

Step title: Checking the latest transaction

Step 1: The API Call system will request to merchant to get recent transaction information from Merchant

Step 2: The API Call system will then request for bank verification by sending the IC number to the bank for verification.

Step 3: The API Call system will then request to the bank to request transaction information

Step 4: Format the transaction status returned by the bank and inform the customer on their transaction status.

Step title: Submitting a payment dispute

Step 1: The API Call system will request to merchant to mention a payment dispute detailing their order never arrived.