

FAQs- MAX-PAYGATE for MS Excel

1. What is Max-Paygate for MS Excel?

Max-Paygate for MS Excel is a payment software that simplifies your e-payments for payroll, claims, statutory deductions and suppliers. It is a plug-in on your MS Excel and it acts as your link to your banks for payments.

2. Where can I get it?

You can download it from www.maxpaygate.com or contact us at 03-2282 3000 for assistance.

3. How do I install it?

You will receive a zip file named MaxLinkPayroll.zip. Click to unzip and place into your preferred directory. Open the folder and click the file name MaxLinkPayroll2009.xlsm to run the application.

4. Must I register for Max-Paygate?

Yes. Please contact our Customer Support at 603 2282 3000 or e-Mail at customersupport@t-melmax.com. Our Customer Support will assist you in completing the following documents:

- Registration Form
- Board Resolution

5. How much do I have to pay for Max-Paygate for MS Excel?

It is distributed free of charge. You only pay for transaction charges on a per use basis. Our current charges are as follows:

- Annual Fee RM99.00
- Transaction Charges for Auto Credit* - RM 1.00
- Transaction Charges for IBG* - RM 1.50

*Inclusive of Payroll/EPF/SOCSO/Income Tax

6. Who can use Max-Paygate for MS Excel in my company?

Anyone who handles processing of payroll and other payments can use Max-Paygate for MS Excel.

7. How do I authorize?

After your staff has submitted the payment instructions directly in MS Excel, authorizers have to go to the web-based portal for final approval.

8. Why do I want to use this?

Max-Paygate for MS Excel completes your 'link' to the banks. You do not need to prepare the payment file in different bank's format and security requirements. It also saves your work from making deductions for statutory deductions including EPF and Socso. This saves you time and money doing your monthly payroll.

9. Can I use the system to make other payments?

Other than making payroll payments, you can also make payments to suppliers, landlords and employees' claims.

10. What else can Max-Paygate for MS Excel do?

In our next release, you can print pay slips, generate EA forms and calculate PCB and Zakat using Max-Paygate for MS Excel.

11. What are the minimum software and hardware requirements?

- Computer with processor speed of 500 megahertz (MHz) processor
- 1GB RAM required for Windows XP or 2GB RAM for Windows Vista
- Microsoft Windows XP with Service Pack (SP) 2
- Excel 2007 (SP) 1
- Internet connectivity

12. What is this lucky draw you are conducting?

Any client who signs for our services before 30 June 2009 will be automatically eligible for a lucky draw. Three (3) Acer 10.1" Netbooks will be given away free.

13. Who is it for?

Max-paygate for MS Excel is specially designed for companies who may not have invested in expensive payroll softwares or find existing softwares inadequate. If you have already such payroll softwares, you can still use our Maxpaygate services directly.

14. What is your current promotion?

Customers who sign up before 30 June 2009 will be given a 50% discount on transaction fees for 6 months and a waiver on annual fees (worth RM99) for the 1st year.