



PANDUAN PENGGUNA (SUPPLIER) Pembayaran e-tender dalam talian (FPX)

SUPPLIER RELATIONSHIP MANAGEMENT
SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

DISEDIAKAN OLEH:

UNIT SUPPLY CHAIN MANAGEMENT (SCM)
BAHAGIAN ICT

VERSION 2/2017

PEMBAYARAN ETENDER SECARA ONLINE		
MAIN PROCESS	DESCRIPTION	ROLES
PEMBAYARAN ETENDER SECARA ONLINE	<ul style="list-style-type: none"> Perkhidmatan bayaran dalam talian yang disediakan adalah terbuka kepada petender TNB SAHAJA. Proses pembayaran dokumen tender dalam talian hanya melibatkan etender TNB SAHAJA dan BUKANNYA bagi anak syarikat TNB. Saluran pembayaran dalam talian adalah Financial Process Exchange (FPX) Petender dikehendaki mempunyai akaun perbankan internet dengan mana-mana bank yang menyertai FPX. Senarai kemudahan terkini bank-bank yang mengambil bahagian, sila klik http://www.myclar.org.my/business-directdebit/banks-tpa.html Sistem pembayaran bagi etender secara online ini boleh diakses melalui SUS portal https://srm.tnb.com.my/irj/portal Pembayaran perlu dibuat ke atas setiap tender secara berasingan dan harga dokumen tender adalah termasuk 6% (GST). Tax invoice bagi pembayaran etender boleh diperolehi di dalam SUS portal https://srm.tnb.com.my/irj/portal selepas pembayaran berjaya dilakukan. Sila ikuti langkah yang dinyatakan melalui manual ini untuk membuat pembayaran tender dokumen. 	TNB SUS SUPPLIER

ISI KANDUNGAN

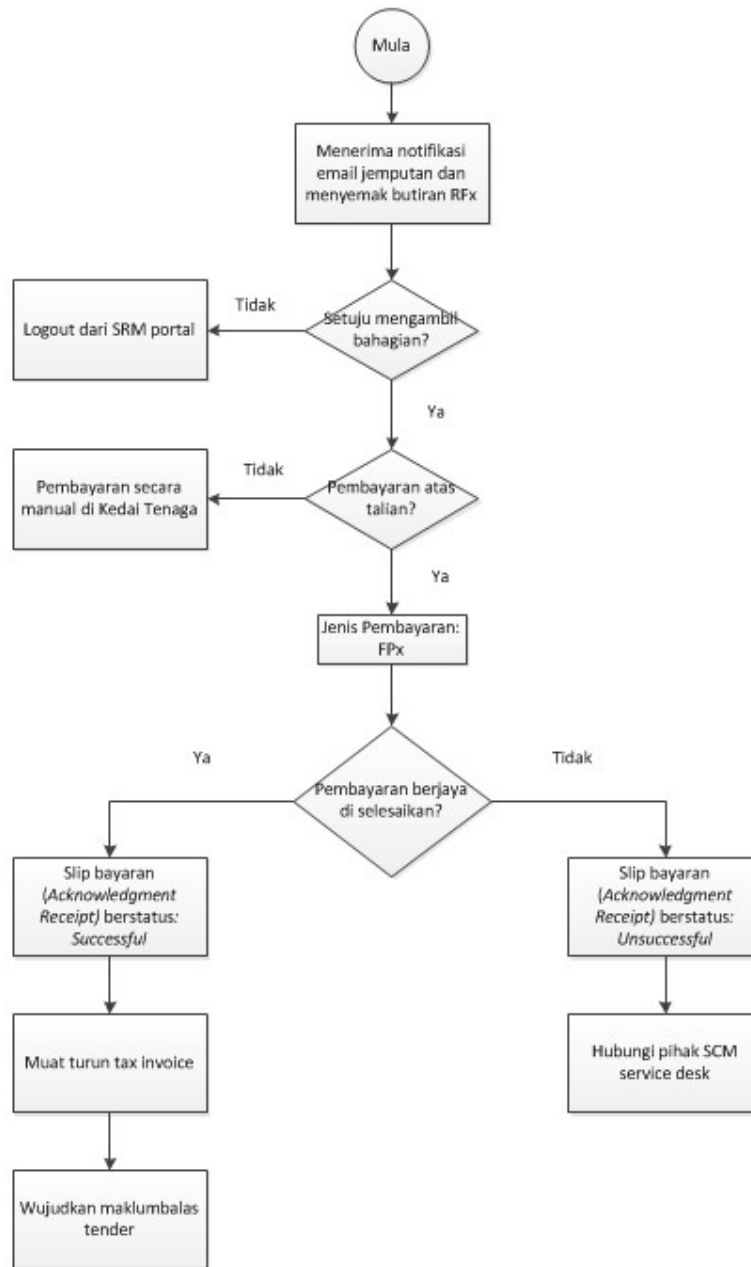
ALIRAN PROSES PEMBAYARAN E-TENDER DALAM TALIAN (FPX)..... 4

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ALIRAN PROSES PEMBAYARAN E-TENDER DALAM TALIAN (FPX)



PEMBAYARAN MELALUI FPX (FINANCIAL PROCESS EXCHANGE)

CONTOH SCENARIO: RFx 4000011539 telah diapung dan notifikasi email jemputan telah dihantar kepada petender (Contoh: Syarikat Rotork Sdn Bhd) dan harga dokumen tender tersebut adalah RM 59.00 termasuk 6% (GST).

1. Sila pergi ke link berikut: <https://srm.tnb.com.my/irj/portal>
2. Log in dengan memasukkan **User ID** dan **Password**
3. Klik butang - **Log on**



4. Klik pada tab - **RFx and Auctions**
5. Klik pada butang - **Show Quick Criteria Maintenance**



6. Masukkan *RFx Number* (10 Digits number) diperolehi daripada e-mail dalam kotak Event Number
7. Klik butang – **Apply**

eRFxs - All

▼ Hide Quick Criteria Maintenance

Event Number: To

Event Status:

My Responses From:

Apply **Clear**

View: [Standard View] **Create Response** **Display Event**

8. *RFx* tersebut dipaparkan dan klik pada ***RFx Number*** di column ***Event Number*** ATAUPUN Highlight *RFx* berkenaan dan Klik butang – **Display Event**

View: [Standard View] **Create Response** **Display Event** **Display Response** **Print Preview**

Event Number	Event Description	Event Type	Event Status
4000012810	TNBT/KEL M/SUBS128/2016(O)	Single Envelope	Published
4000012737	PG Negative Testing - Connect SRM PG	Two Env (ERMS)	Published
4000012685	TNBT/M T15/2016 RINA ACCESS ROAD II	Single Envelope	Published

9. Pembayaran tender dokumen perlu dilakukan terlebih dahulu sekiranya petender setuju mengambil bahagian di dalam tender tersebut.

Klik butang **View RFX** untuk menyemakan butiran *RFx* dan muat turun tender dokumen.

RFX Access

RFX Name PG Negative Testing - Connect SRM PG RFX No. 4000012737 Submission Deadline 18.08.2016 00:00:00 Time Zone UTC+8

Close Window **Pay Tender Fee** **Refresh** **View RFX**

Pay tender fee to participate in the RFX

Tender Fee Payment Details


Tender Fee: MYR

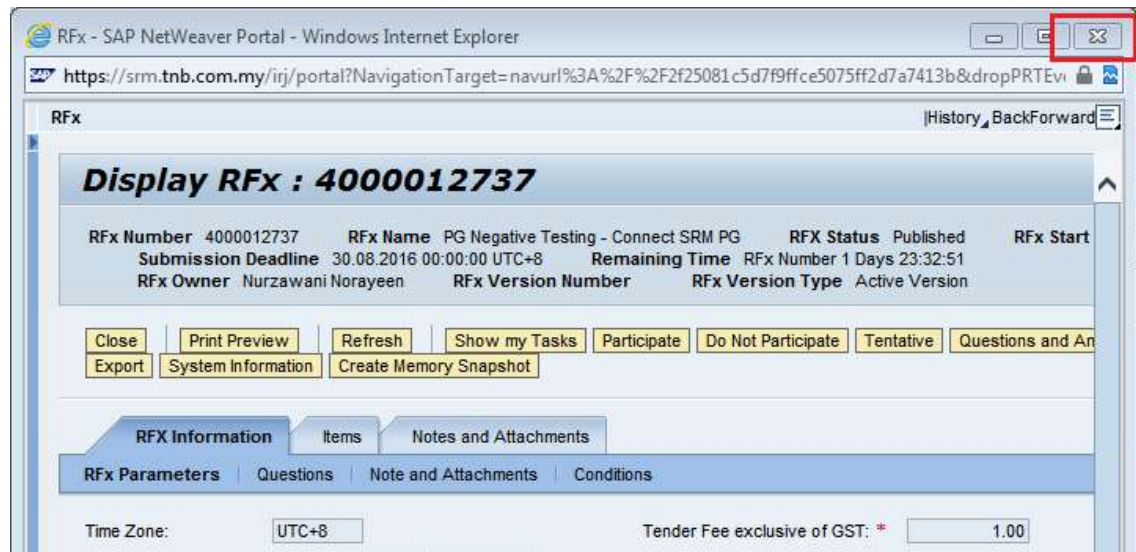
Submission Deadline:

Important Notice for Online / Manual payment of Tender Fee:

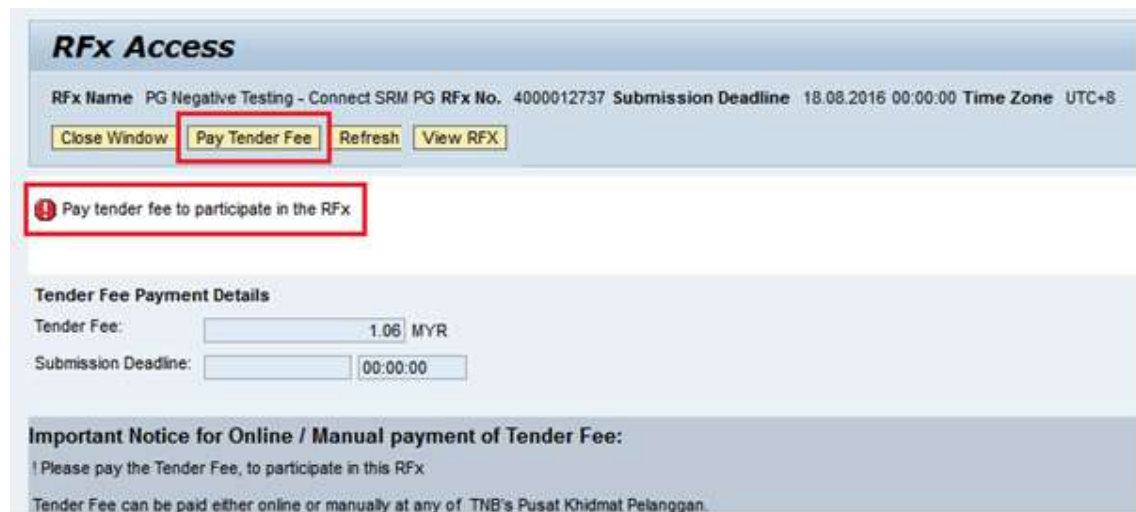
! Please pay the Tender Fee, to participate in this RFX

Tender Fee can be paid either online or manually at any of TNB's Pusat Khidmat Pelanggan.

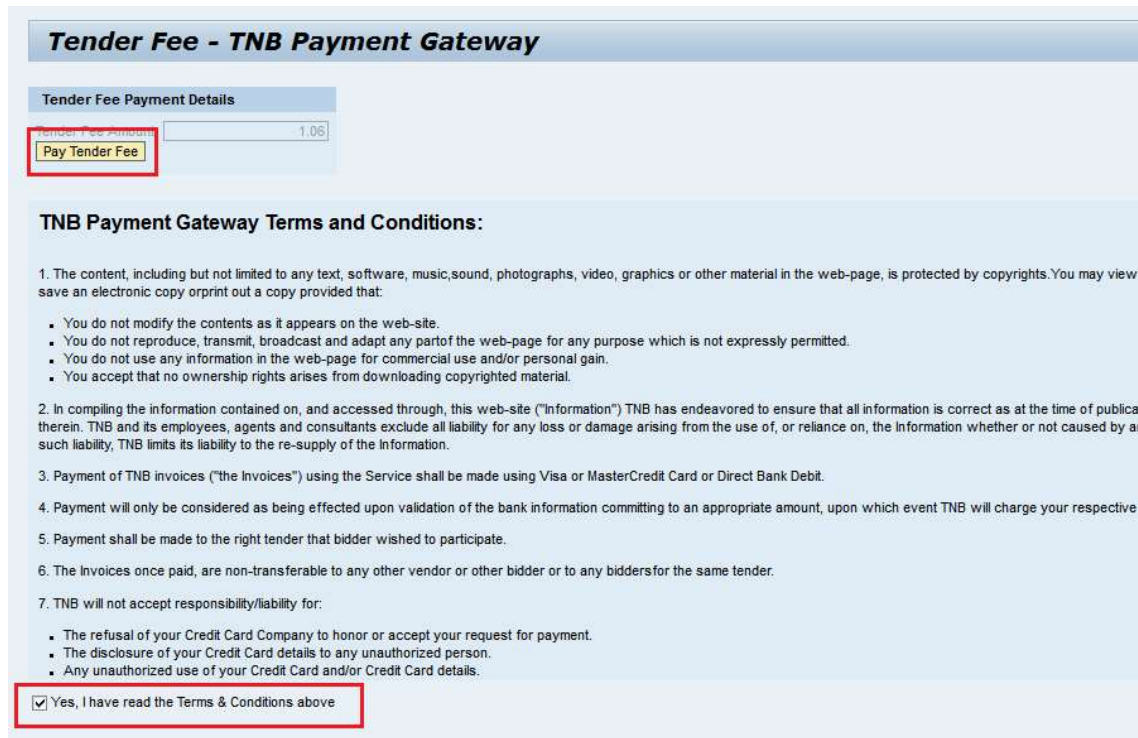
Tekan icon close -  bagi meneruskan proses seterusnya.



10. Untuk memulakan **proses pembayaran dokumen tender secara dalam talian**, petender perlu klik butang 



11. SUS portal akan memaparkan terma dan syarat Payment Gateway TNB seperti dibawah.
12. Untuk meneruskan proses pembayaran, petender perlu bersetuju dengan terma dan syarat yang dipaparkan dengan tanda pada kotak ☒ Yes, I have read the Terms & Cond. Above
13. Klik butang - **Pay Tender Fee**



Tender Fee - TNB Payment Gateway

Tender Fee Payment Details

Tender Fee Amount: 1.08

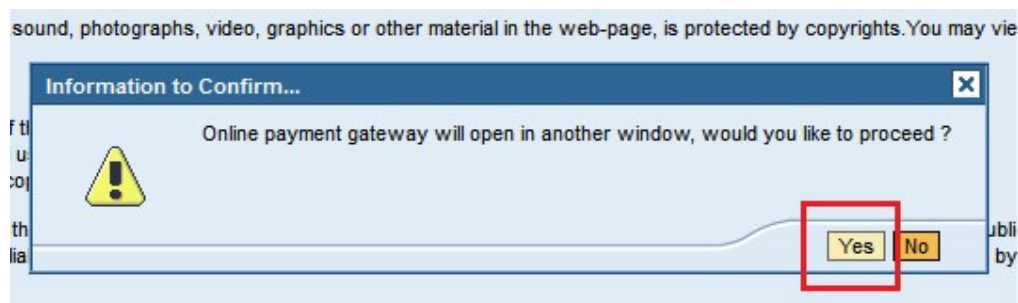
Pay Tender Fee

TNB Payment Gateway Terms and Conditions:

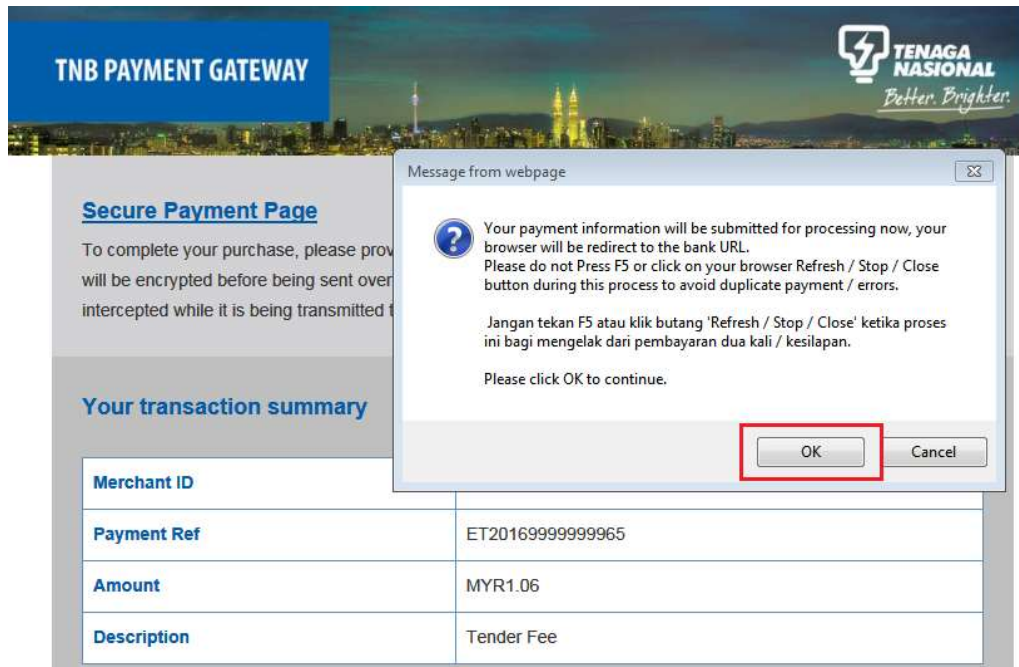
- The content, including but not limited to any text, software, music, sound, photographs, video, graphics or other material in the web-page, is protected by copyrights. You may view save an electronic copy or print out a copy provided that:
 - You do not modify the contents as it appears on the web-site.
 - You do not reproduce, transmit, broadcast and adapt any part of the web-page for any purpose which is not expressly permitted.
 - You do not use any information in the web-page for commercial use and/or personal gain.
 - You accept that no ownership rights arises from downloading copyrighted material.
- In compiling the information contained on, and accessed through, this web-site ("Information") TNB has endeavored to ensure that all information is correct as at the time of publication therein. TNB and its employees, agents and consultants exclude all liability for any loss or damage arising from the use of, or reliance on, the Information whether or not caused by any such liability. TNB limits its liability to the re-supply of the Information.
- Payment of TNB invoices ("the Invoices") using the Service shall be made using Visa or MasterCard or Direct Bank Debit.
- Payment will only be considered as being effected upon validation of the bank information committing to an appropriate amount, upon which event TNB will charge your respective
- Payment shall be made to the right tender that bidder wished to participate.
- The Invoices once paid, are non-transferable to any other vendor or other bidder or to any bidders for the same tender.
- TNB will not accept responsibility/liability for:
 - The refusal of your Credit Card Company to honor or accept your request for payment.
 - The disclosure of your Credit Card details to any unauthorized person.
 - Any unauthorized use of your Credit Card and/or Credit Card details.

☒ Yes, I have read the Terms & Conditions above

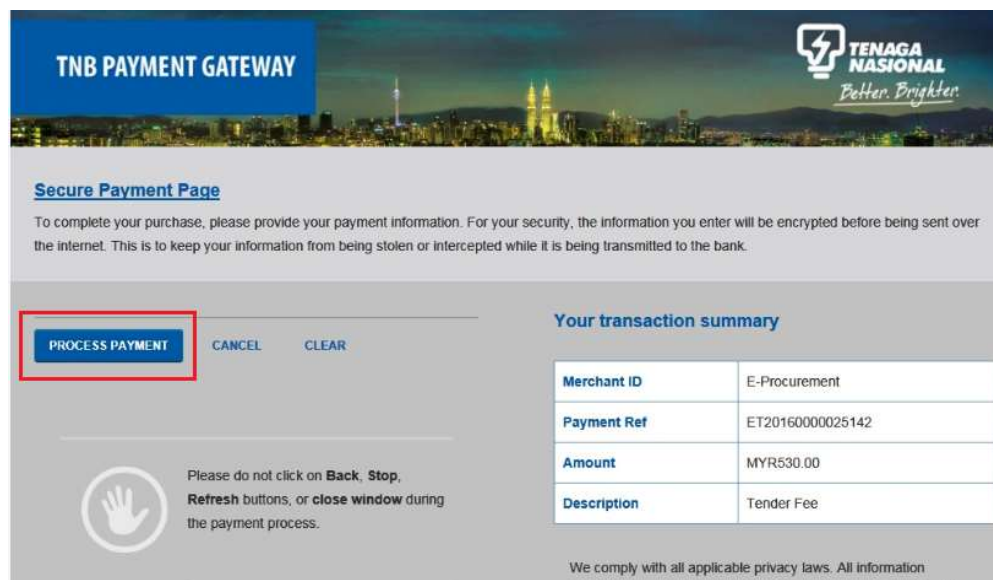
14. Skrin pengesahan akan dipaparkan.
Klik butang – **Yes** bagi meneruskan proses seterusnya.



15. Di halaman ini, petender boleh menyemak butiran pembayaran.
16. Klik butang - **OK** untuk meneruskan proses pembayaran.



17. Sekiranya telah menekan butang  ataupun butang - Close  pada paparan dalam langkah 15, tekan butang –**Process Payment**



18. Untuk meneruskan proses seterusnya, klik butang – **Click here to proceed**



Your payment Order Reference ID: [ET20169999999965](#)

Please do not click on **Back, Stop, Refresh** buttons, or **close window** while we are processing your payment.

Thank you for your patience.

[Click here to proceed](#)

19. Pilih Retail/Corporate Banking. Contoh: Maybank2u
20. Masukkan Alamat Email (pilihan)
21. Klik butang - **Agree and Continue**
22. Sistem online banking yang dipilih akan dipaparkan dan lengkapkan proses transaksi bayaran seperti biasa.

The screenshot displays the 'National Internet Payment Gateway' (FPX) interface. At the top, the FPX logo is visible. Below it, the title 'National Internet Payment Gateway' is centered. The main content area is divided into several sections:

- Payment Details:** A table showing transaction information:

Merchant Name	TENAGA NASIONAL BERHAD SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)
Merchant Order No	58800
FPX Transaction ID	1608151702580120
Product Description	Tender Fee
Amount	1.06
- Retail Banking:** A grid of bank logos for selection. The 'maybank2u.com' option is highlighted with a red box.
- Corporate Banking:** Two options: 'Maybank2u.net' and 'Maybank2E'.
- Note:** A yellow banner stating: 'Note: (Offline) - This option is not available either due to the banks non-operating hours or the service is temporarily not available'.
- E-Mail Address:** A field labeled 'Enter E-Mail address here to receive transaction status (Optional)' with the email 'scmuserid@gmail.com' entered. This field is also highlighted with a red box.
- Terms and Conditions:** A section with a checkbox and text: 'I agree with the Terms and Conditions'. Below it are three bullet points providing instructions.
- Buttons:** At the bottom left, there are two buttons: 'Agree and Continue' (highlighted with a red box) and 'Back'.

At the bottom of the page, there is a footer containing links (FAQ, Merchant Program, Contact Us, etc.), the company name 'Malaysian Electronic Clearing Corporation Sdn Bhd', and the FPX logo.

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BRAND OF THE YEAR

Payment Details

PAGE 1 2 **3** 4 >

FX Status Page

Merchant Name	TENAGA NASIONAL BERHAD SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)
Merchant Order No	10880
FPX Transaction ID	1600022511000000
Product Description	Order Fee
Amount	RM 0.00
Transaction Status	Approved
Date & Time	12-JUNE-2016 22:51:28
Buyer Bank	Maybank
Bank Reference No.	25428

Print [Click Here to Complete Your Transaction](#)

- 

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**Acknowledgement
Receipt**

Transaction Status	:Successful
Transaction ID	:ETEN20150427000007
RFx No.	:0000004232
Customer Name	:Supplier 12 - Supplier 12
Transaction Date and Time	:2015-04-27 15:10:29
Amount (RM)	:500.00
Product Description	:Tender Fee
FPX Transaction ID	:1504271029340773
Seller Order No.	:8325


Note: This receipt computer generated and no signature is required.

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Nota: Sekiranya proses pembayaran gagal, sistem akan memaparkan *transaction status: Unsuccessful* pada slip bayaran (*Acknowledgment Receipt*).



The screenshot displays a web interface for a receipt. At the top left is the Tenaga Nasional logo, which consists of a red stylized lightning bolt inside a square frame, followed by the text "TENAGA NASIONAL" in blue and "Better. Brighter." in red script. To the right of the logo, the title "Acknowledgement Receipt" is displayed. Below the logo, transaction details are listed in a two-column format: "Transaction Status : Unsuccessful", "Transaction ID : ET20160000025332", and "Tender No. : 0000006349". A red message "Payment Unsuccessful, please try again." is centered below the details. A "Print Receipt" button is located below the message. At the bottom, a note states: "Note: This receipt is computer generated and no signature is required."

	Acknowledgement Receipt
<i>Better. Brighter.</i>	
Transaction Status	: Unsuccessful
Transaction ID	: ET20160000025332
Tender No.	: 0000006349
Payment Unsuccessful, please try again.	
<input type="button" value="Print Receipt"/>	
Note: This receipt is computer generated and no signature is required.	

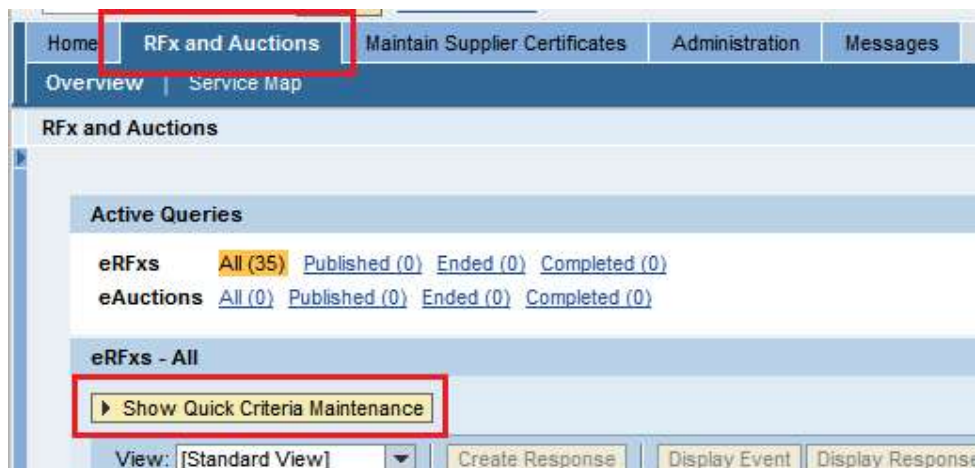
Sekiranya **GAGAL** untuk dapatkan slip bayaran (*Acknowledgment Receipt*) dimana skrin pelayar *Internet Explorer (IE)* ditutup/*refresh*, mohon berhubung dengan TNB SCM Service Desk **SEBELUM** meneruskan proses pembayaran seterusnya.

CETAK TAX INVOICE

1. Sila pergi ke link berikut : <https://srm.tnb.com.my/irj/portal>
2. Log in dengan memasukkan **User ID** dan **Password**
3. Klik butang - **Log on**



4. Klik pada tab - **RFx and Auctions**
5. Klik pada butang - **Show Quick Criteria Maintenance**



6. Masukkan *RfX Number* (10 Digits number) diperolehi daripada e-mail pada Event Number
7. Klik butang – **Apply**

eRFxs - All

▼ Hide Quick Criteria Maintenance

Event Number: To

Event Status:

My Responses From:

Apply Clear

8. *RfX* tersebut dipaparkan dan klik pada ***RfX Number*** di column ***Event Number*** ATAUPUN Highlight *RfX* berkenaan dan Klik butang – **Display Event**

eRFxs - All

► Show Quick Criteria Maintenance

View: [Standard View] Create Response **Display Event** Display Response Print Preview Refresh Export

Event Number	Event Description	Event Type	Event Status	Start Date	End Date
4000011539	TNBT/AMHQ 112/2016 (WMU)	Single Envelope	Published	10.06.2016	23.06.2016

9. Skrin Display *RfX* akan dipaparkan seperti dibawah.
10. Tekan pada pilihan **Related Links** → **Tender Fee Payment Details**

Display RfX : 4000011539 [Help](#)

RfX Number 4000011539 RfX Name TNBT/AMHQ 112/2016 (WMU) RfX Status Published RfX Start Date 10.06.2016 14:00:00 UTC+8 Submission Deadline 23.06.2016 12:00:00
Remaining Time RfX Number 11 Days 22:34:10 RfX Owner Lokman Hakim Bustan Ariffin RfX Version Number RfX Version Type Active Version

Close Print Preview Refresh Participate Do Not Participate Tentative Create Response Questions and Answers (0) Export

Related Links
Tender Fee Payment Details

RfX Information Items Notes and Attachments

RfX Parameters Questions Note and Attachments Conditions

Time Zone: UTC+8 Tender Fee exclusive of GST: * 500.00
Start Date: 10.06.2016 14:00:00 Tender Fee inclusive of GST: * 530.00
Tender Closing Date: * 23.06.2016 12:00:00 Tender Fee Submission Deadline: 00:00:00
Tender Validity Date: 22.12.2016
Currency: MYR
Reference No:

11. Klik **butang – Print Tax Invoice/Receipt**
12. Klik **butang – Save ATAUPUN Open**


The screenshot shows a web application window titled "RFX Respondent Tender Fee Details". Inside, there is a form titled "Tender Fee Payment Details" with the following fields:

Company ID:	3000743
Company Name:	Rotork Sdn Bhd
Contact:	
Payment Method:	Online Payment
Amount:	530.00
Currency:	MYR
Instrument Number:	
Payment Status:	Paid
	Online payment
Payment Note:	
Payment / Waived Date:	12.06.2016

Below the form, there are two buttons: "Close" and "Print Tax Invoice/Receipt". The "Print Tax Invoice/Receipt" button is highlighted with a red rectangle.

At the bottom of the window, a file download dialog is open, asking: "Do you want to open or save TAX_RECEIPT.pdf (19.3 KB) from tnbsrm01.hq.tnb.com.my?". The dialog has three buttons: "Open", "Save", and "Cancel". The "Save" button is highlighted with a red rectangle.

13. Contoh Tax Invoice seperti dibawah.



GSI No.: 00110/42/328
Wisma TNB, No. 19 Jalan timur, 46200, Petaling Jaya

TAX INVOICE

Invoice Date	12.06.2016
Invoice Serial Number	ET20160000000213
Tender Number	4000011539

No.	Item Description	Quantity	Amount (MYR)
1.	* Tender Fee	1	500.00
	<div style="display: flex; justify-content: space-between; font-size: small;"> GST Summary Amount(MYR) GST(MYR) </div> <div style="display: flex; justify-content: space-between; font-size: small;"> *Standard Rated@6% 500.00 30.00 </div> <p style="font-size: small; margin-top: 5px;">Malaysian Ringgit: FIFTY-NINE ONLY</p>		
Total (Excluding GST)			500.00
*GST @6%			30.00
Total Amount Payable			530.00

This is an electronic invoice, by accepting this electronic invoice you are consenting for us to issue the invoice electronically. Please notify us if you do not agree to the issuing of an electronic invoice and would prefer to be issued with a hard copy.

LAIN-LAIN: Q&A

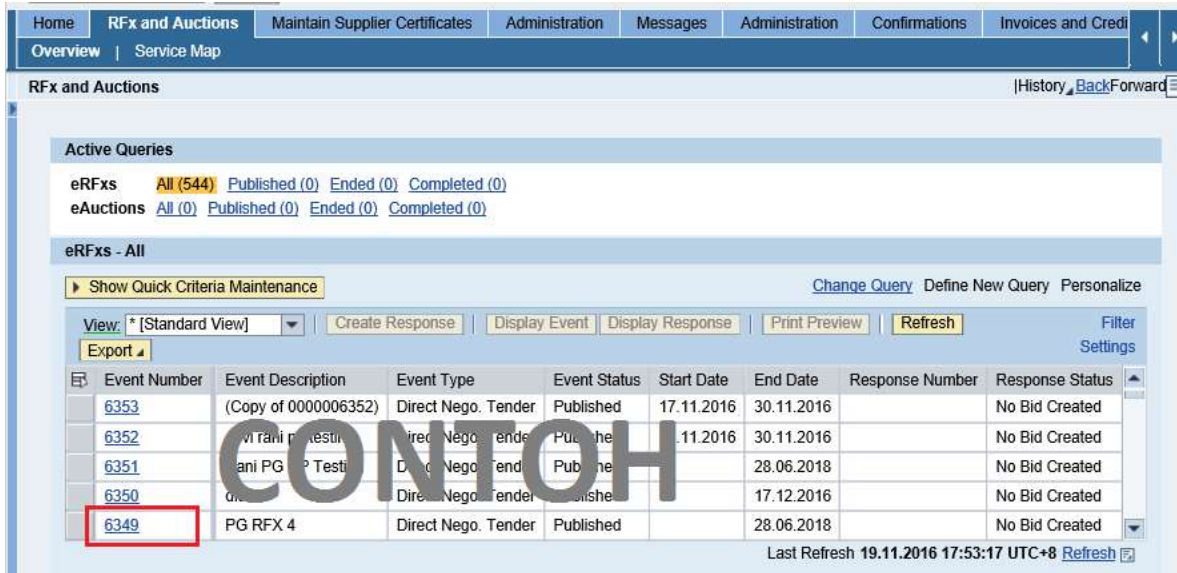
Soalan 1: Bagaimana jika tertutup window/skrin internet browser sebelum menyempurnakan pengesahan proses pembayaran?

Jawapan: Ulangi semula proses pembayaran tender fi dengan merujuk langkah nombor 10 di dalam panduan ini, muka surat 7.

Soalan 2: Bagaimana jika ingin menyemak pengesahan status transaksi pembayaran tender fi serta mencetak resit pembayaran?

Jawapan: Sila ikuti langkah-langkah di bawah:-

1. Tekan semula RFX no.



The screenshot displays the 'RFX and Auctions' section of the SCMS interface. It includes a navigation bar with tabs like 'Home', 'RFX and Auctions', 'Maintain Supplier Certificates', 'Administration', 'Messages', 'Confirmations', and 'Invoices and Credits'. Below the navigation bar, there's a section for 'Active Queries' with links for 'eRFxs' and 'eAuctions'. The 'eRFxs - All' section is expanded, showing a table of events. The table has columns for Event Number, Event Description, Event Type, Event Status, Start Date, End Date, Response Number, and Response Status. The event number 6349 is highlighted with a red box. A large 'CONTOH' watermark is overlaid on the table.

Event Number	Event Description	Event Type	Event Status	Start Date	End Date	Response Number	Response Status
6353	(Copy of 0000006352)	Direct Nego. Tender	Published	17.11.2016	30.11.2016		No Bid Created
6352	Witani p... Testi	Direct Nego. Tender	Published	17.11.2016	30.11.2016		No Bid Created
6351	Witani PG... Testi	Direct Nego. Tender	Published		28.06.2018		No Bid Created
6350	Witani PG... Testi	Direct Nego. Tender	Published		17.12.2016		No Bid Created
6349	PG RFX 4	Direct Nego. Tender	Published		28.06.2018		No Bid Created

Last Refresh 19.11.2016 17:53:17 UTC+8 [Refresh](#)

2. Tekan butang - **Pay Tender Fee**

The screenshot shows the 'Tendering Details' page. At the top, it says 'RFx Access Restricted'. Below this, it displays 'RFx Name: PG RFX 4', 'RFx No. 6349', 'Submission Deadline: 28.06.2018 00:00:00', and 'Time Zone: UTC+8'. There are four buttons: 'Close Window', 'Pay Tender Fee' (highlighted with a red box), 'Refresh', and 'View RFX'. Below the buttons, there is a message: 'Pay tender fee to access the RFx'. Under 'Tender Fee Payment Details', the 'Tender Fee' is set to '106.00 MYR' and the 'Submission Deadline' is '00:00:00'. An 'Important Notice for Online / Manual payment of Tender Fee:' section follows, explaining that payment is required to participate in the RFx and providing instructions for online and manual payment methods.

3. Tekan butang - **Check payment status.**

The screenshot shows the 'RFx Access Restricted' page with a 'Payment Status Info' dialog box open. The dialog box contains the text: 'Payment already in progress for this tender. Please Click on "Check Payment Status" to check the current payment status.' Below this text are two buttons: 'Check Payment Status' (highlighted with a red box) and 'Cancel'. The background page shows the same 'Tendering Details' as in the previous screenshot, but it is partially obscured by the dialog box.

4. Berikut adalah contoh status Acknowledgement Receipt:-

- a) Jika **pembayaran Berjaya** dilakukan, transaction status akan memaparkan **Successful**.
- I. Mohon untuk rujuk tatacara etender Single Envelope - [Bidder Intent, Participate, Create and Submit Respond](#) **ATAUPUN** Two Envelope - [Bidder Intent, Participate, Create and Submit Respond](#) untuk proses *Create Respond* dan *Submit RFx Response* kepada TNB.

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Acknowledgement Receipt

Transaction Status	:Successful
Transaction ID	:ETEN20150427000007
RFx No.	:0000004232
Customer Name	:Supplier 12 Supplier 12
Transaction Date and Time	:2015-04-27 10:19:11
Amount (RM)	:500.00
Product Description	:Tender Fee
FPX Transaction ID	:1504271029340773
Seller Order No.	:8325

Note: This receipt computer generated and no signature is required.

- b) Jika sistem memaparkan **Acknowledgement receipt** berstatus **Pending**.
- I. Sistem akan mengambil masa maximum 16 minit bagi mendapatkan status pembayaran terus dari pilihan bank yang digunakan.

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Acknowledgement Receipt

Transaction Status	: Pending
Transaction ID	: ET20160000025332
Tender No.	: 0000006349

Payment is in progress, please check after 16 minutes from payment time (17:58:27).

Note: This receipt is computer generated and no signature is required.

- II. Setelah tamat tempoh 16 minit, ulangi langkah seperti soalan no. 2 di dalam muka surat 18.

Jika pembayaran **berjaya** dilakukan, acknowledgement receipt berstatus: **Successful** seperti dibawah akan dipaparkan.



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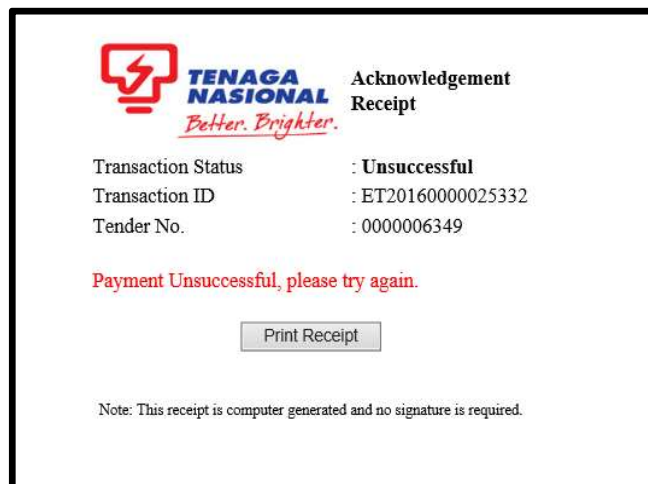
Acknowledgement Receipt

Transaction Status	:Successful
Transaction ID	:ETEN20150427000007
RFx No.	:0000004232
Customer Name	:Supplier 12
Transaction Date and Time	:2015-04-27 10:09:11
Amount (RM)	:500.00
Product Description	:Tender Fee
FPX Transaction ID	:1504271029340773
Seller Order No.	:8325

[Print Receipt](#)

Note: This receipt computer generated and no signature is required.

Jika status **Unsuccessful** akan dipaparkan, ulangi semula proses pembayaran tender fi dengan merujuk langkah nombor 10 di dalam panduan ini, muka surat 7



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Acknowledgement Receipt

Transaction Status	: Unsuccessful
Transaction ID	: ET20160000025332
Tender No.	: 0000006349

Payment Unsuccessful, please try again.

[Print Receipt](#)

Note: This receipt is computer generated and no signature is required.

- Tamat -