



**KEMENTERIAN PENGANGKUTAN
MALAYSIA**

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (FRONT-END)

PAYMENT MANAGEMENT MODULE

AGENCY NAME	:	1. Agensi Pengangkutan Awam Darat (APAD) 2. Lembaga Pelesenan Kenderaan Perdagangan Sabah (LPKP Sabah) 3. Lembaga Pelesenan Kenderaan Perdagangan Sarawak (LPKP Sarawak)
MAIN AGENCY	:	Ministry of Transport
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i. Document Description

- The User Manual shall provide a step-by-step instruction to the User with regards to the Payment Management Module.
- This User Manual will be used by the User which provides details on the activities and steps on Online Payment and Counter Payment related to the Payment Management Module in the iSPKP system.

ii. Document Control

- This section will highlight the User Manual Version No / Date / Summary of Changes / Author as and when changes are made and the latest version is fit for release as determined by the relevant agency personnel.

Important Note:

- All changes shall be tracked and stored in iSPKP Project Repository after the necessary signoff has been obtained as per the format below:

Version No.	Date	Summary of Changes	Author

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Appendix 1: Acronyms

Appendix 2: General Terms

1. INTRODUCTION

This Payment Management User Manual contains all the important guidelines and information to help the User to navigate through the iSPKP system. The Manual also includes a description of the Module's functionality and capabilities, contingencies and alternative modes of operation, and step-by-step procedures for accessing the system and methods of its use.

1.1 Purpose and Scope

- This document provides an introduction to the Payment Management Module and the guidelines & steps for Online Payment and Counter Payment related to the Payment Management Module in the iSPKP system.

1.2 Document Organization

- Below is a summary table to describe each section in this document.

Section No.	Section Title	Section Description
1	Introduction	This section provides a description of what this document is all about. It is a comprehensive guide in using the Payment Management Module.
2	Module Overview	This section is a high level description of the iSPKP system functionality.
3	Module Functionality Description	This section provides an overview of different functions available in the Payment Management Module in managing the various processes involving Payment.

Section No.	Section Title	Section Description
4	User Manual	This section is a guide for the User to perform step-by-step action for various activities related to the various sub-Modules related to the Payment Management Module via the iSPKP system.
5	Error Handling	This section guides the User on what to do in the event the User is not able to access the iSPKP system and also how to rectify errors during keying-in process so that User will be able to proceed to the next section or complete a certain activity.

Table 1: Document Organization

1.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX

1.4 List of References

- This Payment Management User Manual is written in reference to the sources below:

No.	Source
1.	Land Public Transport Act 2010 (ACT 715) - 15 January 2019
2.	Road Transport Act 1987 (Act 333)
3.	Personal Data Protection Act 2010
4.	Website APAD (https://www.apad.gov.my/) Website LPKP Sabah (http://www.lpkpsabah.gov.my/lpkp/index.php/ms-my/)

No.	Source
	Website LPKP Sarawak (http://www.lpkpsarawak.gov.my/lpkp/en/node/42)
5.	KRISA Document Template (https://sqa.mampu.gov.my/index.php/ms/tempat-artifak/dokumen-pembangunan-sistem)
6.	Main iSPKP System User Manual Document

Table 2: List of References

The Payment Management Module is mainly focused on Payment related processes consisting of Online Payment and Counter Payment related to the Payment Management Module.

1.5 System Overview

Please refer to Section 2.0 in MAIN User Manual for details.

1.6 Glossary

Kindly refer to Appendix 2 - General Terms.

1.7 Important Reminders

- Please read through the respective sections carefully in the User Manual before proceeding.
- The iSPKP system is capable of detecting errors made when keying in your data by highlighting the error in red. This serves as a guide for you to fill in your data correctly and enables successful payment processing.
- If left idle for 5 minutes, the User will be automatically logout from the system.
- The iSPKP system is available in two languages - Bahasa Malaysia and English. In the iSPKP Login Page, users will be able to select the preferred language before logging into the system.

2. MODULE OVERVIEW

2.1 Purpose

This section provides an overview of the Payment Management Module for the purpose of Online Payment and Counter Payment related to the Payment Management Module in the iSPKP system.

2.2 Module Description

The Payment Management Module enables the User to perform the key activities related to Payment Management Module in the iSPKP system.

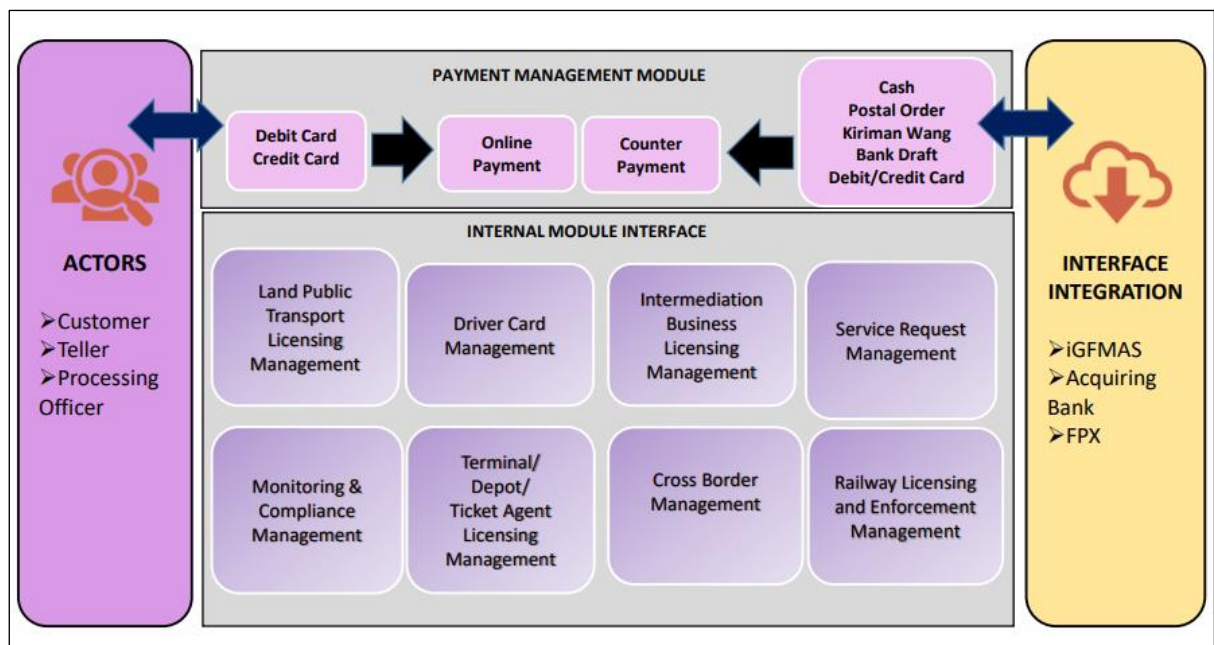


Figure 1: High Level Payment Management Module

Figure 1 above illustrates the high-level overview of the Payment Management Module. It shows the interaction between the actors that will have access privileges to this Module, the sub-Modules, all the internal interfaces with the other system Modules and the integration interfaces with external Agencies.

The Payment Management sub-modules consist of Online Payment and Counter Payment.

This Module also integrates with the Land Public Transport Licensing Management Module, Driver Card Management Module, Intermediation Business Licensing Management Module, Service Request Management Module, Monitoring & Compliance Management Module, Terminal / Depot / Ticketing Agent Licensing Management Module, Cross-Border Management Module and Railway Licensing & Enforcement Management Module.

3. MODULE FUNCTIONALITY DESCRIPTION

The Users for this Module are Operators (Companies) or Agent(s) appointed by the Company. In the case of LPKP Sabah / LPKP Sarawak, this includes Individuals as well.

The Operator's Users are the Company Director and Company PIC (if this is a different person).

3.1 Payment Management Functionality

Prior to making payment, the Operator or their appointed Agent (User) must have performed a certain transaction in a particular Module (e.g. Driver Card Management or Land Public Transport Licensing Management) in the iSPKP system that would require payment to be made such as Processing fee, Licensing Fee or Penalty Fee.

3.1.1 Online Payment

This section explains how an Operator or their appointed Agent (User) can make Online Payment in the iSPKP system.

3.1.2 Counter Payment

This section explains how an Operator or their appointed Agent (User) can make Counter Payment at APAD / LPKP Branches.

3.2 User Types and Roles

There are different types of Users involved in the Payment Management Module. As these Users access the system, their names are displayed at the top right hand of the Landing Page as follows:

USER TYPE	USER NAME DISPLAY ON LANDING PAGE	
	LEFT	RIGHT
Company Director	Company Name	Company Name
Company PIC	Company Name	PIC Name

USER TYPE	USER NAME DISPLAY ON LANDING PAGE	
	LEFT	RIGHT
Company Agent	Company Name	Agent Name

Table 3: Payment- User Name Display on Landing Page

Below is a sample of the User Name displayed on the Landing Page.

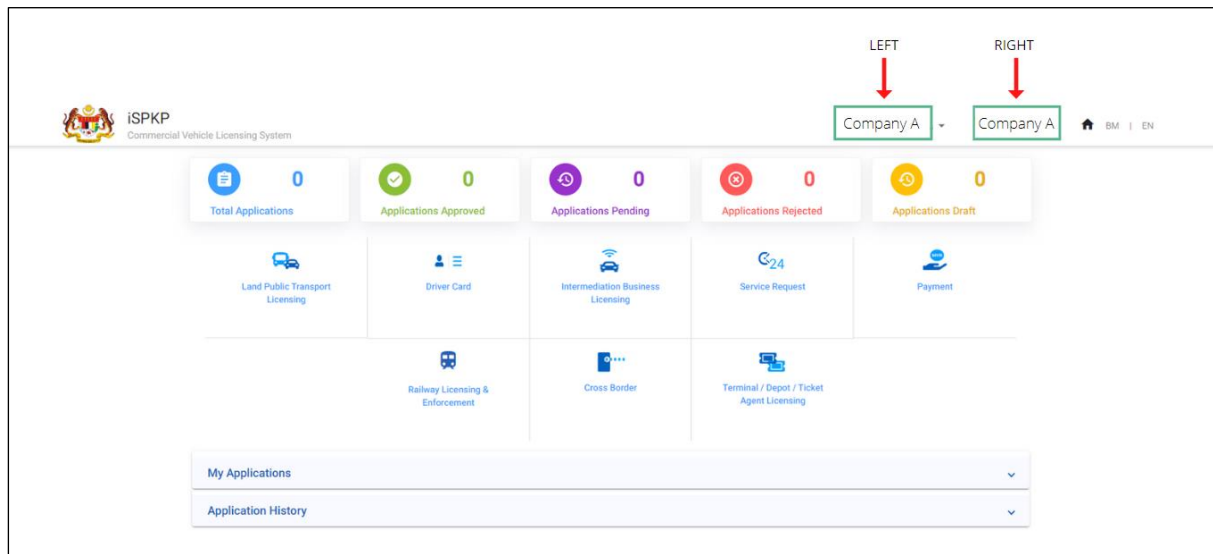


Figure 2: Payment Management - User Name Display on Landing Page

Each of these User perform specific roles as below:

USER TYPE	PAYMENT TYPE	
	ONLINE PAYMENT	COUNTER PAYMENT
Company Director	/	/
Company PIC	/	/
Company Agent	/	/

Table 4: Payment Management - User Types and Roles

3.3 Work Process Flow

- The following work process flow takes into account the different types of User role.
- The User enters the APAD, LPKP Sabah or LPKP Sarawak URL Link depending on the User location to access the Login Page.
- The URL links are as stated below:

Peninsular Malaysia:

URL for APAD:

<https://ispkp.apad.gov.my/apad/#/>

Sarawak:

URL for LPKP SARAWAK:

<https://ispkp.lpkpsarawak.gov.my/sarawak/#/>

Sabah:

URL for LPKP SABAH:

<https://ispkp.lpkpsabah.gov.my/sabah/#/>

4. USER MANUAL

Upon initiating certain transactions in the respective iSPKP Module that requires payment, the User will proceed to tick the “Declaration”. The User will also need to select the type of actions related to payment at the bottom of the Declaration screen. There are two types of payment related actions available, i.e “Submit & Pay Later” or “Submit & Pay Now”.

Thereafter User will proceed to make payment either via “Online Payment” or “Counter Payment”.

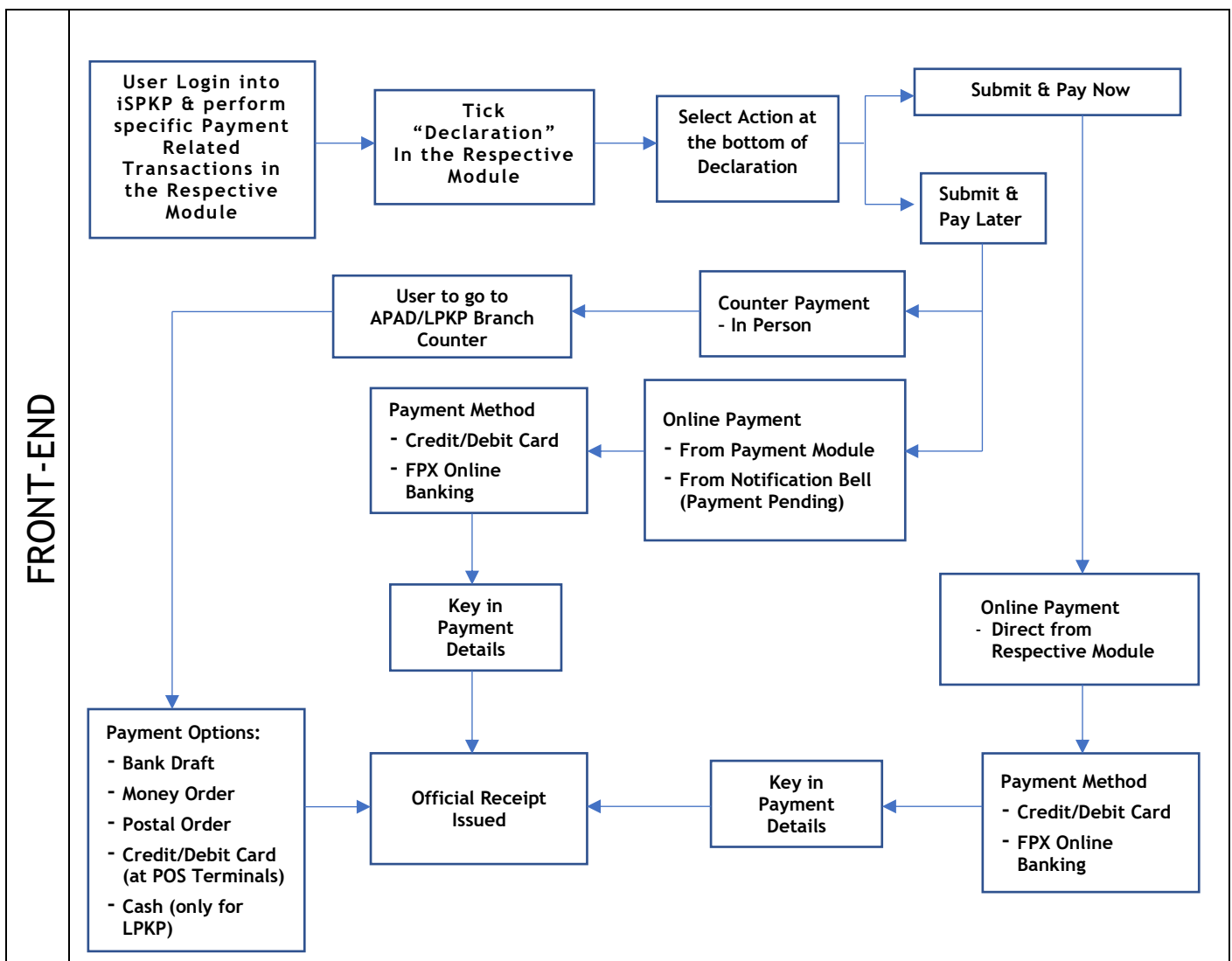


Figure 3: Payment Process Flow

Below are the tasks involved during “Declaration”.

Figure 4: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	*Mandatory field. Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button. Payment related options are: <ul style="list-style-type: none"> - Submit & Pay Later - Submit & Pay Now

Payment Types related to both these actions are as below:

ACTION	PAYMENT TYPES	
	ONLINE PAYMENT	COUNTER PAYMENT
Submit & Pay Now (immediately)	Direct from the Respective Module	Not Applicable
Submit & Pay Later (Within 3 days for Processing Fee and within 7 days for Licensing Fee)	From Payment Module	In Person at APAD / LPKP Branch Counters
	From Notification Bell (Payment Pending)	

Table 5: Payment Management - Payment Types

4.1 Online Payment

There are three ways to do online payment:

- Direct from the Respective Module where the transaction is being made
- From “Payment” Module in the Landing Page
- From “Notification Bell” (Payment Pending) in the Landing Page

4.1.1 Direct from the Respective Module

The Payment process begins at the end of the Declaration process.

After ticking the Declaration box, User will select “Submit & Pay Now” as stated earlier in Figure 4.

Thereafter User will be directed to “Review & Pay” screen and select either of the two payment methods available - “Credit / Debit Card” or “FPX” Online Banking.

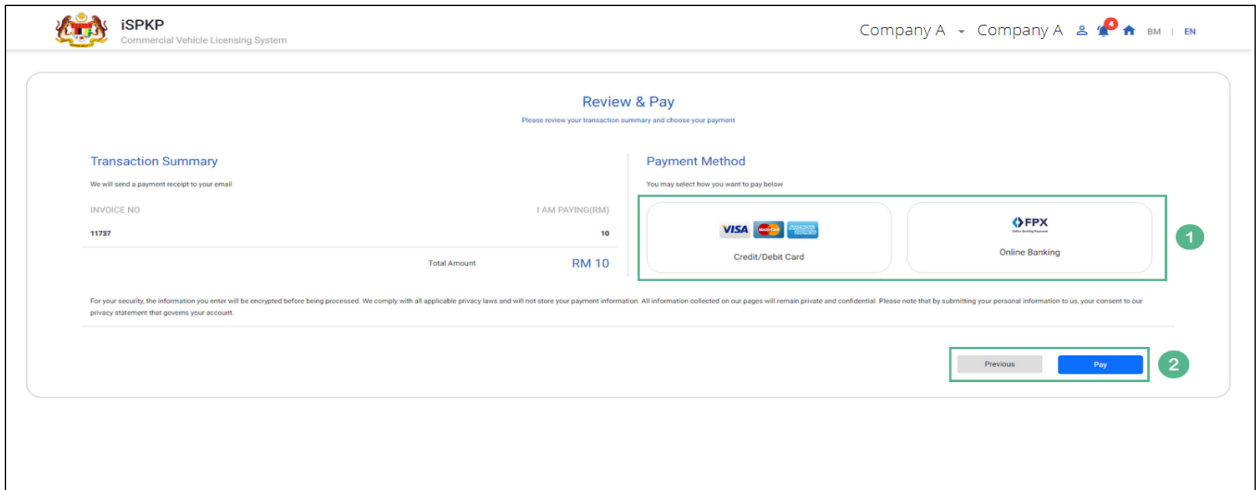


Figure 5: Review & Pay - Payment Methods

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Payment Method	Enables User to select payment method.	User to click on preferred payment method: <ul style="list-style-type: none"> - Credit / Debit Card - FPX Online Banking 	Click button.
2	Previous / Pay	Enables either viewing of previous screen / proceed to pay.	User to click on options available: <ul style="list-style-type: none"> - Previous - Pay (selected) 	Click button. The next screens are displayed depending on the payment method selected: <ul style="list-style-type: none"> - Credit / Debit Card - FPX Online Banking

4.1.2 From Payment Module

User to Login to the iSPKP using Login Credentials (User ID and Password). Kindly refer to Section 3.3 in this manual for the URL link based on location. Please also refer to Section 4.1 of the Main User Manual for Login guidance. Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed.

User will then proceed to the “Payment” Menu as follows:

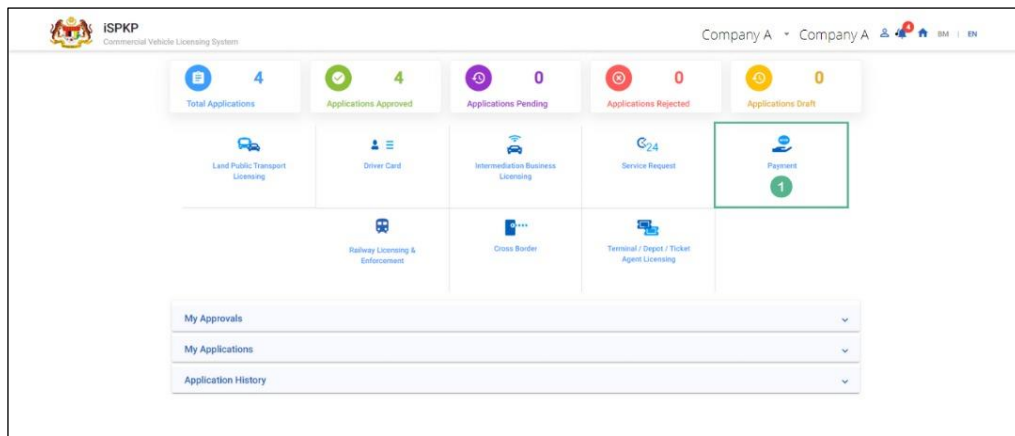


Figure 6: Landing Page - Payment Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Payment	This menu allows access to “Payment” menu.	User to click the “Payment Management” menu option.	* Mandatory field. Click button. The next screen is displayed as per Figure 7.

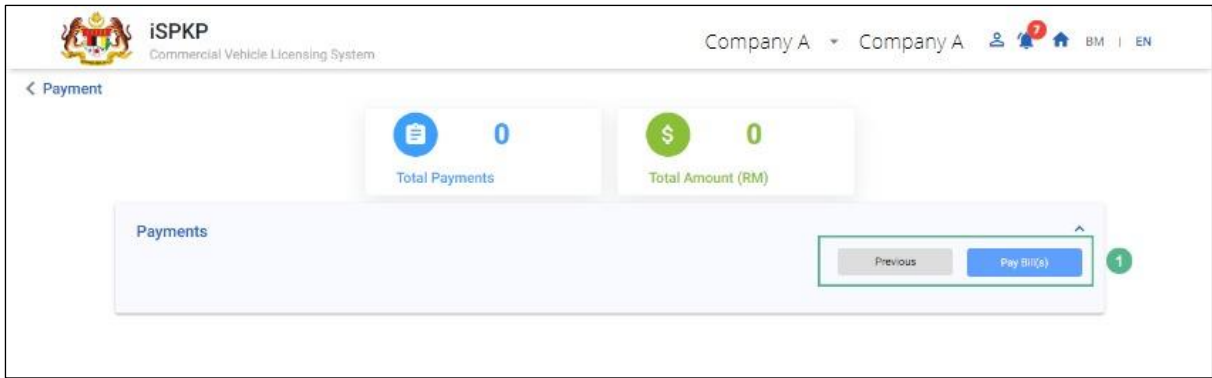


Figure 7: Payment Management - Pay Bill(s)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Pay Bill(s)	Enables payment transaction to be initiated.	User to click on either: <ul style="list-style-type: none"> - Previous - Pay Bill(s) (selected) 	* Mandatory field. Click button. The next screen is displayed as per Figure 8.

4.1.3 From Notification Bell (Payment Pending)

Alternatively, the User can go to the Notification Bell at the Landing Page to identify the payment pending and access it from there as below:

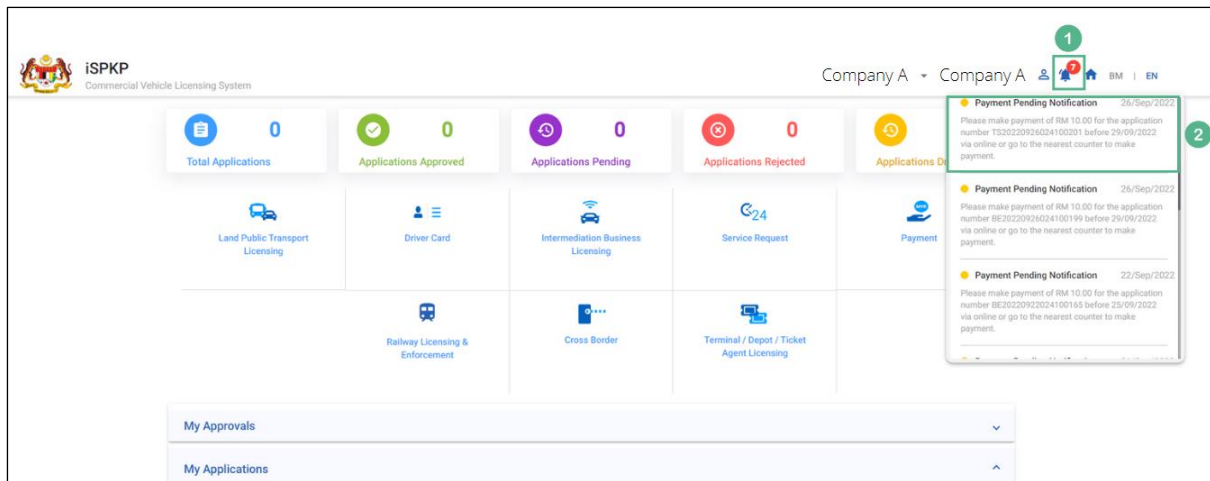


Figure 8: Landing Page - Notification Bell (Payment Pending)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Notification Bell	Enables User to view the listing of tasks pending (including “Payment” related transactions).	User to click the “Notification Bell”.	Click button.
2	Payment Pending Notification	Enables access to specific payment pending.	User to click on the specific the “Payment Pending Notification”.	Click button. The next screen is displayed as per stated earlier in Figure 5.

4.1.4 Credit / Debit Card Payment

For payment via Credit / Debit Card, the User will select “Credit / Debit Card” Payment Method in Figure 5. Thereafter, Figure 9 - Figure 11 shall be applicable.

iSPKP
Commercial Vehicle Licensing System

Company A - Company A

Please enter your payment details :

Credit Card

Cardholder Name
XXXXXXXXXXXX

Card Number
XXXXXXXXXXXX

Expiry Month
XX

Expiry Year
XX

Security Code
XXX

Previous Pay

Figure 9: Credit / Debit Card - Payment Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Payment Details	Credit / Debit card details to be provided.	User to Key-in the following Credit / Debit Card Details: <ul style="list-style-type: none"> - Cardholder Name - Card Number - Expiry Month - Expiry Year - Security Code 	Alpha-numeric format. Credit / Debit card details should be carefully entered to avoid rejections.
2	Previous / Pay	Enables either viewing of previous screen / proceed to make payment.	User to click on options available: <ul style="list-style-type: none"> - Previous - Pay (selected) 	Click button. The next screen is displayed as per Figure 10.

Upon successful payment, a System Notification Message that states “Payment Successful” will be displayed as below.

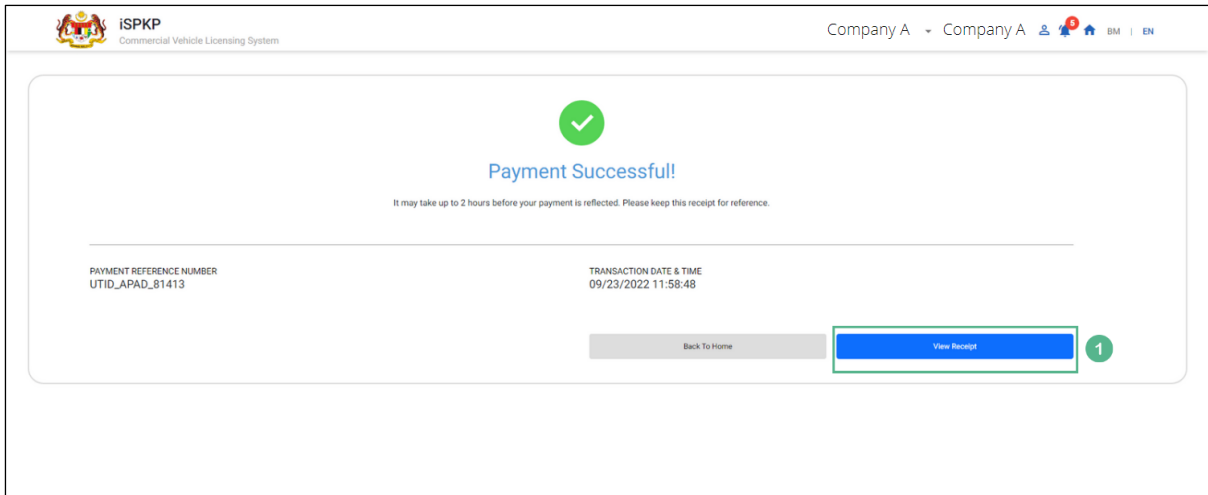


Figure 10: Credit / Debit Card - System Notification Message (Payment Successful)

User can proceed to view the Official Receipt for Credit / Debit Card payment as below.

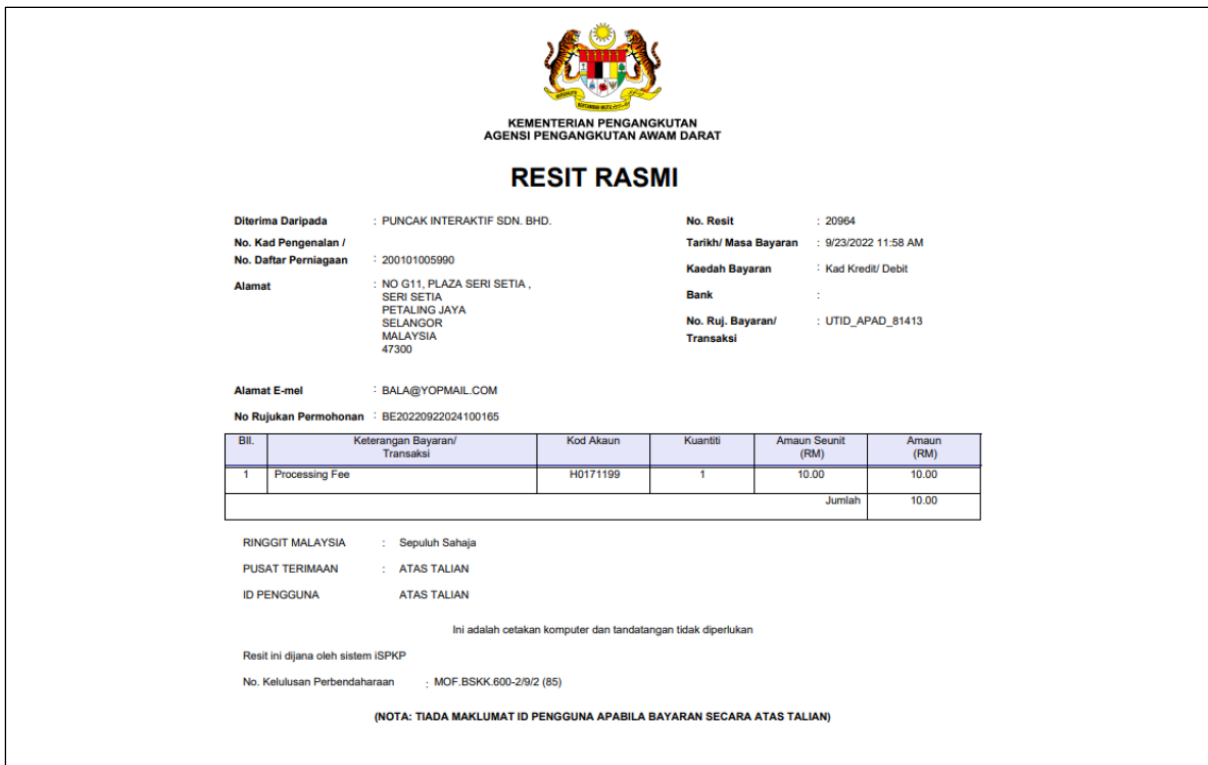


Figure 11: Credit / Debit Card - Official Receipt

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	View Receipt	Receipt will be displayed.	User to click “View Receipt” button.	Click button.

4.1.5 FPX Online Banking

For payment via FPX Online Banking, the User will select “FPX Online Banking” Payment Method in Figure 5. Thereafter Figure 12 - Figure 18 shall be applicable.

User will need to start-off by selecting the Bank to perform the Online Banking transaction.

Figure 12: FPX Online Banking - Select Bank

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Bank	Choose from list of banks displayed	User to click on dropdown button.	Dropdown button The next screen is displayed as per Figure13.

Next, the User will be directed to the respective Bank Landing Page to Sign In.

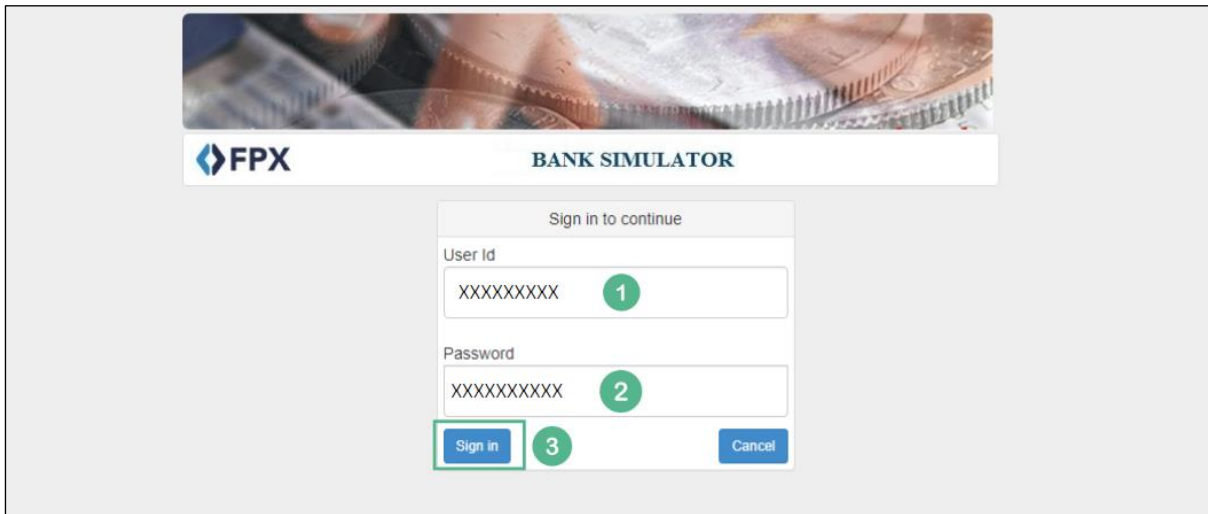


Figure 13: FPX Online Banking - Sign In to FPX

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User Id	User ID is a unique identification when User Login to the respective bank's online banking system.	User to key-in "User ID" as per existing bank requirement.	*Mandatory field. Must meet bank's syntax rule.
2	Password	This is a security feature for the User to access the online banking system	User to key-in "Password" as per existing bank requirement.	*Mandatory field. Must meet bank's syntax rule.
3	Sign In	This enables the User to initiate the transaction	Click button.	*Mandatory field. Click button The next screen is displayed as per Figure 14.

User will proceed to select the bank account to proceed with the transaction.

The screenshot displays the 'BANK SIMULATOR' interface. At the top, there is a header with the FPX logo and the text 'BANK SIMULATOR'. Below the header, there is a section titled 'Account Selection' which contains a dropdown menu currently showing 'Savings Account'. A green circle with the number '1' is positioned to the right of the dropdown. Below the dropdown are two buttons: 'Confirm' and 'Cancel'. A green circle with the number '2' is positioned to the right of the 'Confirm' button. At the bottom of the interface, there is a table titled 'Transaction Information' with the following data:

FPX Txn Id	Seller Order No	Amount	Fee
2209261357330832	1664171846852-APAD-S	10.0	0.0

Figure 14: FPX Online Banking - Account Selection

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Account Selection	Enables selection of the account type for the transaction.	User to select account from dropdown button. Eg. Savings Account.	*Mandatory field.
2	Confirm	This is to re-confirm the User's decision to proceed with the transaction.	User to click on "Confirm" button.	*Mandatory field. The next screen is displayed as per Figure 15.

A system message “Your account has been deducted” will appear on the screen. User will then proceed to confirm the transaction after checking the details.

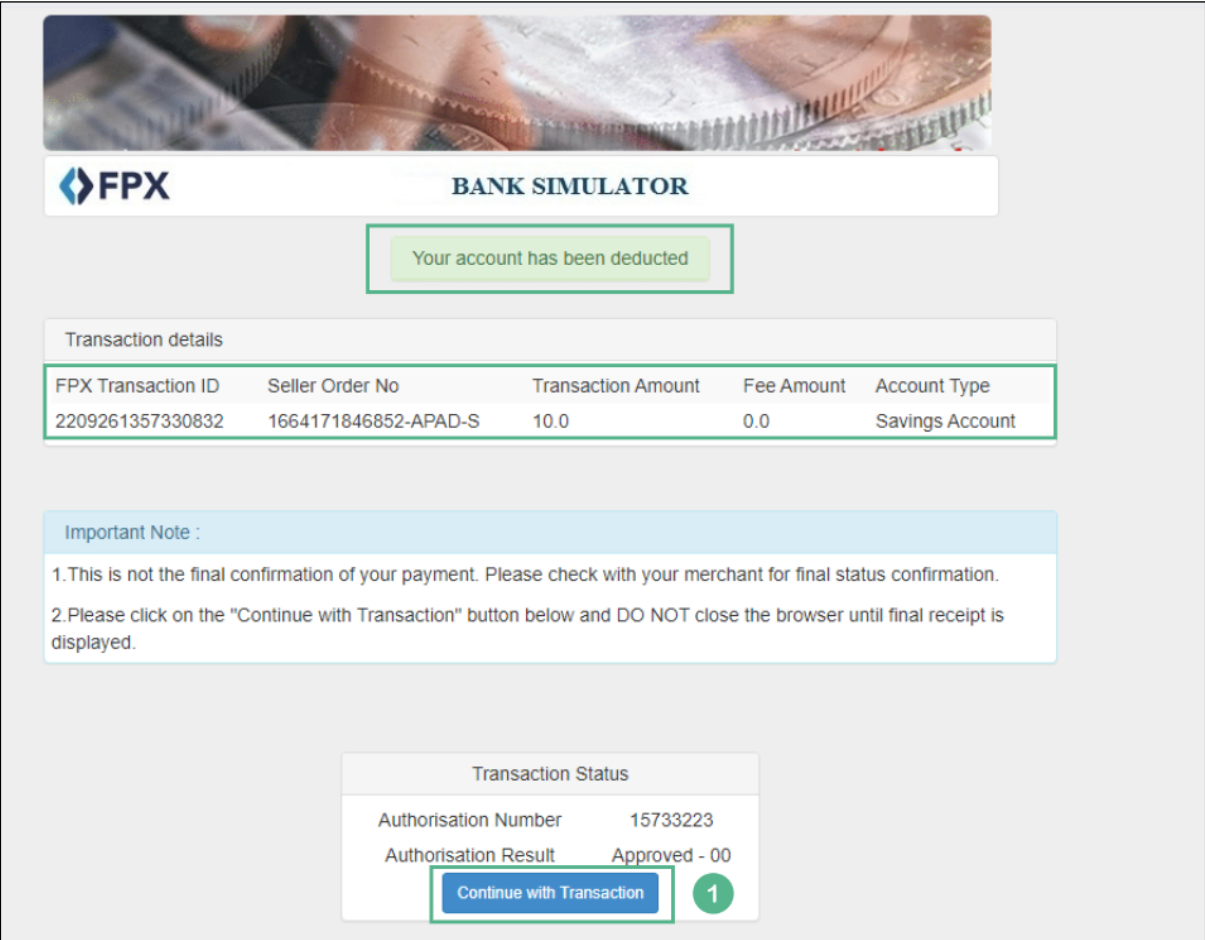


Figure 15: FPX Online Banking - Continue with Transaction

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Continue with Transaction	Account deduction Choose from list of banks displayed	User to click “Continue with Transaction”.	Click button. The next screen is displayed as per Figure 16.

Thereafter, User will proceed with the final action to complete the transaction.



Figure 16: FPX Online Banking - Complete Your Transaction

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Print (payment details) / Click Here to Complete Your Transaction	This is to give option to User to either print the payment details or proceed to complete the transaction.	User to click on either: <ul style="list-style-type: none"> - Print (payment details) - “Click Here to Complete Your Transaction” (selected) 	Click button. The next screen is displayed as per Figure 17.

Upon successful payment, a System Notification Message that states “Payment Successful” will pop-up as below.

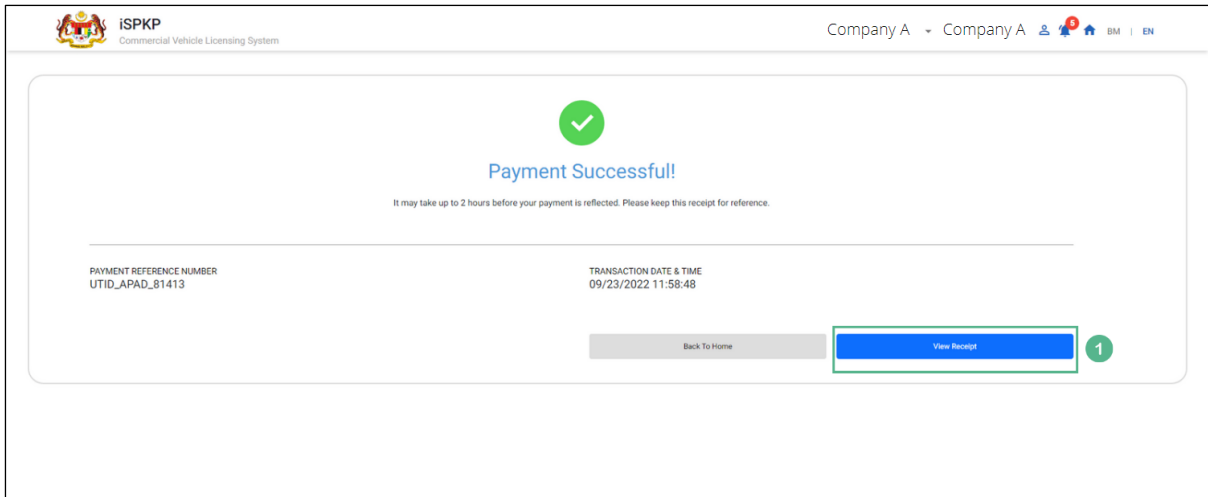


Figure 17: FPX Online Banking - System Notification Message (Payment Successful)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	View Receipt	Receipt will be displayed.	User to click "View Receipt" button.	Click button.

The Official Receipt (Resit Rasmi) for Online Banking will be generated by the system as per Figure 18.



KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

RESIT RASMI

Diterima Daripada : ACE CONSTRUCTION & ENGINEERING
SDN. BHD.
No. Kad Pengenalan /
No. Daftar Perniagaan : 200001009204
Alamat : NO 28- SEKSYEN U20, 47830, 91-2, JALAN NAUTIKA B
U20/B, PUSAT KOMERSIAL TSB
SUNGAI BULOH
SELANGOR
MALAYSIA
40160
No. Resit : 20919
Tarikh/ Masa Bayaran : 9/21/2022 10:57 AM
Kaedah Bayaran : FPX
Bank :
No. Ruj. Bayaran/
Transaksi : 2209211056580095
Alamat E-mel : VISHAL@CENSOF.COM
No Rujukan Permohonan : BE20220921024100148

Bil.	Keterangan Bayaran/ Transaksi	Kod Akaun	Kuantiti	Amaun Seunit (RM)	Amaun (RM)
1	Processing Fee	H0171199	1	10.00	10.00
				Jumlah	10.00

RINGGIT MALAYSIA : Sepuluh Sahaja
PUSAT TERIMAAN : ATAS TALIAN
ID PENGGUNA : ATAS TALIAN

Ini adalah cetakan komputer dan tandatangan tidak diperlukan

Resit ini dijana oleh sistem ISPKP

No. Kelulusan Perbendaharaan : MOF.BSKK.600-2/9/2 (85)

Figure 18: FPX Online Banking - Sample Official Receipt

4.2 Counter Payment

The following payment options are available for Counter Payment:

- Bank Draft
- Money Order
- Postal Order
- Credit / Debit Card (at the POS Terminals at the Branch)
- Cash

The payment timeline is as follows:

- Within 3 Days for Processing Payment
- Within 7 Days for Licensing Fee

The User is reminded regarding the payment from Notification Bell (Payment Pending). Please refer to Section 4.1.3 (Figure 8) in this User Manual for details.

The User will proceed to go to the APAD / LPKP Branch Counter to make payment(s) within the payment timeline after submitting the respective application requiring payment in the iSPKP system.

Below is the sample of the Counter Payment Official Receipt:



KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

RESIT RASMI

Diterima Daripada : RED BUS SDN. BHD. **No. Resit** : 10494
No. Kad Pengenalan / **Tarikh/ Masa Bayaran** : 27/10/2022 4:10 PTG
No. Daftar Perniagaan : 200301013516
Alamat : G22, GROUND FLOOR MERLIN , TOWER, JALAN MELDRUM,
,
JOHOR BAHRU
JOHOR
MALAYSIA
80000
Kaedah Bayaran : Kad Kredit/ Debit
Bank :
No. Ruj. Bayaran/ : HLB0000810786000097
Transaksi
Alamat E-mel : khadijah@censof.com

No Rujukan Permohonan : 2022102035410458

Bil.	Keterangan Bayaran/ Transaksi	Kod Akaun	Kuantiti	Amaun Seunit (RM)	Amaun (RM)
1	Processing Fee	H0171199	1	1.00	1.00
Jumlah					1.00

RINGGIT MALAYSIA : SATU SAHAJA

PUSAT TERIMAAN : 1010

ID PENGGUNA : TELLER ID

Ini adalah cetakan komputer dan tandatangan tidak diperlukan

Resit ini dijana oleh sistem iSPKP

No. Kelulusan Perbendaharaan : MOF.BSKK.600-2/9/2 (85)

(NOTA: TIADA MAKLUMAT ID PENGGUNA APABILA BAYARAN SECARA ATAS TALIAN)

Figure 199: Counter Payment - Sample Official Receipt

5. ERROR HANDLING

As the User accesses the iSPKP system to perform certain functions, there could be some challenges faced by the User. This may result in the User not being able to use the iSPKP system or to proceed to the following section (using NEXT button) or to complete a certain process (using SUBMIT button).

5.1 General Errors

The generic errors hinder the User from using the iSPKP system such as:

- poor internet connectivity resulting in the screen showing loading button continuously.
- iSPKP system is down resulting in the User not being able to proceed to NEXT section or SUBMIT application.
- The payment gateway is down, thus hence the payment transaction cannot be done.

In such a situation, the following is advised:

- User to ensure internet connectivity is okay.
- Wait until the respective iSPKP or payment gateway are online before proceeding.
- If problem still persist, please refer to Section 5.3 on How to Get Help.

5.2 Specific Errors

Sometimes there are errors made during keying-in process that will result in the User not being able to proceed to the following section (using NEXT button) or to complete a certain process (using SUBMIT button).

Following is a list of such errors:

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
1	<p>User may experience the following password related errors when trying to access the Login Page / when creating new password or reset password in the iSPKP system or during Online Payment:</p> <ul style="list-style-type: none"> - wrong password - incorrect password format 	<p>The following system message will appear:</p> <p>“Password do not match”</p> <p>“The password is not complex”</p>	<p>User is advised to recheck password keyed-in and ensure it is accurate. Also please ensure that the password created meets the password rules / syntax during password creation in the iSPKP system or in the Online Banking system.</p>
2	<p>User may overlook to click on the “tick” button resulting in Non-Declaration Error.</p>	<p>The following system message will appear:</p> <p>“Please tick the Declaration”</p>	<p>User is advised to “tick” button.</p>
3	<p>User may key-in wrong credit / debit card details:</p> <ul style="list-style-type: none"> - Cardholder Name - Card Number - Expiry Month - Expiry Year - Security Code 	<p>The following system message will appear:</p> <p>“Transaction Unsuccessful”</p>	<p>User is advised to key-in correct information in the correct format.</p>

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
4	User may have insufficient balance in the bank account selected to perform FPX Online Banking transaction.	The following system message will appear: “Transaction Failed”	User is advised to ensure sufficient balance in the bank account before making payment.

Table 6: Types of Errors and How to Rectify

5.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX