



RETAILER QUICK GUIDE TO EPAY N5 TERMINAL



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NEXGO



Smart POS (N5)

All-in-one Device

Elegant Android device 5.5 inch touch screen 5200 mAh battery 4 Core CPU + Secure CPU

<u>Apps Area</u> List of apps

VIFI

Cellular

Battery

Time

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GHL **

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PayHere

2:09 PM

- SettingsWireless & Network
- Device

Ö

- Personal
- System

GHL App Launcher Update

GHL App Center Download, Install and update apps

GHL

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About N5 terminal <u>Help Center</u>

Latest Version : v1.5.2_ghl000001 Date Release : 30/1/2018

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Help	Settings	
GHL App Center GHL App Center	Update	q'w a
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Remittance

:

PTPTN

1. Select Payhere Logo and select Sign In **

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Activation		÷	< P Sal	les
Terminal ID :	80000079		MID: 26405	3 TID :
Retailer Account : Retailer Name :	Tesco Seri Alam		Search	
Store Name : Address :	Malaysia (Niaga) C3 PTD 111515, Jalan			P
	Bandar Seri Alam, 81750 Masai, Johor.		Pay by GHL	Prep.Mo M'si
Postcode :	81750			
	Activation		Overseas IDD	IDD/Int
			Bill Payment	Othe
			Touch	No ima

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0 4. Confirm Account detail and select Activation

PAY HERE

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0 \triangleleft 5. Account Activation Success



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Submit

🔐 Initialize

80000079

Retailer Account

Terminal Function – First Time Payhere Login

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2 5								

3. Enter Retailer Account and select Submit

** GHL will provide Username and password by email (Merchant email)



FAQ

1. I had make a payment and how long will it be updated into my account?

For cheque payment, only update once cheque is cleared and shown in e-pay bank statement. For cash payment channel online, ATM or CDM, it will be updated within 3 hours during working hours and you may fax email or we chat the bank slip.

For payment via JomPAY, it will be updated in 10 minutes upon successful transaction. This service is available everyday including Public Holidays.

*Please do polling at your e-pay terminal for account update.

2. May I check TNG card balance for customer?

Terminal must tag on TNG service. -On terminal press 'Admin' button -Select TNG card balance -Place customer TNG card on top of card reader -Terminal will display TNG card balance and you may print the voucher

3. How to check my account credit balance?

Terminal will show your credit balance every time you did a transaction. Apart from that, you can print credit report to view your available terminal balance. -Press 'Admin' button -Press 'Account Info' -Terminal will show available credit

4. I'm running out of paper roll. How can I obtain new paper roll?

Please be informed that there is a new facility in e-pay's terminal to request paper roll effective from Now. You can request paper roll direct FROM EPAY TERMINAL (Please refer Step on page 16) or you may self-collect from e-pay HQ @ 16-18, Jln PJS 11/28A, Bandar Sunway





24

OGL Lite- After approval

After approval - OGL Lite

- 1. Once approved, retailer will receive a 'user account creation' email from noreply@ghl.com
- 2. Click the link given to create username.

Dear visitor	Γ
To perform user account creation based on your retailer account please click on the following link.	
https://www.oriongateway.com:8443/oglite/linkRedirect?a=a4aRIAASkY12Z% 2FHHa1rWBFv0n5DipD1hkjYY8uUiIfe25pMfZpUci8gvARrC5hxmr4MBvT%2FGhrI% 3D&x=xuarp	
Note: This is an automatically generated email, please do not reply.	
Thank You.	

- 3. Enter the details needed.
- 4. Click 'Request TAC' button to request for TAC.
- 5. Enter the TAC and click 'Submit' button.



Welcome To OGLite

Create New User	
Retailer Account *	
User Name	
Display Name *	
Security Text *	
TAC *	
Password *	
Retype Password *	
Submit	Request TAC





Terminal Function – Sales (Prepaid Mobile M'sia)



Print to print voucher

4. Select Yes to confirm Select No to return to main menu



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< P. Sal	les			
MID : 26405	3 TID : 8006	51294		
Search				
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Pay by GHL	Prep.Mobile- M'sia	Prep.Mobile MVNO	e-Wall Reloa	et d
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Bill Payment	Others	Remittance	Reque Paper F	st Roll

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Search					
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yes	SYABAS	Within.	тм	•	1
Yes Bill Payment	Syabara	TNB BII Payment	TM 84 Payment		
тм	Occover	AXES5			4
TM 84 (new)	Codapay	Aaxess Pointa	Sorawak Energy		7
red ONE					
RedONE Bill Payment	Air Kuching	Air Petak	Air Perlis		
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	2. Select	t Produc	t	_	

(Celcom Bill Payment)

1. Select Product Group (Bill Payment)

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Research Sales - Entry		٩
RM 50.00		MID
Manual Entry / Scan		Se Prey IDD Ir
Manual Entry Cancel		
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4. Scan barcode (account number) or select manual entry and keyin account number



5. Payment Success. Select print to print receipt



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Close

ΟK

RM0.00

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3. Keyin Amount

2

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Terminal Function – Sales (Bill Payment)

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OGL Lite – Retailer Signup

OGL Lite

- 1. Open a browser and go to https://www.oriongateway.com:8443/oglite/index
- 2. Click 'form'.

OGL	
Welcome To OGLite User Name Login	Its easy to sign-up. Just fill in this form and submit it to us. Have you forgotten your password? Please reset your password by clicking HEREI

3. Fill in the e-form and click 'submit' when done.



	(e.g: 751010536687)
	(e.g: 0121234567)

NOTE: After submitting the e-form, retailer need to wait for approval.





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(APN)

- Service Provider

- Depend on ISP

Username - If Necessary Password - If Necessary

Name

APN

Set APN



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Settings	← Cellular network settings
 Wineless & networks 	Data roaming Connect to data services when roaming
察 WLAN	Preferred network type Bioferred actually made 40/20110 auto
O Data usage	Mobile data
8 Bluetooth	System select
II Cellular network	Access Point Names
Tethering & portable hotspot	Network operators
- Device	Consider of recommission appendixion
< Personal	
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- 0 4	~ o d
2. Select Cellular Network	3. Select Access Point Name

under Wireless & Network

9 10 1/2 B 5:02 PM

Edit access point

< 1811-	02 E 501 PM				
← APNs m2m m2m-poph	• •				

Name Not set
APN Not set
Proxy Not set
Port Not set
Upername Not set
Password Not set
Server Not set

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4. Select + to add new APN Detail

			After enter all the detail, select
ו	0	⊲	3 dot symbol to save the APN

4. E

nter	Name	& .	APN	1	



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Terminal Function – eWallet Payment

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Value :			
	R	M 0	.00
1	2	3	Close
4	5	6	Clear
7	8	9	01/
C	D	00	UK
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2. Key in the amount

Touch ngo eWallet

* PAYNEIT * RM 1.00 🗊 🎾 🗎 2:50 PM

PTPTN

Request Paper Roll

Print

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80061294 14:50:39

6312 GHLBPOT

	🗊 🎾 🚊 2:48 PM
Card Payment	
RM 1.00	$\bigcirc \bigcirc \bigcirc \bigcirc \bigcirc \bigcirc$
Please Insert / Tap / Manual Entry / Scan	Swipe Card /
Scan	IQI
Card Number	-
Exp. MM/YY	
CVV	
	Next>

1. Select Product Group (Payment)



4. Terminal will proceed with

3. Select Scan Barcode and scan

5. Payment Success. Select Print to print receipt

0

Merchant Copy CARDPAY





RM0.00 1 2 3 Clos 4 5 6 Cle 7 8 9 Ok 0 00 0 \bigtriangledown

<u>1</u>

Value :

1. Select Payment



5. Enter card pin and press confirm (For wave no need PIN unless the transaction is above RM250)



2. Key in the amount

6. Transaction success, select Print to print voucher



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Terminal Function – Card Payment

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RM 1.00	UUU
Please Insert / Tap Manual Entry / Sca) / Swipe Card / In
Scan	I
Card Number	-
Exp. MM/YY	
CVV	
	Next>

3. Touch Card on Wave sign OR Insert the card



Touch Card On Wave Sign



Insert card

8





1. Go To Setting

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⑦ ¼ 8 12:22 PM Settings Wireless & networks ÷ WLAN 0 Data usage ż Bluetooth at Cellular network Tethering & portable hotspot 0

2. Select Cellular Network under Wireless & Network

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rically choose preferred network

SEARCH NETWORKS

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5. Select Operator

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			A	WAILABLE	NETWOR
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4. Select OK to proceed to search available operator

Mobile data System select Change the CDMA roaming mode

Data roaming

← Cellular network settings

Connect to data services when roaming

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4

on and go to Network Operator

MY CELCOM 3G

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MY CELCOM 4G

Manual Select Operator Network





C P Sales				:					
MID : 26405	MID : 264053 TID : 80061294								
Search									
PAY by QR]					
Payment	M'sia	MVN0	Reload	1					
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Oversea IDD	IDD/Internet	Online Games	PTPT	4					
		1	No image						
Bill Payment	Others	Remittance	Reques Paper R	st oll					
Touch									
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1. On terminal choose

Sales and press

Request paper roll

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P Sales	:	C Sales
Paper Roll Request Account Number		Paper Roll Reques
	0.00	Value :
	Next>	Is favourite
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as dfgh	jkl	
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?123 ,	. 🕑	

2. Key in TID > press Next

п.





1. Open Notification windows (Swipe from top to bottom)



Check Operator Network

2. Select arrow down to hide navigation tab (Swipe from bottom to top to bring back navigation tab)



3. Current Operator Network will show at bottom





Terminal Function - Void (Card & E-Wallet Payment)

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< P. Sal	es			
MID: 26405	3 TID : 8006	51294		
Pay by GHL	Prep.Mobile-	Prep.Mobile	e-Wallet	
Overseas IDD	IDD/Internet	Online Games	PTPTN	
		No.		
Bill Payment	Others	Remittance	Request Paper Roll	
Touch	No image			
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1. Press arrow button besides SALES



TXN Ref		IQI
		Next>
Recent Transaction		
Sales, MyDebit (PI RM 99.00, MDB00	MT), 11/7/2019 1 00000258	1:36 AM
~ 🗆	0	\bigtriangledown
5. Enter TX	(N Ref (ref	er receip

for Trace#)

Void

Transaction/Invoice No.

🝞 🌌 🔳 2:46 PM

3. Key in Admin Password

🝞 🌌 🛢 2:46 PM P Void Void - Payment Product : Seamless Transaction Number 6306 TXN Ref : MDB000000258 Date 11/7/2019 11:36 AM Amount : 99.00 No Yes 0 \bigtriangledown

6. Pick Yes to proceed NO to return to main menu

🕡 🎾 🚨 4:18 PM

0.00

No

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Yes

0

3. Press Yes

**System Captured your re-

quest and Paper roll will re-





Termin Card Touch n' Go

	₹U ▼ 4	2 11:51 AM
🗙 🎅 Sales		::
MID: 264053 TID	80061294	
	9	® ¢
Pay by GHL Prep.M	lobile- Prep.Mobile sia MVNO	e-Wallet Reload
(MABUNG
Overseas IDD IDD/In	ternet Online Games	PTPTN
	7	
Bill Payment Oth	ers Remittance	Request Paper Roll
Touch		
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1. Select TNG Reload TopUP

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P Sales		<₽ Sale	S			.20 AW
Search		Touch N	N Go 10			
Touch N Go 10					10	.00
Touch N Go 20					Next	>
Touch N Go 50						
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Touch N Go 200)	ų w	e i	t y		, p
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2. Select Reload Amount

3. Select Next to Confirm Reload Amount





4. Touch TNG Card at Wave Panel

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5. Touch TNG Card Reload Success. Select Print to print receipt



Touch Card On Wave Sign







Bill Payment Rules and Note

ONLINE BILL PAYMENT	Transaction	Deno
Air Johor (Ranhill), Air Kedah (SADA), Air Perlis (SAP)	Each day only can perform 1 txn for the same ac- count number.	RM5 - RM500 / day
Air Kelantan, SESB (Sabah Electricity)	Each day only can perform 1 txn for the same ac- count number.	RM5 - RM800 /day
Nur Power	Each account only can perform 2 txn in one month for same account	RM5 - RM1000 /day
Sureplify	N/A	RM10 - RM1500 /day
Courts	N/A	RM10 - RM3200 /day
PTPTN - Konvensional	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
PTPTN - Ujrah	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
PTPTN - SSPN - i	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
PTPTN - SSPN-I Plus	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
Darul Jenazah - Kenanga59	N/A	RM59
Darul Jenazah - Cempaka99	N/A	RM99
Darul Jenazah - Mawar129	N/A	RM129
Darul Jenazah - Tanjung149	N/A	RM149
Darul Jenazah - KIT199	N/A	RM199
Darul Jenazah - Seroja139	N/A	RM139
Darul Jenazah - Kemboja199	N/A	RM199
Darul Jenazah - Orkid249	N/A	RM249
Darul Jenazah - Teratai1499	N/A	RM1499





Bill Payment Rules and Note

ONLINE BILL PAYMENT	Transaction	Deno
U Mobile bill payment	N/A	RM30 – RM500 /day
Syabas	Each day only can perform 1 txn for the same account number.	RM6 – RM500 /day
Astro	1 a/c can do multiple txn per terminal. Max RM500	RM0 – RM500 /day
Celcom bill payment	Max RM500	RM0 – RM500 /day
Maxis bill payment	1 account, 1 txn per day per terminal. *Hit error 0016- if perform txn for same acc same terminal in same day	RM1 – RM500 /day
Yes (Hp number or account number)	N/A	RM10 – RM500
Telelink	N/A	Fixed
TM bill- NEW- all under 1	Maximum 5 transactions a month per account level	RM10 – RM500 /day
RedONE Bill	N/A	RM5 – RM500 /day
MOLPay Cash Payment		RM2 – RM5000 /day
TNB	1 account, 1 txn per day per terminal.	RM10 – RM1000 /day
MAA	N/A	RM30 – RM500 /day
Sarawak Energy	No Limit	RM10 – RM800 /day
Payquick -Air Kuching, Air Perak, Air Melaka, Air Ter- engganu, Air N.Sembilan,	Each day only can perform 1 txn for the same account number.	RM5 – RM800 /day
Nepal Etopup		RM10 /day
Codapay ETU	Codapay games & codapay oth- ers	RM5 – RM1000 / day



P. Sales

Sales Void

Settlement Admin Contact Us

K P Admin

Account Info Poll

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Transaction Histor End Shift Check Status Reports Print Preview Receipt History Reload Account User Management TNG Check Balanc



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: MID : 1

Pay by Overs ID

Bill Pay

> n TNG R Top



Terminal Function - Side Menu

Menu	Description
Sales	Do sales and payment
Void	Do void for payment function
Settlement	Do settlement for card function
Admin	View history, account info and etc
Contact Us	Contact number if got problem with terminal

Terminal Function - Admin Function

11:46 AM	Menu	Description
	Account Info	View Terminal & credit info
	Poll	Do polling to refresh terminal
	Transaction History	View transaction history
	End Shift	End shift for certain period
	Reports	View & print transaction report and settlement report
	Print Preview	Enable or disable receipt preview before print out
	Receipt History	Reprint receipt
	User Management	Create, edit & delete user ID & authority
	TNG Check Balance	Check TNG card balance



P Sales

PAY

Pay by GHL

Bill Payment

MID: 264053 TID: 80061294

IDD/Interne

Others

Remittance

Terminal Function - Create User 🕸 🕡 🖤 🔟 🖬 11:51 AM

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1. Press arrow button besides SALES

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2. Press admin





6. For authority please tick void and refund if got ewallet or/and DA function only and

press save

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< P Admin

ransaction History

Account Info

Poll

End Shift

Reports

OGL Lite

Check Status

Print Preview

Receipt History

Reload Account

Jser Management

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3. Select User Management

D





How to make payment via cash deposit/cheque/online

1. Payment Channel

Cash Deposit (ATM or CDM) / Cheque Bank in / Online Payment. You can bank in cash or cheque/ transfer payment to our bank acct at: MBB: 5123 - 1610 - 3965 CIMB: 800 - 306 - 3975 PBB: 3105 - 615 - 724

2. Payment Update

After payment has been made, Please update us using 'Payment Submission Form' provided. Fill up the form and attach with a copy of your payment / bank in slip and submit to channel:-Email : payment@ghl.com : 03 5636 6966 Fax We Chat : epaywechat

Note: Please indicate remark on 'Payment Submission Form' the payment for e-pay main account or TNG. If no remark provided, all payment will updated to e-pay main account instead.

3. Minimum Payment/Reload Amount

Prepaid Account Minimum amount Reload

· Main- minimum RM500once chg clear · TNG- minimum RM300

Postpaid Account (Petro Mart / Postpaid account)

- · Main- no minimum payment (follow invoice)
- · TNG- minimum RM500

Prepaid Account (Petromart convert to

prepaid) payment update once chq clear

- · Main- Minimum RM500
- · TNG- Minimum RM300

Note : Payment by chq we will update once chq clear.







How to make payment with JomPAY



STEP 1 Look for the JomPAY logo, Biller Code, Ref-1 & Ref-2 on your Bills or Invoices.

SPOT

STEP 2 Logon to Internet or Mobile Banking and look for JomPAY - Bill Payment

: <Please key in your e-pay account number>

: <Please key in payment will be for Main or TNG>



Proceed with Payment from your Savings or Current Account

Details to key-in for Step 3 as per below:



: 2360

JomPAY Logo Biller Code Ref -1 Ref -2

Example:

For payment to account		For TNG payment		
JomPAY logo	Jom PAY	JomPAY logo	Jompay	
Biller Code	: 2360	Biller Code	: 2360	
Ref -1	: 201842 (Sample)	Ref -1	: 201842 (Sample)	
Ref -2	: Main	Ref -2	: TNG	

Note:

1. Account will be updated within 10minutes after payment has been done. Merchant will receive SMS or email notification once payment has been updated.





Terminal Function - Activate Local Authorize Mode

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P Sales			_ P	PayHere		:
MID : 201843 T	ID: 8 Settings		Loc	al Auth. N	lode	
Search	Change Pas	sword	User	:		
	5 About			pejai		
Pay by GHL Pre	p.Mot Local Auth.	Mode				
Con I						
Overseas IDD IDD	0/Internet Online Games	PTPTN				
	>	No image O Available				
Bill Payment	Others Remittance	Request Paper Roll				
Touch	vailable					
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1. Press 3 Dot on Top Right Corner and Select Local Auth. Mode

3. keyin the password and user now able to perform sale

Terminal Function - Disable Local Authorize Mode

2. Select User



1. Press 3 Dot on Top Right Corner and Select Logout

main user by click the 3 Dot and select Normal Auth. Mode 3. keyin the password and user now able to perform sale







1. Press GHL App Center



(Versions

4. Upgrade done once it show Run



Terminal Function - Upgrade Payhere

😵 🎢 🛢 11:19 AM



3. Press Upgrade

Latest Version for PayHere is V1.5.7

2. Press PayHere

If update fail and there's a problem with payhere app please call Helpline at 03-56236000





Terminal Function - Re-Print Voucher (For Void Purposes)

Note: "Reprint Receipt" function can only capture the previous transaction ONLY, therefore MUST be printed immediately after the faulty voucher is printed.

Please fill up the details on 'Void Request Form' provided and attach with the original voucher or duplicate copy of the voucher and send to e-pay within 30days from the date printed. Epay are not entertain any cancellation request for PINS printed for more than 30 days Please provide the reason of void request before we proceed for next action.

Email : void@ghl.com Wechat : epaywechat Fax : 03-7493 3110 SMS : 012-630 4195

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< P. Sales		K R Admin	:	Receipt History	:
MID · 264053 TID · 800	61294	Account Info		Transaction :	
Search		Poll		Void, TnG eWallet (PMT), 11/7/2019 RM 1.00, tdw00001879572, 281011026833468880610600	9 2:51 PM
		Transaction History		Sales, TnG eWallet (PMT), 11/7/201 RM 1.00, tdw00001879560, 281011026833468880610600	9 2:50 PM
		End Shift		Void, MyDebit (PMT), 11/7/2019 2:4 RM 1.00, MDB000000260	19 PM
Pay by GHL Prep.Mobile- M'sia	Prep.Mobile e-Wallet MVNO Reload	Check Status		Sales, MyDebit (PMT), 11/7/2019 2 RM 1.00, MDB0000000259	48 PM
		Reports		Sales, U Mobile 5 (PIN), 11/7/2019 RM 5.00, 000536707395	2:29 PM
Overseas	Online	Print Preview	×	Sales, Hotlink 5 (PIN), 11/7/2019 1: RM 5.00, 8103716900028925	58 PM
IDD IDD/Internet	Games PTPTN	Receipt History		Sales, Touch N Go 100 (ETU), 11/7/ RM 100.00, S3Q01000070001	2019 1:18 PM
	RECEIPT	Reload Account		Sales, TNB Bill Payment (ETU), 11/7	/2019 11:58
Rill Payment Others		OGL Lite		RM 114.30, EPOTN4195927, 2200058477040060109402180000	00000011430
No image	Paper Roll	User Management		Sales, MyDebit (PMT), 11/7/2019 1 RM 99.00, MDB0000000258	1:36 AM
Touch				Sales, Celcom Bill Payment (ETU), 1	1/7/2019 11:33
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1. Press arrow but	ton beside	2. Receipt H	istory	3. Select receipt ar	nd print

SALES and press Admin

VOID PROCESS

Reason: Printer out of paper/Paper Stuck/Printing Error / Voucher Blur/Reload Pin not clear/ Reload Pin can't be activated

Procedure:

- Immediately print a duplicate voucher from e-pay terminal before perform next sales

- Fill up "Void Request Form" & send to e-pay

- Do not expose PIN number to public (for security purpose)

Reason: Wrong voucher cancellation

Procedure:

-Don't give the voucher to customer

- Fill up "Void Request Form" & send to e-pay

- Do not expose PIN number to public (for security purpose)
- ** Please be informed that, there will be a recharge for any wrong voucher cancellation if we found used after void and advisable to resell to next customer if wrongly printed.