AmBank Group — Your Bank. Malaysia's Bank. AmBank.™

Business

e−AmBiz
Statement Enquiry
User Guide

Version: 20.07.2016

▼ INTRODUCTION

e-AmBiz is your Online Banking facility that keeps you up to date **on your company's account status. It also gives you the control you need to manage your day-to-day transactions 24/7, regardless of where you are**. e-AmBiz allows you to:

- Check balances and account activity
- Make payments via GIRO, RENTAS, SWIFT, IFT or Cheques (*for transactional users*)
- Make transfers to AmBank accounts (*for transactional users*)
- Create payment template for ready transaction (*for transactional users*)

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
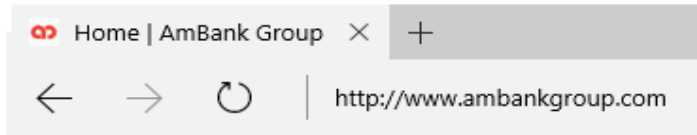*Your Bank. Malaysia's Bank. AmBank.*

▼ TO ACTIVATE e-AmBiz USER ID

N A V I G A T I O N

To perform user activation(required for newly created/registered enquiry user ID), please follow steps as detailed below:

Dear STATIC LOCAL,
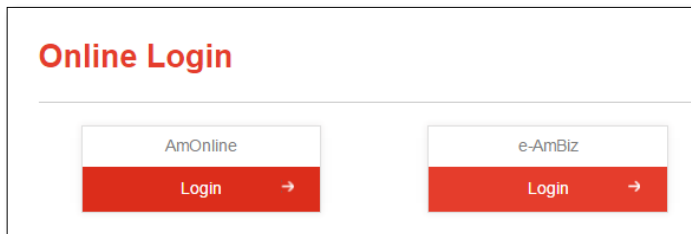
Your e-AmBiz Login ID has been generated.

e-AmBiz enquiry user will receive email once User ID is created successfully.

Home | AmBank Group × +

← → ↻ http://www.ambankgroup.com

1 Visit www.ambankgroup.com.

About Us   Career   Newsroom   Online Login   Contact Us   🔍

2 Click on *Online Login*.

Online Login

AmOnline	e-AmBiz
Login →	Login →

3 Click on *Login* under e-AmBiz.

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank

Your Bank. Malaysia's Bank. AmBank.™

e-AmBiz Statement Enquiry User Guide

▼ TO ACTIVATE e-AmBiz USER PROFILE   (cont'd)

If this page doesn't appear, please turn off Pop-up Blocker. Go to Internet Explorer Menu Bar and click Tools. Then go to Pop-up Blocker and click "Turn off Pop-up Blocker".

TIPS!

Click on the *Security Tips* to review the guide to:
- Steps to Authenticate Website
- Easy Ways Protecting Yourself
- Email Security Tips
- How do we Safeguard e-AmBiz User

④ Static Login Click Here

Click *Static Login Click Here*.

⑤ New User Activation

Click *New User Activation*

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.™

TO ACTIVATE e-AmBiz USER PROFILE (cont'd)

A *New User Activation* window will pop-up

6 Enter *Login ID* and *Identification No.*

New User Activation [?]

Login ID* : ABC-123456M
Identification No.* : 12345678901234
TAC No.* :   Click here to request TAC
New Password* [?] :
Confirm Password* :

Help   Submit

TIPS!
Ensure correct Login ID and Identification No.

7 Click *Click here to request TAC*

Successful - Windows Internet...
Your TAC has been sent, you should receive it within minute. In case you do not receive it, please click here for help.
OK

8 Received *Successful* TAC generation message pop-up.

TIPS!
Received *Fail* TAC generation message pop-up if Login ID and Identification No **NOT** match.

e-AmBiz. Do not response to email/sms/call requesting you to reveal your TAC. TAC request on 3:18:29 PM is 10328943. TAC valid for 15 mins
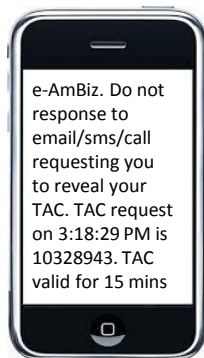
9 You will received text for successful TAC generation which contains *TAC number.*

TIPS!
TAC only valid for *15mins.*

AmBank
Your Bank. Malaysia's Bank. AmBank.™

▼ TO ACTIVATE e-AmBiz USER PROFILE   (cont'd)

New User Activation **[?]**

Login ID*	ABC-123456M
Identification No.*	12345678901234
TAC No.*	123456 — Click here to request TAC
New Password* **[?]**	••••••••••
Confirm Password*	••••••••••

Help   **Submit**

10 Key-in *TAC No.*

11 Key-in *New Password* and *Confirm Password.*

12 Click *Submit* to proceed.

Successful - Windows Internet Ex...

User ID Activated Successfully.

OK

Received *Successful* User ID Activated message pop-up.

Dear ABC-123456M,

You have successfully activated your e-AMBiz Login ID.

User will receive email once user details has been successfully affirmed.

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.™

TO LOG IN TO e-AmBiz   (cont'd)

LOG IN TO e-AmBiz

1 Go to *e-AmBiz Log-In* page (refer to page 3, step 1 to 3)

2 Click *Static Login Click Here*.

3 Input your *login ID* and *Password*.

You have now accessed your *e-AmBiz* portal.

N A V I G A T I O N

Introduction

Steps to Log In to e-AmBiz
- User Activation
- Log In to e-AmBiz

Account Statement and Inquiry
- Account Balance Summary
- Account Activity

Other
- Unsuccessful Login
- Enable User
- Reset Password

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

ACCOUNT STATEMENT AND INQUIRY

ACCOUNT BALANCE SUMMARY

For account balance summary, please follow steps as detailed below:

1 Click *Account Statement*

3 Under **Report Type** Select "**Account Balance**' from the dropdown field.

5 Click *Submit* to proceed.

4 Select the **Account Number** that you wish to view.

2 Click *Current Account.*

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

ACCOUNT STATEMENT AND INQUIRY (cont'd)

N A V I G A T I O N

AmBank **e-AmBiz**

Print | Contact Us | Help | --Quick Links-- ▾

Hi RIO1, you are signed in as RIO1-DM012 from MAKER of RIO RIO

Download as --Please Select-- **Back**

Current Account Balance Summary
as at 20 July 2016 02:21 PM Malaysian Time

CUSTOMER NAME:	RIO RIO		
A/C NAME:	ABC SDN BHD	A/C NO 123456789	- MYR

DESCRIPTION	AMOUNT
Ledger Balance	129,401.63
Current Balance	129,401.63
Available Balance	129,401.63
Overdraft Facility	
Total Overdraft	0.00
Utilized Overdraft	0.00
Available Overdraft	0.00

Total Local Floats	0.00
Local Float 1	0.00
Local Float 2	0.00
Local Float 3	0.00
Local Float > 3	0.00
Total Other Floats	0.00
Other Float 1	0.00
Other Float 2	0.00
Other Float 3	0.00
Other Float > 3	0.00

Notes:
Ledger Balance = Posted funds including floats; excludes OD and other floats.

Lastly, the **Account Balance Summary** will be displayed (as per snapshot):

Scroll down for **Cheque Facility**

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.

ACCOUNT STATEMENT AND INQUIRY (cont'd)

Definitions Table

NO	ITEMS	DEFINITIONS
1	Ledger Balance:	Balances include all debit and credit item(s) that have been posted into the account to-date. Ledger Balance includes Total Local Cheque Float. It does not include overdraft facilities approved by AmBank and other floats. • Ledger Balance = Current Balance + Total Local Float
2	Current Balance:	Your company's own funds. It does not include overdraft facilities approved by AmBank, Local Cheques ("Total Local Float") and Outstation Cheques ("Total Other Float") that have not been cleared.
3	Available Balance:	Available funds that can be used immediately, including available overdraft facilities approved by AmBank.
4	Total Overdraft:	Approved overdraft facilities provided by AmBank. This is not applicable if your company did not apply for overdraft facilities.
5	Utilised Overdraft:	Overdraft facilities that have been used up to statement date.
6	Available Overdraft:	Balance of un-utilised overdraft approved by AmBank.
7	LC Float 1:	Local Cheques deposited to be cleared in **ONE** calendar day. Once the Local Cheque is cleared, the funds will be available under the Available Balance
8	LC Float 2:	Local Cheques deposited to be cleared in **TWO** calendar days.
9	LC Float 3:	Local Cheques deposited to be cleared in **THREE** calendar days.
10	LC Float > 3:	Local Cheques deposited to be cleared after **THREE** calendar days.
11	Total LC Floats:	Total Local Cheques deposited. • Total LC Float = LC Float 1 + LC Float 2 + LC Float 3 + LC Float > 3
12	Other Float 1:	Outstation Cheques, Money Order and Postal Order deposited to be cleared in ONE calendar day. Once the cheque is cleared, the funds will be available under the Available Balance.
13	Other Float 2:	Outstation Cheques, Money Order and Postal Order deposited to be cleared in TWO calendar days.
14	Other Float 3:	Outstation Cheques, Money Order and Postal Order deposited to be cleared in THREE calendar days.
15	Other Float > 3:	Outstation Cheques, Money Order and Postal Order deposited to be cleared after THREE calendar days.
16	Total Other Float:	Total of Outstation Cheques, Money Orders and Postal Orders deposited. • Total OC Float = OC Float 1 + OC Float 2 + OC Float 3 + OC Float > 3

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.™

ACCOUNT STATEMENT AND INQUIRY (cont'd)

ACCOUNT ACTIVITY

For account activity, please follow steps as detailed below:

Welcome! **Your last login is on** Wednesday 20 Jul 2016 01:55 PM Malaysian Time

Messages

Thank you for choosing AmBank.

Click here for details

JomPAY Initiate your JomPAY bill payment here

Account Balances Inquiry

Please select account types to view your account balances

❶ Current Account (Malaysian Ringgit) Details >>

Logout →

Home
Treasury Enquiry
Account Statement
Reports
Transaction Enquiry
Payment Initiation
Payment Upload
PI Upload Status
Payment Template
Stop
Stop Reissuance
Stale Reissuance
My Preferences

1 Click *Account Statement.*

3 Under **Report Type** Select "**Account Activity**' from the dropdown field.

6 Click *Submit* to proceed.

Current Account Activity : Generate

Submit   Clear   Logout →

Account Activity : Generate

Customer Name	ABC SDN BHD
Report Type	Account Activity
Period	Today
Account Currency	MYR
Account Number	123456789
Report Parameter	Standard

Home
Account Statement
Current Account
Reports
Transaction Enquiry
Payment Initiation
Payment Upload
PI Upload Status
Payment Template
Stop
Stop Reissuance
My Preferences

2 Click *Current Account.*

4 Select the **Period** of the report that you would like to generate.

5 Select the **Account Number.**

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank

Your Bank. Malaysia's Bank. AmBank.

ACCOUNT STATEMENT AND INQUIRY (cont'd)

⑦ Click *Print* to print your statement.

Account Activity will be displayed (as per snapshot):

⑧ Click dropdown button to select your preferred file format for downloading.

N A V I G A T I O N

Below table shows the definitions for the terms found in your account activity :

NO	ITEMS	DEFINITIONS
1	*Date:*	Transaction Date.
2	*Description:*	Type of transaction.
3	*BankRef:*	Bank's reference number for the transaction.
4	*CustRef:*	Customer's reference number for the transaction.
5	*ChqNo.:*	Cheque Number.
6	*Debits:*	Payment out from this account.
7	*Credits:*	Deposits coming in to this account.
8	*Balance:*	Ledger Balance.

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

e-AmBiz Statement Enquiry User Guide

UNSUCCESSFUL LOGIN

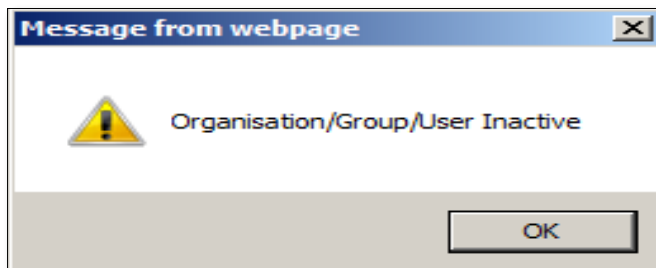## UNSUCCESSFUL LOGIN

Message from webpage

⚠ Invalid Login-Id or Password

OK

Invalid Login-Id or Password message pops out when you enter a wrong password or ID.

You can login up to 3 consecutive times.

Message from webpage

⚠ Maximum Consecutive Sign On Failure exceeded

OK

After 3 consecutive times of incorrect password attempts, the message *Maximum Consecutive Sign On Failure exceeded* will pop out.

Message from webpage

⚠ Organisation/Group/User Inactive

OK

After 4 consecutive times of incorrect password attempts, the message *Organization/Group/User Inactive* will pop out.

⚠ User ID will be **BLOCKED** from login after 4 consecutive times of incorrect password attempts

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.™

ENABLE USER

To enable inactive user ID **under these circumstances**:
- The user still remembers the password
- The user has not logged in to e-AmBiz for more than 60 days.
- The user has attempted to login unsuccessfully, for more than 3 consecutive times

To enable User ID, please follow steps as detailed below:

Sign in to e-AmBiz

Login ID
Password

Login

Token Login Click Here

New User Activation   Forgotten Password

1 Enable User ID

Click *Enable User ID.*

AmBank e-AmBiz

Enable User Id [?]

Login ID*	ABC-123456M
Identification No.*	12345678901234
TAC No.*	12423jfdf

2 Enter *Login ID* and *Identification No.*

3 Click here to request TAC — Click *Click here to request TAC*

4 Enter TAC number

Help   Submit

5 Click *Submit* to proceed.

You will receive *TAC number via SMS.*

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.

e-AmBiz Statement Enquiry User Guide

ENABLE USER
(cont'd)

Successful - Windows Internet Ex...

Login ID Enabled Successfully.

OK

You will received message of **_Login ID Enabled Successfully_**.

Dear ABC-123456M,

You have successfully enabled your e-AmBiz Login ID.

You will receive email once user details has been successfully affirmed.

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.™

e-AmBiz Statement Enquiry User Guide

RESET PASSWORD

To reset the password in the event of login failure, under these circumstances:
- User remembers user ID but not the password

It is recommended that the password is reset or changed every 30 to 60 days for security purpose.

To Reset password, please follow steps as detailed below:

Sign in to e-AmBiz

Login ID
Password

Login

Token Login Click Here

1 Click *Forgotten Password.*

New User Activation   Forgotten Password
Enable User ID

AmBank e-AmBiz

Reset User Password   [?]

2 Enter *Login ID* and *Identification No.*

Login ID*   ABC-123456M
Identification No.*   12345678901234

3 Click *Click here to request TAC*

4 Enter **TAC No.**

TAC No.*   KSADJFLK   Click here to request TAC

5 Enter the **new password** and **confirm password.**

New Password* [?]   ••••••••
Confirm Password*   ••••••••

6 Click *Submit* to proceed.

Help   Submit

Helpdesk
For help on e-AmBiz, you may contact our Client Support Group at:
T | +603 2381 8800
E | e-ambizcare@ambankgroup.com

AmBank
Your Bank. Malaysia's Bank. AmBank.

RESET PASSWORD   (cont'd)

RESET PASSWORD

Successful – Windows Internet Ex...

Password Reset Successfully.

OK

You will received message of ***Password Reset Successfully***.

Dear ABC-123456M,

You have recently reset your e-AmBiz password.

You will received email as below sample once Team has successfully done modification to user details.

AmBank
Your Bank. Malaysia's Bank. AmBank.™