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Why not accept cash?

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> Why not accept cash?

I refer to the letter "Use Immigration Department's official Facebook page" (*The Star*, June 24; online at bit.ly/star_immigration) – I recently went to an Immigration Department branch in Kajang, Selangor, to renew my passport, which was done speedily and efficiently. However, as mentioned by letter writer Pasgthen, payment had to be done online. But I don't have a credit card and had to ask a friend to pay the RM100 fee, so it was a huge inconvenience. My question is, why does the department not accept cash? In contrast, when I later went to settle my electricity bill at a TNB (Tenaga Nasional Bhd) branch, they were happy to receive cash. Thank you, TNB. – IM, Kajang, Selangor