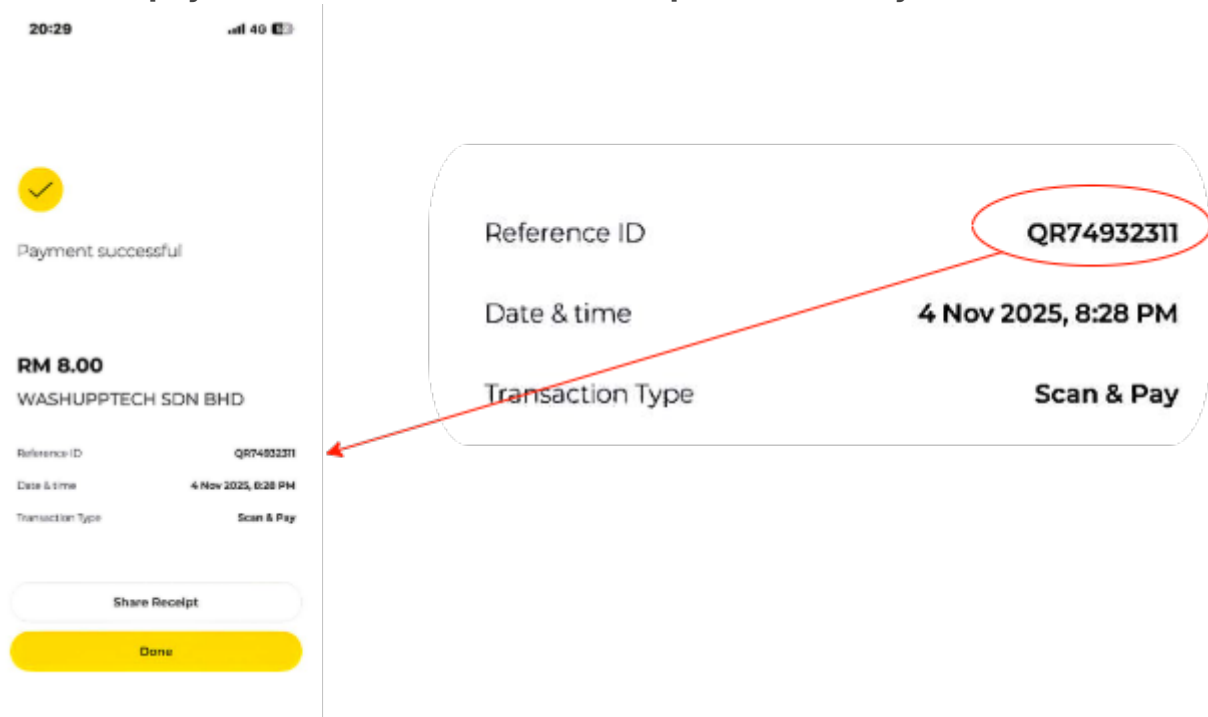


E-Payment Success But Machine Not Start / Display Not Deduct

If this situation occurs, what needs to be done is:

1. Obtain the **payment details**, such as the **receipt**, for the **E-Payment transaction**.



2. **Log in to the operator dashboard**, then go to the **e-payment report** & **Fill in TransactionID**

Epayment Transaction Record

No Operator x Choose Method 2025-11-04 2025-11-04 Houz Doby & Serv... x Submit

Q w9

All Success

Outlet Name	Project Code	Operator	Machine Name	Method	Total Amount	Discount	Discount Type	Point	Actual Amount	Status	Date	Time	Transaction ID
Houz Doby & Services	1	houzdoby	HDS-W9	STATIC DUITNOW QR CODE	8.00	0.00	-	-	8.00	Success	2025-11-04	20:28:16	MBBEMYKL030
Houz Doby & Services	1	houzdoby	HDS-W9	STATIC DUITNOW QR CODE	8.00	0.00	-	-	8.00	Success	2025-11-04	20:40:51	MBBEMYKL030

3. Fill in Transaction I'd

English

8.00 Success 2025-11-04 20:28:16 **MBBEMYKL030OQR74932311**

Next, it will display the transaction status as either **“Successful”** or **“Failed.”**

If the transaction shows **“Success,”** what needs to be done is:

- **Check the cable connection between coin acceptor to device.**
- **Ensure the device is in online mode.**

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