



FPX MERCHANT WEBVIEW USER GUIDELINE

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Version 3.0

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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 create addition users (User Management)
- iii. Guideline on how to view and check transaction status
- iv. Guideline on how to download transaction report
- v. Guideline how to initiate FPX Refund transaction

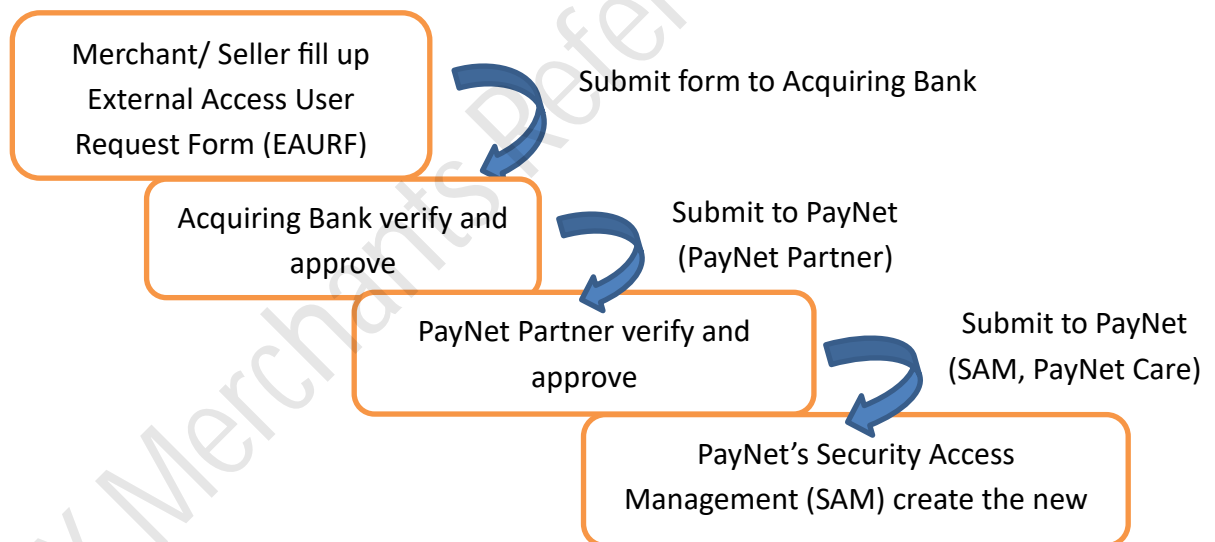
2. USER MANAGEMENT

The Admin user is responsible for managing all user accounts within the system. This includes adding new joiner from the company, updating user information when roles or details change, and deactivating users when they leave. Deactivated accounts retain historical data but can no longer access the system. Regular maintenance ensures that only authorized users have access and helps maintain data integrity and security.

The registration of the first-ever Admin user is done during the Acquiring Bank merchant onboarding process, through the submission of the **FPX External Access User Request Form**. Every merchant should have at least two Admin users assigned as **maker** and **checker** to ensure proper oversight and backup in case of absence or unavailability.

2.1 APPLY ADMIN USER ACCESS

2.1.1 High Level Process Flow to apply user admin access



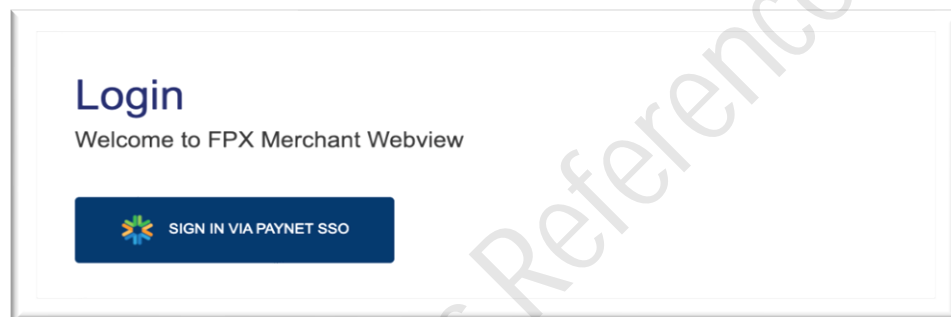
- i. Merchant/Seller need to fill up the External Access User Request Form (EAURF) and submit the form to the respective Acquiring Bank for approval. The form can be downloaded from FPX Exchange Portal.
- ii. Acquiring Bank verify and approve the EAURF by the Bank Authorise person and submit the form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

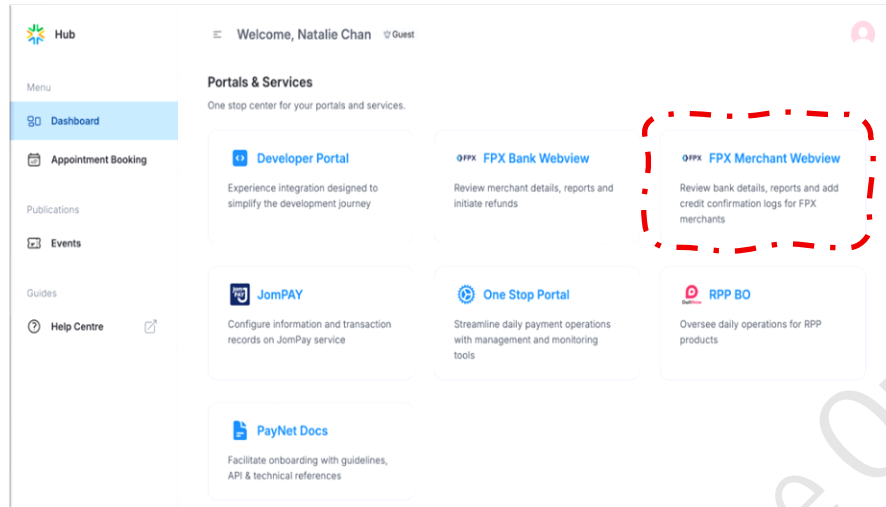
Important Note:

- 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

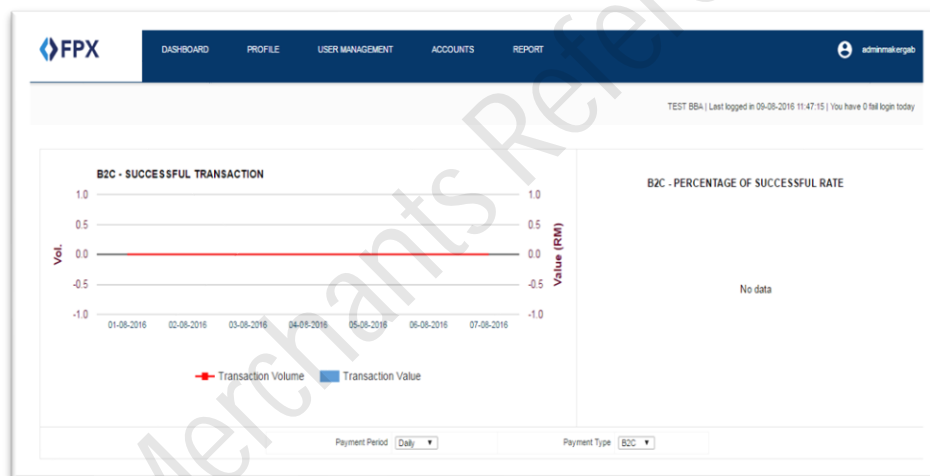
2.2 LOGIN PROCESS

1. Go to FPX Merchant Webview login page or entry from PayNet One Stop Portal. Merchant Webview selection will be available on the Dashboard, under Portals & Services to see on the FPX Merchant Webview from the list. User must login via SSO by entering their email address, then click on the Login button.

This screenshot shows the main login form. At the top, there is a PayNet logo and the heading "Log in". Below the heading, it says "Use registered email and password". The form contains two input fields: "Company Email Address" with a placeholder "Enter email address" and "Password" with a placeholder "Enter password" and a toggle icon. Below the password field, there is a line of text: "By proceeding, you agree to our [Terms and Conditions](#)". At the bottom of the form is a blue "Login" button. Below the button, there is a link "Forgot password?" and at the very bottom, a link "Don't have an account? [Register](#)".



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



Important Note:

1. Login will fail if
 - a. Email address is not found in the system
 - b. Email address is found but the user status is locked/inactive
 - c. The same Email address is currently logged into the System
2. First Time Login (SSO Registration)
 - a. User will receive an email invitation, click on the link to register in SSO before logging into Merchant Webview.
 - b. Refer to SSO User Account Registration Guide [here](#)

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.suain@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.suain@paynet.my
Contact Phone No.	0121234567
Access Group	Merchant User
User Status	INACTIVE
Address	BANGSAR
Zip Code	59000
City	KUALA LUMPUR
State	KUALA LUMPUR
Country	MALAYSIA
Maker	Rafzal_Admin_Maker
Creation Date	2019-03-28 15:02:10
Remark	

BACKAPPROVEREJECT

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.

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.

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

Please select user

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

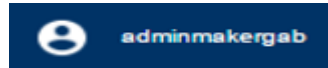
	Original value	Modified value
Username	Rashdan_Maler	Rashdan
Name	Rashdan	Rashdan
Email Address	rashdan.suarn@paynet.my	rashdan.suarn@paynet.my
Contact Phone No.	0121234567	0121234567
Access Group	Merchant User	Merchant User
User Status	ACTIVE	ACTIVE
Address	SAINGGAR	SAINGGAR South
Zip Code	8000	8000
City	KUALA LUMPUR	KUALA LUMPUR
State	KUALA LUMPUR	KUALA LUMPUR
Country	Malaysia	Malaysia
Maker	Rafiza_Admin_Maker	
Creation Date	2019-03-28 17:35:18	
Remark		

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:

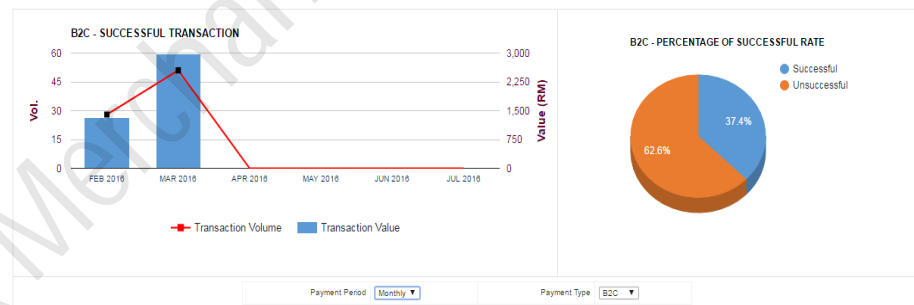
- a. Username (top right corner)



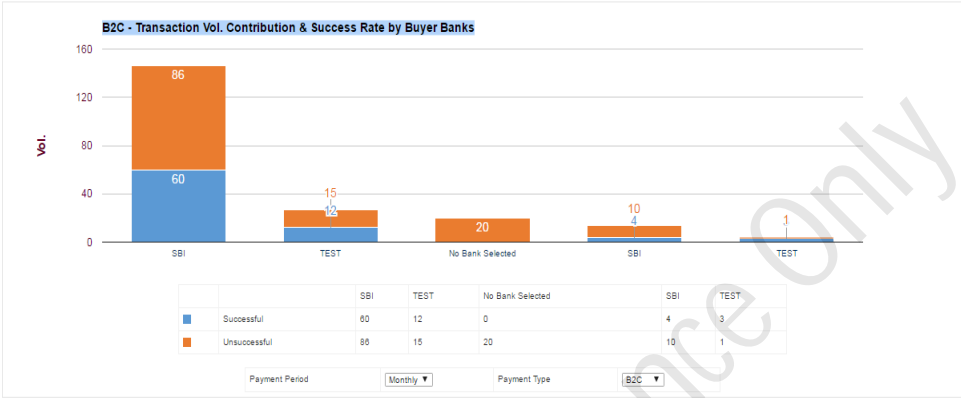
- b. Seller name
- c. Last login date/time
- d. Number of failed login attempt before successfully login

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 REPORTS Logout_Merch

SMA CHARGE BUYER | Last logged in N/A | You have 0 fail login today

Profile information for seller: BSS0004292 Exchange: EK00003945: SMA MERCHANT

Name	: SMA CHARGE BUYER
Establishment Name	: SMA CHARGE BUYER
Purpose of Payment	: Allowance
Bank	: DB BANKA
Company Registration No.	: MICO111111
Application Date	: 27-JUN-2018
MSIC Code	: 10203
MSIC Description	: PR999999999999
Notes	: BSC 8231 8232

Company Contact Information

Fax Number	: 03434453
Address 1	: 123 ROAD BLOOM
Address 2	: DISTRICT COUNTRY
City	: KUALA LUMPUR
State	: KUALA LUMPUR
Zip	: 54321
Country	: MALAYSIA

Personnel Contact Information 1

Person Name	: NIK NUR SADEAN KUSALIDZAHARI
Email	: PR999999999999@GMAIL.COM
Phone	: 0123456789

Personnel Contact Information 2

Person Name	: KUSALIDZAHARI
Email	: PR999999999999@GMAIL.COM
Phone	: 0123456789

3.3 TRANSACTION STATUS

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

FPX Transaction Report

Search for FPX Transaction

Date: From To Txn Model:
 Maximum days between 'From' and 'To' dates is 60 days

FPX Transaction ID:
 Exchange Order No:
 Seller Order No:
 FPX Status:

[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	Txn Model	FPX Transaction ID	Exchange Order No	Seller Order No	Buyer Name	Amount	FPX Status	
1	29-Apr-2016 11:37:31	B2C	1604291141400622	5423407580548372320	4491627794880369272	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	1604291136000620	4850346212050876530	4494715052064769249	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
4	29-Apr-2016 11:30:39	B2C	1604291134480619	3779498551573767494	217099533597952255	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
5	29-Apr-2016 11:30:08	B2C	1604291134170618	2148170743514368454	321973869782543434	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
6	29-Apr-2016 11:29:08	B2C	1604291133170617	1661636126788767335	4661370352314137473	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
7	29-Apr-2016 11:25:56	B2C	1604291130050616	6073381025967364491	8196145249886361300	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
8	29-Apr-2016 11:22:49	B2C	1604291126580615	763769708693176520	1604151209270152	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
9	29-Apr-2016 11:22:22	B2C	1604291126310614	2687673970247734106	3017824267323042100	buyer(A-Za-z0-9@()_&'ame	1.00	Settled	DETAIL
10	28-Apr-2016 17:45:17	B2C	1604281749240613	6258238979283712052	5779444477846225018	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 007
 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	8827927	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 To Product

Maximum days between From and To dates is 10 days

Model Transaction ID

Exchange Order No. Seller Order No.

Status

[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	2025049181001251839	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
View Rejected Refund Request	x	x	√	x	x

	Admin Maker	Admin Checker	Refund Maker	Refund Checker	General User
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



FPX DASHBOARD PROFILE **ACCOUNTS** REFUND REPORT Logout

SMI CHARGE BUYER | Last logged in 07-04-2017 00:01:22 | You have 0 fail login today

Crediting Account

Crediting Account Details

No	Bank Name	Bank Account Number
01	SBI BANKA	1111

Steps:

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

FPX DASHBOARD PROFILE ACCOUNTS REFUND REPORT Logout

SMI CHARGE BUYER | Last logged in 13-04-2017 15:29:47 | You have 0 fail login today

Create Debiting Account

Bank Name:

Bank Account Number:

Company Name:

Maker Username:

Account Name:

Bank Branch:

Corporate Internet Banking ID:

☒ Enable Account
☐ Set as default

Notes: This is one time registration only

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

Steps:

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

SAVE



FPX DASHBOARD PROFILE ACCOUNTS **REFUND** REPORT RefundRefundM

INITIATE
MODIFY
REFUND REPORT

SM CHARGE BUYER | Last logged in 07-04-2017 09:54:08 | You have 0 fail login today

Initiate Refund

Transaction Date Range: From: To: Maximum days between From and To days is 7 days

FPX Transaction ID:

Steps:

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

FPX DASHBOARD PROFILE ACCOUNTS **REFUND** REPORT RefundRefundM

SM CHARGE BUYER | Last logged in 07-04-2017 09:54:08 | You have 0 fail login today

Initiate Refund

Transaction Date Range: From: To: Maximum days between From and To days is 7 days

FPX Transaction ID:

Seller Order No.:

No	FPX Date & Time	Txn Model	FPX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Transaction Amount (RM)	
<input checked="" type="checkbox"/> 1	01-Apr-2017 13:42:17	Q2C	1704011336370727	4683205052125027969	AFFIN BANK B2C	KUMARAN RAJU	20.00	More
<input type="checkbox"/> 2	01-Apr-2017 14:38:22	Q2B I	1704011431430739	3907321911481590902	UOB BANK Q2B	HAARE1 900023354	500.00	More
<input type="checkbox"/> 3	01-Apr-2017 14:39:40	Q2B I	1704011432060740	9128995037155410452	UOB BANK Q2B	HAARE1 900023354	1,800.00	More
<input checked="" type="checkbox"/> 4	01-Apr-2017 14:48:00	Q2C	170401143200741	5182428586441190347	UOB BANK Q2C		200.00	More
<input type="checkbox"/> 25	03-Apr-2017 16:36:06	Q2C	1704011509140290	0090371879813602090	DBI BANK A	Ru@D...&Ru	1.00	More

1 2 3 4 5 6 7 8 9 10 11

Steps:

1. Search transaction to refund by;
2. Enter date range to search the transaction or;
3. Enter FPX 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 | Disclaimer | 9-030743-D
Rights Reserved.

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 14:35PM	1704011431430730	3987521911451555552	UOB BANK B2B	NAME1 800022054	0133481638	sean.leach@uob.com.my	800.00	0.00	800.00	×
01 Apr 2017 14:35PM	1704011433080740	912889832155410482	UOB BANK B2B	NAME1 800022054	0127493392	sean.leach@uob.com.my	1,800.00	0.00	1,800.00	×

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 14:35PM	1704011421430730	3987521911451555552	UOB BANK B2B	NAME1 800022054	0133481638	sean.leach@uob.com.my	800.00	0.00	800.00	Settled	Submitted
07 Apr 2017 10:26AM	01 Apr 2017 14:35PM	1704011433080740	912889832155410482	UOB BANK B2B	NAME1 800022054	0127493392	sean.leach@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

DASHBOARDPROFILEACCOUNTSREFUNDREPORT

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

Refund Report

Transaction Date Range

From: 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 Date & Time	Original FPX Transaction ID	Yen Model	Buyer Bank	Original Buyer Name	Original Transaction Amount (RM)	Refund Amount (RM)	FPX Status	Refund Status
26	06-Apr-2017 18:00:31	1704081170520355	06-Apr-2017 18:00:43	1704081753570352	82C	UOB BANK 82C	AAAAAAAA AAA AAAA AAA	144.23	144.23	Successful	Success
27	06-Apr-2017 10:21:27	1704081822303826	06-Apr-2017 10:41:01	1704081034180889	82B I	UOB BANK 82B	NAME1 800023054	16.00	16.00	Successful	Pending Credit Confirmation
28	07-Apr-2017 10:20:20	Pending	01-Apr-2017 14:39:22	1704011431430759	82B I	UOB BANK 82B	NAME1 800023054	800.00	800.00	Settled	Submitted
29	07-Apr-2017 10:20:20	Pending	01-Apr-2017 14:39:45	1704011433000740	82B I	UOB BANK 82B	NAME1 800023054	1,000.00	1,000.00	Settled	Submitted

Total Records in Page: 25

12



FPX DASHBOARD PROFILE ACCOUNTS **REFUND** REPORT RefundRefundC

VALIDATE REFUND REPORT

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

Approve Refund

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

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

No	Refund Date & Time	FFX Date & Time	Tan Model	FFX Transaction ID	Seller Order No.	Buyer Bank	Buyer Name	Buyer Mobile/Phone No	Buyer Email	Transaction Amount (RM)	Total Amount Refunded (RM)	FFX Status	Refund Status
1	07-Apr-2017 10:26:20	01-Apr-2017 14:38:22	B2B	1704011431430738	3057521811401505052	UOB BANK B2B	NAME1 800023054	0133481538	sean.kheo@uob.com.my	900.00	0.00	Settled	Submitted
2	07-Apr-2017 10:26:20	01-Apr-2017 14:36:40	B2B	1704011433080740	9129595371854164852	UOB BANK B2B	NAME1 800023054	0127483382	sean.kheo@uob.com.my	1,000.00	1,000.00		More

Total Records in Page: 25

Steps:

1. Login as Refund Checker
2. Click on "Refund" tab
3. Select "Validate"

Bulk Action 1

DASHBOARD
PROFILE
ACCOUNTS
REFUND
REPORT
RefundRefundC

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

Approve Refund

Transaction Date Range:

From: To:

FPX Transaction ID:
 Seller Order No.:
SEARCH

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

<input type="checkbox"/>	No	Refund Date & Time	FPX Date & Time	Ten 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 14:28:22	62B I	1704011431430738	3987821911461558852	UOB BANK 62B	NAME1 800023054	0133481538	sean.leech@uob.com.my	800.00	800.00	More
<input type="checkbox"/>	2	07-Apr-2017 10:26:20	01-Apr-2017 14:30:40	62B I	1704011433080740	912989837118416482	UOB BANK 62B	NAME1 800023054	0127493382	sean.leech@uob.com.my	1,000.00	1,000.00	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
 NEXT

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	1704011431430738	3987821911461558852	UOB BANK 62B	NAME1 800023054	0133481538	sean.leech@uob.com.my	800.00	0.00	800.00	X

TOTAL 1 ITEMS SELECTED FOR REFUND
 TOTAL REFUND RM 800.00

Close and send more transactions
 Notes:

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

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	1704011431430730	3087821911461550002	UOB BANK B2B	NAME1 000020054	0133491038	sean.lee@uob.com.my	800.00	0.00	800.00

Bank Name & Account Name

- SBI BANK A - NIK NIK SAMSUNG KAMARULZAMAN
- UOB BANK B2B - Nik Nur Samiah
- SBI BANK A - Account Name
- SBI BANK B - Account Name
- CMB BANK BERHAD - Nik Nur Samiah
- SBI BANK A - Nik Nur Samiah
- UOB BANK B2B - UOB BANK B2B

Steps:

- Then select debiting account "if have more than 1 debiting account registered"
- 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.

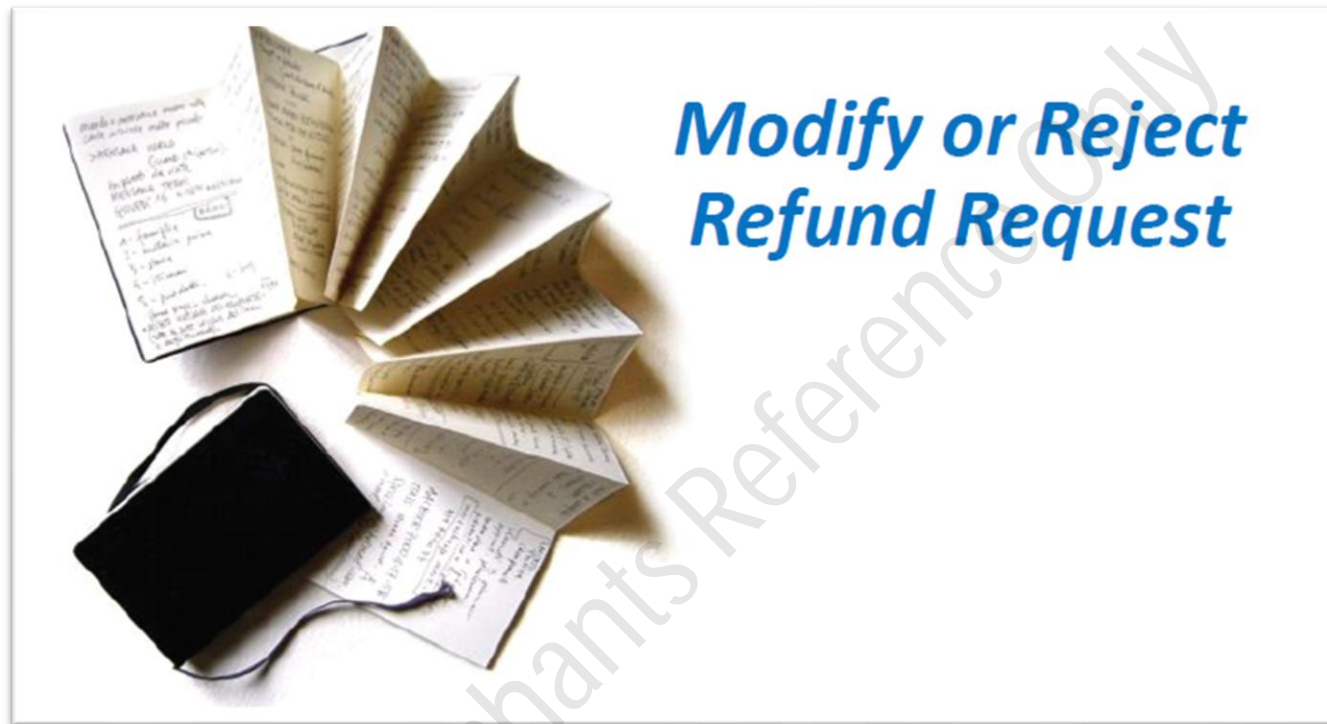
Note:
Then the screen will show list of transactions that have been approved by Refund Checker
Refund request now has been sent to the bank system & waiting merchant to authorize the request via Corporate Internet Banking.


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	1704011431430730	3087821911461550002	UOB BANK B2B	NAME1 000020054	0133491038	sean.lee@uob.com.my	800.00	0.00	800.00	Settled	Approved

TOTAL 1 ITEMS SELECTED FOR REFUND


TOTAL AMOUNT TO BE REFUNDED
800.00

APPROVE NEW REFUND





[DASHBOARD](#)
[PROFILE](#)
[ACCOUNTS](#)
[REFUND](#)
[REPORT](#)


[Refund/RefundC](#)

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

Approve Refund

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

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

<input checked="" type="checkbox"/>	No	Refund Date & Time	FPX Date & Time	Trn 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 10:20:20	01-Apr-2017 14:26:40	B2B I	1704011433000740	912959537158415452	UOB BANK B2B	NAME1 800323094	0127483362	sean.lee@quoo.com.my	1,000.00	1,000.00	More

Total Records in Page:


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.

Sub Action

NEXT 1

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 1.34

DASHBOARDPROFILEACCOUNTSREFUND¹REPORT

SM: 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)
07 Apr 2017 10:26AM	1704011432000740	812508637355415452	UOB BANK B2B	NAME1 800323054	0127483352	sean.lee@quob.com.my	1,300.00	0.00	1,000.00

Note:


1. If select Reject, then Select Reason code from dropdown list (reason for rejection)
2. Once rejected, system will not allow to re-initiate second attempt. Rejection is considered permanent.
3. Insert remark if any
4. Click "REJECT"

Select Reason Code
Fraud
Cancelled
Insufficient Information
Others

Remark

CANCELREJECT

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DASHBOARDPROFILEACCOUNTSREFUNDREPORT

SM CHARGE BUYER | Last logged in 07-04-2017 09:52:32 | 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	9125808237155416462	UCB BANK B2B	NAME1 800023084	0127493382	sean.leeof@ub.com.my	1,800.00	0.00	1,000.00	Settled	Rejected

TOTAL 1 ITEMS SELECTED FOR REFUND

TOTAL REFUND1,000.00

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



BING 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:

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 ID 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 - 1701161602840049)	Successful
09/07/2017 3:35:04 PM	FPX Verification	Verify Record	Successful

Steps:

- Final steps, Merchant side require to request their Authorizer to login into Corporate Internet Banking.
- 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.