



User Guide



Get Started

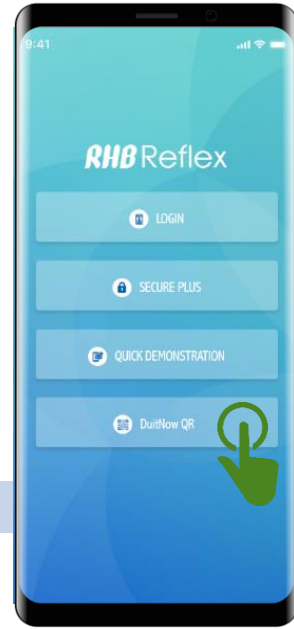
- Registration 3
- Create Cashiers 6
- Dynamic QR 7
- Static QR 8
- Receive Payment Notification 9
- View Transaction History 10

Registration



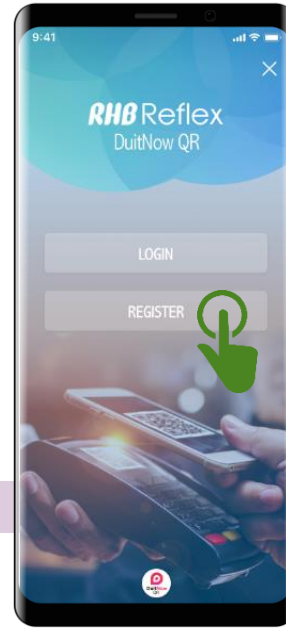
1

Download the *RHB Reflex Mobile App* on App Store (iOS) or Google Play (Android).



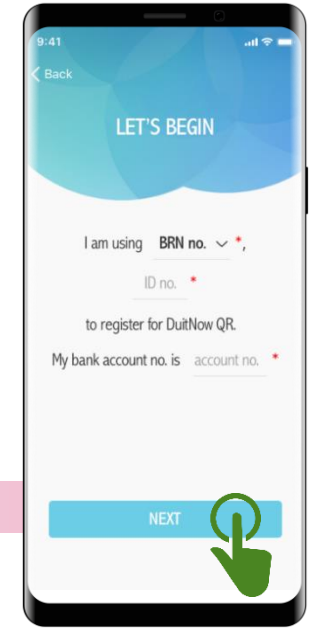
2

Launch the *RHB Reflex Mobile App* and select *DuitNow QR*.



3

Select *Register*.



4

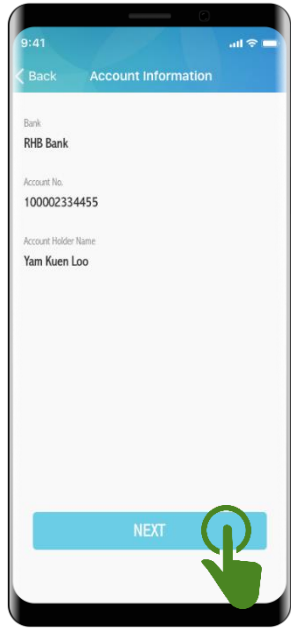
Select *Reflex Corp ID* (for RHB Reflex user) or *BRN No* (for Non-RHB Reflex user), and key-in :

- Corp ID number or Business Registration Number.
- RHB Business Current Account/-i.

** A valid and active RHB Business Current Account/-i is required for registration.*

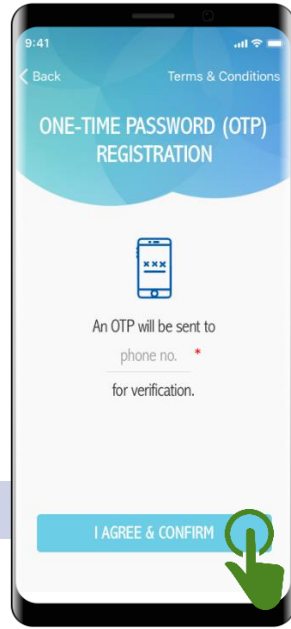
** Registration with a dormant RHB Business Current Account/-i will not be accepted, re-activation of account is required at RHB Branch.*

Registration



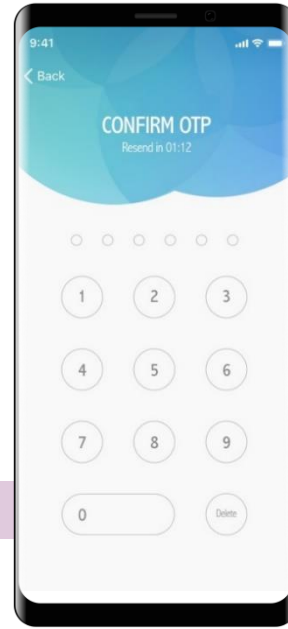
5

Review the Account Information for registration, select Next.



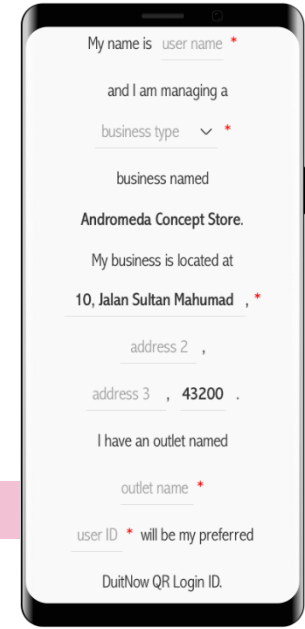
6

Key-in Mobile Number and select I Agree & Confirm.



7

Key-in the OTP number.



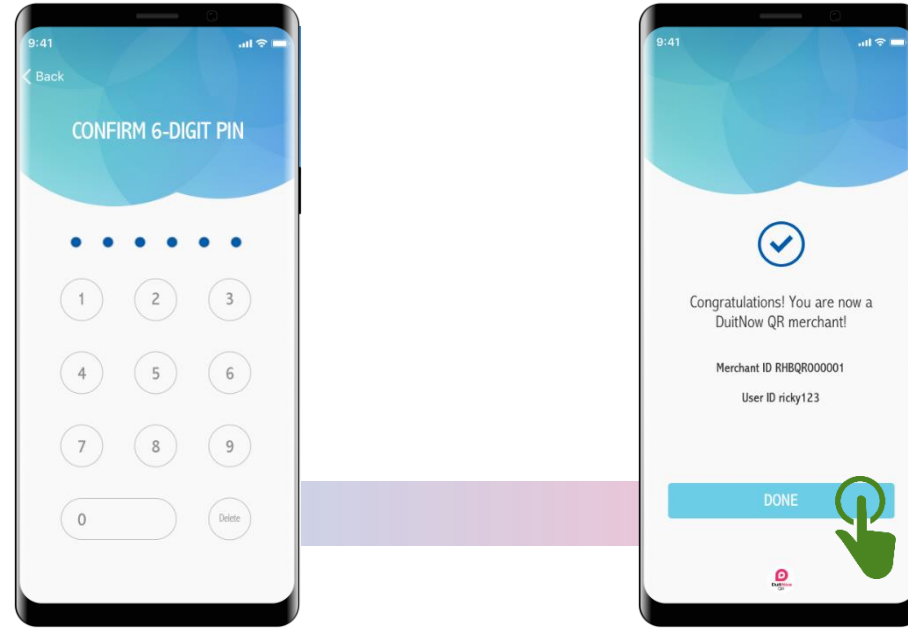
8

Key-in details :

- Name of Manager.
- Business Type.
- Business Address.
- Name of Outlet.
- User ID (Manager ID).

* The registered Outlet Name will be printed on RHB DuitNow QR Tent Card.

Registration



9

Create & Confirm 6 Digit PIN.

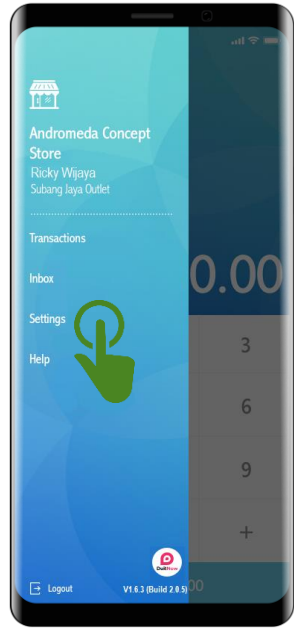
Complete

Merchant ID & User ID will be stated.

** The user that registers for the DuitNow QR will be termed the 'Manager' and will have one (1) Admin ID.*

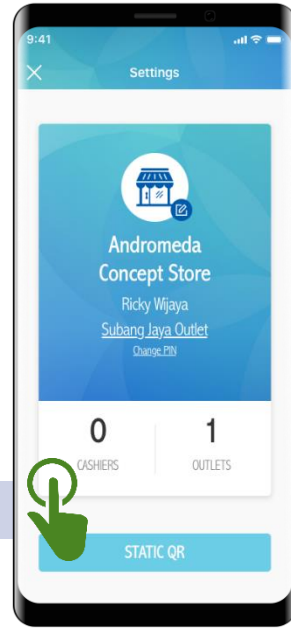
- *Only one (1) Admin ID is available for one (1) Merchant.*
- *Successful registered merchants will receive 2 units of DuitNow QR Tent Cards. Merchant's DuitNow QR image/code and Outlet Name will be printed on the Tent Card*

Create / Add Cashiers



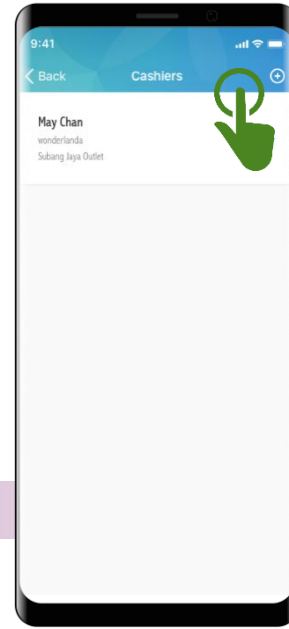
1

Select *Settings* on the *Side Menu*.



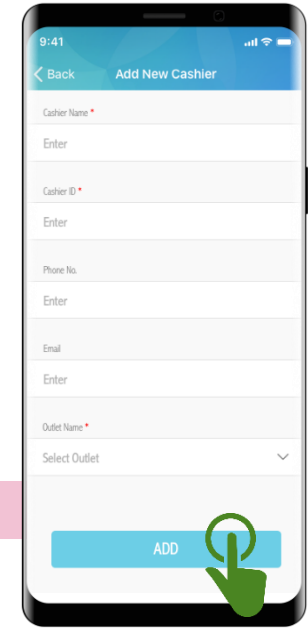
2

Select *Cashier*.



3

Select *Add*.

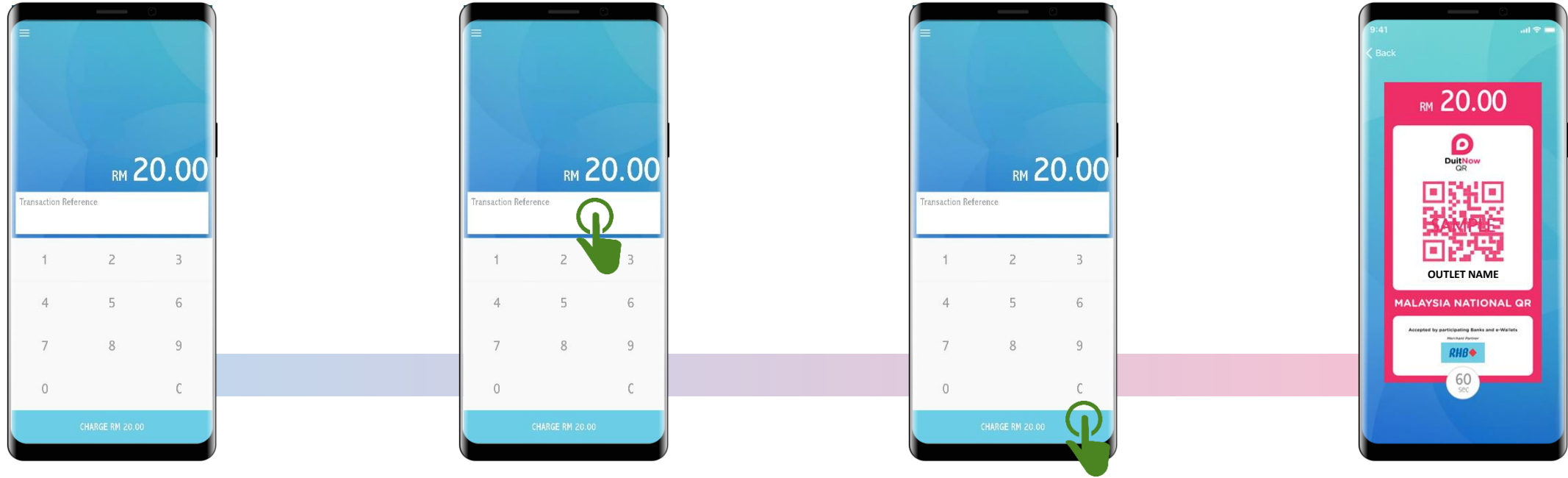


4

Key-in details of Cashier :

- Name of Cashier.
- Create ID for Cashier.
- Phone No.
- Email Address.
- Select Outlet.
- Select *Add* to complete the process.

Dynamic QR



1

On the main page, key-in the amount to charge and select *Charge RM (amount)*.

2

Optional to key-in the *Transaction Reference* with up to 50 characters

3

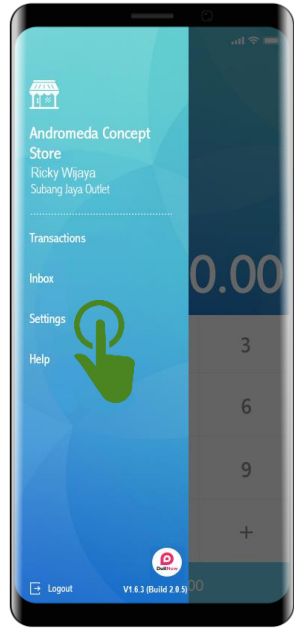
Once ready, select *Charge RM (amount)*.

4

The *Dynamic QR* will be generated. Present the QR code to the customer for scanning to obtain payment.

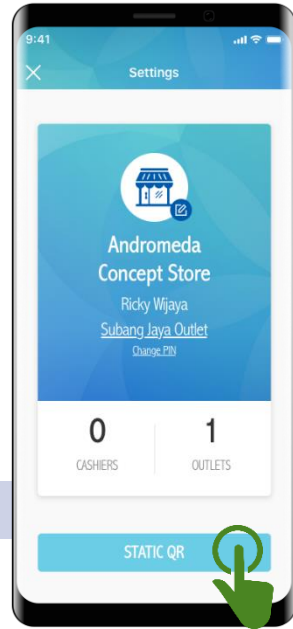
* *Payment is real-time and will be credited immediately to the registered RHB Business Current Account/-i.*

Static QR



1

Select *Settings* on the *Side Menu*.



2

Select *Static QR*.



3

The *Static QR* will be presented. Select *Share* for :

- Printing.
- Sharing via email.
- Sharing via social platforms.



4

For printed *Static QR*, display it at the payment counters for customers to scan.

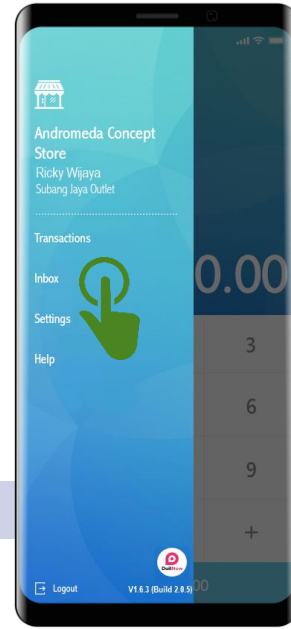
* *Payment is real-time and will be credited immediately to the registered RHB Business Current Account/-i*

Receive Payment Notifications



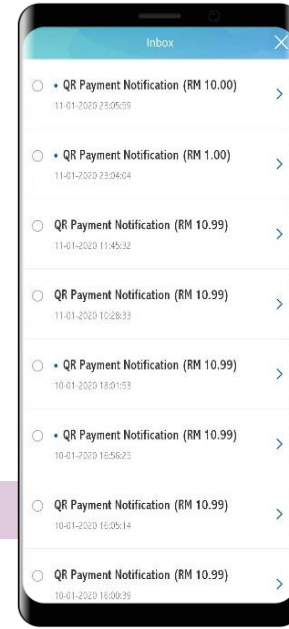
1

Push Payment Notifications will be sent out to the Merchant for all QR transactions.



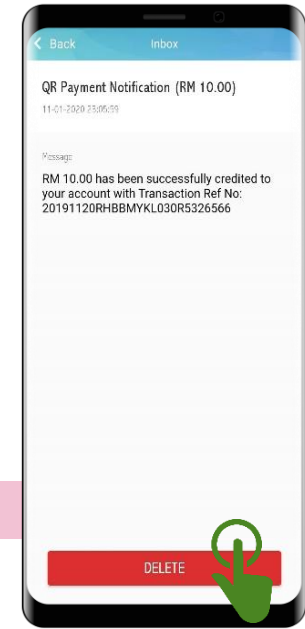
2

To view all past & recent payment notifications, select *Inbox* on the *Side Menu*.



3

All payment notifications will be listed. Select the desired notification to view in detail.



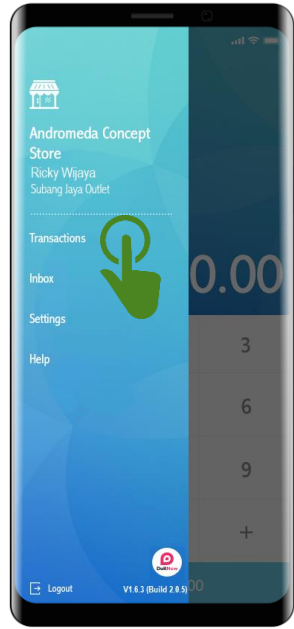
4

The detailed message of payment notification will be stated. Select *Delete* if to delete the notification.

* *The receiver of all push payment notifications are the Manager and Cashier.*

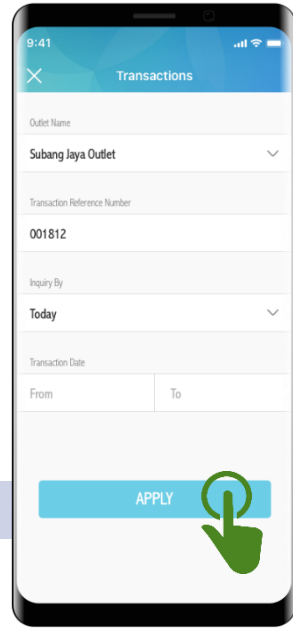
* *You may close the app but do not logout to continue receiving payment push notifications.*

Transaction History



1

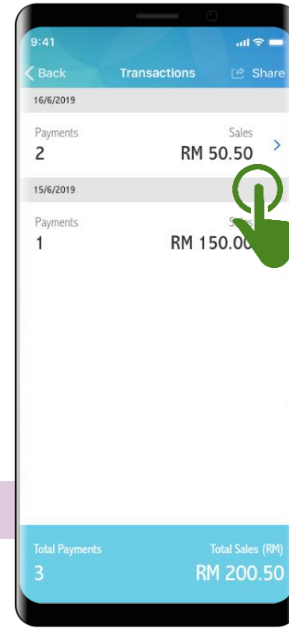
Select *Transactions* on the *Side Menu*.



2

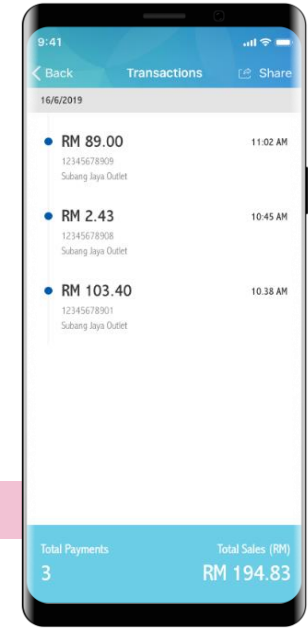
Search and view previous transactions :

- *Outlet Name.*
- *Transaction Reference Number.*
- Transactions for current date, select *Today*, or
- Transactions history by *Date Selection.*



3

Total sales for the selected date will be stated. Tap to view each payment transactions.



4

Each payment transactions will be listed.

* *Transaction history on the app are stored up to 90 days only.*

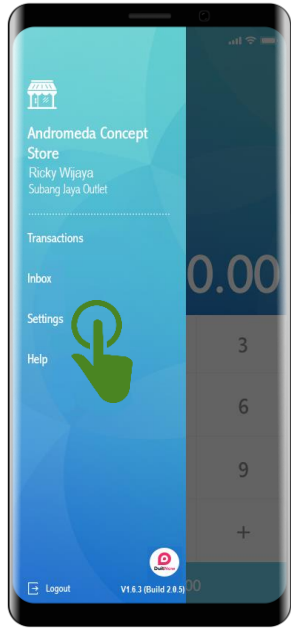
* *For transactions more than 90 days, please refer to your RHB Business Current Account/-i statement.*



Maintenance

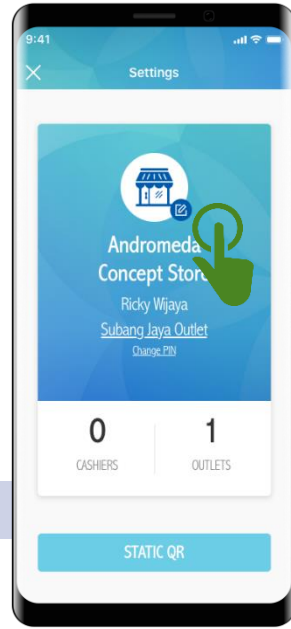
- Profile maintenance 12
- Create More Outlets 13
- Update or Delete Outlets 14
- Change Outlet PIN 15
- Update or Delete Cashiers 16

Profile Maintenance



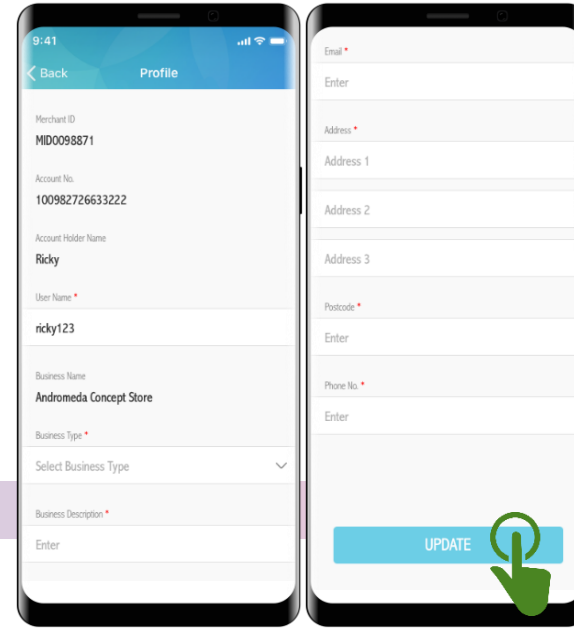
1

Select *Settings* on the *Side Menu*.



2

Select the *Edit* icon.

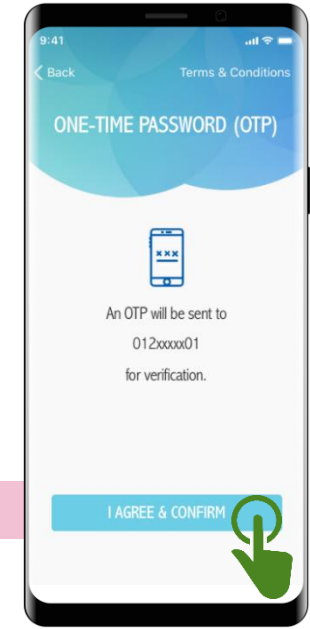


3

Update your profile with :

- *Name of user.*
- *Type of business.*
- *Description of business.*
- *Email Address.*
- *Business Address.*
- *Mobile Number.*

Select *Update*.

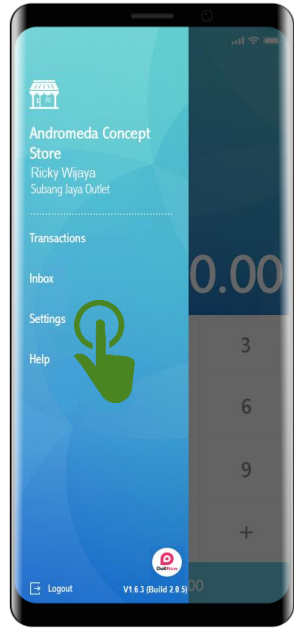


4

An OTP will be sent to the registered Mobile Number for the update, click *Agree & Confirm*.

Key-in the OTP number to complete the process.

Create / Add More Outlets



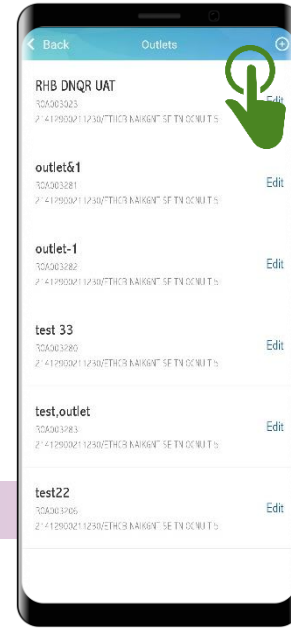
1

Select *Settings* on the *Side Menu*.



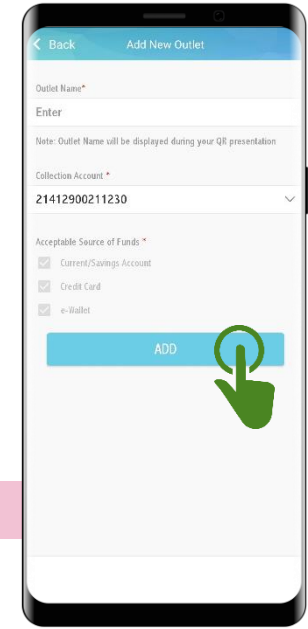
2

Select *Outlets*.



3

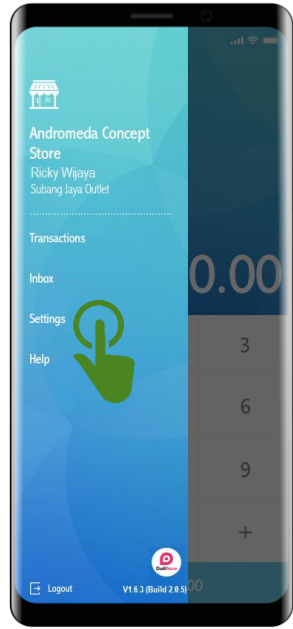
Select the *Plus* icon.



4

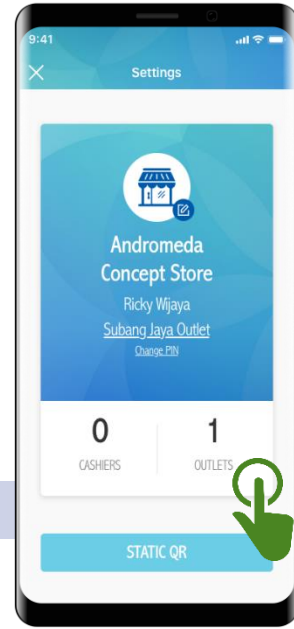
Key-in the *Name of the Outlet*, and select *Add* to complete the process.

Update / Delete Outlets



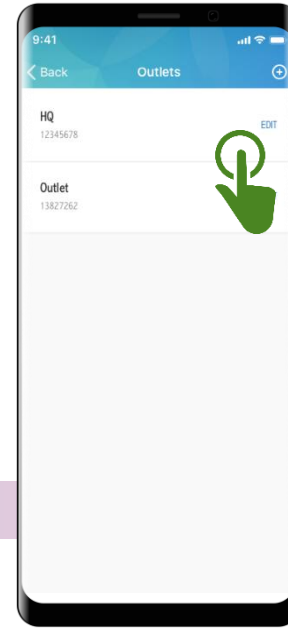
1

Select *Settings* on the *Side Menu*.



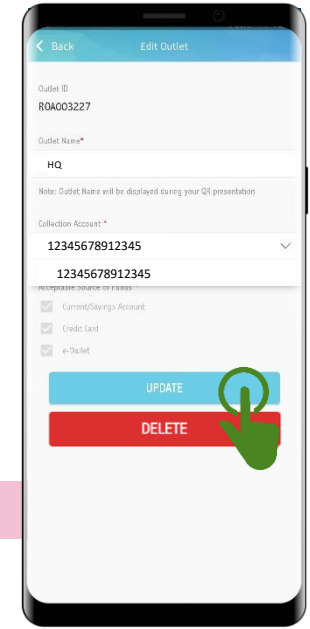
2

Select *Outlets*.



3

Select *Edit* on the selected *Outlet*.



4

Update *Outlet* with :

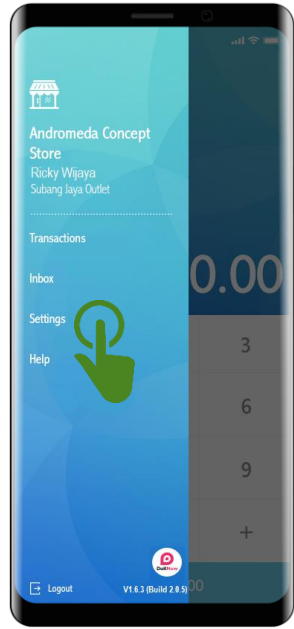
- Only 'Manager(s)' are allowed to create, update, and delete *Outlet(s)*.
- Change of *Collection Account* will automatically change the *DuitNow QR image/code*. Printing of new *DuitNow QR image/code* is required. Refer to page 8 'Static QR' on steps to print. It is advisable to dispose the existing *Tent Cards*

- *Outlet Name*
- *Change Collection Account*

Select *Update*.

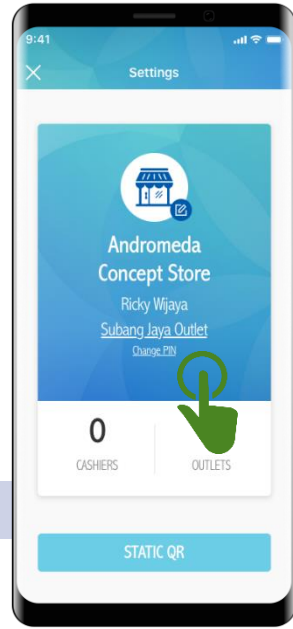
To Delete *Outlet*, select *Delete*

Change Outlet PIN



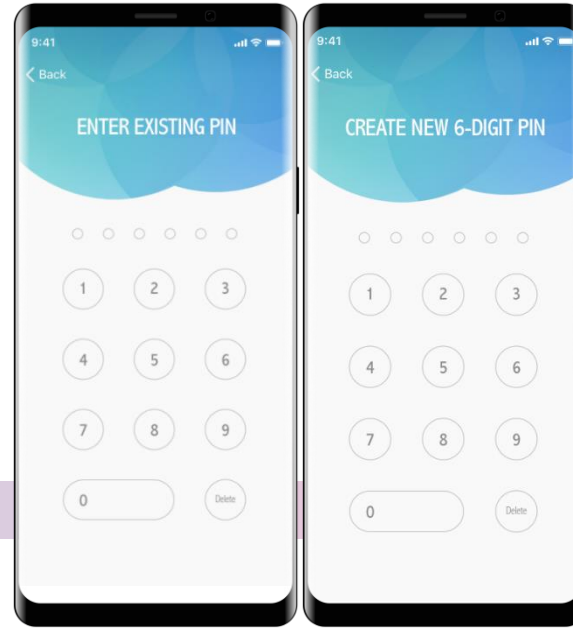
1

Select *Settings* on the *Side Menu*.



2

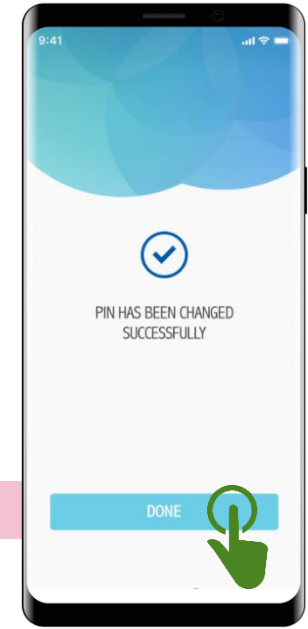
Select *Change PIN*.



3

Key-in existing PIN.

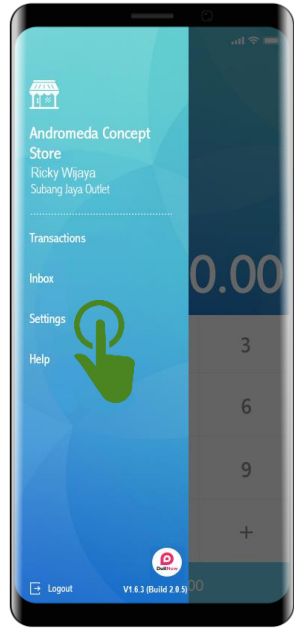
Create & Confirm New 6 digit PIN.



4

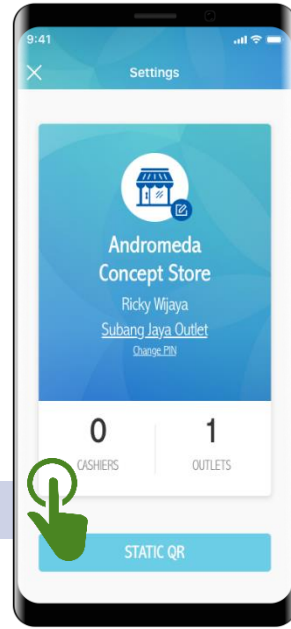
Select *Done* to complete the process.

Update / Delete Cashiers



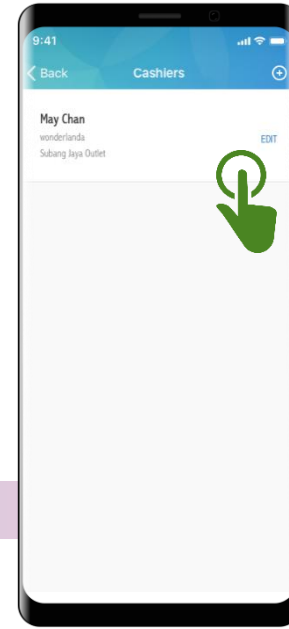
1

Select *Settings* on the *Side Menu*.



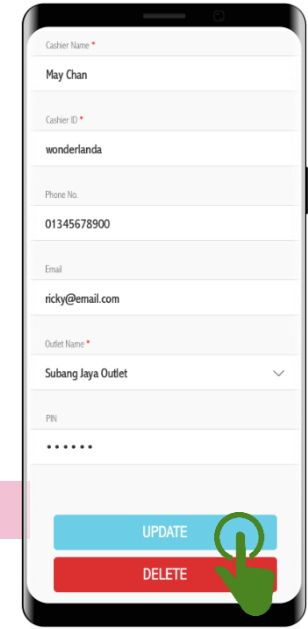
2

Select *Cashiers*.



3

Select *Edit* on the selected *Cashier*.



4

Update *Cashier* details and select

Update :

- Name of *Cashier*.
- Mobile Number.
- Email Address.
- Outlet.
- PIN.

Select *Delete* to delete the cashier.

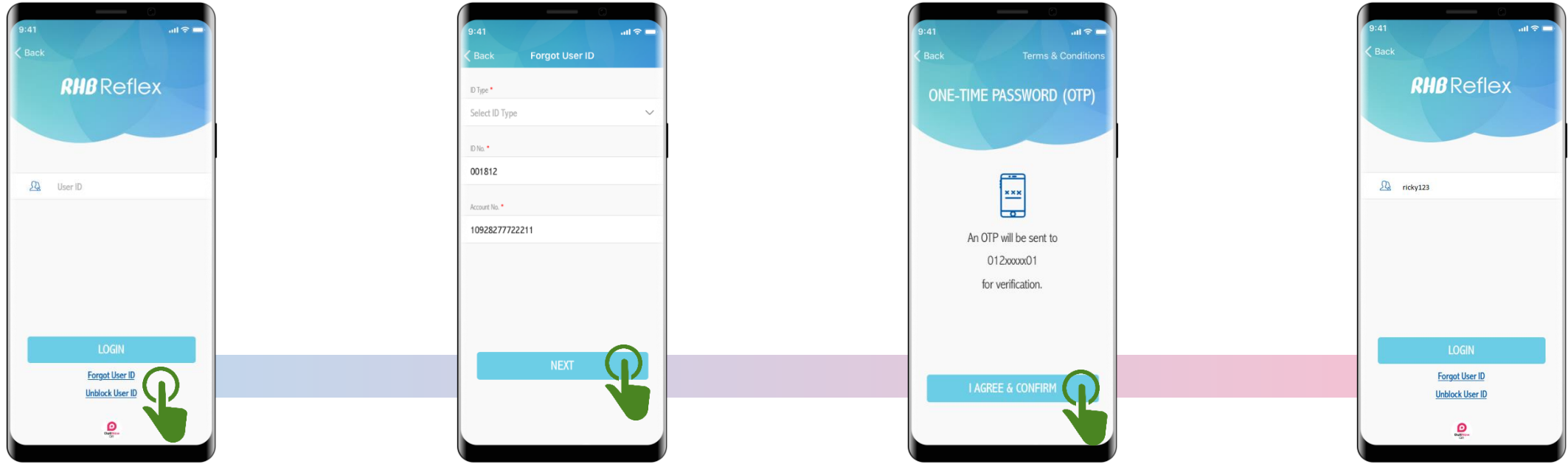
* Only *'Manager(s)'* are allowed to create, update, and delete *Cashier(s)*.



Maintenance

- Forgot User ID 18
- Unblock User ID 19
- Forgot PIN 20
- Termination 21
- Help & Support 22

Forgot User ID



1

Select *Forgot User ID* on the Login page.

2

Key-in details :

- BRN number or Reflex Corp ID.
- ID Number.
- RHB Business Current Account/-i Number.

Select *Next*.

3

An OTP will be sent to the registered mobile number.

Select *Agree & Confirm*.

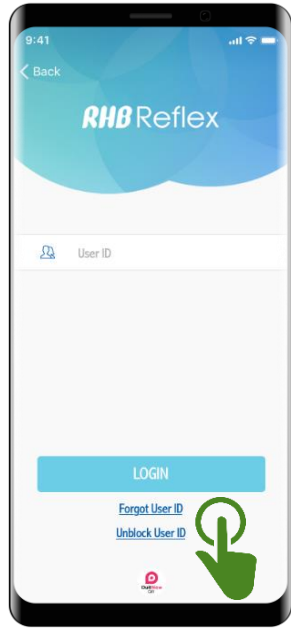
Key-in the OTP number.

4

The User ID will be stated on the login page.

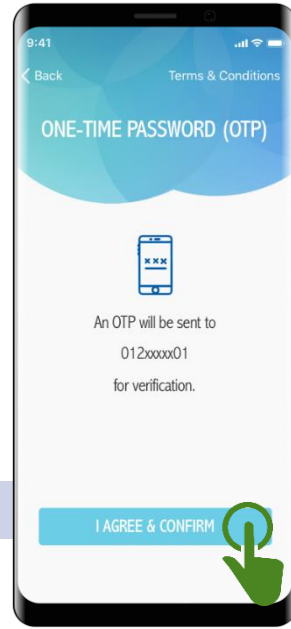
Select *Login*.

Unblock User ID



1

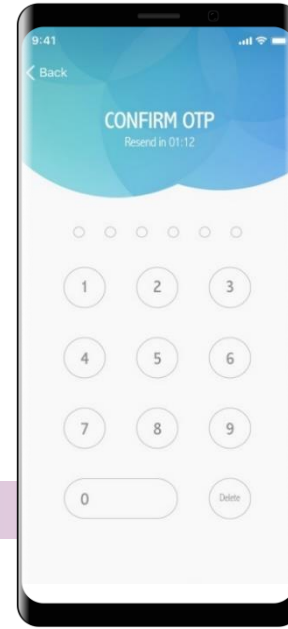
Key-in User ID and select *Unblock User ID* at Login Page.



2

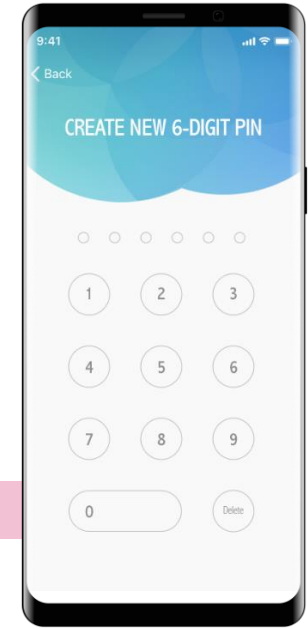
An OTP will be sent to the registered mobile number.

Select *Agree & Confirm*.



3

Key-in and confirm the OTP number.



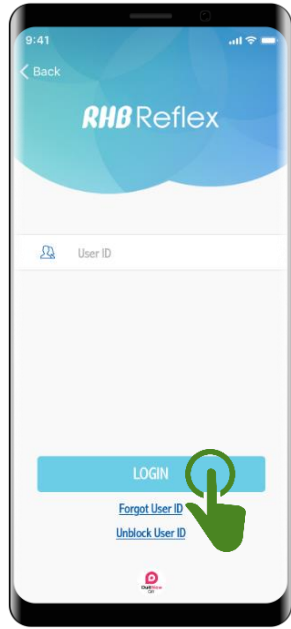
4

Create and confirm *New 6 digit PIN* to complete the process.

* Only the 'Manager(s)' are allowed to unblock users.

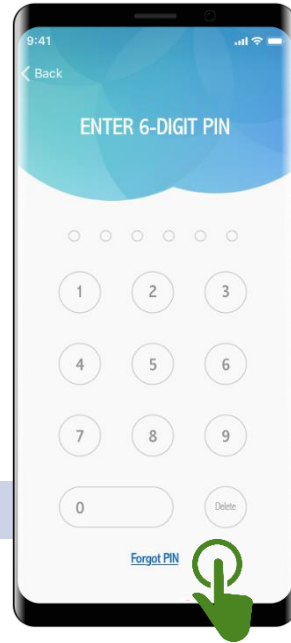
* For blocked 'Cashier IDs', Cashier(s) are to request 'Manager' to unblock.

Forgot PIN



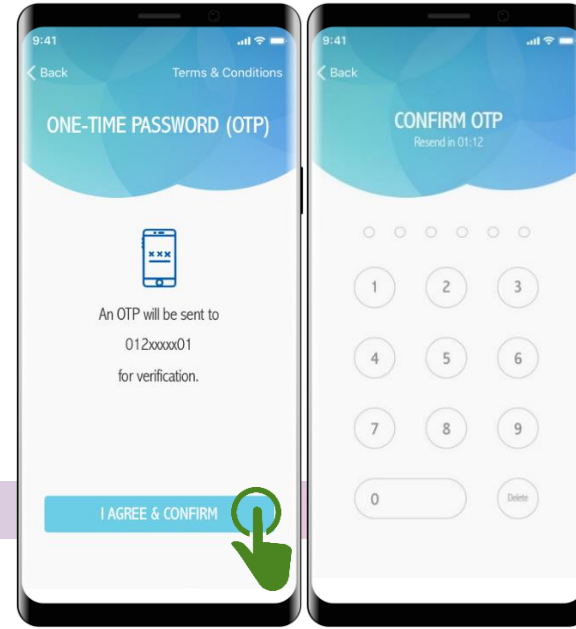
1

Key-in user ID and select *Login*.



2

Select *Forgot PIN*.

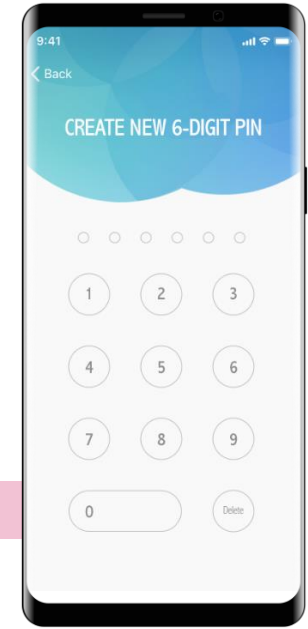


3

An OTP will be sent to the registered mobile number.

Select *Agree & Confirm*.

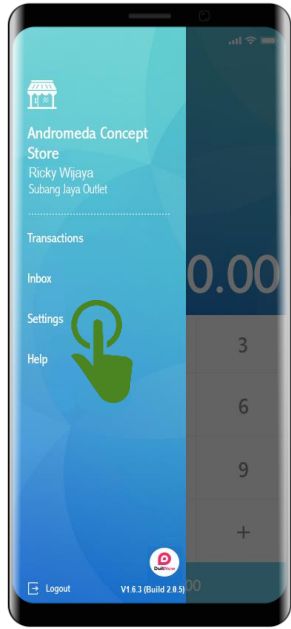
Key-in the OTP number.



4

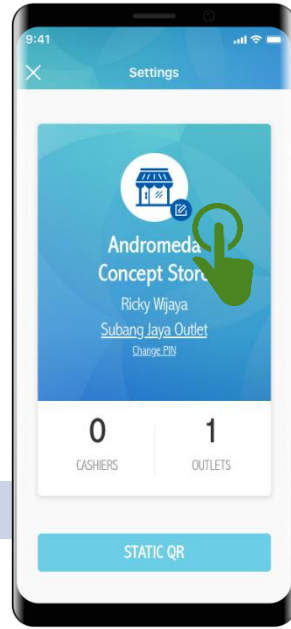
Create *New 6 Digit PIN* to complete the process.

Terminate DuitNow QR



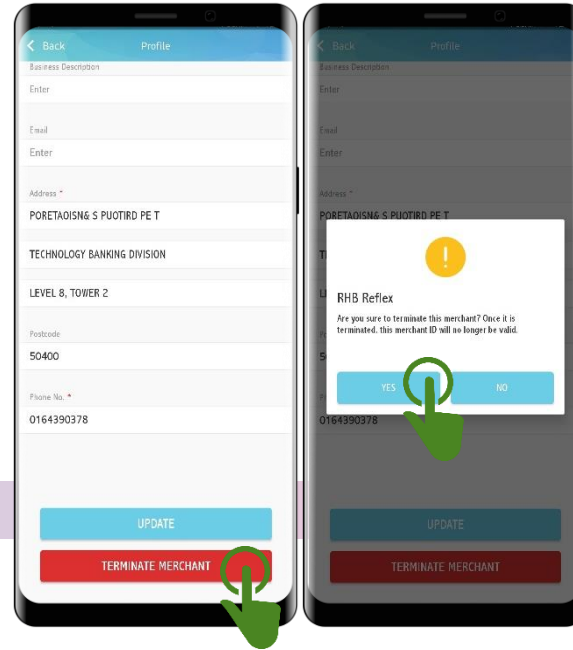
1

Select *Settings* on the *Side Menu*.



2

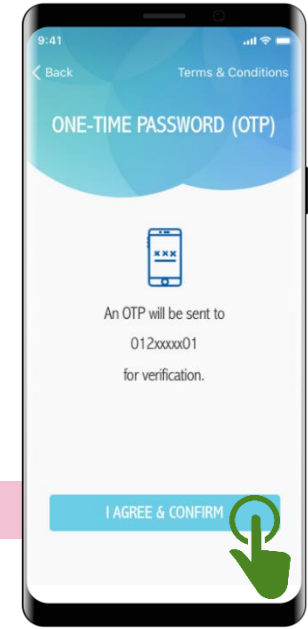
Select the *Edit* icon.



3

Scroll down and select
Terminate Merchant

Select *Yes* to terminate

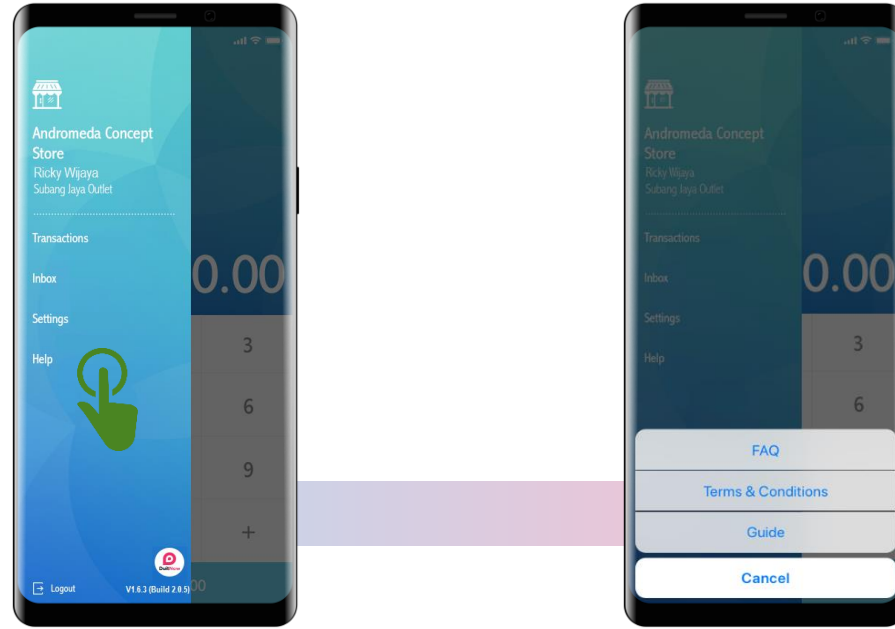


4

An OTP will be sent to the registered
Mobile Number for the termination,
click *Agree & Confirm*.

Key-in the OTP number to complete the
process.

Help & Support



1

Select *Help* on the *Side Menu*.

2

Select :

- Frequently Asked Questions (FAQ).
- Terms & Conditions.
- Guide.