



FREQUENTLY ASKED QUESTIONS (FAQ) ONLINE PAYMENT VIA REVENUE MANAGEMENT SYSTEM (RMS)

1. How to make an online payment via RMS?

Log in to RMS, select the payment to be made, review the payment information, and click "Pay Online". Once the payment is successful, you will be redirected to the payment confirmation page.

2. How is payment made after being redirected to the payment page?

After being redirected to the payment page, select the available payment method, such as credit card, debit card, online banking, or e-wallet. If using a card, enter the required card information. If using online banking, select the bank and complete the payment authentication as usual. If using an e-wallet, select the e-wallet displayed when choosing the payment method.

3. What happens after the payment has been successfully made?

Once the payment is successful, the payment status will be updated to "Paid". The payment record will also be saved in the payment history, and the receipt will be sent via e-mail.

4. What action should be taken if the payment page displays a failed payment status?

If the payment fails, the payment page will display a failure message. You may try again after checking the payment details or contact **SSM Customer Care** at 03-7721 4000 or via e-mail at enquiry@ssm.com.my for assistance.

5. Will a receipt be issued after the payment is made?

Yes. After the payment is successful, you will receive an e-mail from rmsadmin@ssm.com.my with subject "Payment Successful - Receipt Attached". The receipt will contain transaction details such as the amount paid, the item purchased, and the payment method.

6. What information will be displayed on the receipt?

The receipt will display transaction details, including the order reference number, payment status, receipt number, receipt date, and payment amount. The information will correspond to the details entered during the transaction process.

7. Can the payment status be checked in the system?

Yes. The payment status will be updated to "Paid" in the system. The status can be checked in payment history.

8. How to confirm that the payment has been successful?

The payment is considered successful when the payment confirmation page is displayed and the payment status is updated to "Paid". You will also receive a confirmation e-mail together with the receipt.

9. What action should be taken if the payment receipt e-mail is not received?

If the payment receipt e-mail is not received, the spam folder should be checked first. If the e-mail is still not available, please contact **SSM Customer Care** at 03-7721 4000 or via e-mail at enquiry@ssm.com.my for assistance.

10. Can payment be made if the payment amount is zero?

No. If the payment amount is RM0.00, no payment is required and the receipt will be generated automatically.

11. How much time is provided to complete the payment?

The payment must be completed within the time specified on the payment page. If the time expires, the payment process may need to be restarted.

12. What happens if “*Proceed*” is clicked after the payment is completed?

After the payment is completed, clicking “Proceed” on the RMS payment confirmation page will redirect you back to the originating system with the updated payment status and other relevant transaction details.

13. Can the billing information be updated before making payment?

Yes. The billing information may be updated before proceeding with the payment. The information entered will be displayed on the receipt.

14. What action should be taken if the payment page is not responding?

Please check the internet connection or try again later. If the issue persists, contact SSM Customer Care at 03-7721 4000 or via e-mail at enquiry@ssm.com.my for assistance.

15. How are payment details verified before proceeding to the payment page?

Before proceeding with payment, all payment details, including product details, billing information, and any applicable incentives or deductions, should be reviewed. Ensure that all information is accurate before clicking "Pay Online".

16. An e-mail has been received from the originating system requesting online payment. How should the payment be made?

If a payment link is received via e-mail, click the link to be redirected to the RMS payment page. Then, follow the standard process to complete the payment through the payment page.

17. Can the payment history be accessed after completing the payment?

Yes. After completing the payment, the payment history may be viewed in the originating system. Transaction details, including the status and receipt, will be available for reference. The payment history may also be accessed through RMS Public Portal > My Transactions.

18. How does the system notify if a payment error occurs?

Payment errors, such as transaction failures or inaccurate payment details, will trigger an error message.

You may try again or contact SSM Customer Care at 03-7721 4000 or via e-mail at enquiry@ssm.com.my for assistance.

19. Can a payment be cancelled after it has been successfully processed?

No. A payment that has been successfully processed and for which a receipt has been issued cannot be cancelled. However, a refund application may be submitted through RMS Refund, subject to the prescribed procedures.

20. How can the payment process run smoothly?

- a) Ensure that the internet connection is stable;
- b) Review the payment details carefully before confirming; and
- c) Complete the payment within the specified time to avoid session expiry.