FREQUENTLY ASKED QUESTIONS

1. What is CIMB Merchant Electronic Online Portal (e-Access)?

e-Access is your one stop portal for generating and downloading statement of accounts, summary reports and activity reports in relation to the merchant services. Notices and communication from the Bank to you from time to time may also be posted on e-Access.

2. How do I sign-up for e-Access?

For newly approved merchants:

Step 1	An email will be sent by CIMB Bank to your registered email address provided in the Merchant Application Form. It will contain a link for you to access and complete the registration. *The link provided will expire within 30 calendar days from the date of the e-mail. Please register before the link expires.
Step 2	After accessing the given link in the email sent to, in the Self Registration Page, input your Business Registration Number*, Merchant's Designated Account No. (last 4-digit) ** and either your "Merchant ID" or "Email Address**". * Please use the Company/Business Registration Number (BRN) that is currently registered with the bank for your CIMB Business Current Account. If you are not aware which BRN is registered with the bank, you may refer to the Approval Notification Letter - Merchant Services sent to your mailing address. ** Please use your Merchant's Designated Account No. and email address as provided by you in the CIMB Bank Merchant Application Form.
Step 3	In the User Registration Page, create your "User Name", "User ID" and input your "Contact No" and "Email" to complete your registration. Please use the same contact number & email provided by you in the CIMB Bank Merchant Application Form.
Step 4	In the User Registration Page, choose and answer 3 security questions and create and confirm your new Password.
Step 5	Create a new Password.
Registration complete. You may login to e-Access using the User ID & Password created by you.	

If you are an existing merchant and wish to reactivate your e-Access account, please contact your existing Merchant Solution Relationship Manager or email to emerchant@cimb.com. An email will be triggered to you to complete step 1 – 5 above.

3. What are the functions available in e-Access?

The functions available in e-Access are:
*   Search and generate transaction report and statement
*   Manage your Merchant ID
*   Add and delete user to your e-Access account
*   Download Merchant Maintenance Form and Merchant Service Request Forms for any additional services that you need

4. How do I reset my e-Access password?

To reset your password, you may click on "Forgot Password" from the login page and answer the Security Questions to reset your password.

5. What if I failed my login after 3 attempts and my e-Access account is locked?

You may email to emerchant@cimb.com for assistance.

6. **How many months of transaction history can I view from e-Access?**
   You can view your transaction history up to 12 months.

7. **How often should I log in to e-Access to keep my account active?**
   You should log in at least once a month to keep the account active as it will be deactivated after 30 calendar days from the last login.

8. **My account has been deactivated. What should I do to reactivate my e-Access account?**
   You may email to emerchant@cimb.com to reactivate your e-Access account.

CIMB

A. Self-Registration Page

CIMB BANK

Self Registration Page

Business Registration No. (ROC) **	ROC	eg. 22026T, 0001196335K
Merchant's Designated Account No. (last 4-digit) **	Merchant's Designated Acc	
Email *	Email	
Merchant ID (Any MID) *	Merchant ID	Please input 15 digit Merchant ID number

** Mandatory
* One of the field have to be filled to proceed
Remark: For Business Registration No. (ROC), no special characters, eg:
a. 22026-T, should be 22026T
b. 0001196335-K, should be 0001196335K

Submit

1. You will be directed to Self-Registration Page.
2. Key in **Business Registration No. (BRN/ROC), Merchant's Designated Account No. (last 4-digit)** and any field below: -
   a) E-mail Address Registered with CIMB, or
   b) Merchant ID
3. Click **Submit**.

B. User Registration Page

User Registration Page

User Name **	User Name
User ID **	User Id
Contact No **	Contact No
Email **	Email

Submit

1. Please complete registration with **User Name**, **User ID**, **Contact No.** and **E-mail**.
2. Once registered, all information will be updated for verification. Save the information for future reference.
3. Click **Submit**.

C. User Registration Page - Security Questions

User Registration Page

Security Question 1 **	In what city or town did your mother and father meet? ▼
Answer 1 **	Answer 1
Security Question 2 **	What is the name of your favorite restaurant? ▼
Answer 2 **	Answer 2
Security Question 3 **	What was your childhood nickname? ▼
Answer 3 **	Answer 3
New Password **	
Confirm New Password **	
	Submit

1. Choose and answer **3 Security Questions**.
2. Password must be between 8 – 20 characters.
3. Password must at least contain 1 number, 1 uppercase letter, 1 lower case letter and 1 symbol. e.g: *BonJovi1983!* , *Ferrari_430* , *1949CIMBb@nk*
4. Click **Submit**.

Notes: Save the **security questions** and **answers** for future reference.

D. New CIMB e-Access Login Page

e-Commerce   **e-Access**   **Autobill**

Welcome to CIMB e-Access Merchant

Successfully Registered.

User ID	User ID
Password	Password

Clear   **Submit**

Forgot Password

1. After successfully registered, login with the **User ID** and **Password** you have created.
2. Click **Submit**.

E. User Management – Add or Delete User

User Management - Listing

➕ Add   Search

Showing 1 to 3 of 3 entries

← Previous   1   Next →

No	User ID	User Name	User Status	User Type	User Profile
1	RAINBOW123	RAINBOW123	Active	MerchantManager	CIMB Merchant
2	RAINRAIN	RAINRAIN	Active	MerchantUser	CIMB Merchant
3	yoda123	Master Yoda	Active	MerchantManager	CIMB Merchant

Showing 1 to 3 of 3 entries

← Previous   1   Next →

1. User Management is to **add**, **edit** or **delete** Merchant User.
2. Click the specific User ID, then click **edit** to edit information or reset password for the Merchant User.
   Note: Only **Merchant Manager** is allowed to add or delete Merchant User.

F. User Management Assignment – Merchant IDs

User's Multiple Merchant

User ID   RAINRAIN ▼

Unassigned Merchant Ids

Assigned Merchant Ids

000001177000726 RAINBOW RAINBOW
000001177017043 RAIN RAIN

>
<

Save   Reset

1. To **assign** or **delete** Merchant ID, select the specified Merchant ID.
2. Move the specific Merchant ID to the "Assigned Merchant ID" or "Unassigned Merchant ID" by clicking the arrow button.
3. Click Save

G. Reports – Statement Search

Statement - Search

| Statement Date ** | DD/MM/YYYY | To | DD/MM/YYYY |
| Merchant Id | Merchant Id ▼ | | |

Search   Reset   Back

2. Select **Statement Date** range from the pop-up calendar.
3. Search the specific **Merchant ID**.
4. Click **Search**.
5. Click **Statement Date** to view or print specific statement.
6. Tick **Select all** and click on **Download File(s)** to download the statement in PDF format.

H. Reports – Terminal Activity

Terminal Activity - Search

Settlement Date **	DD/MM/YYYY	To	DD/MM/YYYY
Statement Date **	DD/MM/YYYY	To	DD/MM/YYYY
Merchant Id	Merchant Id ▼		

Search   Reset   Back

1. Select the **Settlement Date** and **Statement Date** range from the pop-up calendar.
2. Search the specific **Merchant ID**.
3. Click **Search.**
4. Click **Statement Date** to view or print specific statement.
5. Tick **Select all** and click on **Download File(s)** to download the statement in Excel format.

I. Forgot Password

1. Click **Forgot Password** and key in the requested information.

J. Quick Links

1. View CIMB Bank latest announcements or updates.