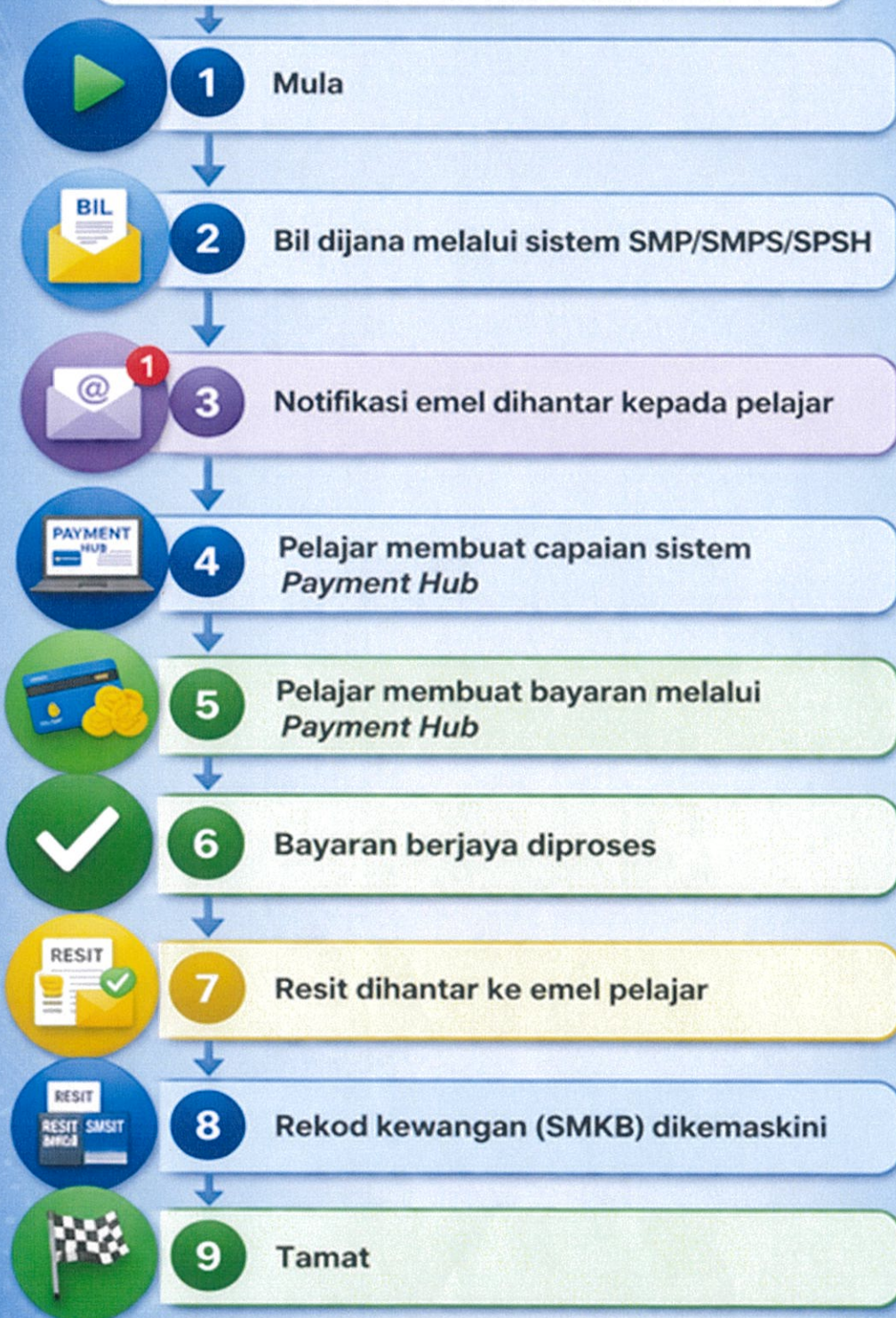


Aliran Proses Pembayaran Pelajar



EMEL UNTUK PERTANYAAN



paymenthub@utem.edu.my



upkp_bendahari@utem.edu.my



QUICK REFERENCE MANUAL

PAYMENT HUB SYSTEM [VERSI 1.1]

Document Reference Number : PAYMENTHUBSYSTEM_ QRM_ EHP_2026_1.1

PEJABAT KETUA PEGAWAI MAKLUMAT
UNIVERSITI TEKNIKAL MALAYSIA MELAKA

QUICK REFERENCE MANUAL

 UNIVERSITI TEKNIKAL MALAYSIA MELAKA	PAYMENT HUB SYSTEM	Version: 1.1
--	---------------------------	-------------------------

VERSION CONTROL

Version	Status	Date	Description	Prepared By
1.0	New	27 Jan 2026	User Manual	Zulfa Wahida Binti Ahmad
1.1	Update	31 Mar 2026	MPGS Payment	Zulfa Wahida Binti Ahmad



TABLE OF CONTENTS

1.0	SIGN IN	3
1.1	Sign In Page	3
2.0	DASHBOARD	5
2.1	MyDashboard	5
2.2	MyBill	7
2.2.1	List of Bills	7
2.2.2	Bill Payment	8
2.2.3	Payment Page	9
2.2.5	Respective Bank	11
2.2.6	FPX Payment Transaction Confirmation	12
2.2.7	Visa/Mastercard	13
2.2.8	Card Form	14
2.2.9	Pay	15
2.2.10	Transaction Authorization	15
2.2.11	Receipt	16
2.2.12	MPGS Payment Transaction Confirmation	16
2.3	Transaction History	18
3.0	MY ACCOUNT	19
3.1	My Account	19
3.1.1	Profile	19
3.1.2	Dashboard	20
3.1.3	Transaction History	21
4.0	REVIEW	22
4.1	Review	22
5.0	LOG OUT	23
5.1	Log Out	23

1.0 SIGN IN

The **Sign In** page allows registered users to securely access the Payment Hub system

1.1 Sign In Page

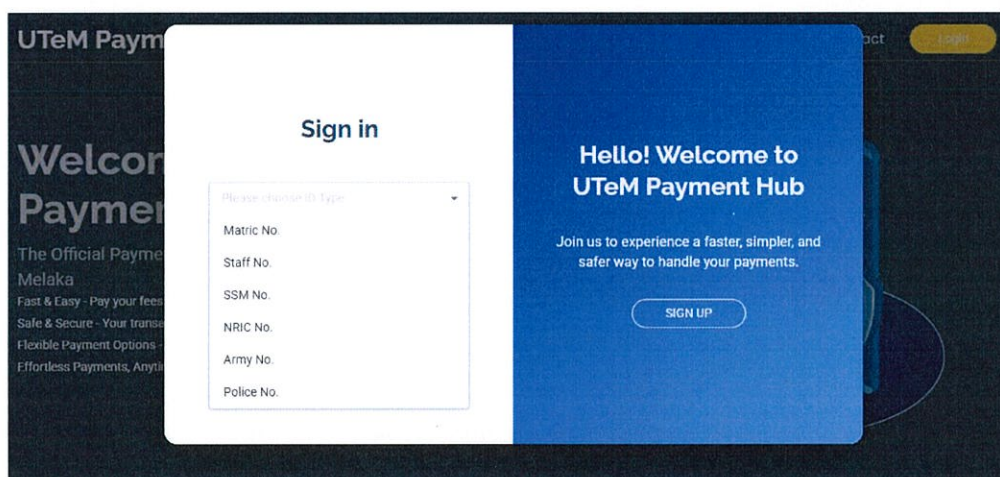


Figure 1.1: Login Page

1. Select your **ID Type** from the dropdown list.
(Example: Matric No., Staff No., SSM No., NRIC No., etc.)
2. Choose the ID type that matches your status:
 - Student
 - Staff
 - Public User

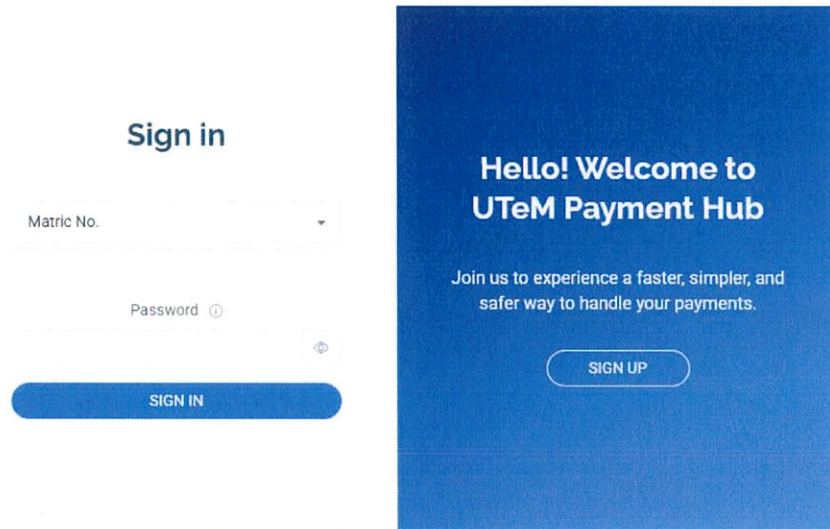


Figure 1.2: Login Page

3. Enter your **ID Number** and **Password** in the provided fields.
4. Click the **Sign In** button to access the system.

2.0 DASHBOARD

The **MyDashboard** page serves as the main interface upon successful login. It provides a comprehensive overview of the user's account, including the total bill amount, payments made, and the outstanding balance. Information is organized by bill type, and the dashboard also displays the total number of bills issued, paid, and fully settled.

2.1 MyDashboard

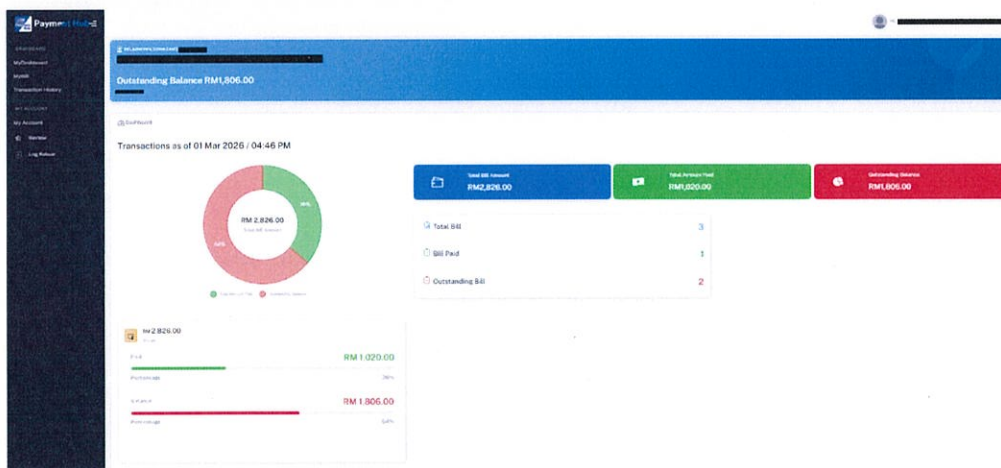


Figure 2.1: MyDashboard Page

1. After signing in, you will see the **MyDashboard** page.
2. At the top section, you can view:
 - Your **Name**
 - Your **Status** (Student/Staff/Public)
 - Your **Outstanding Balance**
 - Your **Account ID**
3. In the dashboard summary, you can check:
 - **Total Bill Amount**
 - **Total Amount Paid**
 - **Outstanding Balance**

4. The **Transaction Summary** shows:
 - Total bills
 - Paid bills
 - Unpaid bills

5. Use the left menu to access other features:
 - **MyBill** – View your bills
 - **Transaction History** – Check payment records
 - **My Account** – Manage your profile
 - **Log Out** – Exit the system

6. If your outstanding balance is **RM0.00**, it indicates that all payments have been completed.

2.2 MyBill

The **MyBill** page displays a list of bills that need to be paid.

2.2.1 List of Bills



Figure 2.2.1: MyBill Page

1. Click **MyBill** from the left menu.
2. The **Bill View** section will display your payment records.
3. If you have active bills, the system will show:
 - Bill details
 - Amount to be paid
 - Payment status
4. If there are no active bills, the message **“No Active Bill Found”** will appear.
5. Make sure to check this page regularly for new bills or updates.

2.2.2 Bill Payment



Figure 2.2.2: List of Payment

1. The page will display a list of available bills.
2. Select the bills you want to pay by tick at the corresponding checkboxes.
3. You may select more than one bill at the same time.
4. Review the selected bills and total amount.
5. After selecting the Payment Method (FPX or VISA/MasterCard), click **Pay** to proceed.

2.2.3 Payment Page

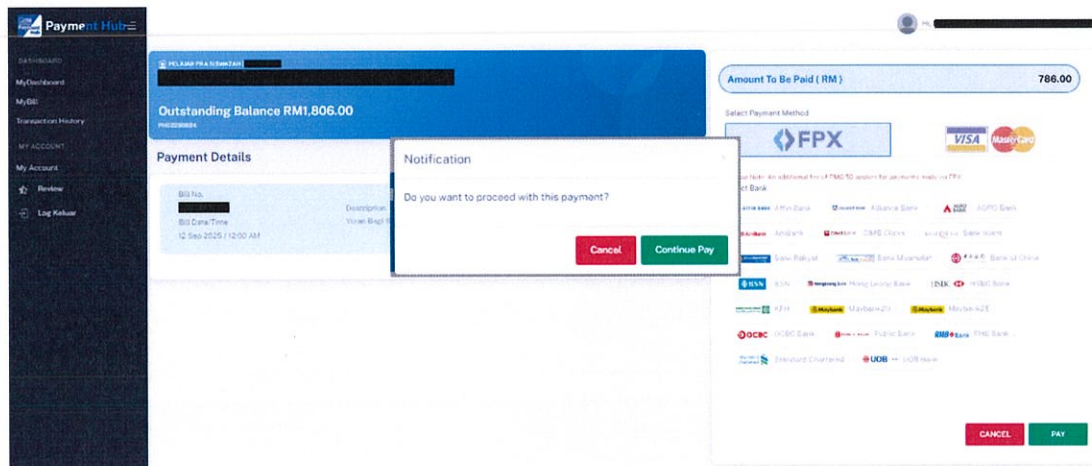


Figure 2.2.3: Payment Page

1. The system will display the selected bill(s) and their details.
2. The **Amount to Be Paid** will be shown based on the selected bill(s).
3. The available payment methods are:
 - **FPX**
 - **Visa/Mastercard**
4. Click the **Pay** button after reviewing the payment details.
5. Click **Continue Pay** to continue.

2.2.4 FPX Payment

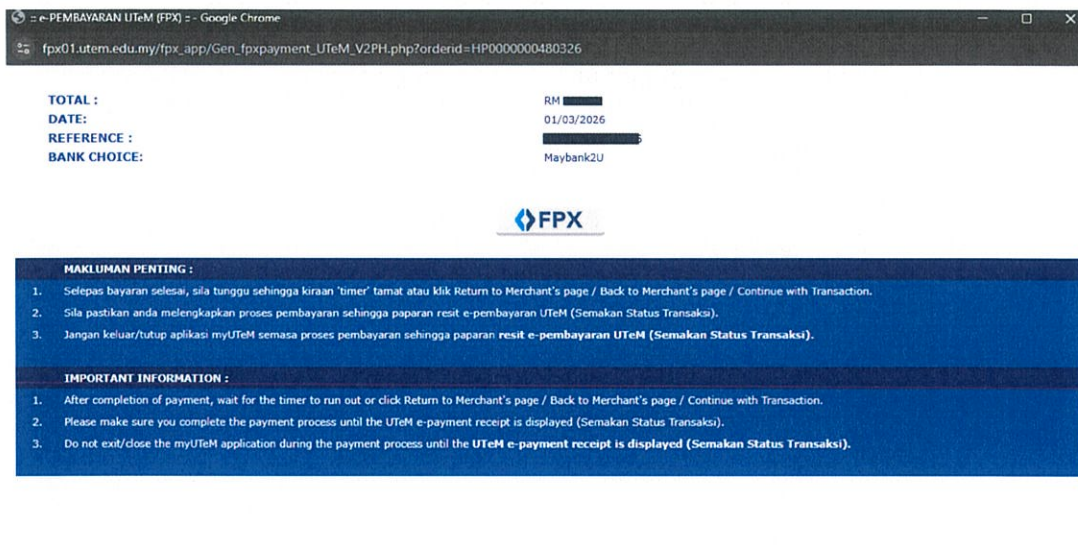


Figure 2.2.4: FPX Payment Gateway

1. If you select **FPX** to proceed with online banking payment.
2. Make sure the **pop-up blocker is disabled** before proceeding with payment.

2.2.5 Respective Bank

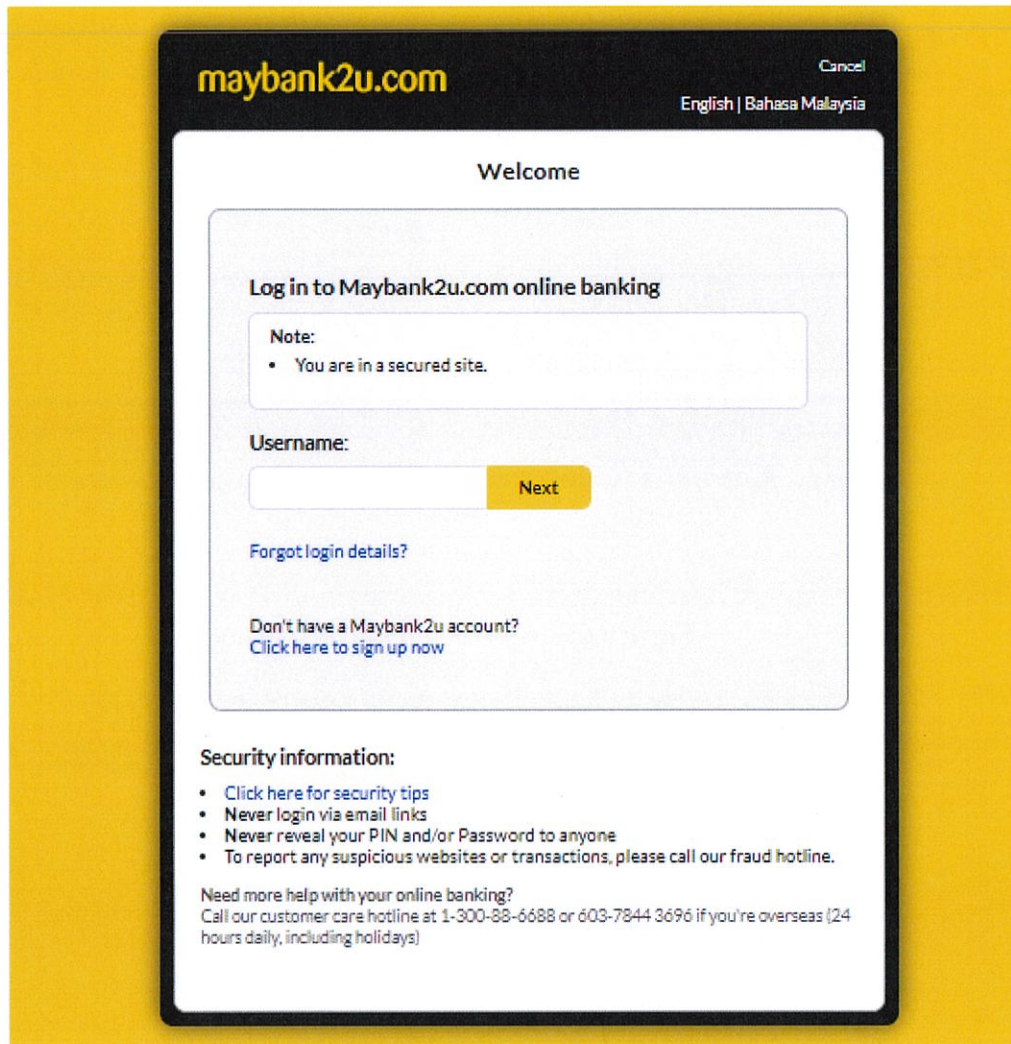


Figure 2.2.5: Respective Bank

1. The system will redirect users to the respective bank.
2. Complete the payment process as instructed.
3. **Do not close, refresh, or leave the payment page while the transaction is in progress.**
4. Wait until the payment confirmation message is displayed.
5. **Closing the page may cause the transaction to fail.**

2.2.6 FPX Payment Transaction Confirmation



Semakan Status Transaksi

Status Transaksi	:	Successful Transaction
Kod Transaksi FPX	:	██████████
Rujukan UTeM	:	██████████
Nama Bank	:	Maybank2U
Bayaran	:	RM ██████
Tarikh Bayaran	:	██████████

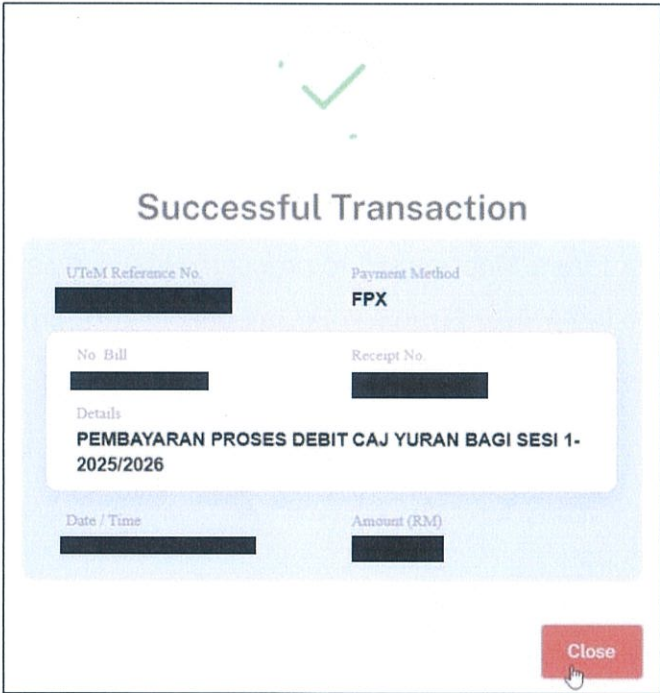
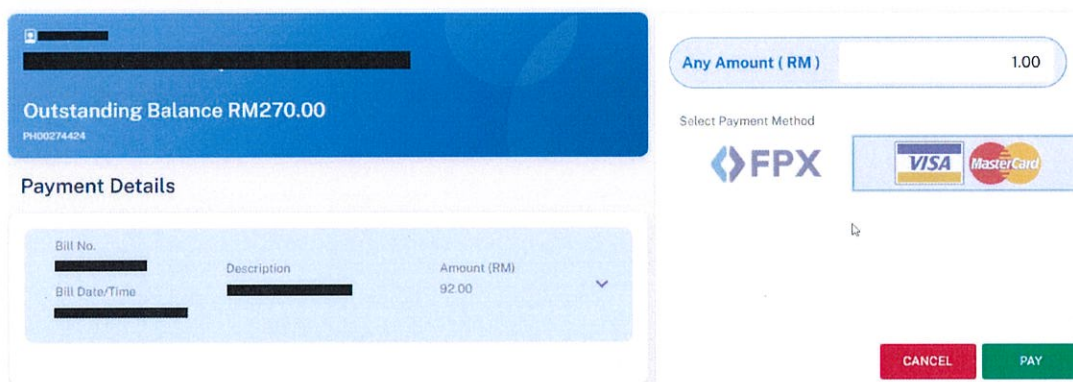


Figure 2.2.6: FPX Payment Transaction Confirmation

1. After completing the payment, the system will display the transaction status.
2. The status can be either:
 - **Successful** – Payment was completed successfully
 - **Failed / Unsuccessful** – Payment was not completed.
3. Review the transaction details shown on the confirmation page
4. Click the **Close** button.
5. If the payment failed, follow the instructions to retry or contact customer support.

2.2.7 Visa/Mastercard



Outstanding Balance RM270.00
PH00274424

Payment Details

Bill No.	Description	Amount (RM)
[REDACTED]	[REDACTED]	92.00

Any Amount (RM) 1.00

Select Payment Method

FPX VISA MasterCard

CANCEL PAY

Figure 2.2.7: Card Payment Gateway

1. If you select **Visa/Mastercard** to proceed with card payment.
2. Make sure the **pop-up blocker is disabled** before proceeding with payment

2.2.8 Card Form

e-PEMBAYARAN UTeM

[Secure Checkout](#)[Back](#)

Order summary

Credit or Debit card



OrderRef_HP0000908050326

Cardholder name (exactly as shown on card) *

Total MYR RM1.00

Card number *

Expiry date *

MM / YY

Security code *

Billing address (optional)

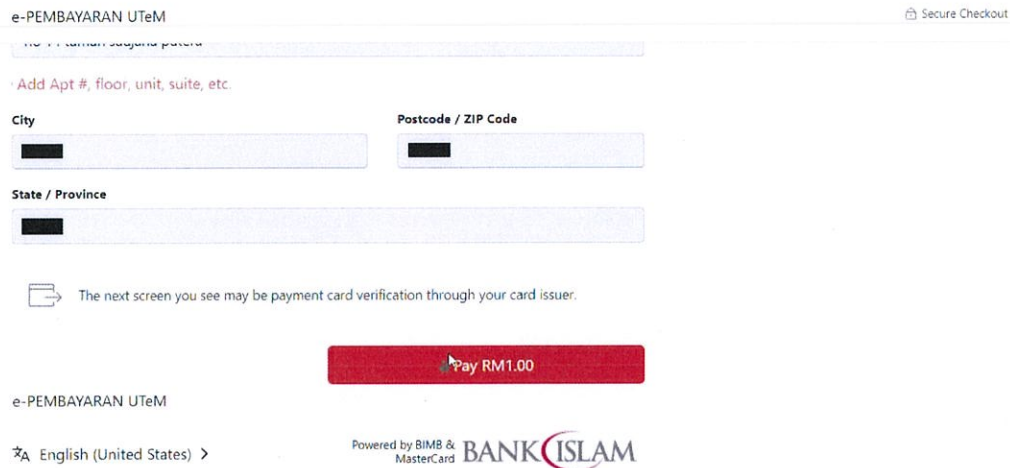
Country

Select Country

Figure 2.2.8: Card Form

1. The system will display the card payment form.
2. Enter the required card information, including:
 - **Cardholder Name**
 - **Card Number**
 - **Expiry Date**
 - **Security Code/CVV**
 - **Billing Address**
3. Ensure all details are entered correctly.

2.2.9 Pay




e-PEMBAYARAN UTeM Secure Checkout

no. 11, Jalan Sultan Ismail, 75200 Melaka

Add Apt #, floor, unit, suite, etc.

City Postcode / ZIP Code

State / Province

 The next screen you see may be payment card verification through your card issuer.

Pay RM1.00

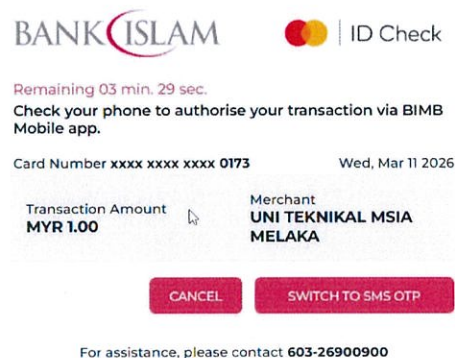
e-PEMBAYARAN UTeM


English (United States) > Powered by BIMB & MasterCard **BANK ISLAM**

Figure 2.2.9: Pay Process

1. Click **Pay** to proceed with the payment.
2. The system will process the payment and display the payment status.

2.2.10 Transaction Authorization



BANK ISLAM  ID Check

Remaining 03 min. 29 sec.
Check your phone to authorise your transaction via BIMB Mobile app.

Card Number xxxx xxxx xxxx 0173 Wed, Mar 11 2026

Transaction Amount **MYR 1.00** Merchant **UNI TEKNIKAL MSIA MELAKA**

CANCEL **SWITCH TO SMS OTP**

For assistance, please contact 603-2690900

Figure 2.2.10: Transaction Authorization Page

1. **Do not close, refresh, or leave the payment page while the transaction is in progress.**
2. Wait until the payment confirmation message is displayed.
3. **Closing the page may cause the transaction to fail.**

2.2.11 Receipt


RESIT e-PEMBAYARAN UTeM (MPGS payment gateway)

ID Resit:	-
ID Merchant:	10710400052
ID Rujukan UTeM:	HP0000908050326
ID Pesanan:	AR0001380226
Jumlah Transaksi RM:	1.00
<hr/>	
Kod Transaksi:	ab9ea67509
Keterangan Kod:	Pembayaran berjaya / Payment successful

Figure 2.2.11: View Receipt

- System displays:
 - Merchant ID
 - Reference ID
 - Order ID
 - Payment Amount
 - Transaction Code
 - Transaction Status (Successful/Failed)

2.2.12 MPGS Payment Transaction Confirmation



Successful Transaction

UTeM Reference No. [Redacted]	Payment Method FPX
No Bill [Redacted]	Receipt No [Redacted]
Details PEMBAYARAN PROSES DEBIT CAJ YURAN BAGI SESI 1-2025/2026	
Date / Time [Redacted]	Amount (RM) [Redacted]

Close

Figure 2.2.12: MPGS Payment Transaction Confirmation

QUICK REFERENCE MANUAL		
 UNIVERSITI TEKNIKAL MALAYSIA MELAKA	PAYMENT HUB SYSTEM	Version: 1.1

1. After completing the payment, the system will display the transaction status.
2. The status can be either:
 - **Successful** – Payment was completed successfully
 - **Failed / Unsuccessful** – Payment was not completed.
3. Review the transaction details shown on the confirmation page
4. Click the **Close** button.
5. If the payment failed, follow the instructions to retry or contact customer support.

2.3 Transaction History

The **Transaction History** displays all the transaction history for review purposes. The screen also provides access to view statements, bills, and receipts.

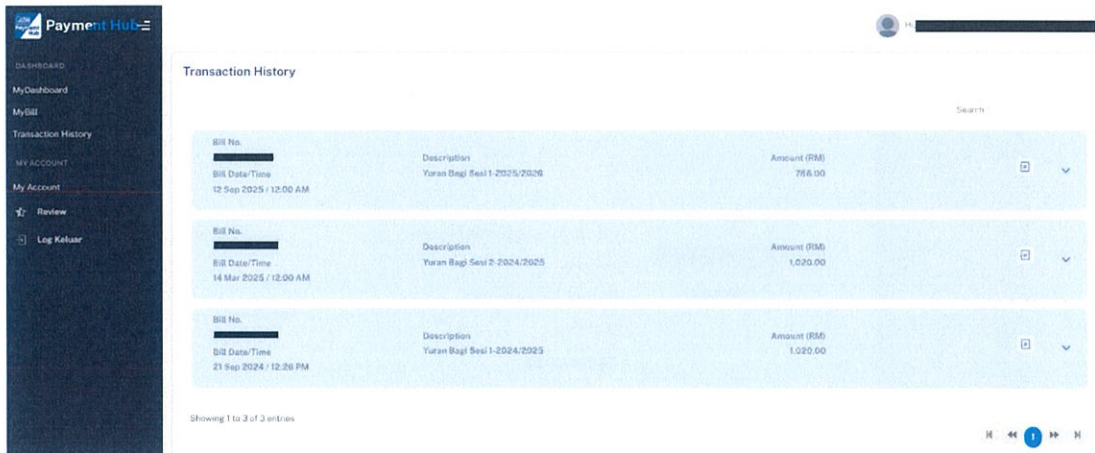


Figure 2.3: Transaction History

1. Click **Transaction History** from the left menu.
2. This page displays all your history payment records.
3. You can use the **Search** box to find specific transactions.
4. If you have previous payments, the system will show:
 - Date of transaction
 - Payment amount
 - Reference number
 - Payment status
5. If there are no records, the message **“No Bill Record Found”** will appear.
6. At the bottom of the page, you can use the navigation buttons to view more records if available.

3.0 MY ACCOUNT

3.1 My Account

The **My Account** page displays personal information, transaction history, and a dashboard to facilitate user review.

3.1.1 Profile

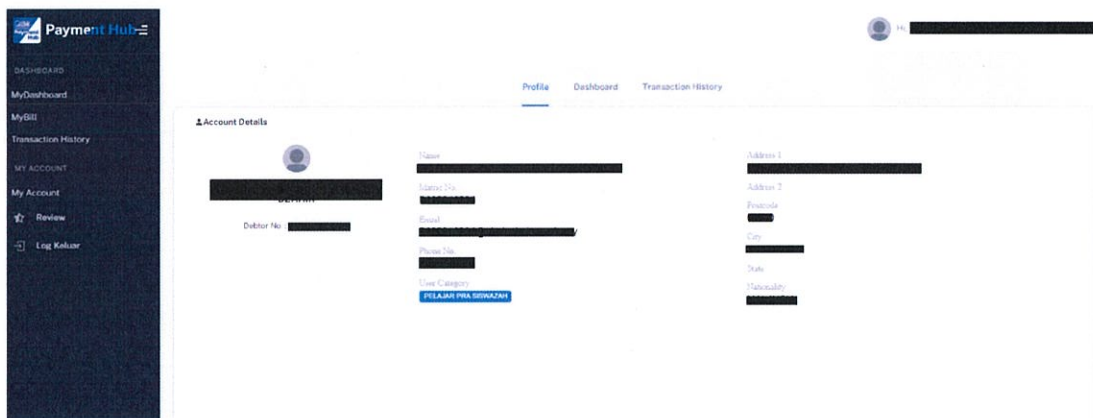


Figure 3.1.1: Profile Page

1. Click **My Account** from the left menu.
2. Select the **Profile** tab.
3. The **Account Details** section will display your personal information, including:
 - Name
 - Matric Number / ID
 - Email Address
 - Phone Number
 - User Category
 - Address
 - Nationality
4. Check that all information is correct and up to date.
5. If any of the information displayed is incorrect, contact the system administrator for assistance.

6. Use the tabs at the top to switch between:

- Profile
- Dashboard
- Transaction History

3.1.2 Dashboard

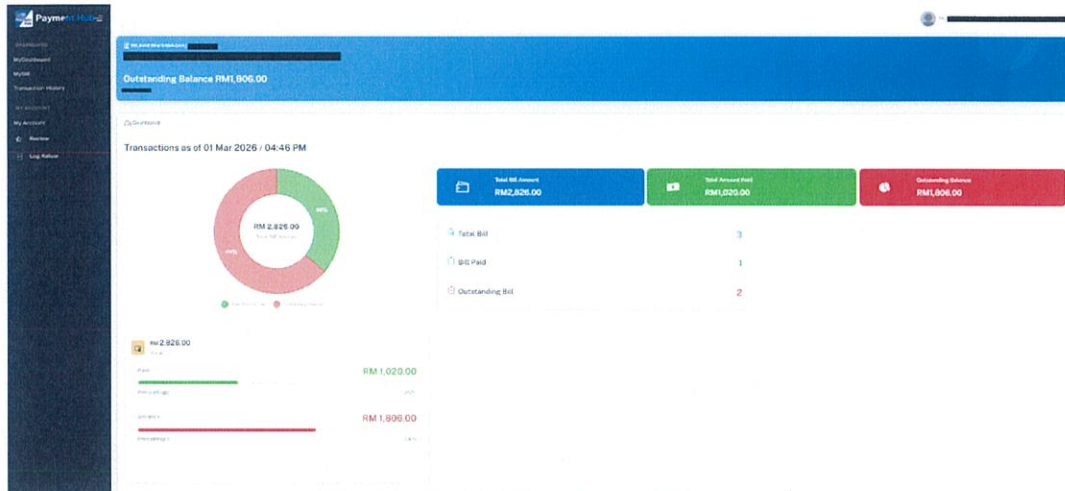


Figure 3.1.2: Dashboard Page

1. After signing in, you will see the **Dashboard** page.
2. At the top section, you can view:
 - Your **Name**
 - Your **Status** (Student/Staff/Public)
 - Your **Outstanding Balance**
 - Your **Account ID**
3. In the dashboard summary, you can check:
 - **Total Bill Amount**
 - **Total Amount Paid**
 - **Outstanding Balance**
4. The **Transaction Summary** shows:
 - Total bills
 - Paid bills
 - Unpaid bills

5. Use the left menu to access other features:

- **MyBill** – View your bills
- **Transaction History** – Check payment records
- **My Account** – Manage your profile
- **Log Out** – Exit the system

6. If your outstanding balance is **RM0.00**, it indicates that all payments have been completed

3.1.3 Transaction History



Figure 3.1.3: Transaction History

1. Click **Transaction History** from the left menu.
2. This page displays all your past payment records.
3. You can use the **Search** box to find specific transactions.
4. If you have previous payments, the system will show:
 - Date of transaction
 - Payment amount
 - Reference number
 - Payment status
5. If there are no records, the message **“No Bill Record Found”** will appear.
6. At the bottom of the page, you can use the navigation buttons to view more records if available.

4.0 REVIEW

The **Review** page allows users to rate the system services and provide suggestions for continuous improvement. The feedback helps to enhance the system and deliver better services.

4.1 Review

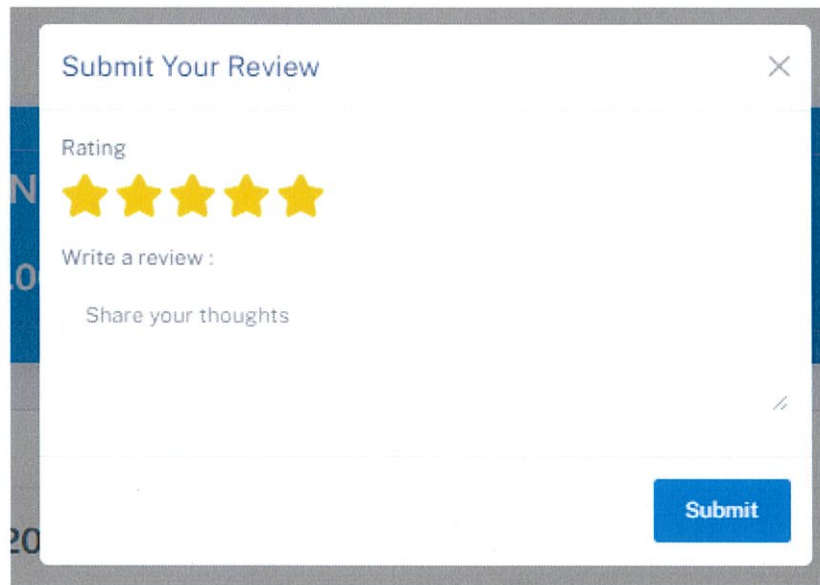


Figure 4.1: Review Modal

1. Click **Review** from the left menu.
2. Choose Your Rating (Stars)

Pick based on your experience:

- ★★★★★ (5/5) → Excellent, very satisfied
- ★★★★☆ (4/5) → Good, minor issues
- ★★★☆☆ (3/5) → Average / okay
- ★★☆☆☆ (2/5) → Poor
- ★☆☆☆☆ (1/5) → Very bad experience

3. Please share your thoughts (if any).

5.0 LOG OUT

The **Logout** page allows users to exit the system securely.

5.1 Log Out

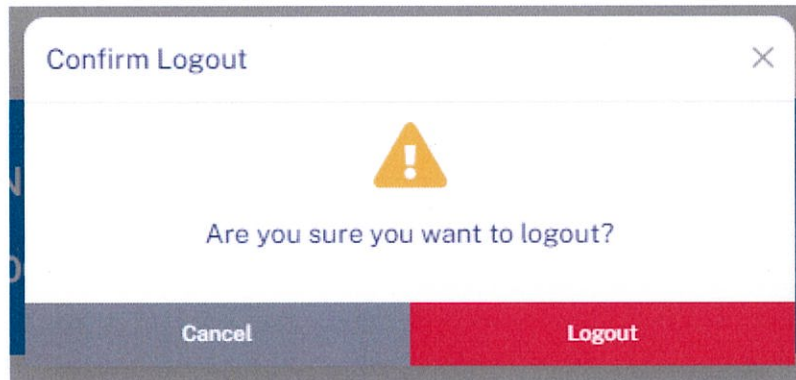


Figure 5.1: Logout Modal

1. Click the **Logout** from the left.
2. A confirmation pop-up (logout modal) will appear.
3. Select "**Logout**" to proceed with logout.
4. Select "**Cancel**" to remain logged in.
5. If confirmed, the system will log you out and return you to the login page.