CASE STUDY

Online licence payments for Malaysia's solid waste regulator

CLIENT
Perbadanan Pengurusan Sisa Pepejal dan Pembersihan Awam (Solid Waste and Public Cleansing Management Corporation, SWCorp)

IN SERVICE SINCE
2020

SECTOR
Government statutory body, Ministry of Housing and Local Government (KPKT)

SOLUTION
Tulus Payment Gateway, connected by API to SWCorp's online systems, with official receipts

About SWCorp

SWCorp enforces the Solid Waste and Public Cleansing Management Act 2007 (Act 672) in seven states and 53 local authorities, through 45 branches. It sets policy for solid waste and public cleansing, regulates the concession companies, and processes licence applications from companies that collect waste, clean public areas or run waste facilities.

The need

Companies applying for licences under Act 672 pay processing fees, and SWCorp's public programmes take payments too.

SWCorp wanted applicants and the public to pay online, from their own bank accounts, and to receive an official SWCorp receipt each time, with every payment reaching SWCorp's records without anyone matching it by hand.

The solution

Tulus connected the Tulus Payment Gateway to SWCorp's own systems.

- **Built into SWCorp's portals.** FPX payment runs inside i-Lesen, SWCorp's licensing system, and the 3R Bazar portal.
- **For companies and individuals.** Companies pay from corporate accounts through FPX B2B, and individuals from personal accounts through FPX B2C.
- **Official receipts.** Every successful payment produces an official SWCorp receipt, by email or as a PDF.
- **Clear records.** Each payment reaches SWCorp with its reference, ready for reconciliation.
- **Ongoing support.** Tulus maintains and supports the payment connection for both portals, renewed each year.

The outcome

- Licence applicants pay processing fees online as part of their application and receive an official receipt straight away.
- SWCorp's finance team receives each payment already matched to its application.
- SWCorp has relied on Tulus for online payments since 2020.

About Tulus

Tulus Digital Sdn Bhd is a Malaysian payment technology company based in Shah Alam. It owns and operates the Tulus Payment Gateway as a Payment Exchange under PayNet. Government agencies, local authorities, zakat and waqf institutions and education providers rely on it to collect payments and keep accurate records.