

ePCO Customer | Frequently Asked Questions (External)

Account Blocking, Payment and Service Unblocking

IMPORTANT PAYMENT RULE: Your ePCO service will be blocked upon **reaching 5 unpaid transactions OR 5 days without payment**, whichever comes first. Once the required payment is successful, your ePCO service will be unblocked immediately.

EPCO PPU Payment Process

No.	Customer question	Answer
1	What is Pay Per Use (PPU)	PPU is a new billing mode in addition to the existing Postpaid and now available only for ePCO Service.
2	What is the credit term for PPU Billing Mode?	For PPU, customers need to make payment after the transactions Approved by MITI.
3	What if customers do not pay during transaction is made?	For CA/CO (ePCO) applications, customers will not receive an endorsement number until payment is cleared. If there are more than 5 transactions awaiting payment or the payment remains outstanding for more than 5 days, the system will block further submissions until the outstanding payment is cleared.
4	How do customers pay for PPU?	Currently, customers can pay through MyPayment .
5	How does customer pay for the PPU invoices?	Customer can choose to pay single invoice or combine up to 5 invoices in 1 payment.
6	Can customer pay using personal or corporate account to pay for PPU invoice?	Customers can pay from both personal and corporate bank accounts as MyPayment support B2B and B2C.
7	If cancellation is done on approved CO/CA which had been paid, can customer request for refund?	Dagang Net's transaction fee is imposed for service rendered until the CO/CA is approved by MITI. Any cancellation of approved CO/CA will not be refunded.
8	Can customer pay using personal or corporate account to pay for PPU invoice?	Customers can pay from both personal and corporate bank accounts as MyPayment support B2B and B2C.
9	How to view PPU daily invoices and PPU e-Invoices	Kindly note the consolidated PPU eInvoice (PRA*) and daily PPU invoice (PPU*) can be downloaded via MyBilling. Please find below step : 1) Log in via MyBilling https://mybilling.dagangnet.com.my/#!/login 2) Go to MYBILLS > PREPAID INVOICE 3) On the PREPAID INVOICE screen, select the report type : "Daily" or "Monthly" 4) Select the required month and year.
10	Why can't find the PPU Consolidated e-Invoice for transactions paid during the current month?	Daily PPU transactions (paid) will be consolidated into a single PPU Consolidated e-Invoice, which is generated according to the monthly billing cycle, running from the 26th of the previous month to the 25th of the current month. The PPU Consolidated e-Invoice will include the QR code and will be shared with the customer once the billing process is completed. The consolidated e-Invoice serves as the monthly statement, and no further payment is required. The estimated timeline to receive the e-Invoice is within the first week of the following month.

Account blocking

No.	Customer question	Answer
11	Why is my ePCO Services account blocked?	Your account has either accumulated 5 unpaid transactions (Status: Awaiting Payment) or exceeded the 5-day payment limit , whichever occurred first.
12	How can I check my outstanding transactions?	Log in to the ePCO system and navigate to Payment Listing . Filter the transaction status to Awaiting Payment to view your outstanding transactions.
13	Why am I blocked even though I have fewer than 5 unpaid transactions?	Your account may have exceeded the 5-day payment limit, which triggers service blocking even if you have fewer than 5 unpaid transactions.
14	Why was my account blocked before reaching the 5-day limit?	Your account reached 5 unpaid transactions before the 5-day payment limit was reached.
15	Can I continue submitting transactions while my ePCO service is blocked?	No. You must settle all required outstanding payments before access to the affected ePCO service is reactivated.
16	If I have only one approved transaction, can I proceed with the payment?	Yes, you can proceed with the payment. It is not mandatory to wait until you have 5 approved transactions before making payment.
17	What is the maximum number of unpaid transactions allowed?	The maximum number of unpaid transactions allowed is five (5). Your service will be blocked once this limit is reached.
18	Are unpaid transactions cancelled when my service is blocked?	No. The unpaid transactions are still valid and remain payable.
19	How can I avoid blocking?	To avoid service interruption, make payment as soon as your transaction is approved by MITI and avoid accumulating unpaid transactions.

Payment and unblocking

No.	Customer question	Answer
19	How do I unblock my ePCO service?	Make full settlement for all transactions with status "Awaiting Payment". Your service will be automatically unblocked once payment is successful.
20	Do I need to pay all outstanding transactions?	Yes. Please pay the required outstanding amount shown for service unblocking.
22	Is there a waiting period after payment?	No. Your service will be automatically unblocked immediately after successful payment.
23	I have paid all outstanding invoices but why is my account still blocked?	Please check and ensure that your payment was sufficient and successful. If your service remains blocked, contact our support team.
24	Can I request temporary unblocking?	No. You are not allowed for temporary unblocking without payment.
25	Can my service be blocked again after unblocking?	Yes, if your account reaches 5 unpaid transactions or the 5-day limit again.

Support and other accounts

No.	Customer question	Answer
26	What if I don't have any pending payment but my service is blocked?	Please contact our Customer Support team and provide your account details and payment information for verification.

No.	Customer question	Answer
27	Will blocking my ePCO service affect my other Dagang Net accounts?	No. Blocking your ePCO service will not affect your other Dagang Net accounts or services.
28	Who should I contact for assistance?	Please contact our Customer Service careline@dagangnet.com ; Hotline: 1300-133-133, Whatsapp: 60104475838