

PAYMENT STATUS **FAILED OR E-PAY OFFICIAL RECEIPT HAS **NOT BEEN GENERATED** WHILE THE BANK/E-WALLET'S ACCOUNT HAS BEEN **SUCCESSFULLY** DEDUCTED**

Don't PANIC!

Do not panic if you experience the problem. Please be informed that the payment status or an official receipt will be updated/issued accordingly as follow:

Payment Method	Payment Day	Payment Data Updated
All payment method (FPX, Credit Card, E-wallet, E-Cash)	Monday – Friday	Within two business days
	Saturday, Sunday, Public Holiday	Next two business days

Should it still not update within that period, you may log your ticket at <https://helpdesk.um.edu.my/>. Users are advised to check the Frequently Asked Questions (FAQ) at our official website (<https://bendahari.um.edu.my/>) to get immediate advice on the questions before submitting the new inquiries.

Thank You.

Cash Section

Account Management Department
Bursary

28 September 2022

