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CIMB Merchant e-Commerce Portal Guide Book

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1. User ID Self Activation

Once the application has been approved, merchant (referred as 'you' in this document) will receive an email notification to activate the e-commerce ID.

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Sample of the email notification:

BPG New User Notification

emerchant@cimb.com
Today, 8:21 PM
Test User 2

↩ Reply all | ⌄

Action Items

Date: 07-07-2021 20:21:29

Re: BPG New User Notification
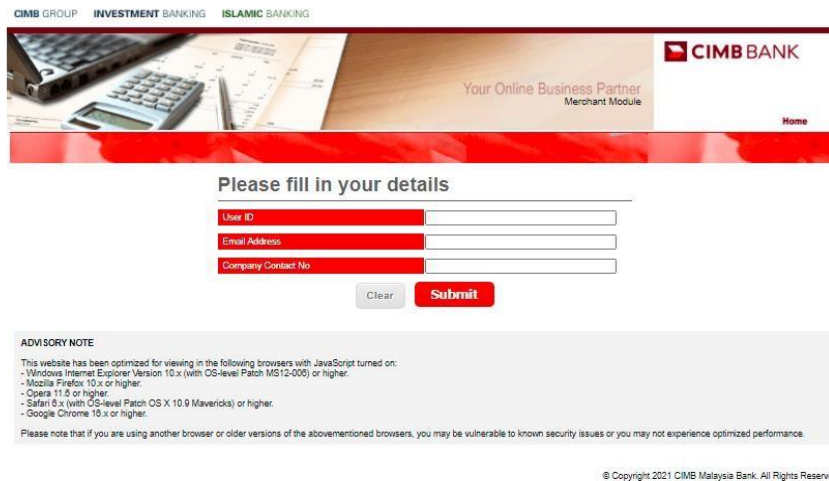
Dear Ken Leong,

Your user access has been generated.

Please click here to complete the process.

This link is valid until Thu Jul 08 20:21:29 GMT+08:00 2021

Thank you for using BPG service.
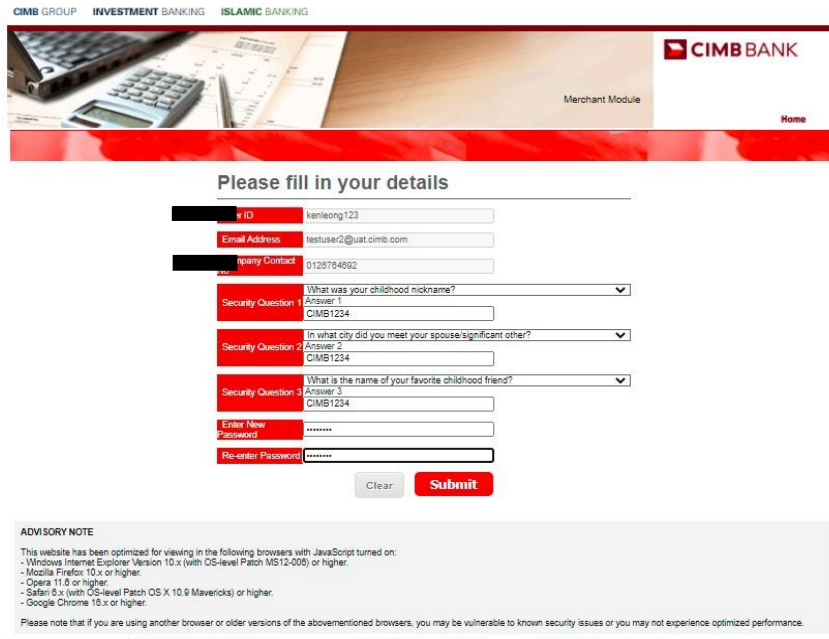
This is an auto-generated e-mail from the e-payment server

Click on the link within the e-mail, to be directed to the portal to activate your

account **CIMB e-Commerce Account Activation Page:**

1. Key in the following details:
    - User ID provided by CIMB Bank
    - E-mail Address Register with CIMB Bank, and
    - Company Contact No Register with CIMB Bank.
2. Click **Submit**.

The same page will expand with more fields.

1. Complete the security questions field by selecting from the drop down list.
2. Key in your preferred answer.
3. Repeat the same steps for the remaining Security Question 2 & 3.
4. Enter your Password.
5. Re-enter the password you have inputted in the previous field.
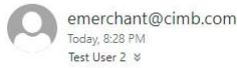6. Click **Submit**.

Once completed, a confirmation will be shown on screen. At the same time, an email notification will be sent to your registered email address.

<u>Successful Activation Screen:</u>

Your request has been successful. An email notification will be sent to your email address.

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Email Notification on Successful Activation of User ID

2. CIMB e-Commerce Login Page

1. After successful activation, login with the **User ID** and **Password** you have created.
2. Click **Submit**.

3. For the first time setup, you are required to input an email address to receive the One-Time Password (OTP) required for e-Commerce portal login. OTP will be sent to your said email address each time you login to the portal.

   If you wish to change this email address later on, you may do so via the Admin feature upon logging in to the portal, or you can email emerchant@cimb.com for assistance.
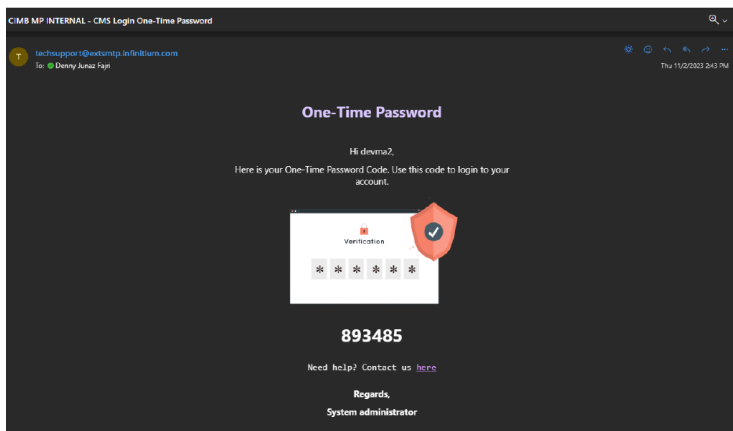
4. You will receive your 6-digit OTP via the email address provided during the first time setup.
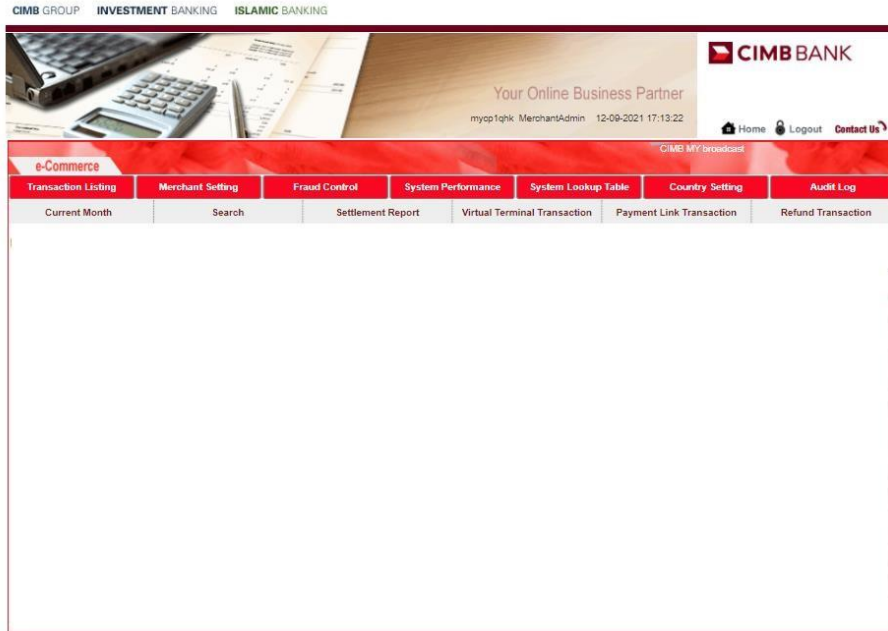

5. Key in the 6-digit OTP in the e-Commerce page, then click **"Submit"** to complete login.

3. Landing Page

Upon logging in, you will be able to view all the available tabs.

Landing Page

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4. Transaction View:

1. Click on **Transaction Listing**, all the performed transaction will be listed here. The functions available within this screen are as below:
   a) Current Month – To view current month transaction only
   b) Search – To search for a specific transaction
   c) Settlement report – To download or view settlement report
   d) Payment Link Transaction – To view transaction performed via payment link
   e) Refund Transaction – To view all the transaction that is refunded
   f) ECI Code – to defind how secured the transaction is.
      a) ECI 0 = Mastercard Non Secured Transaction
      b) ECI 1 = Mastercard Partial Secured (without OTP authenticated) Transaction
      c) ECI 2 = Mastercard Secured Transaction
      d) ECI 5 = Visa Secured Transactions
      e) ECI 6 = Visa Partial Secured (without OTP authenticated)
      f) ECI 7 = Visa Non Secured
      g) 3D – To define if the transaction is a 3DS transaction.
      h) CoF Transaction – Credential of File
         a) Yes = recurring transaction
         b) No = recurring transaction
   i) Installment - to define if this transaction is an installment transaction. When transaction is under instalment meaning there is a repayment plan in place.

5. Approved Transaction

1. To view details of approved transaction, click on **Transaction Listing**, then click on any transaction indicated as '**Sales'** under the Status column. Alternatively, you may click on **Search** to look for a specific approved transaction.
2. Click on the **Transaction ID** to view the details of the approved transaction.
3. You will be able to view
   - The sales date
   - Total amount
   - Refund amount (if any)
   - Payment method
   - The last 4 digit of the card number used for this transaction
   - Cardholder name
   - Settlement Information

6. Decline Transaction

1. To view details of decline transaction, click on **Transaction Listing**, then click on any transaction indicated as '**Failed'** under the Status column. Alternatively you may click on **Search** to look for a specific declined transaction.
2. Click on the **Transaction ID** to view the details of the declined transaction.
3. You will be able to view
    - The merchant reference number
    - Total amount
    - Payment method
    - Transaction Status = Failed
    - Host respond description which is also the rejection reason
    - The last 4 digit of the card number used for this transaction ☐ Cardholder name

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https://emerchant.cimbbank.com.my/BPG/merchant/sbbec_login.jsp

7. Search Transaction

1. Click on **Transaction Listing** tab.
2. Click on **Search.**
3. Select the **Transaction date.**
4. If you want to search for one particular transaction, you may input the **Transaction ID** or **Merchant Reference Number.**
5. Then click **Search.** The list of transaction performed on the selected duration will be populated at the screen.
6. To download the list of transaction performed on the selected date, click on **Export to CSV.**

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8. Refund/ Void Transaction

- Void transaction is available for all ecommerce merchants.
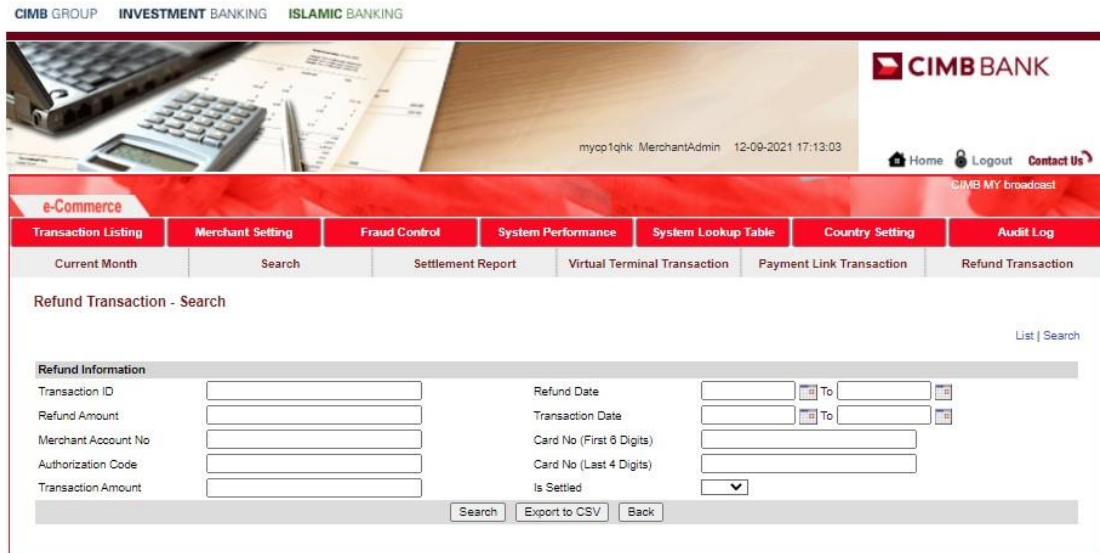- Refund options is only available for merchants who has opted in to allow refund.

1. **Select the Transaction** you would like to refund.
2. Click on **Refund/ Void** button next to the **Total Refund Amount**.
   - Void button will appear when the transaction is yet to be settled by the bank.
   - Refund button will appear after the transaction is settled by the bank. [Cut off time for   e-commerce transaction settlement is at 10pm daily.]
3. You may enter **partial** of the refund amount or **full** refund amount. You may only perform refund for a maximum of 3 times for one transaction ID.
4. Click on **Submit.**
5. The refund amount will then be updated on the **Total Refund Amount** field**.**
6. Click on the refund amount (in blue), the bottom of the screen will show the refund details.

7. The refund amount, refund date, refund settled & settlement date will be shown on this screen.
   a. Refund Amount – the refund amount merchant has inputted
   b. Refund Date – the date the refund is submitted
   c. Refund By -

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- the username of the person initiated this refund via ecommerce portal.
- If the refund is performed by merchant's system, this field will indicate as API d. Is Settled – status of refund

e. Settlement Date – The date refund is credited to customer

9. Refund Transaction List

1. To view all the refunded transaction, click on **Transaction Listing** tab.
2. Click on **Refund Transaction.**
3. Select the **Refund date** or **Transaction ID** or **Transaction Date.**
4. Then click **Search.** The list of refund transaction performed based on the search criteria inputted will be shown be populated at the screen.
5. To download the list of refund transaction performed on the selected date, click on **Export to CSV.**

From this listing you will be able to see the details of the refund transactions.

- Transaction ID – The transaction ID where refund have been initiated
- Refund Amount
- Transaction Amount – the original transaction amount
- Refund Date – refund initiated date
- Is Settled - to check if the refund has been completed.
    - Yes = completed
    - No = Refund in progress

10. Payment Link

Payment Link is a solution that allows merchant to generate payment link via ecommerce portal to customer's email to perform a transaction.
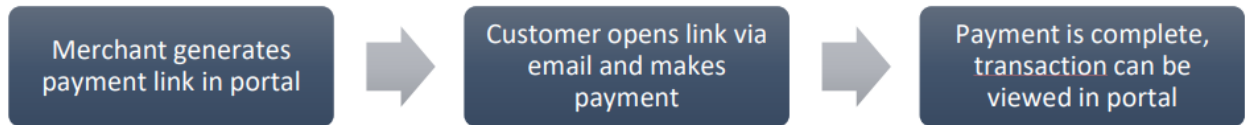
10 (i). How to generate Payment Link

Click on **Payment Link t**ab

1. Select your **Merchant ID** from the dropdown list**.**
2. Key in **Merchant Transaction ID**. This information must be alphanumeric and will be shown as merchant's reference number.
3. Click on **Transaction Type** dropdown menu, select **Sales**.
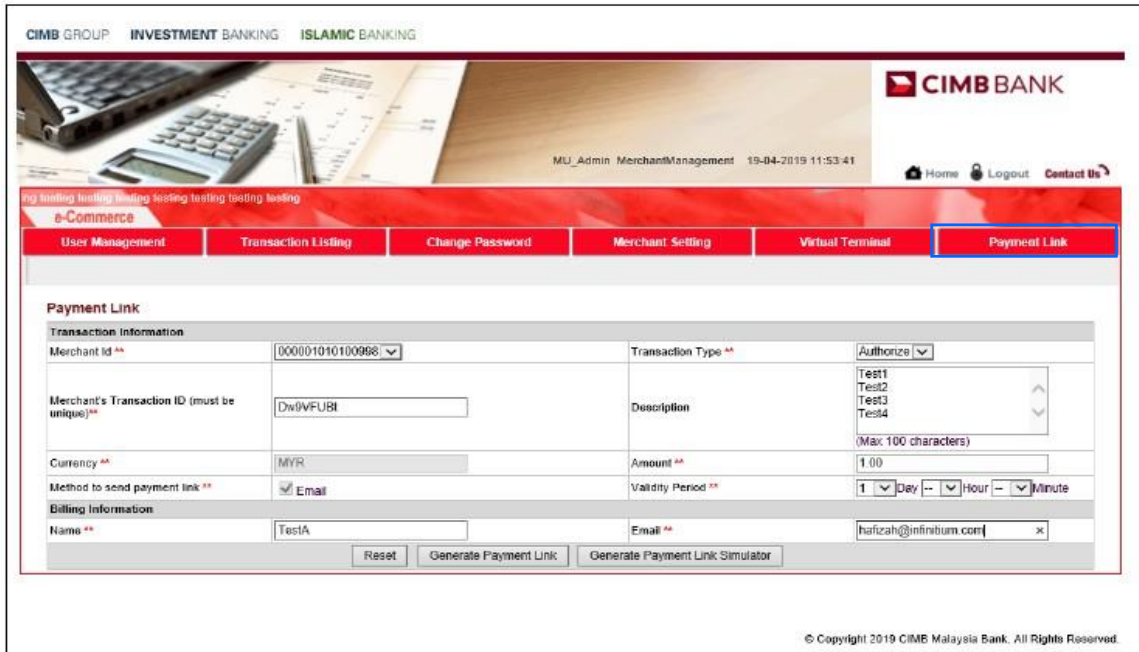4. At **Amount**, key in the full transaction amount.
5. Select the **Validity Period** in Day, Hour & Minute. You may select maximum up to 30 calendar days.
    Please select the validity period cautiously as it will determine how long the link will be valid for customer to perform the payment.
6. Input **Customer Name** and the **Email Address** which customer has provided.
7. You may also input the transaction description or attachment supporting document under Description field and Attachments respectively on an optional basis.
8. Click on **Generate Payment** Link to submit payment link request.
9. On screen message will inform you that the payment link generation is successful and the email has been sent to customer.

*If the payment link generation unsuccessful, the following screen will not appear. You be directed to a blank page / error screen. Please reattempt the steps from Step 1. If the situation continues please reach out to our support team at emerchant@cimb.com .

![CIMB]

Sample screen as below:

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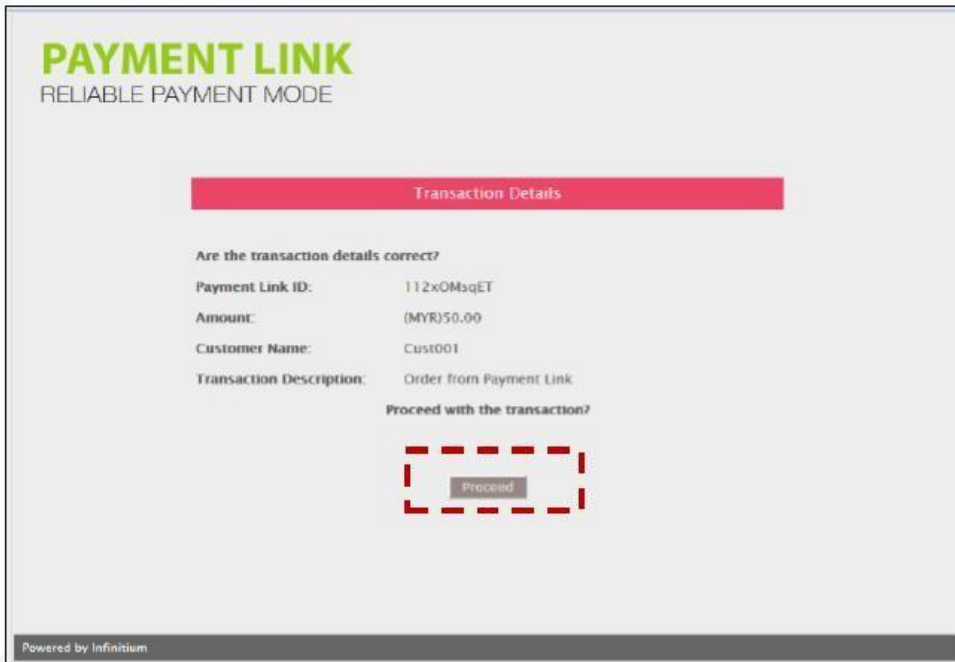## 10 (ii). How your customers can make payment upon receiving the payment link email?

Dear Sir/Madam,

Dear Sir/Madam, To proceed with your purchase, please check/verify the transaction details below and pay by clicking on the Payment Link before the Effective Time stated below. If not, the Payment Link will expire and cannot be used after the Effective Time.

Payment Link:	https://emerchant.cimbbank.com.my:443/BPG/admin/payment/PaymentLinkProcess.jsp?PAYMENTLINKID=1U65FhjY66
Billing From:	MERCHANT_ECOMM TEST
Date of Billing:	23-06-2021 11:30:00
Payment Link Effective Time	24-06-2021 11:30:00
Amount	MYR 1.00
Booking Ref	kentesting_23062021
Remark	Ken Testing

This is an auto-generated email, please do not reply. Should the link be expired, do reach out to the merchant to generate a new link. For other assistance, please call our CIMB Consumer Contact Centre at +603 6204 7788.

Your customer will receive an e-mail via paymentlink@cimb.com. Your customer can click the payment link within the e-mail to make payment.

1. The link will direct to a payment page.
2. Click "proceed" to be directed to a secured payment window.

3. Your customer will be required to complete the respective fields:
   • Name on Card
   • Card number
   • Card type
   • Card Expiry Date
   • Card CVV2/CVC2
   • Card Issuer Country
4. Click **Pay**.
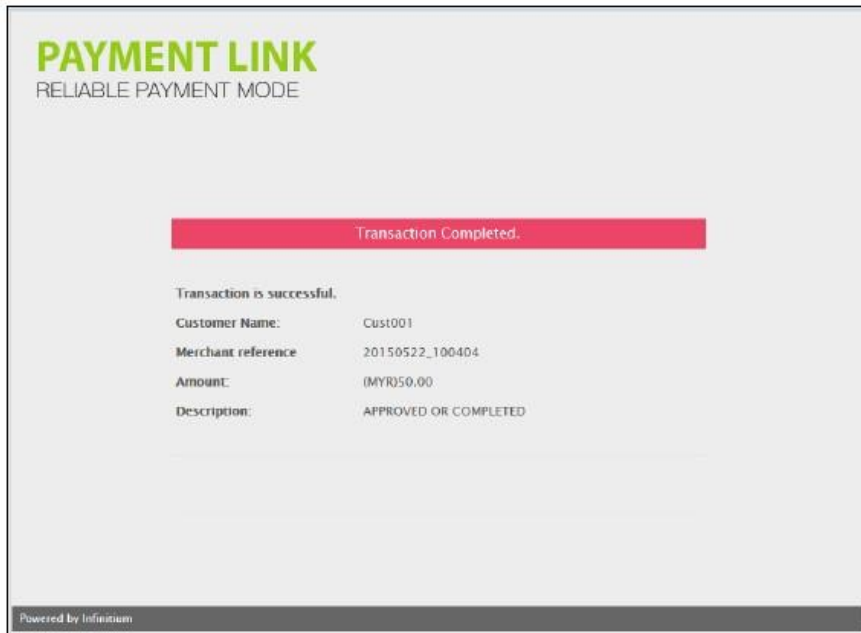
5. If the transaction is successful, a confirmation screen will be displayed.

   If the transaction is unsuccessful, customer will receive a similar notification as below:

11. Forgot Password

1. Click **Forgot Password** and key in the requested information.
   - User ID
   - Email Address and
   - Company Contact Number

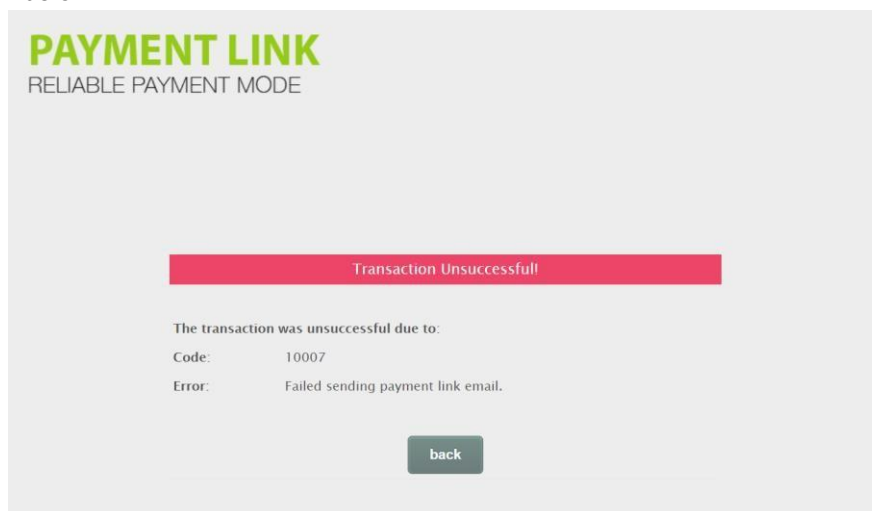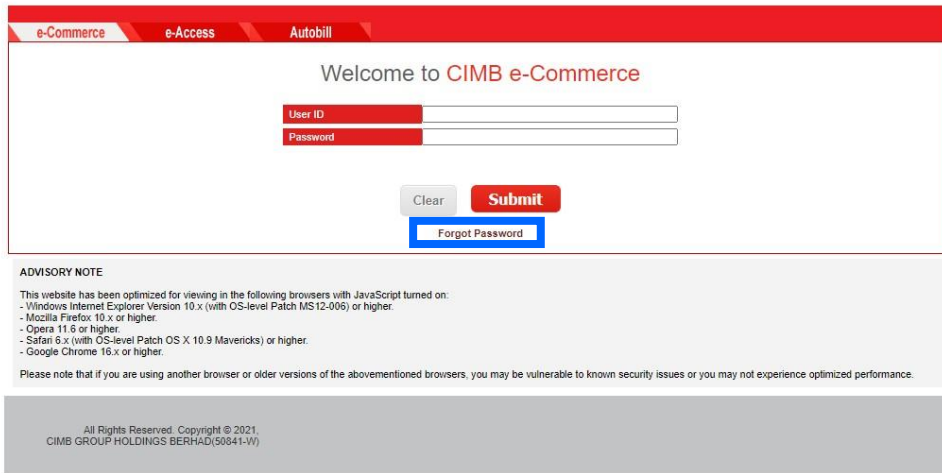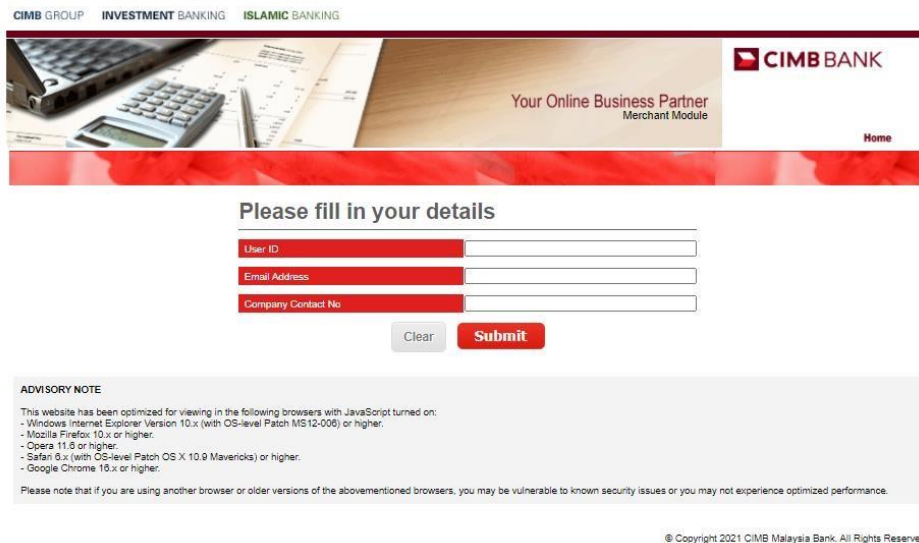2. A password reset email will be triggered to your registered email address. This email will only be triggered when the information keyed in matches with the bank's records.
3. Click on the link in the reset password email.
4. You will be directed to a reset password page. Create a new password and reconfirm the new password created.
5. Click submit.
6. You will be notified that your password is successfully changed,
7. Login to the portal using your new password.

- If you are unable to recall your username, please contact us at emerchant@cimb.com
- Upon 3 unsuccessful attempt to login, the user ID will be suspended by the bank. Please contact us at emerchant@cimb.com to reactivate the account and reset your password.

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