

mooPayroll

FAQ

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GETTING STARTED

1. How many mooPayroll plans are available?

There are 4 plans that you can select from.

- a. Moo – 10
Allows payroll generation up to 10 employees and is RM60 monthly per organization.
- b. Moo – 25
Allows payroll generation up to 25 employees and is RM125 monthly per organization.
- c. Moo – 50
Allows payroll generation up to 50 employees and is RM200 monthly per organization.
- d. Moo – 100
Allows payroll generation up to 100 employees and is RM300 monthly per organization.

Each of the plan above comes with 45 days FREE trial, after which, will be automatically downgraded to only being able to generate payroll up to 3 employees. Therefore, you are strongly advised to sign up in order to continue to enjoy the full benefits of your subscribed plan.

2. What are the features of each of the above mooPayroll plan?

Each of the above plan comes with the full comprehensive features as below:

- a. Payroll Automation
- b. Leave Management
- c. Employee Management
- d. Payroll Reporting
- e. Regulatory Compliance and Submission
- f. Employee Self Service
- g. Support multiple organizations payroll

3. How do I sign up?

Please go to <https://www.moopayroll.com/>, and click 'Getting Started'. Select the preferred plan and click 'Sign Up'. You will be taken to mooPayroll Registration page where you need to key in your Name and Email. Your password will be sent to this registered email of yours. You can then login to <https://system.moopayroll.com/> using your registered email and the corresponding password to proceed to setup your account.

4. How do I get started?

Once you have signed up and successfully logged in, you will be taken on a real-time interactive virtual tour that will guide you, step by step, to assist you in setting up your account. Please follow through the guided steps to ensure a seamless and hassle-free successful account setup.

5. How do I sign up for the free trial with my company having 3 employees?

You may opt for the Moo-10 plan. Please go to <https://www.moopayroll.com/>, and click 'Getting Started'. Select Moo-10 plan and click 'Sign Up'. You will be taken to mooPayroll Registration page where you need to key in your Name and Email. Your password will be sent to this registered email of yours. You can then login to <https://system.moopayroll.com/> using your

registered email and the corresponding password to proceed to setup your account. You will be able to enjoy the complete benefits and functions of this plan FREE for a trial of 45 days, after which you will be automatically downgraded to only being able to generate payroll up to 3 employees. In future, should you need to generate more than 3 employees payroll, you will need to re-activate the Moo-10 plan or any other preferred plans that suit your business needs, by subscribing and paying the related subscription fees.
NO credit card info/Payment is required for this 45 days FREE trial.

MY ACCOUNT AND BILLING

1. How do I setup my account?

Once you have signed up and successfully logged in, you will be taken on a real-time interactive virtual tour that will guide you, step by step, to assist you in setting up your account. Please follow through the guided steps to ensure a seamless and hassle-free successful account setup.

2. I already have an account, but I have forgotten my password. How do I retrieve my password?

Go to <https://system.moopayroll.com/> page, click 'Forgot your password', and you will be taken to another page where you will be required to input your registered email and the Reset password email will be sent to this registered email of yours. Locate the email and click 'Reset Password' and you will be brought to a page where you can set your new password.

3. Can I change my account details?

As the Admin user, you will be able to edit your account details upon successful login.

4. Once I have signed up for a mooPayroll plan, am I tied to any timeframe?

No. All mooPayroll plans are not bonded to a specific timeframe. They can be upgraded, downgraded or canceled, anytime.

5. What do I get for my subscribed plan?

All plans come with the following features:

- a. Payroll Automation
- b. Leave Management
- c. Employee Management
- d. Payroll Reporting
- e. Regulatory Compliance and Submission
- f. Employee Self Service
- g. Support multiple organizations payroll

The only difference is the maximum number of employees payroll that you can generate.

6. Can I change my subscribed plan?

Yes. You are able to do so anytime. If you choose to upgrade your plan, the current billing cycle will be pro-rated.

7. Will the price of my subscribed plan change?
No. Even when we do revise our plans pricing, we will honor existing subscribed plans at their respective pricing.
8. Can I get a refund?
Payment that is already made for the subscription plan is non-refundable. However, under certain special circumstance(s), such as when your credit card / debit card / payment account has inadvertently been over-charged, arrangements may be made for a refund. Please read our [refund policy](#) for more detailed information.
9. What are the accepted payment types?
We accept most credit cards and e-Banking as well.
10. Can I re-open an old account?
If you wish to transfer your old data to your new account, it is usually possible. Please contact Support for more information.

ADMINISTRATION

1. How do I delete my employee account details?
The System allows removal of employee account(s), that do not have any payroll processing details (meaning without payslip). You will need Super Admin login details and upon successful login:
 - a. Go to 'User' at the left side of the Dashboard.
 - b. Locate the employee from the list
 - c. Click 'Remove User'.This will delete the employee user account and also the profile information.

As for those employees who already have payroll processing details (with payslip generated), the System allows the account to be deactivated. You will need Super Admin login details and upon successful login:
 - a. Go to 'User' at the left side of the Dashboard.
 - a. Locate the employee from the list
 - b. Click 'Lock' icon at the last column.Once the employee has been deactivated, the employee will not be able to login to mooPayroll system and payroll will no longer be generated for this employee.
2. How do I deactivate my employee's account?
You will need Super Admin login details and upon successful login:
 - b. Go to 'User' at the left side of the Dashboard.
 - c. Locate the employee from the list
 - d. Click 'Lock' icon at the last column.

Once the employee has been deactivated, the employee will not be able to login to mooPayroll system and payroll will no longer be generated for this employee.

3. How do I edit my employee's account details?

You can do so through 'Employee' at the left side of the Dashboard. Select the employee and then proceed to update accordingly.

4. Can I change the employee user email, used to access mooPayroll?

Yes, as the Super Admin role, you can change all system users' emails.

To do so, please follow the steps as below:

- a. Go to 'User' at the left side of the Dashboard.
- b. Select the user account that you need to edit.
- c. Click 'Change Email?', enter new email address.
- d. Click 'Save Changes', an email verification will be sent to the employee and he/she is required to click the verification link to complete the process.

5. How do I assign a user with Admin role?

mooPayroll system has 3 types of user roles:

- a. **Super Admin** → the default system admin that can access all system modules and also is the person who is registered as the system contact person.
- b. **Admin** → system admin who is allowed access to the main system modules.
- c. **User** → employees who can access employee pages only.

To assign a user to the Admin role, please follow the below steps:

- a. Go to 'User' at the left side of the Dashboard.
- b. Select the user account that you wish to assign the Admin role.
- c. Click 'Setting' tab, change the role to 'Admin'
- d. Click 'Save Changes'

*Please take note that you may set this Admin role access rights in more detail, through the 'Access Control' tab.

6. How do I download my employees EA forms?

As the Admin, you may download your employees EA forms (Income Tax CP8A) from the Reporting module. Please follow the below steps:

- e. Go to 'Report' at the left side of the Dashboard.
- f. Select 'Government' tab, and u will see a dropdown list.
- g. Select 'Income Tax CP8A'
- h. Select option of month and year, department, designation, Branch
- i. Click 'EIS TextFile Export' to download the EA form for the employee

LEAVE

EMPLOYEE SELF SERVICE

1. How do I access mooPayroll Leave Management?
Once you have received your login details through your registered email, you can login to the system through <https://system.moopayroll.com> and upon successful login, select 'Leave' at the left side of the Dashboard.
2. Can anyone else access my personal information?
No. Your personal information is completely secure within mooPayroll system. Role-based access ensures that a user can only access information as per the assigned permission levels on the basis of his/her role and work function.
3. Can I see my leave balance on the Dashboard?
Yes. Your leave balance is displayed on the Dashboard. Click 'Apply Leave' to proceed to the leave application page.
4. How do I apply and monitor my leave applications?
You can easily manage your leave applications, through the same 'Leave' at the left side of the Dashboard.
 - a. Go to 'Leave' at the left side of the Dashboard.
 - b. You will be brought to the Calendar page.
 - c. At the top right corner, there are two buttons, that allow you to apply for leave and also to apply for replacement credits.
 - d. Select 'History' tab, and you will be able to view and track your leave applications and their respective statuses. Your leave entitlement for each leave type will also be displayed here.
5. How do I view and manage my information?
You can update your personal information and profile through 'My Profile' at the top right corner of the Dashboard, once successfully logged in.
6. How do I cancel my existing leave application?
You can easily cancel your leave through the same 'Leave' at the left side of the Dashboard. You are able to do so as follows, depending on your leave status:
 - a. **Leave status is pending.**
 1. Click Dashboard left panel > Leave > History tab.
 2. Select the leave with status 'Pending', click 'View', screen popup on leave details appear.
 3. Enter Reason to cancel and click 'Cancel Leave'.
 4. Your leave is canceled. (No approval required from your Reporting Officer).

b. Leave status is approved.

1. Click Dashboard left panel > Leave > History tab
2. Select the leave with status 'Approved', click 'View', screen popup on leave details appear
3. Enter Reason to cancel and click 'Cancel Leave' button
4. Request to cancel will be sent to your Reporting Officer.

7. Why is my Apply Leave button disabled?

This could be due to the Reporting Officer configuration that was not done properly, therefore please inform the Admin so that the Admin can rectify the issue.

MANAGER SELF SERVICE

1. What is mooPayroll Leave Management?

It is a comprehensive and flexible solution that integrates and automates the whole leave-management process for the whole company. It empowers your company to effectively and efficiently apply relevant leave policies, configure the right leave types and ensures accurate across the board synchronization of leave for all your employees, thus lowering the leave administration costs, creating a happier and more productive workforce. You are also able to have records, track, monitor and evaluate your employees' leave and attendance, easily, more effectively and hassle-free.

2. How do I approve/reject employees leave applications?

You are able to access employee leave applications details. You are also able to have a **quick snapshot of the employees leave summary by month/week/day (Calendar page)**, depending on the selection at the top of the Calendar page. This info will help you decide better when it comes to approving/rejecting leave. In order to approve/reject leave:

- a. Go to 'Leave' at the left side of the Dashboard.
- b. Select 'Approval' tab.
- c. Click 'Action' on the selected leave application.
- d. You can approve or reject with accompanied remarks.

3. When I receive a request to cancel leave, what am I to do?

Should you decide to approve this leave cancellation, you need to do the following:

- a. Click Dashboard left panel > Leave > Approval tab.
- b. Select the leave that the staff requests to be cancelled (a red exclamation mark will appear), click 'Action' .
- c. Click 'Approve' to approve leave cancellation request. Enter any related Remarks. If there is a 2nd level Reporting Officer, the system will send to the 2nd level Reporting Officer to complete the approval process.
- d. Click 'Reject' to reject leave cancellation request. Enter the related Remarks.

4. How do I view and monitor the employees leave status?
Once successfully logged in, you will be brought to the Dashboard. Click 'Leave' at the left side of the Dashboard and you can get a quick snapshot of the employees leave summary by month/week/day (Calendar page), depending on your selection at the top of the Calendar page. Hover your mouse on the leave entry, and a pop-up window will appear, displaying the leave type, date and days applied and status. The leave status is automatically updated.

ADMINISTRATION

1. How do I manage user permissions?
As the Admin, upon successfully login, you are able to manage your employees in the system through 'Employee' at the left side of the Dashboard. Here, you can assign roles and permissions to individual users in accordance to their work functions.
2. How do I adjust employee leave?
You are able to do so through 'Employee' at the left side of the Dashboard.
 - a. Go to 'Employee' at the left side of the Dashboard.
 - b. Select the employee.
 - c. Select 'Employment' tab.
 - d. You will be able to do leave adjustment in the Leave Entitlement section.
 - e. Click 'Save Changes'.
3. How do I adjust an employee leave balance?
Please take note that before any adjustment of employee leave balance is made, please make sure you have run the yearly leave housekeeping successfully.
You may adjust the employee leave balance as below:
 - a. Ensure that the yearly leave housekeeping process is done successfully.
 - b. Click Dashboard left panel > Employee > Employment tab.
 - c. Go to 'Leave Entitlement', adjust the leave balance accordingly.
 - d. Click 'Save Changes'.
4. How do I configure the Company's leave settings?
You may do so as below:
 - a. Go to 'Setting' at the left side of the Dashboard.
 - b. Select the 'Leave' tab.
 - c. You will be able to configure the leave settings here.
 - d. Eg: Click 'View' at the end of 'Annual Leave' row to edit its settings.
 - e. Click 'Save' button at the top right to update the settings.
5. How do I configure the Leave types?
You may do so as below:
 - a. Go to 'Setting' at the left side of the Dashboard.
 - b. Select the 'Leave' tab.
 - c. You will be able to configure the leave types here.

6. How do I configure new Leave types?

You may do so as below:

- a. Go to 'Setting' at the left side of the Dashboard.
- b. Select the 'Leave' tab.
- c. At the top right corner, you will be able to add new customized leave types.
- d. You will be required to enter the new customized leave type name and also its respective number of entitlement days.
- e. Click 'Save'.

7. How to initiate the yearly employee leave housekeeping in the system?

The Admin is required to run the leave housekeeping process, to ensure proper processing of the leave balance of the existing year and coming next year leave entitlement are correctly synchronized.

Before starting this process, please check on [How to ensure that the yearly employee leave housekeeping process is error free?](#)

Next, you need to follow the steps below:

- a. Click Dashboard left panel > Setting > Company
- b. Under Leave Setting, click 'Run 2018 Leave entitlement' (if the current year is 2017)
- c. After this is successfully done, the system will pop-up an acknowledgement message to confirm the process is done.

8. How to ensure that the yearly employee leave housekeeping process is error free?

To ensure this, the following needs to be done:

- a. The Admin must ensure all employee leave application and approval of the current year must be done and processed accurately. (You may set a Company announcement for a cut-off date to achieve this)
- b. You must ensure the Company leave balance carry forward policy is properly configured.

To do so, you need to follow the steps as below:

1. Click Dashboard left panel > Setting > Leave.
2. Since this configuration only applies to 'Annual Leave' and 'Replacement leave', click 'View' for these 2 types of leave.
3. There are 3 configurable settings:
 - a) ENABLE CARRY-FORWARD?
 - b) SET ENTITLEMENT DAYS FOR CARRY-FORWARD
 - c) CARRY-FORWARD LEAVE WILL BE EXPIRED WITHIN ? MONTH(S)Please set the configuration for the above.
4. Once done, click 'Save' at top right to update the settings.

9. An employee has informed me that his Apply Leave button is disabled. How do I resolve this?

This could be due to the Reporting Officer configuration that was not done properly. Please rectify this by:

- a. Click Dashboard left panel > Employee > Employee name.
- b. Click 'Employment' tab, then scroll down to the section 'Report To'

- c. Set the staff's Reporting Officer OR Administrator.
- d. Select the 'Leave Approval' to either 'All' OR 'Reporting Officer' OR 'Administrator'.
- e. Click 'Save Changes' at the bottom right, to update the settings.

PAYROLL

EMPLOYEE SELF SERVICE

1. How do I view my salary details?
You can do so through 'Payslip' at the left side of the Dashboard. You will be able to view your monthly payroll details here.
2. How do I download my pay slip?
You can do so through 'Payslip' at the left side of the Dashboard. Select the payroll month and at the far end, click the 'Download Pay Slip' icon to download your pay slip.
3. Why is my PCB amount not the same as the previous month?
For PCB amount calculation, the formula is based on the employee's profile (eg: number of children) and employee's previous Company Contributions/tax relief as well. Therefore, you need to ensure that this information is correctly updated in your employee's 'Profile' & 'pre Contributions/Relief' tabs. Please discuss with your Admin on this.

ADMINISTRATION

1. What are payroll components?
Payroll components are used for payroll processing eg: earning, deduction and tax components and etc. You are able to define various types of payroll to meet the payroll processing requirements of your company.
2. As an employer, what do I need to do?
When a new employee is created in the system, you will be required to enter the usual earning details for that employee, % required for the respective statutory bodies and other deductions/relief and etc. Once all this data is in, the payroll processing for each employee will be done automatically.

GENERAL

1. What is mooPayroll?

We are an innovative and agile company, specialized in Payroll solutions and services. We are reputable for our fast response, reliable, trustworthy and professional service to our Clients. We believe in the utmost importance of our relationship with the Clients, as we trust that together, we can help one another to bloom and grow strategically, flourish our businesses and create a fruitful culture of engagement to become better. We believe in the importance of always keeping ourselves up-to-date on payroll trends and technology, to ensure we always meet your needs now and in the future.

2. What services do you provide?

We provide the following:

a. Payroll automation

This enables your payroll to be effortless and seamless. Easy to setup and with some simple adjustments to suit your company needs, you can make accurate monthly payouts:

- Pro-rated calculation for newbies or employees who are leaving.
- Real-time calculation for employees on leave or even absentees.
- Automatic calculations for PCB, EPF and SOCSO.
- Direct deposit into your registered bank(s).
- Bank files ready.

b. Leave management

Straight-forward and simple online leave management for you and your employees:

- Support multiple workgroups
- Available default and customizable leave types to suit your company's needs.
- Automatedly populated public holiday calendar.
- Employee self-service – manage your leave anytime from anywhere.
- HR/Management approval/rejection of leave anytime from anywhere.
- Automatic Email notification trigger.

c. Employee management

We provide a consolidated and secured database to ensure the employees in your company(s) are all stored securely and accessible only by the authorized personnel.

- Employee information
- Previous employment, statutory and tax relief data
- Salary, automated calculation, allowances, overtime, any deductions and etc
- Automated email notification to employee to enable them to activate the Employee Self Service.

d. Regulatory Submission

Forms will be generated automatically and accurately for ease of your submission to the related regulatory bodies.

- Automated form generation for PCB, EPF and SOCSO
- E-submission format ready.

- Generated reports for EPF, SOCSO, LHDN and HRDF
 - Updates are automated to ensure consistent compliance.
- e. Employee Self Service
Employees will have easy access to view, edit and update their details.
- Access, view and edit respective personal information.
 - Leave management
 - E-payslip
 - Personal EA form.
- f. Cloud and Mobility
Access your payroll and employee information anytime from anywhere
- Great flexibility, easy access anytime, from anywhere and support multiple devices.
 - Employees easy access anytime, from anywhere
 - Continuous updates to ensure latest technology is used and also regulatory compliance.
 - Cost savings and easy startup.
3. Do you offer any free trial?
Yes. You can sign up for any of our existing plans, each comes with 45 days FREE trial. Eg: If you sign up for our Moo-100 plan (you will be able to generate payroll up to 100 employees), you will get to test our complete yet flexible solution FREE for 45 days, after which your plan shall be automatically downgraded to only being able to generate payroll up to 3 employees. Therefore, you are strongly advised to sign up in order to continue to enjoy the full benefits of your subscribed plan.
4. What makes mooPayroll solution different from the rest?
Our features are aplenty and relevant. In addition to this, they are also flexible yet robust and comprehensive enough to provide our Clients with different payroll options that ensure that it is indeed the accurate choice for your company. Our secure, easy-to-understand and easy-to-use service allows you to seamlessly take control of your multiple companies and manage their respective employees information, payroll processing, direct deposit, leave management and many others, all from your own computer at the office or even at home. It really makes your managing your company(s) so much easier.
5. How will your service benefit my company(s)?
With our various flexible plans and trusted services, mooPayroll allows you to focus on your primary objective, that is revenue generating business and not the time-consuming and costs-consuming hassles of resources management. Our payroll solution seamlessly eases your administration requirements so much so it significantly saves you time and money. And since our solution supports multiple companies, you will be able to manage your various companies through one system without the headache of going through and maintaining multiple, disparate and confusing databases.

6. How much does your service cost?

There are 4 plans that you can subscribe to:

- a. Moo – 10
Allows payroll generation up to 10 employees and is RM60 monthly per organization.
- b. Moo – 25
Allows payroll generation up to 25 employees and is RM125 monthly per organization.
- c. Moo – 50
Allows payroll generation up to 50 employees and is RM200 monthly per organization.
- d. Moo – 100
Allows payroll generation up to 100 employees and is RM300 monthly per organization.

7. How does your solution work?

Our solution is a web-based solution. As long as you have obtained your login details by signing up with us, you will be able to access our solution, anytime from anywhere.

8. Our company has unique payroll needs. Can mooPayroll customize the solution to suit our needs?

Our system is comprehensive, yet very flexible. So, should you still have certain unique payroll needs that must be adhered to, we are more than happy to listen. We will work with you to determine your payroll requirements and identify possible problem areas. Then we can adapt our system to provide you with the best payroll solution for you. Of course, this MAY come with a customization fee which can be further discussed.

9. Is there any help available in mooPayroll solution?

Yes. We offer assistance through the following Help features:

- a. **Getting Started:** If you are new to mooPayroll, you will be guided through a specialized real-time interactive virtual tour to help you get started easily. The tour will get you started with mooPayroll within minutes of logging in. You are strongly advised to follow through this virtual tour.
- b. **Help button:** Every page will have a Help button at the bottom right corner. Click this to type your question and we will assist you accordingly.
- c. Browse through our “Frequently Asked Questions” to find immediate answers to most of your queries. (Go to www.moopayroll.com and click ‘Support’)
- d. You can always write to us (Go to www.moopayroll.com and click ‘Support’) or contact hello@moopayroll.com, we are happy to help.

BENEFITS

1. What are the benefits of us choosing mooPayroll?

Our Clients' primary objective is to focus on what they do best – the management of their businesses and generating revenue. Most do not have the time and maybe even, the right skills to meet the pressing demands of being a good employer. This is where we come in, to provide the professional payroll solution and services that could bring about increased productivity and profitability and also reduced turnover. Our competitive rates do help to curb costs, save time and reduce paperwork significantly and thus helps you to be more effective and efficient in what you would do best in your business.

2. What are the benefits for employees to using mooPayroll?

In general, employees do seek financial security, a truly safe and trusted working environment, where they can fully focus on their tasks at hand, with no worries at all. Our solution ensures, on time and accurate payout, correct and responsive claims processing (in next phase), access to current information and manage their leave efficiently. Employees would then feel an increased sense of job security and satisfaction, and their employer would also be at ease, as resources management costs are reduced, through using us.

OTHERS

1. What can a payroll system do?

Payroll is actually more than just issuing a monthly cheque and processing payroll, it is also a full-fledge and complete system that requires detailed record-keeping and accounting that needs to be in compliance with the relevant laws and regulations. In addition to this, payroll systems can aid in monitoring and keeping track of tax deadlines, ensuring to always meeting compliance regulations at all times. It also helps you to being able to always know the statuses of your employees and assists in streamlining the various processes of consolidating time sheets and making payments accordingly, accurately and most of all, in time.

2. What other systems can be integrated with payroll systems?

In general, payroll is usually just one module in a larger HRIS (Human Resources Information System) or HRMS (Human Resources Management System). It is a usual practice to integrate payroll with accounting or other software applications, to simplify the whole process because this allows you:

- a. to have and view more information, all at once even at the macro level.
- b. to print more comprehensive, complete and meaningful reports.
- c. to perform other basic functions without the need to go through and maintain multiple, disparate and confusing databases.

3. Why would many companies use an outsourced service or solution?

The main reason would be so that they do not need to purchase and maintain a payroll server in-house, saving their staff the time and hassle of doing the work themselves, which eventually frees them up for other more relevant matters and tasks.