

ONLINE PAYMENT (JOHORPAY)



User Manual

User

Version
1.0



Contents

Figures.....	3
Introduction	6
1. User	7
1.1 Account Management	7
1.1.1 User Registration	7
1.1.2 Log In	22
1.1.3 Forgot Password.....	30
1.1.4 Updating Profile	35
2. Payment.....	43
2.1 Payment of Quit Rent.....	43
2.2 Payment of Johore State Malaysian Halal Certification Fee.....	72
2.3 Transaction Record.....	82
3. Complaints	86
3.1 Complaint Records.....	86

Figures

FIGURE 1.1: Johorpay Main Page	7
FIGURE 1.2: Types of Users Registration Screen.....	7
FIGURE 1.3: Information Notice Notification Screen	8
FIGURE 1.4: New Account Registration Page.....	8
FIGURE 1.5: NRIC No. Information Notification	9
FIGURE 1.6: Terms and Conditions Notification	10
FIGURE 1.7: TAC Verification Notification.....	10
FIGURE 1.8: Confirmation Notification	11
FIGURE 1.9: E-mail Information Notification	11
FIGURE 1.10: E-mail Confirmation	12
FIGURE 1.11: Confirmation Notice Notification.....	13
FIGURE 1.12: New Account Registration Page.....	13
FIGURE 1.13: Terms and Conditions Notification	14
FIGURE 1.14: TAC Verification Notification.....	15
FIGURE 1.15: Information Notification	15
FIGURE 1.16: E-mail Information Notification	16
FIGURE 1.17: E-mail Confirmation	16
FIGURE 1.18: Confirmation Notice Notification.....	17
FIGURE 1.19: New Account Registration Page.....	18
FIGURE 1.20: Terms and Conditions Notification	19
FIGURE 1.21: TAC Verification Notification.....	19
FIGURE 1.22: Confirmation Notification	20
FIGURE 1.23: E-mail Notification.....	20
FIGURE 1.24: E-mail Confirmation	21
FIGURE 1.25: JohorPay Main Page	22
FIGURE 1.26: Error Message	22
FIGURE 1.27: JohorPay Main Page	23
FIGURE 1. 28: Error Message	23
FIGURE 1.29: User Information Page	24
FIGURE 1.30: Confirmation Notification	24
FIGURE 1.31: Confirmation Notification Screen	25
FIGURE 1.32: User Information Page	25
FIGURE 1.33: User Information Page	26
FIGURE 1.34: Confirmation Notification Screen	26
FIGURE 1.35: Confirmation Notification Screen	27
FIGURE 1.36: Company Information Page	28
FIGURE 1. 37: Confirmation Notification Screen	29
FIGURE 1.38: Confirmation Notification Screen	29
FIGURE 1.39: JohorPay Main Page	30
FIGURE 1.40: Password Reset Page	30
FIGURE 1. 41: Error Notification Screen.....	31
FIGURE 1.42: Error Notification Screen.....	31
FIGURE 1.43: Confirmation Notification	32
FIGURE 1.44: E-mail Confirmation	32
FIGURE 1.45: Password Information.....	33
FIGURE 1.46: Confirmation Notification	33
FIGURE 1. 47: Error Notification Screen.....	34
FIGURE 1. 48: Profile Update Page.....	35
FIGURE 1. 49: User Information Update	35
FIGURE 1. 50: Password Information.....	36

FIGURE 1.51: Confirmation Notification Screen	37
FIGURE 1.52: Confirmation Notification Screen	37
FIGURE 1.53: User Information Update	38
FIGURE 1. 54: User Information Page.....	38
FIGURE 1. 55: Password Information	39
FIGURE 1.56: Confirmation Notification Screen	39
FIGURE 1. 57: Confirmation Notification Screen	40
FIGURE 1.58: Company Information Update.....	40
FIGURE 1. 59: Password Information	41
FIGURE 1.60: Confirmation Notification Screen	42
FIGURE 1.61: Confirmation Notification Screen	42
FIGURE 1.61: Confirmation Notification Screen	42
FIGURE 2.1: Portal Main Page.....	43
FIGURE 2.2 : Type of Receipt	43
FIGURE 2.3: Search Payment Column	43
FIGURE 2.4: Confirmation Notification Screen.....	44
FIGURE 2.5: Search Payment Column	44
FIGURE 2.6: List of Favourite Accounts	45
FIGURE 2.7: Confirmation Notification Screen.....	45
FIGURE 2.8: Ownership Information	45
FIGURE 2.9: Tax Information	46
FIGURE 2.10: Owner Information.....	46
FIGURE 2. 11: Confirmation Notification Screen.....	46
FIGURE 2. 12: Confirmation Notification Screen.....	47
FIGURE 2. 13: Confirmation Notification Screen.....	47
FIGURE 2.14: Confirmation Notification Screen.....	48
FIGURE 2.15: Search Payment Column	48
FIGURE 2.16: List of Ownership.....	49
FIGURE 2.17: Confirmation Notification Screen.....	49
FIGURE 2.18: Ownership Information	50
FIGURE 2.19: Confirmation Notification Screen.....	51
FIGURE 2.20: Confirmation Notification Screen.....	51
FIGURE 2.21: Search Payment Column	52
FIGURE 2.22: Confirmation Notification Screen.....	52
FIGURE 2.23: List of Ownership.....	53
FIGURE 2.24: Confirmation Notification Screen.....	53
FIGURE 2.25: Ownership Information	54
FIGURE 2.26: Confirmation Notification Screen.....	55
FIGURE 2.27: Confirmation Notification Screen.....	55
FIGURE 2.28: Search Payment Column	56
FIGURE 2.29: Confirmation Notification Screen.....	56
FIGURE 2.30: List of Lots.....	57
FIGURE 2.31: Confirmation Notification Screen.....	57
FIGURE 2.32: Confirmation Notification Screen.....	58
FIGURE 2.33: Confirmation Notification Screen.....	58
FIGURE 2.34: Ownership Information	59
FIGURE 2.35: Tax Information	59
FIGURE 2.36: Owner Information.....	59
FIGURE 2.37: Payment Page Screen	60
FIGURE 2.38: Favourite Accounts Page Screen	60
FIGURE 2.39: Confirmation Notification Screen.....	61
FIGURE 2.40: Confirmation Notification Screen.....	61
FIGURE 2.41: Confirmation Notification Screen.....	62

FIGURE 2.42: Confirmation Notification Screen.....	62
FIGURE 2.43: Confirmation Notification Screen.....	63
FIGURE 2.44: Confirmation Notification Screen.....	63
FIGURE 2.45: Confirmation Notification Screen.....	64
FIGURE 2.46: Payment Cart Page – Cart Items Screen.....	64
FIGURE 2.47: Payment – Query Screen.....	64
FIGURE 2.48: Confirmation Notification Screen.....	65
FIGURE 2.49: Confirmation Notification Screen.....	65
FIGURE 2.50: Confirmation Notification Screen.....	66
FIGURE 2.51: Confirmation Notification Screen.....	66
FIGURE 2.52: Confirmation Notification Screen.....	67
FIGURE 2. 53: Payment Cart – Payment Confirmation	67
FIGURE 2.54: FPX – Individual	68
FIGURE 2.55: Bank Selection	68
FIGURE 2.56: Payment Terms and Conditions	68
FIGURE 2.57: Online Banking System Log In	69
FIGURE 2.58: Unsuccessful Payment Status	69
FIGURE 2.59: Successful Status Payment Receipt.....	70
FIGURE 2. 60: Payment Information	70
FIGURE 2.61: Quit Rent Payment Receipt Sample	71
FIGURE 2.62: Payment Page.....	72
FIGURE 2.63: Payment – Query Screen.....	72
FIGURE 2. 64: Confirmation Notification Screen.....	72
FIGURE 2.65: Payment – Query Screen.....	73
FIGURE 2.66: Search Payment Column (Type of Payment – Halal Fee Certification Payment [H0171299])	73
FIGURE 2.67: Search Results Screen	74
FIGURE 2.68: Confirmation Notification Screen.....	74
FIGURE 2.69: Confirmation Notification Screen.....	74
FIGURE 2.70: Payment Cart – Cart Items Screen	75
FIGURE 2.71: Confirmation Notification Screen.....	75
FIGURE 2.72: Confirmation Notification Screen.....	76
FIGURE 2.73: Payment – Query Screen.....	76
FIGURE 2.74: Confirmation Notification Screen.....	76
FIGURE 2.75: Confirmation Notification Screen.....	77
FIGURE 2.76: Payment Cart – Payment Confirmation Screen	77
FIGURE 2. 77: FPX - Individual	78
FIGURE 2.78: Bank Selection	78
FIGURE 2.79: Payment Terms and Conditions	78
FIGURE 2.80: Online Banking System Log In	79
FIGURE 2.81: Unsuccessful Payment Status	79
FIGURE 2.82: Approved Payment Receipt Status.....	80
FIGURE 2.83: Payment Information	80
FIGURE 2. 84: Payment Receipt Sample.....	81
FIGURE 2.85: Transaction Record Page Screen	82
FIGURE 2.86: Transaction Record Search Column	82
FIGURE 2.87: Payer Information and Payment Receipt Information Notification Screen	83
FIGURE 2.88: Quit Rent Payment Receipt Sample	84
FIGURE 2.89: Halal Fee Certification Payment Receipt Sample	85
FIGURE 3.1: List of Complaint Page Screen.....	86
FIGURE 3.2: Search Column	86
FIGURE 3.3: List of Complaints: Records Found	87
FIGURE 3.4: List of Complaint Records Not Found.....	87
FIGURE 3.5: New Complaint Submission	87

FIGURE 3.6: Confirmation Notification Screen88
FIGURE 3.7: Confirmation Notification Screen88
FIGURE 3.8: Complaint Feedback Information.....89
FIGURE 3.9: Confirmation Notification Screen89
FIGURE 3.10: Confirmation Notification Screen89

Introduction

This User Manual is prepared for informative purposes as well as a detailed guide (step by step) for using the JohorPay Portal.

The Online Revenue Receipt Module Application for JohorPay can be accessed through main page at <https://johorpay.johor.gov.my> by registered users only.

1. User

1.1 Account Management

1.1.1 User Registration

1. User visits JohorPay page at <https://johorpay.johor.gov.my>

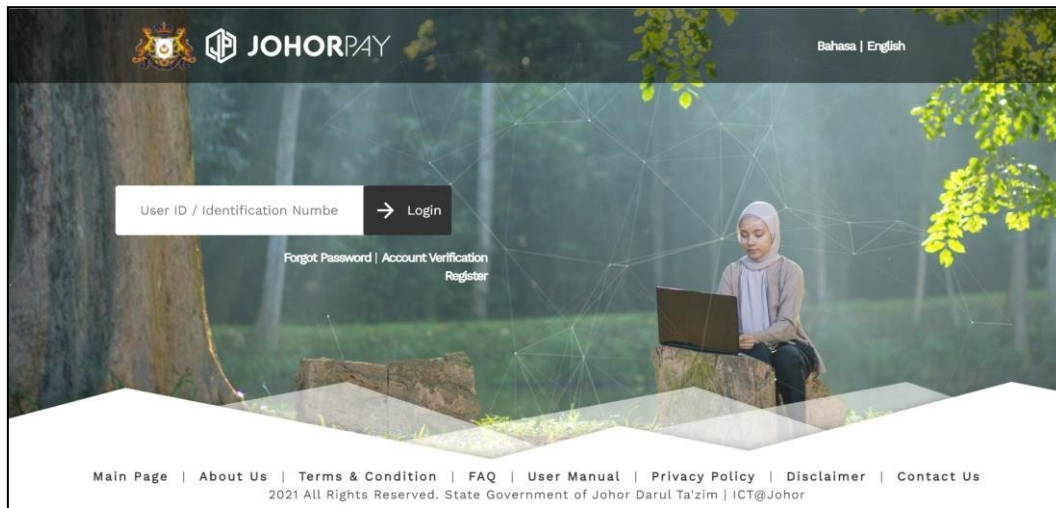


Figure 1.1: JohorPay Main Page

2. For new registration, click on **Register** link if registered 'User ID' is unavailable and user registration notification will be displayed.

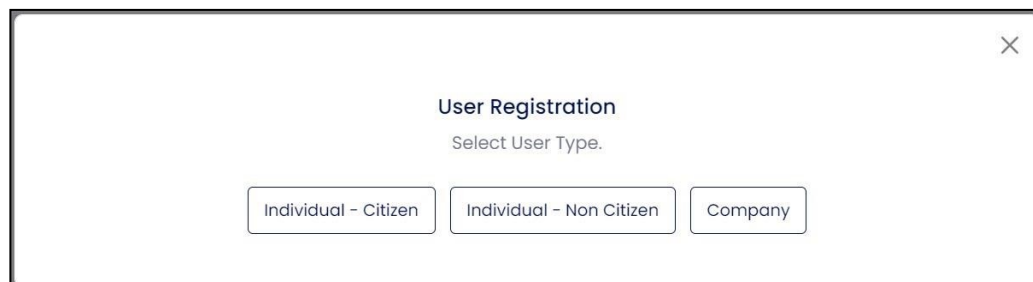


Figure 1.2: Types of Users Registration Screen

- a. Type of user selection:
 - i. Individual – Citizen
 - ii. Individual – Non Citizen
 - iii. Company

3. If type of user is 'Individual – Citizen', click the  button and information notice notification will be displayed.

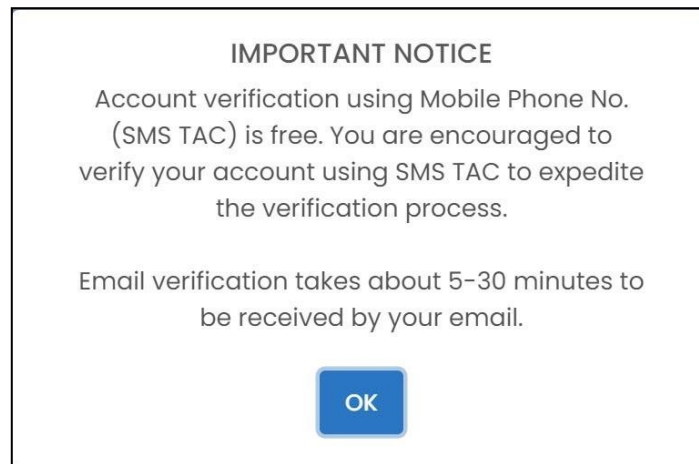

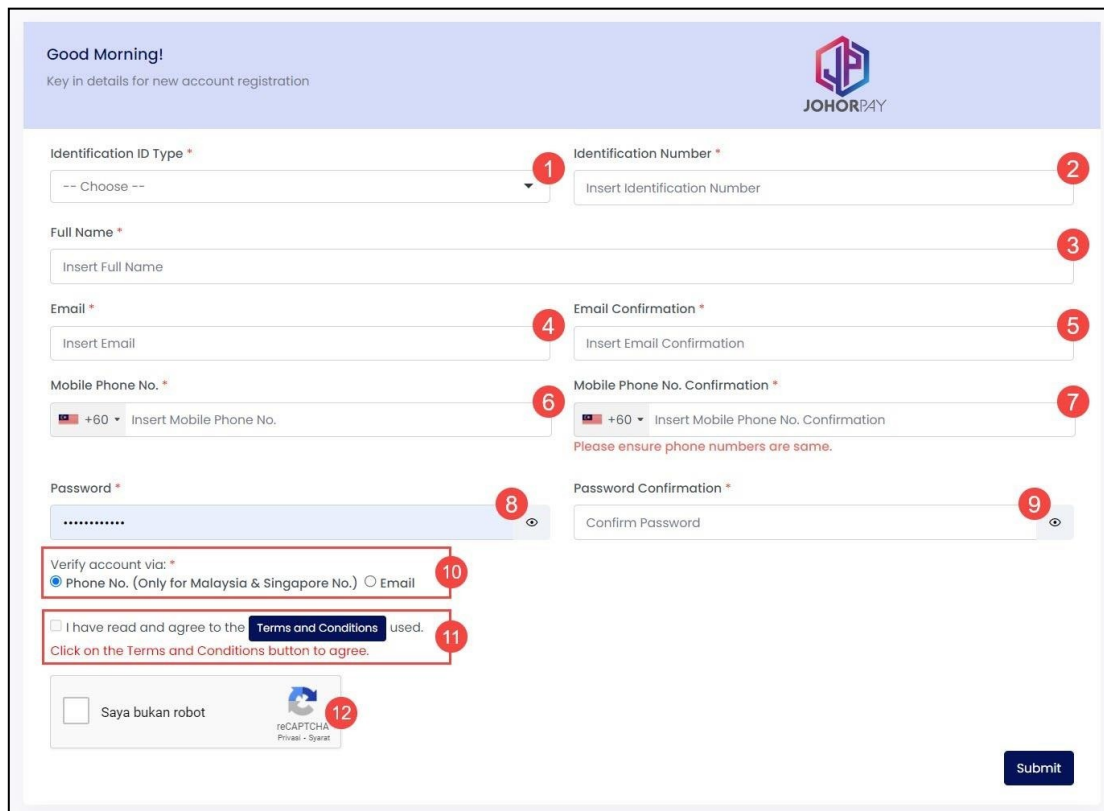



FIGURE 1.3: Information Notice Notification Screen

- a. Click  button and new account registration page will be displayed.



Good Morning!
Key in details for new account registration



Identification ID Type * 1 Identification Number * 2

Full Name * 3

Email * 4 Email Confirmation * 5

Mobile Phone No. * 6 Mobile Phone No. Confirmation * 7

Please ensure phone numbers are same.

Password * 8 Password Confirmation * 9

Verify account via: * 10
 Phone No. (Only for Malaysia & Singapore No.) Email

I have read and agree to the [Terms and Conditions](#) used. 11
Click on the Terms and Conditions button to agree.


Saya bukan robot  12

Figure 1.4: New Account Registration Page

- b. Enter user information:
- i. Click on column **1** to select type of identification ID;

- ii. Click on **2** to enter identification number and NRIC No. information notification screen will be displayed;

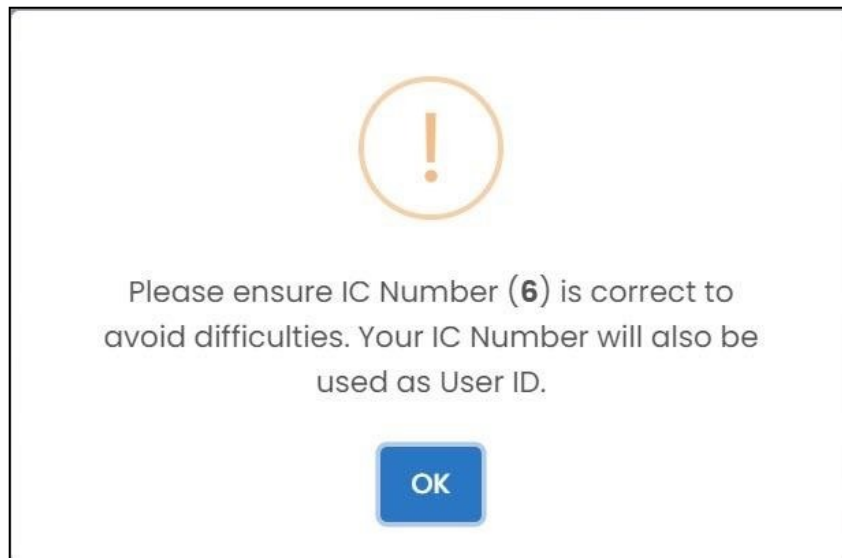



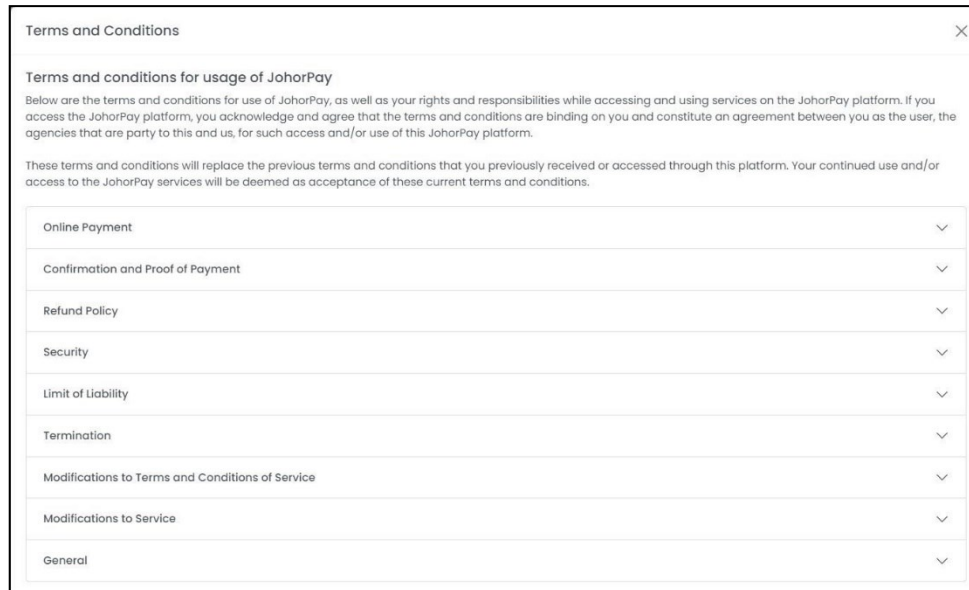


Figure 1.5: NRIC No. Information Notification

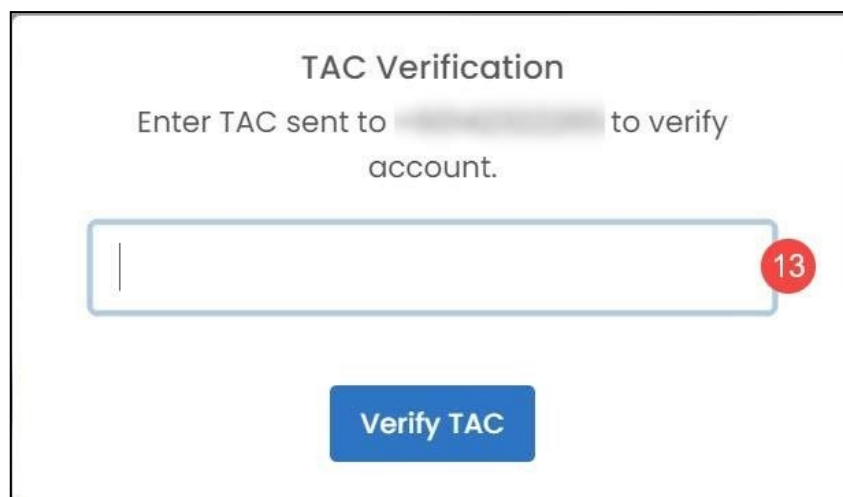
- iii. Click  button to ensure the NRIC No. entered is correct;
- iv. Click on column **3** to enter full name;
- v. Click on column **4** to enter e-mail;
- vi. Click on column **5** to enter e-mail confirmation.
- vii. Click on column **6** to enter mobile phone number.
- viii. Click on column **7** to enter mobile phone number confirmation.
- ix. Click on column **8** to enter password;
- x. Click on column **9** to enter password confirmation;
- xi. Click  button in column **10** to select medium of account confirmation;
- xii. Click  button, terms and conditions notification screen will be displayed.
Click box , to accept the terms and condition in column **11**;



The screenshot shows a window titled "Terms and Conditions" with a close button (X) in the top right corner. The text inside reads: "Terms and conditions for usage of JohorPay. Below are the terms and conditions for use of JohorPay, as well as your rights and responsibilities while accessing and using services on the JohorPay platform. If you access the JohorPay platform, you acknowledge and agree that the terms and conditions are binding on you and constitute an agreement between you as the user, the agencies that are party to this and us, for such access and/or use of this JohorPay platform. These terms and conditions will replace the previous terms and conditions that you previously received or accessed through this platform. Your continued use and/or access to the JohorPay services will be deemed as acceptance of these current terms and conditions." Below the text is a list of sections, each with a downward arrow: Online Payment, Confirmation and Proof of Payment, Refund Policy, Security, Limit of Liability, Termination, Modifications to Terms and Conditions of Service, Modifications to Service, and General.

FIGURE 1.6: Terms and Conditions Notification


- xiii. Click box in column 12 for 'Captcha';
- c. Click button to continue registration of new account and verification screen according to verification medium will be displayed;
- d. If verification medium using mobile telephone number, the TAC verification notification screen will be displayed;



The screenshot shows a "TAC Verification" screen. The text reads: "TAC Verification. Enter TAC sent to [redacted] to verify account." Below the text is a text input field with a vertical cursor on the left and a red circle containing the number "13" on the right. Below the input field is a blue button labeled "Verify TAC".

Figure 1.7: TAC Verification Notification

- e. Click on column 13 to enter TAC number;

- f. Click  button to verify TAC number. If account registration is successful, the portal will display confirmation notification screen;

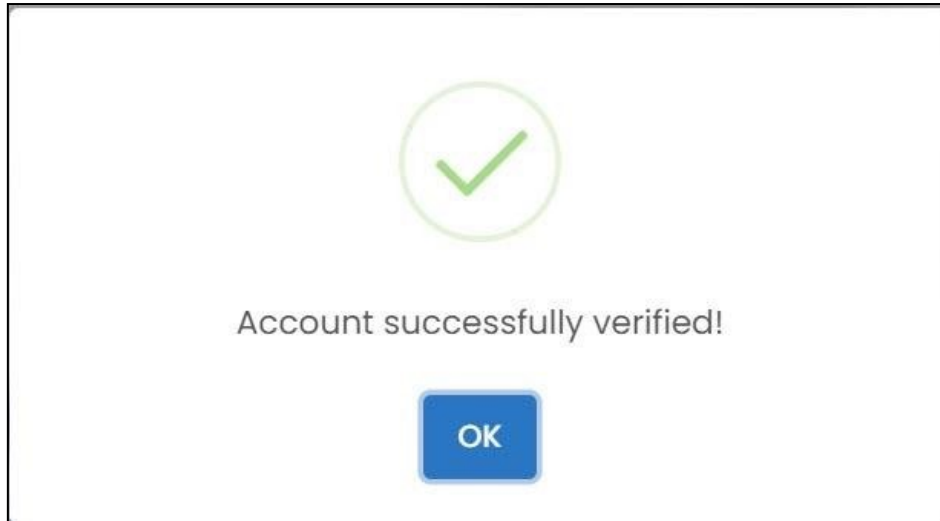



Figure 1.8: Confirmation Notification

- g. Click  button to continue new account registration.
- h. If verification medium using e-mail, the e-mail information notification screen will be displayed;

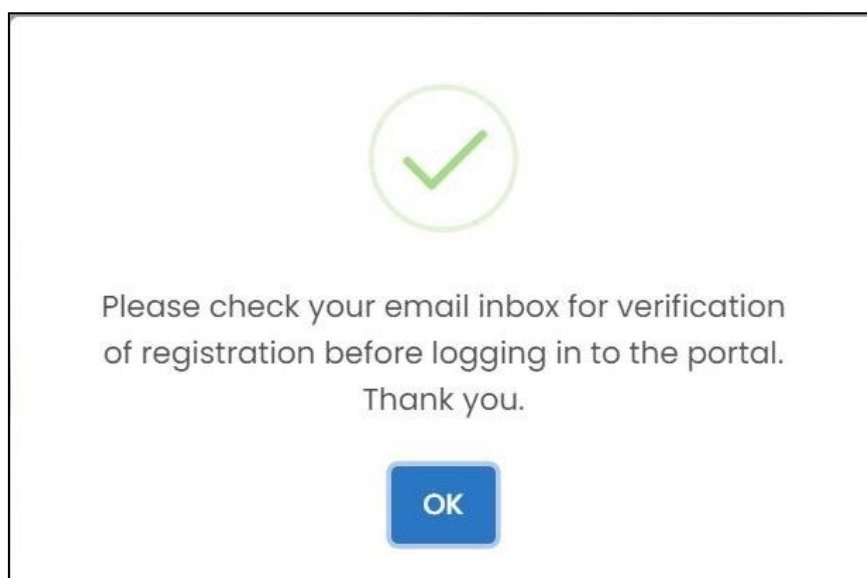



Figure 1.9: E-mail Information Notification

- i. Click  button to review registration confirmation in e-mail inbox; and

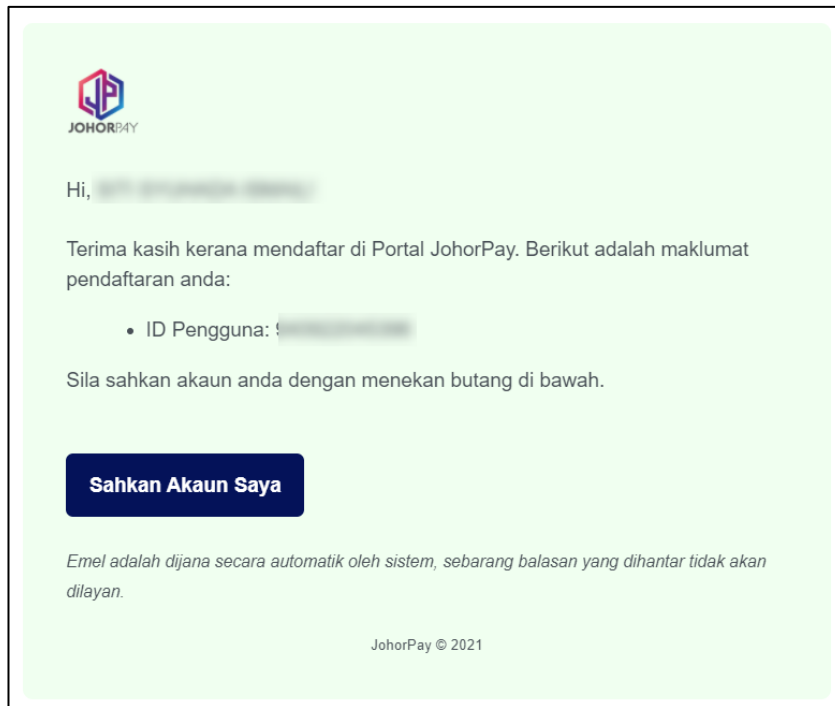




FIGURE 1.10: E-mail Confirmation

- i. Click  button to confirm e-mail.
4. If the new account registration compulsory information is incomplete, error notification will be displayed on the portal.
 5. If type of user is individual – Non Citizen, click on  button and confirmation notification screen will be displayed.

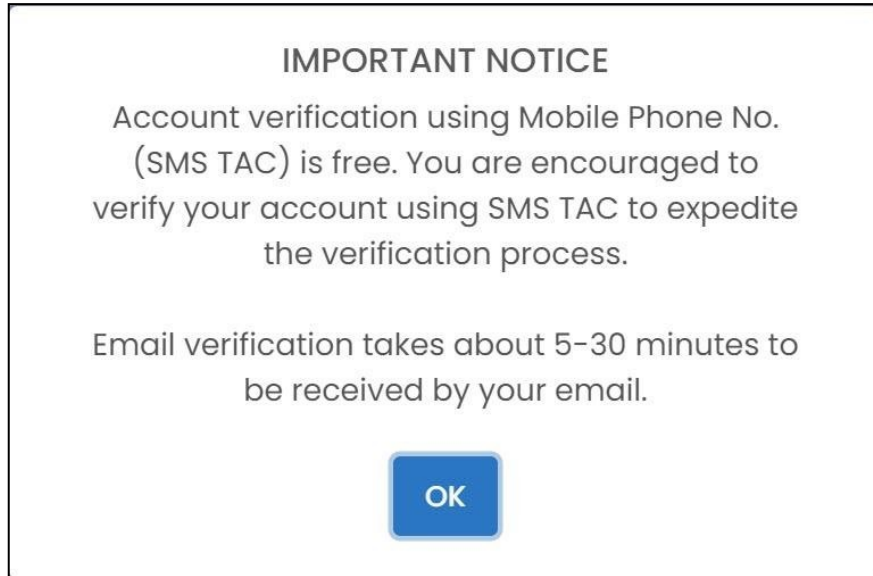



FIGURE 1.11: Confirmation Notice Notification

- a. Click  button and new account registration page will be displayed.

Good Morning!
Key in details for new account registration

Once registered, User ID cannot be updated / changed.

Identification ID Type * User ID * Passport No. *

Full Name *


Email * Email Confirmation *

Mobile Phone No. * Mobile Phone No. Confirmation *

Password * Password Confirmation *

Verify account via: * Phone No. (Only for Malaysia & Singapore No.) Email

I have read and agree to the [Terms and Conditions](#) used. Click on the Terms and Conditions button to agree.

Saya bukan robot 

Submit

Figure 1.12: New Account Registration Page

- b. Enter user information:
- i. Click on column 1 to enter user ID;
 - ii. Click on column 2 to enter passport number;
 - iii. Click on column 3 to enter full name;
 - iv. Click on column 4 to enter e-mail;
 - v. Click on column 5 to enter e-mail confirmation.
 - vi. Click on column 6 to enter mobile phone number.
 - vii. Click on column 7 to enter mobile phone number confirmation.
 - viii. Click on column 8 to enter password; and
 - ix. Click on column 9 to enter password confirmation.
 - x. Click button in column 10 to select medium of account verification;
 - xi. Click **Terms and Conditions** button, and terms and conditions notification screen will be displayed. Click box , to accept the terms and conditions in column 11;

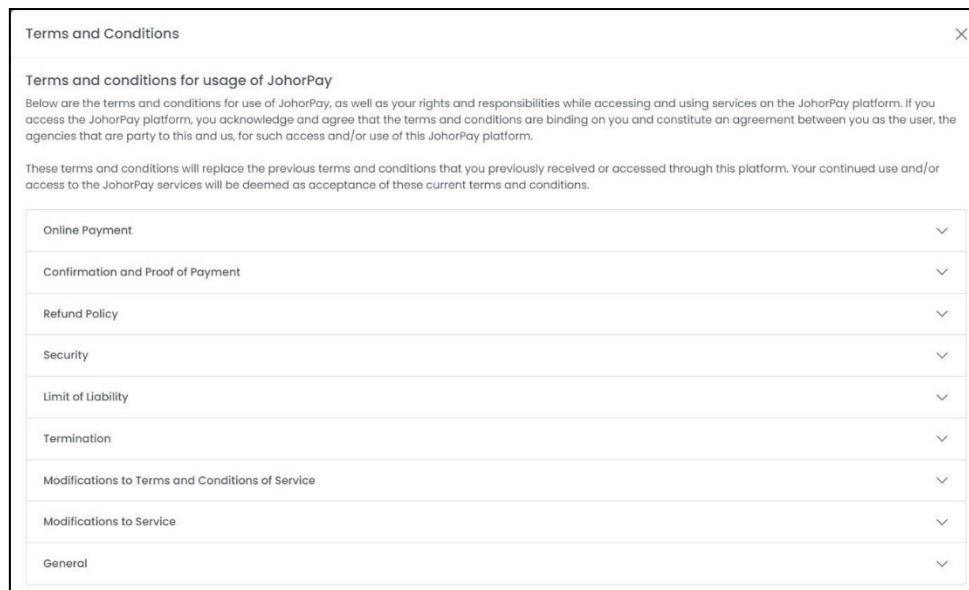
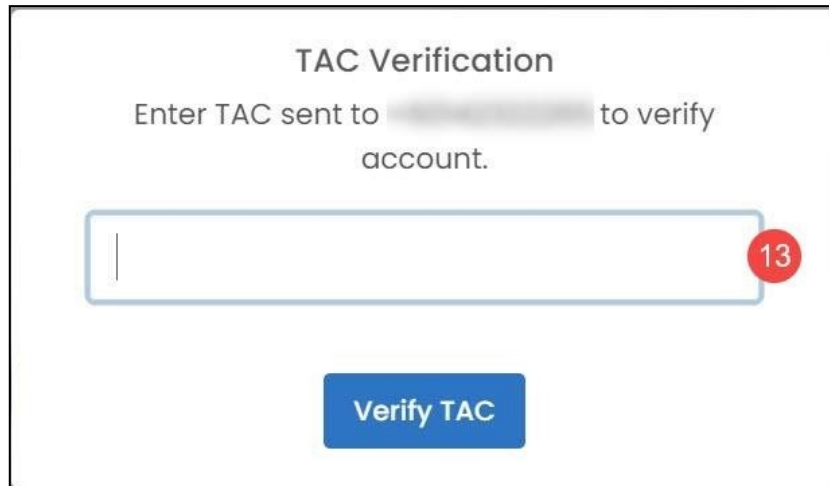


Figure 1.13: Terms and Conditions Notification

- xii. Click box in column 12 for 'Captcha';
- c. Click **Submit** button to continue registration of new account and verification screen according to verification medium will be displayed;
- d. If verification medium using mobile telephone number, the TAC verification notification screen will be displayed;



TAC Verification

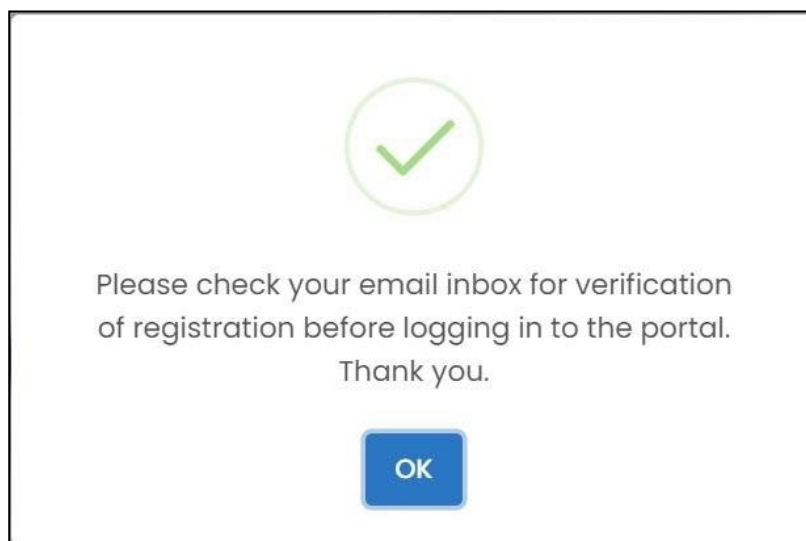
Enter TAC sent to [redacted] to verify account.


13

Verify TAC

FIGURE 1.14: TAC Verification Notification

- i. Click on column **13** to enter TAC number;
- ii. Click **Verify TAC** button to confirm TAC number;
- iii. If account registration is successful, the portal will display information notification screen;





Please check your email inbox for verification of registration before logging in to the portal.
Thank you.

OK

Figure 1.15: Information Notification

- iv. Click **OK** button to continue new account registration.

- e. If verification medium using e-mail, the e-mail information notification screen will be displayed;

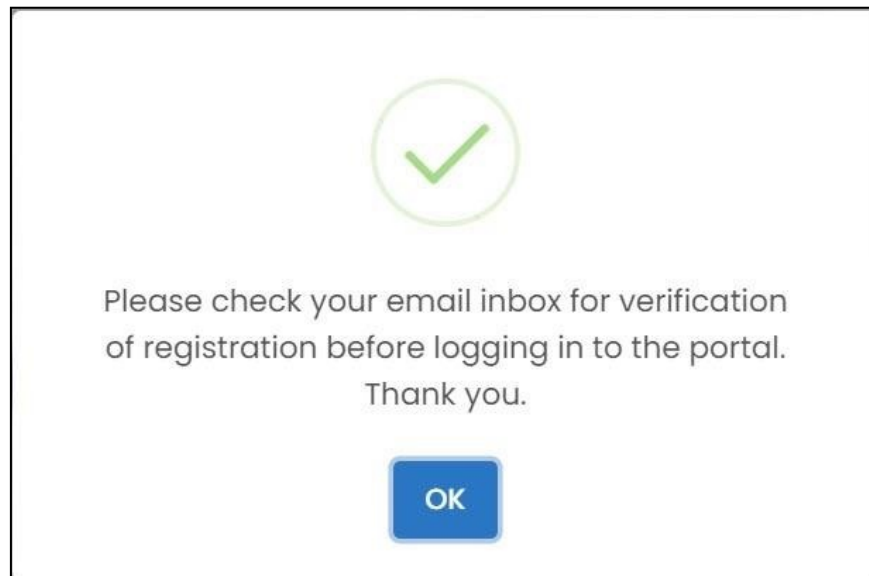



Figure 1.16: E-mail Information Notification

- i. Click  button to review registration confirmation in e-mail inbox; and

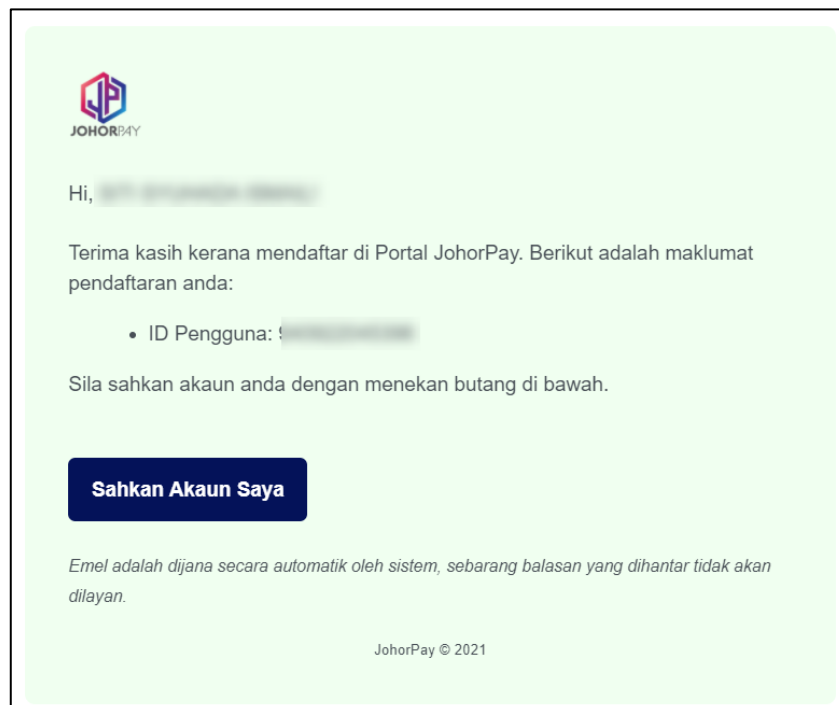



FIGURE 1.17: E-mail Confirmation

- ii. Click  button for e-mail verification.

6. If the new account registration compulsory information is incomplete, portal will display error notification.
7. If type of user is Company, click on the  button and confirmation notification will be displayed.

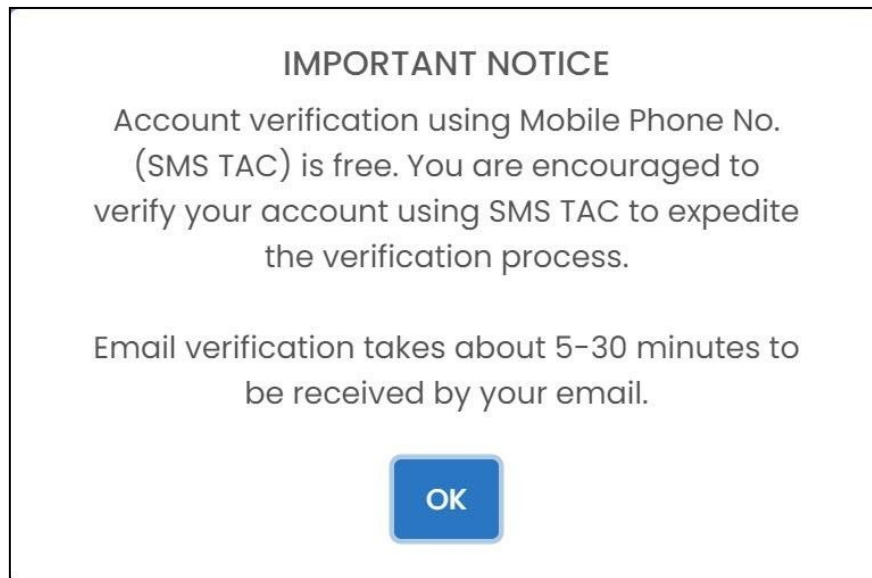


Figure 1.18: Confirmation Notice Notification


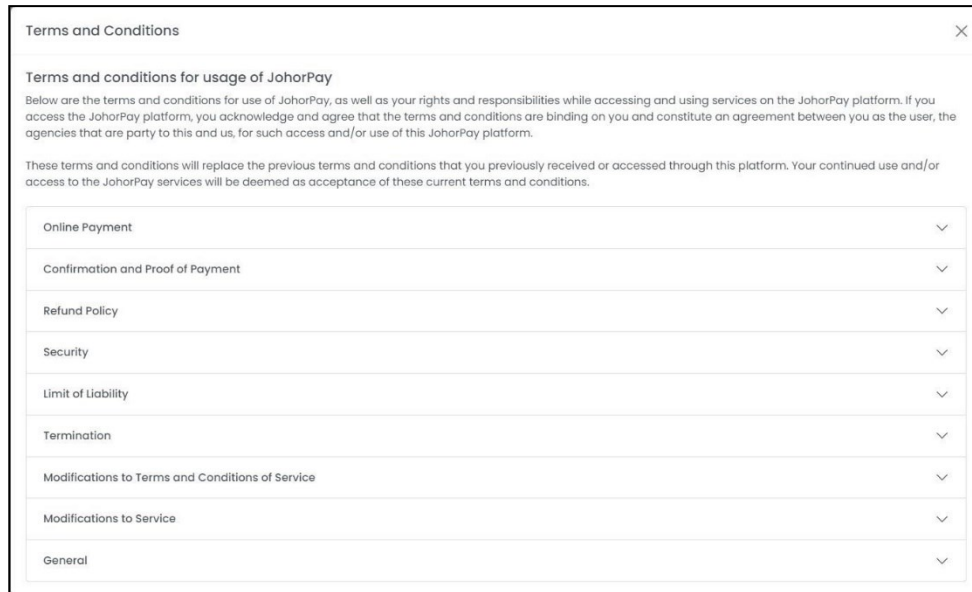
- a. Click  button and new account registration page will be displayed.

FIGURE 1.19: New Account Registration Page

- b. Enter Company information:
- i. Click on column 1 to enter company's registration number;
 - ii. Click on column 2 to enter company's name;
 - iii. Click on column 3 to enter e-mail;
 - iv. Click on column 4 to enter e-mail confirmation.
 - v. Click on column 5 to enter company's telephone number.
 - vi. Click on column 6 to enter company's telephone number confirmation.
 - vii. Click on column 7 to enter officer's name;
 - viii. Click on column 8 to enter officer's position;
 - ix. Click on column 9 to enter officer's e-mail;
 - x. Click on column 10 to enter officer's telephone number;
 - xi. Click on column 11 to enter password; and
 - xii. Click on column 12 to enter password confirmation.
 - xiii. Click button on column 13 to select medium of account confirmation;
 - xiv. Click **Terms and Conditions** button, and terms and conditions notification screen will be displayed. Click box , to accept the terms and conditions in column 14;



Terms and Conditions

Terms and conditions for usage of JohorPay

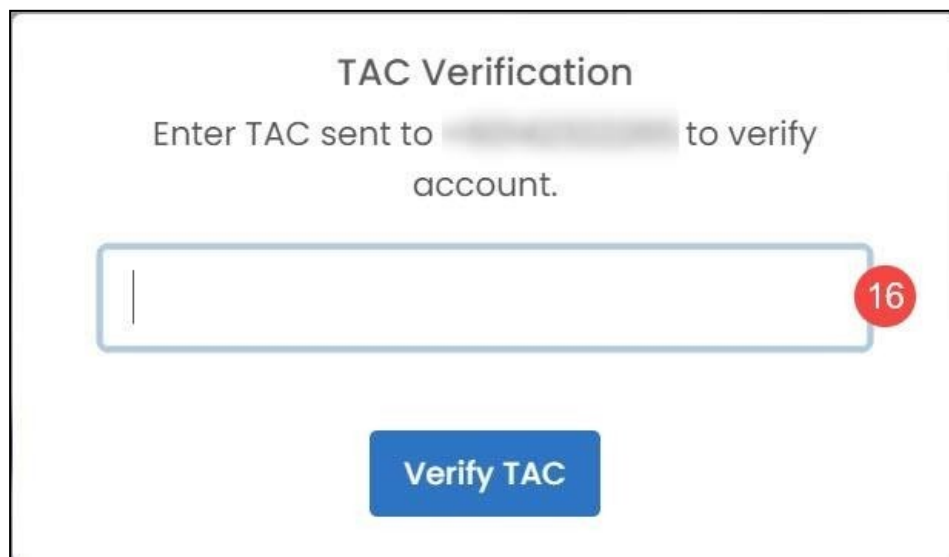
Below are the terms and conditions for use of JohorPay, as well as your rights and responsibilities while accessing and using services on the JohorPay platform. If you access the JohorPay platform, you acknowledge and agree that the terms and conditions are binding on you and constitute an agreement between you as the user, the agencies that are party to this and us, for such access and/or use of this JohorPay platform.

These terms and conditions will replace the previous terms and conditions that you previously received or accessed through this platform. Your continued use and/or access to the JohorPay services will be deemed as acceptance of these current terms and conditions.

- Online Payment
- Confirmation and Proof of Payment
- Refund Policy
- Security
- Limit of Liability
- Termination
- Modifications to Terms and Conditions of Service
- Modifications to Service
- General

FIGURE 1.20: Terms and Conditions Notification

- xiii. Click box in column 15 for 'Captcha';
- c. Click button to continue registration of new account and verification screen according to verification medium will be displayed;
- d. If confirmation medium using mobile telephone number, the TAC verification notification screen will be displayed;



TAC Verification

Enter TAC sent to [redacted] to verify account.

16

Verify TAC

Figure 1.21: TAC Verification Notification

- i. Click on column 16 to enter TAC number;

- ii. Click **Verify TAC** button to confirm TAC number;
- iii. If account registration is successful, the portal will display the confirmation notification screen;

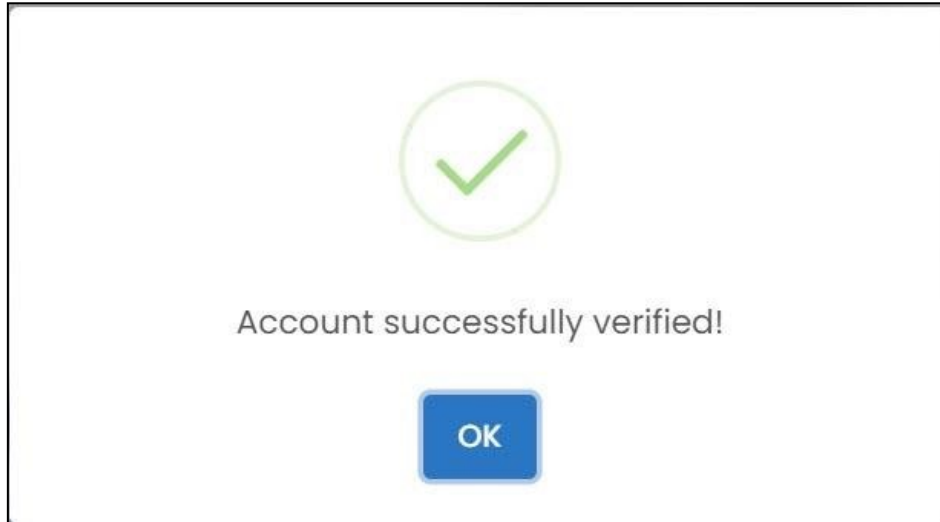


Figure 1.22: Confirmation Notification

- iv. Click **OK** button to continue new account registration.
- e. If confirmation medium is using e-mail, the e-mail information notification screen will be displayed;

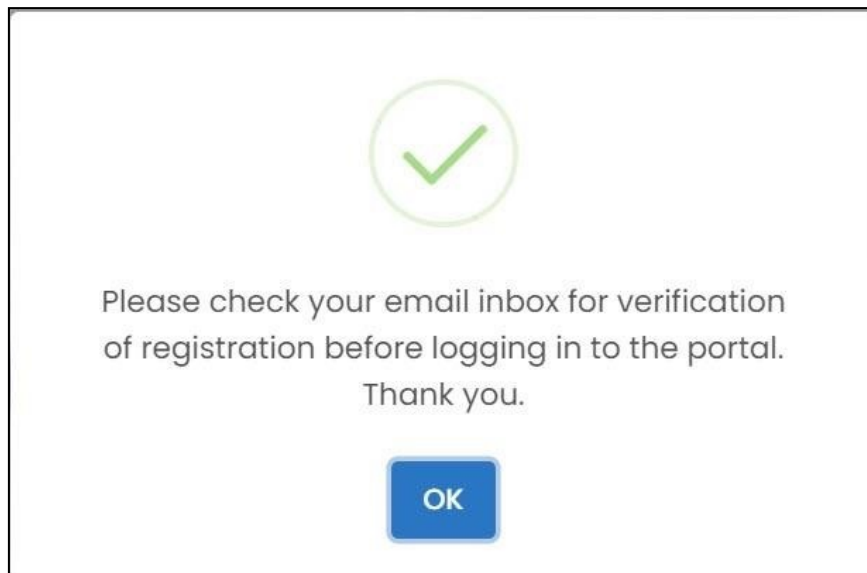



Figure 1.23: E-mail Notification

- i. Click  button to review registration confirmation in e-mail inbox; and

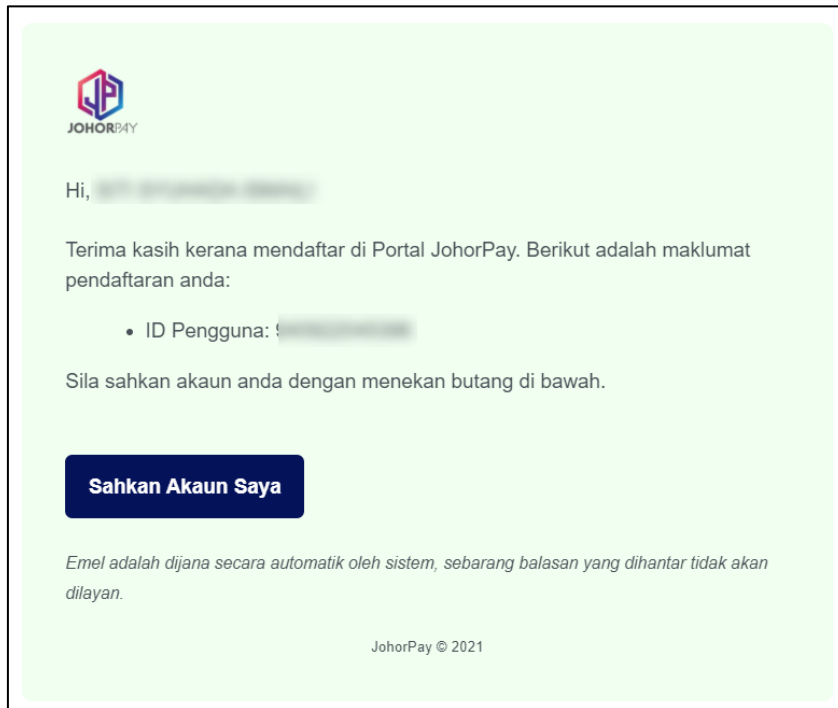



FIGURE 1.24: E-mail Confirmation

- ii. Click  button for e-mail confirmation.
8. If the new account registration compulsory information is incomplete, the portal will display error notification.

1.1.2 Log In

1. Visit JohorPay page at <https://johorpay.johor.gov.my>

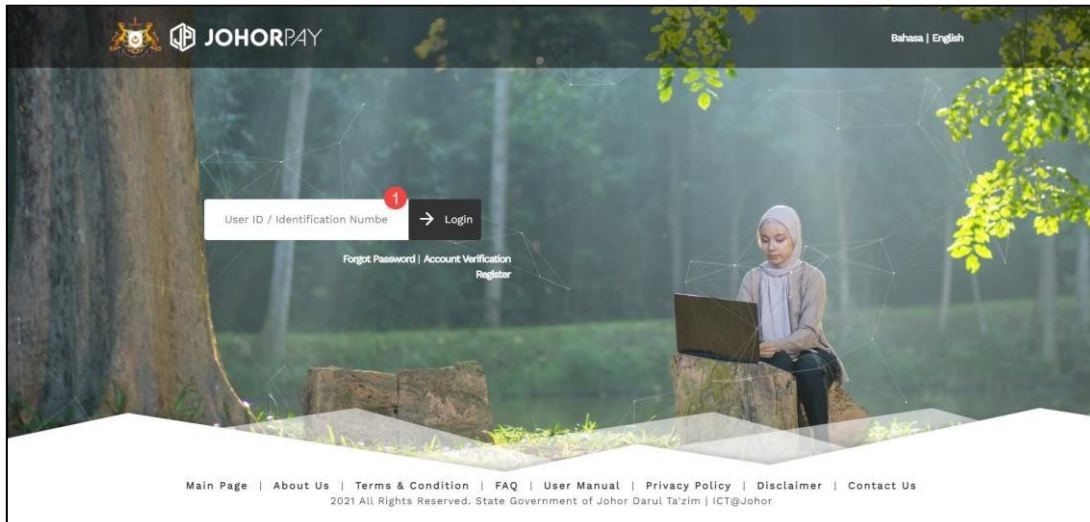


Figure 1.25: JohorPay Main Page

2. To log in into system, enter user ID or identification number in column **1**, and click on 'Login' button and information verification portal entered. JohorPay main page screen will be displayed.
3. If the user ID or identification number entered is not registered, the portal will display error message.



FIGURE 1.26: Error Message

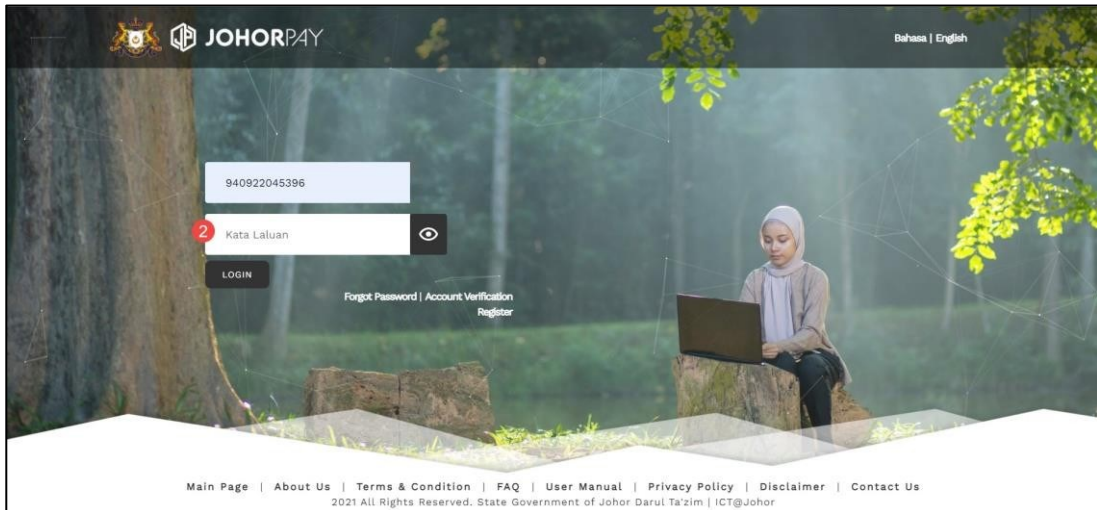


FIGURE 1.27: JohorPay Main Page



4. If user ID or identification number entered exists, enter password in column 2 and click  button to display password.
5. Click  button and portal will verify the entered information.
6. If the user ID or identification number entered is incorrect, the portal will display error message.



Figure 1. 28: Error Message

7. If user ID or identification number and password entered is correct, the profile information update notification screen will be displayed.
8. If the user identification type is 'Individual-Citizen', the information screen will be displayed.

The screenshot displays a user information form with three main sections:

- Personal Details:** Includes fields for Identification ID Type (with a dropdown menu showing 'NEW IDENTIFICATION CARD'), User ID, Full Name, Mobile Phone No. (with a country code dropdown set to '+60'), and Email. A yellow warning banner below these fields states: "Email address update will need to be verified."
- Address Details:** Includes a Mailing Address section with an Address field (marked with a red '1'), a State dropdown (marked with a red '2'), a City dropdown (marked with a red '3'), and a Postcode field (marked with a red '4').
- Password Information:** Includes a Password field and an 'Update Password' button.

A 'Save' button is located at the bottom center of the form.

FIGURE 1.29: User Information Page

- a. Enter address information:
 - i. Click on column 1 to enter address;
 - ii. Click on column 2 to select state;
 - iii. Click on column 3 to select city; and
 - iv. Click on column 4 to enter postcode.


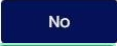

- b. After filling up user information, click  Save button. Confirmation notification screen for the information will be displayed.



Figure 1.30: Confirmation Notification

- i. Click  button. Portal will not save and display user information screen.
- ii. Click  button. Portal will store and display confirmation notification screen.

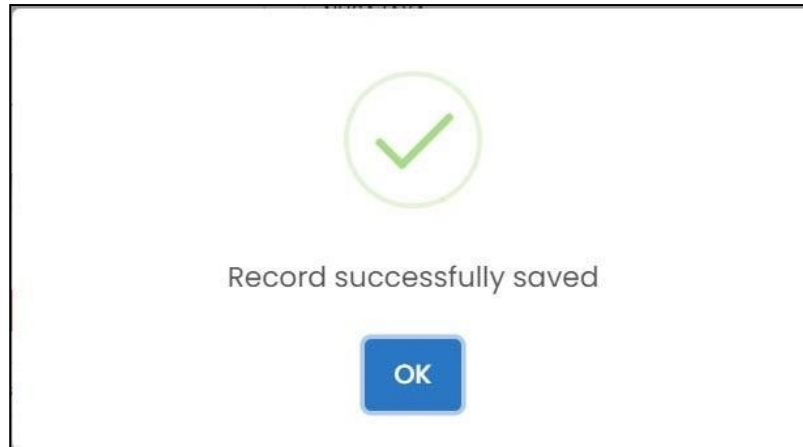
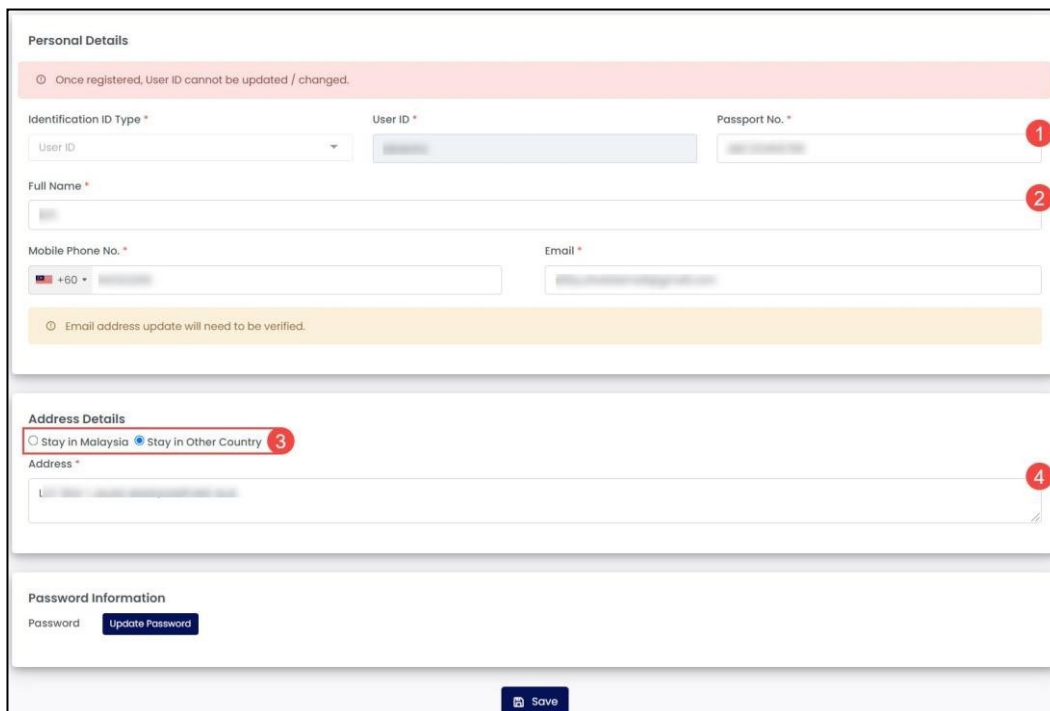


Figure 1.31: Confirmation Notification Screen

- iii. Click  button. Portal will display the next page.

- 9. If the user identification type is 'Individual- Non Citizen', the profile update page screen will be displayed.



The screenshot displays the 'User Information Page' with the following sections and callouts:

- Personal Details:**
 - Message: "Once registered, User ID cannot be updated / changed."
 - Fields: Identification ID Type * (dropdown), User ID * (text), Passport No. * (text) - Callout 1.
 - Field: Full Name * (text) - Callout 2.
 - Fields: Mobile Phone No. * (text with country code dropdown), Email * (text).
 - Message: "Email address update will need to be verified."
- Address Details:**
 - Radio buttons: Stay in Malaysia, Stay in Other Country - Callout 3.
 - Field: Address * (text) - Callout 4.
- Password Information:**
 - Field: Password (text) with an "Update Password" button.
- Footer:** A "Save" button.

FIGURE 1.32: User Information Page

- a. Enter user information:
 - i. Click on column 1 to enter passport number; and
 - ii. Click on column 2 to enter full name.
- b. Enter address information:
 - i. Click button in column 3 to select setting; and
 - ii. Click on column 4 to enter address;
 - iii. If user selects 'residing in Malaysia', the information page screen will be displayed.

Figure 1.33: User Information Page



- iv. Click on column 5 to select state;
 - v. Click on column 6 to select city; and
 - vi. Click on column 7 to enter postcode.
- c. After filling up user information, click  Save button. Confirmation notification screen for the information will be displayed.



FIGURE 1.34: Confirmation Notification Screen

- i. Click  button. Portal will not save the information

- ii. Click  button. Portal will save and display confirmation notification screen.

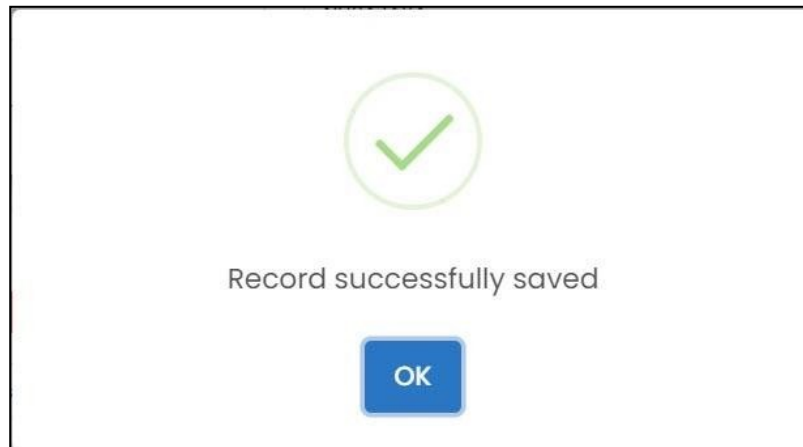



FIGURE 1.35: Confirmation Notification Screen

- iii. Click  button. Portal will display the next page.
10. If the user identification type is 'Company', the profile update page screen will be displayed.

The screenshot shows a web form titled "Company Information Page" with the following sections and numbered callouts:

- Company Details:**
 - 1: Company Name *
 - Identification ID Type (dropdown menu)
 - Company Registration Number
 - Company Telephone Number * (with +60 prefix)
 - Email *
 - Message: "Email address update will need to be verified."
- Contact Person Information:**
 - 2: Contact Person Name *
 - 3: Contact Person Position *
 - 4: Contact Person Phone Number * (with +60 prefix)
 - 5: Contact Person Email *
- Company Address:**
 - 6: Company Address *
 - 7: State *
 - 8: City *
 - 9: Postcode *
- Password Information:**
 - Update Password button
- Save:** Save button at the bottom.

FIGURE 1.36: Company Information Page

- a. Enter Company information:
 - i. Click on column 1 to enter company's name.

- b. Enter officer's contact information:
 - i. Click on column 2 to enter officer's name;
 - ii. Click on column 3 to enter officer's position;
 - iii. Click on column 4 to enter officer's telephone number; and
 - iv. Click on column 6 to enter officer's e-mail.

- c. Enter Company information:
 - i. Click on column 6 to enter company address;
 - ii. Click on column 7 to select state;
 - iii. Click on column 8 to select city; and
 - iv. Click on column 9 to enter postcode.



- d. After filling up user information, click  button. Confirmation notification screen for the information will be displayed.



FIGURE 1. 37: Confirmation Notification Screen

- i. Click  button. Portal will not save the confirmation notification screen.

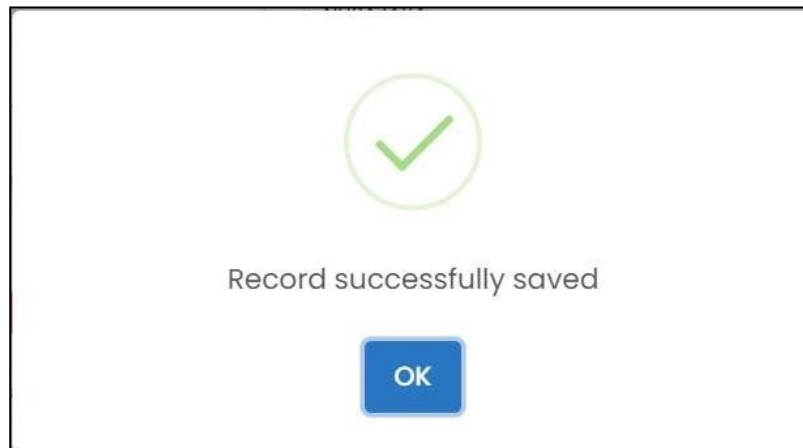




Figure 1.38: Confirmation Notification Screen

- ii. Click  button. Portal will save and display information notification screen.
- iii. Click  button. Portal will display the next page.

1.1.3 Forgot Password

1. Visit JohorPay page at <https://johorpay.johor.gov.my>

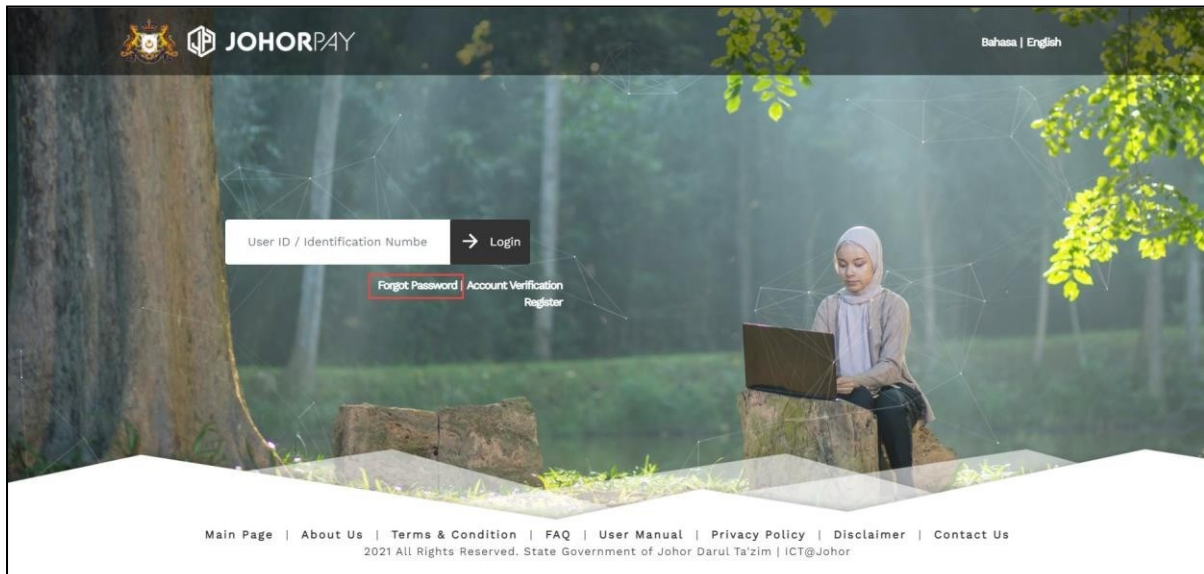


Figure 1.39: JohorPay Main Page

2. User who forgets log in password for portal, click link **Forgot Password**. Portal will display reset password page screen.



Figure 1.40: Password Reset Page

3. To reset password, user can choose to use e-mail or user ID by clicking button in column 1. Enter the registered user e-mail in the system in column 2.
4. Click on **Verify** button and verification notification screen will be displayed.
5. If the e-mail entered by user is incomplete, error notification screen will be displayed.

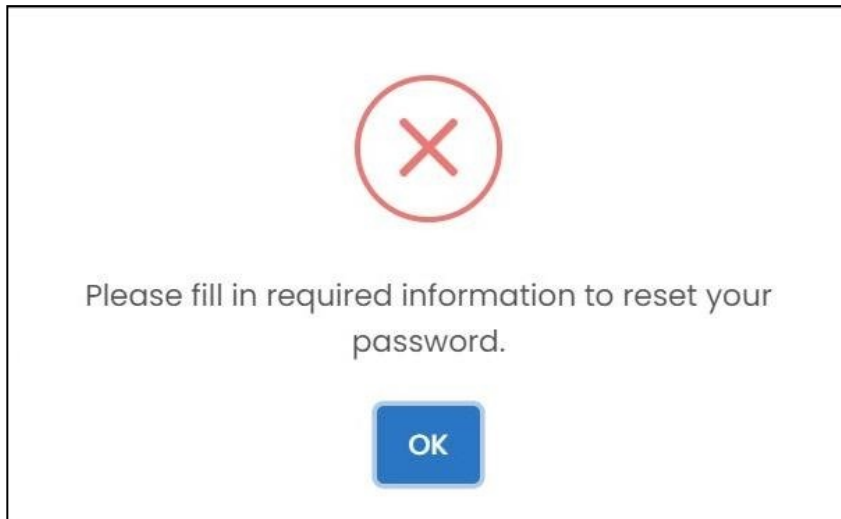


FIGURE 1.41: Error Notification Screen



- i. Click  button to complete the required information for password reset.
6. If the e-mail entered by user was never registered, error notification screen will be displayed.



FIGURE 1.42: Error Notification Screen

- i. Click  button to recomplete required information for password reset.
7. If the e-mail entered by user has been registered, confirmation notification screen will be displayed.

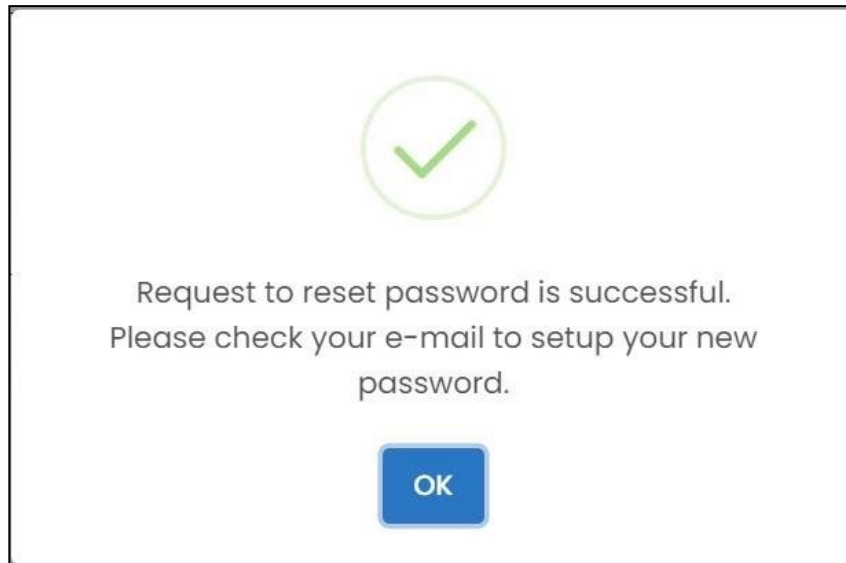



FIGURE 1.43: Confirmation Notification

- i. Click  button to continue e-mail reset application process. Portal will display JohorPay Main Page screen and user will receive e-mail to renew password through e-mail.

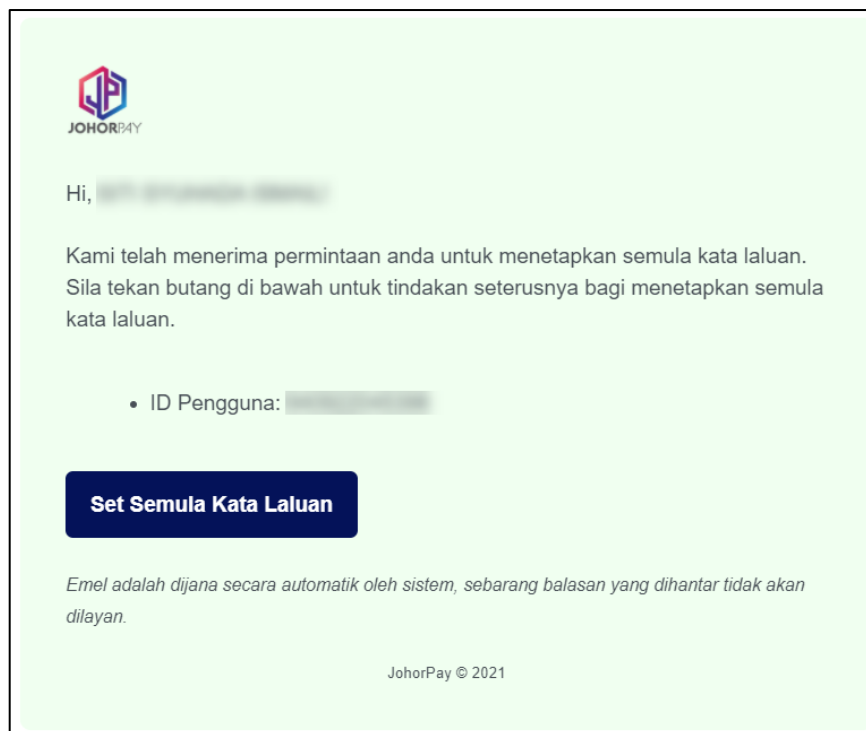



FIGURE 1.44: E-mail Confirmation

- ii. Click  button in the column, password information portal page screen will be displayed.

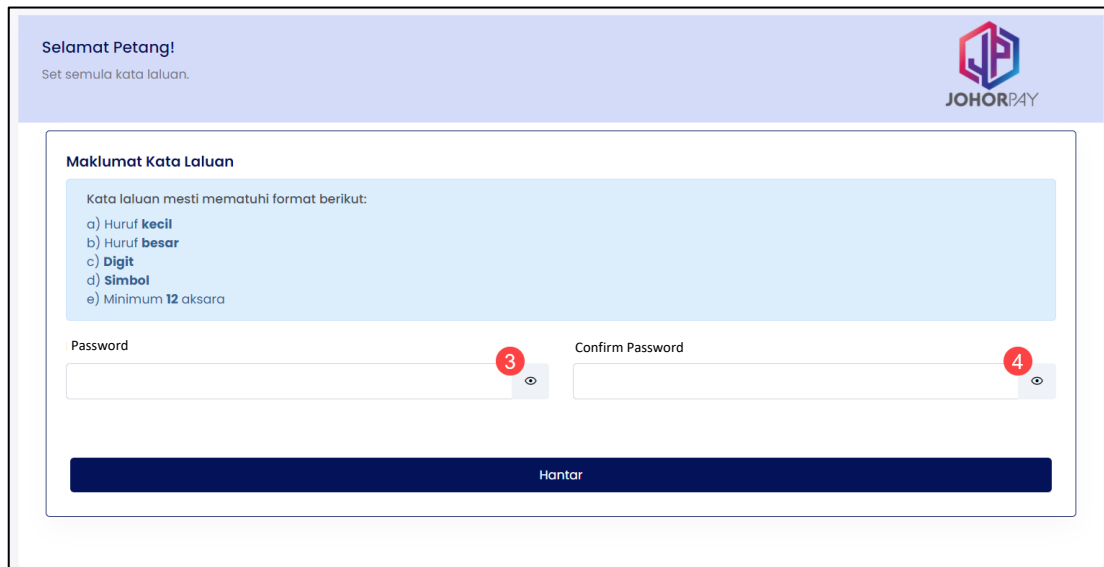



FIGURE 1.45: Password Information

8. Enter new Password information:
 - i. Click on column 3 for new password.
 - ii. Click on column 4 to confirm new password.
9. Click  button in the column and confirmation notification screen will be displayed.

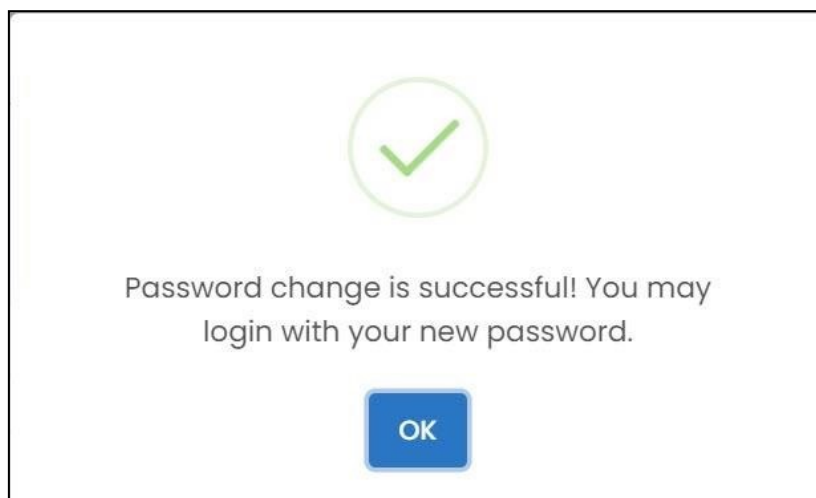



Figure 1.46: Confirmation Notification

- i. Click  button, JohorPay main page screen will be displayed.
10. If user uses the same password, error notification screen will be displayed.

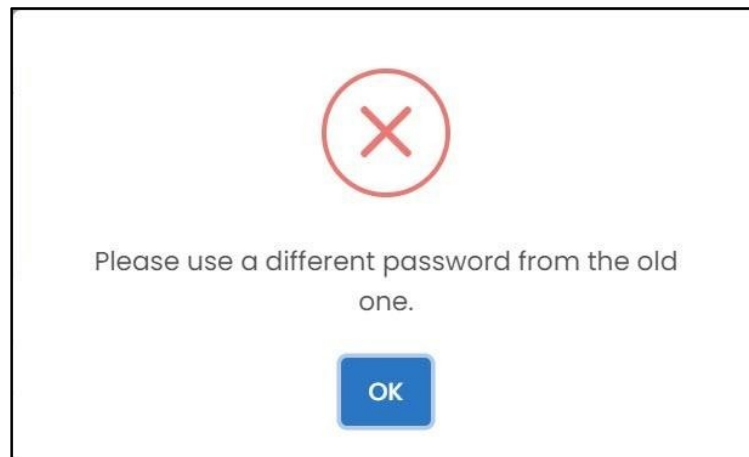


FIGURE 1. 47: Error Notification Screen

1.1.4 Updating Profile

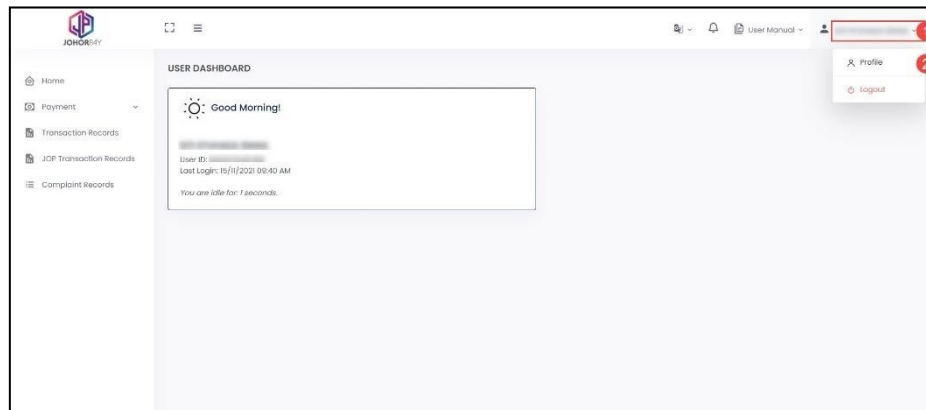


Figure 1. 48: Profile Update Page

1. To update user information, click on column 1 and click on Profile sub-menu in column 2. User profile update portal page screen will be displayed.
2. If the user identification type is 'Individual – Citizen',

Figure 1. 49: User Information Update

- a. To update user information:
 - i. Type of Identification ID, user ID and full name cannot be updated;

- ii. Click on column 3 to update mobile telephone number; and
 - iii. Click on column 4 to update e-mail.
- b. To update address information:
- i. Click on column 5 to update address;
 - ii. Click on column 6 to update state;
 - iii. Click on column 7 to update city; and
 - iv. Click on column 8 to update postcode.
- c. Click **Update Password** button if you wish to change to a new password. Portal will display password information page screen.

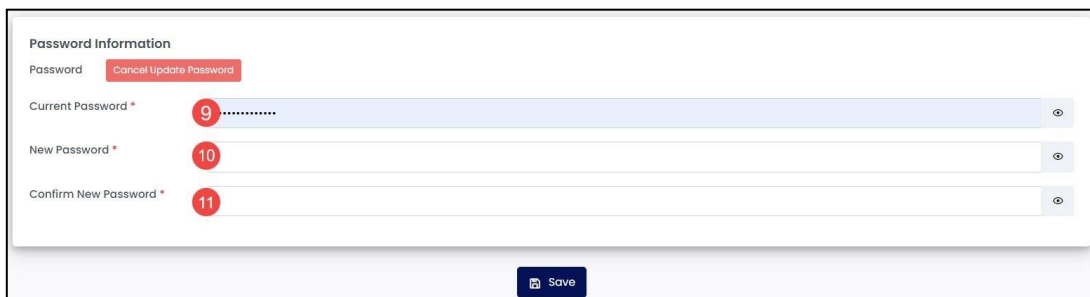




Figure 1. 50: Password Information

- d. Click **Cancel Update Password** button if you do not want to proceed to password change.
- e. To update password information:
- i. Click on column 9 to enter current password;
 - ii. Click on column 10 to enter new password; and
 - iii. Click on column 11 to confirm new password.
- f. After updating user information, click **Save** button. Confirmation notification screen for updating information will be displayed



FIGURE 1.51: Confirmation Notification Screen

- i. Click  button. Portal will not save the information.
- ii. Click  button. Portal will save and display confirmation notification screen.

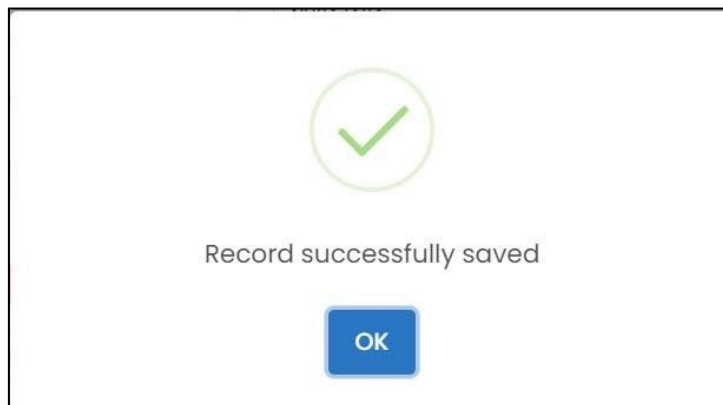


Figure 1.52: Confirmation Notification Screen


- iii. Click  button. Portal will display the next page.
3. If the user Identification type is 'Individual – Non Citizen',

FIGURE 1.53: User Information Update

- a. To update user information:
 - i. Click on column 1 to update passport number;
 - ii. Click on column 2 to update full name;
 - iii. Click on column 3 to update mobile telephone number; and
 - iv. Click on column 4 to update e-mail;
- b. To update address information:
 - i. Click button in column 5 to select setting; and
 - ii. Click on column 6 to enter address;
 - iii. If user selects 'Stay in Malaysia', the information page screen will be displayed.

Figure 1. 54: User Information Page

- iv. Click on column 7 to select state;
- v. Click on column 8 to select city; and
- vi. Click on column 9 to enter postcode.

- c. Click **Update Password** button if you wish to change to a new password. Portal will display password information page screen.



Figure 1. 55: Password Information

- d. Click **Cancel Update Password** button if you do not want to proceed to password change.
- e. To update password information:
- Click on column **10** to enter current password;
 - Click on column **11** to enter new password; and
 - Click on column **12** to confirm new password.
- f. After updating user information, click **Save** button. Confirmation notification screen for updating information will be displayed



Figure 1.56: Confirmation Notification Screen

- Click **No** button. Portal will not save and display user information screen.
- Click **Yes** button. Portal will save and display confirmation notification screen.

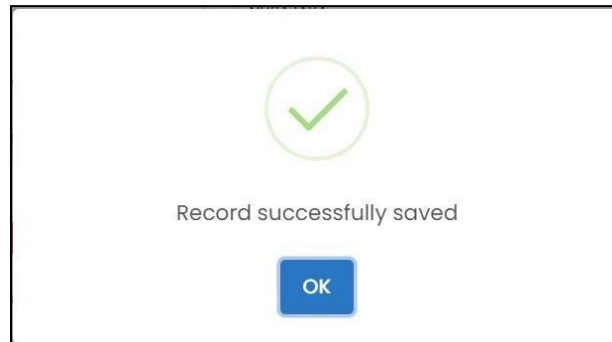


FIGURE 1. 57: Confirmation Notification Screen


- iii. Click  button. Portal will display the next page
4. If the user Identification Type is 'Company',

Figure 1.58: Company Information Update

- a. To update company information:
- i. Company's registration number cannot be updated;
 - ii. Click on column 1 to update company's name;
 - iii. Click on column 2 to enter company's telephone number;
 - iv. Click on column 3 to update e-mail.

- b. To update officer's contact information:
 - i. Click on column 4 to update officer's name;
 - ii. Click on column 5 to update officer's position;
 - iii. Click on column 6 to update officer's mobile telephone number; and
 - iv. Click on column 7 to update officer's e-mail.
- c. To update company information:
 - i. Click on column 8 to update company address;
 - ii. Click on column 9 to update state;
 - iii. Click on column 10 to update city; and
 - iv. Click on column 11 to update postcode.
- d. Click **Update Password** button if you wish to change to a new password. Portal will display password information page screen.





Figure 1. 59: Password Information

- e. Click **Cancel Update Password** button if you do not want to proceed in password change.
- f. To update password information:
 - i. Click on column 12 to enter current password;
 - ii. Click on column 13 to enter new password; and
 - iii. Click on column 14 to confirm new password.
- g. After updating user information, click **Save** button. Confirmation notification screen for updating information will be displayed.



FIGURE 1.60: Confirmation Notification Screen

- i. Click  button. Portal will not save and display user information screen.
- ii. Click  button. Portal will save and display confirmation notification screen.

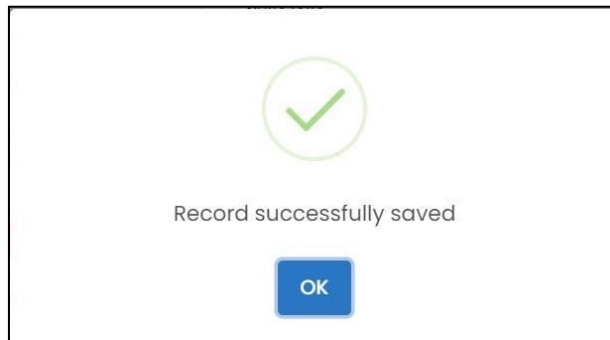


Figure 1.61: Confirmation Notification Screen

Figure 1.62: Confirmation Notification Screen

- iii. Click  button. Portal will display the next page

2. Payment

2.1 Payment of Quit Rent

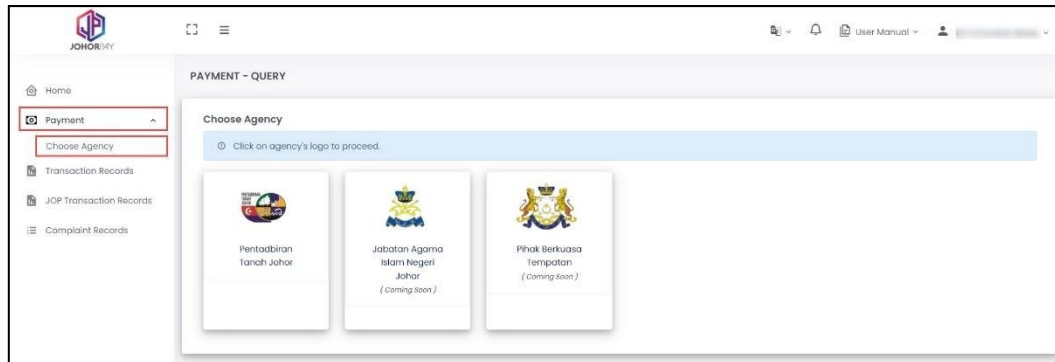


Figure 2.1: Portal Main Page

- To display select agency page, click on **Payment** menu and click on **Choose Agency** sub-menu. Select agency page will be displayed.
- Click **Pentadbiran Tanah Johor** button. Portal will display type of receipt notification screen.

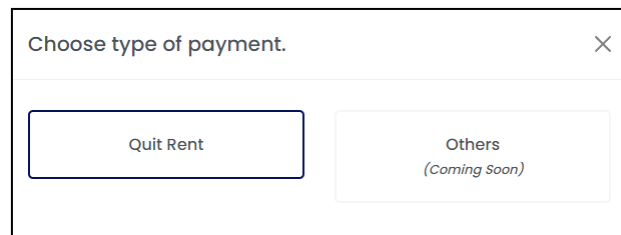


Figure 2.2 : Type of Receipt

- Click 'Quit Rent' button and portal will display the search column screen.

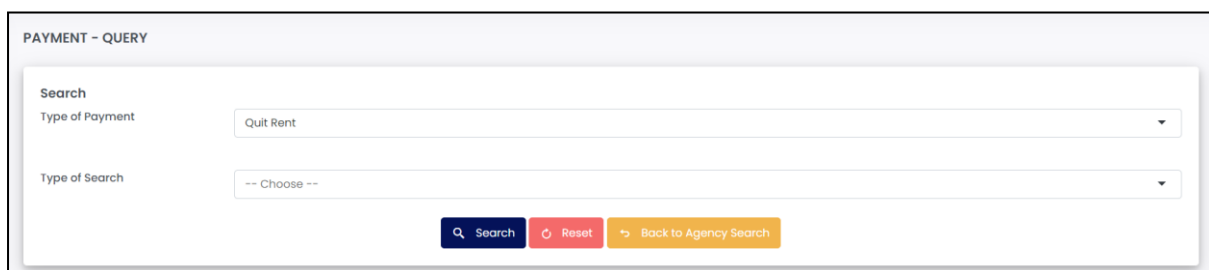


Figure 2.3: Search Payment Column

- Click **Back to Agency Search** button if you wish to change agency search. Portal will display confirmation notification screen.

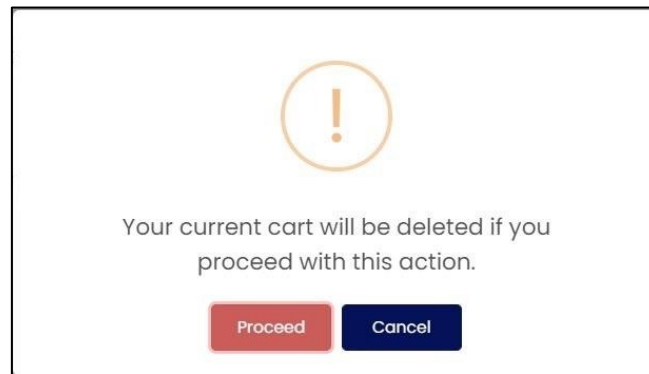





FIGURE 2.4: Confirmation Notification Screen

- i. Click  button to change agency search.
 - ii. Click  button if you wish to change agency search. Portal will display payment search screen.
- b. Click  button to clear entered search column.
 - c. Enter type of search information:

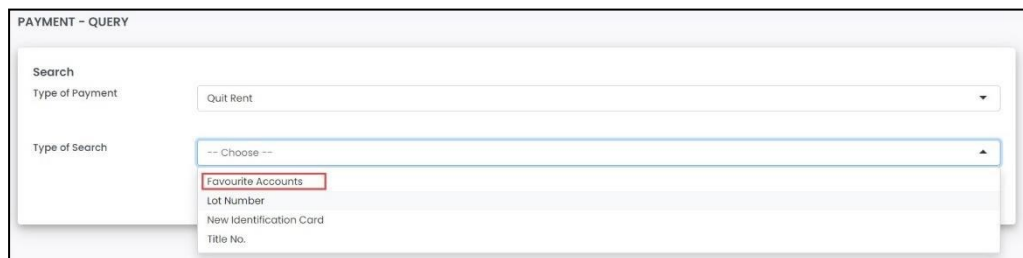



Figure 2.5: Search Payment Column

4. Click on 'Favourite Accounts' on 'Type of Search', and portal will display list of favourite accounts.
 - a. Click on  button to continue payment information search. Portal will display list of information screen.

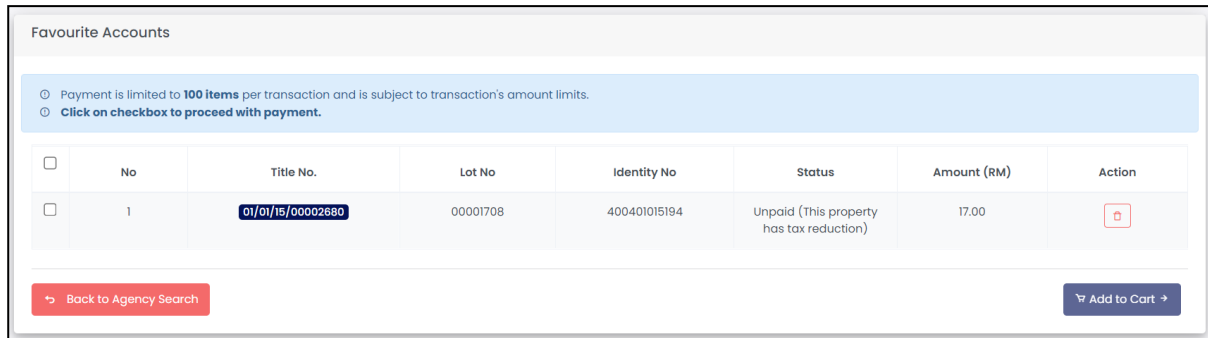


FIGURE 2.6: List of Favourite Accounts

- b. Click **Back to Agency Search** button if you wish to change agency search. Portal displaying the confirmation notification screen.

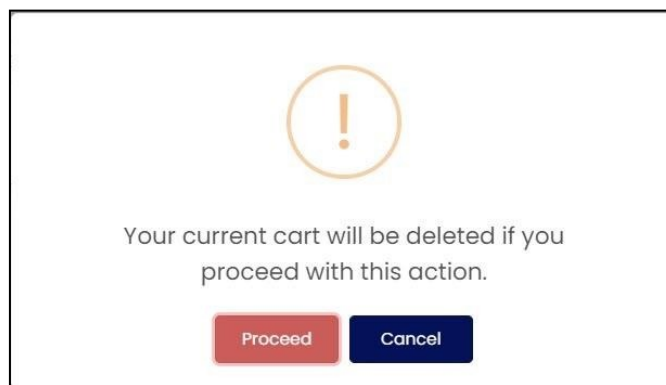


Figure 2.7: Confirmation Notification Screen

- i. Click **Proceed** button to change agency search.
 - ii. Click **Cancel** button if you do not wish to change agency search. Portal displaying payment search screen.
- c. Click on **01/01/01/00012345** to view information. Portal displaying ownership information, tax information and owner information.



Figure 2.8: Ownership Information

Quit Rent Information	
Quit Rent (RM)	94.00
Arrears of Waterway Rent (RM)	0.00
Notice 6A (RM)	0.00
Notice 11 (RM)	0.00
Penalty [After 30 September 2021]	0.00
Arrears of Quit Rent (RM) (2013 - 2020)	608.00
Arrears of Penalty (RM) (2013 - 2020)	123.00
Payment before 30/09/2021 (RM)	825.00
Payment after 30/09/2021 (RM)	825.00
TOTAL (RM)	825.00

FIGURE 2.9: Tax Information

Proprietor Information			
No	Name	Identity No	Proprietor Type
1	PERBADANAN PENGURUSAN TAMPOI INDAH 45		[0] Proprietor

Figure 2.10: Owner Information

- i. Click button or button to close information.
- d. Click icon to delete list of favourite accounts information. Portal displaying the confirmation notification screen.

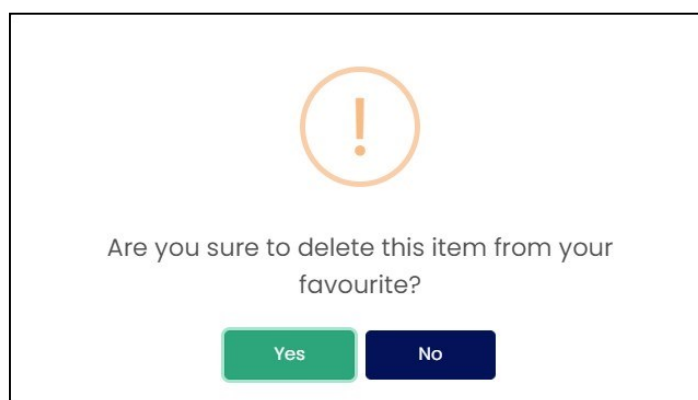




Figure 2. 11: Confirmation Notification Screen

- i. Click  button if you do not wish to delete list of favourite accounts information.
- ii. Click  button to delete list of favourite accounts information. Portal will display confirmation notification message.

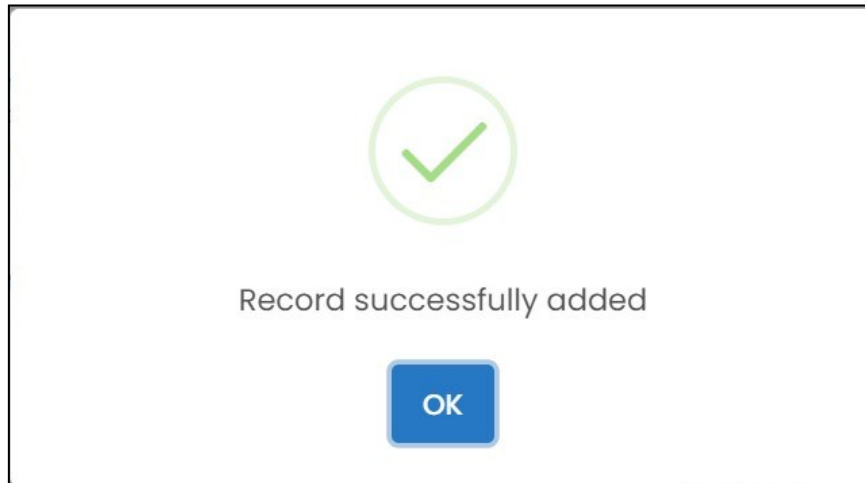





Figure 2. 12: Confirmation Notification Screen

- iii. Click  button. Portal will display payment search screen.
- e. Click  icon to continue with payment and click  button to proceed with payment. Portal will display confirmation notification message screen.

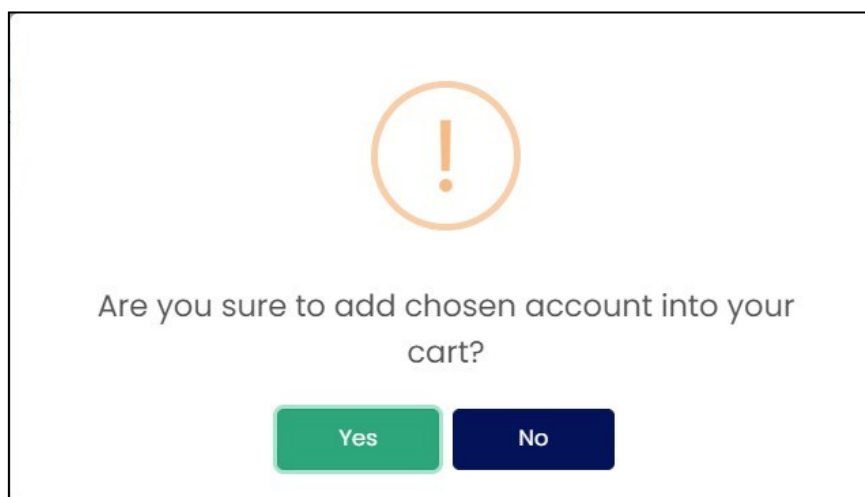
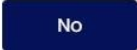



Figure 2. 13: Confirmation Notification Screen

- i. Click  button if you do not wish to proceed with payment. Portal will display payment search screen.
- ii. Click  button to proceed with payment. Portal will display confirmation notification screen.

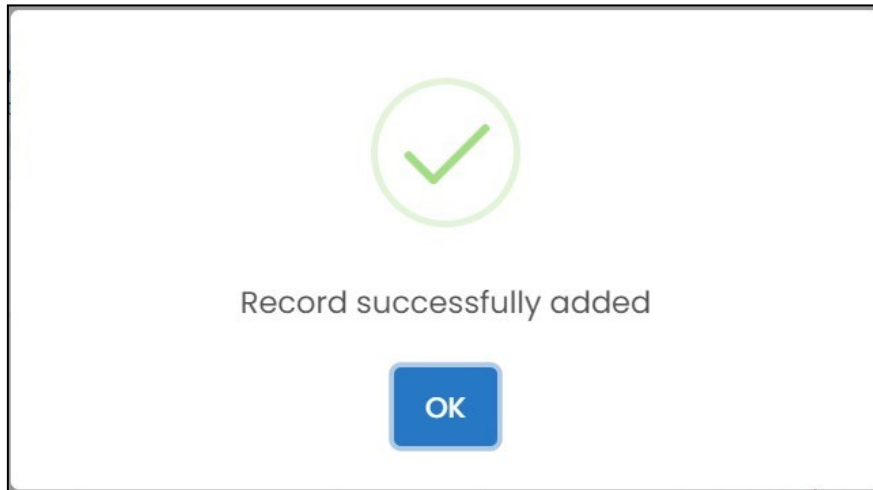



Figure 2.14: Confirmation Notification Screen

- iii. Click  button. Portal will display payment cart screen.
5. Click on 'New Identification Card', on 'Type of Search', portal displaying identification information screen.

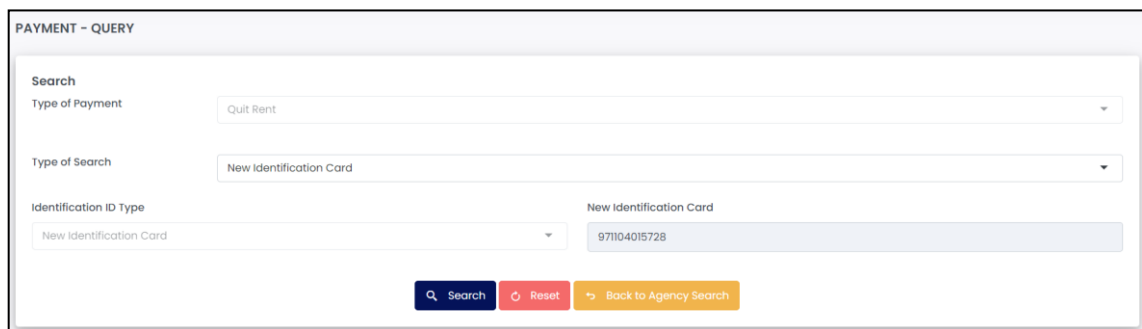

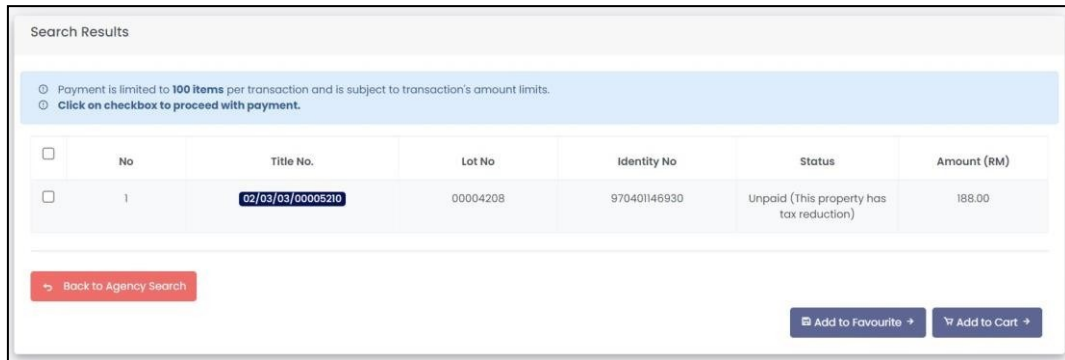
A screenshot of a web form titled "PAYMENT - QUERY". The form has three main sections: "Search", "Type of Payment", and "Type of Search". Under "Search", there is a dropdown menu for "Type of Payment" with "Quit Rent" selected. Under "Type of Search", there is a dropdown menu for "Type of Search" with "New Identification Card" selected. Below these, there is a section for "Identification ID Type" with a dropdown menu for "Identification ID Type" and a text input field for "New Identification Card" containing the value "971104015728". At the bottom of the form, there are three buttons: a blue "Search" button with a magnifying glass icon, a red "Reset" button with a circular arrow icon, and a yellow "Back to Agency Search" button with a left-pointing arrow icon.

Figure 2.15: Search Payment Column

- a. Click on  button to continue with payment information search. Portal displaying 'List of Ownership' screen.



Search Results


Payment is limited to 100 items per transaction and is subject to transaction's amount limits.
Click on checkbox to proceed with payment.

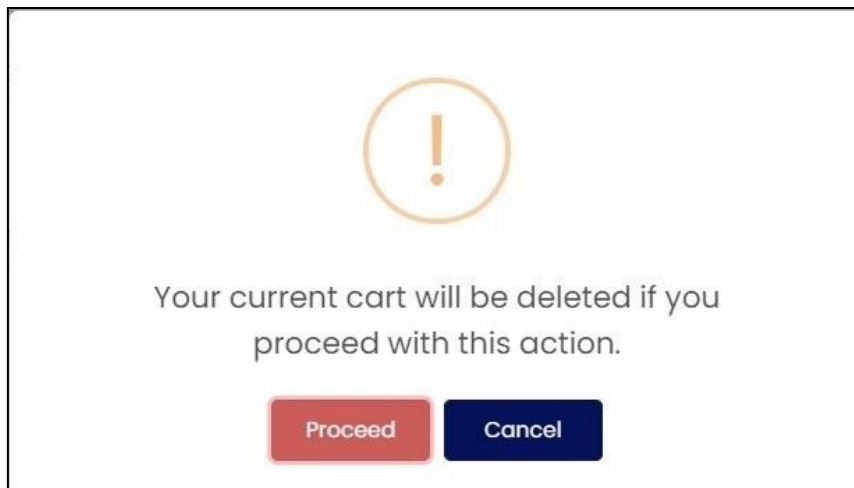
No	Title No.	Lot No	Identity No	Status	Amount (RM)
1	02/03/03/00005210	00004208	970401146930	Unpaid (This property has tax reduction)	188.00




Back to Agency Search

Add to Favourite Add to Cart

FIGURE 2.16: List of Ownership

- b. Click  button if you wish to change agency search. Portal will display the confirmation notification screen.

**Figure 2.17: Confirmation Notification Screen**

- i. Click  button to change agency search.
- ii. Click  button if you do not wish to change agency search. Portal will display payment search screen.
- c. Click  to view information. Portal will display ownership information, tax information and owner information.

Search Information ×

Land Title Information

District	Mukim / Town / City	Type & Title No.	Type & Lot No.
[02] Johor Bahru	[03] Pulai	[03] 00005210	[01] LOT 00004208

Quit Rent Information

Quit Rent (RM)	188.00
Arrears of Waterway Rent (RM)	0.00
Notice 6A (RM)	0.00
Notice 11 (RM)	0.00
Penalty [After 30 September 2021]	0.00
Arrears of Quit Rent (RM) (0)	0.00
Arrears of Penalty (RM) (0)	0.00
Payment before 30/09/2021 (RM)	188.00
Payment after 30/09/2021 (RM)	188.00
TOTAL (RM)	188.00

Proprietor Information

No	Name	Identity No	Proprietor Type
1	YAH BTE RAPEN	970401146930	[01] Proprietor

Close

FIGURE 2.18: Ownership Information

- i. Click Close button or × button to close information.
- d. Click ✔ icon to continue with payment or add ownership number as favourites and click Add to Favourite → button or Add to Cart → to add information to cart. Portal displaying confirmation notification screen.

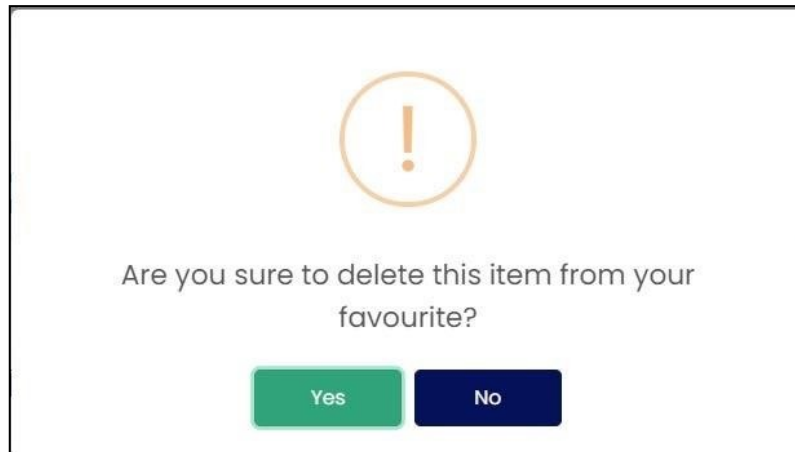




FIGURE 2.19: Confirmation Notification Screen

- i. Click  button if you do not wish to add ownership number as favourite accounts.
- ii. Click  button if you wish to add ownership number as favourite accounts. Portal displaying confirmation notification message.

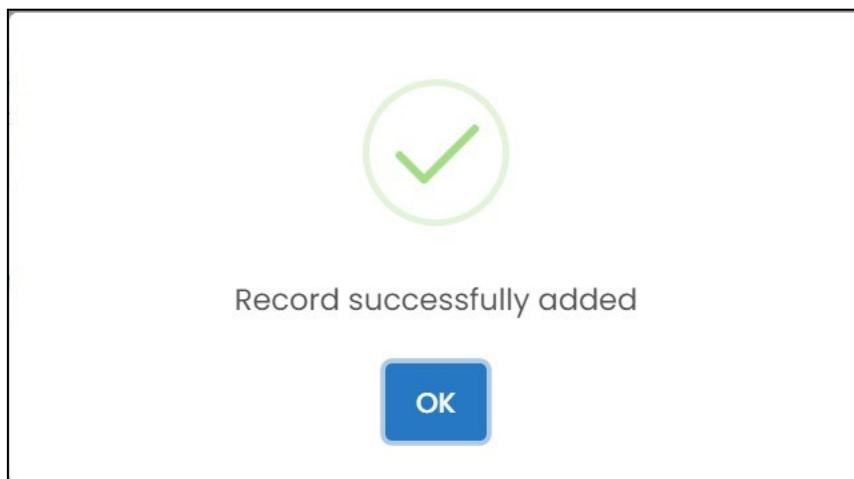


Figure 2.20: Confirmation Notification Screen




- iii. Click  button. Portal will display the next page
6. Click on 'Title No.', on 'Type of Search', portal will display ownership number information screen.

FIGURE 2.21: Search Payment Column

- a. Click  button to clear the entered search column.
- b. Click  button if you wish to change agency search. Portal displaying the confirmation notification screen.

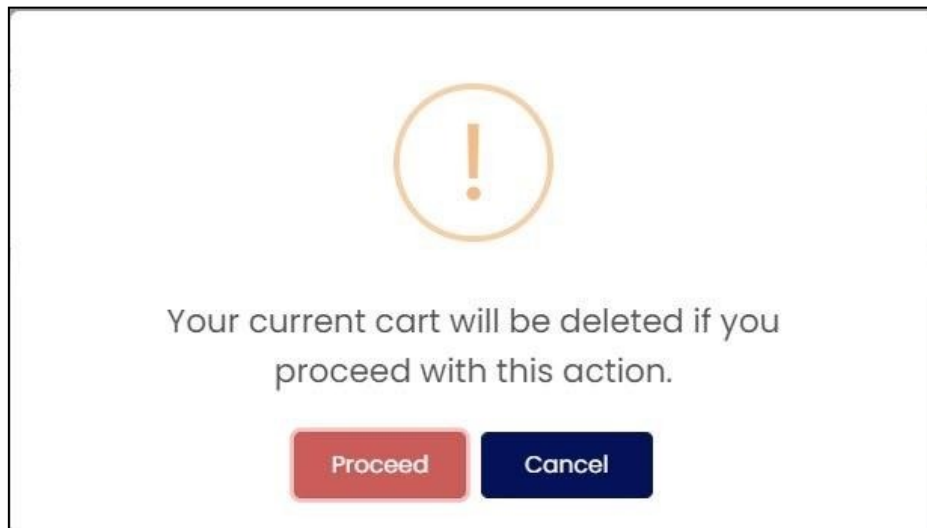
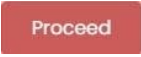


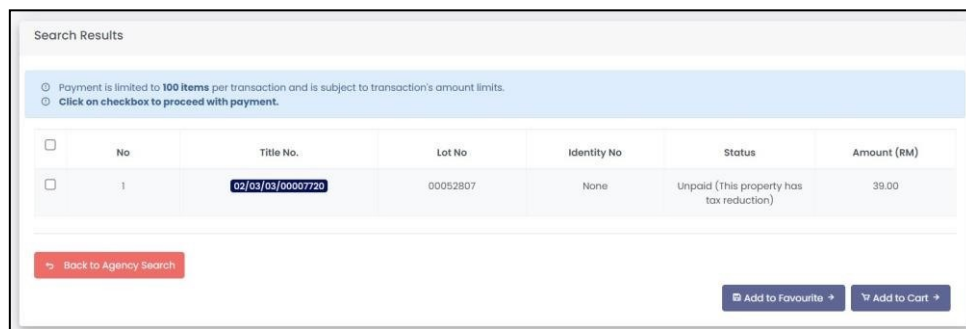


Figure 2.22: Confirmation Notification Screen

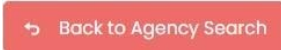
- i. Click  button to change agency search.
 - ii. Click  button if you do not wish to change agency search. Portal will display payment search screen.
- c. User can search at column **1** by entering information of:
- i. District;
 - ii. Township;
 - iii. Type of ownership;
 - iv. Ownership number.

- d. Click on  button to continue with payment information search. Portal will display 'List of Ownership' screen.



No	Title No.	Lot No.	Identity No.	Status	Amount (RM)
1	02/03/03/0007720	00052807	None	Unpaid (This property has tax reduction)	39.00

Figure 2.23: List of Ownership

- e. Click  button if you wish to change agency search. Portal will display confirmation notification screen.

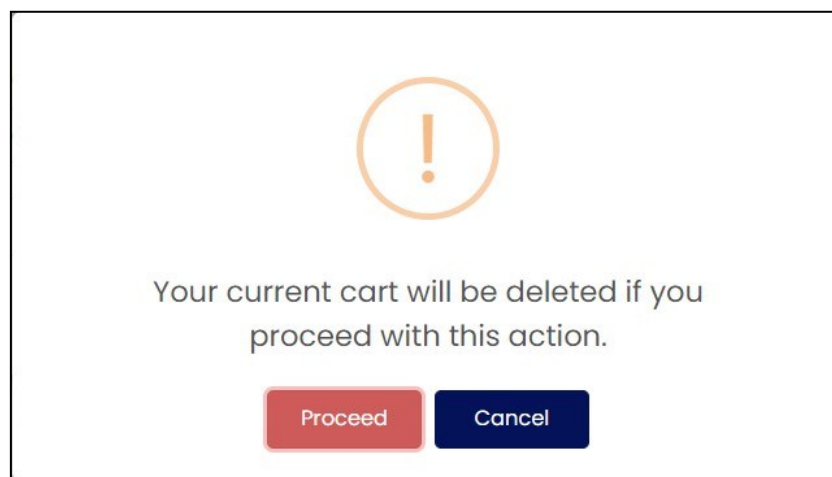
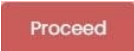

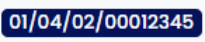


Figure 2.24: Confirmation Notification Screen

- i. Click  button to change agency search.
- ii. Click  button if you do not wish to change agency search. Portal will display payment search screen.
- f. Click on  to view information. Portal will display ownership information, tax information and owner information.

Search Information
✕

Land Title Information

District	Mukim / Town / City	Type & Title No.	Type & Lot No.
[02] Johor Bahru	[03] Pulai	[03] 00007720	[01] LOT 00052807

Quit Rent Information

Quit Rent (RM)	39.00
Arrears of Waterway Rent (RM)	0.00
Notice 6A (RM)	0.00
Notice 11 (RM)	0.00
Penalty [After 30 September 2021]	0.00
Arrears of Quit Rent (RM) (0)	0.00
Arrears of Penalty (RM) (0)	0.00
Payment before 30/09/2021 (RM)	39.00
Payment after 30/09/2021 (RM)	39.00
TOTAL (RM)	39.00

Proprietor Information

No	Name	Identity No	Proprietor Type
1	PERBADANAN PENGURUSAN TAMPOI INDAH 40		[01] Proprietor

Close

FIGURE 2.25: Ownership Information

- i. Click Close button or ✕ to close information.
- g. Click icon to proceed with payment or to add ownership number as favourite and click Add to Favourite → button or Add to Cart → to add ownership information as favourite accounts. Portal will display confirmation notification screen.

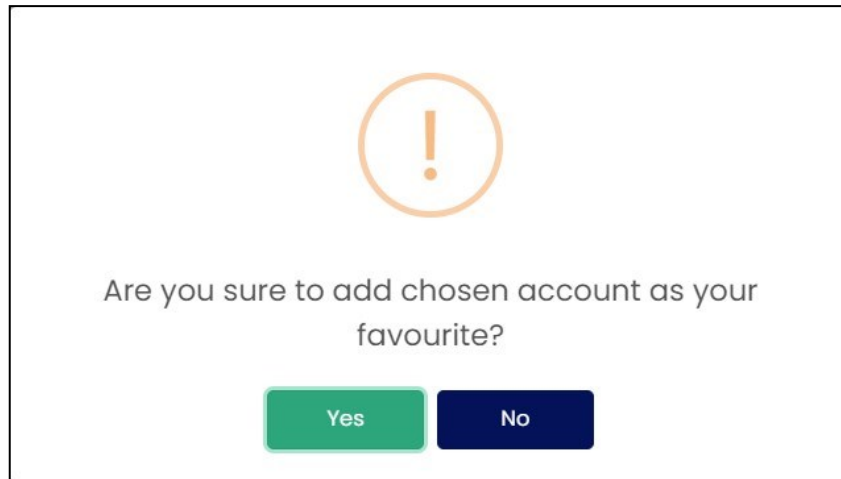




FIGURE 2.26: Confirmation Notification Screen

- i. Click  button if you do not wish to add ownership number as favourite accounts.
- ii. Click  button if you wish to add ownership number as favourite accounts. Portal will display confirmation notification screen.

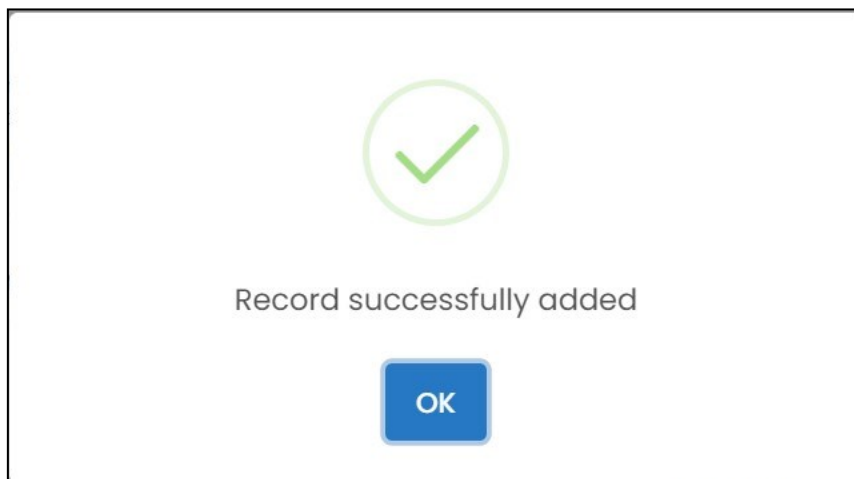



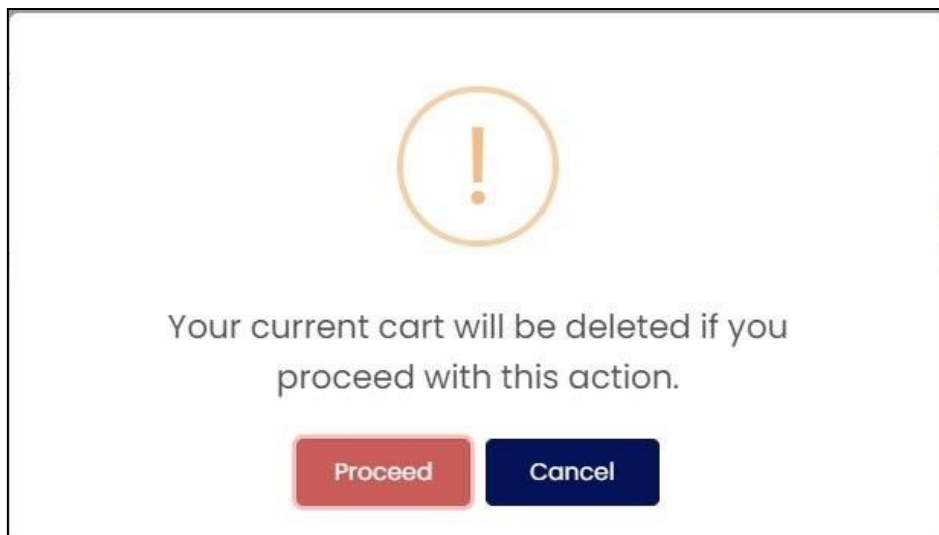


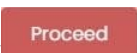

Figure 2.27: Confirmation Notification Screen


- iii. Click  button.
7. Click on 'Lot Number', on 'Type of Search', portal will display lot number information screen.

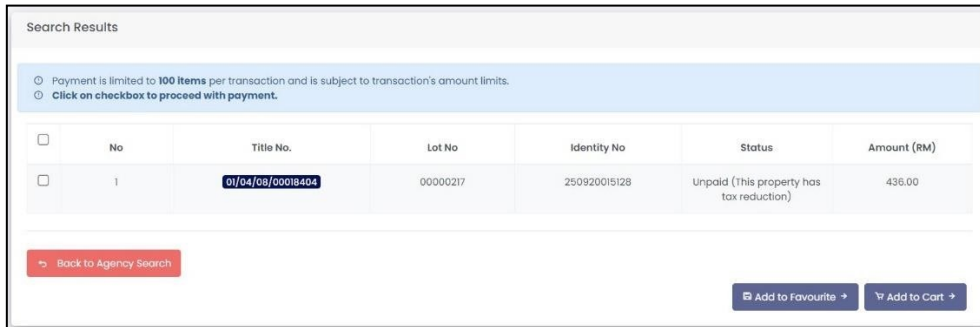
**FIGURE 2.28: Search Payment Column**

- a. Click button  to clear the entered search column.
- b. Click button  if you wish to change agency search. Portal will display the confirmation notification screen.

**Figure 2.29: Confirmation Notification Screen**

- i. Click  button to change agency search.
 - ii. Click  button if you do not wish to change agency search. Portal will display payment search screen.
- c. User can search at column **1** by entering information of:
- i. District;
 - ii. Township;
 - iii. Type of lot;
 - iv. Lot Number

- d. Click on  button to continue with payment information search. Portal will display list of lots screen.



No.	Title No.	Lot No.	Identity No.	Status	Amount (RM)
<input type="checkbox"/>	01/04/08/00018404	00000217	250920015128	Unpaid (This property has tax reduction)	436.00


Search Results

Payment is limited to 100 Items per transaction and is subject to transaction's amount limits.
Click on checkbox to proceed with payment.

[Back to Agency Search](#)

[Add to Favourite](#) [Add to Cart](#)

Figure 2.30: List of Lots

- e. Click  button if you wish to change agency search. Portal will display confirmation notification screen.

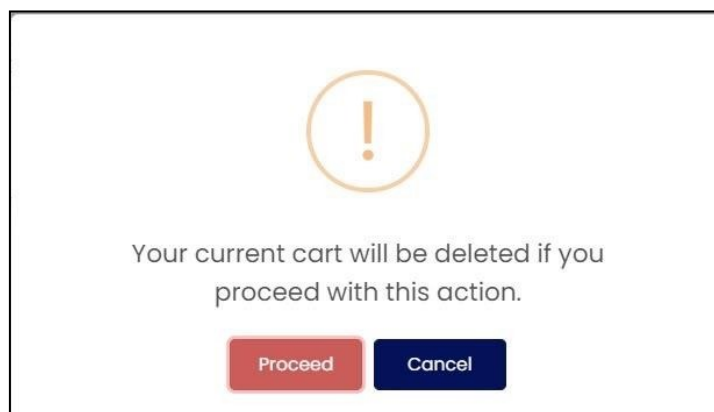







Figure 2.31: Confirmation Notification Screen

- i. Click  button to change Agency search.
- ii. Click  button if you wish to change Agency search. Portal will display payment main page screen.
- f. Click  icon to proceed with payment or to add ownership number as favourite and click  or  button to add ownership information as favourite accounts. Portal will display information notification screen.

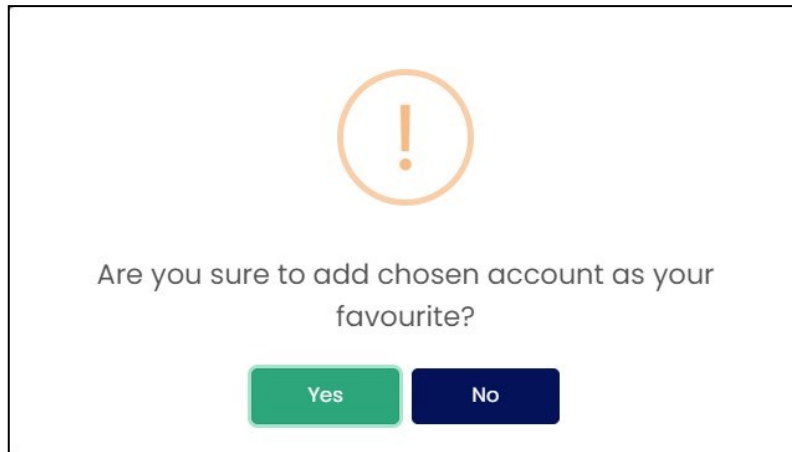

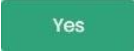


FIGURE 2.32: Confirmation Notification Screen

- i. Click  button if you do not wish to add ownership number as favourite accounts.
- ii. Click  button if you wish to add ownership number as favourite accounts. Portal will display confirmation notification screen.

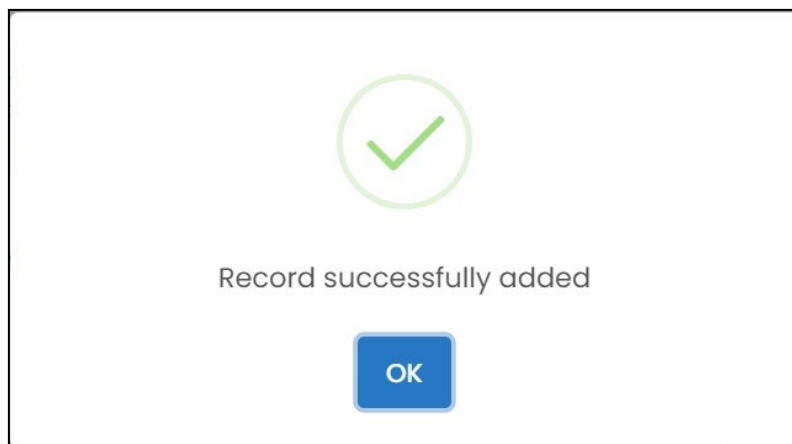




Figure 2.33: Confirmation Notification Screen

- iii. Click  button.
- g. Click on  to view information. Portal will display ownership information, tax information and owner information.

Search Information			
Land Title Information			
District	Mukim / Town / City	Type & Title No.	Type & Lot No.
[02] Johor Bahru	[02] Plentong	[02] 00025926	[01] LOT 00004888


FIGURE 2.34: Ownership Information

Quit Rent Information	
Quit Rent (RM)	563.00
Arrears of Waterway Rent (RM)	0.00
Notice 6A (RM)	0.00
Notice 11 (RM)	0.00
Penalty [After 30 September 2021]	0.00
Arrears of Quit Rent (RM) (0)	0.00
Arrears of Penalty (RM) (0)	0.00
Payment before 30/09/2021 (RM)	563.00
Payment after 30/09/2021 (RM)	563.00
TOTAL (RM)	563.00

FIGURE 2.35: Tax Information

Proprietor Information			
No	Name	Identity No	Proprietor Type
1	LIM TOONG YEN	S 0555176 E	[01] Proprietor

FIGURE 2.36: Owner Information

- i. Click  to close information.

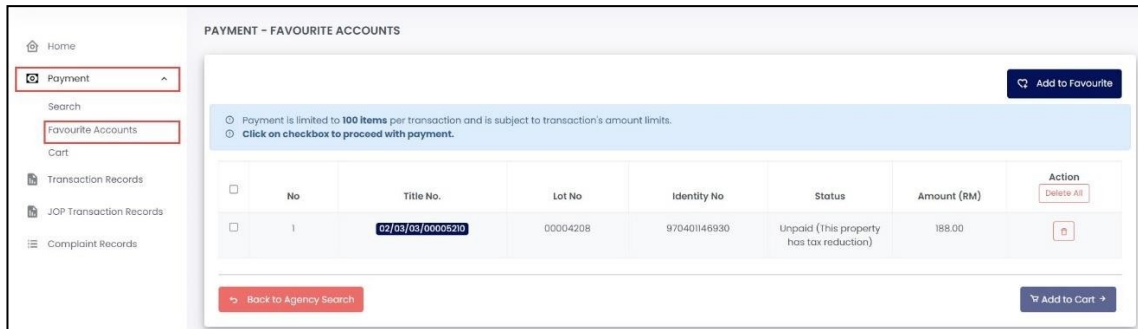


FIGURE 2.37: Payment Page Screen

8. To display 'Favourite Accounts' page, click on Favourite Accounts sub menu and portal will display 'Payments – Favourite Accounts'.

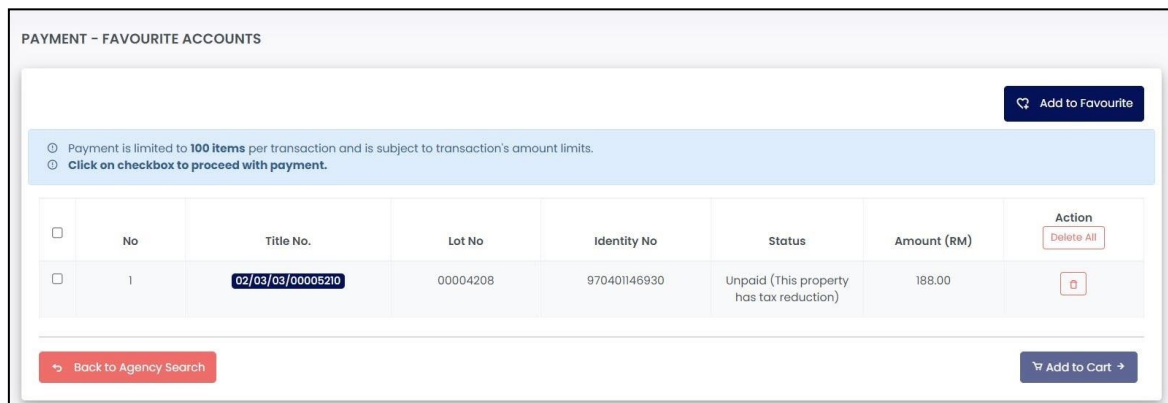


FIGURE 2.38: Favourite Accounts Page Screen

- a. Click Back to Agency Search button if you wish to change agency search. Portal will display confirmation notification screen.

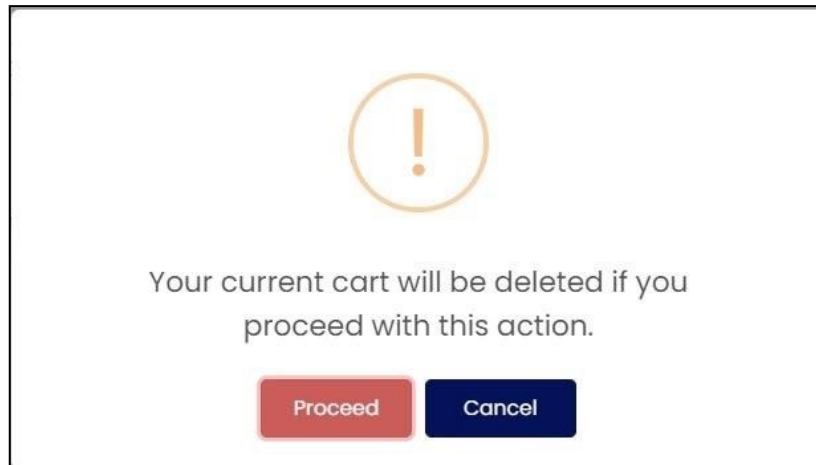
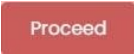




FIGURE 2.39: Confirmation Notification Screen

- i. Click  button to change agency search.
 - ii. Click  button if you do not wish to change agency search. Portal will display payment search screen.
- b. Click  button to delete all information in list of favourite accounts. Portal will display confirmation notification screen.

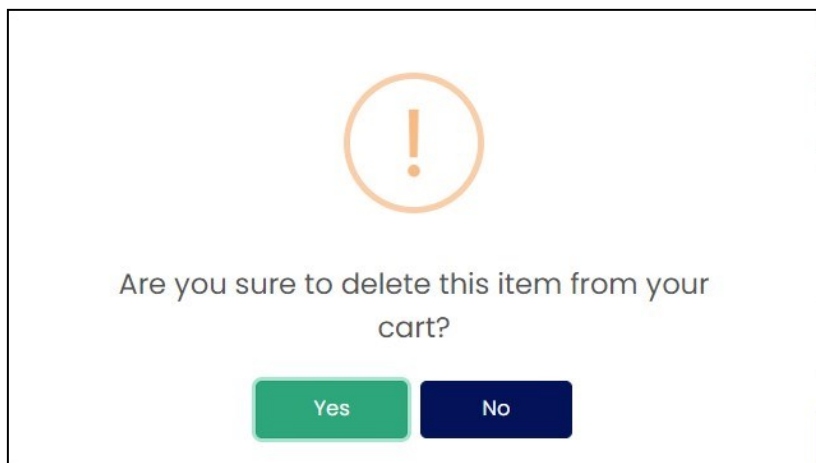




FIGURE 2.40: Confirmation Notification Screen

- i. Click  button if you do not wish to delete information from favourites.
- ii. Click  button to delete information from favourites. Portal will display confirmation notification screen.

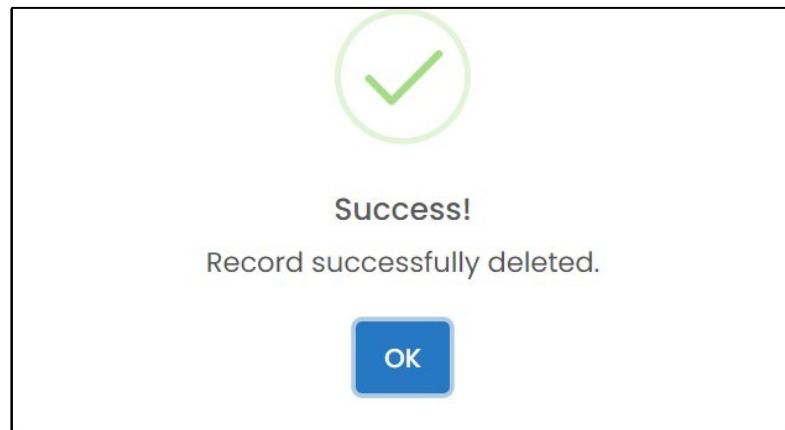




FIGURE 2.41: Confirmation Notification Screen

- iii. Click  button. Portal will display the next screen.
- c. Click  icon to delete favourite accounts information. Portal will display confirmation notification message.

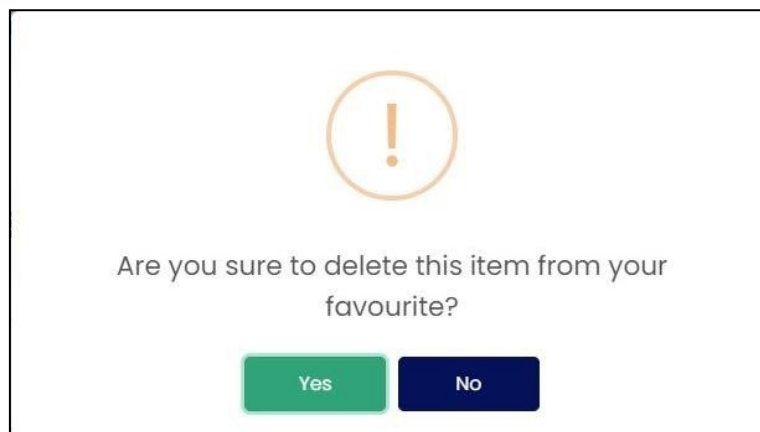




FIGURE 2.42: Confirmation Notification Screen

- i. Click  button if you do not wish to delete information from favourites.
- ii. Click  button to delete information from favourites. Portal will display confirmation notification screen.

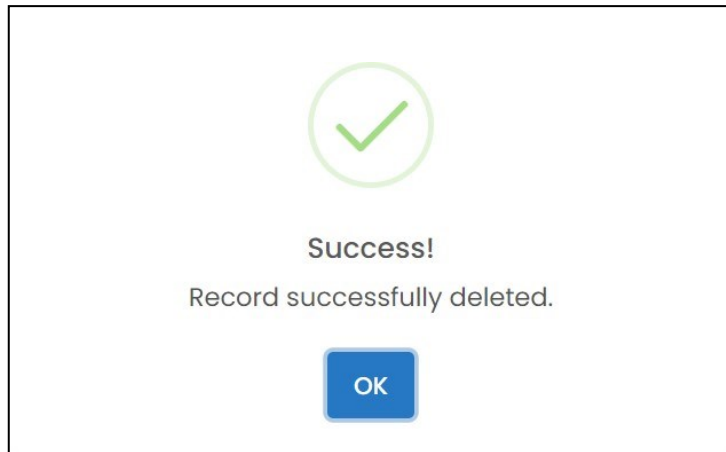





FIGURE 2.43: Confirmation Notification Screen

- iii. Click  button. Portal will display the next screen.
- d. Click  icon to continue with payment and click  button. Portal will display the confirmation notification screen.

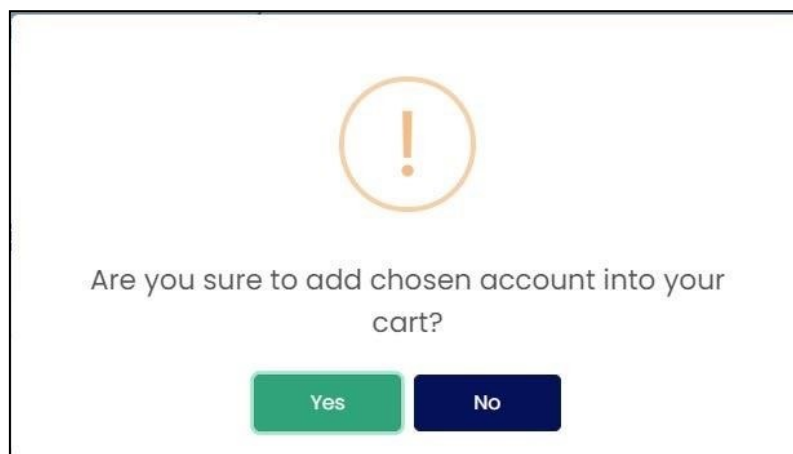

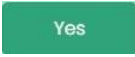


FIGURE 2.44: Confirmation Notification Screen

- i. Click  button if you do not wish to proceed with payment.
- ii. Click  button to proceed with payment. Portal will display confirmation notification screen.

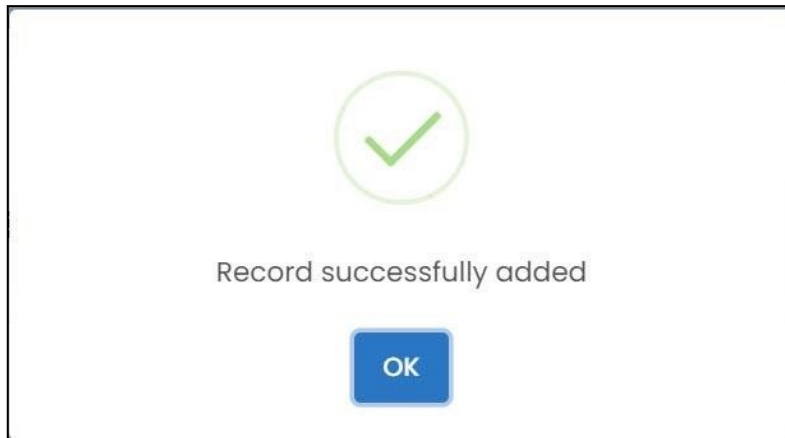



FIGURE 2.45: Confirmation Notification Screen

- iii. Click  button and portal displaying payment cart screen (cart items).

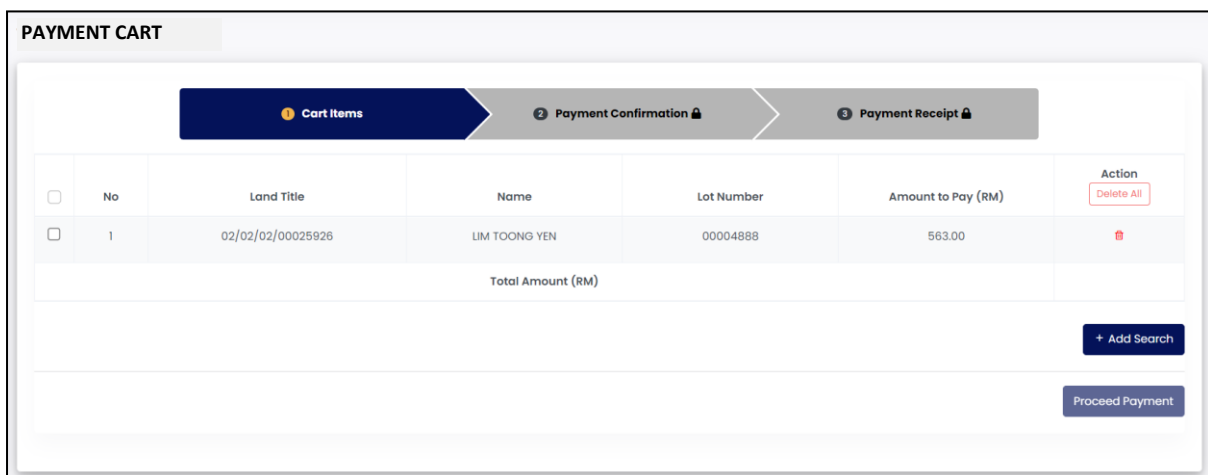



FIGURE 2.46: Payment Cart Page – Cart Items Screen

- e. Click  button to add information search and portal will display payment – query screen.

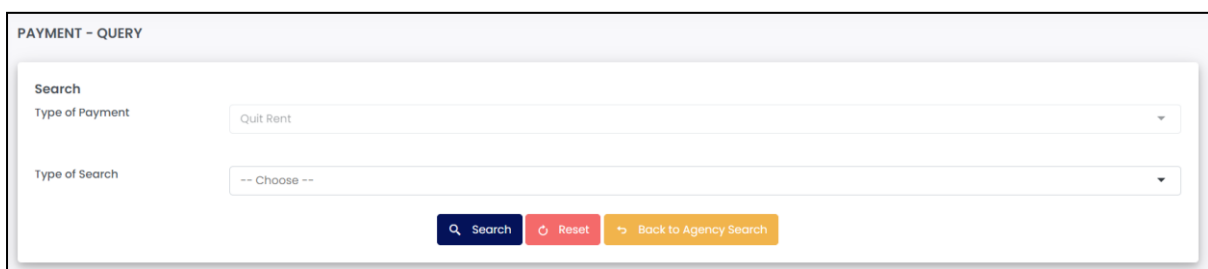


FIGURE 2.47: Payment – Query Screen

- f. Click **Delete All** button to delete all information in payment cart. Portal will display confirmation notification screen.

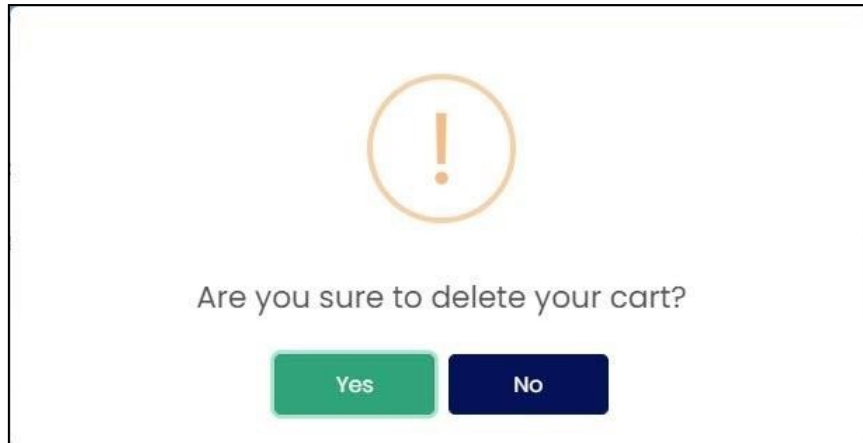


FIGURE 2.48: Confirmation Notification Screen

- i. Click **No** button if you do not wish to delete information from favourites.
- ii. Click **Yes** button to delete information from favourites. Portal will display confirmation notification screen.

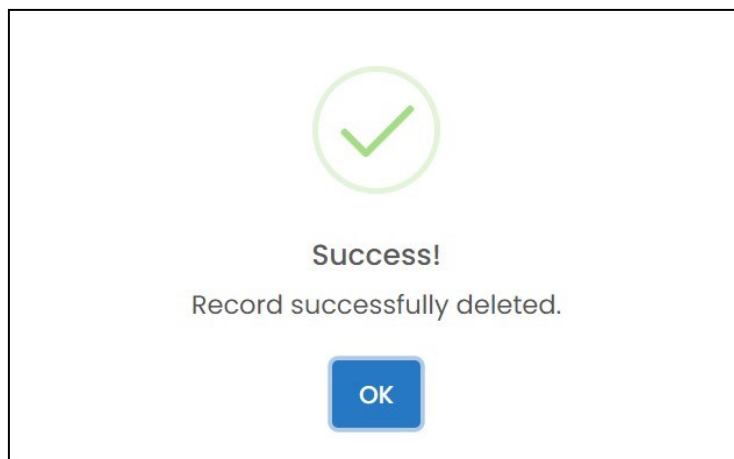


FIGURE 2.49: Confirmation Notification Screen

- iii. Click **OK** button. Portal will display list of favourite accounts.
- g. Click **🗑️** icon to delete information. Portal will display confirmation notification screen.

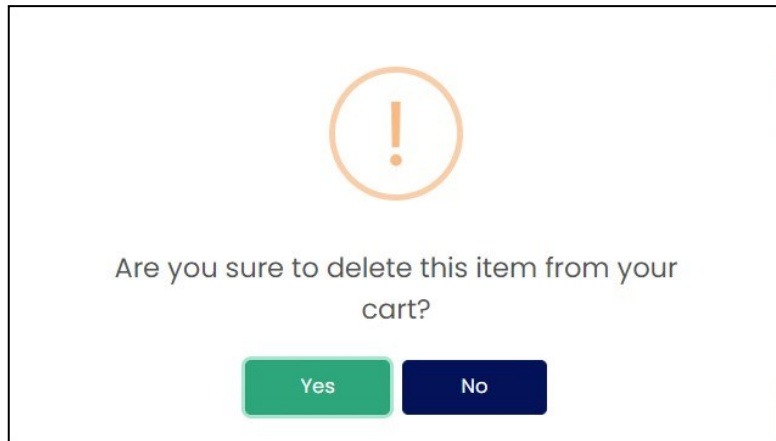

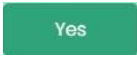


FIGURE 2.50: Confirmation Notification Screen

- i. Click  button if you do not wish to delete information.
- ii. Click  button if you wish to delete information and portal will display confirmation notification screen.

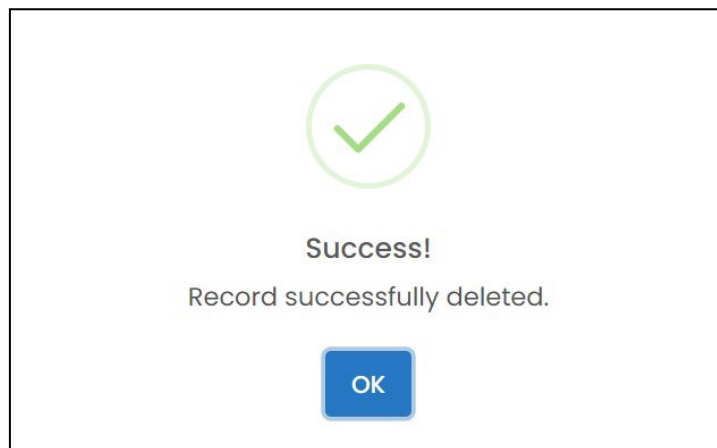





FIGURE 2.51: Confirmation Notification Screen

- iii. Click  button. Portal will display payment cart screen (list of information).
- h. Click  icon to proceed with information payment and click  button to proceed with information payment. Portal will display confirmation notification screen.

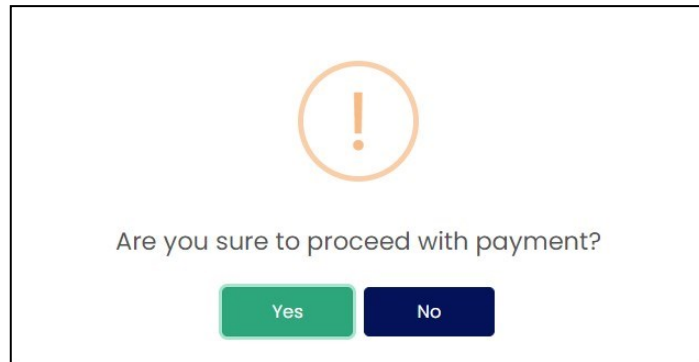

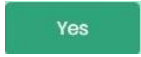


FIGURE 2.52: Confirmation Notification Screen

- i. Click  button if you do not wish to proceed with information payment.
- ii. Click  button if you wish to proceed with information payment. Portal displaying payment cart screen (payment confirmation).

PAYMENT CART

1 Cart Items → 2 Payment Confirmation → 3 Payment Receipt

No	Land Title	Name	Lot Number	Amount to Pay (RM)
1	01/01/15/00002680	SALBIAH BINTI HUSSIN	00001708	17.00
2	02/02/02/00025926	LIM TOONG YEN	00004888	563.00
Total Amount (RM)				580.00

Choose payment mode:

FPX - Individual

FPX - Corporate

Credit / Debit Card

American Express

Important

* Kindly ensure you have disable all popup blockers for this site.

[I agree to the Terms & Conditions.](#)

Proceed Payment

Cancel Payment

FIGURE 2.53: Payment Cart – Payment Confirmation

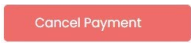
- i. If the type of user account entered is 'Company' account, enter payer's name.
- j. Click button  to stop payment process.
- k. Click to select mode of payment and if selected mode of payment is 'FPX – Individual', list of banks selection will be displayed.



FIGURE 2.54: FPX – Individual

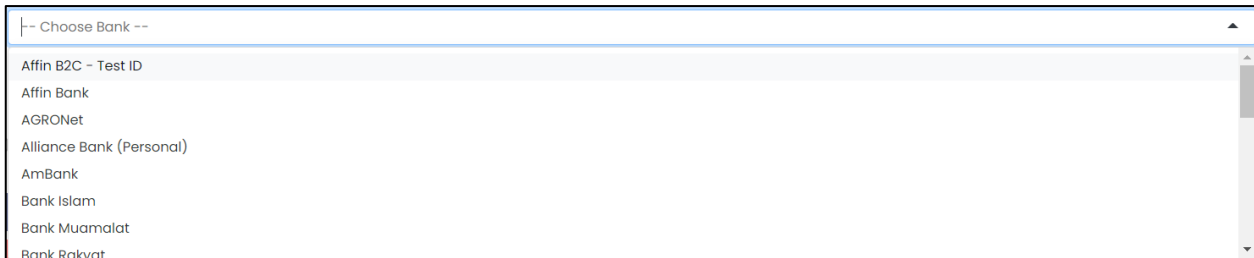


FIGURE 2.55: Bank Selection

- i. Click on selected bank and click on [I agree to the Terms & Conditions.](#). Portal will display terms and conditions screen.

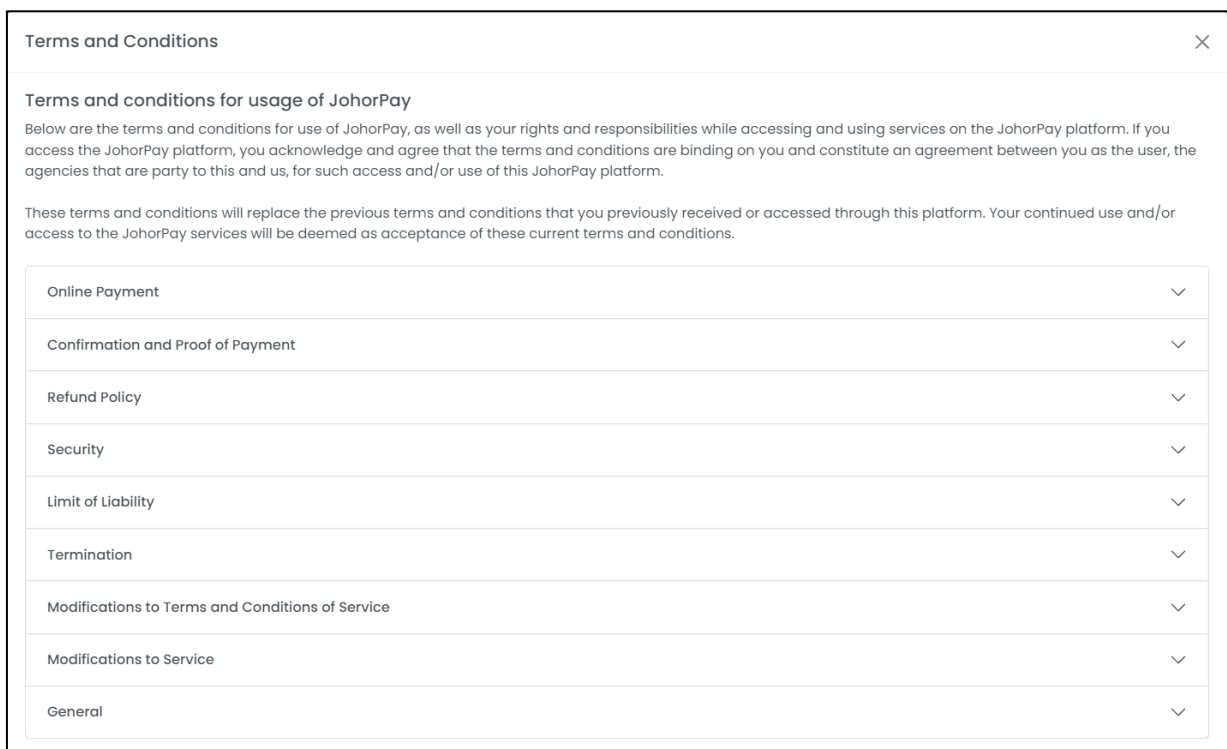


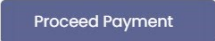


FIGURE 2.56: Payment Terms and Conditions

- ii. Click  button to close payment terms and conditions screen.
- i. Click  icon if you agree to the payment terms and conditions and click  button to proceed with payment. Portal displaying internet banking log in screen.

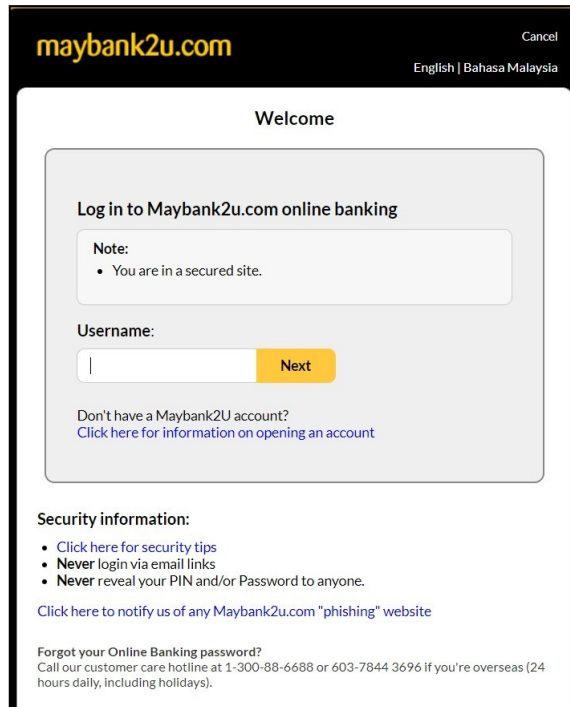




FIGURE 2.57: Online Banking System Log In

PAYMENT RECEIPT

1 Cart Items  2 Payment Confirmation  3 Payment Receipt

No	Date & Time	Transaction ID	Type of Payment	Status	Amount (RM)	Action
1	20/10/2021 07:55 PM	244307	Quit Rent	Bank rejected transaction	32.00	None

Previous | Next

FIGURE 2.58: Unsuccessful Payment Status

- m. If the process is unsuccessful, portal will display unsuccessful transaction status screen.

The screenshot shows a 'PAYMENT RECEIPT' interface with a progress bar at the top indicating three steps: 'Cart Items', 'Payment Confirmation', and 'Payment Receipt' (which is currently active). Below the progress bar is a table with the following data:

No	Date & Time	Transaction ID FFX	Order No.	Type of Payment	Bank	Status	Amount (RM)	Action
1	20/10/2021 07:58 PM	210201958210246	00202110200010	Quit Rent	SBI Bank A	Approved	124.00	Bulk Print Receipts Download Favorite

At the bottom right of the table, there are 'Previous' and 'Next' navigation buttons, with '1' indicating the current page.

FIGURE 2.59: Successful Status Payment Receipt

FIGURE 2.59: Successful Status Payment Receipt

- n. If the process is successful, portal will display successful transaction status screen.
- o. Click on 'Transaction ID' column **20210709151017** to view payment details. Portal will display payment 'Payment Information'.


The screenshot shows a 'Payment Details' modal window with the following information:

Transaction ID	2110201958210246
Date & Time	20/10/2021 07:58 PM
Payment Amount	RM 124.00
Full Amount Paid	RM 124.00
Payment Method	FPX - Individual
Payer Name	NUR FAIZAH BINTI SAFIE
Receipt Number	2010219516570003

A 'Close' button is located at the bottom right of the modal.

FIGURE 2.60: Payment Information

- i. Click **Close** button to close Payment Information.
- p. Click icon to download payment receipt. Payment receipt download portal and click icon to select paid ownership number as favourite accounts.



KERAJAAN NEGERI JOHOR DARUL TA'ZIM
PENTADBIRAN TANAH JOHOR

ONLINE RECEIPT
 Payer Name : AMYRA NOOR IZZATY
 BINTI AKASAH
 Receipt Number : 0903229516450001
 Transaction ID : 2203091052490344
 Date : 09/03/2022 10:53 AM
 Payment via: JohorPay

QUIT RENT PAYMENT 2022

NAME: 1. MAJLIS AGAMA ISLAM NEGERI JOHOR **IDENTIFICATION NO. |**

ADDRESS:

DISTRICT: [01] Batu Pahat **MUKIM:** [02] Chaah Bahru **TITLE:** [08] HSD 00021658 **LOT NO.:** [04] PTD 00007785

TYPE OF RENT									
QUIT RENT	ARREARS	ARREARS OF WATERWAY RENT	PENALTY	ARREARS OF PENALTY	NOTICE 6A	DEBIT	CREDIT	REBATE	TOTAL
2022 RM 1.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 1.00

PAYMENT METHOD: FFX - Individual
AMOUNT: RM 1.00
PAYMENT AMOUNT: RM 1.00
GRAND TOTAL: RM 1.00

PAYER COPY

CHECK AND PAY ONLINE AT <https://johorpay.johor.gov.my>

REMINDER

Late Penalty will be imposed if Quit Rent payment is made after 31 May. A 20% Late Penalty Rate will be calculated on arrear quit rents with a minimum rate of RM10.00. Quit Rent is required to be paid only ONCE (1) A YEAR.

1. **Section 5 of National Land Code 1965** - Each registered proprietor of land OR representative on his behalf is responsible for settling the quit rent.
2. **Section 94 of National Land Code 1965** - Quit rent imposed must be paid at the beginning of the calendar year from **1 January to 31 May each year**. Quit rent that has not been paid after 31 May each year will be in arrears.
3. Payment of the quit rent must be made at the latest of 31 May each year. Failure to make the payment, Notice 6A will be issued and if no payment is made within 3 months from the date of the notice, the forfeiture action under **Section 100 of the National Land Code** can be made.

Check and pay your quit rent via the following channels:

1. Online at <https://johorpay.johor.gov.my>
2. Payment counter at Pejabat Pengerah Tanah Galian Johor
3. Payment counter at any of Johor Land District Offices
4. Payment counter at UTC Galleria @ Kotaraya / Pasir Gudang




FIGURE 2.61: Quit Rent Payment Receipt Sample

2.2 Payment of Johore State Malaysian Halal Certification Fee

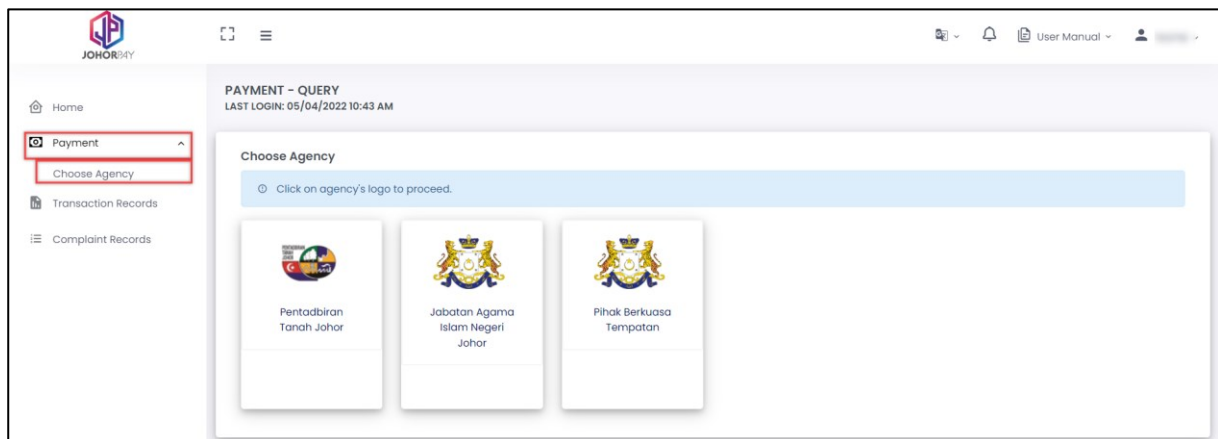


FIGURE 2.62: Payment Page

1. To display select agency page, click on menu and click on sub-menu. Choose agency page will be displayed.



2. Click button. Portal will display Payment – Query screen.

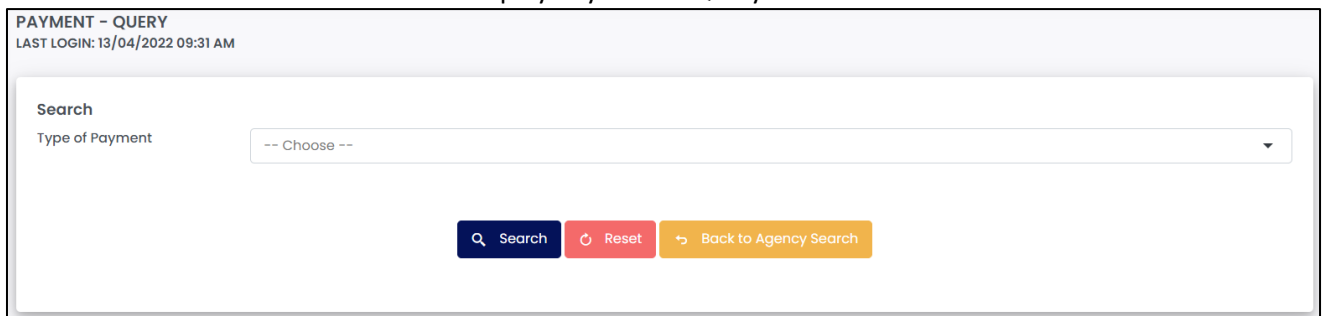


FIGURE 2.63: Payment – Query Screen

- a. Click button if you wish to change agency search. Portal will display confirmation notification screen.

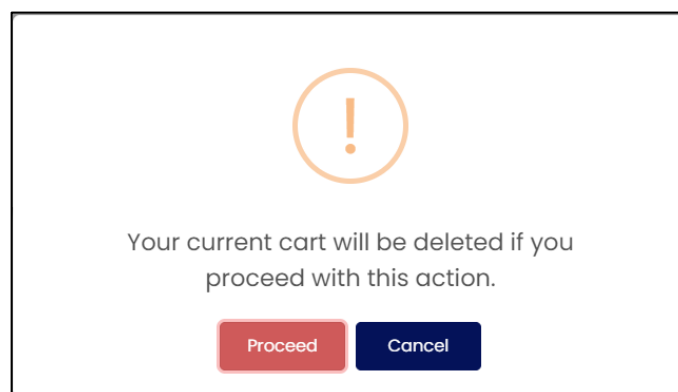



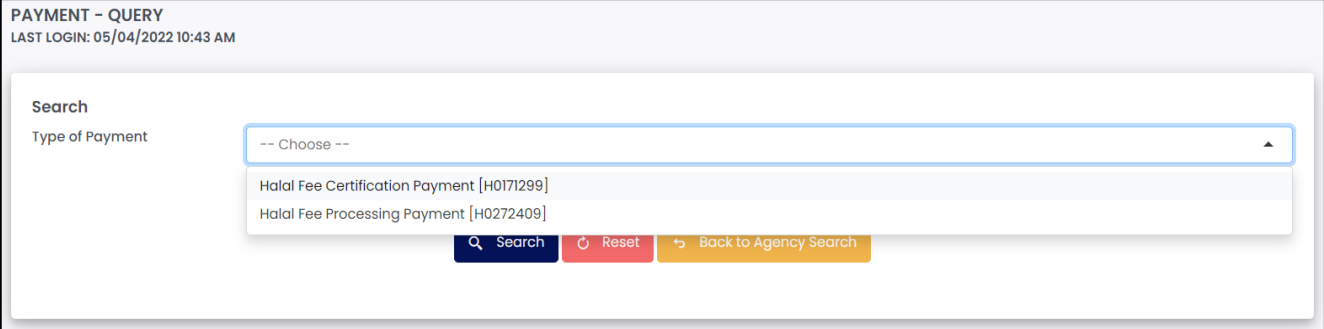


FIGURE 2. 64: Confirmation Notification Screen

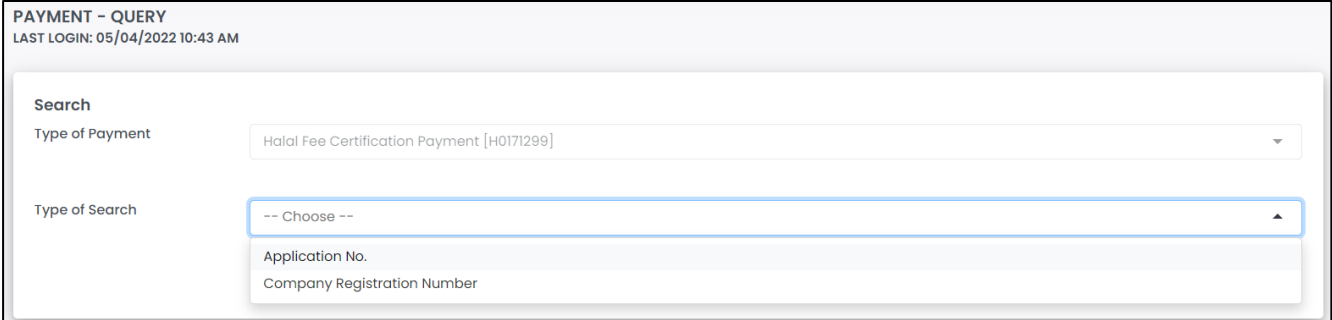
- i. Click  button to change agency search.
 - ii. Click  button if you do not want to change agency search. Portal displaying payment search screen.
- b. Click  button to clear entered search column.
 - c. Enter type of payment information:



The screenshot shows the 'PAYMENT - QUERY' screen with the last login time '05/04/2022 10:43 AM'. Under the 'Search' section, the 'Type of Payment' dropdown menu is open, displaying two options: 'Halal Fee Certification Payment [H0171299]' and 'Halal Fee Processing Payment [H0272409]'. Below the dropdown are three buttons: 'Search' (blue), 'Reset' (red), and 'Back to Agency Search' (yellow).

FIGURE 2.65: Payment – Query Screen

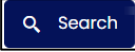
3. Click on type of payment and portal will display Type of Search.



The screenshot shows the 'PAYMENT - QUERY' screen with the last login time '05/04/2022 10:43 AM'. Under the 'Search' section, the 'Type of Payment' dropdown menu is set to 'Halal Fee Certification Payment [H0171299]'. The 'Type of Search' dropdown menu is open, displaying two options: 'Application No.' and 'Company Registration Number'.

FIGURE 2.66: Search Payment Column (Type of Payment – Halal Fee Certification Payment [H0171299])

- a. If Type of Search = "Company Registration Number.", portal will display Type of Identification ID information and Company Registration Number.
- b. If Type of Search = "Application No.", enter the payment application number information.

4. Click on  button to continue with payment information search. Portal displaying search results screen.

Search Results					
<input type="checkbox"/>	Application No.	File No	Type of Payment	Status	Amount (RM)
<input type="checkbox"/>			Bayaran FI Pensijilan Halal (Produk Makanan / Minuman - Permohonan Baru)	Unpaid	




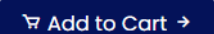



FIGURE 2.67: Search Results Screen

- a. Click  button if you wish to change agency search. Portal displaying the confirmation notification screen.
5. Click and click  button to continue payment process. Portal displaying confirmation notification screen.

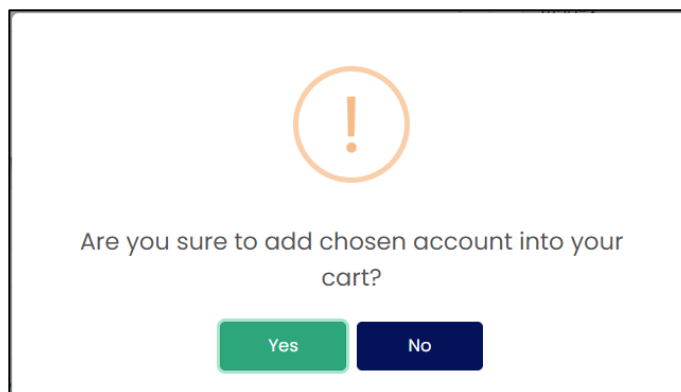
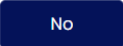
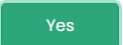


FIGURE 2.68: Confirmation Notification Screen

- a. Click  button if you do not wish to add chosen account into the cart.
- b. Click  button to add chosen account into the cart. Portal displaying confirmation notification screen.

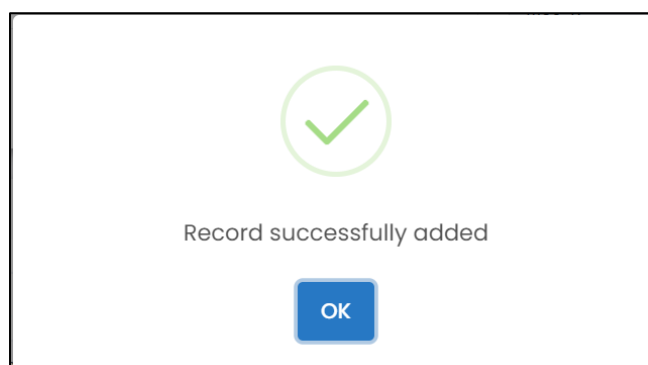

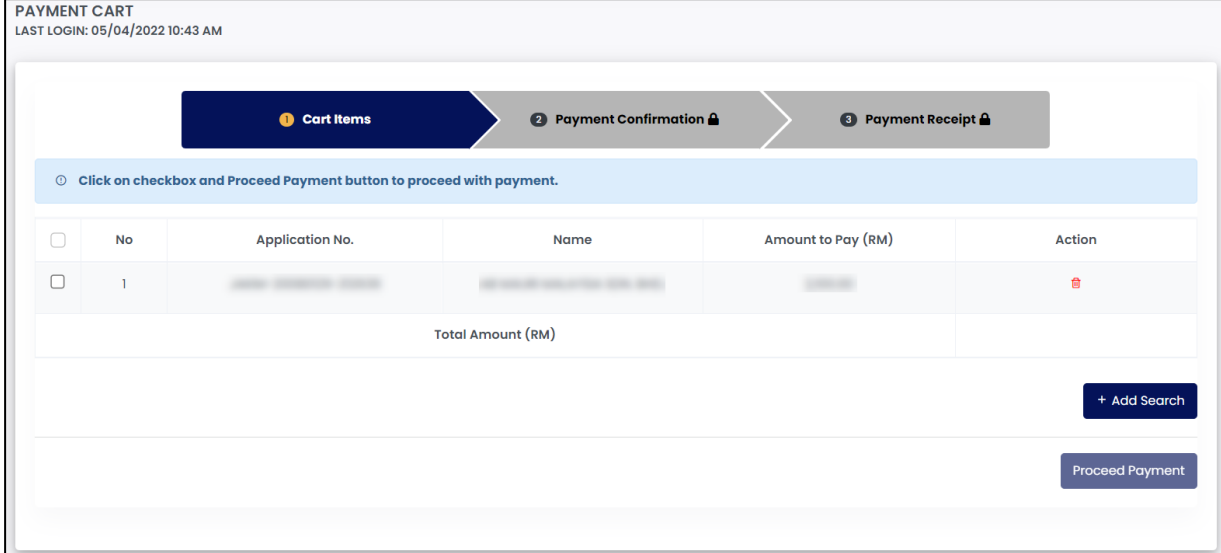


FIGURE 2.69: Confirmation Notification Screen

6. Click  on information notification screen. Portal displaying Payment Cart (Cart Items) screen.




No	Application No.	Name	Amount to Pay (RM)	Action
<input type="checkbox"/>	1			

FIGURE 2.70: Payment Cart – Cart Items Screen

- a. Click  icon to delete information. Portal displaying confirmation notification screen.

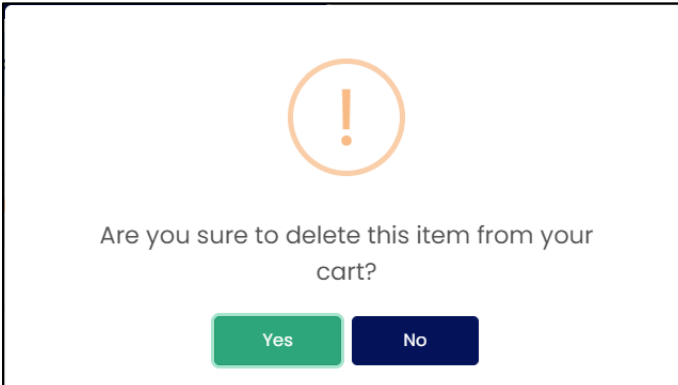




FIGURE 2.71: Confirmation Notification Screen

- i. Click  button if you do not wish to delete the application from the cart.
- ii. Click  button to delete the application from the cart. Portal displaying confirmation notification screen.

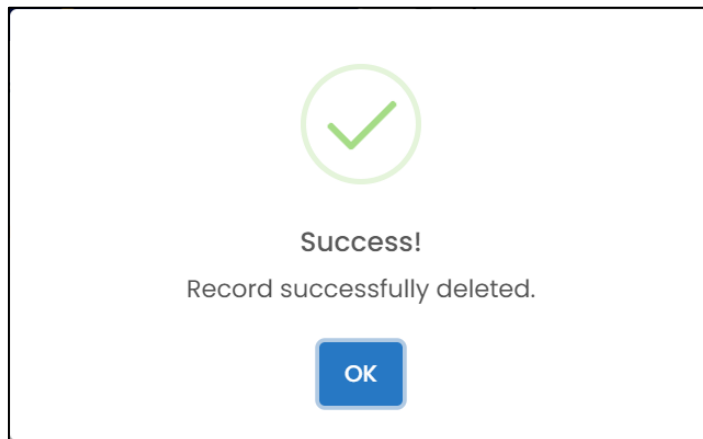

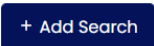


FIGURE 2.72: Confirmation Notification Screen

- i. Click  button. Portal displaying Payment Cart – Cart Items screen.
- b. Click button  to add information search and portal will display Payment – Query screen.

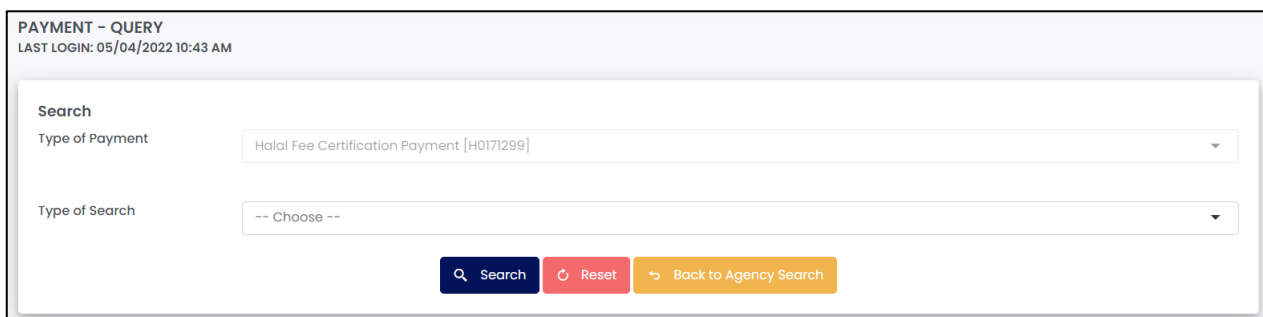

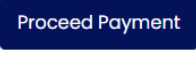
A screenshot of the "PAYMENT - QUERY" screen. At the top left, it says "PAYMENT - QUERY" and "LAST LOGIN: 05/04/2022 10:43 AM". Below this is a "Search" section with two dropdown menus: "Type of Payment" (set to "Halal Fee Certification Payment [H0171299]") and "Type of Search" (set to "-- Choose --"). At the bottom of the search section are three buttons: "Search" (blue), "Reset" (red), and "Back to Agency Search" (orange).

FIGURE 2.73: Payment – Query Screen

- c. Click icon  to continue with information payment and click  button to proceed with information payment. Portal displaying confirmation notification screen.

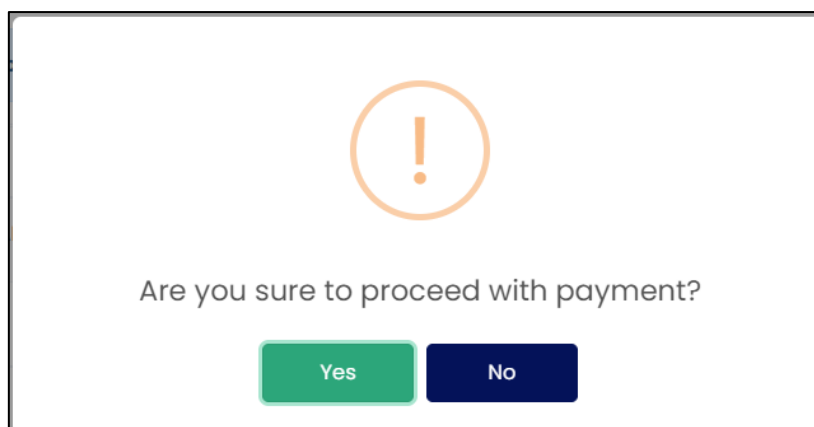




FIGURE 2.74: Confirmation Notification Screen

- i. Click  button if you do not wish to proceed with information payment.

- ii. Click  button if you wish to proceed with information payment. Portal displaying Confirmation Notification screen.

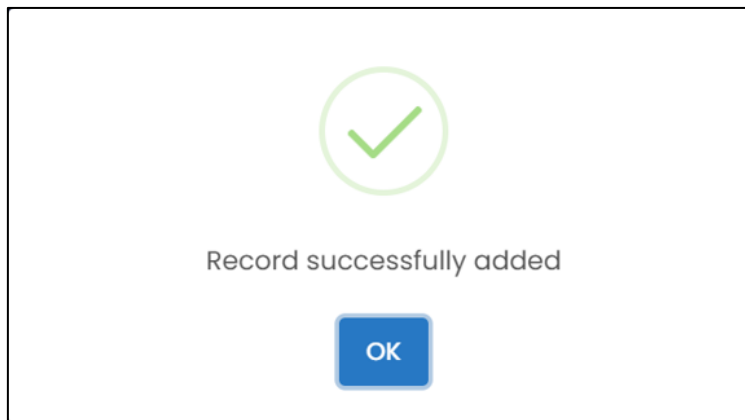


FIGURE 2.75: Confirmation Notification Screen

- iii. Click  button. Portal displaying Payment Cart – Payment Confirmation screen.

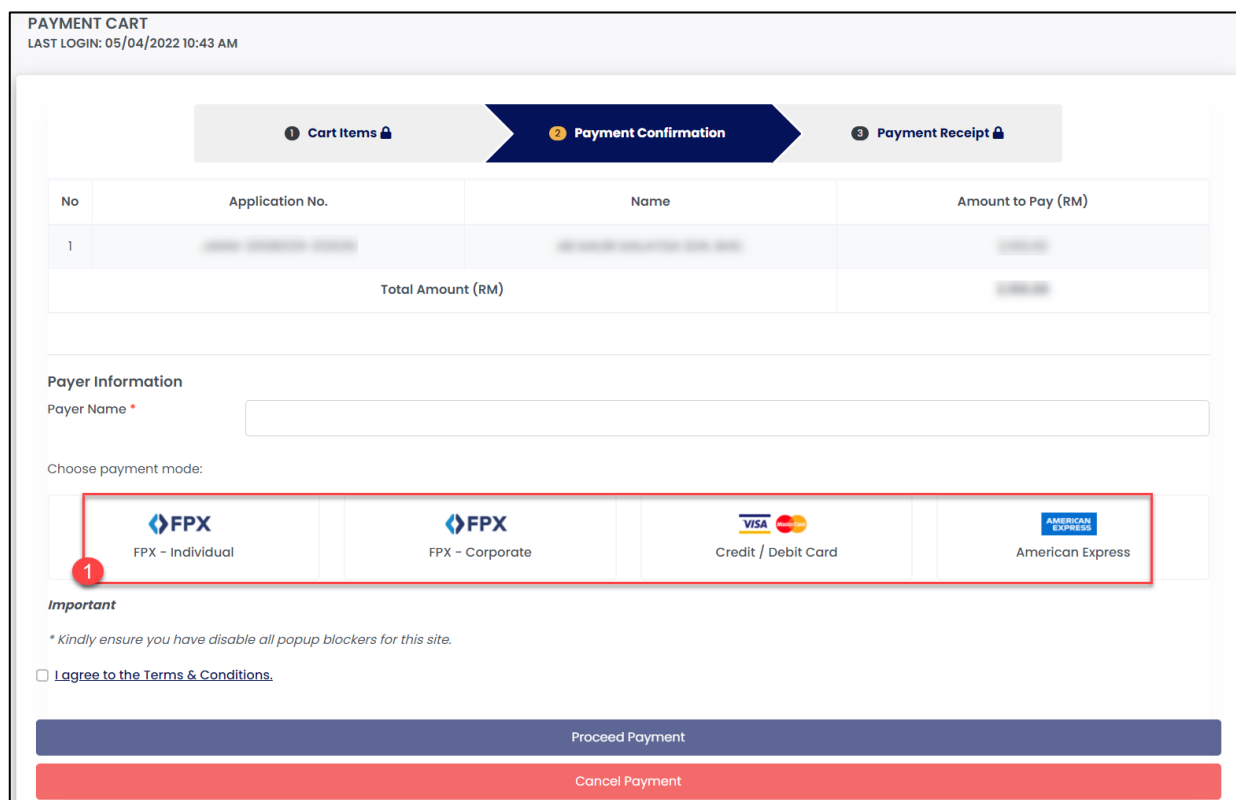
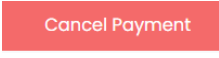


FIGURE 2.76: Payment Cart – Payment Confirmation Screen

- d. If the type of user account entered is ‘Company’ account, enter Payer Name.
- e. Click  button to cancel payment process.
- f. Click on column **1** to select mode of payment and if selected mode of payment is

'FPX- Individual', choices of list of banks will be displayed.



FIGURE 2.77: FPX - Individual

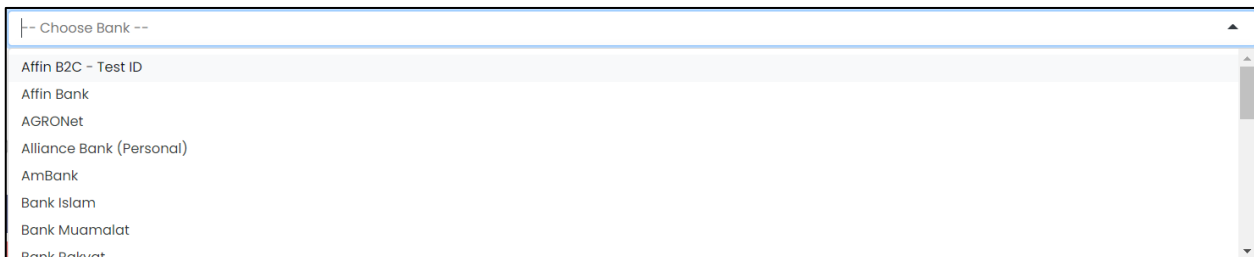


FIGURE 2.78: Bank Selection

- i. Click on selected bank and click on [I agree to the Terms & Conditions](#), displaying terms and portal displaying terms and conditions screen.

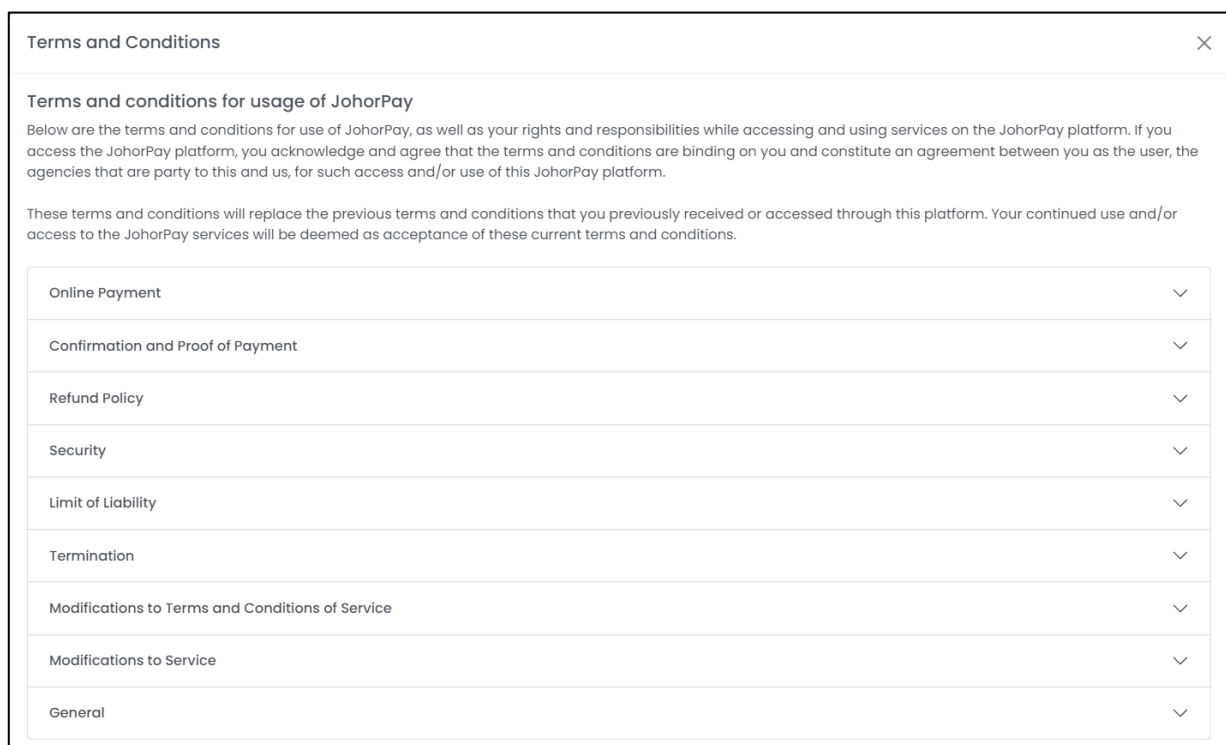


FIGURE 2.79: Payment Terms and Conditions

- ii. Click button to close Payment Terms and Conditions screen.
- g. Click icon if you agree to the payment terms and conditions, and click Proceed Payment

button to proceed with payment. Portal displaying Internet Banking log in screen.

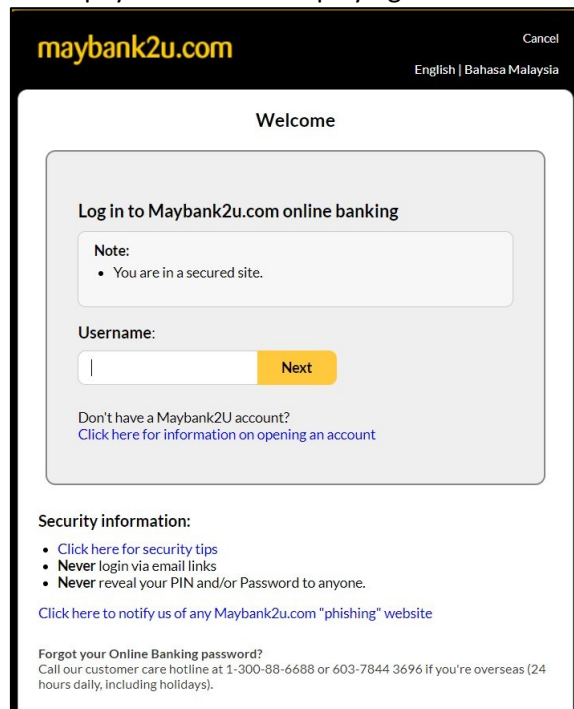


FIGURE 2.80: Online Banking System Log In

PAYMENT RECEIPT
LAST LOGIN: 05/04/2022 10:43 AM

1 Cart Items → 2 Payment Confirmation → 3 Payment Receipt

No	Date & Time	Transaction ID FPX	Order No.	Type of Payment	Bank	Status	Amount (RM)	Action
1	12/04/2022 02:31 PM	2204121417190280		Halal Fee Certification Payment [H0171299]		Unsuccessful		None


<< 1 >>

FIGURE 2.81: Unsuccessful Payment Status

h. If the process is unsuccessful, portal will display Unsuccessful transaction status screen.

PAYMENT RECEIPT
LAST LOGIN: 05/04/2022 10:43 AM

1 Cart Items 2 Payment Confirmation 3 Payment Receipt

No	Date & Time	Transaction ID FPX	Order No.	Type of Payment	Bank	Status	Amount (RM)	Action
1	12/04/2022 02:31 PM	2204121431320308		Halal Fee Certification Payment [H0171299]		Approved		Bulk Print Receipts 

<< 1 >>

FIGURE 2.82: Approved Payment Receipt Status



- i. If the process is successful, portal will display Approved Transaction status screen.
- j. Click on 'Transaction ID FPX' column **2204121431320308** to view payment details. Portal displaying 'Payment Information'.

Payment Details

Transaction ID	2204121431320308
Date & Time	12/04/2022 02:31 PM
Payment Amount	
Full Amount Paid	
Payment Method	FPX - Individual
Payer Name	
Receipt Number	12042022JAINJ000001

Close

FIGURE 2.83: Payment Information

- i. Click  button to close Payment Information.
- k. Click  icon to download payment receipt. Portal downloading the payment receipt.






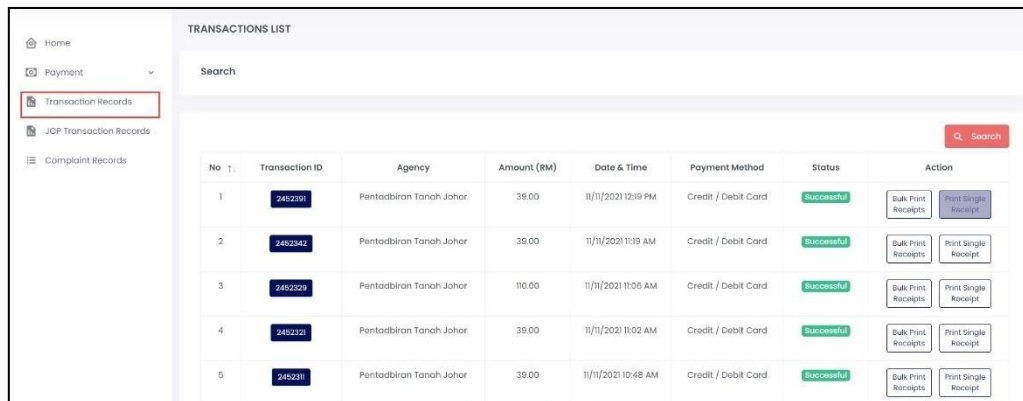
		KERAJAAN NEGERI JOHOR DARUL TA'ZIM JABATAN AGAMA ISLAM NEGERI JOHOR	ONLINE RECEIPT Payer Name: TEST1 Receipt Number: 12042022JAINJ000001 Transaction ID: 2204121431320308 Date: 12/04/2022 02:31 PM Payment via: JSPay
PAYMENT RECEIPT 2022			
NAME:	AB MAURI MALAYSIA SDN. BHD.	11150-X	
TYPE OF PAYMENT:	• Halal Fee Certification Payment [H0171299] 1. JAKIM-20080129-212639		TOTAL:
		RM	2,100.00
		PAYMENT METHOD:	FPX - Individual
		AMOUNT:	RM 2,100.00
		PAYMENT AMOUNT:	RM 2,100.00
		GRAND TOTAL:	RM 2,100.00
PAVER COPY		CHECK AND PAY ONLINE AT https://johorpay.johor.gov.my	
REMINDER			
1. Processing Fees and Malaysian Halal Certificate Fees charges are subject to the Federal Government Gazette : Trade Description(Certification and Marking of Halal Fees) (Amendment) Regulations 2018; 2. Complete supporting documents must be submitted to the Halal Management Division within 5 working days after the payment of Halal Processing Fees has been made and MYeHALAL application form has been submitted online, otherwise the application will be rejected; 3. Company and/or the applicant must make payment of the Certification Fees within 60 working days upon receiving the charge letter through MYeHALAL system otherwise the application will be rejected; and 4. This payment is accepted without prejudice.			
Check and pay your account via the following channels: 1. Online at https://johorpay.johor.gov.my 2. JohorZay Mobile App    3. Finance Unit Counter at Management Services Division, Johor State Islamic Religious Department 4. Halal Management Division Counter, Johor State Islamic Religious Department			

FIGURE 2.84: Payment Receipt Sample

2.3 Transaction Record

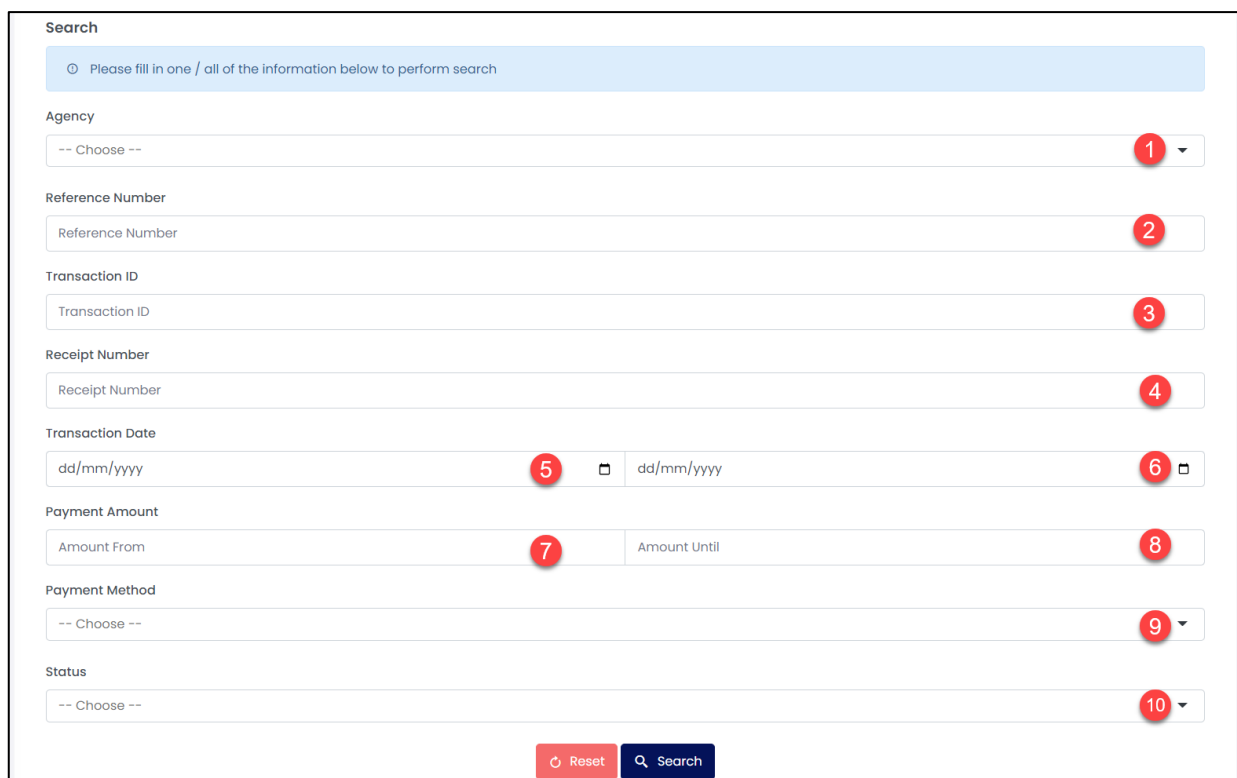


The screenshot shows the 'TRANSACTIONS LIST' page. On the left is a sidebar menu with options: Home, Payment, Transaction Records (highlighted with a red box), JOP Transaction Records, and Complaint Records. The main area contains a search bar and a table with the following data:

No	Transaction ID	Agency	Amount (RM)	Date & Time	Payment Method	Status	Action
1	2492291	Pentadbiran Tanah Johor	39.00	11/11/2021 12:19 PM	Credit / Debit Card	Successful	Bulk Print Receipts, Print Single Receipt
2	2492342	Pentadbiran Tanah Johor	39.00	11/11/2021 11:19 AM	Credit / Debit Card	Successful	Bulk Print Receipts, Print Single Receipt
3	2492229	Pentadbiran Tanah Johor	100.00	11/11/2021 11:05 AM	Credit / Debit Card	Successful	Bulk Print Receipts, Print Single Receipt
4	2492221	Pentadbiran Tanah Johor	39.00	11/11/2021 11:02 AM	Credit / Debit Card	Successful	Bulk Print Receipts, Print Single Receipt
5	2492281	Pentadbiran Tanah Johor	39.00	11/11/2021 10:48 AM	Credit / Debit Card	Successful	Bulk Print Receipts, Print Single Receipt

FIGURE 2.85: Transaction Record Page Screen

- To display transaction record page, click on  menu and 'List of Transaction' page will be displayed.
- Click  button for search. Portal will display 'Search' column screen.






The screenshot shows the 'Search' form with the following fields and numbered callouts:

- Agency:** A dropdown menu with a red circle 1 next to it.
- Reference Number:** A text input field with a red circle 2 next to it.
- Transaction ID:** A text input field with a red circle 3 next to it.
- Receipt Number:** A text input field with a red circle 4 next to it.
- Transaction Date:** Two date input fields with a red circle 5 next to the first and a red circle 6 next to the second.
- Payment Amount:** Two text input fields labeled 'Amount From' (with red circle 7) and 'Amount Until' (with red circle 8).
- Payment Method:** A dropdown menu with a red circle 9 next to it.
- Status:** A dropdown menu with a red circle 10 next to it.

At the bottom of the form are 'Reset' and 'Search' buttons.

FIGURE 2.86: Transaction Record Search Column

- Enter search information:
 - Click on column 1 to choose agency;
 - Click on column 2 to enter reference number;
 - Click on column 3 to enter transaction ID

- iv. Click on column **4** to enter receipt number;
 - v. Click on column **5** to enter previous date of transaction;
 - vi. Click on column **6** to enter last date of transaction;
 - vii. Click on column **7** to enter last amount of payment (from);
 - viii. Click on column **8** to enter last amount of payment (until);
 - ix. Click on column **9** to choose payment method;
 - x. Click on column **10** to enter status.
- b. Click  button to clear entered search column
 - c. Click  button. Portal will run information search.
 - d. Click  button to print payment receipt in bulk and portal will display print payment receipt screen.
 - e. Click on 'Transaction ID' column to view payment information. Portal will display payer information and payment receipt information notification screen.



Payment Details


Transaction ID	2452391											
Date & Time	11/11/2021 12:19 PM											
Full Amount Paid	RM 39.00											
Payment Method	Credit / Debit Card											
Payer Details	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Full Name</td> <td>NUR FAIZAH BINTI SAFIE</td> </tr> <tr> <td>Permanent Address</td> <td>...</td> </tr> <tr> <td>Mailing Address</td> <td>AMBERSIDE @ COUNTRY GARDEN DANGA BAY PERSIARAN DANGA PERDANA, 80200, JOHOR BAHRU, JOHOR</td> </tr> <tr> <td>Email</td> <td>nurfaizah@gmail.com</td> </tr> <tr> <td>Mobile Phone No.</td> <td>+60126219951</td> </tr> </table>		Full Name	NUR FAIZAH BINTI SAFIE	Permanent Address	...	Mailing Address	AMBERSIDE @ COUNTRY GARDEN DANGA BAY PERSIARAN DANGA PERDANA, 80200, JOHOR BAHRU, JOHOR	Email	nurfaizah@gmail.com	Mobile Phone No.	+60126219951
Full Name	NUR FAIZAH BINTI SAFIE											
Permanent Address	...											
Mailing Address	AMBERSIDE @ COUNTRY GARDEN DANGA BAY PERSIARAN DANGA PERDANA, 80200, JOHOR BAHRU, JOHOR											
Email	nurfaizah@gmail.com											
Mobile Phone No.	+60126219951											

Payment Collection Details

No	Reference Number / Title Number	Receipt Number	Type of Payment	Amount (RM)	Status	Action
1	02/03/03/00007698	1111219516570001	Quit Rent	39.00	Successful	<input type="button" value="Print Receipt"/>

FIGURE 2.87: Payer Information and Payment Receipt Information Notification Screen.

- f. Click  button to close payment information and payment receipt information.
- g. Click  button to proceed print payment receipt. Portal will display payment print receipt screen.



KERAJAAN NEGERI JOHOR DARUL TA'ZIM
PENTADBIRAN TANAH JOHOR

ONLINE RECEIPT
Payer Name : AMYRA NOOR IZZATY
BINTI AKASAH
Receipt Number : 0903229516450001
Transaction ID : 2203091052490344
Date : 09/03/2022 10:53 AM
Payment via: JohorPay

QUIT RENT PAYMENT 2022

NAME: 1. MAJLIS AGAMA ISLAM NEGERI JOHOR **IDENTIFICATION NO. |**

ADDRESS:

DISTRICT: [01] Batu Pahat **MUKIM:** [02] Chaah Bahru **TITLE:** [08] HSD 00021658 **LOT NO.:** [04] PTD 00007785

QUIT RENT	ARREARS	ARREARS OF WATERWAY RENT	TYPE OF RENT						TOTAL
			PENALTY	ARREARS OF PENALTY	NOTICE 8A	DEBIT	CREDIT	REBATE	
2022 RM 1.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 0.00	RM 1.00

PAYMENT METHOD: FFX - Individual
AMOUNT: RM 1.00
PAYMENT AMOUNT: RM 1.00
GRAND TOTAL: RM 1.00

PAVER COPY
CHECK AND PAY ONLINE AT <https://johorpay.johor.gov.my>

REMINDER

Late Penalty will be imposed if Quit Rent payment is made after 31 May. A 20% Late Penalty Rate will be calculated on arrear quit rents with a minimum rate of RM10.00. Quit Rent is required to be paid only ONCE (1) A YEAR.

1. **Section 5 of National Land Code 1965** - Each registered proprietor of land OR representative on his behalf is responsible for settling the quit rent.
2. **Section 94 of National Land Code 1965** - Quit rent imposed must be paid at the beginning of the calendar year from **1 January to 31 May each year**. Quit rent that has not been paid after 31 May each year will be in arrears.
3. Payment of the quit rent must be made at the latest of 31 May each year. Failure to make the payment, Notice 8A will be issued and if no payment is made within 3 months from the date of the notice, the forfeiture action under **Section 100 of the National Land Code** can be made.

Check and pay your quit rent via the following channels:

1. Online at <https://johorpay.johor.gov.my>
2. Payment counter at Pejabat Pengarah Tanah Galian Johor
3. Payment counter at any of Johor Land District Offices
4. Payment counter at UTC Galleria @ Kotaraya / Pasir Gudang






FIGURE 2.88: Quit Rent Payment Receipt Sample






		KERAJAAN NEGERI JOHOR DARUL TA'ZIM JABATAN AGAMA ISLAM NEGERI JOHOR		ONLINE RECEIPT Payer Name : TEST Receipt Number : 12042022JAINJ000001 Transaction ID : 2204121431320308 Date : 12/04/2022 02:31 PM Payment via : JQforPay	
PAYMENT RECEIPT 2022					
NAME:		AB MAURI MALAYSIA SDN. BHD.		11150-X	
TYPE OF PAYMENT:		Halal Fee Certification Payment [H0171299] 1. JAKIM-20080129-212639		RM 2,100.00	
PAYMENT METHOD:		AMOUNT:		FFPK - Individual	
PAYMENT AMOUNT:		AMOUNT:		RM 2,100.00	
GRAND TOTAL:		AMOUNT:		RM 2,100.00	
PAYER COPY		CHECK AND PAY ONLINE AT https://johorpay.johor.gov.my			
REMINDER					
<ol style="list-style-type: none"> 1. Processing Fees and Malaysian Halal Certificate Fees charges are subject to the Federal Government Gazette : Trade Description(Certification and Marking of Halal Fees) (Amendment) Regulations 2018; 2. Complete supporting documents must be submitted to the Halal Management Division within 5 working days after the payment of Halal Processing Fees has been made and MYeHALAL application form has been submitted online, otherwise the application will be rejected; 3. Company and/or the applicant must make payment of the Certification Fees within 60 working days upon receiving the charge letter through MYeHALAL system otherwise the application will be rejected; and 4. This payment is accepted without prejudice. 					
Check and pay your account via the following channels:					
<ol style="list-style-type: none"> 1. Online at https://johorpay.johor.gov.my 2. JohorPay Mobile App <div style="display: flex; justify-content: space-around; align-items: center;">    </div> 3. Finance Unit Counter at Management Services Division, Johor State Islamic Religious Department 4. Halal Management Division Counter, Johor State Islamic Religious Department 					
					

FIGURE 2.89: Halal Fee Certification Payment Receipt Sample

3. Complaints

3.1 Complaint Records

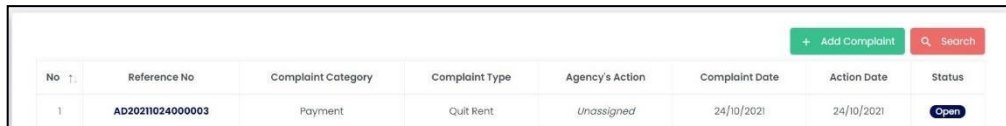
No.	Reference No.	Complaint Category	Complaint Type	Agency's Action	Complaint Date	Action Date	Status
1	AD20211024000003	Payment	Quit Rent	Unassigned	24/10/2021	24/10/2021	Open
2	AD20211024000002	Payment	Quit Rent	Unassigned	24/10/2021	24/10/2021	Open
3	AD20211024000001	Payment	Quit Rent	Unassigned	24/10/2021	24/10/2021	Open

Figure 3.1: List of Complaints Page Screen

- To display select agency page, click on menu. List of complaints page will be displayed.
- Click button for search. Portal will display search column screen.

FIGURE 3.2: Search Column

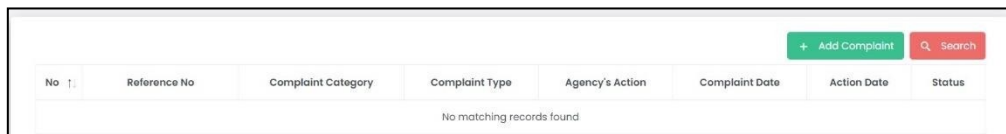
- Enter search information:
 - Click on column 1 to enter complaint reference number;
 - Click on column 2 to select complaint category;
 - Click on column 3 to select type of complaint;
 - Click on column 4 to enter date of complaint; and
 - Click on column 5 to select status.
- Click button to clear entered search column
- Click button. Portal will run information search. If information is found, portal will display information in the list of complaints.



No	Reference No	Complaint Category	Complaint Type	Agency's Action	Complaint Date	Action Date	Status
1	AD20211024000003	Payment	Cult Rent	Unassigned	24/10/2021	24/10/2021	Open


FIGURE 3.3: List of Complaints: Records Found

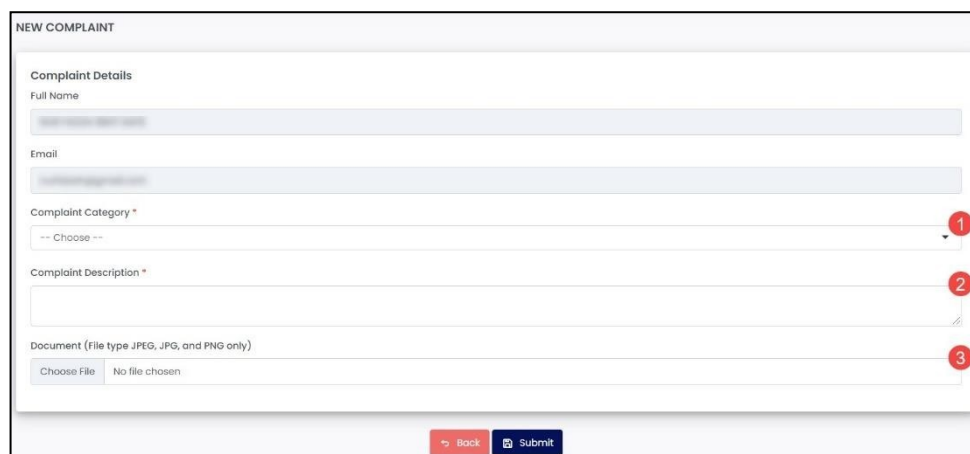
- d. If the information is not found, portal will display 'No matching records found' notification message.



No	Reference No	Complaint Category	Complaint Type	Agency's Action	Complaint Date	Action Date	Status
No matching records found							

FIGURE 3.4: List of Complaint Records Not Found

- e. Click  button to submit new complaint. Portal displaying new complaint submitted screen.



NEW COMPLAINT

Complaint Details

Full Name

Email

Complaint Category *


Complaint Description *


Document (File type JPEG, JPG, and PNG only)

Choose File No file chosen

Back Submit

FIGURE 3.5: New Complaint Submission

- f. To return to previous screen, click  button. Previous screen will be displayed.
- g. Enter complaint's information:
- Click on column **1** to select complaint category;
 - Click on column **2** to enter complaint evidence; and
 - Click on column **3** to submit document.

- h. Click  button. Portal will display the confirmation notification screen.

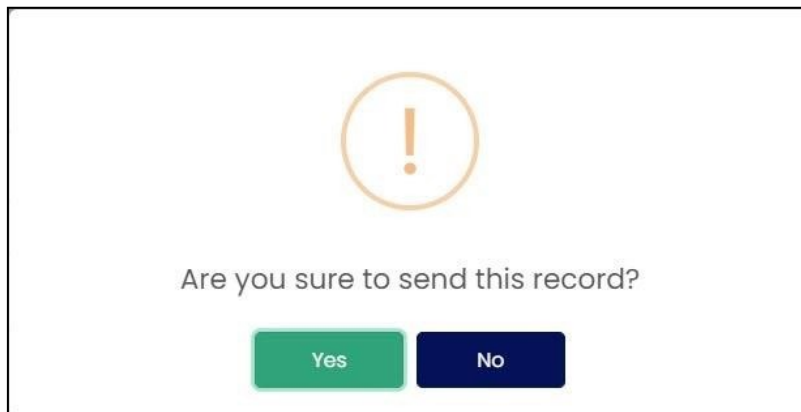




FIGURE 3.6: Confirmation Notification Screen

- i. Click  button. Portal will not save and display new complaint submission screen.
- ii. Click  button. Portal will save and display confirmation notification screen.

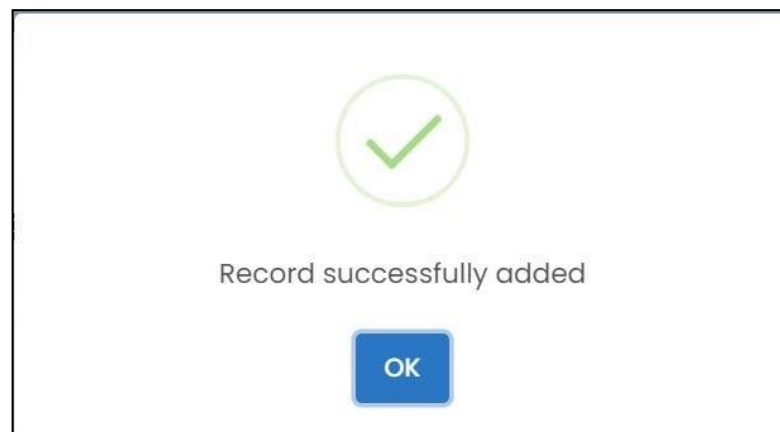




FIGURE 3.7: Confirmation Notification Screen

- iii. Click  button. Portal will display list of complaints.
- i. Click  on 'Reference Number' column to update or review complaint information. Portal will display payment 'Complaint Information'.

COMPLAINT DETAILS

Complainant Information

Full Name NUR FAIZAH BINTI SAFIE

User ID 970401146930

Email nurfaizah@gmail.com

Mobile Phone No. +60126219951

Complaint Details

Complaint Reference No AD20211024000003

Complaint Category Payment

Complaint Type Quit Rent

Complaint Description Testing send aduan acknowledgement via email kepada pentadbir sistem

Action -- Choose --

Complaint Feedback Information

24/10/2021

NUR FAIZAH BINTI SAFIE

Testing send aduan acknowledgement via email kepada pentadbir sistem




04:34 PM

Insert Feedback

Send Feedback

Back

FIGURE 3.8: Complaint Feedback Information

- j. To return to previous screen, click  button. Previous screen will be displayed.
- k. Enter complaint's information by clicking on column **1** to select actions and click on  to select type of complaint. Then, click  button to send feedback information. Portal will display confirmation notification screen.

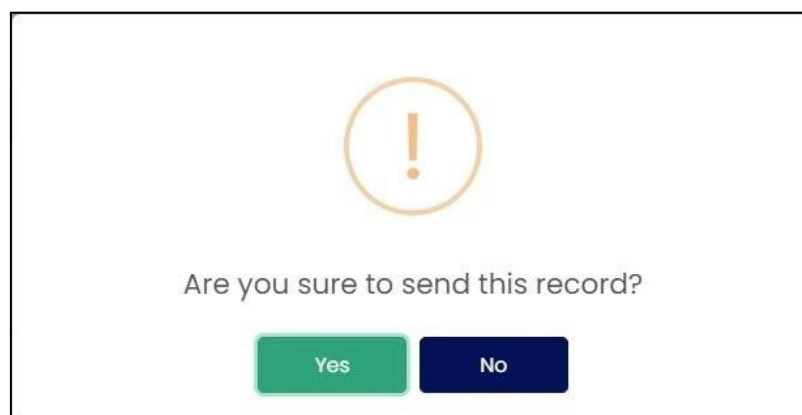




FIGURE 3.9: Confirmation Notification Screen

- i. Click  button. Portal do not save information
- ii. Click  button. Portal will save and display confirmation notification screen.

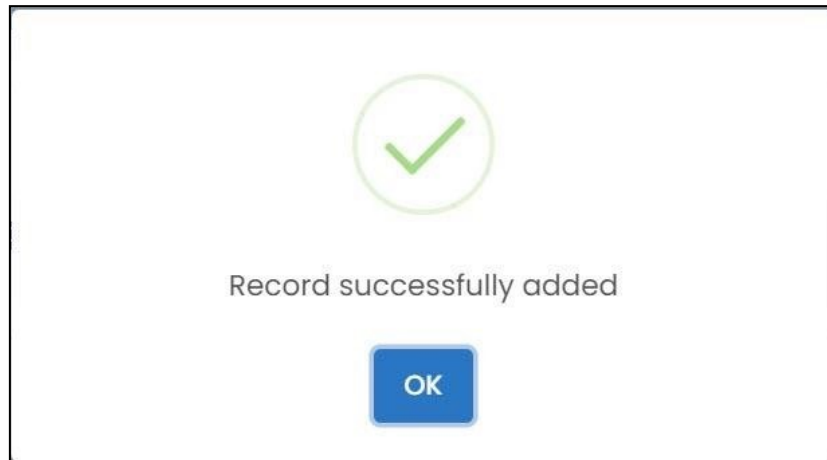



Figure 3.10: Confirmation Notification Screen

- iii. Click  button. Portal will display list of complaints.