GHL

RETAILER
QUICK GUIDE
TO
EPAY TERMINAL
VX680

GHL e-pay

INDEX

GHL e-pay

FAQ

1.   I already make a payment how long will it be updated into my account?
     For cash deposit / online payment / ATM or CDM payment, it will be updated within 3 hours after you faxing in "Payment Submission Form". Please do polling at your e-pay terminal for account update.

     For cheque payment, it will only update once cheque is cleared and shown in e-pay bank statement.

     For payment via **JomPAY**, it will be updated in **10 minutes** upon successful transaction. This service is available everyday including Public Holidays.

2.   Can I check TNG card balance for customer?
     Yes, if your account comes with TNG service.
     - Press 'Admin' button and key in your sale password
     - Select TNG card balance
     - Place customer TNG card on top of card reader
     - Terminal will display TNG card balance and receipt will be printed out

3.   How can I know my account credit balance?
     Terminal will show your credit balance every time you did a transaction. Apart from that, you can print credit report to see your available terminal balance.
     - Press 'Admin' button and key in your admin password
     - Press 'Enter'
     - Select '4' for reports
     - Select '4' for others
     - Select '1' for credit
     - Credit Report slip will be printed out

4.   Im out of paper roll. How can I obtain new paper roll?
     Please be informed that there is a new facility in e-pay's terminal to request paper roll effective from Now. You can request paper roll direct **FROM EPAY TERMINAL (Please refer page 10)**, or you can self collect from e-pay HQ @ 16-18, Jln PJS 11/28A, Bandar Sunway

5.   How can I obtain my account statement, invoice, transaction report, copy of user guide, payment and void submission form?
     You can obtain all the above mentioned by accessing your OGLite online account.

6.   How can I signup for my OGLite account?
     After receiving your e-pay terminal, kindly go to ***https://www.oriongateway.com:8443/oglite/index*** to signup.

After approval - OGL Lite

1. Once approved, retailer will receive a 'user account creation' email from noreply@ghl.com

2. Click the link given to create username.

> Dear visitor
>
> To perform user account creation based on your retailer account : ▮▮▮ please click on the following link.
>
> https://www.oriongateway.com:8443/oglite/linkRedirect?a=a4aRIAASkYl2Z%2FHHa1rWBFv0n5DipD1hkjYY8uUiIfe25pMfZpUci8gvARrC5hxmr4MBvT%2FGhrI%3D&x=xuarp
>
> Note: This is an automatically generated email, please do not reply.
>
> Thank You.

3. Enter the details needed.

4. Click 'Request TAC' button to request for TAC.

5. Enter the TAC and click 'Submit' button.

Welcome To OGLite

Create New User

Retailer Account *	
User Name *	
Display Name *	
Security Text *	
TAC *	
Password *	
Retype Password *	

[Submit] [Request TAC]

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B Sale Poll Admin	Press Sale
Sale Operator password: ******	Please Key in your sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPTN 8 Bill Payment	Select your product by pressing the number keys. Example: Press 1
1 DiGi 2 Hotlink 3 Celcom 4 Umobile 5 YES	Select your product by pressing the number keys. Example : Press 2
1 Hotlink 5 2 Hotlink 10 3 Hotlink 30 4 Hotlink 60 5 Hotlink 100	Select your product by pressing the number keys. Example: Press 1
Sale Available credit: RM1000.00 Enter to continue...	Press ENTER. (The amount shown is the available credit for the day)
SALE Hotlink 10 RM10.00 Yes No	Press Yes to confirm Product Press No to return to main menu

TERMINAL DISPLAY	WHAT TO DO
SALE Hotlink 10 RM10.00 Yes No	Press Yes to confirm Product Press No to return to main menu
SALE Printing Receipt...	Prepaid Topup Voucher will be printed out

E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID: 80002603
11/10/19   15:13:13

HOTLINK

Hotlink 5
0123456789
Expires :   12/12/12
RM 5.00

Serial Number :   0123456789
Transaction Number :   0132465789
Cashier :   0002

Note: Product No 1 – No 5 will follow the same steps (Top up Voucher)

1.2 - Terminal Function – Sales (Bill Payment)

TERMINAL DISPLAY	WHAT TO DO
e-pay　　　　dd/mm/yy 　　　　　　hh:mm 　　　　　　N4.0.6B Sale　　Poll　　Admin	Press Sale
Sale Operator password: ******	Please Key in your sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPTN 8 Bill Payment	Select your product by pressing the number keys. Press 8
1 Astro 2 UMobile Bill Payment 3 Celcom Bill Payment 4 Maxis Bill Payment 5 YES Bill Payment 6 Air Selangor 7 TNB Bill Payment 8 TM/Streamyx/UNIFI	Select your product by pressing the number keys. Example : Press 7
Sale Available credit: 　　　　RM1000.00 Enter to continue…	Press ENTER. (The amount shown is the available credit for the day)
Sale Enter/Swipe Number: *******	Key in customer bill account number Press enter
SALE Confirm Entry: **1000897654** Yes　　　　　　No	Press Yes to confirm Product Press No to return to main menu

TERMINAL DISPLAY	WHAT TO DO
SALE Amount Range: 10.00-1000.00 Enter AMT 　　　　　0.00	Key in Amount
SALE TNB Bill Payment RM10.00 Yes　　　　　　No	Press Yes to confirm Product Press No to return to main menu
SALE Printing Receipt…	Bill Payment Voucher will be printed out

E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID:　　　　　　　80002603
11/10/19　　　　　　　　　15:13:13

TENAGA NASIONAL *BERHAD*

TNB Bill Payment
RM 10.00

Account Number :　　　　　　0123456789

Note: NO refund is allowed for any bill payment

5.1 - OGL Lite – Retailer Signup

OGL Lite

1. Open a browser and go to *https://www.oriongateway.com:8443/oglite/index*

2. Click '*form*'.

3. Fill in the e-form and click 'submit' when done.

NOTE: After submitting the e-form, retailer need to wait for approval.

4.3 - Print Report (End Day)

| TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B Sale Poll Admin	Press Admin
Admin Operator password:	Please Key in your sale operator password to proceed Press enter
1 TNG Card Balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Press 2 to select Report
1 Shift Total 2 Day Total 3 End Day 4 Refund 5 Others	Press 3 for end day
End Day Confirm to reconcile ?	Press Yes
End Day Printing report...	Report will be printed out

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E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID:                    80002603
11/10/19                        15:13:13
            *DAY TOTAL*
Performed By
Operator ID:                        0001
Operator Name :                    ADMIN

Product Type : e-Wallet Payment
_____
Product       Type   Sold    Total
  Brand
_____
TnG eWallet    PMT      3      1.50
_____
Grand Total :            3      1.50
_____
```

1.3 - Terminal Function – Re-Print Voucher (For Void Purposes)

Note: "Reprint Receipt" function can only capture the previous transaction **ONLY**, therefore **MUST** be printed immediately after the faulty voucher is printed.

You have to use the 'Void Request Form' provided. Fill up the form and attach with the original voucher as well as duplicate copy of the voucher. Then email or fax to e-pay **within 30days from the date printed. The company will not entertain cancellation request for PINS printed more then 30days.**

Email: void@ghl.com
Fax: 03-7493 3110
SMS: 012-630 4195

Will provide information for Serial Number, Transaction number, and amount, but no PIN number will be provided

Voucher will indicate it is for Void Only, Not for Sale

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B Sale Poll Admin	Press admin
Admin Operator password:	Please Key in sale operator password to proceed Press enter
1 Touch N Go Card balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Select no 4 to choose reprint receipt
REPRINT RECEIPT Printing Receipt...	Duplicate voucher will be printed out
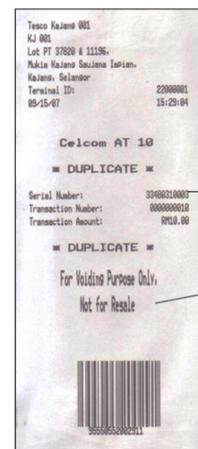
VOID PROCESS

(i) Reason: Printer out of paper/Paper Stuck/Printing Error
    Procedure: - Immediately print a duplicate voucher from e-pay terminal
                 - Proceed to print new voucher for the customer
                 - Fill up "Void Request Form" & send it to e-pay via fax or email
                 - Ensure to punch 3 holes at the PIN area (for security purpose)
                   & ensure to use 1 void form for 1 voucher

(ii) Reason: Voucher Blur/Reload Pin not clear/Reload Pin cant be activated
    Procedure: - Request back the original voucher from the customer
                 - Immediately print a duplicate voucher from e-pay terminal
                 - Proceed to print new voucher for the customer
                 - Fill up "Void Request Form" & send it to e-pay via fax or email
                 - Ensure to punch 3 holes at the PIN area (for security purpose)
                   & ensure to use 1 void form for 1 voucher

TERMINAL DISPLAY	WHAT TO DO

e-pay   dd/mm/yy
       hh:mm
       N4.0.6B
 	
Sale   Poll   Admin
	Press Sale

Sale Operator password:	Please Key in sale operator password to proceed Press enter
1 Prepaid Mobile M'sia 2 Prepaid Mobile MVNO 3 e-Wallet 4 Oversea IDD 5 Online Games 6 DD/Internet 7 PTPTN 8 Bill Payment ▼	Press F4 to view other menu
1 Other 2 Remittance 3 Request Paper Roll 4 TNG Reload Top UP 5 Touch N Go Payment	Press 3 to select - Request Paper Roll
Sale Available Credit: PAPERROLL: 1.00 Enter to continue...	Press ENTER to continue
Sale Enter/Swipe Number: 123456	Key in retailer account number Press enter

TERMINAL DISPLAY	WHAT TO DO
Sale Confirm entry: 123456 Yes No	Select 'Yes' to confirm account number
Sale Request Paper Roll: Yes No	Select 'Yes' to confirm the request
Sale Printing Receipt...	Receipt voucher will be printed out

E-PAY (M) Sdn Bhd

TEST 1

16-18, Jalan PJS11/28A,

46150 Bandar Sunway,

Petaling Jaya, Selangor

Terminal ID: 80002603

11/10/19   15:13:13

Request Paper Roll

RECEIPT

RM 0.00

Account Number :   132456

TXN Ref :   0132465789

TERMINAL DISPLAY	WHAT TO DO

e-pay   dd/mm/yy
       hh:mm
       N4.0.6B
 	
Sale   Poll   Admin
	Press Admin

Admin Operator password:	Please Key in your sale operator password to proceed Press enter
1 TNG Card Balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Press 3 to end shift
End Shift Confirm to reconcile ? Yes No	Press yes
End Shift Printing report...	Report will be printed out

E-PAY (M) Sdn Bhd

TEST 1

16-18, Jalan PJS11/28A,

46150 Bandar Sunway,

Petaling Jaya, Selangor

Terminal ID: 80002603

11/10/19   15:13:13

END SHIFT*

Shift Number :   1

Shift Start :

     15:13:13

Shift End :

     11:31:23

Product Type : e-Wallet Payment

_____

Product Brand	Type	Sold	Total
TnG eWallet	PMT	3	1.50
Grand Total :		3	1.50

_____

OPERATOR SUMMARY :

Operator ID :   0002

Operator Name :   Sale

Product Type : e-Wallet Payment

_____

Product Brand	Type	Sold	Total
TnG eWallet	PMT	3	1.50
Grand Total :		3	1.50

_____

4.1 - Print Report (Shift Total / Day Total)

TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B Sale Poll Admin	Press Admin
Admin Operator password:	Please Key in your sale operator password to proceed Press enter
1 TNG Card Balance 2 Report 3 End Shift 4 Reprint Receipt 5 Check TXN Status	Press 2 to select Report
1 Shift Total 2 Day Total 3 Refund 4 Others	Press 1 to select - Shift total , or Press 2 to select—Day total
  Printing report...	Report will be printed out

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E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID:              80002603
11/10/19                  15:13:13
          *SHIFT TOTAL*
Shift Number :                   1
Shift Start :             15:13:13
```

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E-PAY (M) Sdn Bhd
TEST 1
16-18, Jalan PJS11/28A,
46150 Bandar Sunway,
Petaling Jaya, Selangor
Terminal ID:              80002603
11/10/19                  15:13:13
           *DAY TOTAL*
Performed By
Operator ID:                  0002
```

2.1 - How to make payment with JomPAY

Simple steps making payment with JomPAY:

STEP 1
Look for the JomPAY logo, Biller Code, Ref-1 & Ref-2 on your Bills or Invoices.

STEP 2
Logon to Internet or Mobile Banking and look for JomPAY - Bill Payment

STEP 3
Enter Biller Code: [Refer bill], Ref-1: [Refer bill]
Ref-2: [Payment for Main or TNG]

Proceed with Payment from your Savings or Current Account

Details to key-in for Step 3 as per below:

JomPAY Logo   :
Biller Code   : 2360
Ref -1   : <Please key in your e-pay account number>
Ref -2   : <Please key in payment will be for Main or TNG>

Example:

For payment to account		For TNG payment	
JomPAY logo	:	JomPAY logo	:
Biller Code	: 2360	Biller Code	: 2360
Ref -1	: 201842	Ref -1	: 201842
Ref -2	: Main	Ref -2	: TNG

Note:
1. Account will be updated within 10minutes after payment has been done. Merchant will receive SMS or email notification once payment has been updated.

2.2 - How to make payment via cash deposit/cheque/online payment

1. Payment Channel

Cash Deposit / Cheque Bank in / Online Payment
You can bank in cash or cheque/ transfer payment to our bank acct at:
    MBB: 5123 – 1610 – 3965
    CIMB: 800 – 306 – 3975
    PBB: 3105 – 615 – 724

2. Payment Update

After payment has been made, kindly update e-pay using 'Payment Submission Form' provided. Fill up the form and attach with a copy of your payment / bank in
slip. Then email or fax to e-pay
    Email: payment@ghl.com
    Fax: 03 5636 6966
    Call in: 03-5623 6000
    SMS: 012-630 4195

Note: Please write remark on your 'Payment Submission Form' whether it is for e-pay main account payment or TNG payment. If no remark provided, all payment will go to e-pay main account and payment can't be transfer to TNG account.

3. Minimum Payment/Reload Amount

Prepaid Account Minimum amount Reload
- Main- minimum RM500 *once chq clear*
- TNG- minimum RM300

Postpaid Account (petro station / postpaid account)
- Main- no minimum payment (follow invoice)
- TNG- minimum RM500

Prepaid Account (petromart convert to prepaid)
- Main- Minimum RM500
- TNG- Minimum RM300

Note : Payment by chq we will update once chq clear
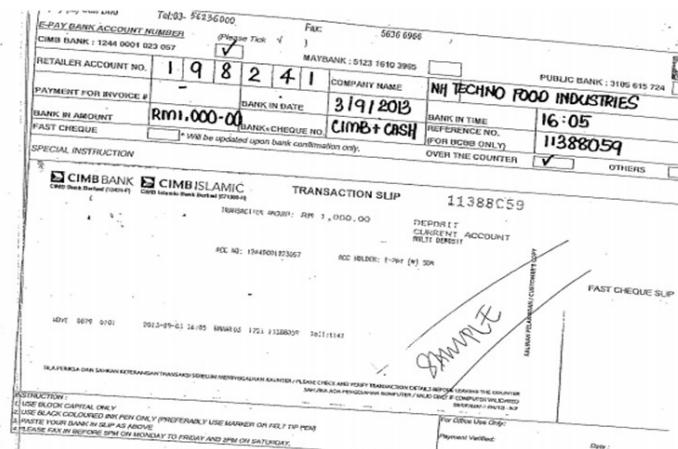
3.0 - Terminal Setup – Long Way Poll (GPRS)

TERMINAL DISPLAY	WHAT TO DO	TERMINAL DISPLAY	WHAT TO DO
e-pay dd/mm/yy hh:mm N4.0.6B Sale Poll Admin	Press Poll	GPRS Password:	Leave it blank then press enter
Manual Poll Connect to Host? Yes No	Press F2 Button	Host IP:	Key in host IP then press enter
GPRS Dial Number: *99#	Key in GPRS dial number then press enter	Host Port: 8090	Key in host port then press enter
GPRS APN:	Key in GPRS APN then press enter	Connect to Host? Yes No	Select 'Yes'
GPRS Username:	Leave it blank then press enter	Manual Poll Complete success Printing Report...	Polling Success

GPRS APN

Maxis = maxis3g

Celcom = celcom3g

Digi = 3gdgnet

UMobile = my3g

Tunetalk = tunetalk

Host IP :

58.26.9.22 / 219.92.28.137

Host Port :

8090