



## Frequently Asked Questions

### About Ozopay

#### **What are the main services provided by Ozopay?**

Ozopay is an online payment solution brought to you by Merchantrade Asia Sdn. Bhd. With us as your payment partner, you can hop onto the e-commerce bandwagon and start accepting payments from your customers.

#### **Why should I sign up with Ozopay?**

Our whole system was developed with one thing in mind: to cater to your payment needs. We are constantly improving ourselves to ensure you spend minimal time to setup and start transacting through us. Most importantly, you get to focus your resources on the most important aspect of your business: growth!

### Registration & Activation

#### **If my company is not registered in Malaysia, can I use Ozopay as my payment gateway provider?**

Right now, Ozopay can only support businesses that are registered in Malaysia. Sorry about that!

#### **What are the types of businesses that Ozopay supports?**

The types of products you sell or the services you offer have to be in compliance with Malaysian laws. To have the full list of prohibited industries & non target market, please [download here](#).

#### **If I have no experience in e-commerce but I want to setup an online store that is integrated to Ozopay, do you offer any assistance?**

We pride on our ability to offer you value-added services. Let's meet up in person so we have a better understanding of your requirements. Just leave a message on our Contact Us form and one of our knowledgeable staff will contact you very soon.

#### **I'm ready to sign up with Ozopay. What should I do next?**

That's great news! The fastest route to signing up is through our **sign-up** form and our staff will contact you very soon.

Just remember, we will require a physical copy of all the necessary documents which you have scanned and submitted to us!

## Accepting Payments

### **What types of payments are accepted through Ozopay?**

Ozopay currently accepts 2 types of payment cards (credit & debit) from the following card processors:

- Visa
- Mastercard

Your customer may prefer to use internet banking, you say? Well, not an issue with Ozopay! We are connected to the following banks through FPX:

- Affin Bank Berhad
- Alliance Bank Malaysia Berhad
- AmBank Malaysia Berhad
- Bank Islam Malaysia Berhad
- Bank Muamalat Malaysia Berhad
- Bank kerjasama Rakyat Malaysia Berhad
- Bank Simpanan Nasional
- CIMB Bank Berhad
- CITIBANK BHD
- Hong Leong Bank Berhad
- HSBC Bank Malaysia Berhad
- Kuwait Finance House (Malaysia) Berhad
- Malayan Banking Berhad (M2E)
- Malayan Banking Berhad (M2U)
- OCBS Bank Malaysia Berhad
- Public Bank Berhad
- RHB Bank Berhad
- Standard Chartered Bank
- United Overseas Bank

### **What about other forms of payments such as electronic wallets?**

Boost for now, However, we will try our best to increase the types of payments that we can support. Stay tuned to our exciting progress!

### **Could I sell my products or services via social media such as Facebook, Instagram, SMS or email?**

Yes, we have "Pay by Link". Your customers could use our secure link and make payment online.

### **Are foreign currencies supported?**

Not at this moment! We can only support e-commerce merchants who conduct transactions in Ringgit Malaysia.

## Pricing Plans

### **What are the types of fees that will be charged to me?**

For Ozopay's fee structure, click [here](#)

Oh! And do note that refund and chargeback fees may be applicable.

Do you have a concern with the fee structure? We would love to hear from you! Just leave a message on our Contact Us form and we will be in touch soon!

## A Guide to Settlement

### **Where do I view my transaction details?**

Log on to your account at <https://merchant.ozopay.com>. Key in your username and password.

By clicking on the Reports button in the dashboard you'll be able to view the transactions.

Searching for a particular transaction is made easier as you are able to choose the From Date & to Date, or sort by transaction status, or even directly keying in the transaction ID!

### **What type of reports will be provided?**

There are two (2) types of reports that you can retrieve from Ozopay dashboard:

1. All Transaction Report
  - a. Transaction Time
  - b. Transaction Type
  - c. Transaction Amount
  - d. Transaction Status
2. Payment Report
  - a. Payment Amount
  - b. Payment Date
  - c. Beneficiary Account No

You can also specify the dates of the reports that you wish to view. Also, these reports can be pulled out in 2 formats: .pdf and .xls

### **When do I get paid?**

Upon completion of successful transaction, Ozopay will conduct the settlement within 2 working days with the minimum payout of RM100.

### **How are the transaction fees calculated?**

For a clear understanding, we have created a scenario for your reading!

For e.g.

A customer purchases a pair of shoes for RM 100 from merchant site and pays with a Visa credit card.

Transaction value: RM 100

Ozopay transaction fee for credit card: 2%

Ozopay transaction fee charges:  $RM\ 100 \times 2\% = RM\ 2$

Ozopay payout to merchant: RM 100 – RM 2 = RM 98

### **How will I get paid?**

We will conduct pay-out based on the bank account registered with Ozopay. All payout is carried out in Ringgit Malaysia (RM) and will be remitted via direct debit bank transfer. As such, the floating period is 1-3 working days, depending on your bank.

### **Is there a minimum pay-out amount?**

The minimum pay-out amount is Ringgit Malaysia RM 100.00. If the weekly settlement sum (after deduction of transaction fee) is lower than the minimum pay-out amount, Ozopay will hold the pay-out until the next pay-out which surpasses the minimum pay-out amount.

### **What happens if I agree to refund my customer for a particular transaction?**

Just remember to inform Ozopay if you wish to conduct refund. However, additional fee may apply.

## Chargeback Guide

### **What is a chargeback?**

Chargeback is a forced reversal of transaction by your customer's card issuer. It is raised when a bank sends a chargeback notification to Ozopay announcing that there has been a 'notice of dispute' from your customer.

If a chargeback occurs, you are responsible for all chargeback claims that occur from the dispute of your customer. Hence, we strongly advise you to keep a record of every sale and delivery invoice for at least 18 months or longer. This is for the purpose of contesting a possible chargeback claim

### **Will Ozopay charge me a fee for a chargeback?**

For every chargeback that occurs, we will charge a fee of RM 3.00.

## Regarding Tech

### **Are there any fraud prevention system in place for Ozopay?**

Yes! Our payment solution is equipped with industry-standard fraud scrubbing mechanism that starts filtering for malicious transaction from the starting point of the payment process. Our risk mechanisms are also designed to understand and capture transactions suspected of fraud.

### **How secure is Ozopay?**

Firstly, Ozopay is a PCI DSS-compliant platform that was designed and built to ensure security. All of our network, server infrastructure and security devices are based on payment industry's best standard.

For card payment, end-users will need to verify their transactions with 3D Secure technology (Verified by Visa for Visa cards & Mastercard SecureCode for Mastercards). For more information on 3D Secure technology, do visit the respective websites of card processors on how this technology protects your transaction.

### **I've signed up! How do I go about with integration?**

Integration! That's what our tech team is really good at. To cater to the tech talk, please log in to your merchant dashboard to find out more about the API integration types and below are some of our processes.

Magento v1 - Magento v2 - Opencart v1 - Opencart v2 - Woocommerce - Wordpress

Have a peace of mind while you are in the midst of integration. Our system will always keep your account in "Testing" mode by default. Once you are ready to go live, just shout out to us with an email or written confirmation.

### **Termination of Services**

#### **I no longer want to be connected to Ozopay. How do I terminate my account?**

Oh no! We are sorry to see you go. If you are sure about terminating your account, write in a termination notice to Ozopay. We require a 30-day notice for account termination.