

CIMB Merchant e-Commerce Portal Guide Book

CIMB BANK BERHAD 197201001799 (13491-P)

www.cimb.com.my



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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.



Sample of the email notification:

BPG New User Notification	
emerchant@cimb.com Today, 8:21 PM Test User 2 ¥	Reply all <
Action Items	Ô
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:

		Your Online Business Partner	CIMB BANK
		WEICHSHIL WOODLE	Home
	and the second s	and the second	
	Please fill in yo	our details	
	User ID		
	Email Address		
	Company Contact No		
		Clear Submit	
ADVISORY NOTE			
This website has been optimized for Windows Internet Explorer Versior Mozilla Firefox 10 x or higher. Opera 11.6 or higher. Safari 6 x (with OS-level Patch OS Google Chrome 16 x or higher.	viewing in the following browsers with JavaScript 10.x (with OS-level Patch MS12-006) or higher. X 10.9 Mavericks) or higher.	umed on:	
Please note that if you are using an	other browser or older versions of the abovementio	ned browsers, you may be vulnerable to known security issues or you may	not experience optimized performance.

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- 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.

333				CIMB BANK
			Merchant Module	Home
		and the second second	A DOWN	
	Please fill in	n your details		
	r ID kenk	iong123		
	Email Address testu	ser2@uat.cimb.com		
I	npany Contact 0125	784892		
	Security Question 1 Answ	t was your childhood nickname? er 1 31234	~	
	Security Question 2 Answ	nat city did you meet your spouse/significant other? er 2 81234	~	
	Security Question 3 Answ	t is the name of your favorite childhood friend? er 3 31234	~	
	Enter New Password	•]		
	Re-enter Password			
		Clear Submit		
SORY NOTE				
ebsite has been optimized for view	ing in the following browsers with Jav (with OS-level Patch MS12-006) or h).9 Mavericks) or higher.	sSoript turned on: igher.		

- 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.

Successful Activation Screen:



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

emerchant@cimb.com Today, 8:28 PM Test User 2 ¥		
Inbox		
Action Items		
	To ensure delivery to your inbox (not bulk or junk folders), please add emerchant@cimb.com to your address book.	
	Hi, kenleong123	
	Thanks for subscribing to BPG_CIMBMY service. Your user account with BPG_CIMBMY has been activated. Following is your user account details: User ID: kenleong123	
	You may log on to <u>https://uat-emerchant.cimbbank.com.mv/BPG/merchant/</u> to start using the service. Please contact us at <u>emerchant@cimb.com</u> should you require any assistance.	
	Regards, System Administrator	
	This is a computer generated email. Please do not respond directly to the email.	

2. CIMB e-Commerce Login Page

СІМВ

e-Commerce e-Access Autobili
Welcome to CIMB e-Commerce
User ID Password
Clear Submit Forgot Password
ADVISORY NOTE This website has been optimized for viewing in the following browsers with JavaScript turned on: - Windows Internet Explorer Version 10.x (with OS-level Patch MS12-006) or higher Mozilla Firefox 10.x or higher Opera 11.6 or higher Safari 6.x (with OS-level Patch OS X 10.9 Mavericks) or higher Google Chrome 16.x or higher.
Please note that if you are using another browser or older versions of the abovementioned browsers, you may be vulnerable to known security issues or you may not experience optimized performance.
CIMB GROUP HOLDINGS BERHAD(50041-W)

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

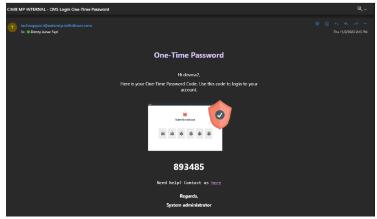


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3. For the first time setup, you are required to input an email address to receive the One-Time Password (OTP) required for e-Commerce portal login. OTP will be sent to your said email address each time you login to the portal.

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.

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Two-Factor Authentication Two-Factor Authentication Code has been resend. (Resent 1 of 5)
verification * * * * * *
Two-Factor Authentication code has been sent by year email d******#genfinitium.com Please senter the code within 1:50 mm to sign. The Factor Authentication Code Cancel Researd Submit

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

CIMB GROUP INVESTMENT BANKING ISLAMIC BANKING



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4. Transaction View:

5		the second			1	-				mycp1	Iqhk MerchantAd	min 12-09	-2021 1	6:54	:53					BAN			
	e-Comm	herce		CIM	B MY broa	dcast			-		-								Home	Logo	ut Co	ontact	t Us
Ĩ	ransactio	on Listing	Mercha	int Setting		Frau	d Control		Syste	m Per	formance	System	Lookup	Tab	Ne	Cour	itry Se	tting		A	ıdit Lo	g	
	Curre	nt Month		Search	(Sett	lement F	Report		Virtual Termin	nal Transac	tion		Payme	nt Link Tra	insacti	ion		Refund 1	ransad	ction	Ē.
	01-09-	Merchant Account No		Number		Amount 116.70		Amount	01-09-	Card Type VISA	Card No 429320x	Card Issuer Country		~	Auth Code 993016	Host Response Code		Risk Score	Is Settled Yes	ls Installment No		3D	Co txi
1	01-09- 2021 19:19:16 01-09- 2021	00000	79556260	Merchant Reference Number SB4725492- 0 SB4725484	MYR		0.00		01-09- 2021 19:19:16 01-09-	VISA		Issuer		× ×	Code	Response Code					5	3D	Co txi
1	01-09- 2021 19:19:16 01-09- 2021 16:07:42 01-09-	00000	79556260 79521651	Number SB4725492- 0	MYR MYR	116.70	0.00	0.00	01-09- 2021 19:19:16 01-09- 2021 16:07:42 01-09-	VISA VISA	429320x	Issuer	Sales	× × ×	Code 993016	Response Code 00 00		-1.0	Yes	No	5	3D Yes	No No
1 2 3	01-09- 2021 19:19:16 01-09- 2021 16:07:42 01-09- 2021		79556260 79521651 79521264	Number SB4725492- 0 SB4725484	MYR MYR MYR	116.70 623.50	0.00 0.00 0.00	0.00	01-09- 2021 19:19:16 01-09- 2021 16:07:42 01-09- 2021	VISA VISA	429320x3 429319x3	Issuer	Sales Sales	< < < <	Code 993016 932972	Response Code 00 00 00		-1.0 -1.0	Yes Yes	No No	5	3D Yes Yes	No No No
1 2 3 4	01-09- 2021 19:19:16 01-09- 2021 16:07:42 01-09- 2021 16:05:32 01-09- 2021 11:27:24 01-09-	00000	79556260 79521651 79521264 79468671	Number SB4725492- 0 SB4725484 SB4725483	MYR MYR MYR MYR	116.70 623.50 174.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00	01-09- 2021 19:19:16 01-09- 2021 16:07:42 01-09- 2021 16:05:32 01-09- 2021	VISA VISA	429320x0 429319x0 429319x0	Issuer	Sales Sales Sales	 <td>Code 993016 932972 932384</td><td>Response Code 00 00 00 00</td><td></td><td>-1.0 -1.0 -1.0</td><td>Yes Yes Yes</td><td>No No No</td><td>5 5 5</td><td>3D Yes Yes Yes</td><td>txr Nc Nc</td>	Code 993016 932972 932384	Response Code 00 00 00 00		-1.0 -1.0 -1.0	Yes Yes Yes	No No No	5 5 5	3D Yes Yes Yes	txr Nc Nc

- 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

			Your Online Business Partner	
				Home & Logout Contact Us
e-Commerce	A DESTRUCTION		CIMB MY	proadcast
ransaction Listing	Merchant Setting Fraud Contr	ol System Perform	nance System Lookup Table Coun	try Setting Audit Log
Current Month	Search Se	tlement Report Vir	tual Terminal Transaction Payment Link Tra	Ansaction Refund Transaction
Fransaction - View				
raud Scoring Transaction U	JRL			
Transaction Information				
Date	01-09-2021 19:19:16	Merchant Account No		
Transaction ID	79556260	Merchant Reference Number	SB4725492-0	
Sales Date	01-09-2021 19:19:50	Authorization Date		
Capture Date		Void Date		
Merchant's Transaction				
Description	Submission : SB4725492-0	Currency Code	MYR	
Amount	116.70	Total Refund Amount	0.00	
Captured Amount	0.00	Is CoF txn	No	
Payment Method	Payment Direct			
	Payment Direct			
Transaction Result				
Status	Sales		×	
System Error Code	0	Description	APPROVED OR COMPLETED	
Host Response Code	00	Host Response Description	Approved or Completed Successfully/ Approved	1
Authorization Code	993016	Action Code	0	
Risk Score	-1.0	Risk Level		
Transaction STAN	4013	Retrieval Reference No.	381244407891608	
Credit Card Information				
	3464	Card No.	429320:0000	
Card Type	VISA			
Card MD5 Hash	48f8f6b7be6a6a147805aca80401ae4c	Card Holder's Name	Kurnia Insurance Bhd	
Card Issuer Country				
Additional Information				
Remote IP	60.48.	Customer IP	127	
Customer ID	SUB SB4725492-0	Transaction Signature	a9683f60b6c6589ed0b35c9a2c45e29ed6b517c b4970dedcef1faebae9ec0553abf09edaac0389c	
Transaction URL Present	No	Response Type	HTTP	
Callback Successful Count	0	Callback Count	0	
3D Secure Information				
3D	Yes	MPI Code	0	
MPI Message	Y	ECI Code	5	
CAVV	AAABAQUBRgAAAAASgwFGAAAAAAA=		2	
CAVV Result		MPI Reference No.	MDIwNTAwMDAwMDAwd1FXbmJ0Znl=	
Settlement Information		The reserve rive rive.	THE REPORT FOR THE PARTY OF THE	
s Settled	Yes	Settlement Batch No	1019	
		Semement baton No	1010	
Settlement Date	01-09-2021			12
Audit Information				
Date Modified	01-09-2021 19:19:50	Modified By		
Created By	API	ID	c20c75b7f3cc4d7a87663bf80268d471	
		Back		

- 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

200				CIMB BANK
			myop1qhk MerchantAdmin 12-09-2021 17:05	13 👍 Home 🔒 Logout Contact Us
e-Commerce	the and		and the second	CIMB MY broadcast
Transaction Listing	Merchant Setting Fraud Cor	ntrol System Perfo	rmance System Lookup Table	Country Setting Audit Log
Current Month	Search	Settlement Report	Virtual Terminal Transaction Payment Li	nk Transaction Refund Transaction
Transaction - View				
Fraud Scoring Transaction (JRL			
Transaction Information				
Date	01-09-2021 10:52:15	Merchant Account No	00000	
Transaction ID	79462146	Merchant Reference Number		
Sales Date		Authorization Date		
Capture Date		Void Date		
Merchant's Transaction Description	Submission : SB4725464	Currency Code	MYR	
Amount	58.00	Total Refund Amount	0.00	
Captured Amount	0.00	Is CoF bin	No	
Payment Method	Payment Direct			
Transaction Result				
Status	Failed		×	
System Error Code	9967	Description	Bank rejected transaction!	
Host Response Code	05	Host Response Description	Do not Honour	
Authorization Code	00	Action Code	100	
Risk Score	-1.0	Risk Level		
Transaction STAN	4008	Retrieval Reference No.		
Credit Card Information				
Card Type		Card No	552115	
Card MD5 Hash	5b951d6553001981f8e63001be676d41	Sector Strategies and Strategies	Kurnia Insurance Bhd	
Card MDo Hash Card Issuer Country	009010000300198110e030010e070041	Card Holder's Name	Kumia insurance end	
Additional Information				
Remote IP	42.19	Customer IP	127.	
Customer ID	SUB SB4725464	Transaction Signature	127. d92337abc38ad548d9fccedb2f5182debc31e ae6fc9959ac7d38176a6d3215e5e73841fc54	
Transaction URL Present	No	Response Type	HTTP	HE200 10001000/00884000080084
Callback Successful Count	0	Callback Count	0	
3D Secure Information	-			
3D	Yes	MPI Code	0	
MPI Message	Y	ECI Code	2	
CAVV	jOqqxv5TjV7BCBE3YZEZCQUAAAA=		3	
CAVV Result		MPI Reference No.	MDIwMzAwMDAwMDAwVFFFZUxIR3A=	
Settlement Information				
Is Settled	No	Settlement Batch No	0	
Settlement Date Audit Information				
Date Modified	01-09-2021 10:52:30	Modified By		
Created By	API	ID	50fdae4608e94cd2ae8ad8d979578c7e	
		Back	-	
		Back		

- 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



7. Search Transaction

					Hom	ne 🔒 Logout Contact
-Commerce	and the second			CIMB MY broadcast		
insaction Listing	Merchant Setting	Fraud Control Sy	stem Performance Syst	em Lookup Table	Country Setting	Audit Log
Current Month	Search	Settlement Report	t Virtual Terminal Tra	insaction Paymen	t Link Transaction	Refund Transaction
ansaction - Search						
ansaction Information						
ate (dd-mm-yyyy)**	To To	1	Merchant Account No			7
						7
ansaction ID			Merchant Reference N		2 Marca Coll. Set.	_
ales Date (dd-mm-yyyy)	To	12	Authorization Date (dd- yyyy)	-mm-	То	11
apture Date (dd-mm-yyyy)	To [Void Date (dd-mm-yyy)	0	То	
]	Amount	" — — — — — — — — — — — — — — — — — — —		
irrency Code						_
yment Method	~		Is CoF bon	~		
ansaction Result	3		2000/2002000	1		7
atus	~	82	System Error Code			
uthorization Code			Response Code			
tion Code			Retrieval Reference No	o. [7
ansaction STAN			Risk Score		То	Ē.
edit Card Information						J
ard Type	~		Card No			7
1 X 3			Card No	1		
ard MD5 Hash						
ard No (First 6 Digits)			Card No (Last 4 Digits)	0		
dditional Information						
emote IP			Customer IP			
ustomer ID			Use FDS	~		
Secure Information						
0	~		MPI Code			7
		1				
2000						7
Pl Message			ECI Code	5 		
		11				
AVV			CAVV Algorithm	1		
AVV Result			MPI Reference No.			Ť
ttlement Information			WIT FIVE EIGENDE IND.			
Settled	~		Settlement Batch No			
			Settlement Datch NO	8		
ettlement Date (dd-mm-yy	уу) То					
stallment Information			20 20 20 C	1		
Installment	~		is Refund	~		
romotion Information Promotion	~					
udit Information						
Julit Information	1	3				
	N					
		Search	Export to CSV Back			

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- 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.



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.

Transaction Information					
Date	03-07-2020 14:44:54	Merchant Account No	000001010100998	r	
Transaction ID	57445	Merchant Reference Number	T018655431620		
Sales Date	03-07-2020 14:39:48	Authorization Date			
Capture Date		Void Date			
Merchant's Transaction Description	PruBSN Amen	Currency Code	MYR		
Amount	1.00	Total Refund Amount	0.00 Refund	The same button will be	
Captured Amount	0.00	Is CoF ton	No	prior settlement (11pm)	6
Payment Method	Payment Direct			Can only do refund max	3 times (no
Transaction Result				approver)	
Status	Sales		1	approver)	
System Error Code	0	Description	APPROVED OR C	OMPLETED	
Host Response Code	00	Host Response Description	Approved or Comp	leted Successfully/ Approved	
Authorization Code	T83818	Action Code	0		
Risk Score	-1.0	Risk Level			
Transaction STAN	19155	Retrieval Reference No.	0000		
Credit Card Information					
Card Type	(1)	Card No	552115xxxxx8538	5	
Card MD5 Hash	55d4700eb400425d1dc9eab103c77eae	Card Holder's Name	Brandon Teoh		
Card Issuer Country	Malaysia				
Additional Information					
Remote IP	202.187.37.220	Customer IP	202.187.37.220		
Customer ID		Transaction Signature		31891643308ad14526f219491523 337142d162f785d9f6ea6dea4ees	
Transaction URL Present	No	Response Type	HTTP		
Callback Successful Count	0	Callback Count	0		
3D Secure Information					
3D	Yes	MPI Code	0		
MPI Message	Y	ECI Code	2		Automatic Adding I
CAVV	jDP6/T3Er6QrCBEAA/Q0BQYAAAA=	CAVV Algorithm	3		Activate Window
CAVV Result		MPI Reference No.	MDIwMjAwMDAwf	IDAwSHBuV115Sjt=	Go to System in Contro
Settlement Information					

- 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.

Additional Information					
Remote IP	60.54.17.219	Customer IP	127.0.0.1		
Customer ID	omer ID			1efee5ab885d24047ba0291117be05cf9817dc24fac189d8f81c68cb48eb774 6fd37388d588a2a865ee9c511ca3d437baa51093bfc8f10f4ab8d37f634b156c	
Transaction URL Present	No	Response Type	ionse Type HTTP		
Callback Successful Count	Successful Count 0		0		
3D Secure Information					
) Yes		MPI Code	0		
MPI Message	Y	ECI Code	2		
CAVV	jEUj1TAOySkeCBA1Kf/4ABkAAAA=	CAVV Algorithm	3		
CAVV Result		MPI Reference No.	MDIwODAwMD	AwMDAwekxyVzMwS1M=	
Settlement Information					
is Settled	Yes	Settlement Batch No	72		
Settlement Date	10-09-2021				
Audit Information					
Date Modified	10-09-2021 12:51:33	Modified By			
Created By	API	ID	3c39b165ad914	3fdb5151bee974bbcc3	
		Bad	.k		
Refund Detail					
No. Refund Amount	Refund Date		Refund By	is Settled	Settlement Date
1 1454.60	12-09-2021 15:52:58		API	No	

- 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 -



- 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

200	1333					E CII	MB BANK
		LP	myop 1qhk	MerchantAdmin 12-	09-2021 17:13:03	🖨 Home	e 🔒 Logout Contact Us
e-Commerce	and the second	are .	and the second	-	The second		CIMB MY broadcast
ransaction Listing	Merchant Setting	Fraud Control	System Performance	System Lookup T	able Count	ry Setting	Audit Log
Current Month Refund Transaction -	Search Search	Settlement	t Report Virtual Terr	ninal Transaction	Payment Link Tra	nsaction	Refund Transaction
Refund Transaction -		Settlement	t Report Virtual Terr	ninal Transaction	Payment Link Tra	nsaction	Refund Transaction
Current Month Refund Transaction - Refund Information Transaction ID		Settlement	Report Virtual Terr	ninal Transaction			
Refund Transaction - Refund Information Transaction ID		Settlement		ninal Transaction	То		List Search
Refund Transaction - Refund Information		Settlement	Refund Date				List Search
Refund Transaction - Refund Information Transaction ID Refund Amount		Settlement	Refund Date Transaction Date	gits)	То		List Search
Refund Transaction - Refund Information Transaction ID Refund Amount Merchant Account No		Settlement	Refund Date Transaction Date Card No (First 8 Di	gits)	То		List Search

- 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.



5	Page 1	1111			You	ur Online Busines	-01.	CIMBBA	NK
-					mycp1qhk	MerchantAdmin 12-09-	-2021 17:13:22	🛱 Home 🔓 Logou	t Contact Us
		100	Service and		State of the second	The second second	CIMB MY broad	lcast	100
	e-Commerce	1. 1. 1. 1.		the state of the s		-	and the second		1.00
Tra	ansaction Listi	ng Merchant Se	etting F	raud Control	System Performance	System Lookup Tab	le Country Sett	ting A	udit Log
	Current Mont	th S	Search	Settlement Re	port Virtual Term	ninal Transaction P	ayment Link Transactio	on Refund	Transaction
0.	Transaction ID	Merchant Account No	Refund Amount	Transaction Amount	Refund Date	-			
									e 12345[Ne
	1440474					Transaction Date	Authorization Code	Card No	Is Settled
	81412471	0000012	1454.60	1454.60	12-09-2021 15:52:58	10-09-2021 12:51:03	T53197	552302000000	No
4	90617252	0000012 0000011	1454.60 100.00	1454.60 100.00	12-09-2021 15:52:58 10-09-2021 13:37:39	10-09-2021 12:51:03 07-09-2021 10:10:22	T53197 T39957	552302xxxxxxx 552115xxxxxxxx	No Yes
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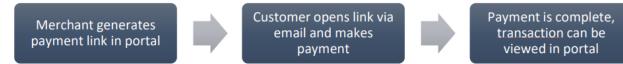
From this listing you will be able to see the details of the refund transactions.

- 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.
 - \circ 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

2 333				
		MU_Adm	in MerchantManagement 19-04-2019	11:53-41 📥 Home 🔒 Logout Centact Us
ding heating to ding testing testin	g kasking	and the second second	Sarah Sarah	
User Management Tra	nsaction Listing Cha	nge Password	Merchant Setting Vi	rtual Terminal Payment Link
ayment Link				
ransaction Information				
Aerchant Id 🏧	000001010100998 🗸		Transaction Type **	Authorize 🔽
Aerchant's Transaction ID (must be nique)**	Dw9VFUBt		Description	Test1 Test2 Test3 Test4
				(Max 100 characters)
	MYR		Amount **	1.00
Currency 🌇			Validity Period **	1 VDay VHour - VMinute
Currency 🏧	🗹 Email		variancy Period	1 - Deg - Hear - Harote
	Email		Variativ Period	
Aethod to send payment link **	Email		Email **	hafizah@infinitium.com(*
Jethod to send payment link ** Billing Information	TestA	nerate Payment Link G		
Jethod to send payment link ** Billing Information	TestA	ierate Payment Link	Email **	

Click on Payment Link tab

- 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.



Sample screen as below:

	Transaction Succers!	
The following transaction h	as been emailed to [yjtan@infinitium.com]	
Customer Name:	Cust001	
Merchant ID:	100000000000000000000000000000000000000	
Customer Email:	yjtan@infinitium.com	
Merchant Reference:	20150522_100404	
Payment Link ID:	112xOMsqET	
Amount:	(MYR)50.00	
Validity Period	23-05-2015 10:05:14	
Transaction Description:	Order from Payment Link	
	back	

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.isp? PAYMENTLINKID=1U65FhiY66
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 <u>paymentlink@cimb.com</u>. Your customer can click the payment link within the e-mail to make payment.



PAYMENT LINK RELIABLE PAYMENT MODE	
	Transaction Details
Are the transaction deta	ils correct?
Payment Link ID:	112xOMsqET
Amount	(MYR)50.00
Customer Name:	Cust001
Transaction Description	Order from Payment Link
	Proceed with the transaction?
	Processid
Powered by Infinitium	

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

VISA Secure Payment Page Please key in your card details to complete your purchase. All fir information exchange is secured.	elds are mandatory and must be complete	d before your payment can be processed. All
Payment window timeout 04:52	Your transaction summa	ry
	Merchant Name	MERCHANT_ECOMM TEST
	Amount	MYR 1.00
Please enter your card details Name On Card	Description	Ken testing
Please enter name as stated on card	Merchant Transaction ID	kentesting_21042021
Card Number	pages will remain private and cont	acy laws. All information collection on our web idential. Please note that by submitting your sent to our privacy statement that governs
Expiry Date Month Year YAR		
Card Issuer Country (Optional)		
-		

- 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.



PAYMENT MODE		
	Transaction Completed.	
Transaction is successfu	4.	
Customer Name:	Cust001	
Merchant reference	20150522_100404	
Amount	(MYR)50.00	
Description:	APPROVED OR COMPLETED	

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:

PAYME RELIABLE PAY			
		Transaction Unsuccessful!	
	The transactio	n was unsuccessful due to:	
	Code:	10007	
	Error:	Failed sending payment link email.	
		back	



11. Forgot Password

СІМВ

e-Commerce e-Access Autobill	
Welcome to CIMB e-Commerce	
User ID Password	
Clear Submit	
ADVISORY NOTE This website has been optimized for viewing in the following browsers with JavaScript turned on: - Vindows Internet Explorer Version 10 x (with OS-level Patch MS12-006) or higher Mozilia Friedra 11 & or higher Opena 11.6 or higher Safari 3 x, with OS-level Patch OS X 10.9 Mavericks) or higher Google Chrome 16.x or higher.	
Please note that if you are using another browser or older versions of the abovementioned browsers, you may be vulnerable to known security issues or you may not experience optimized performance	2
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- 1. Click Forgot Password and key in the requested information.
 - User ID
 - · Email Address and
 - Company Contact Number

CIMB GROUP	INVESTMENT BANKING	ISLAMIC BANKING			
				Your Online Business Partner	CIMB BANK
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	A.K.	and the second	Mar and the State	Ser and a second	1 Park
		Please fill in	n your details	5	
		User ID			
		Email Address			
		Company Contact No			
			Clear	ıbmit	
ADVISORY NOT	E				
 Windows Interr Mozilla Firefox Opera 11.6 or h 	igher. OS-level Patch OS X 10.9 Mave	S-level Patch MS12-006) or h			
Please note that	if you are using another browser	r or older versions of the abov	ementioned browsers, you ma	y be vulnerable to known security issues or you may	not experience optimized performance.

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- 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 <u>emerchant@cimb.com</u>
- 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.