DagangNet myBilling

Request Past Document
User Manual

Prepared by Dagang Net Technologies Sdn Bhd
Version 1.0

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Revision History

The release history of this document is as follows;

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Version	Date	Author	Description of Amendment
0.1	14 Sept 2026	SZ	Initial Draft
1.0	14 Sept 2026	SZ	Initial Copy

Abbreviation

Abbreviation	Definition
AP	Accounts Payable
BCM	Billing & Credit Management
Certified True Copy	The marking applied to a regenerated past document to show it is a reproduction of the original.
Customer	A registered Dagang Net customer who requests copies of their own past billing documents through myBilling.
DNT	Dagang Net Technologies Sdn Bhd
e-Invoice	The electronic invoice required by the Inland Revenue Board of Malaysia (LHDN) through the MyInvoice system.
myUBS	Internal Unified Billing System managing past-document request verification, approval workflow, compilation and reporting
myBilling	Customer- facing system for past-document request submission, status viewing and notification display
Past Document	A billing document issued in an earlier period that the customer requests a copy of.
RPD	Request Past Document
SOA	Statement of Account
SP	Service Provisioning/ Service Provider
SST	Sales and Service Tax- the prevailing Malaysian service tax.

Table of Content

Section 1. Introduction

1.1. What is myBilling RPD System?

myBilling system allows customers to manage all account with Dagang Net. Customers can manage account, make payment, download documents and invoices.

Request Past Document (RPD) is a new function that allows a customer to obtain copies of billing documents issued in earlier periods. Customers raise requests through the myBilling self-service portal, while the back-office administration of those requests is provided within the DNT Accounts Receivable (AR).

Through RPD, the customer can search for the documents required, assemble them into a single request, pay the request fee online or manually, and download the documents once the request is released. Billing & Credit Management (BCM) can also search any customer’s past documents and raise a request on the customer’s behalf, settling the fee by manual payment, waiver, or by charging it to the next bill.

Every chargeable request produces a receipt that is compliant with the e-Invoice requirements of the Inland Revenue Board (LHDN MyInvois). Requested documents themselves are delivered as softcopy downloads.

1.2. How does myBilling System Benefit Me?

- Improves productivity, efficiency and turnaround time
- Expediting the billing and account process
- Enhancing the level of risk management capability and monitoring of all accounts

1.3. Who Should Read This Publication?

This user manual is designed to accommodate the specific requirements of each user. This publication (or topic collection) is intended for;

i. myBilling system users

1.4. About This Document

This publication is to provide an overview on how to use myBilling system to request and make payment for past documents in earlier periods and deeper understand on the system with step by step helps.

1.5. Support Information

Should there be any issues related to the system that need to be clarified, please contact Dagang Net’s Careline.

Call our CARELINE* at 1300 133 133 or email to careline@dagangnet.com

*CARELINE is available 24 hours daily, including public holidays

Section 2. Getting Started

2.1. System Access

myBilling system is accessible via https://mybilling.dagangnet.com.my

Please follow the steps in the images below to access the system.

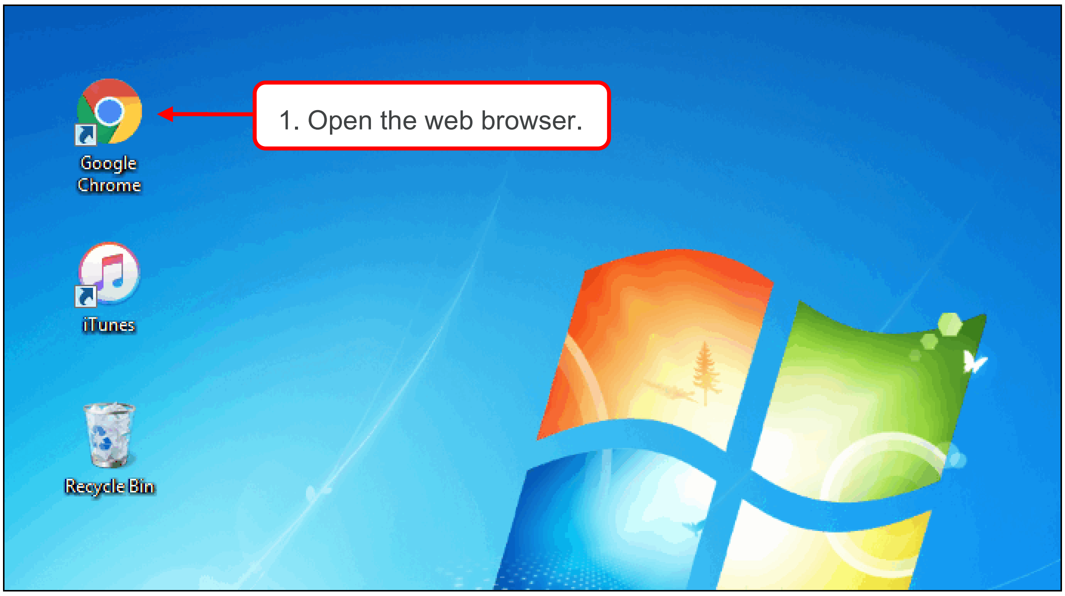

Figure 1

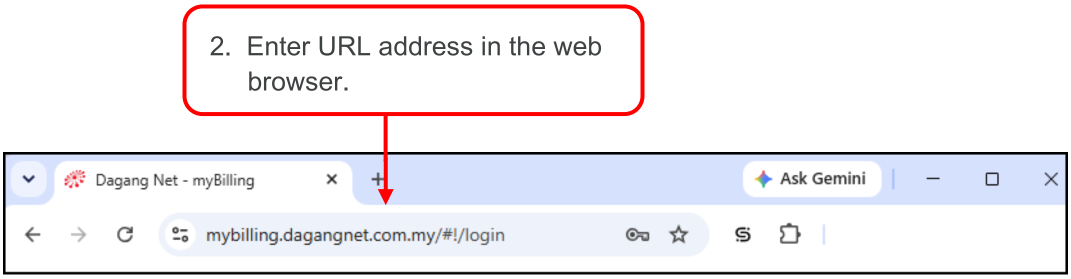

Figure 2

2.2. Log In

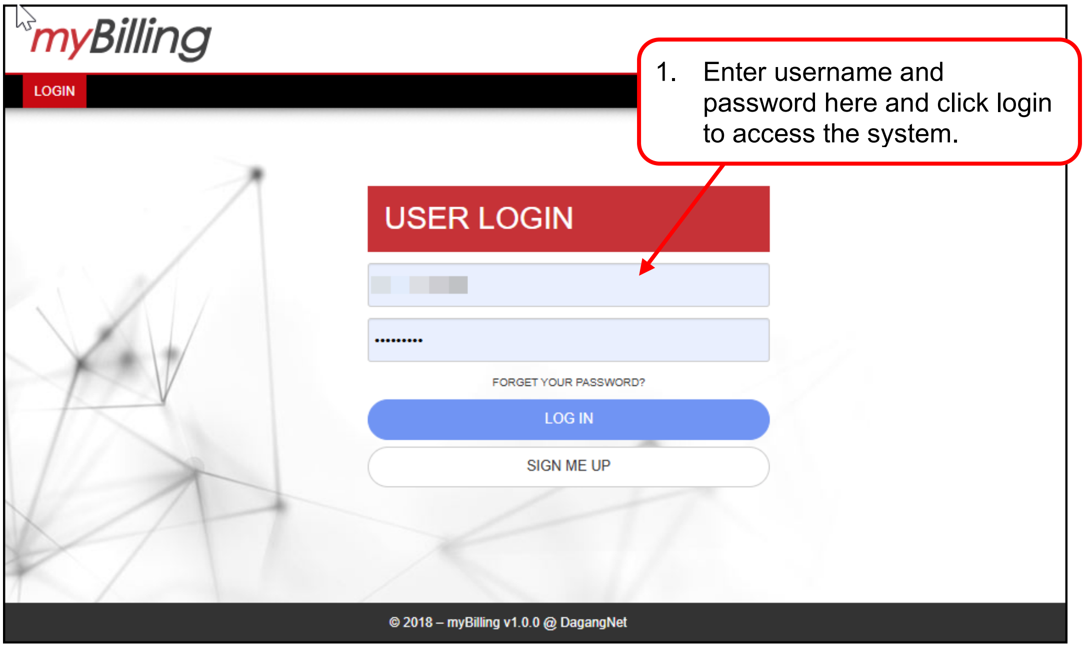

Figure 3

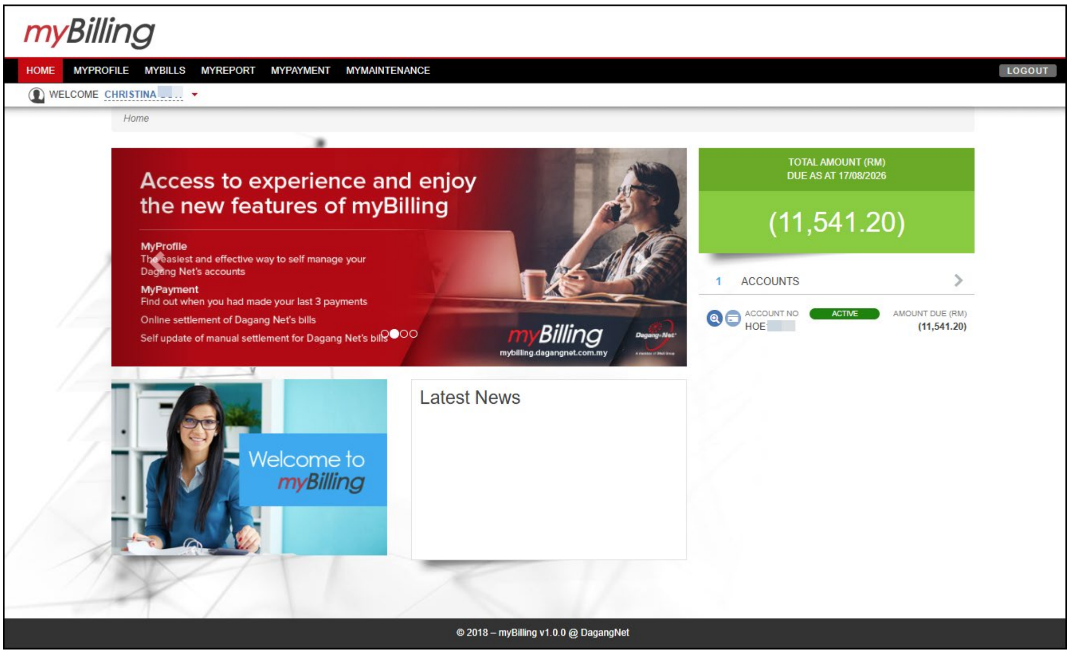

Figure 4: myBilling Main Page

Section 3. Past Document

This section shows the steps for customers to request for past documents directly from myBilling system. Customers can manage and view the request status from this system and download the document once its release in the system.

System allows customers to search for past documents by document number, document date range or by document type and assemble them into a single request and download these documents once its released.

Each request will have a chargeable fee per document with the prevailing service tax that support online and manual payment. Once these payments made, a receipt will be generated and requested past documents will be released once approved.

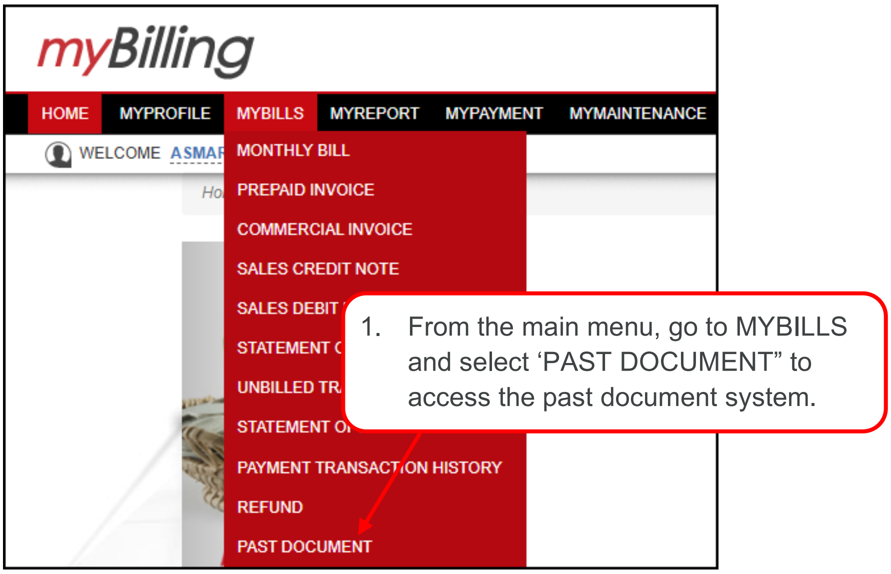

Figure 5

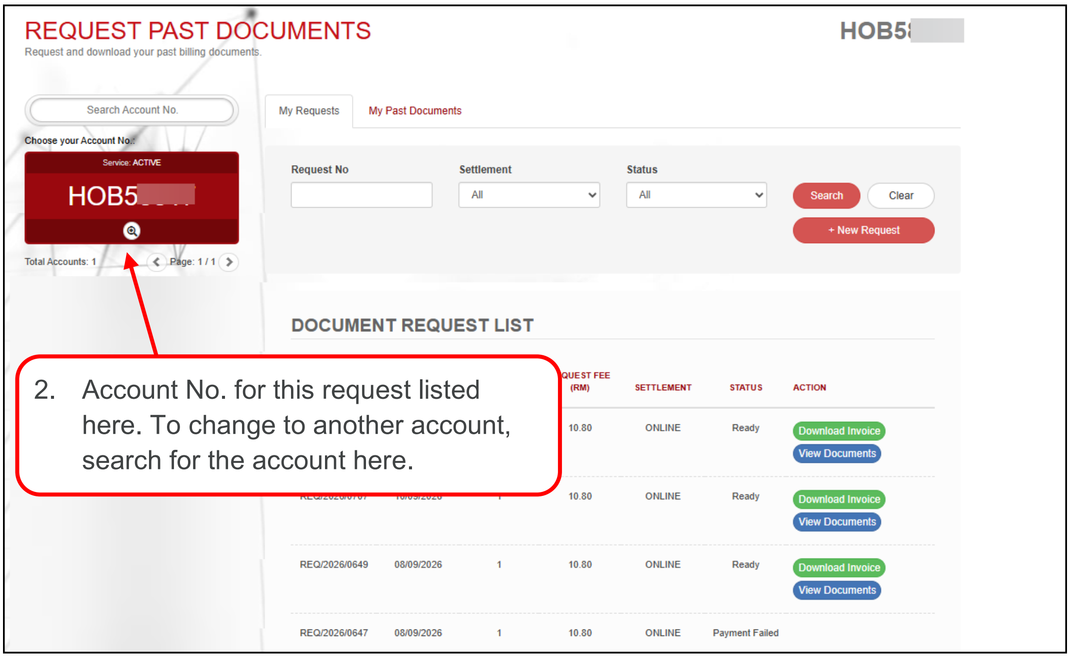

Figure 6: Request of Past Document

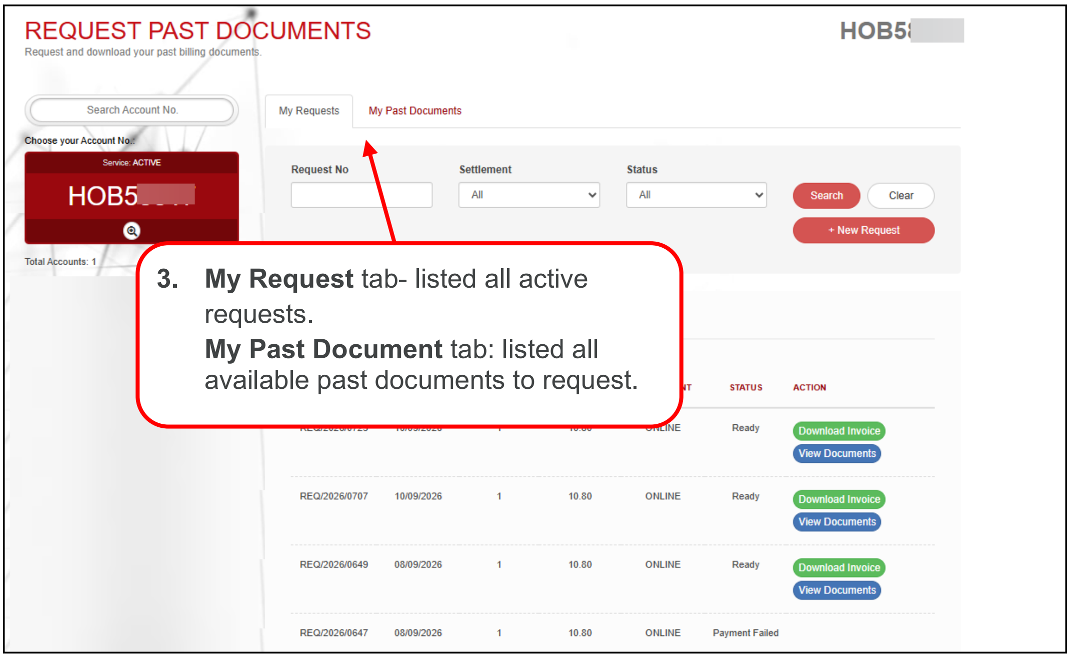

Figure 7

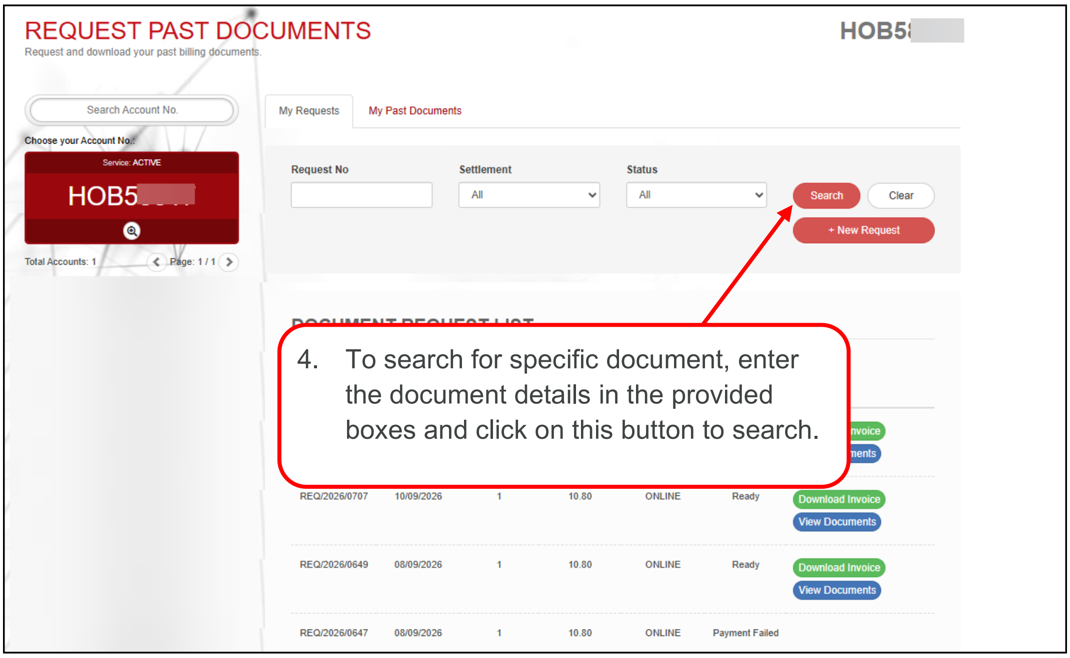

Figure 8

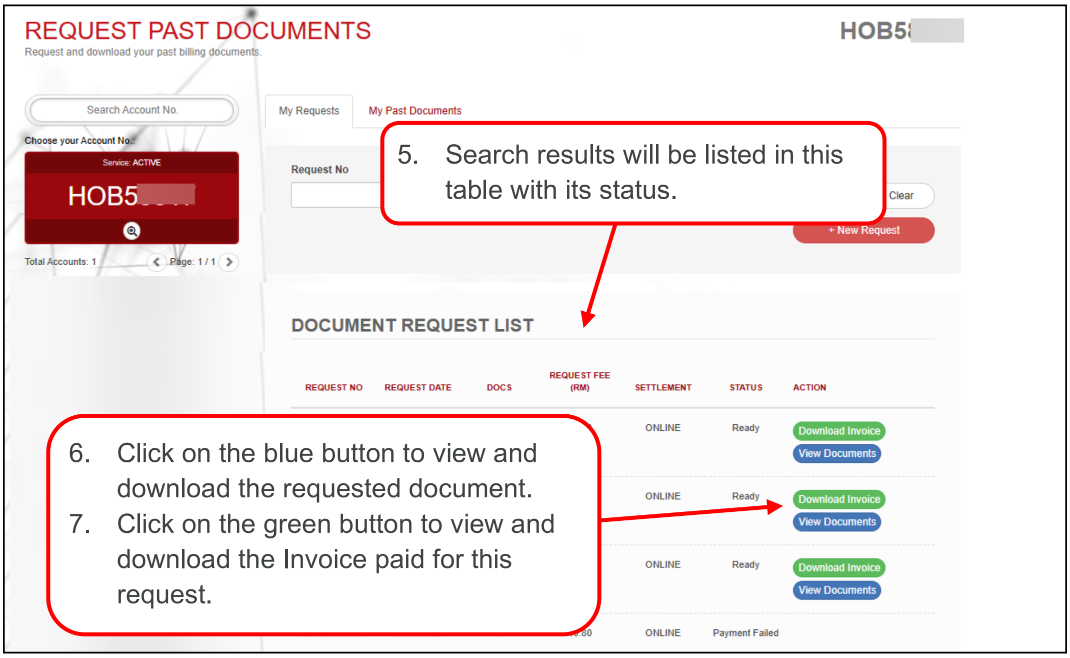

Figure 9

3.1. My Request

Below images shows the steps to make new request for past documents. Customers will need to make a new request and make payment before the requested documents released. Once documents released, customers can download the requested documents as in steps in Figure 9 above.

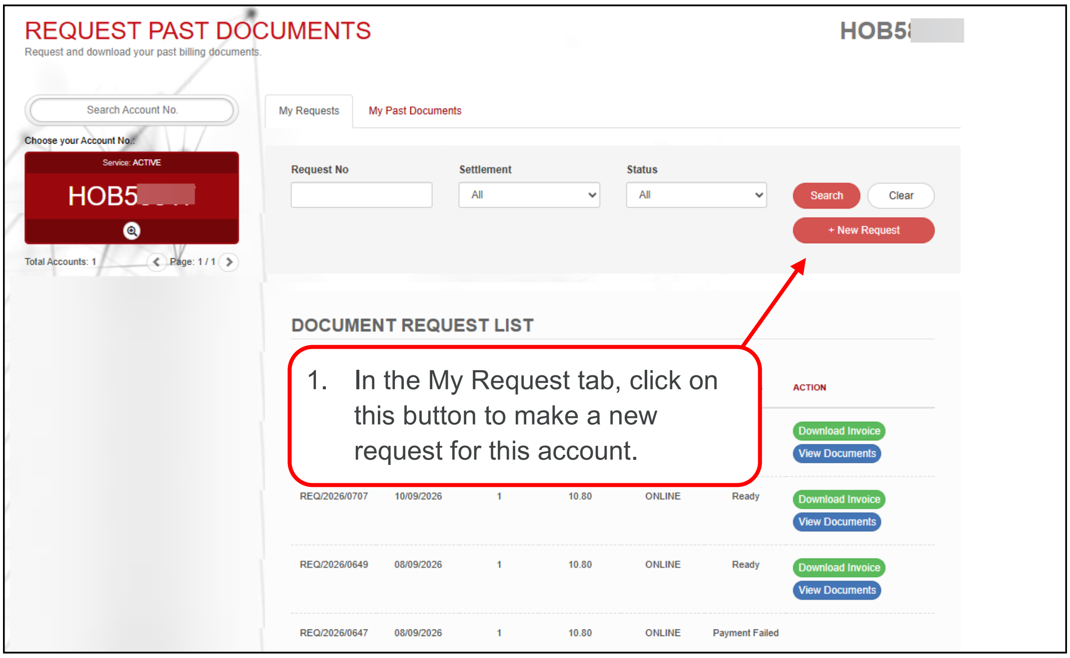

Figure 10

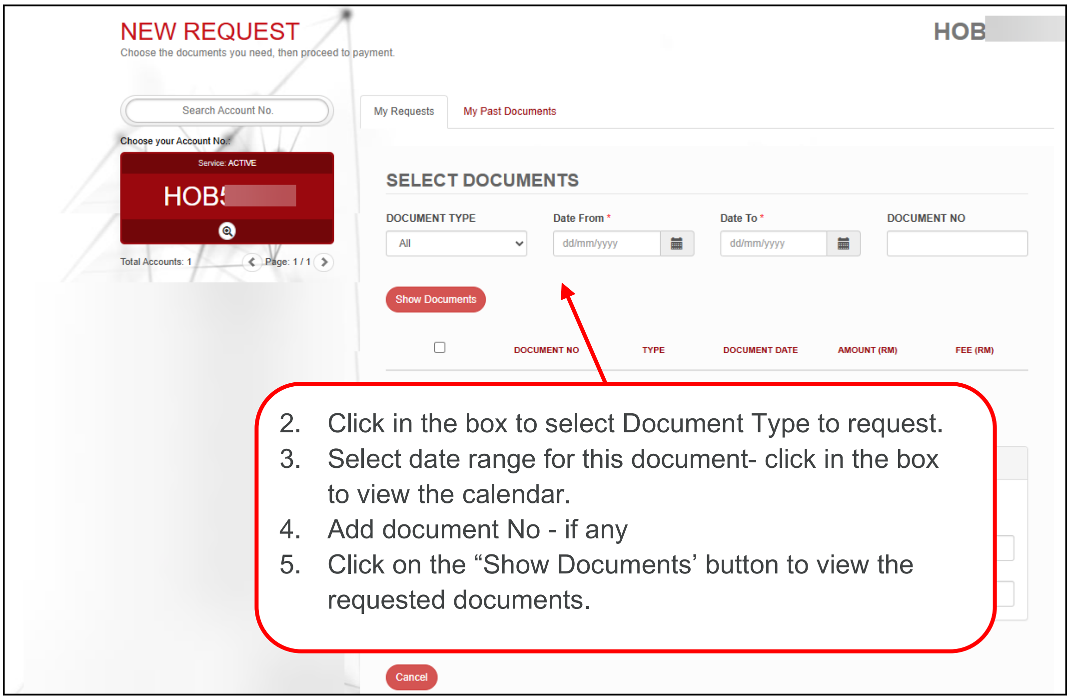

Figure 11

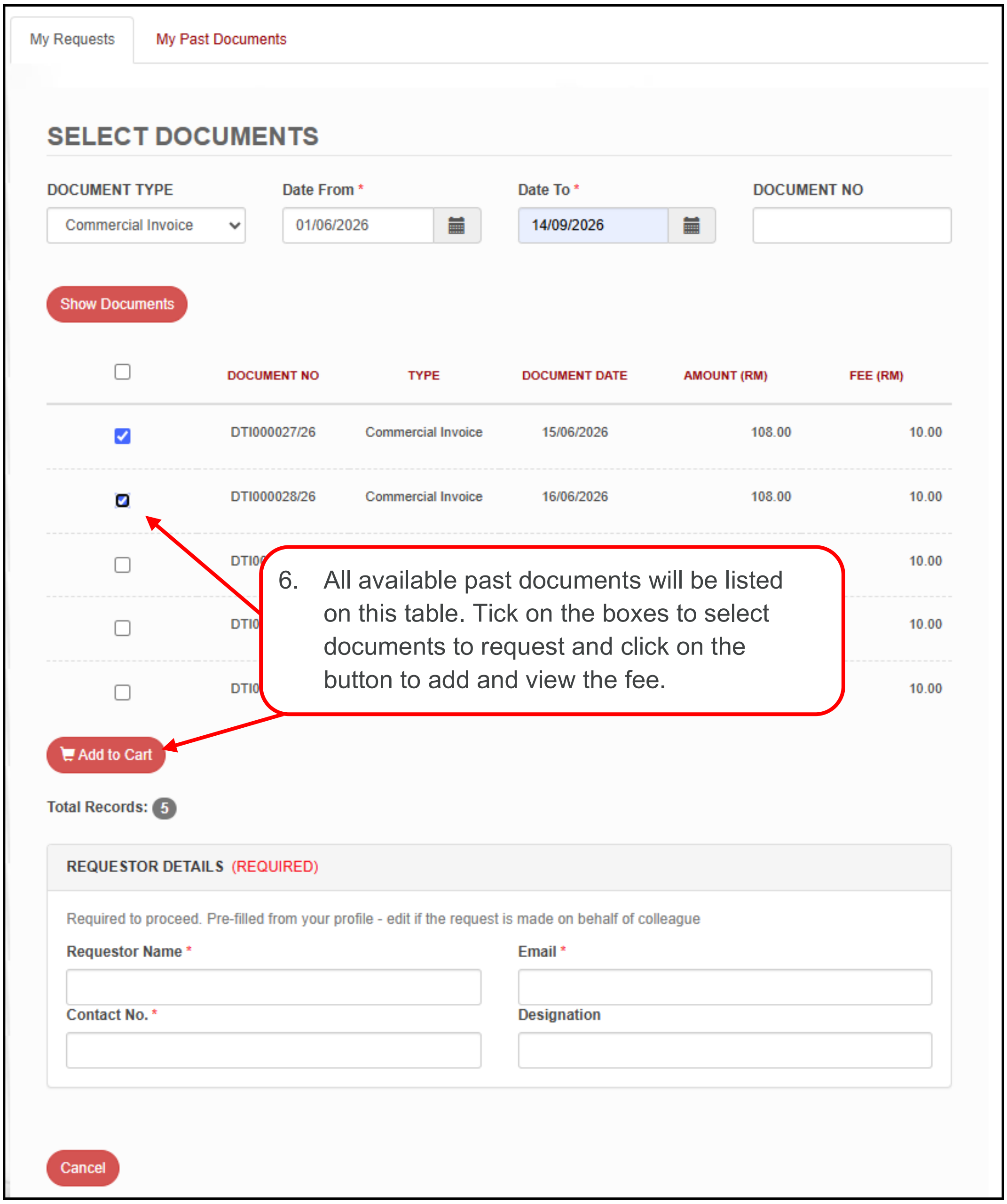
My Requests
My Past Documents
SELECT DOCUMENTS
DOCUMENT TYPE
Commercial Invoice
Date From *
01/06/2026
Date To *
14/09/2026
DOCUMENT NO
Show Documents
DOCUMENT NO
TYPE
DOCUMENT DATE
AMOUNT (RM)
FEE (RM)
DTI000027/26 Commercial Invoice 15/06/2026 108.00 10.00
DTI000028/26 Commercial Invoice 16/06/2026 108.00 10.00
6. All available past documents will be listed on this table. Tick on the boxes to select documents to request and click on the button to add and view the fee.
Add to Cart
Total Records: 5
REQUESTOR DETAILS (REQUIRED)
Required to proceed. Pre-filled from your profile - edit if the request is made on behalf of colleague
Requestor Name *
Email *
Contact No. *
Designation
Cancel

Figure 12

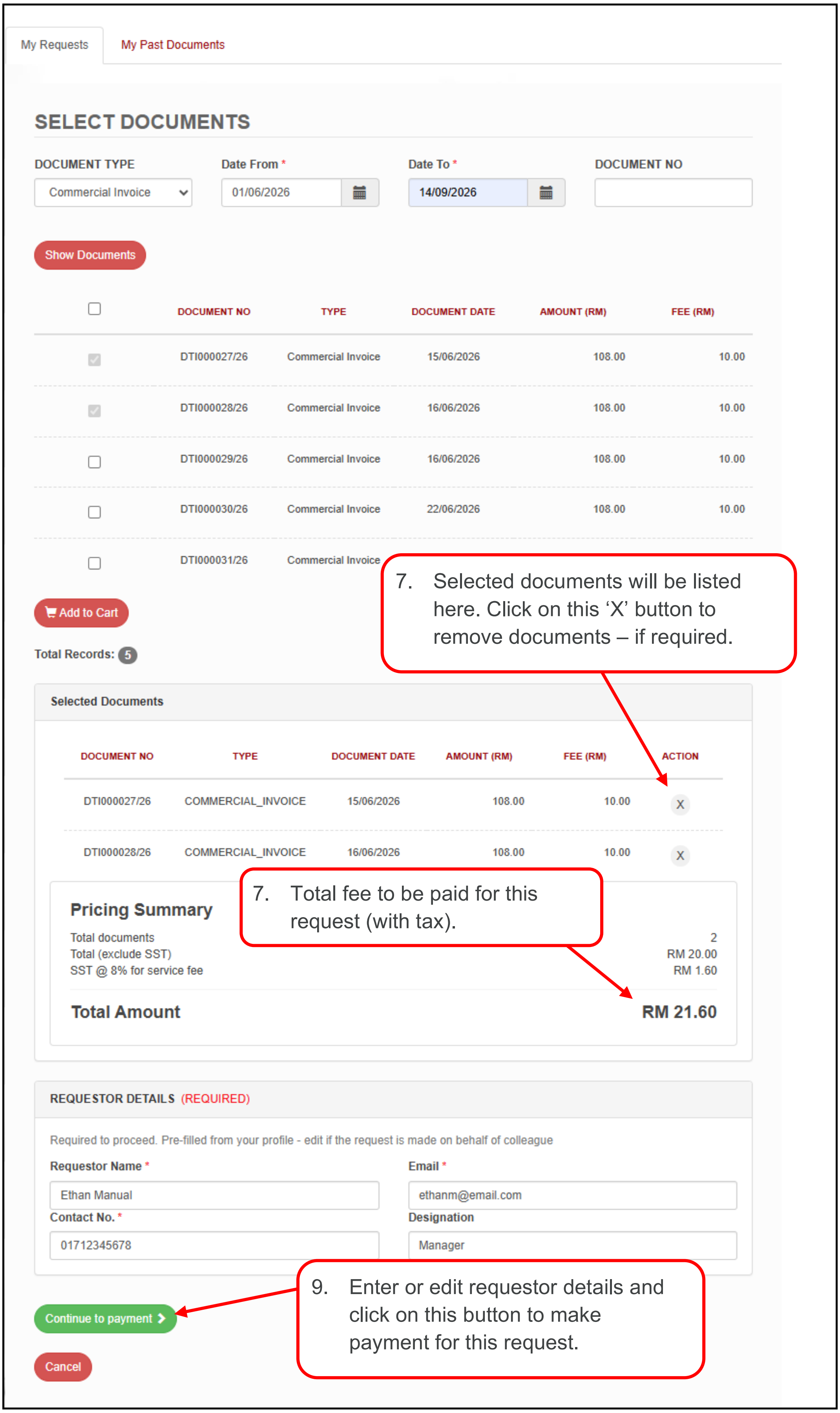
My Requests
My Past Documents
SELECT DOCUMENTS
DOCUMENT TYPE
Commercial Invoice
Date From *
01/06/2026
Date To *
14/09/2026
DOCUMENT NO
Show Documents
DOCUMENT NO
TYPE
DOCUMENT DATE
AMOUNT (RM)
FEE (RM)
DTI000027/26 Commercial Invoice 15/06/2026 108.00 10.00
DTI000028/26 Commercial Invoice 16/06/2026 108.00 10.00
DTI000029/26 Commercial Invoice 16/06/2026 108.00 10.00
DTI000030/26 Commercial Invoice 22/06/2026 108.00 10.00
DTI000031/26 Commercial Invoice
7. Selected documents will be listed here. Click on this ‘X’ button to remove documents – if required.
Add to Cart
Total Records: 5
Selected Documents
DOCUMENT NO
TYPE
DOCUMENT DATE
AMOUNT (RM)
FEE (RM)
ACTION
DTI000027/26 COMMERCIAL_INVOICE 15/06/2026 108.00 10.00 X
DTI000028/26 COMMERCIAL_INVOICE 16/06/2026 108.00 10.00 X
Pricing Summary
7. Total fee to be paid for this request (with tax).
Total documents 2
Total (exclude SST) RM 20.00
SST @ 8% for service fee RM 1.60
Total Amount RM 21.60
REQUESTOR DETAILS (REQUIRED)
Required to proceed. Pre-filled from your profile - edit if the request is made on behalf of colleague
Requestor Name *
Ethan Manual
Email *
ethanm@email.com
Contact No. *
01712345678
Designation
Manager
Continue to payment
Cancel
9. Enter or edit requestor details and click on this button to make payment for this request.

Figure 13

3.1.1 Online Payment

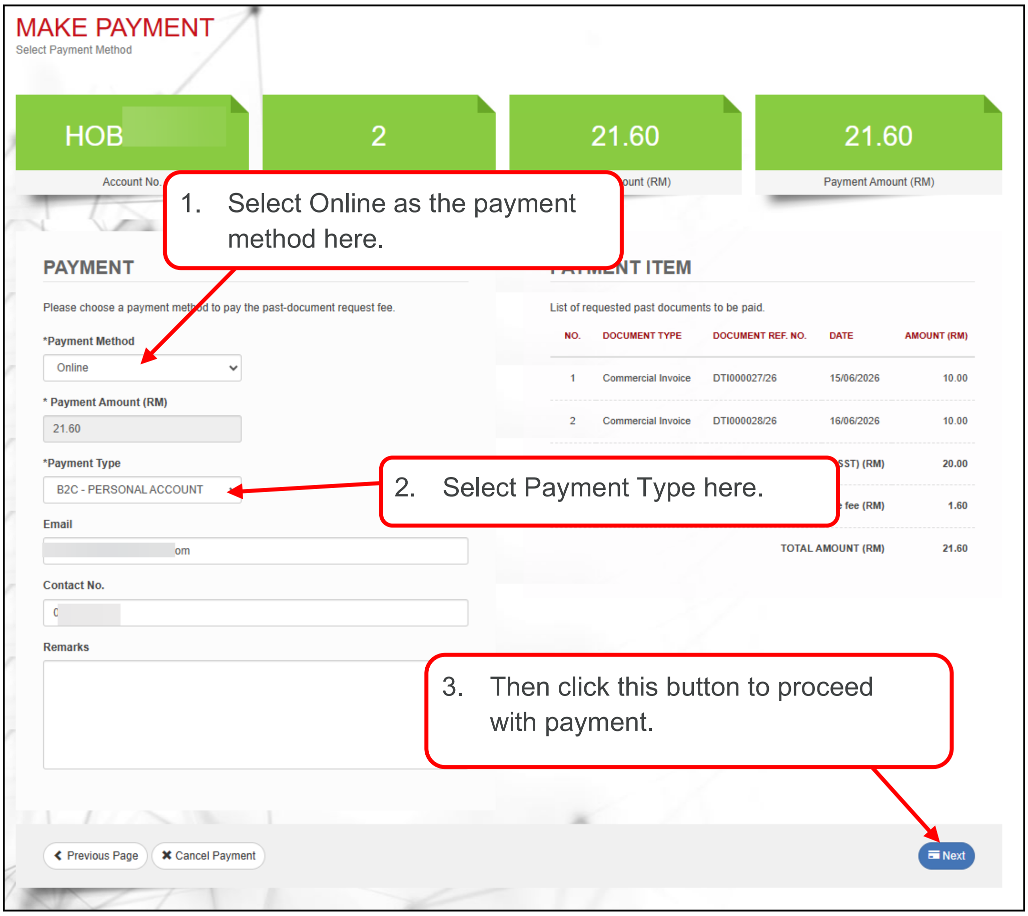

Figure 14: Online Payment

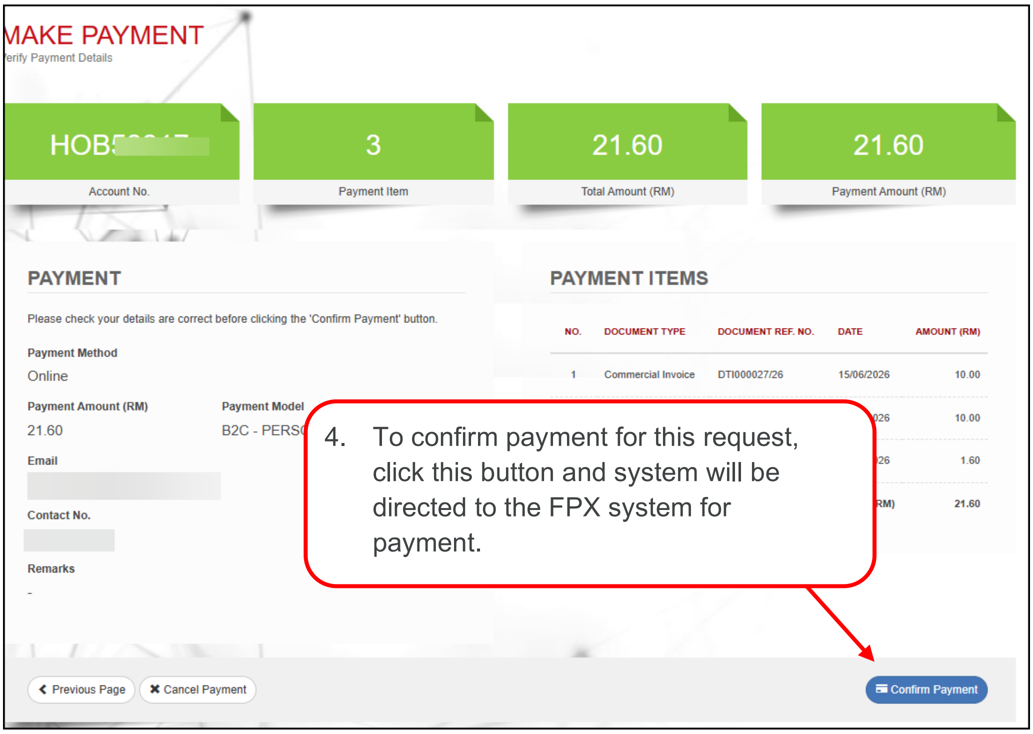

Figure 15: Online Payment

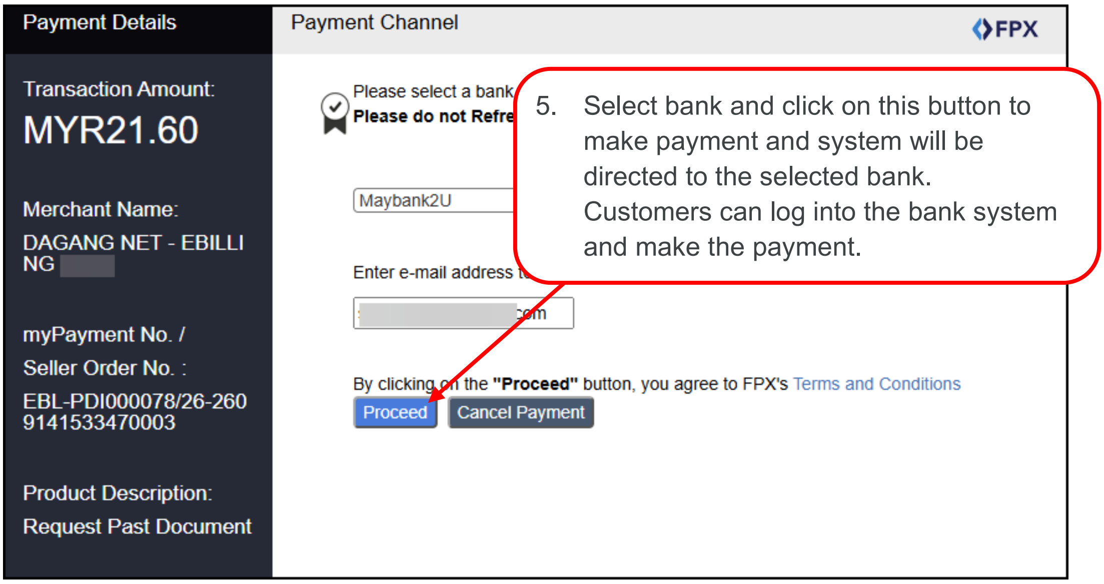

Figure 16

Once payment is successfully made, documents will be released and listed in the listing table to download.

3.1.2 Manual Payment

This sub-section shows the steps for customers to settle the requested past documents fee manually. Customers can settle the request fee manually by bank in, fund transfer or cheque and submit the payments in detail together with proof of payment.

Once the manual payment is recorded with proof of payment, the request will be in Pending Approval for BCM verification- no documents will be released before verification. Requested past documents will only be released after BCM approved the payment. If request is rejected, customers will be notified with reason for rejection. No documents will be released, and no Invoice will be issued if rejected.

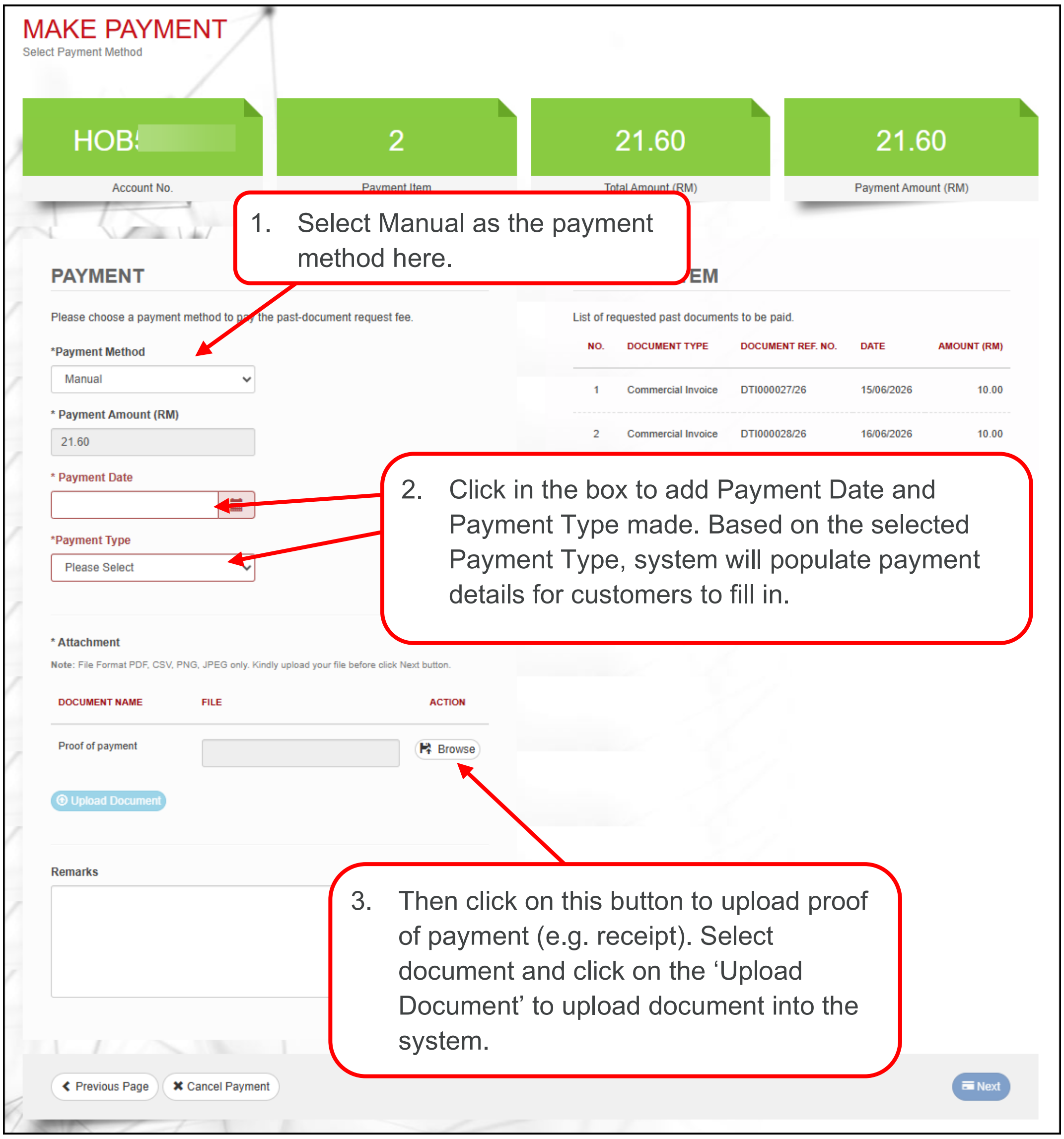

Figure 17: Manual Payment

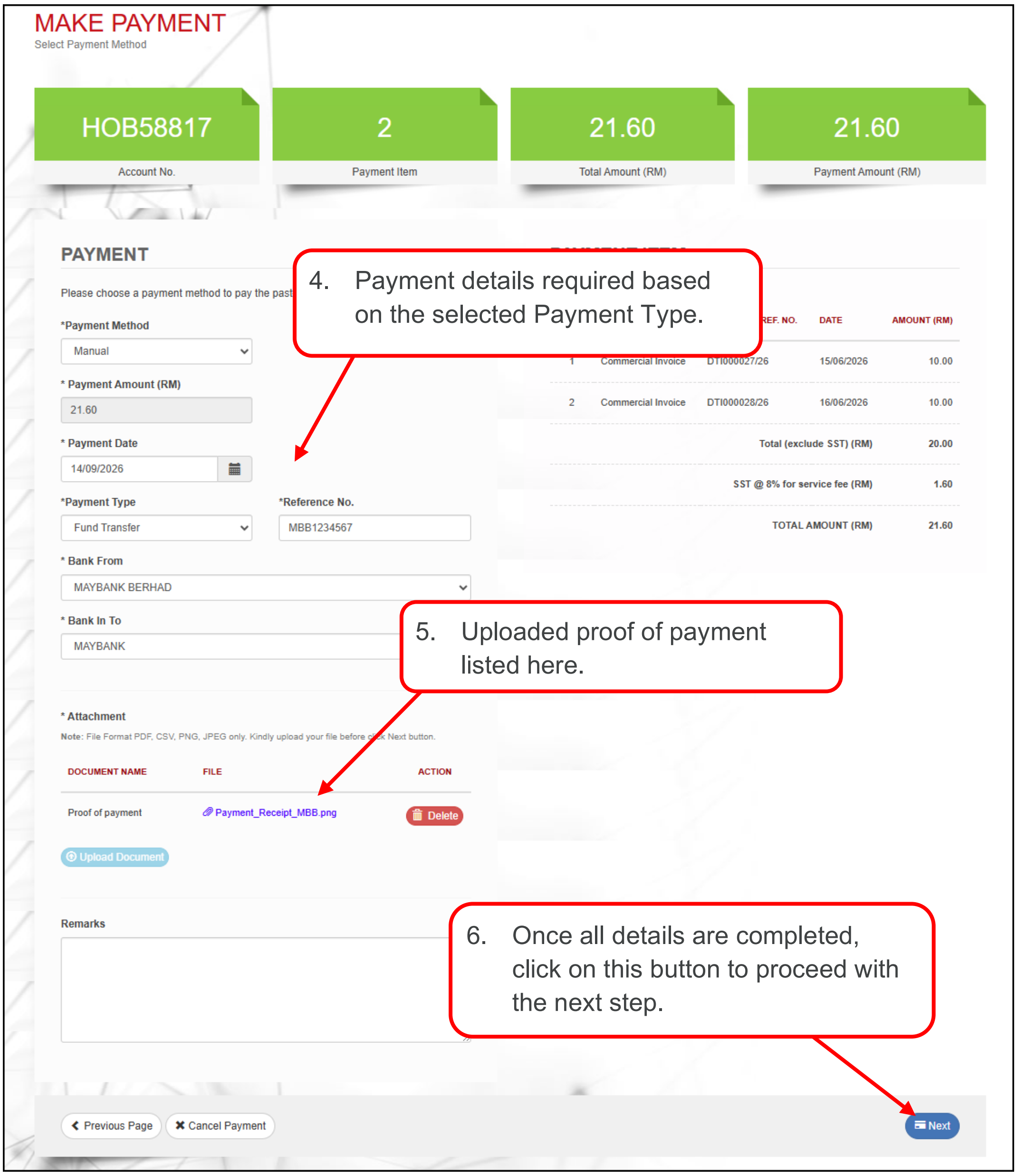
MAKE PAYMENT
Select Payment Method
HOB58817
Account No.
2
Payment Item
21.60
Total Amount (RM)
21.60
Payment Amount (RM)
PAYMENT
Please choose a payment method to pay the past
*Payment Method
Manual
* Payment Amount (RM)
21.60
* Payment Date
14/09/2026
*Payment Type
Fund Transfer
*Reference No.
MBB1234567
* Bank From
MAYBANK BERHAD
* Bank In To
MAYBANK
* Attachment
DOCUMENT NAME
FILE
ACTION
Proof of payment
Payment_Receipt_MBB.png
Delete
Upload Document
Remarks
REF. NO.
DATE
AMOUNT (RM)
1 Commercial Invoice DTI000027/26 15/06/2026 10.00
2 Commercial Invoice DTI000028/26 16/06/2026 10.00
Total (exclude SST) (RM) 20.00
SST @ 8% for service fee (RM) 1.60
TOTAL AMOUNT (RM) 21.60
4. Payment details required based on the selected Payment Type.
5. Uploaded proof of payment listed here.
6. Once all details are completed, click on this button to proceed with the next step.
Previous Page
Cancel Payment
Next

Figure 18

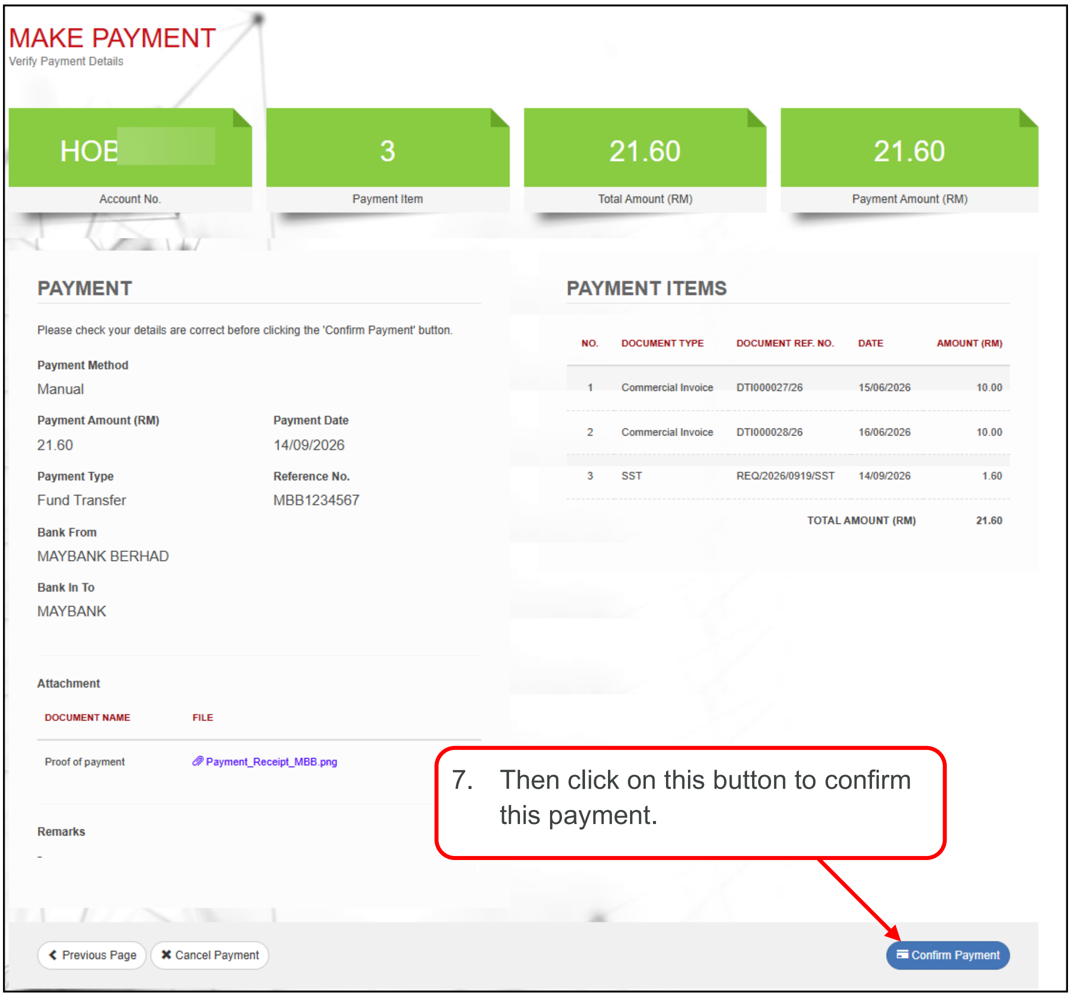

Figure 19

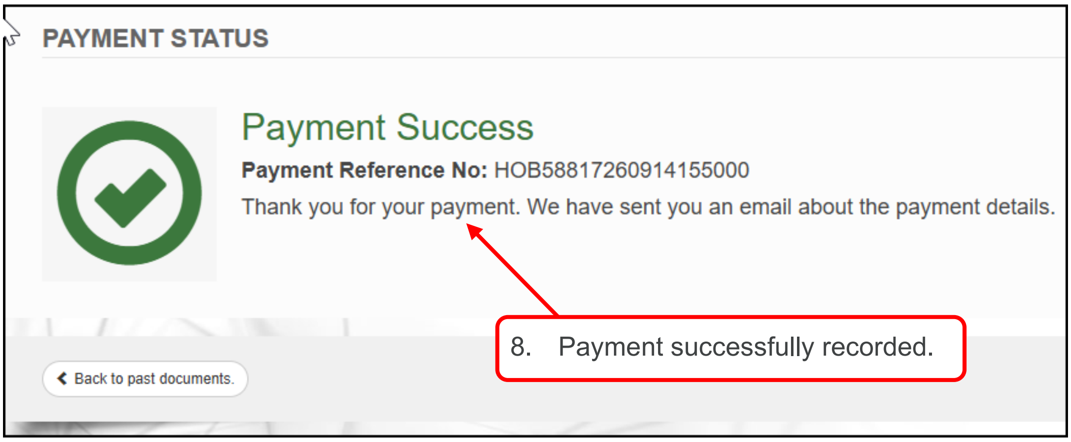

Figure 20

Once payment is successfully recorded with proof of payment, request will be in Pending Approval by BCM and documents will be released once approved. If rejected, reason for rejection will be listed in the request list.

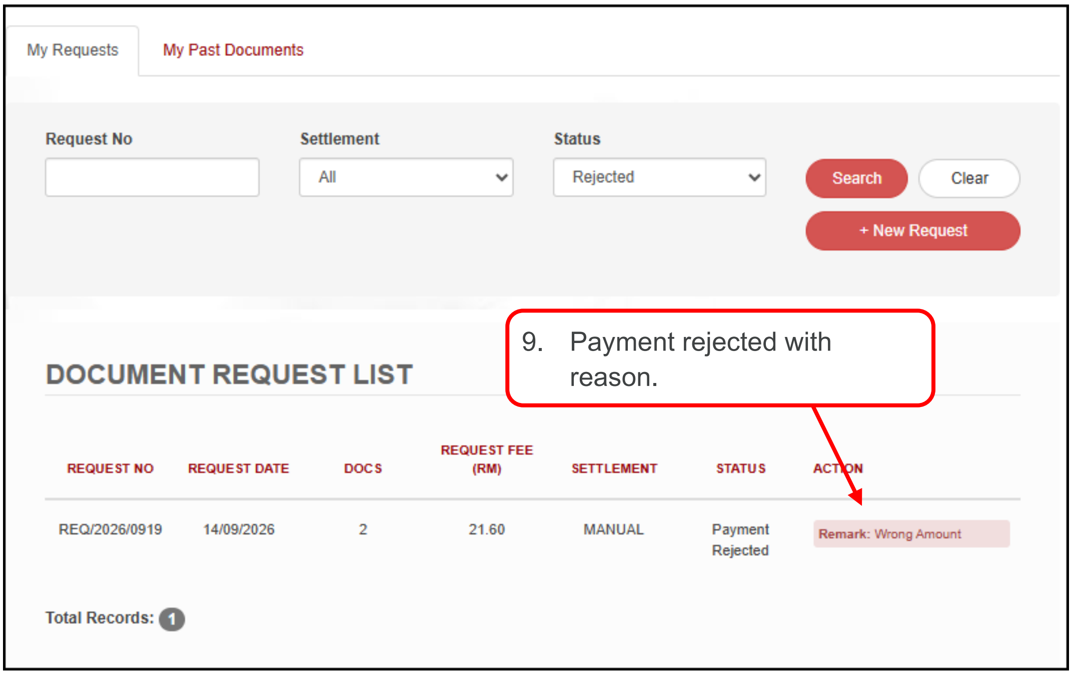

Figure 21: Rejected Request with Reason

3.2. My Past Documents

This section shows the steps for customers to view past documents that are available for customers to request. These documents listed here are available for customers to view only (except for documents that had been requested and paid).

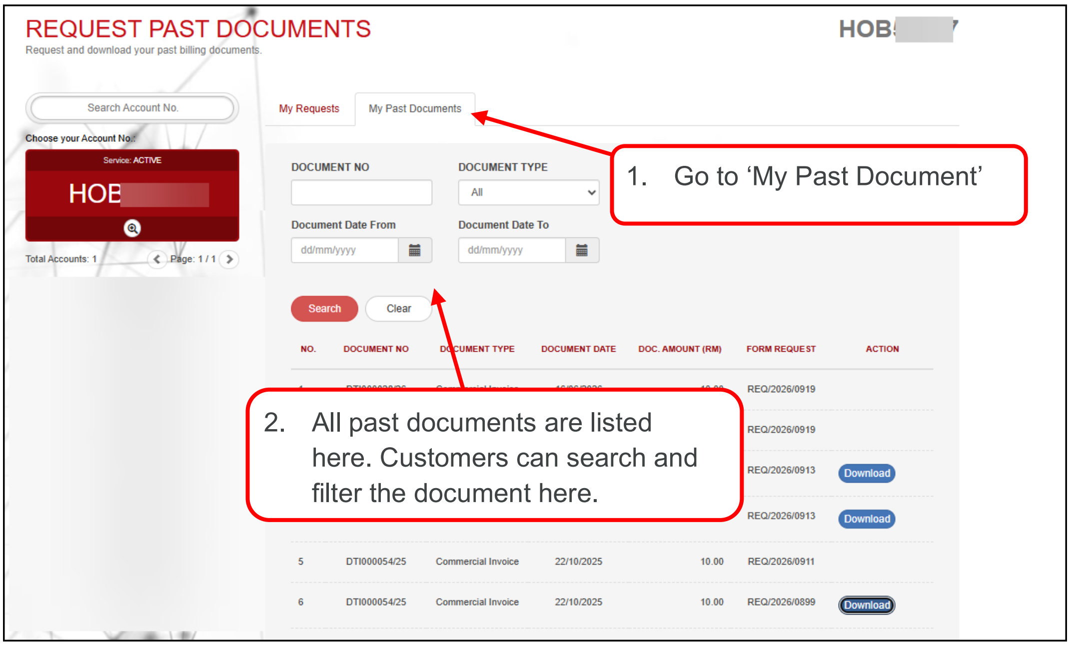

Figure 22

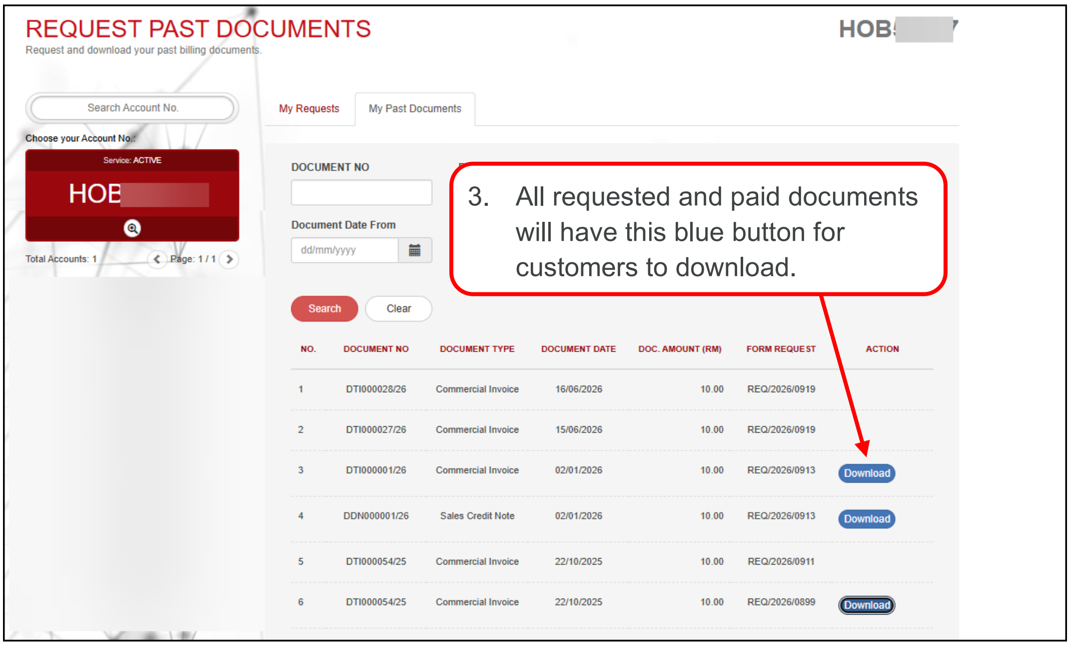

Figure 23

-End of Manual-

This user manual shall be updated as and when required.