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Corporate Internet Banking FAQ

Contents

1. General FAQ

Q. What is AYA Corporate Internet Banking (AYA CIB)?

A. AYA Corporate Internet Banking (AYA CIB) is the banking platform for AYA's corporate customers over the internet portal.

Q. What is AYA Corporate Internet Banking (CiB) new URL?

A. [AYA Corporate Internet Banking](#)

Q. What kind of devices and systems are required to use AYA CIB?

A. OTP device/Computer/Tablet/Laptop or Mobile device that can access to internet connection is required to use AYA CIB.

Q. What is AYA CIB's contact information?

Please go to the nearest Branches or kindly contact to Relationship Manager for any assistance or may contact our Hotline: 01-2317777, Email: info@ayabank.com

Q. Can AYA CIB users access the service from overseas?

Yes, the User can access AYA CIB from anywhere at any time as long as the User has an OTP device/ Computer/ Tablet/ Laptop or Mobile device connected to the internet.

Q. Can AYA CIB be used on all browsers?

Yes. AYA CIB can be used on any browser (Chrome, Mozilla, Internet Explorer, etc.).

Q. Is AYA CIB service available 24 hours?

Yes, it is available 24 hours. However, certain transactions may be subject to processing hours.

Q. What kind of features are available in AYA CIB?

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The available features in AYA CIB are as follows:

1. Account Services (Account Statement, Details Transaction)
2. Payment Services (Own Bank Account transfer, Other AYA account single transfer, Multiple AYA Account transfers, a Cheque book Request)
3. Administration Services (Beneficiary Maintenance, Email Alert)

Q. What packages are available in AYA CIB?

• Basic (2 makers, 1 checker)
• Basic plus (Customize user)

Q. Which currencies can be used in AYA CIB?

MMK transactions are only allowed in AYA CIB. Foreign currencies Accounts are for view only.

2. Login FAQ

Q. What does it require to login AYA Corporate Internet Banking (AYA CIB)?

Party ID, Username and Password are required to login into AYA Corporate Internet Banking.

Q. How will Registered User receive login credential access information?

Registered User will receive 2 emails for login credential access information.

Mail 1 includes Party ID and Temporary Password.

Mail 2 includes Created User ID.

Q. How can a user unlock/forget password for AYA Corporate Internet Banking (AYA CIB)?

Please contact AYA Bank Hotline 01-231 7777 or you can reach the nearest branch and your relationship manager.

Q. Will the User be able to change registered information?

Users cannot change Company ID and User ID however User can change email, phone number or password.

Q. Is there a limit on login attempts in AYA Corporate Internet Banking (AYA CIB)?

Yes, the system will allow a maximum of 5 times.

3. OTP Device FAQ

Q. What is OTP Device?

The AYA Bank's OTP device is a One Time Password generator provided to each registered user upon successful registration and which the User is required to generate the code for login and to transact on AYA CIB.

Q. Is OTP required for every single user?

Yes, OTP is required for every single user.

Q. Instead of OTP device, are there any other options?

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No. Due to security reasons, only Hardware OTP devices are allowed to use.

Q. When do users require to use OTP device?

First time user logs in and for every transaction at the time of performing transaction

Q. Can users use OTP device from overseas?

Yes. It can be used anywhere.

Q. Can OTP device be shared with other different users?

No. Each OTP device is associated with only one user which is attached together with their User ID, Password and other security credentials.

4. Transaction and Service FAQ

Q. Is there any amount limit for AYA Corporate Internet Banking (AYA CIB) and what is the amount limit?

Yes, there is a standard daily limit of 1,000,000,000 MMK. However, the approval limit set for each checker is subject to the instruction given to the bank by the company at the time of the registration.

Q. Can Checker Role create and approve the transaction?
No, Due to the Criteria Set, only Maker Role can create the transaction, and Checker is only to approve the transaction.

4.1 Fund transfer

Q. Can users transfer between normal accounts to Bill payment account or Tax Payment account directly in AYA CIB?
No, users can transfer from AYA accounts to AYA account only. Regarding the Bill Payments and Tax Payment, please log-in and pay the bills on www.ayaibanking.com

Q. Can the User transfer funds to accounts at other banks?
Yes. Users can transfer to other bank accounts on www.ayaibanking.com from 9:30 AM to 2:30 PM during the Bank's Operation Hours.

Q. Can the User transfer from a Normal Saving Account (Old) to a New Business Account (NBA) from AYA CIB?
Yes, any type of AYA Accounts Transactions can be proceed from AYA CiB.

4.2 Bulk payment
Q. How can AYA CIB users download bulk upload file templates?

Users can download the Bulk Upload file template under the "Bulk from Upload" menu. The acceptable file types are CSV/TXT.

Q. How many accounts can be transferred with bulk files at one time?

The maximum limit is 500 accounts per bulk file.

Q. Can the User transfer a new business account (NBA)/Special account in bulk payment?

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Yes, any type of AYA account can be transferred in Bulk Payment.

Q. In the Bulk File Upload Template, what are the columns that are a must to fill in?

Mandatory column * must be filled.

Columns: A, B, C, D, E, L, R
Column A: Bulk Applicant Account Number (From Account)
Column B: Currency Code
Column C: Transaction Date (DD/MM/YYYY)
Column D: Counterparty Account (To Account)
Column E: Amount
Column L: Counterparty Name (To Account Holder Name)
Column R: Currency Code
*Note: Column B and Column R Currency Code must be the same. Future date Bulk file cannot be more than 5 working days. Column L cannot be more than 16 characters.

Q. What is the process to upload a successful bulk file?
For more information kindly refer to the User Guide User Manual. For a quick review: How to make Bulk Payment by Maker and Checker

For Maker: t.me/AYABankMyanmar/606
For Checker: t.me/AYABankMyanmar/616

4.3 Account Services
Q. How can User check their account statement?

Users can check by going into the "Account Statement" under "Account Service" tab and select account number and desired date range with the maximum of 3 Months.

Q. How many months of account activities/history can be viewed or retrieved?

AYA CIB will display the account activities/history for any 3 months of activities which is selected.

Q. What file types can be downloaded for the Account Statement?

Account Statement can be downloaded in PDF and CSV formats.

Q. How can the User know the status of transactions?

Users can check the detailed status of the transactions in the "Recent notification" section on the Home page or at "Transaction Search" under "Account Services".

4.4 Administration Services
Q. How can AYA CIB users download beneficiary upload template files?

Users can download the Beneficiary Template under the "Beneficiary Upload" menu.

Q. Can the User set alert notification?

Yes. Users can set submission/calendar/account balance alert notifications under alert maintenance.