



ePayment User Guide

For Malaysia Market only.

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How to Access ePayment

This is the user guide of Malaysia market for completing ePayment with ONE. This may or may not be applicable to other countries.

**Access
ePayment Portal**

**How to register
Payment**

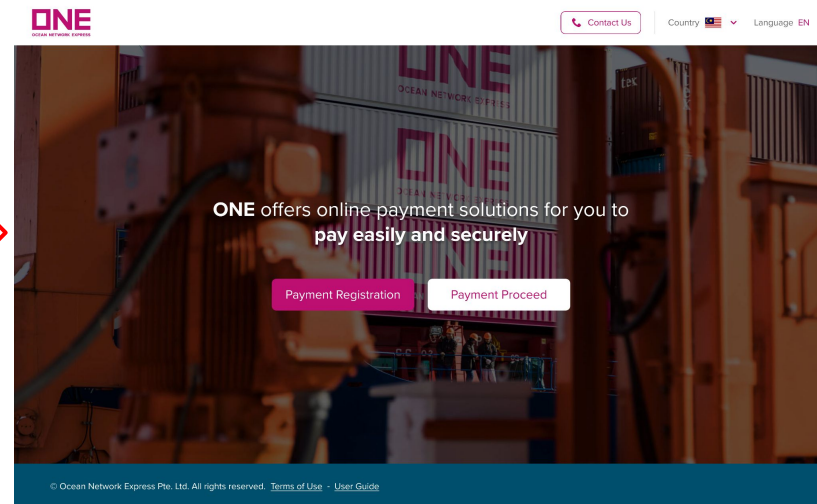
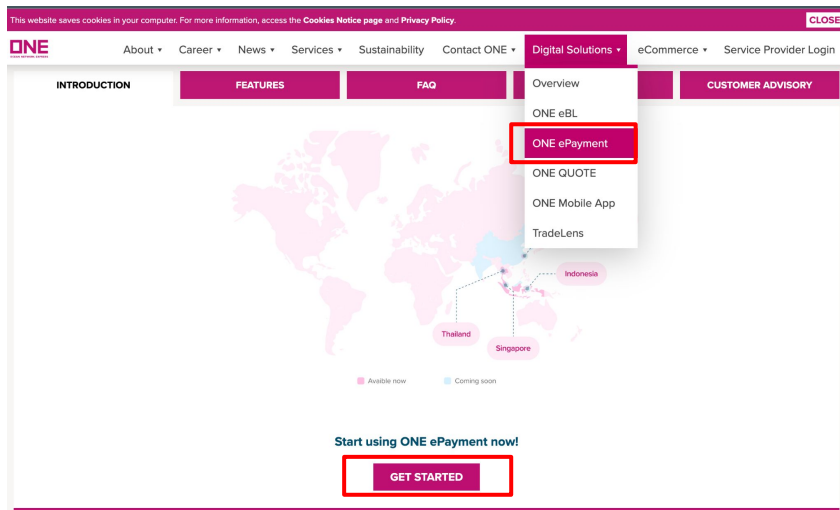
**How to proceed
Payment**

Access ePayment Portal

Access ePayment Portal

By entering the link <http://epayment.one-line.com/my> in your browser, you will be directed to **ONE ePayment system**.

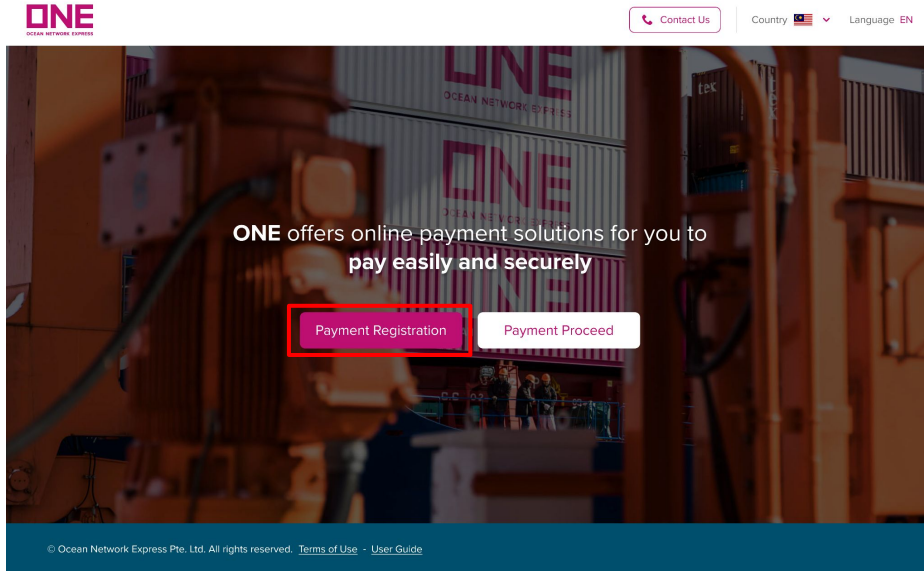
Or you can find ONE ePayment in the submenu of Digital Solution on the header of <https://my.one-line.com/>



How to register Payment

How to register Payment

In order to create a new "Payment Registration", Click on "**Payment Registration**" button it will open a new page to register your payment.



ONE
OCEAN NETWORK EXPRESS

Contact Us

Country Language EN

Let's register your payment

Company Name
Please input company name
Max length 200 characters

Email Address
Please input your e-mail address to receive Payment
Ex: asdasdas@com

Contact Number
Please input your contact number
Max length 12 digits

Download Template

Fetch Upload

Invoice No.	Currency	Outstanding Amount	Amount Paid	Remark
1. ONEY Please input invoice number	MYR	--	Select Check Amount below	Please input, if any X
2. ONEY Please input invoice number	MYR	--	Select Check Amount below	Please input, if any X
3. ONEY Please input invoice number	MYR	--	Select Check Amount below	Please input, if any X
4. ONEY Please input invoice number	MYR	--	Select Check Amount below	Please input, if any X
5. ONEY Please input invoice number	MYR	--	Select Check Amount below	Please input, if any X

+ Add Row (Maximum 450 records)

Check Amount

RECEIVABLE OFFICE
(Payment will be made to below office)
MALAYSIA
Address: Unit 5-L, Level 5, Tower 9 UOA Business Park, 1 Jalan Penterusca U1/50A, Shah Alam

Total Amount Paid: MYR 0.00
(The maximum total amount paid will be determined by your bank account)

Payment Registration number (Automatically Generated)

Save and Proceed to Pay

Save and Email

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How to register Payment

Step 1: Fill payer's information

1. **Company Name:** Input your company name. The max length is 200 characters.
2. **Email Address:** Input your email address to receive Payment Registration information.
3. **Contact Number:** Input your contact number so that we can contact you if there is any issues.

Let's register your payment

Company Name 1	Email Address 2	Contact Number 3
Please input company name	Please input your e-mail address to receive Payment	 +60 Please input your contact number
Max length 200 characters	Ex: aaa@aaaaa.com	Max length 12 digits

How to register Payment

Step 2: Fill in Payment details

Download Template

Batch Upload

Invoice No.	Currency	Outstanding Amount	Amount Paid	Remark
1. ONEY MY0726185	MYR	8,432.92	8,432.92	Please input, if any
2. ONEY MY0738393	MYR	-1,483.99	-1,483.99	Please input, if any
3. ONEY Please input number	MYR	--	Select Check Amount below	Please input, if any
4. ONEY Please input number	MYR	--	Select Check Amount below	Please input, if any
5. ONEY Please input number	MYR	--	Select Check Amount below	Please input, if any

+ Add Row

(Maximum 450 records)

Check Amount

RECEIVABLE OFFICE
(Payment will be made to below office)

MALAYSIA
Address: Unit 5-1, Level 5 Tower 9 UOA Business
Park, 1 Jalan Penaturcara U1/51A, Shah Alam

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Total Amount Paid: MYR 6,948.93
(The maximum total amount paid will be determined by your bank account)

Payment Registration Number (Automatically Generated)

Save and Proceed to Pay

Save and Email

How to register Payment

Step 2: Fill in Payment details to create Payment Registration No with Invoice:

1. **Invoice No.:** Input the Invoice No./Credit Note No. you would like to pay. The maximum per PR is 450 records.
2. **Currency:** Currency is set as the local currency of the country where customer belongs.
3. **Outstanding Amount:** The Invoice amount is issued for each Invoice. This number is retrieved from ONE internal system by clicking the “Check Amount” button.
4. **Amount Paid:** The amount that you would like to pay. You can pay fully or partial of the outstanding amount correspondingly. You can only input/change this amount when your invoice has outstanding amount number.
5. **Remark:** Input remark, if any, which may be reference information of this record.
6. **Download Template:** If you click on ‘Download Template’, an excel worksheet will be downloaded so that you can fill in those data of Invoice No., and Remark and upload it by using the ‘Batch Upload’ button.

Step 2: Fill in Payment details to create Payment Registration No with Invoice:

7. Batch Upload: Once you finish filling in on the excel sheet, you can upload it into the system by clicking on 'Batch upload'. If the batch upload is done, the data in the excel sheet will be presented on the payment page.

8. Check Amount: By clicking on this button, the portal shows the outstanding amount of the Invoice No corresponding.

9. Total Amount Paid: Total amount of all the Invoice No. will be displayed in the 'Total Amount Paid' list. The maximum amount will be determined by your bank account.

10. Save and Proceed to Pay: After the above items are all filled in, click on 'Save and Proceed to Pay' button to direct to the 'Payment Proceed' page, which will be explained below in more detail.

How to register Payment

Step 2: Fill in Payment details to create Payment Registration No with Invoice

11. Save and Email: If you want to save PR temporarily and proceed with the payment later, you can use 'Save and Email' feature. Once it is clicked, a pop-up window appears, shows your PR No. , which is automatically generated. After PR No. is generated, the portal saves it and sends notification mail to you.



Your Payment Registration Created Successfully!

Your Payment Registration **MY2211153500** has been created and sent to your email.
Do you want to create a new one?

Create a New One

View Details

How to register Payment

When PR No. is generated from the ePayment system successfully, you will receive an alert mail addressed to the email address you inputted in the Payment Registration page. Below is the sample. And, you can find PR No. and the other information you keyed in.

[Alert] Payment Registration Number MY2211153500

Dear Customer,

Your Payment Registration number MY2211153500 has been created as following:

Creation Date, Time 2022-Nov-28 15:31:15

Company name

Email address

Contact number

Payment Registration number MY2211153500

Invoice No.	Currency	Outstanding Amount	Amount Paid	Remark
MY0726185	MYR	8,432.92	8,432.92	
MY0738393	MYR	-1,483.99	-1,483.99	
		Total Amount Paid	MYR 6,948.93	

Thank you for using ONE ePayment.

You can proceed to pay your Payment Registration [here](#).

To ensure safety and security as well as to protect your Payment Registration information, when making transaction via ePayment portal, please read carefully and follow transaction instructions [here](#).

For further information, please direct your inquiries to

Website <https://epayment.one-line.com/my/contact-us>

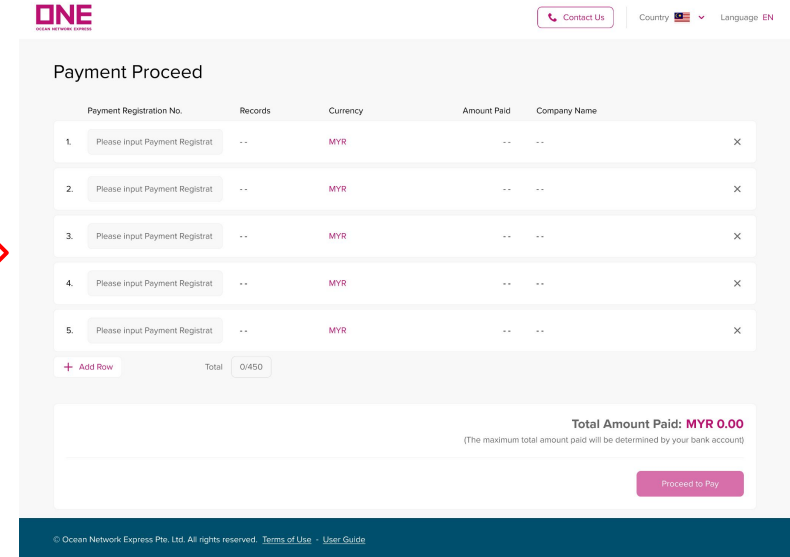
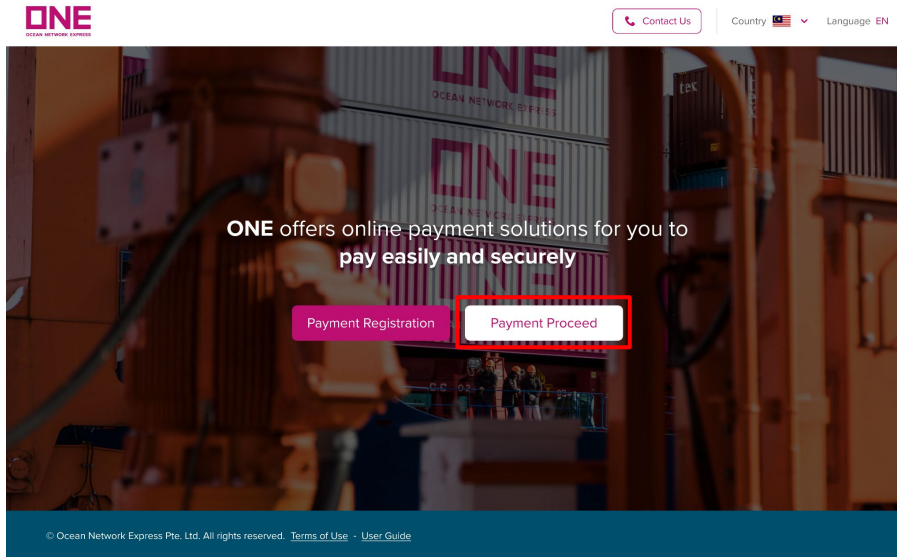
Customer service: 03-5115 7880

Notice: Please do not reply to this e-mail, this email is sent from an account we use for sending messages only. If you want to contact us, please [click here](#).

How to proceed Payment

How to proceed Payment

The system will direct you to the 'Payment Proceed' page if earlier steps are carried out successfully, or you can click on the 'Payment Proceed' button it to open a new page for paying a PR.



How to proceed Payment

Step 1: Fill in PR details.

Payment Proceed

1	2	3	4	5	
Payment Registration No.	Records	Currency	Amount Paid	Company Name	
1. MY2211153500	1	MYR	6,948.93	ABC Company	×
2. Please input Payment Registrat	--	MYR	--	--	×
3. Please input Payment Registrat	--	MYR	--	--	×
4. Please input Payment Registrat	--	MYR	--	--	×
5. Please input Payment Registrat	--	MYR	--	--	×
+ Add Row		Total	1/450		

7

Total Amount Paid: MYR 6,948.93

(The maximum total amount paid will be determined by your bank account)

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Proceed to Pay

How to proceed Payment

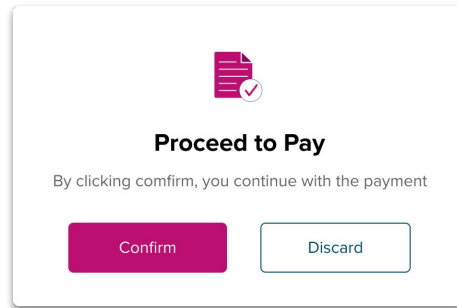
Step 1: Fill in PR details

1. **Payment Registration No.:** Input unpaid PR No. created earlier (or PR No. will be shown automatically if you click 'Save and Proceed to Pay' from 'Payment Registration' page).
2. **Records:** 'Records' specifies the number of Invoice inputted in the 'Payment Registration' page.
3. **Currency:** Currency is set as local currency.
4. **Amount Paid:** Total amount paid is for all of the Invoice No.
5. **Company Name:** Company name is the information you inputted in the 'Let's register your payment' page.
6. **Total:** It shows the total records of Invoice No. you inputted from Payment Registration page. The total limit is 450.
7. **Total Amount Paid:** Total amount paid is for all of the PR No.
8. **Proceed to Pay:** Once the above is all finished, you can click on 'Proceed to Pay' to move on to the next steps. Once it is clicked, a pop-up window will appear.

How to proceed Payment

Step 2: Complete Payment

Click on "Confirm" to proceed with the payment.



When you click on "Confirm" on Proceed to Pay, the system navigates to the Payment Gateway of HSBC Malaysia/eGHL for you to choose the payment method.

How to proceed Payment

Please choose your preferable bank and follow the instruction to complete the payment.



MY01 HBC

15TH FLOOR, SOUTH TOWER,
NO.2, LEBOH AMPANG, 50100
Kuala Lumpur, Kuala Lumpur,
Malaysia
e : glcm_api_testing_support_htsa@hsbc.com.hk
t :

TIME REMAINING | 45:36

PAYMENT DETAILS

Order ID	Payment ID	Order Description	Total
9961669171364	9961669171364	Payment of Ocean Freight or Surcharges	MYR700.00

OTHER PAYMENT METHODS

 RETAIL INTERNET BANKING

 CORPORATE INTERNET BANKING

By submitting the payment, you hereby agree to [eGHL PDPA Policy](#)

Cancel and return to merchant's page

How to proceed Payment

01: **Setting:** Country

- If you access the ePayment portal, the system will detect the country you are located, shown on the header of the page. And, according to the location detected, the ePayment portal will decide the local currency.

02: **Others:** Contact Us

- In case you need to contact ONE for ePayment service, you can refer to the office address, email, and working hours by clicking on the 'Contact Us' icon.

03: **Others:** Terms of Use

- If you click on 'Terms of Use' at the bottom of the page, the portal will open 'Terms of Use' in a new tab.