

ADVANCE.AI

# Introducing Top Up Feature

Available in  
ADVANCE.AI  
WebSaaS Portal



# About Top Up Feature: “Order”

To assist our customers with better experience in requesting for balance top up in all ADVANCE.AI accounts, we have successfully launched “Order” Feature on our WebSaaS Portal at [www.in.advance.ai](http://www.in.advance.ai).

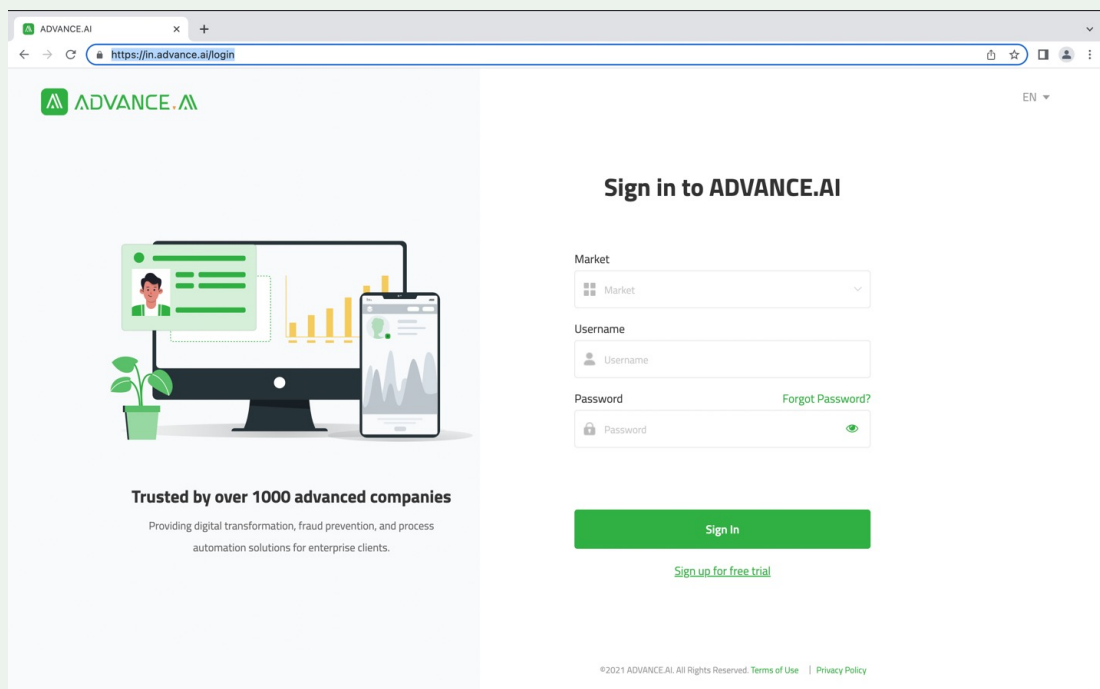
This feature will be rolled out effectively on 8 August 2022. It is encouraged for all customers to raise top up request with payment slip through the system to avoid any missing orders. You may follow through the steps from this guide below using our WebSaaS portal.



# A guide to use “Order” Feature

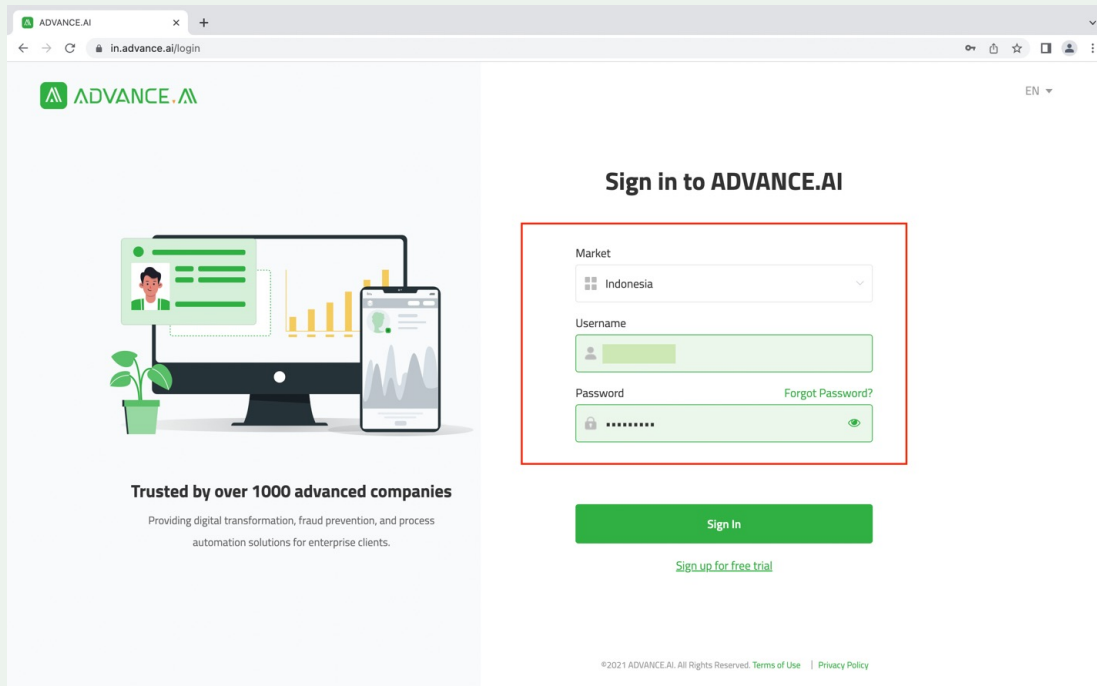
1

Visit [www.in.advance.ai](https://www.in.advance.ai)



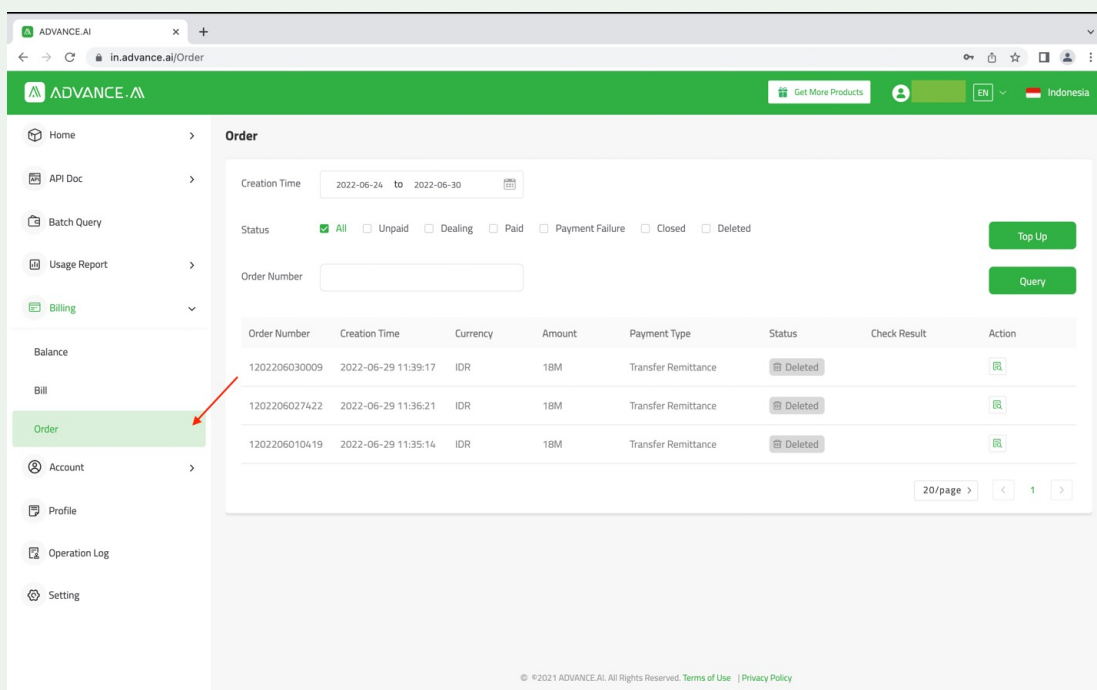
2

Login using username and password we have set up when creating your account (see *FAQ: question 1 if you do not have the access*), click Sign In.



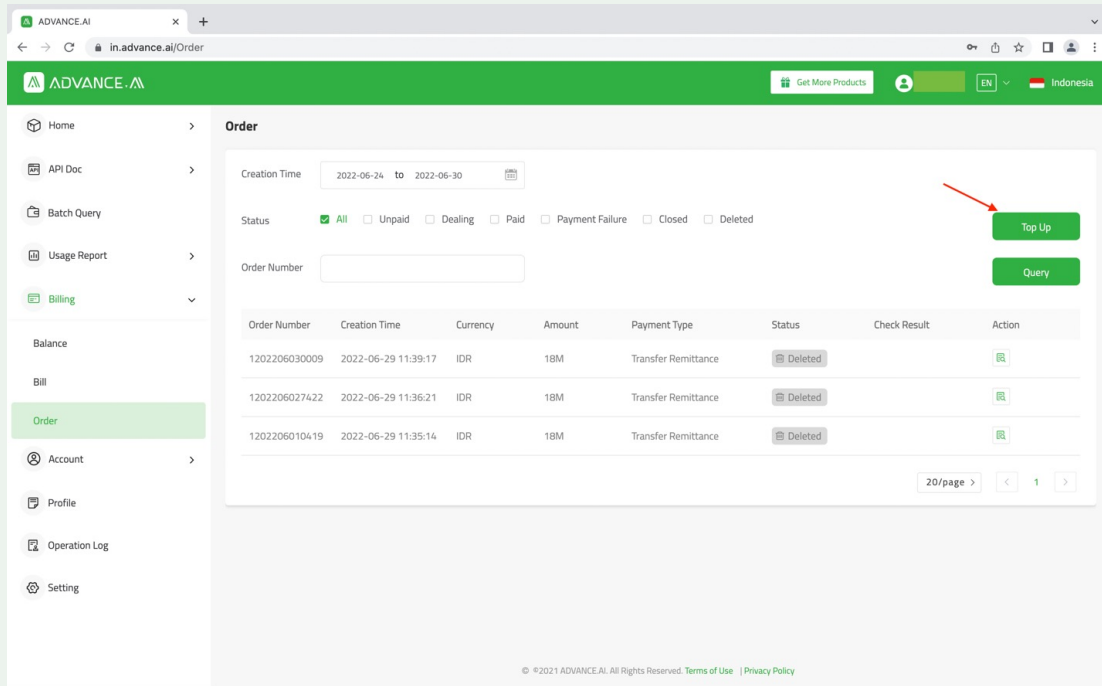
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Once successfully logged in, left sidebar -> Click "Billing" -> "Order"



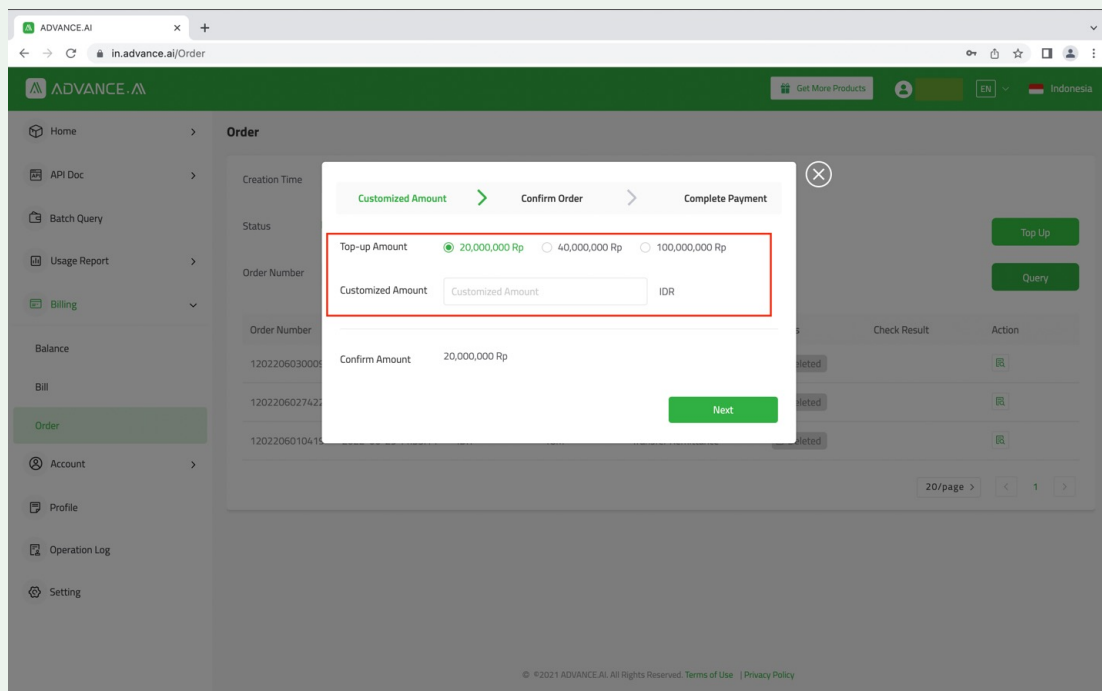
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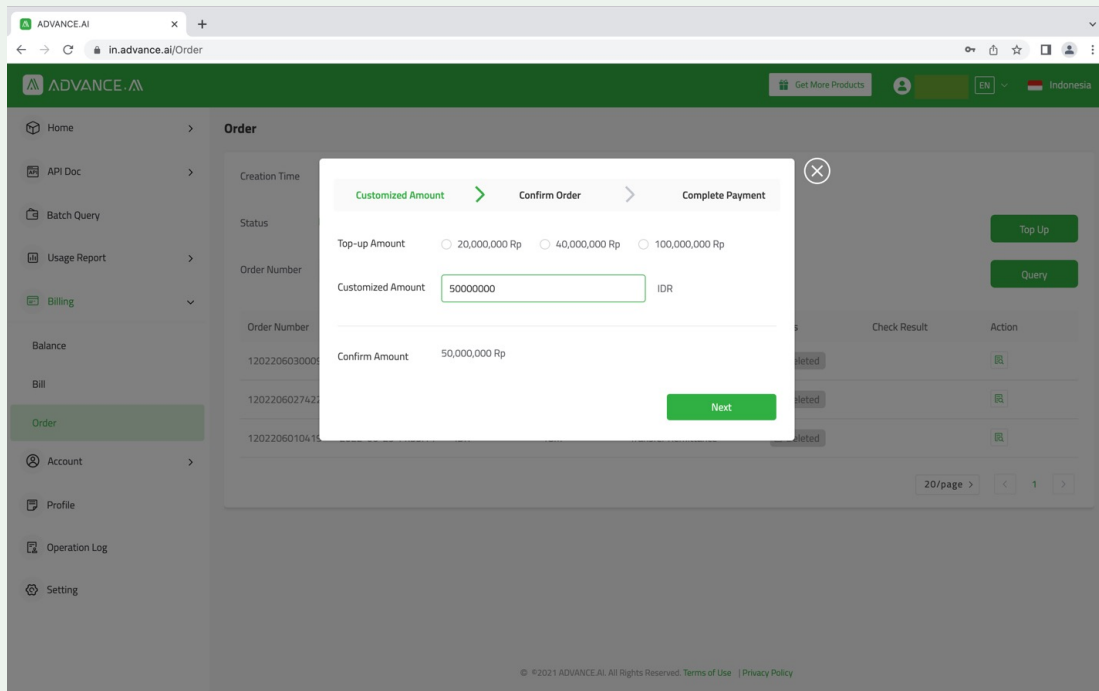
Click “Top Up”



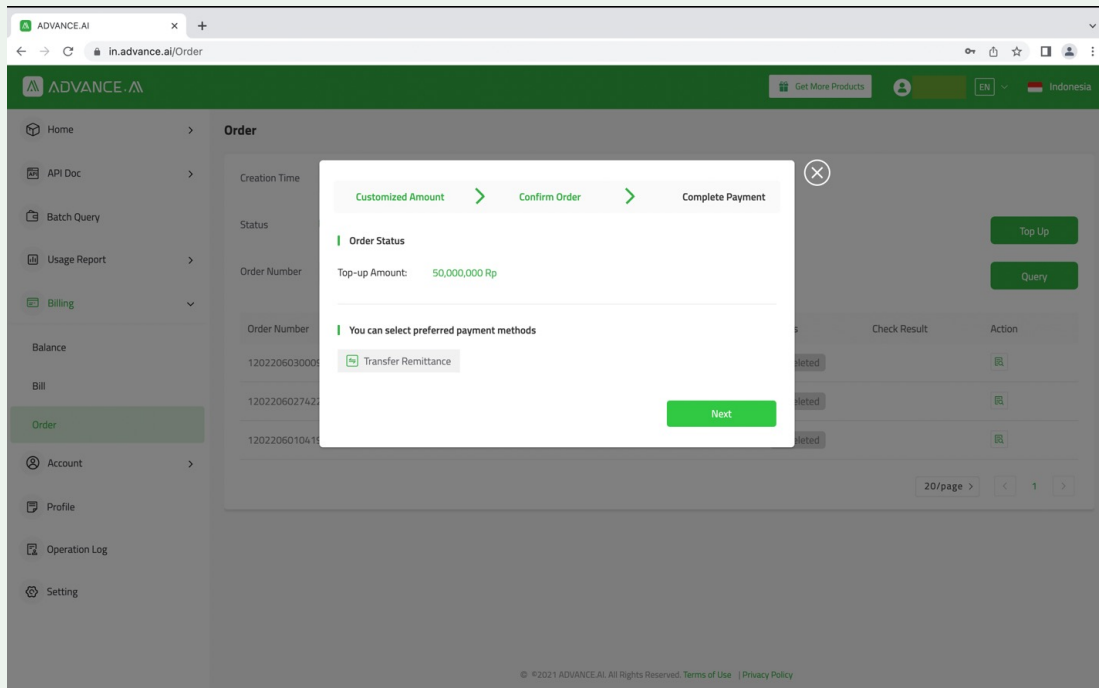
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Fill in the amount under “Customized Amount”, click Next.



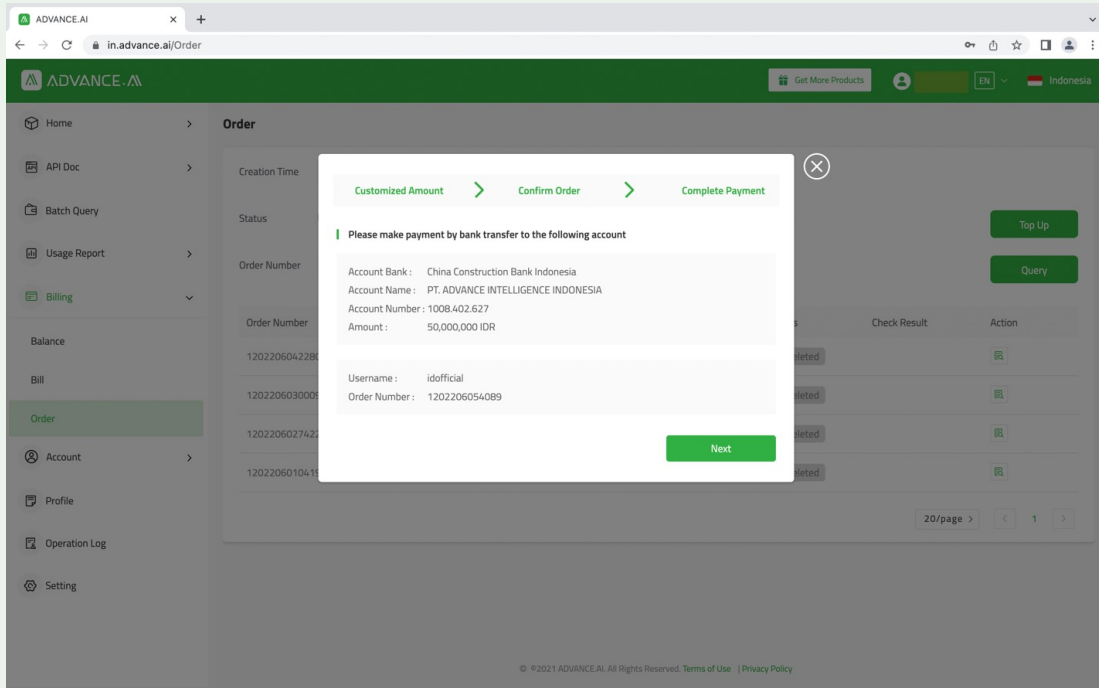


Select payment method with transfer remittance, click Next.



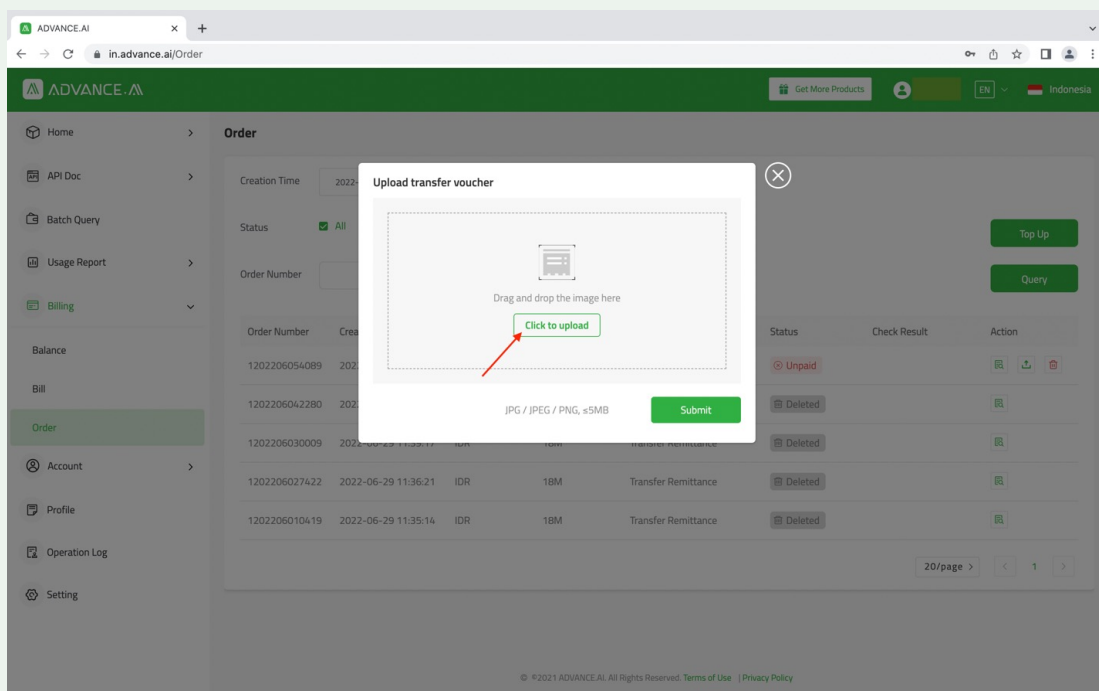
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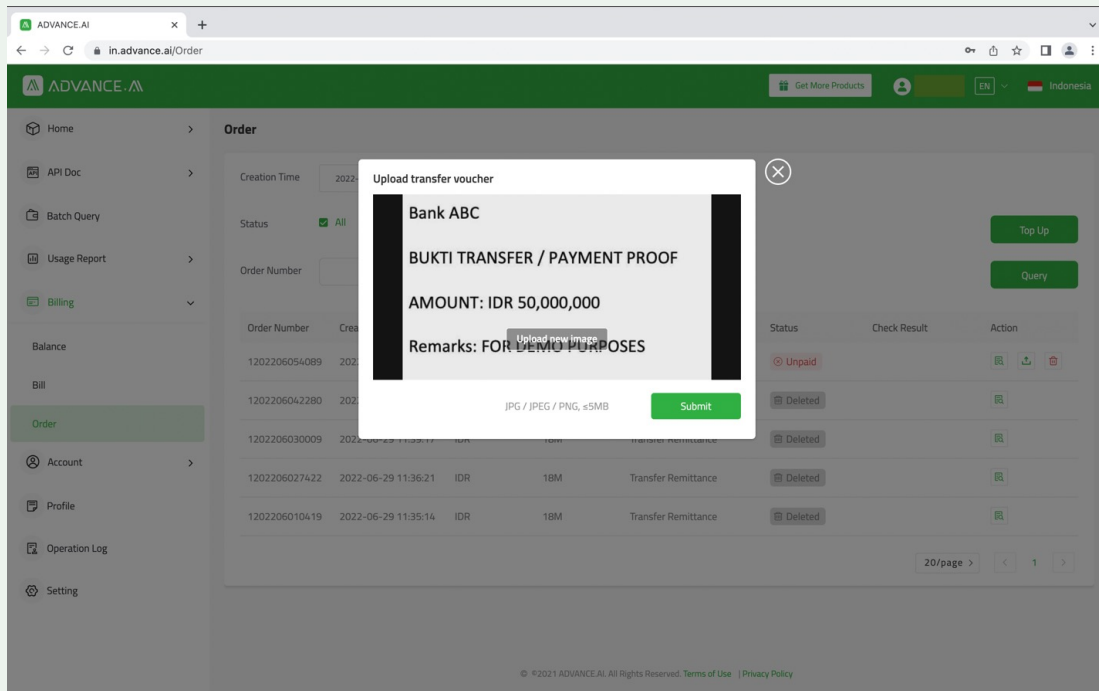
It will show ADVANCE.AI bank account details and your Order Number, click Next.



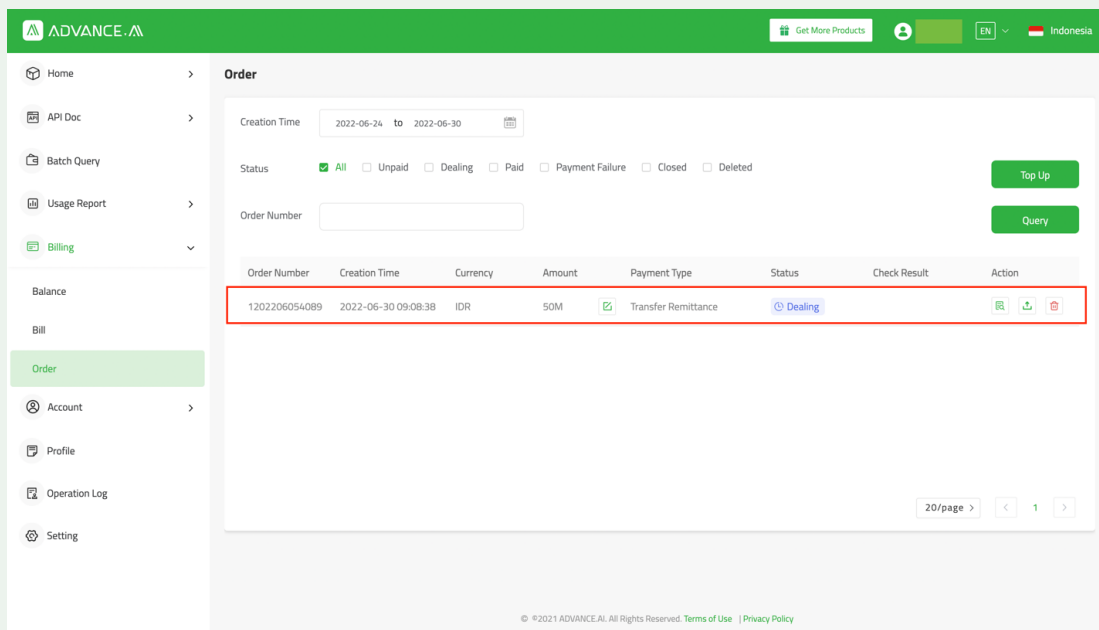
8

Select "Click to Upload" to upload your payment slip, click Submit.



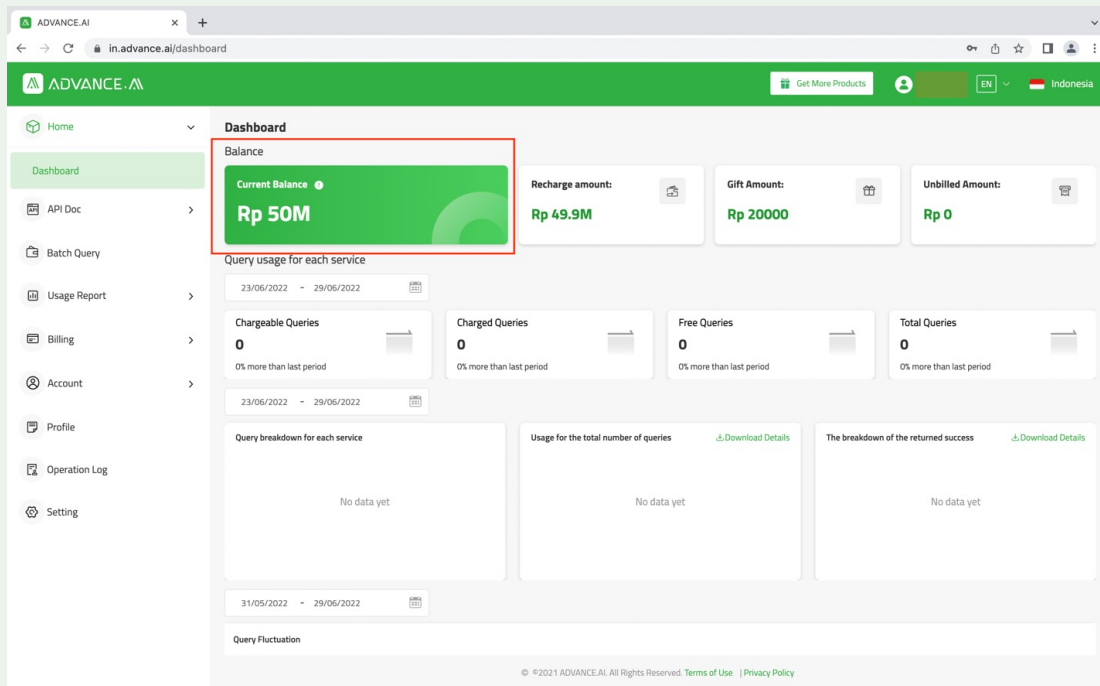
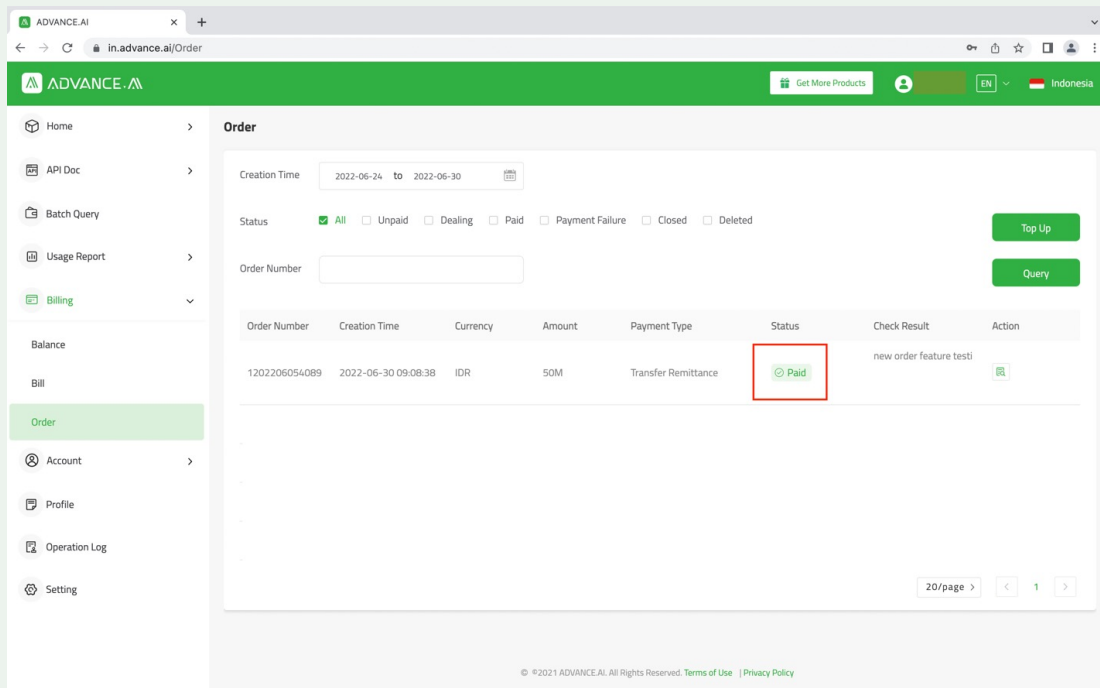


Please wait for ADVANCE.AI team to process your request. The status will be *'Dealing'* until payment is confirmed.



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Once payment has been confirmed and received, you will see balance being added to your account. The status will change from 'Dealing' to 'Paid'. Recharged amount will then be reflected at the "Home" dashboard.



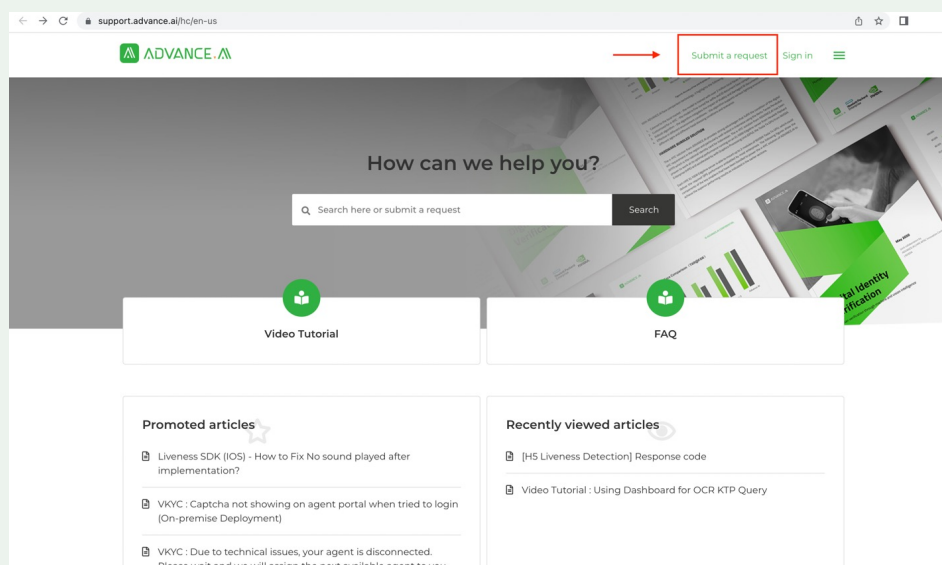
A large cyan speech bubble shape containing the text "FAQs" in bold black font.

## 1. Don't have the access / login credentials to [www.in.advance.ai/](https://www.in.advance.ai/)

Since there will only be 1 (one) main user controlling the use of this account for security purposes, the main user may need to create Sub-Account for the responsible Person-in-Charge (PIC) in your organization to upload payment slip into the portal.

If the main user is going to be the PIC to upload payment slips, no Sub-Account for additional user is required.

**If you are unsure on who the main user of the account is, or have any questions, please visit our Support Portal at <https://support.advance.ai/hc/en-us> and “Submit a Request” to find out more.**



- **Fill in the form, write your questions, and click “Submit.”**

- Product Environment: Choose “SaaS”

The screenshot shows the 'Submit a request' form on the support.advance.ai website. The form includes fields for 'Your email address', 'Subject', and 'Description'. Below these is a 'Product Environment' dropdown menu with options: 'On Premise', 'SaaS', and 'Others Environment'. A red arrow points to the 'SaaS' option. Other fields include 'Country' and 'Attachments'. A green 'Submit' button is at the bottom right.

- Product Category: Choose “Non-Product”

The screenshot shows the 'Submit a request' form on the support.advance.ai website. The form includes fields for 'Your email address', 'Subject', and 'Description'. Below these is a 'Product Environment' dropdown menu. Underneath is a 'Product Category' dropdown menu with options: 'OCR NPWP', 'Risky Faces', 'Video KYC', 'Others', and 'Non Product'. A red arrow points to the 'Non Product' option. Other fields include 'Attachments' and a green 'Submit' button at the bottom right.



## 2. How will I know if my request has been received by ADVANCE.AI team?

Once you submitted order request through the WebSaaS Portal, you will receive an email notifying on the order submission details, including but not limited to: Order Number, Order Time, Company Name, Account Username used to submit the request, and Requested Amount. This email is to confirm that ADVANCE.AI team have received your request.



## 3. What happens next after I receive the successful submission email?

Please kindly allow up to 1 (one) working day for ADVANCE.AI Receivables Team to process your request. Once your payment has been confirmed, you will see:

- A status update from –
  - a. *“Dealing” to “Paid” (when confirmed paid), or*
  - b. *“Payment Failure” (when confirmed unpaid), and*
- There will be an email notification confirming on the recharge amount and order status. In the case of “Paid” / Success requests, a PDF file will be attached in this email for future reference.



#### 4. What if my top up request gets rejected / showing “Payment for Failure”?

If the rejection reason is due to amount entered is inconsistent with payment slip uploaded, we advise you to click on the “Edit” icon on the right side of your Order Amount. You can modify the amount in the same Order Request without needing to create a new one. The status will be reset back to 'Dealing'.

Any modified amount will not receive any further email notification until ADVANCE.AI Receivables Team confirms on the request [See FAQ: Question 3, Point (2)].



#### 5. How long should I wait until my balance is reflected to my account?

ADVANCE.AI Receivables Team will process your request immediately. However, some payments might not reach us instantly. Hence, we apply 1x24 hours from order submission time to confirm your payment before closing the request as “Payment Failure”. In this case, we will communicate that with you via email.





## 6. What if I top up without going through the WebSaaS request process?

This feature will be rolled out effectively to all our valued customers on 8 August 2022. It is encouraged for all to send your top up request with the payment advice through the system to avoid any missing orders. You may follow through the steps from the guide above using our WebSaaS portal.



## 7. Who should I reach out if I have more questions regarding the top-up feature?

Please visit our Support Portal at <https://support.advance.ai/hc/en-us> and “Submit a Request”. We will attend to your questions as soon as possible.

### Order “Status” Terms

<b>Dealing</b>	Order Request has been submitted by customer and is awaiting ADVANCE.AI team to proceed with confirmation.
<b>Payment Failure</b>	Order Request rejected, could be due to inconsistent amount entered with payment slip, or payment has not been received after checking in 1x24 hours.
<b>Deleted</b>	Order Request has been removed by the customer.
<b>Closed</b>	No action has been taken by customer after clicking “Top Up”, and Order Request is not submitted. It will no longer be editable in 120 hours.

ADVANCE.AI

# Memperkenalkan Fitur Top Up

Tersedia di Portal  
WebSaaS  
ADVANCE.AI



# Tentang Fitur Top Up: “Order” atau Pesan

Untuk memberi pelanggan kami pengalaman yang lebih baik dalam pengisian saldo di semua akun ADVANCE.AI, kami telah berhasil meluncurkan Fitur "Order" atau Pesan di Portal WebSaaS kami: [www.in.advance.ai](http://www.in.advance.ai).

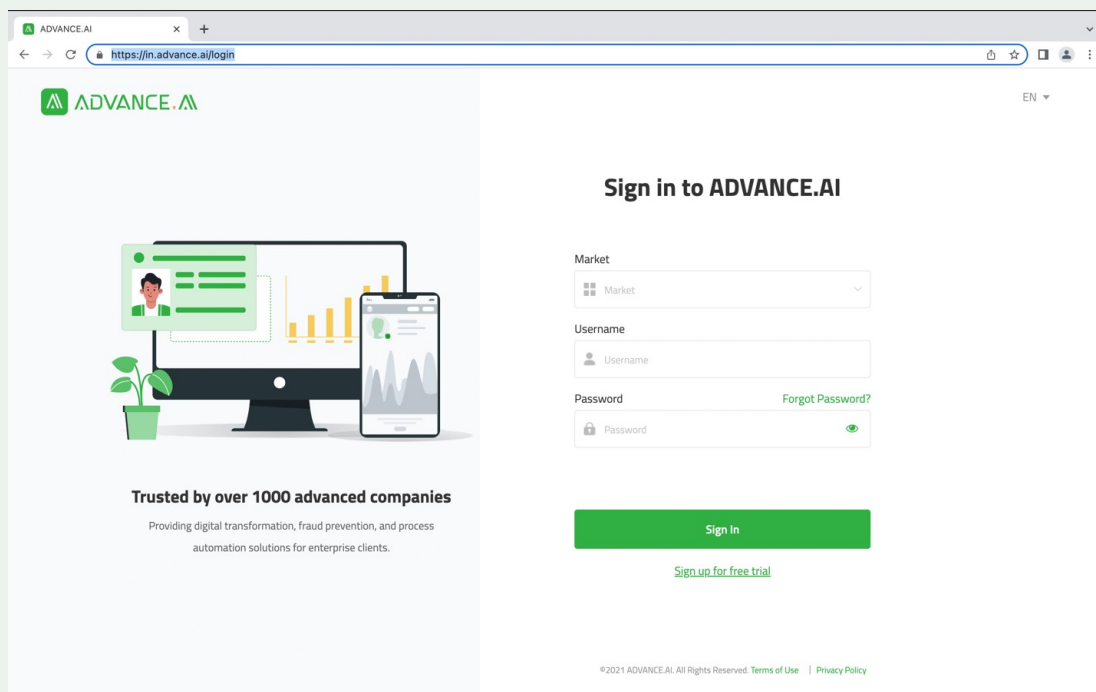
Fitur ini akan diluncurkan secara efektif pada 8 Agustus 2022. Sangat disarankan bagi semua customer kami untuk melakukan request pengisian saldo melalui sistem untuk menghindari transaksi yang terlewatkan. Silahkan mengikuti langkah-langkah penggunaan fitur “Order” pada WebSaaS portal kami dengan panduan dibawah ini.



# Panduan untuk menggunakan Fitur “Pesan”

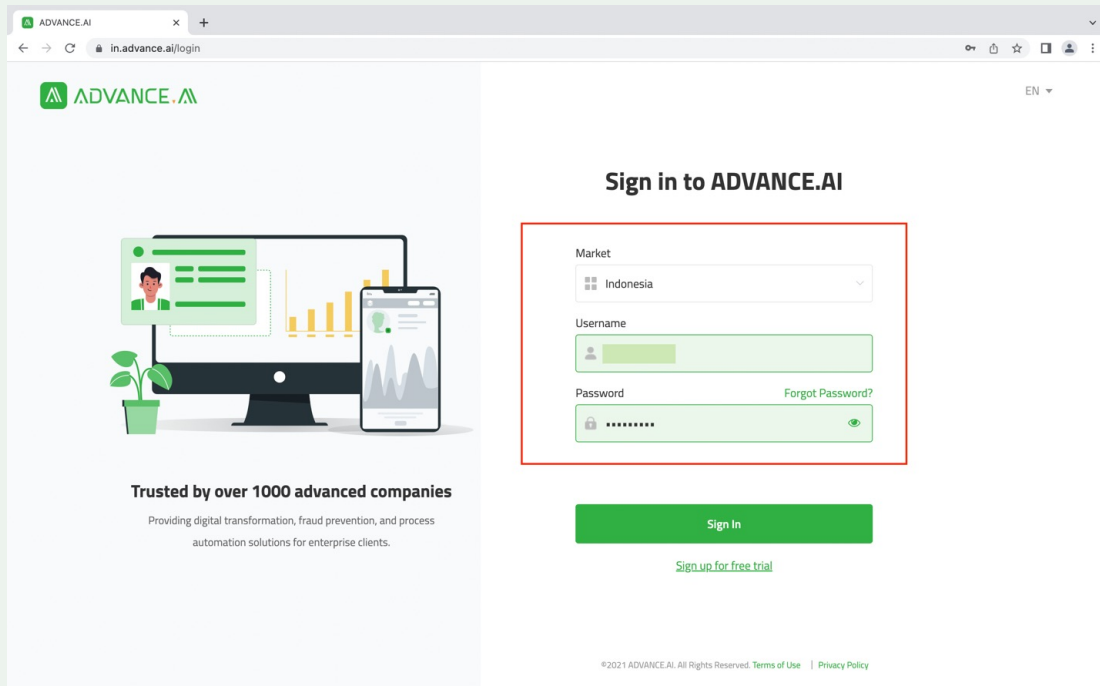
1

Kunjungi [www.in.advance.ai](https://www.in.advance.ai)



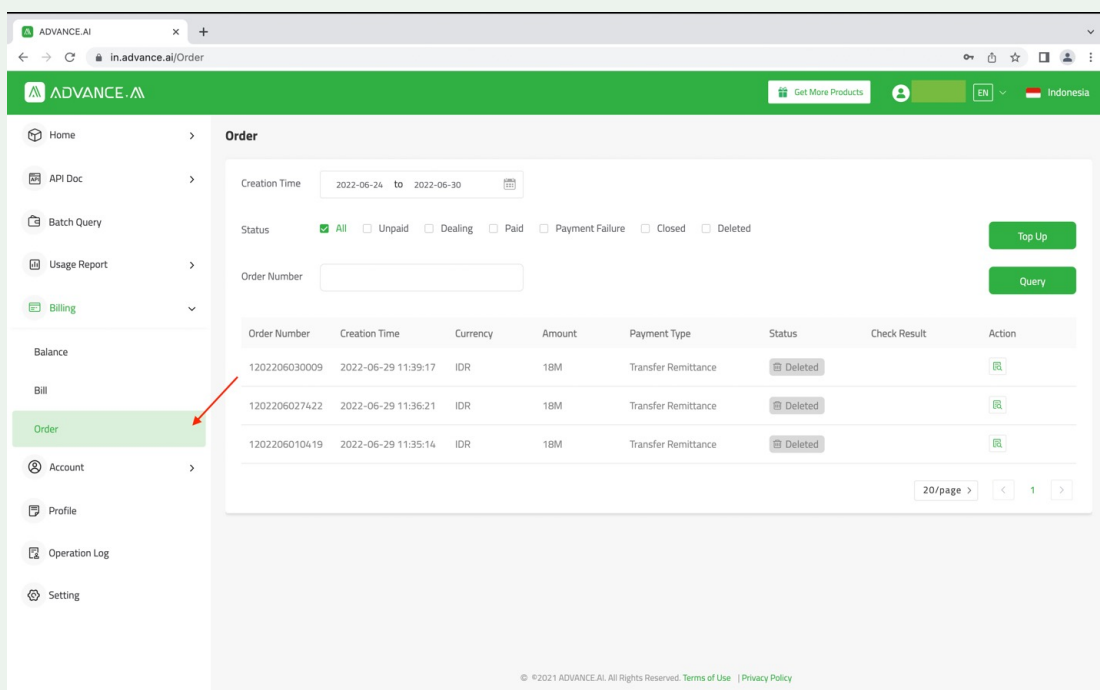
2

Masuk menggunakan nama pengguna dan kata sandi yang telah kami siapkan saat membuat akun Anda (lihat FAQ: pertanyaan 1 jika Anda tidak memiliki akses).



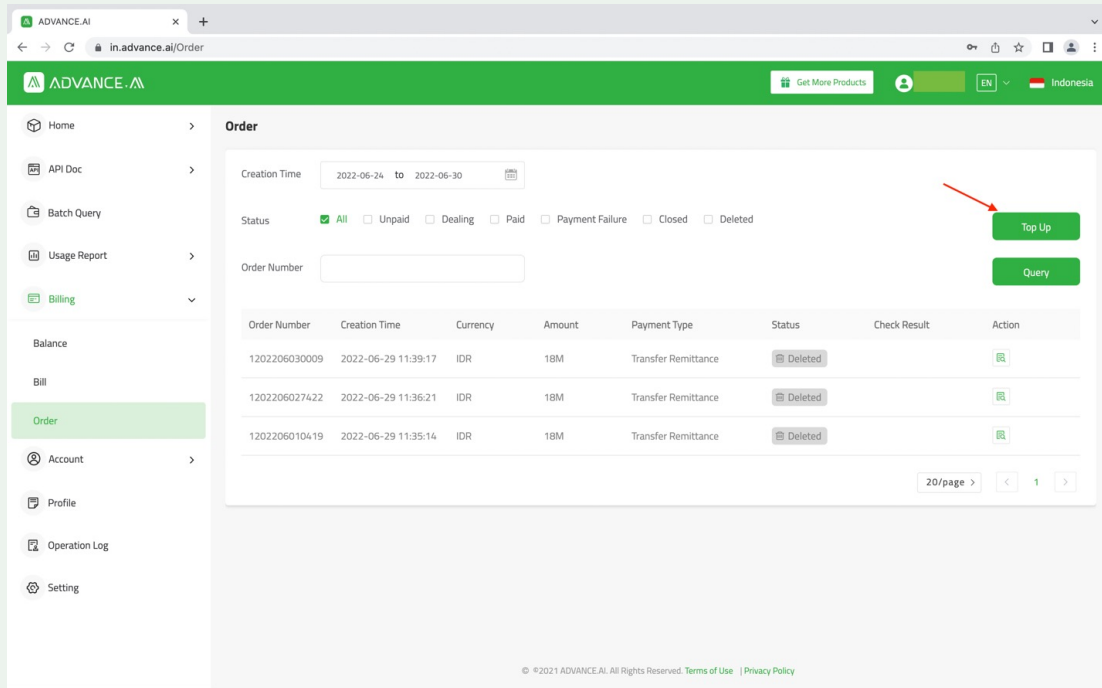
3

Setelah berhasil login, sidebar kiri -> Klik "Billing" -> "Order"



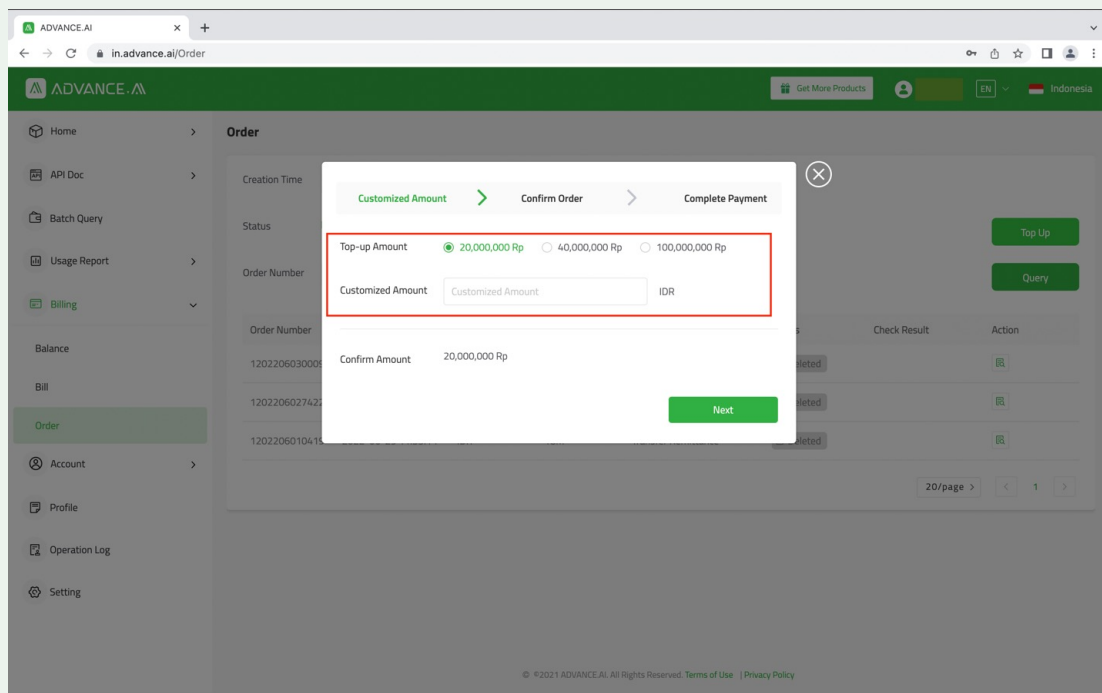
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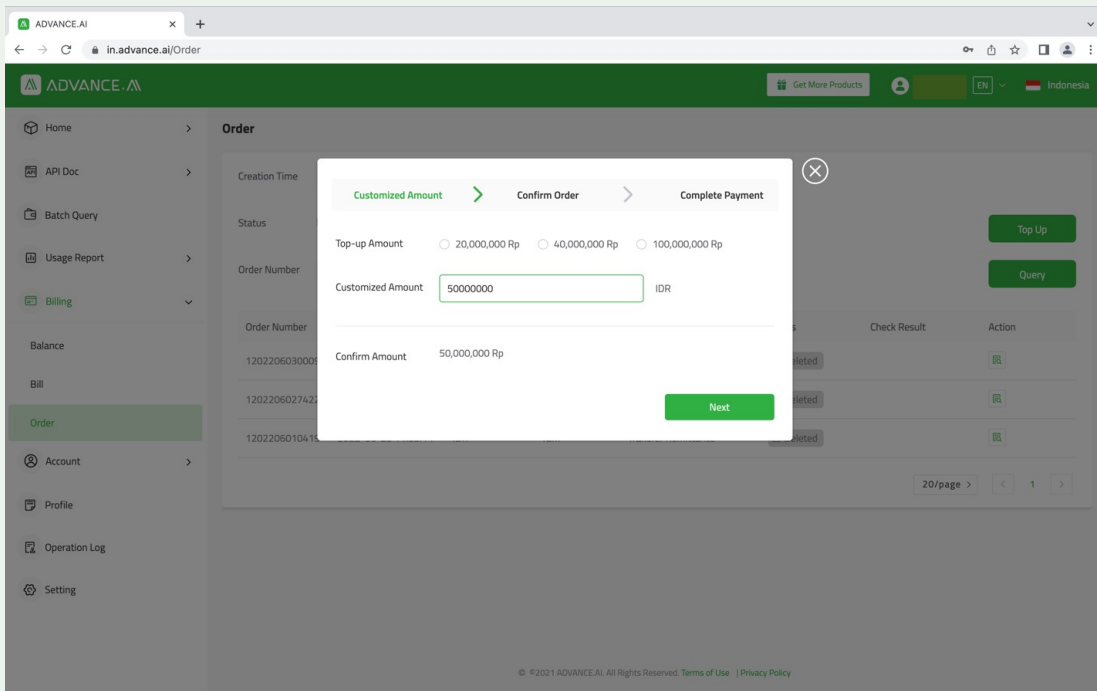
Klik “Top Up”



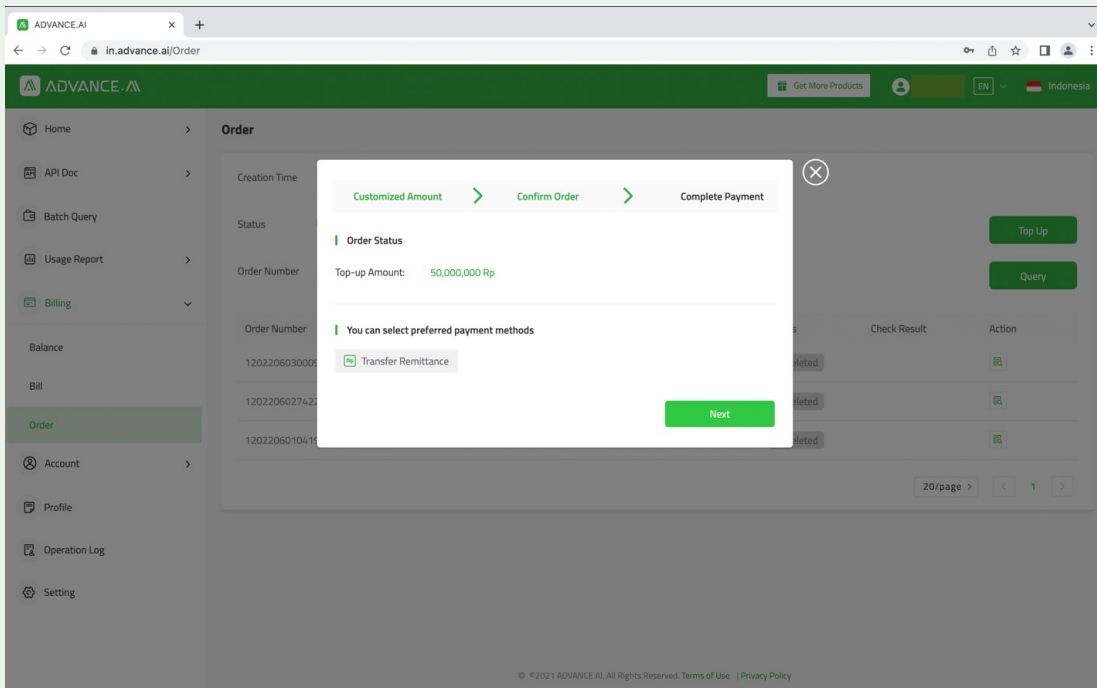
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Isi jumlah di bagian “Customized Amount”, klik Next.



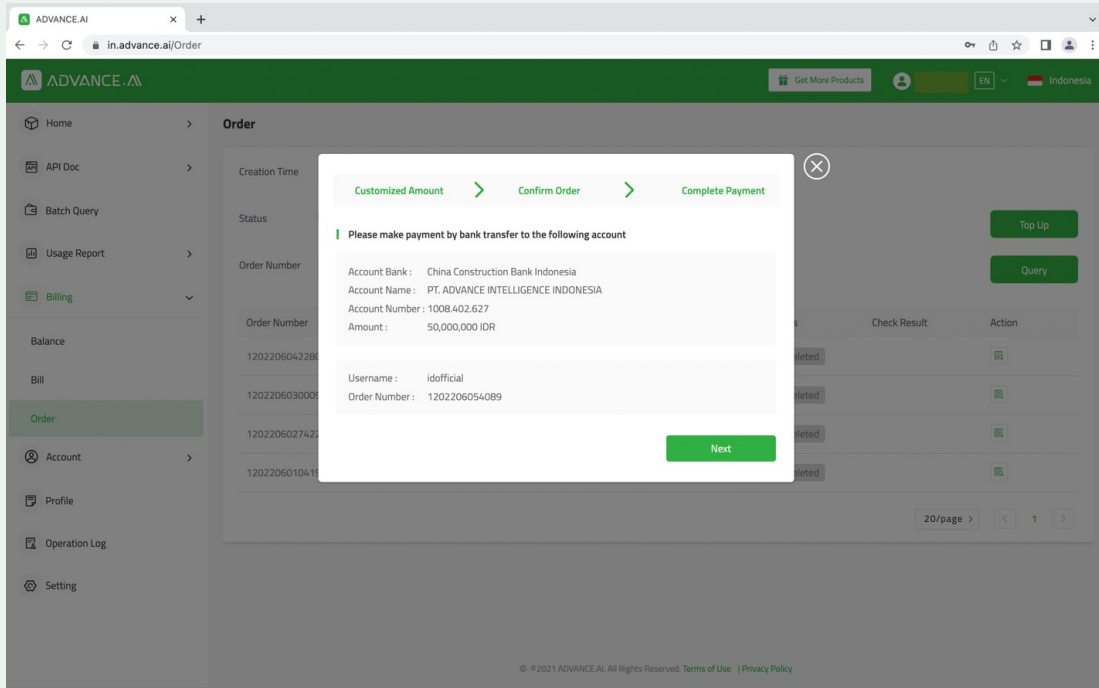


**Pilih metode pembayaran dengan transfer remittance, klik Next.**



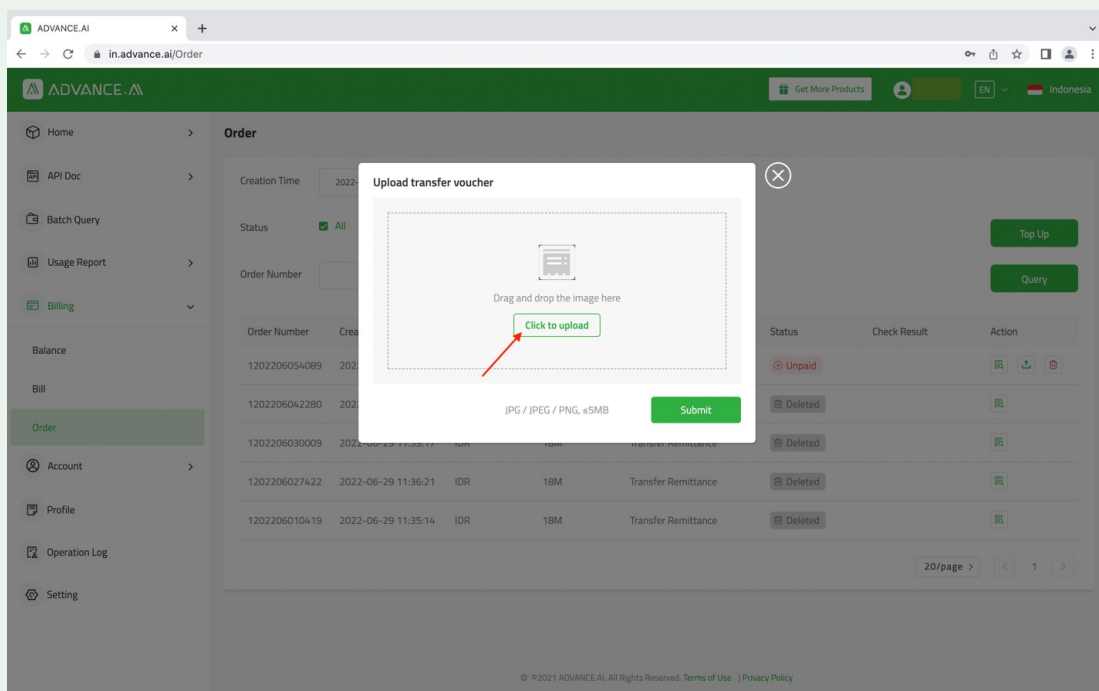
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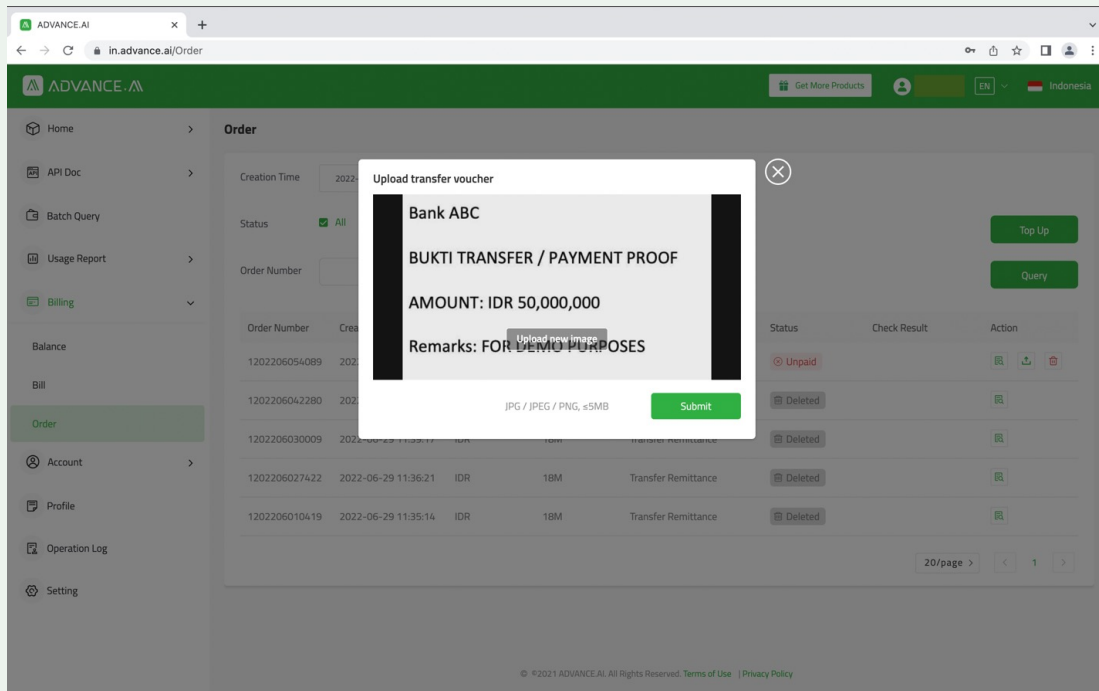
Di step ini akan menampilkan detail rekening bank ADVANCE.AI dan Nomor Pesanan Anda, klik Next.



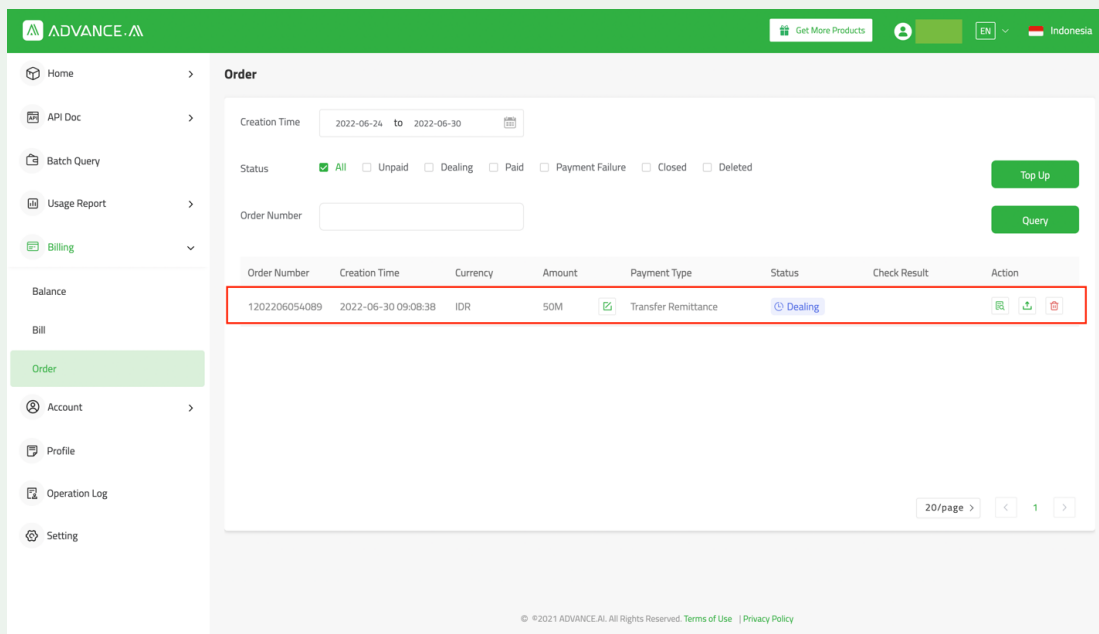
8

Pilih “Click to Upload” untuk mengunggah slip pembayaran Anda, klik Submit.





Harap menunggu untuk tim ADVANCE.AI memproses permintaan pengisian saldo Anda. Status **'Dealing'** hingga pembayaran dikonfirmasi.



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Setelah pembayaran dikonfirmasi dan diterima, Anda akan melihat saldo ditambahkan ke akun Anda. Status akan berubah dari 'Dealing' menjadi 'Paid.' Jumlah yang diisi ulang kemudian akan di dasbor "Home".

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in.advance.ai/Order

ADVANCE.AI

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Home

API Doc

Batch Query

Usage Report

Billing

Balance

Bill

Order

Account

Profile

Operation Log

Setting

**Order**

Creation Time: 2022-06-24 to 2022-06-30

Status:  All  Unpaid  Dealing  Paid  Payment Failure  Closed  Deleted

Order Number:

Top Up

Query

Order Number	Creation Time	Currency	Amount	Payment Type	Status	Check Result	Action
1202206054089	2022-06-30 09:08:38	IDR	50M	Transfer Remittance	Paid	new order feature testi	

20/page

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in.advance.ai/dashboard

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Batch Query

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Account

Profile

Operation Log

Setting

**Dashboard**

Balance

Current Balance **Rp 50M**

Recharge amount: **Rp 49.9M**

Gift Amount: **Rp 20000**

Unbilled Amount: **Rp 0**

Query usage for each service

23/06/2022 - 29/06/2022

Chargeable Queries: **0** (0% more than last period)

Charged Queries: **0** (0% more than last period)

Free Queries: **0** (0% more than last period)

Total Queries: **0** (0% more than last period)

Query breakdown for each service: No data yet

Usage for the total number of queries: [Download Details](#) (No data yet)

The breakdown of the returned success: [Download Details](#) (No data yet)

31/05/2022 - 29/06/2022

Query Fluctuation

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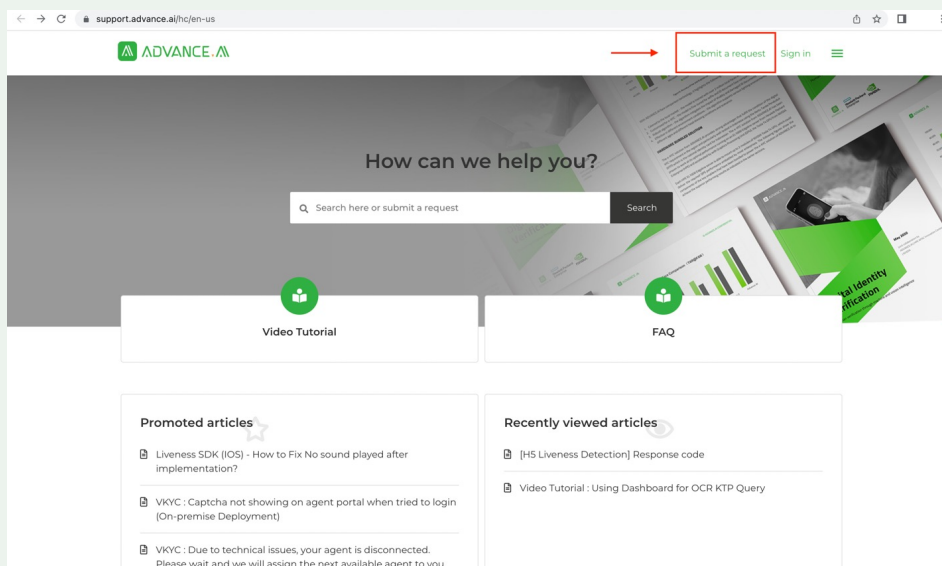
A large cyan speech bubble shape containing the text "FAQs" in bold black font.

## 1. Tidak memiliki akses / kredensial untuk masuk ke [www.in.advance.ai](http://www.in.advance.ai)?

Berhubung hanya akan ada 1 (satu) pengguna utama yang mengontrol penggunaan akun ini untuk tujuan keamanan, ia mungkin perlu membuat Sub-Akun untuk Penanggung Jawab (PIC) untuk mengunggah slip pembayaran ke portalnya.

Jika pengguna utama yang akan menjadi PIC untuk mengunggah slip pembayaran, maka pembuatan Sub-Akun tidak diperlukan.

**Jika Anda tidak yakin siapa pengguna utama akun tersebut atau mempunyai pertanyaan mengenai hal terkait fitur Top Up, silakan mengunjungi Support Portal kami di <https://support.advance.ai/hc/en-us> dan klik “Submit a Request”.**



- **Silahkan mengisi form, menulis pertanyaan Anda, dan klik “Submit”**

- Product Environment: Pilih “SaaS”

support.advance.ai/hc/en-us/requests/new

Submit a request Sign in

ADVANCE AI > Submit a request

Submit a request

Your email address \*

Subject \*

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Product Environment (optional)

- On Premise
- SaaS
- Others Environment

Country (optional)

Attachments (optional)

Add file or drop files here

Submit

- Product Category: Pilih “Non-Product”

support.advance.ai/hc/en-us/requests/new

Submit a request Sign in

ADVANCE AI > Submit a request

Submit a request

Your email address \*

Subject \*

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Product Environment (optional)

Product Category \*

- OCR NPWP
- Risky Faces
- Video KYC
- Others
- Non Product

Attachments (optional)

Add file or drop files here

Submit



## 2. Bagaimana saya tahu jika permintaan saya telah diterima oleh tim ADVANCE.AI?

Setelah Anda mengajukan permintaan pesanan melalui Portal WebSaaS, Anda akan menerima email yang memberitahukan rincian pengiriman pesanan, termasuk namun tidak terbatas pada: Nomor Pesanan, Waktu Pemesanan, Nama Perusahaan, Nama Pengguna Akun yang digunakan untuk mengajukan permintaan, dan Jumlah yang Dibayarkan. Email ini untuk mengonfirmasi bahwa tim ADVANCE.AI telah menerima permintaan Anda.



## 3. Apa yang terjadi selanjutnya setelah saya menerima email pengiriman yang berhasil?

Mohon menunggu hingga 1 (satu) hari kerja untuk ADVANCE.AI Receivables Team untuk memproses permintaan Anda. Setelah pembayaran Anda dikonfirmasi, Anda akan melihat:

- Pembaruan status dari –
  - a. *“Dealing”* menjadi *“Paid”* (ketika dikonfirmasi dibayar), atau
  - b. *“Payment Failure”* (ketika dikonfirmasi belum menerima pembayaran), dan
- Pemberitahuan via email yang mengonfirmasi jumlah isi ulang dan status pesanan. Jika permintaan pengisian saldo berubah menjadi *“Paid”* / Sukses, file PDF akan dilampirkan dalam email ini untuk referensi di masa mendatang.



#### 4. Bagaimana jika permintaan top up saya ditolak?

Jika alasan penolakan kami adalah dikarenakan oleh jumlah permintaan yang tidak konsisten dengan bukti transfer, maka kami menyarankan Anda untuk klik ikon “Edit” di bagian kanan Order Amount yang ditolak. Anda dapat memodifikasi amount pada Order Request tanpa harus membuat permintaan yang baru. Status akan berubah menjadi “Dealing”.

Segala modifikasi yang dilakukan pada bagian amount setelah penolakan tidak akan menerima email lebih lanjut sampai dengan tim Receivables ADVANCE.AI mengonfirmasi permintaan tersebut kembali [Lihat FAQ: Pertanyaan 3, Poin (2)].



#### 5. Berapa lama saya harus menunggu sampai saldo saya masuk ke akun saya?

ADVANCE.AI Receivables Team akan segera memproses permintaan Anda. Namun, beberapa transaksi pembayaran bisa tidak langsung sampai kepada kami. Oleh karena itu, kami menerapkan 1x24 jam dari waktu permintaan pesanan dibuat untuk mengonfirmasi pembayaran Anda sebelum menutup permintaan sebagai "Payment Failure". Dalam hal ini, kami akan mengomunikasikannya dengan Anda melalui email.





## 6. Bagaimana jika saya melakukan top up tanpa melalui proses request WebSaaS?

Fitur ini akan diluncurkan secara efektif untuk semua pelanggan kami pada 8 Agustus 2022. Sangat disarankan untuk semua pengguna melakukan permintaan isi ulang saldo dengan bukti transfer melalui sistem untuk menghindari pembayaran yang terlewatkan. Silahkan mengikuti langkah-langkah request top up diatas.



## 7. Siapa yang harus saya hubungi jika saya memiliki pertanyaan lebih lanjut mengenai fitur isi ulang?

Untuk semua pertanyaan, silahkan mengunjungi Support Portal kami di <https://support.advance.ai/hc/en-us> dan "Submit a Request". Kami akan membalas pertanyaan Anda secepat mungkin.

### Deskripsi Order "Status"

<b>Dealing</b>	Permintaan pengisian saldo telah di Submit oleh customer dan sedang menunggu tim ADVANCE.AI untuk melakukan pengecekan.
<b>Payment Failure</b>	Permintaan ditolak, bisa dikarenakan jumlah yang tidak konsisten dengan bukti transfer, atau pembayaran belum diterima setelah pengecekan dalam 1x24 jam.
<b>Deleted</b>	Permintaan telah dihapus oleh customer.
<b>Closed</b>	Tidak ada aksi yang diambil oleh customer setelah klik "Top Up" dan tidak di submit. Order Request ini akan ditutup oleh sistem dalam waktu 120 jam.