AMC REMIT V10

USER GUIDE V1.2

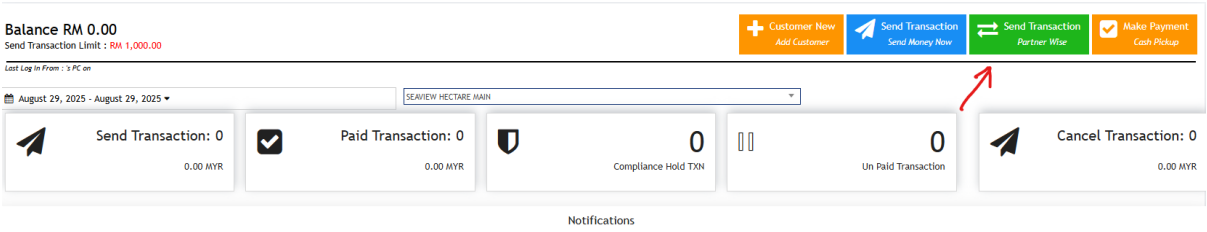
Branch



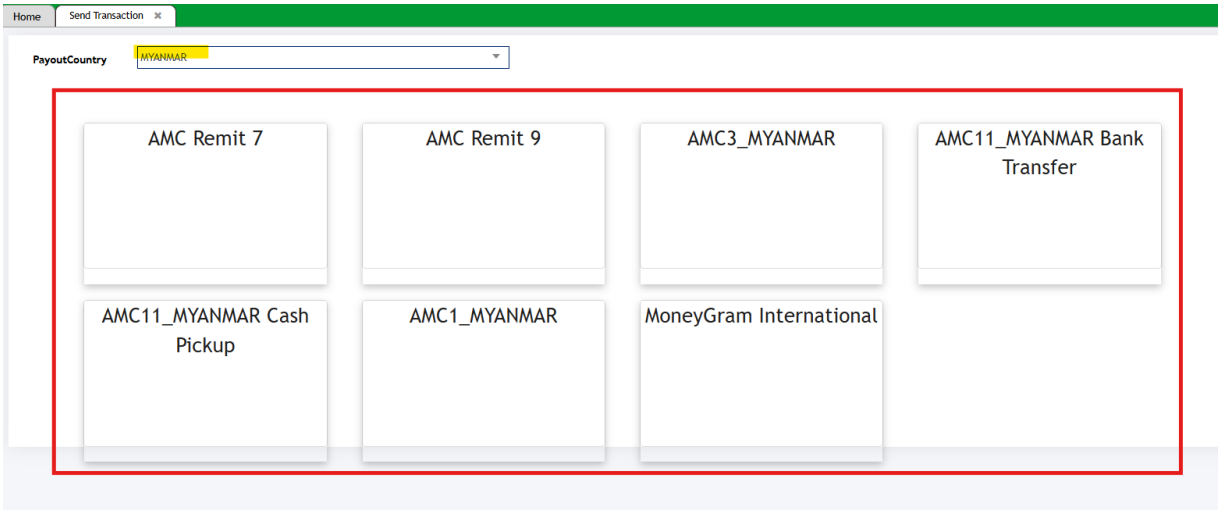
- SEND TRANSACTION – PARTNERWISE (1 – 9)
- UPLOAD DOCUMENT - NEW CUSTOMER (10-12)
- CASH TO VAULT (12)
- VAULT TO TELLER (13)
- API ACCOUNT VALIDATION (13)
- REFUND AND REFUND REISSUE (14 – 17)
- HELPDESK EMAIL TEMPLATE (18 - 19)
- EDIT CUSTOMER ID DETAIL (19 - 21)

SEND TRANSACTION - PARTNERWISE

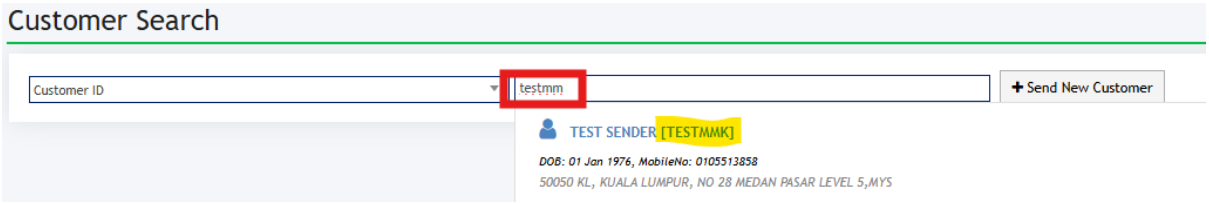
1. Select Send Transaction Partner Wise.



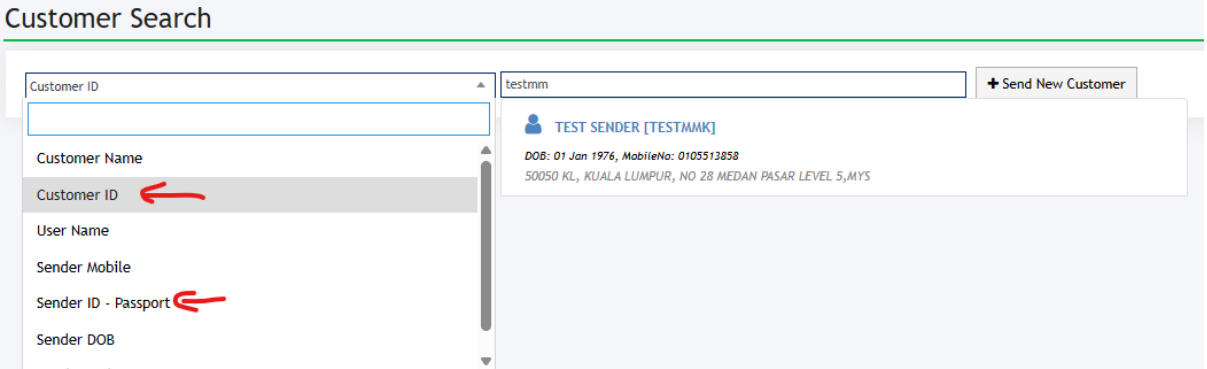
2. Choose Payout Country



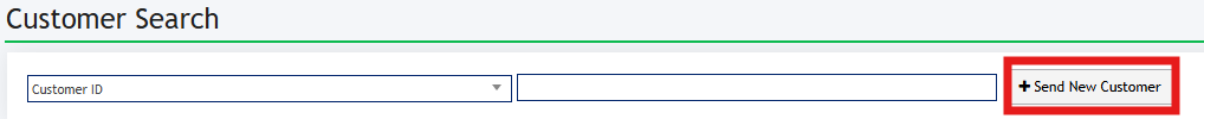
3. Key in the Customer ID to check if the customer is an existing customer.



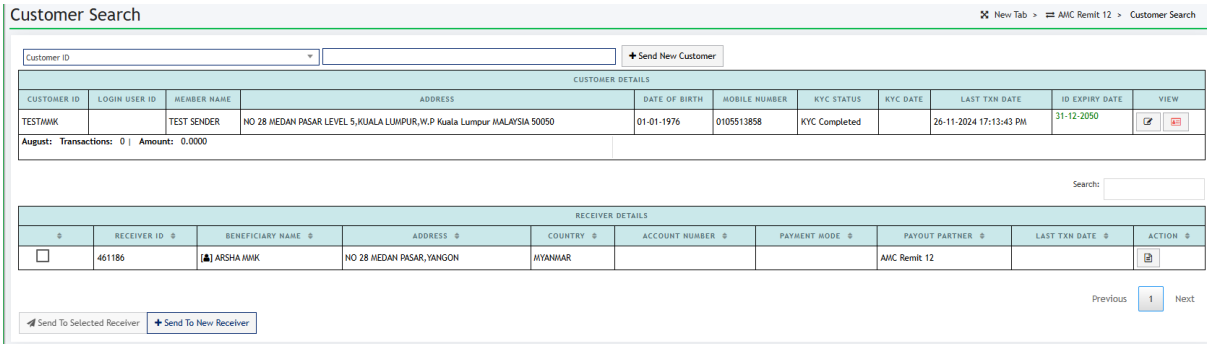
4. IF customer ID cannot find the sender, try to search using the Sender ID – Passport filter. Some customers may already exist but have changed to a new passport, for example. It is important to maintain the same customer profile.



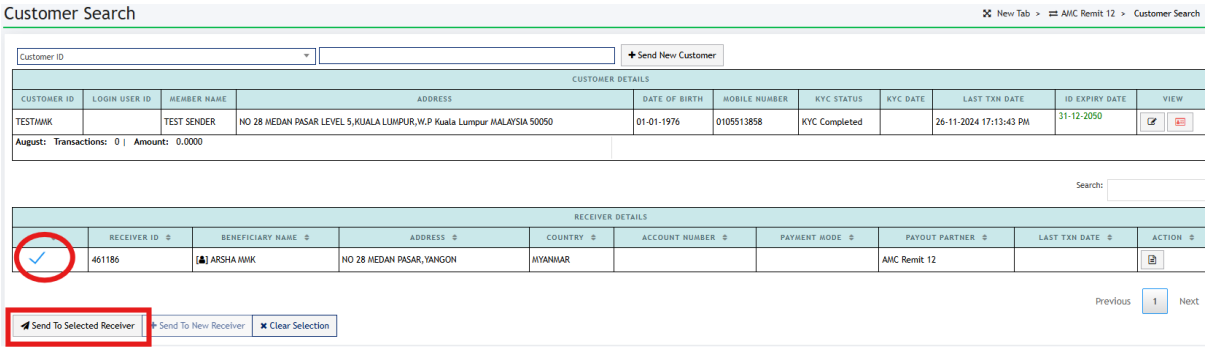
5. If no previous record found and customer is a new customer, select + Send New Customer.



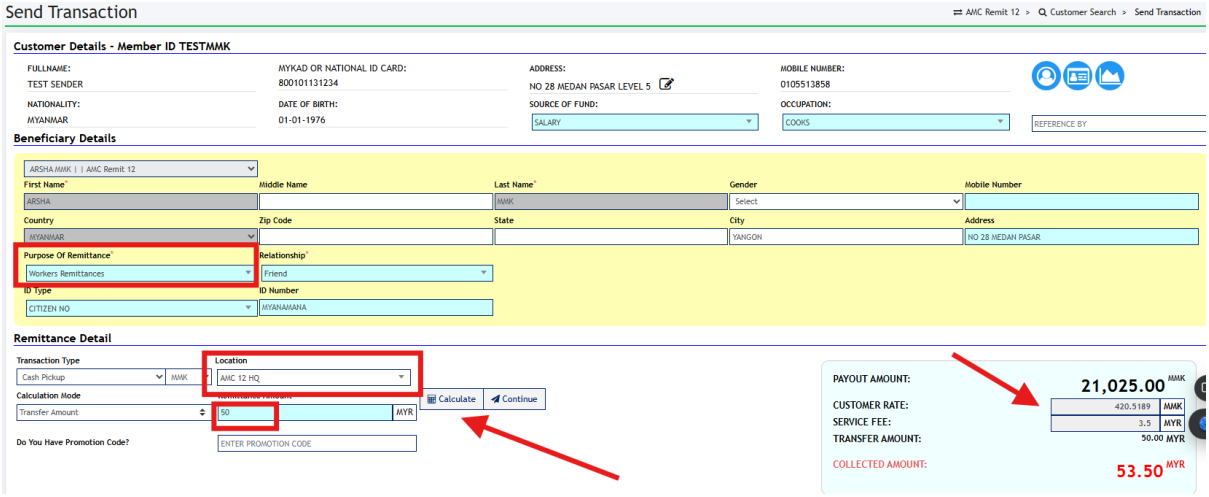
6. For existing Customer, you can choose to send to a new receiver or select an existing receiver.



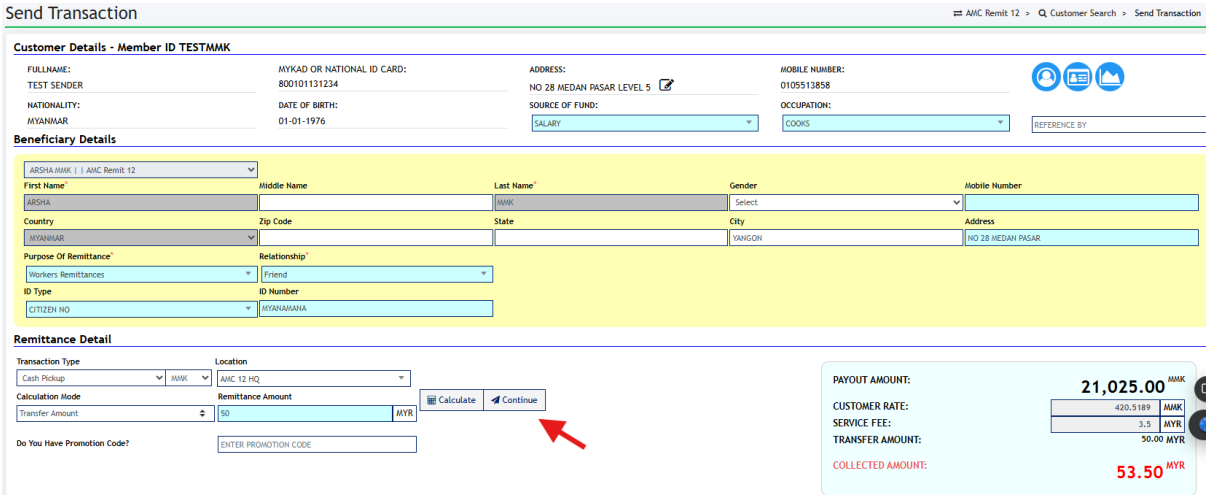
7. A



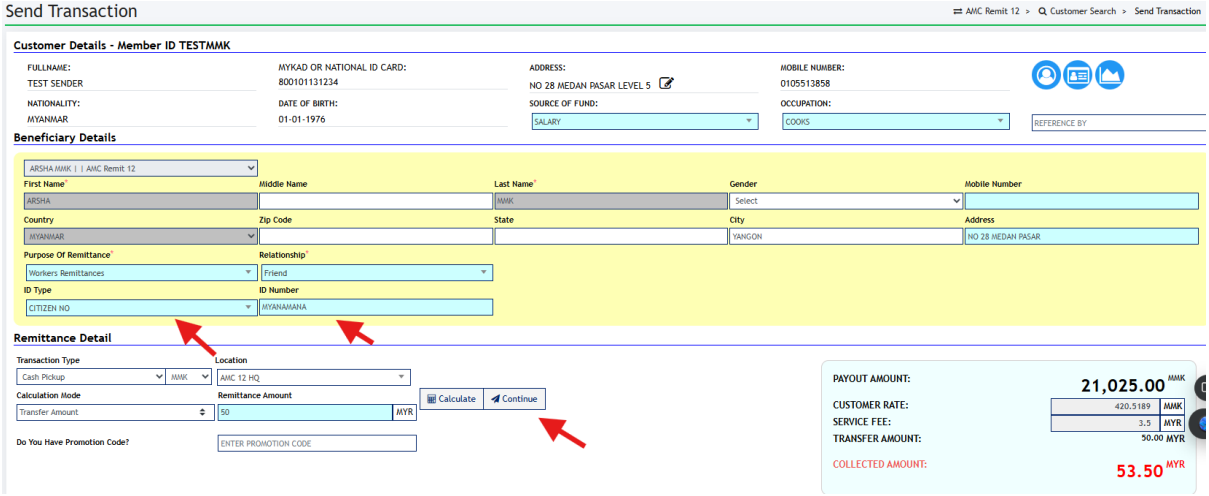
8. Put in amount, purpose for remittance and select Location to calculate the rate and service charge.



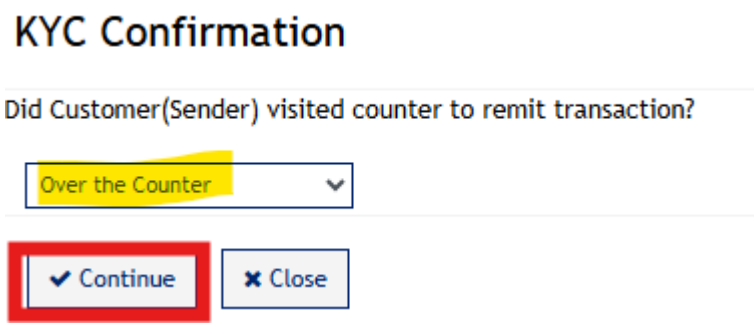
9. Click Continue to proceed.



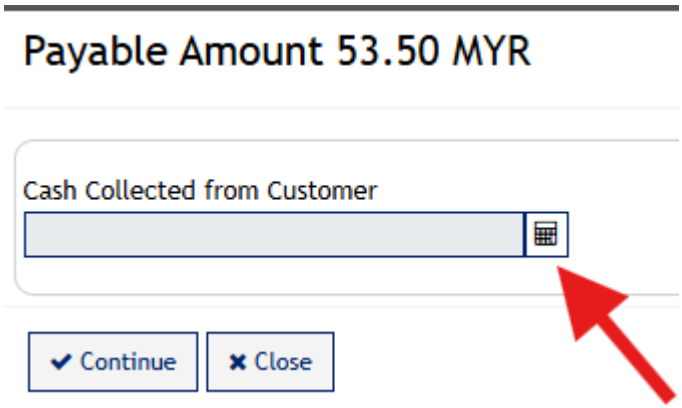
10. For Myanmar, Receiver ID Type = Citizen No, key in the Citizen ID No and also the receiver mobile number.



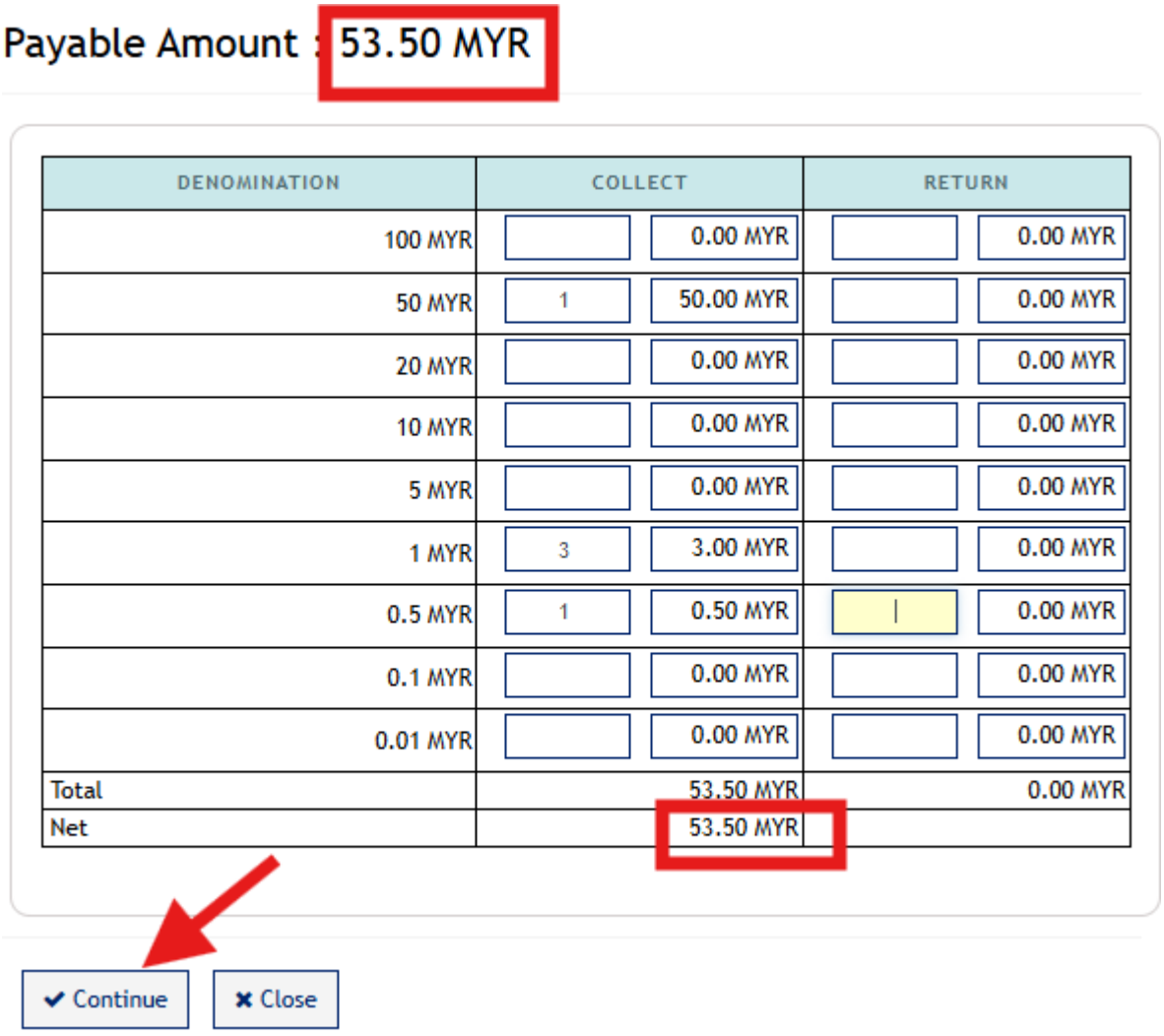
11. In KYC Confirmation select Over the Counter and click Continue.



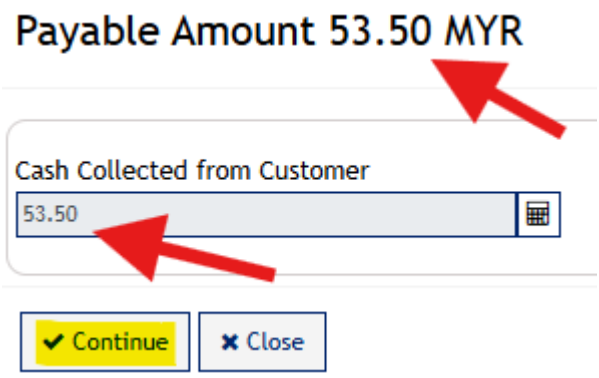
12. Click on the Calculator to key in the denomination passed by the customer to you.



13. 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.



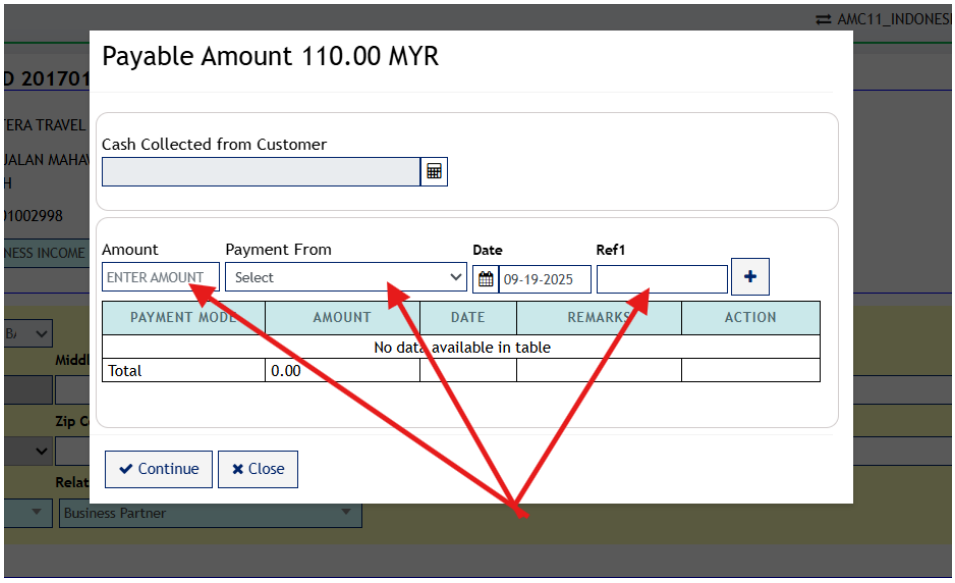
14. In this popup if confirmed click Continue to proceed.



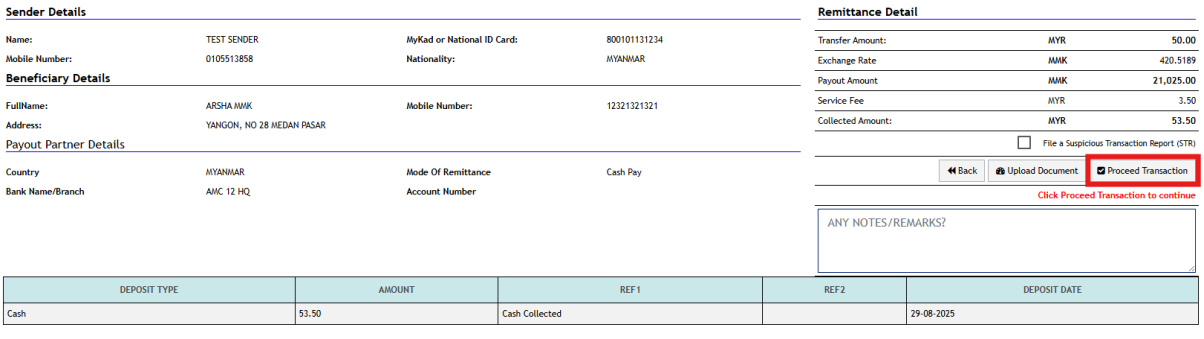
15. You can also bypass by select the "All Cash".



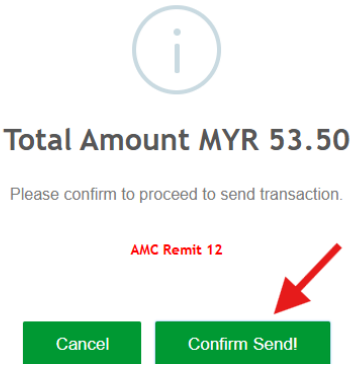
16. For Debit or QR payment please insert amount, transferred bank account and reference no. After all, filled select [+] button and select continue.



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



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



19. The Pre-Receipt will be open to print



AKBAR MONEY CHANGER SDN. BHD.
(Reg. No. 588973-W)
No. 25, Jalan Medan Pasar
50050 Kuala Lumpur, Malaysia
T:+603-20721405, 20721410,F: +603-20721415

RECEIPT

Customer Copy

TRANSACTION NO: Q377925960

Date: 2025-10-22 10:08:53 AM

SENDER INFORMATION			
Sender Name:	[redacted]	Cust ID:	Q00008
Address:	[redacted]	Mobile No:	[redacted]
Name Of Employer:	AKBAR MONEY CHANGER SDN BHD	Nationality:	MYS
Source Of Funds:	Salary	Relation:	Brother
Purpose:	Workers Remittances		

RECEIVER INFORMATION :	
Payout Country:	IDN
Receiver's Name:	TEST NOLASTNAME
Bank Name:	TEST 3RD PARTY BANK
Branch:	
Bank Account No:	1234567897
Message	

Amount Remitted	MYR	100.00
Exchange Rate	IDR	3819.973
Due to Beneficiary	IDR	381,997.00
Service Fee	MYR	10.00
Total Amount Collected	MYR	110.00

Processed By:

agent3

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.



AKBAR MONEY CHANGER SDN. BHD.
(Reg. No. 588973-W)
No. 25, Jalan Medan Pasar
50050 Kuala Lumpur, Malaysia
T:+603-20721405, 20721410,F: +603-20721415

RECEIPT

Office Copy

TRANSACTION NO : 4503204

Date: 2025-10-22 10:08:53 AM

SENDER INFORMATION			
Sender Name:	[redacted]	Cust ID:	Q00008
Address:	[redacted]	Mobile No:	[redacted]
Name Of Employer:	AKBAR MONEY CHANGER SDN BHD	Nationality:	MYS
Source Of Funds:	Salary	Relation:	Brother
Purpose:	Workers Remittances		

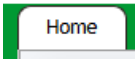
RECEIVER INFORMATION :	
Payout Country:	IDN
Receiver's Name:	TEST NOLASTNAME
Bank Name:	TEST 3RD PARTY BANK
Branch:	
Bank Account No:	1234567897
Message	

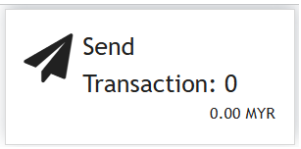
Amount Remitted	MYR	100.00
Exchange Rate	IDR	3819.973
Due to Beneficiary	IDR	381,997.00
Service Fee	MYR	10.00
Total Amount Collected	MYR	110.00

Processed By:

agent3

**Please note that this is a pre-receipt and not an official receipt. It does not serve as confirmation. Please ask the customer if they would like an official receipt.*

Go to tab home 

then Send Transaction 

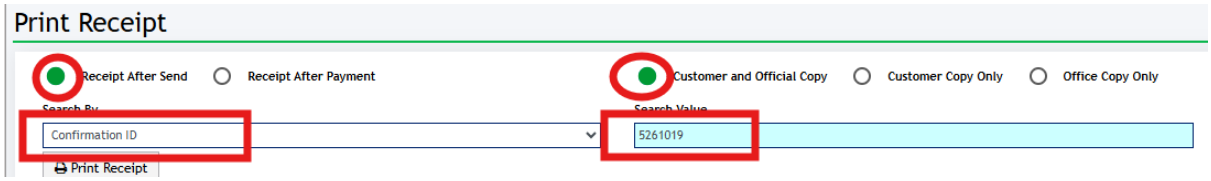
SNO	TXN TYPE	CONFIRMATION ID	TRANSACTION ID
1	Outbound	5263241	4503204

20. 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: 5263241 TEST NOLASTNAME RM110“

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



22. Select the correct filter and search the Transaction.



23. 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			

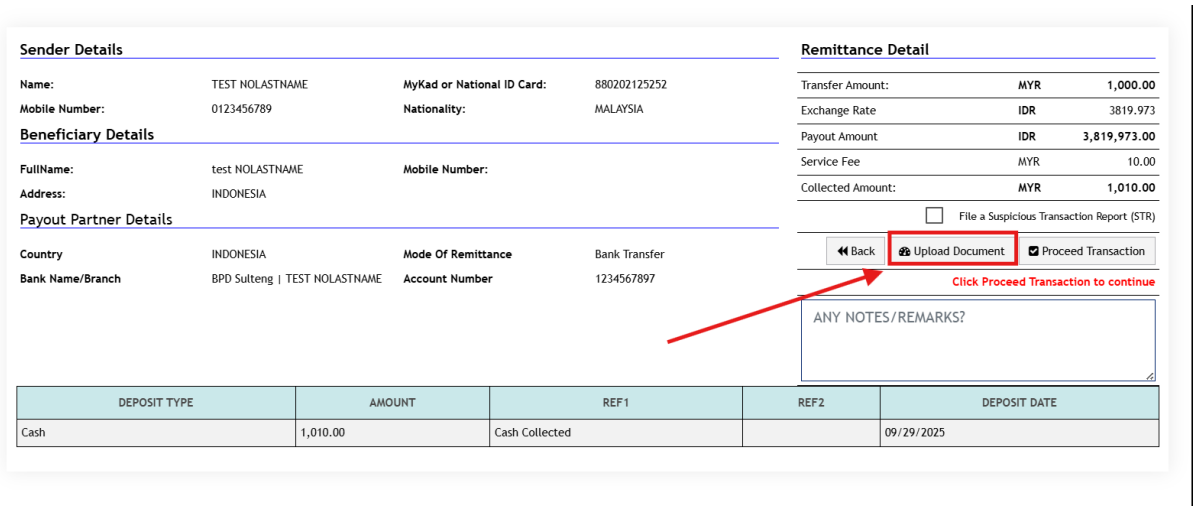
Amount Remitted	MYR	50.00
Exchange Rate	MMK	420.5189
Due to Beneficiary	MMK	21,025.00
Service Fee	MYR	3.50
Total Amount Collected	MYR	53.50

Processed By:

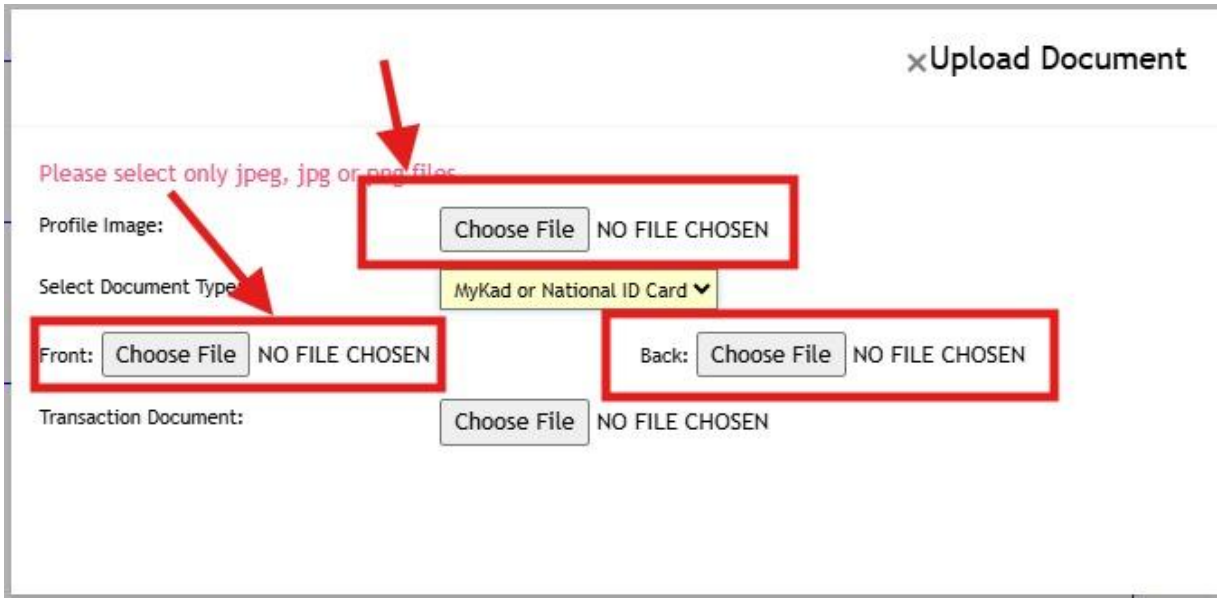
svh_bash

UPLOAD DOCUMENT - NEW CUSTOMER

1st Method

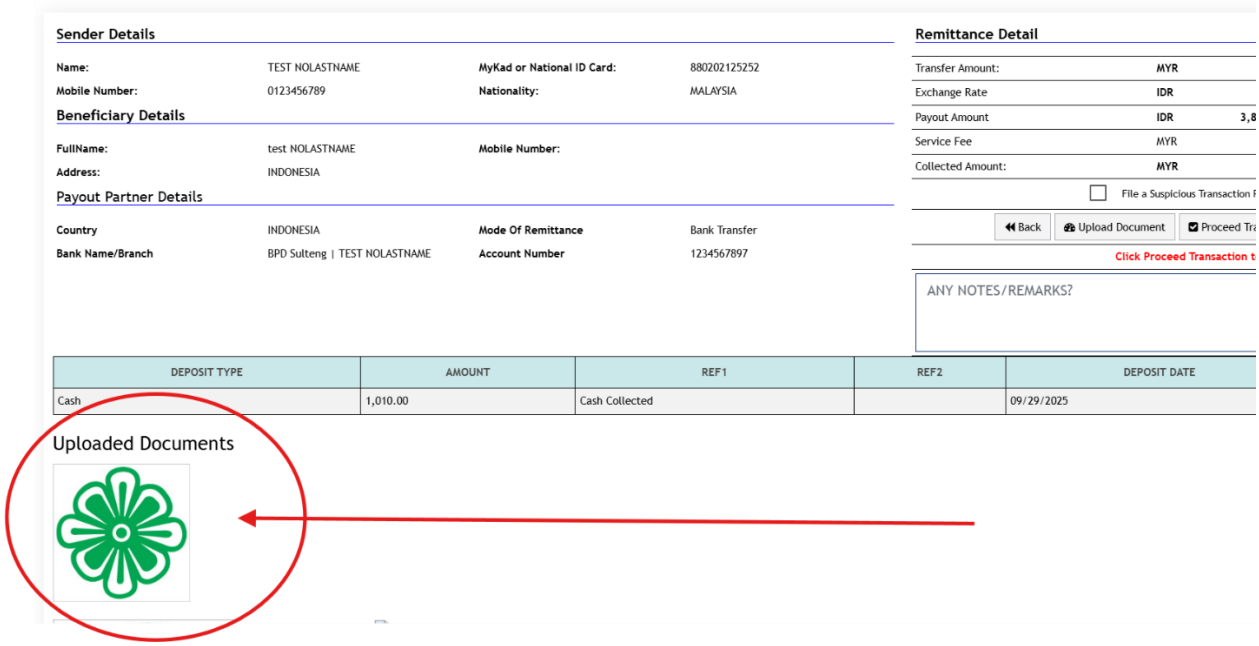


1. On the Confirmation Detail page, new customers can upload their documents directly by selecting the Upload Document button



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.

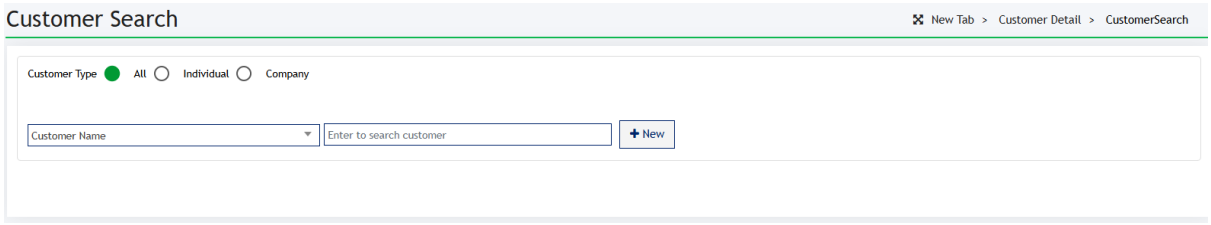


3. Once the document is successfully uploaded, it will appear below. If everything is complete, proceed with the transaction

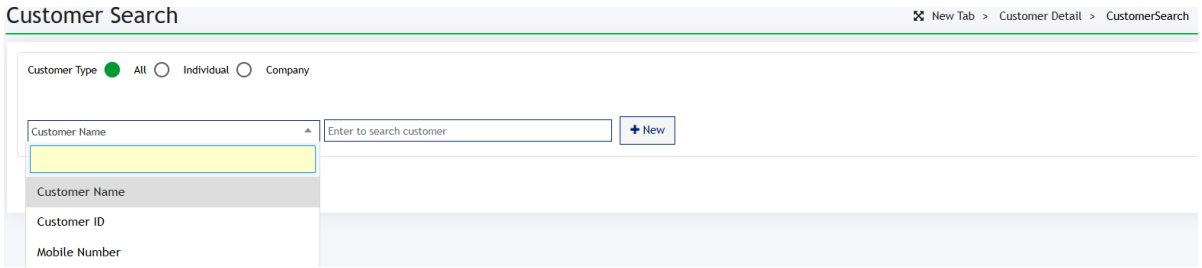
Please note, this step does not save the transaction. If any amendments are needed, click Back *and repeat the steps again.*

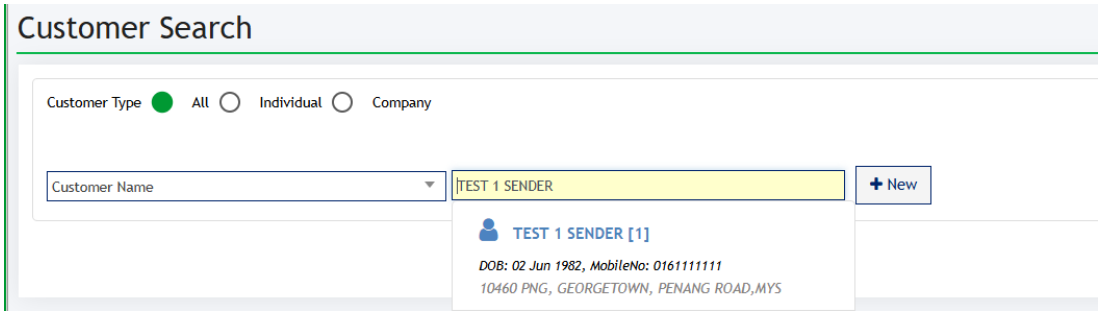
2nd Method.

1. Go to UTILITIES → CUSTOMER DETAIL.

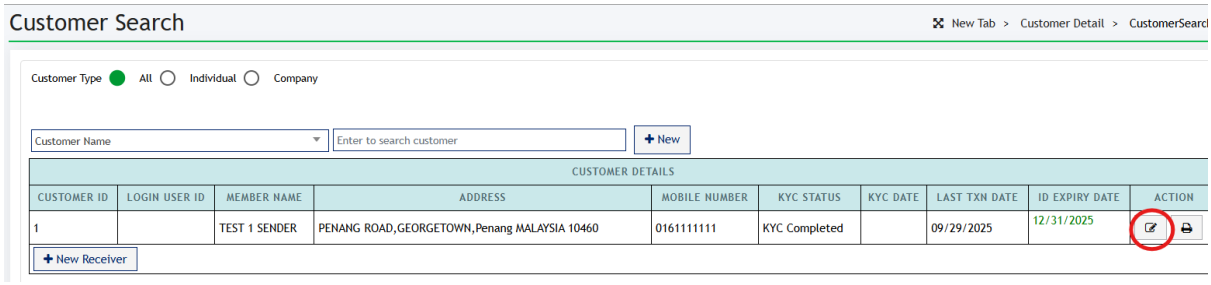


2. By default, the customer type is set to ALL. You can also search by Customer Name, Customer ID, or Mobile No.

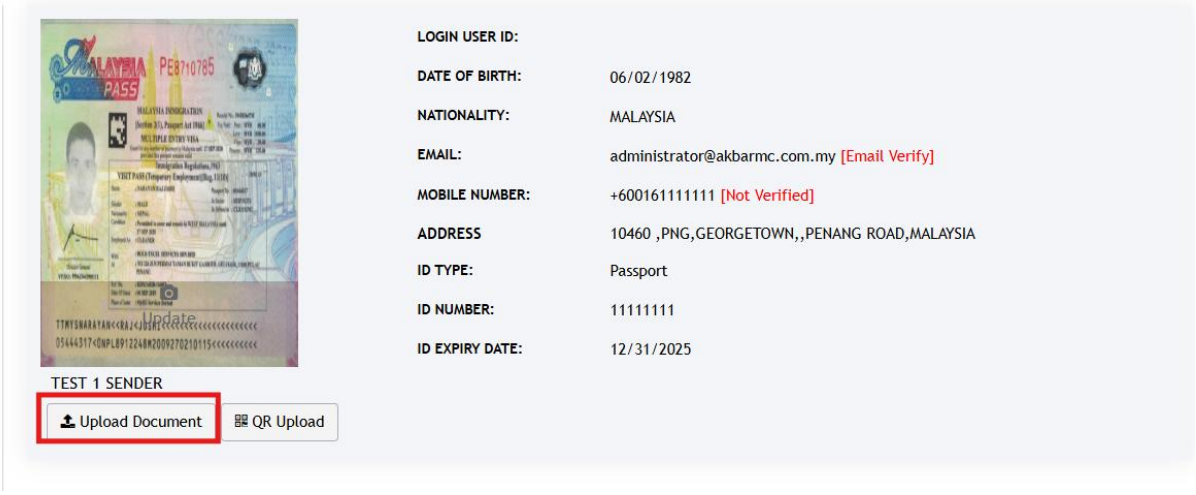




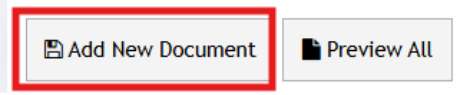
3. Select edit button at the corner of the table.

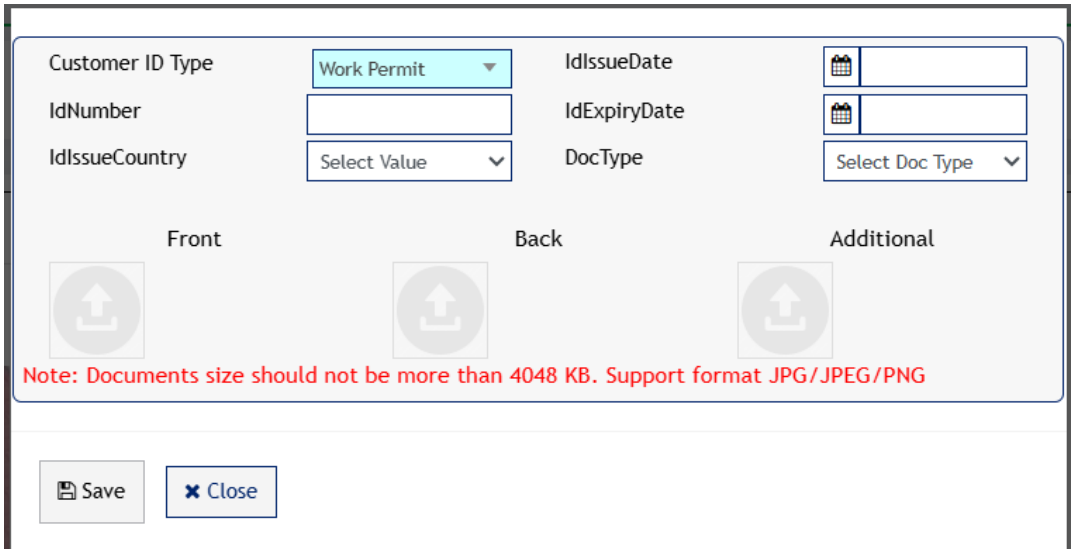


4. Select upload document.



5. Select Add New Document.



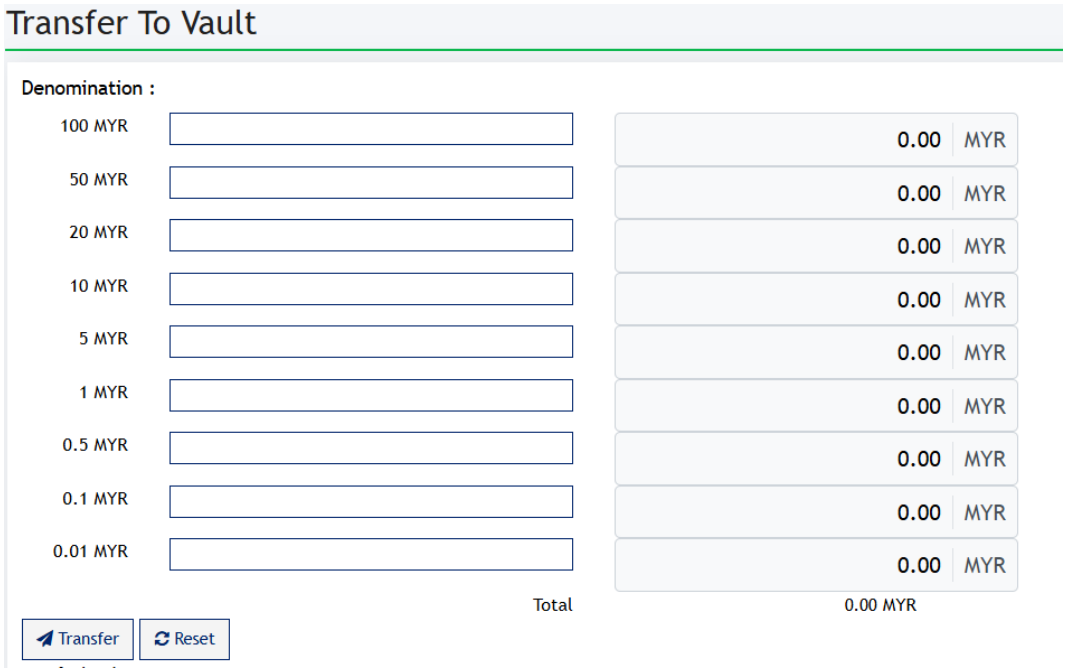


6. Fill detail and upload the document

CASH TO VAULT

1. CASH MGMT → CASH TO VAULT

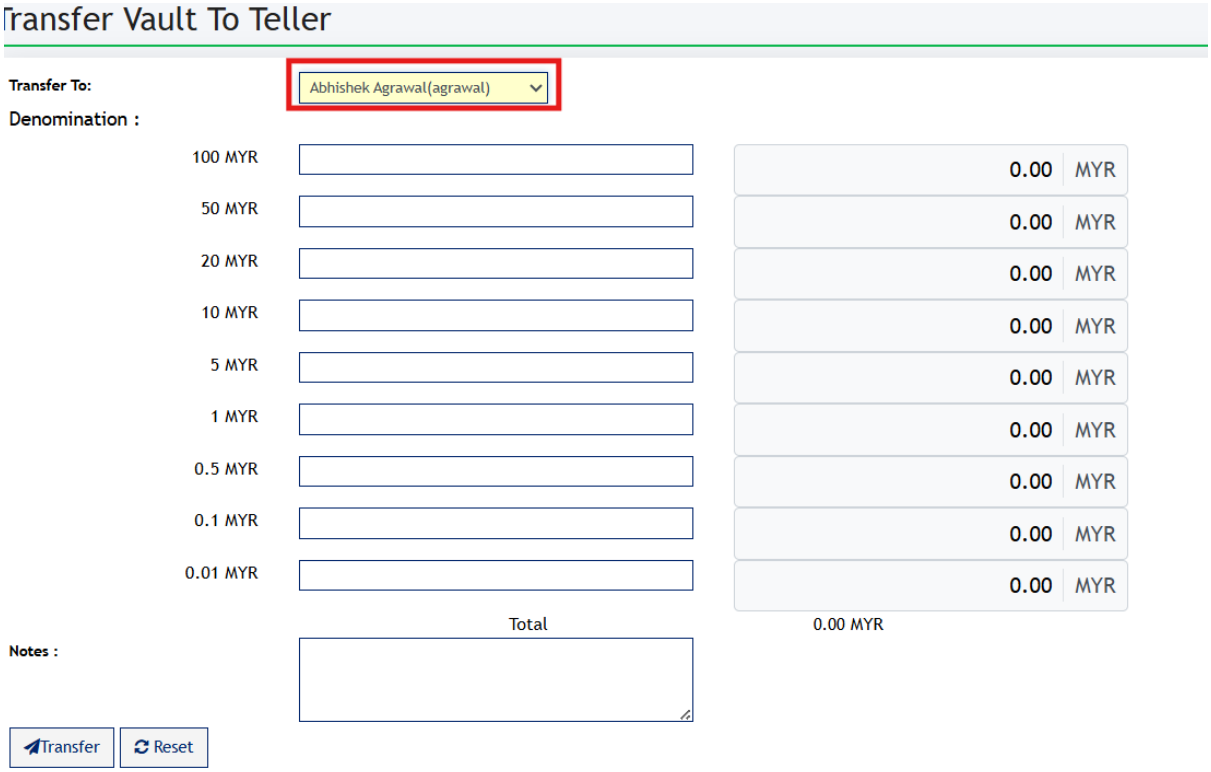
Fill the amount based of denomination.



VAULT TO TELLER

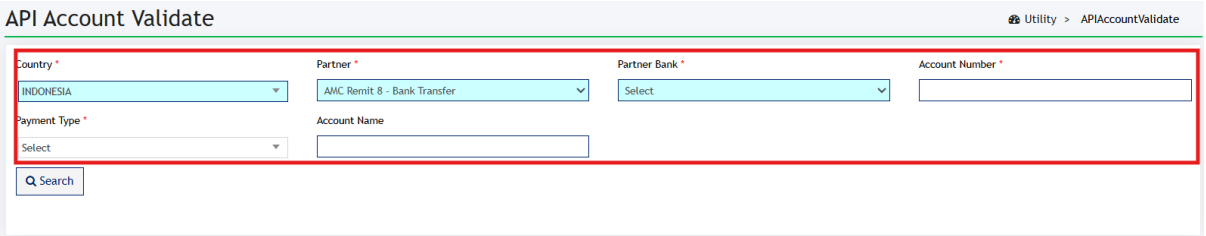
1. CASH MGMT → VAULT TO TELLER.

Select the teller by user id.



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, follow the steps below.

1. **Cash to Vault**

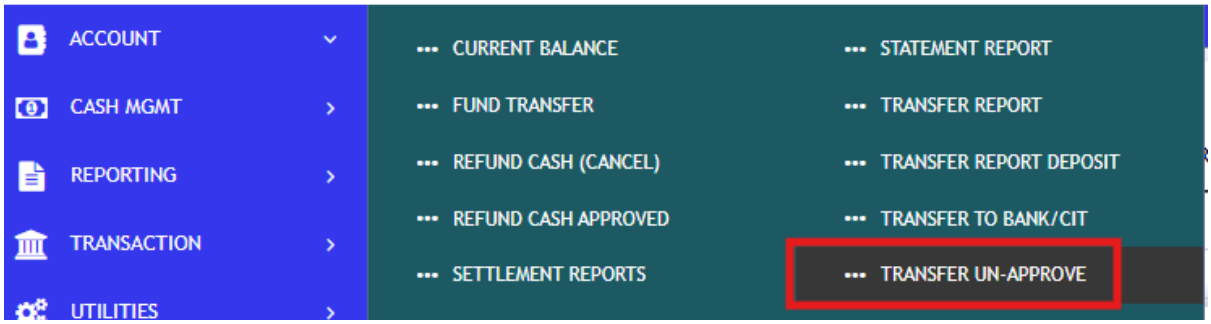
Go to Cash Mgmt >> Cash to Vault.



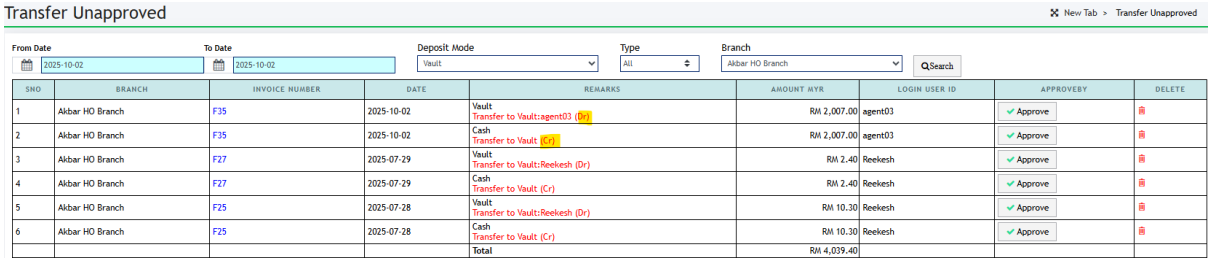
Insert the value by selecting denomination same value of refunded then select "Transfer"

2. **Transfer UnApprove**

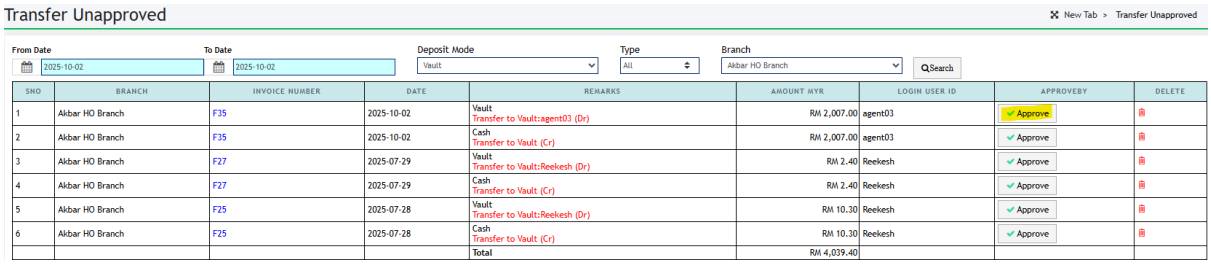
Go to Account >> Transfer Un-Approve



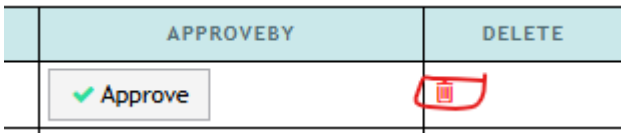
Note the Debit and Credit tags, the report will display the same transaction in 2 rows. You only need to check, review and approve either one of it.



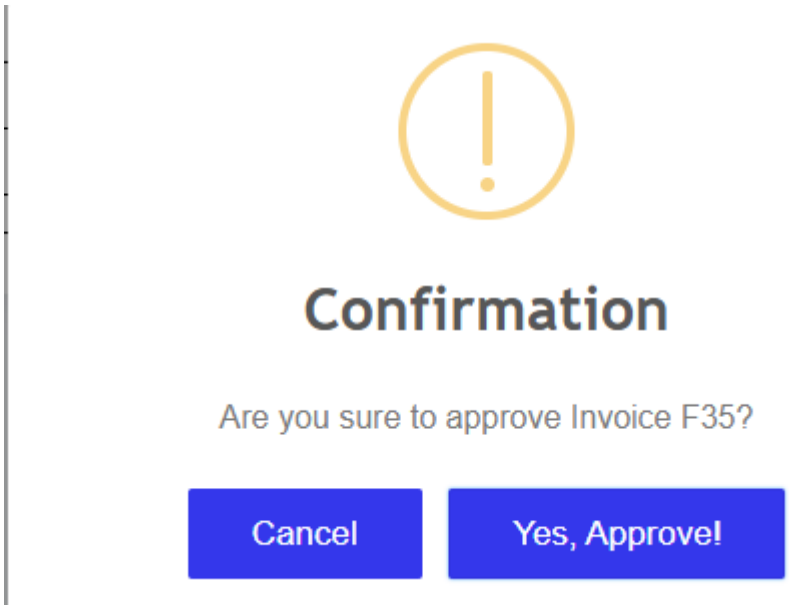
To approve, click on the Approve button.



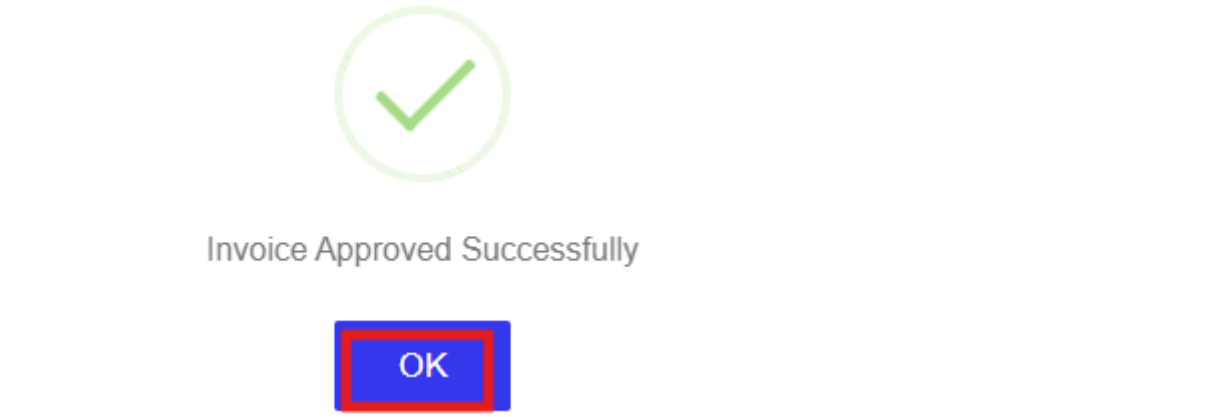
To reject, you can click on the Delete button. If you reject, your user needs to pass the Cash to Vault again.



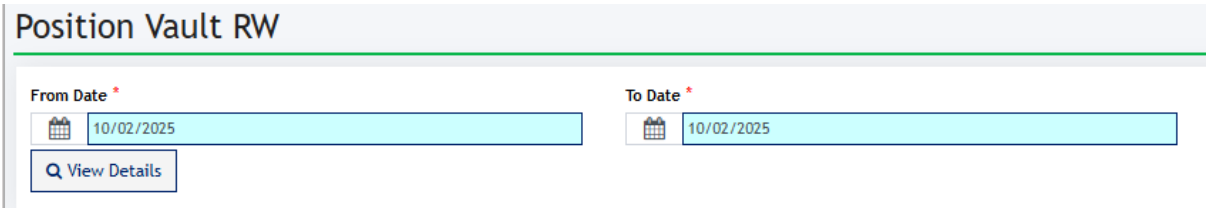
To approve, click on the Yes, Approve pop up confirmation.



Once you receive a confirmation, click on the OK button. If you do not receive a confirmation, please check the Transfer Un-Approve page again.



Confirm you approved voucher by generating the Position Vault Report. (Cash Management >> Position Vault). Select the current date range and click on View Details.

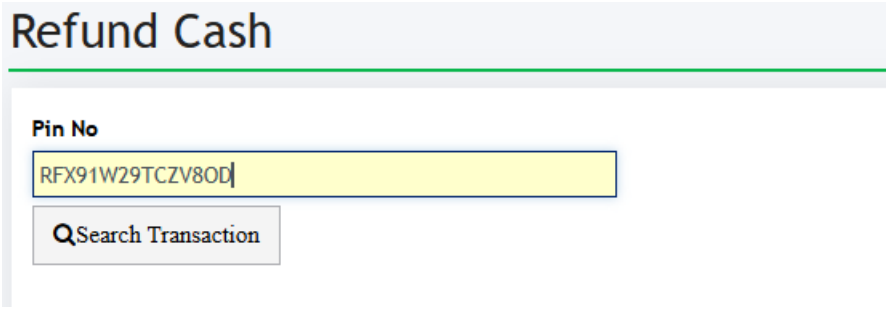


Check the report for your entry.

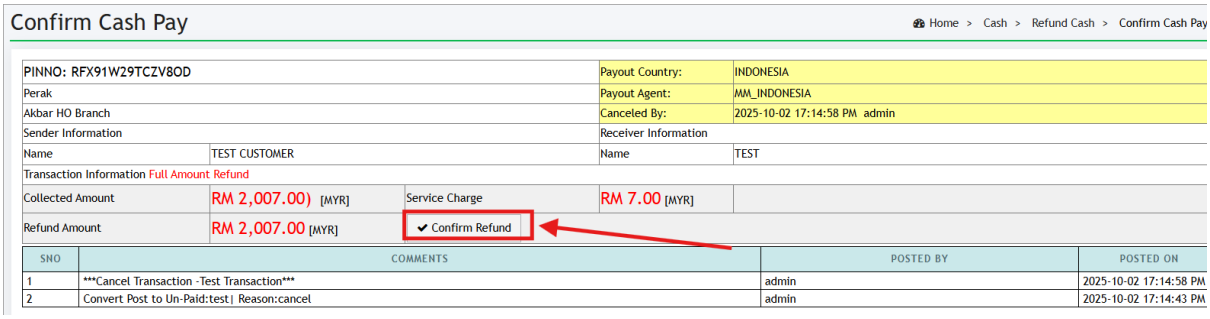


DOT	PARTICULARS	VAULT IN	VAULT OUT	BALANCE
10/01/2025	Opening Balance	0.00	0.00	658,582.89

Go to Account → Refund Cash Cancel



Insert pin no cancelled transaction.



Print the Refund receipt both customer and office copy.

RECEIPT

Customer Copy

PINNO : RFX91W29TCZV8OD Date: 2025-10-02 14:58:20 PM

REMITTER:T000011		Amount Remitted:	**MYR**	**2,000.00**
Name:	**TEST CUSTOMER**	Exchange Rate:	IDR	3627
ContactNo:	60837836467	Due to Beneficiary:	IDR	**7,254,000.00**
BENEFICIARY:		Service Fee:	MYR	7.00
Name:	**TEST**	Total Amount Collected:	**MYR**	**2,007.00**
Address:	bangladesh bangladesh ,Kuala Lumpur, INDONESIA			
Telephone:	0123456789			
Full Amount Refund		2007.0000		
Cancel By:		admin		
Cancel Date:		10/2/2025 5:14:58 PM		

RECEIPT

Office Copy

PINNO : RFX91W29TCZV8OD Date: 2025-10-02 14:58:20 PM

REMITTER:T000011		Amount Remitted:	**MYR**	**2,000.00**
Name:	**TEST CUSTOMER**	Exchange Rate:	IDR	3627
Address:	Kuala Lumpur,Perak,Perlis MALAYSIA 564378	Due to Beneficiary:	IDR	**7,254,000.00**
ContactNo:	60837836467	Service Fee:	MYR	7.00
Source Of Fund:	Allowances	Total Amount Collected:	**MYR**	**2,007.00**
Payment Mode:	Cash			
BENEFICIARY:				
Name:	**TEST**			
Address:	bangladesh bangladesh ,Kuala Lumpur, INDONESIA			
Telephone:	0123456789			
Relationship:	Brother			
Remittance Purpose:	Family Maintenance and Savings			
Transaction Type:	**Bank Transfer**			
Bank Name:	BANK CENTRAL ASIA (BCA)			
Account No:	123456789789			
THRU/Partner:	**MM_INDONESIA**			
Full Amount Refund		2007.0000		
Cancel By:		admin		
Cancel Date:		10/2/2025 5:14:58 PM		

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

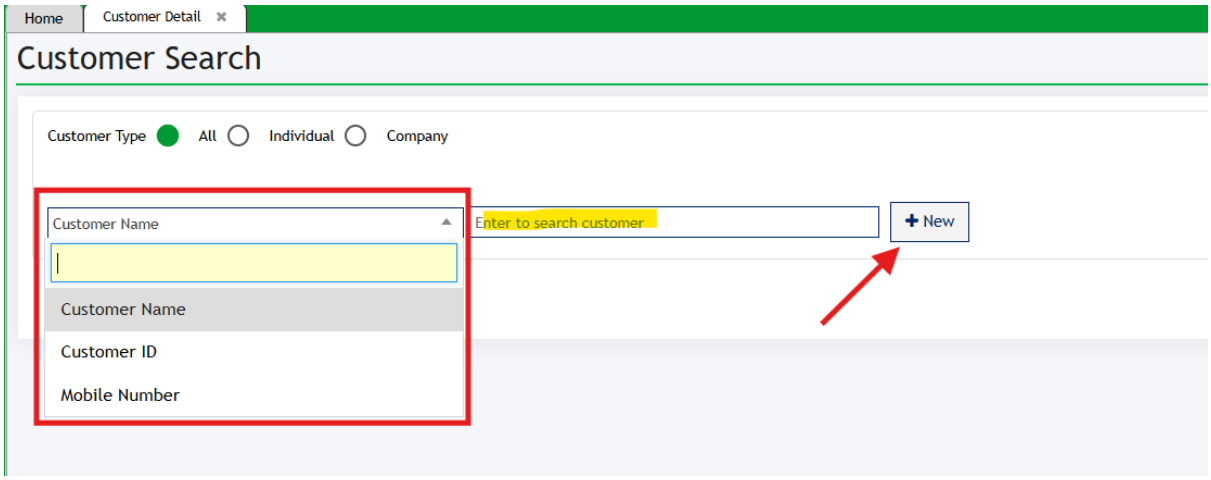
Thank you. Regards,

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

EDIT CUSTOMER DETAIL

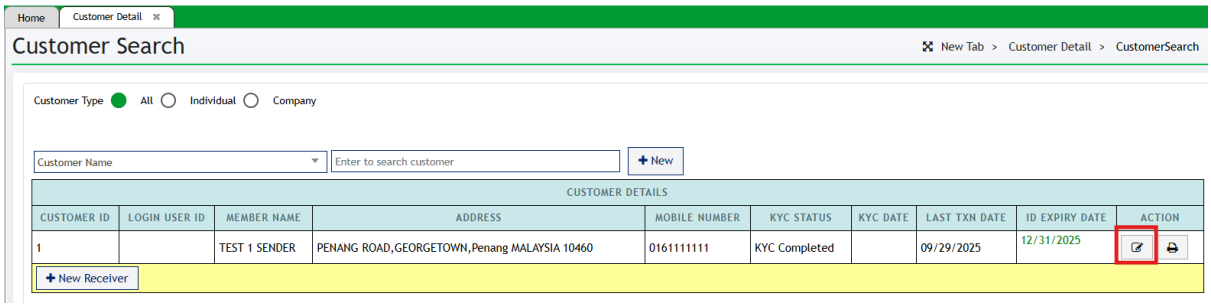
Situation: Expired passport or upload new document.

1. Go to UTILITIES → CUSTOMER DETAIL

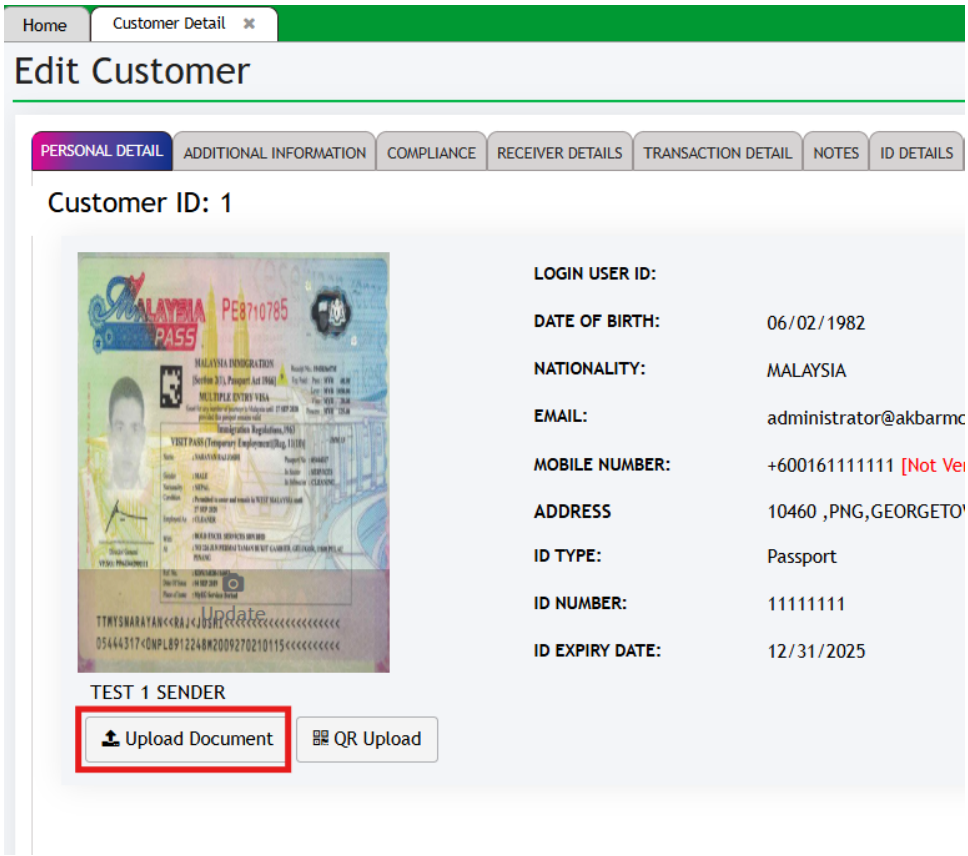


Insert the customer detail by three type.

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



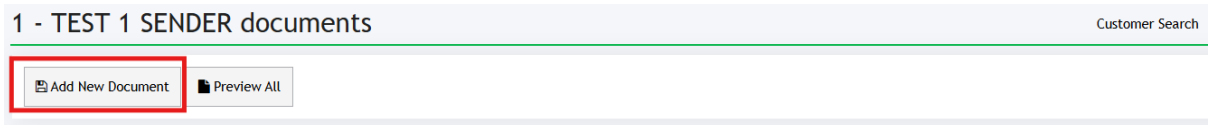
Select edit button at “Action” column

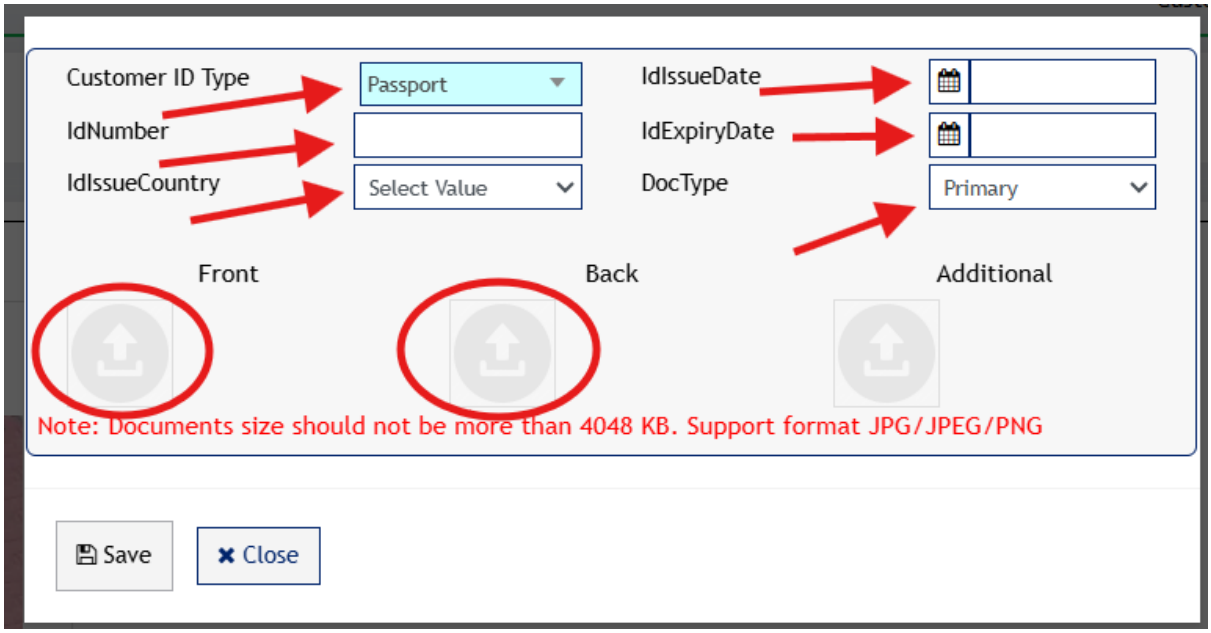


For edit ID detail or upload new document you have to select Upload Document and delete the primary document (amendment/replace new).



After deleting go to Add New Document.





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