AMC REMIT V10

USER GUIDE V1.3

Agent

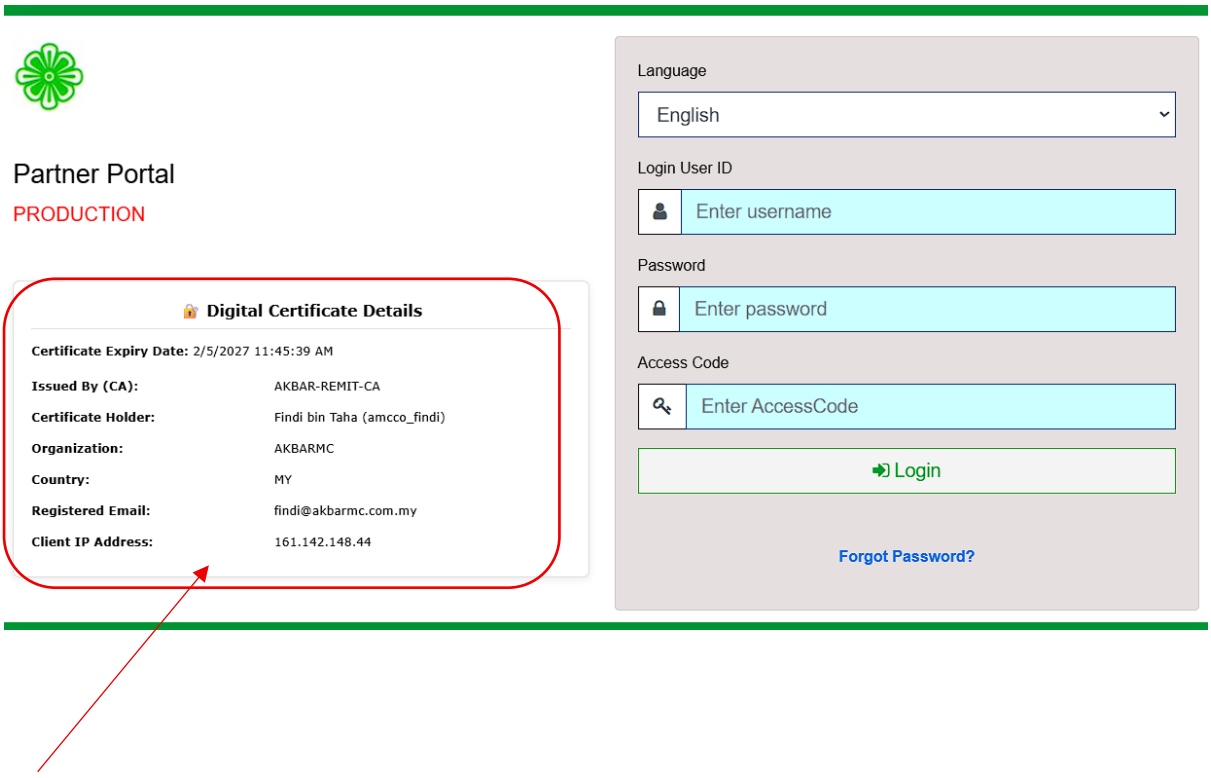


- **LOGIN PAGE**
- **SUPPORT/COMPLIANCE COMMUNICATIONS TOOL**
- **PREFUND REQUEST**
- **EXCHANGE RATE UPDATE & SERVICE FEE MARGIN**
- **SEND TRANSACTION – PARTNERWISE**
- **UPLOAD DOCUMENT - NEW CUSTOMER**
- **CASH TO VAULT**
- **VAULT TO TELLER**
- **API ACCOUNT VALIDATION**
- **REFUND AND REFUND REISSUE**
- **HELPDESK EMAIL TEMPLATE**
- **EDIT CUSTOMER ID DETAIL**

LOGIN PAGE

URL: **https://newakbar.iremit.com.my/agent**

You workstation need install Digital Certificate for security matter



Digital Certificate Details
Please always check the certificate expiry date to ensure it remains valid. An expired digital certificate may prevent the system from opening or functioning properly

User ID
Your User ID will be created after approval has been granted by the Compliance Department. Once created, the User ID details will be sent to your registered email address.

Access Code
The Access Code is created based on your company name and will be provided during the account registration process.

Password
A reset link has been sent to your registered personal email

Forget Password

This function will be available after you have activated your account and set your password using the activation link sent to your registered email address.

SUPPORT/COMPLIANCE COMMUNICATIONS TOOL

For OFAC screening, Compliance Hold, Transaction Approvals, and other support requests, our Support and Compliance teams use Microsoft Teams as the official communication platform.

Please install Microsoft Teams from the Microsoft Store or download it from the official Microsoft Teams website.

Microsoft Store download link:

https://apps.microsoft.com/detail/XP8BT8DW290MPQ?hl=en-MY&gl=US&ocid=pdpshare

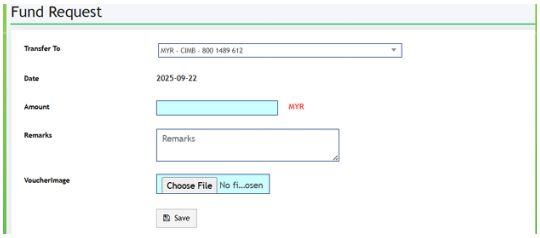
After successfully installing and registering Microsoft Teams, please share your registered Microsoft Teams email address with us. We will add you to the appropriate support and approval channels. Alternatively, our Support team may send you an invitation link to join the required Microsoft Teams group.

Note:
Please ensure that you have been added to the appropriate Microsoft Teams group before submitting your first transaction. All transaction approvals, Compliance Hold cases, OFAC-related matters, and support communications will be handled through this group.





PREFUND REQUEST

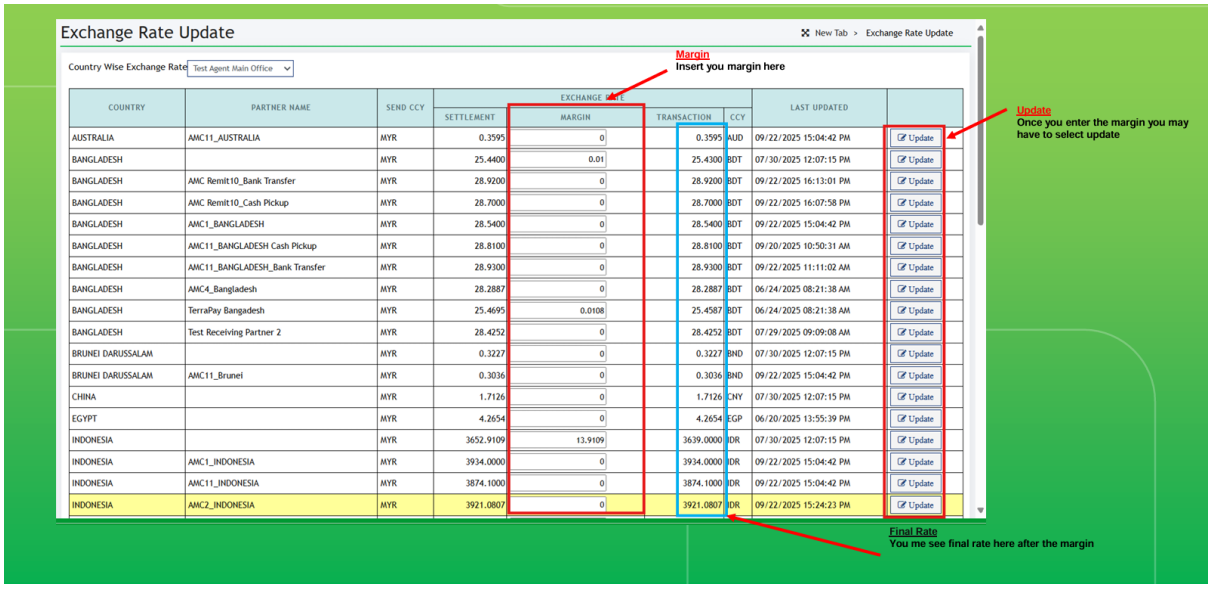


1. Go to **Menu Account** → **Prefund Request**.
2. Fill in the required details:
    - **Transfer To** – Select the account for your prefund transfer.
    - **Amount** – Enter the prefund amount.
    - **Remark** – Enter the payment reference number or any relevant remarks (optional).
    - **Voucher Image** – Upload the payment receipt. Recommended file types: **JPEG, JPG, and PNG**, maximum **200 KB**.
3. Click **Save** to submit the prefund request.
4. After the request is submitted successfully, a **Prefund Voucher** will be generated.
5. Take a **screenshot** of the Prefund Voucher.
6. Send the screenshot to the **Finance Department** via **WhatsApp** or email to **finance@akbarmc.com.my**.
7. The Finance Department will verify your payment and process the request.
8. Once approved, the prefund amount will be credited to your account.

Note: Please keep the original payment receipt until the prefund has been successfully credited.

EXCHANGE RATE UPDATE

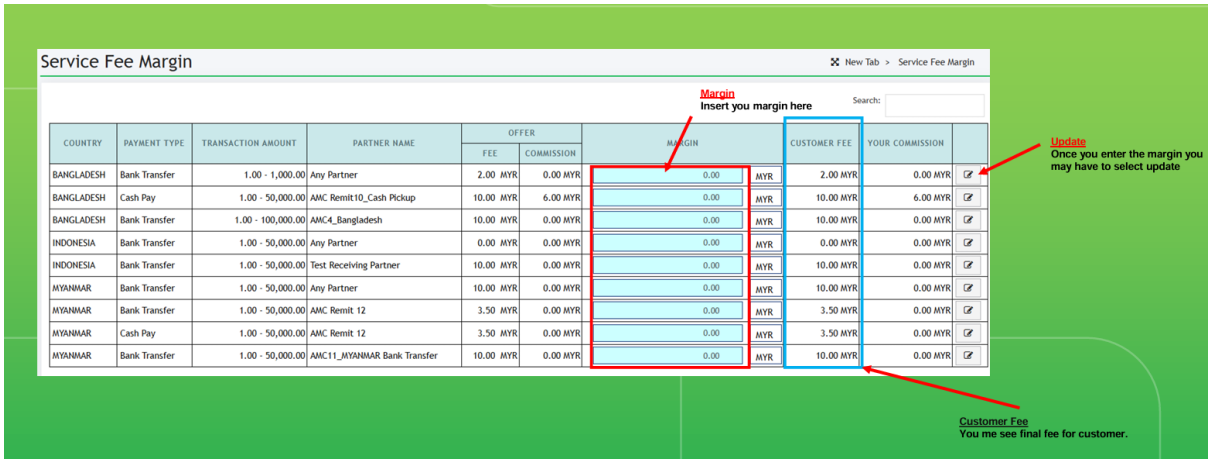
Menu: Utilities → Exchange Rate Update (Authorized Personnel Only)



COUNTRY	PARTNER NAME	SEND CCY	EXCHANGE RATE				LAST UPDATED	
			SETTLEMENT	MARGIN	TRANSACTION	CCY		
AUSTRALIA	AMC11_AUSTRALIA	MYR	0.3595	0	0.3595	AUD	09/22/2025 15:04:42 PM	Update
BANGLADESH		MYR	25.4400	0.01	25.4300	BDT	07/30/2025 12:07:15 PM	Update
BANGLADESH	AMC Remit10_Bank Transfer	MYR	28.9200	0	28.9200	BDT	09/22/2025 16:13:01 PM	Update
BANGLADESH	AMC Remit10_Cash Pickup	MYR	28.7000	0	28.7000	BDT	09/22/2025 16:07:58 PM	Update
BANGLADESH	AMC1_BANGLADESH	MYR	28.5400	0	28.5400	BDT	09/22/2025 15:04:42 PM	Update
BANGLADESH	AMC11_BANGLADESH Cash Pickup	MYR	28.8100	0	28.8100	BDT	09/20/2025 10:50:31 AM	Update
BANGLADESH	AMC11_BANGLADESH_Bank Transfer	MYR	28.9300	0	28.9300	BDT	09/22/2025 11:11:02 AM	Update
BANGLADESH	AMC4_Bangladesh	MYR	28.2887	0	28.2887	BDT	06/24/2025 08:21:38 AM	Update
BANGLADESH	TerraPay Bangadesh	MYR	25.4695	0.0108	25.4587	BDT	06/24/2025 08:21:38 AM	Update
BANGLADESH	Test Receiving Partner 2	MYR	28.4252	0	28.4252	BDT	07/29/2025 09:09:08 AM	Update
BRUNEI DARUSSALAM		MYR	0.3227	0	0.3227	BND	07/30/2025 12:07:15 PM	Update
BRUNEI DARUSSALAM	AMC11_Brunei	MYR	0.3036	0	0.3036	BND	09/22/2025 15:04:42 PM	Update
CHINA		MYR	1.7126	0	1.7126	CNY	07/30/2025 12:07:15 PM	Update
EGYPT		MYR	4.2654	0	4.2654	EGP	06/20/2025 13:55:39 PM	Update
INDONESIA		MYR	3652.9109	13.9109	3639.0000	IDR	07/30/2025 12:07:15 PM	Update
INDONESIA	AMC1_INDONESIA	MYR	3934.0000	0	3934.0000	IDR	09/22/2025 15:04:42 PM	Update
INDONESIA	AMC11_INDONESIA	MYR	3874.1000	0	3874.1000	IDR	09/22/2025 15:04:42 PM	Update
INDONESIA	AMC2_INDONESIA	MYR	3921.0807	0	3921.0807	IDR	09/22/2025 15:24:23 PM	Update

SERVICE FEE MARGIN

Menu: Utilities → Fee Margin Setup (Authorized Personnel Only)

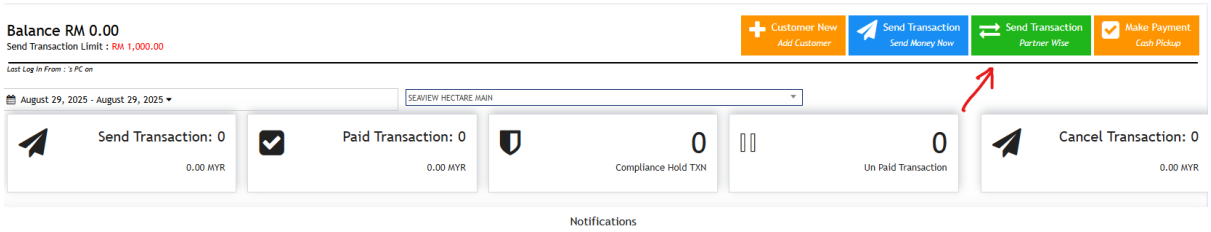


COUNTRY	PAYMENT TYPE	TRANSACTION AMOUNT	PARTNER NAME	OFFER		MARGIN		CUSTOMER FEE	YOUR COMMISSION	
				FEE	COMMISSION					
BANGLADESH	Bank Transfer	1.00 - 1,000.00	Any Partner	2.00 MYR	0.00 MYR	0.00	MYR	2.00 MYR	0.00 MYR	
BANGLADESH	Cash Pay	1.00 - 50,000.00	AMC Remit10_Cash Pickup	10.00 MYR	6.00 MYR	0.00	MYR	10.00 MYR	6.00 MYR	
BANGLADESH	Bank Transfer	1.00 - 100,000.00	AMC4_Bangladesh	10.00 MYR	0.00 MYR	0.00	MYR	10.00 MYR	0.00 MYR	
INDONESIA	Bank Transfer	1.00 - 50,000.00	Any Partner	0.00 MYR	0.00 MYR	0.00	MYR	0.00 MYR	0.00 MYR	
INDONESIA	Bank Transfer	1.00 - 50,000.00	Test Receiving Partner	10.00 MYR	0.00 MYR	0.00	MYR	10.00 MYR	0.00 MYR	
MYANMAR	Bank Transfer	1.00 - 50,000.00	Any Partner	10.00 MYR	0.00 MYR	0.00	MYR	10.00 MYR	0.00 MYR	
MYANMAR	Bank Transfer	1.00 - 50,000.00	AMC Remit 12	3.50 MYR	0.00 MYR	0.00	MYR	3.50 MYR	0.00 MYR	
MYANMAR	Cash Pay	1.00 - 50,000.00	AMC Remit 12	3.50 MYR	0.00 MYR	0.00	MYR	3.50 MYR	0.00 MYR	
MYANMAR	Bank Transfer	1.00 - 50,000.00	AMC11_MYANMAR Bank Transfer	10.00 MYR	0.00 MYR	0.00	MYR	10.00 MYR	0.00 MYR	

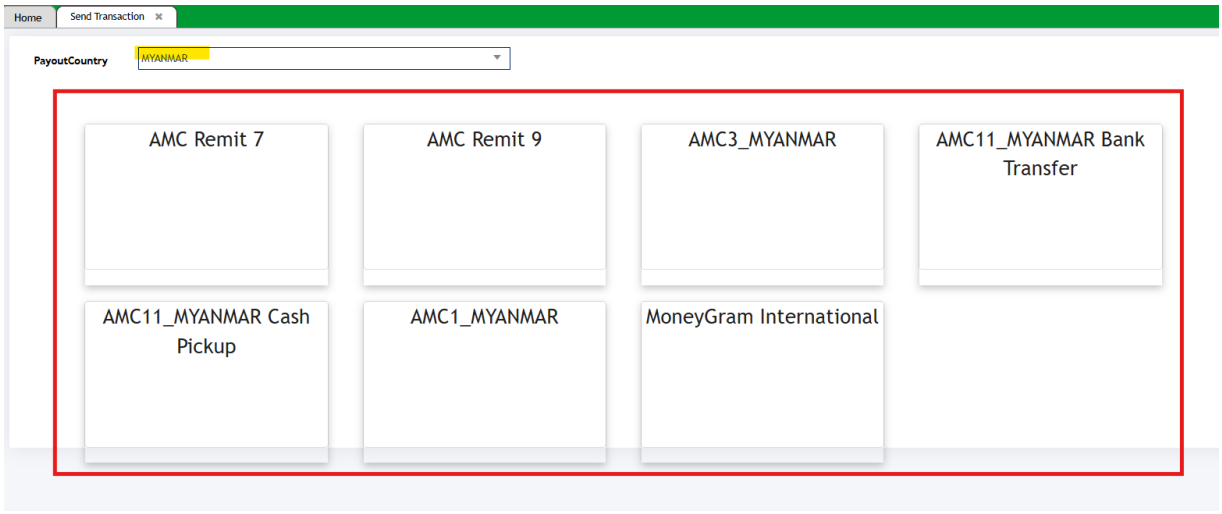
Important: Before submitting any transaction, please verify the applicable exchange rate and service fee. If you have any questions or need clarification, kindly contact our Operations Department or Finance Department for assistance.

SEND TRANSACTION - PARTNERWISE

1. Select Send Transaction Partner Wise.

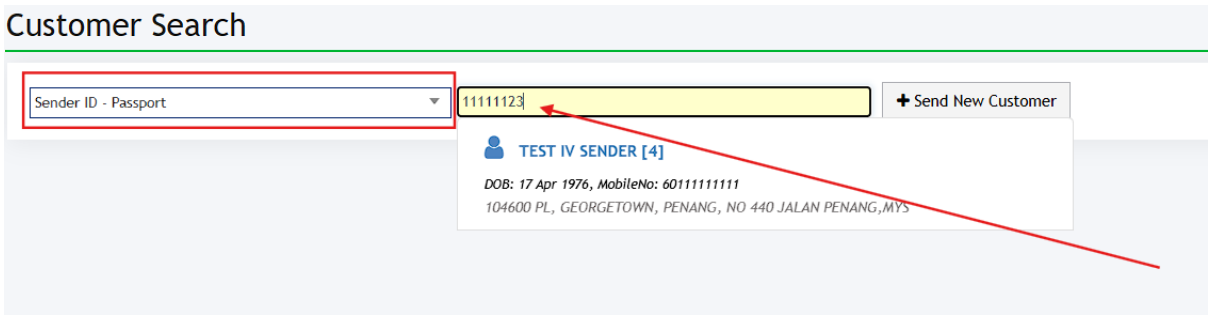


2. Choose Payout Country



Support team will inform you what partner will use for today and will update in the Microsoft Teams Group.

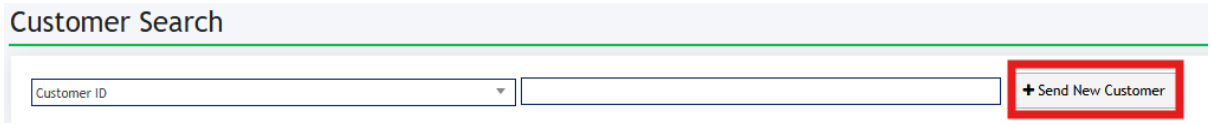
3. Please ensure that you search for the customer using the **Sender ID – Passport** first to verify whether the customer is an existing customer.



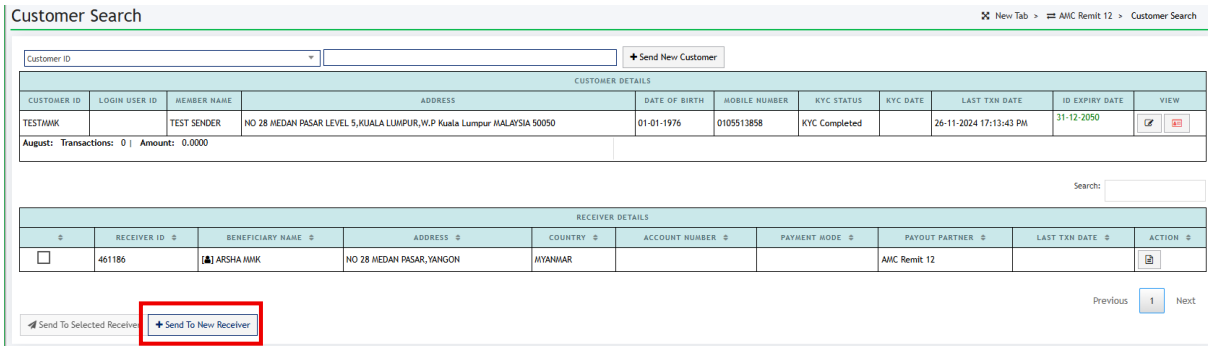
For example, if the customer's ID/Passport number is **11111123**, select **Sender ID – Passport** as the search type and key in **11111123** to check whether the customer already exists in the system.

4. Some customers may already exist but have changed to a new passport, for example. It is important to maintain the same customer profile.

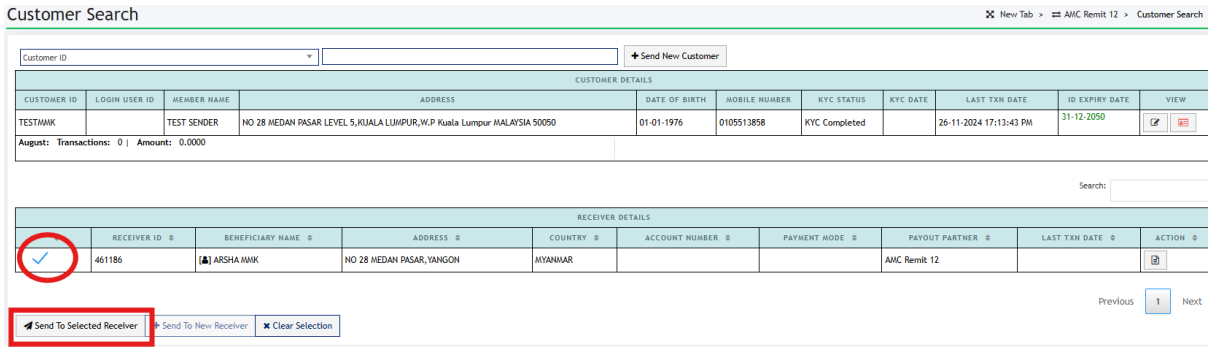
5. If no previous record found and customer is a new customer, select + Send New Customer.



6. For existing Customer, you can choose to send to a new receiver or select an existing receiver.



*If receiver not existing just select **Send To New Receiver***

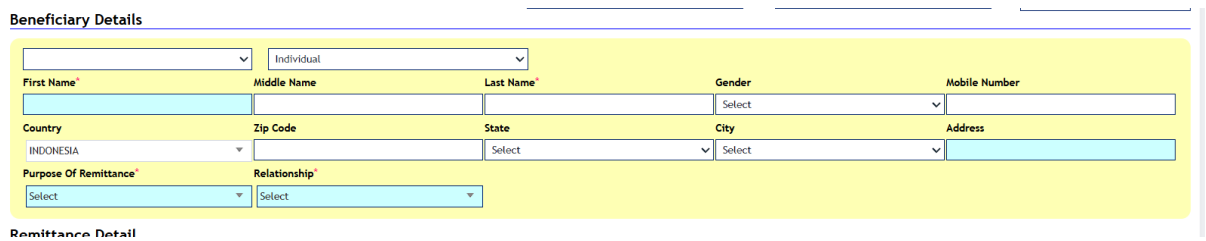


*If receiver existing just check the checkbox and select **Send To Selected Receiver.***

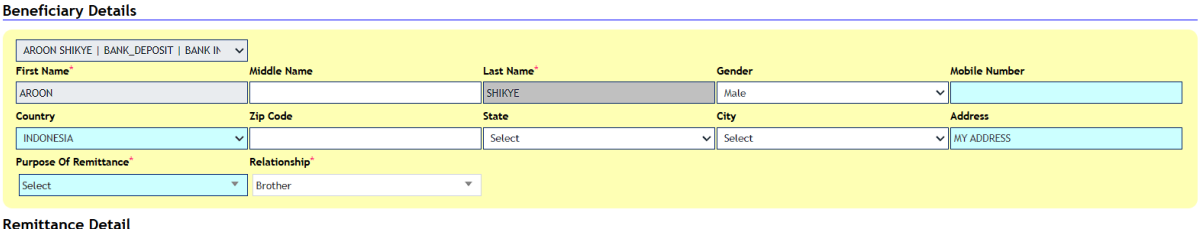
7. Put the receiver (Beneficary) detail.

Beneficiary Detail.

Fill up all the mandatory detail need such as Name(First and Last Name) and Address – for new receiver.



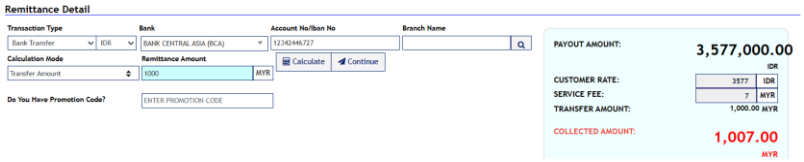
New Receiver



Existing Receiver

Remittance Detail.

- **Bank Transfer** – Purpose of transactions, Location (Bank Name), Bank No, Account No, Amount and Branch Name (Depend on country and partner)



- **Cash Pickup** - Purpose of transactions, Location (Bank Name) and Amount.

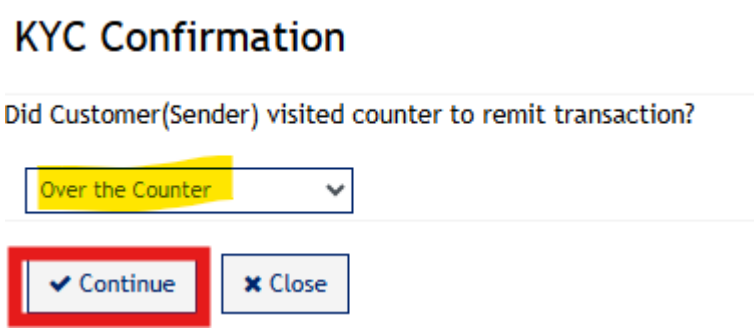


- **eWallet** - Purpose of transactions, Location (Wallet Name) Wallet ID and Amount.

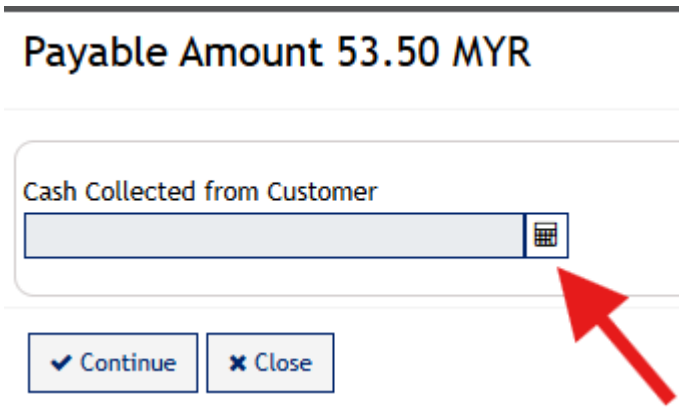


8. Click **Continue** to proceed.

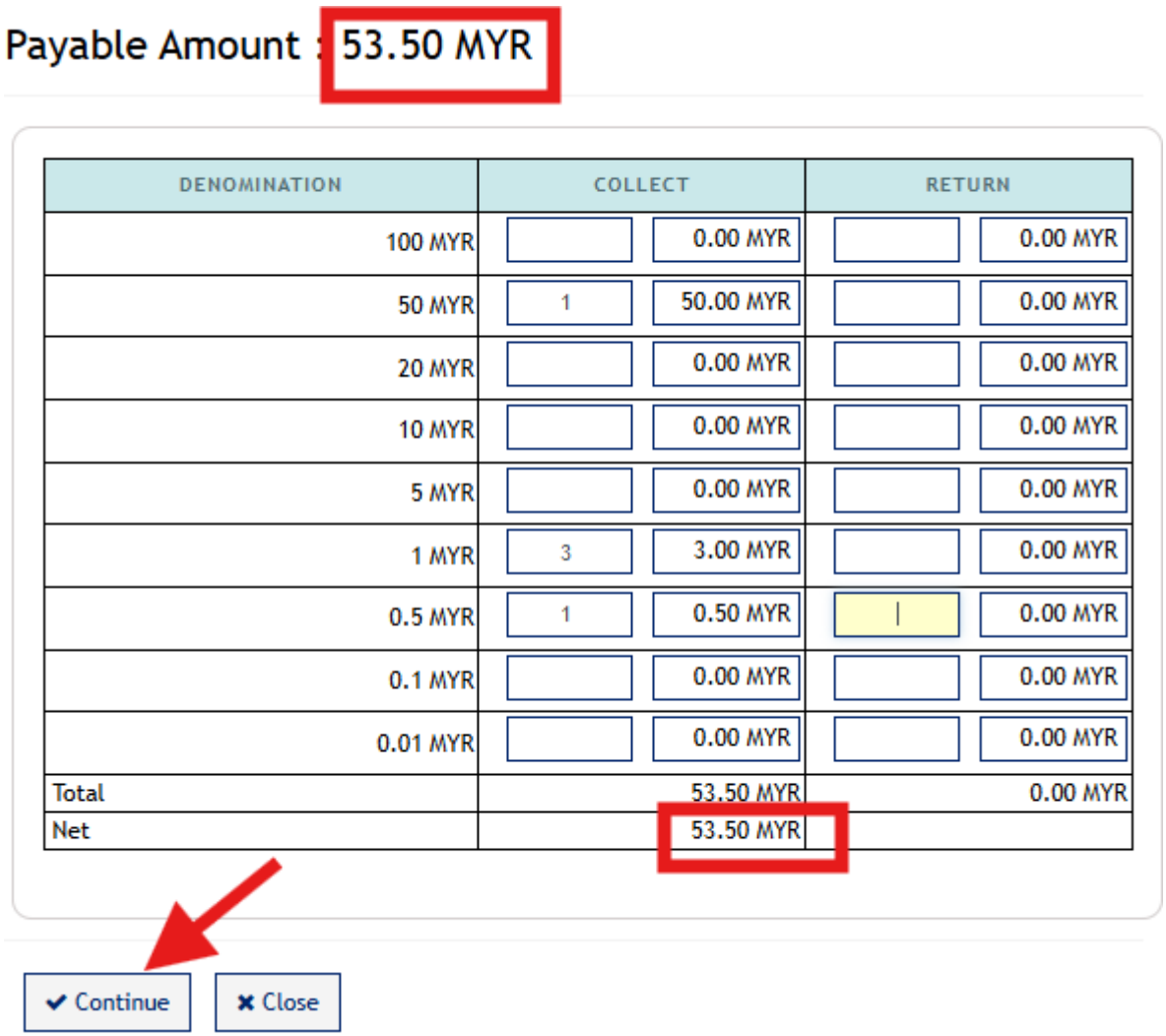
9. In KYC Confirmation select **Over the Counter** and click Continue.



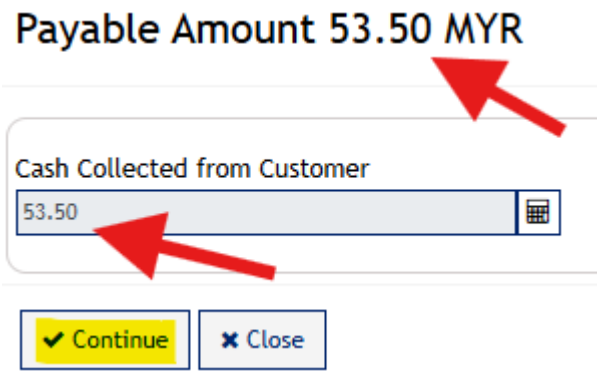
10. Click on the Calculator to key in the denomination passed by the customer to you.



11. In Denomination make sure the Collect and Return are correct and Net Amount and Payable amount is the same otherwise you will not be able to proceed.



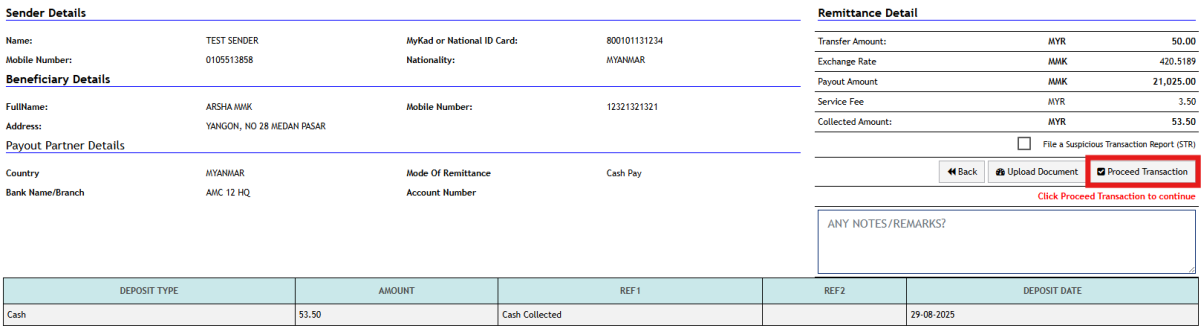
12. In this popup if confirmed click Continue to proceed.



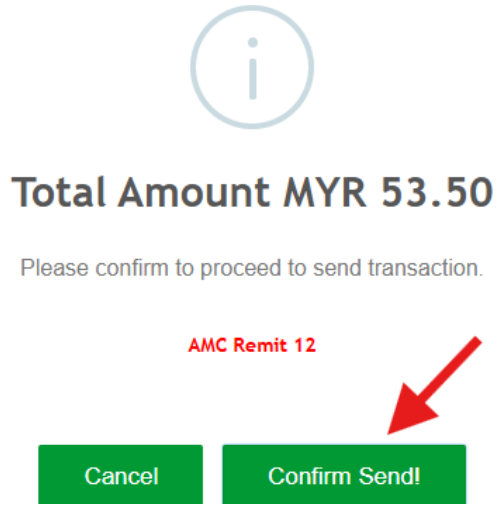
13. You can also bypass by select the “All Cash”.



14. In Confirmation Detail page, if the remittance details are correct, click Proceed Transaction. Otherwise click Back to make amendments



15. In the Confirmation popup, click Confirm Send if you are satisfied with the details.



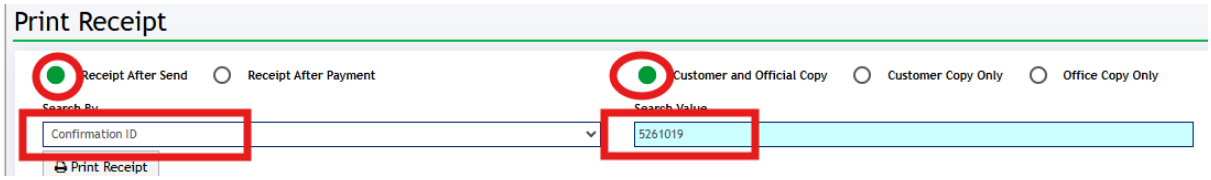
16. Pre-Receipt will print (this is not official receipt because it does not contain partner Transaction ID)

17. Pass the Confirmation ID, Beneficiary Name and Total Amount collected in your MS Teams chat with support to request for Transaction Approval. Sample Message: “Please approve Confirmation: 5261019 ARSHA MMKA RM3.50“

18. Once approved, please reprint the voucher with the same Confirmation ID. Use Transaction >> Reprint Voucher menu.



19. Select the correct filter and search the Transaction.



20. Tear off the receipt. Get the customer to sign on the office copy for future reference and dispute resolution.

AGENSI PEKERJAAN SEAVIEW HECTARE SDN. BHD.,
SEAVIEW HECTARE MAIN
NO. 77-2 (2ND FLOOR)
JALAN 3/76D DESA PANDAN,
55100 KUALA LUMPUR.

RECEIPT

Customer Copy

TRANSACTION NO: Q375099699

Date: 29-08-2025 11:59:34 AM

SENDER INFORMATION			
Sender Name:	**TEST SENDER**	Cust ID:	**TESTMMK**
Address:	NO 28 MEDAN PASAR LEVEL 5,KUALA LUMPUR,W.P Kuala Lumpur MALAYSIA 50050	Mobile No:	**0105513858**
Name Of Employer:	AKBAR MONEY	Nationality:	MMR
Source Of Funds:	Salary	Relation:	
Purpose:	Workers Remittances		
RECEIVER INFORMATION :			
Payout Country:	MMR		
Receiver's Name:	**ARSHA MMK**		
	Cash pickup anywhere AMC 12		
Message			

Amount Remitted	**MYR**	**50.00**
Exchange Rate	**MMK**	420.5189
Due to Beneficiary	**MMK**	**21,025.00**
Service Fee	MYR	3.50
Total Amount Collected	**MYR**	**53.50**

Processed By:

svh_bash

REMINDERS TO OUR REMITTTERS/CLIENTS

1. Please inform of any change in your personal data submitted e.g Visa status/validity, name, address, contact number and other details pertaining to your remittance transaction by sending a mail, fax, SMS and submitting a front and back copy of the ID as proof of the change as required by Law.

AGENSI PEKERJAAN SEAVIEW HECTARE SDN. BHD.,
SEAVIEW HECTARE MAIN
NO. 77-2 (2ND FLOOR)
JALAN 3/76D DESA PANDAN,
55100 KUALA LUMPUR.

RECEIPT

Office Copy

TRANSACTION NO : Q375099699

Date: 29-08-2025 11:59:34 AM

SENDER INFORMATION			
Sender Name:	**TEST SENDER**	Cust ID:	**TESTMMK**
Address:	NO 28 MEDAN PASAR LEVEL 5,KUALA LUMPUR,W.P Kuala Lumpur MALAYSIA 50050	Mobile No:	**0105513858**
Name Of Employer:	AKBAR MONEY	Nationality:	MMR
Source Of Funds:	Salary	Relation:	
Purpose:	Workers Remittances		
RECEIVER INFORMATION :			
Payout Country:	MMR		
Receiver's Name:	**ARSHA MMK**		
	Cash pickup anywhere AMC 12		
Message			

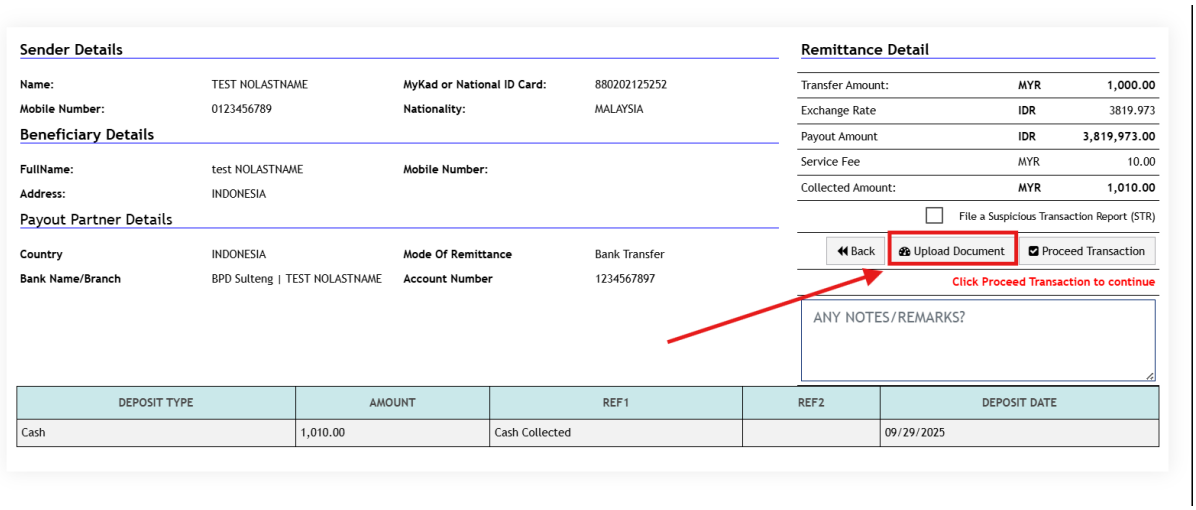
Amount Remitted	**MYR**	**50.00**
Exchange Rate	**MMK**	420.5189
Due to Beneficiary	**MMK**	**21,025.00**
Service Fee	MYR	3.50
Total Amount Collected	**MYR**	**53.50**

Processed By:

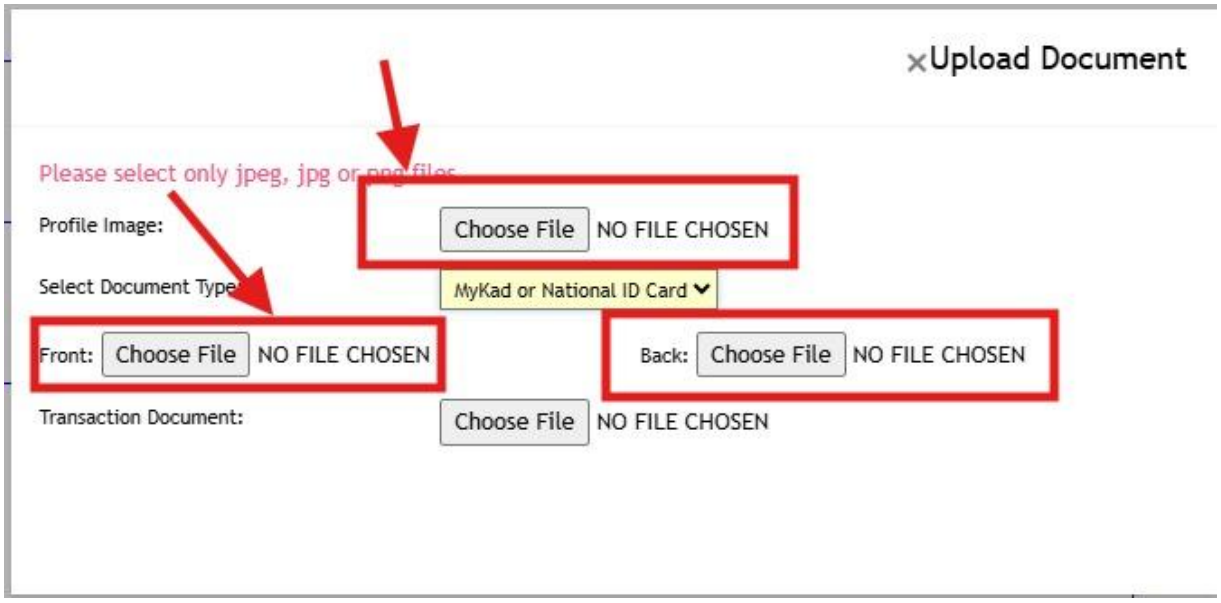
svh_bash

UPLOAD DOCUMENT - NEW CUSTOMER

1st Method

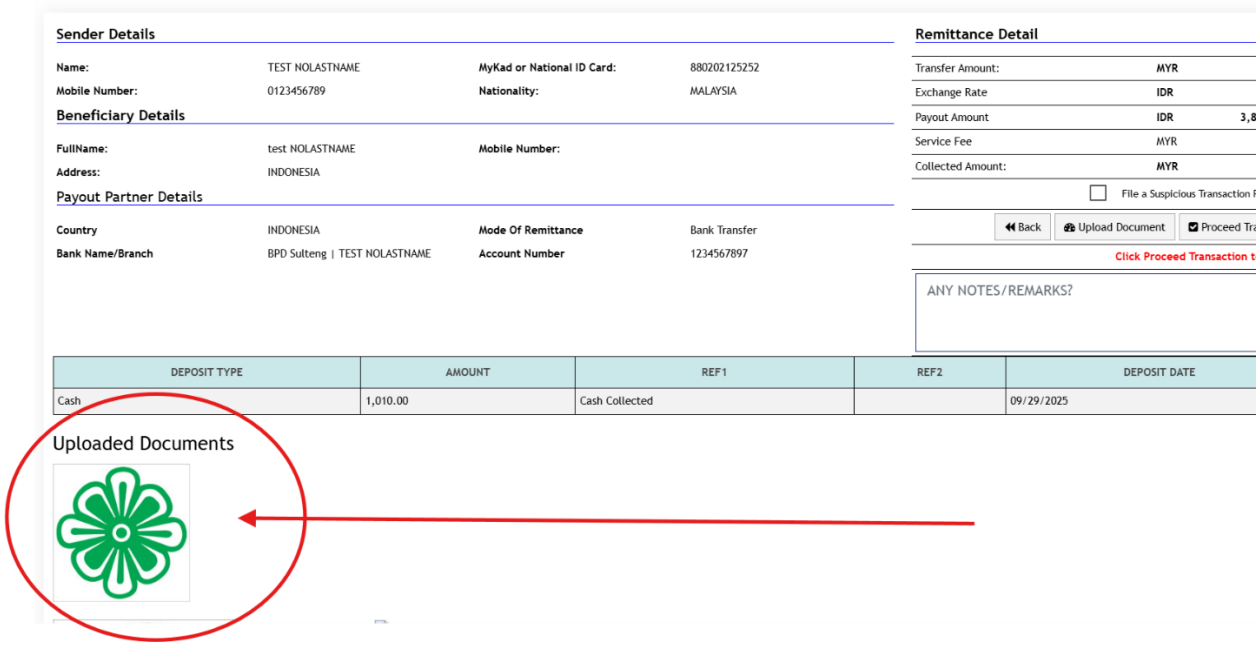


1. On the Confirmation Detail page, new customers can upload their documents directly by selecting the Upload Document button



2. "This will open a modal window to upload documents, including:"

- Profile Image
- Document Type – select the document type (Front & Back)
- Transaction Document – additional supporting document.

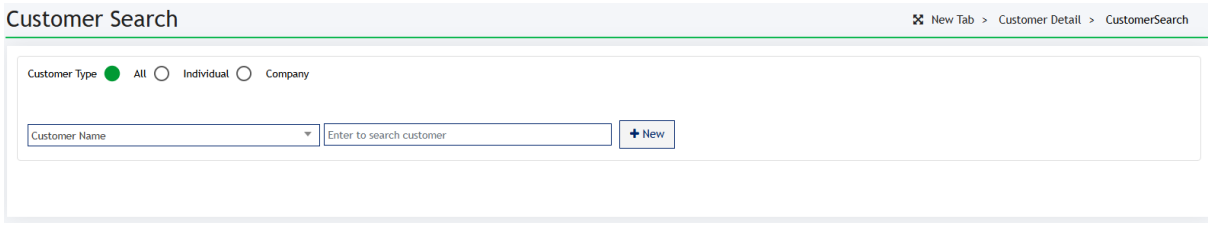


3. Once the document is successfully uploaded, it will appear below. If everything is complete, proceed with the transaction

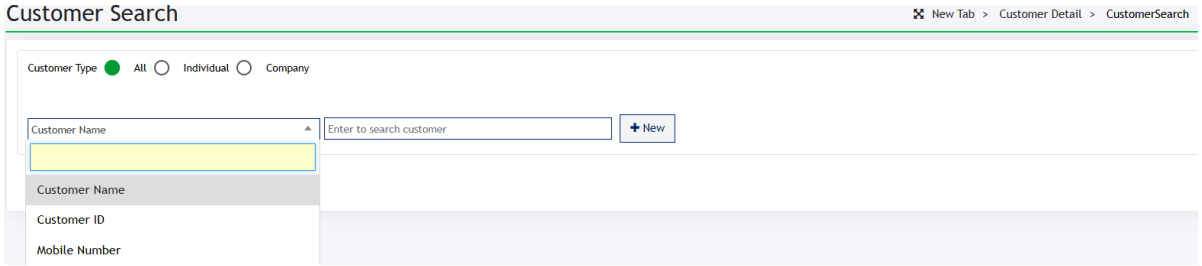
Please note, this step does not save the transaction. If any amendments are needed, click Back *and repeat the steps again.*

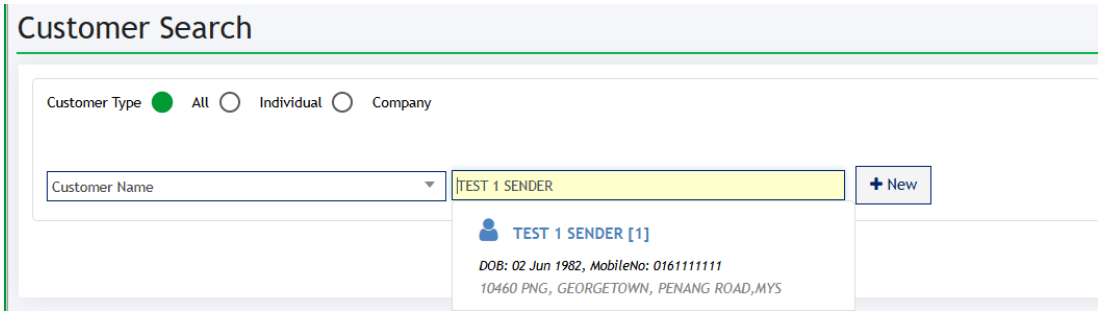
2nd Method.

1. Go to UTILITIES → CUSTOMER DETAIL.

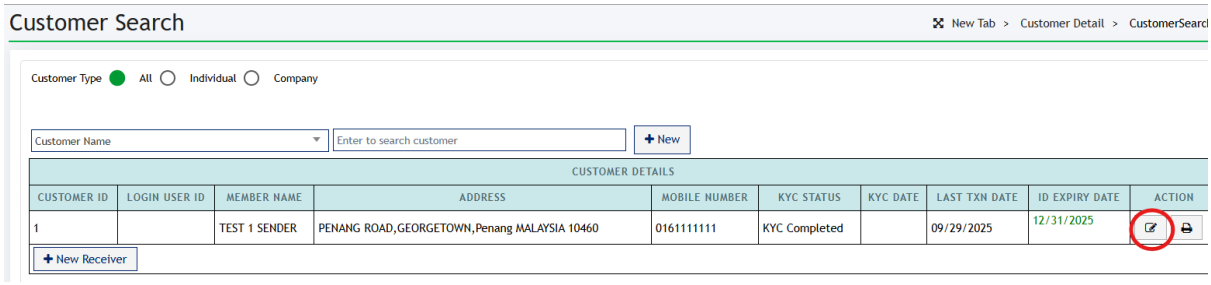


2. By default, the customer type is set to ALL. You can also search by Customer Name, Customer ID, or Mobile No.

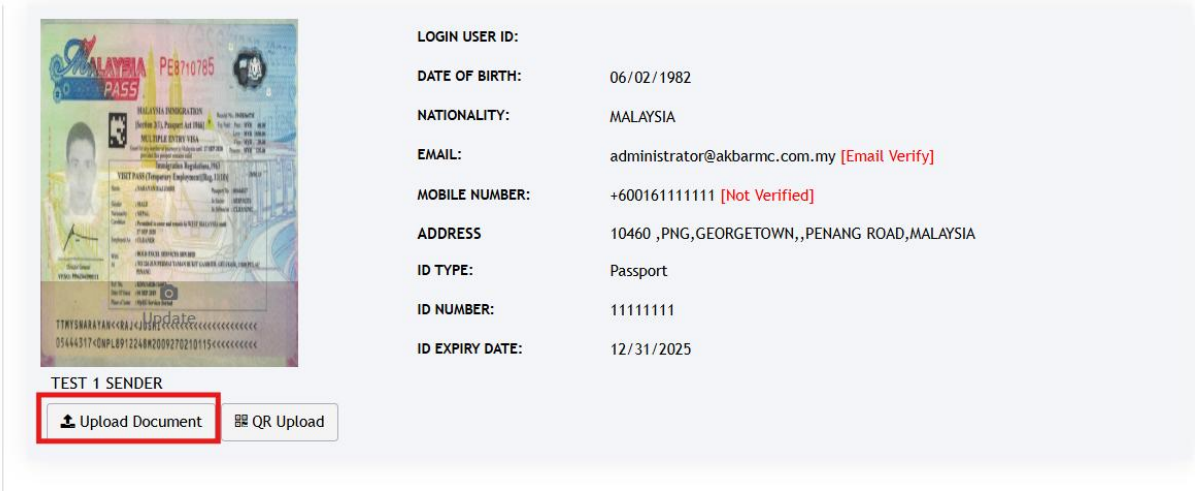




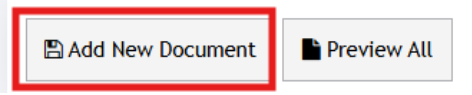
3. Select edit button at the corner of the table.

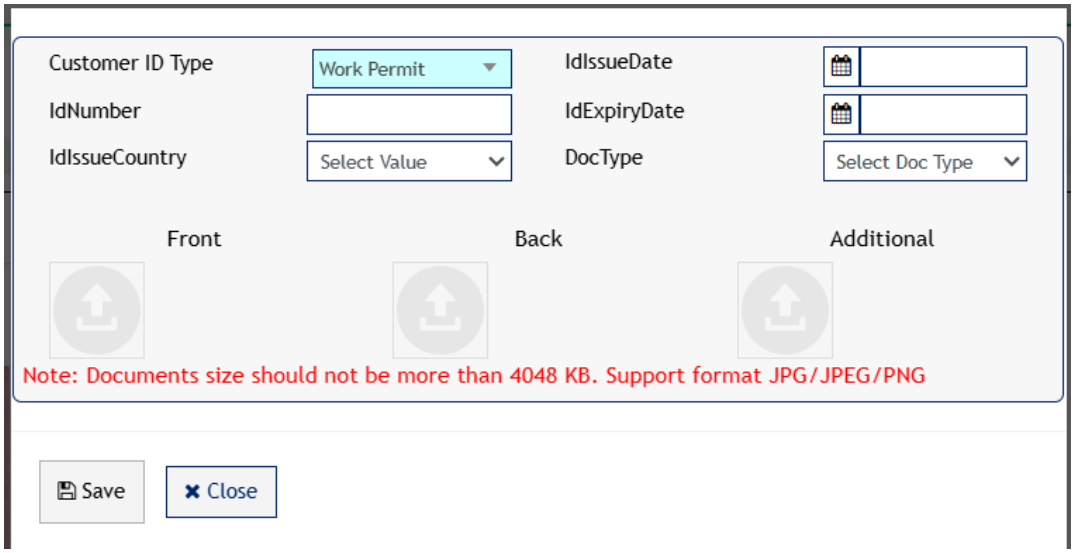


4. Select upload document.



5. Select Add New Document.



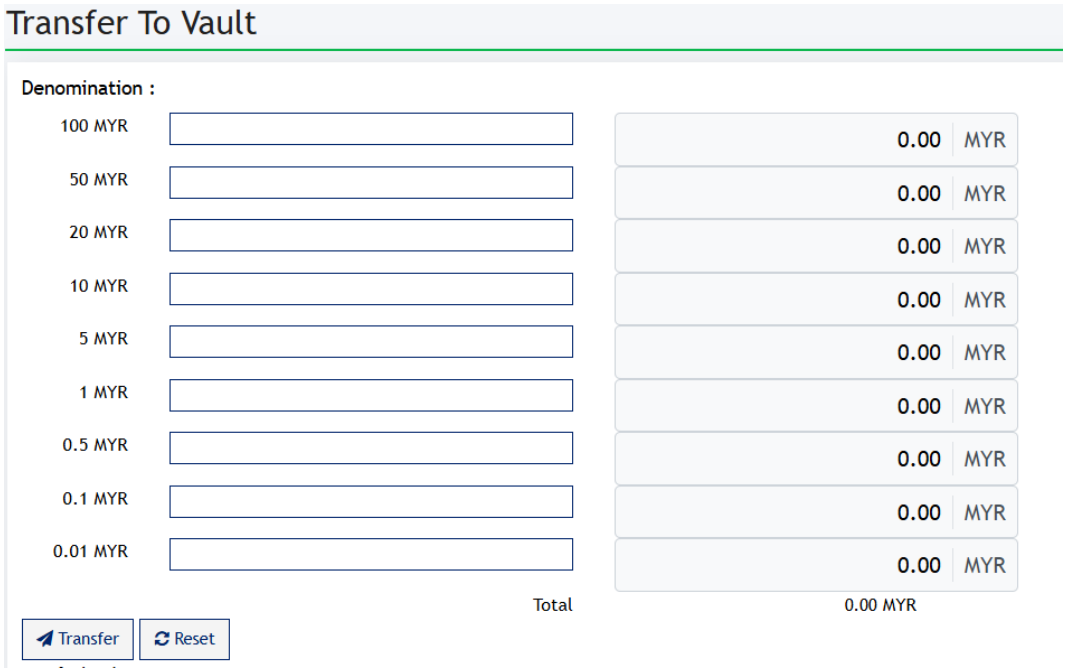


6. Fill detail and upload the document

CASH TO VAULT

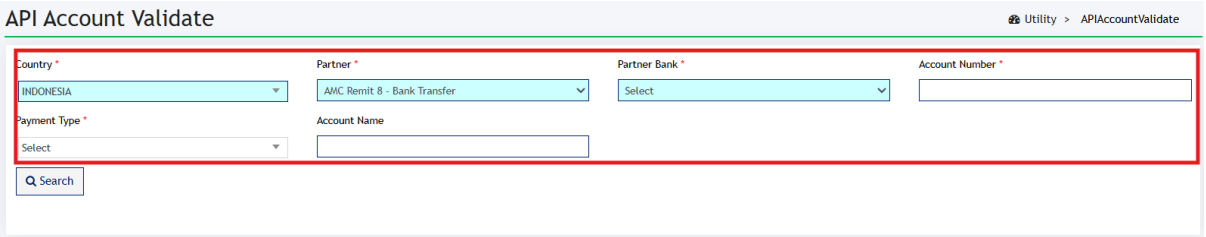
1. CASH MGMT → CASH TO VAULT

Fill the amount based of denomination.



API ACCOUNT VALIDATION

1. UTILITIES → API ACCOUNT VALIDATION (For Indonesia only)



- Country.
- Partner.
- Partner Bank.
- Account Number.
- Payment Type.

REFUND AND REFUND REISSUE

REFUND TO CUSTOMER

Send an email to help@akbarmc.on.spiceworks.com to request the refund cancellation and wait for confirmation. After the refund has been approved and cancelled, follow the steps below: ask the customer to sign the office receipt and then return the cash.

REFUND AND REISSUE

For refund and reissue, please send the “Cancel and Reissue Form” along with the transaction receipt you wish to cancel and redo to help@akbarmc.on.spiceworks.com. Wait for support to cancel the transaction. Once the transaction has been cancelled check you balance and make sure it credit back to you balance and reissue back with new transaction with same detail.

HELPDESK EMAIL TEMPLATE

For complain, status enquiry, amendment, refund and cancellation you must email to our helpdesk **help@akbarmc.on.spiceworks.com.**

Complain and status enquiry

Example: -

Dear Team,

As per details below,
the sender called and said the beneficiary couldn't get the money.
Kindly check, assist and guide the beneficiary.
QR NO: * 28123635573
Trxn Date :2025-09-15 *
Beneficiary Name: MD NURUZZAMAN MIYAH
Phone number: 01/
Payment mode: Account Deposit to Other Bank
Amount: 69,360.00 [BDT]

THANK YOU
Regards,

Amendment

Example: -

Dear Support,
Good Afternoon
Please amendment this transaction QR NO: IPAY219632635

SENDER NAME: RAI P JAPAN
REASON: WRONG RECEIVER SPELLING NAME
FROM: SANTOSH KULUNG RAI
TO: SANTOSHI KULUNG RAI

Thank you.
Best Regards,

Refund and cancellation

Example: -
Dear Team,

Good Afternoon

Kindly please cancel this transaction QR NO: RFX41IGLB4CJ71V
REASON: WRONG BENEFICIARY BANK DETAILS
SENDER NAME: SUDIN AL HONG
RECEIVER NAME: JULIANINGSIH RAHARJO
PAYOUT COUNTRY: INDONESIA
AMOUNT: RM167.00

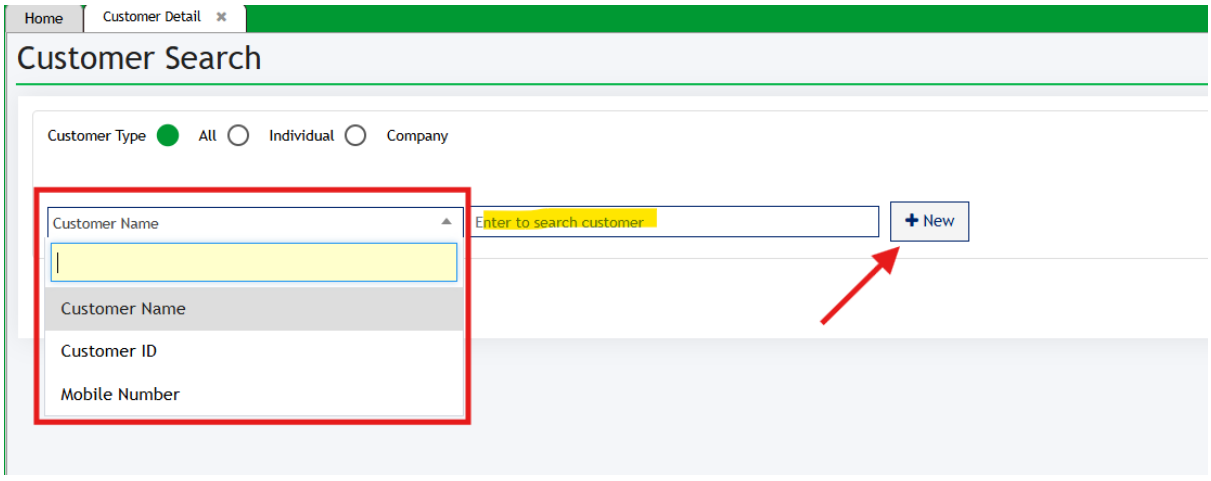
Thank you. Regards,

You will get the ticket no once you email the helpdesk email just follow the helpdesk for reply.

EDIT CUSTOMER ID DETAIL

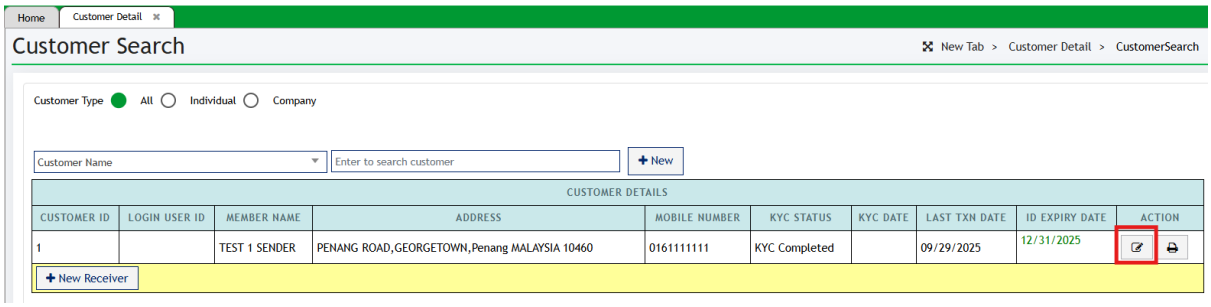
Situation: Expired passport or upload new document.

1. Go to UTILITIES → CUSTOMER DETAIL

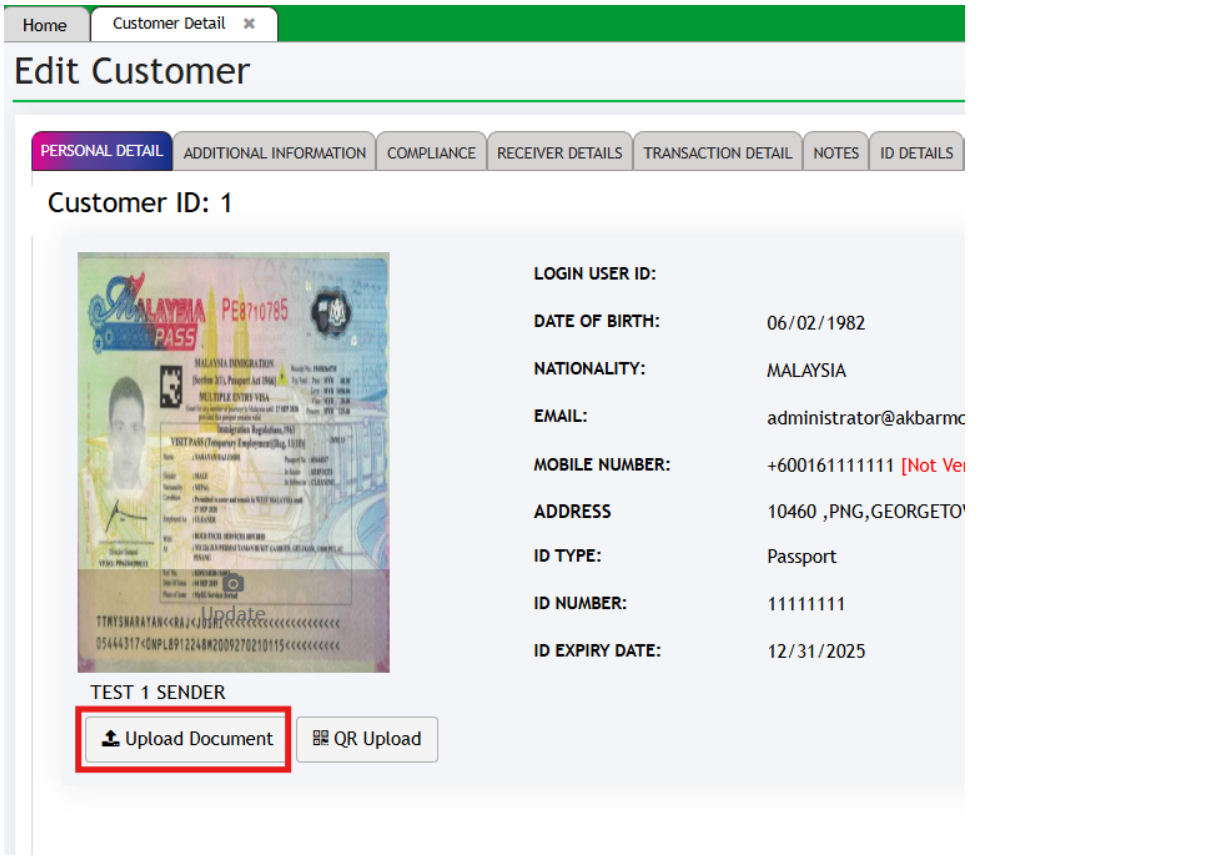


Insert the customer detail by three type.

- Customer Name.
- Customer ID.
- Mobile Number.



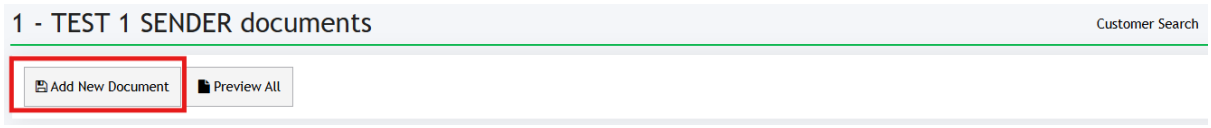
Select edit button at “Action” column

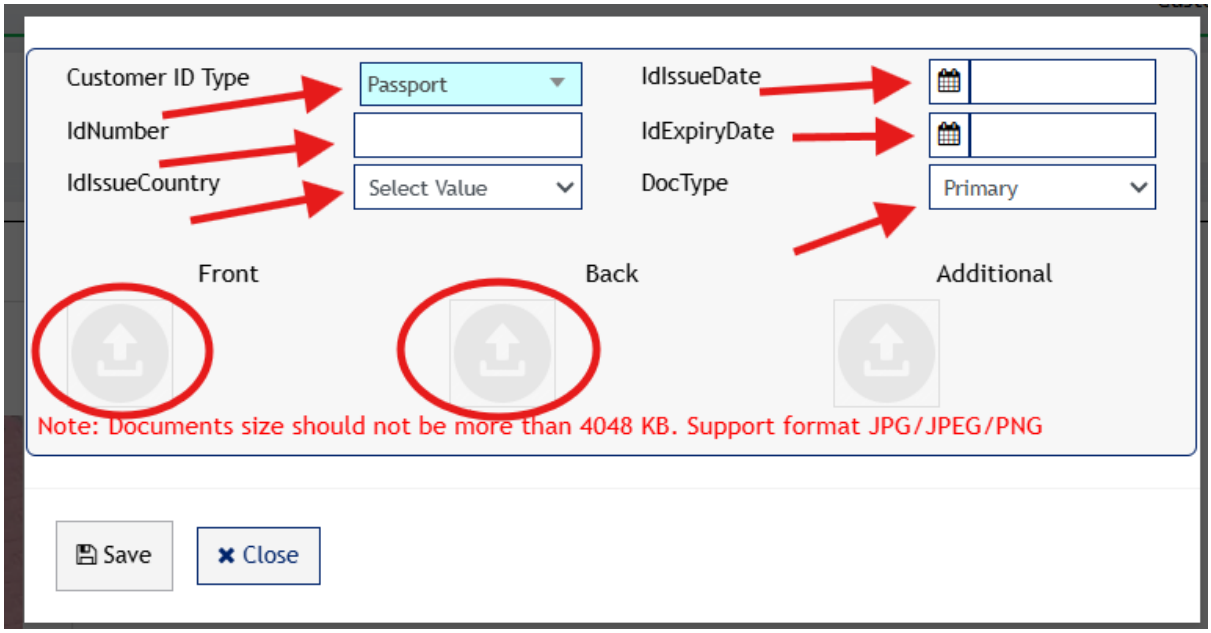


For edit ID detail or upload new document you have to select Upload Document and delete the primary document (amendment/replace new).



After deleting go to Add New Document.





Fill the new detail and upload the document and click “Save”