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1. **GENERAL ENQUIRY**

   There are 2 options under the general enquiry

   1. **Transaction Enquiry (Accounts)**
   2. **Payment Enquiry**

   a. **General Enquiry - Transaction Enquiry**

   **Menu Option**
Under ‘Enquiry Details’ tab: The search criteria to be entered.

Operator ID
The operator ID under which the account is registered under will be displayed.
It is defaulted to GeTS operator ID.

Account ID
The account ID which was registered.
It is defaulted to the user’s account for logging into the system.
If the user who logs into the system is also the Administrator, he or she will be able to view all the transactions performed under the account ID.

User ID
The user ID of the account entered in the previous field is to be entered.
This field is optional.
If the user who logs into the system is not the administrator, he or she will only be able to view transactions perform under that particular user ID.

Under ‘Enquiry Details’ tab: The type of enquiry and date range is to be entered.
Allows viewing of transactions within a date range in a particular month.
Available information will be current month + the past 3 months.

Select Enquiry Type
Select only one of the radio buttons:
(i) Transaction Date
(ii) Posting Date
Choosing “Transaction Date” will display those transactions that are made within the date range specified in the fields below (dates specified included).
Choosing “Posting Date” will display those transactions that are received by the billing system within the date range specified in the fields below (dates specified included).

From
This is the date with which the search will start from.
Select DD (Day) and MM (Month) from the list box.
Enter the valid year. Valid format is DD/MM/YYYY.

To
This is the date which the search will end at.
Select DD/MM from the list box.
Enter the valid year. Valid format is DD/MM/YYYY.

Click on ‘Submit’ button
This will bring you to page 2 of this option.
The screen below is page 2 of this option.
The transactions retrieved are the summary of those made within this date range.
**User ID.**
The user Id will be displayed. If the User Id is not entered during search, then the transactions are grouped by user ID and displayed.

**S/No.**
A running number indicating the sequence number of the transaction record.

**Transaction Date**
The date on which the transaction was made will be displayed.

**Posting Date**
The date on which the transaction was posted into the billing system.

**Charge code Desc**
Description of the charges.

**Currency Code**
The Currency code in which the transaction was done.

**Net Amt**
The amount excluding GST for the transaction will be displayed.

**Quantity**
The total quantity for which the transaction was made will be displayed.
UOM  The Unit of Measurement of the transaction will be displayed.

Sub Total  The sub total of the net amount of the transactions for the grouped User ID is Displayed.

Total Amount  Total Sum of net amount of the transactions within the specified date range.

Sorting Criteria  User can click on any of the header to sort the display accordingly.

To view Details Transaction  Click on the “Click for Detail Transaction” link to export the detail transactions within the specified date range to the excel sheet. A prompt window will pop up to prompt the user whether to open the file from its current location or to save it into a local disk as shown on the next page.

Pretty Print  You may click on the “Print Preview” link to view a printable page of the transaction summary. A prompt window screen will pop up. Below shows a sample of the content in the new window.
b. General Enquiry - Payment Enquiry

There are 4 pages in all for the Payment Enquiry. The screen below is page 1 of this option.

Menu Option
Under ‘Search Option’ tab: The search criteria to be entered.

Operator ID The operator ID under which the account is registered under will be displayed. It is defaulted to GeT’S operator ID.

Account ID The account ID which was registered. It is defaulted to the user’s account for logging into the system. If the user who logs into the system is also the Administrator, he will be able to view all the payment information under the account ID.

Value Month The Value Month for which the user needs to enquire should be selected. Available information will be current month + past 3 months.

Click on ‘View’ button This will bring you to page 2 of this option. The screen below is page 2 of this option. The transactions retrieved are the summary of those made within this date frame.
**S/No.**
A running number indicating the sequence number of the value dates in the selected month.

**Value Date**
The date whereby there is successful collection for this account.

**Mode**
This is the collection mode through which the payment was made on this value date. This could be
- Cash mode
- GIRO mode
- Deposit mode
- Credit card mode

**Paid Amount**
Amount paid on this value date is displayed.

**Total collected amount**
Total amount collected on this value month is displayed.

**Click on the “Value date”**
This will bring you to the 2nd Page. This page will show the breakdown by user ID for the particular value date selected.
**Paid Amount**

Amount paid by this user on the selected value date is displayed.

**Click on “Go to Collection Details (Account) page”**

Click on this page will take you to the Page 1.

**Click on “Breakdown of Value Date details”**

This will take you to the Page 3 of the value date enquiry called Customer Value Date Enquiry (Transaction). Here the detail transactions made on this value date is displayed. This page is shown below.
Collection Details: This displays all the detailed transactions for which the collection was made.

S/No. A running number indicating the sequence number of the user IDs.

Usage Date: The dates on which these transactions were made by the user is displayed.

Product Description Description of the charges.

Quantity Total Quantity of the charge is displayed.

Unit Of Measure The Unit of measurement of the transaction will be displayed.

Tax Amount The Tax amount of the transaction will be displayed.

Txn Amount The transaction amount excluding the tax will be displayed.

Last page On the last page, there will be a total for each of the ‘Tax Amount’ & ‘Paid Amount’ column and a grand total.

Click on “Go to Collection Details (Account) page” Click on this page will take you to the Page 2.

Click on “Go to Collection Details (User) page” Click on this page will take you to the Page 3.

Click for Detail Transaction This will enable you to export the transaction details into MS Excel format.

Print Preview Pretty print format.
2. **TAX INVOICE**

   a. **Tax Invoice - Account**

   The bill issued by GeTS can be enquired online and printed out by a user via this module. Bills are issued to all subscribers.

   **Menu Option**

   ![Bill Enquiry Menu](image)

   There are altogether 2 pages for the bill enquiry by account module.

   The screen below is page 1 of this option.

   **Page 01**

   ![Bill Enquiry Screen](image)

   **Under ‘Criteria’ tab:**

   - **Operator ID**
     - The operator ID is to be selected.
     - Operator ID cannot be left blank.
     - It is defaulted to GeT’S Operator ID.

   **The search criteria for the bills are to be entered.**
Account ID
The account ID which was registered. It is defaulted to the user’s account for logging into the system. If the user who logs into the system is also the Administrator, he will be able to view all the payment information under the account ID.

Click on ‘Submit’ button
This will bring you to Page 2 of this option.

Page 02

Page 03

Under ‘Invoice Number’ Column:
The invoice numbers for the selected account will be displayed as a hyperlink. Bill will be available online for a period of 3 months before it is being archived.

Click on Invoice Number
You may click on the invoice number to view or save the tax invoice which is in pdf format.
3. **CREDIT CARD ADMIN**

   a. **Credit Card Admin - Register Credit Card**

   This option is used to register the credit card to be used for subsequent deductions for the transactions made by the registered account id. Only account id with payment mode as credit card can access this page. Only billing Administrator is able to access to register the credit card details.

   **Menu Option**

   ![Menu Option](image)

   **Under ‘Register Credit Card’ tab:** To register credit card, the below fields to be entered.

   **Operator ID**
   - The operator ID is to be selected.
   - Operator ID cannot be left blank.
   - It is defaulted to GeT’S Operator ID.
Account ID
The account ID which was registered.
It is defaulted to the user’s account for logging into the system.

Service Commencement Date
This Date is only applicable for new account id. Existing account id cannot see this field while updating its credit card.

Click on ‘Register button
This will bring you to Page 2 of this option. (Redirect to our payment provider Reddot through E-Payment Intermediate page to key in the credit card details)

Page 02

After the intermediate page, it goes to the Payment gateway provider page (Page 3).

Page 03

Key in the card details in page 3 and click on Pay Now.
Page 04

Success message After registration completed

Page 05
4. **DEPOSIT ADMIN**

a. **Deposit Admin - Deposit Enquiry**

   This option is to enquiry deposit history. Only account with the payment mode as deposit can access this page.

   **Menu Option**

   ![Deposit Admin Enquiry Page]

   **Operator ID**

   The operator ID is to be selected.

   Operator ID cannot be left blank.

   It is defaulted to GeT'S Operator ID.

   **Account ID**

   It is defaulted to the user’s account for logging into the system.

   **Month**

   Select the Month against the account Id.

   **Click on ‘Submit’**

   Click on submit to view the deposit details for this month.
Click on back button to go back to parent page.
b. **Deposit Admin - Add Deposit by Credit Card**
   This option is for topping-up deposit used for payments. Only payment mode as deposit can access this page.

**Menu Option**

![Image of Network Billing System interface]

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Add Deposit

To Add Top Up, below fields to be entered.

**Operator ID**

The operator ID is to be selected.

Operator ID cannot be left blank.

It is defaulted to Get’S Operator ID.

**Account ID**

It is defaulted to the user’s account for logging into the system.

**Deposit Amount**

The minimum amount needed to top up is defaulted or input a valid amount to top up the deposit account.

Click on the NEXT button to navigate to the next for confirmation.
Choose the payment provider as Credit Card.

**Click on Confirm**  Re direct our payment provider through the E-Payment intermediate page to securely input the required credit card details to top up the deposits.

**Click on cancel**  To get back to Add Deposit page.

The next three pages show the navigation through our intermediate page and payment provider Reddot pages.
Once the credit card transaction is successful or failure, it will be diverted back to NBS intermediate page and the result is shown as below.
c. **Deposit Admin - Add Deposit by NETS Pay**

This option is for topping-up deposit used for payments. Only payment mode as deposit can access this page.

**Menu Option**

![Image of the interface for Add Deposit by NETS Pay]

**Add Deposit**

To Add Top Up, below fields to be entered.

**Operator ID**

- The operator ID is to be selected.
- Operator ID cannot be left blank.
- It is defaulted to GeT’S Operator ID.

**Account ID**

- It is defaulted to the user’s account for logging into the system.

**Deposit Amount**

- The minimum amount needed to top up is defaulted or input a valid amount to top up the deposit account.
- Click on the NEXT button to navigate to the next for confirmation.
Choose the payment provider as NETS Pay.

**Click on Confirm**
Re direct our payment provider through the E-Payment intermediate page to securely input the required NETS Pay details to top up the deposits.

**Click on cancel**
To get back to Add Deposit page.

The next three pages show the navigation through our intermediate page and payment provider Reddot pages.

*Page -03*
Once the transaction is successful or failure, it will be diverted back to NBS intermediate page and the result is shown as below.
d. **Deposit Admin - Add Deposit by Union Pay**

This option is for topping-up deposit used for payments. Only payment mode as deposit can access this page.

**Menu Option**
Add Deposit

Operator ID

To Add Top Up, below fields to be entered.
The operator ID is to be selected.
Operator ID cannot be left blank.
It is defaulted to Get’S Operator ID.

Account ID

It is defaulted to the user’s account for logging into the system.

Deposit Amount

The minimum amount needed to top up is defaulted or input a valid amount to top up the deposit account.
Click on the NEXT button to navigate to the next for confirmation.
Choose the payment provider as Union Pay.

**Click on Confirm**
Re direct our payment provider through the E-Payment intermediate page to securely input the required Union Pay details to top up the deposits.

**Click on cancel**
To get back to Add Deposit page.

The next three pages show the navigation through our intermediate page and payment provider Reddot pages.

**Page -03**

![Network Billing System](image)

**Page -04**

![UnionPay Card](image)
Once the transaction is successful or failure, it will be diverted back to NBS intermediate page and the result is shown as below.
5. Security

Security

Remember to clear your browser cache after your logout from the application.

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