

Reflex New Functions User Guide

- Recall Transaction
- Return Transaction
- Cancel Transaction

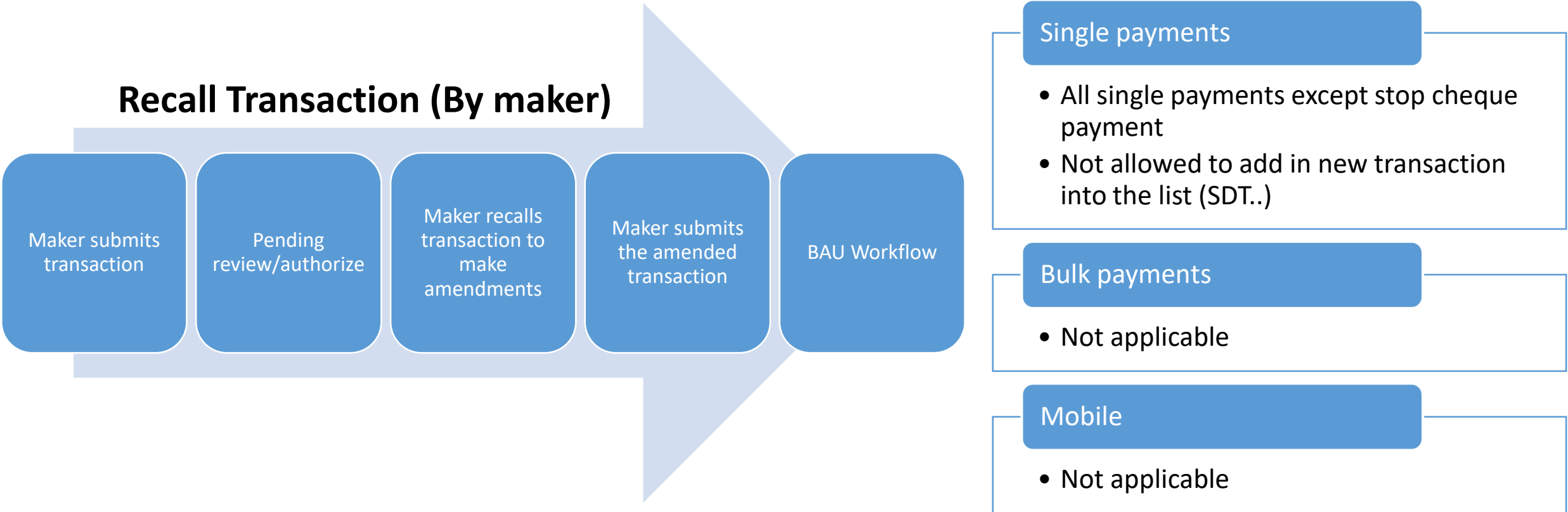


Impacted modules

Modules	Recall (by Maker)	Cancel (by Maker)	Return (by Reviewer/Authorizer)
Payments > Domestic > ▶ Simplified Domestic Transfer RHB 3rd Party, IBG, RENTAS & DuitNow	✓	✓	✓
Payments > Domestic > ▶ Fund Transfer Intra Fund Transfer Intra-Fund-Transfer 3rd-Party Designated Fund Transfer Designated-3rd-Party-Transfer	✓	✓	✓
Payments > Domestic > ▶ Commercial Card Repayment	✓	✓	✓
Payments > Foreign > ▶ Foreign Telegraphic Transfer	✓	✓	✓
Payments > Utility Payment > ▶ Bill Payment ▶ JomPAY	✓	✓	✓
Liquidity Management > ▶ Fixed Deposit Placement ▶ Fixed Deposit Upliftment	✓	✓	✓

Recall transaction

Function/Features	Benefits/Description
1. Recall/Return/Cancel transaction	<p>Recall – maker can recall a transaction after submitted for review/authorization</p> <p>Return – reviewer/authorizer able to return a transaction to maker for amendments</p> <p>Cancel – maker will be able to cancel the transaction after submitted for review/authorization</p>

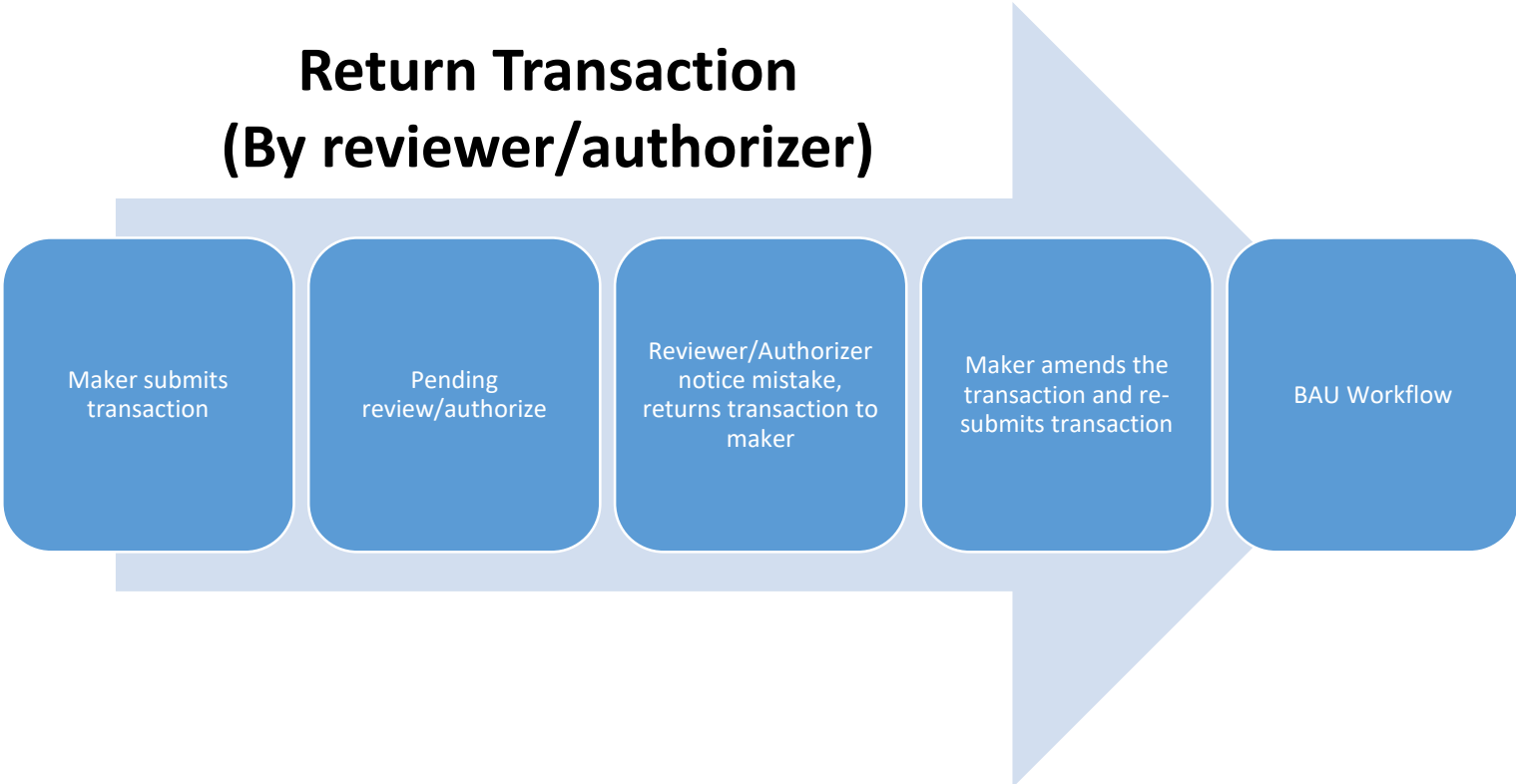


*Not applicable to CBO modules

Return transaction

Function/Features	Benefits/Description
1. Recall/Return/Cancel transaction	<p>Recall – maker can recall a transaction after submitted for review/authorization</p> <p>Return – reviewer/authorizer able to return a transaction to maker for amendments</p> <p>Cancel – maker will be able to cancel the transaction after submitted for review/authorization</p>

Return Transaction (By reviewer/authorizer)



Single payments

- All single payments except stop cheque payment
- Not allowed to add in new transaction into the list (SDT..)

Bulk payments

- Only applicable to certain modules, please refer to the Impacted Modules chart

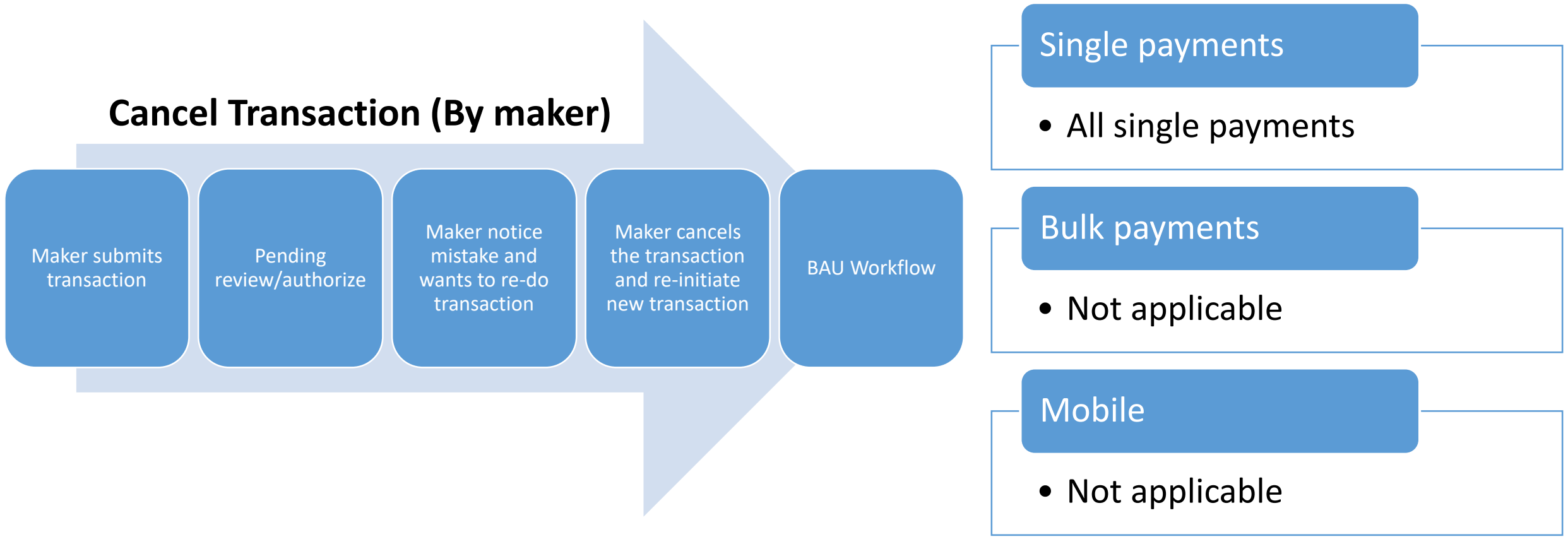
Mobile

- Not applicable

*Not applicable to CBO modules

Cancel transaction

Function/Features	Benefits/Description
1. Recall/Return/Cancel transaction	<p>Recall – maker can recall a transaction after submitted for review/authorization</p> <p>Return – reviewer/authorizer able to return a transaction to maker for amendments</p> <p>Cancel – maker will be able to cancel the transaction after submitted for review/authorization</p>



*Not applicable to CBO modules

Payment Recall (by Maker) - 1

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

Payment Information ^

Transaction Type Selection

Transaction Type* Transaction Status*

Transaction Date

From To

Payment Date

From To

1. Maker goes to Task List > Transaction Status Inquiry > Search
2. Search for:
 - i. Transaction Type
 - ii. Transaction Status
 - iii. Transaction Date or
 - iv. Payment Date
3. Continue

Payment Recall (by Maker) - 2

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

Authorized Transaction

Transaction Date	Status	Payment Date	Debit Account / Debit Account Name	To Account	Amount	Equivalent Amount (RM)
03-11-2020 16:09:52	Returned	03-11-2020	20723300000253 / MIRA ICE LOLL	11295006990589	RM 219.45	219.45

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Select the transaction that maker wants to recall

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

Workflow Information

User Name	Role	Action	Date & Time	Reason
Ee Lyn Maker	Data Entry	Submitted	03-11-2020 16:04:37	
autho01	Authorizer	Pending		
Ee Lyn Authoriser	Authorizer	Pending		

Scroll to the bottom of the page and click on 'Recall' button

[Back](#)

Print

Cancel

Recall

Payment Recall (by Maker) - 3

Authentication

Challenge Code
1234567890

Token*

[Back](#)

Key in the token passcode

Require Information ×


Reason to Recall*

Input the reason to recall in the modal dialog

Payment Recall (by Maker) - 4

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

**Successful**

Transaction(s) is successfully recalled. Please check transaction in Task List under Maker (Pending Submission) Transaction(s) Table.

Acknowledgement page that shows whether the payment recall is successful

Task List > Transaction Authorization Inquiry > Transaction Authorization

Payment - Transaction(s) Authorization

Maker (Pending Submission) Transaction(s) ^

Transaction Type	Total Transactions
Inter Bank - IBG	2

The transaction can be found in Task List > Transaction Authorization page under **Maker (Pending Submission)** section

Payment Recall (by Maker) - 5

Task List > Transaction Authorization Inquiry > Transaction Authorization

Payment - Transaction(s) Authorization

Maker (Pending Submission) Transaction(s)

Transaction Date	Transaction Type	File Name	Transaction No.	Amount	Equivalent Amount (RM)	Debit Account / Debit Account Name	Beneficiary/ Payee Name	Action	Status
03-11-2020 16:04:37	IBG			RM 2,109.45	2,109.45	20723300000253 / MIRA ICE LOLLIES SDN BHD	Danny	Recall	0/1
16-10-2020 16:03:44	IBG			RM 1,235.66	1,235.66	21102500076770 / SYAFIQ	Tay Ken Yang	Return	0/1

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Select the transaction that maker wants to amend

Workflow Information

User Name	Role	Action	Date & Time	Reason
Ee Lyn Maker	Data Entry	Submitted	03-11-2020 16:04:37	
autho01	Authorizer	N/A		
Ee Lyn Authoriser	Authorizer	N/A		
Ee Lyn Maker	Data Entry	Recalled	03-11-2020 16:06:57	For testing

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Select 'Update' at the bottom of the page

Then maker can amend the details and resubmit the transaction for review/authorization

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[Update](#)

Payment Return (by Reviewer/Authorizer) - 1

Authentication

Challenge Code
1234567890

Token*

[Back](#) [Print](#) **Return** **Reject** **Approve**

Select 'Return' at the transaction authorization page after enter token passcode

Require Information [X]

Reason to Return*


Submit

Input 'Reason to Return' at the modal dialog then submit

Payment Return (by Reviewer/Authorizer) - 2

Task List > Transaction Authorization Inquiry > Transaction Authorization

Payment - Transaction(s) Authorization

 **Successful**
Transaction(s) is successfully submitted. Please check transaction Status field for confirmation.

Transaction Date	Transaction Type	File Name	Transaction No.	Amount	Equivalent Amount	Debit Account / Debit Account Name	Applicant Resident Status	Beneficiary/ Payee Name	Beneficiary Resident Status	Action
03-11-2020 16:09:52	IBG			RM 219.45	219.45	20723300000253 / MIRA ICE LOLLIES SDN BHD	Yes	Danny	Yes	Return
Reason to Return	Wrong invoice uploaded									

Acknowledgement page to show whether the transaction has been successfully returned to maker

Payment Return (by Reviewer/Authorizer) - 2

Task List > Transaction Authorization Inquiry > Transaction Authorization

Payment - Transaction(s) Authorization

Maker (Pending Submission) Transaction(s) ^	
Transaction Type	Total Transactions
Inter Bank - IBG	2

Returned transaction will be listed in the Maker (Pending Submission) Transaction section

Cancel Payment (by Maker) - 1

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

Payment Information ^

Transaction Type Selection

Transaction Type* Transaction Status*

Transaction Date

From To

Payment Date

From To

1. Maker goes to Task List > Transaction Status Inquiry > Search
2. Search for:
 - i. Transaction Type
 - ii. Transaction Status
 - iii. Transaction Date or
 - iv. Payment Date
3. Continue

Cancel Payment (by Maker) - 2

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

Authorized Transaction ^

Transaction Date	Status	Payment Date	Debit Account / Debit Account Name	To Account	Amount	Equivalent Amount (RM)
03-11-2020 16:09:52	Returned	03-11-2020	20723300000253 / MIRA ICE LOLL	11295006990589	RM 219.45	219.45

Page 1 of 1

Select the transaction that maker wants to cancel

Task List > Transaction Status Inquiry > Transaction Status Inquiry

Payment - Transaction Status

Workflow Information ^

User Name	Role	Action	Date & Time	Reason
Ee Lyn Maker	Data Entry	Submitted	03-11-2020 16:04:37	
autho01	Authorizer	Pending		
Ee Lyn Authoriser	Authorizer	Pending		

Scroll to the bottom of the page and click on 'Cancel' button

[Back](#)

Print

Cancel

Recall

Cancel Payment (by Maker) - 3

Authentication

Challenge Code
1234567890

Token*

[Back](#)

Key in the token passcode

Require Information ×


Reason to Cancel*

Input the reason to cancel in the modal dialog

Cancel Payment (by Maker) - 4

Task List > Transaction Authorization Inquiry > Transaction Authorization

Payment - Transaction(s) Authorization

 **Successful**
Transaction(s) is successfully cancelled. Please check transaction in Task List under Rejected / Cancelled Transaction(s) Table.

Acknowledgement page that shows whether cancel payment is successful

Transaction Date	Transaction Type	File Name	Transaction No.	Amount	Equivalent Amount	Debit Account / Debit Account Name	Applicant Resident Status	Beneficiary/ Payee Name	Beneficiary Resident Status	Action
03-11-2020 16:09:52	IBG			RM 219.45	219.45	20723300000253 / MIRA ICE LOLLIES SDN BHD	Yes	Danny	Yes	Cancel
Reason to Cancel	Invoice void									