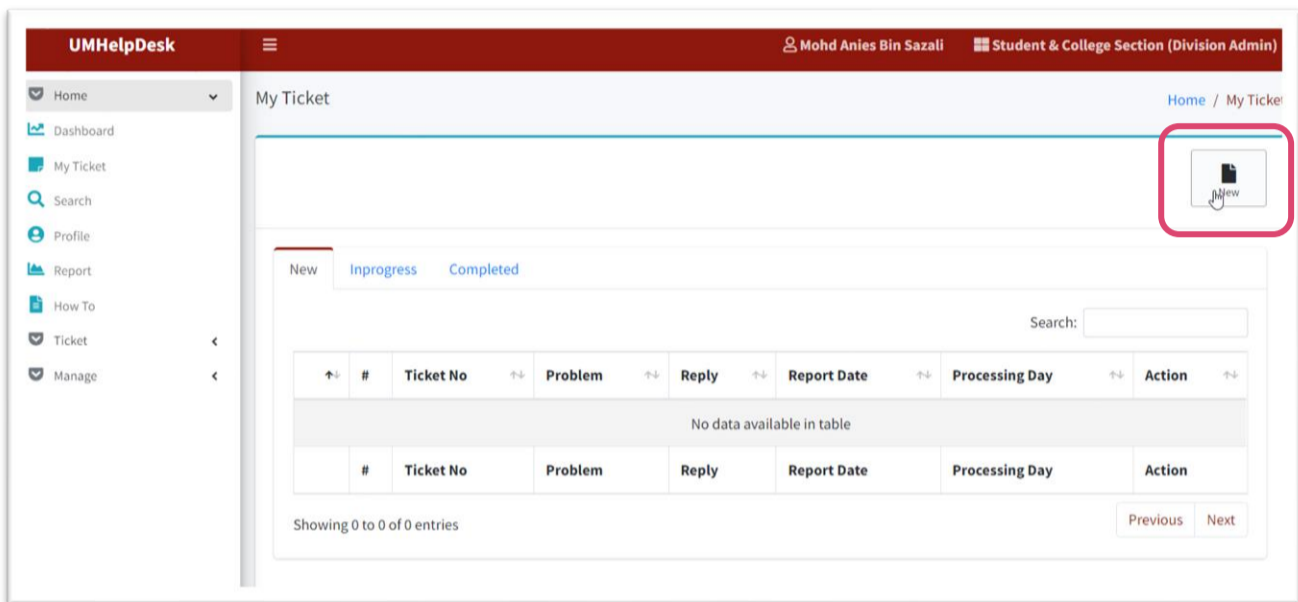


# UM HELPDESK

## FINANCIAL ISSUES

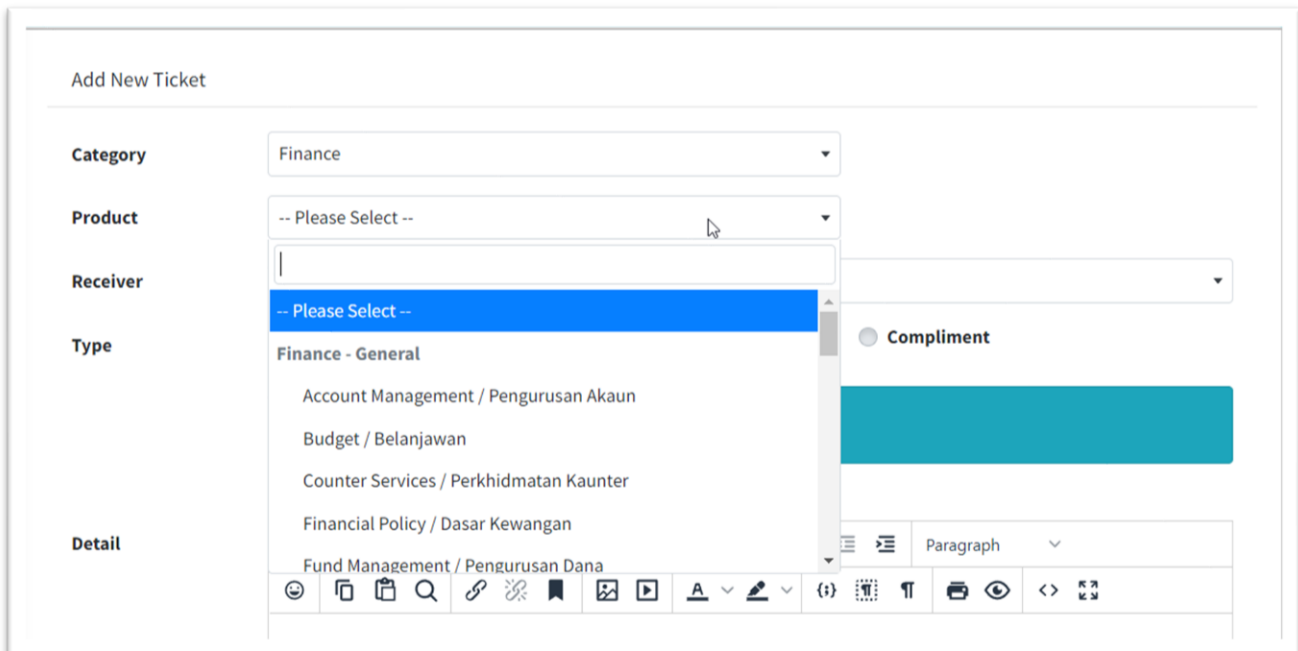
### Step 1: Create New Report/Complaint

1. Log in to **helpdesk.um.edu.my**
2. Click **My Ticket**, and then click the **New** icon button to create new report/complaint/queries.



### Step 2: Fill In The Form

1. Select **Finance** for the **Category** field.



2. Then select the relevant **Product** field.
3. Fill in the form accordingly. Then, click **Submit**.

#### Important Note:

Please ensure that you select the correct **Category & Product** and kindly capture the problem screen and upload the image for us to assist you better.

Thank you.

**Financial Technology Centre**

Bursary

Updated: 9<sup>th</sup> July 2024



## UM HELPDESK

### LIST OF PRODUCTS UNDER FINANCE

Product	Category	
Account Management / Pengurusan Akaun	Finance - General	
Budget / Belanjawan		
Counter Services / Perkhidmatan Kaunter		
Financial Policy / Dasar Kewangan		
Fund Management / Pengurusan Dana		
Payment to Staff / Bayaran kepada Kakitangan	Finance - Payment	
Payment to Vendor / Bayaran kepada pembekal		
Staff Loan / Pinjaman Kakitangan		
Agreement / Perjanjian	Finance - Procurement	
Bank Guarantee / Jaminan Bank		
Bidding / Bidaan		
Debit & Credit Note / Nota Debit & Kredit		
Delivery Order / Nota Penghantaran (DO)		
Fines / Denda		
Invoice / Inbois		
Offer & Award / Penawaran		
Procurement Planning / Perancangan Perolehan		
Purchase Order / Pesanan belian (PO)		
Registration / Pendaftaran		
Services Charges / Caj Perkhidmatan		
Vendor Performance Evaluation / Penilaian prestasi pembekal		
Fees Charges/ Caj Yuran		Finance - Student Fees & Finance
Fees Payment / Pembayaran Yuran		
Fees Refund / Pengembalian Yuran		
Fees Structure / Struktur Yuran		
Sponsorship & Invoicing / Penajaan & Inbois		
Student Statement & Account / Penyata & Akaun Pelajar		
Customer Billing / Inbois Pelanggan	Finance – Collections & Receivables	
Receipt & Collection / Resit & Terimaan		
E-pay & E-Receipt	Financial System	
FIRST (Financial Information Support System)		
HEBAT		
SAP		
SAPWEB ( <a href="https://sapweb.um.edu.my/">https://sapweb.um.edu.my/</a> )		
UM Procurement & Payment Management (E-procurement).		
Vendor Portal		
Other Financial System		

