

# **CIMB Merchant e-Commerce Portal Guide Book**

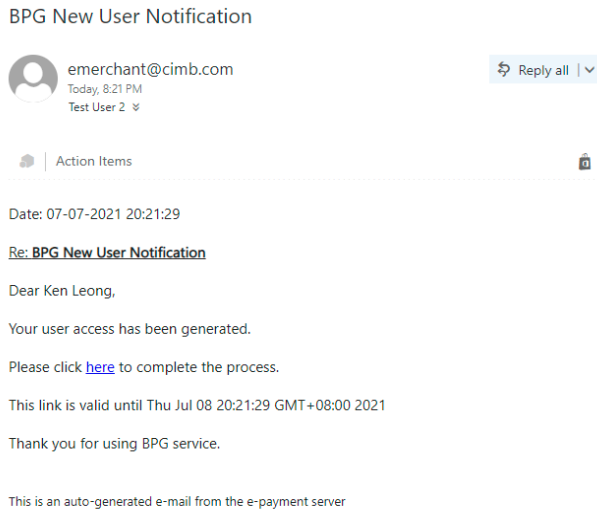
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## 1. User ID Self Activation

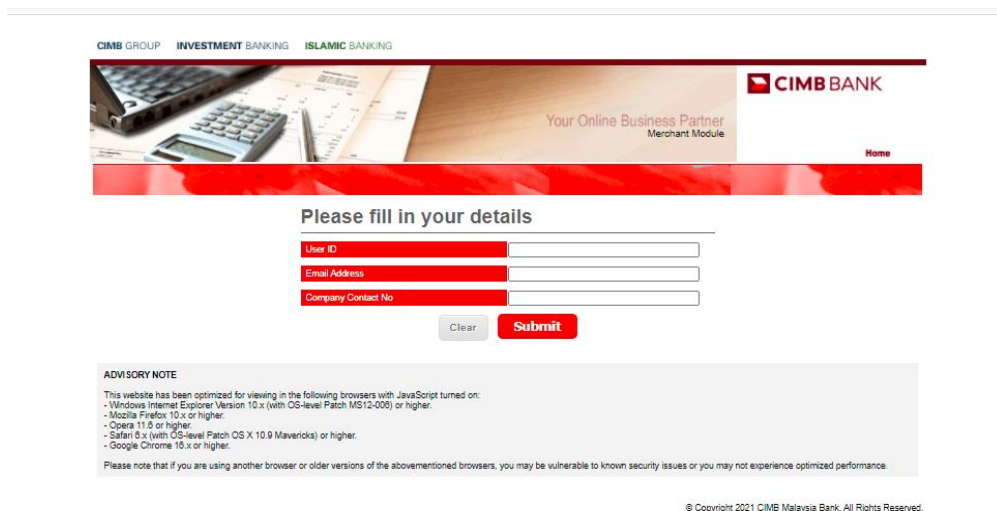
Once the application has been approved, merchant (referred as 'you' in this document) will receive an email notification to activate the e-commerce ID.

### Sample of the email notification:



Click on the link within the e-mail, to be directed to the portal to activate your account

### CIMB e-Commerce Account Activation Page:



**ADVISORY NOTE**  
This website has been optimized for viewing in the following browsers with JavaScript turned on:  
- Windows Internet Explorer Version 10.x (with OS-level Patch MS12-000) or higher.  
- Mozilla Firefox 10.x or higher.  
- Opera 11.8 or higher.  
- Safari 6.x (with OS-level Patch OS X 10.9 Mavericks) or higher.  
- Google Chrome 18.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.

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1. Key in the following details:
  - User ID provided by CIMB Bank
  - E-mail Address Register with CIMB Bank, and
  - Company Contact No Register with CIMB Bank.
2. Click **Submit**.

The same page will expand with more fields.



### Please fill in your details

# ID	kenleong123
Email Address	testuser2@uat.cimb.com
Company Contact	0126794692
Security Question 1	What was your childhood nickname? Answer 1 CIMB1234
Security Question 2	In what city did you meet your spouse/significant other? Answer 2 CIMB1234
Security Question 3	What is the name of your favorite childhood friend? Answer 3 CIMB1234
Enter New Password	*****
Re-enter Password	*****

#### ADVISORY NOTE

This website has been optimized for viewing in the following browsers with JavaScript turned on:  
- Windows Internet Explorer Version 10.x (with OS-level Patch MS12-009) or higher.  
- Mozilla Firefox 10.x or higher.  
- Opera 11.0 or higher.  
- Safari 5.x (with OS-level Patch OS X 10.0 Mavericks) or higher.  
- Google Chrome 18.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.

1. Complete the security questions field by selecting from the drop down list.
2. Key in your preferred answer.
3. Repeat the same steps for the remaining Security Question 2 & 3.
4. Enter your Password.
5. Re-enter the password you have inputted in the previous field.
6. Click **Submit**.

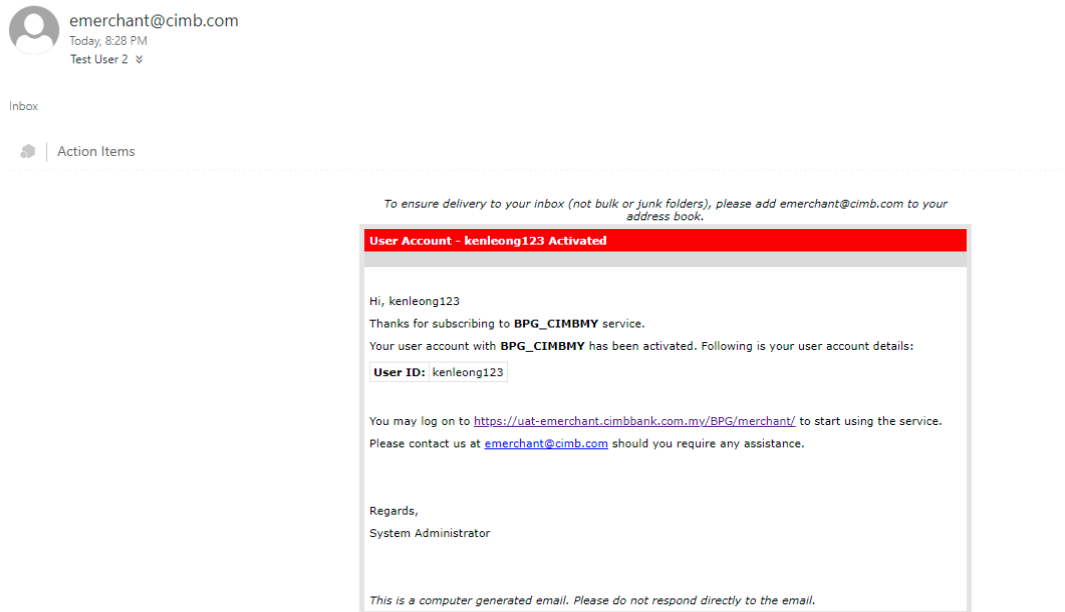
Once completed, a confirmation will be shown on screen. At the same time, an email notification will be sent to your registered email address.

### Successful Activation Screen:

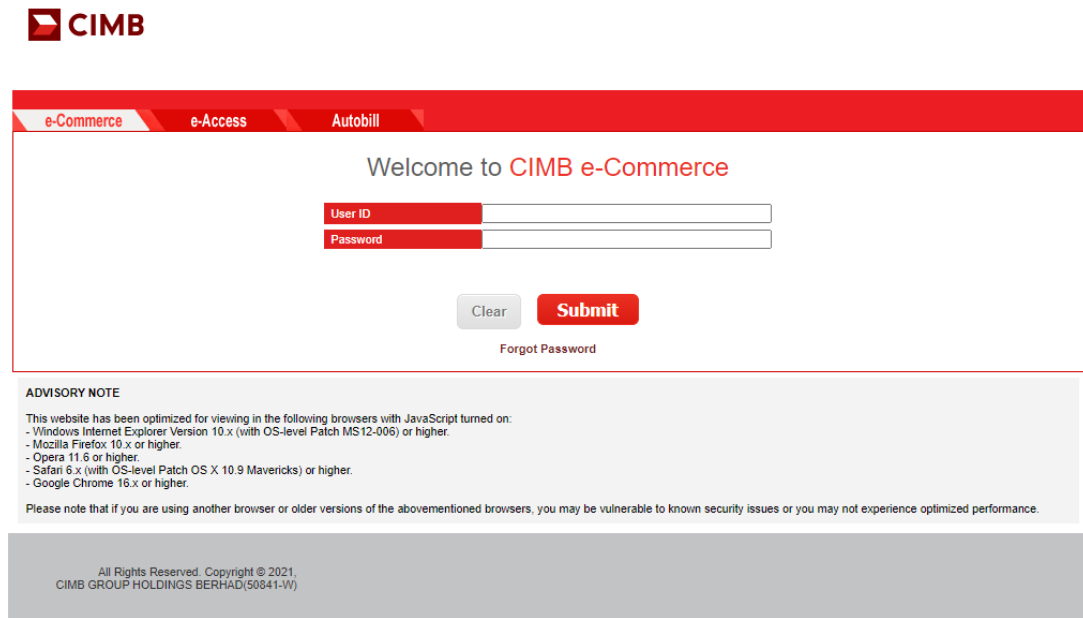


Your request has been successful. An email notification will be sent to your email address.

## Email Notification on Successful Activation of User ID



## 2. CIMB e-Commerce Login Page

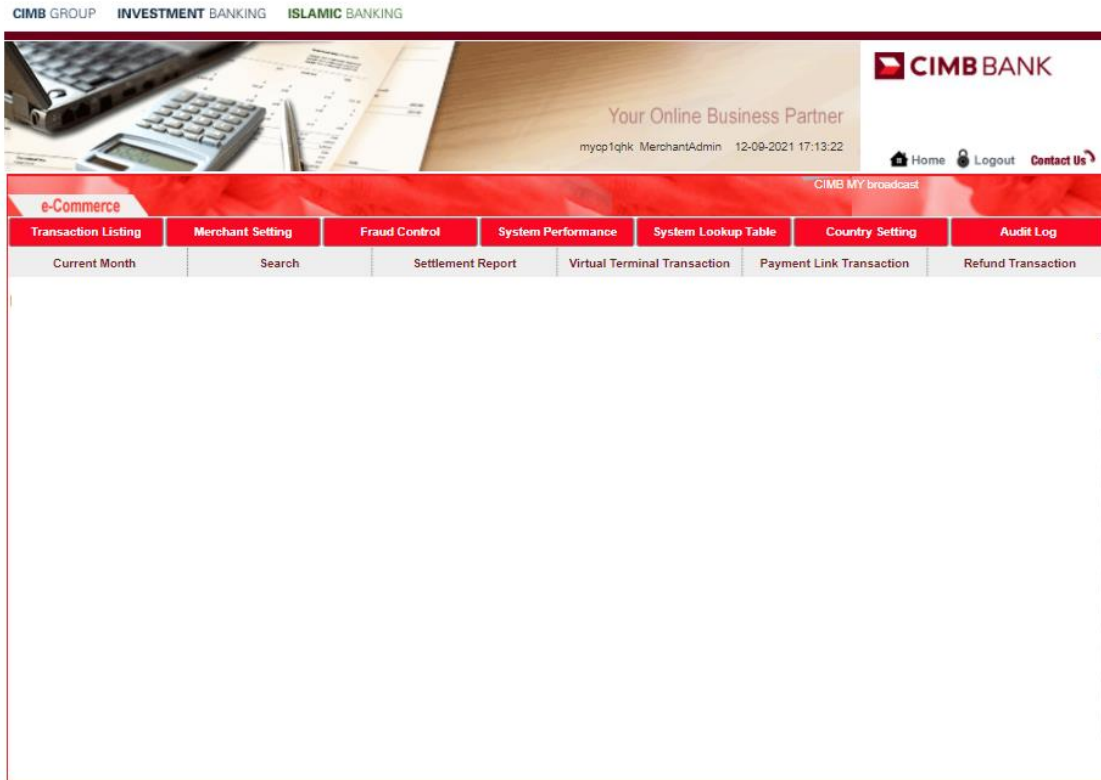


1. After successful activation, login with the **User ID** and **Password** you have created.
2. Click **Submit**.

### 3. Landing Page

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

#### Landing Page



The screenshot shows the landing page of the CIMB Merchant Admin interface. At the top, there are navigation links for "CIMB GROUP", "INVESTMENT BANKING", and "ISLAMIC BANKING". The main header features the CIMB BANK logo and the tagline "Your Online Business Partner". Below this, the user's session information is displayed: "mycp1ghk MerchantAdmin 12-09-2021 17:13:22". There are also links for "Home", "Logout", and "Contact Us".

The main content area is titled "e-Commerce" and contains a "CIMB MY broadcast" section. Below this, there is a navigation menu with the following tabs:

Transaction Listing	Merchant Setting	Fraud Control	System Performance	System Lookup Table	Country Setting	Audit Log
Current Month	Search	Settlement Report	Virtual Terminal Transaction	Payment Link Transaction	Refund Transaction	

#### 4. Transaction View:

CIMB GROUP INVESTMENT BANKING ISLAMIC BANKING

**CIMB BANK**

mycp1qhk MerchantAdmin 12-09-2021 16:54:53

Home Logout Contact Us

CIMB MY broadcast

e-Commerce

Transaction Listing Merchant Setting Fraud Control System Performance System Lookup Table Country Setting Audit Log

Current Month Search Settlement Report Virtual Terminal Transaction Payment Link Transaction Refund Transaction

Transaction - List

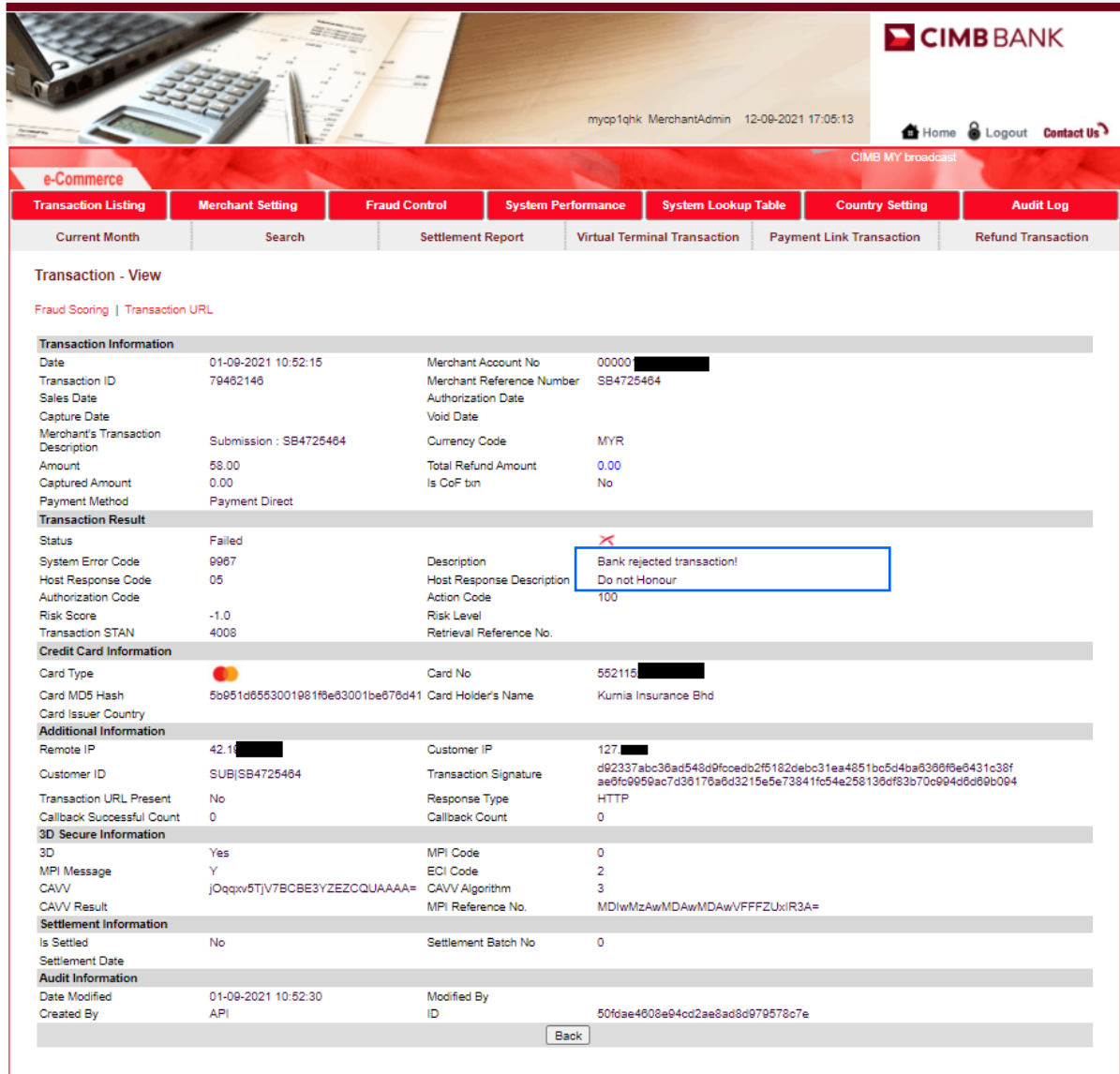
No.	Date	Merchant Account No	Txn ID	Merchant Reference Number	Currency	Amount	Captured Amount	Total Refund Amount	Txn Date	Card Type	Card No	Card Issuer Country	Status	Auth Code	Host Response Code	Risk Level	Risk Score	Is Settled	Is Installment	ECI Code	3D	Is CoF txn
1	01-09-2021 19:19:16	00000	79556260	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	Mastercard	552115x		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	Mastercard	552115x		Sales	✓ T38125	00		-1.0	Yes	No	2	Yes	No
6	01-09-2021 10:52:15	00000	79462146	SB4725464	MYR	58.00	0.00	0.00	01-09-2021 10:52:15	Mastercard	552115x		Failed	⊘	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 define 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.





## 6. Decline Transaction



myop1qhk MerchantAdmin 12-09-2021 17:05:13

Home Logout Contact Us

CIMB MY broadcast


**e-Commerce**

Transaction Listing Merchant Setting Fraud Control System Performance System Lookup Table Country Setting Audit Log

Current Month Search Settlement Report Virtual Terminal Transaction Payment Link Transaction Refund Transaction

**Transaction - View**

Fraud Scoring | Transaction URL

Transaction Information			
Date	01-09-2021 10:52:15	Merchant Account No	00000
Transaction ID	79482146	Merchant Reference Number	SB4725464
Sales Date		Authorization Date	
Capture Date		Void Date	
Merchant's Transaction Description	Submission : SB4725464	Currency Code	MYR
Amount	58.00	Total Refund Amount	0.00
Captured Amount	0.00	Is CoF bin	No
Payment Method	Payment Direct		
Transaction Result			
Status	Failed	Description	Bank rejected transaction!
System Error Code	9987	Host Response Description	Do not Honour
Host Response Code	05	Action Code	100
Authorization Code		Risk Level	
Risk Score	-1.0	Retrieval Reference No.	
Transaction STAN	4008		
Credit Card Information			
Card Type		Card No	552115
Card MD5 Hash	5b051d6553001981f6e83001be676d41	Card Holder's Name	Kurnia Insurance Bhd
Card Issuer Country			
Additional Information			
Remote IP	42.1	Customer IP	127
Customer ID	SUB SB4725464	Transaction Signature	d92337abc36ad548d9fcedb2f5182debc31ea4851bc5d4ba6386f6e6431c38f ae8f09959ac7d36176a6d3215e5e73841fc54e258136df83b70c094d6d8b094
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	jOqxv5TjV7BCBE3YZCZQUAAAA=	CAVV Algorithm	3
CAVV Result		MPI Reference No.	MDlwMzAwMDAwMDAwVFFFZUxIR3A=
Settlement Information			
Is Settled	No	Settlement Batch No	0
Settlement Date			
Audit Information			
Date Modified	01-09-2021 10:52:30	Modified By	
Created By	API	ID	50fdae4808e94cd2ae8ad8d979578c7e

Back

- 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.
- Click on the **Transaction ID** to view the details of the declined transaction.
- 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 12-09-2021 17:05:35 Home Logout Contact Us

CIMB MY broadcast

e-Commerce
Audit Log

Transaction Listing
Merchant Setting
Fraud Control
System Performance
System Lookup Table
Country Setting

Current Month
Settlement Report
Virtual Terminal Transaction
Payment Link Transaction
Refund Transaction

**Transaction - Search**


<b>Transaction Information</b>	
Date (dd-mm-yyyy)**	<input type="text"/> To <input type="text"/>
Transaction ID	<input type="text"/>
Sales Date (dd-mm-yyyy)	<input type="text"/> To <input type="text"/>
Capture Date (dd-mm-yyyy)	<input type="text"/> To <input type="text"/>
Currency Code	<input type="text"/>
Payment Method	<input type="text"/>
Merchant Account No	<input type="text"/>
Merchant Reference Number	<input type="text"/>
Authorization Date (dd-mm-yyyy)	<input type="text"/> To <input type="text"/>
Void Date (dd-mm-yyyy)	<input type="text"/> To <input type="text"/>
Amount	<input type="text"/>
Is CoF txn	<input type="text"/>
<b>Transaction Result</b>	
Status	<input type="text"/>
Authorization Code	<input type="text"/>
Action Code	<input type="text"/>
Transaction STAN	<input type="text"/>
System Error Code	<input type="text"/>
Response Code	<input type="text"/>
Retrieval Reference No.	<input type="text"/>
Risk Score	<input type="text"/> To <input type="text"/>
<b>Credit Card Information</b>	
Card Type	<input type="text"/>
Card MD5 Hash	<input type="text"/>
Card No (First 6 Digits)	<input type="text"/>
Card No (Last 4 Digits)	<input type="text"/>
Card No	<input type="text"/>
<b>Additional Information</b>	
Remote IP	<input type="text"/>
Customer ID	<input type="text"/>
Customer IP	<input type="text"/>
Use FDS	<input type="text"/>
<b>3D Secure Information</b>	
3D	<input type="text"/>
MPI Message	<input type="text"/>
CAVV	<input type="text"/>
CAVV Result	<input type="text"/>
MPI Code	<input type="text"/>
ECI Code	<input type="text"/>
CAVV Algorithm	<input type="text"/>
MPI Reference No.	<input type="text"/>
<b>Settlement Information</b>	
Is Settled	<input type="text"/>
Settlement Date (dd-mm-yyyy)	<input type="text"/> To <input type="text"/>
Settlement Batch No	<input type="text"/>
<b>Installment Information</b>	
Is Installment	<input type="text"/>
Is Refund	<input type="text"/>
<b>Promotion Information</b>	
Is Promotion	<input type="text"/>
<b>Audit Information</b>	
ID	<input type="text"/>

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1. Click on **Transaction Listing** tab.
2. Click on **Search**.
3. Select the **Transaction date**.
4. If you want to search for one particular transaction, you may input the **Transaction ID** or **Merchant Reference Number**.
5. Then click **Search**. The list of transaction performed on the selected duration will be populated at the screen.
6. To download the list of transaction performed on the selected date, click on **Export to CSV**.

## 8. Refund/ Void Transaction

- Void transaction is available for all ecommerce merchants.
- Refund options is only available for merchants who has opted in to allow refund.

Transaction Information			
Date	03-07-2020 14:44:54	Merchant Account No	000001010100998
Transaction ID	57445	Merchant Reference Number	T01865431620
Sales Date	03-07-2020 14:39:49	Authorization Date	
Capture Date		Void Date	
Merchant's Transaction Description	PruBSN Aman	Currency Code	MYR
Amount	1.00	Total Refund Amount	0.00 <b>Refund</b>
Captured Amount	0.00	Is CoF bn	No
Payment Method	Payment Direct		
Transaction Result			
Status	Sales		
System Error Code	0	Description	APPROVED OR COMPLETED
Host Response Code	00	Host Response Description	Approved or Completed Successfully/ Approved
Authorization Code	T83818	Action Code	0
Risk Score	-1.0	Risk Level	
Transaction STAN	19155	Retrieval Reference No.	0000
Credit Card Information			
Card Type		Card No	552115xxxxx8535
Card MDS Hash	55d4700eb400425d1dc9eab103c77ee	Card Holder's Name	Brandon Tech
Card Issuer Country	Malaysia		
Additional Information			
Remote IP	202.187.37.220	Customer IP	202.187.37.220
Customer ID		Transaction Signature	7b2b7090beeb1ba93f89f43308ad4526f21949f52318f108ae8314ab4eacc d7ed33a31586532d37142df02f785d9f5ea5dea4ee9b1a84d0153e364e99b2
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	jDP6tT3E76QrCBEAAIQ0BOYAAAA=	CAVV Algorithm	3
CAVV Result		MPI Reference No.	MDlwMjAwMDAwMDAwSHBuV115SjI=
Settlement Information			

The same button will be mark as void prior settlement (11pm)  
Can only do refund max 3 times (no approver)

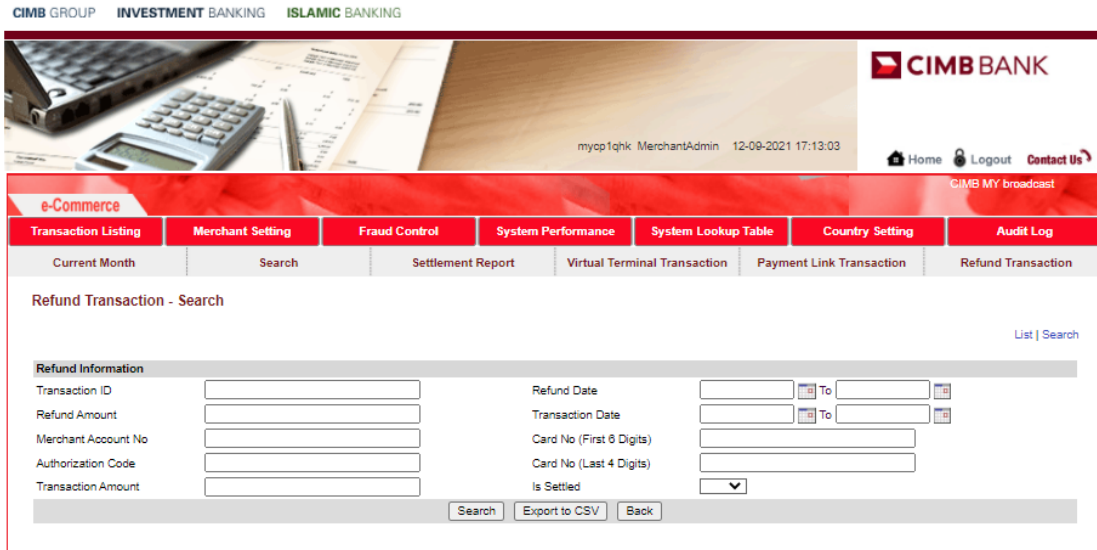
1. **Select the Transaction** you would like to refund.
2. Click on **Refund/ Void** button next to the **Total Refund Amount**.
  - Void button will appear when the transaction is yet to be settled by the bank.
  - Refund button will appear after the transaction is settled by the bank. [ Cut off time for e-commerce transaction settlement is at 10pm daily.]
3. You may enter **partial** of the refund amount or **full** refund amount. You may only perform refund for a maximum of 3 times for one transaction ID.
4. Click on **Submit**.
5. The refund amount will then be updated on the **Total Refund Amount** field.
6. Click on the refund amount (in blue), the bottom of the screen will show the refund details.

Additional Information					
Remote IP	60.54.17.219	Customer IP	127.0.0.1		
Customer ID		Transaction Signature	1efee5ab885d24047ba0291117be05cf9817dc24fac189d8f81c86cb48ab7746 6fd37388d588a2a885ee9c511ca3d437baa51093bfc8f10f4ab8d37f834b158d		
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	jEUj1TAOySkeCBA1Kf4ABkAAAA=	CAVV Algorithm	3		
CAVV Result		MPI Reference No.	MDlwODAwMDAwMDAwelkcyVzMwS1M=		
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	3c39b165ad9143f0b5151bee974bbc3		
<input type="button" value="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



The screenshot shows the CIMB Bank Merchant Admin interface. At the top, there are navigation links for CIMB GROUP, INVESTMENT BANKING, and ISLAMIC BANKING. The main header includes the CIMB BANK logo, a user session string 'myop1qhk MerchantAdmin 12-09-2021 17:13:03', and links for Home, Logout, and Contact Us. Below the header is a red navigation bar with 'e-Commerce' and several menu items: Transaction Listing, Merchant Setting, Fraud Control, System Performance, System Lookup Table, Country Setting, and Audit Log. Under 'Transaction Listing', there are sub-links for Current Month, Search, Settlement Report, Virtual Terminal Transaction, Payment Link Transaction, and Refund Transaction. The 'Refund Transaction' sub-link is active, leading to a search form titled 'Refund Transaction - Search'. The form includes fields for Transaction ID, Refund Amount, Merchant Account No, Authorization Code, Transaction Amount, Refund Date, Transaction Date, Card No (First 6 Digits), Card No (Last 4 Digits), and Is Settled. There are also 'Search', 'Export to CSV', and 'Back' buttons at the bottom of the form.

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**.





Your Online Business Partner

mycp1qhk MerchantAdmin 12-09-2021 17:13:22

Home Logout Contact Us

CIMB MY broadcast

e-Commerce
Transaction Listing
Merchant Setting
Fraud Control
System Performance
System Lookup Table
Country Setting
Audit Log

Current Month
Search
Settlement Report
Virtual Terminal Transaction
Payment Link Transaction
Refund Transaction

Refund Transaction - List [List](#) | [Search](#)

Page 1 2 3 4 5 [Next]

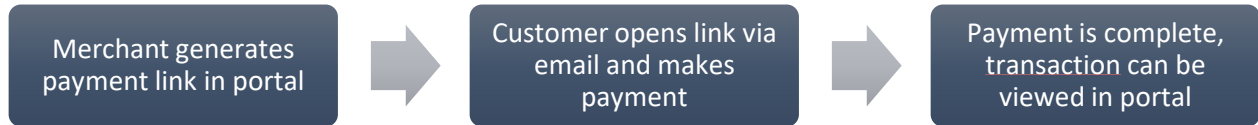
No.	Transaction ID	Merchant Account No	Refund Amount	Transaction Amount	Refund Date	Transaction Date	Authorization Code	Card No	Is Settled
1	81412471	0000012	1454.60	1454.60	12-09-2021 15:52:58	10-09-2021 12:51:03	T53197	552302xxxxxx	No
2	80617252	0000012	100.00	100.00	10-09-2021 13:37:39	07-09-2021 10:10:22	T39957	552115xxxxxx	Yes
3	80532887	0000012	448.00	448.00	10-09-2021 13:40:22	08-09-2021 19:41:17	647809	528558xxxxxx	Yes
4	79700248	0000012	6.34	6.35	08-09-2021 16:47:24	02-09-2021 17:46:47	178109	463225xxxxxx	Yes
5	79674970	0000012	268.22	268.22	10-09-2021 17:27:06	02-09-2021 15:09:20	T87342	552115xxxxxx	Yes
6	79582579	0000012	2.79	2.79	03-09-2021 15:11:55	01-09-2021 22:51:33	T52372	552115xxxxxx	Yes
7	79538192	0000012	299.00	2417.70	08-09-2021 10:34:01	01-09-2021 17:33:48	053945	462888xxxxxx	Yes
8	79489542	0000012	49.00	594.70	08-09-2021 14:14:38	01-09-2021 13:05:36	080744	438675xxxxxx	Yes
9	79478135	0000012	446.33	446.33	10-09-2021 17:23:24	01-09-2021 12:15:45	229558	518098xxxxxx	Yes
10	79428494	0000012	39.00	39.00	08-09-2021 14:08:34	01-09-2021 00:39:09	902592	437766xxxxxx	Yes
11	79205899	0000012	192.00	192.00	08-09-2021 09:41:40	30-08-2021 16:18:13	183350	479998xxxxxx	Yes
12	79190322	0000012	840.00	1183.00	08-09-2021 21:42:13	30-08-2021 14:44:33	462920	484810xxxxxx	Yes
13	79089144	0000012	98.00	98.00	08-09-2021 09:46:17	29-08-2021 19:40:15	048939	477028xxxxxx	Yes
14	79057968	0000012	15.00	60.00	08-09-2021 23:12:03	29-08-2021 16:22:39	T82580	552115xxxxxx	Yes
15	79057167	0000012	91.35	91.35	31-08-2021 22:30:41	29-08-2021 16:17:21	827118	405998xxxxxx	Yes
16	79056891	0000012	53.97	215.87	30-08-2021 22:27:18	29-08-2021 16:15:35	329790	543311xxxxxx	Yes
17	79056448	0000012	129.95	129.95	31-08-2021 22:29:40	29-08-2021 16:12:44	936048	550989xxxxxx	Yes
18	79033355	0000012	20.30	20.30	31-08-2021 22:24:57	29-08-2021 13:50:42	T16676	552115xxxxxx	Yes
19	79011778	0000012	87.30	87.30	31-08-2021 22:21:25	29-08-2021 12:04:14	083969	455358xxxxxx	Yes
20	79008945	0000012	112.70	112.70	30-08-2021 15:32:02	29-08-2021 11:50:02	075290	451421xxxxxx	Yes

From this listing you will be able to see the details of the refund transactions.

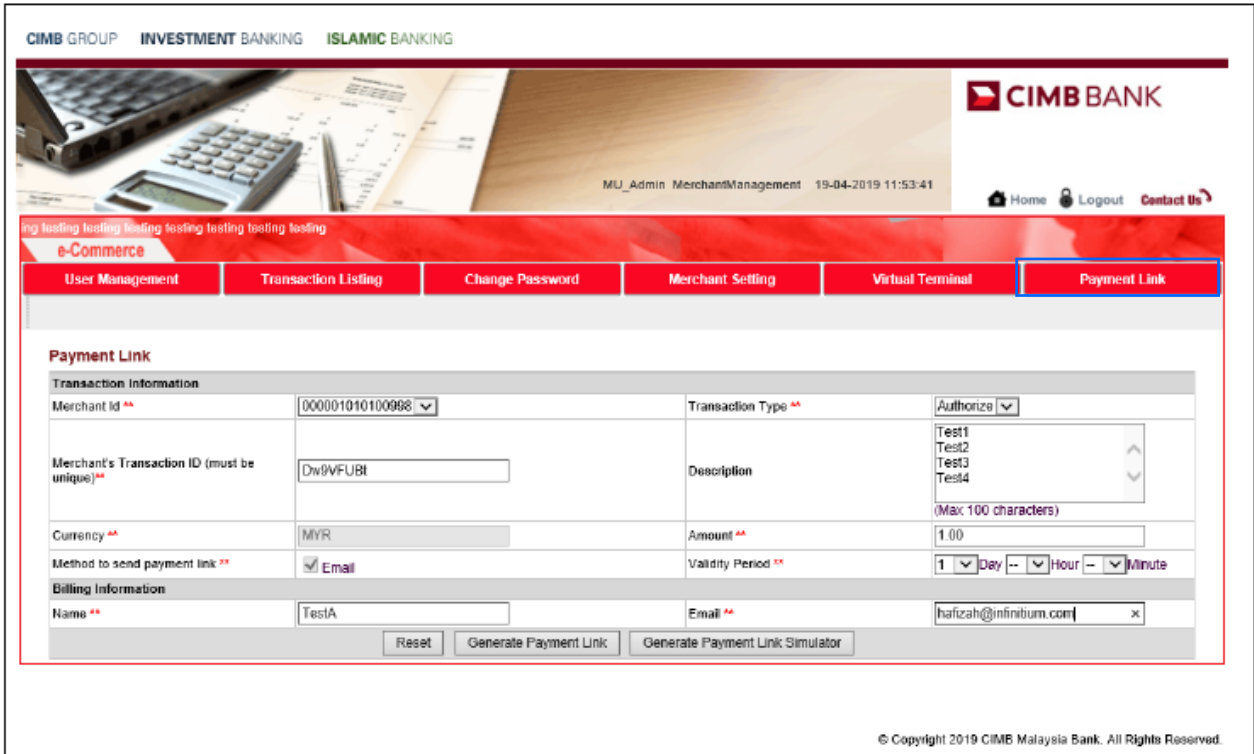
- Transaction ID – The transaction ID where refund have been initiated
- Refund Amount
- Transaction Amount – the original transaction amount
- Refund Date – refund initiated date
- Is Settled - to check if the refund has been completed.
  - Yes = completed
  - No = Refund in progress

## 10. Payment Link

Payment Link is a solution that allows merchant to generate payment link via ecommerce portal to customer's email to perform a transaction.



### 10 (i). How to generate Payment Link



The screenshot shows the 'Payment Link' form in the merchant management portal. The form is divided into several sections:

- Transaction Information:**
  - Merchant Id: 00001010100988
  - Transaction Type: Authorize
  - Merchant's Transaction ID (must be unique): Dw9VFUBI
  - Description: Test1, Test2, Test3, Test4 (Max: 100 characters)
  - Currency: MYR
  - Amount: 1.00
  - Method to send payment link:  Email
  - Validity Period: 1 Day, 0 Hour, 0 Minute
- Billing Information:**
  - Name: TestA
  - Email: hafzah@infinitum.com

Buttons at the bottom: Reset, Generate Payment Link, Generate Payment Link Simulator.

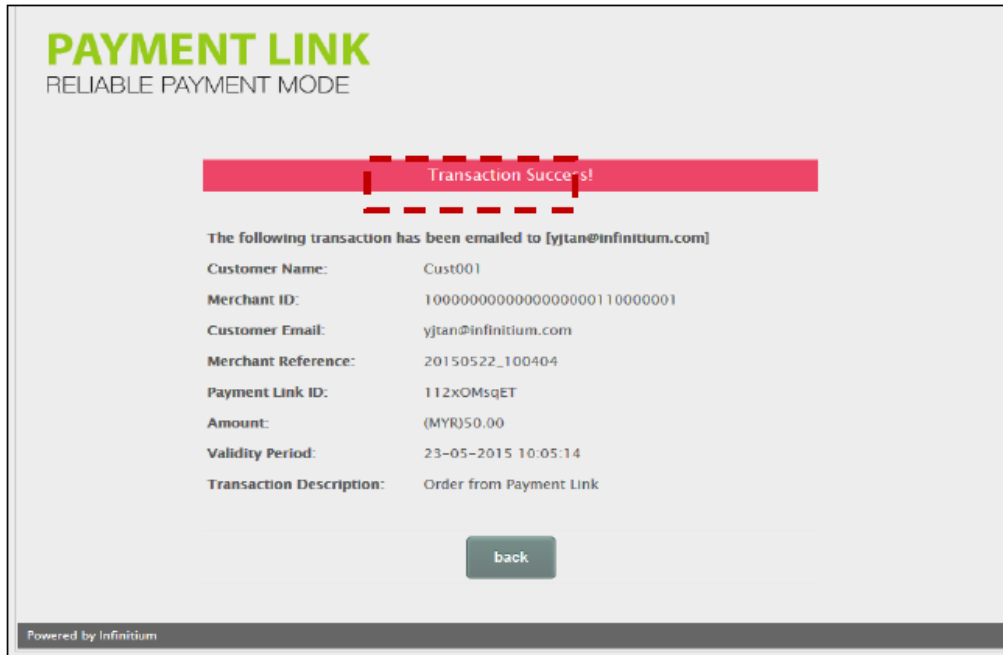
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Click on **Payment Link** tab.

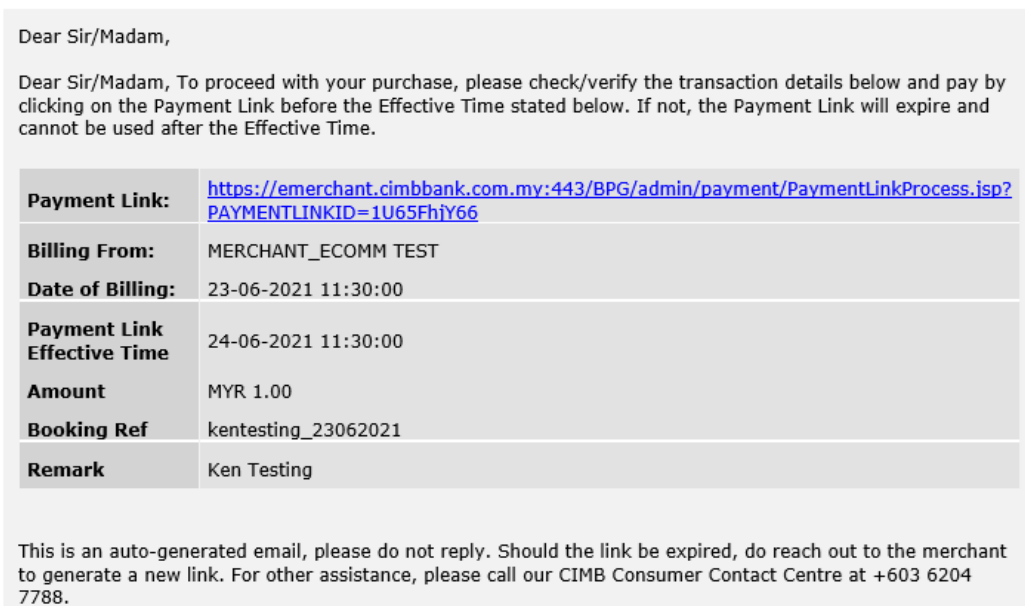
1. Select your **Merchant ID** from the dropdown list.
2. Key in **Merchant Transaction ID**. This information must be alphanumeric and will be shown as merchant's reference number.
3. Click on **Transaction Type** dropdown menu, select **Sales**.
4. At **Amount**, key in the full transaction amount.
5. Select the **Validity Period** in Day, Hour & Minute. You may select maximum up to 30 calendar days.  
Please select the validity period cautiously as it will determine how long the link will be valid for customer to perform the payment.
6. Input **Customer Name** and the **Email Address** which customer has provided.
7. You may also input the transaction description or attachment supporting document under Description field and Attachments respectively on an optional basis.
8. Click on **Generate Payment Link** to submit payment link request.
9. On screen message will inform you that the payment link generation is successful and the email has been sent to customer.

\*If the payment link generation unsuccessful, the following screen will not appear. You be directed to a blank page / error screen. Please reattempt the steps from Step 1. If the situation continues please reach out to our support team at [emerchant@cimb.com](mailto:emerchant@cimb.com) .

**Sample screen as below:**

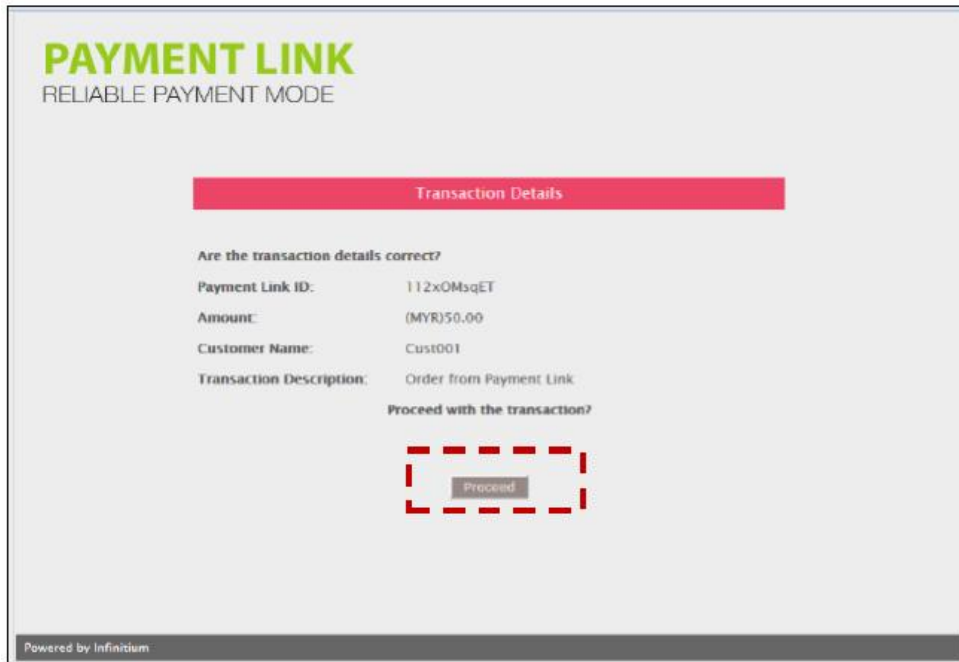


**10 (ii). How your customers can make payment upon receiving the payment link e-mail?**



Your customer will receive an e-mail via [paymentlink@cimb.com](mailto:paymentlink@cimb.com). Your customer can click the payment link within the e-mail to make payment.





**PAYMENT LINK**  
RELIABLE PAYMENT MODE

**Transaction Details**

Are the transaction details correct?

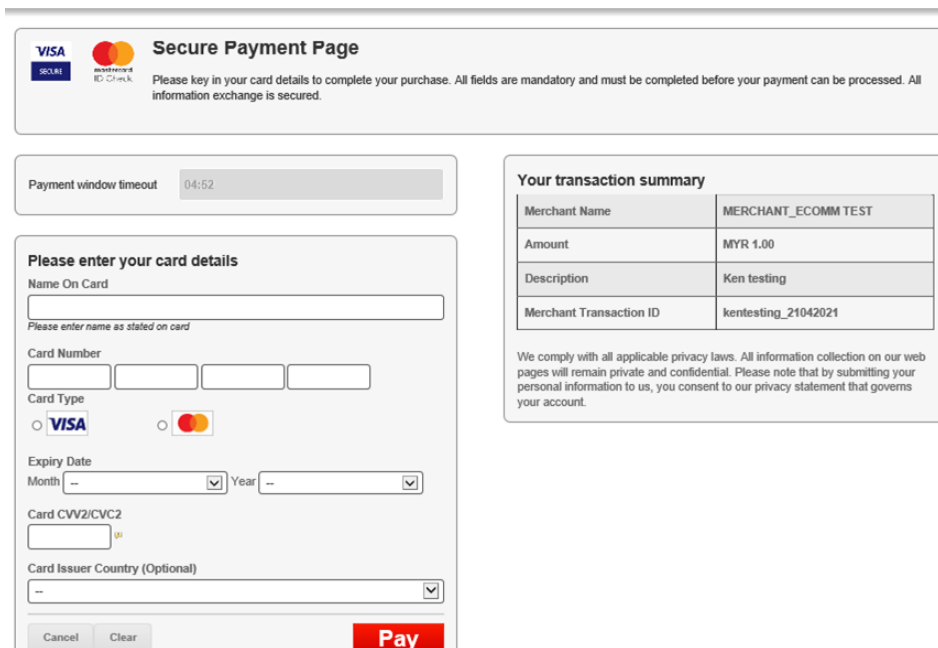
Payment Link ID: 112xOMsqET  
 Amount: (MYR)50.00  
 Customer Name: Cust001  
 Transaction Description: Order from Payment Link

Proceed with the transaction?

**Proceed**

Powered by Infinium

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



**Secure Payment Page**

Please key in your card details to complete your purchase. All fields are mandatory and must be completed before your payment can be processed. All information exchange is secured.

Payment window timeout: 04:52

**Your transaction summary**

Merchant Name	MERCHANT_ECOMM TEST
Amount	MYR 1.00
Description	Ken testing
Merchant Transaction ID	kentesting_21042021

We comply with all applicable privacy laws. All information collection on our web pages will remain private and confidential. Please note that by submitting your personal information to us, you consent to our privacy statement that governs your account.

**Please enter your card details**

Name On Card  
  
Please enter name as stated on card

Card Number

Card Type  
 VISA  Mastercard

Expiry Date  
 Month: --  Year: --

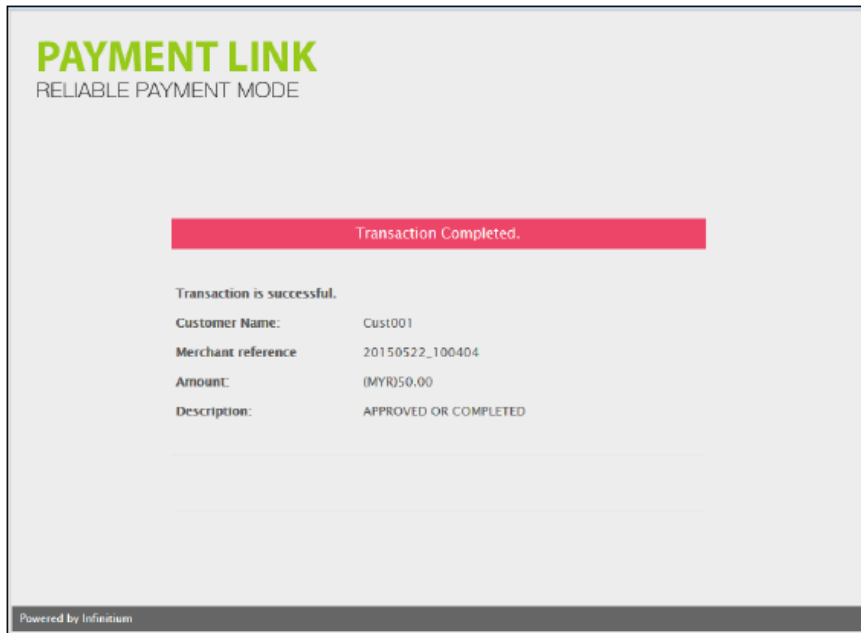
Card CVV2/CVC2

Card Issuer Country (Optional)

Cancel Clear **Pay**

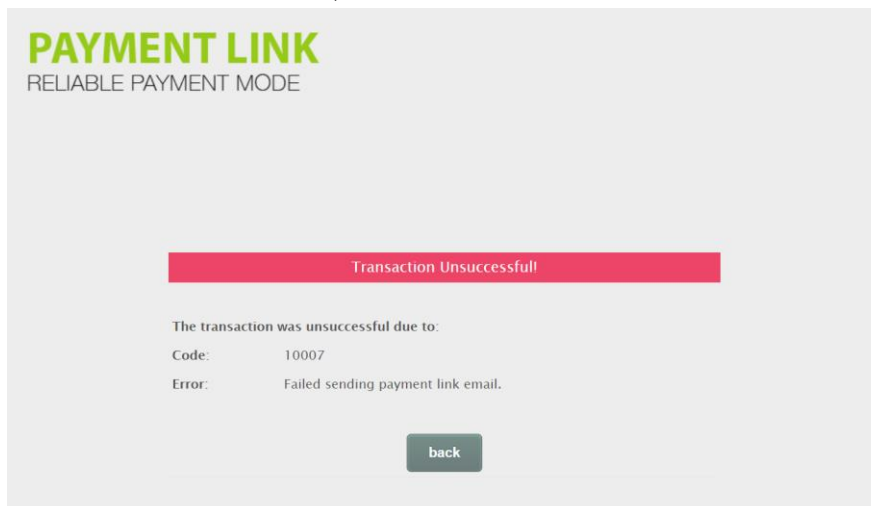
3. Your customer will be required to complete the respective fields:
  - Name on Card
  - Card number
  - Card type
  - Card Expiry Date
  - Card CVV2/CVC2
  - Card Issuer Country
4. Click **Pay**.



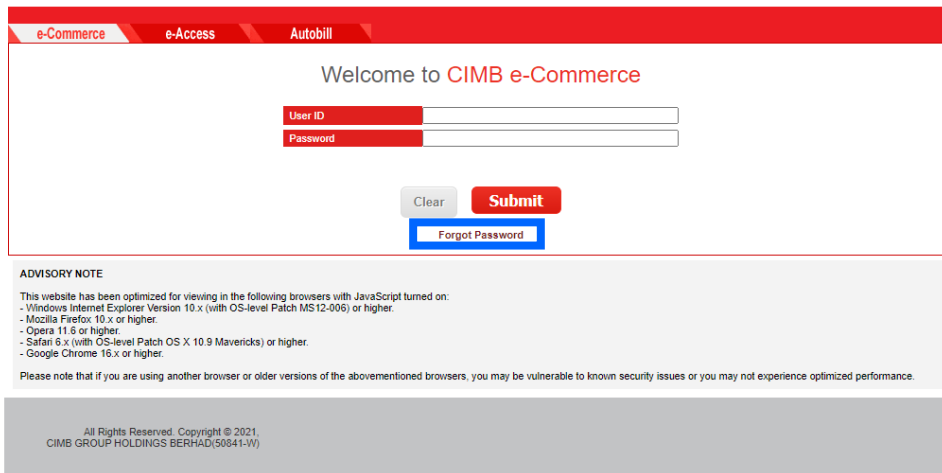


5. If the transaction is successful, a confirmation screen will be displayed.

If the transaction is unsuccessful, customer will receive a similar notification as below:



## 11. Forgot Password



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:

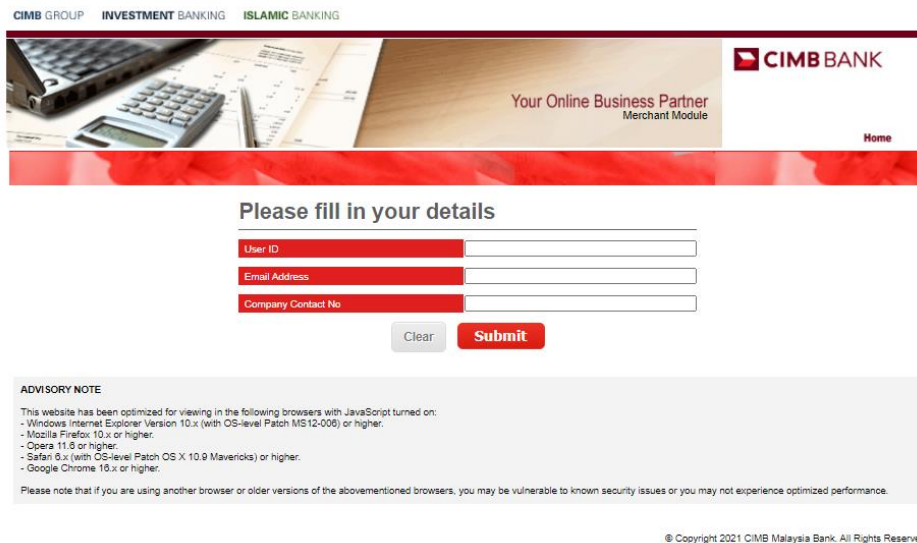
- Windows Internet Explorer Version 10.x (with OS-level Patch MS12-006) or higher.
- Mozilla Firefox 10.x or higher.
- Opera 11.6 or higher.
- Safari 6.x (with OS-level Patch OS X 10.9 Mavericks) or higher.
- Google Chrome 16.x or higher.

Please note that if you are using another browser or older versions of the abovementioned browsers, you may be vulnerable to known security issues or you may not experience optimized performance.

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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

Your Online Business Partner  
Merchant Module

Home

Please fill in your details

User ID

Email Address

Company Contact No

Clear Submit

**ADVISORY NOTE**

This website has been optimized for viewing in the following browsers with JavaScript turned on:

- Windows Internet Explorer Version 10.x (with OS-level Patch MS12-006) or higher.
- Mozilla Firefox 10.x or higher.
- Opera 11.6 or higher.
- Safari 6.x (with OS-level Patch OS X 10.9 Mavericks) or higher.
- Google Chrome 16.x or higher.

Please note that if you are using another browser or older versions of the abovementioned browsers, you may be vulnerable to known security issues or you may not experience optimized performance.

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2. A password reset email will be triggered to your registered email address. This email will only be triggered when the information keyed in matches with the bank's records.
3. Click on the link in the reset password email.
4. You will be directed to a reset password page. Create a new password and reconfirm the new password created.
5. Click submit.
6. You will be notified that your password is successfully changed,
7. Login to the portal using your new password.

- If you are unable to recall your username, please contact us at [emerchant@cimb.com](mailto:emerchant@cimb.com).
- Upon 3 unsuccessful attempt to login, the user ID will be suspended by the bank. Please contact us at [emerchant@cimb.com](mailto:emerchant@cimb.com) to reactivate the account and reset your password.