



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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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.

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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.

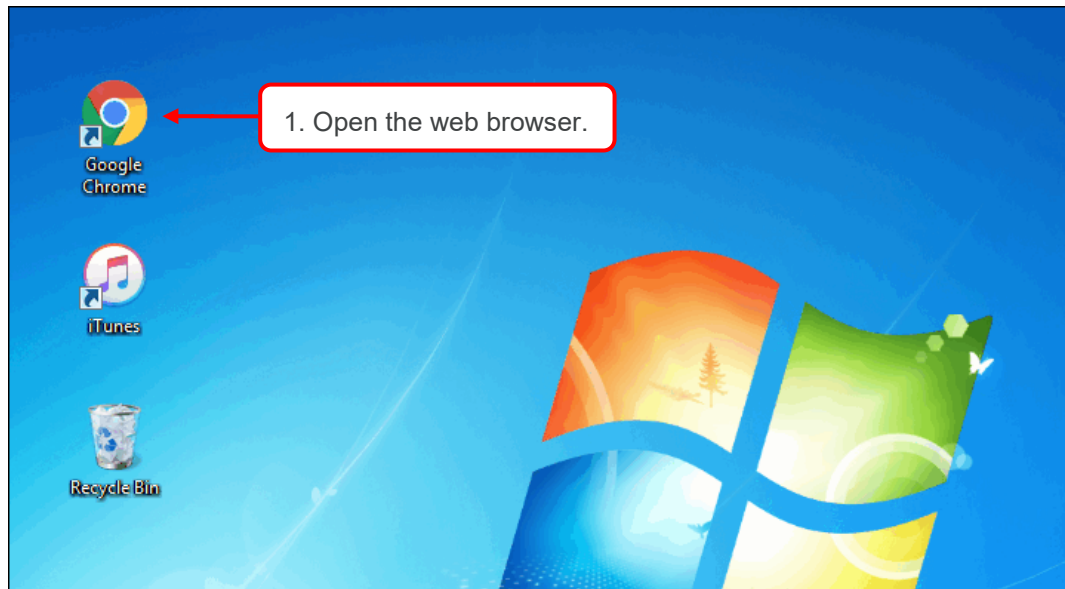


Figure 1

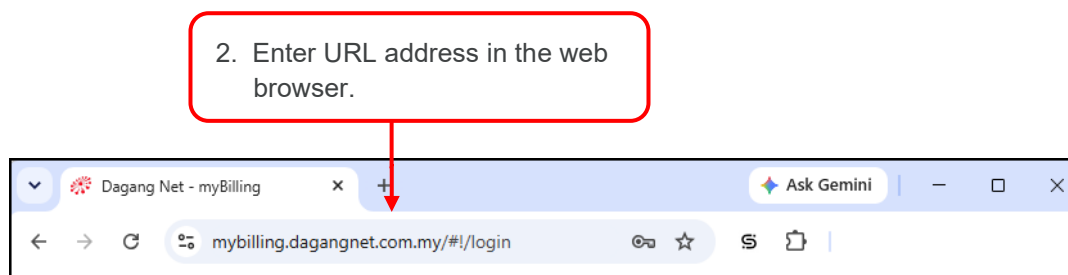
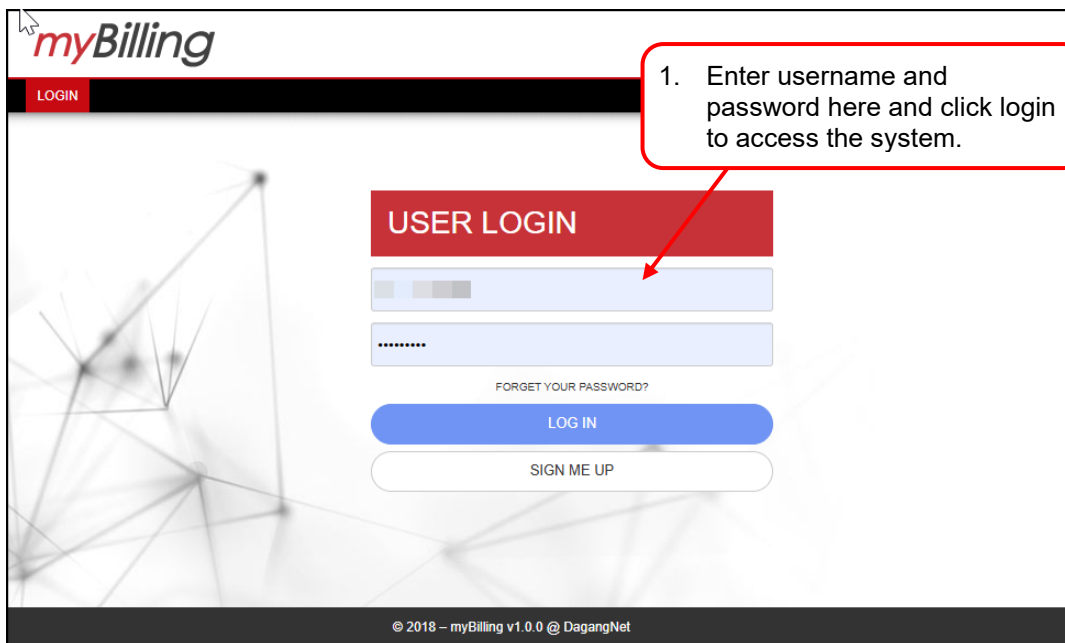


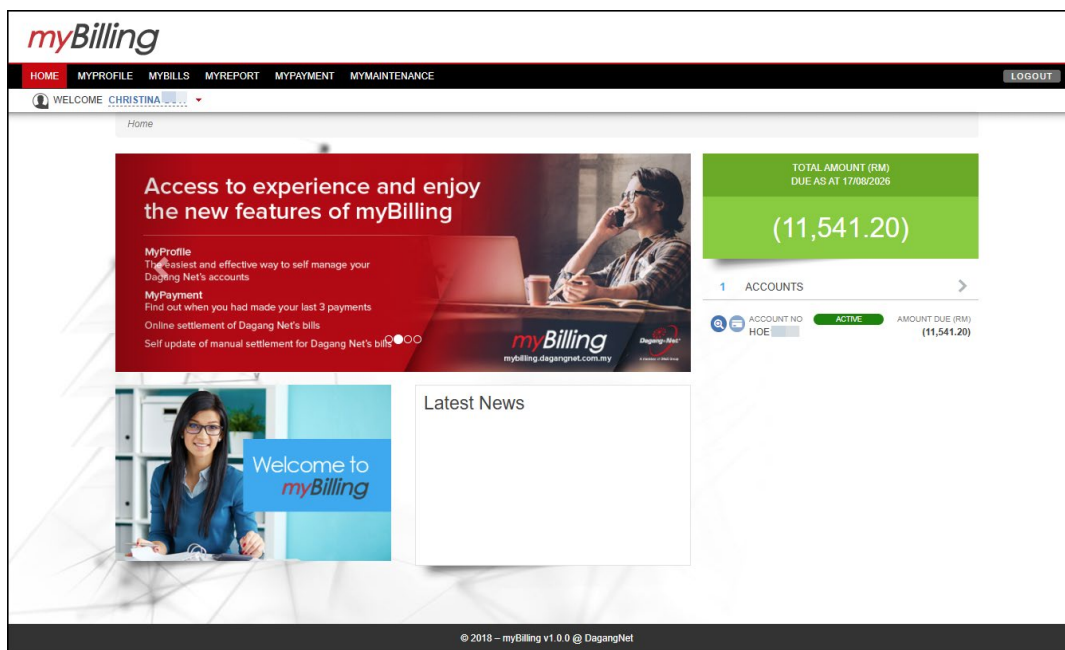
Figure 2

2.2. Log In



The image shows the 'myBilling' User Login page. At the top left is the 'myBilling' logo. Below it is a 'LOGIN' tab. The main content area has a 'USER LOGIN' heading. Below this are two input fields: the first is for the username and the second is for the password, indicated by dots. A red box with an arrow points to the password field, containing the text: '1. Enter username and password here and click login to access the system.' Below the password field is a link that says 'FORGET YOUR PASSWORD?'. At the bottom of the login section are two buttons: a blue 'LOG IN' button and a white 'SIGN ME UP' button. The footer contains the text '© 2018 – myBilling v1.0.0 @ DagangNet'.

Figure 3



The image shows the 'myBilling' Main Page. At the top is the 'myBilling' logo. Below it is a navigation bar with links: HOME, MYPROFILE, MYBILLS, MYREPORT, MYPAYMENT, MYMAINTENANCE, and a LOGOUT button. Below the navigation bar is a 'WELCOME CHRISTINA' message. The main content area is divided into several sections. On the left, there is a 'Home' section with a red background and white text: 'Access to experience and enjoy the new features of myBilling'. Below this are three sub-sections: 'MyProfile' (The easiest and effective way to self manage your Dagang Net's accounts), 'MyPayment' (Find out when you had made your last 3 payments), and 'Online settlement of Dagang Net's bills' (Self update of manual settlement for Dagang Net's bills). On the right, there is a green box showing 'TOTAL AMOUNT (RM) DUE AS AT 17/08/2026 (11,541.20)'. Below this is a section titled '1 ACCOUNTS' with a search bar and a table showing account details. The table has columns for 'ACCOUNT NO', 'ACTIVE', and 'AMOUNT DUE (RM)'. The first row shows 'HOE', 'ACTIVE', and '(11,541.20)'. At the bottom left, there is a 'Welcome to myBilling' message with a photo of a woman. At the bottom right, there is a 'Latest News' section. The footer contains the text '© 2018 – myBilling v1.0.0 @ DagangNet'.

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.

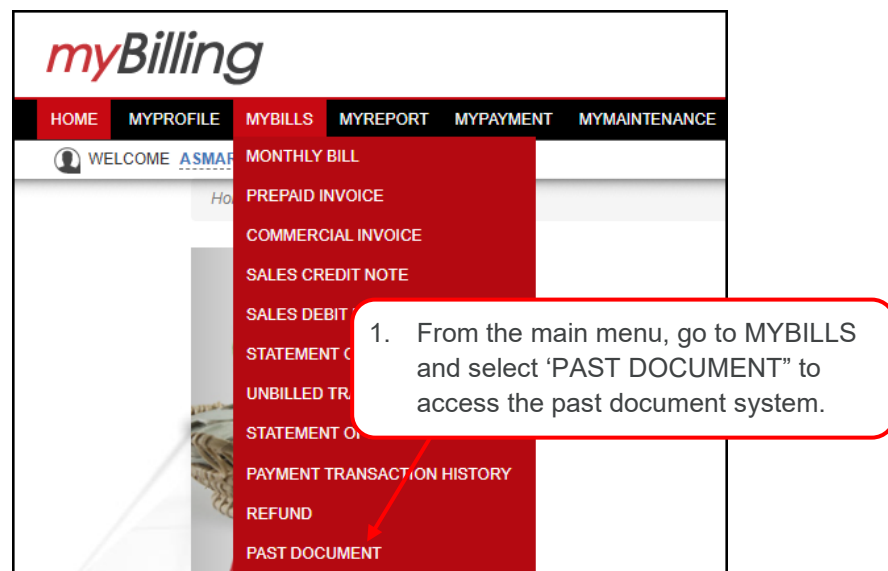


Figure 5

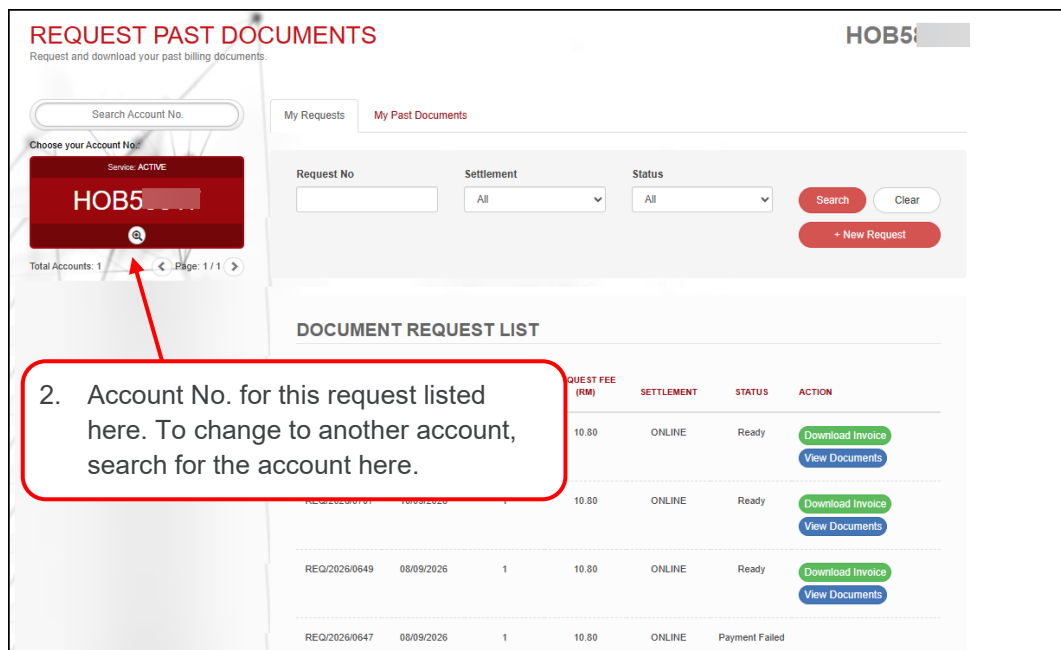


Figure 6: Request of Past Document

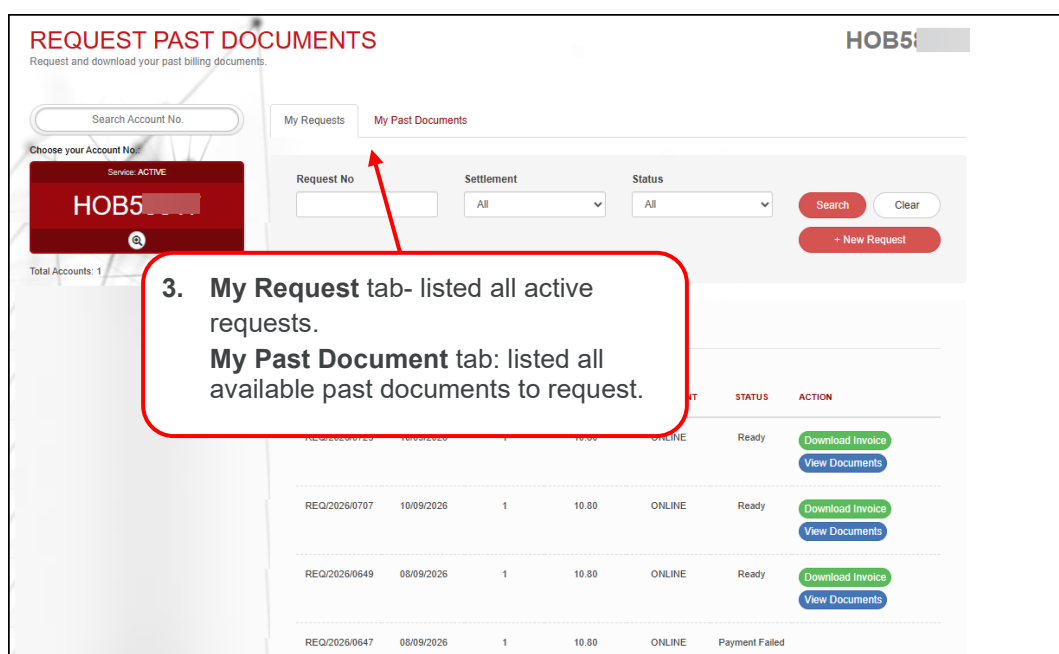


Figure 7

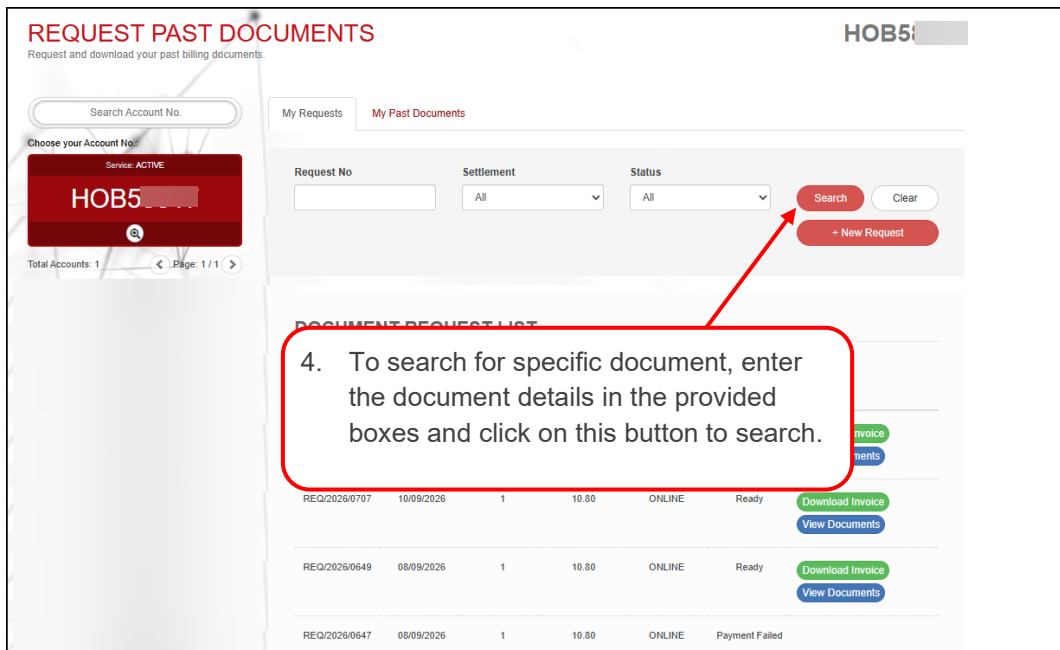


Figure 8

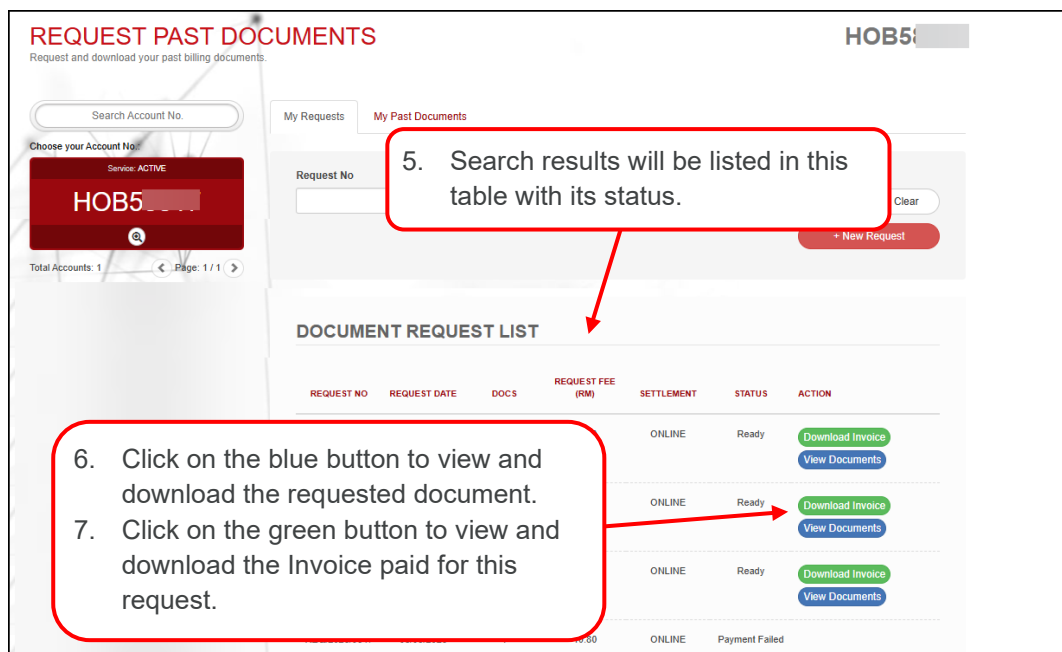


Figure 9

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.

Request No.	Settlement	Status	Action			
REQ/2026/0707	10/09/2026	1	10.80	ONLINE	Ready	Download Invoice View Documents
REQ/2026/0649	08/09/2026	1	10.80	ONLINE	Ready	Download Invoice View Documents
REQ/2026/0647	08/09/2026	1	10.80	ONLINE	Payment Failed	

Figure 10

DOCUMENT NO	TYPE	DOCUMENT DATE	AMOUNT (RM)	FEE (RM)
-------------	------	---------------	-------------	----------

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)
☒	DT1000027/26	Commercial Invoice	15/06/2026	108.00	10.00
☒	DT1000028/26	Commercial Invoice	16/06/2026	108.00	10.00
☐	DT1000029/26	Commercial Invoice	17/06/2026	108.00	10.00
☐	DT1000030/26	Commercial Invoice	18/06/2026	108.00	10.00
☐	DT1000031/26	Commercial Invoice	19/06/2026	108.00	10.00

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

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.

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			

Add to Cart

Total Records: 5

7. Selected documents will be listed here. Click on this 'X' button to remove documents – if required.

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

7. Total fee to be paid for this request (with tax).

Pricing Summary

Total documents
Total (exclude SST)
SST @ 8% for service fee

Total Amount

2
RM 20.00
RM 1.60

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

9. Enter or edit requestor details and click on this button to make payment for this request.

Continue to payment >

Cancel

Figure 13

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© Dagang Net 2026 myBilling Request Past Document User Manual


DAGANGNET

3.1.1 Online Payment

MAKE PAYMENT
Select Payment Method

HOB

2

21.60

21.60

Account No.

Payment Item

Amount (RM)

Payment Amount (RM)

1. Select Online as the payment method here.

PAYMENT

Please choose a payment method to pay the past-document request fee.

*Payment Method
Online

*Payment Amount (RM)
21.60

*Payment Type
B2C - PERSONAL ACCOUNT

2. Select Payment Type here.

Email
om

Contact No.
C

Remarks

3. Then click this button to proceed with payment.

Next

Previous Page Cancel Payment

NO.	DOCUMENT TYPE	DOCUMENT 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
SST) (RM)				20.00
fee (RM)				1.60
TOTAL AMOUNT (RM)				21.60

Figure 14: Online Payment

MAKE PAYMENT
Verify Payment Details

HOB

3

21.60

21.60

Account No.

Payment Item

Total Amount (RM)

Payment Amount (RM)

4. To confirm payment for this request, click this button and system will be directed to the FPX system for payment.

PAYMENT

Please check your details are correct before clicking the 'Confirm Payment' button.

Payment Method
Online

Payment Amount (RM)
21.60

Payment Model
B2C - PERS

Email

Contact No.

Remarks

Confirm Payment

Previous Page Cancel Payment

NO.	DOCUMENT TYPE	DOCUMENT REF. NO.	DATE	AMOUNT (RM)
1	Commercial Invoice	DTI000027/26	15/06/2026	10.00
			026	10.00
			026	1.60
			RM)	21.60

Figure 15: Online Payment

Payment Details	Payment Channel
Transaction Amount: MYR21.60 Merchant Name: DAGANG NET - EBILLI NG myPayment No. / Seller Order No. : EBL-PDI000078/26-260 9141533470003 Product Description: Request Past Document	FPX Please select a bank Please do not Refre Maybank2U Enter e-mail address to By clicking on the "Proceed" button, you agree to FPX's Terms and Conditions Proceed Cancel 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.

MAKE PAYMENT
Select Payment Method

Account No.	Payment Item	Total Amount (RM)	Payment Amount (RM)
HOB: [REDACTED]	2	21.60	21.60

PAYMENT

Please choose a payment method to pay the past-document request fee.

*Payment Method:

*Payment Amount (RM):

*Payment Date:

*Payment Type:

*Attachment
Note: File Format PDF, CSV, PNG, JPEG only. Kindly upload your file before click Next button.

DOCUMENT NAME	FILE	ACTION
Proof of payment		Browse

Remarks

1. Select Manual as the payment method here.

2. Click in the box to add Payment Date and Payment Type made. Based on the selected Payment Type, system will populate payment details for customers to fill in.

3. Then click on this button to upload proof of payment (e.g. receipt). Select document and click on the 'Upload Document' to upload document into the system.

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

Note: File Format PDF, CSV, PNG, JPEG only. Kindly upload your file before click Next button.

DOCUMENT NAME

FILE

ACTION

Proof of payment

Payment_Receipt_MBB.png

Delete

Upload Document

Remarks

Previous Page

Cancel Payment

Next

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.

	REF. NO.	DATE	AMOUNT (RM)	
1	Commercial Invoice	DT1000027/26	15/06/2026	10.00
2	Commercial Invoice	DT1000028/26	16/06/2026	10.00
Total (exclude SST) (RM)			20.00	
SST @ 8% for service fee (RM)			1.60	
TOTAL AMOUNT (RM)			21.60	

Figure 18

MAKE PAYMENT

Verify Payment Details

HOE

Account No.

3

Payment Item

21.60

Total Amount (RM)

21.60

Payment Amount (RM)

PAYMENT

Please check your details are correct before clicking the 'Confirm Payment' button.

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
Proof of payment	Payment_Receipt_MBB.png

Remarks
-

PAYMENT ITEMS

NO.	DOCUMENT TYPE	DOCUMENT 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
3	SST	REQ/2026/0919/SST	14/09/2026	1.60
TOTAL AMOUNT (RM)				21.60

[< Previous Page](#)
[✕ Cancel Payment](#)

[Confirm Payment](#)

7. Then click on this button to confirm this payment.

Figure 19

PAYMENT STATUS



Payment Success

Payment Reference No: HOB58817260914155000

Thank you for your payment. We have sent you an email about the payment details.

[< Back to past documents.](#)

8. Payment successfully recorded.

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.

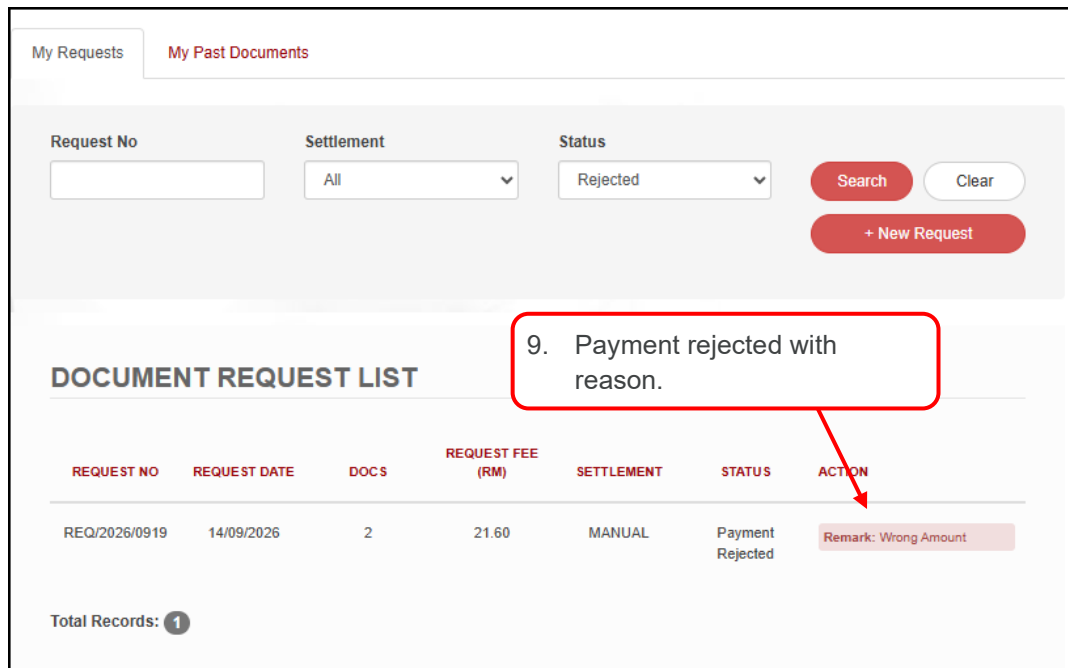


Figure 21: Rejected Request with Reason

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).

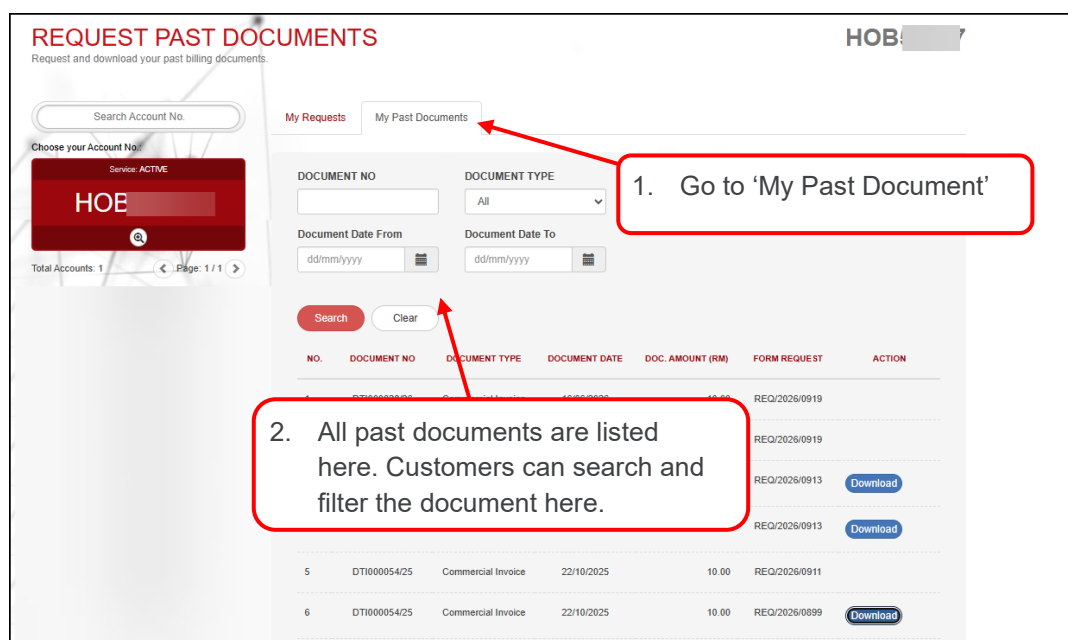


Figure 22

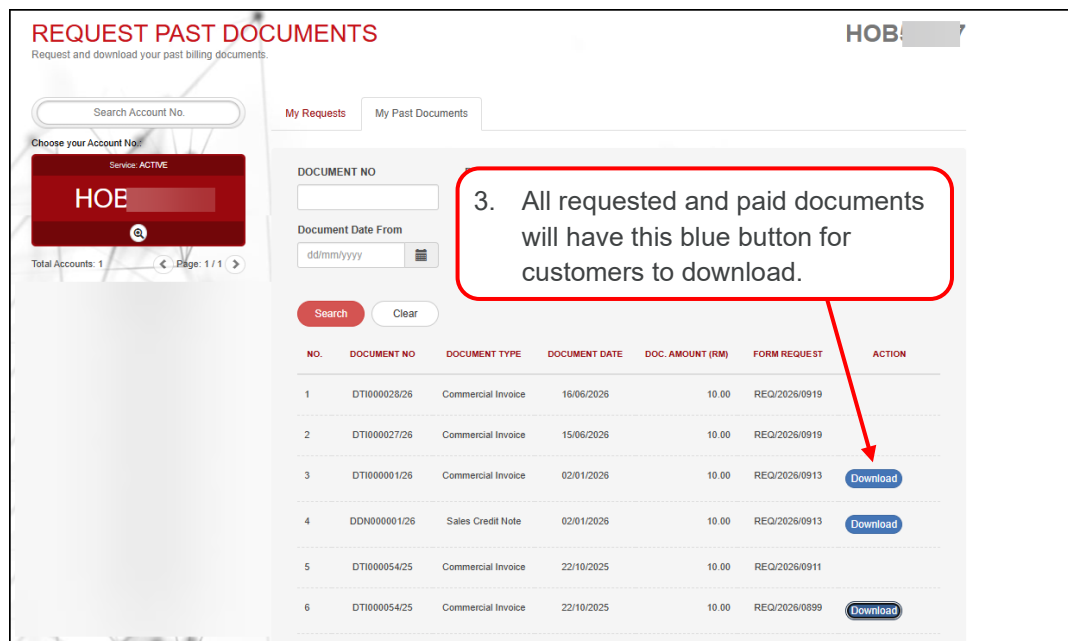


Figure 23

-End of Manual-

This user manual shall be updated as and when required.