



**KEMENTERIAN PENGANGKUTAN
MALAYSIA**

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (BACK-END)

PAYMENT MANAGEMENT MODULE

AGENCY NAME	:	1. Agensi Pengangkutan Awam Darat (APAD) 2. Lembaga Pelesenan Kenderaan Perdagangan Sabah (LPKP Sabah) 3. Lembaga Pelesenan Kenderaan Perdagangan Sarawak (LPKP Sarawak)
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i. Document Description

- The User Manual shall provide a step-by-step instruction to the User with regards to the Payment Management Module.
- This User Manual will be used by the User which provides details on the activities and steps on Online Payment and Counter Payment in the iSPKP system.

ii. Document Control

- This section will highlight the User Manual Version No / Date / Summary of Changes / Author as and when changes are made and the latest version is fit for release as determined by the relevant agency personnel.

Important Note:

- All changes shall be tracked and stored in iSPKP Project Repository after the necessary signoff has been obtained as per the format below:

Version No.	Date	Summary of Changes	Author

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Appendix 1: Acronyms

Appendix 2: Glossary

1. INTRODUCTION

This Payment Management User Manual contains all the important guidelines and information to help the User to navigate through the iSPKP system. The Manual also includes a description of the module's functionality and capabilities, contingencies and alternative modes of operation, and step-by-step procedures for accessing the system and methods of its use.

1.1 Purpose and Scope

This document provides an introduction to the Payment Management module and the guidelines & steps for Online Payment and Counter Payment management in the iSPKP system.

1.2 Document Organization

- Below is a summary table to describe each section in this document.

Section No.	Section Title	Section Description
1	Introduction	This section provides a description of what this document is all about. It is a comprehensive guide in using the Payment Management module.
2	Module Overview	This section is a high level description of the iSPKP system functionality.
3	Module Functionality Description	This section provides an overview of different functions available in the Payment Management Module and the different Users involved in Online Payment and Counter Payment Management at the Back-End system.
4	User Manual	This section is a guide for the User to perform

Section No.	Section Title	Section Description
		step-by-step action for various activities related to Online Payment and Counter Payment in the Payment Management via the iSPKP system.
5	Error Handling	This section guides the User to rectify errors so that the User will be able to use the system.

Table 1: Document Organization

1.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX

1.4 List of References

- This Payment Management Module User Manual is written in reference to the sources below:

No.	Source
1.	Land Public Transport Act 2010 (ACT 715) - 15 January 2019
2.	Road Transport Act 1987 (Act 333)
3.	Personal Data Protection Act 2010
4.	Website APAD (https://www.apad.gov.my/) Website LPKP Sabah (http://www.lpkpsabah.gov.my/lpkp/index.php/ms-my/) Website LPKP Sarawak (http://www.lpkpsarawak.gov.my/lpkp/en/node/42)
5.	KRISA Document Template (https://sqa.mampu.gov.my/index.php/ms/tempat-artifak/dokumen-pembangunan-sistem)

No.	Source
6.	iSPKP System Main User Manual
7.	iSPKP System User Manual (Front-End) Payment Management Module

Table 2: List of References

1.5 System Overview

Please refer to Section 2.0 in MAIN User Manual for details.

1.6 Glossary

Please refer to separate Appendix document for details.

Appendix 2 - Glossary

1.7 Important Reminders

- Please read through the respective sections carefully in the User Manual before proceeding.
- If left idle for 5 minutes, the User will be automatically logout from the system.
- The iSPKP system is available in two languages - Bahasa Malaysia and English. In the iSPKP Login Page, User will be able to select the preferred language before logging into the system.

2. MODULE OVERVIEW

This section is to be read together with the respective sections in the Main User Manual.

2.1 Purpose

This section provides an overview of the Payment Management module for the purpose of Online Payment and Counter Payment Management in the iSPKP system.

2.2 Module Description

The Payment Management module enables the User to perform the key activities related to Payment in the iSPKP system.

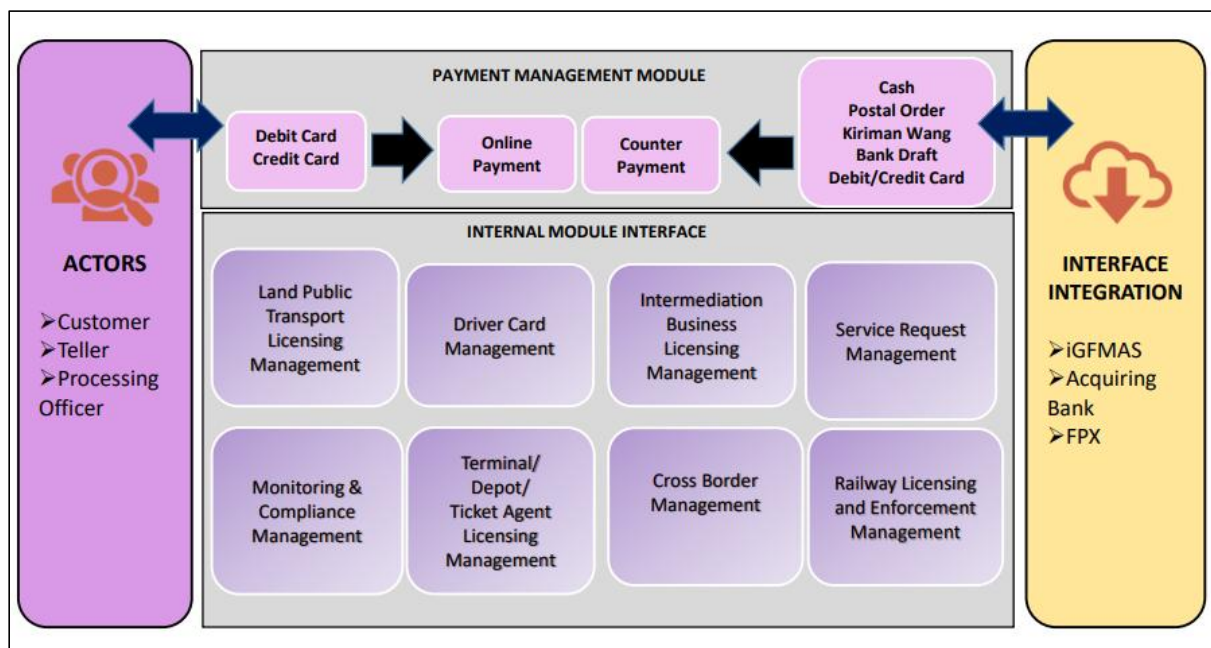


Figure 1: Payment Management Module

Figure 1 above illustrates the high-level overview of the Payment Management module. It shows the interaction between the actors that will have access privileges to this module, the sub-modules, all the internal interfaces with the other system modules and the integration interfaces with external Agencies.

The Payment Management sub-modules consist of Online Payment and Counter Payment.

This Module also integrates with the Land Public Transport Licensing Management Module, Driver Card Management Module, Intermediation Business Licensing Management Module, Service Request Management Module, Monitoring & Compliance Management Module, Terminal / Depot / Ticketing Agent Licensing Management Module, Cross-Border Management Module and Railway Licensing & Enforcement Management Module.

3. MODULE FUNCTIONALITY DESCRIPTION

Under the respective modules in the iSPKP system (e.g. Driver Card Management or Land Public Transport Licensing Management), the Front-End Users may perform certain payment related transactions such as Processing fee, Licensing Fee or Penalty Fee.

The Front-End Users for this module are Operators (Companies) or Agent(s) appointed by the Company. In the case of LPKP Sabah / LPKP Sarawak, this includes Individuals as well.

The Operator's User are the Company Director and Company PIC (if this is a different person).

The role of the Back-End User is to ensure that all counter transactions related to payments are correctly captured to facilitate Back-End processing. This is further elaborated in the Payment Management module in the iSPKP system under Section 3.2.

3.1 Payment Management Functionality

This module enables various payment related transactions to be made in the iSPKP system.

There are two main sub-modules for Payment Management module to ensure smooth management of this module. i.e. Online Payment and Counter Payment.

3.1.1 Online Payment

Upon the Front-End User making Online Payment whilst performing payment related transactions in the respective module, the Back-End system will automatically capture this transaction.

At the end of the working day, the Counter Officer will need to perform "Reconciliation Process" between the Daily Bank Statement and Daily Transaction Records.

The Daily Transaction Records file is sent to the iGFMAS system.

3.1.2 Counter Payment

This option is for those Front-End Users who are unable to perform immediate Online Payment whilst performing payment related transactions in the respective module. They will need to go to the nearest APAD / LPKP Branch Counters to make payment.

The Counter Officer will need to key-in payment details and issue Official Receipt.

At the end of transaction day, the Daily Transaction Records file is auto-uploaded to the iGFMAS by iSPKP system.

3.2 User Type and Role

The Back-End User with regards to the Payment Management module as follows:

USER TYPE	USER ROLE
Core Module Admin	Performs the “Preferences” set-up related to Payment.
Counter Teller	Accepts payments Invoice and generate Official Receipt. Performs Counter Balance Checking for Opening and Closing of the transaction day for Counter Payment.
Counter Officer	In-charge of the Counter at APAD / LPKP and assigns Tellers to Counters. Can perform various inquiries related to Payment.
Finance Department Officer	Performs Reconciliation Process between the Daily Bank Statement and Daily Transaction Records for Online Payment.

Table 3: User Type and Role

3.3 Work Process Flow

User must use the respective credentials (User ID and password) to access the iSPKP Back-End iSPKP system.

Please refer to Section 5.1 for User Sign In in the Main User Manual.

4. USER MANUAL

This User Manual covers both the Preferences set-up and the Back End Payment Processing for Payment Module.

4.1 Preferences Setup

The “Preferences” setup is a one-time setup in the Payment module.

Following are the respective Users for the “Preferences” setup.

Type of Preferences Setup	Officer in Charge
Payment Type	Core Module Admin
Branch	Core Module Admin
Fee Type	Core Module Admin
Fee Type Structure	Core Module Admin
Counter code	Core Module Admin
Payment Status	System Administrator (Not Applicable for Back End User - please ignore)
Counter Payment Setup	Counter Officer
Fee Configuration	Core Module Admin

Table 4: Types of Preferences Setup

The different types of Preferences setup listed above will be elaborated further except for Payment Status which is not applicable for Back End Users.

The User must Sign In to the iSPKP system (APAD / LPKP Sabah / LPKP Sarawak) using credentials given to him/her to perform certain tasks under Preference sub-module in the Payment module. The credentials consist of User ID and Password.

The following Landing Page will be displayed.

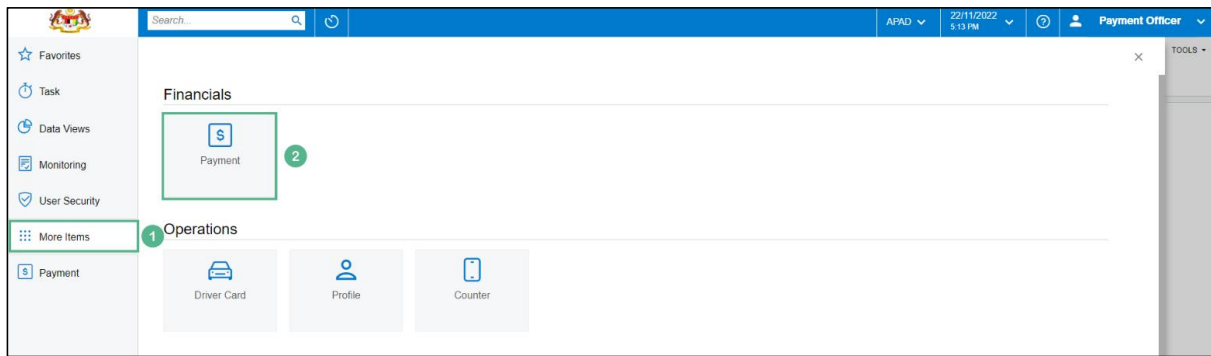


Figure 2: Payment Menu - Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	More Items	Enables User to access more items.	User to click on “More Items” menu option.	* Mandatory field. Click button.
2	Payment	This menu allows User to access to various Payment sub-menus.	User to click the “Payment” module.	* Mandatory field. Click button. Payment sub-menus will be displayed as shown in Figure 3.

The respective User will access the Preferences Sub-Menu and perform specific functions thereafter. These are one-time set-up in the respective APAD / LPKP Sabah / LPKP Sarawak system as follows:

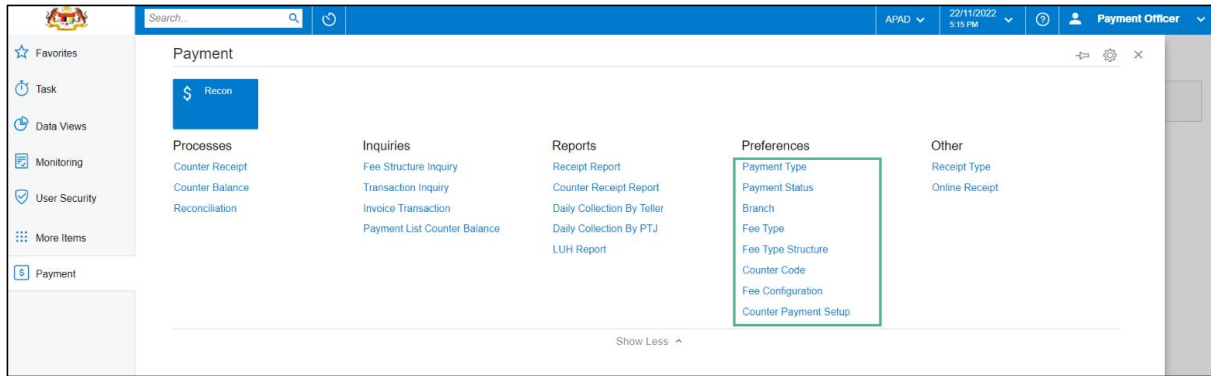


Figure 3: Payment Menu - Preferences Sub-Menu

The Core Module Admin (User) will access the “Payment Type” task and set-up the Payment Types as per Figure 4.

There are 5 types of payments:

- Bank Draft
- Money Order
- Online
- Postal Order
- Cash

ID	Jenis Bayaran	Dimasukkan Oleh	Tarikh Dimasukkan	Dikemaskini Oleh	Tarikh/Masa Dikemaskini
1	Bank Draft	mot	2/6/2022	mot	2/6/2022
11	Money Order	mot	2/6/2022	mot	2/6/2022
31	Online	mot	2/6/2022	mot	2/6/2022
41	Postal Order	motadmin	8/6/2022	motadmin	8/6/2022
51	Cash	motadmin	8/6/2022	motadmin	8/6/2022

Figure 4: Preference Sub-Menu: Payment Types

Title heading in BM

The Core Module Admin (User) will access the “Branch” task and set-up the list of branches in the respective APAD / LPKP Sabah / LPKP Sarawak system as per Figure 5. Only those branches listed here are allowed to accept Counter Payment.

Branch Code	Branch Name	Account Code	Is HQ
36080102	PTJ TIMA	1103	<input checked="" type="checkbox"/>
36080119	PTJ PADANG JAWA	1010	<input type="checkbox"/>
36080116	PTJ SEREMBAN	1005	<input type="checkbox"/>
36080112	PTJ KELANTAN	1003	<input type="checkbox"/>
36080105	PTJ KUALA TRENGGANU	1011	<input type="checkbox"/>
36080113	PTJ PAHANG	1006	<input type="checkbox"/>
36080104	PTJ ONE PERCENT	1007	<input type="checkbox"/>
36080107	PTJ KEDAH	1002	<input type="checkbox"/>
36080108	PTJ PERAK	1008	<input type="checkbox"/>
36080103	PTJ JOHOR	1001	<input type="checkbox"/>
36080110	PTJ MELAKA	1004	<input type="checkbox"/>
36080109	PTJ SEBERANG JAYA	1007	<input type="checkbox"/>

Figure 5: Preference Sub-Menu: Branch

The Core Module Admin (User) will access the “Fee Type” task and set-up the list of Fee Types that are accepted for Counter Payment at the Branches as well as for Online Payment in the respective APAD / LPKP Sabah / LPKP Sarawak system as per Figure 6.

Fee Type Name	Created By	Created Date Time	Updated By	Updated Date Time
Processing Fee	mot	28/06/2022	mot	28/06/2022
Licensing Fee	mot	28/06/2022	mot	28/06/2022
Penalty Fee	CSMimp3	27/07/2022	CSMimp3	27/07/2022
IBL Year Licensing...	mot	7/10/2022	mot	7/10/2022

Figure 6: Preferences Sub-Module: Fee Type

The Core Module Admin (User) will access the “Fee Type Structure” task and set-up the charges and IGFMAS codes for every branch that is listed in the respective APAD / LPKP Sabah / LPKP Sarawak system as per Figure 7.

The codes must be clearly defined for the branches which varies by Fee Type / Module ID / License Class ID.

As and when new branches are added, the same process is repeated by the User.

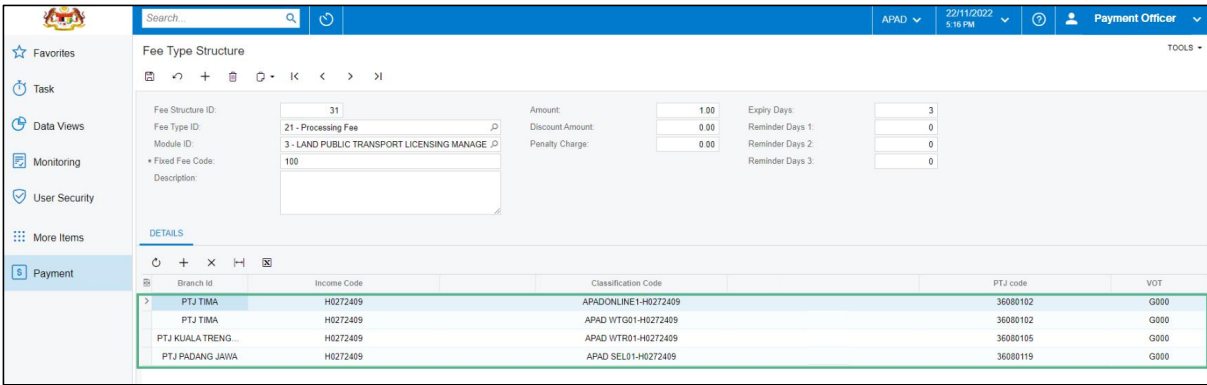


Figure 7: Preference Sub-Module: Fee Type Structure

The Core Module Admin (User) will access the “Counter Code” task and set-up the Counter Code ID / Name for the branches in the respective APAD / LPKP Sabah / LPKP Sarawak system as per Figure 8.

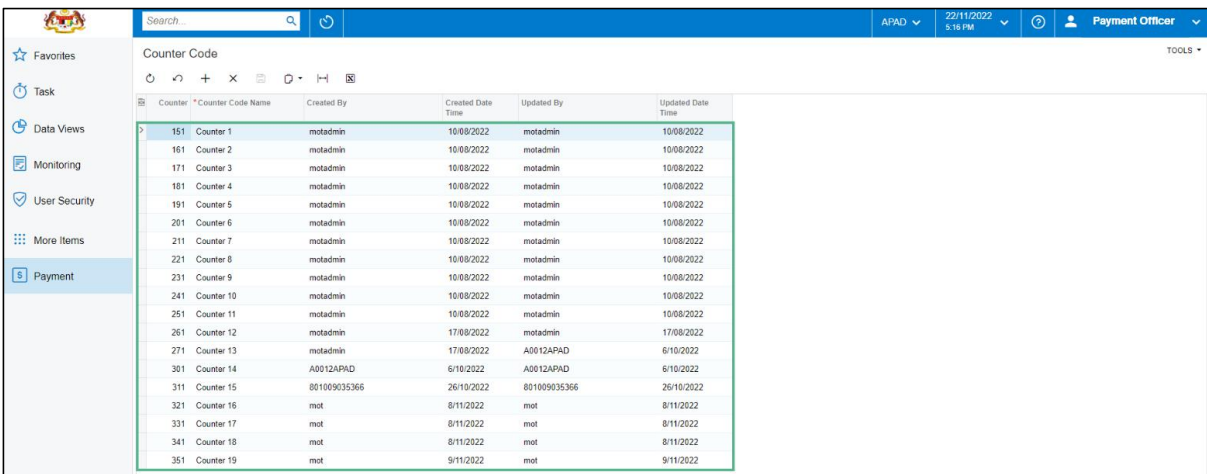


Figure 8: Preferences Sub-Module: Counter Code

The Counter Officer (User) will access the “Counter Payment Setup” task and assign Tellers for each counter at the branches / Pusat Tanggung Jawab (PTJ). Otherwise, the Tellers will not be able to access the collection screen for Counter Payment. In the event there is a need to reassign the Tellers (eg. due to staff on leave), changes will be made on this screen in the respective APAD / LPKP Sabah / LPKP Sarawak system as per Figure 9.

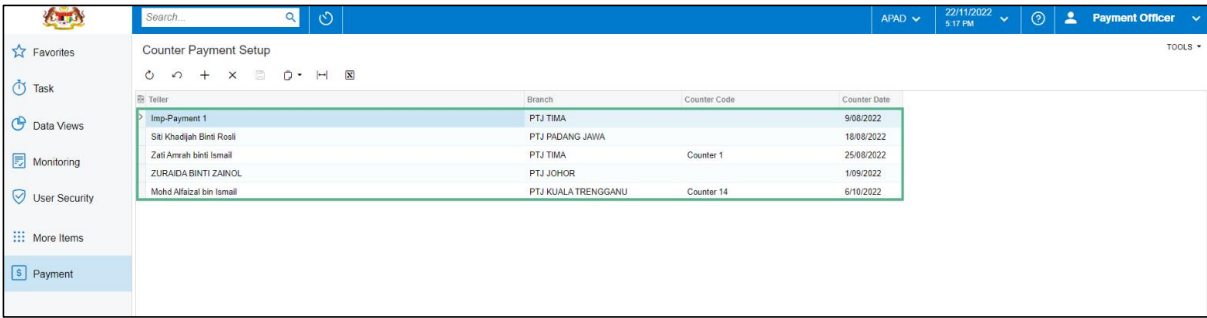


Figure 9: Preferences Sub-Module: Counter Payment Setup

The Core Module Admin (User) will access the “Fee Configuration” task and set-up the different types of fees chargeable based on Module / Fee Type / License Class Type / License Type. The fee charges shall be based on number of months in the respective APAD / LPKP Sabah / LPKP Sarawak system as per Figure 10.

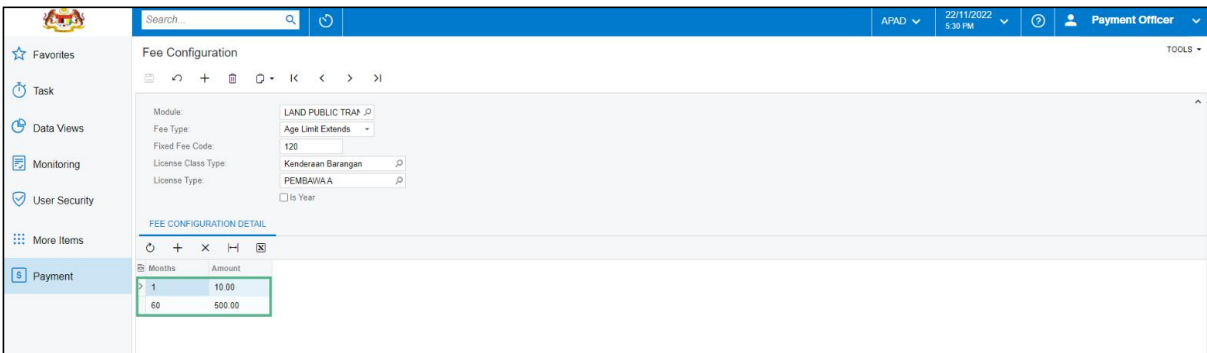


Figure 10: Preferences Sub-Module: Fee Configuration

4.2 Payment Processing

Upon the Front-End User initiating certain transactions in the respective iSPKP module that require payment, he / she will need to select the type of actions related to payment at the bottom of the Declaration screen.

Please refer to Table 5 in the iSPKP System User Manual (Front-End) Payment Management Module for details.

Please note the following:

- i. The Back-End User who has been granted access must login through Back-End Portal using credentials given to him/her. The credentials consist of User ID and Password.
- ii. The iSPKP system is available in two languages - Bahasa Malaysia and English. The User will be able to select the preferred language before logging into the system.
- iii. The User will be able to perform the respective task or activities in the Payment Management module.
- iv. Kindly refer to the Admin User Manual which specifies different roles and access permissions.

Payment to be made is either “Online Payment” or “Counter Payment”.

For each payment type, the Back-End User is expected to perform certain tasks below.

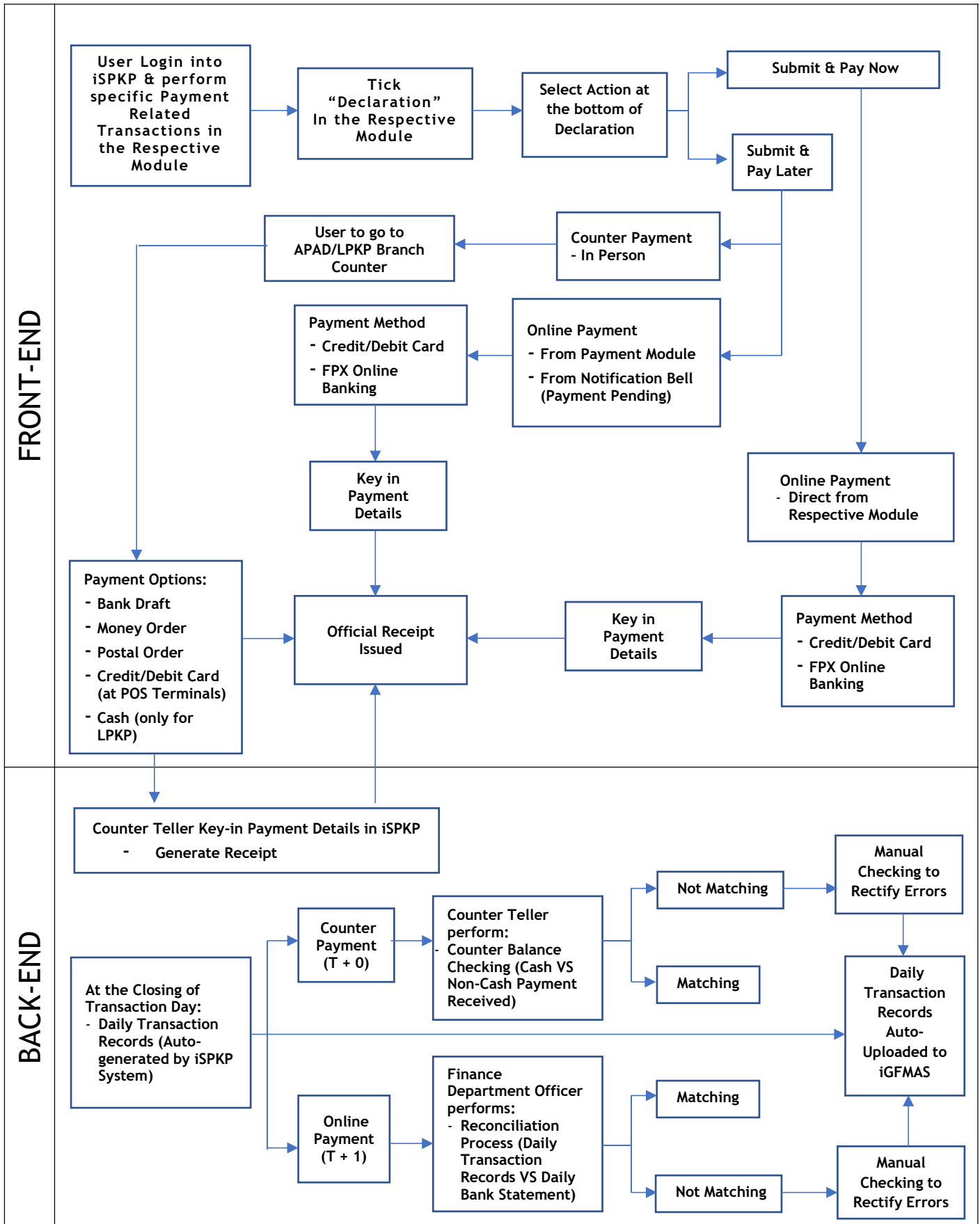


Figure 11: Payment Management Process Flow

4.2.1 Online Payment

This is a fast and convenient payment method for the Front-End User.

Online payments in the iSPKP system are in the form of:

- Credit / Debit Card
- FPX Online Banking

4.2.1.1 Reconciliation Process

At the Closing of the transaction day, the system will auto-generate the Daily Transaction Records (based on Original Receipts issued).

The Finance Department Officer will perform the “Reconciliation Process” against the Daily Bank Statement which is uploaded into iSPKP system through integration to the bank and the Reconciliation process is done on “T+1” basis (next working day).

Following are the steps involved in the “Reconciliation Process” in the iSPKP system.

The Finance Department Officer (User) needs to Sign In to the iSPKP Back-End system using the respective credentials (User ID and Password). Please refer to MAIN User Manual Section 5.1 for Sign In guideline.

Upon successful Sign in by the Finance Department Officer (User), the Back-End Landing Page of iSPKP system will be displayed.

User will then proceed to the Payment Menu as follows:

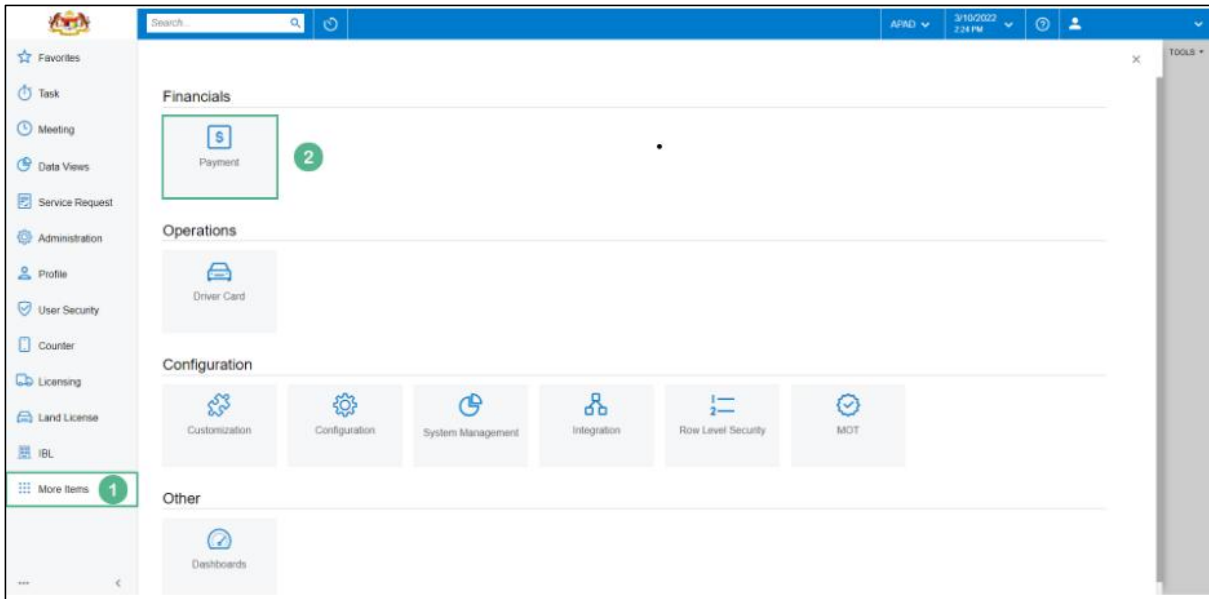


Figure 12: Back-End Landing Page - Payment Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	More Items	Enables User to access more items.	User to click on “More Items” menu option.	* Mandatory field. Click button.
2	Payment	This menu allows User to access to various Payment sub-menus.	User to click the “Payment” module.	* Mandatory field. Click button. Payment sub-menus will be displayed as shown in Figure 13.

The Finance Department Officer will proceed to access to the “Reconciliation” sub-module as follows.

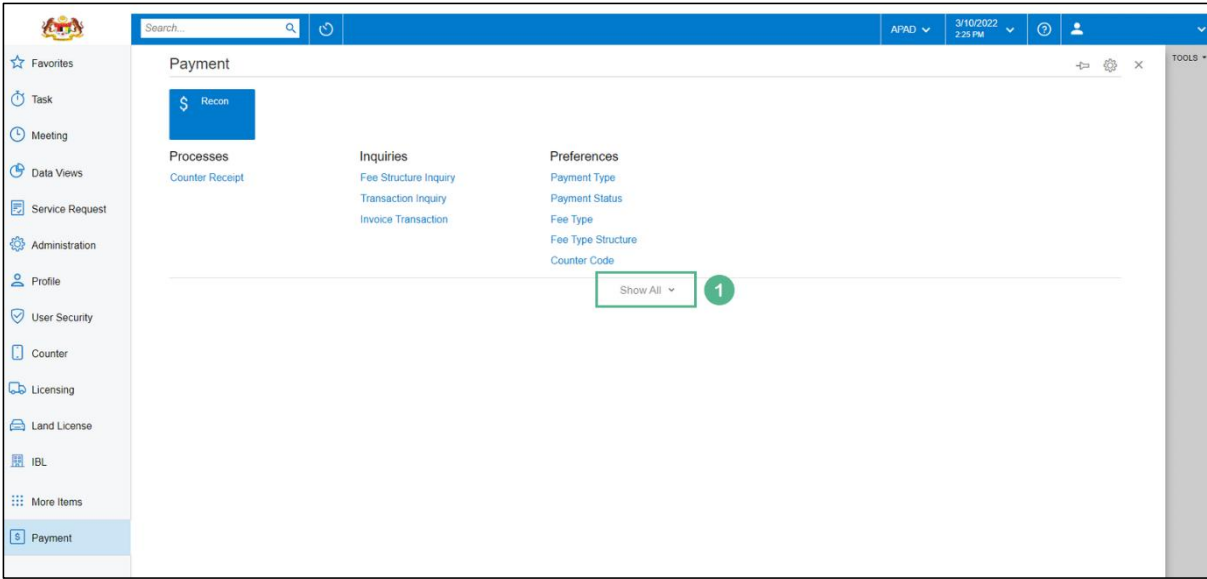


Figure 13: Payment Menu - Show All

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Show All	Enables User to access more items.	User to click on "Show All" button.	* Mandatory field. Click button. Next screen will be displayed as shown in Figure 14.

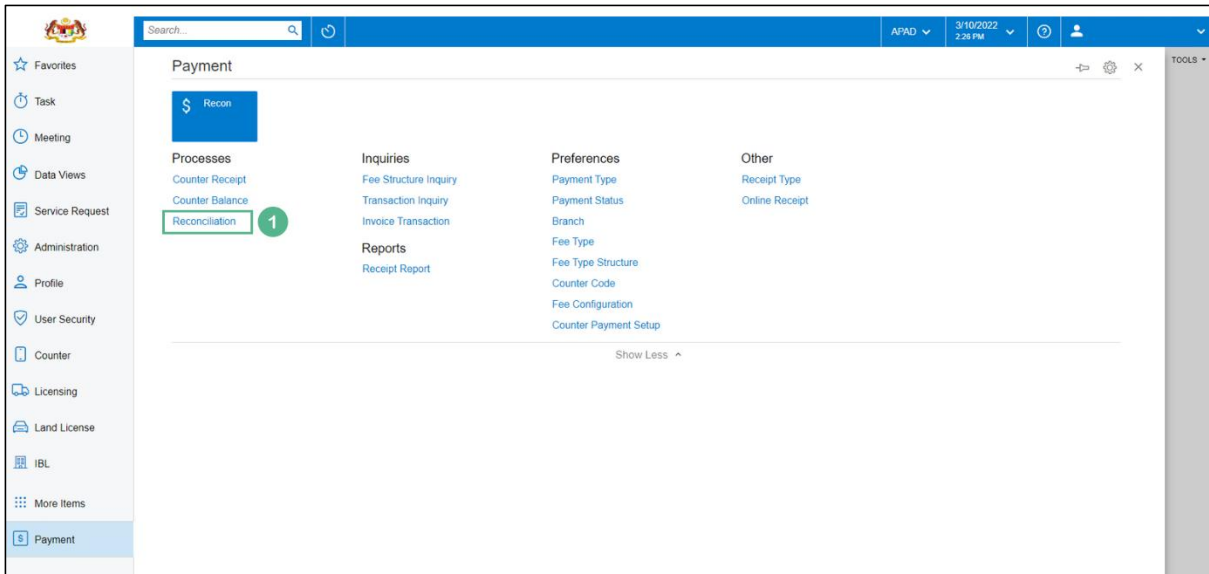


Figure 14: Payment Menu - Reconciliation Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Reconciliation	Enables User to initiate the “Reconciliation” process.	User to click “Reconciliation” button.	* Mandatory field. Click button. User will proceed to next screen as shown in Figure 15.

The Finance Department Officer (User) will do a “Reconciliation Process” to match the Daily Transaction Records (Receipt) upon receipt of the Daily Bank Statement (Statement) for the transaction day on a “T+1” basis. All transactions in the system should match against the Bank Statement as shown in Figure 15.

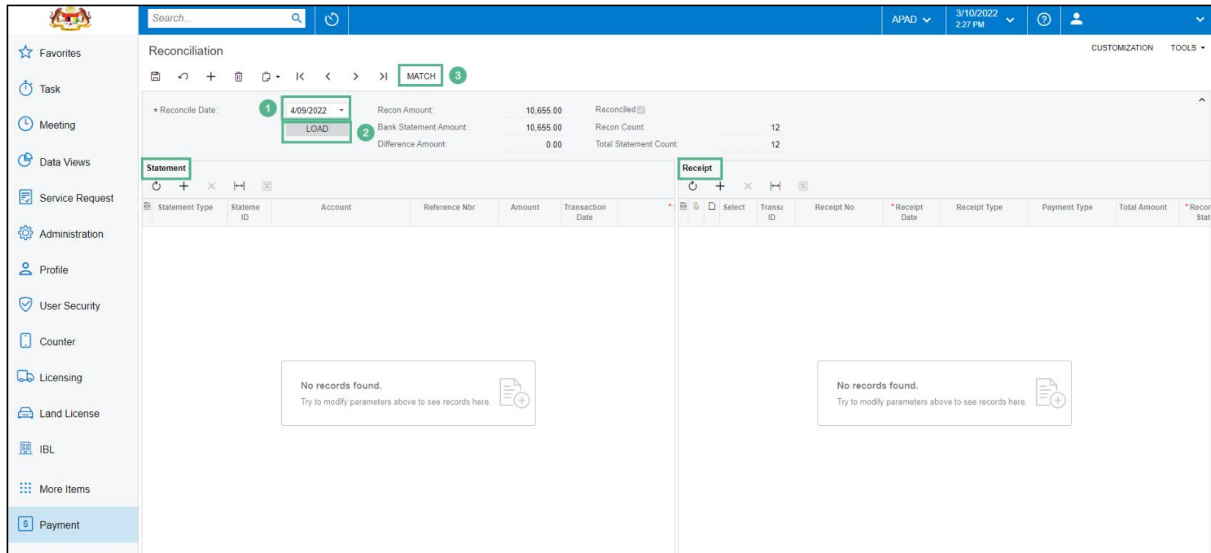


Figure 15: Reconciliation Sub-Menu - Matching Process

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Reconcile Date	Enables User to select the date to reconcile.	User to click Date Picker.	* Mandatory field. Date Picker button.
2	Load	Statement & Receipt details will be auto-populated	User to click Load button	Click button.
3	Match	Enables comparison between Statement & Receipt details.	User to click Match button.	Click button

A comparison is done between the two reports and any difference will be displayed. Manual checking will then be performed to rectify any error by checking with the Bank. This completes the reconciliation process.

4.2.2 Counter Payment

Below are the various payment methods available for Counter Payment:

- Bank Draft
- Money Order
- Postal Order
- Credit / Debit Card (at the POS Terminals at the Branch)
- Cash

At the opening of the transaction day, the Counter Teller will ensure the Opening Cash in the “Counter Balance” is in order.

CASH		OTHER TRANSACTION	
Opening Balance:	335.00	Bank Draft:	0.00
Transaction Amount:	0.00	Postal Order:	0.00
Closing Balance:	335.00	Credit/Debit:	0.00
Different Amount:	0.00	Total Amount:	335.00

OPENING BALANCE			
Bank Notes			
Opening			
RM0.01:	<input type="text" value="0"/>	RM1:	<input type="text" value="45"/>
RM0.05:	<input type="text" value="0"/>	RM2:	<input type="text" value="0"/>
RM0.10:	<input type="text" value="0"/>	RM5:	<input type="text" value="18"/>
RM0.20:	<input type="text" value="0"/>	RM10:	<input type="text" value="4"/>
RM0.50:	<input type="text" value="0"/>	RM20:	<input type="text" value="3"/>
		RM50:	<input type="text" value="0"/>
		RM100:	<input type="text" value="1"/>
		Total:	<input type="text" value="335.00"/>

Closing			
RM0.01:	<input type="text" value="0"/>	RM1:	<input type="text" value="0"/>
RM0.05:	<input type="text" value="0"/>	RM2:	<input type="text" value="0"/>
RM0.10:	<input type="text" value="0"/>	RM5:	<input type="text" value="0"/>
RM0.20:	<input type="text" value="0"/>	RM10:	<input type="text" value="0"/>
RM0.50:	<input type="text" value="0"/>	RM20:	<input type="text" value="0"/>
		RM50:	<input type="text" value="0"/>
		RM100:	<input type="text" value="0"/>
		Total:	<input type="text" value="0.00"/>

Figure 16: Counter Balance - Opening Cash

The Company Director / Company PIC / Company Agent will receive reminder through Notification Bell (Payment Pending) for “Submit & Pay Later” payment option as per Section 4.2.1 in the iSPKP System User Manual (Front-End) Payment Management Module.

The Company Director / Company PIC / Company Agent must go to APAD / LPKP Branch to see the Counter Teller and produce either the Application No for payment or Company Registration Number.

The Counter Teller (User) will proceed to locate the payment transaction in the “Counter Receipt” sub-menu.

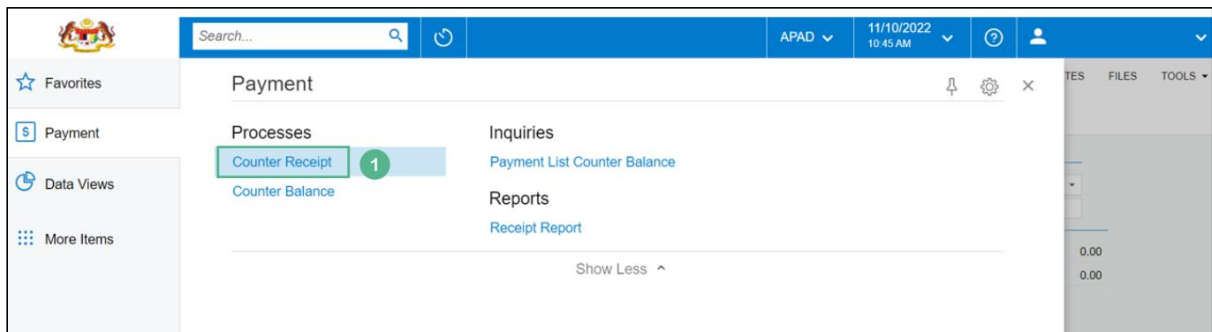


Figure 17: Payment - Counter Receipt Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Counter Receipt	Enables User to access “Counter Receipt” sub-menu.	User to click on “Counter Receipt” sub-menu.	Click button. Next screen will be displayed as shown in Figure 18.

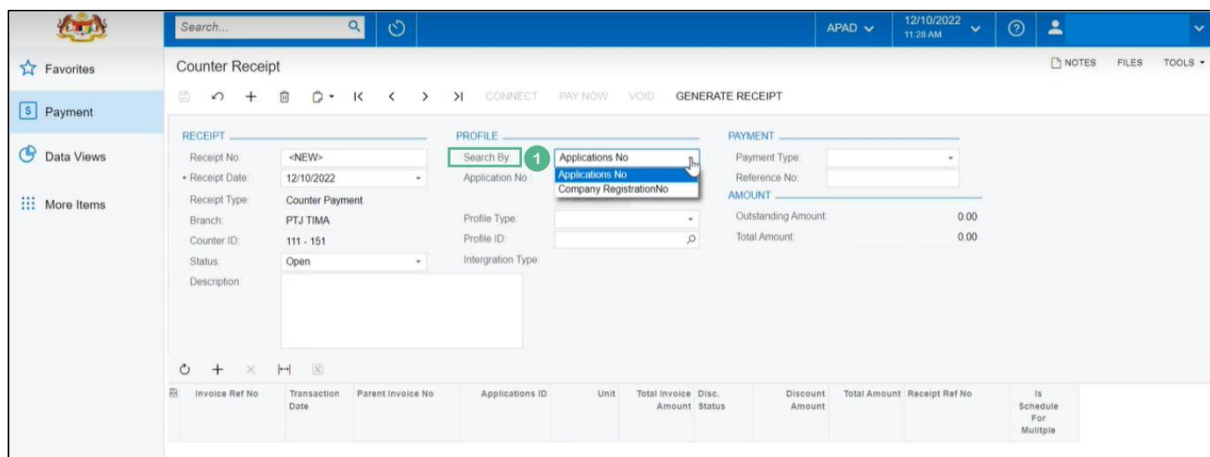


Figure 18: Counter Receipt Sub-Menu (Search for Company)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Search By	Enables User to locate the	User to click “Search By” button and	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		respective payment transaction.	select either: <ul style="list-style-type: none"> - Application No - Company Registration No 	Dropdown button. Next screen will be displayed as shown in Figure 19.

Company information is auto-populated and the User will then locate the particular invoice that requires payment.

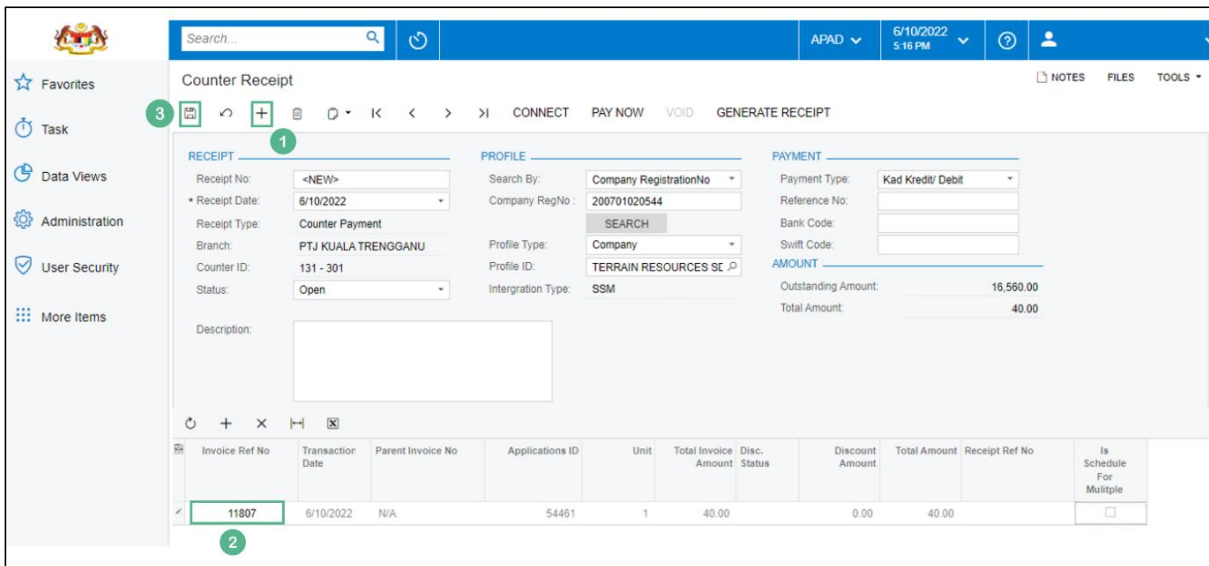


Figure 19: Counter Receipt Sub-Menu (Search for Invoice)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	“+” icon	Enables User to view the invoice(s) under the company which is pending for payment.	User to click “+” icon.	Icon button.
2	Invoice Ref No	Enables User to select the	User to click “Invoice Ref No” to be	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		respective invoice.	selected	
3	“Save” icon	Enables User to save the invoice for payment	User click “Save” icon.	Icon button.

User will reconfirm that this is the invoice that the payment is being made. Thereafter, payment is deemed completed and receipt is issued.

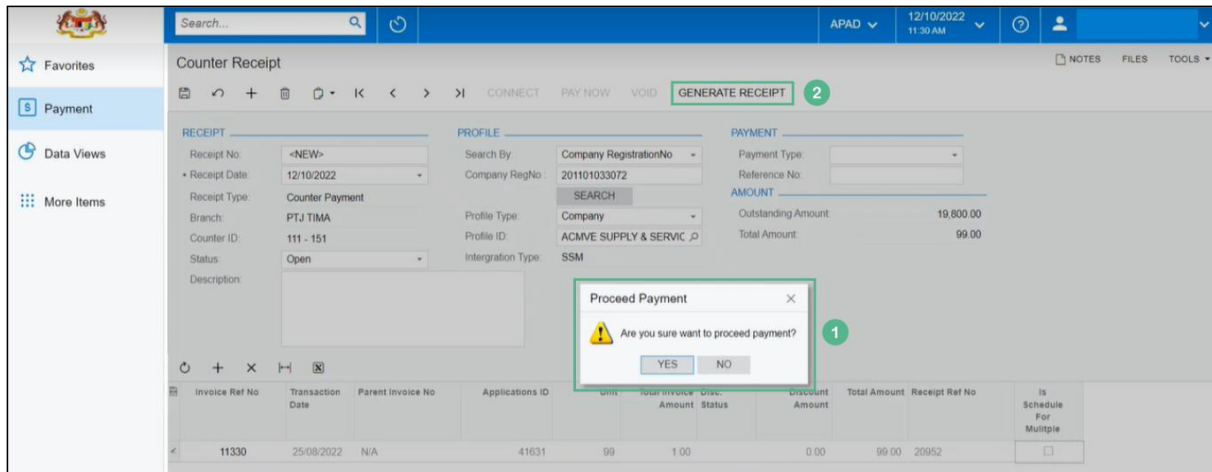


Figure 20: Counter Receipt Sub-Menu (Invoice Payment Confirmation)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Proceed Payment	Enables User to confirm payment decision.	User to click on: - Yes (selected) - No	Click button. Next screen will be displayed as shown in Figure 21.
2	Generate Receipt	Enables User to generate payment receipt.	User to click “Generate Receipt”.	Click button.

4.2.2.1 Counter Balance Checking

At the closing of the transaction day, the Counter Teller will need to do Day-end Closing on a “T+0” basis. All Cash and Non-Cash (Other Transaction) payments received by the Counter Teller must be checked to match against the “Counter Balance” screen as below (manual reconciliation).

If there is any discrepancy, this must be resolved with the Counter Officer to whom the Counter Teller reports to.

The screenshot displays the 'Counter Balance' interface. At the top, there is a search bar and navigation icons. The main area is divided into several sections:

- Transaction Details:** Transaction Date: 6/10/2022, Branch: PTJ KUALA TRENGGANU, Counter Code: Counter 14, Teller: Mohd Afzaizal bin Ismail, Status: Open.
- CASH:** Opening Balance: 335.00, Transaction Amount: 0.00, Closing Balance: 335.00, Different Amount: 0.00.
- OTHER TRANSACTION:** Bank Draft: 0.00, Postal Order: 0.00, Credit/Debit: 0.00, Total Amount: 335.00.
- OPENING BALANCE:** A table showing bank notes by denomination (RM0.01 to RM100) with their respective counts. Total: 335.00.
- Closing:** A table showing bank notes by denomination (RM0.01 to RM100) with their respective counts. Total: 0.00.
- OFFICER:** Last Modified By: XXXXXXXXXXXX, Last Modified Date: 9/08/2022 11:57 AM.

Figure 21: Counter Payment - Counter Balance

As and when the Counter Officer would like to make a query on the payments, he / she can go the “Inquiry” Sub-Menu to do a random check as follows:

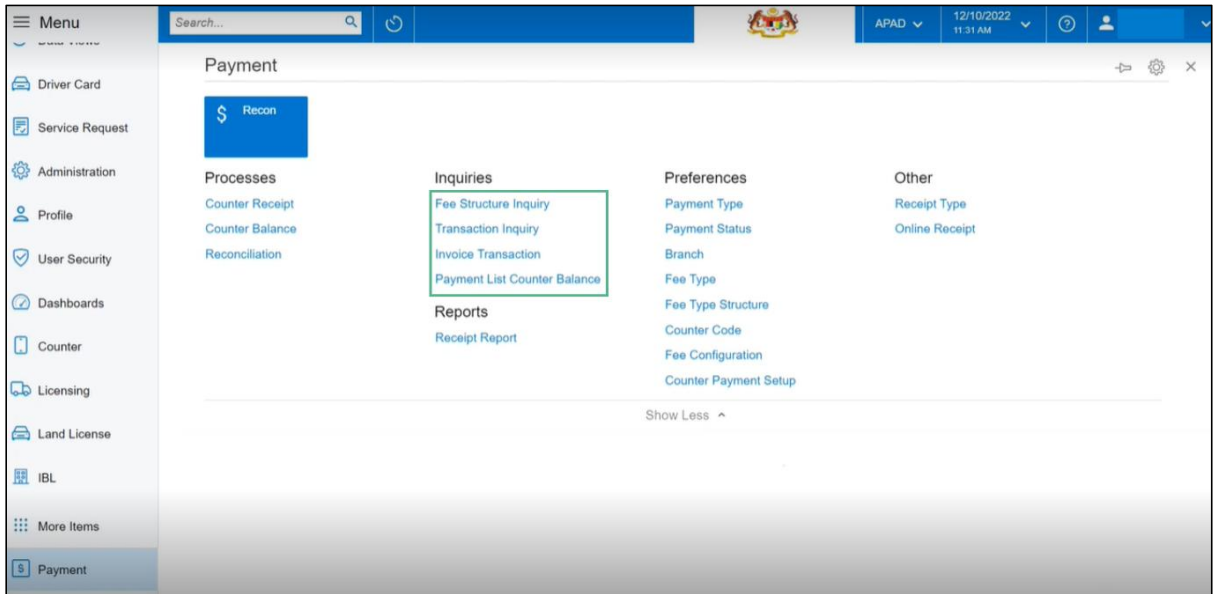


Figure 22: Inquiries Sub-Menu

A sample of an inquiry (Invoice Transaction) is as follows:

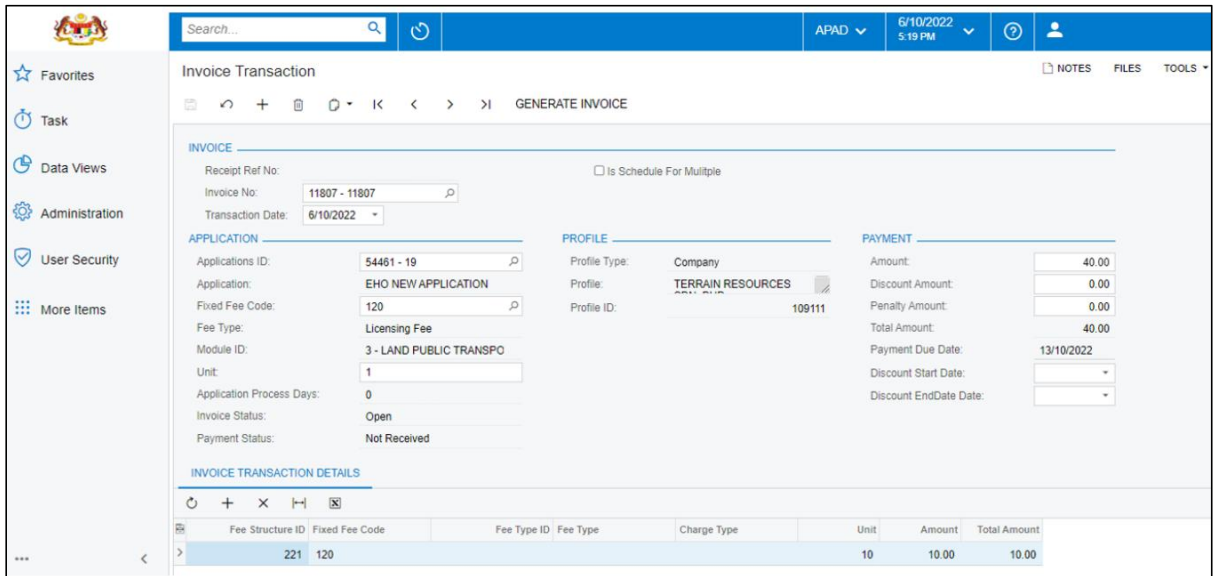


Figure 23: Inquiry - Invoice Transaction Sub-Menu

4.3. Auto-upload to iGFMAS

The Daily Transaction Records is auto-generated at the Closing of the transaction day for both Online Payment and Counter Payment.

At the end of the transaction day at 11.30pm, this Daily Transaction Records in the iSPKP system is auto-uploaded to the iGFMAS.

5. ERROR HANDLING

The User may experience issues or encounter error messages displayed on the screen when using the iSPKP system. Errors are either General Errors (that hinders the usage of the iSPKP system) or Specific Errors (related to mistakes done during keying-in process).

5.1 General Errors

The general errors hinder the User from using the iSPKP system such as:

- poor internet connection
- iSPKP system disruption
- respective government agency system, i.e. iGFMAS or the payment gateway is down

In such a situation, the following is advised:

- User to ensure internet connectivity is okay
- Wait until the respective iSPKP or government system (iGFMAS) or the payment gateway are online before proceeding.
- If problem still persist, please refer to Section 5.3 on How to Get Help.

5.2 Specific Errors

Sometimes there are errors made during keying-in process that will result in the User not being able to proceed to the following section or to complete a certain process.

Following is a list of such errors:

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
1	User may enter wrong password during Sign In	The following system message will appear: “Invalid credentials. Please try again.”	User is advised to recheck password keyed-in and ensure it is accurate.
2	User may enter incorrect password format when creating new password or reset password.	The following system message will appear: “The password is not complex”	User is advised to ensure that the password created meets the password rules / syntax during password creation.
3	User may count / record physical cash wrongly (for LPKP).	May result in cash shortage.	User is advised to count / check twice.

Table 5: Types of Error & How to Rectify

5.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXX

Email Support: XXXXXXXXXXXX