



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
netEON Touch Solution (SELANGOR)  
UG-61, Jalan PJS 9/1A, Bandar Sunway,  
46150 Petaling Jaya, Selangor, Malaysia**

**SPECIAL PROJECT:  
CARD DEBIT KIOSK DEVELOPMENT  
And  
INVENTORY SYSTEM**

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UNIVERSITI TEKNOLOGI MARA KELANTAN**

**02 FEBRUARY 2017 – 30 JUN 2017**

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**REPORT SUBMITTED IN FULFILLMENT OF  
THE REQUIREMENT FOR THE INDUSTRIAL TRAINING  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**02 FEBRUARY 2017 – 30 JUN 2017**

## **Abstract**

*Based on the period from 02/February/2017 to 30/June/2017 at Technician at netEon Touch Solution Sdn Bhd. The activity while during internship consists of supports on site and technician for the company. In period of time given, there are many work, activity and also task being given in order to enhance and improve daily task. As this company, mostly toward development of self-service kiosk.*

**Keywords:** *inventory system, support, kiosk*

## **Acknowledgement**

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## Declaration

I hereby declare that this my original work. I have not copied from any other student's work or intern or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement I made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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MUHAMMAD HAZIM BIN AZAHARI

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Date of Submission: 13 July 2017

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## Chapter 1: Introduction

### 1.1 Background of the Organization



Figure 1: netEon Touch Solution

Neteon Touch Solutions is located near Bandar Sunway and established since August 2006 with 16 workers including the internship students. The company mission is to provide kiosk solutions and touch screen integration and become most effective kiosk manufacturer in Malaysia. This company core business is focusing on Information Touch Screen Kiosk, Payment Kiosk, Ticketing Parking Machine, Digital Signage and Video wall, Application Software Development, Kiosks Rental, Interactive Multitouch Whiteboard. Throughout trainee internship period, the company is focusing in building the Express Debit Card Kiosk for CIMB. The second kiosk that been build for debit card replacement in Malaysia.

## 1.2 Organizational Structure

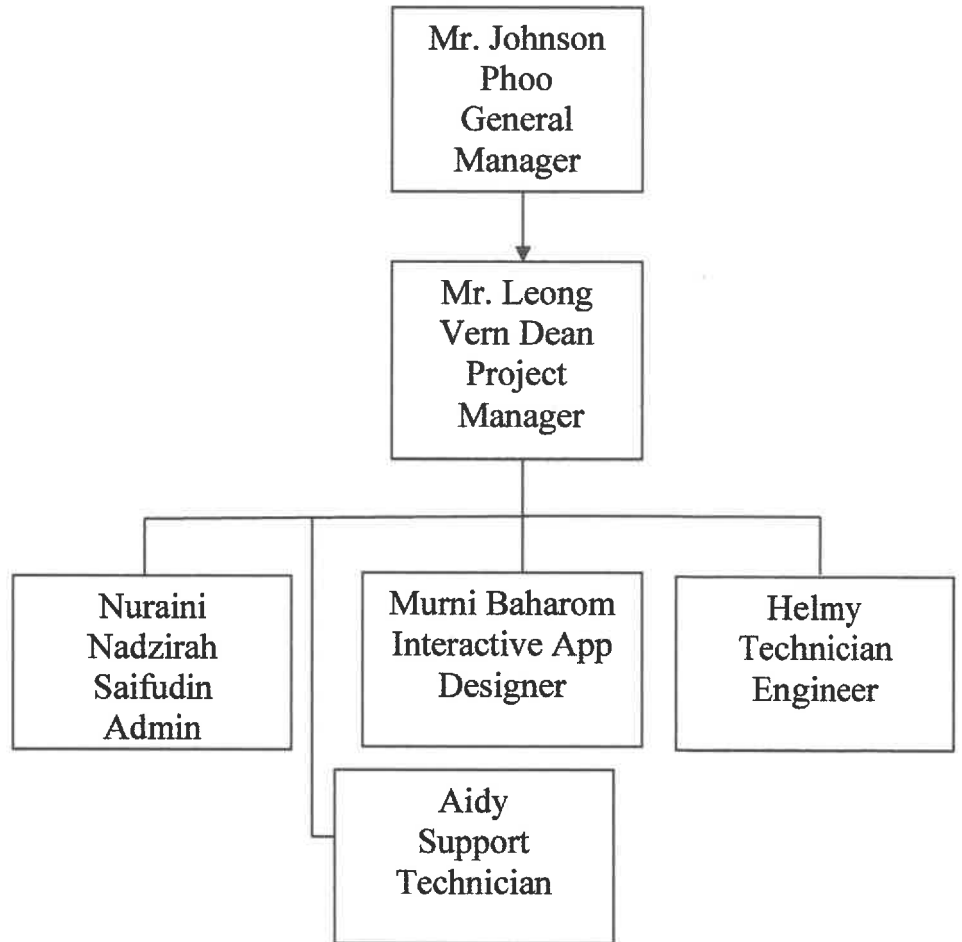


Figure 2: Organization Structure

## 1.3 Company Overview

### 1.3.1 Product



Figure 3: Example of Self Service Kiosk

### 1.3.2 Project

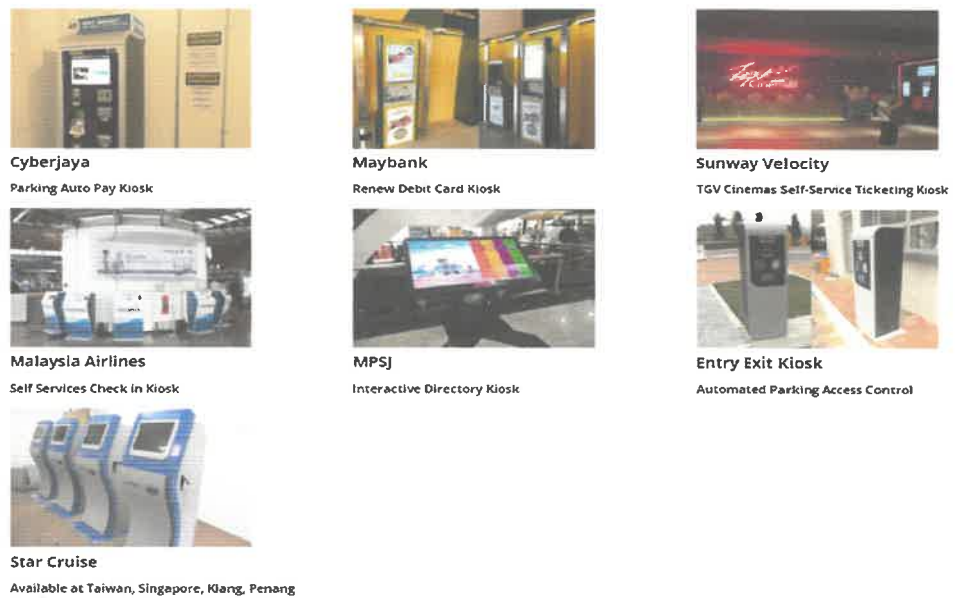


Figure 4: Example Project

### 1.3.3 Client



Figure 5: Client of NetEon Touch

## Chapter 2: Organization Information

Neteon Touch Solutions is a premiere interactive touch solution specialist dedicated to excellence in the field of touch screen products and kiosk manufacturing. Despite being a relatively young company, we have already secured a place in the F & B, industrial, financial, government and multi-media fields. The current products are built to meet the increasing needs of industry and whatever your company's needs, we can build to suit them as well.

The organization consist of 3 mini departments. The trainee has been undergone the industrial training in technician department and supervised by Mr. Robin. Technician department is not for the company technical support but it more focus toward the client technical support. Such as trainee company has built variety type of Kiosk Self-Service, so the technician department the job scope more toward technical support Kiosk.

As for trainee, for the entire internship session trainee has been given task for technical support for Self-Service Kiosk.

## 2.1 Departmental Structure

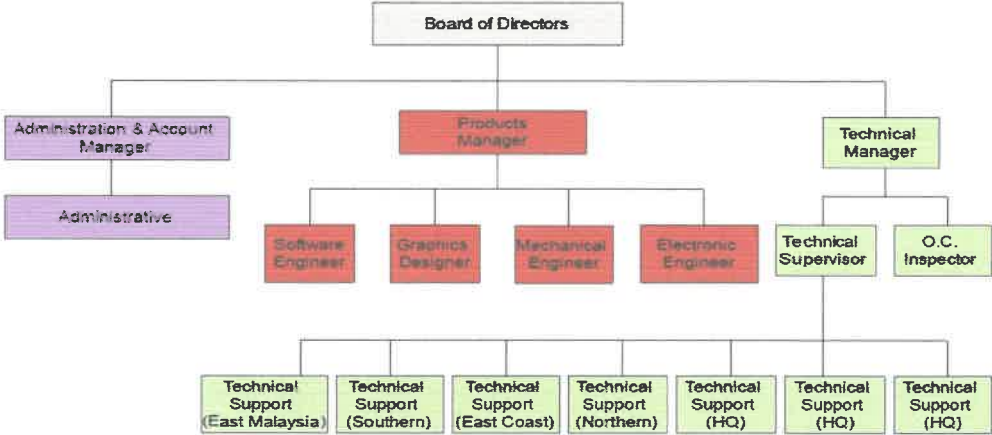


Figure 6: Department Structure

## 2.2 Department Function

netEon Touch Solution Sdn Bhd is small company based. Because of small size company, there is not many department and have few staff. It all start from project manager who founded the company and the project manager will assist the project manager.

The admin executive are organized the company such as performs clerical tasks, such as arranging letters, memoranda, invoices and other indexed documents according to an established system. Operates office equipment and completes general office work. Additional duties may include answering telephones and data entry.

# Chapter 3: Industrial Training Activities

## 3.1.1 On-Site Support

After done with kiosk deployment and configuration, Trainee been assign to do the on-site support. Here is the flowchart on how the kiosk works:

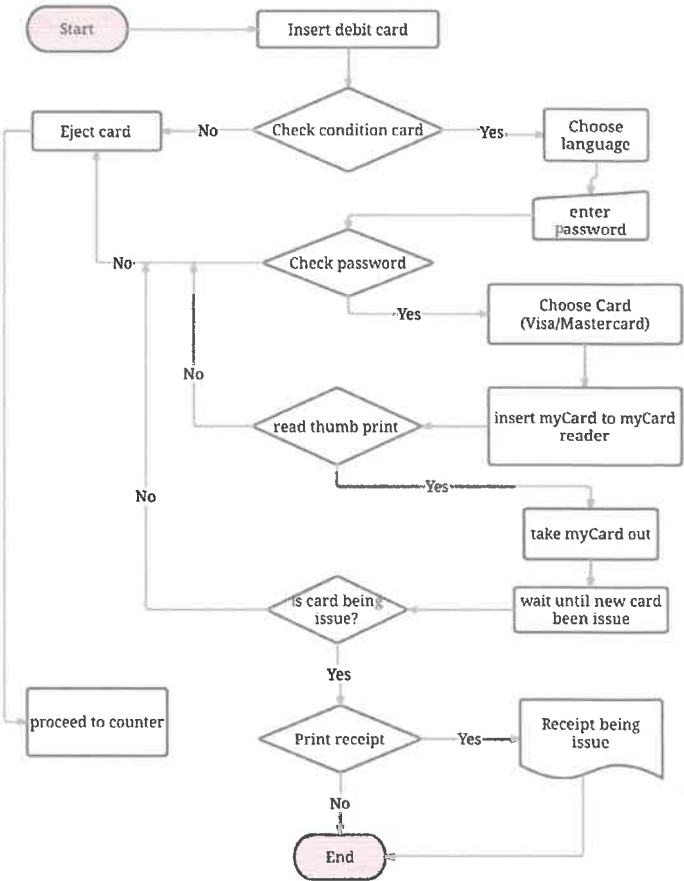


Figure 7: Flow of Support

Since the kiosk is still new, it's face few problem. In this project, the company have an agreement regarding service and maintenance. The agreement called Service Level Agreement (SLA). In the agreement, it was stated that we need to solve any issue within 2 hours after the issue are



notify via Kiosk Maintenance System (KMS). If the issue are failed to be solve within 2 hour, penalty will be impose to payment.

**Step by step of Kiosk Support:**

- i. Mr. Sourena (Project Manager) will be notify through email from the KMS about any issue occurred.
- ii. If the problems are regarding the software issue, he will try to remote restart the kiosk, if the kiosk failed to back online after remote restart, he will notify support team to take action.
- iii. if the problems are hardware problem, he also need to notify support team to go on-site support.
- iv. He will check within the team is the problem resolved or not within 2 hours.
- v. The support team will resolved the problem within that period. When the kiosk back online, they need to monitor the kiosk for any succeed transaction. Usually it take up to 5 transaction.
- vi. If everything went smooth, the problems are resolved. If not, the support team need to resolve it.

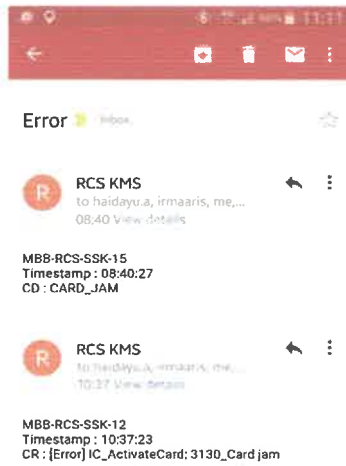
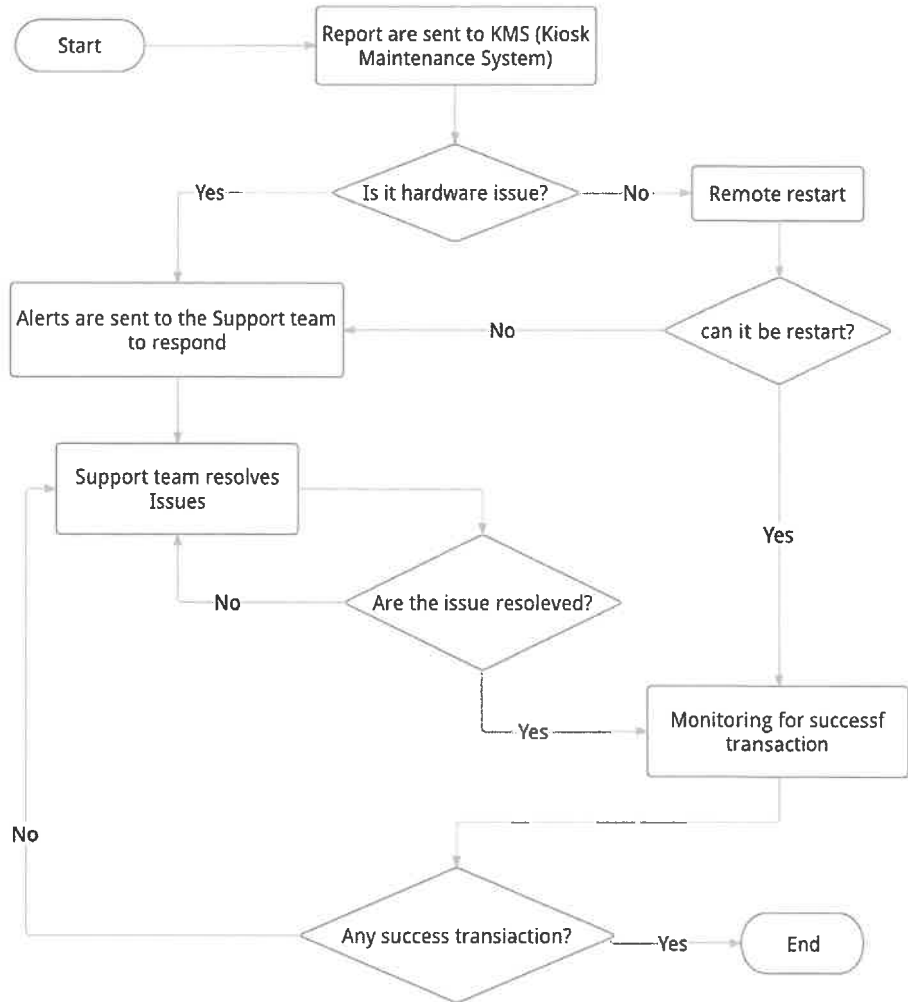


Figure 8: Example of Error send by KMS

**SUPPORT PROCESS**



**Figure 9: Maintenance Support Process**

The issue that usually occurs are:

**i. Bank network connection**

The problem with network connection are rarely happens. But bad connection may cause the unsuccessful transaction. This is happened because the kiosk cannot contact the server to copy costumer details from old card to new card. Costumer also cannot log to the application because the server got to take time to verify their card password. It's also may cost the costumer more time than usual. A successful transaction only takes up to 1 minute. The fastest record is 45 seconds. When the connection got interrupt, It's may take up to 5 minutes and end up with unsuccessful transaction.

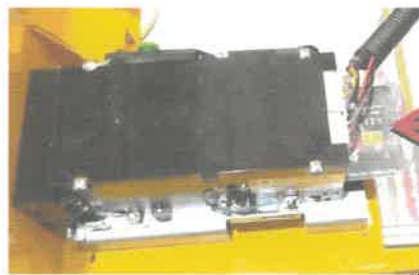
**ii. The application**

The application is still in ongoing update. When it was 2<sup>nd</sup> been deployed, we need to change the receipt roll once in 2 days because the kiosk will offline if it ran out of receipt. Then the programmers come out with new patch that allow user to choose if they want to print the receipt or not at the end of the transaction. It's also will notify user if the receipt is out. So user may choose to continue or abort their transaction.

**iii. User**

Since the kiosk is new for CIMB and the second debit replacement kiosk in Malaysia, most of the user doesn't know how to operate the kiosk. Common problems that cause by user are:

- Chip from myCard or debit card are too rusty. It's may cause unsuccessful transaction because kiosk can't verify their mycard and copy details from the old card.
- Card jem at old card slot. The problem happened because the users use poor card condition.



Debit card stuck at Old card slot

Figure 10: Card stuck at old card slot



Figure 11: Broken Card



Figure 12: Bad Condition Card

- User accidentally insert wrong card at wrong slot. Some user didn't bother to follow the step by step video that been showed at TV. They simply insert their card at any slot the saw. For example, user accidentally inserts their debit card at card issuing slot or accidentally inserts their myCard at card issuing slot. After being monitoring on-site, the bank agree to have one of their staff to standby at the kiosk to prevent this problems. **Hardware**

We also faced hardware problem with the kiosk.

Common problem that ware cost by the hardware are:

- **Printer stuck**

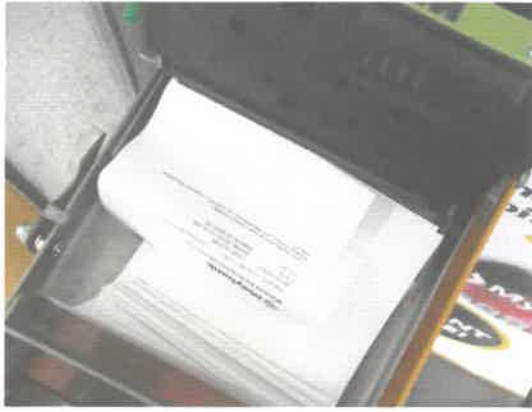
The printer got stuck maybe it's cause by the printer was not being assemble accordingly to the receipt slot and the receipt being produce but stuck at the slot. It's also because the receipt roll didn't align with the printer



**Figure 13: Receipt rolls not align**



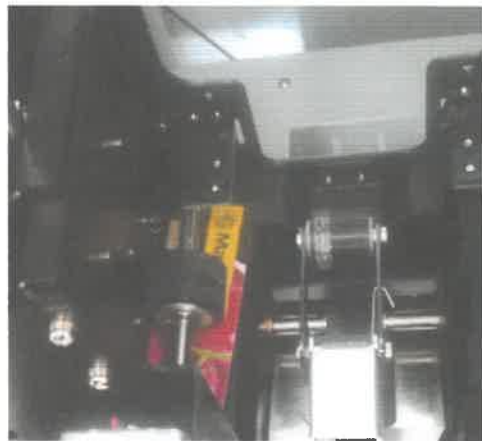
**Figure 14: Receipt stuck at printer**



**Figure 15: Receipt that not being collected**

- **Kytronic (card issuing problem)**

After one month being deployed, we started facing problem with card issuing machine or kytronic. Card got stuck when it issuing card. The company invited kytronic engineer from Korea to fix the problem.



**Figure 16: Card stuck at kytronic**

Besides solving some error that occurs, we also had to do card replenishment. The new debit card are been produce by Datasonic Corp. It's a very high security factory. We need to go to Datasonic Corp to pick



up new card and replenish it to selected branches that need to be replenished. After done replenish the card, we need to collect the old card from the binbox inside kiosk and sent it back to Datasonic Corp to be dispose.

### 3.1.4 Maintenance Kiosks (Card Issuing Machine)

After several month of operating, the card issuing maching (Kytronic) started to face some malfunctioning issue. The kiosk started to give “Card Jam”

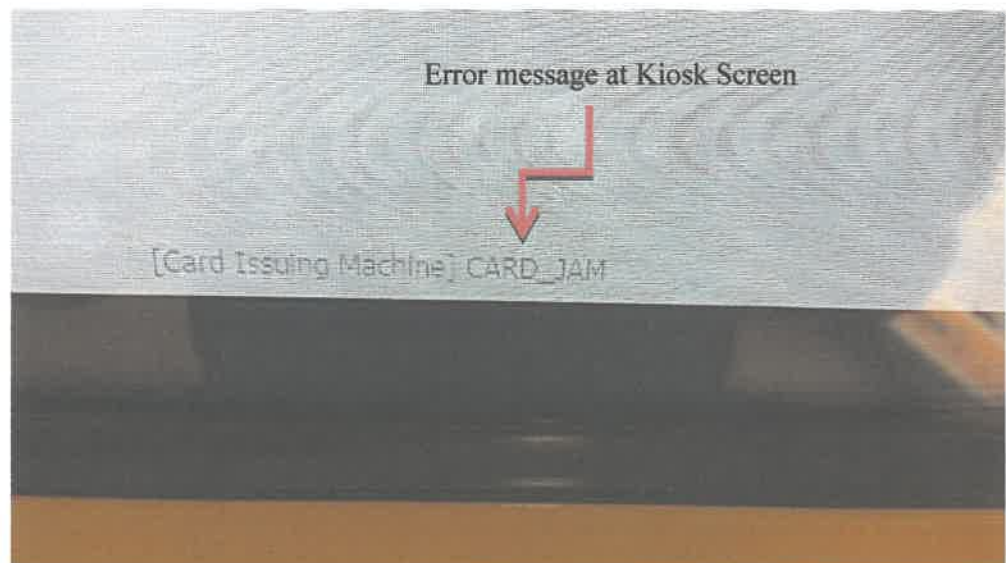


Figure 17: Error message

After facing the same issue for severals time at almost all kiosk, person incharge from Korea, Mr. Kim and his staff has come here to do some inspection and trying to solve the issue.

On their first visit, they has suggest us to do cleaning services to some of the kytronic parts especially the roller. NetEon has equipt us a set of

cleaning tools contain alcohol swap, glove and cloath. The cleaning equipment being placed to every kiosk.

After a month (April) Mr. Kim once again came here with better solution. We need to change the kytronic roller to bigger sized roller. We had one day training session about how to change the roller and flash the new updates.

Kytronic roller been change by rotation. Since the company only has 2 extra kytronic, we are only able to changed 2 kytronic then send it back to the office to change the roller and send it to other location.

Another maintenace for the kisok is to stress test the card issuing machine. The purpose of this test to maximize the full power of the card issuing machine. To known whether the card issuing machnie is able to perform without having any card stuck. The test must follow the guideline that has been given.

The tools that need to complete the test is a laptop, keytronic wires and the demo software. The step can't be revealed because the kiosk documentating is private and confidential.

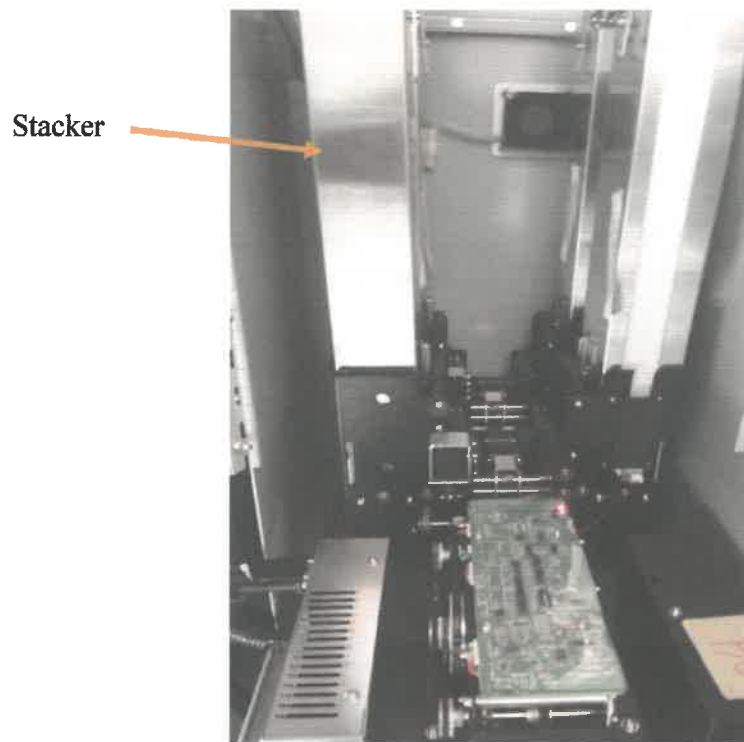


Figure 18: Keytronic

As shown figure above, that is an actual card issuing machine known as keytronic. The keytronic has 4 stacker for hold the card. Each stacker can hold amount of card about 500 piece. When doing the stress test, the card must able to came out with easily without having card stuck in the middle of the keytronic. The stress test doenst have actual time. The stress test must perform one whole day to make sure there is no card stuck problem and the keytronic ready to be shipped to other location for an swap.

While doing the stress test, we must record an video to make sure we capture the problem and can be review. The video will be sent to Mr.Kim (staff from korea) for review the problem and detect what make the card stuck and instruct us what to repairs.

### 3.1.5 Inventory Stock

After three month of internship session, Trainee involved with another project. The project is known new technology as payment wave but this Trainee another government asset. At firstly, Trainee only thought that we must inventory the incoming stock. This project takes place at Warehouse. After the shipment arrived, we must sort the box according to the supervisor. It really tired for us, when we have to take the box form the ground level to the upper level to sorting to the rooms.



**Figure 19: Arrival**

Upon the arrival, the box must be taken to the upper level. Before take it to the rooms of the warehouse, we must open the box and taken the serial number of the device. One big box consists of 24 Unit payment wave devices. Total of the arrival shipment is total of 7 pallets that are equal of 117 total big boxes.



**Figure 20: Rooms of the Warehouse**

After we get the devices serial number, we must keep the box in the rooms. We must secure the box after we take the serial numbers and sort it in the rooms. By having a limited number in a team, it is quite a tiring and time consuming job.



**Figure 21: Rooms fill with the box**

After several sorting, we placed the box inside the rooms. Eventually the room is full with box.

At the warehouse, the company owned 4 rooms for the placing the stock.

### 3.1.6 Physical Check & DAMS Test

After the device has been sorted and being keep in the rooms. We forward to next phases.

The next we must go to the training first. The training is about how to test the payment wave device.

The training session take 3 days to fully understand.

By the time we complete the training session. I and my teammates has been assigned to do the test and physical check toward the payment device at the warehouse. The test must complete the entire requirement and the device must pass the requirement. At first we only test 125 Unit because the result must show to the client. After the clients see all the result, they wanted to do audits to the 125 Unit.

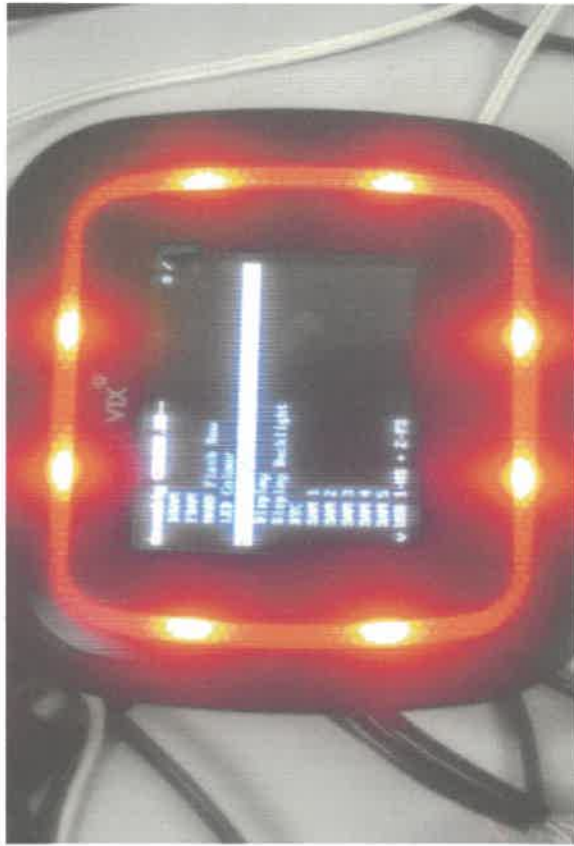


Figure 22: Payment Wave Device



Figure 23: Physical Check & DAMS Test

The figure show the location where we doing the test for the device. We must complete the demand of requirement per day. The testing per device allocated 10-20 Minutes. After we complete the test, the document of the serial number must be sent to the company. For them to update to the client on how many has been done per day. Sometime at Warehouse, we only have three people only to do the test. It will cost us because the time to do the test will be little longer than usual.

The purpose of the test, to test the device working fine and the physical check is to see any defect device. The usually problem that we could find such as minor scratch, uneven surface and LCD problem. If there any problems such the example, we must take remarks and given to the company for the client to review.



After two months doing the testing, the client fined solution for the uneven surface. The client instruct us to repairs the uneven surface when find. The problems seems big but when actually repairs it just another minor problems.



Figure 24: Auditing the

device

For the auditing, we do the same test but this time the client will do the check. The client will see how the device works 100% or fail. For the auditing, the clients strict about conduct the test. We must follow very carefully what the audits want. If there any 3 fail came, the entire batch consider as failed batch. The audits take up to 3 days to complete 125 units. That's 50 per day and the last will 25 Unit only. When complete the audits, the batch is consider pass because there is no failed device while audits.



**Figure 25: The teams conduct the test.**

### **3.2 Special project**

For the special project Trainee have been assigned two special projects at NetEon Touch Solution. Firstly trainee follow project from the company that is Kiosk card debit development and secondly is trainee must do inventory system about new device locate at Warehouse. The purpose of this system is an upgrade from old fashion inventory (Microsoft Excel). The system is between Admin (netEon Touch) and Client.

### 3.2.1 Self-Service Kiosk Development

Bank Negara has ordered all bank in Malaysia to convert their current debit cards system to myDebit with payWave system starting January 1, 2017. All citizens are required to change their debit card before January 1, 2017 to avoid any future problems especially with their shopping experiences. Because of that there is high traffic at all bank. Banks also have to operate overtime every working days and also on Saturday. People had to wait up to 3 hours just to convert their debit cards.

To avoid this problem, Maybank has come out with an idea to build a kiosk to do debit card replacement. The kiosk runs from 8am until 10pm. Transactions for each replacement card takes less than a minute (the fastest is 45 second).

For the Maybank kiosk, Trainee only doing the site support. Because it already been sent on site. The next card debit that trainee involve is the CIMB card debit replacement. Throughout trainee internship period, there are 5 main activities that have been given to me regarding this project. The tasks are:

- Assemble kiosk hardware
- Kiosk deployment and Configuration
- on-site support
- Do kytronic maintenance.

### 3.2.2 Technical Support Task

For the CIMB Card Debit Replacement kiosk, the task has been given is to do kiosk assembling. Kiosks are been split to 3 partition like figure below:

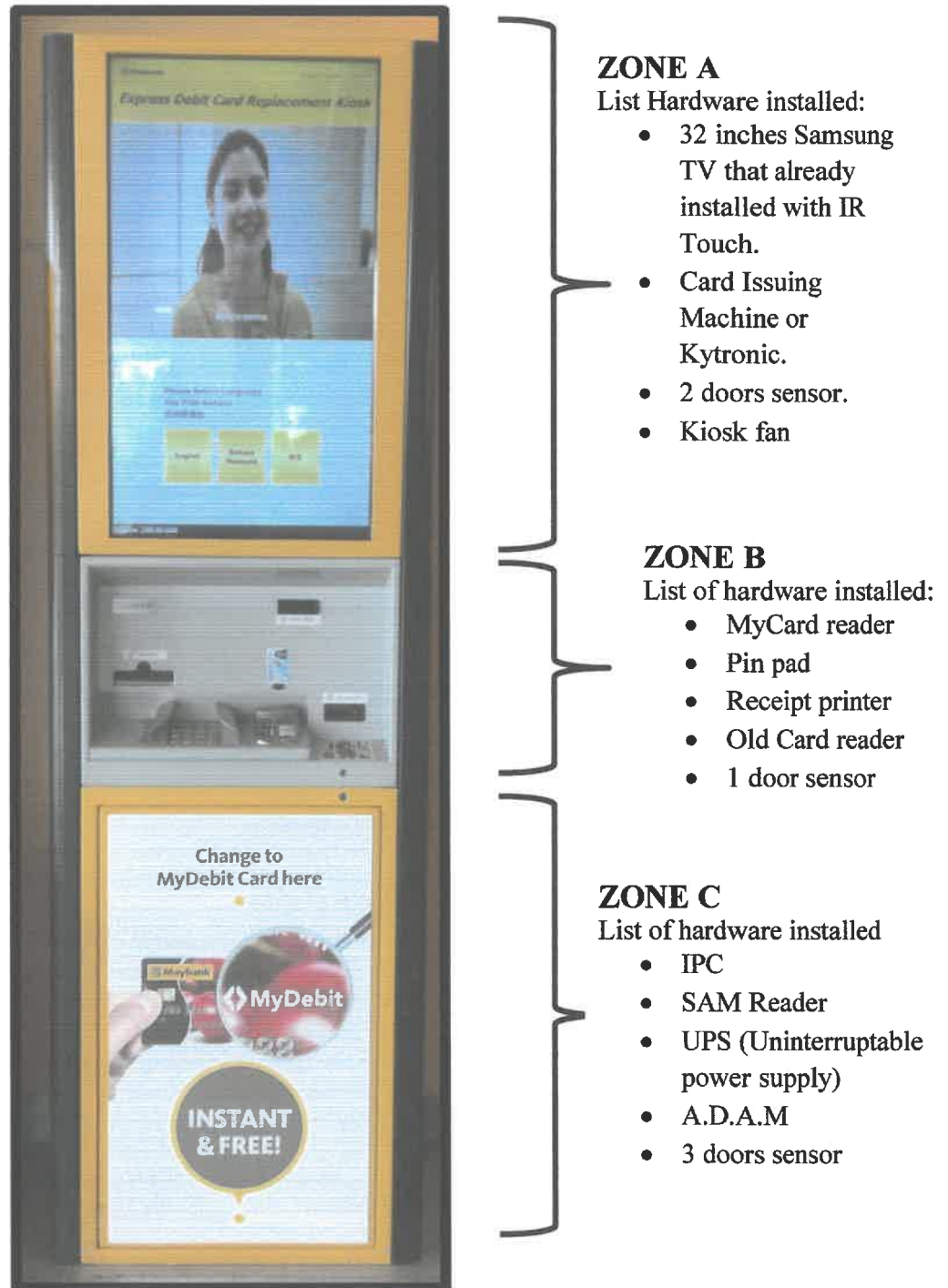


Figure 26: Card Debit Replacement Kiosk

For Zone A, we equipt 2 doors sensor are installed at main Tv door and Kytronic door.



Figure 27: Zone A Kiosk Door



Figure 28: Sensor

f

Samsung 32inch LCD Television include with IR Touch (InfraRed Touch) is a touchscreen panel that needs to be installing to television. To able the kiosk screen to be touch. After finishing with the touch panel, move to next card issuing machining.

Card issuing machine also known as Kytronic. The kytronic have 4 stackers of card dispenser. Each stacker can be filling with maximum 500 cards.

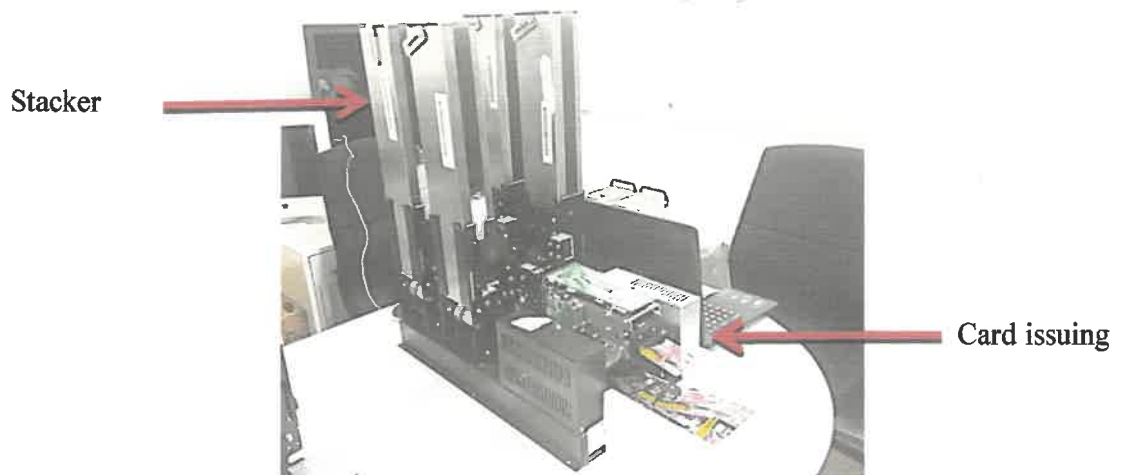


Figure 29:Kytronic

For Zone B, this where a lot of hardware components that's important for the kiosk.

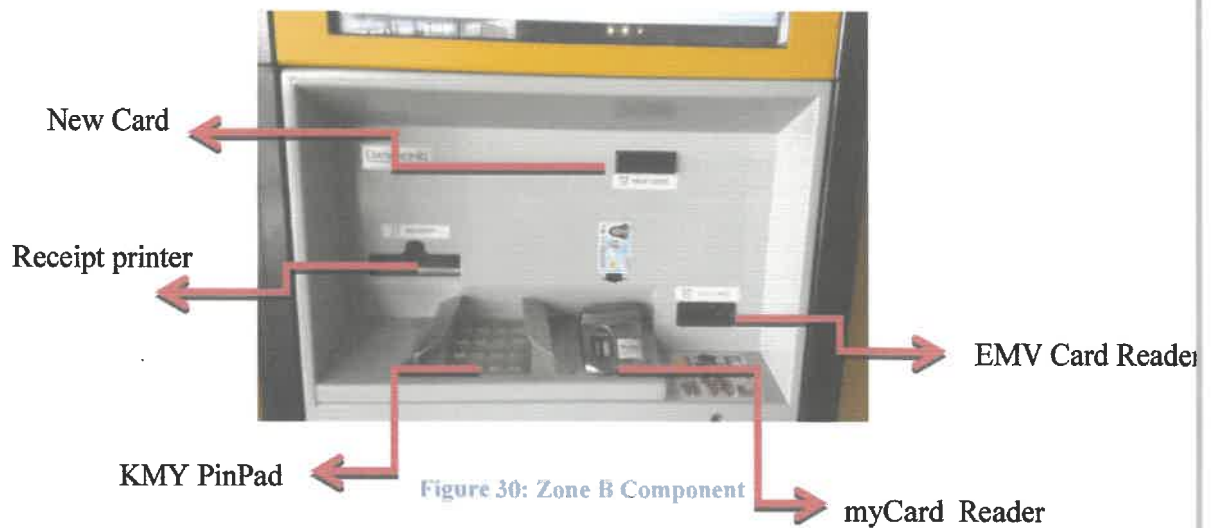


Figure 30: Zone B Component

For Zone C, this where the IPC (Industrial Computer), UPS, A.D.A.M, SAM Reader is been placed.

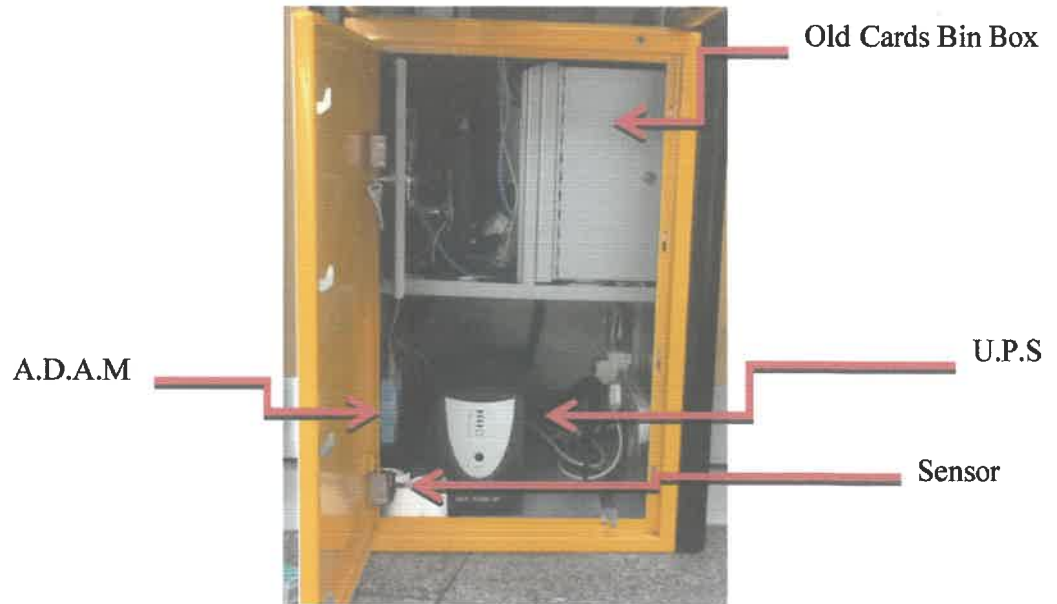


Figure 31: Zone C Component

### 3.2.3 Kiosk Shipment

After to complete first batch of the kiosk, Trainee been assign to do kiosk deployment and configuration. On firstday of deployment and configuration task, trainee teammates went to USJ 9 and Bandar Puteri Puchong to delivery the kiosk. At the site trainee have to do the configuration of the kiosk follow the guideline and manual that's have been given.

Every state has its own configuration. Trainee have to follow carefully the guidelines to do the configurtion. Because if there any mistake happen, the kiosk will not running smoothly.

Trainee have done kiosk configuration CIMB's branches. List of configuration Trainee has done is below:

- Kuala Lumpur Main (SOGO)
- Setia City Mall
- Plaza Azalea, Shah Alam
- Seksyen 9, Shah Alam
- USJ
- The Strand
- Taman Tun Dr Ismail(TTDI)
- Kelana Jaya
- Megamall Midvalley
- Taman Semarak,Nilai
- Sri Manjung, Perak
- Jalan Dato Bandar Tunggal,Johor
- Bandar Puteri Puchong
- The Curve
- Lucky Garden
- KL Sentral
- Taman Melawati
- Taman Mutiara,Cheras
- Batu Pahat
- Pusat Perdagangan, Johor
- Nusa Bestari,Johor
- Jalan Dedap, Johor
- Senawang
- Taman Melaka Raya



- Jalan Tun Samabathan, Perak
- Mergong, Kedah
- Tanah Merah, Kelantan
- Jalan Maju, Kelantan
- Seksyen 52, PJ
- Pelabuhan Klang
- Taman Cheng Perdana, Melaka
- Jalan Bharu, Penang
- Jalan Mahsuri, Bayan Baru
- Jalan Sultan Ismail, Terengganu
- KLIA, Sepang
- Putrajaya
- KLCC

The timeframe to complete the system is not very specific. The system also doesn't need to be reviewed or has other function. The function of the system is to make the client view its device has been sorted & inventory. The admin role is to update the content of the inventory every two weeks. The inventory system is about the project netEon Touch Solution with the Client. The inventory system also to track control stock, managing stock-in and stock-out and also to provide report to the client.

The inventory system firstly has to do classification. Every box that is delivered is scanned into the inventory system and adding to the system. Products that are being shipped out to customers are marked with a bar code and scanned when they leave the warehouse



**Figure 32: Arrival of third batch on March 2017**

As shown figure above, inside one big box consist of 24 unit payment wave device. The inventory begins when the big box has been label of number and then opened it up to scan serial number 24 unit each box.

### **3.2.1 Problem Arise:**

3.2.1.1 The current system is not user-friendly. The stock view and the design of the interface can't be changed. It's paid system.

3.2.1.2 The admin difficult to trace the actual position of the place of the stock.

3.2.1.3 The client always makes request changes to the system design and function.

### **3.2.2 Objective and Benefits of the System**

3.2.2.1 For easy access and retrieve information easily.

Before of this, for maintenance the system are very difficult. Because of the origin system are paid and the owner of the system are outsider. This make very hard for update the stock records when there is mistaken.

3.2.2.2 Easily change and update the system layout

For the paid system, there are limited when comes to change the layout of the system or to change the function of the system. The company must contact the owner of the system to perform changes to the system. For easily update layout and function, the trainee creates inventory system for the company.

### **3.2.3 The function of the system:**

3.2.3.1 To accomplished for easy changing the layout of the system.

3.2.3.2 for easily access toward the system and the information at anytime.

3.2.3.3 To make user-friendly view interface system.

3.2.3.4 Print the report needed for the proof.

### **3.2.4 System Development Life-Cycle**

The trainee system consist several phases such as planning, analysis, design, implementation, and also maintenance.

#### **3.2.4.1 Planning**

The trainee started planning of the system by identified, analyze and collect all the data that relate with the system. In development of the first phase of the systems, trainee has developed several questions about the content and context of the system. Trainee also collects data from the previous system and the data will be transferred to trainee system. According to the situation, a lot of discussion needs to be done to obtain ideas and to implement project Inventory system especially with supervisor organization Mr. Robin Leong. Several planning of the design and layout of the system has been discuss and well made planning.

### 3.2.4.2 Analysis

Analysis is also another fundamental for the system which is the trainee system and problems are made in analysis phase. Trainee has gathered and asking about the information that will be need to be insert at the system. For existing system, the trainee company can't do change completely about the design and function of the system because it is the paid system. For the trainee system, its freeware and based on HTML with PHP. The required tools for the project are hardware, software and time operation.

### 3.2.4.3 Design

The designs of the system are not priority of the system. Mr. Robin Leong more prefers user friendly and simple design for the system. It is better to use simple system relatively hard system with a high design. The design of the system, there are several page of the system being inserted that link to each other in order to produce a workflow process. There are several features time-to-time has been added to system. The example features are inserted document, print report, search data, edit data, delete data, and update data.

#### **3.2.4.4 Implementation**

For the implementations, trainee has been difficult to implement the system. This event occur when the trainee also involved with another big project company. This phases are also critical where coding need to be created in order to produce a system that can be used as planned. A code being generated with the help of source code from the trainee previous system and the tools of Notepad ++ and MySQL Database to save the data. Other than that, some precaution and backup step has been implemented to make sure the system is working properly and smoothly without any problem through the system that the trainee develop. Trainee can't complete fully system due to the supervisor organization decision that trainee can't complete the system due involved with big project at the company. The system has been placed at company server.

#### **3.2.4.5 Maintenance**

This phases, the system needs to be made changes as for the client always asking for it. Maintenance phases also involving any handling issue that may exist in the software even after the testing phases. The activity that involved while in maintenance phase is bug fixing, upgrading and also enhancement of the system.

### 3.2.5 Client Flow Chart

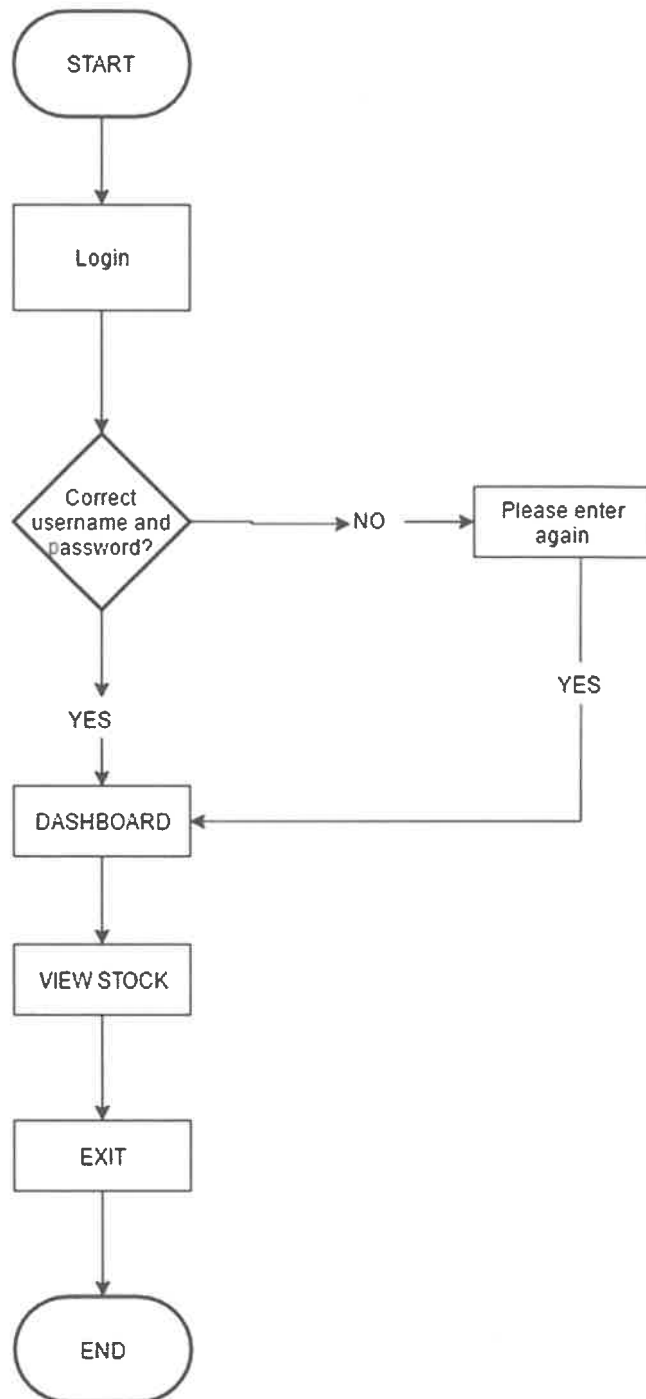


Figure 33: Flow of the system

### 3.2.6 ERD

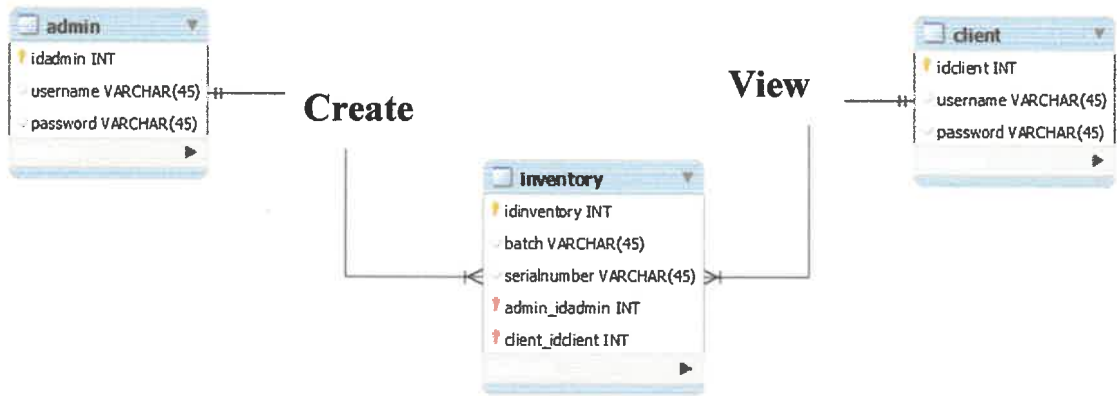


Figure 34: ERD of the system



### 3.2.7 Context Diagram

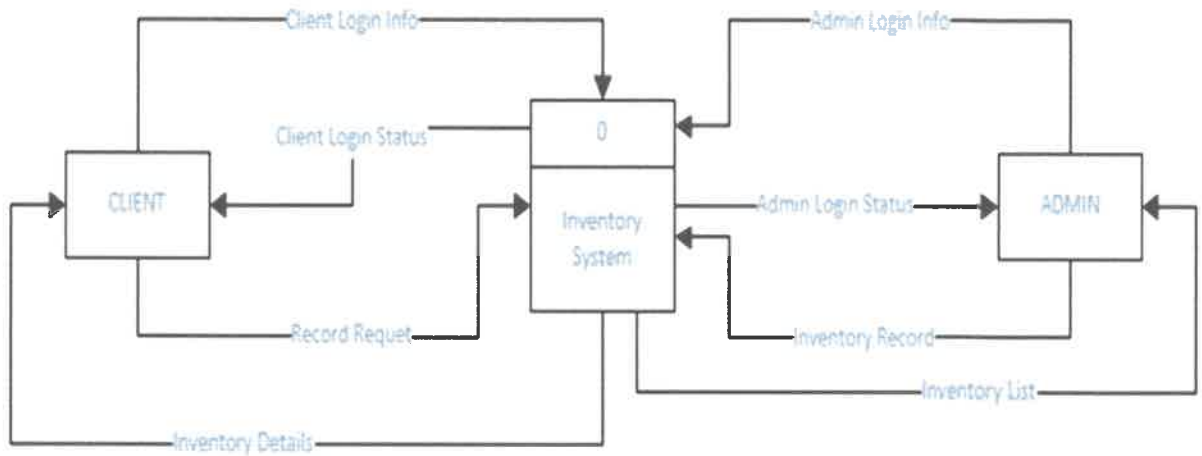


Figure 35: Context Diagram

### 3.2.8 Data Flow Diagram Level 1

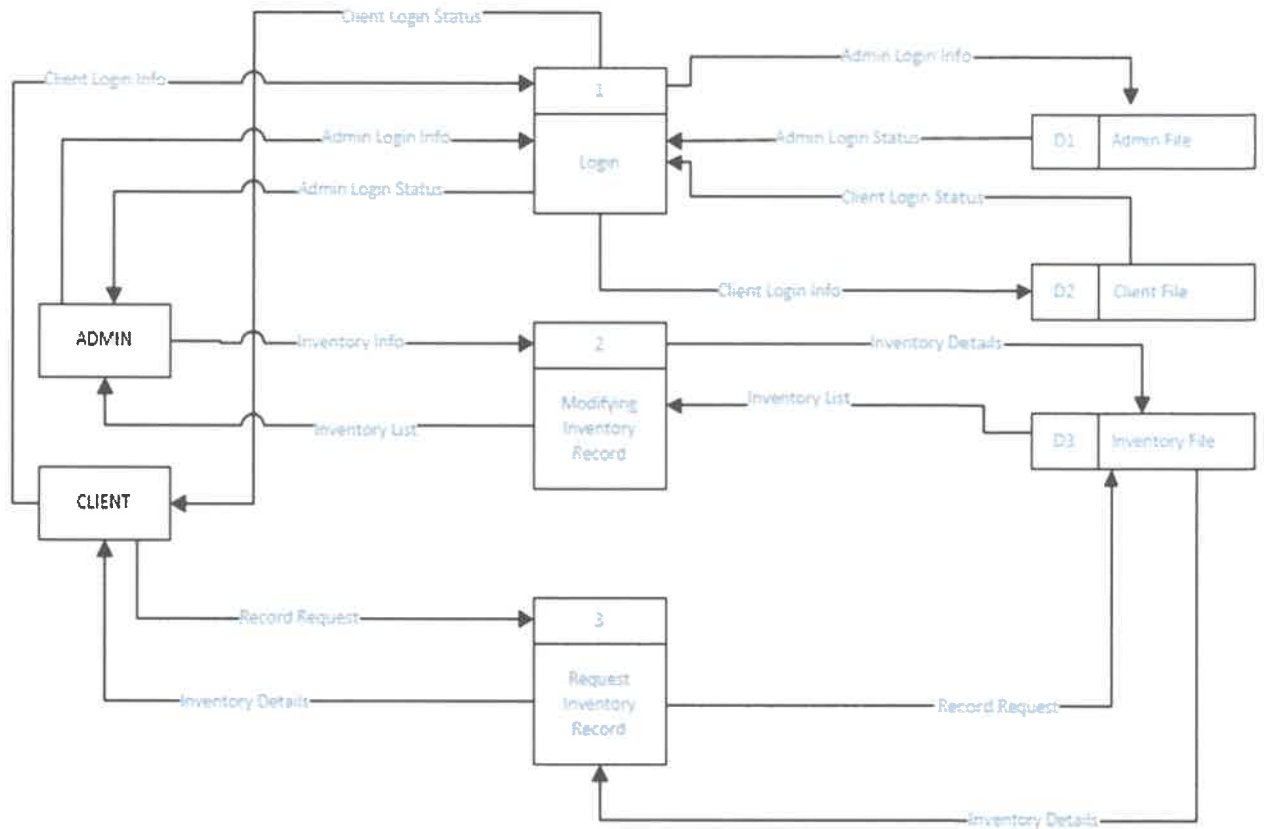
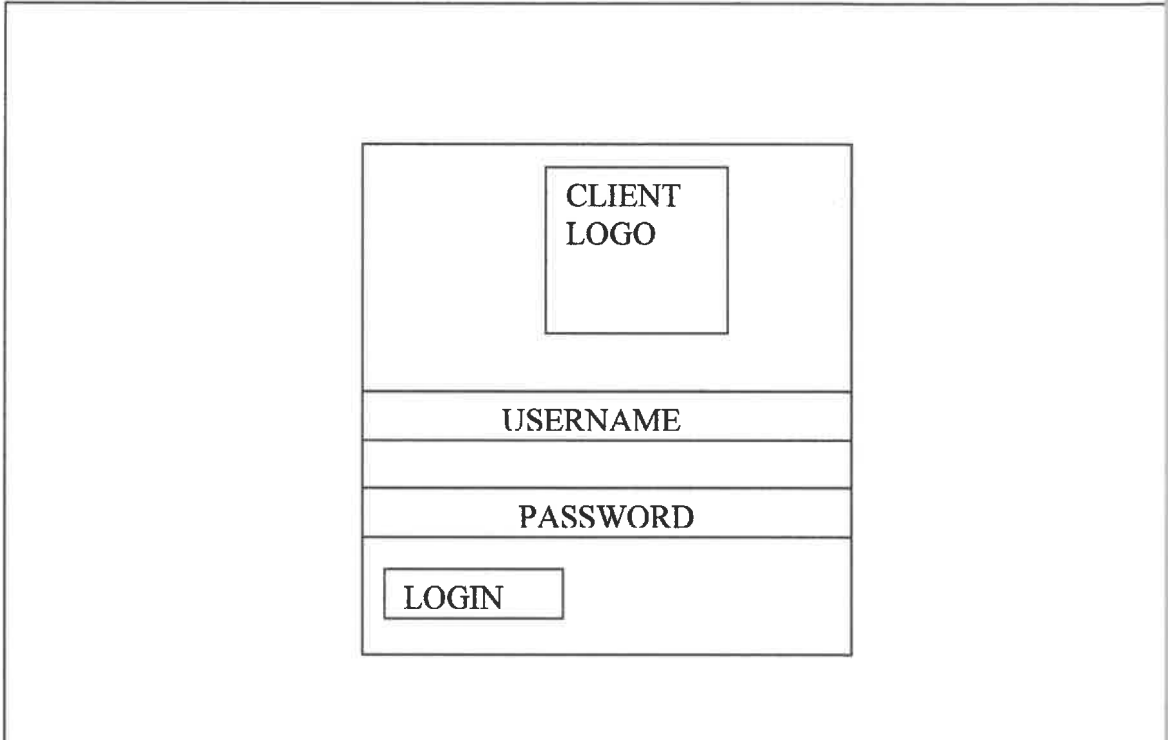


Figure 36: DFD Level 1

## 3.2.9 Interface of the System

### 3.2.9.1 Client Login



The diagram illustrates the layout of the Client Login page. It features a central rectangular container with a white background and a black border. Inside this container, the elements are arranged vertically from top to bottom: a box labeled "CLIENT LOGO", a horizontal input field labeled "USERNAME", another horizontal input field (likely for a first name or last name), a horizontal input field labeled "PASSWORD", and finally a rectangular button labeled "LOGIN".

Figure 37: Client Login Page

### 3.2.9.2 Client Dashboard

DASHBOAR		
INFORMATION	LOCATION	BATCH

Figure 38: Client Dashboard page

### 3.2.9.3 Inventory List

MODE	BOX NUM	BATCH	SERIAL NUMBER	TEST ON	

Figure 39: Client Inventory Page

## Chapter 4: Conclusions

As for conclusion, the internship was a great experience to me. It was a real pleasure for me to work with NetEon Touch Solution Sdn Bhd. Trainee worked with good people in a good atmosphere. Carrying out this internship in Neteon Touch allows trainee to be immersed in a different ways to meet several interesting people in and out of the institutes.

Trainee also gets a chance to meet many people from different background. Doing the On-Site support need trainee to travel a lot and meet many people either from other organization, banks, and also people around that using the kiosk

### 4.1 Application of knowledge, skills and experience in undertaking the task

There are lot of things has encounter by trainee during internship session with NetEon Touch Solution. Basically, trainee expects to put on software development teams. But at NetEon Touch Solution has closed it down not long time ago. Trainee been sorted into technical department. Where all technical stuff and making kiosk development.

During study while at UiTM Machang , trainee only learn about software development and management in records. But during internship session at NetEon Touch Solution, basically for the of software part trainee doesn't really don't much

imply at the company. Trainee working with hardware and electrical equipments at NetEon Touch Solution for the couple of month during internship.

COURSE	TASK
Web Design	Inventory System
Decision Making	Decision on support at site
Information System Department	Hardware Troubleshoot
ELC	Communication with outsource people and upper level management
Legal Ethic	Hardening Policy Bank Kiosk IPC

Figure 40: Knowledge imply at Trainee Company

## 4.2 Personal thoughts and opinion

Firstly, when trainee came to the company for the internship. Trainee thought most of them were staff. The most technicians are internship student from different IPTA/IPTS. The company only takes internship student to manage the technician progress of the project. Mostly many company doing this because to saved budgets. There are about 10 technicians around the office including me at that time. There is pro and con by doing this. Trainee have occurred a problem when the old internship student end their internship session, all their knowledge about something must be passed on. And the new internship student must learn.

Based on time management for the company is more flexible. Because we came in to office 9.00 AM and went back home to 6.00 PM. But because this company handle big project such as assemble kiosks for the hardware component,

the company should make shift working hours. Trainee have experienced to works 24-hours because to assemble kiosk equipment. Some of us, exhausted while doing the works. The due date also near, that's why we have to rush more. The company should foresee how to handle the kiosks shipment date.

As for the second project that trainee involved with the company is the payment wave device. There another big project that the company handles. Sometime, this project always in the ways of Kiosk Replacement Debit Card. Because of lack in manpower, some of the project must be hold for one or two days for focusing other project.

The payment wave devices, trainee were responsible person are in charge. Because of trainee rented house are close enough to the warehouse (where the device being kept), Trainee must always goes there doing the physical check toward the device. Some of it, I have to charge the device in early morning and wait for ten hours before turn it off. Also this project took trainee holiday (Saturdays and Sundays). Trainee still have to go to warehouse doing the physical check and testing the device even though is holidays.

### **4.3 Lesson learnt**

During trainee internship at NetEon Touch Solution Sdn Bhd, Trainee learnt so many things from the company. These 2 lessons learned in during trainee internship session with netEon Touch dn Bhd that trainee can put into practice.

Firstly is succession planning matters. At the company during trainee internship, there two major project under-going and we are in short-handed man.



Some of teams don't have enough team members to support each other. We can only move into a new job when the project manager is confident that they can spare our teammates from the current role. Thus, our project manager taken action to divide us to form team each of us has its own role. The project manager identifies out our teammates successor and train them.

Secondly is support network with other. As intern takes a hold in even the smallest organizations, it can be hard to build a professional network and grow our confident level. There's an immense power in meeting and talking to someone doing broadly the same thing as you, with the same challenges.

## 4.4 Limitations and Recommendations

The duration of this internship, I have some suggestions for the organization.

### 1. Working Hour

There was a very hectic day's especially in kiosk assembling period. Some of us had to work extra time and also on weekend. This might lead to unproductive work due to lack of rest time. Trainee would like to suggest the organization to come out with shift working hour. This will let the staff to have enough rest and be more productive.

### 2. Tools

The organization need a specific place or maybe to come out with new rack to keep their tools. Some of the tools are mixed with other tools and hard to find. They also need to arrange a tools set for support team. When the support team is out to do kiosk support, they took some of the tools and this cause the kiosk assembly team to work with inadequate tools that can turn the kiosk assembling process get slower.

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Online, T. S. (2016, January 13). SPAD awards company second ticketing contract - SMEBiz News. Retrieved July 08, 2017, from <http://www.thestar.com.my/metro/smebiz/news/2016/01/14/spad-awards-company-second-ticketing-contract/>

A decorative horizontal scroll graphic with a black outline and a white fill. The left end is rolled up, and the right end is also rolled up. The word "APPENDICES" is centered within the scroll in a bold, black, serif font.

# APPENDICES

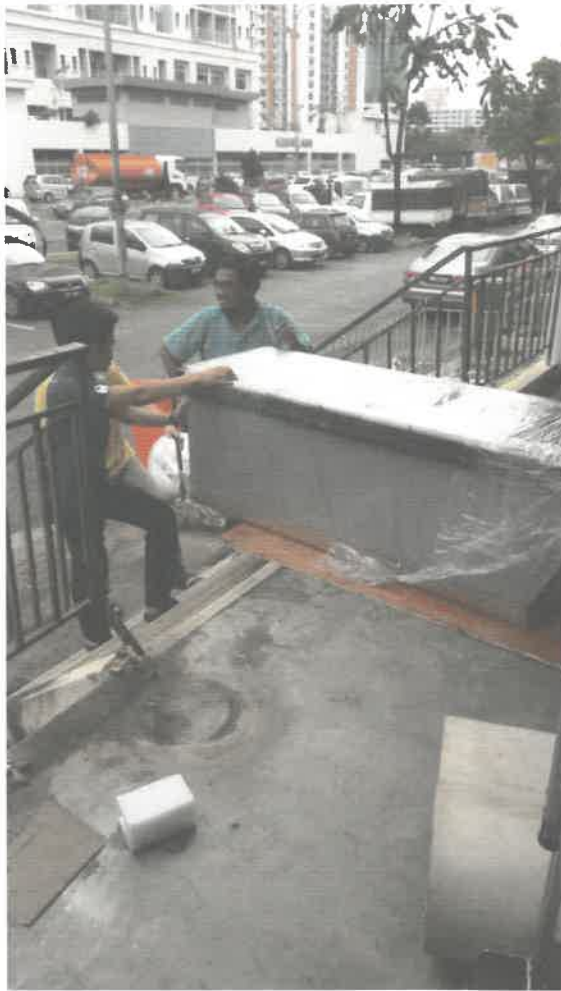
**Appendices**



**Appendix A: Kiosk Configuration**



**Appendix B: Trainee with another Internship Student**



Appendix C: Trainee loaded Kiosk into Office

## Vix Technology wins Malaysian transit ticketing system contract

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Australian technology solutions provider Vix Technology has secured a A\$27m (\$19.6m) contract from the Malaysian Government's public transport regulator to unify the country's mass transit system under one ticketing and payment system.

The company has signed a deal with Transit Acquirer, a special purpose vehicle formed by the Land Public Transport Commission (SPAD).

Under the deal, Vix Technology will design, install, operate and maintain the transit acquirer system (TAS) and business rules engine (BRE) for the new integrated cashless payment system (ICPS), which will consolidate transit and micro-payments into a transit payments acquiring system.

"Vix would play an integral role in achieving the vision of a nationwide single public transport ticketing and payment system."

Appendix D: Payment Wave Device



Thursday, 14 January 2016

# SPAD awards company second ticketing contract



Vix Technology, a leader in smart ticketing and payment technology solutions, has been awarded a contract by the Land Public Transport Commission (SPAD) to manufacture and supply more than 10,000 Common Reader Module (CRM) devices as part of a project to unify Greater Kuala Lumpur's transit networks.

Following a contract signed in July 2015 to manage back office upgrades, the new agreement makes Vix the lead device supplier on the government's Integrated Cashless Payment System (ICPS) that will allow Malaysians to travel on all bus, rail, metro and monorail networks using a single smartcard.

The Vix devices will be installed in ticket offices, gates, buses, ticket initialisation and vending machines by system integrators on behalf of existing transit operators, including Prasarana and KTM Komuter. The system will go live on Jan 1, 2017.

## Appendix E: SPAD own the payment wave device



**Appendix F: Trainee doing installation Kiosk**



**Appendix G: Trainee visit Kiosk Warehouse**



**Appendix H: Kiosk Installation**



**Appendix I: Trainee setup Kiosk equipment**









**REKOD KEDATANGAN LATIHAN INDUSTRI**

Nama Pelatih : MUHAMMAD HAZIM BIN AZAHARI No. Matrik : 2014977915  
 No. I/C : \_\_\_\_\_  
 Nama / Alamat Organisasi : NetEon Touch Solution, UG-61, Jalan PJS 9/1A, Bandar Sunway, 46150 Petaling Jaya  
 Nama Penyelia : Leong Vern Dean  
 Bulan / Tahun : MEI 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/5/2017	9:00 AM	6:00 PM	
2/5/2017	9:00 AM	6:00 PM	
3/5/2017	9:00 AM	6:00 PM	
4/5/2017	9:00 AM	6:00 PM	
5/5/2017	9:00 AM	6:00 PM	
8/5/2017	9:00 AM	6:00 PM	
9/5/2017	9:00 AM	6:00 PM	
11/5/2017	9:00 AM	6:00 PM	
12/5/2017	9:00 AM	6:00 PM	
13/5/2017	9:00 AM	6:00 PM	
15/5/2017	9:00 AM	6:00 PM	
16/5/2017	9:00 AM	6:00 PM	
17/5/2017	9:00 AM	6:00 PM	
18/5/2017	9:00 AM	6:00 PM	
19/5/2017	9:00 AM	6:00 PM	
22/5/2017	9:00 AM	6:00 PM	
23/5/2017	9:00 AM	6:00 PM	
24/5/2017	9:00 AM	6:00 PM	
25/5/2017	9:00 AM	6:00 PM	
26/5/2017	9:00 AM	6:00 PM	
29/5/2017	8:30 AM	5:30 PM	
30/5/2017	8:30 AM	5:30 PM	
31/5/2017	8:30 AM	5:30 PM	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : \_\_\_\_\_ Tarikh : 31/5/2017

Tandatangan Penyelia : \_\_\_\_\_ Tarikh : 31/5/2017