



PayBillsMalaysia User Guide

Version 1.0

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1. PayBillsMalaysia Overview

1.1 Features in PayBillsMalaysia

Component-

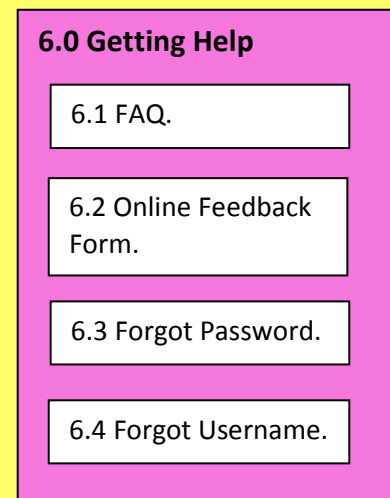
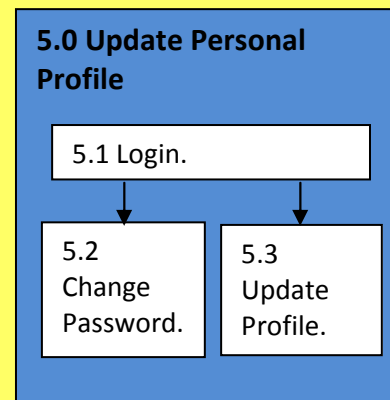
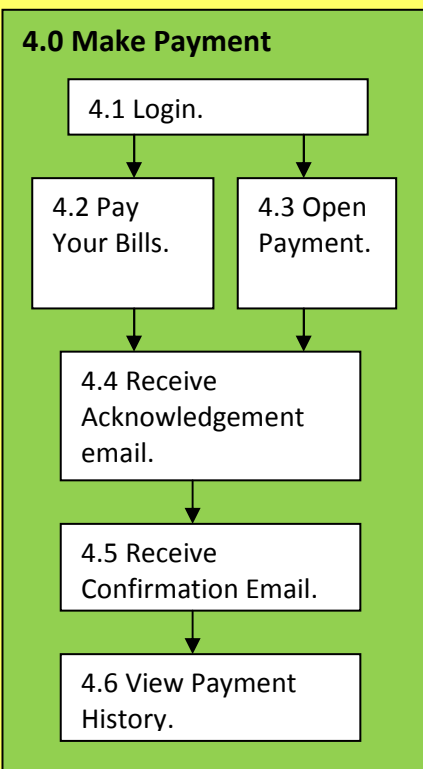
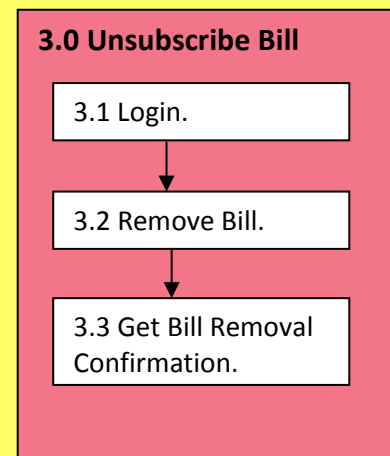
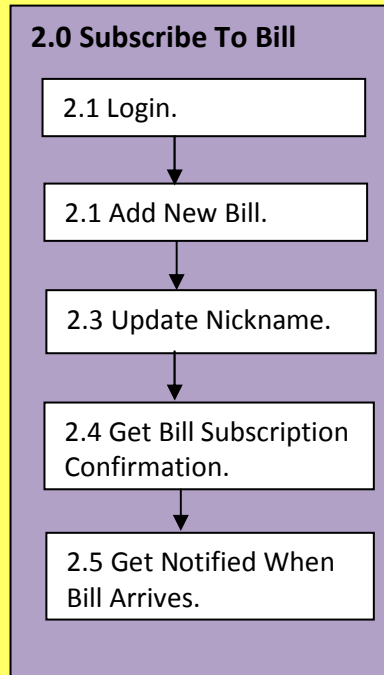


Figure 1.1: Component

1.2 Introduction to Home Page

Go to webpage with this URL: <https://www.paybillsmalaysia.com>

The Home page will be displayed:-

The screenshot shows the PayBillsMalaysia.com home page with several annotations:

- Header:**
 - Logo: **PaybillsMALAYSIA** 2011
 - Slogan: **Receive e-Bills, Pay bills On-line, Anytime**
 - Text: *It's free, easy and secure*
 - Language options: **English, Bahasa Malaysia Version**
 - Adjust the size: **A A+ A++**
 - Navigation menu: **Home | FAQ | User Guide | Terms & Conditions | Privacy Policy | Company Info | Contact Us**
 - Date: **Monday, 15 April 2013**
- Main Content Area:**
 - Image of a woman at a laptop.
 - Login:** Username: Password: **Log In**
 - Retrieve password or username:** **Forget password? | Help**
 - Register new user:** **Free Sign up** **Tell a friend** **Find the answers**
 - Introduce PayBillsMalaysia to friend** **FAQ**
- DID YOU KNOW:**
 - > 50** No. of Billers To Choose From
 - Close to A Dozen** Payment Channels
 - > 110000** No. of Registered Users
- ANNOUNCEMENT:**
 - New Look! and New Features!** Dated : 01 April 2013
 - Be among the first to explore our user-friendly features.
 - Need Assistance or have Feedback?** Dated : 01 April 2013
 - Contact us via [Online Feedback Form](#) for system related queries, complaints or compliments.
 - We value your feedback. All feedback will be tracked and attended to promptly by our Call Center (24 x 7).
 - We can also be reached via:
Email : callcentre@sains.com.my
Tel : 1300887246 or
Fax : (60)82-442522
- SSL Certificate:** **Norton SECURED** powered by VeriSign
- List of Billers:** **BILLERS**
- List of Payment Channels:** **PAYMENT CHANNELS**
- Announcement:** **See More Billers | Click Here**
- Footer:**
 - Copyright © 2001-2013 PayBillsMalaysia | Operated by SiliconNet Technologies Sdn. Bhd. (394813-H)
 - Logos of various billers: DBPU, BDA, MBKS, MBM, BAV, BETONG, BALAT, KAPIT, LAYAS, LIMBANG, SIBU, LUBUK ANTU, LUNDU, MARANG, MARUDI, MATASDANG.

Figure 1.2 : Home Page

2. Register as New User

2.1 Fill in Sign Up Form

- (a) First time you can register at the home page by clicking on “Free Sign up”.



Figure 2.1: New User Registration

- (b) You have to **Read and Accept** the Terms and Conditions. Then, you are required to fill in the **Sign Up Form** to register as new user.

2.2 Receive Welcome Email

Upon successful registration, you will receive a Welcome Email. The email serves as confirmation of your PayBillsMalaysia Registration.

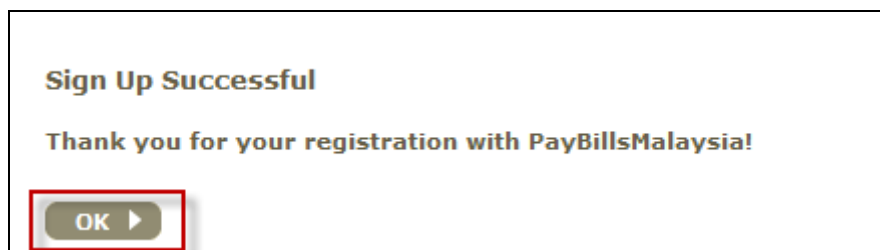


Figure 2.2: Successful Registration

3. Start Using PayBillsMalaysia

- (a) From the Sign Up Successful page, click “OK” and you will automatically be re-directed to the home page. Enter your “**Username**” and “**Password**”, follow by the “**Verification Code**”. Click “Login” to proceed.

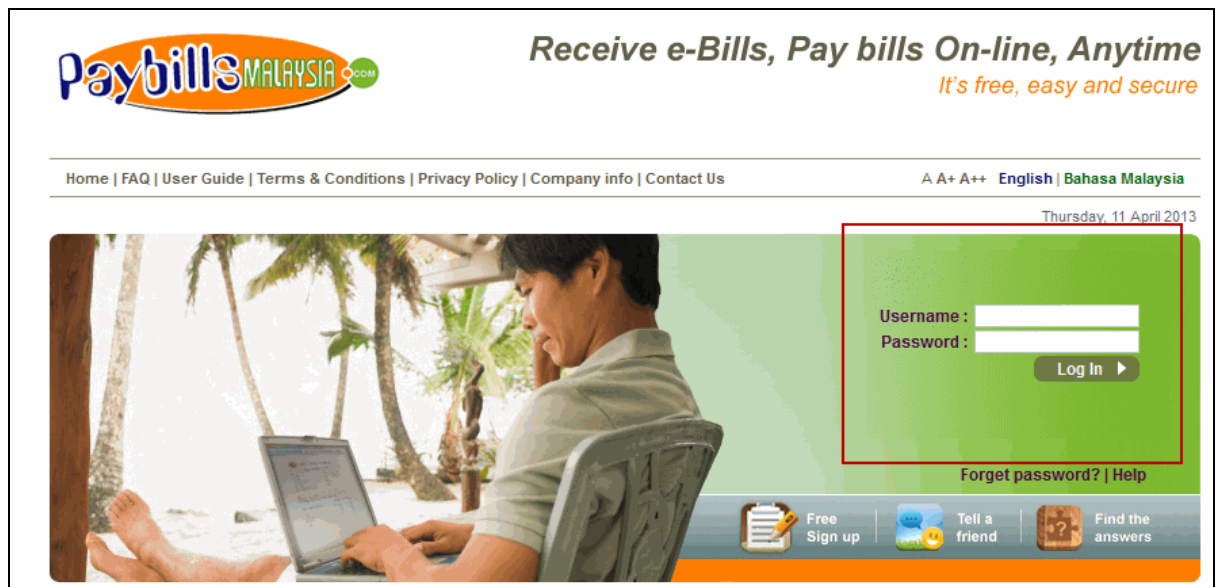


Figure 3.1: Start Using PayBillsMalaysia

- (b) After you have successfully login to system, the following page will be displayed.

Pay My Bills

1. Select Bills 2. Confirm Payment Amount 3. Make Payment 4. Confirmation

Bill: - All -

Consumer: []

Bill Date: From [] (DD-MM-YYYY) To [] (DD-MM-YYYY)

Search []

View bill detail []

LEGEND

- Due For Payment
- Overdue
- Paid

Legend for different bill status

No.	Bill	Bill Date	Due Date	Bill Ref. No. / Name	Service Fee	Current Charges	Amount Due	Balance	Pay
1	SMC ASSESSMENT	04/01/2013	31/10/2013	A1276568 Sibn House	0.00	-	191.25	191.25	[]
2	SWB	21/02/2013	23/03/2013	19900117308#2013028 Coffee Shop	0.00	23.55	-59.70	-59.70	[]
3	TMNET	-	-	20040105932904 Office Streamyx	0.00	-	20.00	20.00	[]
4	TMNET	-	-	20070331009907 Home Streamyx	0.00	-	20.00	20.00	[]
Total Bill Amount							0.00	0.00	
Total Service Fee							0.00	0.00	
Grand Total							0.00	0.00	

Payment channel: [] Please select []

Select payment channel [] View information []

Pay [] Clear []

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Figure 3.2: Bill Payment Page

4. Add New Bill

(a) Click on “All Billers” under “Manage Subscription”.

(b) Then select and subscribe from the list of billers.

Manage Subscription | All Billers

Select and subscribe to your billers from the lists.

(a) Click on All Billers under Manage Subscription.

Clubs

Kelab Golf Sarawak
Sarawak Club

Councils - Assessment Bill

Dewan Bandaraya Kuching Utara
Lembaga Kemajuan Bintulu
Majlis Bandaraya Kuching Selatan
Majlis Bandaraya Miri
Majlis Daerah Bau
Majlis Daerah Betong

Education

Suruhanjaya Perkhidmatan Awam Negeri Sarawak
Yayasan Sarawak

IDD

iTalk Mobile
REDtone Plus

(b) Select and subscribe from the list of billers

Internet Service Providers

Telekom Malaysia Berhad (Streamyx)
TMNet (Internet Prepaid)

Figure 4.1: New Service Subscription

(c) Enter the required information, e.g. your Consumer Number or Consumer Name as stated in your bill (you can subscribe to multiple bills). Then confirm the bill details.

(d) The new bill is shown in Bill Payment page.

Pay My Bills

1. Select Bills 2. Confirm Payment Amount 3. Make Payment 4. Confirmation

LEGEND

- Due For Payment
- Overdue
- Paid

Bill: - All -

Consumer: [Input Field]

Bill Date: From [Input Field] (DD-MM-YYYY) To [Input Field] (DD-MM-YYYY)

Search

New bill is listed here

No.	Bill	Bill Date	Due Date	Bill Ref. No. / Name	Service Fee	Current Charges	Amount Due	Balance	Pay
1	SMC ASSESSMENT	04/01/2013	31/10/2013	A.1276568 Sibn House	0.00	-	191.25	191.25	
2	SWB	21/02/2013	23/03/2013	19900117308#201302 Coffee Shop	0.00	23.55	-59.70	-59.70	
3	TMNET	-	-	20040105932904 Office Streamyx	0.00	-	20.00	20.00	
4	TMNET	-	-	20070331009907 Home Streamyx	0.00	-	20.00	20.00	

Total Bill Amount: 0.00

Total Service Fee: 0.00

Grand Total: 0.00

Payment channel: [Dropdown] Please select [Pay] [Clear]

Figure 4.2: New Bill Listed

- (e) Upon successfully add new bill, you will receive an email for bill subscription confirmation.



Figure 4.3: Sample Confirmation Email

- (f) You will also receive a notification email when new bill is available on the website.

5. Unsubscribe Bill

- (a) You can remove a bill you have subscribed to by click on **“Active”** under **“Manage Subscription”**.
- (b) Tick the checkbox to unsubscribe bill.
- (c) Click **“Update”**.

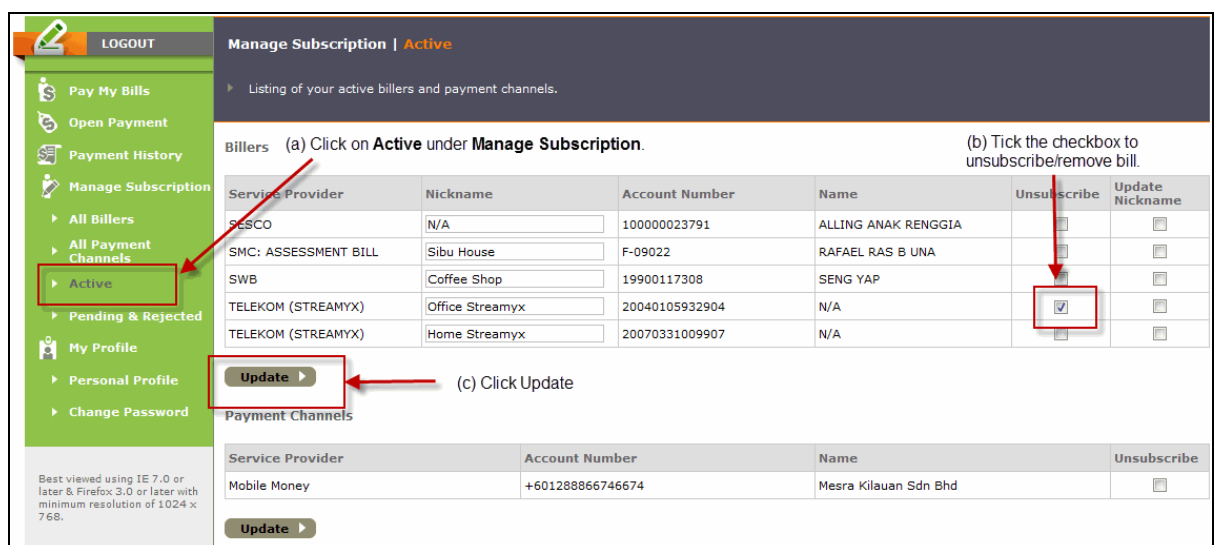


Figure 5.1: Remove Bill

- (d) System will prompt you with the following message. Click “OK” to confirm removal of bill.
- (e) Note that **re-subscribing of a bill may take 2 working days**



Figure 5.2: Confirmation Message

- (f) You will receive a confirmation email for cancellation of subscription.

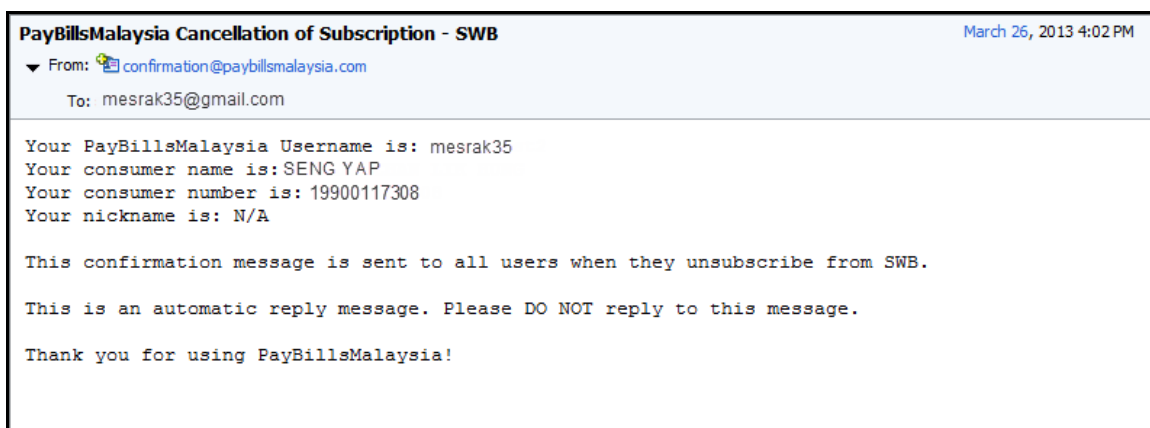


Figure 5.3: Sample Confirmation Email

6. Pay Your Bills

You can view and pay different bills in PayBillsMalaysia using different banks and credit cards. To pay your bill(s):

- Go to **Pay My Bills** page.
- Select the bill you want to pay.
- Select the Payment Channel. Please note that credit card is available for some billers only.
- Click “Pay”.

Pay My Bills

1. Select Bills 2. Confirm Payment Amount 3. Make Payment 4. Confirmation

(a) Click on **Pay My Bills**.

Bill: - All -
 Consumer:
 Bill Date: From (DD-MM-YYYY) To (DD-MM-YYYY)
 Search ▶

LEGEND
 Due For Payment
 Overdue
 Paid

(b) Select bill(s) to pay.

No.	Bill	Bill Date	Due Date	Bill Ref. No. / Name	Service Fee	Current Charges	Amount Due	Balance	Pay
1	SMC ASSESSMENT	04/01/2013	31/10/2013	A.1276568 Sibu House	0.00	-	191.25	191.25	<input type="checkbox"/>
2	SWB	21/02/2013	23/03/2013	19900117308#201302B Coffee Shop	0.00	23.55	-59.70	-59.70	<input type="checkbox"/>
3	TMNET	-	-	20040105932904 Office Streamyx	0.00	-	20.00	20.00	<input checked="" type="checkbox"/>
4	TMNET	-	-	20070331009907 Home Streamyx	0.00	-	20.00	20.00	<input type="checkbox"/>
Total Bill Amount							20.00		
Total Service Fee							0.00		
Grand Total							20.00		

(c) Select payment channel.
 Payment channel: CIMB Bank - Current/Savings Account Direct Debiting

(d) Click Pay
 Pay ▶ Clear ▶

Figure 6.1: Select Bill(s) and Payment Channel

(e) Confirm the amount to pay. Dependant on the billers, you may be able to change the amount you want to pay, eg. Assessment bill must be exact amount while some have certain minimal amount.

(f) Click "Continue"

Confirm Payment Amount

Please confirm the amount to pay or click on 'Back' to select other bills.

1. Select Bills 2. Confirm Payment Amount 3. Make Payment 4. Confirmation

No.	Bill	Bill Ref. No.	Due Date	Service Fee	Current Charges	Amount Due	Balance	Amount To Pay
1	TMNET	20040105932904	-	0.00	-	20.00	20.00	20.00
Total Bill Amount							20.00	20.00
Total Service Fee							0.00	0.00
Grand Total							20.00	20.00

(f) Click Continue.
 Continue ▶ Back ▶

(e) Confirm the amount to pay.

Figure 6.2 Confirm Payment Amount

(g) A Payment Acknowledgement Page will be shown to acknowledge that you have initiated a payment.

(h) Click "Continue" and you would be redirected to the internet banking services that you have selected. This payment would only be **Cancelled** if you did not complete the payment process authorization required by the bank.

PayBillsMalaysia Acknowledgement

This is to acknowledge that you have initiated the payment below.

To complete your payment, click on the 'Continue' button to complete the bank payment process. (Please ensure that your browser allows the pop-up window to appear.)

Kindly note that all transactions will be updated by the next working day.

1. Select Bills > 2. Confirm Payment Amount > 3. Make Payment > 4. Confirmation

Bank: AmBank(M) Berhad - AmOnline
PayBillsMalaysia Reference: E1304011000030
Payment Date/Time: 01/04/2013 14:36:24

No.	Reference No.	Bill	Bill Reference No.	Consumer Name	Bill Date	Due Date	Amount (RM)
1	E1304011000031	TMNET	20040105932904	N/A	01/04/2013	-	20.00
Total							20.00

Click to continue Click to cancel payment

Continue **Save** **Cancel Payment**

Figure 6.3: Payment Acknowledgement

- (i) You will also receive an acknowledgement email of your payment attempted.

PayBillsMalaysia Bill payment - acknowledgement March 27, 2013 10:21 AM

From: confirmation@paybillsmalaysia.com
 To: puicp@sains.com.my

Bank: AmBank(M) Berhad - AmOnline
 PayBillsMalaysia Reference: E1303271000010
 Payment Date/Time: 27/03/2013 10:21:00
 Total: RM20.00

1. Reference No.: E1303271000011
 Bill: TMNET
 Bill Reference No.: 20040105932904
 Consumer Name: N/A
 Bill Date: 27/03/2013
 Due Date: -
 Amount Paid: RM 20.00

To check the payment status, log into <https://www.paybillsmalaysia.com> or <https://paybillsmalaysia.sarawak.gov.my>, and view it under 'PAYMENT HISTORY' menu. If you fail to complete the payment process at the bank's website, kindly note that all Unsuccessful Transactions will be reflected the next day, after confirmation from Banks.

This is an automatic reply message. Please DO NOT reply to this message.

Thank you for using PayBillsMalaysia!

www.paybillsmalaysia.com
service@paybillsmalaysia.com

Figure 6.4: Sample Payment Acknowledgement Email

- (j) Another payment confirmation email will be send when PayBillsMalaysia received confirmation of payment status from the bank.

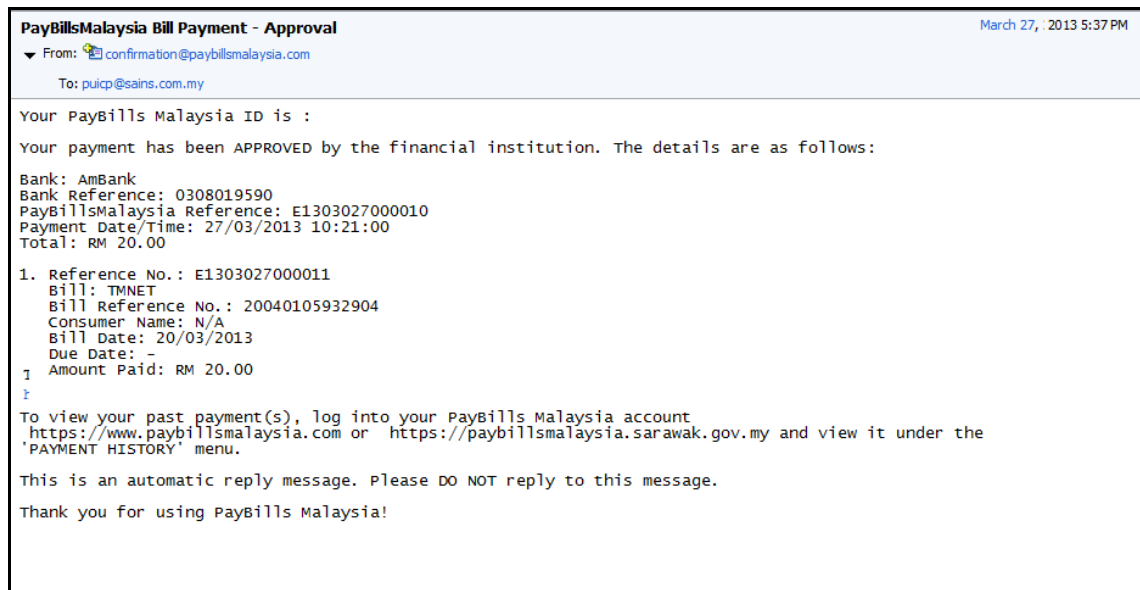


Figure 6.5: Sample Payment Confirmation Email

7. Open Payment

Open Payment is a function that allows you to pay bills without subscribing for it. You need to key-in the particulars each time you use Open Payment. This function is not available for all bills (e.g. Assessment Bills need to be subscribed before you can pay)

(a) Click on “Open Payment”.

(b) Select from the list of billers.

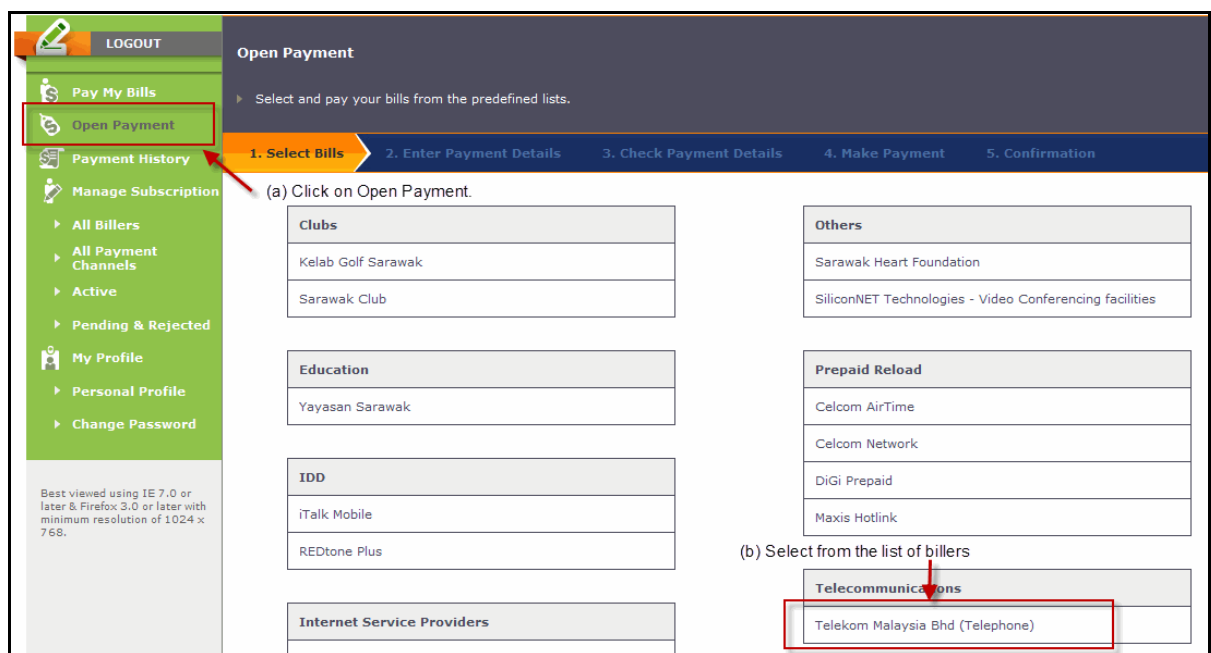


Figure 7.1: Open Payment

- (c) Enter the required information, e.g.: Account Number as stated in your bill, Payment Amount and select Payment Channel.
- (d) Click “Pay”.

Figure 7.2: Enter Payment Details

- (e) Confirm the payment details.
- (f) Click “Continue”.

Figure 7.3: Confirm Payment Details

- (g) A Payment Acknowledgement Page will be shown to acknowledge that you have initiated a payment.
- (h) Click “Continue” and you would be redirected to the internet banking services that you have selected. This payment would only be **Cancelled** if you did not complete the payment process authorization required by the bank.

PayBillsMalaysia Acknowledgement

This is to acknowledge that you have initiated the payment below.

To complete your payment, click on the 'Continue' button to complete the bank payment process. (Please ensure that your browser allows the pop-up window to appear.)

Kindly note that all transactions will be updated by the next working day.

1. Pilih Bil > 2. Enter Payment Details > 3. Check Payment Details > 4. Make Payment > 5. Confirmation

Bank: AmBank(M) Berhad - AmOnline
PayBillsMalaysia Reference: E1304011000040
Payment Date/Time: 01/04/2013 15:31:07

No.	Reference No.	Bill	Bill Reference No.	Consumer Name	Amount (RM)
1	E1304011000041	Telekom Malaysia Bhd (Telephone)	U350430960209	-	50.00
Total					50.00

Click to continue Click to cancel payment

Continue **Save** **Cancel Payment**

Figure 7.4: Payment Acknowledgement

8. View Payment History

- You can view your past payments under the "**Payment History**" after you have logged in.
- You can print your history by clicking on "Print".

Payment History

For Status and Payment Channel explanation, please click [here](#).

Bill: - All -
 Payment Status: - All -
 Name:
 Payment Date: ☒ Last 30 Days ☐ From (DD-MM-YYYY) To (DD-MM-YYYY)

Search **Clear**

No.	Bill	Bill Ref. No.	Bill Date	Due Date	Name	Reference No.	Payment Channel	Bank Reference	Payment Date	Amount	Status
1	JKR Water Bill	010303149981302M	28/02/2013	07/04/2013	LINI AK LEHEN	E1303131000041	BCBBD	N/A	13/03/2013	17.60	PAID
2	JKR Water Bill	090101068981301M	28/01/2013	27/02/2013	ABANG SYAHRAINI BIN MAN	E1303131000011	BKRBBB	N/A	13/03/2013	17.00	CANCELLED

Print

Figure 8.1: Payment History

9. Change Password

- (a) Click on “**Change Password**” under “**My Profile**”.
- (b) Enter your new password and retype password, then click “Update”.
- (c) Note that **password must be at least 8 characters and only alphabets and numbers are allowed**.

10. Update Profile

- (a) Click on “**Personal Profile**” under “**My Profile**”.
- (b) Enter your new e-mail or contact information. Then click on “Update”.
- (c) Note that **you email address need to be active** as password and bill notification will be sent there.

LOGOUT

My Profile | **Personal Profile**

Field(s) marked (*) are mandatory.

PayBillsMalaysia Username : sescotest1

Full Name : Mesra Kilauan Sdn Bhd

New NRIC/Passport No. : 770209135299

Date of Birth
21 March 1977 *

E-mail Address
puicp@sains.com.my *

Please ensure that your email address is correct, and your account is active as your password and bill notifications will be sent there.

Mailing Address Line 1
new address 111 *

Mailing Address Line 2
new address 222

Postal Code
110110 *

City
Kuching *

State
Sarawak *

Country
Malaysia *

Office Telephone
123456

Home Telephone
012556568122

Handphone

Update Click Update

Figure 10.1: Update Profile

11. FAQ

You may have queries and concerns over the System. The FAQ is to provide quick answer to common queries.

At the **Home** page, select **“FAQ”** or **“Find the answers”**.

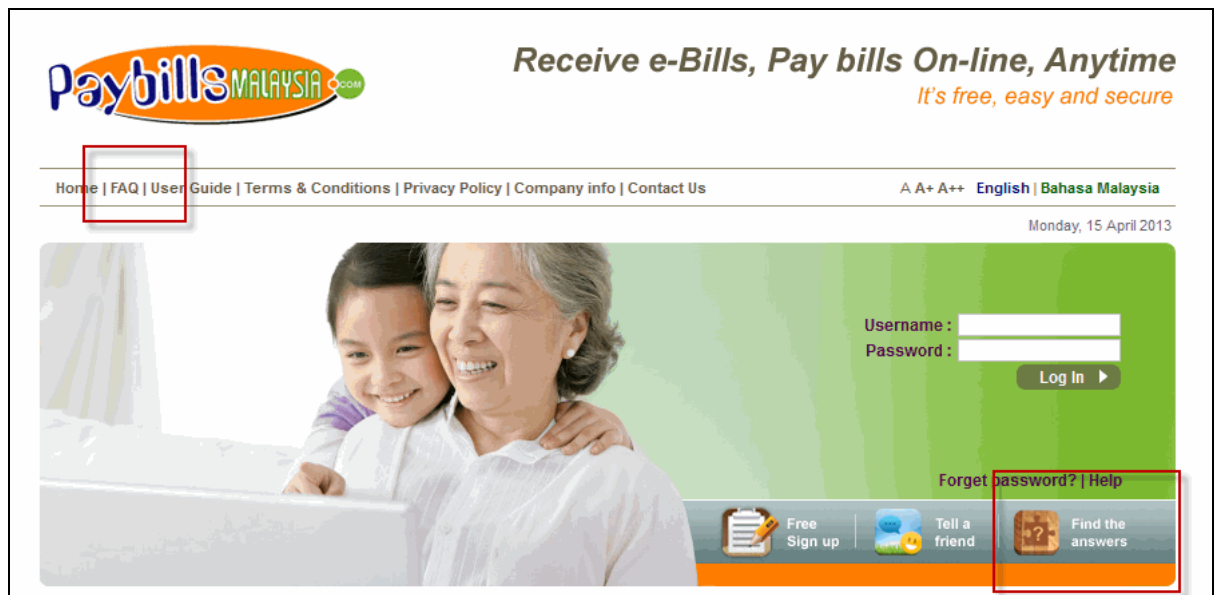


Figure 11.1: FAQ Link

12. Online Feedback Form

You can also log a report to our 24 hour call centre via Online Feedback form. The Online Feedback form is available at top of **Home** page.



Figure 12.1: Feedback Link

- Click on “**Contact Us**”, the feedback form will be displayed.
- Note that user is advised **not to provide any sensitive information** in the feedback form.
- An email notification will be sent for follow up purposes.

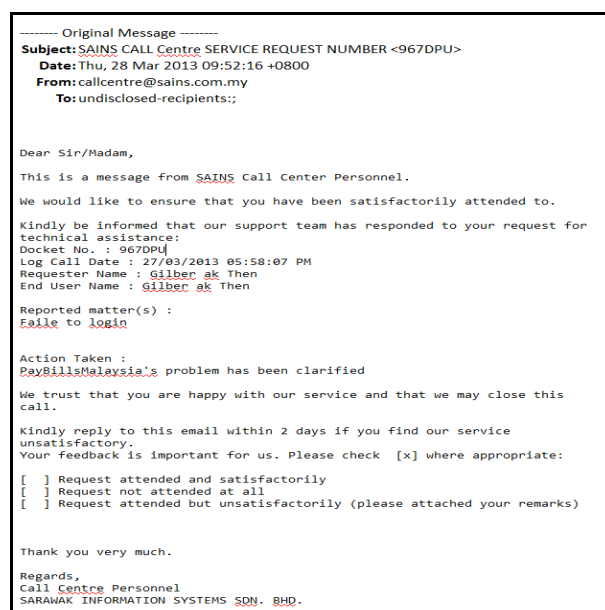


Figure 12.2: Sample Notification Email

13. Forgot Password

- (a) Click on the **“Forgot password?”** link from the **Home** page. You will be directed to our **“PayBillsMalaysia Password Request Form”** page.
- (b) To retrieve your password, please key-in the exact PayBillsMalaysia Username and the birthday you gave when you registered for the account.
- (c) Note that the **Username is case sensitive**.

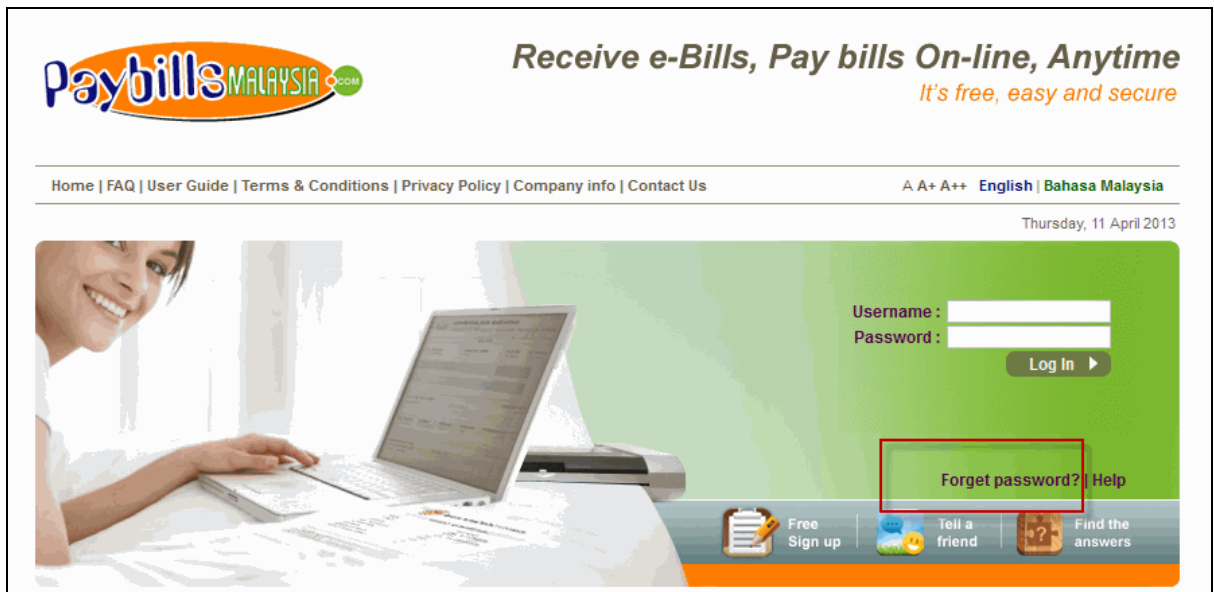


Figure 13.1: Forgot Password Link

PayBillsMalaysia Password Request Form

Did you forget your password or PayBillsMalaysia Username? If so, fill out this form to be reminded of it. If you've forgotten both, then follow the steps to **find your PayBillsMalaysia Username** first, then come back to get a new password.

Get a new password

Please enter your exact PayBillsMalaysia Username and the birthday you gave when you registered for your PayBillsMalaysia account. The Username is case sensitive. Field(s) marked (*) are mandatory.

PayBillsMalaysia Username *

Your Birthday

Day [] Month [] Year [] *

Submit **Cancel**

Figure 13.2: Retrieve new password

14. Forgot Username

- (a) Click on the “**Forget password?**” link at the **Home** page. You will be directed to our “**PayBillsMalaysia Password Request Form**” page.
- (b) Click on “**find your PayBillsMalaysia Username**”.

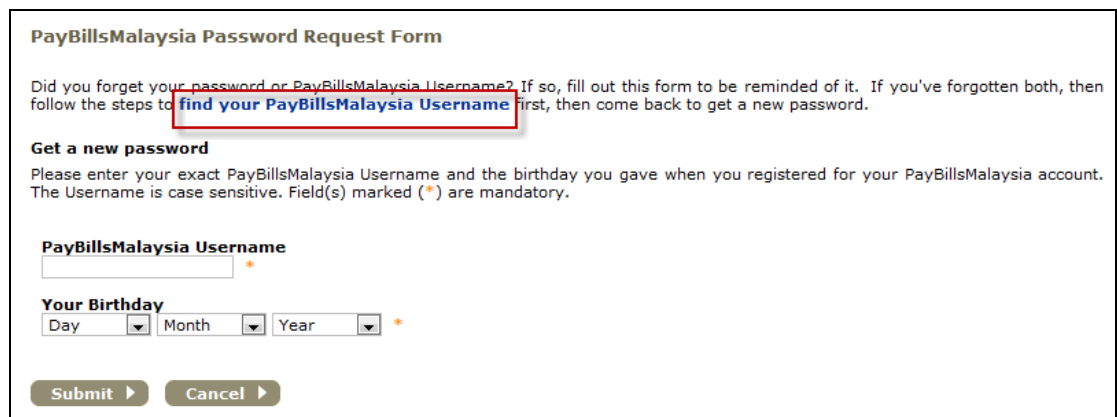


Figure 14.1: Retrieve Username Link

- (c) To retrieve your username, please submit your request by providing your NRIC (New Identify Card Number), postal code and state you gave when you registered for the account.

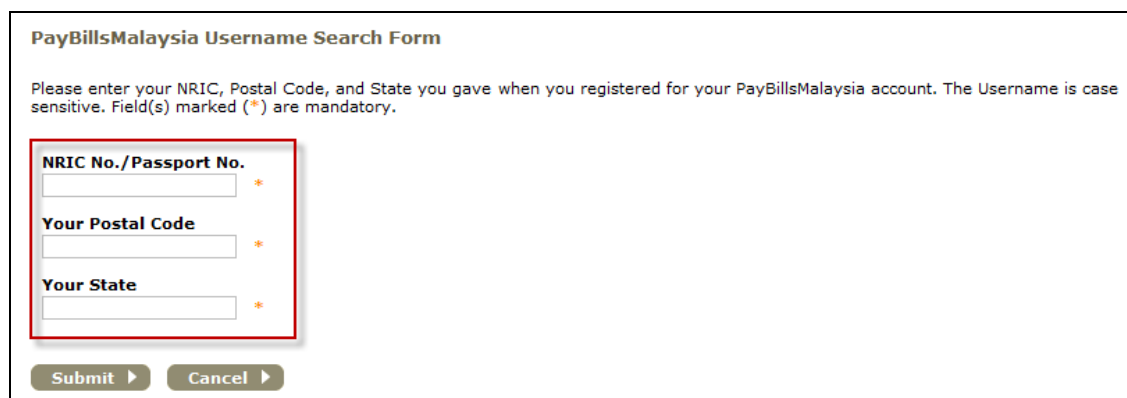


Figure 14.2: Retrieve Your Username