Metrobank
Business Online Solutions

BASIC BANKING
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

- Landline: (02) 88-988-000 For Corporate Internet Banking concerns press 2, then press 1, then press 2
- Domestic Toll Free: 1-800-10-8579727
- Globe: (0917) 523-3364
- Smart: (0949) 994-2417

Customer Care Email Address

- transactionbankingservices@metrobank.com.ph

Account Information

Account Information

- Upon successful MBOS login, Go to Main Menu → Basic Banking → Account Information
- View the enrolled account details sorted per currency
  Note: Totals per currency can be viewed on the lower right portion.

- To download the details, click Save As and choose any file format from the dropdown list.

Forex Rate

- Go to Main Menu → Basic Banking → Account Information → Click Forex Rate tab
- View the available currencies and details
- To use the Forex Calculator, mouseover on the displayed currencies below and change values accordingly

Account Group Maintenance

- Go to Main Menu → Basic Banking → Account Information → Click Account Group Maintenance tab
- To create a new account group, input the preferred Code and Description in the corresponding fields.
- Add accounts by using the (+) icon one after another (or use the (x) icon to remove as needed).
- Click Save → Ok

Statement of Account

Bank Statement of Account

- Go to Main Menu → Basic Banking → Statement of Account → Bank Statement of Account
- To view specific transactions, choose an Account Number and Period Covered from the corresponding dropdown list
- Click Search
- To download the statement of account, click Save As and choose any file format from the dropdown list

Transaction History

- Go to Main Menu → Basic Banking → Statement of Account → Transaction History
- To view a transaction history, choose an Account Number and Period Covered from the corresponding dropdown list
- Click Search
- To download the statement of account, click Save As and choose any file format from the dropdown list

Note: For newly enrolled accounts, up to 2 months transactions can be generated.

Check Status Inquiry

Check Status Inquiry

- Go to Main Menu → Basic Banking → Check Status Inquiry
- Select Account from the dropdown list
- Input Beginning Serial Number
- Input Ending Serial Number
- Select Status from the dropdown list
- Click Search

Checkbook Stock Request

Checkbook Stock Request

- Log in as Maker
- Go to Main Menu → Basic Banking → Checkbook Stock Request
- Select Source Account
- Select Checkbook Type
- Click add "+" or subtract "-" buttons to determine the Number of Booklets.
  Note: Total service fee will be displayed in Charge Amount details.

- Input Remarks (optional)
- Click Next Step → Click Submit

- Log in as Authorizer
- Go to Task List and click the number of pending task/s for Checkbook Stock Request.
- Tick the corresponding checkbox of transaction for authorization
- Click Authorize → Click Submit