

Bulk Airtime Top Up

FAQ, Disputes and SLA

Frequently Asked Questions

No	Questions	Answers
1.	Who can use the Bulk Airtime Top Up service?	This service is available for corporate users who have access to Corporate iBanking with Maker and Checker roles.
2.	What file format is required for Bulk Airtime Top Up?	For Bulk Airtime Top Up, BulkAirtimeTopUp.xlsx file format is provided in the system and other file formats will not be accepted.
3.	What information must be filled in the Excel file?	<p>1.Mobile Number</p> <p>Must start with 09, Digits only (no spaces or symbols)</p> <p>2. Amount</p> <p>Minimum: 1,000 MMK, Maximum: 30,000 MMK Digits only (no spaces or symbols). Decimal values not allowed.</p> <p>Column formats for both Mobile Number and Amount should be in Text Format.</p>
4.	Can users top up any amount between 1,000 MMK - 30,000 MMK?	<p>No. Bulk Airtime top up only supports 1,000 MMK increments (e.g. 1,000 / 2,000 / 3,000).</p> <p>Amounts like 1,500 or 2,500 MMK are not allowed.</p>
5.	Will merchants be notified after the Bulk Airtime top up is completed?	The merchant will receive the SMS notification from ibanking service informing the completion of Bulk Top Up.
6.	Will customers be notified after the Bulk Airtime top up is completed?	Customers will get the SMS notification confirming the successful top up from relevant operators.

7.	Is bulk top up available for all operators?	Yes, Bulk Top Up is available for all five operators.
8.	What are the common reasons that file upload/validation is failed?	The file is empty or the number of records is not within the allowed range (1-5,000).
9.	Why are some mobile numbers in the file failing to receive the top up?	<p>The mobile number does not exist or is suspended.</p> <p>The number belongs to a Business / B2B SIM that does not support normal airtime top up.</p> <p>Invalid Mobile Number/Amount format.</p> <p>Amount below 1,000 or above 30,000.</p> <p>Decimal amount entered.</p> <p>Duplicate transactions with the same mobile number and same amount.</p> <p>Columns are not in Text format.</p>