.00	03/28/2019	ACH Cred.

Page Total: USD 22491861920.48

Please carefully review all transactions prior to taking action.

! = Marked as Important ⓘ = Information ⓘ = Imported ⚠ = Warning ⚠ = Error ⓘ = Other Actions
* in Client Base Currency (Amount calculated based on the current exchange rate, hence amount are indicative)

not proceed for payment authorization and contact Malaysia Citiservice team for further assistance.

7. Once the payment is authorized, the following information will be displayed on the [Customer Account Statement](#):

- FPX Transaction ID (16AN)
- Seller Order No (40AN)
- Seller Name (40AN)
- Other Payment Details (35AN)
- Extra Information (max. 60 characters, if more than 60 characters, will get truncated)

Bank Reference	JM1KC0933LHR041G	FPX Transaction ID (16 chars)
Customer Reference	JM1KC0933LHR041G	
Value Date	01/20/2019	
Entry Date	01/21/2019	
Posted Time	03:27	
Transaction Amount	1.00	
Product Type	Data Entry	
Transaction Description	Incoming Instant Credit	
Extra Information	CITI-IP-200119-1 BY ABC SDB BHD / TESTING / FPX	Seller Order Number (40 chars) / Seller Name (40 chars) / Payment details (35 chars)

8. To reject a payment, the Authorizer should go to the [Payments](#) tab under [Payment Initiation](#), click [To Authorize](#) to view the payments pending action.

Select the individual payment to be rejected to enter into the [Payment Details](#) and click [Reject](#).

Please note that FPX payment cannot be sent to repair or deleted on CitiDirect BE ® portal. If you wish to amend the payment details, please reject the payment and re-initiate the transaction from the Merchant website.

Payments > Payment Initiation > To Authorize

FPX

[Authorize](#) [Reject](#)

Debit Account xxxxxxxxxx	Payment Currency MYR - MALAYSIAN RINGGIT
Account Name ABC BHD	Payment Method FPX
Branch Name CITIBANK BERHAD 297089-M (MALAYSIA)	Payment Type -
Debit Account Balance 2687274.66 MYR 10/10/2019 10:33 AM	
<input type="checkbox"/> Include Account Balance on Print Output	

Payment Details

Status Authorization Required	Sub Status -
FPX Transaction ID 1905141853590098	Date and Time 05/14/2019, 18:41:39
Transaction Amount 51.00	Fee Amount 0.00
Merchant Name CITIBANK CHARGE SELLER	Refund Transaction Indicator No

[Authorize](#) [Reject](#)

[<< Authorize Worklist](#)

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