



FPX MERCHANT WEBVIEW USER GUIDELINE

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Version 2.0

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Task	Name	Designation/ Department	Date	Signature/ Remarks
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Approved by	Khairuan Abdul Rahman	Director, Retail Payment Services	09/09/2021	Approval on V2.0

Revision History

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0.1	12/10/2010	Creation of Document	Muhammad
1.0	22/06/2011	Update on Report Download section	Muhammad
1.1	20/07/2012	Updated reference no. to MyClear reference no. and changed the footer	Joel Tan
2.0	01/12/2020	Changes made: <ul style="list-style-type: none"> Revised introduction in Sec 1.0 Added objective in Sec 1.1 Added user management in Sec 2 Revamped FPX Merchant Webview guidelines from Sec 2.2 – Sec 3.5 Added List of roles & responsibilities in Appendix A Added refund guideline in Appendix B 	Rashidah Suarin

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1. INTRODUCTION

This user manual is to provide a quick reference on the FPX Merchant Webview. The manual provides reference for the menus available at the Merchant Webview system to be used by the FPX Merchant/TPA where they can check their own profile and view transaction status, reports online and also to submit refund request (applicable refund enable merchant only).

1.1 OBJECTIVE

The following are the objective of this user manual:

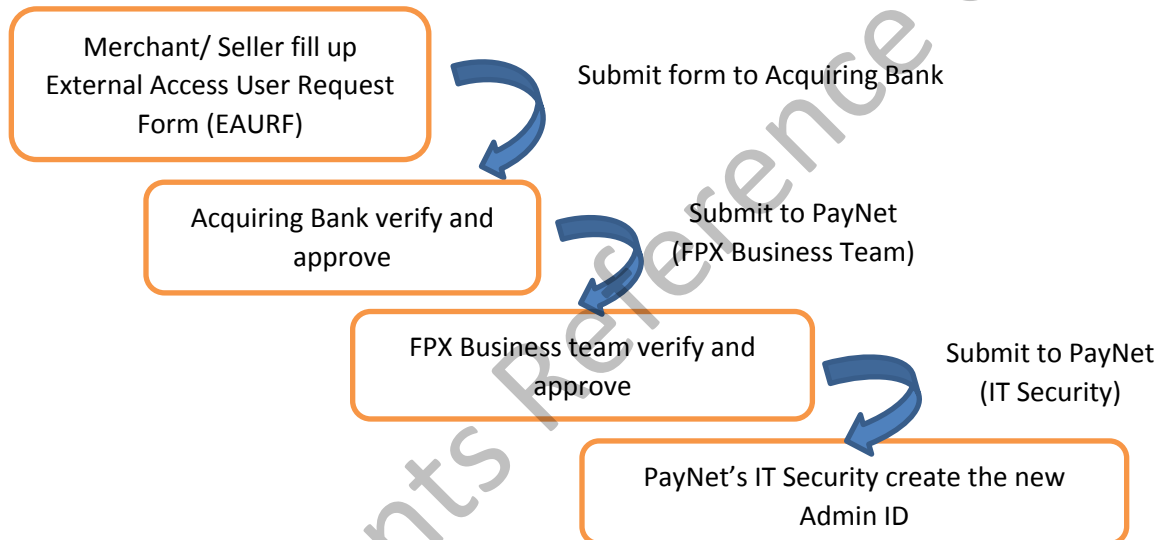
- i. Introduce menus provided in the Merchant Webview
- ii. Guideline on how to set and reset user password
- iii. Guideline on how to create addition users (User Management)
- iv. Guideline on how to view and check transaction status
- v. Guideline on how to download transaction report
- vi. Guideline how to initiate FPX Refund transaction

2. USER MANAGEMENT

Merchant shall have Admin User ID which is Admin Maker and Admin Checker. The role of Admin User is to manage new user ID creation requires by the merchant. The registration of the Admin User is through the Acquiring Bank Merchant with the submission of FPX External Access User Request Form.

2.1 APPLY ADMIN USER ACCESS

2.1.1 High Level Process Flow to apply user admin access



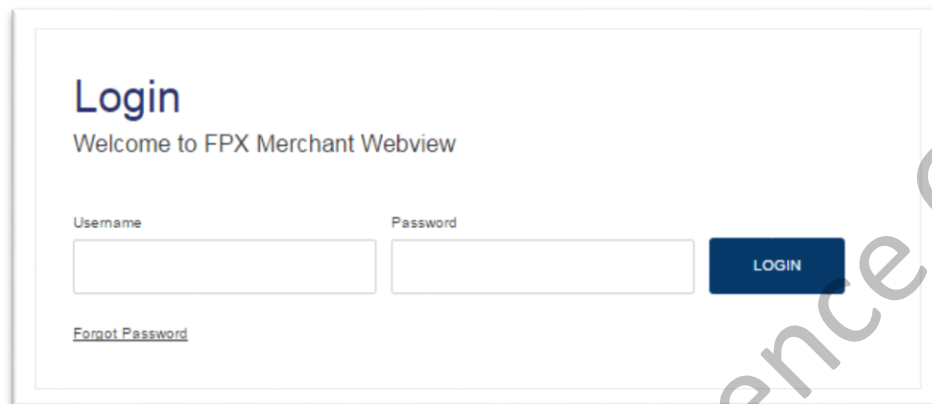
- i. Merchant/Seller need to fill up the External Access User Request Form (EAURF) and submit the form to the respective Acquiring Bank for approval. The form can be downloaded from FPX Exchange Portal.
- ii. Acquiring Bank verify and approve the EAURF by the Bank Authorise person and submit the form to PayNet FPX Business Team.
- iii. FPX Business Team verify and approve the EAURF and IT Security team will create the new Admin User ID for the respective merchant.

Important Note:

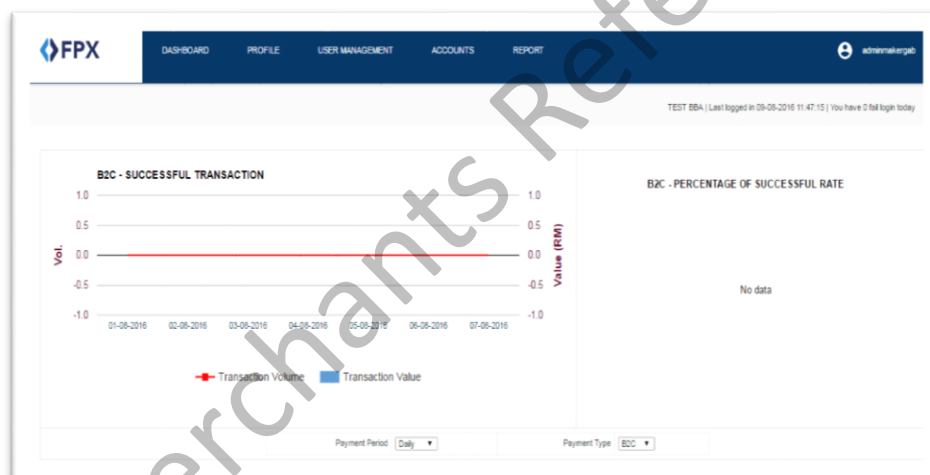
- The new user will receive the registered Admin User ID through email as provided in the EAURF
- User ID is case sensitive and only alphanumeric is allowed
- An email notification will be sent to the registered email of the created user.
- The created user needs to click on the link from the email to set the login password

2.2 LOGIN PROCESS

1. Go to FPX Merchant Webview login page. Enter User username and password, then click on the Login.



2. Dashboard page is displayed upon successfully login to the Merchant Webview.

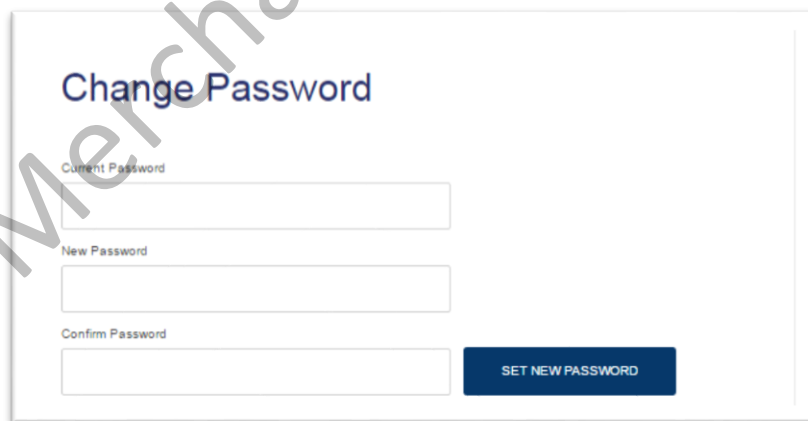


Important Note:

1. Account will be lock after failed to login more than 3 times.
2. Login will fail if
 - a. User ID is not found in the system
 - b. User ID is found but the user status is locked/inactive
 - c. User ID is found but the password is wrong
 - d. The same User ID is currently logged into the System
3. User password will be expired within 90 days. User are required to change User password after that.

2.2.1 First Time Login

1. As new user (first time login), User will receive auto-activation email through email provided in the EAURF.
2. Simply click on the link inside the email and user will be redirected to set password page to create login password.
3. Requirement for the password as stated below:
 - a. Minimum 8 characters, maximum 16 characters
 - b. At least one capital letter (i.e. A-Z)
 - c. At least one number (i.e. 0-9)
 - d. Only below special character are allowed
 - i. Exclamation mark (!)
 - ii. Alias (@)
 - iii. Hashtag (#)
 - iv. Dollar sign (\$)
 - v. Percent sign (%)
 - vi. Circumflex accent (^)
 - vii. Ampersand (&)
 - viii. Asterisk (*)
 - ix. Left parenthesis ((
 - x. Right parenthesis ())
 - xi. Underscore (_)
 - xii. Plus sign (+)
 - e. Must not have been changed within the last one (1) day
 - f. Must not reuse the last 5 password



Change Password

Current Password

New Password

Confirm Password

SET NEW PASSWORD

2.3 CREATE SUB USER

Login as Merchant Admin Maker

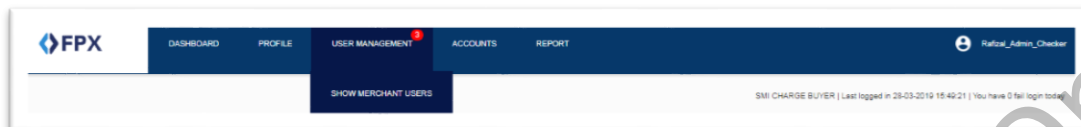
1. Login to the System as Merchant Admin Maker.
2. Go to User Management from the top menu. Then, click on the create button to initiate the user creation.

3. Fill up the valid and mandatory information and click on the 'SAVE' button to complete the user creation.

4. Select the Access Group for the user User would like to create. User may refer to Appendix A for user's role mapping table. The available Access Group that User can set is:
 - a. Admin Maker
 - b. Admin Checker
 - c. Merchant Maker
 - d. Merchant Checker
 - e. General User

Login as Merchant Admin Checker

1. Login to the System as Merchant Admin Checker.
2. Go to User Management from the top menu.
3. From the filter, select 'Request Create User' and then click to search.



4. The screen will show list of Users that has been created which require Admin Checker approval.

Action	Username	Name	Email Address	Contact Phone No.	Access Group	User Status	Maker
APPROVE/REJECT	Rashidah_Maker	Rashidah	rashidah.suarin@paynet.my	0121234567	Merchant User	INACTIVE	Rafzal_Admin_Maker

5. Click on the Approve/Reject button to process the request.

Approve Create User Request

	Value
Username	Rashidah_Maker
Name	Rashidah
Email Address	rashidah.suarin@paynet.my
Contact Phone No.	0121234567
Access Group	Merchant User
User Status	INACTIVE
Address	BANGSAR
Zip Code	50000
City	KUALA LUMPUR
State	KUALA LUMPUR
Country	MALAYSIA
Maker	Rafzal_Admin_Maker
Creation Date	23/03/2018 10:02:10
Remark	

BACK APPROVE REJECT

6. Once approve, below screen will be appeared.

User Creation

The user account was successfully created. The user should receive an email from FPX containing a link to change their password.

2.4 EDIT MERCHANT USER

Login as Merchant Admin Maker

1. Login to the System as Merchant Admin Maker.
2. Go to User Management from the top menu.
3. From the filter, select 'Registered' and search for it to list down the existing user.

FPX DASHBOARD PROFILE USER MANAGEMENT ACCOUNTS REPORT

SMI CHARGE BUYER | Last logged in 29-03-2019 10:48:53 | You have 0 fail sign today

View Merchant Users
SMI CHARGE BUYER

Search

Username Filter By Registered

4. Selects the which user to edit and click on the button **EDIT** of it. The screen will be directed to the user detail page.

FPX DASHBOARD PROFILE USER MANAGEMENT ACCOUNTS REPORT

SMI CHARGE BUYER | Last logged in 29-03-2019 10:48:53 | You have 0 fail sign today

View Merchant: Edit User
SMI CHARGE BUYER

Username: Rashidah_Maker Name: Rashidah

Email Address: rashidah.kuam@paynet.my Contact Phone No: 0121234567

Access Group: Merchant User Address: BANGSAR

Zip Code: 5000 City: KUALA LUMPUR

State: KUALA LUMPUR Country: MALAYSIA

User Status: ACTIVE

5. Click on the Save button once to confirm the changes. Then the request will be submitted to the Merchant Admin Checker for authorization.

Login as Merchant Admin Checker

1. Login to the System as Merchant Admin Checker.
2. Go to User Management from the top menu.
3. From the filter, select 'Request Edit User' and then click to Search.
4. If there is any user creation request submitted, the screen will show as below:

View Merchant Users
SMI CHARGE BUYER

Search

Username Filter By Pending

Please select user

Action	Username	Name	Email Address	Contact Phone No.	Access Group	User Status	User
<input type="button" value="APPROVE/REJECT"/>	Rashdan_Maker	Rashdan	rashdan.suam@paynet.my	0121234567	Merchant User	ACTIVE	Rashdan_Maker

5. Click on the Approve/Reject button to process the request. System will display the original value with the edited value for verification before give approval.

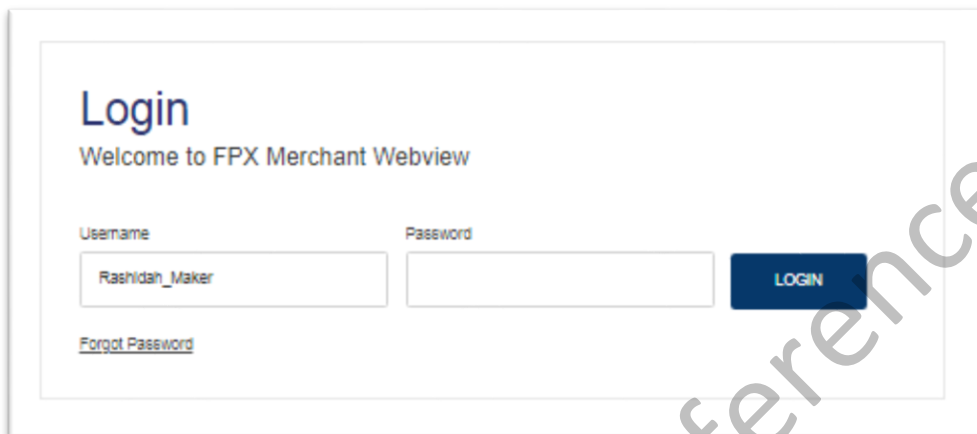
Approve Edit User Request

	Original value	Modified value
Username	Rashdan_Maker	Rashdan
Name	Rashdan	Rashdan
Email Address	rashdan.suam@paynet.my	rashdan.suam@paynet.my
Contact Phone No.	0121234567	0121234567
Access Group	Merchant User	Merchant User
User Status	ACTIVE	ACTIVE
Address	BAUGSAR	BAUGSAR
Zip Code	5600	5600
City	KUALA LUMPUR	KUALA LUMPUR
State	KUALA LUMPUR	KUALA LUMPUR
Country	MALAYSIA	MALAYSIA
User	Rashdan_Maker	Rashdan
Creation Date	2020-03-17 15:10	
Reason		

2.5 RESET PASSWORD

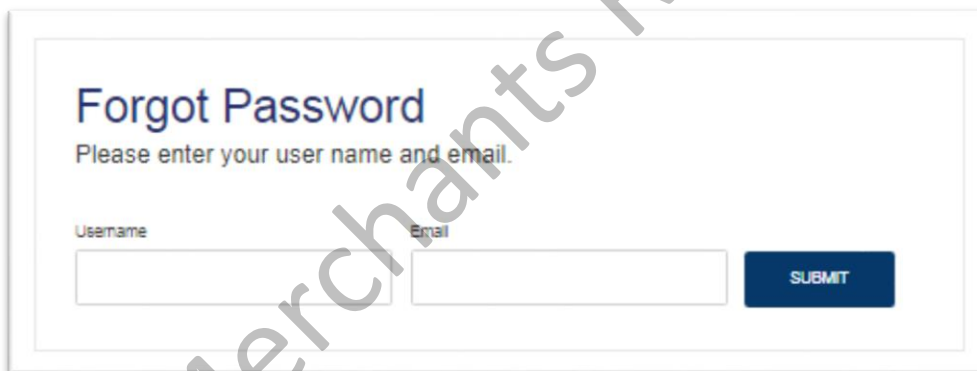
Step by step flow to reset password

1. In case if user have forgotten User password, click on the 'Forgot Password' link from the login page to reset User password.



The screenshot shows the 'Login' page of the FPX Merchant Webview. It features a title 'Login' and a subtitle 'Welcome to FPX Merchant Webview'. Below the subtitle, there are two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'Rashidah_Maker'. To the right of the 'Password' field is a blue 'LOGIN' button. Below the 'Username' field, there is a link labeled 'Forgot Password'.

2. User is required to fill up the username and registered email address to request for password reset and click submit.



The screenshot shows the 'Forgot Password' page of the FPX Merchant Webview. It features a title 'Forgot Password' and a subtitle 'Please enter your user name and email.'. Below the subtitle, there are two input fields: 'Username' and 'Email'. To the right of the 'Email' field is a blue 'SUBMIT' button.

3. An email notification will be send to the registered email address. User clicks on the link in the email to access and reset password page will be opened to set new password.

3. SYSTEM FUNCTIONALITY

3.1 DASHBOARD

1. User will be directed to Dashboard upon successfully login to the System.
2. From the Dashboard, User will be able to view below information:

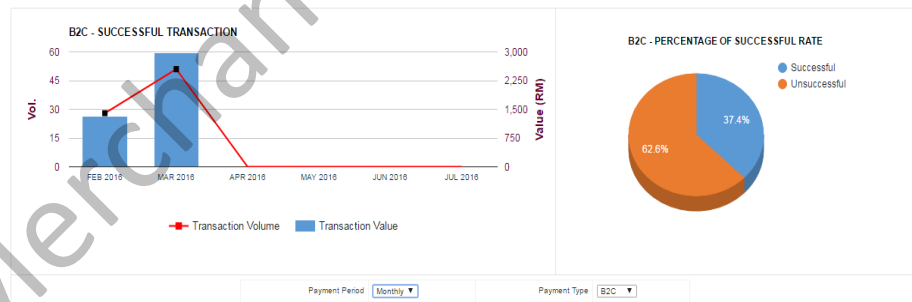
- a. Username (top right corner)



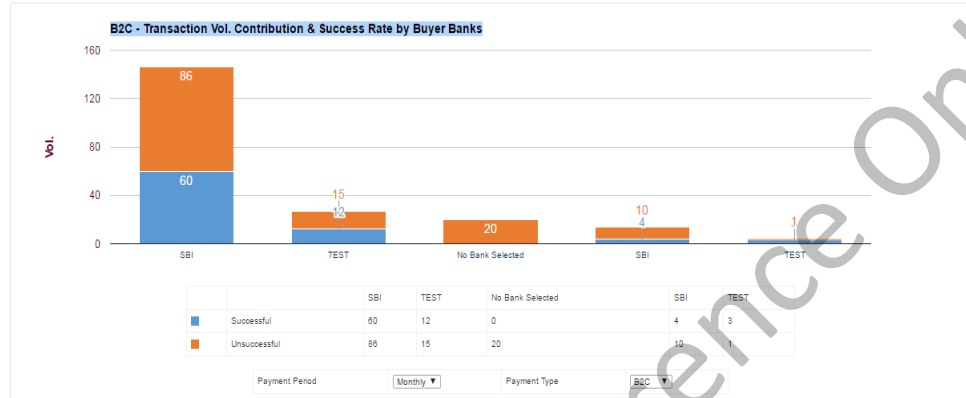
- b. Seller name
- c. Last login date/time
- d. Number of failed login attempt before successfully login

TEST BBA | Last logged in 09-08-2016 12:04:22 | You have 0 fail login today

- e. Vol & Value vs Time (Bar Chart)
 - i. Shows successful transaction value
 - ii. Show total transaction value
 - iii. Available timeframe : daily, weekly, monthly
 - iv. Available payment type : B2C, B2B I, B2B II
- f. Percentage of Successful Rate (Pie Chart)
 - i. Available timeframe : daily, weekly, monthly
 - ii. Available payment type : B2C, B2B I, B2B II



- g. By clicking on item (f), User will be directed to “Transaction Vol. Contribution & Success Rate by Buyer Banks”
 - i. Available timeframe : daily, weekly, monthly
 - ii. Available payment type : B2C, B2B I, B2B II



3.2 VIEW PROFILE

1. Click on the Profile tab from the top menu.
2. User will be able to view the Merchant Profile.
3. The available information are as follows:
 - a. Basic profile information
 - b. Company contact information
 - c. Personnel contact information (up to 2)

FPX

Dashboard

Profile

Accounts

Report

Home

Account Menu

SA Chaitan Kumar | Last login in N/A | You have 2 fail logins today

Profile information for seller : BSEB04202 Exchange : BSEB04204 SA Merchant

Name :	SA CHARGE BUYER
Escrowment Name :	SA CHARGE BUYER
Purpose of Payment :	Airtel
Bank :	SBI SWILA
Company Registration No. :	MFC211111
Application Date :	27-Jan-2018
MISC Code :	1003
MISC Description Code :	Fraudulent Offing
	BSC EBN BSEI

Company Contact Information

Pin Number :	0804443
Address 1 :	121 ROAD BLOCK
Address 2 :	DISTRICT CENTRE
City :	KUALA LUMPUR
State :	KUALA LUMPUR
Zip :	5421
Country :	MALAYSIA

Personnel Contact Information 1

Person Name :	SRI NUTR SAIKIRAN KASIMUDINAM
Email :	PRIGATEBAU.SRMNT@GMAIL.COM
Phone :	02264767

Personnel Contact Information 2

Person Name :	KASIMRAY CDS
Email :	PRIGATEBAU.SRMNT@GMAIL.COM
Phone :	02264767

3.3 TRANSACTION STATUS

1. Click on the **Report** tab from the top menu.

FPX Transaction Report

Search for FPX Transaction

Date: From 09-09-2016 To 09-09-2016 Ten Model: All Payments

Maximum days between 'From' and 'To' dates is 60 days

FPX Transaction ID: Exchange Order No:

Seller Order No: FPX Status: All

[VIEW REPORT](#) [DOWNLOAD REPORT](#)

2. Set the filter accordingly and then click on the View Report button to generate the report User need.

No	Date & Time	Ten Model	FPX Transaction ID	Exchange Order No	Seller Order No	Buyer Name	Amount	FPX Status	
1	29-Apr-2016 11:37:31	B2C	1604291141409822	5423407580548372320	4481627754880399272	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
2	29-Apr-2016 11:32:58	B2C	1604291137070621	3790647767192626331	961660713148345227	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
3	29-Apr-2016 11:31:52	B2C	1604291136000920	4850348212050876530	4494715052084716949	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
4	29-Apr-2016 11:30:39	B2C	1604291134480919	3779496551573767494	287299533597952275	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
5	29-Apr-2016 11:30:08	B2C	1604291134170918	2148170743514368454	321973897982543434	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
6	29-Apr-2016 11:29:08	B2C	1604291133170917	1961636126768767995	4081370352314137473	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
7	29-Apr-2016 11:25:56	B2C	1604291130050916	6073381825257384491	8196145248689361300	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
8	29-Apr-2016 11:22:49	B2C	1604291129580915	7673967086949176520	1654151209270152	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
9	29-Apr-2016 11:22:22	B2C	1604291128315914	2597673370247734106	3017824267323042100	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
10	29-Apr-2016 17:45:17	B2C	16042911749240013	6258238979283712052	5779644477848225018	buyer(A-Za-z0-9@()_&'ame	123.45	Settled	DETAIL

3. By clicking on the *Detail* button, User will be directed to the detail of the selected transaction.

Transaction Detail

Date & Time: 29-Apr-2016 11:32:58
 FPX Transaction ID: 1604291137070621
 Exchange Name: TEST EXCHANGE 997
 Exchange Order No: 3790647767192626331
 Status: Settled

Seller Order No	Buyer Bank	Seller Bank	Buyer Name	Debit Auth Code	Debit Auth No.	Credit Auth Code	Credit Auth No.	Amount	FPX Settlement Date
961660713148345227	SBI ONE	SBI ONE	buyer(A-Za-z0-9@()_&'ame	00	15733223	00	8827827	1.00	2016-04-29 17:00:00

[BACK](#)

4. Note that the **Date** field is **compulsory** to input. Maximum range of days between is 60 days. System will prompt User an alert message if User set the date range more than 60 days.

3.4 DOWNLOAD REPORT

1. Click on the **Report** tab from the top menu.

Transaction Report

Search for Transaction

Date: From 09-02-2019 To 19-03-2019
Maximum days between From and To dates is 10 days

Product: FPX

Model: B2C

Exchange Order No.

Status: Successful

Transaction ID

Seller Order No.

VIEW REPORT DOWNLOAD REPORT

2. Once click on the Download Report button. The report will be downloaded in CSV format. Below is the sample of report.

No	Date & Time	Product	Txn Model	FPX Transaction ID	Exchange Order No.	Seller Order No.	Buyer Bank ID	Buyer Name	Currency	Amount	Debit Auth Code	Debit Auth No.	Credit Auth Code	Credit Auth No.	FPX Status	Settlement Date
1	19/2/2019 18:40	FPX	B2B1	1902191843360752	1856760383844965395	571526824140972146	PBB0233	ROHAYA GHANI	MYR	20	OF	1902201742		34325223	Unsuccessful	21/2/2019 0:05
2	19/2/2019 18:39	FPX	B2B1	1902191842550750	8681454274585968998	2139736280035711234	PBB0233	ROHAYA GHANI	MYR	20	OF	1902201735		43423443	Unsuccessful	21/2/2019 0:05
3	19/2/2019 18:38	FPX	B2C	1902191841450747	1464723176243360276	3962444006290174168	PBB0233	ROHAYA GHANI	MYR	20	00	8877510165	00	26259467	Settled	20/2/2019 0:05
4	19/2/2019 18:37	FPX	B2B1	1902191841180746	9149970247836346808	4138718539577627807	PBB0233	ROHAYA GHANI	MYR	20	OF	1902201734		35342235	Unsuccessful	21/2/2019 0:05
5	19/2/2019 18:33	FPX	B2C	1902191837170745	20250491810011251839	4071851411519080311	PBB0233	rubys boutique	MYR	20	00	8877509524	00	69929566	Settled	20/2/2019 0:05

3.5 REFUND

This module allows Merchant to perform refund. Refund Maker in-charge in initiate refund request while Refund Checker need to review and act accordingly.

REFUND GUIDELINE

Refund Maker

1. Only Refund Maker can initiate refund request.
2. Login to the System as Refund Maker. Please refer to Appendix B for details guideline.
3. Before User can initiate any refund request, User will need to search for transaction record first.

Refund Checker

1. Only **Refund Checker** can review and process the submitted refund request. Login to the System as **Refund Checker**. Please refer to **Appendix B** for details guideline.
2. As Refund Checker, User will have below options for each of the submitted request:
 - a. **Approve**
 - If the request was approved, System will initiate the fund transfer request to FPX.
 - b. **Modify**
 - If the request was modified, **Refund Maker** can amend the request and resubmit again.
 - For the same request, **Refund Maker** is allowed to submit for maximum 5 times. If **Refund Checker** still returns the request after the 5th submission, the status of the refund request will change to Rejected. **Refund Maker** then needs to initiate new request.
 - **Refund Maker** can go to **Refund > Modified** to check for modified refund.
 - **Refund Checker** can select the modify reason from the dropdown list.
 - **Refund Checker** are required to input the reason (free text) if User select **OTHERS** as rejection reason.
 - c. **Reject**
 - If the request was rejected, **Refund Maker** cannot resubmit the request again. They need to initiate a new one.
 - **Refund Checker** can select the rejection reason from the dropdown list.
 - **Refund Checker** are required to input the reason (free text) if User select **OTHERS** as rejection reason.

4. APPENDECES

4.1 APPENDIX A – LIST OF ROLE AND RESPONSIBILITY

	Admin Maker	Admin Checker	Refund Maker	Refund Checker	General User
User Authentication					
Login	√	√	√	√	√
Logout	√	√	√	√	√
Change Password	√	√	√	√	√
Dashboard					
View Dashboard	√	√	√	√	√
User Profile					
View Merchant Profile	√	√	√	√	√
Accounts					
View Crediting Accounts	√	√	√	√	√
View Debiting Accounts	x	x	√	x	x
Create Debiting Account	x	x	√	x	x
Edit Debiting Account	x	x	√	x	x
Reject Debiting Account Creation Request	x	x	x	√	x
Approve Debiting Account Creation Request	x	x	x	√	x
Reject Debiting Account Editing Request	x	x	x	√	x
Approve Debiting Account Editing Request	x	x	x	√	x
Refund					
Search Transactions	x	x	√	x	x
Initiate Refund Request	x	x	√	x	x
View Return Refund Request	x	x	√	x	x

	Admin Maker	Admin Checker	Refund Maker	Refund Checker	General User
View Rejected Refund Request	X	X	√	X	X
View Pending Refund Request	X	X	X	√	X
Return Refund Request	X	X	X	√	X
Reject Refund Request	X	X	X	√	X
Approve Refund Request	X	X	X	√	X
View Refund History	X	X	√	√	X
Search Refund Report	X	X	√	√	X
Download Refund Report	X	X	√	√	X
FPX Transaction Report					
Search FPX Transaction Report	√	√	√	√	√
Download FPX Transaction Report	√	√	√	√	√
User Management					
Create Merchant User	√	X	X	X	X
Edit Merchant User	√	X	X	X	X
Reject Merchant User Creation Request	X	√	X	X	X
Approve Merchant User Editing Request	X	√	X	X	X

4.2 APPENDIX B – REFUND GUIDELINE



The screenshot shows the FPX Merchant Webview interface. The top navigation bar includes DASHBOARD, PROFILE, ACCOUNTS (selected), REFUND, and REPORT. A sub-navigation bar shows CREDITING ACCOUNT (selected) and DEBITING ACCOUNT. The main content area is titled "Crediting Account Details" and contains a table with the following data:

No	Bank Name	Bank Account Number
01	SBI BANKA	1111

Below the table, a "Steps" box contains the following instructions:

1. Login as Refund Maker
2. Click on "Account" tab

The screenshot shows the FPX Merchant Webview interface for creating a debiting account. The top navigation bar is the same as the previous screenshot. The main content area is titled "Create Debiting Account" and contains a form with the following fields:

- Bank Name: Select bank (dropdown menu)
- Bank Account Number: Text input field
- Company Name: Text input field
- Maker Username: Text input field
- Account Name: Text input field
- Bank Branch: Text input field
- Corporate Internet Banking ID: Text input field
- Enable Account: ☒ (checked)
- Set as default: ☐ (unchecked)

Below the form, a "Notes" box contains the following instructions:

1. Bank Name: Select your bank
2. Bank Account: Account number
3. Company Name: Seller Name
4. Maker User ID: User ID of Corporate Internet Banking
5. Account Name: Nick Name of the account. E.g. Refund Account (can be any)
6. Bank Branch: Bank home branch
7. Corporate Int. Banking ID: Password of your Corporate Internet Banking

To the right of the notes, a "Steps" box contains the following instructions:

1. Fill-up the information
2. Click "SAVE"
3. Next Refund Checker to approve the account for activation.

A "SAVE" button is located to the right of the steps box.



FPX DASHBOARD PROFILE ACCOUNTS **REFUND** REPORT

INITIATE
MODIFY
REFUND REPORT

Transaction Date Range: To FFX Transaction ID: SEARCH

Maximum days between 'From' and 'To' days is 7 days

Steps:

1. Login as Refund Maker
2. Click on "Refund" tab
3. Select Initiate

FPX DASHBOARD PROFILE ACCOUNTS **REFUND** REPORT

Transaction Date Range: To FFX Transaction ID: Seller Order No.: SEARCH

Maximum days between 'From' and 'To' days is 7 days

No.	FFX Date & Time	Txn Model	FFX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Transaction Amount (RM)
1	01-Apr-2017 12:42:17	SDC	1704011335570721	4400000000000000	AFFIN BANK SDC	KUSABAH RAJJI	20.00
2	01-Apr-2017 14:36:22	SDC	1704011431180736	7957521911481355852	UOB BANK SDC	NAME1 000023054	900.00
3	01-Apr-2017 14:36:48	SDC	1704011433000040	9128886537155410452	UOB BANK SDC	NAME1 000023054	1,800.00
4	01-Apr-2017 14:48:02	SDC	1704011439202147	818243088441190347	UOB BANK SDC		200.00
25	02-Apr-2017 16:26:06	SDC	1704021820100000	8085271876212002000	DB BANK A	Ru@() _&Am	1.00

Steps:

1. Search transaction to refund by:
2. Enter date range to search the transaction or;
3. Enter FFX txn ID or Seller Order No. to zoom directly to the desired transaction
4. Tick the check box to select the transaction
5. Click "ADD"

FPX Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No.	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount to Be Refunded (RM)	
01 Apr 2017 14:38PM	1704011431430730	3957521911451555852	UOB BANK (B2)	NAME1 900023054	0123456789	sean.lee@uob.com.my	800.00	0.00	800.00	X
01 Apr 2017 14:38PM	1704011433080740	912889837155410402	UOB BANK (B2)	NAME1 900023054	0127493352	sean.lee@uob.com.my	1,800.00	0.00	1,800.00	X

TOTAL 2 ITEMS SELECTED FOR REFUND

TOTAL REFUND: RM 1,800.00

Steps:

1. Enter Buyer Contact No and email address (optional)
2. Amend Refund amount if the refund amount is defer to the original purchase amount.
3. Click "NEXT"

NEXT

Initiate Refund

Refund created and waiting for approval

Notes:



Then the screen will show the list of refund transactions submitted to the "Refund Checker"

Refund Date & Time	FPX Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No.	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount to Be Refunded (RM)	FPX Status	Refund Status
07 Apr 2017 10:26AM	01 Apr 2017 14:38PM	1704011431430730	3957521911451555852	UOB BANK (B2)	NAME1 900023054	0123456789	sean.lee@uob.com.my	800.00	0.00	800.00	Settled	Submitted
07 Apr 2017 10:26AM	01 Apr 2017 14:38PM	1704011433080740	912889837155410402	UOB BANK (B2)	NAME1 900023054	0127493352	sean.lee@uob.com.my	1,800.00	0.00	1,800.00	Settled	Submitted

TOTAL 2 ITEMS SELECTED FOR REFUND

TOTAL REFUND: 1,800.00

INITIATE NEW REFUND

 DASHBOARD PROFILE ACCOUNTS REFUND REPORT  RefundRefundM

SMI CHARGE BUYER | Last logged in 07-04-2017 10:00:25 | You have 0 fail log today

Refund Report

Transaction Date Range

01-04-2017 To 07-04-2017

Refund Status: All

SEARCH

DOWNLOAD

Notes: To view refund report
1. Click Refund Tab & Select Report
2. Enter Refund date

Maximum days between 'From' and 'To' dates is 50 days

No	Refund Initiated Date & Time	Refund FPX Transaction ID	Original FPX Transaction Date & Time	Original FPX Transaction ID	Item Model	Buyer Bank	Original Buyer Name	Original Transaction Amount (RM)	Refund Amount (RM)	FPX Status	Refund Status
26	06-Apr-2017 18:00:31	170408170520388	06-Apr-2017 18:00:43	170408170570352	B2C	UOB BANK B2C	AAAAAAAA.AA.AAAA.AAA	144.23	144.23	Successful	Success
27	06-Apr-2017 10:21:27	1704081822380826	06-Apr-2017 10:41:01	1704081034180889	B2B I	UOB BANK B2B	NAME1 800023054	16.00	16.00	Successful	Pending Credit Confirmation
28	07-Apr-2017 10:20:20	Pending	01-Apr-2017 14:38:22	1704011431430759	B2B I	UOB BANK B2B	NAME1 800023054	800.00	800.00	Settled	Submitted
29	07-Apr-2017 10:20:20	Pending	01-Apr-2017 14:38:40	1704011433090740	B2B I	UOB BANK B2B	NAME1 800023054	1,000.00	1,000.00	Settled	Submitted

Total Records in Page: 25

1 2



DASHBOARD
PROFILE
ACCOUNTS
REFUND
REPORT

RefundRefundC

VALIDATE
REFUND REPORT

SMI CHARGE BUYER | Last logged in 07-04-2017 08:52:33 | You have 0 fail login today

Approve Refund

Transaction Date Range:

dd-mm-yyyy
To
dd-mm-yyyy

FPX Transaction ID:

E.g. 1801301040100801

Seller Order No:

E.g. 8800000000000000

SEARCH

Maximum days between 'From' and 'To' dates is 90 days

No	Refund Date & Time	FPX Date & Time	Tan Model	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	FPX Status	Refund Status
1	07-Apr-2017 10:20:20	01-Apr-2017 14:38:22	828-1	1704011431400136	3467521911451556952	UOB BANK BCB	NAME1 800023054	0133491538	total.refund@paynet.com.my	800.00	0.00	Settled	Submitted
2	07-Apr-2017 10:20:20	01-Apr-2017 14:38:40	828-1	1704011433080740	012880637158416482	UOB BANK BCB	NAME1 800023054	0127493382	total.refund@paynet.com.my	1,000.00	1,000.00		More

Steps:


- Login as Refund Checker
- Click on "Refund" tab
- Select "Validate"

Bulk Action

NEXT



Total Records in Page: 23

1

FPX DASHBOARD PROFILE ACCOUNTS REFUND REPORT  RefundRefundC

SM: CHARGE BUYER | Last logged in 07-04-2017 08:52:32 | You have 5 fail login today

Approve Refund

Transaction Date Range: To   FPX Transaction ID: Seller Order No.:

Maximum days between 'From' and 'To' dates is 90 days

<input type="checkbox"/>	No	Refund Date & Time	FPX Date & Time	Item Model	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Amount to Be Refunded (RM)	
<input checked="" type="checkbox"/>	1	07-Apr-2017 10:26:20	01-Apr-2017 14:36:22	02B1	1704011431430730	3087521011451550852	UOB BANK BCB	NAME1 80022054	0133481530	sean.lee@uob.com.my	800.00	800.00	More
<input type="checkbox"/>	2	07-Apr-2017 10:26:20	01-Apr-2017 14:36:40	02B1	1704011433080740	9128885371854154852	UOB BANK BCB	NAME1 80022054	0127493352	sean.lee@uob.com.my	1,800.00	1,800.00	More


Total Records in Page:

Steps:

1. Login as Refund Checker
2. Click on "Refund" tab
3. Select "Validate"
4. Tick the check box to approve
5. Select action "Approve" from dropdown
6. Click "NEXT"

Approve

1

Refund Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount to Be Refunded (RM)	
07-Apr-2017 10:26AM	1704011431430730	3087521011451550852	UOB BANK BCB	NAME1 80022054	0133481530	sean.lee@uob.com.my	800.00	0.00	800.00	

TOTAL 1 ITEM(S) SELECTED FOR REFUND **TOTAL REFUND RM 800.00**

[Click here to add more transactions](#)

Notes:

Screen will show the list of transactions that have been approved by the Refund Checker & click "NEXT"

Choose Debiting Account

Refund Date & Time	FPX Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No.	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount To Be Refunded (RM)
07 Apr 2017 10:26AM	01 Apr 2017 14:30PM	1704011421430730	398702191149100002	UOB BANK B2B	NAME1 000023054	0133451038	sean.leer@uob.com.my	800.00	0.00	800.00

Bank Name & Account Name

SB1 BANK A - NIK NUR SANJIVAM KAMARULLAHMAN

UOB BANK B2B - MR NIP Samsan

SB1 BANK A - Account Name

SB1 BANK B - Account Name

CMB BANK BERHAD - NIK Nur Sanjivam

SB1 BANK A - NIK Nur Sanjivam

UOB BANK B2B - UOB BANK B2B

Steps:

1. Then select debiting account "if have more than 1 debiting account registered"
2. Click "APPROVE"

Note: Then transaction will be sent to the corporate Internet Banking waiting for Authorization.

Total 1 items selected for refund

Total Amount to be Refunded

RM 800.00

APPROVE

Refund Summary

The following refund transaction was successfully approved.

Note:

Then the screen will show list of transactions that have been approved by Refund Checker

Refund request now has been sent to the bank system & waiting merchant to authorize the request via Corporate Internet Banking.

Refund Date & Time	FPX Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No.	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount To Be Refunded (RM)	FPX Status	Refund Status
07 Apr 2017 10:26AM	01 Apr 2017 14:30PM	1704011421430730	398702191149100002	UOB BANK B2B	NAME1 000023054	0133451038	sean.leer@uob.com.my	800.00	0.00	800.00	Settled	Approved

TOTAL 1 ITEMS SELECTED FOR REFUND

TOTAL AMOUNT TO BE REFUNDING

800.00

APPROVE NEW REFUND



DASHBOARD
PROFILE
ACCOUNTS
REFUND
REPORT

RefundRefundC

SMI CHARGE BUYER | Last logged in 07-Apr-2017 09:52:32 | You have 0 fail login today

Approve Refund

Transaction Date Range

dd-mm-yyyy
To
dd-mm-yyyy

FPX Transaction ID
E.g: 1501301040100981

Seller Order No
E.g: 8903030303030303

SEARCH

Maximum days between From and To dates is 90 days

<input checked="" type="checkbox"/>	No	Refund Date & Time	FPX Date & Time	Tan Model	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Amount to Be Refunded (RM)	More
<input checked="" type="checkbox"/>	1	07-Apr-2017 10:25:20	01-Apr-2017 14:36:40	B2B-I	1704011433080740	0129395937108410492	UOB BANK BCB	NAME1 800323094	0127483362	sean.s@mpu.edu.com.my	1,800.00	1,000.00	More

Total Records in Page: 25

Note:
The steps as same as to approve the transaction. However, Refund Maker to select Modify if to request Refund Maker to modify refund amount (if incorrect amount entered)

If select "Reject" then the refund request will be rejected.

Bulk Action
Approve
Modify
Reject

NEXT 1

1

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DASHBOARD
PROFILE
ACCOUNTS
REFUND
REPORT

RafasRefundC

SMI CHARGE BUYER | Last logged in 07/04/2017 09:52:32 | You have 0 fail login today

Reject Refund

Refund Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount to Be Refunded (RM)	Select Reason Code	Remark
07 Apr 2017 10:26AM	1704011433000740	8125885637355435482	UCB BANK B2B	NAME1 809323054	0127463352	sean.leong@pub.com.my	1,800.00	0.00	1,800.00	Fraud Cancelled Insufficient Information Others	<div> <div>Note:</div> <ol style="list-style-type: none"> If select Reject, then Select Reason code from dropdown list (reason for rejection) Once rejected, system will not allow to re-initiate second attempt. Rejection is considered permanent. Insert remark if any Click "REJECT" </div> <div> <div>CANCEL</div> <div>REJECT</div> </div>

DASHBOARD
PROFILE
ACCOUNTS
REFUND
REPORT

PayToaRefundC

SM CHARGE BUYER | Last logged in 07-04-2017 08:22:32 | You have 0 fail login today

Refund Summary

The following refund transaction was successfully rejected.

Refund Date & Time	FPX Date & Time	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	Amount to Be Refunded (RM)	FPX Status	Refund Status
07 Apr 2017 10:26AM	01 Apr 2017 14:30PM	1704011433080740	0120808237185416462	UOB BANK 828	NAME1 600023094	0127463382	sean.lead@unib.com.my	1,000.00	0.00	1,000.00	Settled	Rejected

TOTAL 1 ITEMS SELECTED FOR REFUND
TOTAL REFUND
1,000.00

Note:
Then the screen will show the summary list of the transactions rejected.

REJECT NEW REFUND




e-Banker
BANKING FROM YOUR DESK
To access eBANKER, you need to enter your Password and Corporate

Login Name:

Password:

Corporate:

Please enter token PIN number



8186 USER A/P TEST 6 @ TAST 6
Trustgate Class 2 Consumer CA
29 December 2016 - 29 December 2017

Token PIN:

TRUSTGATE

e-Banker
BANKING FROM YOUR DESK
To access eBANKER, you need to enter your Password

Login Name:

Password:

Corporate:

Steps:

1. Final steps, Merchant side require to request their Authorizer to login into Corporate Internet Banking.
2. Authorizer to authorize the list of refund that has been submitted by Refund Checker

Notes:

- ✓ Upon authorization completed, Merchant account will be debited.
- ✓ Then immediately Customer's Bank to credit back the fund into Customer's Account.
- ✓ Refund consider completed & Refund Maker or Refund check can view refund status at Webview as Successful Refunded.

Log Off

Home Page

Administration

Change Password

Pending Verification

Pending Approval

User Guide

Welcome to eBANKER services

Good Afternoon, U'SER A/P TEST 6 @ TAST 6

You are currently sign on to eBANKER services.
Your last successful login was on 09/07/2017 03:48:24 PM.
Reminder: Please create at least one Backup Corporate Administrator Login 1 and remember the password

Your recent activities

Date	Type	Detail	
09/07/2017 4:25:54 PM	Log on	Log on	
09/07/2017 4:09:07 PM	Log off	LOGOFF - Session has timed out	
09/07/2017 3:48:47 PM	Log off	Log off	
09/07/2017 3:42:21 PM	FPX Email	Email - (FPX Transaction ID - 1701161610090051)	Successful
09/07/2017 3:42:21 PM	FPX Verification	Verify Record	Successful
09/07/2017 3:38:04 PM	FPX Email	Email - (FPX Transaction ID - 1701161602540049)	Successful
09/07/2017 3:35:04 PM	FPX Verification	Verify Record	Successful