

E-Service Portal Enhancement

1.0 Reprint Gas Bill

You can reprint your gas bill by clicking the below pdf icon.

The screenshot shows the GAS Malaysia e-Service portal. The navigation menu includes Home, Users, Invoice & Payments, Usage Details, Data Submission, Support, and Notices. The 'Invoice & Payments' menu is expanded, showing 'Gas Invoice' and 'Surcharge Invoice'. Below the navigation, there is a 'YEAR 2017' filter and a 'PDF' button. A table of invoices is displayed with columns: Invoice/CN/DN No, Event, Invoice/CN/DN Date, Invoice/CN/DN Amount (RM), Payment/Set-off Date, Payment/Set-off Amount (RM), Outstanding Amount (RM), and PDF. A red arrow points to the PDF icon in the last column of the table.

2.0 Real Time Hourly Consumption (Only for customers installed with AMR system)

Customers with AMR (Automatic Meter Reading) system installed in their service station are able to view real time hourly gas consumption.

The screenshot shows the GAS Malaysia e-Service portal. The navigation menu includes Home, Users, Invoice & Payments, Usage Details, Data Submission, Support, and Notices. The 'Usage Details' menu is expanded, showing 'Monthly Gas Consumption', 'Monthly Surcharge Details', and 'MR Hourly Consumption'. Below the navigation, there is a 'Select Date' field with a calendar icon and a 'View Data' button. A line graph titled 'Hourly Consumption (Sm3) for 30-01-2018' is displayed, showing consumption in Sm3 over time. A red box highlights the 'View Data' button. Below the graph, there is a 'View Data' button. The data table below shows hourly consumption for 30-01-2018.

| Time | CV | sm3 | MSM_EFM_01 | mmMtu |
|-------|----------|---------|------------|----------|
| 0:00 | 0.034795 | 8324.52 | | 289.9996 |
| 1:00 | 0.034795 | 6964.21 | | 242.3197 |
| 2:00 | 0.034795 | 7821.95 | | 272.1649 |
| 3:00 | 0.034795 | 7488.21 | | 260.5522 |
| 4:00 | 0.034795 | 7227.02 | | 251.4648 |
| 5:00 | 0.034795 | 7518 | | 261.5086 |
| 6:00 | 0.034795 | 7730.78 | | 268.9926 |
| 7:00 | 0.034795 | 7281.72 | | 252.3237 |
| 8:00 | 0.034795 | 7673.06 | | 266.9641 |
| 9:00 | 0.034795 | 6519.3 | | 226.8392 |
| 10:00 | 0.034795 | 6078.86 | | 211.6138 |
| 11:00 | 0.034795 | 6821.49 | | 237.3839 |
| 12:00 | 0.034795 | 7001.23 | | 243.6077 |
| 13:00 | 0.034795 | 7707.54 | | 268.1838 |

3.0 Support (CRM Module)

New “Support” Menu replacing “Enquiry” and “Contact Account Manager” Tabs in previous version is added to improve our customer service and relationship.

We can have two way communications using this menu. Your enquiry will be attended by our sales personnel in charge of your account and supervised by our Regional Manager and System Administrator.

Click “New” to create new ticket (enquiry).

| ID | Subject | Process | Status | Created Date |
|------------------|----------|--------------------|--------|---------------------|
| 13059486023-401c | Test Now | Awaiting PIC Reply | Open | 2018-01-25 17:04:04 |

Create new ticket

Select status of your enquiry (Low, Medium, or High)

Write your enquiry subject

Describe your enquiry

Attached related file (if any)

After ticket is created, your enquiry will be monitored until it is closed.

The screenshot displays the GAS e-Services support interface. At the top, there is a navigation bar with icons for Home, Users, Invoice & Payments, Usage Details, Data Submission, Support, and Notices. Below this, the user's profile is shown as 'Jesrina Binti Mohd Jarjis' with a 'Back' button. The main content area shows a ticket thread with two messages: 'Reply Test' and 'test'. A large text input field labeled 'REPLY THIS TICKET' is highlighted in green, with a 'Reply' button. To the right, the 'TICKET DETAILS' panel shows the account manager 'JESRINA BINTI MOHD JARJIS', the status 'Open', and a priority dropdown set to 'Low'. There are 'Update' and 'Resolve' buttons in this panel. Three callout boxes provide instructions: one points to the 'Reply Test' message, another points to the 'Update' button, and a third points to the 'Resolve' button.

Our sales personnel and/or Regional Manager will reply to you

Change your enquiry status

Further communication with our sales personnel

Close the ticket after your enquiry is answered by clicking "Resolve" tap. You may wish to write comments while closing the ticket. (Only you and Regional Manager can close ticket)