Metrobank
Business Online Solutions

PAYROLL
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 Payroll - Manual Data Entry - Maker

- Log in as Maker
- Go to Main Menu → Payments and Transfers → Payroll → Create Payroll
- Select Debit Account
- Input Remarks on the transaction (optional)
- Select the Payment schedule – Choose Immediate or Future Dated
- Input the Payment details of the employee:
  First Name, Middle Name, Last Name, Pay To (13 digits account number) & Amount
  Note: Pay card acct is not allowed for Manual Data Entry; this type of account may be used for file upload only – Option 2.
- Click Save button
- Click Next Step button
- Click Submit button

Option 2: Upload Payroll File - Maker

- Log in as Maker
- Go to Main Menu → Payments and Transfers → Payroll → Upload Payroll File
- Click (?) icon beside Upload file to download template
- Click Download Sample File button
- On the Excel template file, input details of the employee:
  Last Name, First Name, Middle Name, Employee Account Number (13 digits account number; put an apostrophe ['] before the first digit to avoid truncation) & Amount (no comma)
  *Note: *Payroll excel template is formatted and cannot be customized; just encode the employee details.*
  **Employee with 0-zero amounts should be removed on the template/transaction to be uploaded.*
  **Acceptable file format is .xls only – MS Excel 97-2003 version.*
- Save the excel file template then Close it
- Click Choose File on the textbox and browse the payroll file
- Select Debit Account
- Input Remarks on the transaction (optional)
- Select the Payment schedule – Choose Immediate or Future Dated
- 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 Payroll

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

Reject Payroll

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

Return to Maker Payroll

- Log in as Authorizer
- Option 1: On the Dashboard, pending for approval will appear on the Task List → Click Payroll
- Go to Main Menu → Payments and Transfers → Payroll → Authorize Payroll
- Tick the corresponding checkbox of transaction for return to maker
  Note: The Authorizer has an option to view the detailed payroll 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 → Payroll → 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 → Payroll 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. In the event that you can only view totals only, please refer to your system admin for access restrictions.

To View the reason of Unsuccessful payroll transaction

- Log in as Maker or Authorizer
- Go to Main Menu → Payments and Transfers → Payroll → Inquiry
- Click the Reference Number → Click Transaction Details/Trail → Look for the *Transaction Remarks* on the upper right

Settings

- Log in as Maker or Authorizer
- Go to Main Menu → Payments and Transfers → Payroll → 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/Unsuccessful
  (Successfully Credited or Unsuccessful)

Note: For reversal request of processed payroll, client must submit an LOI to their branch.

PAYROLL SCHEDULE

Payment Type/ Transaction Type	Target Credit		Sample Transaction Scenarios	
Immediate	**Transaction Time**	**Credit Time**	**Transaction Time**	**Credit Time**
Manual Data Entry	Anytime	Real Time	10:15 AM 11:05 AM	10:15 AM 11:05 AM
File Upload ***per hour cut off from 6:00am-10:00pm*** ***per hour credit from 6:45am-10:45pm***	Within 5:00 AM -10:00 PM	5:45 AM - 10:45 PM (hourly run)	9:00 AM 10:15 AM 1:50 AM	9:45 AM 11:45 AM 2:45 PM
	Before 5:00 AM	5:45 AM (same day)	4:00 AM	5:45 AM (same day)
	After 10:00 PM	5:45 AM (next day)	10:30 PM	5:45 AM (next day)
Future Dated	**Target Scheduled transaction**	**Credit Time**	**Transaction Time**	**Credit Time**
Manual Data Entry	5:00 AM - 10:00 PM (per hour)	5:00 AM - 10:00 PM (hourly run)	12/15/2020 10:00 AM	12/15/2020 10:00 AM
File Upload ***per hour cut off from 6:00am-10:00pm*** ***per hour credit from 6:45am-10:45pm***	5:00 AM - 10:00 PM (per hour)	5:45 AM - 10:45 PM (hourly run)	12/15/2020 10:00 AM	12/15/2020 10:45 AM

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