BANK ISLAM

Bank Islam Malaysia Berhad · 198301002944 (98127-X)

User Guide for JomPAY QR

GLOSSARY		
1	Bill	An itemized statement of money owed, or a request to pay, for purchase goods, provision of services and/ or any other business transaction.
2	Biller	Government agencies, statutory bodies, companies, body corporates, businesses, (including sole proprietors and partnership) societies, charities and other entities participating in the JomPAY Scheme to collect bill payments.
3	Biller Code or BC	An alphanumeric code uniquely identifying either: • a Biller; or • a Biller's product or service category for purpose of routing payments to the Biller.
4	Dynamic QR Code	A QR Code that is generated on-demand where the information encoded within the QR Code can be changed whenever a new QR Code is generated and is usually with an expiry period.
5	Quick response code or QR Code or QR	A two-dimensional barcode that can be read using the camera of a smartphone or mobile device that is equipped with QR reader.
6	Static QR Code	A pre-generated QR Code where the information encoded within the QR Code is fixed and not editable, usually there is no expiry on the Static QR Code.

No	Question	Answer
1	How do I register for JomPAY QR for the first time via GO apps?	Before you can use Scan QR you need to perform a one-time registration. There are two (2) options: Option 1: At the login page. 1. Tap on Scan QR icon. 2. Enter password and tap Proceed button. 3. Select Continue button. 4. Select Funding Account from the dropdown list, enter Purchase Daily Limit and Cumulative Limit, accept T&C and tap Let's Register button. 5. Verify the details as displayed on the screen and tap Confirm button to proceed. 6. Authorise this request via GO Secure using the GO by Bank Islam mobile application. 7. Proceed with the instructions on screen to complete request. 8. Click √ button. Option 2: After logging in. Method (i)

No	Question	Answer
		1. Tap on Scan QR icon.
		2. Tap Continue button.
		3. Select Funding Account from the dropdown list, enter Purchase Daily Limit and Cumulative Limit, accept T&C and tap Let's Register button to proceed.
		4. Verify details and tap Confirm button.
		5. Authorise this request via GO Secure using the GO by Bank Islam mobile application.
		6. Proceed with the instructions on screen to complete request.
		7. Click √ button.
		Method (ii)
		1. Tap on Menu.
		2. Tap Settings.
		3. Tap Scan QR.
		4. Tap Continue button.
		5. Select Funding Account from the dropdown list, enter Purchase Daily Limit and Cumulative Limit, Accept T&C and tap Let's Register button.
		6. Verify details and tap Confirm button.
		7. Authorise this request via GO Secure using the GO by Bank Islam mobile application.
		8. Proceed with the instructions on screen to complete request.
		Click √ button.
2	How do I make payment with JomPAY QR?	Once you have registered for DuitNow QR, you can make payment to biller. Kindly refer to the steps below.
		Pre-Login page: Steps for Static QR Code:
		1. Launch GO App
		2. Tap on Scan QR icon.
		3. Scan the QR code.
		4. Verify auto populated Biller Code and Ref-1
		5. Enter amount and Ref-2 (if any)
		6. Tap Continue button.
		7. Confirm bill payment details and tap Pay Now button.
		8. Verify details and tap Approve button.
		9. Verify Payment status.
		Pre-Login page: Steps for Dynamic QR Code:
		1. Launch GO App
		2. Scan the QR code.
		3. Verify auto populated Amount, Biller Code, Ref-1 and Ref 2 (if any)
		4. Tap Continue button.
		5. Confirm bill payment details and tap Pay Now button.

No	Question	Answer
		6. Verify details and tap Approve button.
		7. Verify Payment status.
		Post-Login QR Payment: Steps for Static QR Code
		1. Launch GO App, enter password, and tap Login button.
		2. Tap on Scan QR icon.
		3. Scan the QR code.
		4. Verify auto populated Biller Code and Ref-1
		5. Enter amount and Ref-2 (if any)
		6. Tap Continue button.
		7. Confirm bill payment details and tap Pay Now button.
		8. Verify details and tap Approve button.
		9. Verify Payment status.
		Post-Login QR Payment: Steps for Dynamic QR Code
		1. Launch GO App, enter Password, and tap Login button.
		2. Tap on Scan QR icon.
		3. Scan the QR code.
		4. Verify auto populated Amount, Biller Code, Ref-1 and Ref 2 (if any)
		5. Tap Continue button.
		6. Confirm bill payment details and tap Pay Now button.
		7. Verify details and tap Approve button.
		8. Verify Payment status.
3	How can I change the transaction limit?	To change the transaction limit for JomPAY QR, kindly refer to the steps below:
		1. Launch GO App, enter Password, and tap Login button.
		2. Tap Menu.
		3. Select Settings.
		4. Select Limit Maintenance
		5. Change Amount for Bill Payment, JomPAY & Sadaqa llimit and tap Update button.
		6. Verify details and tap Approve button.
		You have successfully updated the Bill Payment, JomPAY & Sadaqa and then tap OK to proceed.
4	Which debiting account can I choose for JomPAY QR?	For JomPAY QR, the debiting account will refer to preferred account that was selected during DuitNow QR registration.
5	How do I select my preferred JomPAY QR source account?	Below are the steps to select your preferred source account:
		1. Login to GO App
		2. Tap on Menu and select Setting.
		3. Select Scan QR setting.
		4. Select Preferred Funding Account at drop down list.
		5. Select Account Number for debiting.
		6. Tap Save button.
6	Can I de-register Scan QR?	Yes, you may do so. Kindly refer to the steps below:

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No	Question	Answer
		1. Launch GO App, enter Password, and tap Login button.
		2. Tap Menu.
		3. Tap DuitNow QR.
		4. Tap De-Register (swipe toggle left).
		5. When confirmation pop up appears and tap OK.
		6. Verify and tap Approve button.
		7. When confirmation status pop up appears and tap OK.