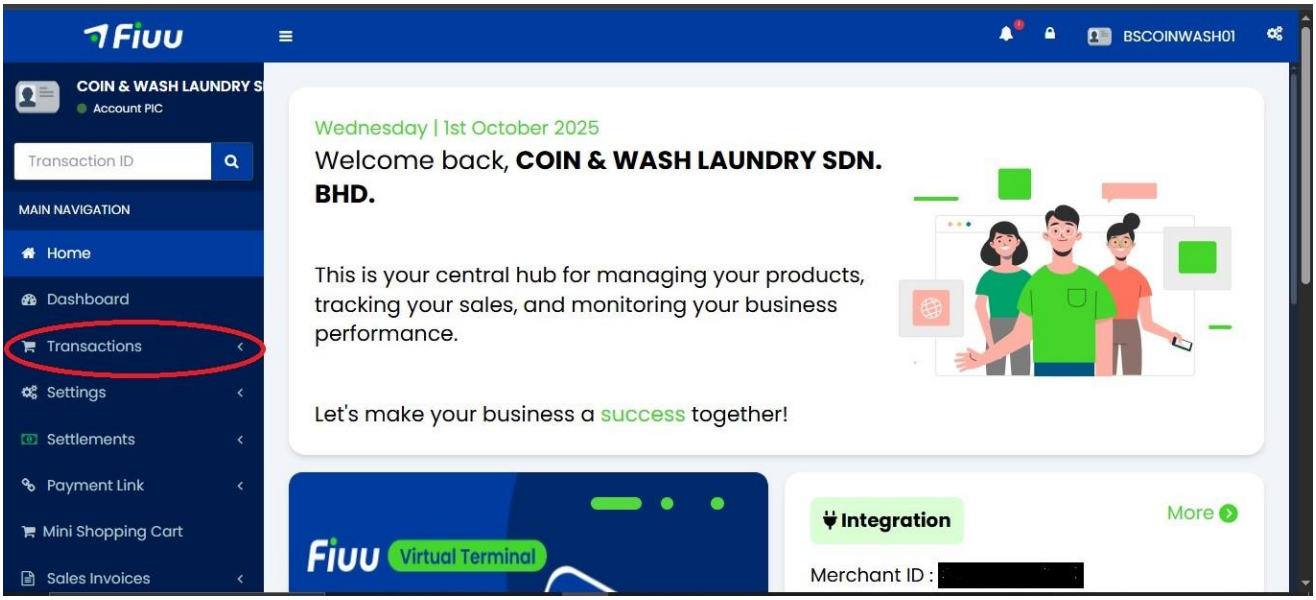
Check Fiuu Payment Records

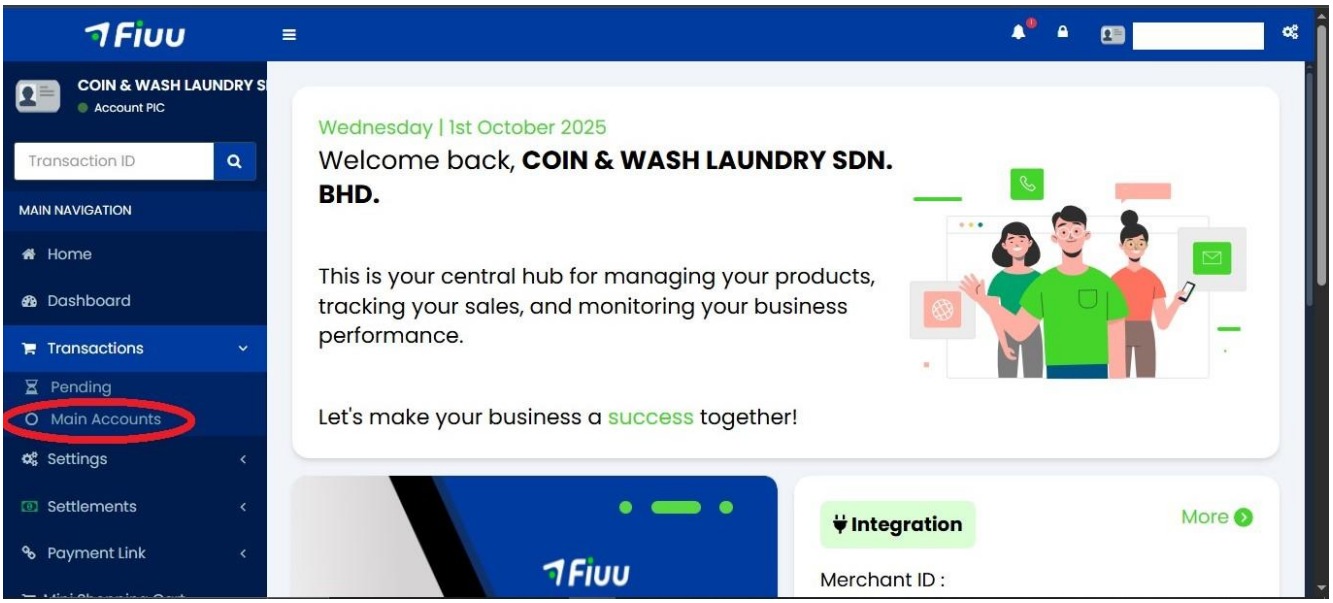
(ENG)

Step 1: Log in to the FIUU portal using your existing ID and password.

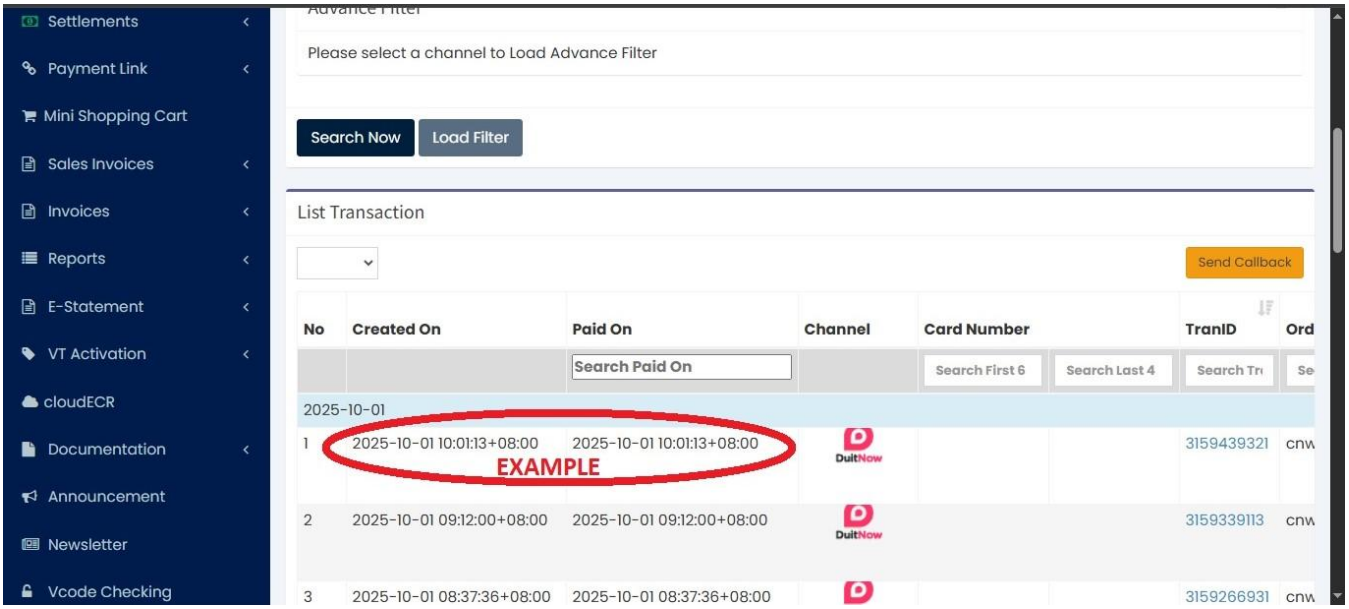
Step 2: Click on **"Transactions"**.



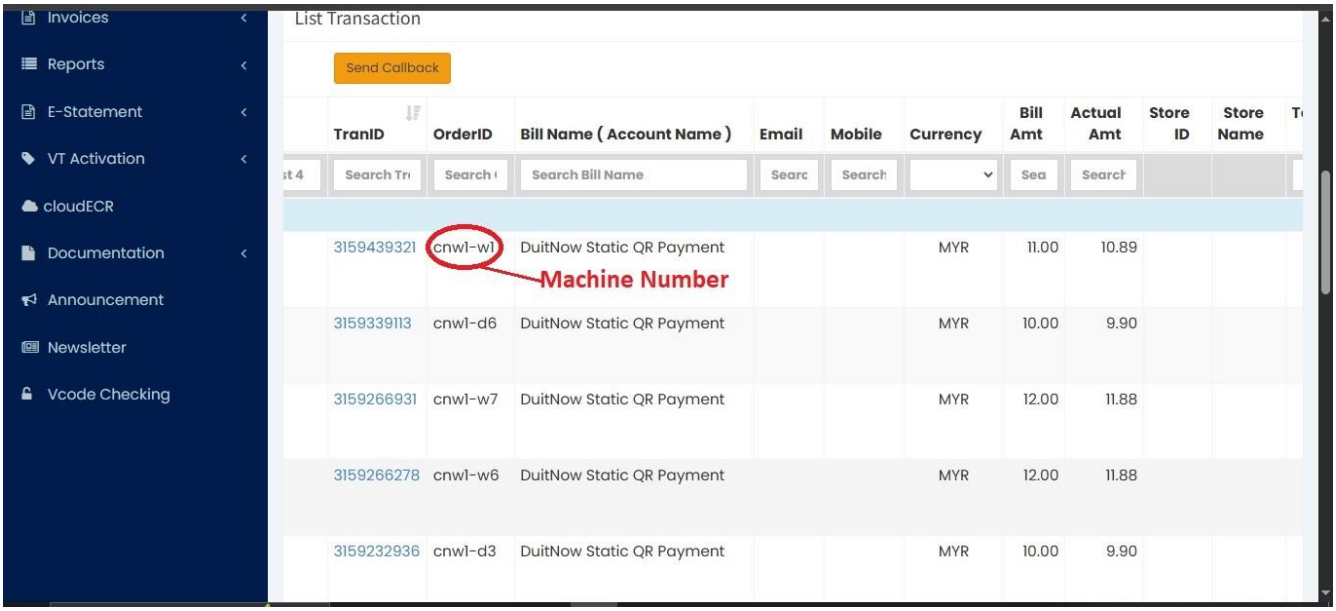
Step 3: Click on **"Main Accounts"**.



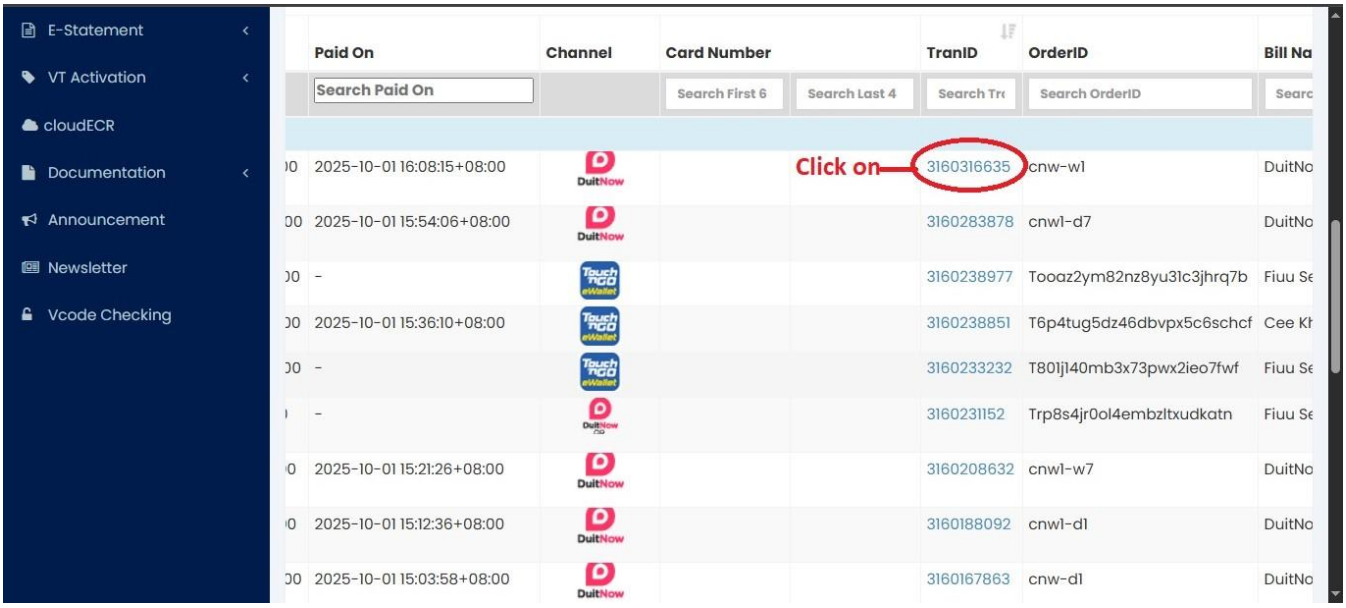
Step 4: Now you can view the transaction date and time.



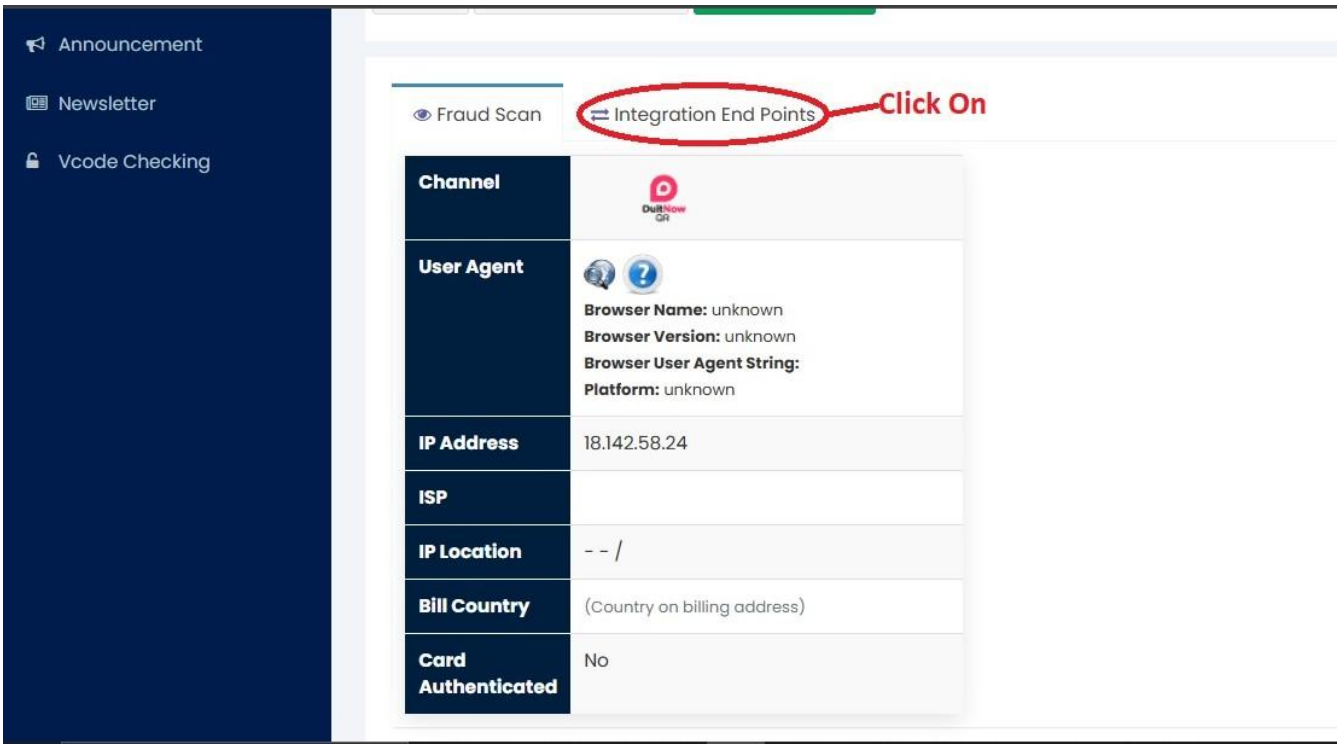
Step 5: Scroll to the right to view the machine details and the transaction amount.



Step 6: Click on the **"Transaction ID"** to view the transaction details.



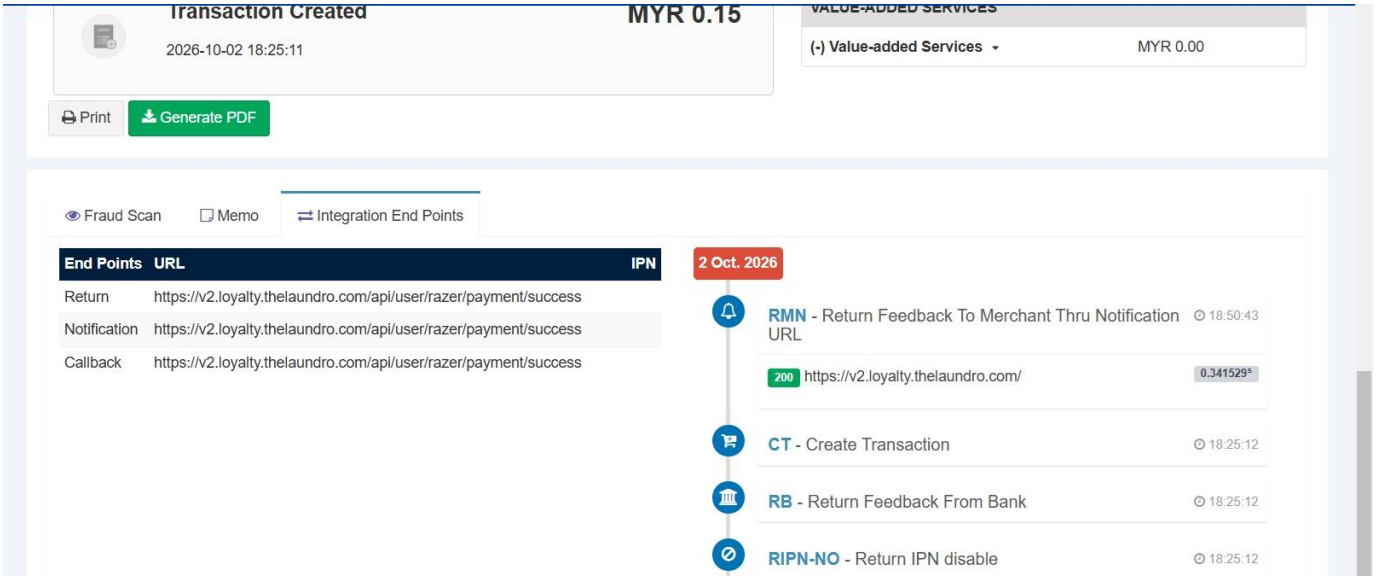
Step 7: Click on "Integration End Points".



Step 8: You'll see the transaction details, which fall into three types: **payment successful**, **payment failed**, and **payment delayed**. Examples of each transaction type are shown below.

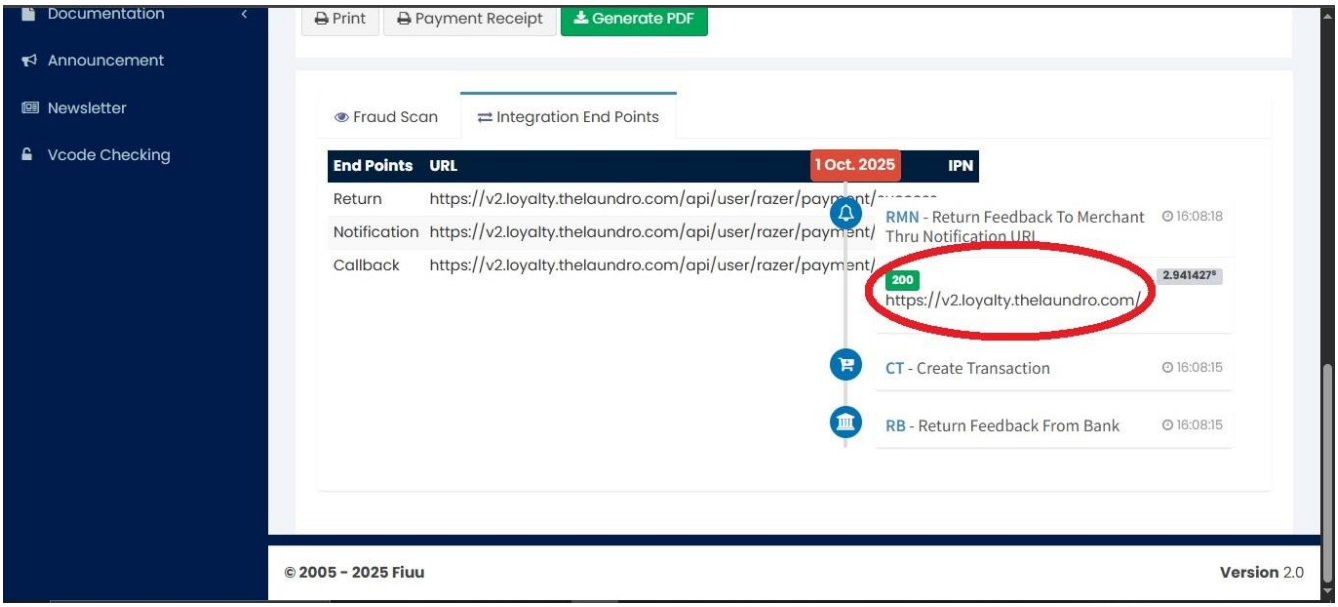
Transaction Details

- You can refer to the date and time details for reference.



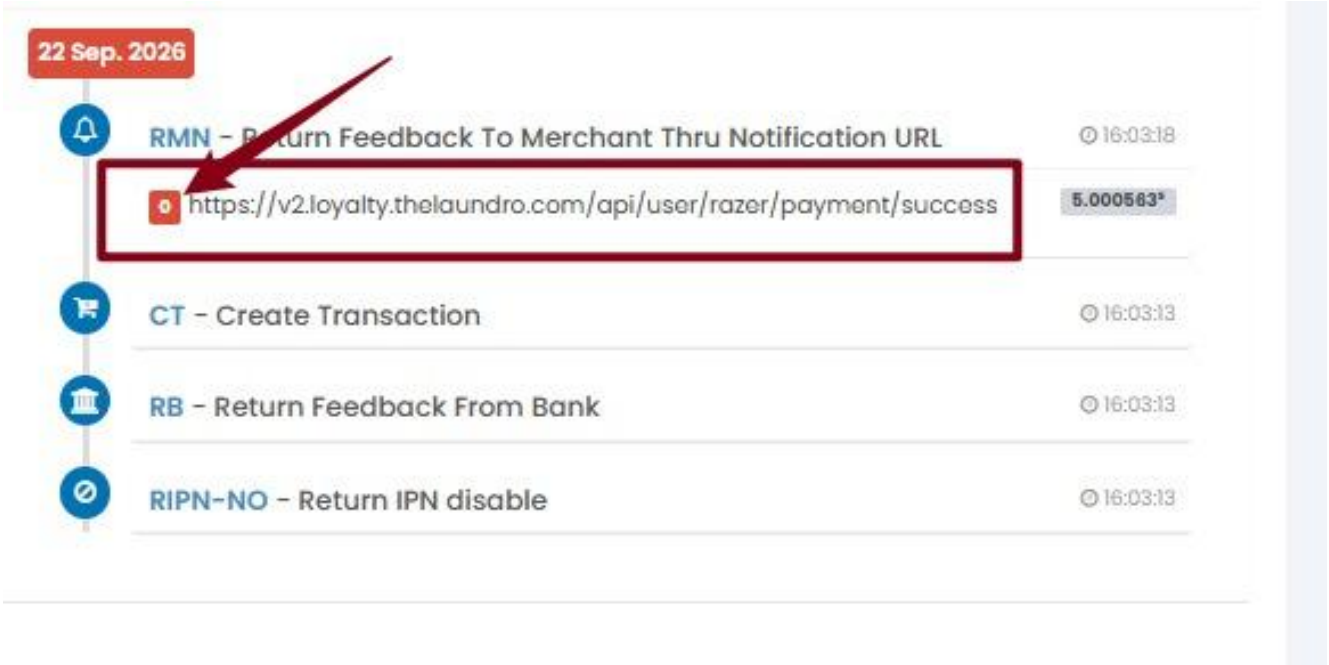
Payment Successful

- You will see the transaction details. From there, look for the green icon with https://v2.loyalty.thelaundro.com/ — this indicates that LAUNDRO has received the transaction.



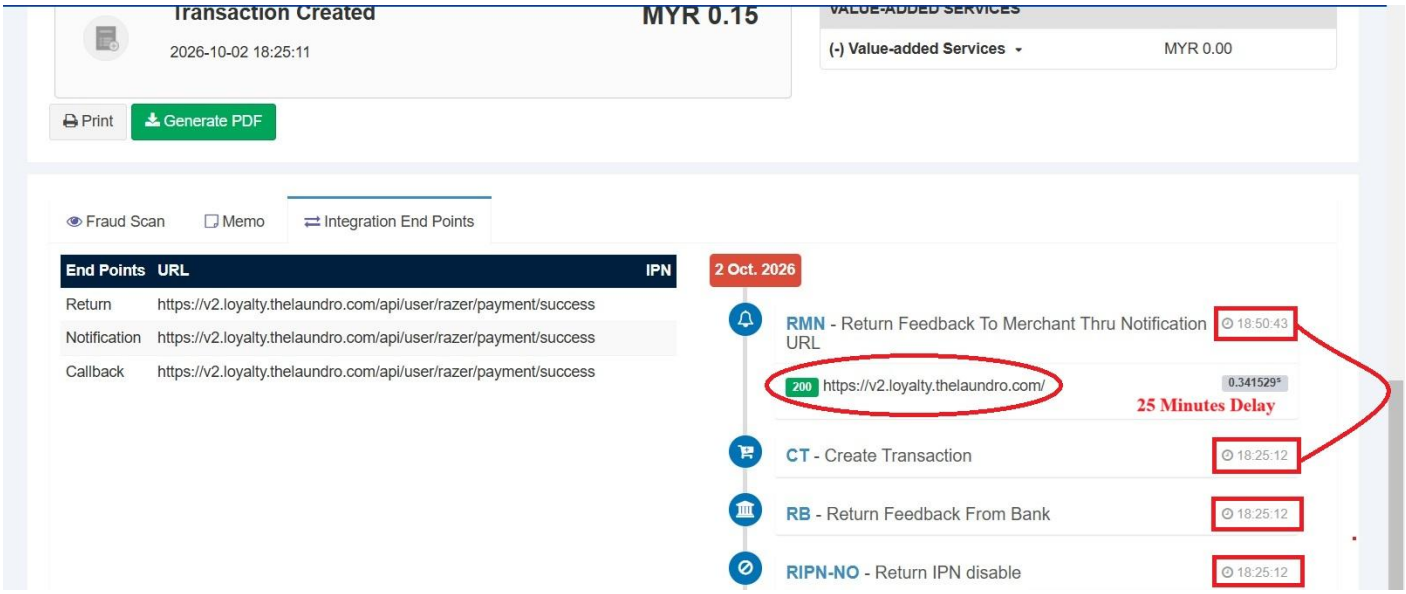
Payment Error

- If you find that the **value shows “0”**, it indicates an **error in the FIUU system.** Please email FIUU to request further clarification and a solution for the error.



Payment Delay

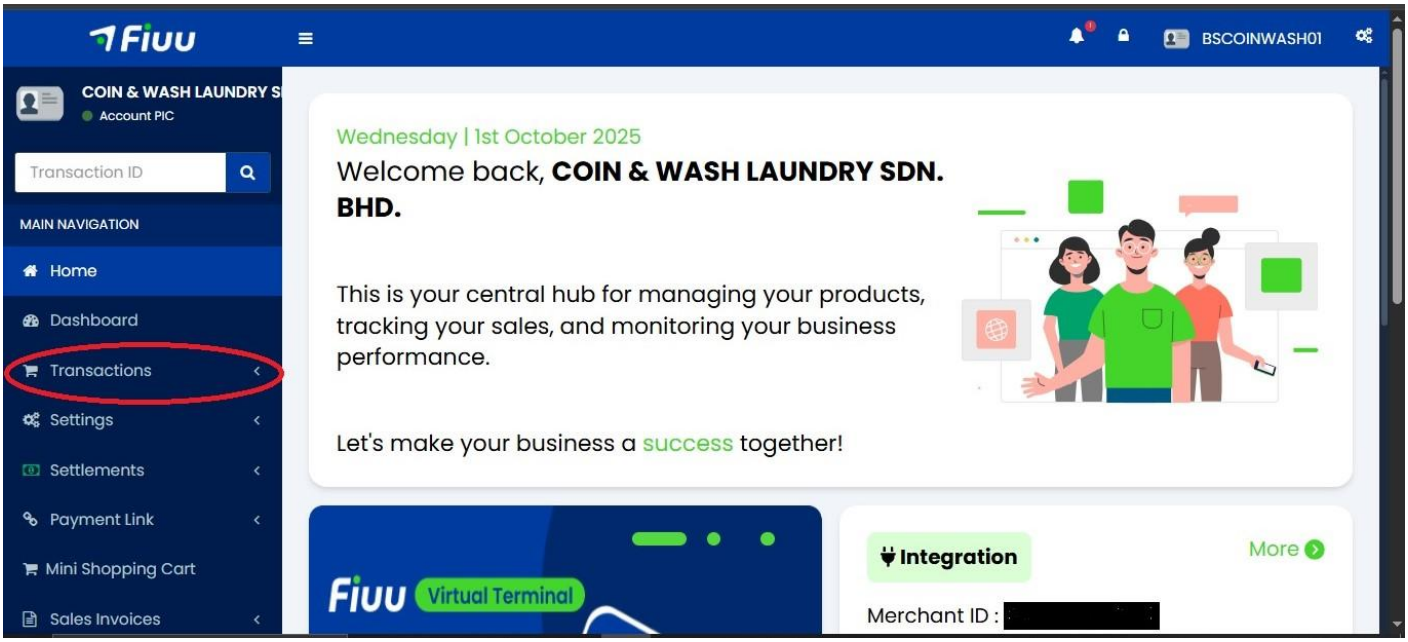
- As shown in the picture, the transaction was created at 18:25 and the feedback was returned at 18:50, indicating a delay in the payment feedback.



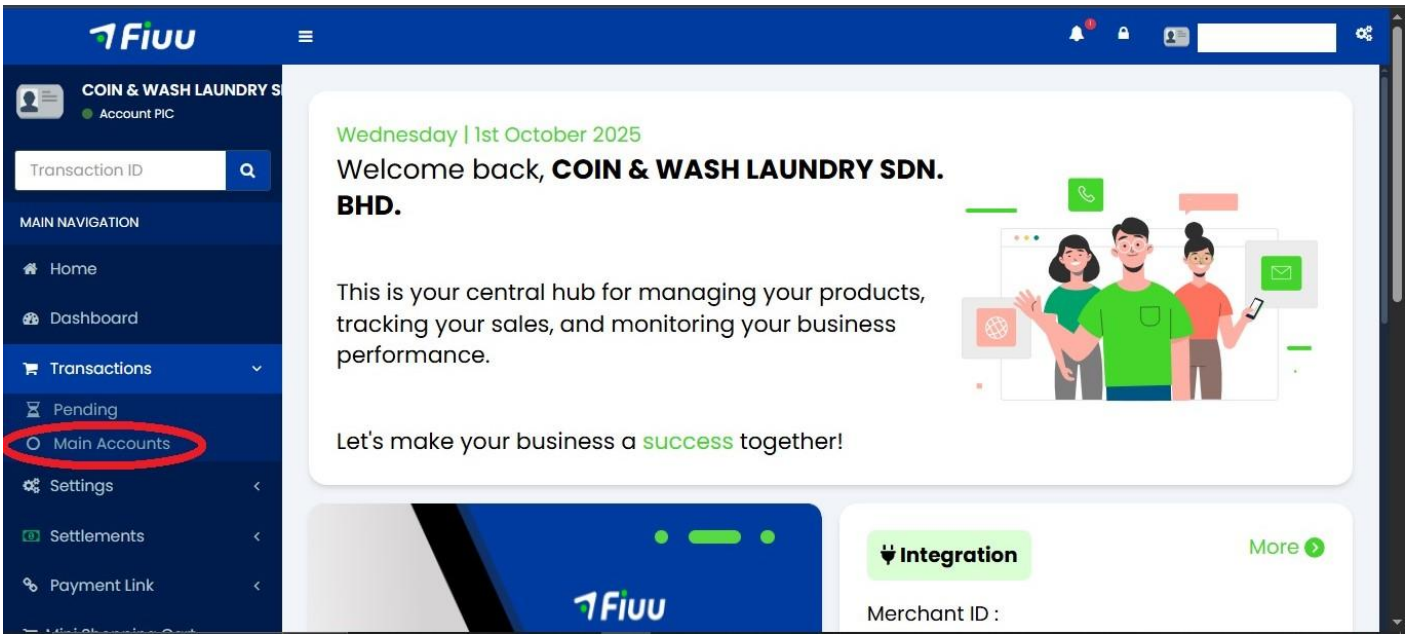
(BM)

◫ **Langkah 1:** Log masuk ke portal FIUU menggunakan ID dan kata laluan sedia ada anda.

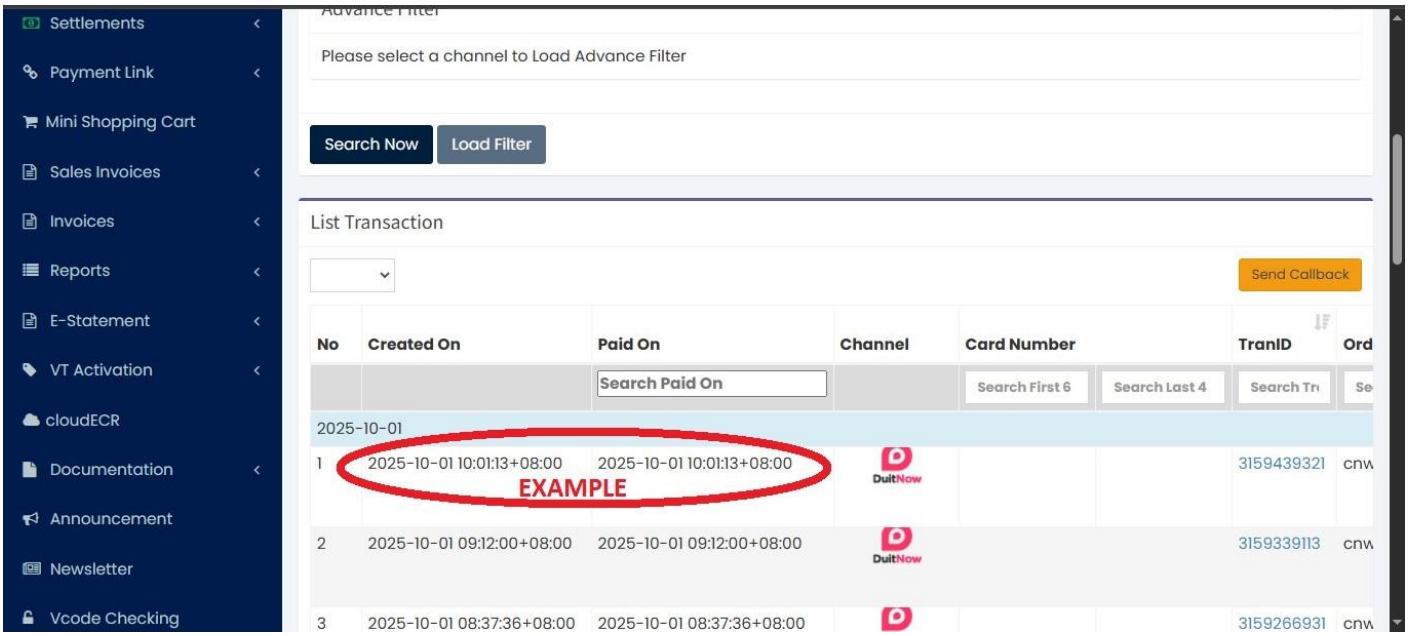
◫ **Langkah 2:** Klik pada **"Transactions"**.



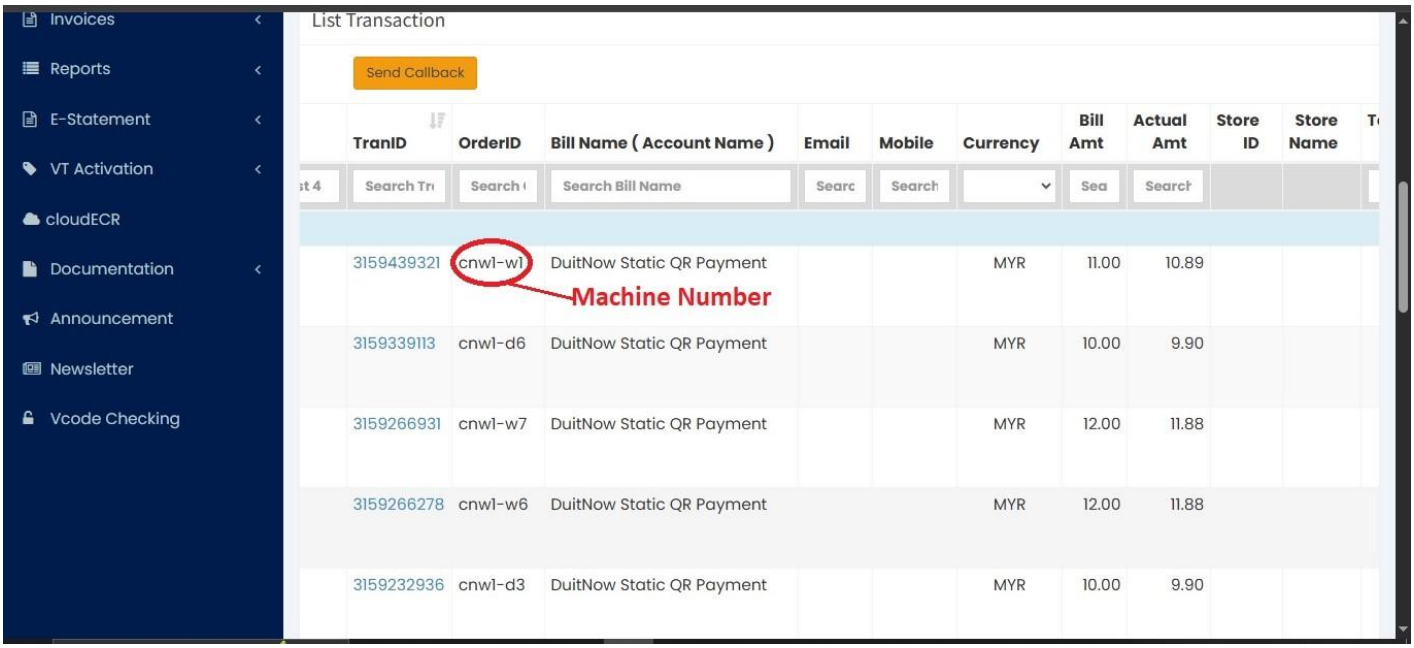
◫ **Langkah 3:** Klik pada **"Main Accounts"**.



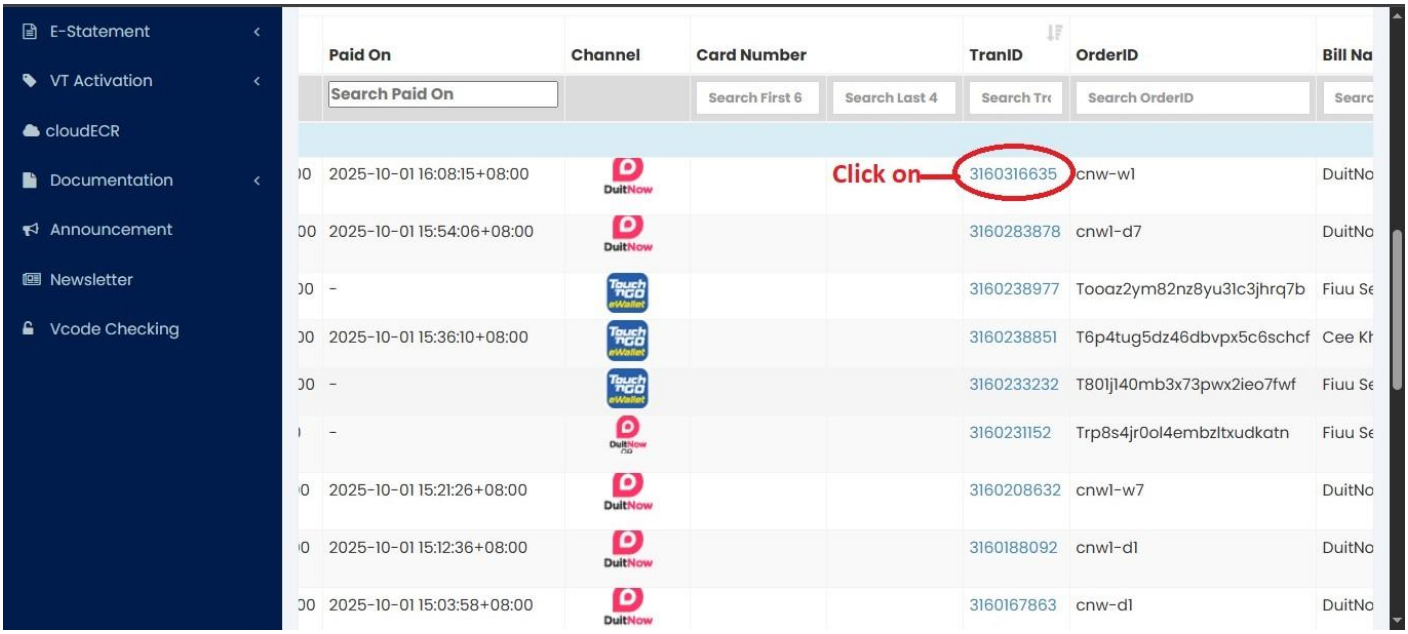
◫ Sekarang anda boleh melihat tarikh dan masa transaksi.



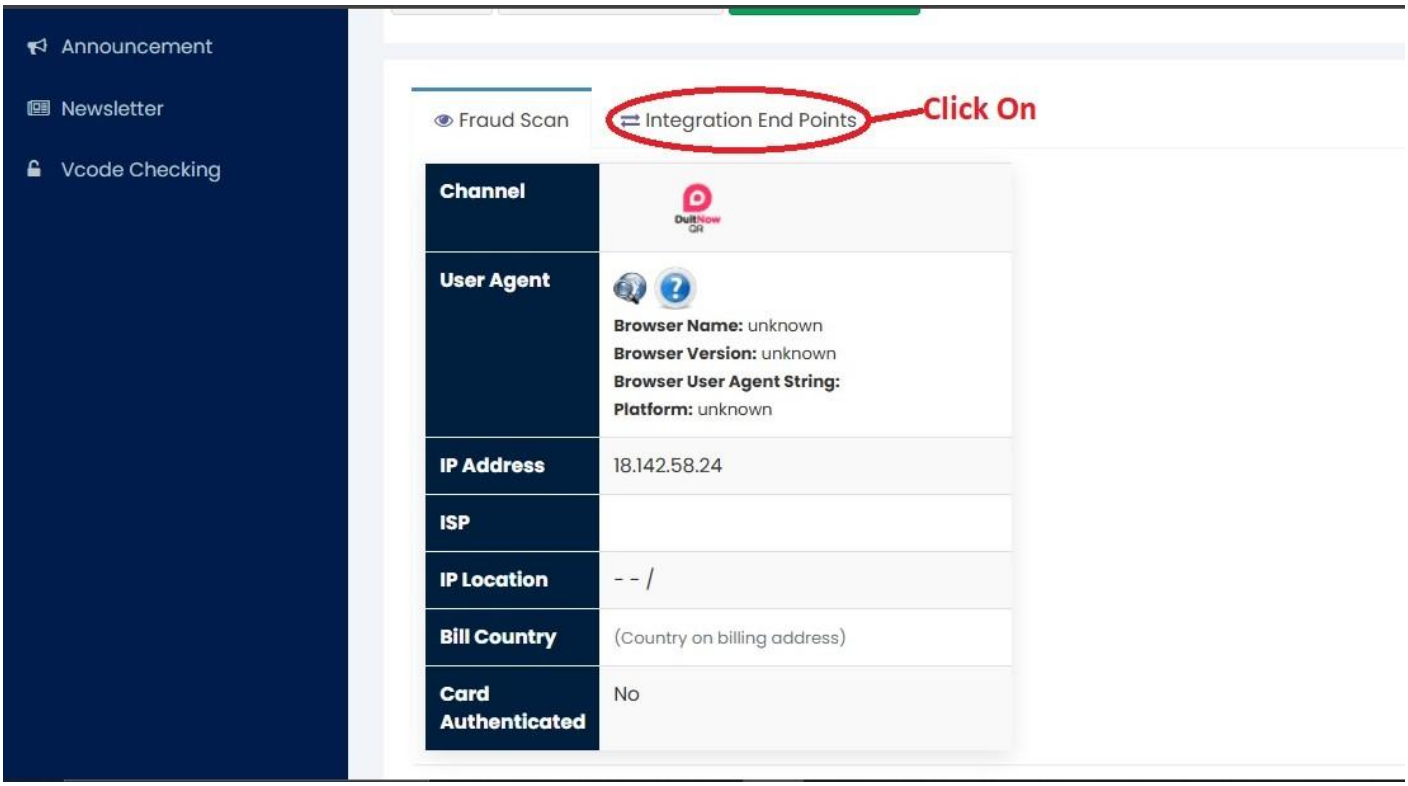
◫ Tatal ke kanan untuk melihat butiran mesin dan jumlah transaksi.



Langkah 6: Klik pada **"Transaction ID"**.



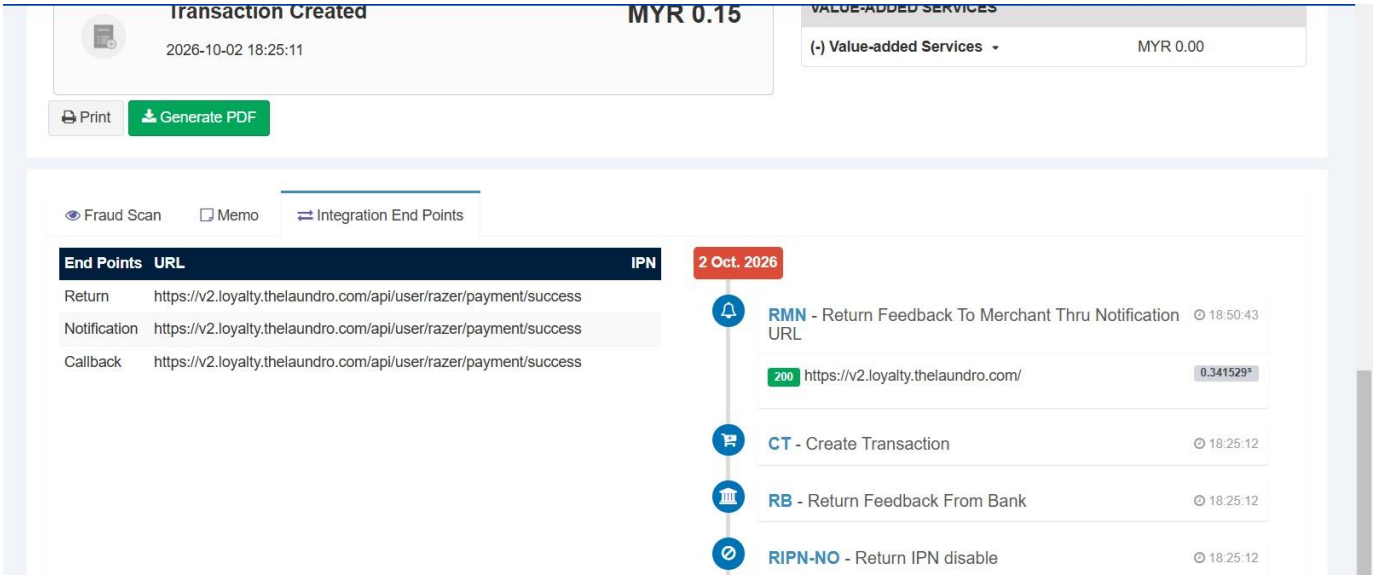
Langkah 7: Klik pada **"Integration End Points"**.



Langkah 8: Anda akan melihat butiran transaksi yang terbahagi kepada tiga jenis: **pembayaran berjaya**, **pembayaran gagal** dan **pembayaran tertangguh**. Contoh bagi setiap jenis transaksi ditunjukkan di bawah.

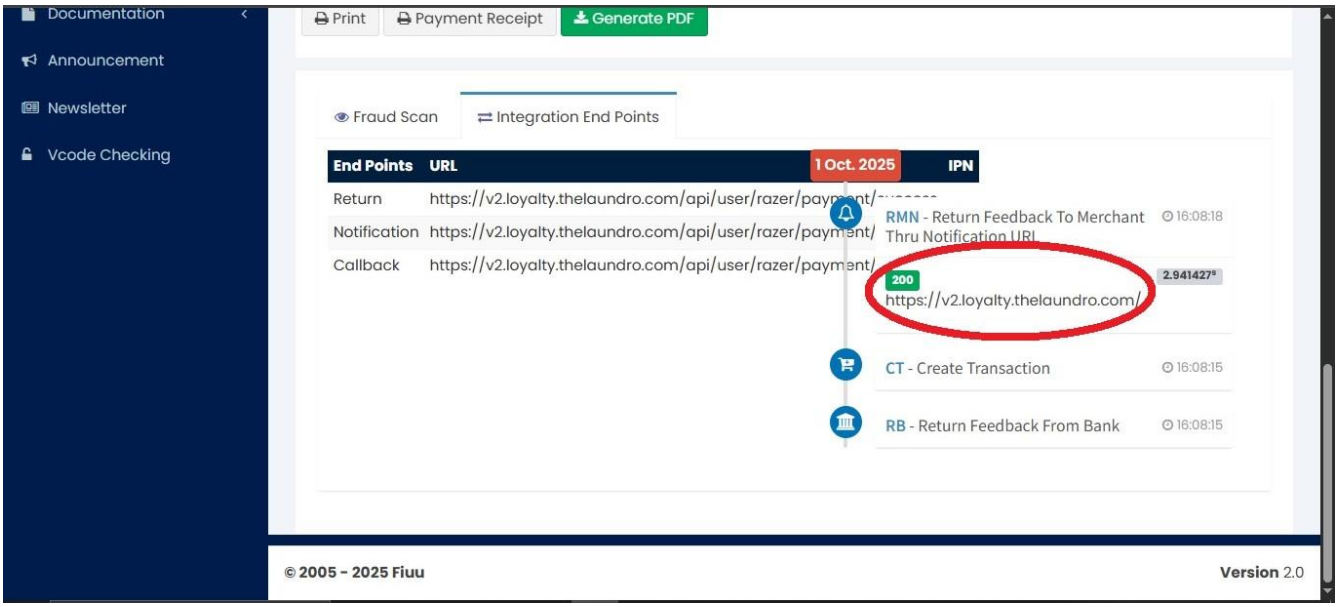
Butiran Transaksi

- Anda boleh merujuk butiran tarikh dan masa.



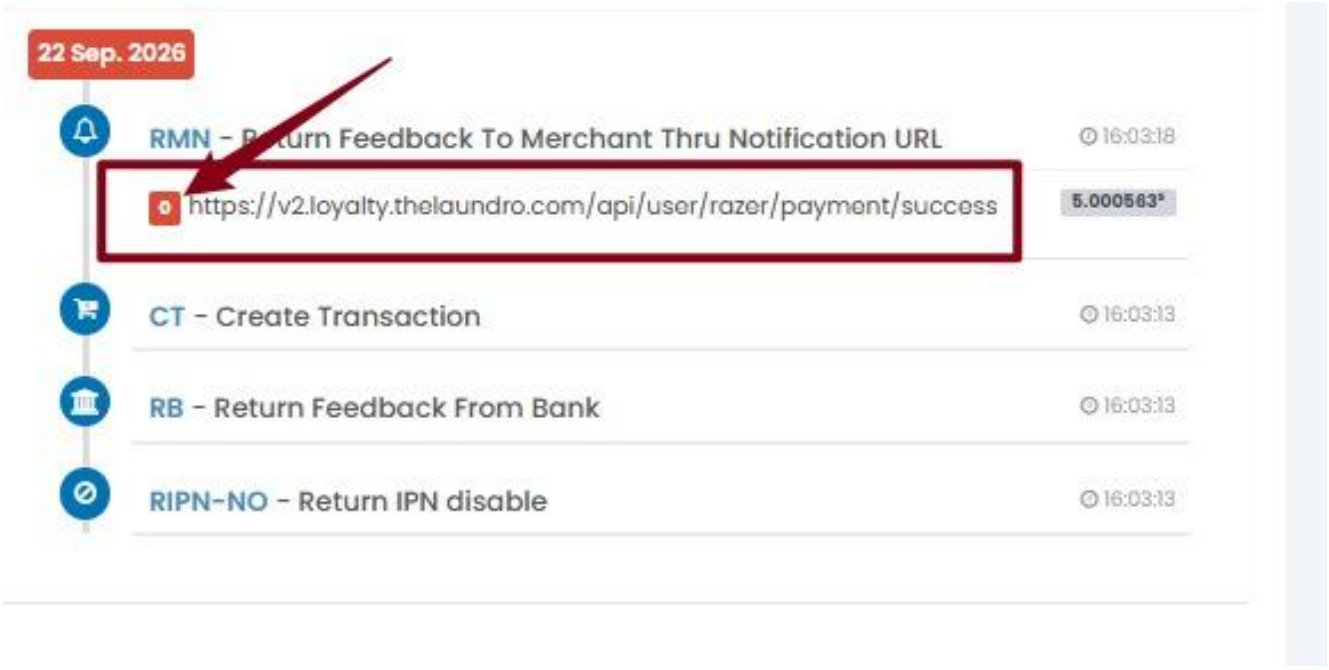
Pembayaran Berjaya

- Anda akan melihat butiran transaksi. Cari ikon hijau bersama-sama dengan https://v2.loyalty.thelaundro.com/ — ini menunjukkan bahawa LAUNDRO telah menerima transaksi tersebut.



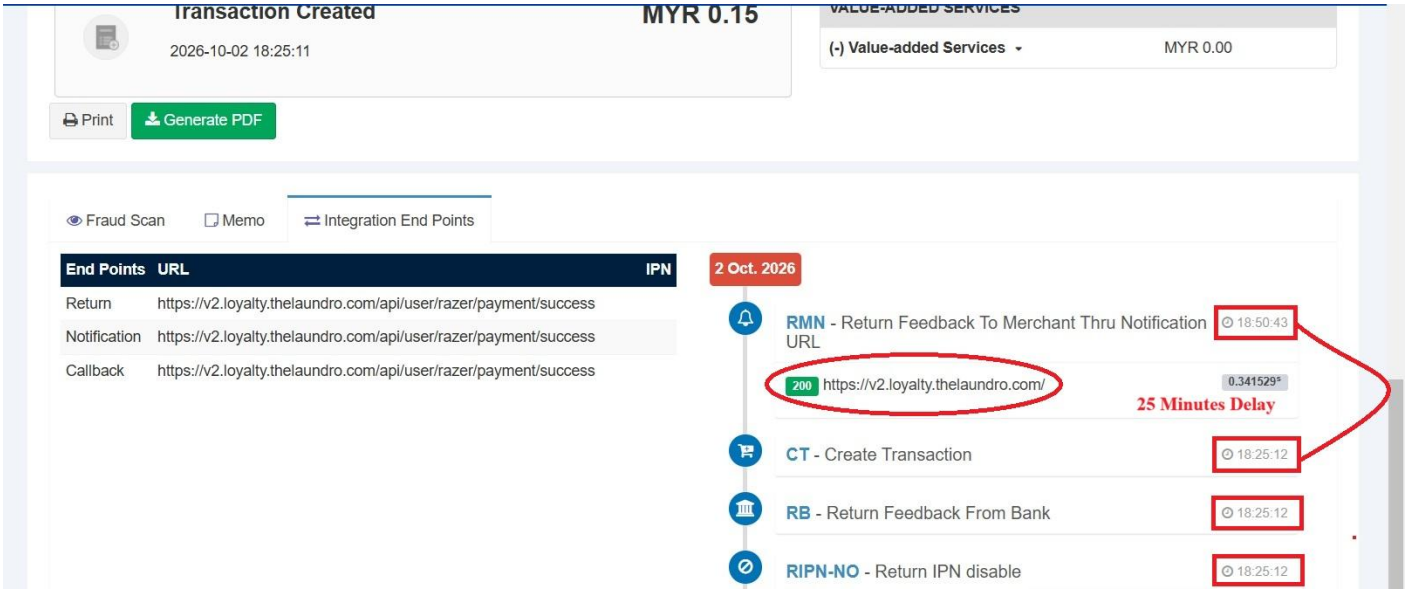
Ralat Pembayaran

- Jika nilai yang dipaparkan ialah **“0”**, ini menunjukkan terdapat **ralat dalam sistem FIUU** . Sila e-mel pihak FIUU untuk mendapatkan penjelasan lanjut dan penyelesaian bagi ralat tersebut.



Kelewatan Pembayaran

- Seperti yang ditunjukkan dalam gambar, transaksi dibuat pada pukul 18:25 dan maklum balas diterima pada pukul 18:50. Ini menunjukkan kelewatan maklum balas pembayaran.



Revision #7
Created 2025-10-01 02:42:44 UTC by KUNA
Updated 2026-10-08 05:14:05 UTC by KUNA