



**Touch
'n GO**



e-Refund

Prepared by :
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Client Care
Touch 'n Go Sdn Bhd



Introducing TNG e-Refund



INTRODUCING TNG e-Refund

(only for TNG registered card @MyTouchnGo)

HASSLE FREE REFUND VIA ONLINE:

- Extra Charge e-Refund (Penalty/Double Charge/Wrong Balance Deductions)
- Card Termination



SCAN ME

*For terms and conditions please visit www.touchngo.com.my
*e-Refund service will be available from 31st January 2019

Touch 'n Go Sdn. Bhd. (406400-X)
Careline : +603-2714 8888

    @MyTouchnGo
www.touchngo.com.my



MEMPERKENALKAN TNG e-Refund

(khas untuk pengguna kad TNG yang berdaftar @MyTouchnGo)

KEMUDAHAN PEMBAYARAN BALIK KAD DI ATAS TALIAN:

- Aduan Caj Berlebihan (Penalti/Caj Berganda/Penolakan Baki Yang Salah)
- Penamatan Kad



IMBAS SAYA

*Sila layari www.touchngo.com.my untuk terma-terma dan syarat-syarat
*Servis e-Refund bermula pada 31st Januari 2019

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e-Refund Terms & Condition





- The e-Refund form service is offered to customers who have registered their card at Touch 'n Go Portal. For those who have yet to register, kindly ensure your card is still active* prior to registering the card via the link below:
<https://tngportal.touchngo.com.my/tngPortal/register/card.do?execution=e2s1>
- Refund payment will only be credited into customer's bank account maintains in Malaysia. Please ensure that the Bank Account Holder's Name and Customer ID match with Registered Card owner details.
- Refund request will be processed within thirty (30) days from the date of e-Refund form submitted by customer.
- For lost and stolen card refund request, the total refund amount will be based on the available card balance in the system upon validation by Touch 'n Go Sdn. Bhd.







e-Refund

Important Notice | Page 1





e-Refund

Important Notice:

1. Touch 'n Go's e-Refund service is available for customers who have registered their Touch 'n Go card on MyTouchnGo Portal.
2. If you are a new customer or an existing customer that has yet to register, click [here](#).
3. Upon registering your Touch 'n Go card on MyTouchnGo Portal, you will be able to monitor your transactions, view your e-statements, update your personal details and secure your balance in the event your card gets lost/stolen.
4. Your e-Refund payment will be credited to your preferred account based on the following:





Account Type	Details
Malaysian Account Holder	<ul style="list-style-type: none">• Please ensure your Bank Account Holder's Name and Customer ID matches the registered card owner's details.• Payment to a Third-Party Account is not allowed.
Non-Malaysian Account Holder	<ul style="list-style-type: none">• Please ensure the Bank Account Holder's Name, Bank Account Number, Bank Name, Bank Address and Swift Code matches the registered card owner's details.• e-Refund to a non-Malaysian Account is only applicable for a refund amount of more than RM100.
Touch 'n Go eWallet	<ul style="list-style-type: none">• Please ensure that your NRIC number and contact number registered on MyTouchnGo Portal matches your verified details on your Touch 'n Go eWallet account.• e-Refunds to Touch 'n Go eWallet is only applicable for verified Touch 'n Go eWallet accounts.


5. e-Refund requests will be processed within (30) days from the date of submission.
6. For lost/stolen Touch 'n Go card e-Refund requests, the amount eligible for refund will be based on the available card balance on the date of the e-Refund form submission.
7. For further assistance, please get in touch with us via:
 - Email: careline@touchngo.com.my
 - Facebook and Twitter, @MyTouchnGo

[Click here](#) to begin your e-Refund process.

Click



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e-Refund

Card Info | Page 2





e-Refund

Card Serial Number (MFG No)
Card Serial Number

ID Type
Select One





ID No.
ID No.


By clicking the "Next" button, you hereby agree to us processing your personal data in accordance with our [privacy policy](#).

[Back](#) [Next](#)

Fill in your TNG card details









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e-Refund

Personal Informations | Page 3









e-Refund


Card Serial Number (MFG No)	ID Number
3751432595	860201085718
Full Name	Nationality
Azlinda Ghazali	Malaysia
Phone	Email
0172575797	azlinda.ghazali@gmail.com

BackNext

Fill in your personal informations









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e-Refund

Case Refund Informations | Page 4









e-Refund

Card Serial Number (MFG No)	ID Number
3751432595	860201085718
Refund Request	
Card Termination	
Reason Code	
Please Select	
Card with Deposit	
<input type="radio"/> Yes	
<input checked="" type="radio"/> No	
Refund Payment Method	
<input checked="" type="radio"/> Credit into Bank Account	
<input type="radio"/> E-Wallet	
Bank Name	
Select Bank	
Bank Account No.	
01234567890	

BackSubmit

Fill in the case information

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Card Termination :
Dormant
Stolen
Lost
Voluntary Termination
Bad Chip
Faulty
Expired Card



e-Refund

Card Serial Number (MFG No)

3751432595

ID Number

860201085718

Refund Request

Card Termination



Reason Code

Please Select



Card with Deposit:

☐ Yes

☒ No

Refund Payment Method

☐ Credit Into Bank Account

☒ E-Wallet

Back

Submit

Refund Payment Method

☒ Credit Into Bank Account

☐ E-Wallet

Bank Name

Select Bank



Bank Account No.

01234567890



Back

Submit



Card Serial Number (MFG No)	ID Number
3751432595	
Refund Request	
Overcharged	▼
Reason Code	
Please Select	▼
Usage Location	
Please Select	▼
Incident Description	
Please feel free to provide us with additional information that may help with our investigation.	
Transaction Date	
16	▼
December	▼
2021	▼
Transaction Time (24 Hours Format)	
HH	MM
Location/From	
Location/From	
Location/To	
Location/To	
Vehicle Plate Number	
Vehicle Plate Number Used during this Transaction	
Transaction Amount (RM)	
00.00	

Missing Balance :
Missing upon usage
Missing upon reload



e-Refund

Card Serial Number (MFG No)

3751432595

ID Number

Refund Request

Missing Balance

Reason Code

Please Select

Usage Location

Please Select

Transaction Date

16

December

2021

Transaction Time (24 Hours Format)

HH

MM

Location Name

Location Name

Reload Location

Reload Location


Reload Amount (RM)

00.00

Transaction Amount (RM)



00.00






e-Refund


Submission Details | Page 5





e-Refund

Card Serial Number (MTG No) 3751612565	ID Type MyKad
ID No 880501085718	Full Name Azinda Ghazali
Nationality Malaysia	Phone 0172575787
Email azinda.ghazali@gmail.com	Refund Request Card Termination
Reason Code Lost	
Card with Deposit? No	
Refund Payment Method E-Wallet	
Bank Account No.	Bank Name







Generate New Image

Type the code from the image

Please check and confirm your information is right before pressing 'Submit' button.


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e-Refund

Notifikasi | Laman 6








e-Refund

We are pleased to inform that your refund request has been received and will be processed within thirty (30) days. Your case reference number is W2021121600446

* Pelanggan akan menerima notifikasi email dan nombor rujukan kes.

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 @MyTouchnGo
www.touchngo.com.my



e-Refund

Email Notification | Page 7



Touch 'n Go Refund Request W2021121600446 Inbox x



MYTouchnGo@touchngo.com.my

to me ▾

Your refund request for Touch 'n Go Card serial number 3751432595 has been received on 16/12/2021. Refund payment will be processed within thirty (30) days from the date of submission of the refund request.

Thank you.

Best Regards,

Touch 'n Go

This is an automatically generated message, please do not reply to this email.

For further information and updates on our products & services, please visit www.touchngo.com.my or follow us at @MyTouchnGo via Facebook and Twitter.

To contact us, email careline@touchngo.com.my or call Touch 'n Go Careline at 03-2714 8888.

*** Customer will receive instant e-mail notification of case submission with case reference number once case submitted**

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**Touch
'nGO**



CRM POS

Customer **R**elationship
Management **S**ystem for **P**oint **o**f
Sales



PENGENALAN

Customer Relationship Management for Point of Sales ataupun CRMPOS merupakan sistem melalui laman web yang membolehkan Pembantu Khidmat Pelanggan (CSA) menyemak informasi kad pelanggan Touch 'n Go. Sistem ini merupakan sistem yang menggantikan CAMPOS.

Terdapat 3 kategori didalam CRM POS iaitu:

1. Customer Account Management System :

- ☐ customer search – untuk carian maklumat seperti nama pelanggan, nombor kad pengenalan, nombor telefon serta alamat akan tertera secara terperinci.

2. Knowlegde Base

- ☐ Setiap dokumen, arahan kerja ataupun informasi terbaru mengenai Touch 'n Go akan disimpan dan boleh dirujuk semula oleh para CSA.

3. Account Settings

- ☐ Change Password – Bagi menukar kata laluan CRM POS
- ☐ Edit Security Question and Answer - Terdapat 2 soalan sekuriti yang boleh dipilih untuk memudahkan CSA menukar kata laluan CRM POS.

1. Sistem ini membantu CSA dalam memproses aduan di kaunter dengan lebih cepat dan cekap.
2. CSA boleh membuat dan menyemak aduan secara dalam talian bagi memudahkan kepada para pelanggan serta dapat meminimalkan panggilan ke Touch 'n Go Careline Center.
3. Antara aduan-aduan yang boleh diproses oleh CSA tanpa membuat semakan dengan Careline Centre ialah :
 - Aduan Caj Berlebihan (penalti/ Caj Berganda/ Penolakan Baki yang salah)
 - Kehilangan Baki Kad (Missing Value)
 - Penamatan Kad (Card Termination)
 - Penggantian Kad (Card Replacement)
4. CSA boleh membantu pelanggan dalam carian data untuk kes-kes yang pernah dilaporkan sebelum ini.

CRM POS

User Guide



Log - Masuk



http://10.128.3.15:9080/crmpos/login

File Edit View Favorites Tools Help

Welcome to Touch N' Go Siebel Call Center PRODA... ShARP CAMS Suggested Sites Web Slice Gallery

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▼ CAMPOS Login

Please enter your username and password.

Username

Password

Login Reset

[Forgot Password](#)

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| [Terms & Conditions](#) | [Client Charter](#) | [Staff Login](#) | [Fees & Charges](#) |

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Desktop 2:15 PM 08/01/2015

- Log - masuk CRM POS
<https://200.1.2.187/crmpos/login>

- Masukkan "Username" dan " Password" yang sah.
- Klik pada ikon **Login**
- Jika CSA terlupa kata laluan yang digunakan, Klik pada [Forgot Password](#)

Log - Keluar

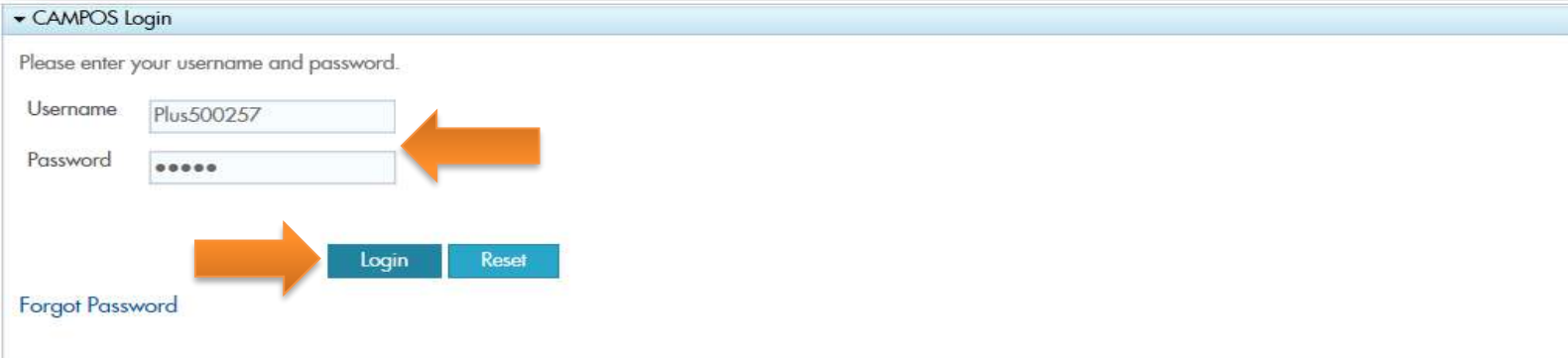


The screenshot shows a web browser window with the Touch 'n GO CRMPOS system interface. The browser's address bar displays 'Welcome to Touch N' Go'. The page header includes the Touch 'n GO logo, a careline number '+603-2714 8888', and operating hours '7:00am to 10:00pm daily (including Public Holidays)'. On the right side of the header, there are social media icons for Facebook and Twitter. Below the header, the user's session ID 'S008972' and a 'Log out' button are visible. An orange arrow points to the 'Log out' button. Below the session information, the last successful login is recorded as '13-Feb-2015 09:33:37 AM' and the last unsuccessful login as '05-Feb-2015 05:07:35 PM'. On the left side, there is a sidebar menu with three items: 'Customer Account Management System', 'Knowledge Base', and 'Account Settings'. The main content area displays 'CRMPOS' and a 'Welcome to CRMPOS.' message. At the bottom of the page, there is a footer with copyright information 'Copyright ©2013 Touch 'n Go Sdn Bhd [406400-X]. All rights reserved.' and a list of links: 'Terms & Conditions', 'Privacy Policy', 'Client Charter', 'Staff Login', and 'Fees & Charges'. The footer also features logos for 'BANK NEGARA MALAYSIA', the Malaysian coat of arms, 'SPAD', and 'SURUHANJAYA PENGANGKUTAN AWAM DARAT LAND PUBLIC TRANSPORT COMMISSION'. The browser's status bar at the bottom indicates 'Local intranet | Protected Mode: Off'.

- Klik ikon "Log Out" yang tertera di bahagian atas kanan skrin untuk Log - Keluar CRM POS

Penukaran Kata Laluan

- Masukkan ID dan kata laluan yang diberi
- Sistem akan meminta pengguna untuk menukar kata laluan.
- Klik <Login>



▼ CAMPOS Login

Please enter your username and password.

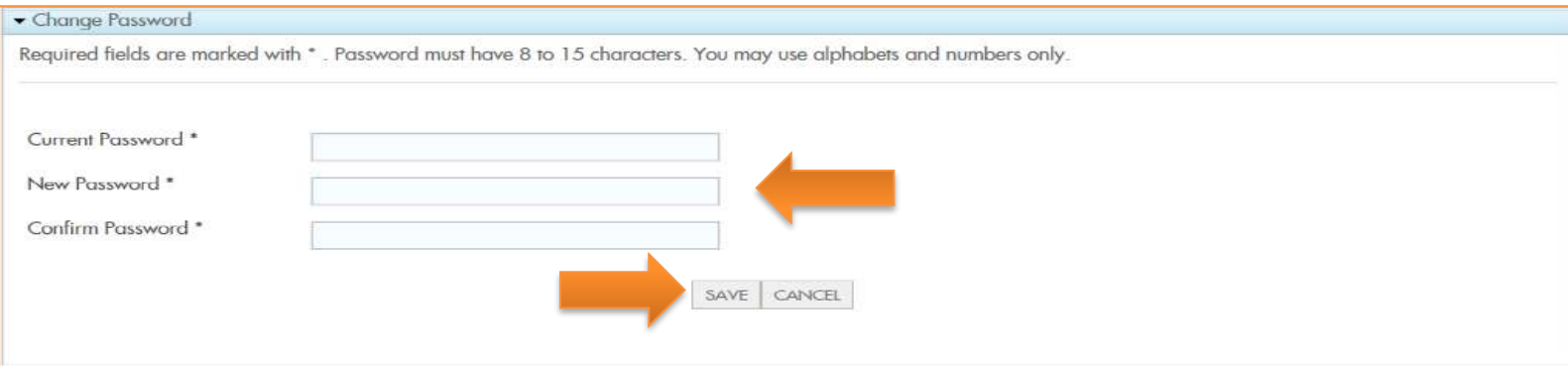
Username:

Password:

[Forgot Password](#)

Orange arrows point to the Username field, the Password field, and the Login button.

- Masuk kan kata laluan yang lama pada kotak "Current Password"
- Masuk kan kata laluan yang baru mengikut kemudahan pengguna.
- Kata laluan mestilah 8 hingga 15 karektor dan mempunyai abjad dan nombor contoh seperti : Abcd1234.
- Klik kan <Save>



▼ Change Password

Required fields are marked with *. Password must have 8 to 15 characters. You may use alphabets and numbers only.

Current Password *

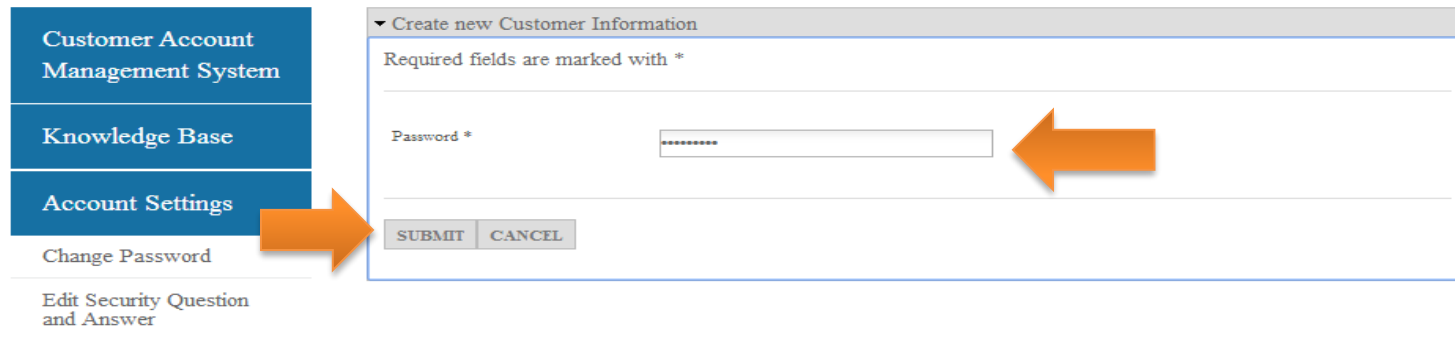
New Password *

Confirm Password *

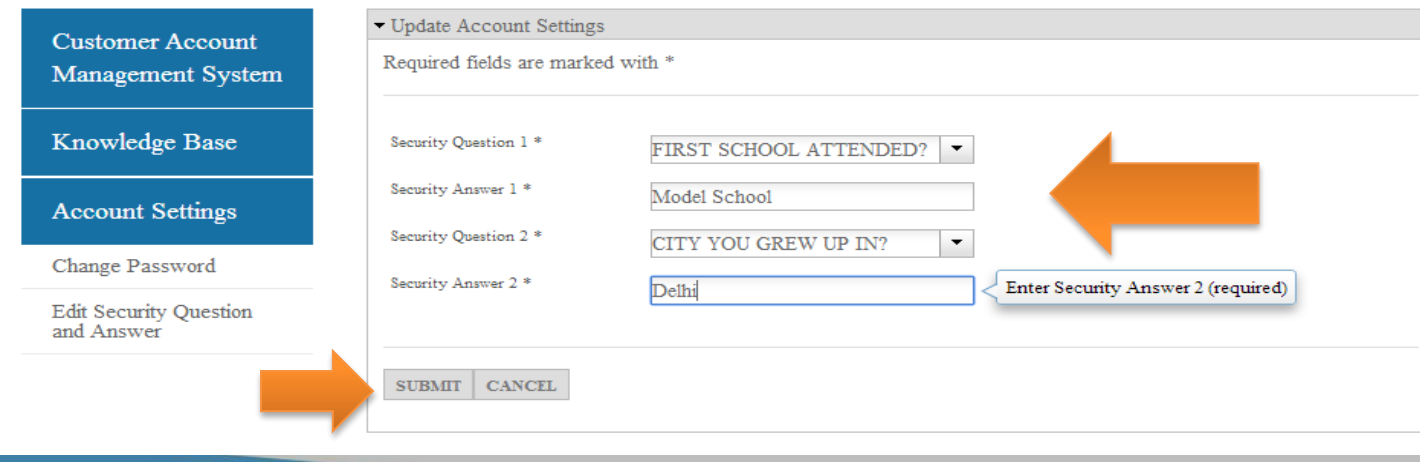
Orange arrows point to the New Password field and the SAVE button.

Penukaran "Edit Security Question"

- CSA perlu menukar soalan sekuriti bagi memudahkan proses petukaran kata laluan sekiranya CSA terlupa kata laluan ke CRM POS
- Klik pada <Edit Security Question and Answer> di "Account Settings" dan masukkan kata laluan CRM POS.
- Klik pada <Submit>




- Dua soalan sekuriti yang perlu di isikan untuk memudahkan CSA menukar kata laluan
- Klik pada <Submit>





Penukaran “Edit Security Question”



Paparan “Account Settings updated successfully” setelah selesai mengubahsui “Account Settings”



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NTOLL | [Log out](#)

Last Successful Login : 26-May-2014 04:17:47 PM
Last Unsuccessful Login : 26-May-2014 04:17:30 PM

Customer Account Management System

Knowledge Base

Account Settings

▼ Account Settings

Account Settings updated successfully.

CSA boleh membuat carian maklumat melalui:

- a)No. Siri Kad / SmartTag [Card Mfg No./ Device No.]**
- b)Nombor Akaun Pelanggan**
- c) Nombor Telefon bimbit**
- d)Alamat Email**
- e)Nombor Kad Pengenalan/Passport/ Polis/Askar/ROC**
- f) Kod Agensi Kerajaan**
- g)Nombor Rujukan Kes**
- h)Nombor Kes Manual (Borang Aduan – B.A)**

Butiran Pelanggan melalui CRM POS



- Klik kan pada <Customer Account Management System>
- Klik kan pada ikon "Customer Search".

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Touch 'n GO

CAMPOST | Log out

Last Successful Login : 08-Jan-2015 03:46:01 PM
Last Unsuccessful Login : 08-Jan-2015 10:22:55 AM

Customer Account Management System

Customer Search

MyKad Complaints

Knowledge Base

Account Settings

CRMPOS

Welcome to CRMPOS.

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Butiran Pelanggan melalui CRM POS

- Isikan maklumat pelanggan, sebagai contoh di bawah, masuk kan nombor IC.
- Klik pada <Find>

▼ Find Customer Account

Required fields are marked with *

At least one of the search criteria is mandatory.

Card MFG No./Device Serial No.

Customer Account No.

Hand Phone

Email Address

IC No. / Passport / Police / Army / ROC

Govt. Agency Code

Case Ref No.

Manual Case No.

▼ List all Customer Accounts

Customer Account No.	Name	Email Address	Identification No.	Hand Phone
150887604	MUHAMMAD SHAFIQ BIN RUSLAN	sh[REDACTED]@m	[REDACTED]	0129362075

- Sistem paparkan nombor akaun pelanggan
- Klik kan pada pautan nombor akaun tersebut.

Butiran Pelanggan melalui CRM POS



- Maklumat seperti nama pelanggan, nombor kad pengenalan, nombor telefon serta alamat akan tertera secara terperinci.
- Klikkan pada <Cards and Devices> dan pilih <List all card>

Customer Account Management System

Knowledge Base

Cards and Devices

List all Cards

List all Devices

List all Other Media

Complaints

Transactions

Account Settings

Back To Search Result

▼ View Demographic Information

Account Type	PRIVATE
Account No.	136340155
Address Type	MAILING
Address Line1	[REDACTED]
Address Line2	PKG. BUKIT SETONGKOL PERDANA
Address Line3	
Address Line4	
City	KUANTAN
State	W.P. KUALA LUMPUR
Postal Code	25200
Country	MALAYSIA
Email Address	wanmarina@touchngo.com.my
Title	MISS
Full Name	[REDACTED]
Gender	Female
Home Phone No.	[REDACTED]
Hand Phone No.	[REDACTED]
Office Phone No.	[REDACTED]
Nationality	MALAYSIAN
Identification Type	MALAYSIAN NRIC
Identification No.	[REDACTED]

Untuk melihat maklumat terperinci mengenai kad tersebut, klik pada pautan pada nombor siri kad tersebut.

[Customer Account Management System](#)
[Knowledge Base](#)
[Cards and Devices](#)
[Complaints](#)
[Transactions](#)
[Account Settings](#)


▼ Demographic Information

Account Type	PRIVATE	Account No.	150887604
Address Type	MAILING	Address Line1	NO 1, JALAN PELANGI,
Address Line2	TAMAN PELANGI,	Address Line3	SENTUL
Address Line4	-	City	KUALA LUMPUR
State	KUALA LUMPUR	Postal Code	51100
Country	MALAYSIA	Email Address	shahiq231086@yahoo.com
Title	-	Full Name	████████████████████
Gender	Male	Hand Phone No.	██████████
Home Phone No.	██████████	Office Phone No.	0326923300
Nationality	MALAYSIAN	Identification Type	MALAYSIAN NRIC
Identification No.	██████████		

Back To Search Result

▼ List all Cards

Card MFG No.	Media Category	Media	Status	Partial Card Status	Last Refill Amount	Last Refill Date	Last Card Balance	Last Transaction Date	Auto Reload Status
<u>0301596975</u>	Card	MIFARE CLASSIC	ACTIVE	ACTIVE			RM 0.00	07/04/2014 00:00:00	ENABLE
<u>1816748050</u>	Card	MIFARE CLASSIC	ACTIVE	ACTIVE	RM 100.00	02/10/2014	RM 39.91	13/11/2014 18:42:02	



Status kad akan dipamerkan seperti pada rajah dibawah.

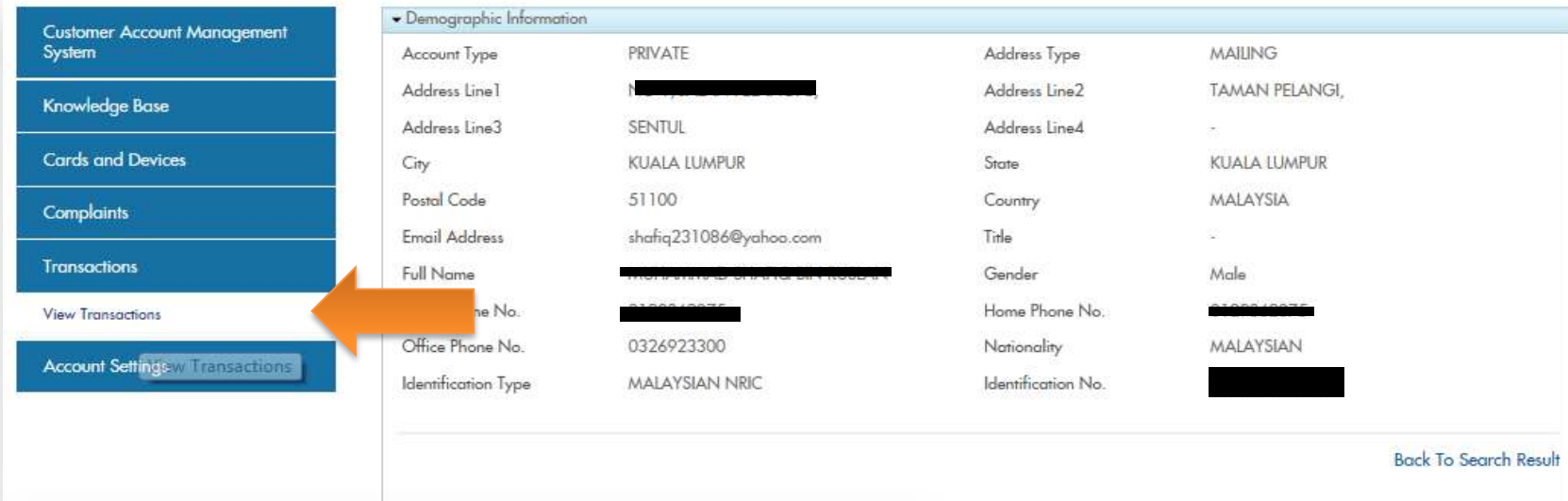
▼ View Card

Card MFG No.	0301596975
Media Category	Card
Media Type	MiFare
Media	MIFARE CLASSIC
Status	ACTIVE
Portal Card Status	ACTIVE
Blacklist Reason Code	
Card Deposit	
Card Expiry Date	07/04/2024
Last Refill Amount	
Last Refill Date	
Last Card Balance	RM 0.00
Last Transaction Date	07/04/2014 00:00:00
Partner No.	
Sale Location	TNGHQ
Sale Date	
Warranty Start Date	15/12/2014
Warranty End Date	
Auto Reload Status	ENABLE
Auto Reload Disable Date	
Auto Reload Enable Date	

List

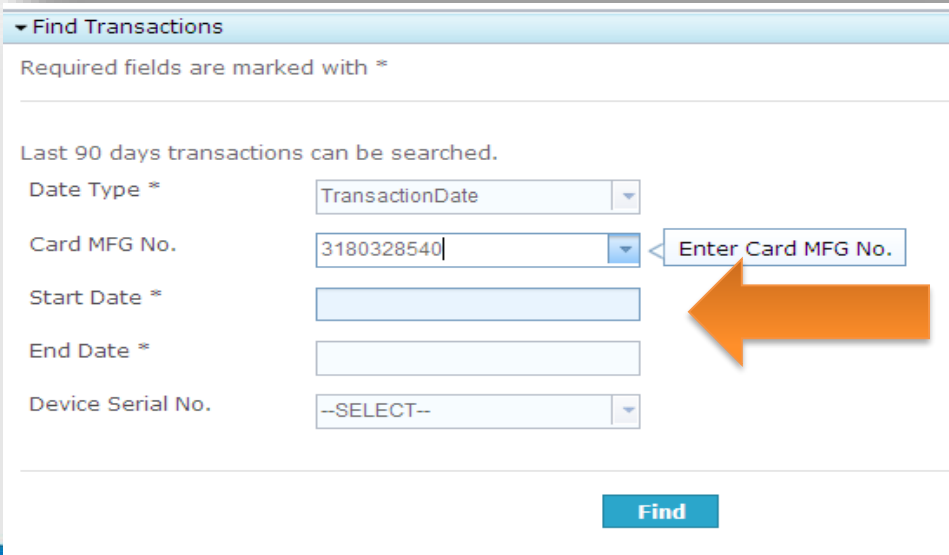
Semakan Transaksi Kad

Untuk menyemak transaksi kad pelanggan,
Klik pada <Transaction> & klik <View Transaction>



Demographic Information			
Account Type	PRIVATE	Address Type	MAILING
Address Line1	N [REDACTED]	Address Line2	TAMAN PELANGI,
Address Line3	SENTUL	Address Line4	-
City	KUALA LUMPUR	State	KUALA LUMPUR
Postal Code	51100	Country	MALAYSIA
Email Address	shafiq231086@yahoo.com	Title	-
Full Name	[REDACTED]	Gender	Male
Home Phone No.	[REDACTED]	Home Phone No.	[REDACTED]
Office Phone No.	0326923300	Nationality	MALAYSIAN
Identification Type	MALAYSIAN NRIC	Identification No.	[REDACTED]

[Back To Search Result](#)



Required fields are marked with *

Last 90 days transactions can be searched.

Date Type *

Card MFG No. [Enter Card MFG No.](#)

Start Date *

End Date *

Device Serial No.

[Find](#)

- Pilih "Date Type" sebagai <Transaction Date>
- Pilih Nombor siri kad yang diperlukan
- Pilih tarikh mula hingga tarikh akhir dan klik <Find>.

Semakan Transaksi Kad

- Semua transaksi kad dipaparkan seperti dibawah
- Untuk <Transaction Type> CSA boleh memilih mengikut seperti pilihan dibawah:
 - Semua (ALL)
 - Penggunaan (Usage)
 - Tambah Nilai (Reload)
 - Lain-lain (Other Charges)

Find Transactions

Transaction Type *

All

Find

List all Transactions

Card MFG No.	Card Balance	Entry Location	Exit Location	Device No.	Posted Date	Transaction No.	Transaction Date Time	Transaction Type	Transaction Amount	Vehicle Class	Reload Location	Reload Date	Rel Pos Da
1816748050	RM 39.91	SENTUL PASAR	SENTUL PASAR	03289AE5	2014-11-14 00:00:00	63601	13/11/2014 18:42:02	Usage	RM 2.00	1		13/11/2014 18:42:02	20-14 00
1816748050	RM 41.91	PANTAI	PANTAI	03289AE5	2014-11-14 00:00:00	63602	13/11/2014 18:16:24	Usage	RM 1.50	1		13/11/2014 18:16:24	20-14 00
1816748050	RM 43.41	PERSIMPANGAN PUTRA MAHKOTA	SG. BESI	00000000	2014-11-05 00:00:00	63603	02/11/2014 13:52:23	Usage	RM 3.80	1		02/11/2014 13:52:23	20-04 00
1816748050	RM 47.21	KTM_SG BULOH	KTM		2014-11-02 00:00:00	63604	01/11/2014 14:36:13	Usage	RM 4.30			01/11/2014 14:36:13	20-04 00

Knowledge Base



- Menu “Knowledge Base” terdapat sub-menu iaitu “List of Knowledge Base- Common” dan “List all Knowledge Base – Account Specific”
- Klik pada dokumen yang perlu dirujuk/dibaca, dokumen tersebut akan dimuat turun secara automatik.



Careline: +603-2714 8888
7:00am to 10:00pm daily (including Public Holidays)



CAMPOS1 | [Log out](#)

Last Successful Login : 09-Jan-2015 11:52:20 AM
Last Unsuccessful Login : 09-Jan-2015 09:24:01 AM

Customer Account Management System

Knowledge Base

Knowledge Base

Account Settings

▼ List all Knowledge Base - Common

Knowledge Files	Last Updated Date
MEMO - SBLK.pdf	10/09/2014 16:10:46
SmartTag Repair Fee Up front	30/10/2014 18:08:39

▼ List all Knowledge Base

No Knowledge Documents found.

▼ List all Knowledge Base -Account Specific

Knowledge Files	Last Updated Date
User Manual - TNG - CRMPOS.pdf	23/12/2014 11:29:44

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COMMISSION

Status Aduan



Bagi menyemak status aduan pelanggan.

Klik pada <Complaint Status> dan seterusnya masukan nombor rujukan kes/nombor siri kad/ Nombor B.A dan klik <Find>.

The screenshot displays the Touch n GO Customer Account Management System interface. The top header includes the Touch n GO logo, a Careline number (+603-2714 8888), and social media icons. The left sidebar contains navigation links: Customer Account Management System, Knowledge Base, Cards and Devices, Complaints, Complaint Status, New Complaint, Transactions, and Account Settings. The main content area shows demographic information for a customer, including Account Type (PRIVATE), Address Type (MAILING), Address Line 2 (TAMAN PELANGI), Address Line 4, State (KUALA LUMPUR), MALAYSIA, Title, Gender (Male), Home Phone No. (0129362075), Nationality (MALAYSIAN), and Identification No. (861023565085). A large orange arrow points to the 'Complaint Status' link in the sidebar. Overlaid on the right is a 'Find Complaint Status' form. The form includes a header with the title 'Find Complaint Status' and a note 'Required fields are marked with *'. Below this, a message states 'At least one of the search criteria is mandatory.' The form contains three input fields: 'Case Ref No.', 'Card/Device No.', and 'Manual Case No.'. A large orange arrow points to the 'Card/Device No.' field. At the bottom right of the form is a blue 'Find' button.

Touch n GO

Careline: +603-2714 8888
7.00am to 10.00pm daily (including Public Holidays)

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Last Successful Login : 09-Jan-2015 03:56:02 PM
Last Unsuccessful Login : 09-Jan-2015 09:24:01 AM

Customer Account Management System

Knowledge Base

Cards and Devices

Complaints

Complaint Status

New Complaint

Transactions

Account Settings

Demographic Information

Account Type	PRIVATE	Account No.	150887604
Address Type	MAILING	Address Line1	NO 1, JALAN PELANGI 3,
Address Line2	TAMAN PELANGI,		
Address Line4			
State	KUALA LUMPUR		
	MALAYSIA		
Title			
Gender	Male		
Home Phone No.	0129362075		
Nationality	MALAYSIAN		
Identification No.	861023565085		

Find Complaint Status

Required fields are marked with *

At least one of the search criteria is mandatory.

Case Ref No.

Card/Device No.

Manual Case No.

Find

Status Aduan



Senarai aduan akan dipamerkan, nombor rujukan dan status kes tersebut terpapar.

▼ List all Complaints

Case Ref No.	Account No.	Card/Device No.	Case Status	Queue	Sub Queue	Manual Case No.	Reason Code
11207193361	150887604	0301596975	Open	COMPLAINT	FEE & CHARGES		

▼ View Complaint Status:

Case Ref No.	11207193361
Incident Date	
Account No.	150887604
Card/Device No.	0301596975
Case Status	Open
Queue	COMPLAINT
Sub Queue	FEE & CHARGES
Manual Case No.	
Reason Code	
Date Opened	24/12/2014
Date Closed	
Description	Please refund my overchrg RM80.55
Source	WEB
Refund Amount	RM 0.0
Payment Date	
Payment Mode	
Approved / Rejected Date	
Bank Description	
Reload Card Serial No.	
Delivery Mode	
New Card Serial No.	
Couriered Date	
Collection Date	
Collection Location	
Repair Status	

List

Aduan Pelanggan



Langkah-langkah pertama untuk aduan secara dalam talian;

- Klik pada <Customer Account Management System> dan pilih <Customer Search>
- Masukkan salah satu butiran yang diperlukan dan klikkan <Find>
- Bagi kes-kes MYkad, Pilihkan <MyKad Compliant>

The screenshot displays the Touch n GO CRMPOS web application. The top header bar is blue with the Touch n GO logo on the left, the Careline number +603-2714 8888 in the center, and social media icons on the right. Below the header, a left-hand navigation menu contains links for Customer Account Management System, Customer Search, MyKad Complaints, Knowledge Base, and Account Settings. An orange arrow points from the 'Customer Search' link to the search form. The search form itself is titled 'Welcome to CRMPOS.' and includes a dropdown menu currently set to 'CRMPOS'. Below the title, a message states 'At least one of the search criteria is mandatory.' The form contains several input fields: Card MFG No./Device Serial No., Customer Account No., Hand Phone, Email Address, IC No. / Passport / Police / Army / ROC, Govt. Agency Code, Case Ref No., and Manual Case No. A large orange arrow points from the right side of the form towards the 'Find' button at the bottom right. The footer of the page includes copyright information for 2013 Touch 'n Go Sdn Bhd and links to Terms & Conditions, Client Charter, Staff Login, and Fees & Charges.

Touch n GO

Careline: +603-2714 8888
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Customer Account Management System

Customer Search

MyKad Complaints

Knowledge Base

Account Settings

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CRMPOS

Welcome to CRMPOS.

At least one of the search criteria is mandatory.

Card MFG No./Device Serial No.

Customer Account No.

Hand Phone

Email Address

IC No. / Passport / Police / Army / ROC

Govt. Agency Code

Case Ref No.

Manual Case No.

Find

Masukkan nombor MFG/ Siri kad Pelanggan yang dibuat aduan

▼ Register new Complaint

Card/Device Serial No. *



PROCEED

CANCEL

Customer Account
Management System

Knowledge Base

Cards and Devices

List all Cards

List all Devices

List all Other Media

Complaints

Transactions

Account Settings

Sekiranya pelanggan tidak mempunyai kad atau nombor siri kad kurang jelas pada ketika itu,

- CSA klik pada <Card and Devices> dan klikkan <List all Cards>.
- Salin nombor siri kad yang dibuat aduan dan kembali semula ke skrin "Complaints".

▼ List all Cards

Card MFG No.	Media Category	Media	Status	Portal Card Status	Last Refill Amount	Last Refill Date	Last Card Balance	Last Transaction Date	Auto Reload Status
<u>0301596975</u>	Card	MIFARE CLASSIC	ACTIVE	ACTIVE			RM 0.00	07/04/2014 00:00:00	ENABLE
<u>1816748050</u>	Card	MIFARE CLASSIC	ACTIVE	ACTIVE	RM 100.00	02/10/2014	RM 39.91	13/11/2014 18:42:02	

Aduan Pelanggan

- CSA hanya menggunakan “Queue” - “**Refund**” sahaja.
- “Sub Queue” seperti kes yang sedang CSA kendalikan.
- Klikkan pada <Proceed>

▼ Register new Complaint

Card/Device Serial No.	3180328540
Address Line1 *	<input type="text"/>
Address Line2	PKG. BUKIT SETONGKOL PERDANA
Address Line3	<input type="text"/>
Address Line4	<input type="text"/>
City	KUANTAN
Postal Code *	25200
State *	W.P. KUALA LUMPUR
Country *	MALAYSIA
IC No. *	<input type="text"/>
Customer Name *	<input type="text"/>
Email Address	wanmarina@touchngo.com.my
Fax No.	<input type="text"/>
Hand Phone No. *	<input type="text"/>
Queue *	REFUND
SubQueue *	--SELECT--

PROCEED PREVIOUS CANCEL

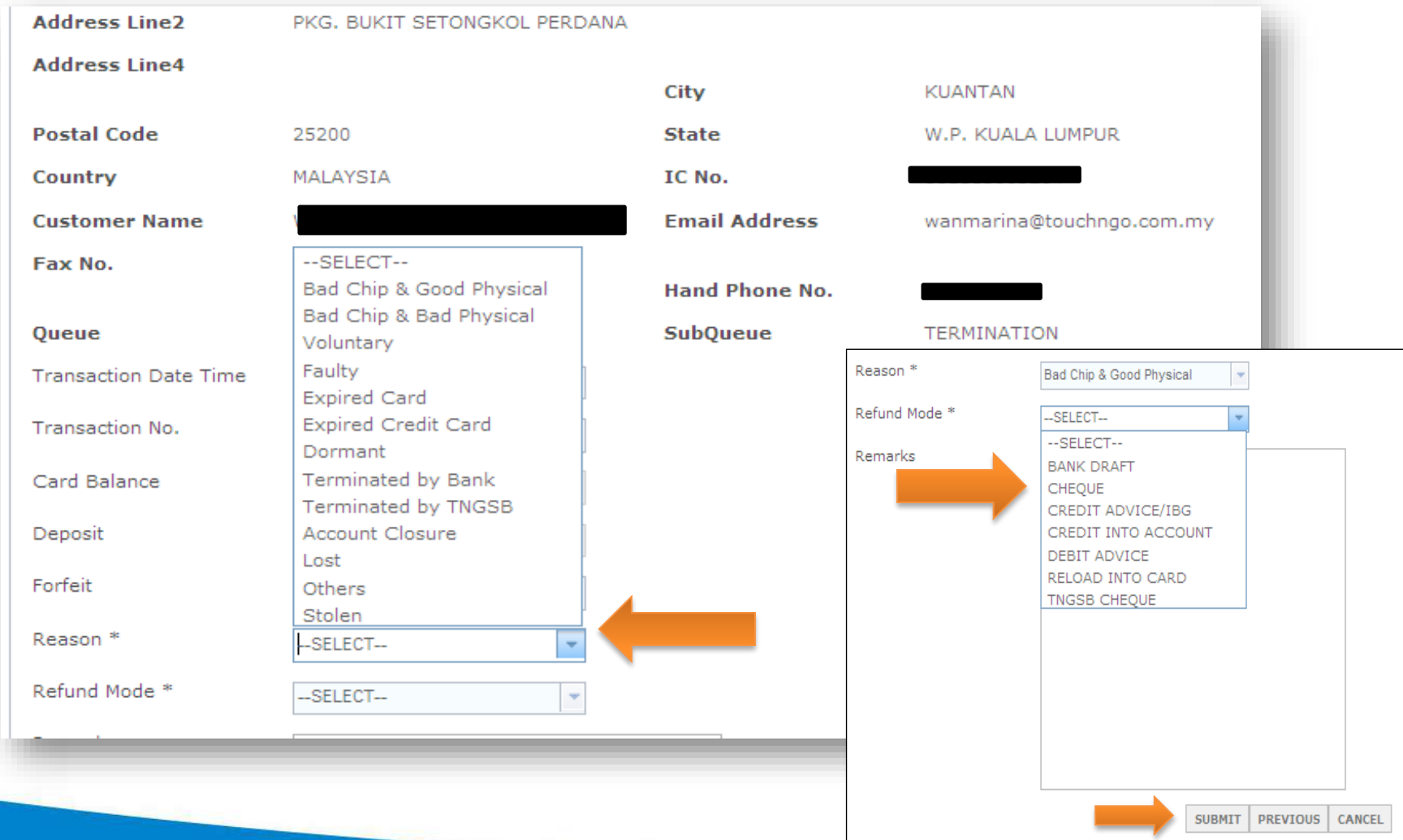
▼ Register new Complaint

Card/Device Serial No.	3180328540
Address Line1 *	<input type="text"/>
Address Line2	PKG. BUKIT SETONGKOL PERDANA
Address Line3	<input type="text"/>
Address Line4	<input type="text"/>
City	KUANTAN
Postal Code *	25200
State *	W.P. KUALA LUMPUR
Country *	MALAYSIA
IC No. *	<input type="text"/>
Customer Name *	<input type="text"/>
Email Address	--SELECT-- TERMINATION PENALTY DOUBLE/EXTRA DEDUCTION MISSING BALANCE MISSING REBATE MISSING RELOAD DOUBLE/INCORRECT DEBIT
Fax No.	<input type="text"/>
Hand Phone No. *	<input type="text"/>
Queue *	--SELECT--
SubQueue *	--SELECT--

PROCEED PREVIOUS CANCEL

Aduan Penamatan Kad Pelanggan

- Untuk penamatan kad, pilih "Queue" sebagai "Refund" dan "Sub Queue" sebagai "Termination".
- Pilih "Reason" untuk penamatan kad dan Pilih "Refund Mode" untuk cara bayaran balik baki pada pelanggan.
- klikkan <Submit>.



The screenshot displays the 'Aduan Penamatan Kad Pelanggan' form. The main form contains the following fields:

- Address Line2:** PKG. BUKIT SETONGKOL PERDANA
- Address Line4:**
- City:** KUANTAN
- State:** W.P. KUALA LUMPUR
- Postal Code:** 25200
- Country:** MALAYSIA
- IC No.:** [REDACTED]
- Customer Name:** [REDACTED]
- Email Address:** wanmarina@touchngo.com.my
- Fax No.:** [REDACTED]
- Queue:** [REDACTED]
- Transaction Date Time:**
- Transaction No.:**
- Card Balance:**
- Deposit:**
- Forfeit:**
- Reason *:** [REDACTED]
- Refund Mode *:** [REDACTED]

An inset window titled 'TERMINATION' is shown, detailing the 'Refund Mode' dropdown options:

- Reason *:** Bad Chip & Good Physical
- Refund Mode *:** [REDACTED]
- Remarks:** [REDACTED]

Orange arrows indicate the flow of the process: from the 'Reason' field in the main form to the 'Refund Mode' dropdown in the inset, and from the 'Refund Mode' dropdown to the 'SUBMIT' button.

Aduan Kes Penalti Pelanggan

- Untuk kes penalti, pilihkan "Queue" sebagai "Refund" dan "Sub Queue" sebagai "Penalty"
- Masukkan informasi yang diperlukan. *[bagi ruang yang bertanda * , wajib di isi]*
- Pilih "Reason" untuk kes penalti dan Pilih "Refund Mode" untuk cara bayaran balik baki pada pelanggan. Dan klikkan <Submit>.

Contoh Pengiraan

Jumlah Caj Transaksi : RM43.30

Caj Berlebihan : RM40.50

Bayaran Tol yg sebenar : RM 2.80

Nota : CSA harus menaip harga "Actual Fare" dan "Transaction Amount, caj berlebihan akan dipapar pada ruang "Overcharge amount"

Customer Name	MUHAMMAD SHAFIQ BIN RUSLAN	Email Address	shafiq231086@yahoo.com
Fax No.		Hand Phone No.	0127302073
Queue	REFUND	SubQueue	PENALTY
Transaction Date Time *	12-Jan-2015 00:15:40		
Transaction No.	OTHERS		
Actual Fare	2.80		
Cash Payment			
Entry SP Id *	04_PLUS		
Entry Location *	134_JURU		
Exit SP Id *	04_PLUS		
Exit Location *	137_JAWI		
Location Type *	TNG STAG		
Overcharge Amount	40.50		
Transaction Amount *	43.30		
Other Mfg. No.			

Other Mfg. No.	
Reason *	--SELECT--
Ticket/Receipt No.	--SELECT--
Location Name *	Touched Exit Twice Others Took Transit Ticket Made U Turn Additional Refund Touched Different Card System Malfunction
Location Id *	
Vehicle No.	
Refund Mode *	--SELECT--
Remarks	

Submit Buttons: SUBMIT, PREVIOUS, CANCEL

Aduan Caj Berganda Kad Pelanggan



- Untuk kes penalti, pilihkan "Queue" sebagai "Refund" dan "Sub Queue" sebagai "Double/Extra Deduction"
- Masukan informasi yang diperlukan. *[bagi ruang yang bertanda * , wajib di isi]*
- Pilih "Reason" untuk kes caj berganda dan Pilih "Refund Mode" untuk cara bayaran balik baki pada pelanggan. Dan klikkan <Submit>.

Postal Code	25200	State	W.P. KUALA LUMPUR
Country	MALAYSIA	IC No.	[REDACTED]
Customer Name	[REDACTED]	Email Address	wanmarina@touchngo.com.my
Fax No.		Hand Phone No.	[REDACTED]
Queue	REFUND	SubQueue	DOUBLE/EXTRA DEDUCTION
Transaction Date Time *	01-Feb-2015 00:00:00		
Transaction No.	OTHERS		
Actual Fare	2.00		
Cash Payment			
Entry SP Id *	07_AKLEH		
Entry Location *	100_AKLEH LANE		
Exit SP Id *	07_AKLEH		
Exit Location *	100_AKLEH LANE		
Location Type *	TNG TOLL		
Overcharge Amount	2.00		
Transaction Amount *	4.00		
Other Mfg. No.			

Location Type *	--SELECT--
Overcharge Amount	--SELECT--
Transaction Amount *	Touched Twice at Reader
Other Mfg. No.	Additional Refund
Reason *	Incorrect Vehicle Class
	Double Entry
	Others
	System Malfunction
Ticket/Receipt No.	--SELECT--

Aduan Kehilangan Baki Kad Pelanggan



- Untuk kes kehilangan baki kad, pilihkan "Queue" sebagai "Refund" dan "Sub Queue" sebagai "Missing Balance"
- Masukan informasi yang diperlukan. *[bagi ruang yang bertanda * , wajib di isi]*
- Pilih "Reason" untuk kes kehilangan baki kad dan Pilih "Refund Mode" untuk cara bayaran balik baki pada pelanggan. Dan klikkan <Submit>.

Address Line2	PKG. BUKIT SETONGKOL PERDANA	City	KUANTAN
Address Line4		State	W.P. KUALA LUMPUR
Postal Code	25200	IC No.	
Country	MALAYSIA	Email Address	wanmarina@touchngo.com.my
Customer Name		Hand Phone No.	
Fax No.		SubQueue	MISSING BALANCE
Queue	REFUND		
Transaction Date Time	01-Feb-2015 00:00:00		
Transaction No.	OTHERS		
Balance After	14.00		
Balance Before	20.00		
Location Type *	TNG TOLL		
Reload Amount	20.00		
Reason *	--SELECT--		

Balance After	14.00
Balance Before	20.00
Location Type *	--SELECT-- Missing Upon Usage Missing Upon Refill Additional Refund Others
Reason *	--SELECT--

Aduan Kehilangan Rebat Kad Pelanggan



- Untuk kes kehilangan rebat kad, pilihkan "Queue" sebagai "Refund" dan "Sub Queue" sebagai "Missing Rebate"
- Masukkan informasi yang diperlukan. *[bagi ruang yang bertanda * , wajib di isi]*
- Pilih "Reason" untuk kes kehilangan rebat kad dan Pilih "Refund Mode" untuk cara bayaran balik baki pada pelanggan. Dan klikkan <Submit>.

Postal Code	25200	State	W.P. KUALA LUMPUR
Country	MALAYSIA	IC No.	██████████
Customer Name	██	Email Address	wanmarina@touchngo.com.my
Fax No.		Hand Phone No.	██████████
Queue	REFUND	SubQueue	MISSING REBATE
Transaction Date Time	<input type="text" value="01-Feb-2015 00:00:00"/>		
Transaction No.	<input type="text" value="OTHERS"/>		
Balance After	<input type="text" value="10.00"/>		
Balance Before	<input type="text" value="35.00"/>		
Location Type *	<input type="text" value="TNG TOLL"/>		
Reload Amount	<input type="text" value="35.00"/>		
Reason *	<input type="text" value="--SELECT--"/>		

Balance Before	<input type="text" value="35.00"/>
Location Type *	--SELECT-- Refill Not Encoded Others Additional Refund
Reload Amount	
Reason *	--SELECT--


Aduan Kehilangan Tambah Nilai Kad Pelanggan




- Untuk kes kehilangan rebat kad, pilihkan "Queue" sebagai "Refund" dan "Sub Queue" sebagai "Missing Reload"
- Masukkan informasi yang diperlukan. *[bagi ruang yang bertanda * , wajib di isi]*
- Pilih "Reason" untuk kes kehilangan tambah nilai kad dan Pilih "Refund Mode" untuk cara bayaran balik baki pada pelanggan. Dan klikkan <Submit>.

Address Line4

City	KUANTAN		
Postal Code	25200	State	W.P. KUALA LUMPUR
Country	MALAYSIA	IC No.	██████████
Customer Name	████████████████████	Email Address	wanmarina@touchngo.com.my
Fax No.		Hand Phone No.	██████████
Queue	REFUND	SubQueue	MISSING RELOAD
Transaction Date Time *	01-Feb-2015 00:00:00		
Transaction No.	OTHERS		
Balance After	12.00		
Balance Before	112.00		
Location Type *	TNG TOLL		
Reload Amount *	100.00		
Reason *	--SELECT--		



Balance Before	112.00
Location Type *	--SELECT--
Reload Amount *	Missing Upon Refill
Reason *	Refill Not Encoded
	Additional Refund
	Others
	--SELECT--





Nombor Rujukan Aduan Pelanggan



Sistem pameran nombor kes sebagai rujukan pelanggan. Berikan nombor berkenaan kepada pelanggan.



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Last Successful Login : 12-Jan-2015 12:54:58 PM
Last Unsuccessful Login : 09-Jan-2015 05:06:13 PM

Customer Account Management System
Knowledge Base
Cards and Devices
Complaints
Transactions
Account Settings


▼ Case Creation

A case has been successfully generated. The case number is 11209682141 for any future references.

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8.30am – 5.30pm



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