

FREQUENTLY ASKED QUESTIONS (FAQ) Online Payment ePAYMENT

1. What is ePayment?

ePayment is a payment gateway developed by Dagang Net Technologies Sdn. Bhd. (DNT) to facilitate online payment for the following products and services:

- Customs duty payment to Customs.
- Permit payment to Other Government Agencies (OGA).
- eSijil 3P to FAMA.
- Other trade facilitation and non-trade facilitation products and services.

2. How does ePayment works?

- a. Click on “ePayment” button/icon to proceed online payment.
- b. Choose preferred bank for debiting purposes.
- c. Customer will be directed to the bank’s internet banking website and will be required to key in his/her User ID and Password including TAC number (if any).
- d. Upon approval, transaction value will be debited from the user account and credited to the seller/merchant’s account.
- e. Both parties will receive a notification confirming the transaction.

3. How does ePayment benefit the Community?

- a. Payment transactions can be made from 7.00 a.m. until 11.00 p.m., every single day, for 365 days.
- b. Transactions can be made from the desktop or laptop, home or office computer - anytime and anywhere – at your leisure and convenience, as long as there is Internet access.
- c. The convenience and ease of managing your finances wherever and whenever you want. Secure, easy, fast and efficient.
- d. Transactions are processed immediately – online, real-time and conveniently.
- e. Payments made are confirmed and no handling of cheques.

4. What are the participating banks for ePayment?

- a. Bank Islam
- b. CIMB Bank
- c. Hong Leong Bank
- d. Maybank
- e. Public Bank
- f. RHB Bank

5. How to subscribe to the ePayment?

No registration required. ePayment is available for all Dagang Net's users. You may however, need to have an internet banking account with the participating banks.

6. What are the prerequisites to use ePayment facilities?

You only need to subscribe to internet banking facilities with the bank. Please ensure your internet banking account is B2C or B2B enable. For more detail, kindly contact your bank's call centre.

7. Are there any charges for making fund transfers?

Yes. Bank transaction charge for Personal Account is RM1.20 & RM2.00 for Corporate Account is levied to the transferor for each transfer made.

8. Is there a limit to the amount of transactions that can be made daily?

Yes. Currently, the transaction limit for consumer internet banking (B2C Model) is fixed at RM30,000 per transaction, while the limit for corporate/business internet banking (B2B Model) is fixed at RM1,000,000 per transaction. However, it is very much depending on the allowable limit that is set by respective bank's Internet Banking.

9. What type of support does DNT provide to users?

DNT has a Customer Interaction Centre (Careline), which operates on a 24-hour basis. We assure you that we are committed to ensure appropriate escalation of problems to better manage user support and deliver solutions efficiently.

10. How do I know when a transaction has gone through?

The status of a transaction, be it a success or a failure, will be displayed.

11. Why there is not pop-up/nothing happen, after I click 'Proceed to ePayment'?

Kindly, allow your browser to "Allow pop-up" for ePayment (FSPG).

12. When Debit happen to my account?

Debit will happen, once user login to bank.

13. Can I close all the pop-up after I login in to bank?

Yes, you can. Due to debit happen once you login to bank.

14. What happens if the money has been debited from my bank account, but system payment status did not update?

Please contact our CARELINE. Provide some details for us. E.g. Receipt from bank, Application ID, action date/time, which bank.

15. What is the recommended web browser to use ePayment?

Internet Explorer.