

FAQ

1. I already make a payment how long will it be updated into my account?
For cash deposit / online payment / ATM or CDM payment, it will be updated within 3 hours after you faxing in "Payment Submission Form". Please do polling at your e-pay terminal for account update.

For cheque payment, it will only update once cheque is cleared and shown in e-pay bank statement.

For payment via **JomPAY**, it will be updated in **10 minutes** upon successful transaction. This service is available everyday including Public Holidays.
2. Can I check TNG card balance for customer?
Yes, if your account comes with TNG service.

 - Press 'Admin' button and key in your sale password
 - Select TNG card balance
 - Place customer TNG card on top of card reader
 - Terminal will display TNG card balance and receipt will be printed out
3. How can I know 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 see your available terminal balance.

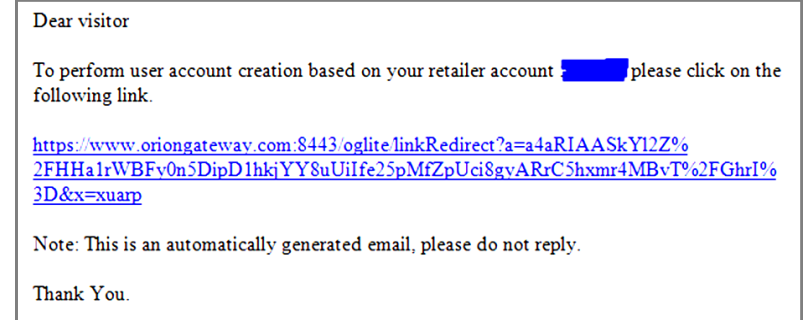
 - Press 'Admin' button and key in your admin password
 - Press 'Enter'
 - Select '4' for reports
 - Select '4' for others
 - Select '1' for credit
 - Credit Report slip will be printed out
4. Im out of paper roll. How can I obtain new paper roll?
Please be informed that there is a new facility in e-pay's terminal to request paper roll effective from Now. You can request paper roll direct **FROM EPAY TERMINAL (Please refer page 10)**, or you can self collect from e-pay HQ @ 16-18, Jln PJS 11/28A, Bandar Sunway
5. How can I obtain my account statement, invoice, transaction report, copy of user guide, payment and void submission form?
You can obtain all the above mentioned by accessing your OGLite online account.
6. How can I signup for my OGLite account?
After receiving your e-pay terminal, kindly go to <https://www.oriongateway.com:8443/oglite/index> to signup.

RETAILER QUICK GUIDE TO EPAY TERMINAL

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After approval - OGL Lite

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



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



Welcome To OGLite

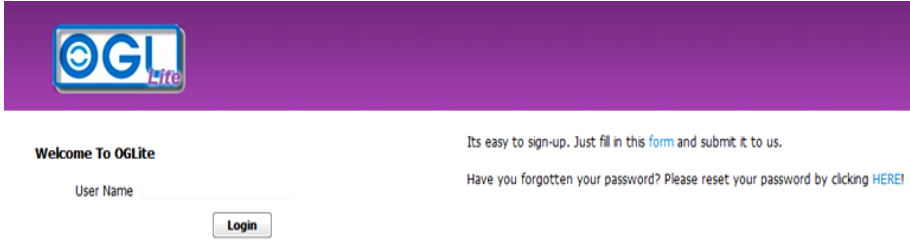
Create New User

Retailer Account *	<input type="text"/>
User Name *	<input type="text"/>
Display Name *	<input type="text"/>
Security Text *	<input type="text"/>
TAC *	<input type="text"/>
Password *	<input type="password"/>
Retype Password *	<input type="password"/>

5.1 - OGL Lite - Retailer Signup

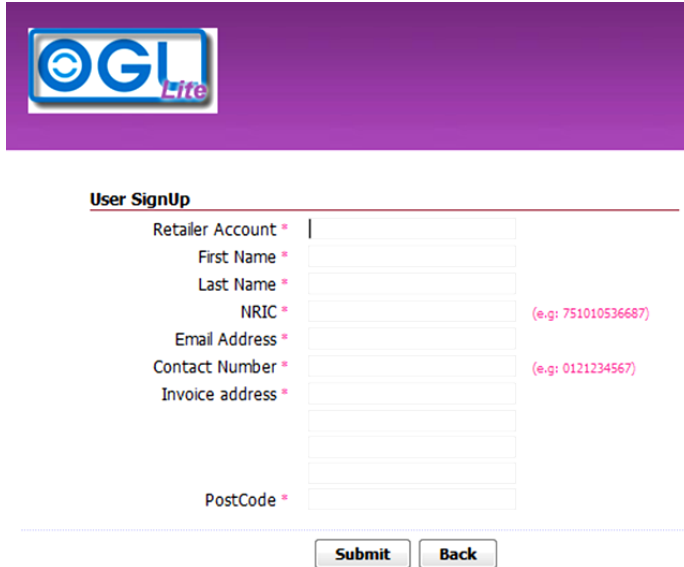
OGL Lite

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



The screenshot shows the OGL Lite login interface. It features a purple header with the OGL Lite logo. Below the header, there is a "Welcome To OGLite" message and a "Login" button. A "User Name" input field is visible. To the right, there is a message: "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 [HERE!](#)"

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



The screenshot shows the "User Signup" form. It includes several input fields: "Retailer Account", "First Name", "Last Name", "NRIC" (with example: 751010536687), "Email Address", "Contact Number" (with example: 0121234567), "Invoice address", and "PostCode". At the bottom, there are "Submit" and "Back" buttons.

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

1.1 - Terminal Function - Sales (Prepaid Mobile M'sia)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Sale
Sale Poll Admin	
Sale Operator password: *****	Please Key in your sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPN 8 Bill Payment	Select your product by pressing the number keys. Example: Press 1
1 DiGi 2 Hotlink 3 Celcom 4 Umobile 5 YES	Select your product by pressing the number keys. Example : Press 2
1 Hotlink 5 2 Hotlink 10 3 Hotlink 30 4 Hotlink 60 5 Hotlink 100	Select your product by pressing the number keys. Example: Press 1
Sale Available credit: RM1000.00	Press ENTER. (The amount shown is the available credit for the day)
Enter to continue...	
SALE Hotlink 10 RM10.00	Press Yes to confirm Product Press No to return to main menu
Yes No	

TERMINAL DISPLAY	WHAT TO DO
SALE Hotlink 10 RM10.00	Press Yes to confirm Product Press No to return to main menu
Yes No	
SALE Printing Receipt...	Prepaid Topup Voucher will be printed out



The screenshot shows a Hotlink voucher for E-PAY (M) Sdn Bhd. It includes the following information:
 TEST 1
 16-18, Jalan PJS11/28A, 46150 Bandar Sunway, Petaling Jaya, Selangor
 Terminal ID: 80002603
 11/10/19 15:13:13
HOTLINK
 Hotlink 5
 0123456789
 Expires : 12/12/12
 RM 5.00
 Serial Number : 0123456789
 Transaction Number : 0132465789
 Cashier : 0002

Note: Product No 1 – No 5 will follow the same steps (Top up Voucher)




1.2 - Terminal Function - Sales (Bill Payment)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Sale
Sale Poll Admin	
Sale Operator password: *****	Please Key in your sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPTN 8 Bill Payment	Select your product by pressing the number keys. Press 8
1 Astro 2 UMobile Bill Payment 3 Celcom Bill Payment 4 Maxis Bill Payment 5 YES Bill Payment 6 Air Selangor 7 TNB Bill Payment 8 TM/Streamyx/UNIFI	Select your product by pressing the number keys. Example : Press 7
Sale Available credit: RM1000.00 Enter to continue...	Press ENTER. (The amount shown is the available credit for the day)
Sale Enter/Swipe Number: *****	Key in customer bill account number Press enter
SALE Confirm Entry: 1000897654	Press Yes to confirm Product Press No to return to main menu
Yes No	

TERMINAL DISPLAY	WHAT TO DO
SALE Amount Range: 10.00-1000.00	Key in Amount
Enter AMT 0.00	
SALE TNB Bill Payment RM10.00	Press Yes to confirm Product Press No to return to main menu
Yes No	
SALE Printing Receipt...	Bill Payment Voucher will be printed out

E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID: 80002603
11/10/19 15:13:13



TNB Bill Payment
RM 10.00

Account Number : 0123456789

Note: NO refund is allowed for any bill payment



4.3 - Print Report (End Day)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Admin
Sale Poll Admin	
Admin Operator password:	Please Key in your sale operator password to proceed Press enter
1 TNG Card Balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Press 2 to select Report
1 Shift Total 2 Day Total 3 End Day 4 Refund 5 Others	Press 3 for end day
End Day Confirm to reconcile ?	Press Yes
Yes No	
End Day Printing report...	Report will be printed out

E-PAY (M) Sdn Bhd TEST 1 16-18, Jalan PJS11/28A, 46150 Bandar Sunway, Petaling Jaya, Selangor Terminal ID: 80002603 11/10/19 15:13:13			
DAY TOTAL			
Performed By		0001	
Operator ID:		ADMIN	
Operator Name :			
Product Type : e-Wallet Payment			
Product Brand	Type	Sold	Total
TnG eWallet	PMT	3	1.50
Grand Total :		3	1.50

4.2 - Print Report (End Shift)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Admin
Sale Poll Admin Admin	
Operator password:	Please Key in your sale operator password to proceed Press enter
1 TNG Card Balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Press 3 to end shift
End Shift Confirm to reconcile ?	Press yes
Yes No	
End Shift Printing report...	Report will be printed out

E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID: 80002603
11/10/19 15:13:13

END SHIFT*

Shift Number : 1
Shift Start : 15:13:13
Shift End : 11:31:23

Product Type : e-Wallet Payment

Product Brand	Type	Sold	Total
TnG eWallet	PMT	3	1.50
Grand Total :		3	1.50

OPERATOR SUMMARY :

Operator ID : 0002
Operator Name : Sale

Product Type : e-Wallet Payment

Product Brand	Type	Sold	Total
TnG eWallet	PMT	3	1.50
Grand Total :		3	1.50

1.3 - Terminal Function - TNG Reload

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Sale
Sale Poll Admin	
Sale Operator password: *****	Please Key in your sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPN 8 Bill Payment	Press F4 to view other menu
1 Other 2 Remittance 3 Request Paper Roll 4 TNG Reload Top UP 5 Touch N Go Payment	Select your product by pressing the number keys. Press 4
1 Touch N Go 10 2 Touch N Go 20 3 Touch N Go 50 4 Touch N Go 100 5 Touch N Go 150 6 Touch N Go 200 7 Touch N Go 500	Select your product by pressing the number keys. Example: Press 1
Sale Available credit: RM1000.00	Press ENTER. (The amount shown is the available credit for the day)
Enter to continue...	

Note : TNG Reload CANNOT VOID

TERMINAL DISPLAY	WHAT TO DO
Sale Touch N Go 10 RM10.00	Press Yes to confirm Product Press No to return to main menu
Yes No	
SALE Topup Card	Place Touch N Go card on the reader
SALE Printing Receipt...	Receipt Voucher will be printed out

E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID: 80002603
11/10/19 15:13:13

Touch' n Go Reload 10
RELOAD
RM 10.00


TXN Ref : N4R01001500009
Transaction Number : 0132465789

1.4 - Terminal Function - TNG Payment

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Sale
Sale Poll Admin	
Sale Operator password: *****	Please Key in your sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPTN 8 Bill Payment	Press F4 to view other menu
1 Other 2 Remittance 3 Request Paper Roll 4 TNG Reload Top UP 5 Touch N Go Payment	Select your product by pressing the number keys. Press 5
1 Touch N Go Payment	Select your product by pressing the number keys. Press 1
Sale Amount Range 0.05 - 1000.00 Enter Amt 10.00	Key in payment amount Press enter

TERMINAL DISPLAY	WHAT TO DO
SALE	Place Touch N Go card on the reader
Purchase Transaction	
SALE	Receipt Voucher will be printed out
Printing Receipt...	

E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID: 80002603
11/10/19 15:13:13



Touch' n Go Payment
PAYMENT
RM 10.00

TXN Ref : N4R01001500009
Transaction Number : 0132465789
Cashier : 0002
SALE

4.1 - Print Report (Shift Total / Day Total)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Admin
Sale Poll Admin	
Admin Operator password:	Please Key in your sale operator password to proceed Press enter
1 TNG Card Balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Press 2 to select Report
1 Shift Total 2 Day Total 3 Refund 4 Others	Press 1 to select - Shift total , or Press 2 to select—Day total
Printing report...	Report will be printed out

E-PAY (M) Sdn Bhd TEST 1 16-18, Jalan PJS11/28A, 46150 Bandar Sunway, Petaling Jaya, Selangor Terminal ID: 80002603 11/10/19 15:13:13	
SHIFT TOTAL	
Shift Number :	1
Shift Start :	15:13:13

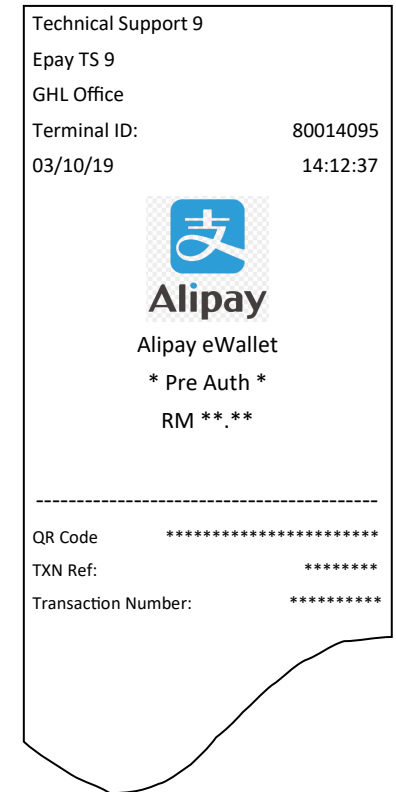
E-PAY (M) Sdn Bhd TEST 1 16-18, Jalan PJS11/28A, 46150 Bandar Sunway, Petaling Jaya, Selangor Terminal ID: 80002603 11/10/19 15:13:13	
DAY TOTAL	
Performed By	
Operator ID:	0002

3.3 - Terminal Setup - Long Way Poll (GPRS)

TERMINAL DISPLAY	WHAT TO DO	TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Poll	GPRS Password:	Leave it blank then press enter
Sale Poll Admin		Host IP:	Key in host IP then press enter
Manual Poll	Press F2 Button	Host Port:	Key in host port then press enter
Connect to Host?		8090	
Yes No		Connect to Host?	Select 'Yes'
1 Ethernet 2 Modem 3 Dialup 4 GPRS	Select 4 to choose GPRS	Yes No	
GPRS Dial Number:	Key in GPRS dial number then press enter	Manual Poll	Polling Success
*99#		Complete success Printing Report...	
GPRS APN:	Key in GPRS APN then press enter	GPRS APN	Host IP :
		Maxis = maxis3g	58.26.9.22 /
		Celcom = celcom3g	219.92.28.137
		Digi = 3gdgnet	Host Port :
		UMobile = my3g	8090
		Tunetalk = tunetalk	

1.5 - Terminal Function - Pre Auth (E-Wallet)

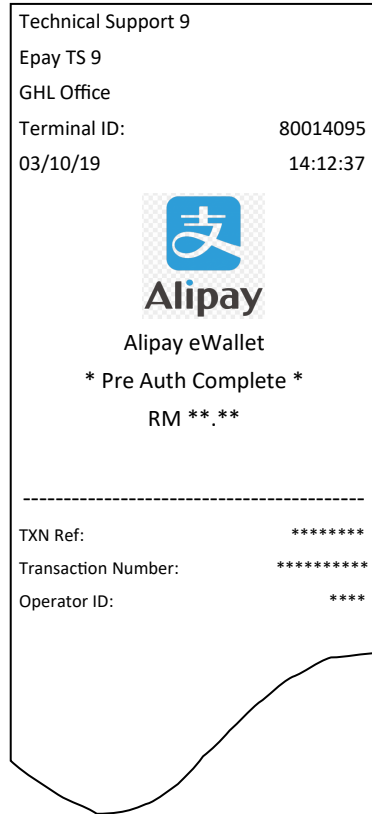
TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.2.12B	Press Other
1 Pre Auth	Press Pre Auth
1 Pre Auth 2 Pre Auth Complete	Press Pre Auth
Pre Auth	Key In Sales Password
Operator Password : *****	
1 e-Wallet	Press e-Wallet
1 e-Wallet Payment	Press e-Wallet Payment
Pre Auth	Key In / Scan Ewallet QR Code
Enter/Swipe Number :	
Pre Auth	Press Yes
Confirm Entry : *****	
Yes No	
Pre Auth	Key in amount and press enter
Enter Amt 0.00	



Note : For time being Pre Auth only available for Alipay E-Wallet and selected merchant **ONLY**

1.6 - Terminal Function - Pre Auth Complete (E-Wallet)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.2.12B	Press Other
Sale Other Poll Admin 1 Pre Auth	Press Pre Auth
1 Pre Auth 2 Pre Auth Complete	Press Pre Auth Complete
Pre Auth Complete Operator Password : *****	Key In Sales Password
1 e-Wallet	Press e-Wallet
1 e-Wallet Payment	Press e-Wallet Payment
Pre Auth Complete Enter TXN Ref : *****	Key In TXN Ref at receipt (Key in full TXN Ref)
Pre Auth Complete Enter Amt 0.00	Key in amount and press enter (Amount should not be higher than the pre auth)
Pre Auth Print Customer Copy Yes No	Press yes to print customer copy



Note : For time being Pre Auth only available for Alipay E-Wallet and selected merchant **ONLY**

3.2 - Terminal Setup - Long Way Poll (Modem)

TERMINAL DISPLAY	WHAT TO DO	TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Poll	Ignore Dial Tone: Yes No	Select 'Yes'
Sale Poll Admin Manual Poll Connect to Host? Yes No	Press F2 Button	Connect to Host? Yes No	Select 'Yes'
1 Ethernet 2 Modem 3 Dialup 4 GPRS	Select 2 to choose Modem	Manual Poll Complete success Printing Report...	Polling successful.
Prefix:	Key in PABX no (if any) follow by comma, then press enter	For server number, please check with Epay CS at 03-56236000	
Server Number:	Key in PAD number (according to state) then press enter.	If polling not success please call Epay CS at 03-56236000 for troubleshooting purposes	

3.1 - Terminal Setup - Long Way Poll (Ethernet)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Poll
Sale Poll Admin	
Manual Poll	Press F2 Button
Connect to Host?	
Yes No	
1 Ethernet 2 Modem 3 Dialup 4 GPRS	Select 1 to choose Ethernet
Host IP:	Key in host IP then press enter
58.26.9.22	
Host Port:	Key in host port then press enter.
8090	
Connect to Host?	Select 'Yes'
Yes No	
Manual Poll	
Complete success Printing Report...	Polling successful.

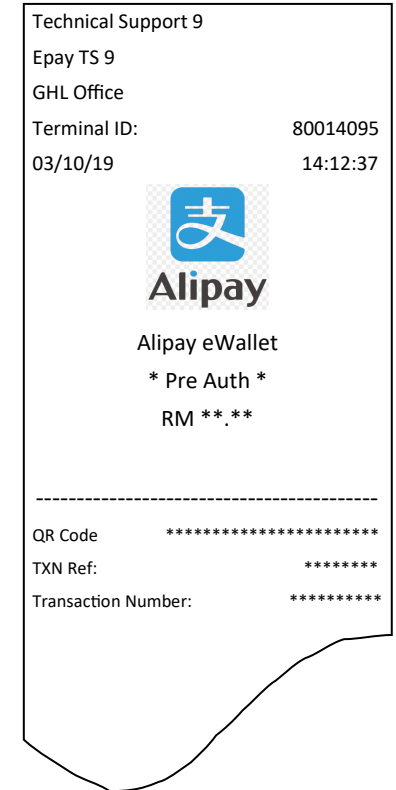
Host IP :
58.26.9.22 / 219.92.28.137

Host Port : 8090

If polling not success please call Epay CS at 03-56236000 for troubleshooting purposes

1.7 - Terminal Function - Pre Auth Void (E-Wallet)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.2.12B	Press Admin
Sale Other Poll Admin	
Admin	Key In Admin Password
Operator Password : *****	
1 Operator Maint. 2 Enable Demo Mode 3 Void Sale 4 Reports 6 Reprint Receipt	Press Void Sale
1 Void Pin 2 Top up 3 Payment 4 Pre Auth	Press Pre Auth
1 e-Wallet	Press e-Wallet
1 e-Wallet Payment	Press e-Wallet Payment
Void Pre Auth	Key In TXN Ref at receipt (Key in full TXN Ref)
Enter TXN Ref: *****	
Void Pre Auth	Key In Transaction Number
Enter Transaction #: ***	
Void Pre Auth	Key in amount and press enter
Enter Amt	



Note : For time being Pre Auth only available for Alipay E-Wallet and selected merchant **ONLY**

1.8 - Terminal Function – E-Wallet Payment (Sale)

TERMINAL DISPLAY	WHAT TO DO	TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.2.12B	Press Sale	Sale	
Sale Other Poll Admin		Print Customer Copy:	Print Customer Copy
Sale		Yes	No
Operator password: *****	Please Key in your sale operator password to proceed Press enter	<div data-bbox="616 555 985 1372" data-label="Image"> </div>	
1 Pay By GHL 2 Prepaid Mobile M'sia 3 Prepaid Mobile MVNO 4 e-Wallet 5 Oversea IDD 6 Online Games 7 DD/Internet	Press Pay By GHL		
Sale			
Enter/Swipe Number :	Scan/Keyin QR Code		
Sale			
Confirm Entry: 123456798	Press Yes		
Yes No			
Sale			
Enter Amt 0.00	Keyin Payment Amount		
Sale			
Printing Receipt	Receipt Rrint Out		

2.2 - How to make payment via cash deposit/cheque/online payment

1. Payment Channel

Cash Deposit / 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, kindly update e-pay using 'Payment Submission Form' provided. Fill up the form and attach with a copy of your payment / bank in

slip. Then email or fax to e-pay

Email: payment@ghl.com
Fax: 03 5636 6966
Call in: 03-5623 6000
SMS: 012-630 4195

Note: Please write remark on your 'Payment Submission Form' whether it is for e-pay main account payment or TNG payment. If no remark provided, all payment will go to e-pay main account and payment can't be transfer to TNG account.

3. Minimum Payment/Reload Amount

Prepaid Account Minimum amount Reload

- Main- minimum RM500 *once chq clear*
- TNG- minimum RM300

Postpaid Account (petro station / postpaid account)

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

Prepaid Account (petromart convert to prepaid)

- Main- Minimum RM500
- TNG- Minimum RM300

Note : Payment by chq we will update once chq clear

2.1 - How to make payment with JomPAY

Simple steps making payment with JomPAY:



STEP 1

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



STEP 2

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



STEP 3

Enter Biller Code: [Refer bill],
Ref-1: [Refer bill]
Ref-2: [Payment for Main or TNG]

Proceed with Payment from your Savings or Current Account

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



JomPAY Logo :
Biller Code : 2360
Ref -1 : <Please key in your e-pay account number>
Ref -2 : <Please key in payment will be for Main or TNG>

Example:

For payment to account		For TNG payment	
JomPAY logo		JomPAY logo	
Biller Code	: 2360	Biller Code	: 2360
Ref -1	: 201842	Ref -1	: 201842
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.

1.9 - Terminal Function - E-Wallet Payment (Void)

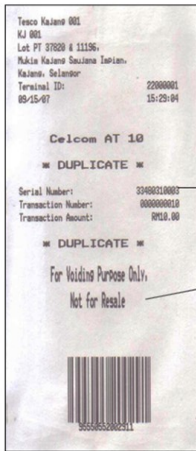
TERMINAL DISPLAY	WHAT TO DO	TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.2.12B Sale Other Poll Admin	Press Admin	Void Payment Print Customer Copy:	Print Customer Copy
Admin Operator Password : *****	Key In Admin Password	Yes No	
1 Operator Maint. 2 Enable Demo Mode 3 Void Sale 4 Reports 6 Reprint Receipt	Press Void Sale	<div style="border: 1px solid black; padding: 10px;"> <p>Technical Support 9 Epay TS 9 GHL Office Terminal ID: 80014095 03/10/19 14:12:37</p> <div style="text-align: center;"> Alipay Alipay eWallet RM **.* * Void Payment * </div> <hr/> <p>Transaction Number : ***** TXN Ref: ***** Operator ID : ***** ADMIN</p> </div>	
1 Void Pin 2 Void Top up 3 Void Payment 4 Pre Auth	Press Void Payment		
1 By TXN Ref 2 By TXN Num	Press Either TXN Ref or TXN Num Ex : Press TXN Num		
Void Payment Enter Transaction #: 2	Enter Transaction Number		
Void Payment	Receipt Print Out		
Printing Receipt			

1.10 - 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.

You have to use the ‘Void Request Form’ provided. Fill up the form and attach with the original voucher as well as duplicate copy of the voucher. Then email or fax to e-pay **within 30days from the date printed. The company will not entertain cancellation request for PINS printed more than 30days.**

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



Will provide information for Serial Number, Transaction number, and amount, but no PIN number will be provided

Voucher will indicate it is for Void Only, Not for Sale

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press admin
Sale Poll Admin Admin	Operator password: Please Key in sale operator password to proceed Press enter
1 Touch N Go Card balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Select no 4 to choose reprint receipt
REPRINT RECEIPT Printing Receipt...	Duplicate voucher will be printed out

VOID PROCESS

- (i) Reason: Printer out of paper/Paper Stuck/Printing Error
 Procedure: - Immediately print a duplicate voucher from e-pay terminal
 - Proceed to print new voucher for the customer
 - Fill up “Void Request Form” & send it to e-pay via fax or email
 - Ensure to punch 3 holes at the PIN area (for security purpose)
 & ensure to use 1 void form for 1 voucher
- (ii) Reason: Voucher Blur/Reload Pin not clear/Reload Pin cant be activated
 Procedure: - Request back the original voucher from the customer
 - Immediately print a duplicate voucher from e-pay terminal
 - Proceed to print new voucher for the customer
 - Fill up “Void Request Form” & send it to e-pay via fax or email
 - Ensure to punch 3 holes at the PIN area (for security purpose)
 & ensure to use 1 void form for 1 voucher

1.11 - Request Paper-roll

TERMINAL DISPLAY	WHAT TO DO	TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B	Press Sale	Sale	Select ‘Yes’ to confirm account number
Sale Poll Admin Sale	Operator password: Please Key in sale operator password to proceed Press enter	Confirm entry: 123456 Yes No	Request Paper Roll: Select ‘Yes’ to confirm the request Yes No
1 Prepaid Mobile M’sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPTN 8 Bill Payment	Press F4 to view other menu	Sale Printing Receipt...	Receipt voucher will be printed out
1 Other 2 Remittance 3 Request Paper Roll 4 TNG Reload Top UP 5 Touch N Go Payment	Press 3 to select - Request Paper Roll	E-PAY (M) Sdn Bhd TEST 1 16-18, Jalan PJS11/28A, 46150 Bandar Sunway, Petaling Jaya, Selangor Terminal ID: 80002603 11/10/19 15:13:13	Request Paper Roll *RECEIPT* RM 0.00
Sale Available Credit: PAPERROLL: 1.00 Enter to continue...	Press ENTER to continue		Account Number : 132456 TXN Ref : 0132465789
Sale Enter/Swipe Number: 123456	Key in retailer account number Press enter		