



## PANDUAN PENGGUNA (SUPPLIER) PEMBAYARAN FI ETENDER SECARA ATAS TALIAN (FPX)

## SUPPLIER RELATIONSHIP MANAGEMENT SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

# MAKLUMAT PENTING.

- Perkhidmatan bayaran atas talian yang disediakan adalah terbuka kepada **petender TNB SAHAJA**.
- Proses pembayaran dokumen tender atas talian hanya **melibatkan etender TNB SAHAJA** dan BUKANNYA bagi anak syarikat TNB.
- Saluran pembayaran dalam talian adalah melalui Financial Process Exchange (FPX).
- Jenis-jenis model transaksi FPX:
  - i. Business to Customer (B2C)
  - ii. Business to Business (B2B)
- Petender dikehendaki mempunyai akaun perbankan internet dengan mana-mana bank yang menyertai FPX.
- Senarai terkini bank-bank yang mengambil bahagian, adalah seperti berikut:
  - i. B2C

Bank Name	Display Name		
Affin Bank Berhad	Affin Bank		
Alliance Bank Malaysia Berhad	Alliance Bank (Personal)		
BANK PERTANIAN MALAYSIA BERHAD (AGROBANK)	AGRONet		
AmBank Malaysia Berhad	AmBank		
Bank Islam Malaysia Berhad	Bank Islam		
Bank Muamalat Malaysia Berhad	Bank Muamalat		
Bank Kerjasama Rakyat Malaysia Berhad	Bank Rakyat		
Bank Of China (M) Berhad	Bank Of China		
Bank Simpanan Nasional	BSN		
CIMB Bank Berhad	CIMB Clicks		
Hong Leong Bank Berhad	Hong Leong Bank		
HSBC Bank Malaysia Berhad	HSBC Bank		
Kuwait Finance House (Malaysia) Berhad	KFH		
Malayan Banking Berhad (M2E)	Maybank2E		
Malayan Banking Berhad (M2U)	Maybank2U		
OCBC Bank Malaysia Berhad	OCBC Bank		
Public Bank Berhad	Public Bank		
RHB Bank Berhad	RHB Bank		
Standard Chartered Bank	Standard Chartered		
United Overseas Bank	UOB Bank		

ii. B2B

Bank Name	Display Name		
Affin Bank Berhad	AFFINMAX		
Alliance Bank Malaysia Berhad	Alliance Bank (Business)		
BANK PERTANIAN MALAYSIA BERHAD (AGROBANK)	AGRONetBIZ		
AmBank Malaysia Berhad	AmBank		
Bank Islam Malaysia Berhad	Bank Islam		
Bank Muamalat Malaysia Berhad	Bank Muamalat		
BNP Paribas Malaysia Berhad	BNP Paribas		
CIMB Bank Berhad	CIMB Bank		
CITI Bank Bhd	Citibank Corporate Banking		
Deutsche Bank Berhad	Deutsche Bank		
Hong Leong Bank Berhad	Hong Leong Bank		
HSBC Bank Malaysia Berhad	HSBC Bank		
Bank Kerjasama Rakyat Malaysia Berhad	i-bizRAKYAT		
Kuwait Finance House (Malaysia) Berhad	KFH		
Malayan Banking Berhad (M2E)	Maybank2E		
OCBC Bank Malaysia Berhad	OCBC Bank		
Public Bank Berhad	Public Bank PBe		
Public Bank Enterprise	Public Bank PB enterprise		
RHB Bank Berhad	RHB Bank		
Standard Chartered Bank	Standard Chartered		
United Overseas Bank B2B Regional	UOB Regional		

- *Invoice* bagi pembayaran etender boleh diperolehi di dalam SUS portal <u>https://srm.tnb.com.my/portal</u> selepas pembayaran berjaya dilakukan.
- Sila ikuti langkah yang dinyatakan melalui manual ini untuk membuat pembayaran fi tender dokumen.

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### ALIRAN PROSES PEMBAYARAN SECARA ATAS TALIAN (FPX)



#### PEMBAYARAN FI ETENDER SECARA ATAS TALIAN (FPX)

**Contoh Senario :** RFx 4000039019 telah diapungkan dan notifikasi email jemputan telah dihantar kepada petender dengan harga fi bagi tender tersebut adalah RM 5000.00.

- 1. Petender boleh ke laman SUS Portal (<u>https://srm.tnb.com.my/irj/portal</u>) bagi mendapatkan maklumat lebih lanjut berkenaan tender yang ingin disertai.
- 2. Masukkan *Login ID* dan *Password* dan klik butang *Login*.

TNB Supply Chain Management System					
PENGUMUMAN					
1. PELAKSANAAN INTEGRITY HEALTH INDEX SURVEY BAGI PEMBEKAL/KONTRAKTOR TNBPOWER GENERATION SDN. BHD., GRID DIVISION & DISTRIBUTION NETWORK	Login ID				
DIVISION	Password				
Index (IHI) Survey kepada parapembekai/kontraktor yang berdaftar dengan TNB. Objektif survey ini adalah untukmenilai	Login				
dan mengenaipasti tanap pematunan, amalan dan budaya integriti di dalamTNB serta mengenaipasti ruang penambaikan dalam memunuk budaya berintegritisecara menyelumih	Reset Password				

3. Klik pada tab *RFx and Auctions*.



4. Klik pada butang Show Quick Criteria Maintenance.



5. Masukkan nombor RFx di kotak *Event Number* dan klik butang *Apply*.

eRFxs - All	
✓ Hide Quick Criteria M	Maintenance
Event Number: Event Status: Creation Date: Deadline Date Flag: Status: Response Timeframe: Publication Type:	<ul> <li>4000039019</li> <li>Current RFx</li> <li>Current Question</li> <li>Current Question</li></ul>
My Eligible RFx:	
Apply Clear	

6. Klik pada nombor RFx di bawah *column* **Event Number** <u>ATAUPUN</u> *highlight* RFx berkenaan dan klik butang **Display Event**.

	Vie	ew: Standard Vi	ew] 💌	Create Response	Display	Event Dis	play Response	Print Pre	view   Refre
l	屘	Event Number	Type of RFx	Event Description	2	Event Type	Event Status	Start Date	End Date
		<u>4000039019</u>	Public RFx	Public Tender with tend	der fees	Quotation	Published		25.02.2024

7. Klik butang *View RFx* untuk menyemak butiran RFx dan petender boleh memuat turun tender dokumen mengikut langkah-langkah seperti biasa.

RFx Acces	ss Restr	icted			
RFx Name Public To Close Window Re	ender with tende	r fees <b>RFx No.</b> 4 sh View RFX	4000039019 Submission Deadline	25.02.2024 00:00:00 Time Zone	UTC+8
You must register to	o participate in t	e bidding process	s		
Tender Fee Payment	Details				
Tender Fee:		5,000.00 MY	YR		
Submission Deadline:	25.02.2024	00:00:00	1		

8. Klik butang *Register* jika Petender berminat untuk menyertai tender tersebut.

RFx Acces	ss Resti	ricted	
RFx Name Public T	ender with tende	er fees RFx No. 4000039019 Submission Deadline 25.02.2024 00:00:00 Time Zone	UTC+8
You must register to	o participate in t	the bidding process	
Tender Fee Payment	Details		
Tender Fee:		5,000.00 MYR	
Submission Deadline:	25.02.2024	00:00:00	

9. Pembayaran fi tender perlu dilakukan terlebih dahulu sebelum memulakan proses mewujudkan maklumbalas tender. Bagi pembayaran fi tender secara atas talian, petender perlu klik butang *Pay Tender Fee*.

RFx Acces	ss Resti	ricted		
RFx Name Public T Close Window	ender with tend ay Tender Fee	er fees RFx No. Refresh Vie	4000039019 Submission Deadline	25.02.2024 00:00:00
Pay tender fee to a	ccess the RFx	1		
Tender Fee Payment	Details			
Tender Fee:		5,000.00	MYR	
Submission Deadline:	25.02.2024	00:00:00		

10. Petender akan dibawa ke halaman baru yang memaparkan terma dan syarat TNB *Payment Gateway* berserta maklumat transaksi seperti yang ditunjukkan di dalam paparan di bawah.

Petender juga boleh memilih jenis transaksi yang akan digunakan untuk pembayaran tersebut sama ada B2C atau B2B.

Tender Fee - TNB	Payment G	ateway
A Kindly select the relevant Internet b	anking (FPX) option for or	nline payment
Tender Fee Payment Details		
Tender Fee Amount: Pay Tender Fee	5,000.00	
Internet Banking (FPX) O Individual/Personal Account - B2C Business Account - B2B		
FPX Limit : RM 50 - RM 10,000.00 B2C - Business to Customer B2B - Business to Business		

11. Untuk meneruskan proses pembayaran, petender perlu bersetuju dengan terma dan syarat yang dipaparkan dengan menandakan ✓ kotak di bawah:

The following are the terms and conditions for use of TNB SCMS Services ("the Service") including but not limited to tender fee payment.	-
1. 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 the web-site and its contents using your own web- browser, save an electronic copy or print out a copy provided that:	
<ul> <li>a) You do not modify the contents as it appears on the web-site.</li> <li>b) You do not reproduce, transmit, broadcast and adapt any part of the web-page for any purpose which is not expressly permitted.</li> <li>c) You do not use any information in the web-page for commercial use and/or personal gain.</li> <li>d) You accept that no ownership rights arises from downloading copyrighted material.</li> </ul>	
2. 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 but takes no responsibility for any error, crisision or defect 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 negligent act or omission. If any laws publication to use there is a constraint is exclude or all liability. The information. If any laws publication is used to a constraint exclude on the resupport of the information.	
3. Payment of TNB invoices ('the Invoices') using the Service shall be made using Visa or Master Credit Card.	
4. Peyment 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 account for the appropriate amount.	
5. Payment shall be made to the right tender that bidder wished to participate.	
6. The Invoices once paid, are non-transferable to any other vendor or other bidder or to any bidders for the same tender.	
7. TNB will not accept responsibility/liability for:	
a) the refusal of your Credit Card Company to honor or accept your request for payment.	
b) the disclosure of your Credit Card details to any unauthorized person.	-
Ves, I have read the Terms & Conditions above	

12. Klik butang Pay Tender Fee.



13. Skrin pengesahan akan dipaparkan. Klik butang Yes untuk proses seterusnya.



14. Di halaman ini, petender boleh menyemak butiran-butiran pembayaran dan membuat pilihan bank. Klik butang *Next*.

TNB PAYMENT GATEWAY		TENAGA NASIONAL Better. Brighter.
Secure Payment Page To complete your purchase, please provide your payment information. For your secur to keep your information from being stolen or intercepted while it is being transmitted	ity, the information you enter will b to the bank.	e encrypted before being sent over the internet. This is
Select bank	Your transaction s	summary
	Merchant ID	E-Procurement
By clicking on the "Next" button below, you agree to FPX's Terms and Conditions	Payment Ref	ET20230000027657
NEXT CANCEL	Amount	MYR5,000.00
Note: Upon clicking on submit, you will be <b>redirected</b> to the bank system.	Description	Tender Fee
Please <b>do not refresh or close</b> your browser until your transaction has completed.	We comply with all ap web pages will remain	plicable privacy laws. All information collection on our

15. Klik butang - **OK** untuk meneruskan proses pembayaran.

Your payment information will be submitted for processing now, your browser will be redir Please do not Press F5 or click on your browser Refresh / Stop / Close button during this Jangan tekan F5 atau klik butang 'Refresh / Stop / Close' ketika proses ini bagi mengelai Please click OK to continue.	ect to the bank URL. process to avoid duplicate payment / errors. k dari pembayaran dua kali / kesilapan.
	OK Cancel

16. Seterusnya, klik butang Click here to proceed.

Your payment Order Reference ID: ET20230000027657
Please do not click on <b>Back</b> , <b>Stop</b> , <b>Refresh</b> buttons, or <b>close window</b> while we are processing your payment.
Thank you for your patience. Click here to proceed

- 17. Teruskan proses pembayaran mengikut jenis transaksi FPX yang dipilih dalam langkah 10 dan jenis bank yang telah dipilih dalam langkah 14.
- Jika jenis transaksi B2C telah dipilih dan pembayaran telah berjaya dilakukan, slip bayaran (*Acknowledgement Receipt*) akan memaparkan status transaksi Successful.



Namun sekiranya proses pembayaran gagal, sistem akan memaparkan transaction status : *Unsuccessful* pada slip bayaran (*Acknowledgement Receipt*) berserta *Error Description*.

TENAGA NASIONAL Balter Brighter	Acknowledgement Receipt
Transaction Status	: Unsuccessful
Transaction ID	: ET20230000046095
RFx No.	: 4000046483
Customer Name	: Siti Jamilah Nasaruddin
Transaction Date and Time	: 14-10-2023 08:05:46
Amount	: RM 10,000.00
FPX Transaction ID	: 2310140805520466
Seller Order No.	: 70684617
Bank Name	: MAYBANK2U
Error Description	: Buyer Choose Cancel At Login Pag
Attempt Unsuccessful, please	try again.

19. Manakala jika jenis **transaksi B2B** telah dipilih, slip bayaran (*Acknowledgement Receipt*) akan memaparkan status transaksi *Pending for Approval* di mana *Bank Authorizer* pihak pembekal perlu meluluskan transaksi tersebut dalam masa 5 hari.

<b>NASIONAL</b>	Acknowledgement Receipt
Better. Brighter.	
Transaction Status	: Pending for Approval
Transaction ID	: ET20230000027657
RFx No.	: 4000039019
Customer Name	: SUST1 SUST1
Transaction Date and Time	: 27-12-2023 16:18:15
Amount	: RM 5,000.00
Product Description	: Tender Fee
FPX Transaction ID	: 2312271618230156
Seller Order No.	: 9262939
Buyer Bank Name	: SBI BANK A

20. Bagi mendapatkan status terkini kelulusan pembayaran, petender perlu klik pada butang *Pay Tender Fee* dan seterusnya klik pada butang *Check Payment Status*.

RFx Access R	estricted	
RFx Name Public Tender w Close Window Pay Tend	th tender fees RFx No. 4000039019 Submission Deadline 2 er Feel Refresh View RFX	5.02.2024 00:00:00 Time Zone UTC+8
Tender Fee Payment Details		
Tender Fee:	5,000.00 MYR	
Submission Deadline: 25.02.	2024 00:00:00	
Important Notice for Onlin I Please pay the Tender Fee, to	e / Manual payment of Tender Fee: Payment Status Payment Status	info 🛛 🕅 🗙
Tender Fee can be paid either	online or manually at any of TNB's Pusat Khi Payment already	in progress for this tender. Please Click on "Check Payment Status"
Online payment: For online pay Tax Invoice under Related Link	ment, kindly click on relevant RFx to display to check the curre s>Display RFx mode.	nt payment status.
Manual Payment: For manual Invoice is required at TNB's Pu note that Supplier can create th	ayment, please contact the RFx Creator or F Sat Khidmat Pelanggan for further payment p le Response, only after the payment status is	ly

21. Slip bayaran (*Acknowledgement Receipt*) akan memaparkan status transaksi *Successful* jika kelulusan dari pihak pembekal telah dilaksanakan.

TENAGA NASIONAL Better. Brighter.	Acknowledgement Receipt
Transaction Status	: Successful
Transaction ID	: ET20230000027657
RFx No.	: 4000039019
Customer Name	: SUST1 SUST1
Transaction Date and Time	: 27-12-2023 16:18:15
Amount	: RM 5,000.00
Product Description	: Tender Fee
FPX Transaction ID	: 2312271618230156
Seller Order No.	: 9262939
Buyer Bank Name	: SBI BANK A
Pri	nt Receipt
Note: This receipt is computer	generated and no signature is required.

22. Sekiranya pembayaran tidak diluluskan oleh pihak syarikat, sistem akan memaparkan transaction status: *Rejected* pada slip bayaran (*Acknowledgement Receipt*) berserta *Error Description*.

TENAGA NASIONAL Better. Brighter.	Acknowledgement Receipt
Transaction Status	: Rejected
Transaction ID	: ET2023000001744
RFx No.	: 0000033959
Customer Name	: SUS07
Transaction Date and Time	: 26-01-2023 17:24:59
Amount	: RM 2,500.00
FPX Transaction ID	: 2301261725010202
Seller Order No.	: 9262604
Bank Name	: SBI BANK A
Error Description	: Insufficient Funds
	Print Receipt
Note: This receipt is compu	iter generated and no signature is required.

23. Manakala sekiranya pembayaran gagal disebabkan oleh masalah teknikal sistem, sistem akan memaparkan transaction status: *Unsuccessful* pada slip bayaran (*Acknowledgement Receipt*) berserta *Error Description*.

TENAGA NASIONAL Better. Brighter.	Acknowledgement Receipt
Transaction Status	Unsuccessful
Transaction ID	: ET2023000001741
RFx No.	: 0000033966
Customer Name	: Fazwaniyatul Farhan
Transaction Date and Time	: 26-01-2023 15:27:08
Amount	: RM 1.00
Seller Order No.	: 9262602
Error Description	: Sorry, we are unable to confirm the status of your transaction as bank response is incorrect or empty.
	Print Receipt
Note: This receipt is com	puter generated and no signature is required.

24. Ulang langkah 20 bagi mendapatkan status pembayaran yang terkini. Jika proses pembayaran telah selesai sepenuhnya, system akan paparkan makluman seperti di bawah:

RFx Acces	ss Restricted
RFx Name Public Te Close Window	ender with tender fees RFx No. 4000039019 Submission Deadline 25.02.2024 00:00:00 Time Zone UTC+8 Refresh View RFX
Tender fee paymen	t successful; access to RFx has been granted
Tender Fee Payment I	Details
Tender Fee:	5,000.00 MYR
Submission Deadline:	25.02.2024 00:00:00

25. Petender boleh mewujudkan maklumbalas tender dengan klik butang *Create Response.* 



Mohon untuk rujuk tatacara etender Single Envelope - <u>Bidder Intent, Participate, Create and</u> <u>Submit Respond</u> <u>ATAUPUN</u> Two Envelope - <u>Bidder Intent, Participate, Create and Submit</u> <u>Respond</u> untuk proses mewujudkan maklumbalas tender dan penyerahan maklumbalas tender kepada TNB.

#### **CETAK INVOICE**

1. Klik pada nombor RFx di bawah *column* **Event Number** <u>ATAUPUN</u> *highlight* RFx berkenaan dan klik butang **Display Event**.

ĺ	Vie	ew: [Standard Vi	ew] 💌	Create Response	Display	VEVENT Disp	lay Response	Print Pre	view Refr
I	卧	Event Number	Type of RFx	Event Description	2	Event Type	Event Status	Start Date	End Date
I		4000039019	Public RFx	Public Tender with ter	nder fees	Quotation	Published		25.02.2024

2. Skrin *Display RFx* akan dipaparkan seperti dibawah. Klik pada pilihan *Related Links* dan *Tender Fee Payment Details.* 



3. Klik butang Print Invoice/Receipt.

Ap	oplication for processing	g Tender Fee payment details
	Tender Fee Payment D	etails
	Company ID: Company Name:	3000742 Supplier Training 9 Sdp Bbd
	Contact:	Testing by YSR123 Last N
	* Payment Method: * Amount:	250.00
	* Currency: Instrument Number:	MYR 31213221
	* Payment Status: Payment Note:	Paid
	,	
	Payment / Waived Date:	29.12.2022
	Please select file to up	load
	Choose File No file ch	osen Upload
	File Name File Ty	vpe File Size Download File 📥
		<u>Download</u>
	Delete Attachment	
	Close Print Invoice/Rec	ceipt

4. Sistem akan muat turun invoice secara automatik ataupun boleh semak dokumen dalam folder *Downloads.* 



#### 5. Contoh Invoice seperti dibawah.

	(20866-W)	INV	OICE
SYARIKAT A Jalan Bahagia, 47000, SUNGAI BULOH		Invoice Date Invoice Serial Number	27.12.2023 ET20230000027657
Junge	" 	Tender Number	4000039019
No.	Item Description	Quantity	Amount (MYR)
1.	* Tender Fee Malaysian Ringgit: FIVE THOUSAND ONLY	1	5,000.00