



Frequently Asked Question on Dagang Net Enhanced Prepaid System for eSijil3P

PRODUCT INFORMATION			
1. What's new in Dagang Net Prepaid?	Dagang Net Enhanced Prepaid service has been enhanced with improved features and improved performance for eSijil3P customers. Performing top up with ease, detailed report on payment transaction and top up activity are some of the improved features and is now made available to eSijil3P customer with just a click.		
2. When is Dagang Net Enhanced Prepaid system will be effective?	The LIVE date for Dagang Net Enhanced Prepaid System is <u>22 June 2014</u>		
3. What is the difference between the current and Enhanced Prepaid?	Features	Current Version	Enhanced Version
	Online Prepaid top up channel	Via ePayment	Available via ePayment and Credit Card features is coming soon!
	Manual prepaid top up via Cash and Direct Bank In (Cheque & Cash deposit)	Customer to fax/email proof of payment to Dagang Net to update the prepaid account	Customer can self update the top up amount and upload proof of payment(eg.;bank-in slip) in the system
	Reporting	Only transaction history	Detailed report on payment transaction and top activity is available
	Transaction history	Available	Available
	Landing page	Not available	Available
	Transfer prepaid balance from one prepaid account to another	Not available	Available
Self-terminated of prepaid	Not available	Available	



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	account		
	Email notification when prepaid top up is updated by DNT	Not available	Available
	Email notification when prepaid account balance is transferred	Not available	Available
	Email notification when prepaid account is terminated	Not available	Available
4.	What are the enhanced features for this prepaid system?	<ul style="list-style-type: none"> ■ Customer can self update the top up amount and upload proof of payment(eg.; bank-in slip) in the system ■ Customer can transfer prepaid balance from one prepaid account to another account ■ Customer can perform self-terminated of prepaid account ■ Customer can receive email notification when prepaid top up is updated by Dagang Net, prepaid account balance is transferred and prepaid account is terminated. 	
5.	What is the URL for this system?	<p>IMPORTANT: The old url www.e3p.com.my/prepaid will be replaced effective 22 June 2014 with the new url for this system https://prepaid.dagangnet.com.my</p>	
REGISTRATION			
6.	How do I sign up/ register for a prepaid account?	<p>eSijil3P customers can select below options to register a prepaid account with Dagang Net:</p> <ul style="list-style-type: none"> ■ Go to new prepaid url : https://prepaid.dagangnet.com.my. Click Register to create the prepaid account or ■ Walk in Dagang Net Technologies Sdn Bhd, Tower 3, Avenue 5, The Horizon, No 8, Jalan Kerinchi, 	



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	59200, KL
7. When can I start using prepaid?	Upon completing the prepaid account registration, you will receive an activation email from Dagang Net Prepaid. Click the activation link to activate your prepaid account. Login to your prepaid account and top-up your account.
8. How long does it take to activate my prepaid account?	Once registration is completed, you are then required to activate your prepaid account by clicking the activation link. It is just within a minute.
PREPAID ACTIVITIES	
9. How can I top up my prepaid account?	For top up prepaid account, there are several options customer can choose: <ul style="list-style-type: none">■ Top up via ePayment FSPG■ Top up via Direct Bank (cheque or cash deposit) at DNT bank account■ Top up via cash, cheque or credit card at Dagang Net Technologies Sdn Bhd, Tower 3, Avenue 5, The Horizon, No 8, Jalan Kerinchi, 59200, KL
10. Does my prepaid account need to have a minimum balance?	For eSijil3P users no minimum balance in prepaid account is required.
11. How do I check my transaction history?	Login to your prepaid account and click on 'My Transaction History' tab to check your transaction history.



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12. What is the recommended web browser to use Dagang Net Enhanced Prepaid?	This application has been certified to work well using the following browsers: Internet Explorer 9 and above, latest CHROME and FIREFOX. Please ensure you are using supported browsers. While the application may work using other browsers, we currently do not provide support for other browsers than the listed in the above"
Support and Enquiries	
13. Who do I call for enquiries and support?	Please contact our Careline at: Tel : 1 300 133 133 Fax : 603-2713 2990 Email : careline@dagangnet.com Facebook : Dagang Net Careline eCareline : www.dagangnet.com/eCareline