



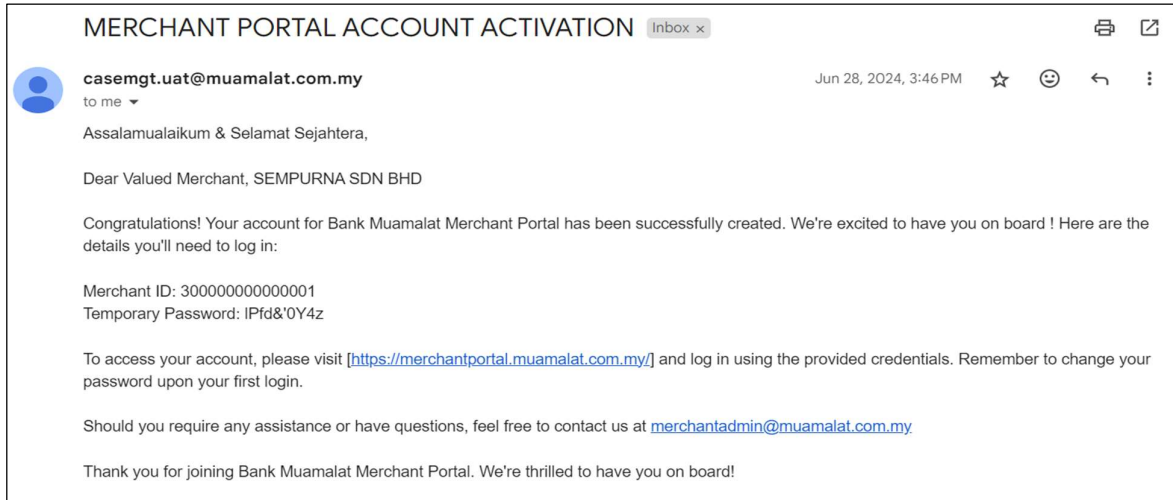
**BANK MUAMALAT  
MERCHANT PORTAL  
USER GUIDE  
(V 1.0)**

CARD BUSINESS DEPARTMENT

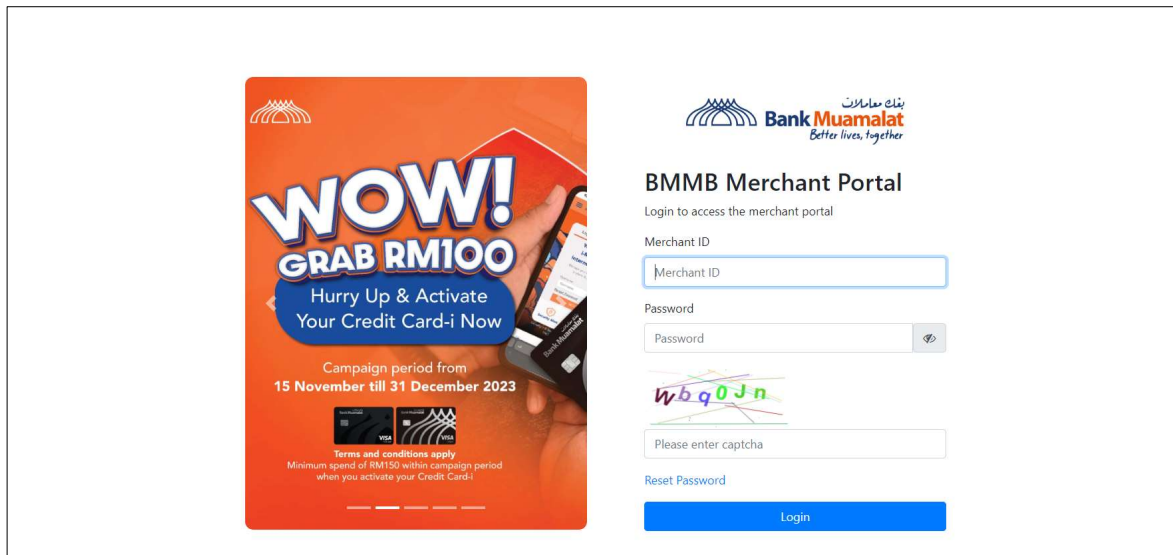
## Table of Contents

1.0	FIRST TIME LOGIN .....	3
2.0	RESET PASSWORD.....	6
3.0	CHANGE PASSWORD .....	10
4.0	LOGOUT MERCHANT PORTAL.....	12
5.0	SETTING FOR DEFAULT MERCHANT .....	13
6.0	UPDATE PROFILE DETAILS .....	15
7.0	DOWNLOAD MERCHANT STATEMENT (DAILY) .....	17
8.0	DOWNLOAD MERCHANT STATEMENT (MONTHLY).....	20
9.0	DOWNLOAD TRANSACTION REPORT.....	23
10.0	DOWNLOAD PARENT MERCHANT STATEMENT (DAILY).....	28
11.0	DOWNLOAD PARENT MERCHANT STATEMENT (MONTHLY).....	31
12.0	REQUEST FOR REFUND.....	34
13.0	VOID TRANSACTION .....	37
14.0	GENERATE PAYMENT LINK.....	39
15.0	SERVICE REQUEST.....	41

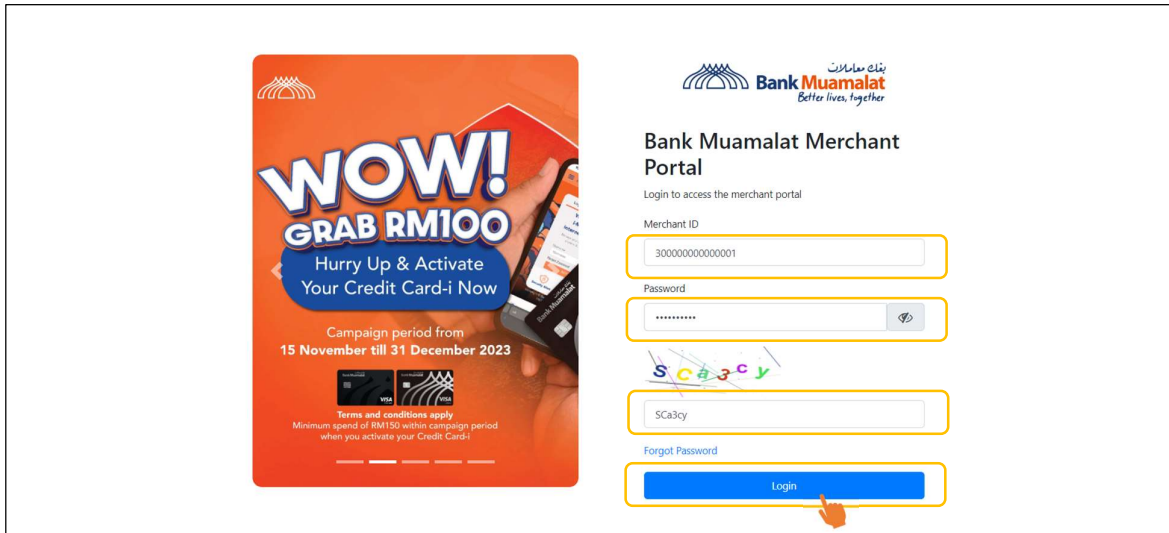
## 1.0 FIRST TIME LOGIN



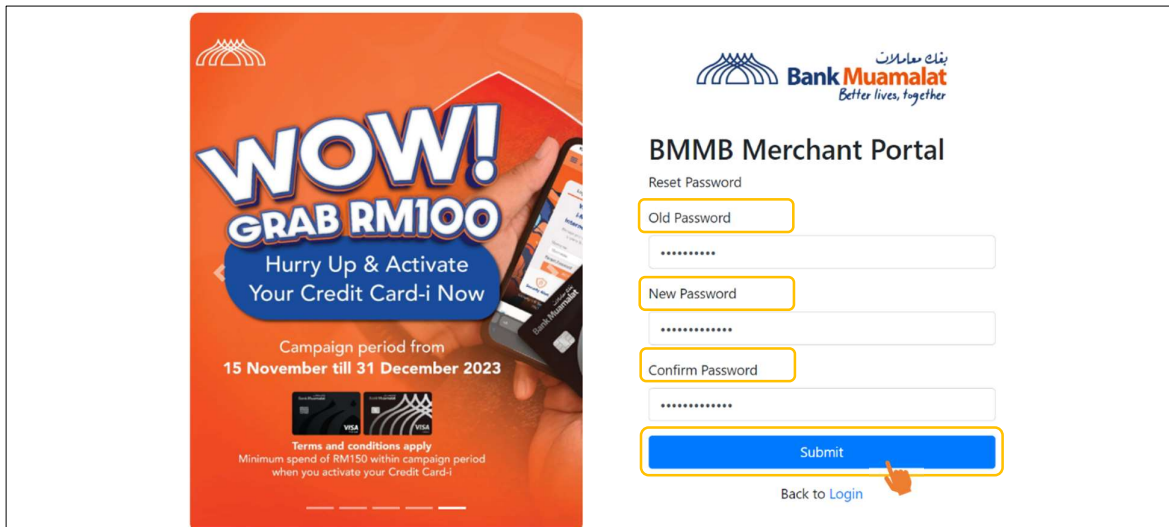
**Step 1:** Merchant receives an account activation email consisting of 'Merchant ID' & 'Temporary Password'. Click 'Portal URL' to access Bank Muamalat Merchant Portal website.



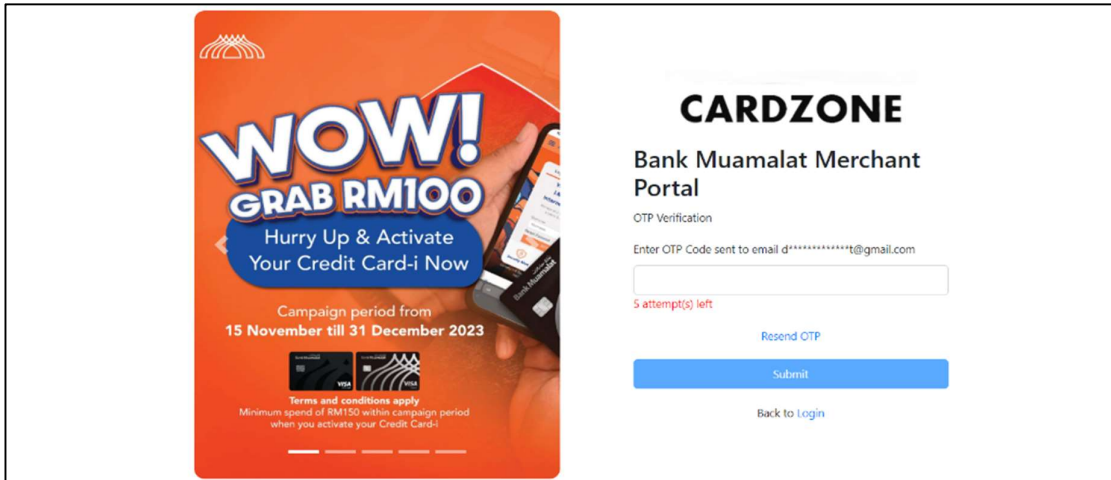
**Step 2:** Upon clicking the portal URL, merchant will be directed to the Merchant Portal Login Page.



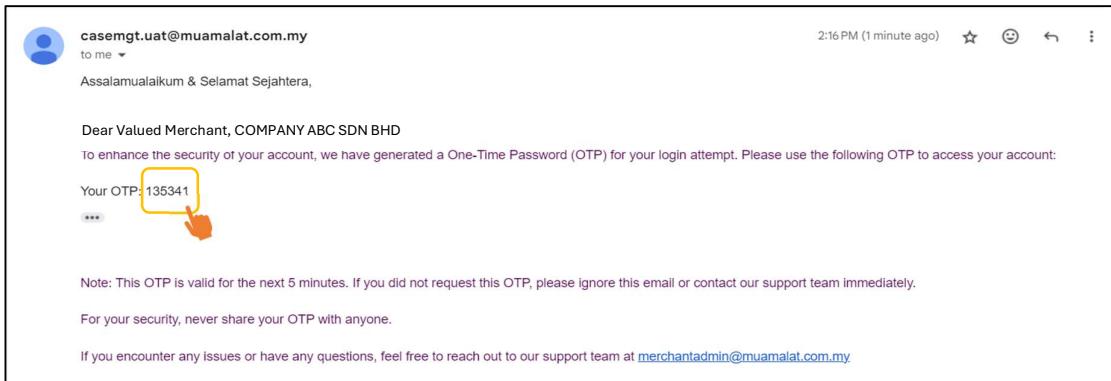
**Step 3:** Fill in 'Merchant ID', temporary 'Password', and 'Captcha'. Click 'Login'.



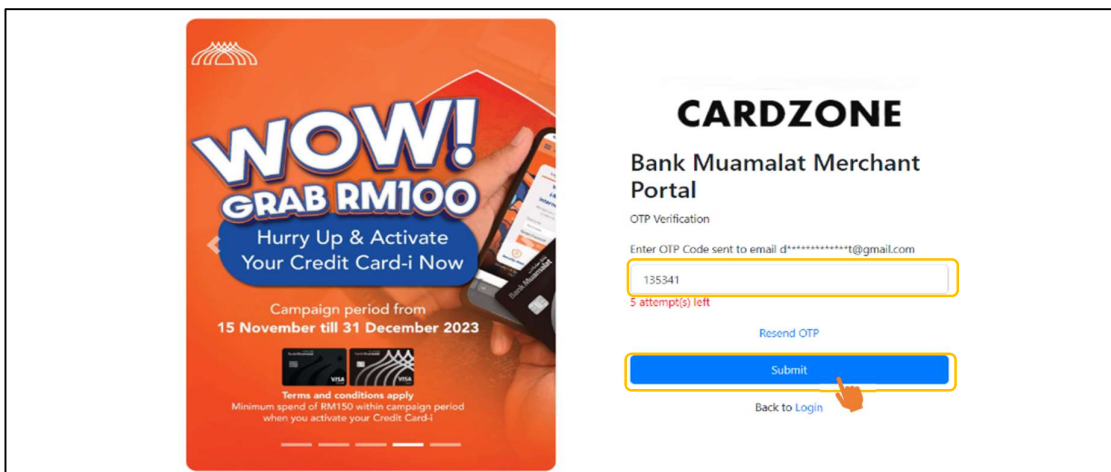
**Step 4:** Fill in old password. Create your new password and confirm your password. Click 'Submit'.



**Step 5:** User will be directed to the OTP Verification page

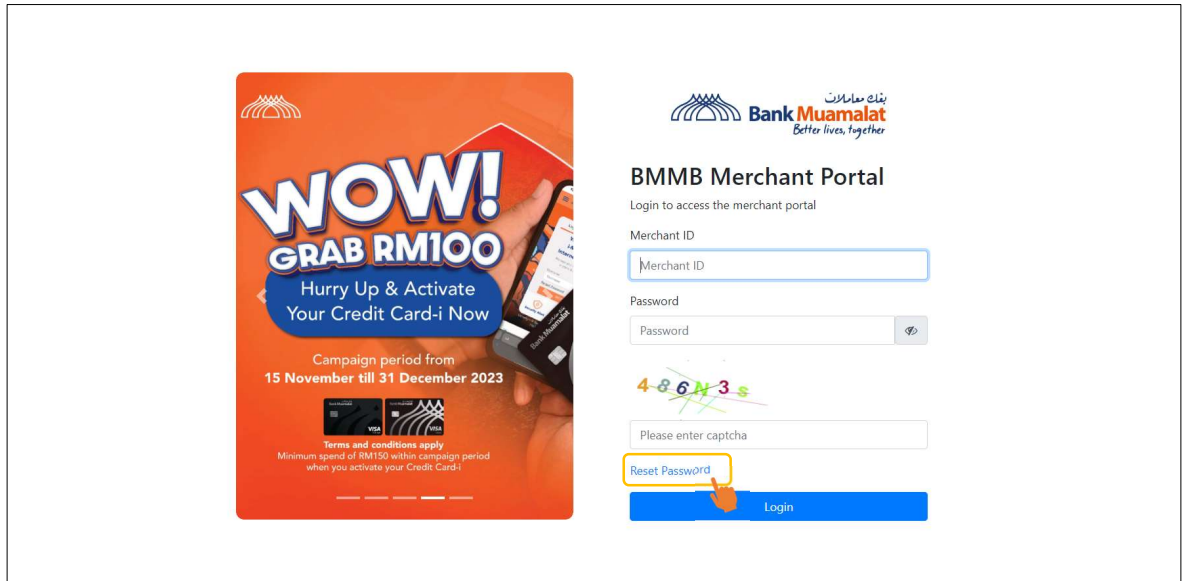


**Step 6:** The OTP verification code will be sent to the user's registered email address.

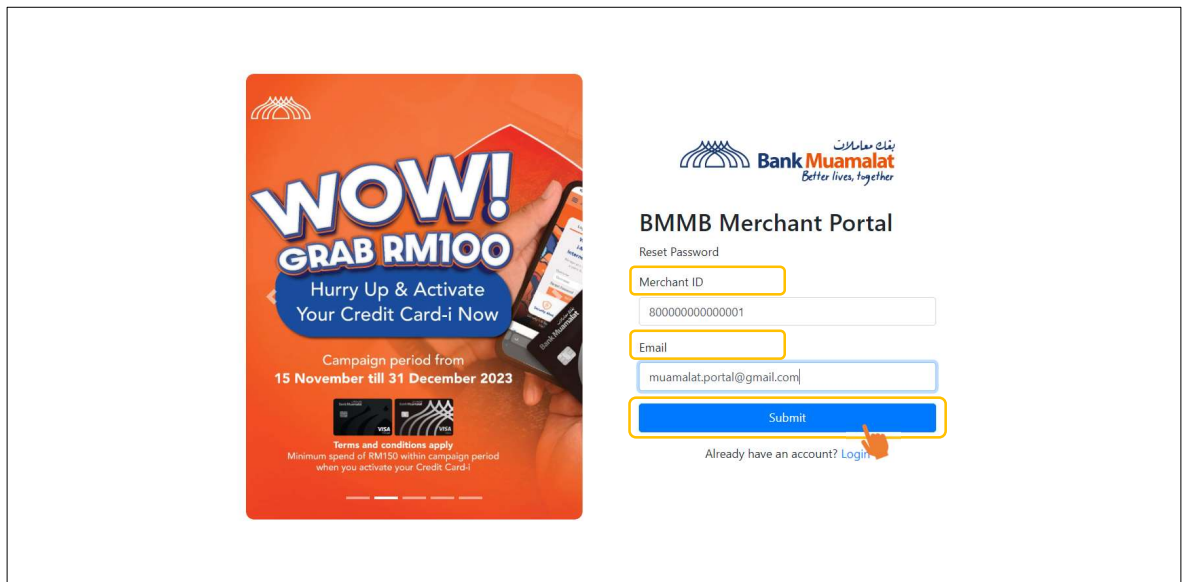


**Step 7:** Fill in the OTP code and click 'Submit'. User will now be able to access BMMB Merchant Portal.

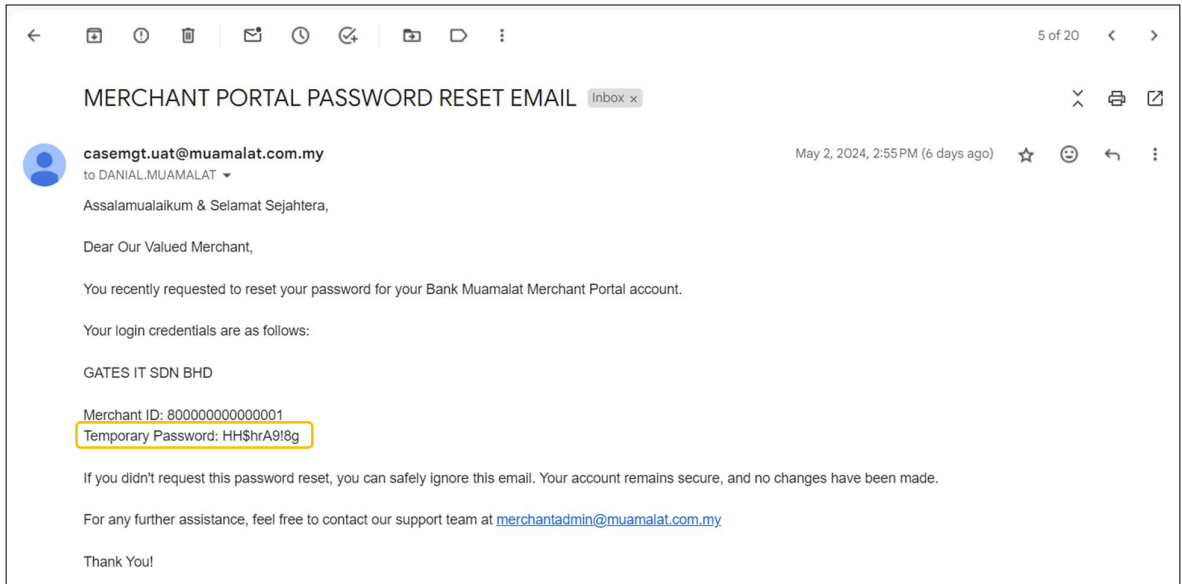
## 2.0 RESET PASSWORD



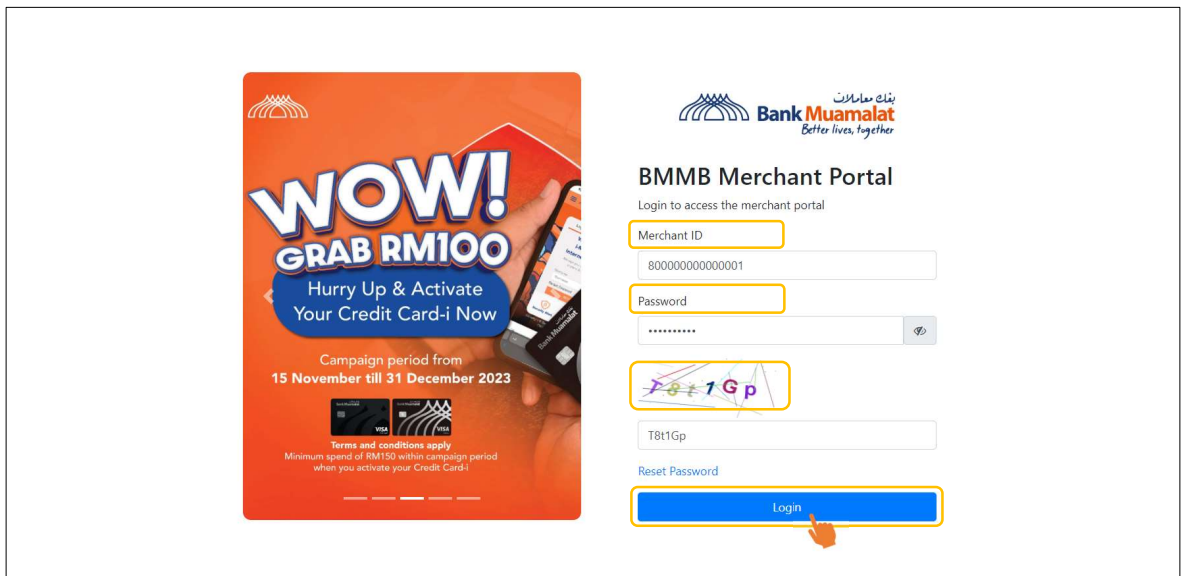
**Step 1:** Click 'Reset Password' on Login Page.



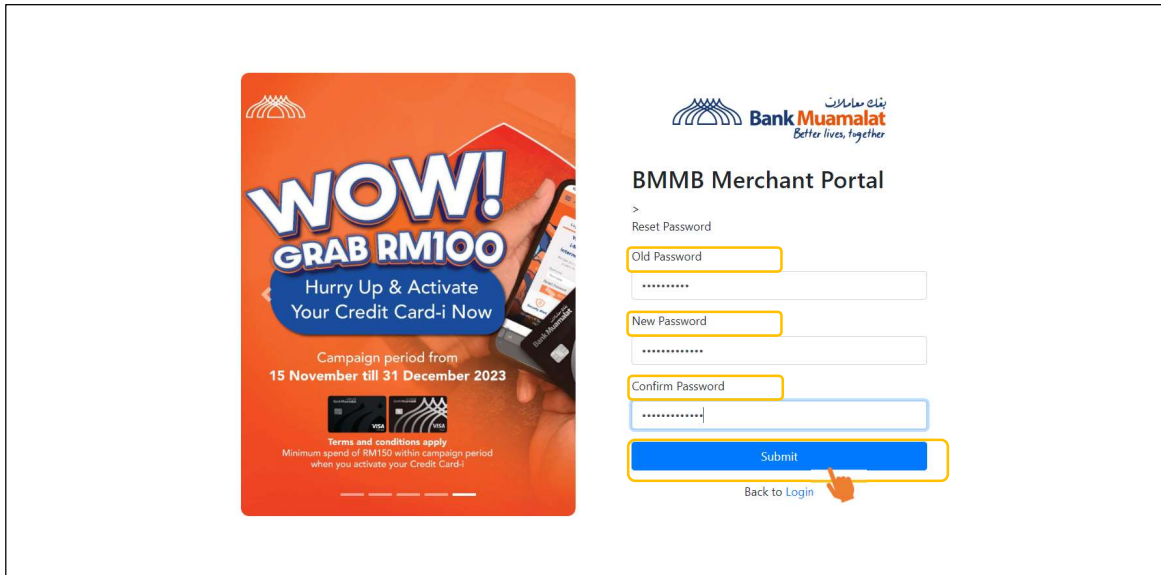
**Step 2:** Fill in 'Merchant ID' and 'Email'. Click 'Submit'



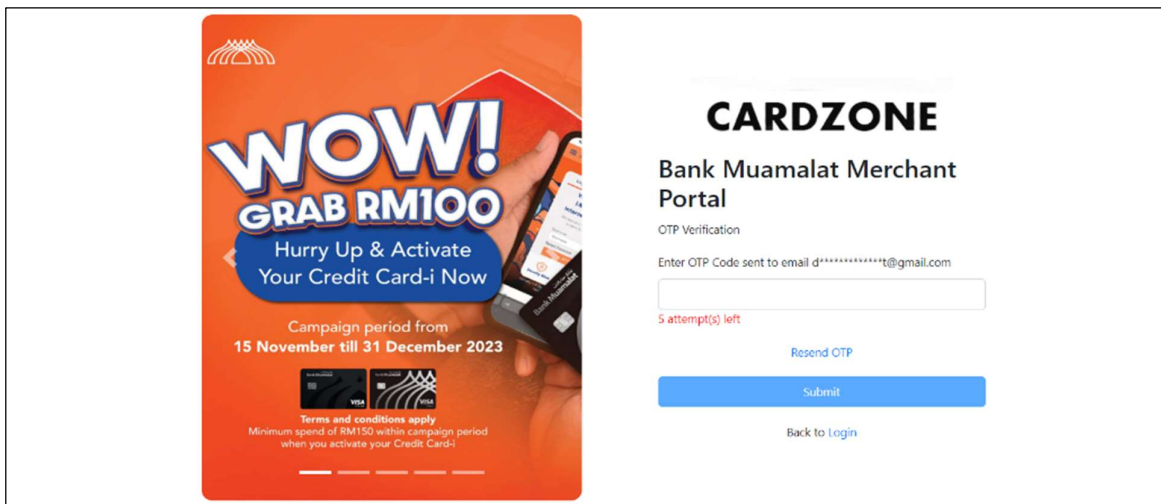
**Step 3:** Merchant will receive a Merchant Portal reset password email consisting of 'Merchant ID' and 'Temporary Password'



**Step 4:** Fill in 'Merchant ID', temporary 'Password' and 'Captcha'. Click 'Login'.

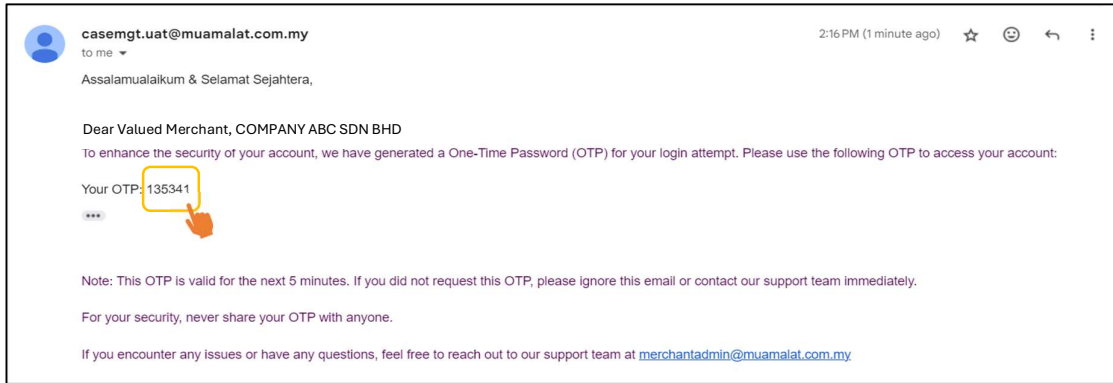


**Step 5:** Fill in 'Old Password'. Create your 'New Password' and 'Confirm' your Password. Click 'Submit'.

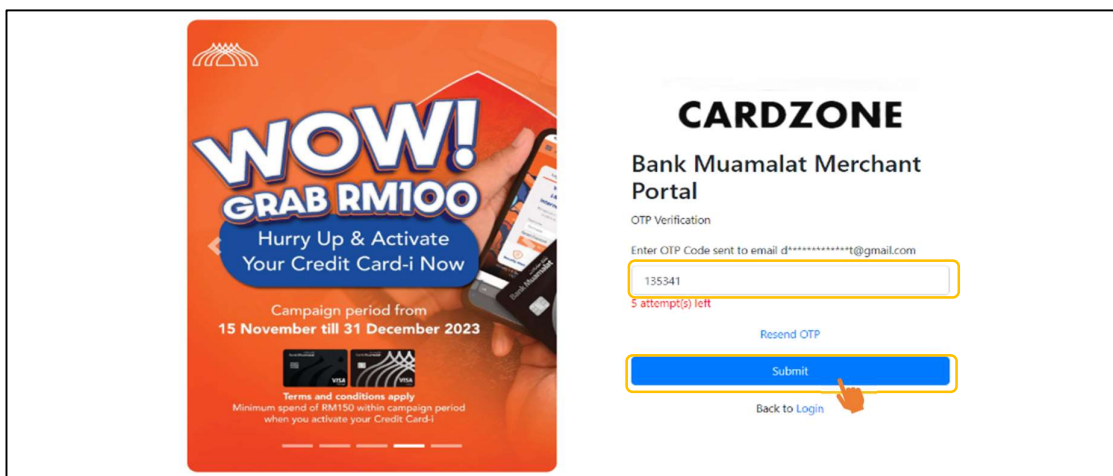


**Step 5:** User will be directed to the OTP Verification page



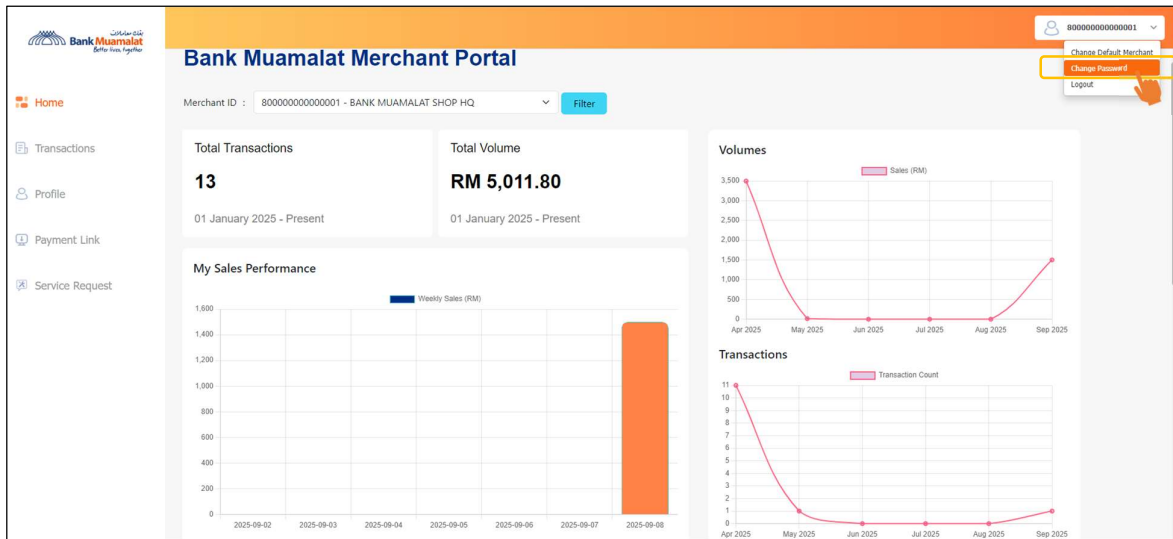


**Step 6:** The OTP verification code will be sent to the user's registered email address.

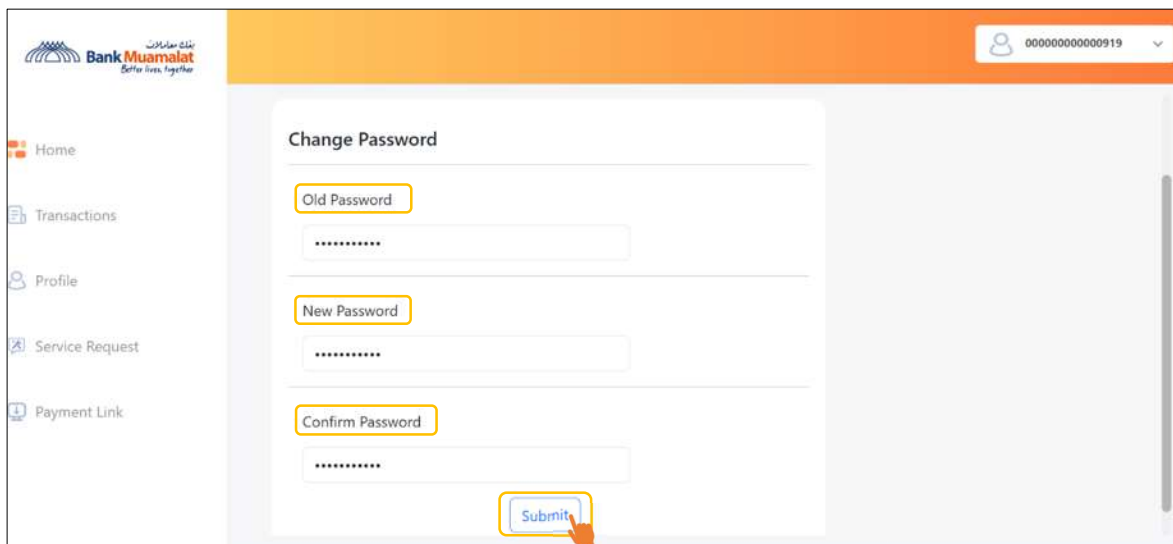


**Step 7:** Fill in the OTP code and click 'Submit'. User will now be able to access BMMB Merchant Portal.

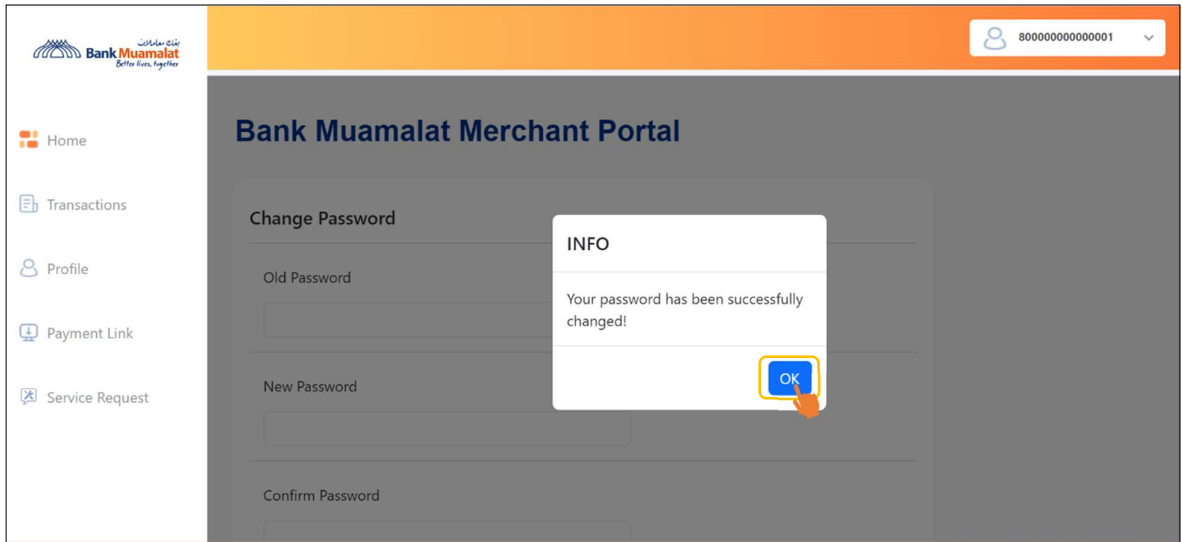
### 3.0 CHANGE PASSWORD



**Step 1:** Click 'Change Password' from the drop-down menu in User's Login Info.

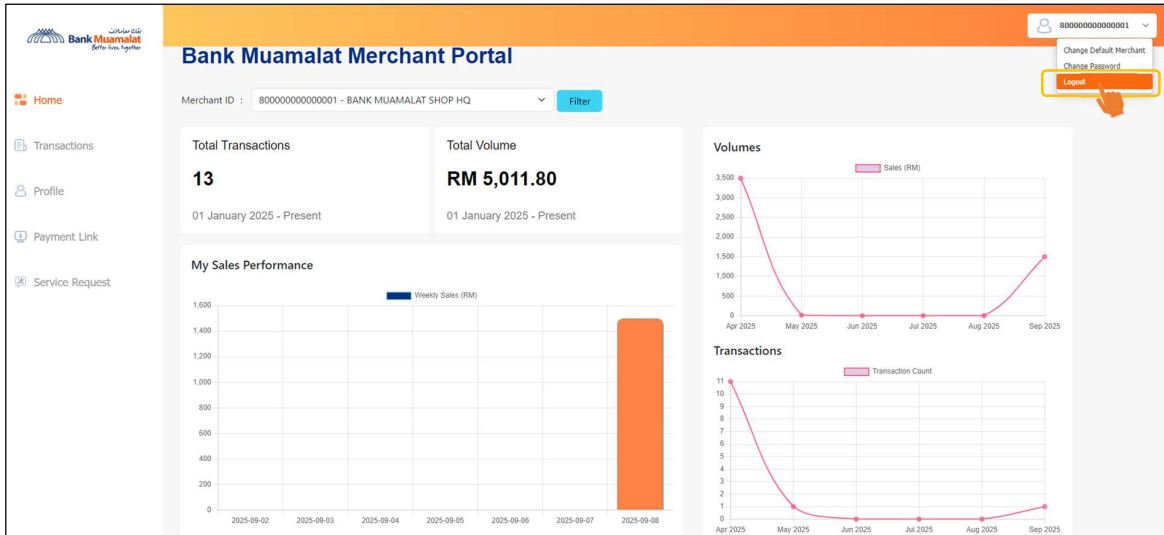


**Step 2:** Fill in 'Old password'. Create 'New Password' and 'Confirm' password. Click 'Submit'

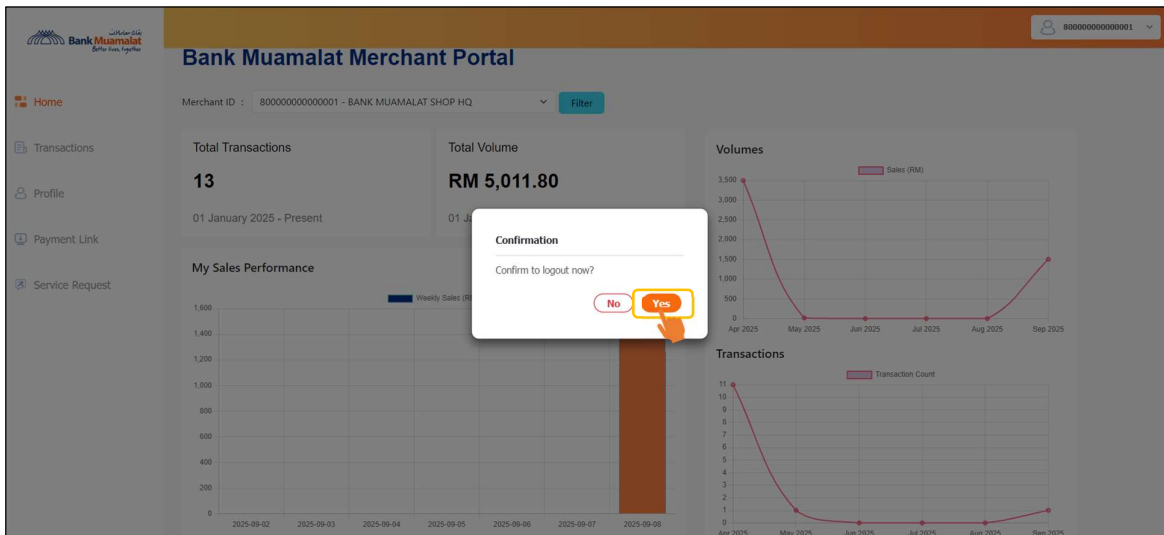


**Step 3:** Click 'OK'. Password will be successfully changed. The next login to the merchant portal will be using the new password.

## 4.0 LOGOUT MERCHANT PORTAL



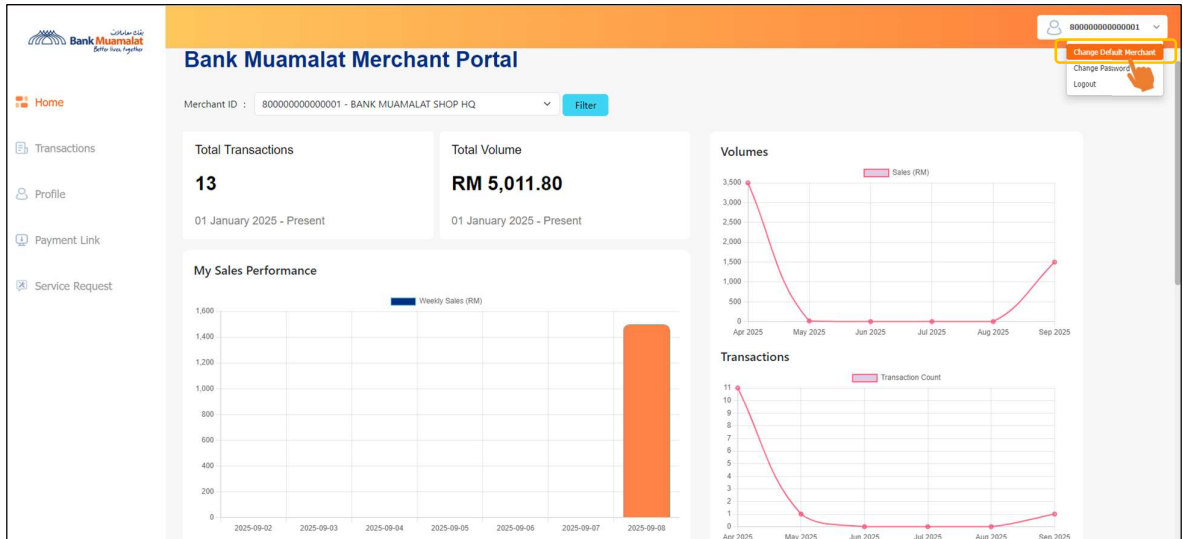
**Step 1:** Click 'Logout' from the drop-down menu in the User's Login Info.



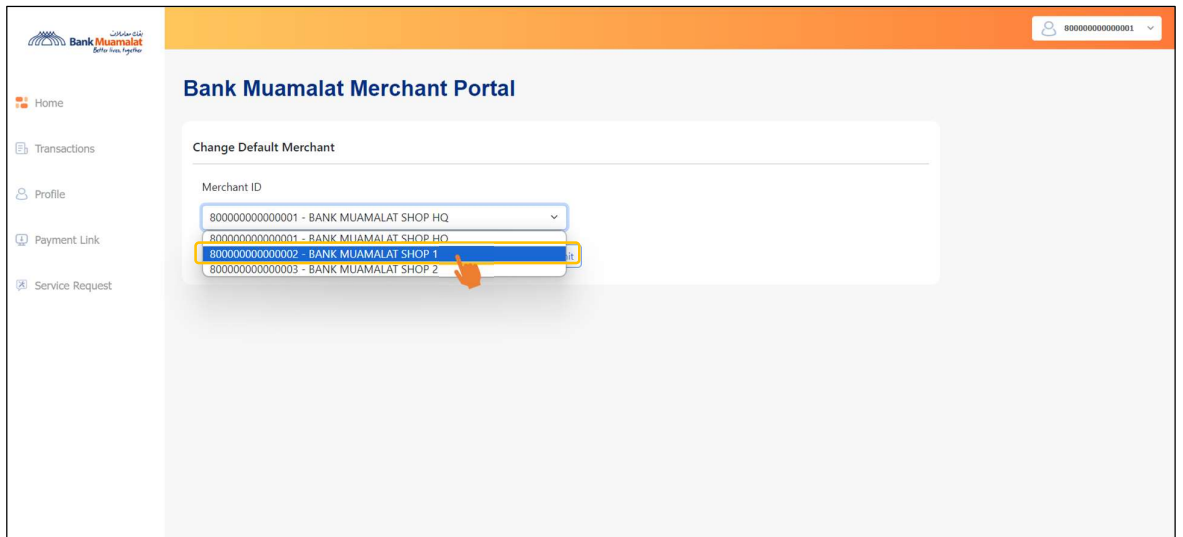
**Step 2:** The confirmation message will prompt. Click 'Yes' to log out or 'No' to continue.

## 5.0 SETTING FOR DEFAULT MERCHANT

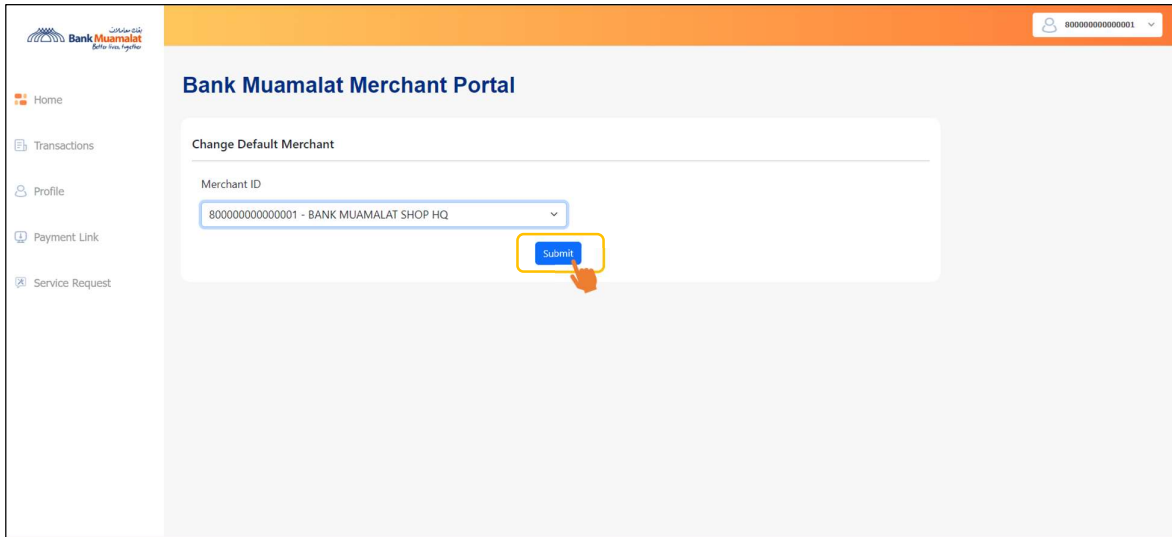
\*\*\*Applicable for Parent Merchant only



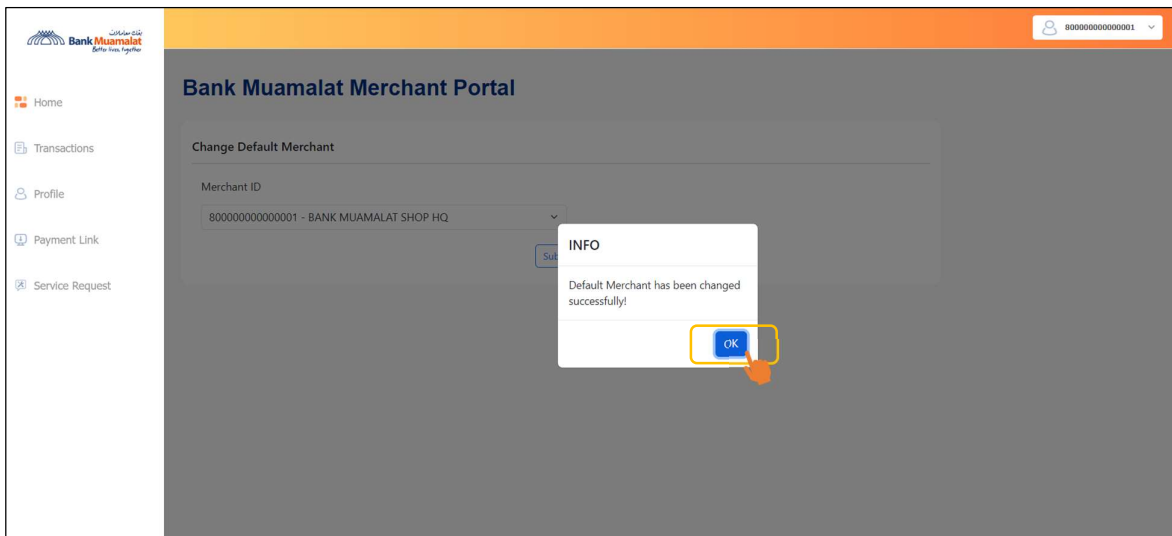
**Step 1:** Click 'Change Default Merchant' from the drop-down menu in User's Login Info.



**Step 2:** Select preferred default Merchant ID from drop down-menu in Merchant ID.

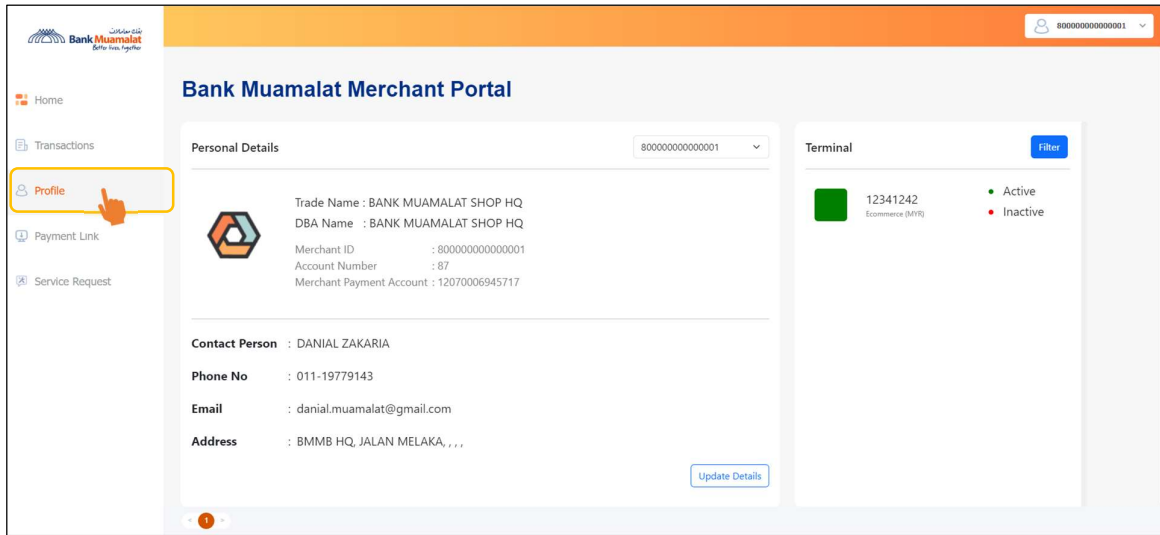


**Step 3:** Click 'Submit'.

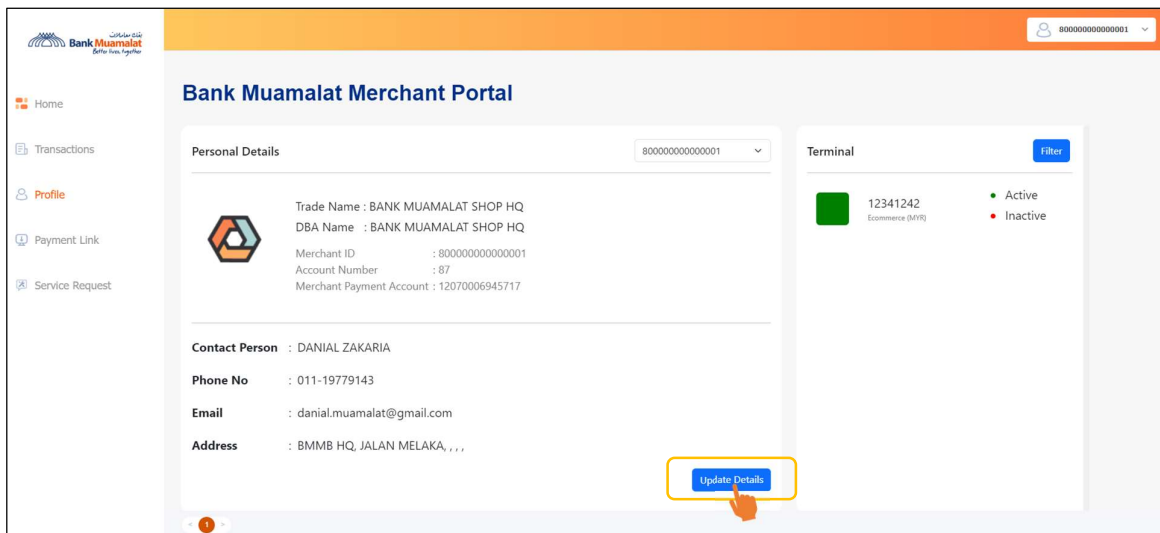


**Step 4:** Click 'OK'. The default merchant on the homepage will be successfully changed.

## 6.0 UPDATE PROFILE DETAILS



**Step 1:** Click 'Profile' Tab in the Menu Bar.



**Step 2:** Click 'Update Details'

Bank Muamalat Merchant Portal

Service Request

Merchant ID  
800000000000001 - BANK MUAMALAT SHOP HQ

Request Type \*  
UPDATE DETAILS

Details \*  
Change My Address:  
Lot-123, Bangunan ABC, Jalan Pelangi, 50100, Kuala Lumpur  
Remaining Characters: 423

File Upload (Max Size: 10 MB)  
Choose File BMMB.jpg

Submit

**Step 3:** Fill in 'Details' and 'Upload File' if required (File size should be below 10 MB). Click 'Submit'

Bank Muamalat Merchant Portal

Service Request

Merchant ID  
-

Request Type \*  
UPDATE DETAILS

Details \*  
Remaining Characters: 500

File Upload (Max Size: 10 MB)  
Choose File No file chosen

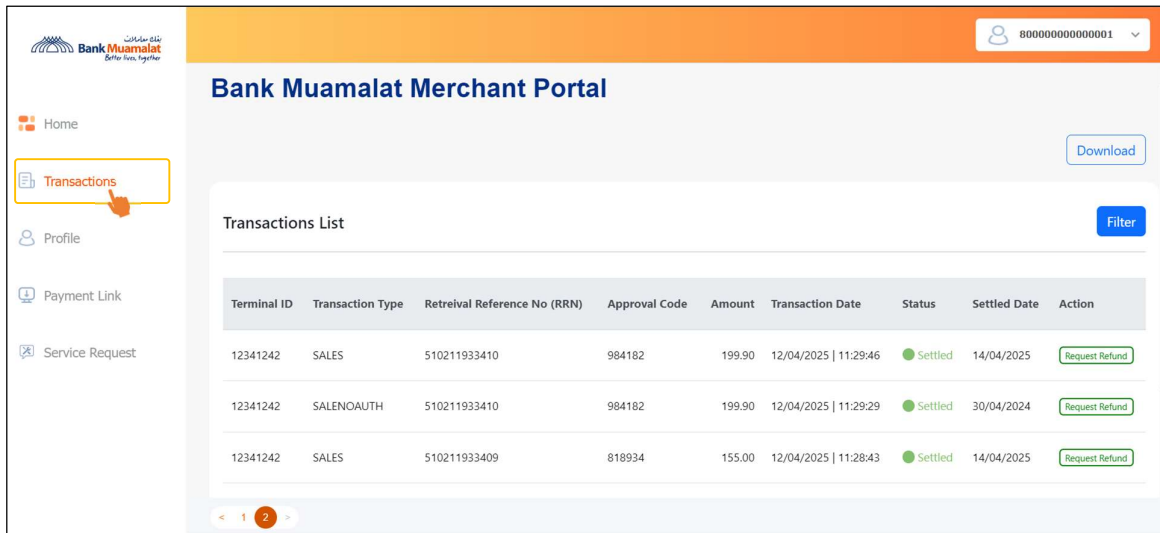
INFO  
Service Request has been sent successfully!

OK

**Step 4:** Click 'OK'. The request will be sent to the Merchant Admin to be processed.



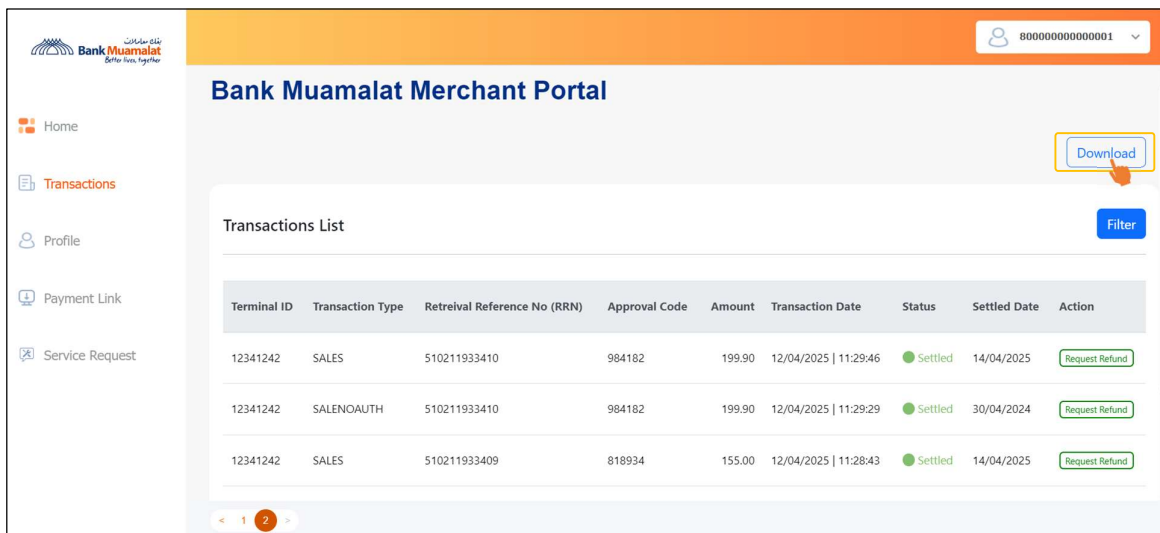
## 7.0 DOWNLOAD MERCHANT STATEMENT (DAILY)



The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar contains navigation options: Home, Transactions (highlighted with a red box and a hand icon), Profile, Payment Link, and Service Request. The main content area displays the 'Transactions List' with a 'Download' button in the top right corner. Below the list is a pagination control showing page 1 of 2.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
12341242	SALES	510211933410	984182	199.90	12/04/2025   11:29:46	Settled	14/04/2025	Request Refund
12341242	SALENOAUTH	510211933410	984182	199.90	12/04/2025   11:29:29	Settled	30/04/2024	Request Refund
12341242	SALES	510211933409	818934	155.00	12/04/2025   11:28:43	Settled	14/04/2025	Request Refund

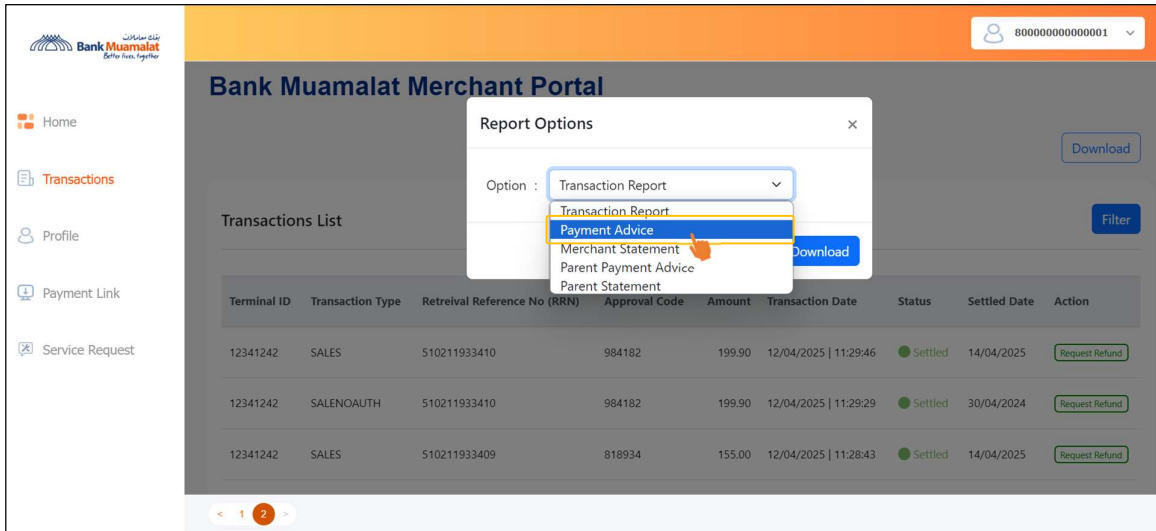
**Step 1:** Click 'Transaction' Tab at the Menu Bar.



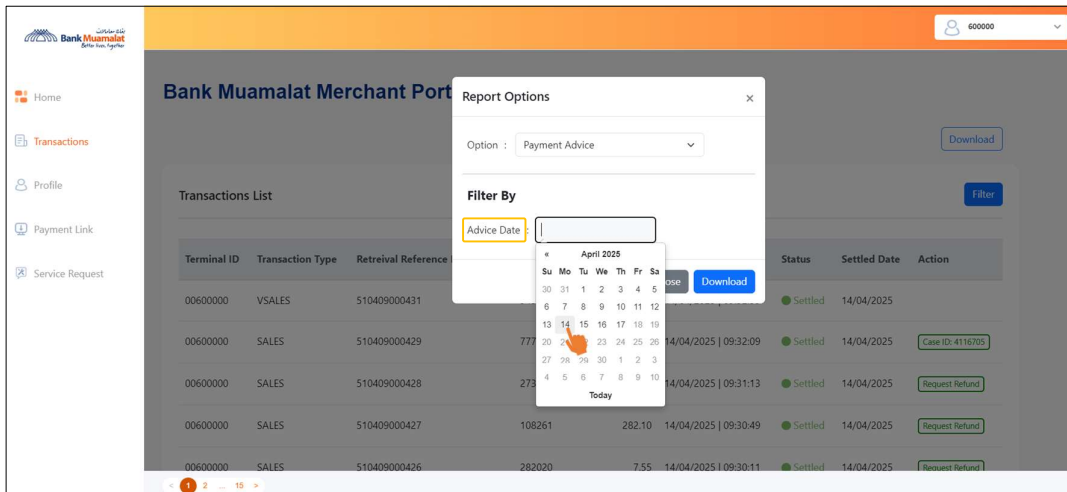
The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar contains navigation options: Home, Transactions, Profile, Payment Link, and Service Request. The main content area displays the 'Transactions List' with a 'Filter' button in the top right corner. Below the list is a pagination control showing page 1 of 2.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
12341242	SALES	510211933410	984182	199.90	12/04/2025   11:29:46	Settled	14/04/2025	Request Refund
12341242	SALENOAUTH	510211933410	984182	199.90	12/04/2025   11:29:29	Settled	30/04/2024	Request Refund
12341242	SALES	510211933409	818934	155.00	12/04/2025   11:28:43	Settled	14/04/2025	Request Refund

**Step 2:** Click 'Filter'



**Step 3:** Select 'Payment Advice'.



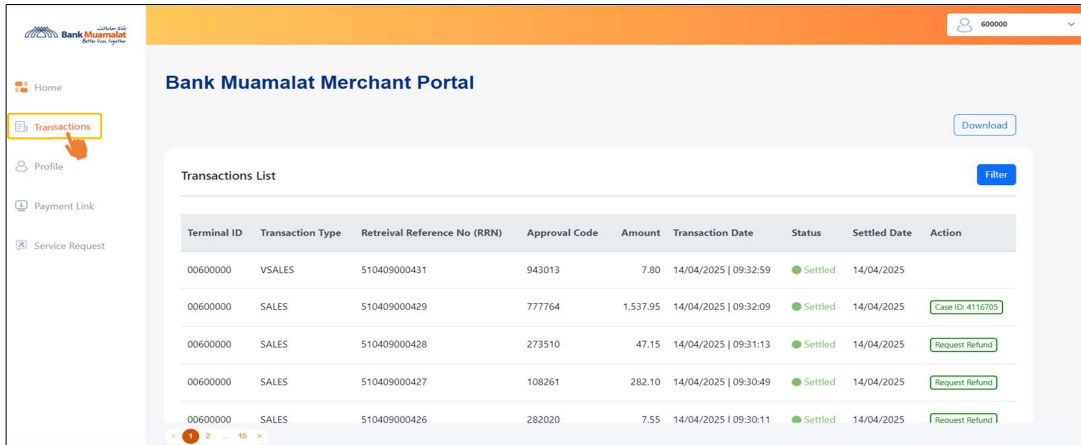
**Step 4:** Select preferred 'Date'.

The screenshot shows the Bank Muamalat Merchant Portal interface. A 'Report Options' dialog box is open, displaying 'Option : Payment Advice' and 'Filter By Advice Date : 2025-04-14'. The dialog has 'Close' and 'Download' buttons. The 'Download' button is highlighted with a red box and a mouse cursor. In the background, a 'Transactions List' table is visible with columns: Terminal ID, Transaction Type, Retrieval Reference, Amount, Time, Status, Settled Date, and Action. The table contains several rows of transaction data.

Terminal ID	Transaction Type	Retrieval Reference	Amount	Time	Status	Settled Date	Action
00600000	VSALES	510409000431			Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95 14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15 14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10 14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55 14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

**Step 5:** Click 'Download'.

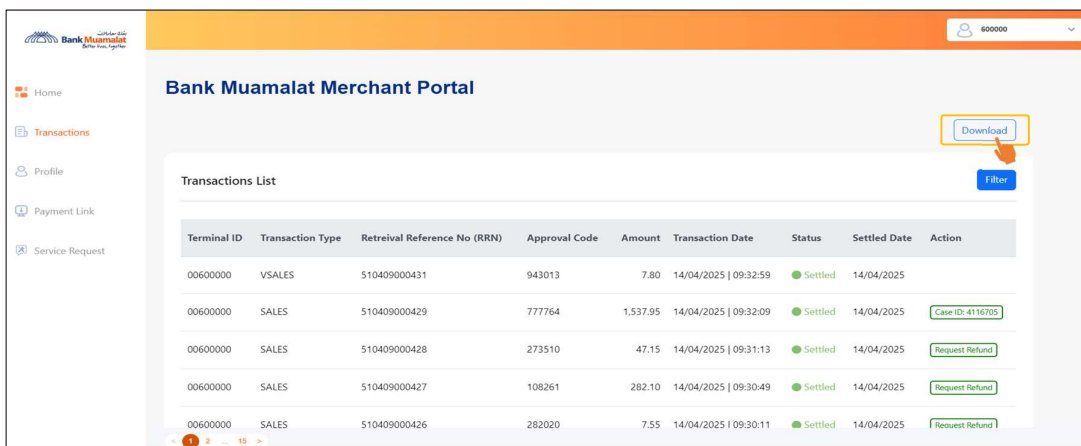
## 8.0 DOWNLOAD MERCHANT STATEMENT (MONTHLY)



The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar menu has the 'Transactions' tab highlighted with a red box and an arrow. The main content area displays the 'Transactions List' table with columns for Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. A 'Download' button is visible in the top right corner of the main content area.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

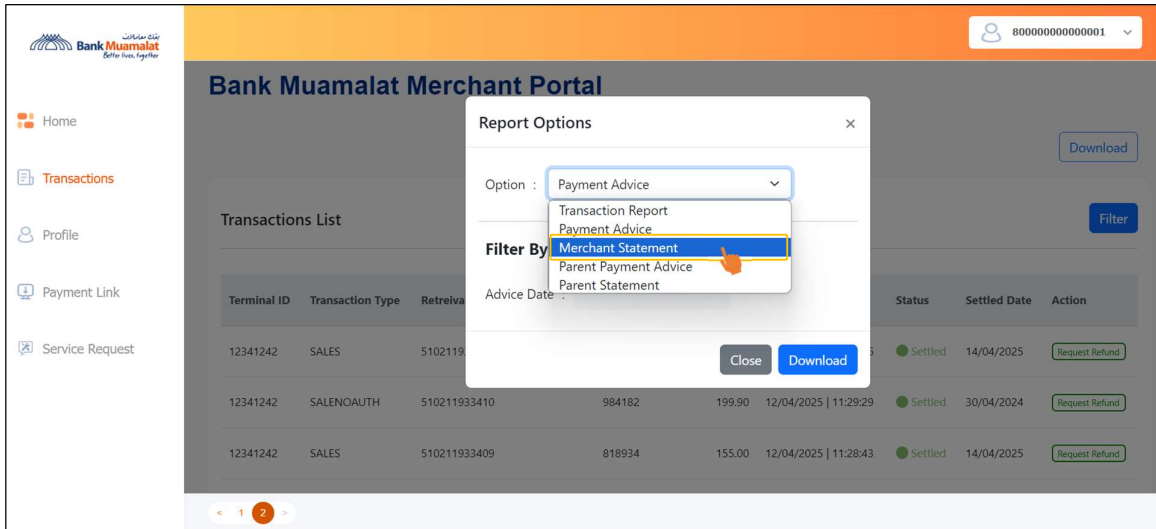
**Step 1:** Click 'Transaction' Tab at the Menu Bar.



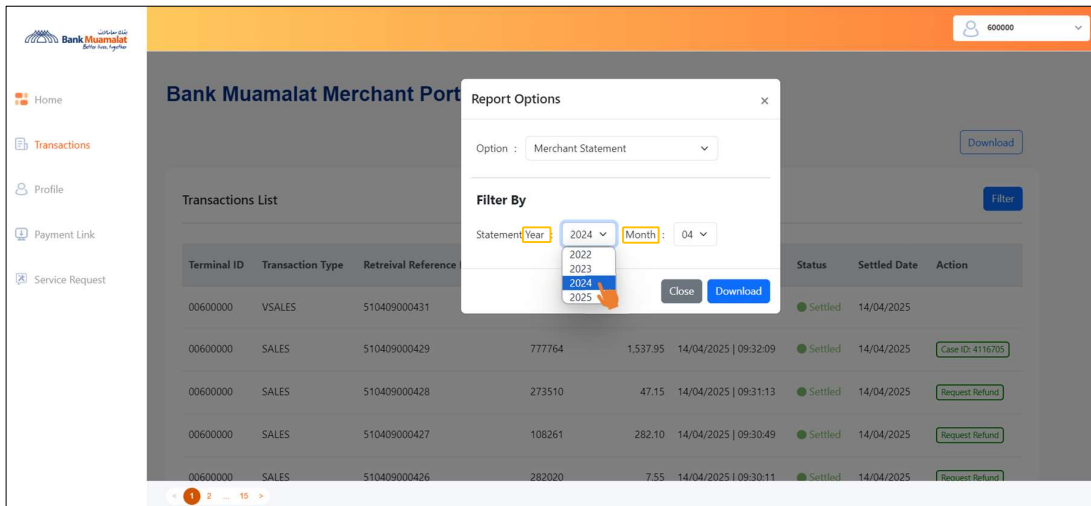
The screenshot shows the same Bank Muamalat Merchant Portal interface. The 'Transactions' tab is now selected in the sidebar. The 'Download' button in the top right corner of the main content area is highlighted with a red box and an arrow.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

**Step 2:** Click 'Download'.



**Step 3:** Select 'Merchant Statement'.



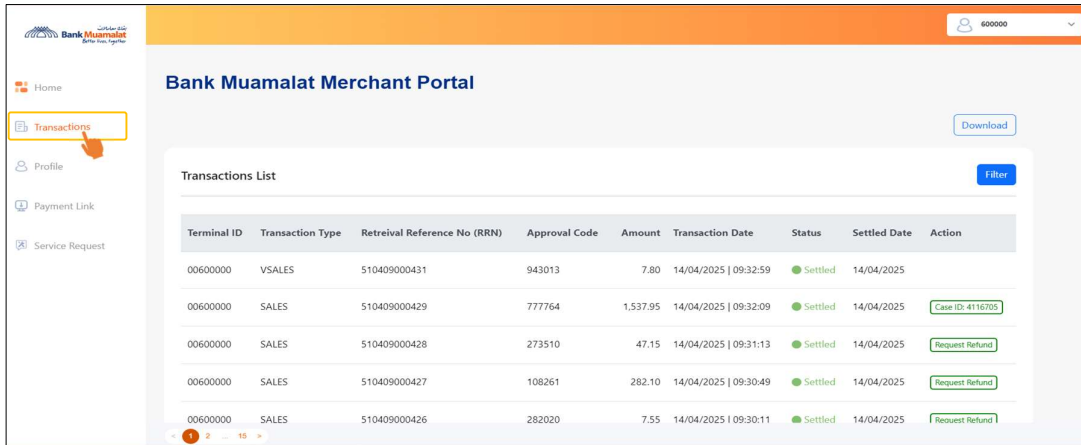
**Step 4:** Select preferred 'Year' & 'Month'.

The screenshot shows the Bank Muamalat Merchant Portal interface. A 'Report Options' dialog box is open, displaying 'Option : Merchant Statement' and 'Filter By' settings for 'Statement Year : 2024' and 'Month : 04'. A 'Download' button is highlighted with a red box and an arrow. The background shows a 'Transactions List' table with columns for Terminal ID, Transaction Type, Retrieval Reference, Status, Settled Date, and Action.

Terminal ID	Transaction Type	Retrieval Reference	Status	Settled Date	Action
00600000	VSALES	510409000431	Settled	14/04/2025	
00600000	SALES	510409000429	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	Settled	14/04/2025	Request Refund

**Step 5:** Click 'Download'.

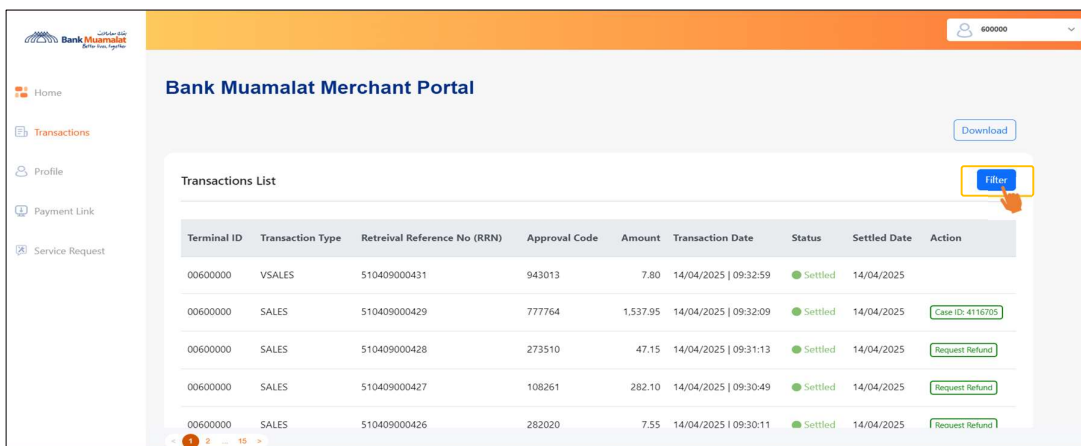
## 9.0 DOWNLOAD TRANSACTION REPORT



The screenshot shows the Bank Muamalat Merchant Portal interface. On the left sidebar, the 'Transactions' menu item is highlighted with a red box and a red arrow pointing to it. The main content area displays the 'Transactions List' table with columns for Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. A 'Download' button is visible in the top right corner of the main content area.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

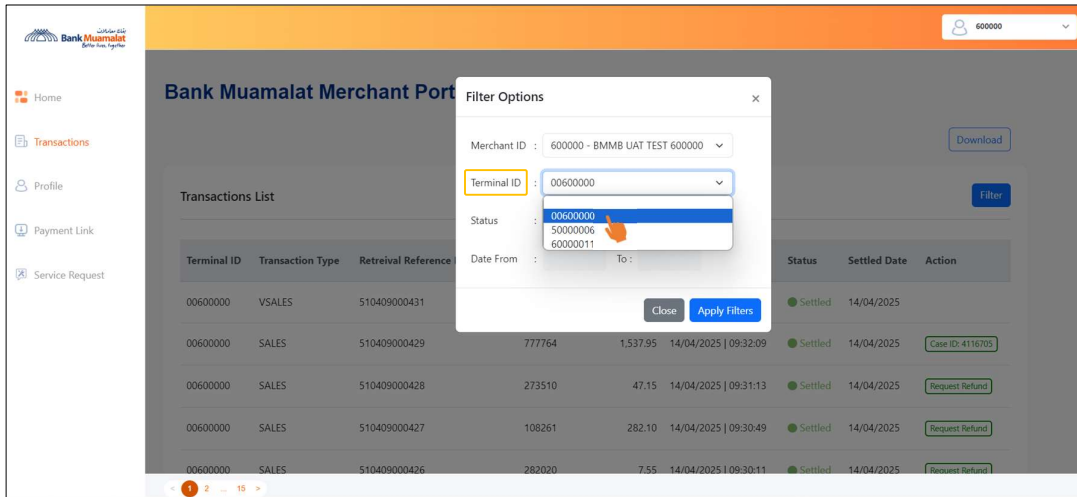
**Step 1:** Click 'Transaction' Tab at the Menu Bar.



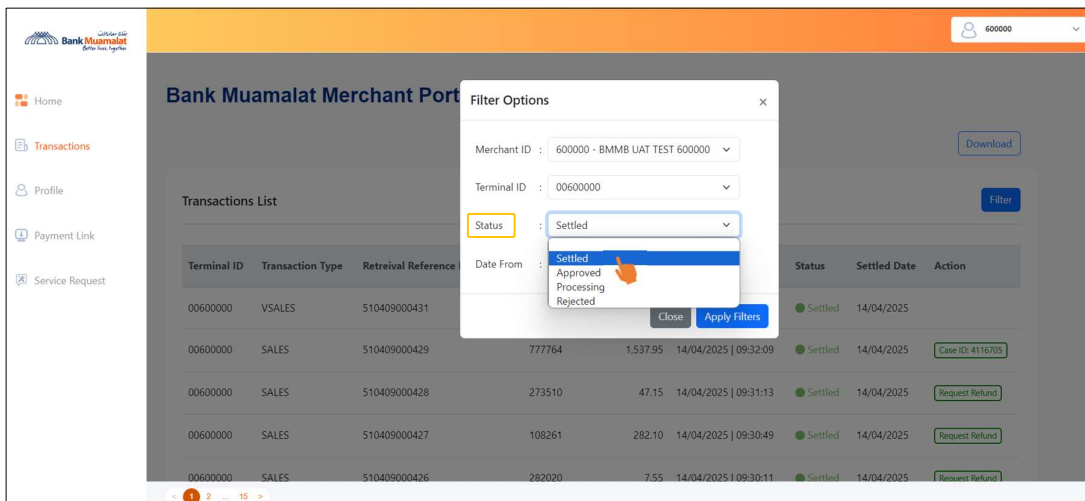
The screenshot shows the Bank Muamalat Merchant Portal interface. The 'Transactions' menu item in the left sidebar is now highlighted in red. A red box and red arrow highlight the 'Filter' button located in the top right corner of the 'Transactions List' section.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

**Step 2:** Click 'Filter'.

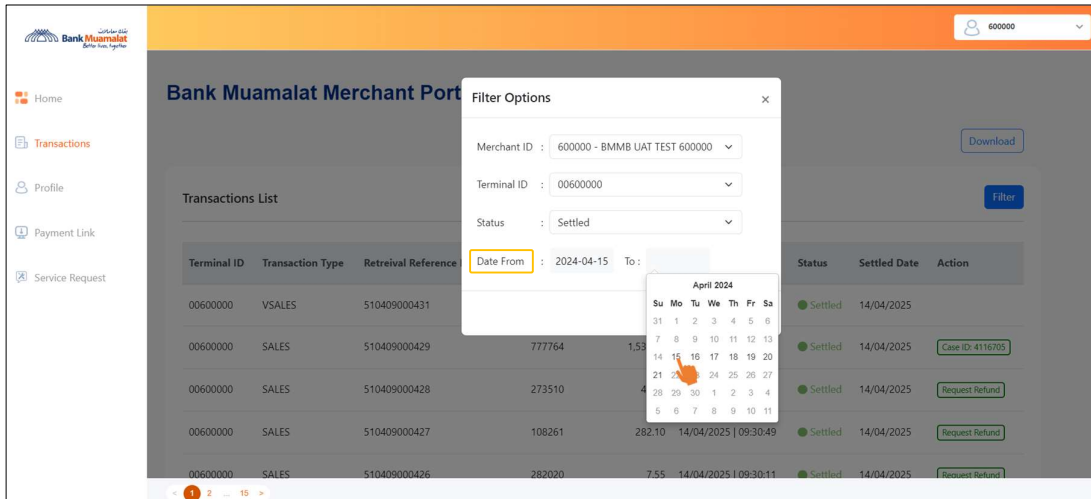


**Step 3:** Select the preferred 'Terminal ID'. Select 'Blank' if prefer all terminals.

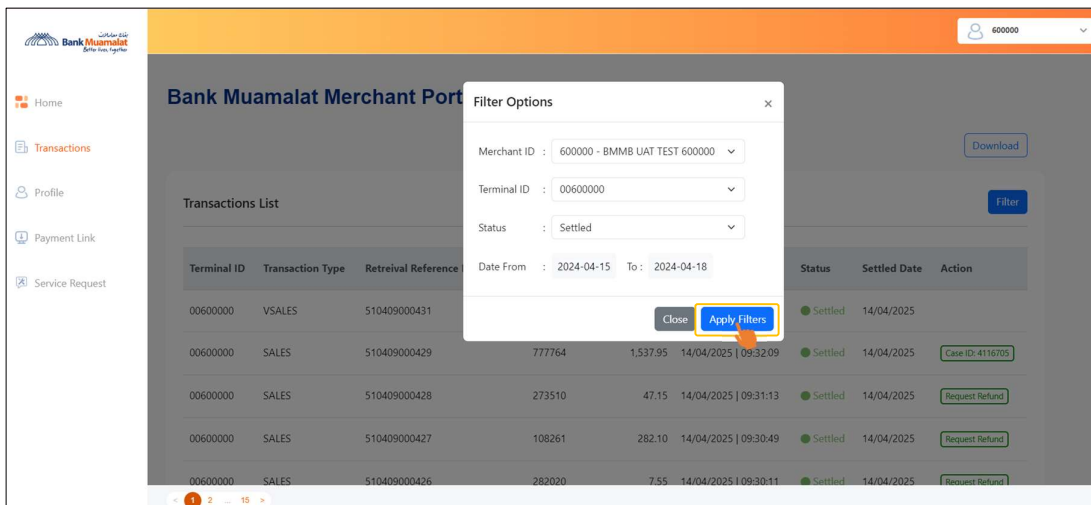


**Step 4:** Select 'Settled' Status.

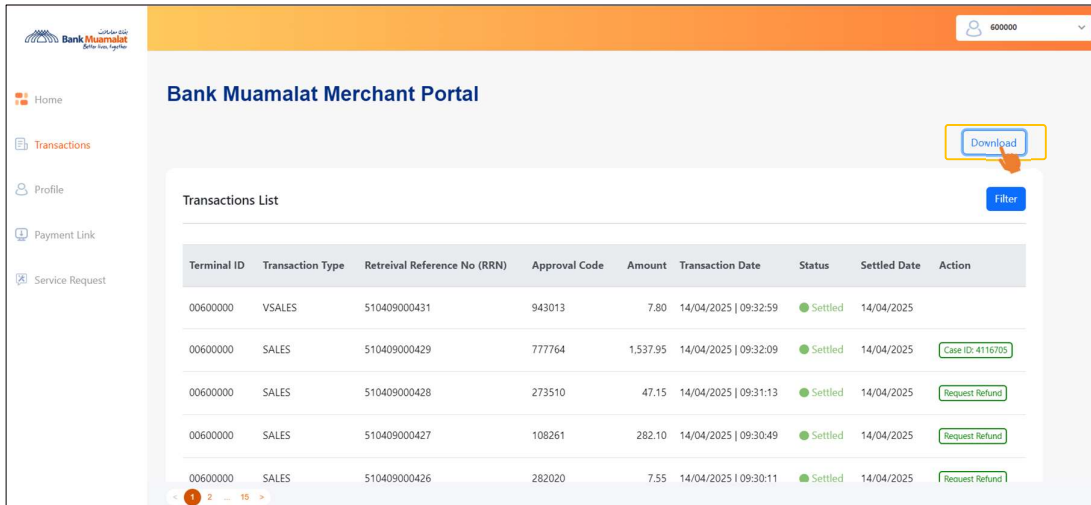




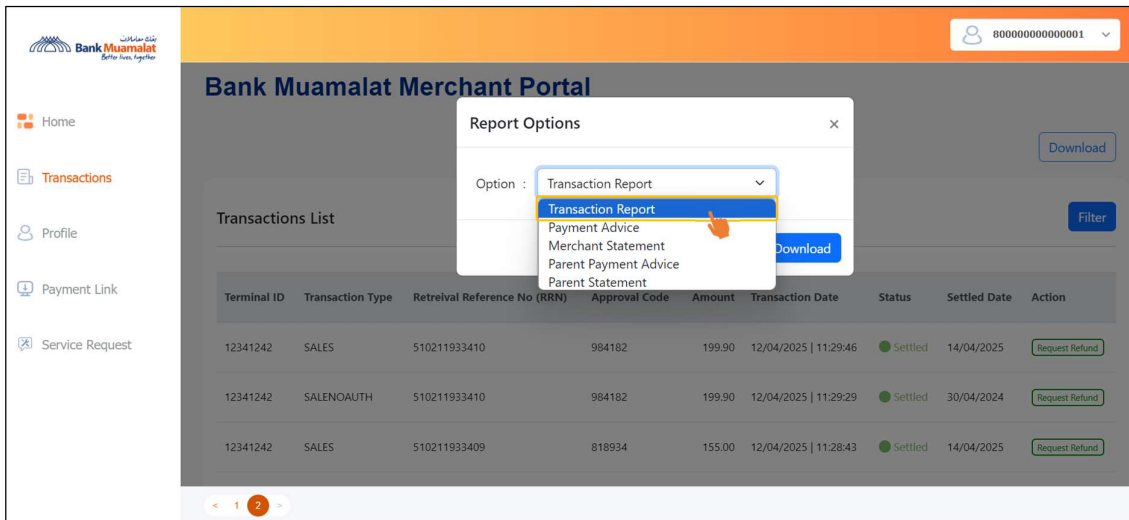
**Step 5: Select Preferred 'Date'.**



**Step 6: Click 'Apply Filters'.**



**Step 7:** Click 'Download'.



**Step 8:** Select 'Transaction Report'.

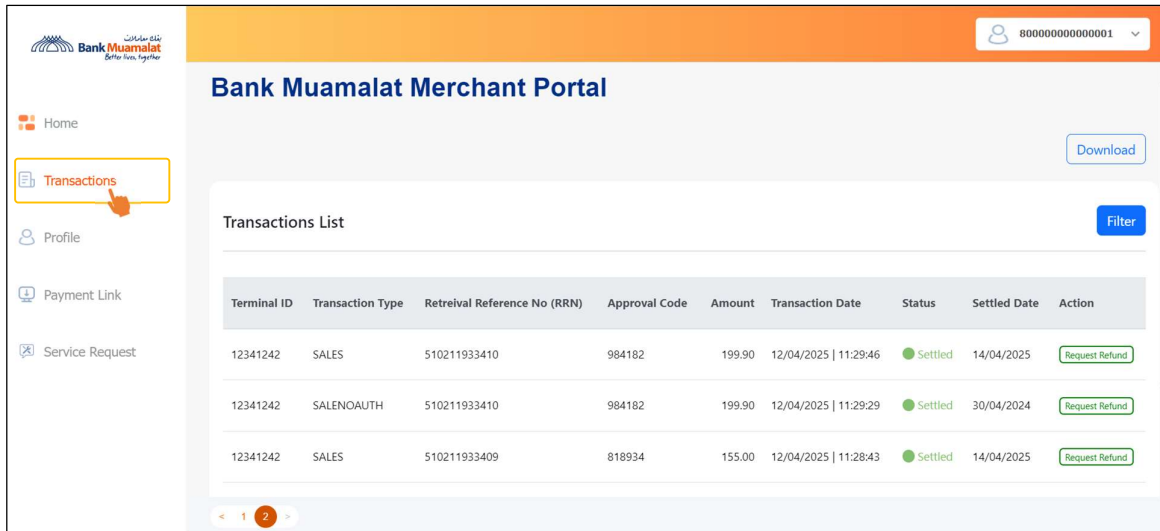
The screenshot shows the Bank Muamalat Merchant Portal interface. A 'Report Options' dialog box is open, displaying 'Option : Transaction Report' in a dropdown menu. Below the dropdown, there are 'Close' and 'Download' buttons. The 'Download' button is highlighted with a blue box and an orange arrow. In the background, a 'Transactions List' table is visible with columns for Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. The table contains five rows of transaction data, all with a 'Settled' status. The 'Action' column contains links for 'Request Refund' and 'Case ID: 4116703'.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116703
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

**Step 9:** Click 'Download'.

## 10.0 DOWNLOAD PARENT MERCHANT STATEMENT (DAILY)

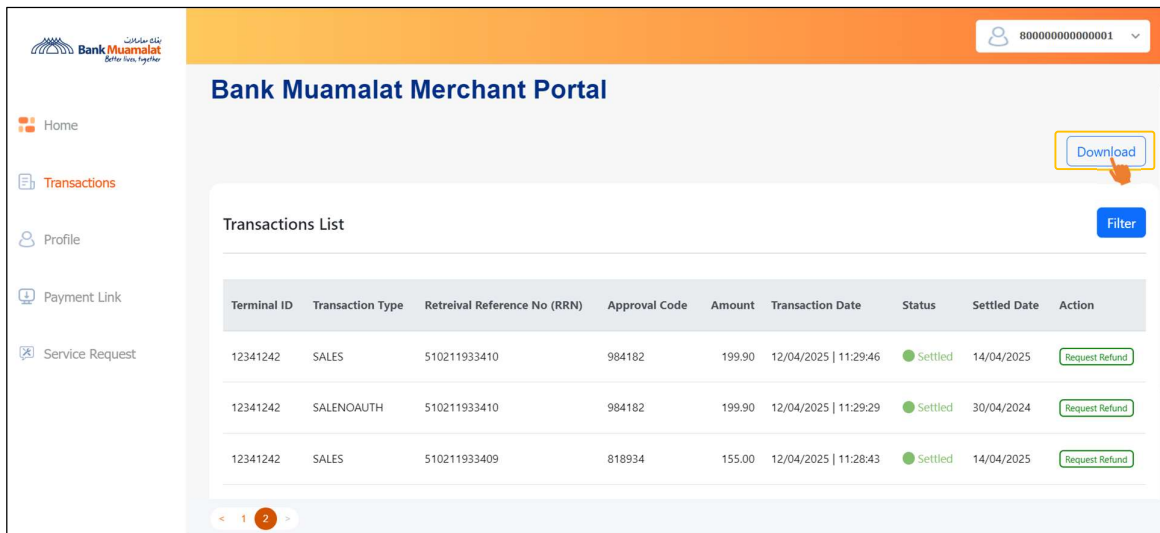
\*\*\* Applicable for Parent Merchant only



The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar contains navigation options: Home, Transactions (highlighted with a red box and a hand cursor), Profile, Payment Link, and Service Request. The main content area displays the 'Transactions List' with a 'Download' button in the top right corner. Below the list, there is a table with columns: Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. The table contains three rows of transaction data, all with a 'Settled' status and a 'Request Refund' button in the Action column.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
12341242	SALES	510211933410	984182	199.90	12/04/2025   11:29:46	Settled	14/04/2025	Request Refund
12341242	SALENOAUTH	510211933410	984182	199.90	12/04/2025   11:29:29	Settled	30/04/2024	Request Refund
12341242	SALES	510211933409	818934	155.00	12/04/2025   11:28:43	Settled	14/04/2025	Request Refund

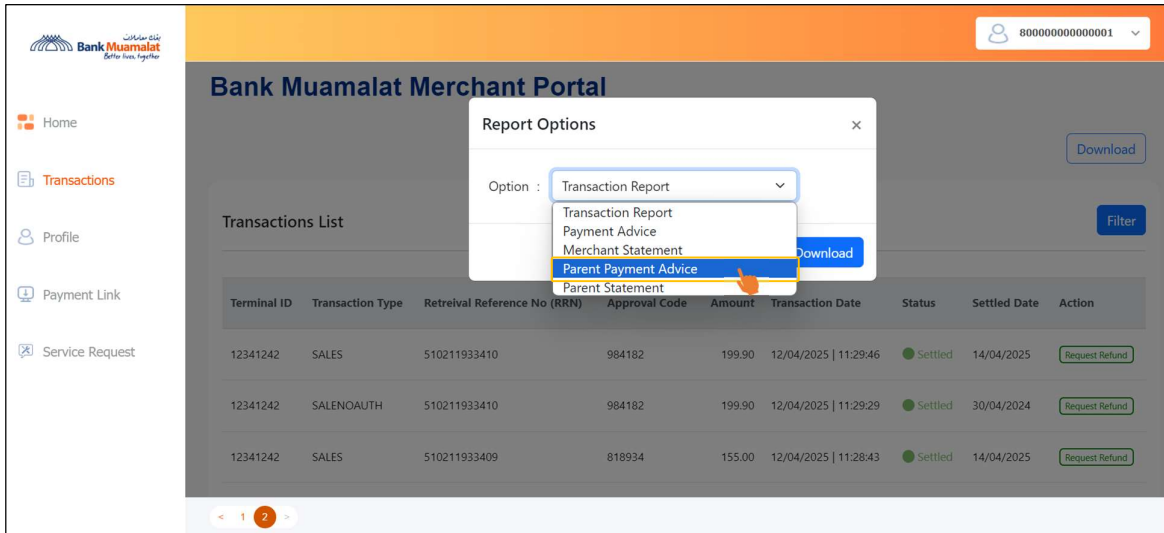
**Step 1:** Click 'Transaction' Tab at the Menu Bar.



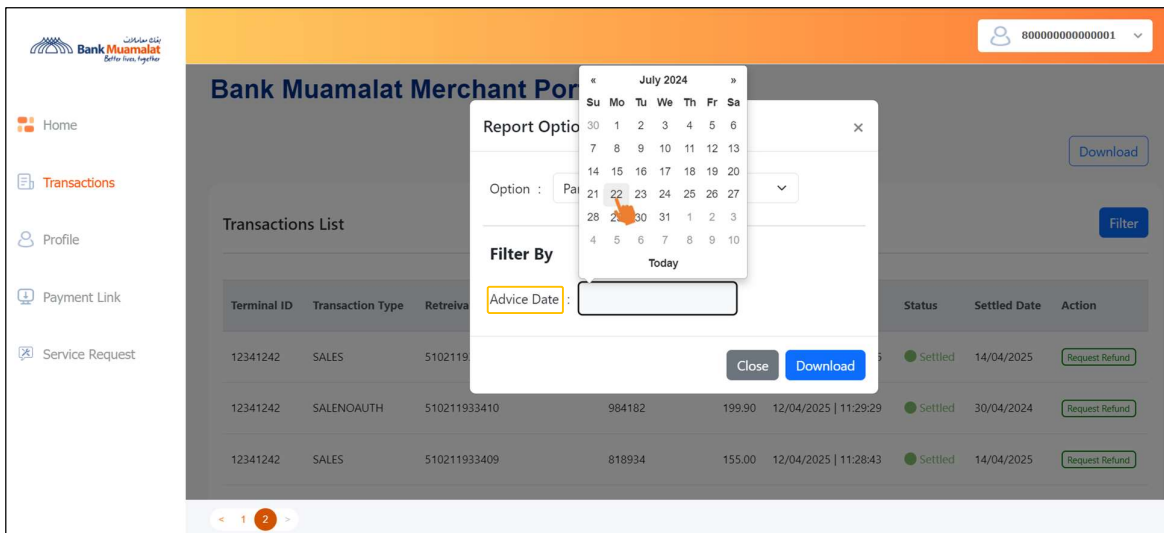
The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar contains navigation options: Home, Transactions (highlighted with a red box and a hand cursor), Profile, Payment Link, and Service Request. The main content area displays the 'Transactions List' with a 'Download' button in the top right corner. Below the list, there is a table with columns: Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. The table contains three rows of transaction data, all with a 'Settled' status and a 'Request Refund' button in the Action column.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
12341242	SALES	510211933410	984182	199.90	12/04/2025   11:29:46	Settled	14/04/2025	Request Refund
12341242	SALENOAUTH	510211933410	984182	199.90	12/04/2025   11:29:29	Settled	30/04/2024	Request Refund
12341242	SALES	510211933409	818934	155.00	12/04/2025   11:28:43	Settled	14/04/2025	Request Refund

**Step 2:** Click 'Filter'



**Step 3:** Select 'Parent Payment Advice'.



**Step 4:** Select preferred 'Date'.

The screenshot displays the Bank Muamalat Merchant Portal interface. A 'Report Options' dialog box is open, showing the following details:

- Option: Parent Payment Advice
- Filter By: Advice Date: 2024-07-22

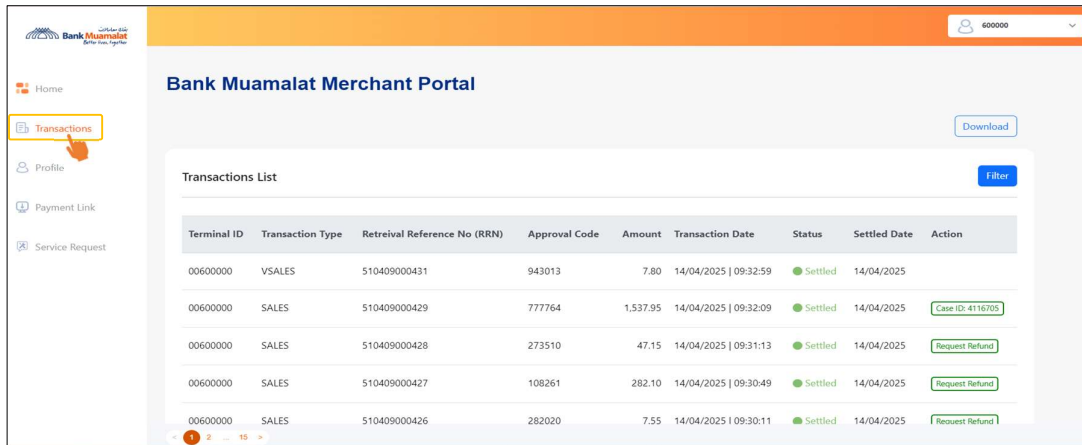
The background shows a 'Transactions List' table with the following data:

Terminal ID	Transaction Type	Retrieval	Amount	Settled Date	Status	Action
12341242	SALES	510211933410	984182	12/04/2025   11:29:29	Settled	Request Refund
12341242	SALENOAUTH	510211933410	818934	12/04/2025   11:28:43	Settled	Request Refund
12341242	SALES	510211933409	155.00	12/04/2025   11:28:43	Settled	Request Refund

**Step 5:** Click 'Download'.

## 11.0 DOWNLOAD PARENT MERCHANT STATEMENT (MONTHLY)

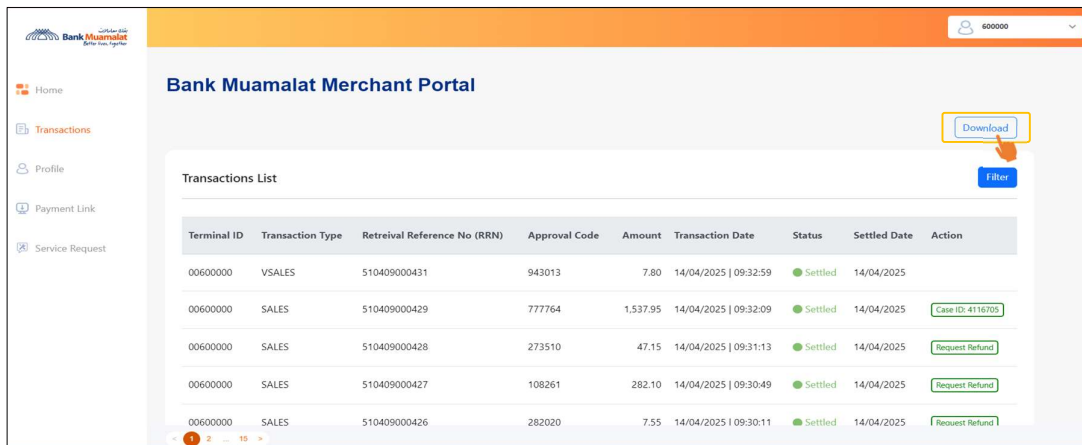
\*\*\* Applicable for Parent Merchant only



The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar contains navigation options: Home, Transactions (highlighted with a red box and arrow), Profile, Payment Link, and Service Request. The main content area displays the 'Bank Muamalat Merchant Portal' title and a 'Download' button. Below this is a 'Transactions List' table with columns: Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. The table contains six rows of transaction data, all with a 'Settled' status. A 'Filter' button is located to the right of the table.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

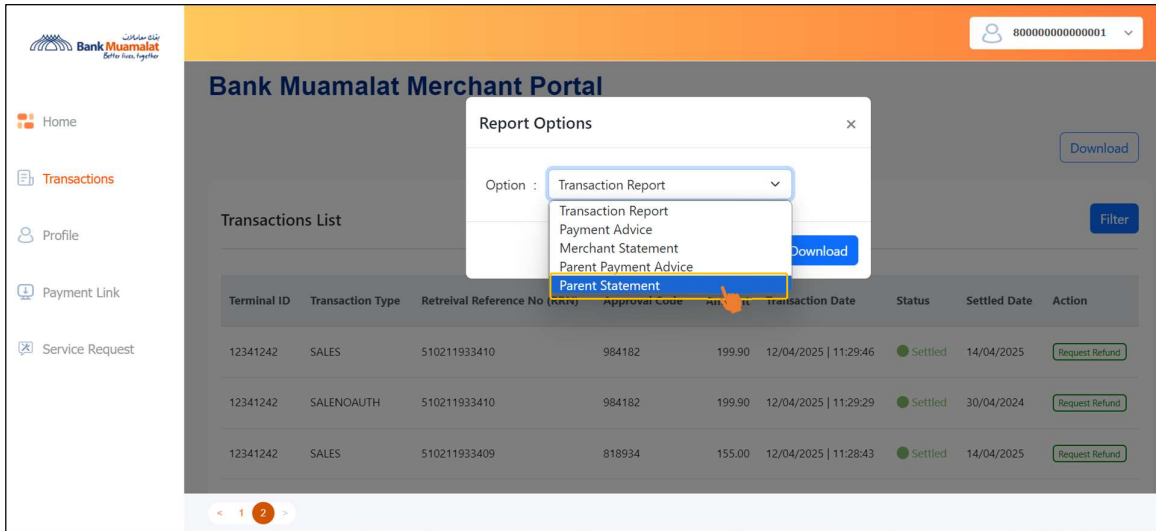
**Step 1:** Click 'Transaction' Tab at the Menu Bar.



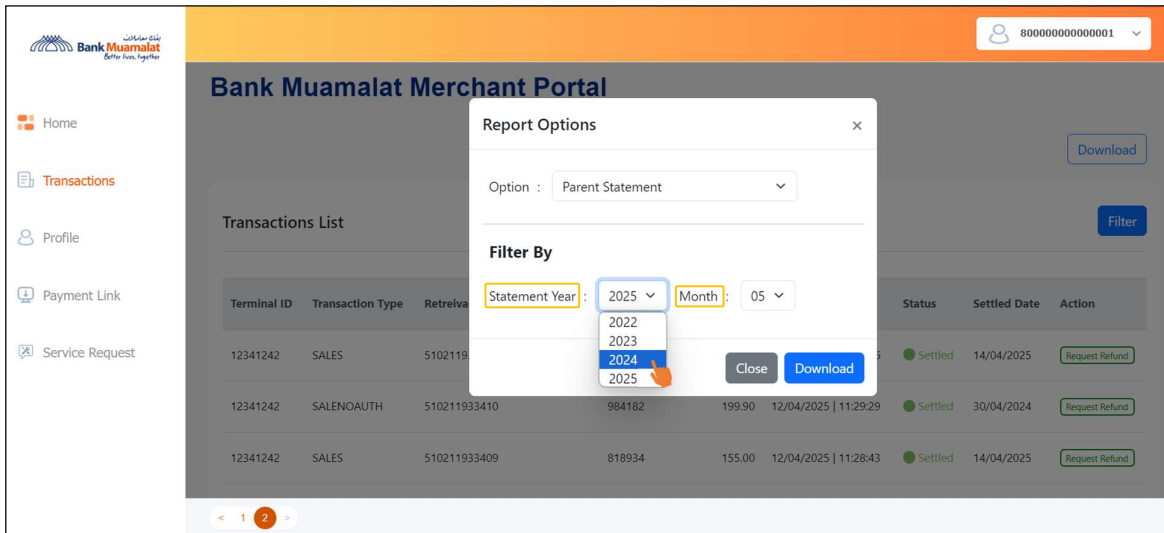
The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar contains navigation options: Home, Transactions (highlighted with a red box and arrow), Profile, Payment Link, and Service Request. The main content area displays the 'Bank Muamalat Merchant Portal' title and a 'Download' button (highlighted with a red box and arrow). Below this is a 'Transactions List' table with columns: Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. The table contains six rows of transaction data, all with a 'Settled' status. A 'Filter' button is located to the right of the table.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
00600000	VSALES	510409000431	943013	7.80	14/04/2025   09:32:59	Settled	14/04/2025	
00600000	SALES	510409000429	777764	1,537.95	14/04/2025   09:32:09	Settled	14/04/2025	Case ID: 4116705
00600000	SALES	510409000428	273510	47.15	14/04/2025   09:31:13	Settled	14/04/2025	Request Refund
00600000	SALES	510409000427	108261	282.10	14/04/2025   09:30:49	Settled	14/04/2025	Request Refund
00600000	SALES	510409000426	282020	7.55	14/04/2025   09:30:11	Settled	14/04/2025	Request Refund

**Step 2:** Click 'Download'.



**Step 3:** Select 'Parent Statement'.



**Step 4:** Select preferred 'Year' & 'Month'.



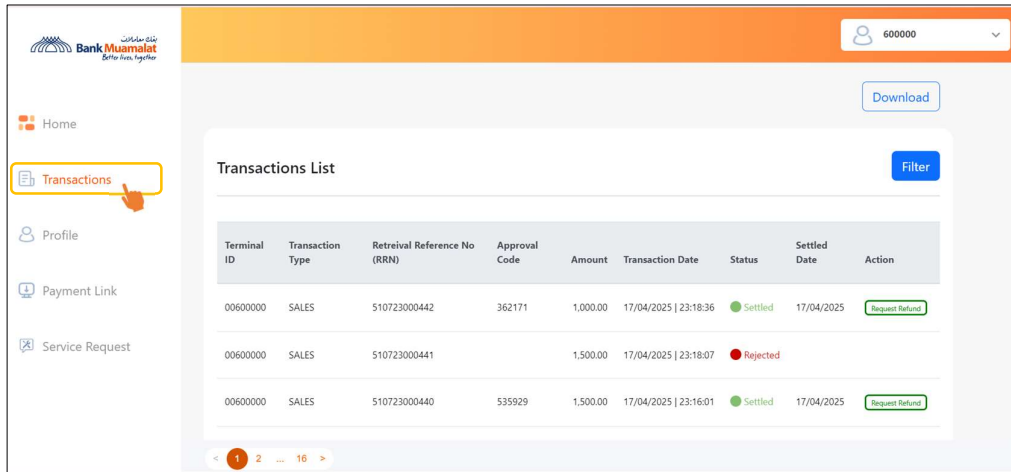
The screenshot shows the Bank Muamalat Merchant Portal interface. A 'Report Options' dialog box is open, allowing users to select report options and filters. The 'Option' dropdown is set to 'Parent Statement'. Under 'Filter By', the 'Statement Year' is set to 2025 and the 'Month' is set to 05. A 'Download' button is highlighted with a red box and an arrow, indicating the next step in the process. The background shows a 'Transactions List' table with columns for Terminal ID, Transaction Type, Retrieval, Status, Settled Date, and Action.

Terminal ID	Transaction Type	Retrieval	Status	Settled Date	Action
12341242	SALES	5102119	Settled	14/04/2025	Request Refund
12341242	SALENOAUTH	510211933410	Settled	30/04/2024	Request Refund
12341242	SALES	510211933409	Settled	14/04/2025	Request Refund

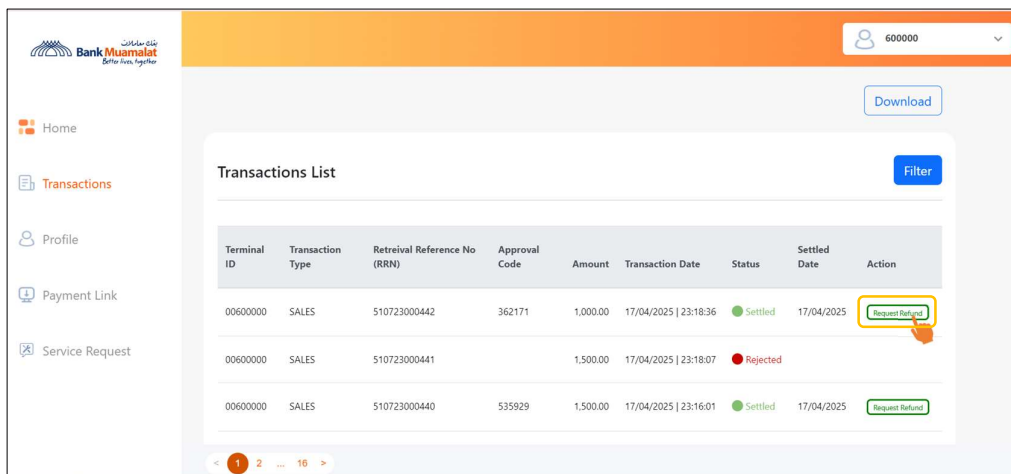
**Step 5:** Click 'Download'.

## 12.0 REQUEST FOR REFUND

\*\*\* Applicable for 'settled' transactions only



**Step 1:** Click 'Transaction' Tab at the Menu Bar.



**Step 2:** Select the preferred transaction and click 'Request Refund' button.

Bank Muamalat  
Better lives, together

600000

Request Type \*

REQUEST REFUND

Details \*

Retrieval Reference No (RRN): 510723000442, Transaction Date: 17/04/2025

Customer paid with cash. Attached herewith invoice & Receipt for further action.

Remaining Characters: 320

File Upload (Max Size: 10 MB)

Choose File No file chosen

Submit

**Step 3:** Fill in the details of the transaction or specific request.

Bank Muamalat  
Better lives, together

600000

Request Type \*

REQUEST REFUND

Details \*

Retrieval Reference No (RRN): 510723000442, Transaction Date: 17/04/2025

Customer paid with cash. Attached herewith invoice & Receipt for further action.

Remaining Characters: 320

File Upload (Max Size: 10 MB)

Choose File Resit\_Invoice (17-03-2024).png

Submit

**Step 4:** Upload any proof of transaction i.e., invoice/sales receipt/ any other relevant to the transaction (File size should be below 10 MB).

Bank Muamalat  
Berteknologi, Berkeadilan, Berkepercayaan

600000

Request Type \*

REQUEST REFUND

Details \*

Retrieval Reference No (RRN): 510723000442, Transaction Date: 17/04/2025

Customer paid with cash. Attached herewith invoice & Receipt for further action.

Remaining Characters: 320

File Upload (Max Size: 10 MB)

Choose File Resit\_Invoice (17-03-2024).png

Submit

Home

Transactions

Profile

Payment Link

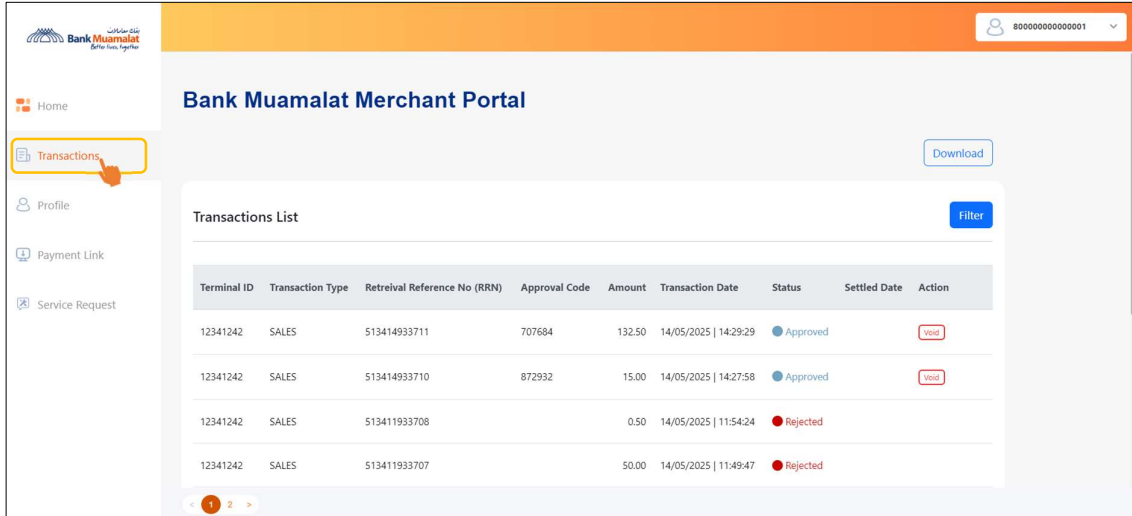
Service Request

**Step 5:** Click 'Submit'.

## 13.0 VOID TRANSACTION

\*\*\* Applicable for E-Commerce Merchant only

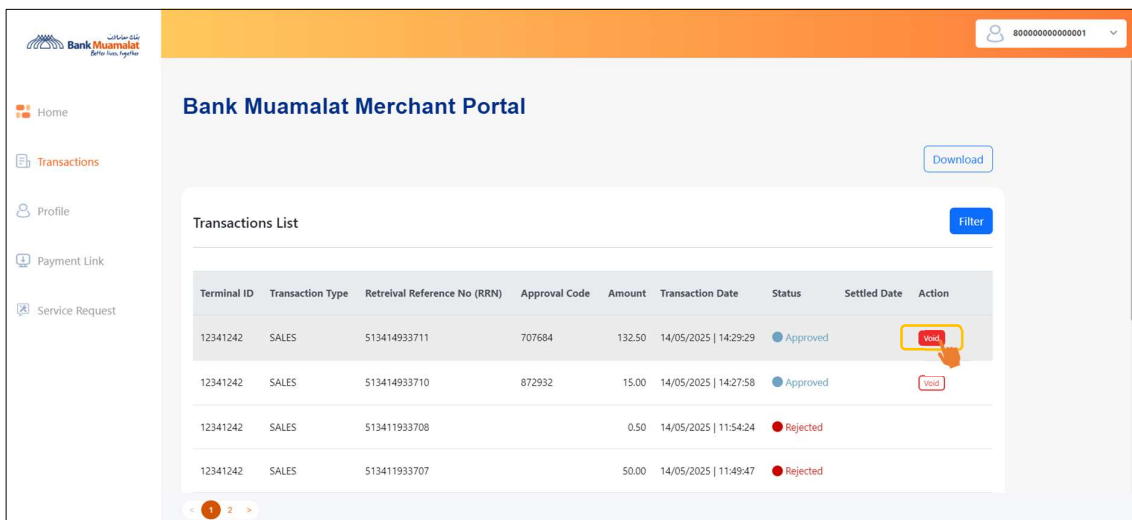
\*\*\* Applicable for 'Unsettled' Transactions (Before End of Day)



The screenshot shows the Bank Muamalat Merchant Portal interface. The left sidebar menu has the 'Transactions' tab highlighted with a red box and a red arrow pointing to it. The main content area displays the 'Transactions List' table with columns: Terminal ID, Transaction Type, Retrieval Reference No (RRN), Approval Code, Amount, Transaction Date, Status, Settled Date, and Action. The table contains four rows of transaction data.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
12341242	SALES	513414933711	707684	132.50	14/05/2025   14:29:29	Approved		Void
12341242	SALES	513414933710	872932	15.00	14/05/2025   14:27:58	Approved		Void
12341242	SALES	513411933708		0.50	14/05/2025   11:54:24	Rejected		
12341242	SALES	513411933707		50.00	14/05/2025   11:49:47	Rejected		

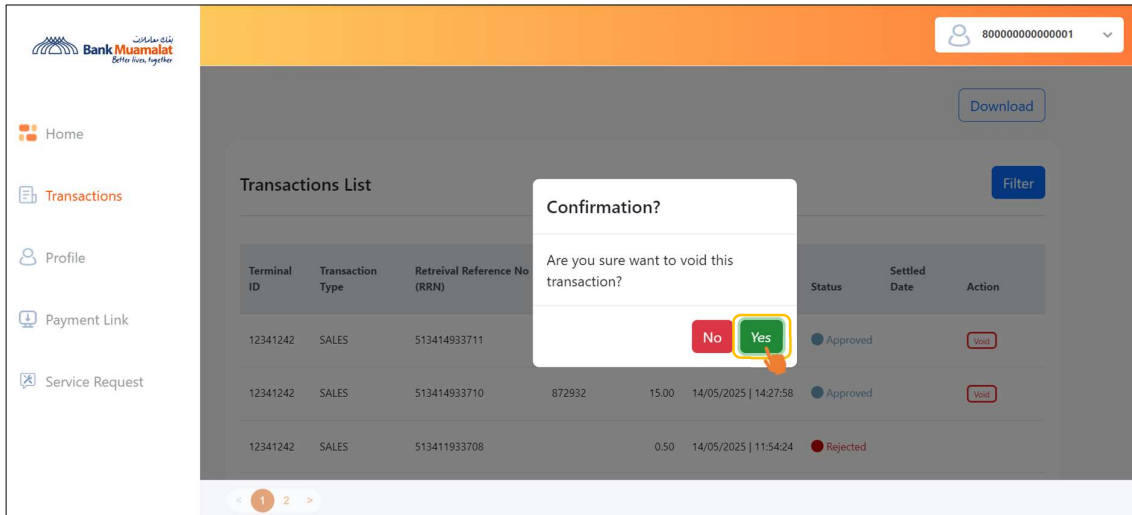
**Step 1:** Click 'Transaction' Tab at the Menu Bar.



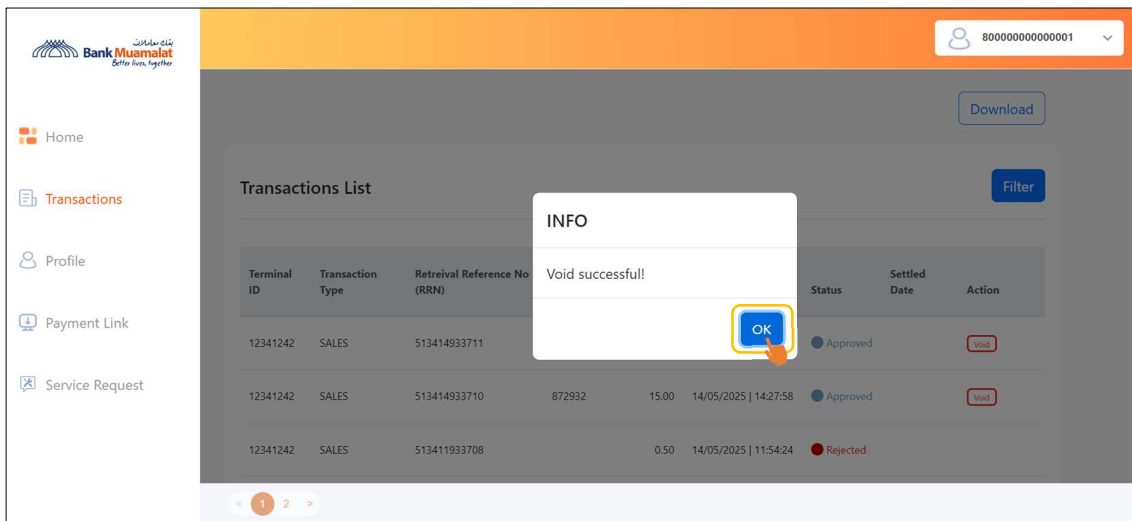
The screenshot shows the same Bank Muamalat Merchant Portal interface. The 'Transactions' tab is now selected in the sidebar. In the 'Transactions List' table, the 'Void' button in the 'Action' column for the first transaction (Terminal ID 12341242, RRN 513414933711) is highlighted with a red box and a red arrow.

Terminal ID	Transaction Type	Retrieval Reference No (RRN)	Approval Code	Amount	Transaction Date	Status	Settled Date	Action
12341242	SALES	513414933711	707684	132.50	14/05/2025   14:29:29	Approved		Void
12341242	SALES	513414933710	872932	15.00	14/05/2025   14:27:58	Approved		Void
12341242	SALES	513411933708		0.50	14/05/2025   11:54:24	Rejected		
12341242	SALES	513411933707		50.00	14/05/2025   11:49:47	Rejected		

**Step 2:** Select the preferred transaction and click 'Void' button.



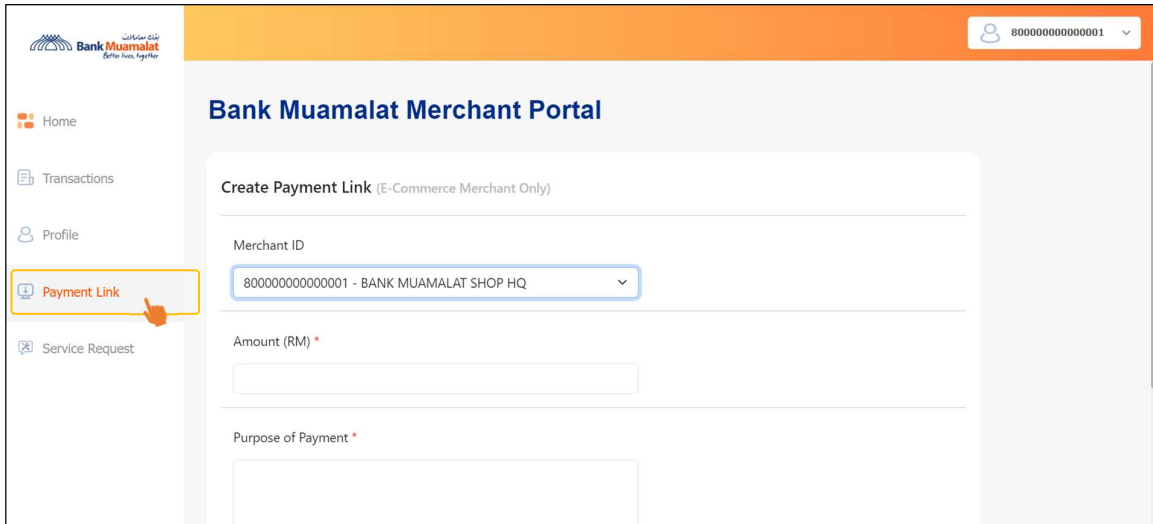
**Step 3:** Click 'Yes'.



**Step 4:** Click 'OK'.

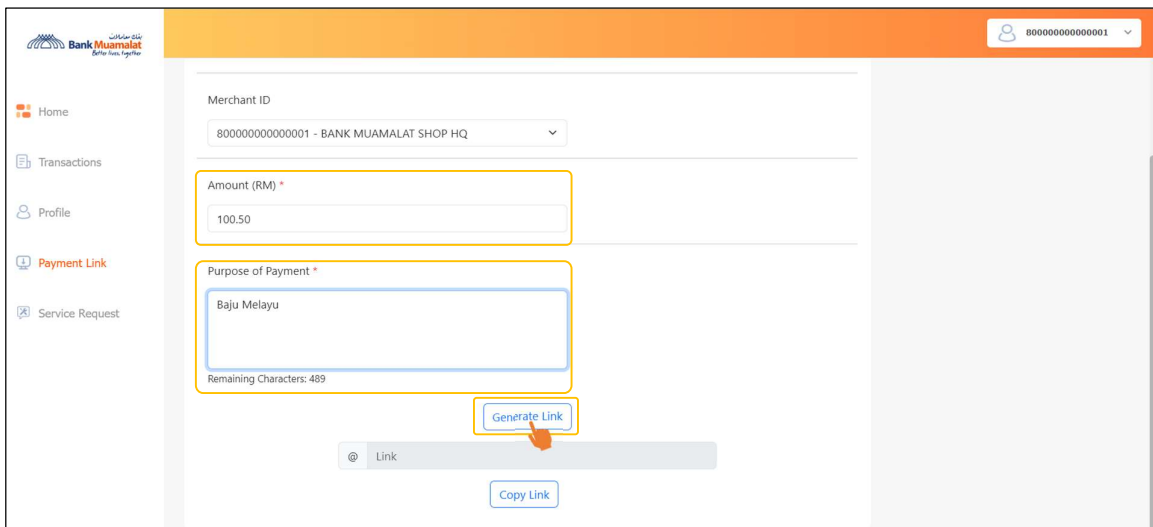
## 14.0 GENERATE PAYMENT LINK

\*\*\* Applicable for E-Commerce Merchant only



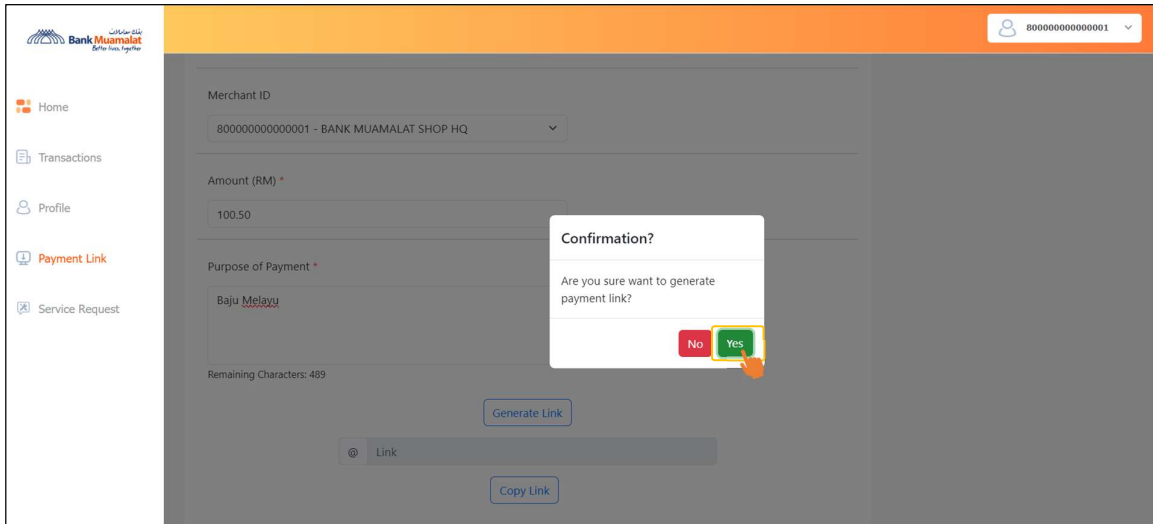
The screenshot shows the Bank Muamalat Merchant Portal interface. The left-hand menu bar contains several options: Home, Transactions, Profile, Payment Link (highlighted with a yellow box and a hand cursor), and Service Request. The main content area is titled 'Bank Muamalat Merchant Portal' and features a 'Create Payment Link (E-Commerce Merchant Only)' form. The form includes a 'Merchant ID' dropdown menu with the value '800000000000001 - BANK MUAMALAT SHOP HQ'. Below this are input fields for 'Amount (RM) \*' and 'Purpose of Payment \*', both of which are currently empty.

**Step 1:** Click 'Payment Link' Tab in the Menu Bar.

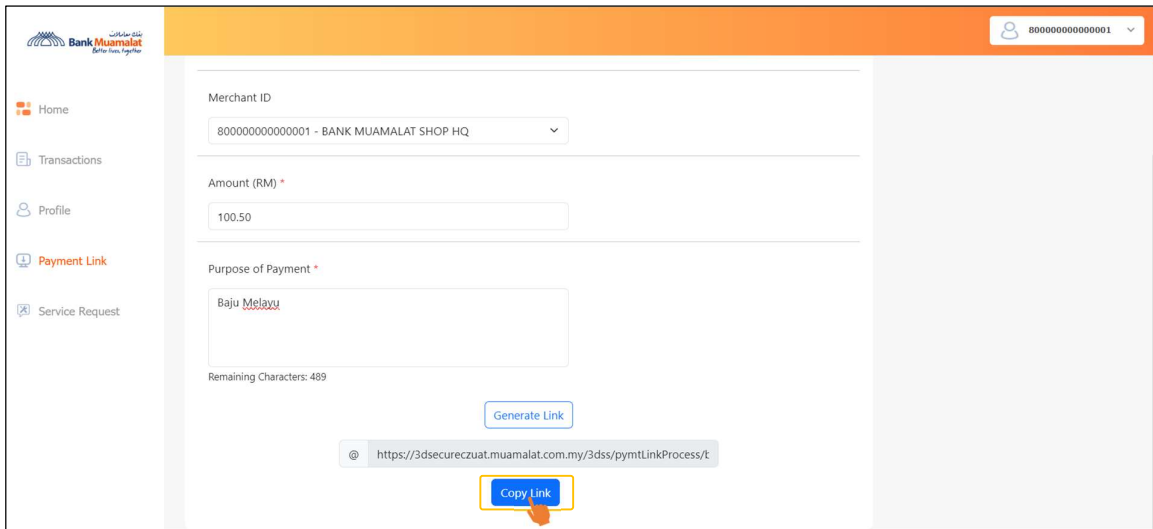


This screenshot shows the same 'Create Payment Link' form as in the previous image, but with the 'Amount (RM) \*' field filled with '100.50' and the 'Purpose of Payment \*' field filled with 'Baju Melayu'. The 'Generate Link' button is highlighted with a yellow box and a hand cursor, indicating it has been clicked. Below the form, there is a text input field for the generated link, which currently contains '@ Link', and a 'Copy Link' button.

**Step 2:** Fill in the 'Amount' and 'Purpose of Payment'. Click 'Generate Link'.



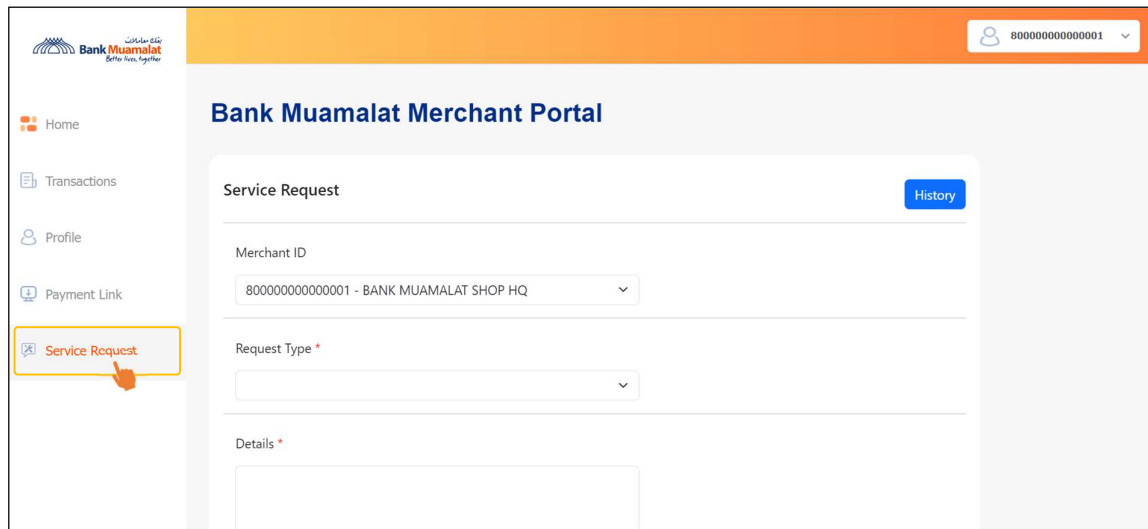
**Step 3:** Click 'Yes'. Payment Link will be successfully generated.



**Step 4:** Click 'Copy Link'. Merchant now can share the link with the customer for the payment process.

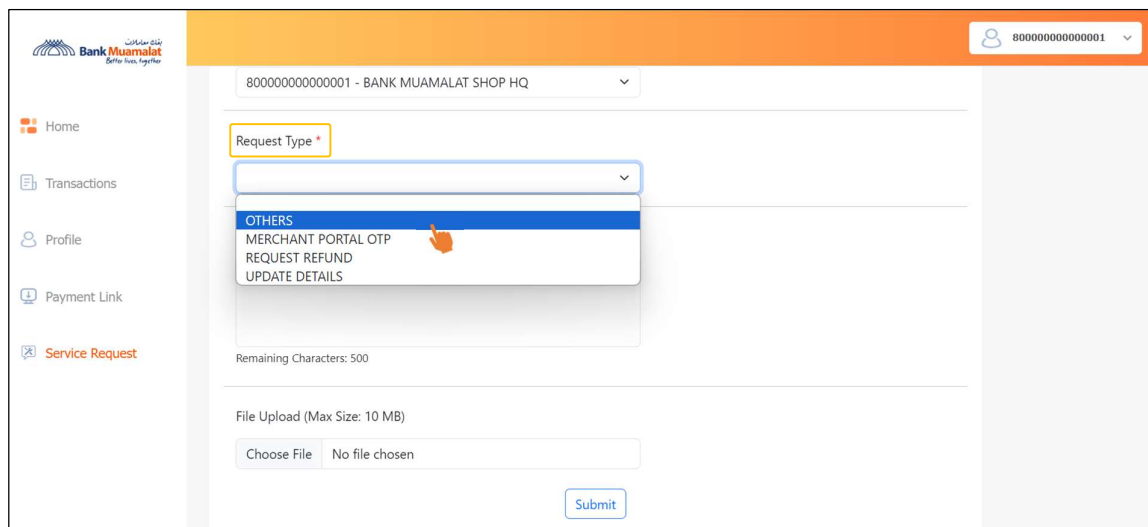


## 15.0 SERVICE REQUEST



The screenshot shows the Bank Muamalat Merchant Portal interface. On the left is a navigation menu with options: Home, Transactions, Profile, Payment Link, and Service Request (highlighted with a red box and a hand cursor). The main content area is titled "Bank Muamalat Merchant Portal" and contains a "Service Request" form. The form includes a "Merchant ID" dropdown menu with the value "800000000000001 - BANK MUAMALAT SHOP HQ", a "Request Type" dropdown menu, and a "Details" text area. A "History" button is located in the top right corner of the form area. The top of the page features the Bank Muamalat logo and a user profile dropdown with the ID "800000000000001".

**Step 1:** Click 'Payment Link' Tab in the Menu Bar.



This screenshot shows the "Request Type" dropdown menu open in the Service Request form. The dropdown list contains three options: "OTHERS", "MERCHANT PORTAL OTP", and "REQUEST REFUND". A hand cursor is pointing at the "MERCHANT PORTAL OTP" option. Below the dropdown, there is a "Details" text area with a "Remaining Characters: 500" indicator. At the bottom of the form, there is a "File Upload (Max Size: 10 MB)" section with a "Choose File" button and a "No file chosen" label. A "Submit" button is located at the bottom right of the form. The navigation menu on the left now has "Service Request" highlighted in red, and "Payment Link" is no longer highlighted.

**Step 2:** Select the preferred "Request Type".

Bank Muamalat  
Bank Muamalat  
Better lives, together

800000000000001

800000000000001 - BANK MUAMALAT SHOP HQ

Request Type \*

OTHERS

Details \*

I want to request for 2 additional terminals.

Remaining Characters: 455

File Upload (Max Size: 10 MB)

Choose File BMMB.jpg

Submit

**Step 3:** Fill in the “Details” and upload any supporting documents if required (File size should be below 10 MB) and click “Submit”.

Bank Muamalat  
Bank Muamalat  
Better lives, together

800000000000001

## Bank Muamalat Merchant Portal

Service Request

History

Merchant ID

800000000000001 - BANK MUAMALAT SHOP HQ

Request Type \*

Details \*

**Step 4:** Click “History” to view the service request history and progress.

The screenshot shows the Bank Muamalat Merchant Portal interface. On the left is a navigation menu with options: Home, Transactions, Profile, Payment Link, and Service Request (highlighted). The main content area is titled 'Bank Muamalat Merchant Portal' and includes a 'Back' button. Below this is a 'Service Requests List' section with a dropdown menu showing the account number '8000000000000001'. The list contains three rows of data:

Case ID	Created Datetime	Event Code	Status	Closed Datetime	Remarks
4123102	Sep 8, 2025 12:27:11 PM	OTHERS	Work In Progress		
4123101	Sep 8, 2025 12:24:01 PM	OTHERS	Closed	Sep 8, 2025 12:29:01 PM	<a href="#">View</a>
4123100	Sep 8, 2025 10:37:45 AM	UPDATE DETAILS	Closed	Sep 8, 2025 1:06:02 PM	<a href="#">View</a>

A yellow box highlights the 'View' button in the Remarks column for the second row (Case ID 4123101), with a hand cursor pointing to it. A red circle with the number '1' is located at the bottom left of the screenshot.

**Step 4:** Click “View” to view the remarks message.

**- END OF USER GUIDE -**