

Guide to Payment Transfer



Visit our page at <https://customerportal.iwk.com.my/> and log in using your credentials. If you haven't registered on the Customer Portal yet, please proceed with the registration.

Layari laman sesawang di <https://customerportal.iwk.com.my/> dan terus log masuk dengan kata laluan anda. Pastikan anda sudah berdaftar dalam Portal Pelanggan dan jika belum, sila teruskan dengan pendaftaran Portal Pelanggan.

The screenshot shows the IndahWater Customer Portal interface. At the top, there's a navigation bar with links like 'Customer Profile', 'e-Billing', 'e-Submissions', 'FAQ', and 'Contact Us'. Below the navigation, there's a search bar and a 'Member Profile' section. A prominent blue dropdown menu is open over the search bar, containing options: 'PAYMENT TRANSFER', 'CHARGE OF INCLUDED WATER', 'CHARGE OF CONSERVATION', 'VALUET PREMIUM', and 'INTEREST TRANSFER'. The background features a large image of a modern water treatment facility with greenery and water tanks.

1. Click on 'e-Submission' and select 'Payment Transfer'
Klik pada 'e=Submission' dan pilih "Payment Transfer"

The screenshot shows the first step of an online registration process. The top navigation bar includes the IndahWater logo, customer service links, and a search bar. The main title is "e-Submission". The form is titled "Step 1: Register Details". It contains fields for "Name" (with placeholder "User Name") and "Address" (with placeholder "Address"). Below these are dropdown menus for "Type of Application" (selected "Bill Payment Transfer") and "Usage Account No. (Grid)" (selected "Select"). A "Next Step" button is at the bottom.

2. Ensure all details are correct and select the Sewerage Account Number (SAN) for which you intend to apply for an Instalment Plan. If the SAN is not available in the drop-down list, please add it on the Member Account page.

Pastikan semua butiran adalah betul dan pilih Nombor Akaun Pembetungan (SAN) yang ingin anda mohon untuk Pelan Ansuran. Jika SAN tidak terdapat dalam senarai pilihan, sila tambah SAN di halaman ‘Member Account’

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3. Ensure all details are accurately filled in and comply with the requirements described in the right panel of this page. Remember to enclose clear supporting documents as required. A maximum of five (5) Sewerage Account Numbers (SAN) can be added for payment transfer.

Pastikan semua butiran diisi dengan tepat dan mematuhi keperluan seperti yang dinyatakan dalam panel sebelah kanan halaman ini. Sila sertakan dokumen sokongan yang jelas seperti yang diperlukan. Maksimum lima (5) Nombor Akaun Pembetungan (SAN) boleh ditambah untuk pemindahan bayaran.

The screenshot shows the IndahWater e-Submission system interface. On the left, the main form is titled "Step 2: Payment Transfer". It contains fields for "SAN", "Amount", and "Other SAN". Below these are sections for "Supporting account details" and "Refund amount". A note at the bottom states: "Please attach documents if you have any supporting documents." On the right, a sidebar titled "B2B PAYMENT TRANSFER" provides instructions:

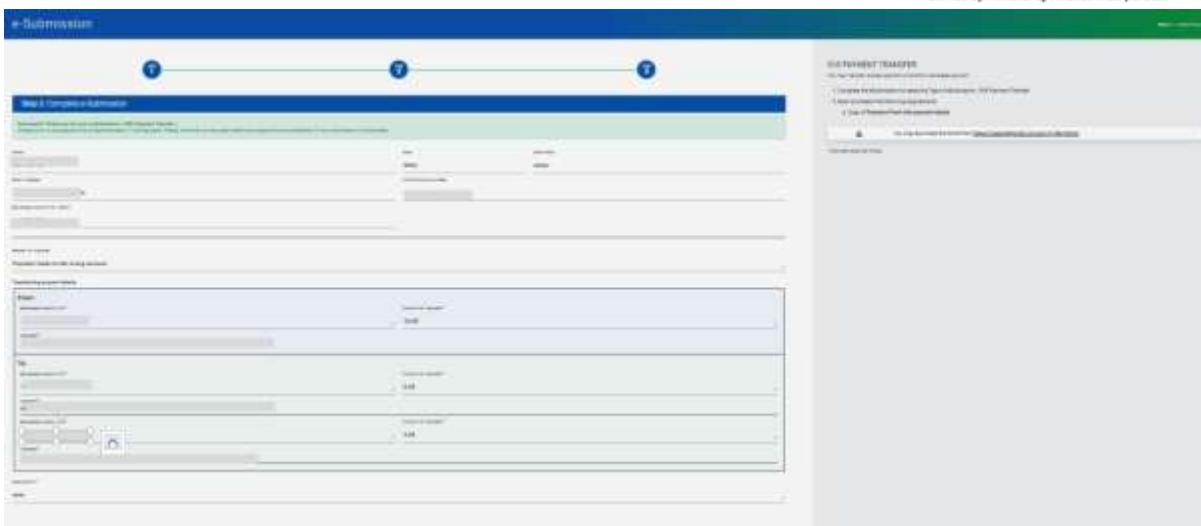
1. Complete the relevant SANs for the existing SANs.
2. Scan and attach the following requirements:
 - a. Proof of Payment Proof with supporting details

Below the sidebar is a note: "Please attach the form from [http://www.indahwater.com.my/submitform.html](#) to the file."

4. Refund can only be selected if there are no other SAN to which the credit balance can be transferred, and all other SAN under your responsibility have no outstanding balances and have been cleared up to the current month.

Pemulangan bayaran hanya boleh dipilih sekiranya tiada SAN lain untuk pemindahan baki kredit, dan semua SAN lain di bawah tanggungjawab anda tidak mempunyai tunggakan serta telah dijelaskan sehingga bulan semasa.

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5. A summary will be displayed for your reference, followed by an email sent to your registered email address.

Once application is approved, IWK will issue a confirmation letter.

Halaman ringkasan akan dipaparkan untuk rujukan anda, diikuti dengan e-mel yang dihantar ke alamat e-mel berdaftar anda. Setelah permohonan diluluskan, IWK akan mengeluarkan surat pengesahan.

IMPORTANT



Please note that approval for a Payment Transfer application will only be granted if all requirements are met and is subject to IWK's approval. A refund can only be selected if there are no other SAN to which the credit balance can be transferred, and all other SAN under your responsibility have no outstanding balances and have been cleared up to the current month. IWK reserves the right to reject any submission that does not comply with the stated requirements

PENTING

Sila ambil perhatian bahawa kelulusan permohonan Pemindahan Bayaran hanya akan diberikan sekiranya semua keperluan dipenuhi dan tertakluk kepada kelulusan IWK. Pemulangan bayaran hanya boleh dipilih sekiranya tiada SAN lain untuk pemindahan baki kredit, dan semua SAN lain di bawah tanggungjawab anda tidak mempunyai tunggakan serta telah dijelaskan sehingga bulan semasa. IWK berhak untuk menolak sebarang permohonan yang tidak mematuhi keperluan yang ditetapkan