

CIMB Merchant e-Commerce Portal Guide Book

CIMB BANK BERHAD 197201001799 (13491-P) **CIMB ISLAMIC BANK BERHAD** 200401032872 (671380-H)

www.cimb.com.my



Content:

No	Title	Page
1	User ID Self Activation	3
2	CIMB e-Commerce Login Page	5
3	Landing Page	6
4	Transaction View	7
5	Approved Transaction	8
6	Decline Transaction	9
7	Search Transaction	10
8	Refund/ Void Transaction	11
9	Refund Transaction List	12
10	Payment Link	14
11	Forget Password	18



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, 821 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:

2	3333			Your Online Pupinsee D	СІМ	BBANK
1		1 Martin		Merchant	Module	Home
		All and a second	-		100	
		Please fill in y	our details	5		
		User ID]	
		Email Address				
		Company Contact No				
			Clear	ubmit		
ADVISORY NOTE						
This website has bee Windows Internet E: Mozilla Firefox 10.x Opera 11.6 or highe Safari 6.x (with OS- Google Chrome 16.	en optimized for viewing in xplorer Version 10 x (with or higher. er evel Patch OS X 10.9 Mar x or higher.	the following browsers with JavaSo OS-level Patch MS12-008) or highe vericks) or higher.	ript turned on: ir.			
Plansa note that if up	u are using another brows	er or older versions of the aboveme	entioned browsers, you m	av be vulnerable to known security issues	or you may not experience optin	ized performance.

- 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.



CIMB GROUP INVESTMENT BANKING ISLAMIC BANKING		
	Merchant Module	CIMB BANK
Please fill in your details		
r ID kenleong 123		
Email Address testuser2@uat.cimb.com		
npany Contact 0126764692		
What was your childhood nickname? Security Question 1 Antonen 1 CIMB1234	~	
In what city did you meet your spouse/significant other? Security Question 2 Answer 2 CIMB1234	~	
What is the name of your favorite childhood friend? Security Question 3 Artiser 3 Conft (2014)	~	
Enter New Password		
Re-enter Password		
Clear Submit		
ADVISORY NOTE		
This website has been optimized for viewing in the following browser with JavaSoript turned on: - Woodpen Heart Explore Heart OI 3/ (with OS-level Planth MS1200) on higher. - Moralli Friedra 10 x or higher. - Sparin 10 x or higher. - Sparin 10 x or higher. - Sparin 10 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 s	security issues or you may r	not experience optimized performance.

- 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:

	CIMB BANK
Merchant Module	Home
a second and the second se	

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

© Copyright 2021 CIMB Malaysia Bank. All Rights Reserved.



Email Notification on Successful Activation of User ID

emerchant@cimb.com Today, 828 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.
	User Account - kenleong123 Activated
	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 https://uat-emerchant.cimbbank.com.mv/BPG/merchant/ to start using the service. Please contact us at emerchant@cimb.com 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 Autobill								
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: - Vindows 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 15.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.								
All Rights Reserved. Copyright © 2021, CIMB GROUP HOLDINGS BERHAD(50841-W)								

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



3. Landing Page

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

Landing Page

CIMB GROUP INVESTMENT BANKING ISLAMIC BANKING



© Copyright 2021 CIMB Malaysia Bank. All Rights Reserved.



4. Transaction View:

CIM	B GROUF	P INVESTMEN	T BANKIN	G ISLAN	/IIC BANK	UNG																	
						_				mycp1	lqhk Merchant	Admin 12-09	-2021 1	6:54:	53			C	Home	BAN	K ut Ce	ontacl	t US
	e-Comm Transactio	lerce	Mercha	CIM Int Setting	IB MY broa	Frau	d Control		Syste	em Per	formance	System L	.ookup	Tab	le	Coun	try Se	tting		Au	ıdit Lo	g	
-	Curre	ent Month		Search	1		Sett	lement I	Report		Virtual Terr	ninal Transac	tion		Payme	nt Link Tra	nsact	ion		Refund T	ransad	ction	
Trai	Date	- List Merchant Account No	Txn ID	Merchant Reference Number	Currency	Amount	Captured	Total Refund Amount	Txn Date	Card Type	Card No	Card Issuer Country	Status		Auth Code	Host Response Code	Risk Level	Risk Score	ls Settled	ls Installment	ECI Code	3D	ls CoF txn
1	01-09- 2021 19:19:16	00000	79556260	SB4725492- 0	MYR	116.70	0.00	0.00	01-09- 2021 19:19:16	VISA	429320x		Sales	~	993016	00		-1.0	Yes	No	5	Yes	No
2	01-09- 2021 16:07:42	00000	79521651	SB4725484	MYR	623.50	0.00	0.00	01-09- 2021 16:07:42	VISA	429319x		Sales	~	932972	00		-1.0	Yes	No	5	Yes	No
3	01-09- 2021 16:05:32	00000	79521264	SB4725483	MYR	174.00	0.00	0.00	01-09- 2021 16:05:32	VISA	429319x		Sales	~	932384	00		-1.0	Yes	No	5	Yes	No
4	01-09- 2021 11:27:24	00000	79468671	SB4725467	MYR	426.51	0.00	0.00	01-09- 2021 11:27:24	•	552115xx		Sales	~	T67500	00		-1.0	Yes	No	2	Yes	No
5	01-09- 2021 11:26:22	00000	79468456	SB4725466	MYR	232.00	0.00	0.00	01-09- 2021 11:26:22	•	552115xx		Sales	~	T38125	00		-1.0	Yes	No	2	Yes	No
6	01-09- 2021	00000	79462146	SB4725464	MYR	58.00	0.00	0.00	01-09- 2021 10:52:15		552115xx		Failed	0		05		-1.0	No	No	2	Yes	No

- 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

					CIMB BANK
FOO H		m	Your Online Busin	ess Partner 09-2021 17:03:27	
and the second sec				Ó	Home 🖨 Logout Contact Us
e-Commerce	A Carlo	1		CIMB MY broadcast	A State
Transaction Listing	Merchant Setting Fraud Contr	ol System Perform	ance System Lookup 1	able Country Settin	ng Audit Log
Current Month	Search Set	ttlement Report Virt	ual Terminal Transaction	Payment Link Transaction	Refund Transaction
Transaction - View					
Fraud Scoring Transaction U	RL				
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				
Transaction Result					
Status	Sales		×		
System Error Code	0	Description	APPROVED OR COMPLET	ED	
Host Response Code	00	Host Response Description	Approved or Completed Su	ccessfully/ Approved	
Authorization Code	993016	Action Code	0		
Risk Score	-1.0	Risk Level			
Transaction STAN	4013	Retrieval Reference No.	381244407891608		
Credit Card Information					
Card Type	VISA	Card No	429320xxxxxxx		
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	a9683f60b6c6589ed0b35c9 b4970dedcef1faebae9ec05	a2c45e29ed6b517c38e3bf70 53abf09edaac0389c88e2c463	0eb766b80902db263d 30ed45626ae19a7bd
Callback Successful Court	0	Response Type Callback Count	0		
3D Secure Information	•	Candack Count	v		
3D	Yes	MPI Code	0		
MPI Message	Y	ECI Code	5		
CAVV	AAABAQUBRgAAAAASgwFGAAAAAAA=	CAVV Algorithm	2		
CAVV Result		MPI Reference No.	MDIwNTAwMDAwMDAwd1	FXbmJ0ZnI=	
Settlement Information					
Is Settled	Yes	Settlement Batch No	1019		
Settlement Date	01-09-2021				
Audit Information					
Date Modified	01-09-2021 19:19:50	Modified By			
Created By	API	ID	c20c75b7f3cc4d7a87663bf	30268d471	
		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

A				CIMB BANK
			mycp1qhk MerchantAdmin 12-09-2021 17:05:1	3 💼 Home 🔒 Logout Contact Us
A Community	A Statement			CIMB MY broadcast
e-commerce	Harden Errorden	tel Dete Det		
Transaction Listing	Merchant Setting Fraud Col	ntroi System Perio	mance System Lookup Table Ci	ountry setting Audit Log
Current Month	Search	Settlement Report V	firtual Terminal Transaction Payment Link	Transaction Refund Transaction
Transaction - View Fraud Scoring Transaction U	RL			
Transaction Information				
Date	01-09-2021 10:52:15	Merchant Account No	000001	
Transaction ID	79462146	Merchant Reference Number	SB4725464	
Sales Date		Authorization Date		
Capture Date		Void Date		
Merchant's Transaction Description	Submission : SB4725484	Currency Code	MYR	
Amount	58.00	Total Refund Amount	0.00	
Captured Amount	0.00	Is CoF txn	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		Action Code	100	
Risk Score	-1.0	Risk Level		
Transaction STAN	4008	Retrieval Reference No.		
Credit Card Information				
Card Type	(1)	Card No	552115:	
Card MD5 Hash	5b951d6553001981f6e63001be676d41	Card Holder's Name	Kurnia Insurance Bhd	
Card Issuer Country				
Additional Information				
Remote IP	42.19	Customer IP	127.	
Customer ID	SUB SB4725464	Transaction Signature	d92337abc36ad548d9fccedb2f5182debc31ea4 ae6fc9959ac7d36176a6d3215e5e73841fc54e2	4851bc5d4ba6366f6e6431c38f 258136df83b70c994d6d69b094
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	
GAVV	JOqqxv5TjV7BCBE3YZEZCQUAAAA=	CAVV Algorithm	3	
GAVV RESUIT		WHI Référence No.	MDIWMZAWMDAWMDAWVFFFZUXIR3A=	
is Settled	No	Settlement Batch No	0	
Settlement Date	110	Generic Dator No	·	
Date Modified	01-09-2021 10:52:30	Modified By		
Created By	API	ID	50fdae4608e94cd2ae8ad8d979578c7e	
		Back	7	
		Dack		

- 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

		-	mycp1qhk	MerchantAdmin 12-0	09-2021 17:05:35	💼 Home	Logout Contact Us
100	ALL CONTRACTOR	and the second	and the second se	CIMB MY bro	adcast		
e-Commerce		and the second		A CONTRACTOR	And the second		
Transaction Listing	Merchant Setting	Fraud Control	System Performance	System Lookup Ta	able Countr	ry Setting	Audit Log
Current Month	Search	Settlement I	Report Virtual Tern	inal Transaction	Payment Link Trar	nsaction	Refund Transaction
Transaction - Search							
Transaction Information							
Date (dd-mm-yyyy)**	To		Merchant Acco	unt No			
Transaction ID			Merchant Refe	rence Number			
Salas Data (dd mm www)			Authorization [Date (dd-mm-			
Sales Date (dd-mm-yyyy)			yyyy)	· _	IO		
Capture Date (dd-mm-yyyy)	To		Void Date (dd-	mm-yyyy)	To		
Currency Code	~		Amount				
Payment Method	~		Is CoF txn		~		
Transaction Result							
Status	~		System Error (Code			
Authorization Code			Response Coo	le 🗌			
Action Code			Retrieval Refe	rence No.			
Transaction STAN			Risk Score		То		
Credit Card Information	1						
Card Type	~		Card No				
Card MD5 Hash							
Courd May (First & Divite)			Courd No. (Look				
Additional Information			Card No (Last	4 Digits)			
Remote IP			Customer IP				
			Customer IF				
Customer ID			Use FDS		•		
3D Secure Information			10.0				
3D	v		MPI Code	L			
MPI Message			ECI Code				
CAW			CAV// Algorith	"			
CANA/ Bassilt			MDI Deferrer				
Sottlement Information			WET Reference	- NO.]	
is Settled			Sattlement Ba	ich No			
Settlement Date (dd ross soci			Getter/fent ba				
Settlement Date (do-mm-yyyy)							
installment information	~		Is Refund		~		
Promotion Information	<u> </u>		ta riverand				
Is Promotion	~						
Audit Information							
ID							
		Sea	rch Export to CSV E	lack			

© Copyright 2021 CIMB Malaysia Bank. All Rights Reserved.

- 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			
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 Aman	Currency Code	MYR			
Amount	1.00	Total Refund Amount	0.00 Refund	The same button will be ma	ark as void	
Captured Amount	0.00	Is CoF ton	No	prior settlement (11pm)		
Payment Method	Payment Direct			Can only do refund max 3 ti	mes (no	
Transaction Result				approver)		
Status	Sales		1	approvery		
System Error Code	0	Description	APPROVED OR CO	OMPLETED		
Host Response Code	00	Host Response Description	Approved or Compl	eted 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	6 9	Card No	552115xxxxxx8535			
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	7b2b70f0bceb1ba9 d7ed33a315f6632d	3/89/643308adf4526f21949/52318f 37142df62f785d9f5ea6dea4eea9b	10f8se8314sb4sscc 1s64d0153e364eff9b2	
Transaction URL Present	No	Response Type	HTTP			
Caliback Successful Count	0	Callback Count	0			
3D Secure Information						
3D	Yes	MPI Code	0			
MPI Message	Y	ECI Code	2		And and a second	
CAVV	jDP6/T3Er6QrCBEAAIQ0BQYAAAA=	CAVV Algorithm	3		Activate window	
CAVV Result		MPI Reference No.	MDIwMjAwMDAwM	DAwSHBuV115Sjt=	Go to System in Control	
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					
Description ID					
Remote IP	80.54.17.219	Customer IP	127.0.0.1		
Customer ID		Transaction Signature	1efee5ab885d24047ba 6fd37388d588a2a865e	0291117be05cf9817dc2 e9c511ca3d437baa5109	4fac189d8f81c66cb48eb7746 93bfc8f10f4ab8d37f634b156d
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		
CAVV	jEUj1TAOySkeCBA1Kf/4ABkAAAA=	CAVV Algorithm	3		
CAVV Result		MPI Reference No.	MDIwODAwMDAwekxyVzMwS1M=		
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	3c39b165ad9143fdb51	51bee974bbcc3	
		Back			
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

CIMB GROUP IN	VESTMENT BANKING	ISLAMIC BANKING					
			myop1q	nk MerchantAdmin 12-0	19-2021 17:13:03	СІМВ	
e-Commerce Transaction Listin	g Merchant Sett	ing Fraud Contro	ol System Performance	System Lookup Ta	ible Country S	CIM	B MY broadcast
Current Month	n Se	arch Set	tlement Report Virtual Te	rminal Transaction	Payment Link Transa	ction Re	afund Transaction
Refund Transa	ction - Search						List Search
Refund Information	on						
Transaction ID			Refund Date		То	10	
Refund Amount			Transaction Date		То	10	
Merchant Account	No		Card No (First 6	Digits)			
Authorization Code			Card No (Last 4 I	Digits)			
Transaction Amour	nt		is Settled	~			
			Search Export to CSV	Back			

- 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.**



CIM	CIMB GROUP INVESTMENT BANKING ISLAMIC BANKING								
		(Etter			Yo myop1qhi	ur Online Busin MerchantAdmin 12-	ess Partner 09-2021 17:13:22	CIMB BA	ANK ut Contact Us
			Aller				CIMB MY broadc	ast	
	e-Commerce			5 10 11					
	ransaction Listi	ng Me	erchant Setting	Fraud Control	System Performance	System Lookup	able Country Setti	ng A	udit Log
	Current Mont	th	Search	Settlement	Report Virtual Ter	minal Transaction	Payment Link Transactio	n Refund	Transaction
Ne	Transation ID	Manakarat Arr	an at Na Defined As	Transfer Arrest	at Data and Data	Terreneties Dete		Pag	List Search ge 12345 [Next]
INO.	Transaction ID	Merchant Acc	Sount No Refund An	nount Transaction Amou	10 00 0001 45-50-50	1 ransaction Date	Authorization Code	Card No	is Settled
2	80817252	0000012	1404.00	1404.00	10-09-2021 13:37:39	07-09-2021 12:51:0	2 T39957	5523023000000 552115xxxxxxx	Ves
3	80532867	0000012	448.00	448.00	10-09-2021 13:40:22	06-09-2021 19:41:1	7 647809	52655800000	Yes
4	79700248	0000012	6.34	6.35	06-09-2021 16:47:24	02-09-2021 17:46:4	7 176109	463225:000000	Yes
5	79674970	0000012	268.22	268.22	10-09-2021 17:27:06	02-09-2021 15:09:2	0 T87342	552115xxxxxxxx	Yes
6	79582579	0000011	2.79	2.79	03-09-2021 15:11:55	01-09-2021 22:51:3	3 T52372	552115x000000	Yes
7	79536192	0000012	299.00	2417.70	06-09-2021 10:34:01	01-09-2021 17:33:4	8 053945	462888:000000	Yes
8	79489542	0000012	49.00	594.70	06-09-2021 14:14:38	01-09-2021 13:05:3	6 080744	438675:cooped	Yes
9	79478135	0000012	446.33	446.33	10-09-2021 17:23:24	01-09-2021 12:15:4	5 229558	518098;000000	Yes
10	79426494	0000012	39.00	39.00	06-09-2021 14:06:34	01-09-2021 00:39:0	902592	437766:000000	Yes
11	79205889	0000012	192.00	192.00	06-09-2021 09:41:40	30-08-2021 16:18:1	3 186350	479968:000000	Yes
12	79190322	0000012	840.00	1183.00	09-09-2021 21:42:13	30-08-2021 14:44:3	3 492920	484810xxxxxxxx	Yes
13	79089144	0000012	96.00	96.00	06-09-2021 09:46:17	29-08-2021 19:40:1	5 048939	477028;000000	Yes
14	79057968	0000012	15.00	60.00	09-09-2021 23:12:03	29-08-2021 16:22:3	IP T82580	552115x0000003	Yes
15	79057167	0000012	91.35	91.35	31-08-2021 22:30:41	29-08-2021 16:17:2	1 827118	405998;000000	Yes
16	/9056891	0000012	53.97	215.87	30-08-2021 22:27:18	29-08-2021 16:15:3	35 329790	543311x000000	Yes
17	/9056448	0000012	129.95	129.95	31-08-2021 22:29:40	29-08-2021 16:12:4	4 936048	550989000000	Yes
18	79033355	0000012	20.30	20.30	31-08-2021 22:24:57	29-08-2021 13:50:4	2 T10676	552115x000000	Yes
19	79011778	0000012	87.30	87.30	31-08-2021 22:21:25	29-08-2021 12:04:1	4 093009	400306000000	Yes
20	/9008045	000012	112.70	112.70	30-08-2021 15:32:02	29-08-2021 11:50:0	12 075290	401421000000	Yes

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.

Merchant generates payment link in portal

10 (i). How to generate Payment Link

IMB GROUP INVESTMENT BAN	IKING ISLAMIC BANKI	NG			
2				СІМ	BANK
		ML	J_Admin MerchantManagement 19-0	4-2019 11:53:41	Logout Contact Us
lesting testing testin	ling lasting			and the second se	and the
User Management 1	Fransaction Listing	Change Password	Merchant Setting	Virtual Terminal	Payment Link
Payment Link					
Transaction Information					
Merchant Id **	000001010100998 🗸]	Transaction Type **	Authorize 🗸	
Merchant's Transaction ID (must be unique)**	Dw9VFUBt		Description	Test1 Test2 Test3 Test4	$\langle \rangle$
				(Max 100 characters)	
Currency **	MYR		Amount **	1.00	
Method to send payment link **	🗹 Email		Validity Period 23	1 💙 Day 💙 H	our - 🗸 Minute
Billing Information					
Name **	TestA		Email **	hafizah@infinitium.co	× m
	Reset	Generate Payment Link	Generate Payment Link Simulator		
				© Copyright 2019 CIMB Malays	a Bank, All Rights Reserved

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



Sample screen as below:

PAYMENT LINK RELIABLE PAYMENT MODE		
	Transaction Succers!	
The following transaction	has been emailed to [yjtan@infinitium.com]	
Customer Name:	Cust001	
Merchant ID:	1000000000000000110000001	
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	
Powered by Infinitium		_

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=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.



RELIABLE I	PAYMENT MODE		
		Transaction Details	
	Are the transaction details	correct?	
	Payment Link ID:	112xOMsqET	
	Amount	(MYR)50.00	
	Customer Name:	Cust001	
	Transaction Description:	Order from Payment Link	
		Proceed with the transaction?	
		Precend	

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

VISA ECCIMA BOCKAR	All fields are mandatory and must be completed I	before your payment can be processed. All
Payment window timeout 04:52	Your transaction summary	,
	Merchant Name	MERCHANT_ECOMM TEST
	Amount	MYR 1.00
Name On Card	Description	Ken testing
Place enter name as stated on nam	Merchant Transaction ID	kentesting_21042021
Card Number	We comply with all applicable privace pages will remain private and confide personal information to us, you conse your account.	y laws. All information collection on our web ntial. Please note that by submitting your ent to our privacy statement that governs
Expiry Date Month		
Card Issuer Country (Optional)		
Cancel Clear Pay		

- 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.



PAYME RELIABLE PA	YMENT MODE		
		Transaction Completed.	
	Transaction is successful.		
	Customer Name:	Cust001	
	Merchant reference	20150522_100404	
	Amount	(MYR)50.00	
	Description:	APPROVED OR COMPLETED	
Powered by Infinitium			

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 PA	YMENT M	NK DDE	
		Transaction Unsuccessful!	
	The transacti	on 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 intermet Expirer Version 10 x (with OS-level Patch MS12:006) or higher. - Mozilla Firefort 10 x or higher. - Staff 5 x (with OS-level Patch OS X 10 9 Mavericks) or higher. - Google Chrome 15 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.
All Rights Reserved. Copyright © 2021. CIMB GROUP HOLDINGS BERHAD(50841-W)

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

CIMB GROUP	INVESTMENT BANKING	ISLAMIC BANKING			
	No.			Your Online Business Partr	
1000		Pilisen a		Merchant Moo	Home
100	A.K.	and the second	State State (1)	and the second second	a the
		Please fill in	your de	tails	
		User ID]
		Email Address]
		Company Contact No]
			Clear	Submit	
ADVISORY NO	TE				
This website ha: - Windows Inten - Mozilla Firefox - Opera 11.6 or - Safari 6.x (with - Google Chrom	s been optimized for viewing in the net Explorer Version 10.x (with O 10.x or higher. higher. OS-level Patch OS X 10.9 Mave e 16.x or higher.	e following browsers with Java S-level Patch MS12-006) or hig ericks) or higher.	aScript turned on: gher.		
Please note that	t if you are using another browse	r or older versions of the above	ementioned browsers	, you may be vulnerable to known security issues or yo	u may not experience optimized performance.
				@ Cos	ovright 2021 CIMB Malavsia Bank. All Rights Reserve

- 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 <u>emerchant@cimb.com</u> to reactivate the account and reset your password.