

# **USER MANUAL**

## **UMMC e-PAYMENT SYSTEM**

(VERSI 1.0)

PREPARED BY:  
APPLICATION DEVELOPMENT DIVISION  
INFORMATION TEHNOLOGY DEPARTMENT  
UNIVERSITY MALAYA MEDICAL CENTER

## TABLE OF CONTENT

1.0 Introduction	1
2.0 New Registration	2 – 4
3.0 Forgot Password	4 – 6
4.0 System Login	7
5.0 Main Menu	
5.1 Patient Bill	8 – 10
5.2 Invoice List	10 – 11
5.3 Other Payment	11 – 12
5.4 Payment Confirmation	12 – 14
5.5 Payment History	14
6.0 Contact Us	15
7.0 FPX FAQ	15 – 16
8.0 Terms and Conditions	16
9.0 Logout	17

## **1.0 Introduction**

UMMC e-Payment System is an application system that developed by University Malaya Medical Centre (UMMC) in order to provide facilities to the public either individual or company who are having outstanding bills or invoices with UMMC. The payment can be made through FPX, whereby the payment information will be sent to the internet banking of the selected bank that selected by the payer. This system can be accessed by using URL <https://eservices.ummc.edu.my/epayment>.

UMMC e-Payment System has main links which are:

- i. Patient Bill (for individual payer)
- ii. Invoice List
- iii. Invoice List (Kumpulan Wang Amanah)
- iv. Payment History

UMMC e-Payment System also has other links to give information to the payer who used this system which are:

- i. Contact Us
- ii. FPX FAQ
- iii. Terms and Conditions

Flowchart on the processes involved in the UMMC e-Payment System shows in Figure 1 at the next page.

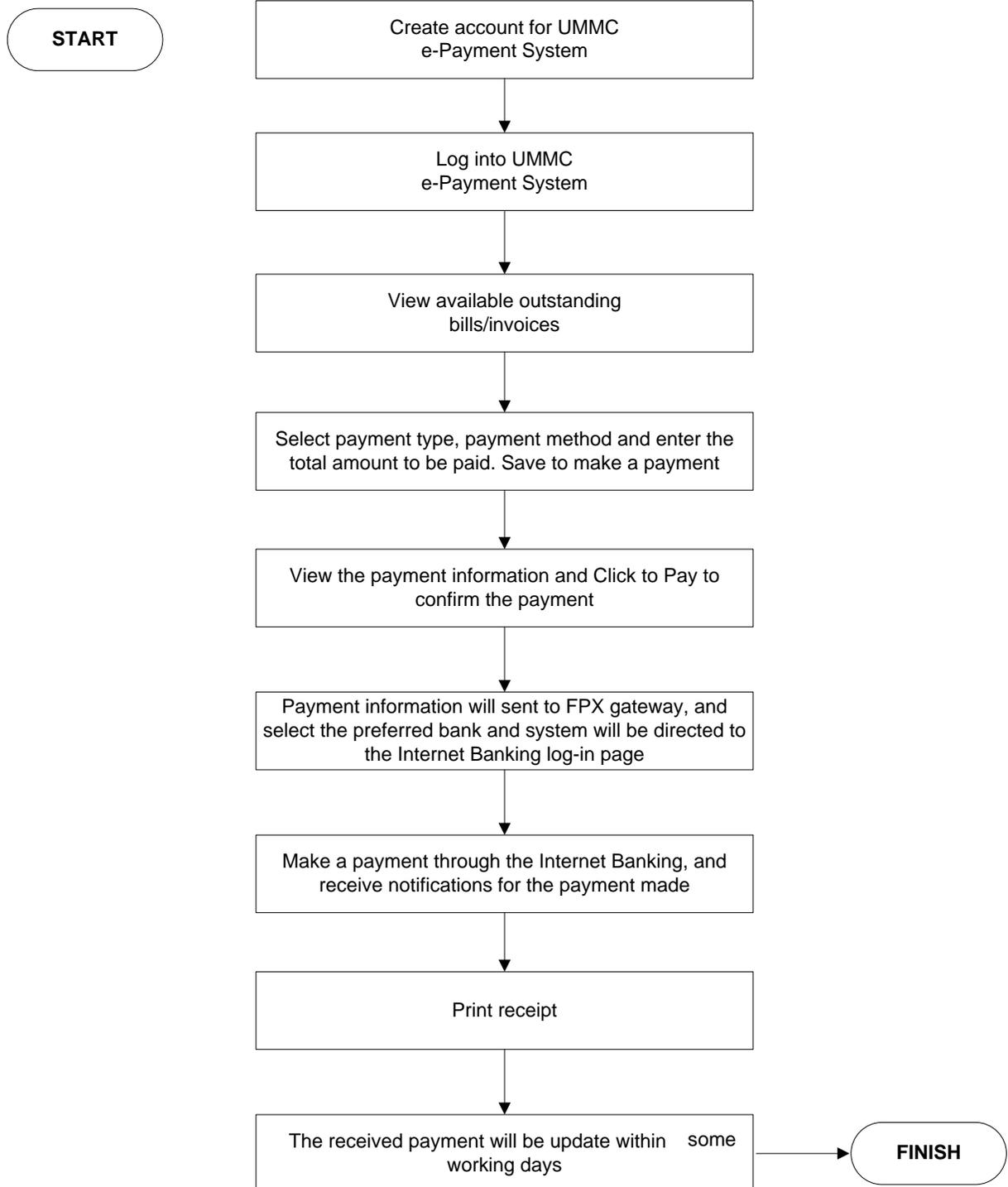


Figure 1: Flowchart for UMMC e-Payment System

## 2.0 New Registration

In order for user to get access to the UMMC e-Payment System, the user must register first. In the login page, there is the link 'New Registration' for the user to create new account.



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

# UMMC e-Payment System

Welcome to UMMC ePayment System | Contact Us |

**LOGIN**

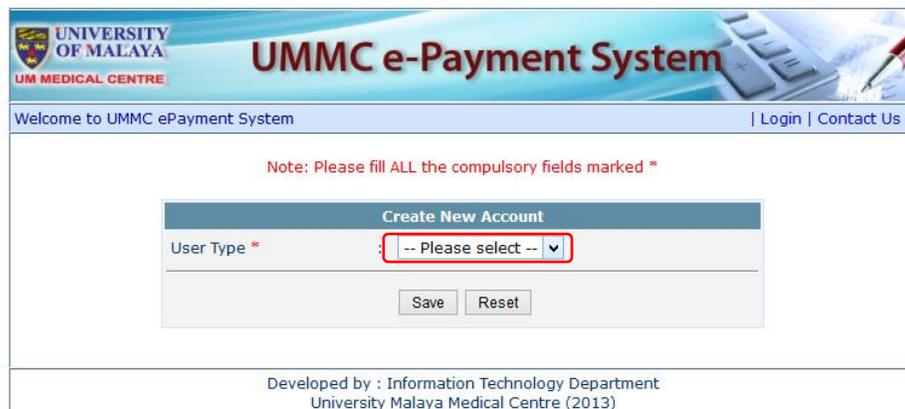
User ID :  (IC Number / Customer ID)

Password :

Login Reset

[New Registration](#) | [Forgot Password](#) |

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

# UMMC e-Payment System

Welcome to UMMC ePayment System | Login | Contact Us |

Note: Please fill ALL the compulsory fields marked \*

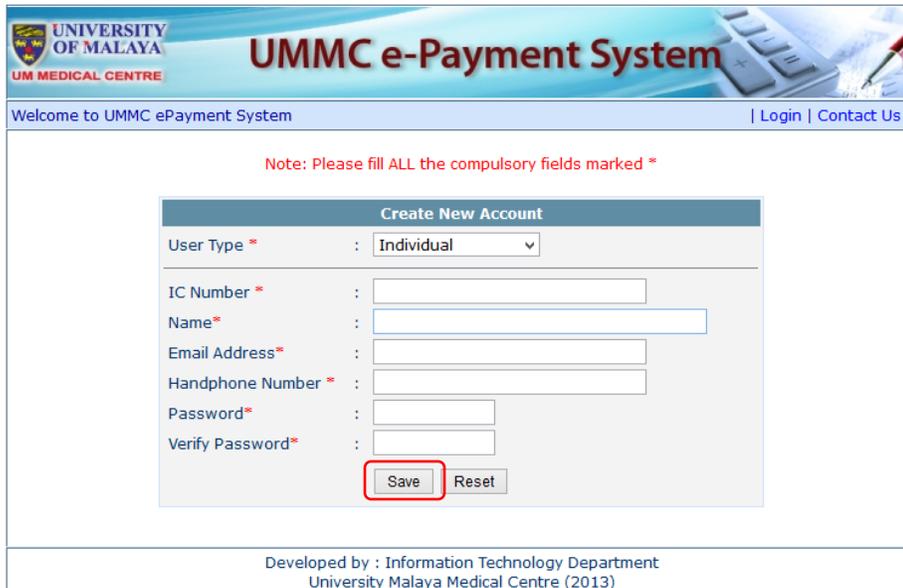
**Create New Account**

User Type \* :

Save Reset

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

In the 'Create New Account Page', user needs to select User Type, either to registers as Individual or Company. It important to select the right User Type because the register as Individual will require an identification number as login ID, and register as Company will require the customer ID as login ID. Besides that, the outstanding bills or invoices also depending on the login ID.



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

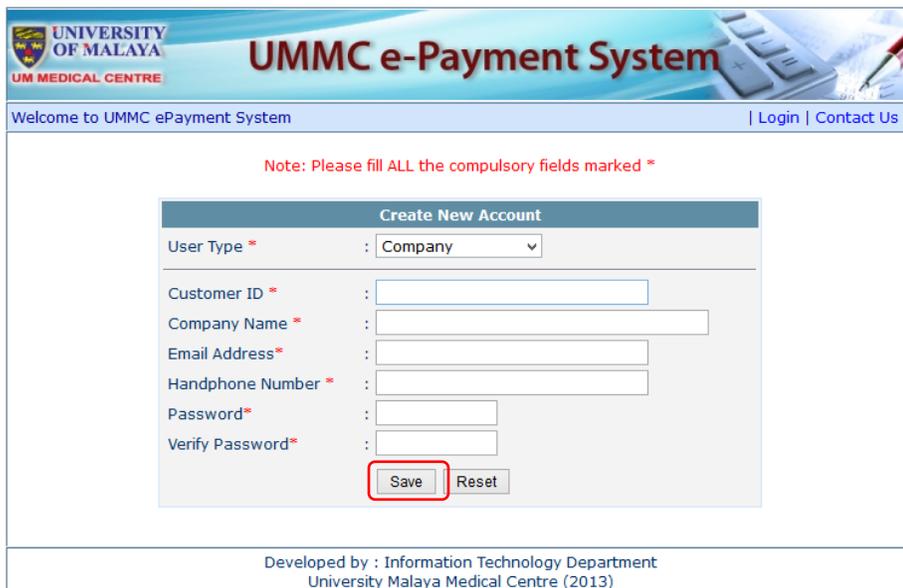
## UMMC e-Payment System

Welcome to UMMC ePayment System | [Login](#) | [Contact Us](#) |

Note: Please fill ALL the compulsory fields marked \*

Create New Account	
User Type *	: Individual
IC Number *	: <input type="text"/>
Name *	: <input type="text"/>
Email Address *	: <input type="text"/>
Handphone Number *	: <input type="text"/>
Password *	: <input type="password"/>
Verify Password *	: <input type="password"/>
<input type="button" value="Save"/> <input type="button" value="Reset"/>	

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

## UMMC e-Payment System

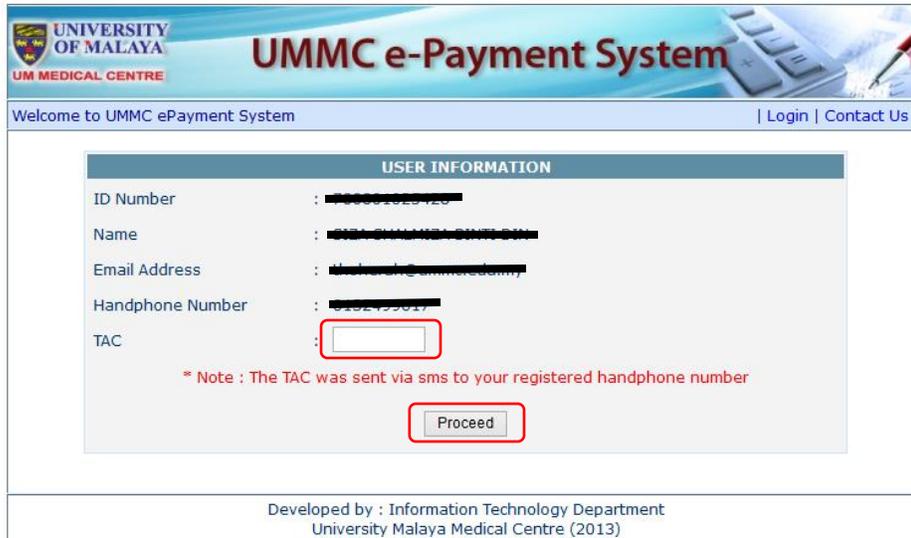
Welcome to UMMC ePayment System | [Login](#) | [Contact Us](#) |

Note: Please fill ALL the compulsory fields marked \*

Create New Account	
User Type *	: Company
Customer ID *	: <input type="text"/>
Company Name *	: <input type="text"/>
Email Address *	: <input type="text"/>
Handphone Number *	: <input type="text"/>
Password *	: <input type="password"/>
Verify Password *	: <input type="password"/>
<input type="button" value="Save"/> <input type="button" value="Reset"/>	

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

User must fill in all the compulsory fields that marked \*. User need to register the active handphone number because the system will send the Transaction Authorization Code (TAC) for the security purpose. After finished, click on the Save button to save and if successful, user need to enter TAC for verification before the system redirect the user to the Main Menu page.



Welcome to UMMC ePayment System | [Login](#) | [Contact Us](#) |

**USER INFORMATION**

ID Number : ██████████  
Name : ██████████  
Email Address : ██████████@ummc.edu.my  
Handphone Number : ██████████  
TAC :

\* Note : The TAC was sent via sms to your registered handphone number

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

Fill in the TAC and click the Proceed button. If the TAC was same with the TAC that received by the user via sms in their registered handphone number, then the system will display the Main Menu page.

### 3.0 Forgot Password

For the user who forgot their password, then can use the link 'Forgot Password' displayed in the System Login page.



Welcome to UMMC ePayment System | [Contact Us](#) |

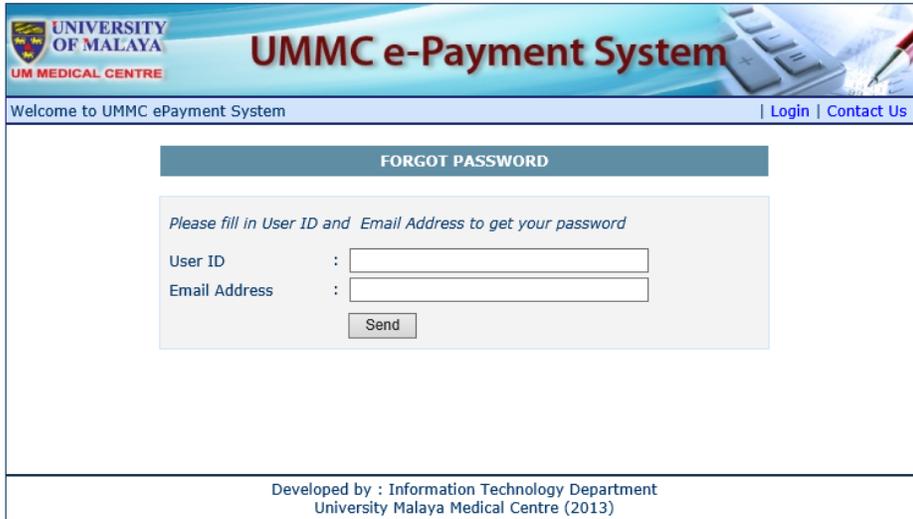
**LOGIN**

User ID :  (IC Number / Customer ID)  
Password :

| [New Registration](#) | [Forgot Password](#) |

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

User needs to fill in their User ID and email address. If the system found their User ID and email address, the password will be sent to their registered email address. If the system cannot find the User ID and email address, the system will notify the user.



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

## UMMC e-Payment System

Welcome to UMMC ePayment System | [Login](#) | [Contact Us](#) |

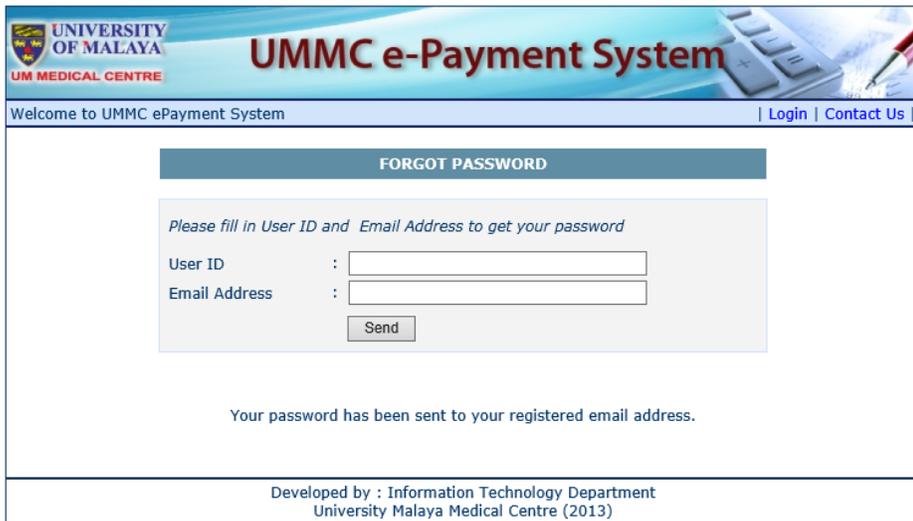
### FORGOT PASSWORD

Please fill in User ID and Email Address to get your password

User ID :

Email Address :

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

## UMMC e-Payment System

Welcome to UMMC ePayment System | [Login](#) | [Contact Us](#) |

### FORGOT PASSWORD

Please fill in User ID and Email Address to get your password

User ID :

Email Address :

Your password has been sent to your registered email address.

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

## 4.0 System Login

There are two ways to log into the UMMC e-Payment System. First is after the registration process of new account, while second way is through the normal login. For the first way, the user will be directed to the main menu page if the registration process is successful. For the second way, the user needs to fill in the registered user ID and password.



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

# UMMC e-Payment System

Welcome to UMMC ePayment System | [Contact Us](#) |

**LOGIN**

User ID :  (IC Number / Customer ID)

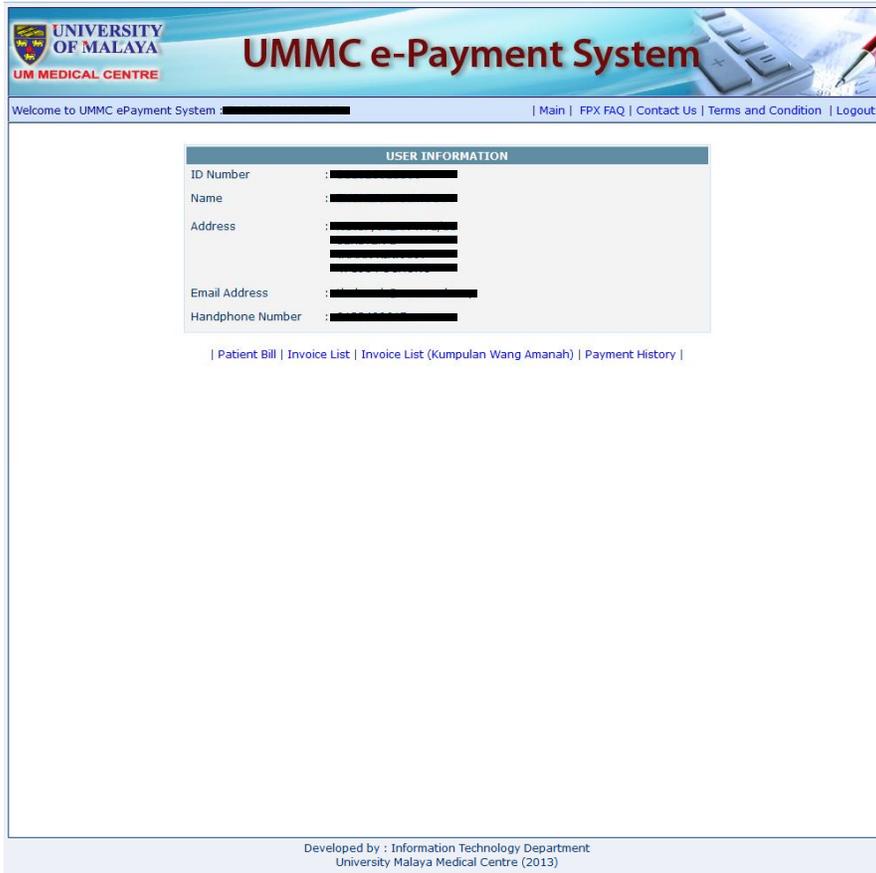
Password :

[New Registration](#) | [Forgot Password](#) |

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

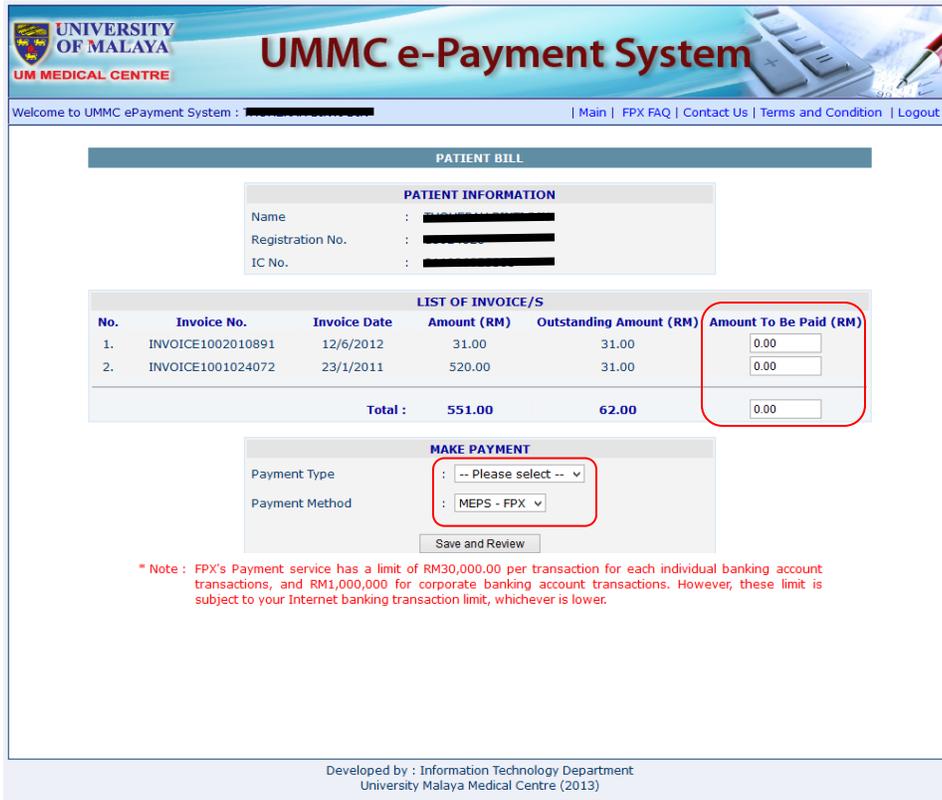
## 5.0 Main Menu

After successfully login into the UMMC e-Payment System, the Main Menu page will be displayed with the menu as listed below:



### 5.1 Patient Bill

In the page for patient bill, it will display all the outstanding bills that the user has with UMMC. These bills is related with the treatment that the user undergo in UMMC as a patient, such as payment for admission in ward, doctor's consultation, medication, examination like laboratory, imaging etc.



**UNIVERSITY OF MALAYA**  
**UM MEDICAL CENTRE**

## UMMC e-Payment System

Welcome to UMMC ePayment System : [REDACTED] | [Main](#) | [FPX FAQ](#) | [Contact Us](#) | [Terms and Condition](#) | [Logout](#)

**PATIENT BILL**

PATIENT INFORMATION

Name : [REDACTED]  
Registration No. : [REDACTED]  
IC No. : [REDACTED]

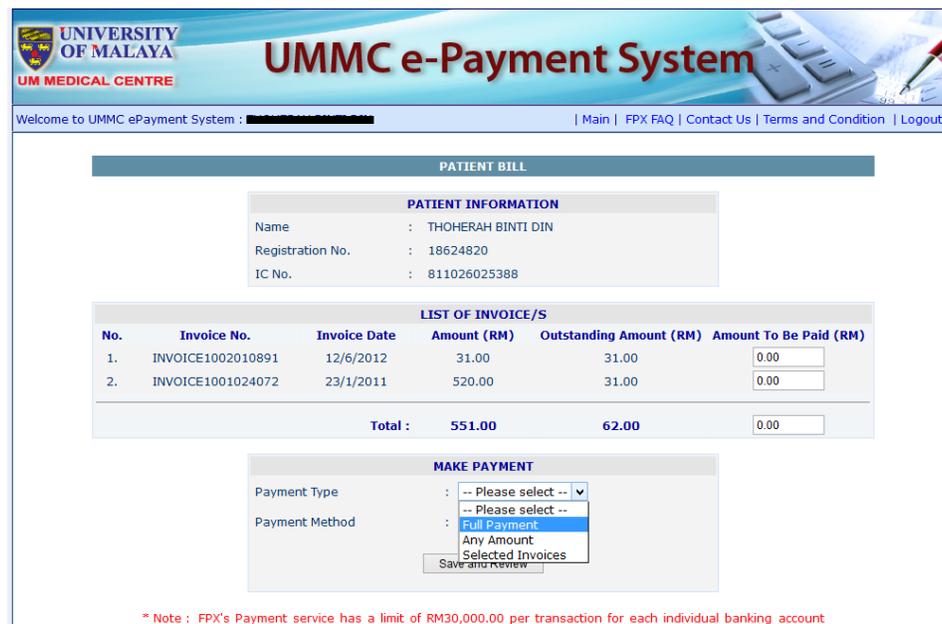
No.	Invoice No.	Invoice Date	Amount (RM)	Outstanding Amount (RM)	Amount To Be Paid (RM)
1.	INVOICE1002010891	12/6/2012	31.00	31.00	0.00
2.	INVOICE1001024072	23/1/2011	520.00	31.00	0.00
<b>Total :</b>			<b>551.00</b>	<b>62.00</b>	<b>0.00</b>

MAKE PAYMENT

Payment Type : -- Please select --  
Payment Method : MEPS - FPX

\* Note : FPX's Payment service has a limit of RM30,000.00 per transaction for each individual banking account transactions, and RM1,000,000 for corporate banking account transactions. However, these limit is subject to your Internet banking transaction limit, whichever is lower.

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)



**UNIVERSITY OF MALAYA**  
**UM MEDICAL CENTRE**

## UMMC e-Payment System

Welcome to UMMC ePayment System : [REDACTED] | [Main](#) | [FPX FAQ](#) | [Contact Us](#) | [Terms and Condition](#) | [Logout](#)

**PATIENT BILL**

PATIENT INFORMATION

Name : THOHERAH BINTI DIN  
Registration No. : 18624820  
IC No. : 811026025388

No.	Invoice No.	Invoice Date	Amount (RM)	Outstanding Amount (RM)	Amount To Be Paid (RM)
1.	INVOICE1002010891	12/6/2012	31.00	31.00	0.00
2.	INVOICE1001024072	23/1/2011	520.00	31.00	0.00
<b>Total :</b>			<b>551.00</b>	<b>62.00</b>	<b>0.00</b>

MAKE PAYMENT

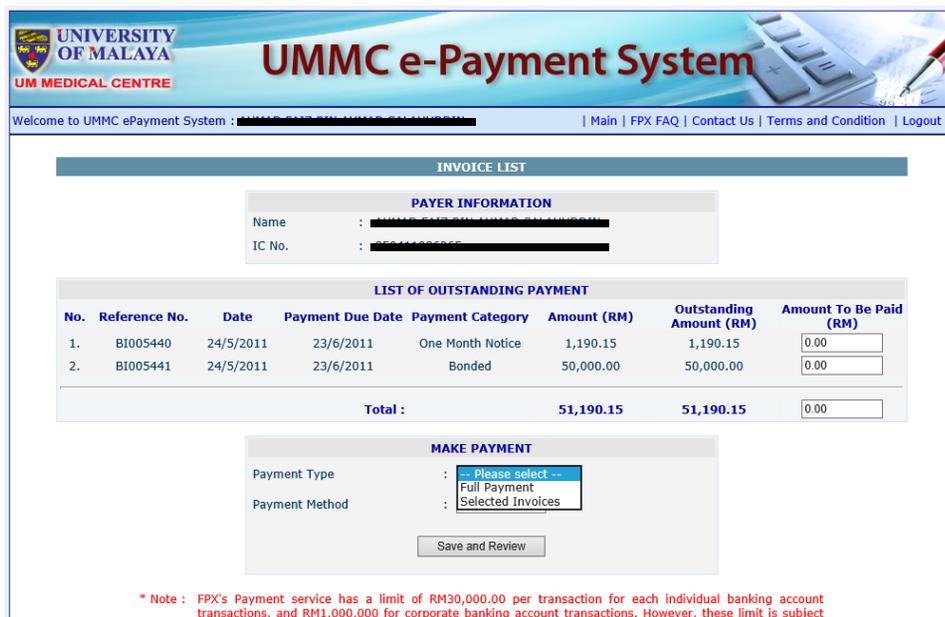
Payment Type : -- Please select --  
Payment Method : Full Payment

\* Note : FPX's Payment service has a limit of RM30,000.00 per transaction for each individual banking account transactions, and RM1,000,000 for corporate banking account transactions. However, these limit is subject to your Internet banking transaction limit, whichever is lower.

In order for user to make payment, there are three payment types, whereby they can pay full payment, any amount or selected invoices. For full payment, user will pay the total of outstanding bills that they have. If user selects any amount, they can pay any amount but cannot exceed the total amount of outstanding bills, so they need to enter the total amount to be paid. Meanwhile, if user selects selected invoices, user need to enter the amount for the invoices in the text box listed in the column 'Amount to be Paid'. The total value displayed for the 'Amount to be Paid' is the amount that user will be pay.

## 5.2 Invoice List

For the sub menu Invoice List, this page will display the entire outstanding invoice other than patient bill such as bonded, one month notice, fee, utility etc.



**UNIVERSITY OF MALAYA**  
**UM MEDICAL CENTRE**

**UMMC e-Payment System**

Welcome to UMMC ePayment System : [REDACTED] | [Main](#) | [FPX FAQ](#) | [Contact Us](#) | [Terms and Condition](#) | [Logout](#) |

**INVOICE LIST**

**PAYER INFORMATION**

Name : [REDACTED]  
IC No. : [REDACTED]

**LIST OF OUTSTANDING PAYMENT**

No.	Reference No.	Date	Payment Due Date	Payment Category	Amount (RM)	Outstanding Amount (RM)	Amount To Be Paid (RM)
1.	BI005440	24/5/2011	23/6/2011	One Month Notice	1,190.15	1,190.15	<input type="text" value="0.00"/>
2.	BI005441	24/5/2011	23/6/2011	Bonded	50,000.00	50,000.00	<input type="text" value="0.00"/>
<b>Total :</b>					<b>51,190.15</b>	<b>51,190.15</b>	<input type="text" value="0.00"/>

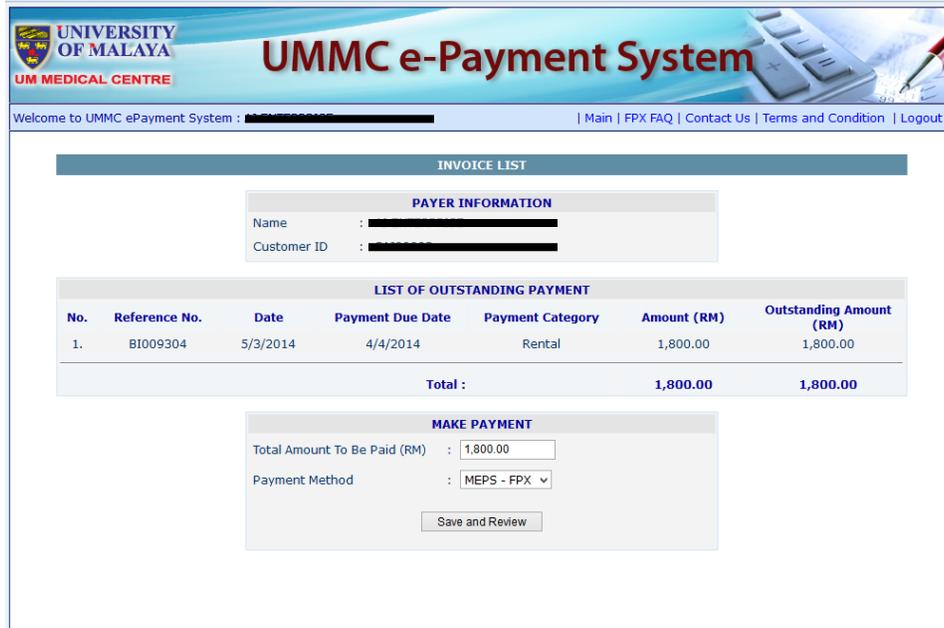
**MAKE PAYMENT**

Payment Type :

Payment Method :

\* Note : FPX's Payment service has a limit of RM30,000.00 per transaction for each individual banking account transactions, and RM1,000,000 for corporate banking account transactions. However, these limit is subject

Payer need to chose the payment type either to pay 'Full Payment' or 'Selected Invoices'. However the maximum value of payment cannot be exceed RM30,000 for individual banking account. If the payer want to pay by 'Selected Invoices', you must enter the value for each invoice in the column of 'Amount to be Paid'. After finish, payer need to click on the 'Save and Review' button to save the information and to confirm the payment.



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

## UMMC e-Payment System

Welcome to UMMC ePayment System : [REDACTED] | [Main](#) | [FPX FAQ](#) | [Contact Us](#) | [Terms and Condition](#) | [Logout](#) |

### INVOICE LIST

**PAYER INFORMATION**

Name : [REDACTED]  
Customer ID : [REDACTED]

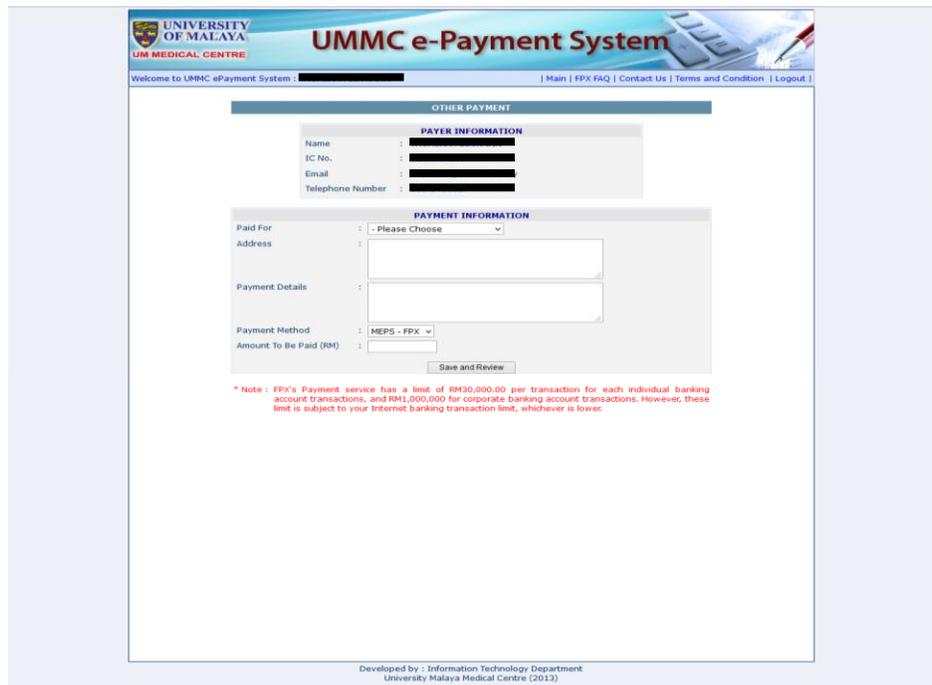
LIST OF OUTSTANDING PAYMENT						
No.	Reference No.	Date	Payment Due Date	Payment Category	Amount (RM)	Outstanding Amount (RM)
1.	BI009304	5/3/2014	4/4/2014	Rental	1,800.00	1,800.00
<b>Total :</b>					<b>1,800.00</b>	<b>1,800.00</b>

**MAKE PAYMENT**

Total Amount To Be Paid (RM) :   
Payment Method :

However, for the user that registered as company, you need to pay the total value of all outstanding invoices, click on the ‘Save and Review’ button.

## 5.4 Other Payment



UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

## UMMC e-Payment System

Welcome to UMMC ePayment System : [REDACTED] | [Main](#) | [FPX FAQ](#) | [Contact Us](#) | [Terms and Condition](#) | [Logout](#) |

### OTHER PAYMENT

**PAYER INFORMATION**

Name : [REDACTED]  
IC No. : [REDACTED]  
Email : [REDACTED]  
Telephone Number : [REDACTED]

**PAYMENT INFORMATION**

Paid For :   
Address :   
Payment Details :   
Payment Method :    
Amount To Be Paid (RM) :

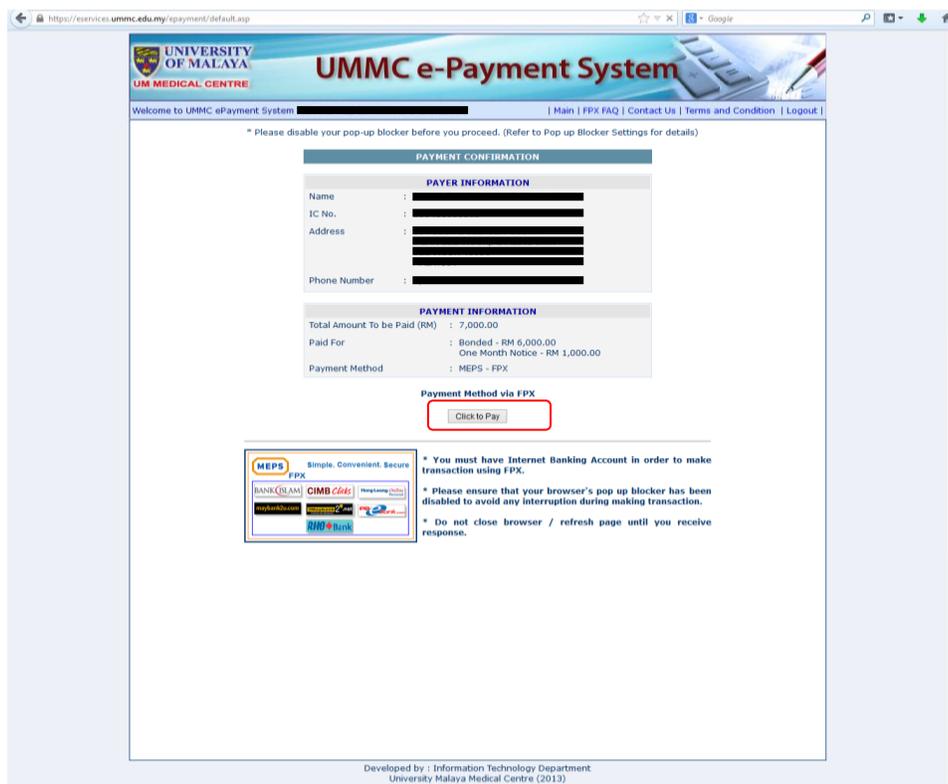
\* Note : FPX's Payment service has a limit of RM30,000.00 per transaction for each individual banking account transactions, and RM1,000,000 for corporate banking account transactions. However, these limit is subject to your Internet banking transaction limit, whichever is lower.

Developed by : Information Technology Department  
University Malaya Medical Centre (2013)

Function Other Payment is for users who want to pay for non-invoice payment, such as Bayaran Yuran Kursus, Pengesahan Pengajian, Pembayaran Balik Biasiswa, Deposit Pesakit, Derma etc. It is compulsory for user to field in the address, payment details, payment method and the amount to be paid

### 5.3 Payment Confirmation

In the page of Payment Confirmation, payer need to click on the 'Click to Pay' button if all the information displayed is correct, then the system will directed you to the FPX page. In this page, you need to select the bank that you have an account to do the payment.



https://eservices.ummc.edu.my/epayment/default.asp

UNIVERSITY OF MALAYA  
UM MEDICAL CENTRE

UMMC e-Payment System

Welcome to UMMC ePayment System | Main | FPX FAQ | Contact Us | Terms and Condition | Logout |

\* Please disable your pop-up blocker before you proceed. (Refer to Pop up Blocker Settings for details)

**PAYMENT CONFIRMATION**

**PAYER INFORMATION**

Name : ██████████  
IC No. : ██████████  
Address : ██████████  
Phone Number : ██████████

**PAYMENT INFORMATION**

Total Amount To be Paid (RM) : 7,000.00  
Paid For : Bonded - RM 6,000.00  
One Month Notice - RM 1,000.00  
Payment Method : MEPS - FPX

Payment Method via FPX

**MEPS** Simple, Convenient, Secure  
**FPX**

**BANK CIMB** **CIMB Clicks**

\* You must have Internet Banking Account in order to make transaction using FPX.  
\* Please ensure that your browser's pop up blocker has been disabled to avoid any interruption during making transaction.  
\* Do not close browser / refresh page until you receive response.

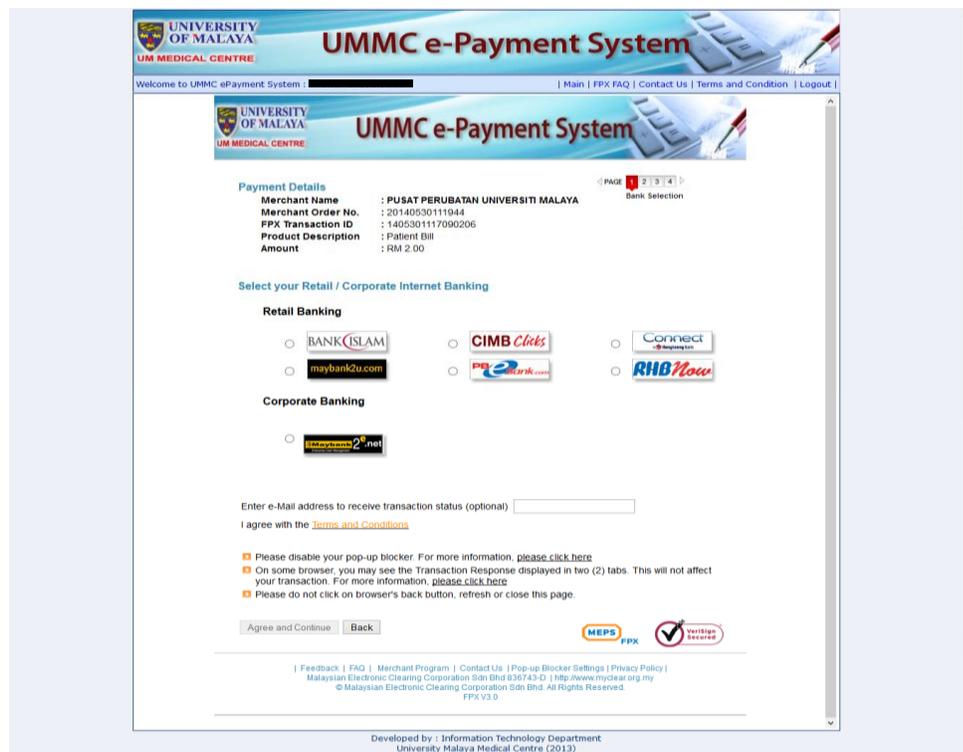
Developed by : Information Technology Department  
University Malaysia Medical Centre (2013)

In the FPX Entry Page, the payer need to choose the bank that they have Internet Banking, then tick the tick box that agree for Terms and Conditions, and finally click

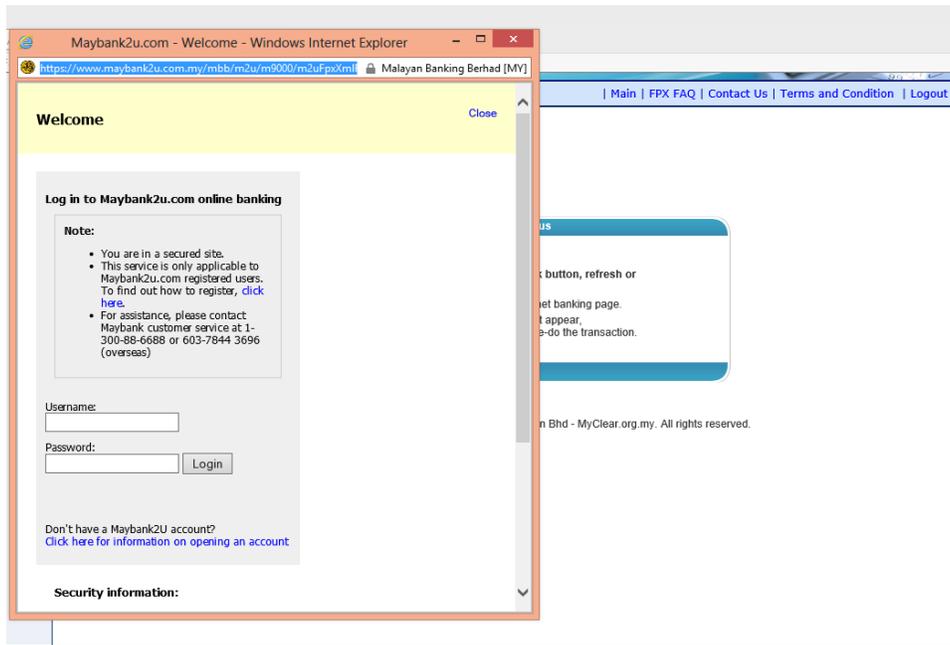
the 'Proceed' button.

After click the 'Proceed' button, the system will direct to the login page for the bank that have chosen by the payer. Payer need to do the step by step required with internet banking system. Payer also can print the receipt.

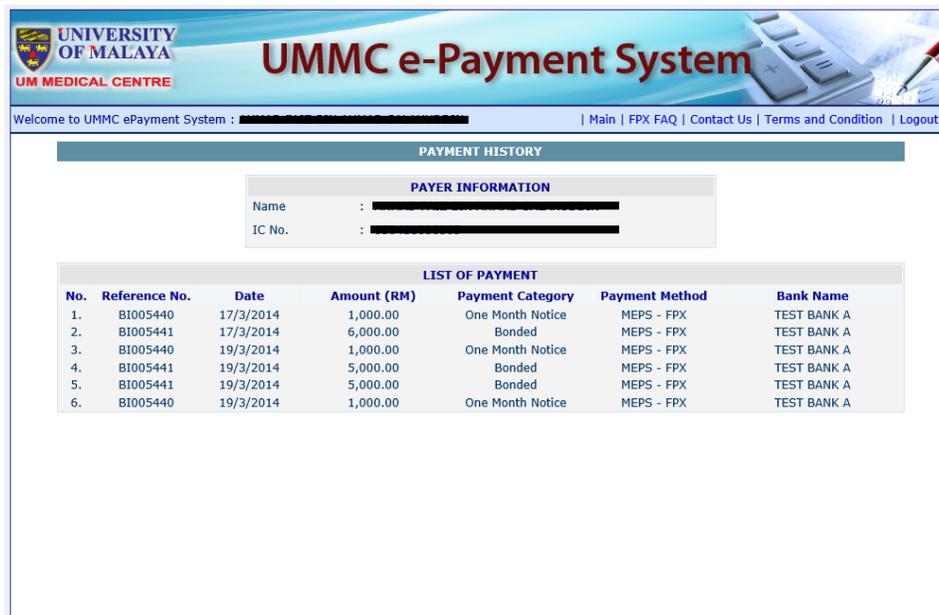
After successfully pay through internet banking, then the system will direct the payer to the UMMC ePayment System. For patient bill payment the system will update the payment as soon as the payment was successful. However for other payment, UMMC will take some working days to update the payment.



The screenshot displays the UMMC e-Payment System interface. At the top, it features the University of Malaya logo and the text 'UMMC e-Payment System'. Below this, there is a navigation bar with links for 'Main', 'FPX FAQ', 'Contact Us', 'Terms and Condition', and 'Logout'. The main content area is titled 'Payment Details' and lists the following information: Merchant Name: PUSAT PERUBATAN UNIVERSITI MALAYA, Merchant Order No.: 20140530111944, FPX Transaction ID: 1405301117090206, Product Description: Patient Bill, and Amount: RM 2.00. Below the payment details, there is a section for 'Select your Retail / Corporate Internet Banking'. Under 'Retail Banking', there are radio buttons for BANK ISLAM, CIMB Clicks, Connect, maybank2u.com, and RHB Now. Under 'Corporate Banking', there is a radio button for maybank2u.net. There is also a text input field for 'Enter e-Mail address to receive transaction status (optional)'. Below this, there is a checkbox for 'I agree with the Terms and Conditions'. At the bottom, there are buttons for 'Agree and Continue' and 'Back', along with logos for MEPS, FPX, and VeriSign. The footer contains links for 'Feedback', 'FAQ', 'Merchant Program', 'Contact Us', 'Pop-up Blocker Settings', and 'Privacy Policy', along with copyright information for Malaysian Electronic Clearing Corporation Sdn Bhd and FPX V3.0.



## 5.5 Payment History



No.	Reference No.	Date	Amount (RM)	Payment Category	Payment Method	Bank Name
1.	BI005440	17/3/2014	1,000.00	One Month Notice	MEPS - FFX	TEST BANK A
2.	BI005441	17/3/2014	6,000.00	Bonded	MEPS - FFX	TEST BANK A
3.	BI005440	19/3/2014	1,000.00	One Month Notice	MEPS - FFX	TEST BANK A
4.	BI005441	19/3/2014	5,000.00	Bonded	MEPS - FFX	TEST BANK A
5.	BI005441	19/3/2014	5,000.00	Bonded	MEPS - FFX	TEST BANK A
6.	BI005440	19/3/2014	1,000.00	One Month Notice	MEPS - FFX	TEST BANK A

To check for the payment history, payer can click the link 'Payment History' in the Main page. Payment History will display all the successful payment done by the

payer.

## 6.0 Contact Us



**UNIVERSITY OF MALAYA**  
**UMMC e-Payment System**  
UM MEDICAL CENTRE

Welcome to UMMC ePayment System : ██████████ | [Main](#) | [FPX FAQ](#) | **Contact Us** | [Terms and Condition](#) | [Logout](#) |

### CONTACT US

If you have any enquiries, please proceed to contact the following:

**Pusat Perubatan Universiti Malaya**  
Lembah Pantai  
59100 Kuala Lumpur

Telephone : 603-7949 2110  
Fax : 603-7949 2048  
Email :

Problem regarding the system :

Telephone : 603-7949 3475  
Email : thoherah@ummc.edu.my

Thank you...

## 7.0 FPX FAQ



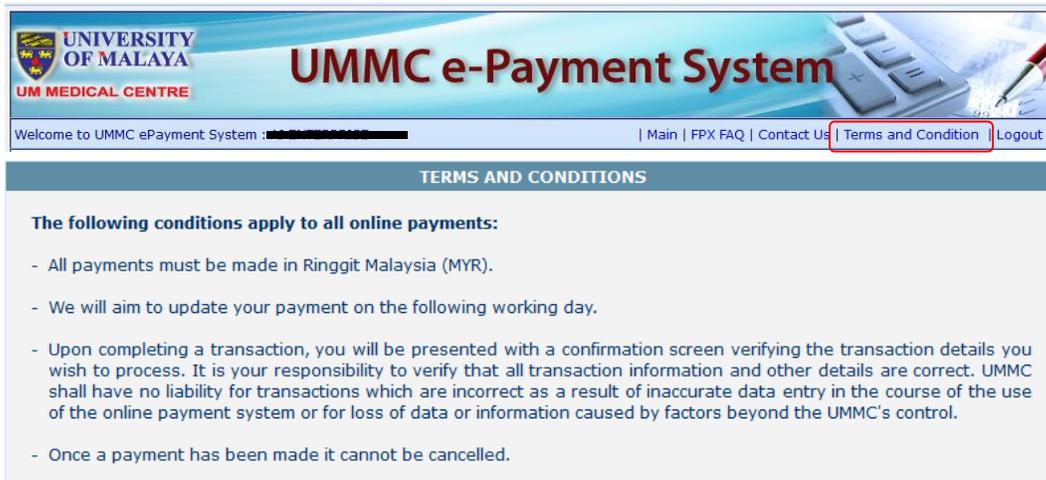
**UNIVERSITY OF MALAYA**  
**UMMC e-Payment System**  
UM MEDICAL CENTRE

Welcome to UMMC ePayment System : ██████████ | [Main](#) | **FPX FAQ** | [Contact Us](#) | [Terms and Condition](#) | [Logout](#) |

**FPX FAQ**

- **What is FPX?**  
FPX (Financial Process Exchange) is an online payment service utilizing your internet banking account. It is simple, convenient and secure.
- **How to use FPX?**
  1. Ensure your internet banking account is activated.
  2. Ensure your pop-up blocker is disabled.
  3. Choose FPX as your payment option.
  4. Choose your preferred internet banking account.
  5. You will be directed to your internet banking log in page.
  6. Upon confirmation of payment, you will receive notification from merchant, bank and FPX respectively.
- **Do I have to register before making payment with FPX?**  
No registration is required to use FPX. You however, must have an internet banking account and may also need to register with the merchant depending on merchant's requirement.
- **What is the operating hour for FPX?**  
FPX operation hour is from 7.00am to 11.00pm daily. However, FPX services are dependent on the Internet Banking services availability at the participating banks.
- **Are there any charges for payment via FPX?**  
It will depend on your Internet Banking subscription terms and conditions as well as your merchants' services terms and conditions.
- **Is there any limit to the number of transactions?**  
The limit is determined by either your bank or the merchant.
- **What is the maximum transaction limit?**  
Currently, FPX's Payment service has a limit of RM30,000 per transaction for each individual banking account transactions and RM1,000,000 for corporate banking account transactions. Please refer to your bank for the latest information.

## 8.0 Terms and Conditions



**UNIVERSITY OF MALAYA**  
**UM MEDICAL CENTRE**

# UMMC e-Payment System

Welcome to UMMC ePayment System : ██████████ | [Main](#) | [FPX FAQ](#) | [Contact Us](#) | [Terms and Condition](#) | [Logout](#) |

## TERMS AND CONDITIONS

**The following conditions apply to all online payments:**

- All payments must be made in Ringgit Malaysia (MYR).
- We will aim to update your payment on the following working day.
- Upon completing a transaction, you will be presented with a confirmation screen verifying the transaction details you wish to process. It is your responsibility to verify that all transaction information and other details are correct. UMMC shall have no liability for transactions which are incorrect as a result of inaccurate data entry in the course of the use of the online payment system or for loss of data or information caused by factors beyond the UMMC's control.
- Once a payment has been made it cannot be cancelled.

## 9.0 System Logout

To logout from the system, user can click on the link 'Logout' placed on the top of the system.

