Metrobank
Business Online Solutions

TRANSFER TO ANOTHER METROBANK ACCOUNT
Quick Reference Guide

**Dedicated After Sales Support
For Corporate Clients**

From 8:30 AM to 5:30 PM Mondays to Fridays, except during holidays

Customer Care Hotlines
- (02) 88-988-000 press 2 then 2 (Manila Line)
- 1-800-10-8579727 (Domestic Toll Free)
- SMART : (0949) 994-2417 or GLOBE (0917) 523-3364

Customer Care Email Address
ibs.customercare@metrobank.com.ph

**Note: We encourage transacting during business hours,
Mondays to Fridays, except Holidays and weekends.*

🏠 Log in to MBOS - Maker
- Open any internet browser
- https:\\mbos.metrobank.com.ph
- Input the Corporate Code, Maker User ID and Password
- Click Sign In
- Input the Security Code as OTP (METROBANK AUTHENTICATOR App) → Click Validate
  Note: OTP will be required once MFA is enabled

✏️ Option 1: Create Single To Another Metrobank Account - Manual Data Entry – Maker
- Log in as Maker
- Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account → Create Single To Another Metrobank Account
- Input Transaction Amount
- Select Funding Account Number
- Input Beneficiary Account Number *(13 digits account number)*
- Input Email Address for email notification (optional)
- Input Remarks on the transaction (optional)
- Select the Payment Schedule – Choose Immediate, Future Dated & Recurring
- Click Next Step button
- Click Submit button

✏️ Option 2: Upload To Another Metrobank Account File - Maker
- Log in as Maker
- Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account → Upload To Another Metrobank Account File
- Click (?) icon beside Upload File to download template
- Click Download Sample File button
- On the Excel template file, input details of transaction: *Corporate Code, Client Reference Number, Last Name, First Name, Middle Name, Destination Account Number (13 digits account number), Amount, Remarks & Beneficiary E-mail*
  Note: Excel template is formatted and cannot be customized; just encode the employee details. Acceptable file format is .xls only – MS Excel 97-2003 version.
- Save the excel file template then close the file before file upload
- Click Choose File on the textbox and browse the file for upload
- Select Funding Account Number
- Input Remarks on the transaction (optional)
- Select the Payment schedule – Choose Immediate, Future Dated & Recurring
- Click Next Step button
- Click Submit button
  Note: This will not allow fund transfer To Another Metrobank Account with Paycard account type.

  Note: Fund Transfer To Another Metrobank Account – this facility can also process fund transfer using a more secured Beneficiary Enrolment setup. If you wish to avail the added feature, please coordinate with your assigned Implementation Officer to further assist you on the complete setup in MBOS.

🏠 Log in to MBOS - Authorizer
- Open any internet browser
- https:\\mbos.metrobank.com.ph
- Input the Corporate Code, Maker User ID and Password
- Click Sign In
- Input the Security Code as OTP (METROBANK AUTHENTICATOR App) → Click Validate
  Note: OTP will be required once MFA is enabled

✏️ Approval - Fund Transfer To Another Metrobank Account - Authorizer
- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click To Another Metrobank Account
- Option 2: Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account → Authorize To Another Metrobank Account
- Tick the corresponding checkbox of transaction for authorization
  Note: The Authorizer has an option to view the detailed transaction by clicking the transaction reference number
- Input Remarks on the transaction
- Click the Authorize button
- Click Submit button
  Note: The transaction will be posted real time to the beneficiary account after the complete workflow setup.

✏️ Reject - Fund Transfer To Another Metrobank Account - Authorizer
- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click To Another Metrobank Account
- Option 2: Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account
- Tick the corresponding checkbox of transaction for Reject
  Note: The Authorizer has an option to view the detailed transaction by clicking the transaction reference number
- Input Remarks on the transaction (Mandatory field)
- Click the Reject button
- Click Submit button

✏️ Return to Maker - Fund Transfer To Another Metrobank Account
- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click To Another Metrobank Account
- Option 2: Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account
- Tick the corresponding checkbox of transaction for Return to Maker
  Note: The Authorizer has an option to view the detailed transaction by clicking the transaction reference number
- Input Remarks on the transaction (Mandatory field)
- Click the Return to Maker button
- Click Submit button

🔍 Inquiry
- Log in as Maker or Authorizer
- Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account → Inquiry
- Collapse the Search Options icon and input any field as search criteria
- Click Search button
  Note: Search can be viewed in different display options (Header & File)
- Click Save as button and choose a file format (pdf, xls, csv and html)

🔍 Reports
- Log in as Maker or Authorizer
- Go to Main Menu Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account → Reports
- Choose a Report Type from the dropdown list
- Collapse the Search Options icon and input any field as search criteria
- Click Search button
- Click Save as button and choose a file format (pdf, xls, csv and html)

⚙️ Settings
- Log in as Maker or Authorizer
- Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → To Another Metrobank Account → Settings
- Set the File Format and Display Option under General Tab
- Set the Alerts/Reminders for email notifications
- Click Update button

📈 Transaction Status
- For Authorization
  (Maker successfully uploaded the transaction)
- Partially Authorized
  (Applicable only if there is more than one authorizer to complete the transaction)
- For Bank Hand-Off
  (In process; for crediting)
- Completely Processed
  (Successfully Credited)