



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

- 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

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)