

iPay88 Online Payment Solutions & Services

iPay88 Multi-Currency Gateway - Multi-Currency Credit Card Processing

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1 ABOUT IPAY88

1.1 Introduction

iPay88 is an online payment gateway provided by iPay88 Sdn Bhd that facilitates one stop online payment solution to the online merchants or e-commerce merchants. It is a regulated under Malaysia's Payment System Act and also PCI Data Security Standard (DSS) compliance.

1.2 History and Background

iPay88 Sdn Bhd ("iPay88 SB") was incorporated in Malaysia under the Companies Act, 1965 as a private limited company in year 2006. iPay88 SB is an MSC status company, having been awarded the status by the Malaysia's Multimedia Development Corporation in year 2007.

iPay88 is part of Mobile88 Group of Companies in Malaysia and only started to offer iPay88 after iPay88 has complied with Malaysia Payment System Act 2003 in year 2006. iPay88 is being operated at the head quarter located in Kuala Lumpur, Malaysia and also with a branch in Jakarta, Indonesia. There more than 2,500 online stores in Malaysia and 50 online stores in other countries are using iPay88 now.



2 MULTI-CURRENCY CREDIT CARD PROCESSING

2.1 Overview

iPay88 Multi-Currency Gateway is an online payment services that facilitates online merchants or e-commerce merchants' online store to process online transactions in multi-currency in large extent and securely.

2.2 Key Features

2.2.1 Support more than 10 currencies in credit card (Visa and MasterCard) processing such as:

- US Dollar (USD)
- Malaysia Ringgit (MYR)
- Singapore Dollar (SGD)
- Great Britain Pound (GBP)
- Euro (EUR)
- Canada Dollar (CAD)
- Australia Dollar (AUD)
- Hong Kong Dollar (HKD)
- India Rupee (INR)
- Indonesia Rupiah (IDR)
- Thailand Baht (THB)
- Philippines Peso (PHP)
- Taiwan Dollar (TWD)

2.2.2 Real-time online payment consolidated report

2.2.3 Payment notification via email.

2.2.4 Equipped with Internet security features such as:

- **Antivirus software and hardware** - iPay88 is protected from virus attacks by the antivirus software and hardware supplied by MacAfee.
- **Hardware firewall** - iPay88 is protected from hackers and virus attacks by the hardware firewall supplied by Netscreen who is a leading security solution provider with Headquarter in United States.
- **128 bit Secure Socket Layer (SSL)** - To ensure secure communication over the Internet.
- **Digital Signature Certificate (SHA hash function)** - To ensure the data integrity and completeness during transmission on Internet as well as to verify the data sender's identification.



- **SQL Injection Free** - Exploits a security vulnerability occurring in the database layer of an application. The vulnerability is present when user input is either incorrectly filtered for string literal escape characters embedded in SQL statements or user input is not strongly typed and thereby unexpectedly executed.
- **DDoS Attack Prevention** - To prevent attempt that makes computer resource unavailable to its intended users.
- **Pre-determined Request & Respond URLs** - Strange URL is not allowed to communicate with iPay88 system.
- **Unique Merchant ID & Password** - Every iPay88 merchant has a unique merchant ID from iPay88 after their application is approved.

2.2.5 Fraud Prevention Mechanism

Online fraud is the biggest challenge to the online merchant when dealing with credit card transactions. To fight against the fraud, iPay88 gateway is built with the following mechanism to help merchant to minimize the risk of fraud:

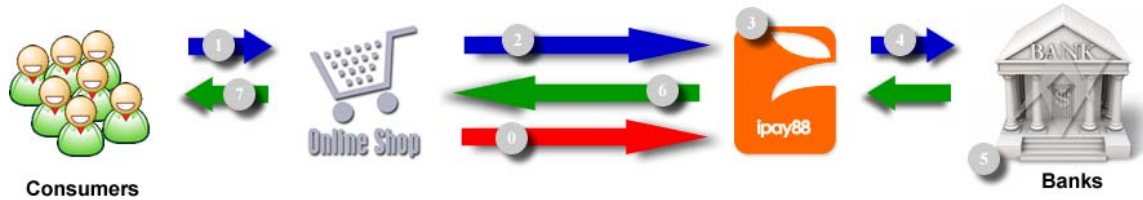
- **Transaction Filtering** - iPay88 can help merchant to filter transactions such as block overseas transactions, transactions from high risk countries, etc.
- **Purchase Frequency Control** - iPay88 allows merchants to control how frequent the same online shopper can buy from them.
- **Transaction Amount Limit** Transaction can be controlled by single transaction limit to avoid large amount transactions which usually tend to be an online fraud.
- **Blacklist Database** - iPay88 builds its own blacklist database on top of banks' black list database. All blacklisted username, IP Address and emails by iPay88 are rejected when attempting through iPay88.
- **Automated Fraud Screening** - Credit card transaction will be examined by Automated Fraud Screening upon the payment authorization by the bank to detect fraudulent transaction based on few key features such as Geographical IP address, Email, Bank Identification Number, etc. Fraud score is the result of the fraud checking. If the fraud score is high, means the risk of the transaction is high.
- **Fraud Monitoring** - iPay88 has established Fraud Unit to assist merchant to identify traits and patterns that are associated with fraudulent orders. Merchant will be alerted by iPay88 Fraud Unit when there is a suspicious of fraud.
- **Etc.**

2.2.6 Featuring Email Payment - A quick and secure way to bill the customer via email. Just email the customer a payment request (or online invoice) that they can click and pay. Suitable for online retailer who is selling customized services



and who needs to check with the supplier on the stock availability before to ask online shopper to pay.

2.3 Work Flow



0. The online shop or E-Commerce website (with shopping cart system) to be integrated with iPay88 Gateway based on API (Appendix A) given
1. Consumers to visit online shop to buy their preferred products / services online
2. Consumers to proceed to checkout and redirected to iPay88 payment page
3. Consumers to enter credit card information (the default option is credit card) for payment or they can choose to pay by other payment option available (Appendix B)
4. iPay88 to seek bank's approval on the payment
5. Bank to authorize or reject the payment
6. iPay88 to inform online store on the payment status (via backend)
7. Consumers will be redirected to the result page, either "Thank You" or "Payment Fail, Please try again later".



3 TERMS OF USE

3.1 One Time Setup Cost

USD 150.00

Note: The setup cost is not refundable once the application is approved.

3.2 Transaction Fee

The transaction fee will be confirmed after you have submitted the complete precheck form to iPay88 during merchant precheck process. You may download it at <http://www.ipay88.com/Download/Form/PrecheckForm.pdf>

3.3 Processing Fee

USD 0.50 per success transaction

3.4 Currency Settlement

All transactions will be settled in **US Dollar (USD)**.

3.5 Payout Frequency

- The transactions from 1st day until 15th day of the month will be settled automatically on the 1st day of the following month (The Settlement Day).
- The transactions from 16th day until 30th / 31st of the month will be settled automatically on 16th day of the following month (The Settlement Day).
- Processing period of 3 - 5 working days shall be applied upon the Date of Settlement and the company will receive the withdrawal payout after this processing period.
- If the settlement day falls on non-working day, the settlement day will be the following working day.
- The company can request iPay88 to delay the current payout to the next payout by providing the written request to iPay88.

3.6 Payout Method

The payout will be reimbursed via telegraphic transfer (TT) into merchant's dedicated bank account.

Note:

Every TT transaction will be charged TT cost by bank and it fully borne by merchant.



3.7 Refund / Cancellation

Merchant is allowed to refund or cancel particular transaction to the customer by inform iPay88 to do so. Every cancellation or refund will be charged **USD 0.50 per transaction**.

3.8 Account Termination

Merchant can terminate the account with 30 days prior notice. If the merchant terminates the account for any reason, iPay88 will hold back all funds for 180 days until technical windows for charge-back is closed.

3.9 Charge-Back

A charge-back occurs when a credit card holder asks their card issuer to remove a charge from their credit card statement. Most common reason cause charge-back occur is online fraud. When the chargeback filed to the merchant, the merchant may encounter a temporary hold on funds (equivalent to charge-back amount) in their iPay88 account. Merchant to fully responsible on any dispute and/or discrepancy of payment to be found from time to time. If the merchant charge-back level exceeds 1% for consecutive 3 months, the merchant account will be terminated.

Besides, merchant will be charged **USD 15.00** for every charge-back received.

3.10 Holdback (Retention Sum)

iPay88 will withhold **20% of merchant payment up to 6 months** and **additional funds equivalent to charge-back amount received** (to provide cover for possible for charge-backs).

3.11 Proof of Delivery

iPay88 Fraud Unit may ask merchant to provide proof of delivery before the payment can be reimbursed by iPay88 to merchant bank account.



4 HOW TO APPLY

To apply iPay88 service, the company is required to submit the following documents to iPay88 SB:

- Completed iPay88 Application Form
- Copy of company director / business owner's passport
- Latest 3 months bank statement
- Certificate of Incorporation (and related documents)
- A copy of the Terms & Conditions as listed on website
- Last 6 months Transaction History (if applicable)
- Last 6 months Charge-Back History (if applicable)
- Payment to iPay88 Sdn Bhd
- Or other additional documents required by iPay88

Furthermore, please make sure the following points on the website are met:

- Clear posting of the company's legal name on the website
- Clear posting of the Customer Service telephone number or email address
- Clear posting of the Refund and Return Policy
- Clear posting of delivery methods and timing
- Listing of products with pricing stated in the settlement currency
- Domain name should be registered in the company's name
- If the Internet site is still under development, then we require a username and password which enables the bank to access the BETA site and carry out the due diligence.

iPay88 will not accept any application from the party involves in one of the following products, services and activities:

- Pornography & Adult Content
- Firearms, Ammunition, High Capacity Magazines, Tasers, Air Guns
- Fireworks or Pyrotechnic Devices or Supplies
- Unapproved Drugs
- Gambling Transactions
- Replica Products
- Money Laundering
- Pyramid Scheme Program
- Terrorism
- And other activities that against Malaysia government laws

Sites found to be selling banned products or services later are subject to immediate account termination, frozen funds, forfeiture of funds, fines, and/or order cancellations, all without notice.



5 IMPLEMENTATION PROCESS

The implementation process averagely will take a week and it is divided into 4 phases as follow:

5.1 Application

Once the complete application received by iPay88 Application Acceptance Unit, the application will be evaluated within 3 working days. If the application approved, merchant account will be created and sent via to merchant via email.

5.2 Integration

Based on the iPay88 standard API (Appendix A) and given merchant account info to integrate online store with iPay88 according to the given technical specification. Number of days used for integration is subject to merchant's appointed web developer.

5.3 Live Testing

Live testing will be done in this phase by create a dummy product worth RM1 and buy it online with own credit card. The success transaction will be cancelled after testing done and payment will be reversed as well.

5.4 Account Activation

Once the integration is completed and the testing done successfully, the merchants are advised to request iPay88 to live their merchant account to start process online transactions securely.



6 IPAY88 SUPPORT

6.1 On-going Support

iPay88 will provide on-going service as follows:

- Helpdesk Support
- Technical Support
- Integration Support

iPay88 support will be as per iPay88 working hours of MYT 08.30 to MYT 18.00 (Monday to Friday) except public holidays, iPay88 declared holidays, power failure and acts of nature beyond iPay88's control. You can call iPay88 Helpdesk for assistance at +6(03)92005555 or email to support@ipay88.com.my (for general support), integration@ipay88.com.my (for integration support) and technical@ipay88.com.my (for any technical support).



7 APPENDIXES


Appendix A

For integration with iPay88, please refer to the iPay88 standard API which can be downloaded at:

http://blog.ipay88.com/?page_id=503




Appendix B



Secured Payment

Bionic Hair

Pay To Merchant	:	Emerald Products Ltd
Reference No	:	M0138100079200
Payment ID	:	T0327385600
Payment of	:	testing
Net Charges	:	USD 1.00
Cardholder Name	:	<input type="text"/> Example
Credit / Debit Card no.	:	<input type="text"/> 
CVC/CVV2	:	<input type="text"/> What is CVC/CVV2
Expiry Date	:	-- ▾ ---- ▾
Card Issuing Country	:	Select Country ▾
Card Issuing Bank	:	<input type="text"/>
Card Type	:	<input checked="" type="radio"/> Mastercard <input type="radio"/> Visa

I authorize iPay88 Sdn Bhd to debit the above net charges from my credit card.

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