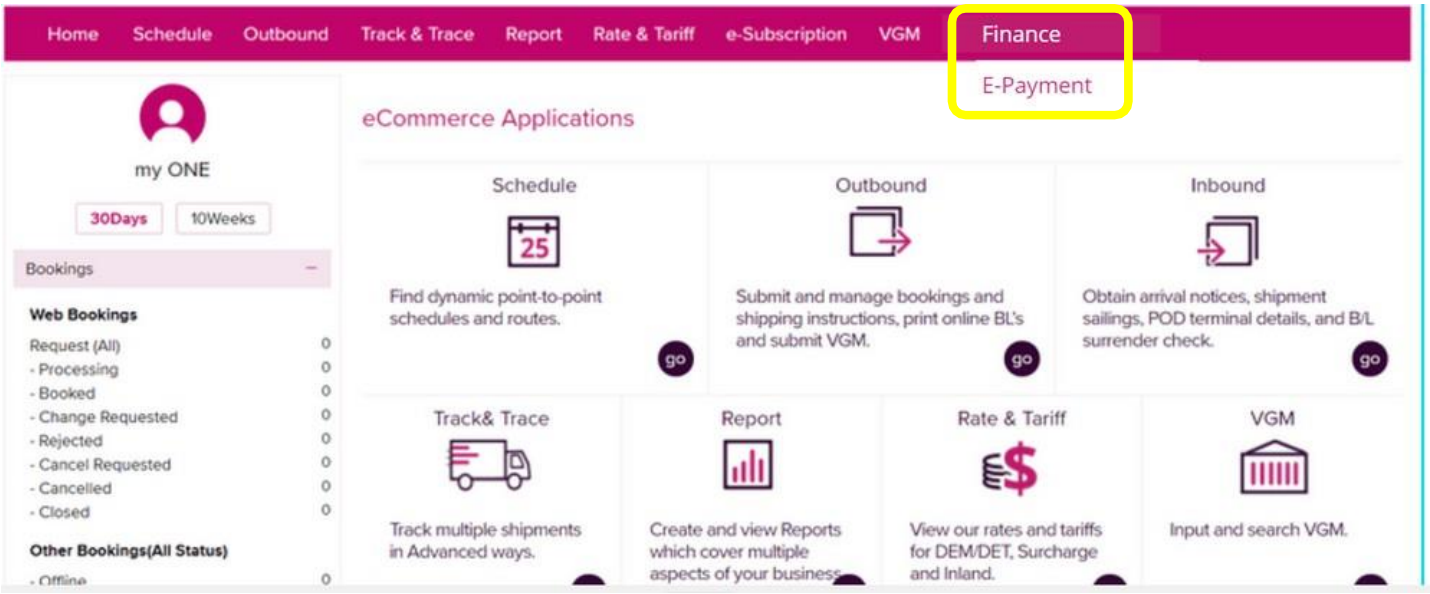
E-Payment Guide

E-Payment

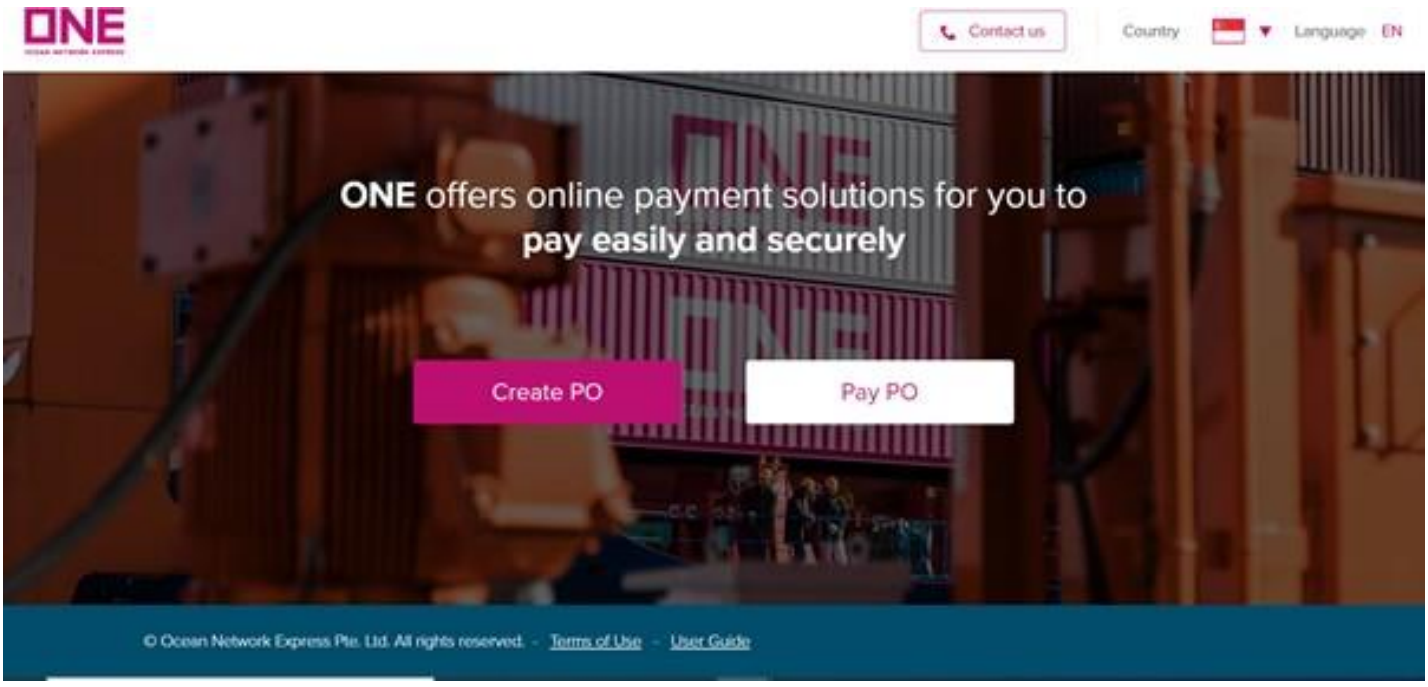
This is a global user guide for completing E-Payment with ONE, This may or may not be Applicable to your country.

Access E-Payment Portal

E-Payment link can be found in eCommerce platform as a submenu by clicking Finance from main menu.

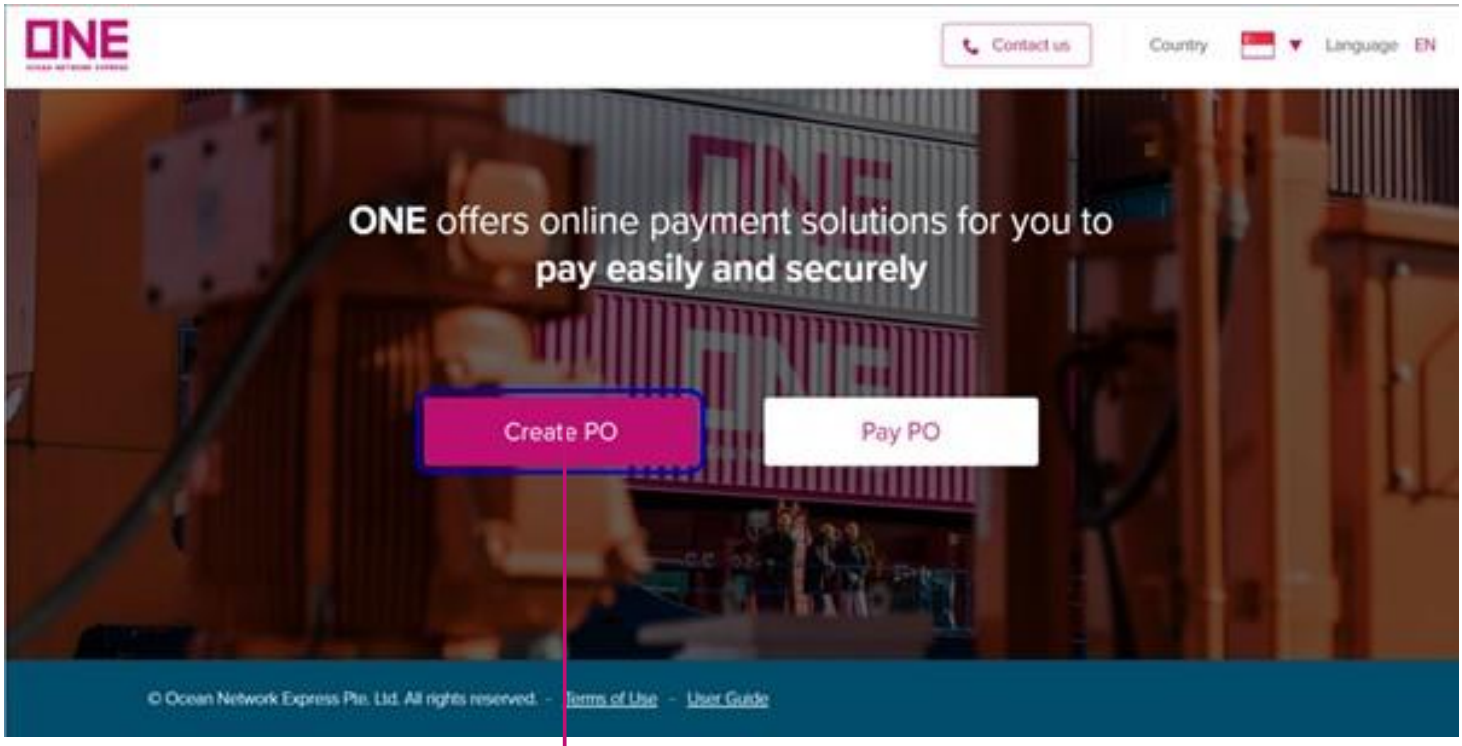


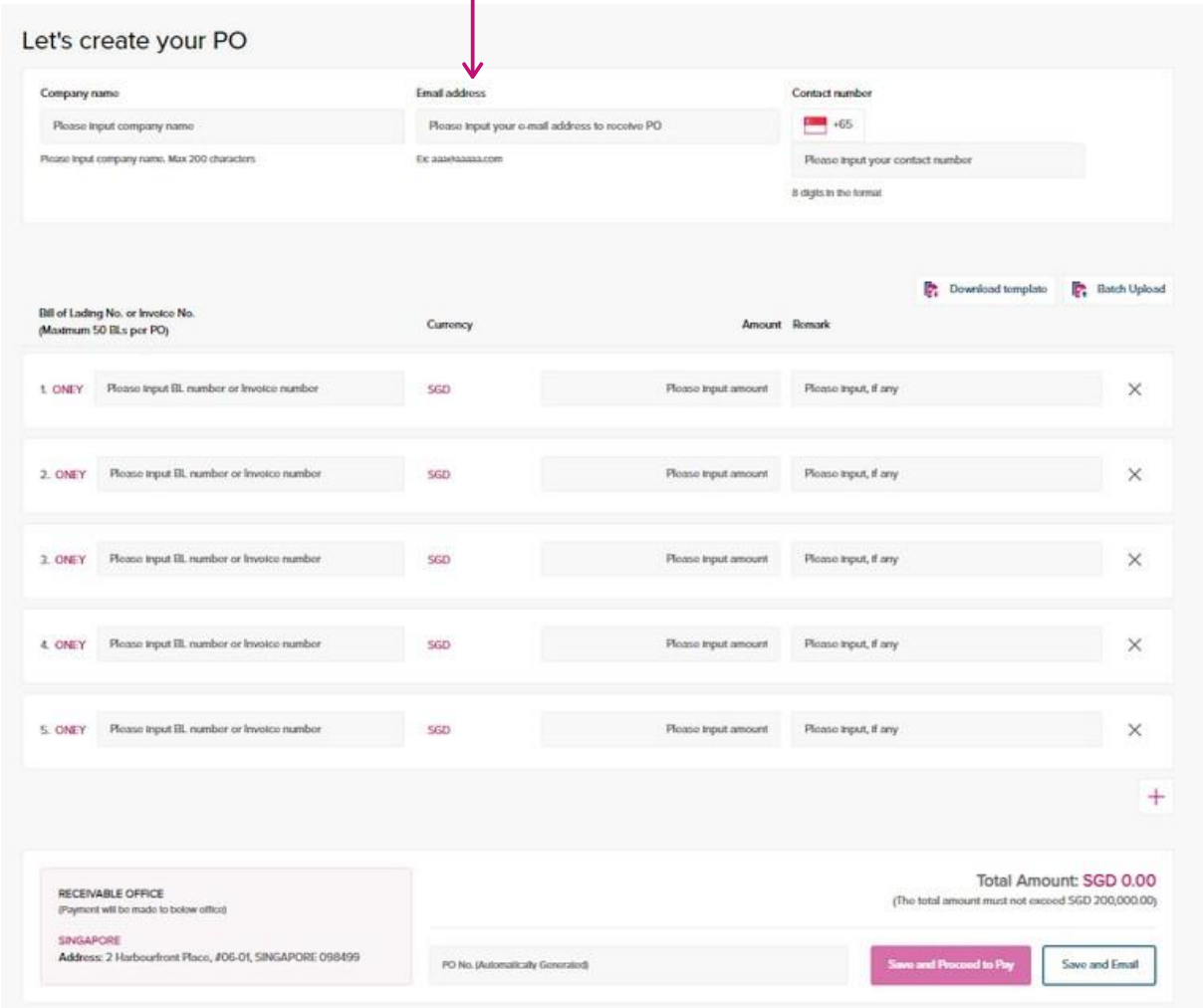
By clicking E-Payment link you will be directed to **ONE ePayment system**.



How to Create a PO

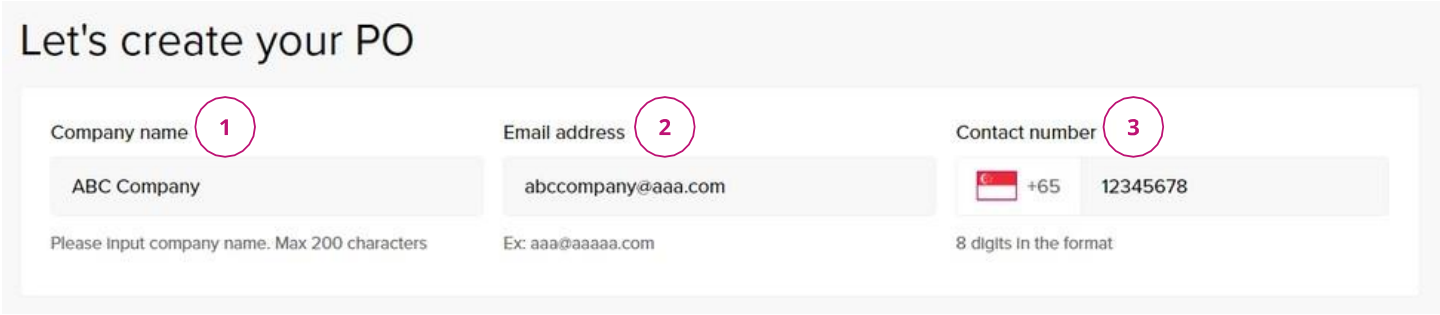
In order to create a new "Purchase order" , Click on "**Create PO**" button it will open a new page for PO creation.





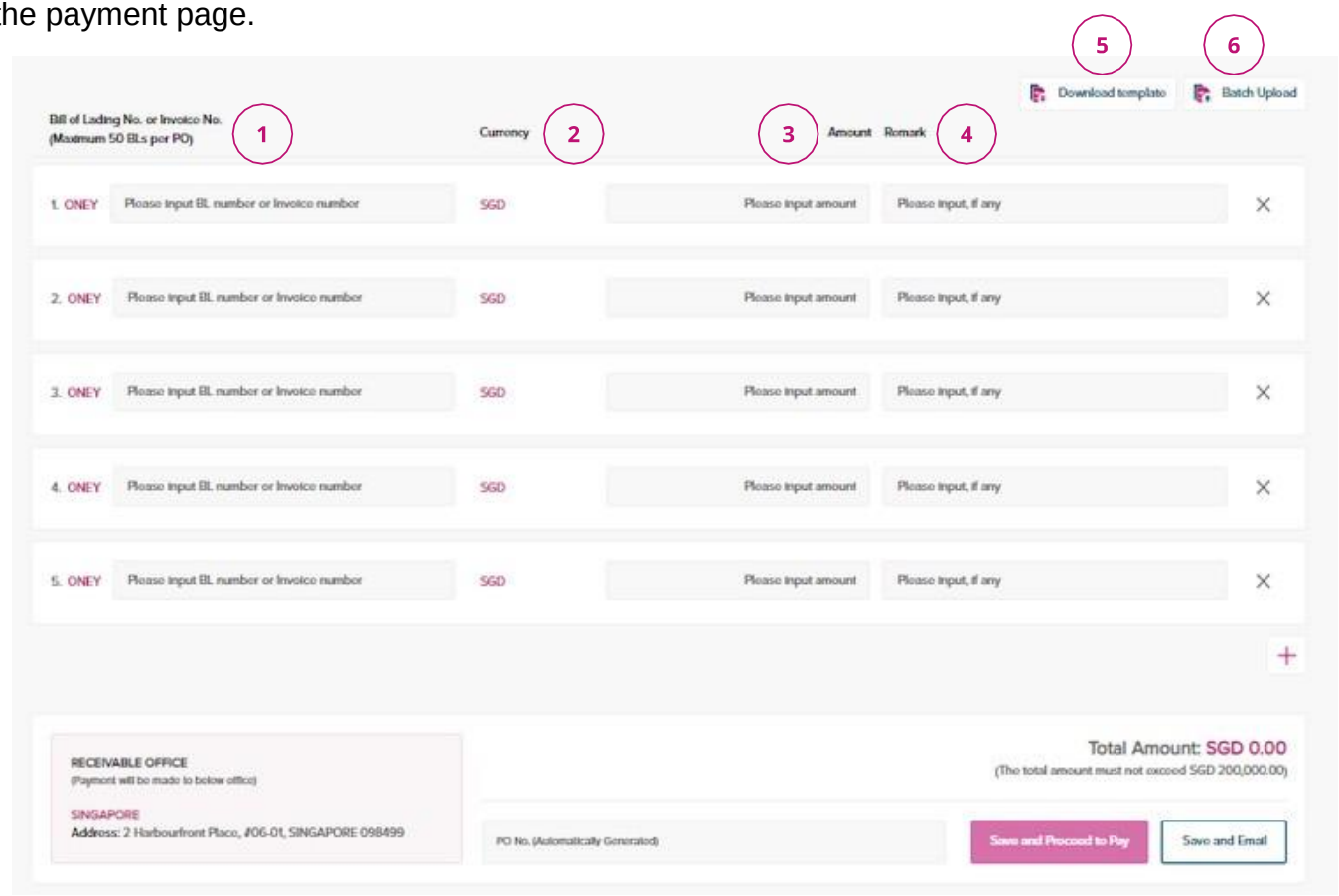
Step 1: Fill User's information

1. **Company name:** Input your company name. The max is 200 characters.
2. **Email Address:** Input your email address to receive PO.
3. **Contact number:** Input your contact number so that we can contact you if there is any issue.



Step 2: Fill in Payment details

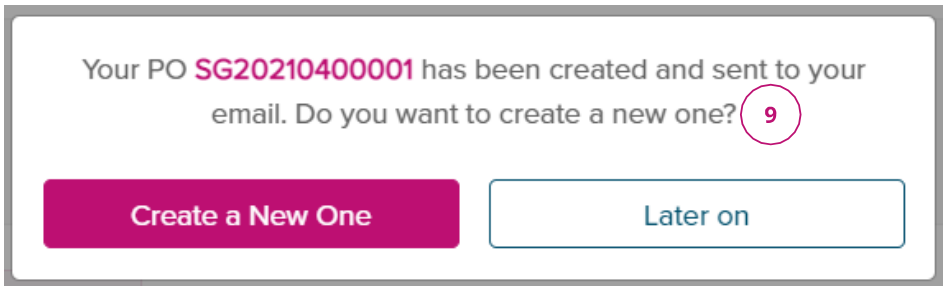
1. **B/L or Invoice No:** Input B/L(or Invoice no) you would like to pay for. And, the maximum per PO is 50 B/L(or Invoice No)s.
2. **Currency:** Currency is set as the local currency of the country users belonged to.
3. **Amount:** Amount for each B/L(or Invoice)
4. **Remark:** Input remark if any which may be reference information of this B/L(or Invoice).
5. **Download template:** If you click on 'download template', an excel worksheet will be downloaded so that you can fill in those data of BL/Invoice No, Amount, and Remark and upload it by using the 'batch upload' button.
6. **Batch upload:** Once you finish fill in on the excel sheet, then you can upload it into the system by clicking on 'batch upload'. If the batch upload is done, the data in the excel sheet will be presented on the payment page.



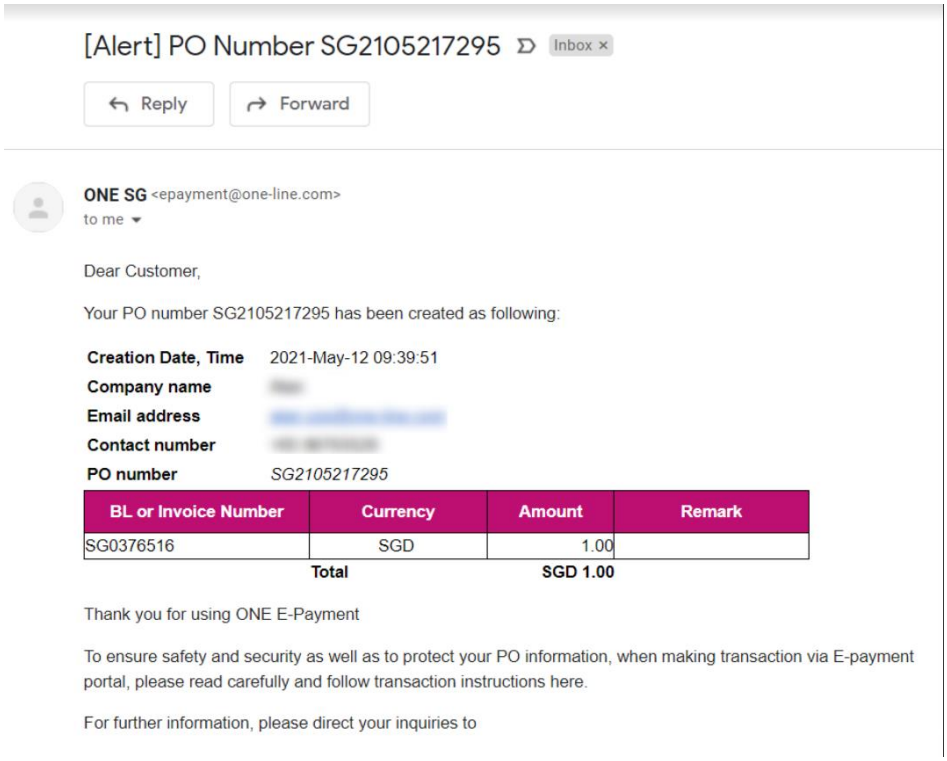
7. **Total amount:** Total amount of all the BL or Invoice no will be presented into the ‘Total Amount’ item. Here, it must not exceed SGD 200K(SGD 200,000) or HKD 400K(HKD 400,000).

8. **Save and Proceed to pay:** After the above items all filled in, then click on ‘Save and Proceed to Pay in order to move on to the next steps. Then, it will direct you to the ‘Pay PO’ page which will be explained below more in detail.

9. **Save and Email:** If you want to save it temporarily and proceed with the payment later, you can use ‘save and email’. Once it's clicked, a pop-up window will appear and it shows your PO no which is automatically generated. After PO No is generated, the portal will save it and send notification mail to you.



When PO No is generated from the ePayment system successfully, you will receive an alert mail addressed to the email address you inputted in the page of ‘Let’s create your PO’. Below is the sample. And, you can find PO No and the other information you keyed in.



[Alert] PO Number SG2105217295 Inbox ×

Reply Forward

ONE SG <epayment@one-line.com>
to me

Dear Customer,

Your PO number SG2105217295 has been created as following:

Creation Date, Time	2021-May-12 09:39:51
Company name	[redacted]
Email address	[redacted]
Contact number	[redacted]
PO number	*SG2105217295*

BL or Invoice Number	Currency	Amount	Remark
SG0376516	SGD	1.00	
	Total	**SGD 1.00**	

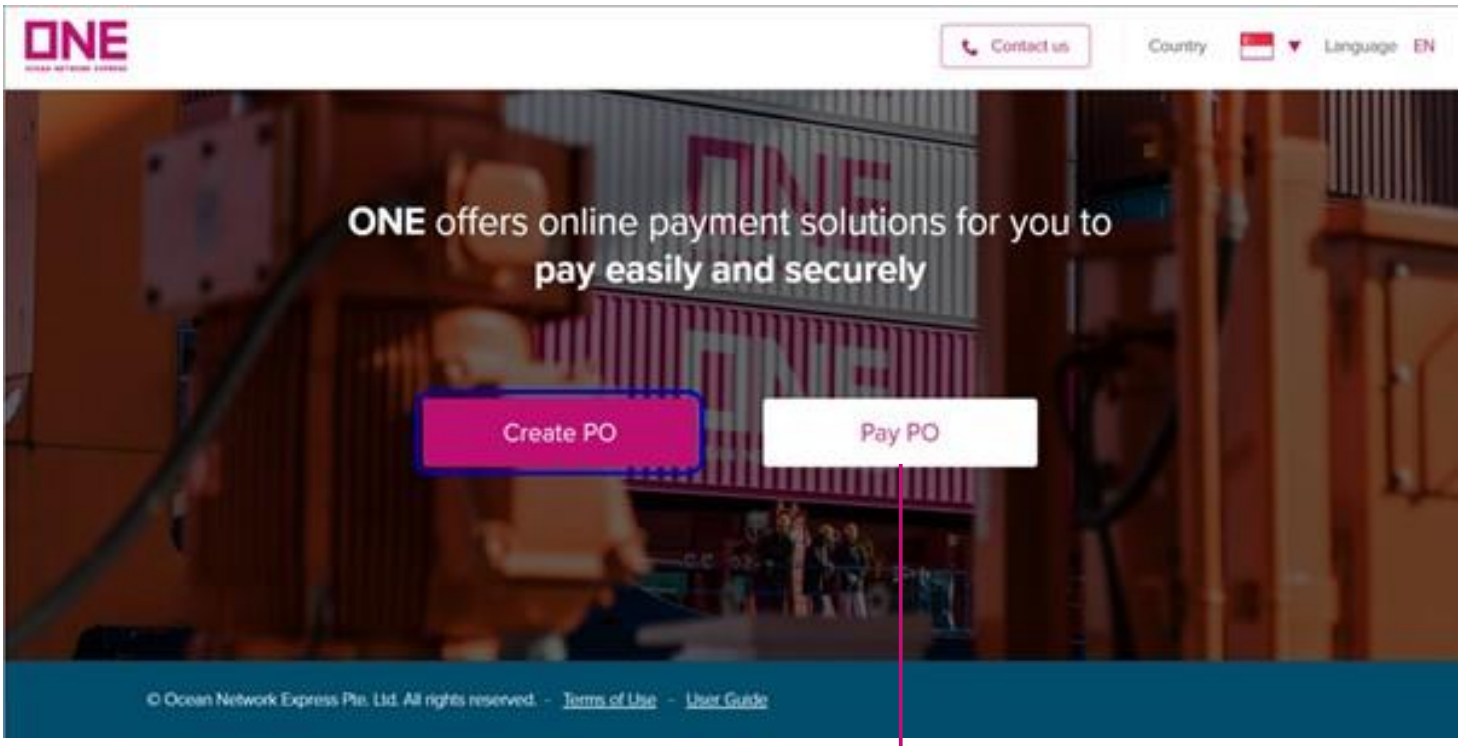
Thank you for using ONE E-Payment

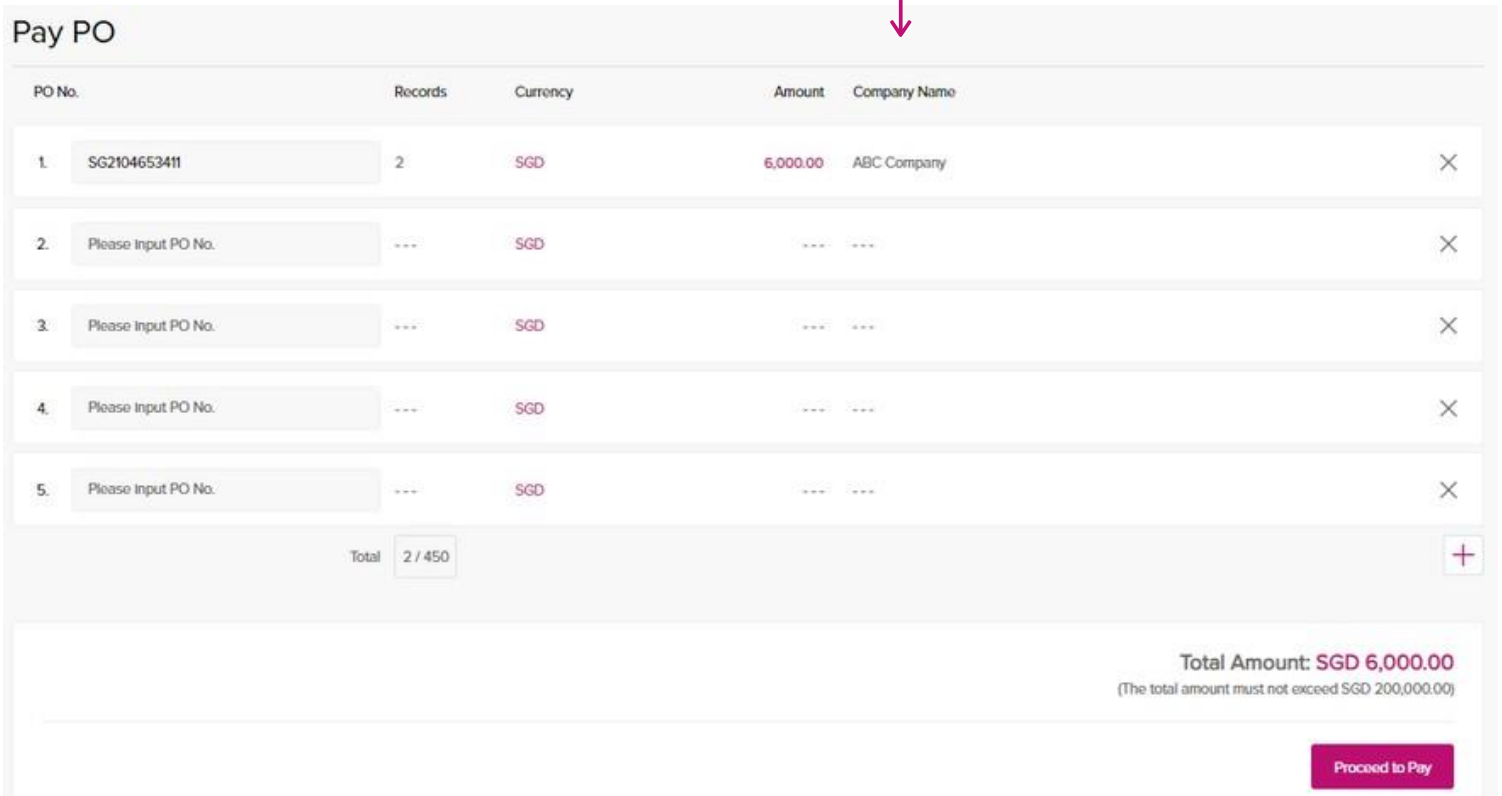
To ensure safety and security as well as to protect your PO information, when making transaction via E-payment portal, please read carefully and follow transaction instructions here.

For further information, please direct your inquiries to

How to Pay PO

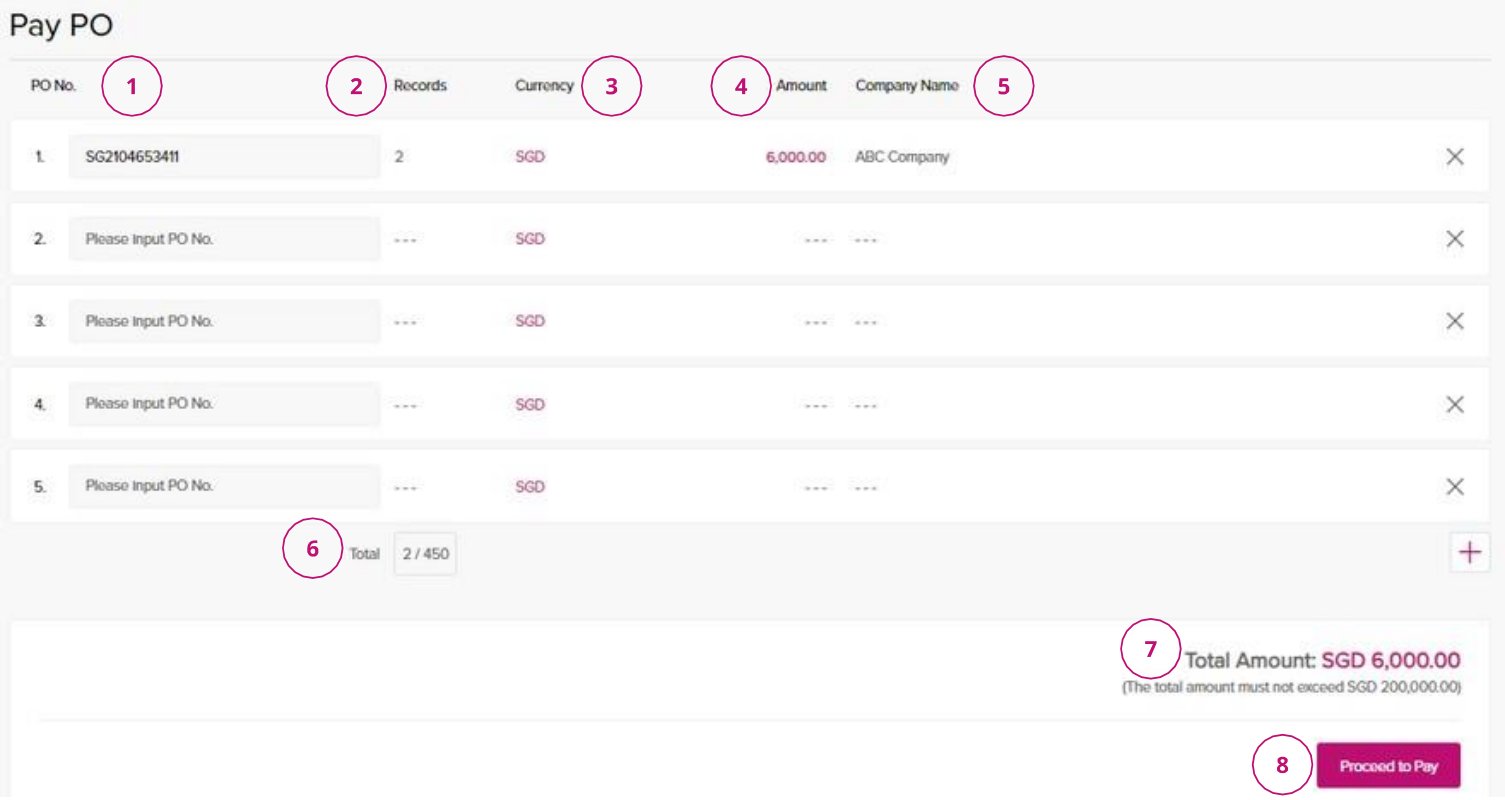
System will direct you to the ‘Pay PO’ page if earlier steps are all carried out successfully. or you can Click on "**Pay PO**" button it will open a new page for Pay a PO.





Step 1: Fill in PO details

1. PO No. : PO No which is automatically generated from the 1st page, Creat PO, will be shown here. The page will show 5 lines as default but if you want to add more, you can click on the + icon.
2. Records: Records means the number of the B/L or Invoice no inputted in the ‘Create PO’ page.
3. Currency: Currency is set as local currency.
4. Amount: Total amount is for all of the B/L or Invoice no.
5. Company Name: Company name is the thing you inputted in the ‘Let’s create you PO’ page.
6. Total: It shows the total cases of B/L or Invoice No. you inputted from the total limit which is 450.
7. Total Amount: Total amount is for all of the PO No.
8. Proceed to Pay: Once the above is all finished, you can click on ‘Proceed to Pay’ to move on to the next steps. Once it’s clicked, a pop-up window will appear.

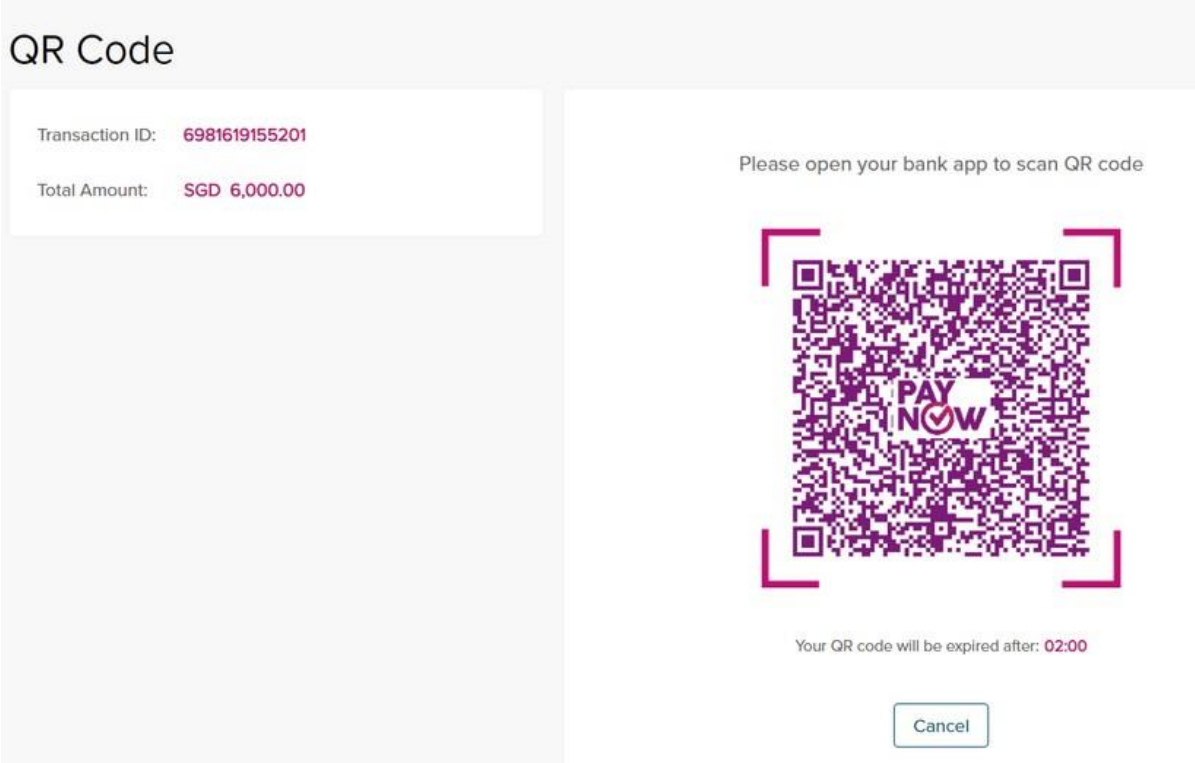


Step 2: Complete Payment

Click on "**Confirm**" to proceed with the payment.

When you click on "**Confirm**" on Proceed to Pay, the system will open another browser of QR code with transaction ID and the total amount.

Please Open your bank app and scan the QR code to complete the payment.



N**ote:** QR code will expire in 2 minutes. In case it exceeds the time limit, then the portal will show a pop-up that 'Your QR code is expired with Retry and New Payment button.

In case it's expired, the portal will re-generate a new transaction ID and call HSBC to re-generate a new QR code.

01: **Setting:** Country

- If you access the ePayment portal, the system will detect the country you're located so it'll be shown at the header of the page. And, according to it, the ePayment portal will decide the local currency.
- However, if you want to change the country, you can select another country from the default value and then all of the data already inputted in the page will be clear.

02: **Others:** Contact Us

● In case you need to contact ONE for ePayment service, you can refer to office address, contact number, email, and working hours by clicking on the 'Contact Us' icon. Users are presented with a 'Minimised View' of Open Orders or submitted Bookings

03: **Others:** Terms of Use

● If you click on 'Term of Use' at the bottom of the page, the portal will open a new browser of Term of Use.