

PayBills Sarawak User Guide

Version 3.0

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1. PayBills Sarawak Overview

1.1 Features in PayBills Sarawak

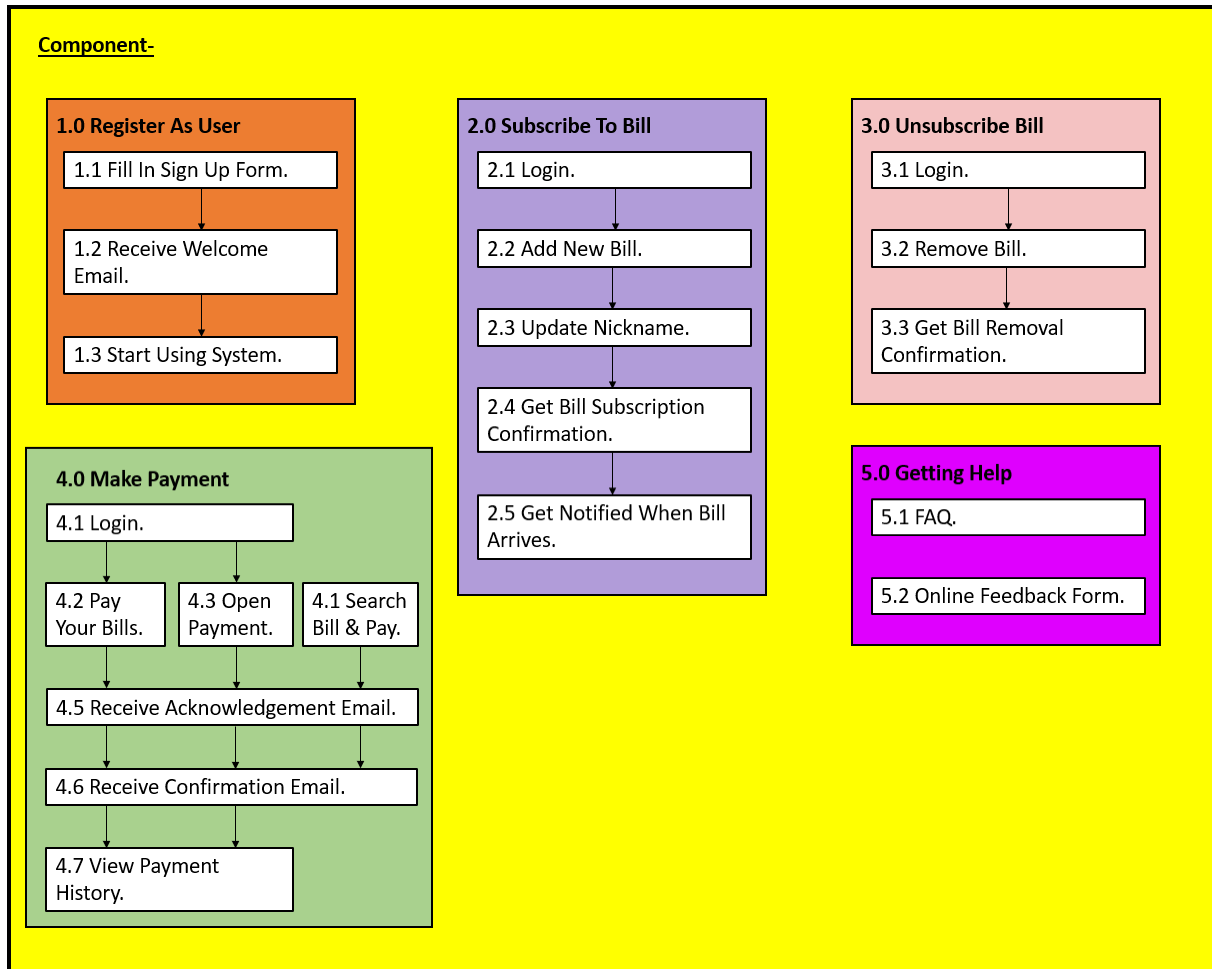


Figure 1.1: Component

1.2 Introduction to Home Page

Go to webpage with this URL: <https://paybills.sarawak.gov.my>

The Home page will be displayed:-

The screenshot shows the PayBills Sarawak home page with several key features highlighted:

- Navigation:** Home, About PayBills Sarawak, Contact Us, User Guide. A "Pay your bills online" button is also present.
- User Actions:** Login and Register New User (SarawakID), Adjust font size (A, A+, A++), and language selection (English, Bahasa Malaysia).
- Hero Section:** "PAYBILLS Electronics Bills Presentment & Payment" with an image of an elderly couple using a laptop.
- WELCOME TO PAYBILLS:** A section explaining the service's benefits:
 - Payment accepted 24 hours 7 days a week
 - Payment of overdue bills
 - View the details of your bill online (printable)
 - Email notification when bills become available
 - Pay bills through your bank account
- ANNOUNCEMENT:** A box indicating "No announcement for today".
- SEARCH BILL & PAY:** A search interface with a dropdown for "Agency" (JBALB WATER BILL), input fields for "ACCOUNT/VEHICLE NO." and "ENTER CODE ABOVE", and a "SEARCH" button. It also includes "Customer Service Contact" information.
- BILLERS:** A "List of Billers" section featuring logos for various agencies like SARATOK, SAMARAHAN, SARIKEI, SERIAN, SIMUNJAN, SRI AMAN, SUBIS, and BPP.
- PAYMENT CHANNELS:** A "List of Payment Channels" section featuring logos for various banks and services like CIMB BANK, connect, and BSN.
- Footer:** Links for "FAQ, Privacy Policy, Terms and Conditions" and a copyright notice for Sarawak Government.

Figure 1.2 : Home Page

2. Register as New User

2.1 Fill in Sign Up Form

- (a) First time you can register at the home page by clicking on “Register”.

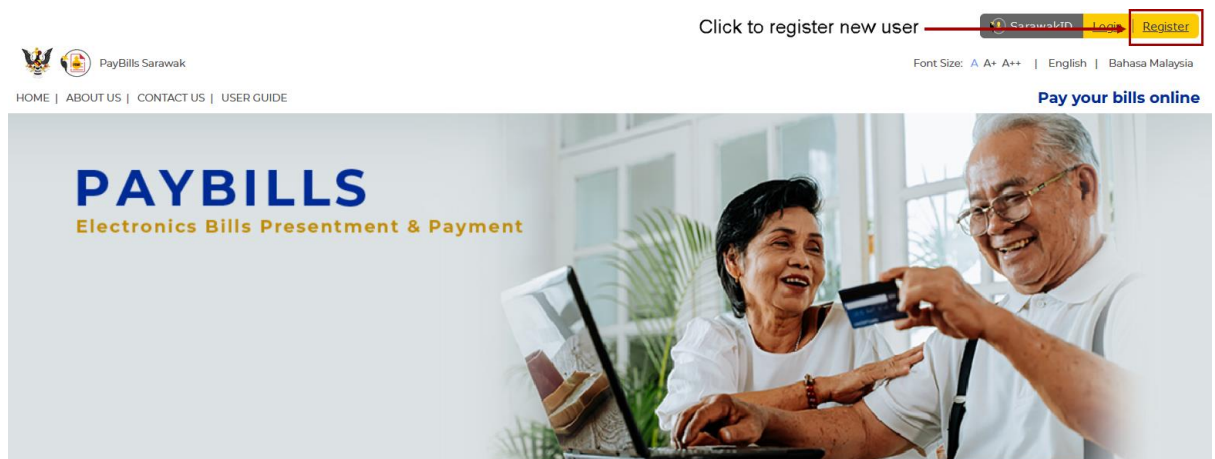


Figure 2.1: New User Registration

- (b) You are required to fill in the **Sign Up Form** to register as new user.

3. Start Using PayBills Sarawak

- (a) You may login at the home page by clicking on “Login” and you will be re-directed to the login page. Enter your “**Username**” and “**Password**”. Click “Login” to proceed.

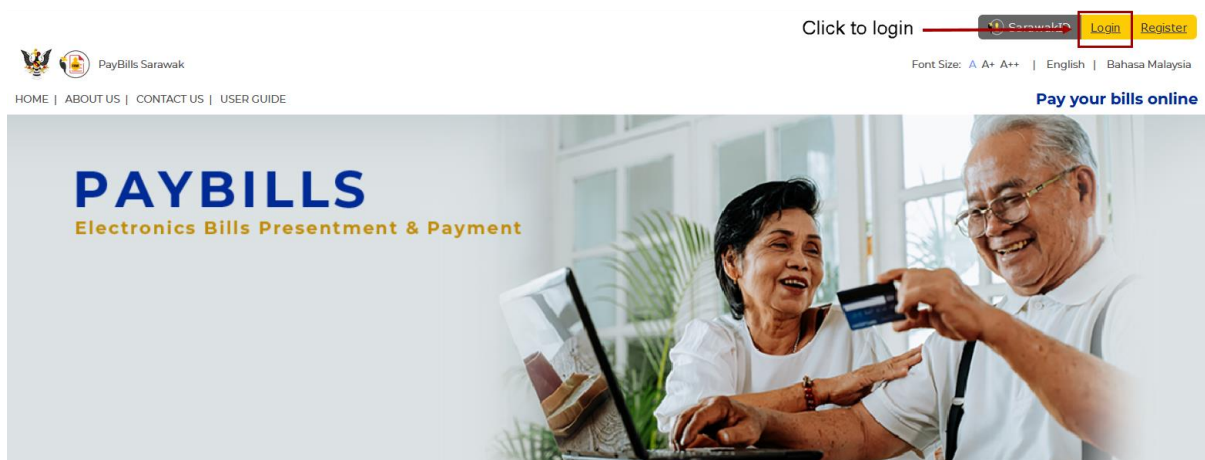



Figure 3.1: Start Using PayBills Sarawak

- (b) After you have successfully login to system, the following page will be displayed.

Logout here 

Font Size: A A+ A++

PayBills Sarawak

ABOUT US | CONTACT US | USER GUIDE [TELL A FRIEND](#) ← Introduce PayBills Sarawak to a friend [Pay your bills online](#)

PAYBILLS

Electronics Bills Presentment & Payment

View and pay
subscribed
bill

Pay bill
without
subscribing

View
payment
history

Subscribe
or remove
bill

[Bill Payment](#)
[Open Payment](#)
[Payment History](#)
[Service Subscription](#)

Welcome [EE YAW CHIER](#) ← User full name Wednesday, 09 November 2022

Favourite Bills

Our credit card payment gateway is on 3D Secure. If you have any difficulty or need further information, please check with your credit card issuing bank.

Bill:

Consumer:

Bill Date: From To

[Show My Bills](#)

Legend for different bill status

LEGEND

- Due For Payment
- Overdue
- Paid

Enter your searching criteria

View bill detail

No.	Bill	Bill Date	Due Date	Bill Ref. No. / Name	Service Fee	Current Charges	Amount Due	Balance	Pay
1	JBALB	31/10/2022	30/11/2022	010304247832210M LAURETTALEE ANAK APJK	0.00	4.15	4.15	0.00	<input type="checkbox"/>
2	LAKU	05/10/2022	04/11/2022	MYY19960239104#M202210B LIEW NYONG KUI	0.00	5.85	5.85	0.00	<input type="checkbox"/>
3	Pearl Commercial Centre (Kuching)	-	-	BLK-B/SL-10-2/A eeec	0.00	20.00	20.00	20.00	<input checked="" type="checkbox"/>
4	SESCO	04/11/2022	25/11/2022	000003899714 LIEW NYONG KUI	0.00	139.13	139.14	139.14	<input type="checkbox"/>
5	SESCO	05/10/2022	26/10/2022	000003688095 LIEW NYONG KUI	0.00	97.64	97.65	0.01	<input type="checkbox"/>

Tick to pay

Are there any missing bills you have subscribed earlier? Import [HERE](#).

Please select your preferred Payment Channel

Personal Banking (via FPX)

[Pay](#) [Clear](#)

Credit Cards

(For Pearl Commercial Centre Management Corporation Sdn. Bhd., SMC Parking, SESCO, Sibu Water Board, JKR Water Bill and Land & Survey.)

Select payment channel

FAQ | [PRIVACY POLICY](#) | [TERMS AND CONDITIONS](#)
 BEST VIEWED : 1024 X 768 WITH MOZILLA FIREFOX, CHROME OR IE 11.0 AND ABOVE.

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Figure 3.2: Bill Payment Page

4. Add New Bill

- (a) Click on “New” under “Service Subscription”.
- (b) Then select and subscribe from the list of billers.

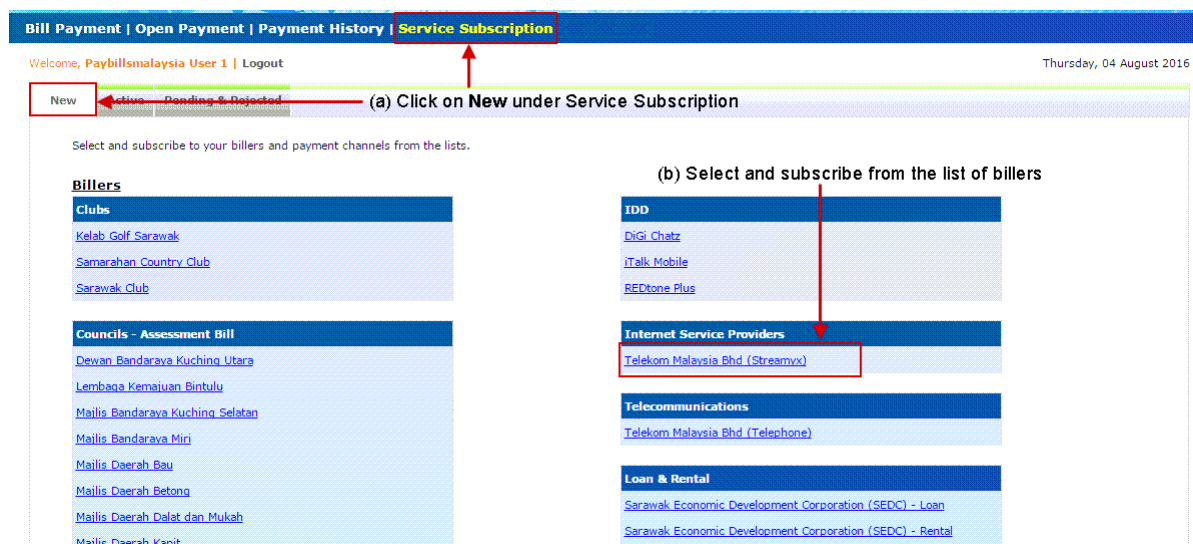


Figure 4.1: New Service Subscription

- (c) Enter the required information, e.g. your Consumer Number or Consumer Name as stated in your bill (you can subscribe to multiple bills). Then confirm the bill details.
- (d) The new bill is shown in Bill Payment page.

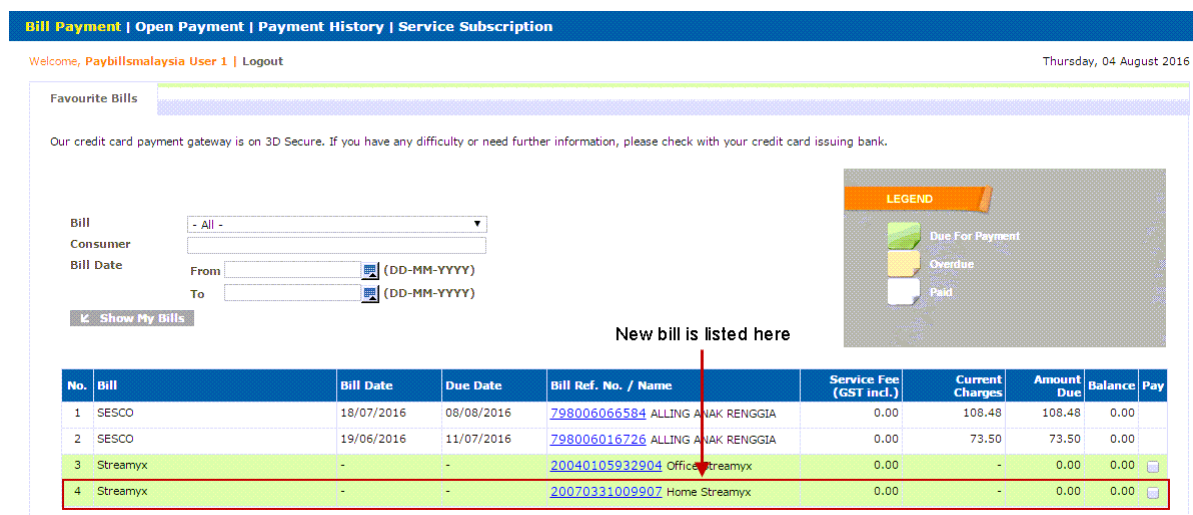


Figure 4.2: New Bill Listed

- (e) Upon successfully add new bill, you will receive an email for bill subscription confirmation.

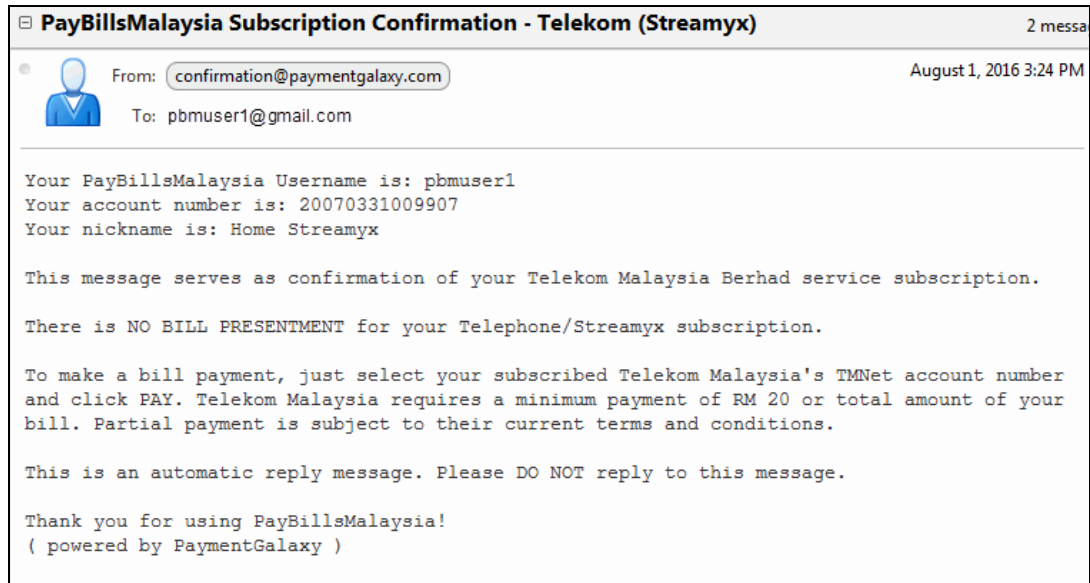


Figure 4.3: Sample Confirmation Email

- (f) You will also receive a notification email when new bill is available on the website.

5. Unsubscribe Bill

- (a) You can remove a bill you have subscribed to by click on “Active” under “Service Subscription”.
- (b) Tick the checkbox to unsubscribe bill.
- (c) Click “Submit”.

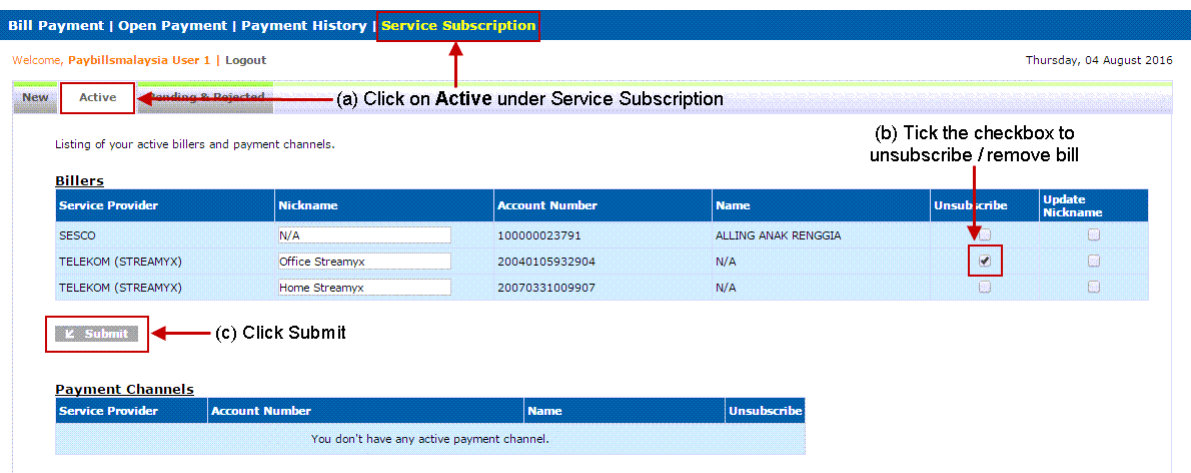


Figure 5.1: Remove Bill

(d) System will prompt you with the following message. Click “OK” to confirm removal of bill.

(e) Note that **re-subscribing of a bill may take 2 working days**

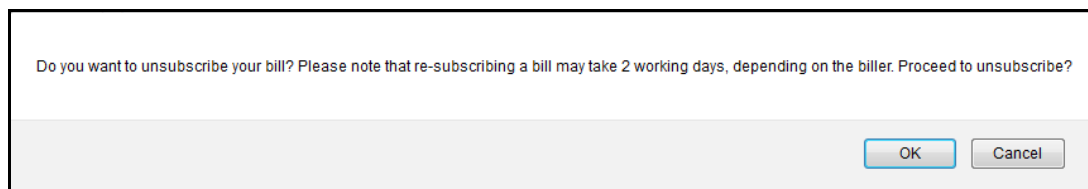


Figure 5.2: Confirmation Message

(f) You will receive a confirmation email for cancellation of subscription.

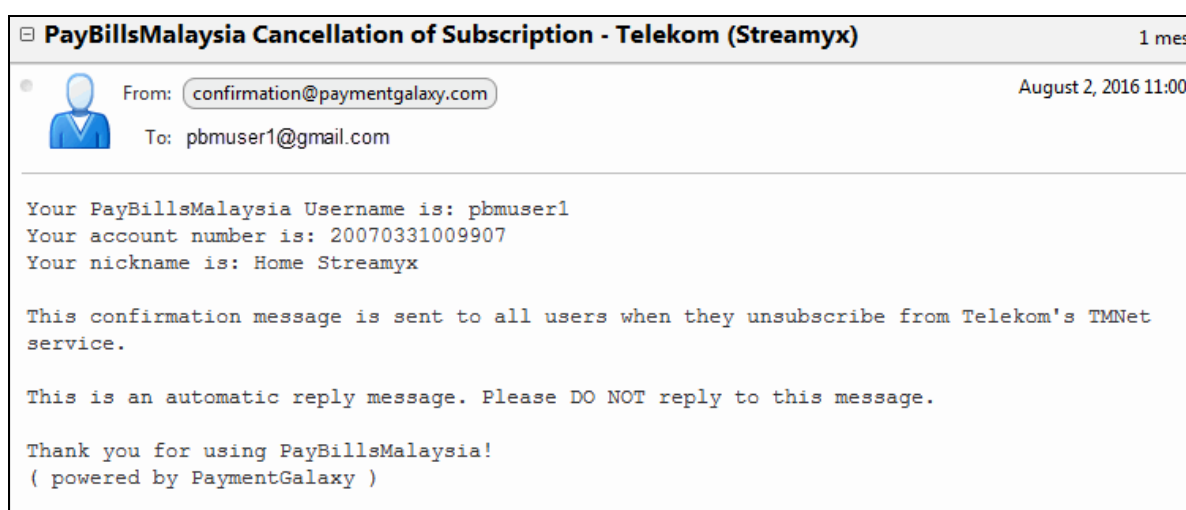


Figure 5.3: Sample Confirmation Email

6. Pay Your Bills

You can view and pay different bills in PayBills Sarawak using different banks and credit cards. To pay your bill(s):

- (a) Go to **Bill Payment** page.
- (b) Select the bill you want to pay.
- (c) Select the Payment Channel. Please note that credit card is available for some billers only.
- (d) Click “Pay”.

Bill Payment | Open Payment | Payment History | Service Subscription

Welcome, EE YAW CHEN Wednesday, 09 November 2022

Favourite Bills (a) Click on **Bill Payment**

Our credit card payment gateway is on 3D Secure. If you have any difficulty or need further information, please check with your credit card issuing bank.

Bill: - All -
 Consumer: [Dropdown]
 Bill Date: From [DD-MM-YYYY] To [DD-MM-YYYY]

LEGEND

- Due For Payment
- Overdue
- Paid

No.	Bill	Bill Date	Due Date	Bill Ref. No. / Name	Service Fee	Current Charges	Amount Due	Balance	Pay
1	LAKU	05/10/2022	04/11/2022	MYI19960239104#M202210B LIEW NYONG KUI	0.00	5.85	5.85	0.00	<input type="checkbox"/>
2	Pearl Commercial Centre (Kuching)	-	-	BLK-B/SL-10-2/A eeec	0.00	20.00	20.00	20.00	<input checked="" type="checkbox"/>
3	SESCO	04/11/2022	25/11/2022	000003899714 LIEW NYONG KUI	0.00	139.13	139.14	139.14	<input type="checkbox"/>
4	SESCO	05/10/2022	26/10/2022	000003688095 LIEW NYONG KUI	0.00	97.64	97.65	0.01	<input type="checkbox"/>

(b) Select bill(s) to pay

Are there any missing bills you have subscribed earlier? Import [HERE](#).

Please select your preferred Payment Channel (c) Select payment channel

Personal Banking (via FPX)

AFFIN BANK
 AGRO BANK
 ALLIANCE BANK
 AmBank
 BANK ISLAM
 CIMB Bank Malaysia
 中國銀行 BANK OF CHINA
 RAKYAT
 BSN
 CIMB BANK
 HSBC
 connect
 KFHomeonline
 Maybank Maybank2u
 OCBC Bank
 PB
 RHB
 Standard Chartered
 UOB

Credit Cards

Mastercard
 VISA

(For Pearl Commercial Centre Management Corporation Sdn. Bhd., SMC Parking, SESCO, Sibul Water Board, JKR Water Bill and Land & Survey.)

(d) Click Pay

Figure 6.1: Select Bill(s) and Payment Channel

(e) Confirm the amount to pay. Dependant on the billers, you may be able to change the amount you want to pay, e.g.: Assessment bill must be exact amount while some have certain minimal amount.

(f) Enter Verification Code.

(g) Click "Continue"

Bill Payment | Open Payment | Payment History | Service Subscription

Welcome, Paybillsmalaysia User 1 | Logout Thursday, 04 August 2016

Favourite Bills

Please confirm the amount to pay or click on 'Back' to select other bills. (e) Confirm the amount to pay

No.	Bill	Bill Ref. No.	Due Date	Service Fee (GST incl.)	Current Charges	Amount Due	Balance	Amount To Pay
1	Streamyx	20040105932904	-	0.00	-	0.00	0.00	30.00
Total Bill Amount								30.00
Total Service Fee (GST incl.)								0.00
Grand Total								30.00

For Yayasan Sarawak & Suruhanjaya Perkhidmatan Awam study loan, otherwise this service is FREE OF CHARGE!

(f) Enter Verification Code

(g) Click Continue

Figure 6.2 Confirm Payment Amount

- (h) A Payment Acknowledgement Page will be shown to acknowledge that you have initiated a payment.
- (i) Click “Continue” and you would be redirected to the internet banking services that you have selected. This payment would only be **Cancelled** if you did not complete the payment process authorization required by the bank.

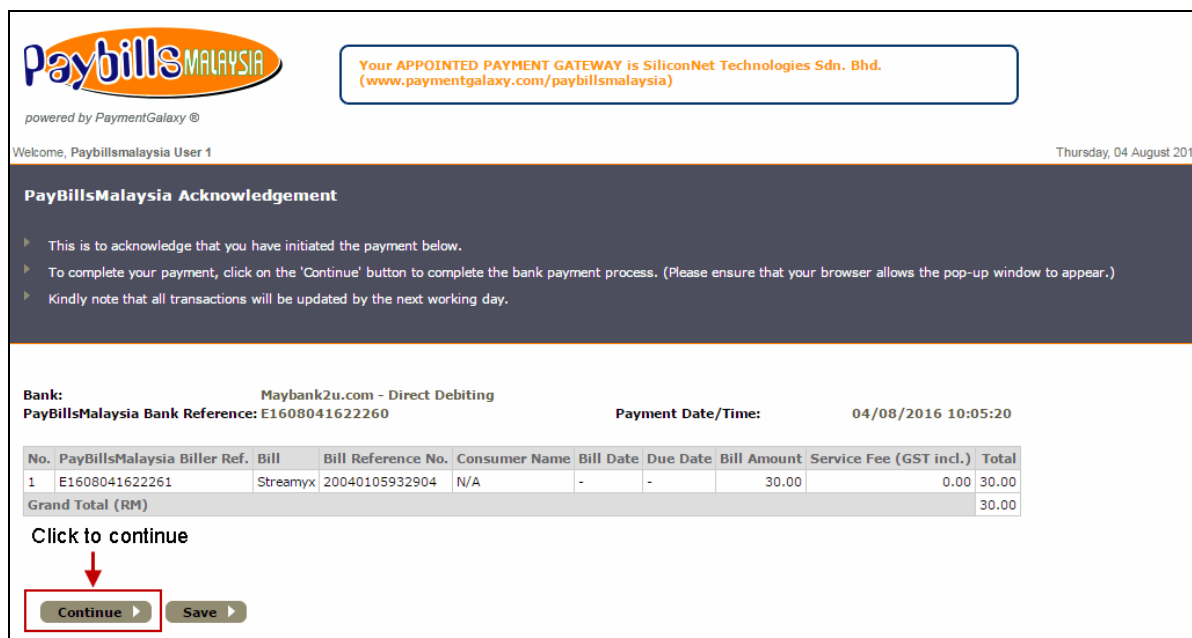


Figure 6.3: Payment Acknowledgement

- (j) You will also receive an acknowledgement email of your payment attempted.

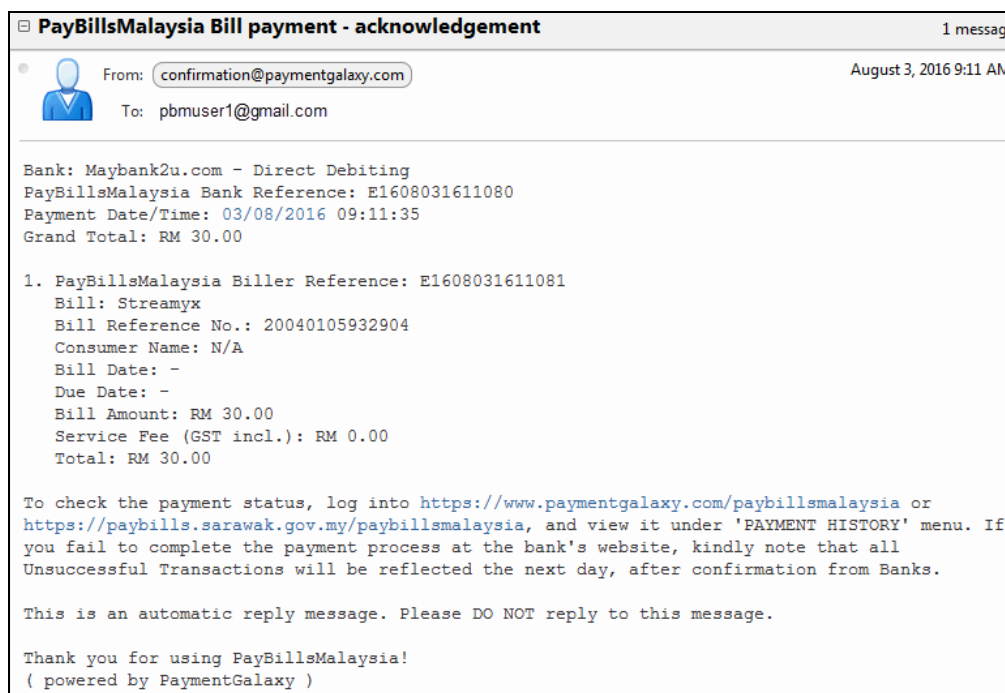


Figure 6.4: Sample Payment Acknowledgement Email

(k) Another payment confirmation email will be send when PayBills Sarawak received confirmation of payment status from the bank.

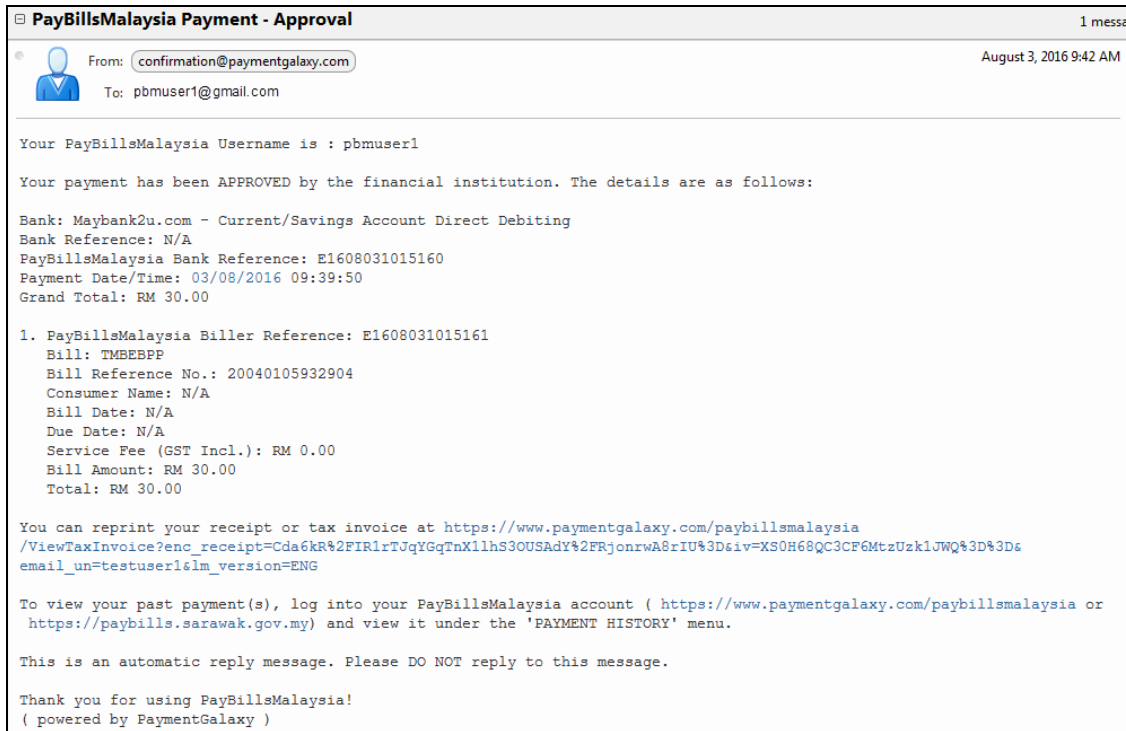


Figure 6.5: Sample Payment Confirmation Email

7. Open Payment

Open Payment is a function that allows you to pay bills without subscribing for it. You need to key-in the particulars each time you use Open Payment. This function is not available for all bills (e.g.: Assessment Bills need to be subscribed before you can pay)

- (a) Click on “Open Payment”.
- (b) Select from the list of billers.

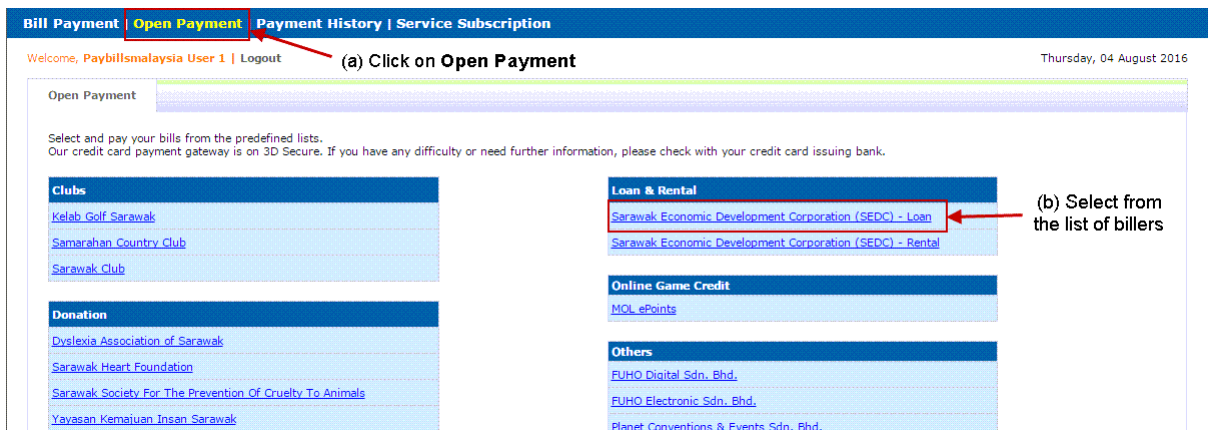


Figure 7.1: Open Payment

(c) Enter the required information, e.g.: Account Number as stated in your bill, Payment Amount and select Payment Channel.

(d) Click “Continue”.

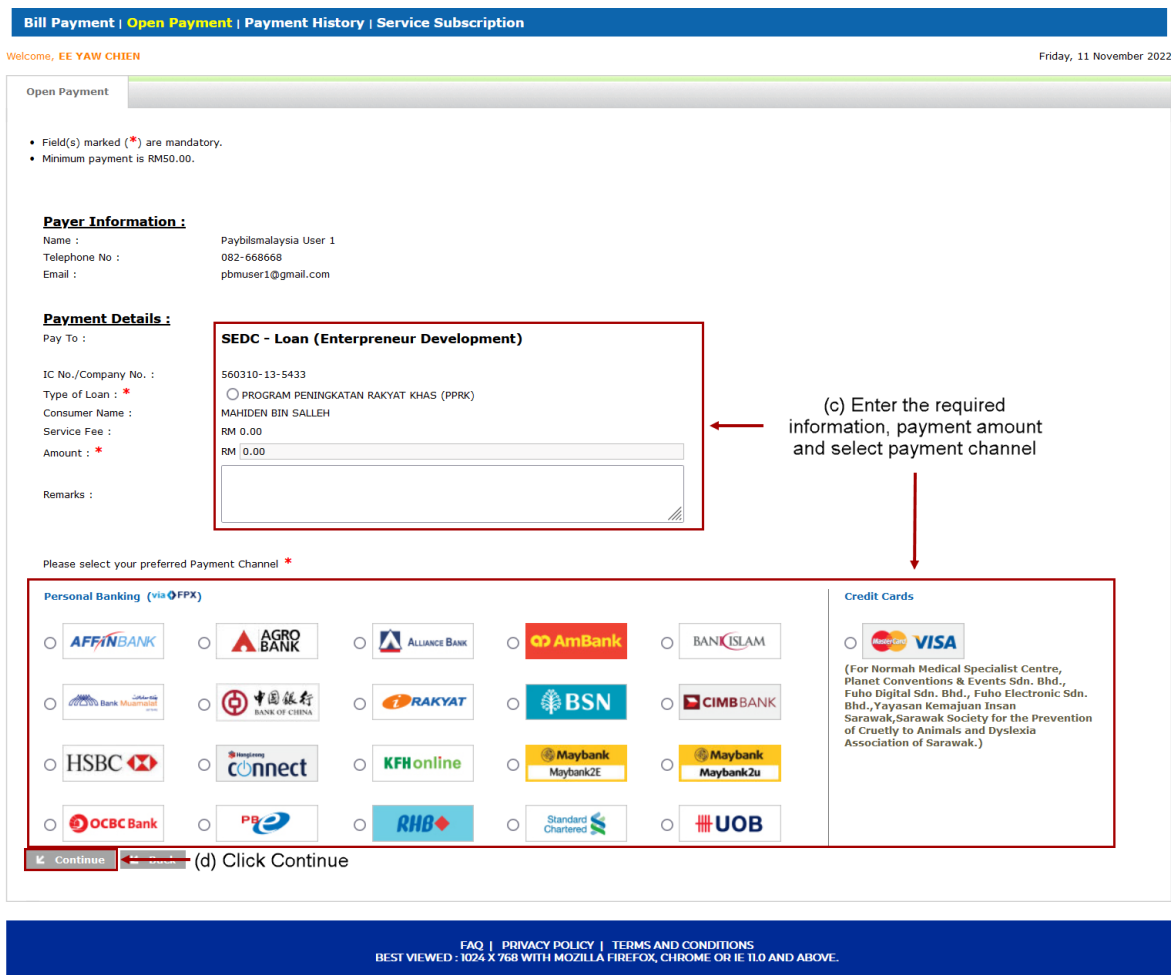


Figure 7.2: Enter Payment Details

(e) Confirm the payment details.

(f) Click “Continue”.



Figure 7.3: Confirm Payment Details

(g) A Payment Acknowledgement Page will be shown to acknowledge that you have initiated a payment.

(h) Click “Continue” and you would be redirected to the internet banking services that you have selected. This payment would only be **Cancelled** if you did not complete the payment process authorization required by the bank.

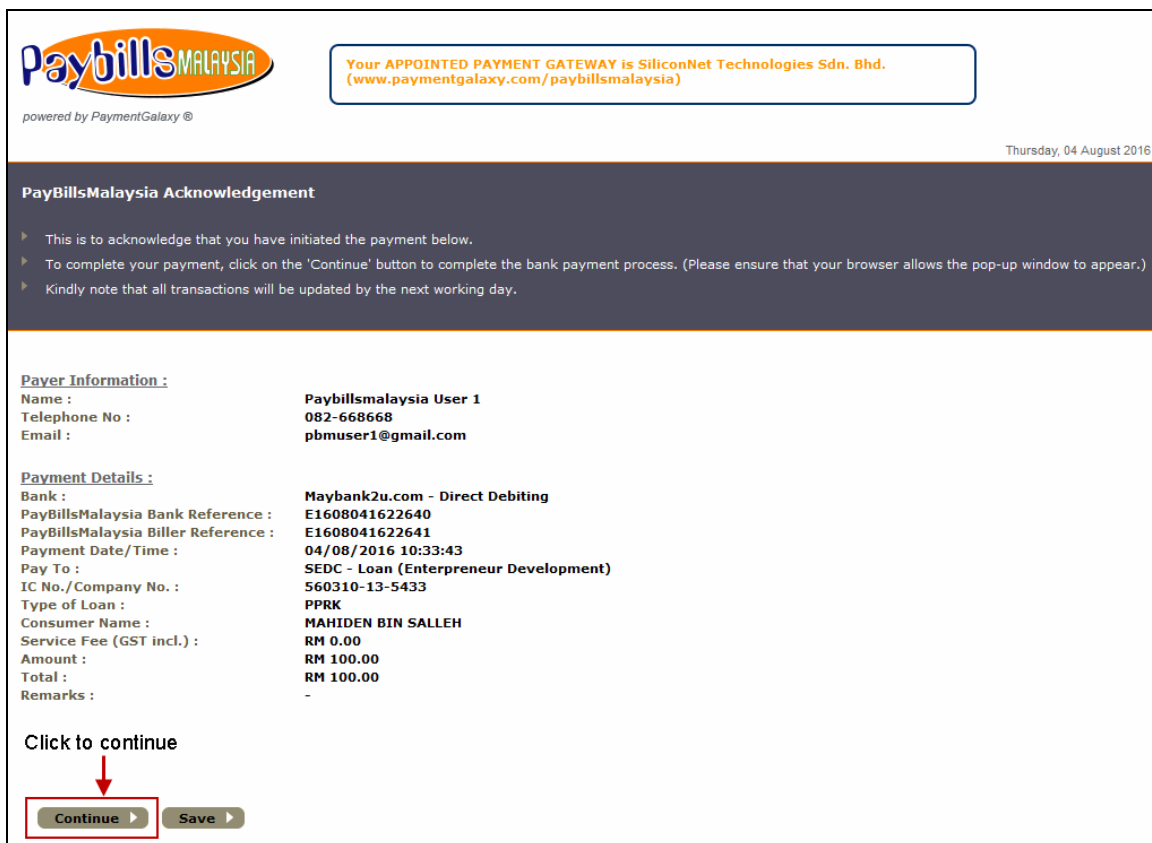


Figure 7.4: Payment Acknowledgement

8. Search Bill & Pay

Search Bill & Pay is a function that allows you to pay bills without subscribing and login. You need to key-in the particulars each time you use Search Bill & Pay. This function is not available for all bills (e.g. Assessment Bills need to be subscribed before you can pay)

- (a) Go to **Search Bill & Pay** at home page.
- (b) Select from the list of billers.
- (c) Enter the required information, e.g.: Account Number/Vehicle No. as stated in your bill.
- (d) Enter Verification Code.
- (e) Click “SEARCH”.

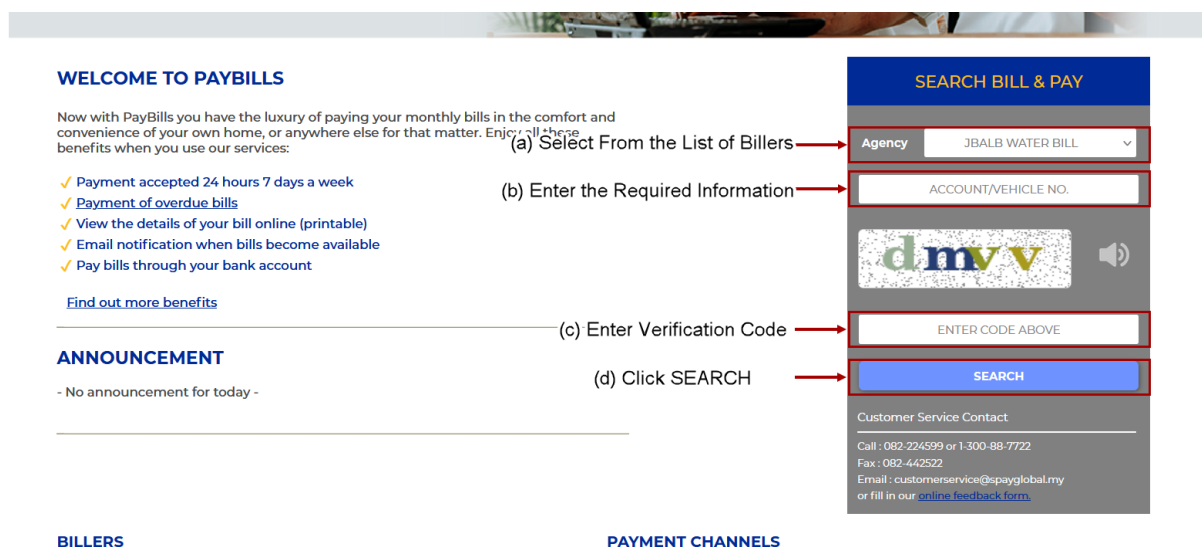


Figure 8.1: Search Bill & Pay

- (f) Click “Proceed payment as guest”

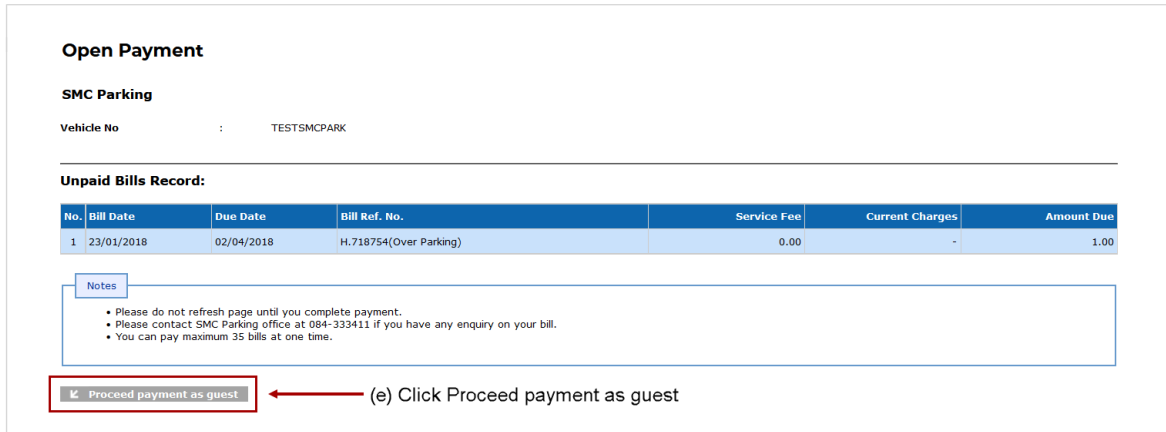


Figure 8.2: Bill Detail

- (g) Enter the required information, e.g.: Name, Telephone No, and Email.
- (h) Select the bill you want to pay.
- (i) Select the Payment Channel. Please note that credit card is available for some billers only.
- (j) Click “Pay”.

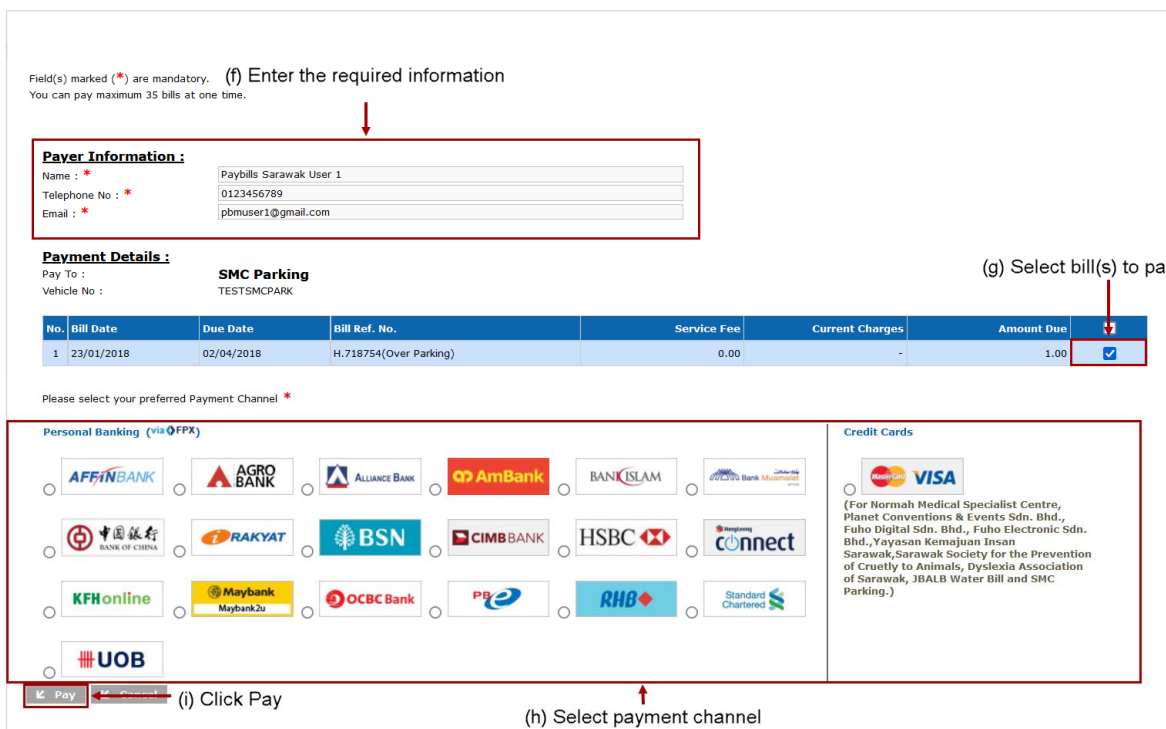


Figure 8.3: Enter Payment Details, Select Bill(s) and Payment Channel

- (k) Confirm the amount to pay. Dependant on the billers, you may be able to change the amount you want to pay, eg. Assessment bill must be exact amount while some have certain minimal amount.

(l) Enter Verification Code.

(m) Click “Continue”.

Payer Information :
 Name : Paybills Sarawak User 1
 Telephone No : 0123456789
 Email : pbmuser1@gmail.com

Payment Details :
 Pay To : **SMC Parking**
 Vehicle No : **TESTSMCPARK**

No.	Bill Date	Due Date	Bill Ref. No.	Service Fee	Current Charges	Amount Due	Amount To Pay
1	23/01/2018	02/04/2018	H.718754(Over Parking)	0.00	-	1.00	1.00
Total Bill Amount							1.00
Total Service Fee							0.00
Grand Total							1.00

dcyq (k) Enter Verification Code

(l) Click Continue

(j) Confirm the amount to pay

Figure 8.4: Confirm Payment Amount

(n) A Payment Acknowledgement Page will be shown to acknowledge that you have initiated a payment.

(o) Tick “I agree with FPX Terms and Conditions” and click “Continue” and you would be redirected to the internet banking services that you have selected. This payment would only be **Cancelled** if you did not complete the payment process authorization required by the bank.

powered by PaymentGalaxy®

Your APPOINTED PAYMENT GATEWAY is Silicentet Technologies Sdn. Bhd. (www.paymentgalaxy.com/paybillsmalaysia)

Wednesday, 09 November 2022

PaybillMalaysia Acknowledgement

- This is to acknowledge that you have initiated the payment below.
- To complete your payment, click on the 'Continue' button to complete the bank payment process. (Please ensure that your browser allows the pop-up window to appear.)
- Kindly note that all transactions will be updated by the next working day.

Payer Information :
 Name : Paybills Sarawak User 1
 Telephone No : 0123456789
 Email : pbmuser1@gmail.com

Payment Details :
 Bank : Malayan Banking Berhad (M2U) (via FPX)
 PaybillsMalaysia Bank Reference : E2211093067240
 Payment Date/Time : 09/11/2022 16:32:49
 Pay To : SMC Parking

No.	PaybillsMalaysia Biller Ref.	Bill Reference No.	Consumer Name	Bill Date	Due Date	Bill Amount	Service Fee	Total
1	E2211093067241	H.718754	NA	23/01/2018	02/04/2018	1.00	0.00	1.00
2	E2211093067242	H.718755	NA	23/01/2018	02/04/2018	1.00	0.00	1.00
3	E2211093067243	H.718756	NA	23/01/2018	02/04/2018	1.00	0.00	1.00
Grand Total (RM)								3.00

I agree with FPX Terms and Conditions. (m) Tick I agree with FPX Terms and Conditions

(n) Click to continue

Figure 8.5: Payment Acknowledgement

9. View Payment History

- (a) You can view your past payments under the "Payment History" after you have logged in.
- (b) You can print your history by clicking on "Print".

Bill Payment | Open Payment | **Payment History** | Service Subscription

Welcome, PaybillsMalaysia User 1 | Logout Thursday, 04 August 2016

(a) Click on **Payment History**

Payment History

For Status and Payment Channel explanation, please click [here](#).

Bill: Streamyx
Payment Status: - All -
Name:
Payment Date: Last 30 Days
 From: (DD-MM-YYYY) To: (DD-MM-YYYY)

No.	Bill	Bill Ref. No.	Bill Date	Due Date	Name	Reference No.	Payment Channel	Bank Reference	Payment Date	Amount	Status	Print
1	TMNET	20040105932904	-	-	N/A	E1608041622261	M2U.com	N/A	04/08/2016	30.00	WAITING BANK UPDATE	<input type="button" value="Print"/>
2	TMNET	20040105932904	-	-	N/A	E1608031616881	M2U.com	N/A	03/08/2016	30.00	CANCELLED	<input type="button" value="Print"/>
3	TMNET	20040105932904	-	-	N/A	E1608031611081	M2U.com	N/A	03/08/2016	30.00	CANCELLED	<input type="button" value="Print"/>

(b) Click Print

Figure 9.1: Payment History

10. FAQ

You may have queries and concerns over the System. The FAQ is to provide quick answer to common queries.

At the Home page, select "FAQ".

MPS L&S JBALB KWB LAKU SESCO SWB tmnet Telekom Malaysia RMB VISA

FAQ | PRIVACY POLICY | TERMS AND CONDITIONS
BEST VIEWED : 1024 X 768 WITH MOZILLA FIREFOX, CHROME OR IE 11.0 AND ABOVE.

Figure 10.1: FAQ Link

11. Online Feedback Form

You can also log a report to our 24 hour call centre via Online Feedback form. The Online Feedback form is available at top and Search Bill & Pay module of **Home** page.

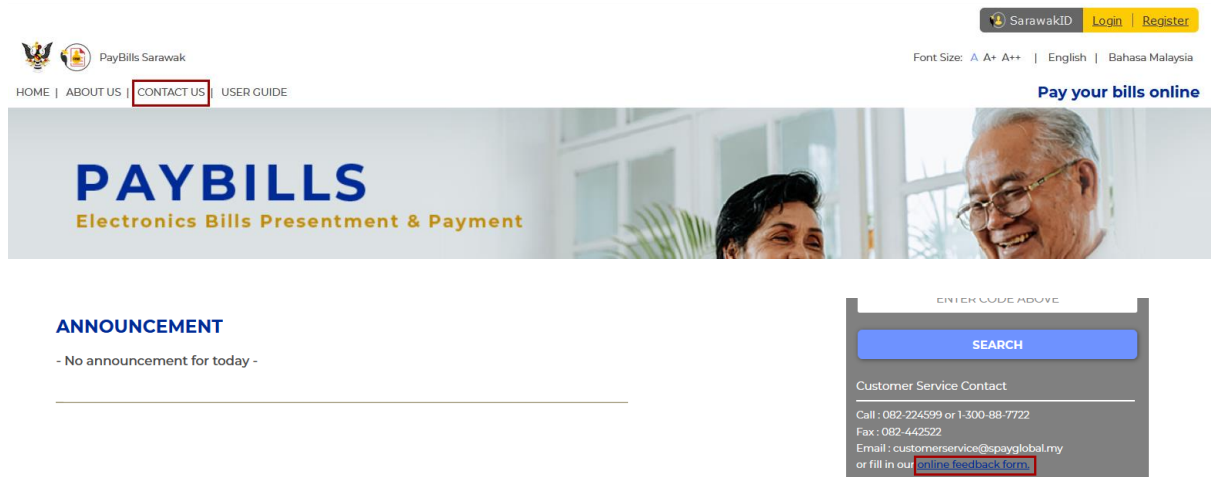


Figure 11.1: Feedback Link

- Click on “**Contact Us**”/”**online feedback form**”, the feedback form will be displayed.
- Note that user is advised **not to provide any sensitive information** in the feedback form.
- An email notification will be sent for follow up purposes.

----- Original Message -----
Subject: SAINS CALL Centre SERVICE REQUEST NUMBER <967DPU>
Date: Thu, 28 Mar 2013 09:52:16 +0800
From: callcentre@sains.com.my
To: undisclosed-recipients;;

Dear Sir/Madam,

This is a message from SAINS Call Center Personnel.

We would like to ensure that you have been satisfactorily attended to.

Kindly be informed that our support team has responded to your request for technical assistance:
Docket No. : 967DPU
Log Call Date : 27/03/2013 05:58:07 PM
Requester Name : Gilber ak Then
End User Name : Gilber ak Then

Reported matter(s) :
Faile to login

Action Taken :
PayBillsMalaysia's problem has been clarified

We trust that you are happy with our service and that we may close this call.

Kindly reply to this email within 2 days if you find our service unsatisfactory.
Your feedback is important for us. Please check [x] where appropriate:

[] Request attended and satisfactorily
[] Request not attended at all
[] Request attended but unsatisfactorily (please attached your remarks)

Thank you very much.

Regards,
Call Centre Personnel
SARAWAK INFORMATION SYSTEMS SDN. BHD.

Figure 11.2: Sample Notification Email