REQUEST TITLE: Problem statement: Unable to Add Favorite for JomPAY at KFH Online for Indah Water Konsortium and TM Unifi.

REQUESTOR DETAIL

Requested by : A'bidah Faqih Haron **Signature:** .....

Reviewed by : Malarvili Muniandy **Signature:** .....

Department : Retail Banking

Date Request : 15th August 2019

REQUEST DESCRIPTION

No	Item	Description
1	**OBJECTIVE of the Project / Enhancement**	Production issue: Identified by Contact Centre on 25th July 2019. **CID-HD00021374**. Customer unable to Add Favorite for JomPAY for Indah Water Konsortium (IWK) and TM Unifi with the error message displayed 'Amount does not meet the minimum requirement'. ITD had reverted that minimum payment is default to RM1.00 during inquiry to Add Favorite for JomPAY, which caused the system throw the error message. (The default value is to comply with PayNet's message format and no debit/credit happened during inquiry). Refer to JomPAY website, the minimum payment as below: Biller: Indah Water Konsortium (IWK) — Minimum Payment: RM2.00 Biller: TM Unifi — Minimum Payment: RM10.00 Enhancement: To change the default value of minimum payment to RM50.00 during inquiry to Add Favorite for JomPAY.
2	**General Overview**	To allow customer to Add Favorite for JomPAY biller that have minimum amount more than RM1.00.
3	**Proposed Process Flow**	Current Business flow remain status-quo.
4	**Charges**	Current settings remain status-quo
5	**Reports (new / enhancement) and samples**	Current reports remain status-quo
6	**Audit Trails**	Current audit trails remain status-quo
7	**BVMC Changes / Enhancements**	Current BVMC remain status-quo
8	**Back-end processes / enhancements**	ITD to provide
9	**Timeline**	ASAP – Production Issue with customer complaint.