Metrobank
Business Online Solutions

DOMESTIC & FOREIGN
TRANSFER
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 DFT – Manual Data Entry – Maker
- Log in as Maker
- Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → Domestic or Foreign Transfer → Create Domestic or Foreign Transfer
- Select Remittance Type
- Provide Amount *(No Comma)*
- Select Debit Account
- Provide Intermediary Bank Name, Intermediary Bank Address & Intermediary SWIFT Code *(Optional; applicable only for GSRT/PDDTS/Foreign Transfer)*
- Select if Individual or Corporate
- Provide Beneficiary Name (Target Account Name) and Beneficiary Address
- Select Country of Destination *(applicable only for Foreign Transfer)*
- Select Beneficiary Bank
- Provide Beneficiary Bank Address and Beneficiary Account Number
- Provide Beneficiary Information *(optional-may be used to indicate purpose of payment))*
- Select Purpose *(applicable only for Foreign Transfer)*
- SWIFT Code *(pre-populated after Beneficiary Bank is selected)*
- International Bank Account Number & Bank Routing Number *(must be left blank)*
- Select Charge Type *(applicable for Foreign Transfer only; default: OUR)*
- Provide Bank to Bank Information *(optional – must not be used to indicate purpose of payment)*
- Select the Payment schedule – Choose Immediate or Future Dated
- Input Remarks on the transaction (optional)
- Click Next Step button
- Click Submit button

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

Authorize Domestic or Foreign Transfer
- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click Domestic or Foreign Transfer
- Option 2: Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → Domestic or Foreign Transfer → Authorize Domestic or Foreign Transfer
- Tick the corresponding checkbox of transaction for authorization
  Note: The Authorizer has an option to view the detailed DFT by clicking the transaction reference number
- Input Remarks on the transaction
- Click the Authorize button
- Click Submit button

Reject Domestic or Foreign Transfer
- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click Domestic or Foreign Transfer
- Option 2: Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → Domestic or Foreign Transfer → Authorize Domestic or Foreign Transfer
- Tick the corresponding checkbox of transaction for reject
- *Note: The Authorizer has an option to view the detailed DFT by clicking the transaction reference number*
- Input Remarks on the transaction
- Click the Reject button
- Click Submit button

Return to Maker Domestic or Foreign Transfer
- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click Domestic or Foreign Transfer
- Option 2: Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → Domestic or Foreign Transfer → Authorize Domestic or Foreign Transfer
- Tick the corresponding checkbox of transaction for return to maker
- *Note: The Authorizer has an option to view the detailed DFT by clicking the transaction reference number*
- Input Remarks on the transaction
- 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 → Domestic or Foreign Transfer → 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 (Detail, Header, File and Status)
- 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 → Domestic or Foreign Transfer 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)
  Note: Almost same with Inquiry; detailed & customizable transaction report

Settings
- Log in as Maker or Authorizer
- Go to Main Menu → Payments and Transfers → Electronic Funds Transfer → Domestic or Foreign Transfer → 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 Verification
  (Still in process)
- Successful or Unsuccessful

Geography	Remittance Type	Currency	Processing Schedule	Cut Off Time	Fee per record
Domestic	RTGS (Real Time Gross Settlement)	PHP	Real Time	3:00 PM	PHP 500.00
	PESONet (Philippine EFT Systems and Operations Network)	PHP	End of Day	3:00 PM	PHP 100.00 (waived until Mar. 31, 2021)
Foreign	GSRT (Gross Settlement Real Time)	USD	Real Time	2:00 PM	USD 10.00 or PHP 500.00
	PDDTS (Philippine Domestic Dollar Transfer System)	USD	End of Day	3:00 PM	USD 10.00 or PHP 500.00
	FOREIGN TRANSFER				
	JPY, SGD, CNY, HKD, AUD	USD & Third currencies	Real Time	9:00 AM	USD 10.00 or PHP 500.00 + Corresponding Bank Charges
	USD, EUR, CHF, GBP, CAD			1:00 PM	

Table above may be subject to change prior release of an updated version