

**PAYLATER TRANSACTIONS IN INDONESIAN E-COMMERCE:
SHARIA BUSINESS PERSPECTIVE**

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Abstract

Engaging in financial transactions (muamalah) must adhere to sharia principles to ensure ethical and just practices, particularly in modern innovations such as PayLater systems. This study aims to analyze the alignment of PayLater transactions on Indonesian e-commerce platforms with sharia business principles. The research adopts a qualitative design with literature study approach. Data were collected through documentation methods, including journals, articles, and websites. The analysis was conducted using the Miles and Huberman model, involving three stages: data reduction, data display, and conclusion drawing. The findings indicate that PayLater transactions in Indonesian e-commerce platforms are largely inconsistent with sharia business principles. These inconsistencies include the presence of riba (usury) in the form of interest-based charges, gharar (uncertainty) in unclear contractual terms, violations of ba'i (trade ethics), and a lack of fairness in penalty structures. The study highlights the need for reforming PayLater systems to ensure compliance with Islamic principles and foster ethical financial practices.

Keywords: PayLater transactions, E-commerce, Shariah business

1. INTRODUCTION

The digital era has brought major changes to the business world, especially in the e-commerce sector which is growing rapidly. With advances in technology, transactions can now be carried out quickly and easily without geographical restrictions. This creates great opportunities for e-commerce businesses to reach more consumers, while consumers also have wider access to products and services (Fitriyah & Nadlifatin, 2024). One of the popular financial products that supports e-commerce transactions is the PayLater service, which allows consumers to make purchases now and pay for them at a later date.

PayLater transactions are a financing system where consumers can buy goods or services now and pay for them at a later date, usually with the option of paying within a certain time or in installments (Guttman-Kenney et al., 2023). This service has a special appeal, because it

provides flexibility for consumers in meeting their needs and desires without having to directly provide funds (Min & Cheng, 2023), as well as comfort (Fauzan et al., 2024). Meanwhile, the factors that influence the intention to use paylater are behavioral intention, social influence, information quality, perceived ease of use, financial literacy, hedonic values, perceived risks, perceived benefits, beliefs, and habits (Fitriyah & Nadlifatin, 2024).

PayLater products are important in e-commerce transactions because they provide payment flexibility for consumers, especially for those who do not have full funds at the time of the transaction. With PayLater, consumers can buy products and pay for them in installments or within a certain deadline (Juita et al., 2024). This is considered profitable because it increases consumer purchasing power without having to wait for a salary or other additional funds and will have an impact on consumer consumptive behavior (Leonita & Wulandari, 2024). Apart from that, PayLater also helps increase sales for e-commerce businesses by providing more flexible payment options that can change consumer behavior (Leonita & Wulandari, 2024).

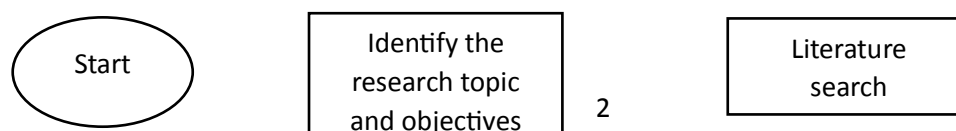
Even though it has advantages, PayLater services also have several disadvantages for consumers. First, there is a risk that this convenience could encourage consumer behavior, resulting in consumers spending more money than they can afford to pay off. Second, the interest provisions or late fees applied by some PayLater providers can be burdensome for consumers, especially if they fail to make payments on time (Latief et al., 2024). According to data from the Financial Services Authority (OJK) in Indonesia, financing through PayLater reached IDR 7.99 trillion as of August 2024. This figure reflects the high public interest in PayLater services, but also shows potential problems if not managed wisely (Saputro, 2024).

From an Islamic sharia perspective, PayLater products raise several concerns, especially related to the principles of justice, usury and gharar. PayLater can be considered unfair if the interest or late fees charged are burdensome to consumers, thereby benefiting one party at the expense of the other party (Prastiwi & Fitria, 2021). Apart from that, the interest in PayLater transactions falls into the category of usury, which is clearly prohibited in Islam. The concept of gharar, or uncertainty, is also relevant in the case of PayLater, especially when consumers do not fully understand additional fees that may be charged or contractual details are ambiguous. This can be detrimental to consumers and is contrary to the principles of transparency and fairness in Islamic financial transactions (Ulum & Asmuni, 2023).

Thus, although PayLater offers many benefits for consumers and e-commerce businesses, it is important to review and adapt this product to comply with sharia principles, to ensure that transactions that occur remain fair, free from usury, and transparent in use. especially the Muslim community as a foothold in carrying out their business activities or economic activities. Meanwhile, the aim of this research is to analyze paylater transactions in Indonesian e-commerce based on sharia business principles.

2. RESEARCH METHODS

This research uses a qualitative approach with a literature study design, which functions as a basis for understanding theories, concepts and previous research results that are relevant to the topic under study (Creswell, 2018). This literature study focuses on an in-depth study of information sources such as books, journal articles, research reports, and other publications that can provide insight into the phenomenon being researched. The stages in the research process are as follows:



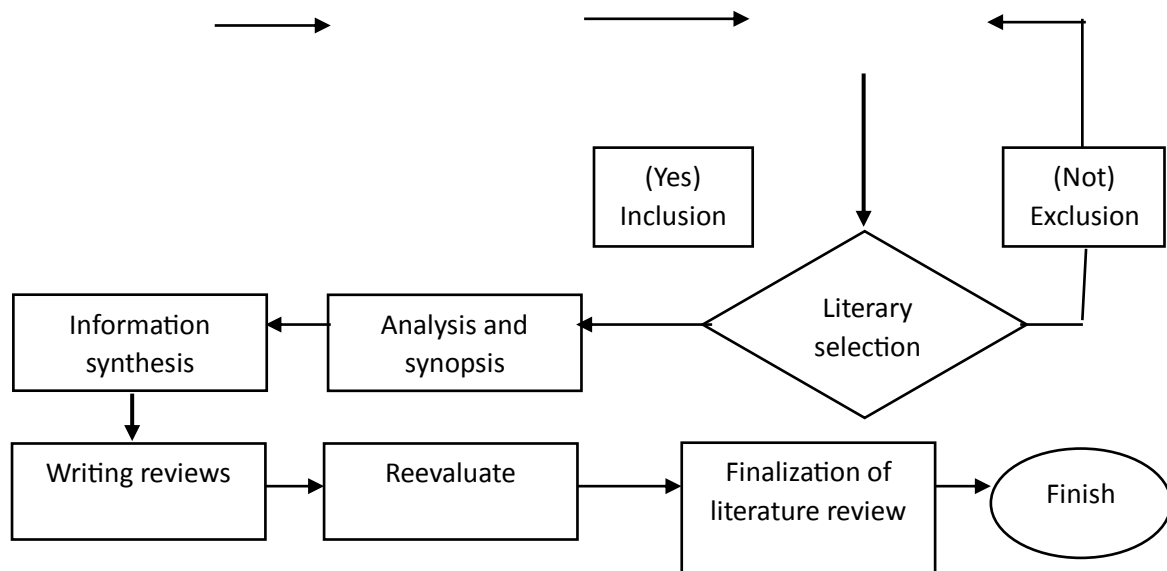


figure 1. Stages of research methodology for the Literature Review Study

This research stage begins with determining the object of the case study which will be the object of this research. The next step is to collect data about the case study object. Researchers used a questionnaire from the company profile document which consisted of system modeling and systems currently in use. The results of this material collection were carried out by literature selection to look for inclusions and inductions in the journals obtained. From the inclusion results, analysis and synopsis were then carried out to see the results of the journals that had been obtained so that they could later be used as material in research. Researchers use quantitative methods because researchers collect structured data through measurement instruments such as questionnaires and systematic observations. The data collected is then analyzed using statistical methods to produce figures and generalizations.

3. RESULTS AND DISCUSSION

3.1 Paylater feature in e-commerce

The paylater feature is a digital financial service that allows users to purchase goods or services and pay for them at a later date, either in full (in full) or in installments (Prastiwi & Fitria, 2021). In Indonesia, this feature has developed rapidly, as is done by Shopee, Tokopedia, Gojek, Grab, Traveloka, Kredia, Akulaku and so on.

The PayLater features available in Indonesian e-commerce are as follows: Shopee PayLater is a delayed payment feature provided by Shopee to make it easier for users to shop and pay at a later date. The registration process is quite simple, namely by uploading your e-KTP and waiting for central verification for approximately 24 hours (Leonita & Wulandari, 2024). Shopee PayLater offers the advantage of installments of up to 12 months with a limit of up to IDR 50 million, allowing you to purchase goods with flexible payments. Payment can be made via ShopeePay, Indomaret, or a virtual account which is due every 25th, with a fine of 5% of the total bill if it is late (Ubaidillah, 2020).

OVO PayLater is a credit payment service that is connected to the Grab and Tokopedia platforms, allowing users to use Grab services while purchasing goods on Tokopedia on credit. This feature provides loan limits ranging from IDR 50 thousand to IDR 1 million, with a special option for certain users to get a limit of up to IDR 10 million and a choice of flexible instalment tenors between 3 to 12 months. The interest charged uses a monthly fee system with a flat rate of 2.9% per month. However, this feature cannot be accessed by all users, because it

is still in the development stage to improve service quality, so currently OVO PayLater is not fully available (Dominic & Pardamean, 2023).

GoPay PayLater is a feature provided by Gojek, one of the leading online motorcycle taxi platforms in Indonesia, to provide easy payment on a delayed basis. GoPay PayLater registration is done by submitting an application which requires approval, but only certain customers can access this feature. This feature offers advantages in the form of a maximum limit of up to IDR 30 million, payment tenor of up to 12 months, transaction fees starting from 2%, and no monthly fees. Users can utilize GoPay PayLater on various Gojek services such as GoFood, GoRide, GoBluebird, GoPulsa, GoTix, and GoBills, making it a practical solution in one application (Handayani et al., 2024).

Traveloka PayLater (TPaylater) is a financing service provided by Traveloka, allowing users to purchase products or services such as plane tickets, hotels, tour packages, and others with payments in installments or deferred for a certain period of time. The requirements for registering on the TPaylater platform are enough to prepare an ID card and be between 17 years and 70 years of age and will get a maximum limit of 50 million, while interest on installments will be charged flat or between 2.5% - 4.8% per month. The majority of Traveloka Paylater users are the younger generation and the payment method will give rise to impulsive buying hedonism (Kurniasari et al., 2023).

Kredivo is one of the PayLater provider applications. This service makes it easy to buy now and pay later in 30 days or in 3 month installments with 0% interest or in 6, 12, 18 and 24 month installments with 2.6% interest per month. To use the paylater system services, users are asked to provide personal data such as photos, KTP (Resident Identification Card), and fill in information related to employment and income online. Currently, the paylater feature is very popular among millennials as a solution to meet their daily needs.

PayLater provides electronic money lending services that allow customers to use an installment system without needing a credit card, with a debt and receivables (qard) mechanism as the basis. According to Jannah & Musadah (2021) paylater loan transactions will be given in the form of a limit after activating them, and if customers frequently carry out transactions and make payments on time, the loan limit will increase.

In this method, the marketplace company provides bailout funds which must be repaid by customers within a predetermined time period. In general, the PayLater feature makes it easy for users to carry out transactions, especially when they don't have sufficient funds (Handayani et al., 2021). The PayLater concept needs to be studied further from a sharia business perspective, considering that in Islamic business there are principles that must be fulfilled so that transactions are considered halal.

3.2 Paylater transaction concept according to sharia business principles

Sharia business is a buying and selling activity that does not limit property ownership, but emphasizes how to obtain and use it according to Allah's provisions, by complying with religious rules and separating what is halal from what is haram. Meanwhile, the objectives of sharia business include: to obtain a level of material and non-material profits, to encourage economic growth, to maintain the level of business continuity, to obtain blessings from Allah SWT, to obtain the pleasure of Allah SWT, and to obtain inner and outer peace (Asmuni & Mujiatun, 2016).

In the ever-growing digital era, e-commerce businesses have made many service innovations to customers, one of which is the PayLater transaction payment method. However, the PayLater concept needs to be studied further from a sharia perspective, considering that in sharia business there are principles that must be fulfilled in order for a transaction to be considered halal. The following is an analysis of sharia principles relevant to PayLater

transactions, the challenges faced, as well as recommendations for compliance with sharia rules.

3.2.1 Applicable Sharia Principles

In the Islamic economic system, financial transactions must follow several main principles, such as:

a. *Prohibition of Usury (Interest)*

In Islam, usury or interest charged on loans is strictly prohibited. Usury is considered a form of injustice because it provides benefits to one party at the expense of another party. As stated in the Qur'an, Surah Al-Imran verse 130, which means: O you who believe, do not consume usury in doubles and fear Allah so that you will get good luck (Kemenag, 2022).

In PayLater transactions, if the payment is later than the specified date, additional fees will be charged according to the provisions of the respective provider. If there are additional fees or interest that is not transparent and burdensome, this could be considered usury. As the results of research conducted by Ananda et al (2022) regarding Islamic law analysis of Shopee paylater show that there is an additional interest of 2.95% per month, there is an additional handling fee of 1% and an additional fee of 5% per month of the total bill if the repayment exceeds due date. This result is reinforced by Ubaidillah (2020); Ulum & Asmuni (2023); (Ilham, 2024) and Savila et al. (2024) that paylater transactions on Shopee contain elements of usury which imposes interest on payments that exceed a predetermined time period.

Loans provided by Grab or Traveloka through PayLater products are included in the category of usury qardli (debt usury) which is prohibited, because of the addition (ziyadah) that has been determined in advance by the PayLater provider to the user (Rahayu, 2021). This interest is also enforced on the OVO paylater platforms (Grab and Tokopedia), Gojek paylater, and Traveloka paylater which are not permitted under sharia business principles.

Paylater products offered by Grab or Traveloka are classified as usury qardli (debt usury) which is prohibited because it involves additional elements (ziyadah) which are required from the start by the service provider. This scheme is debt-based (qardl), where consumers order goods or services through the platform, while the payment is borne first by the paylater provider, thereby creating consumer debt to the company. If the company determines additional profits or benefits from the debt, this is considered usury, because the basic principles of debt in Islam require the return of the principal amount (ra'su al-mal) without any additional (Syamsudin, 2020).

b. *Gharar (Uncertainty)*

Gharar comes from Arabic which means uncertainty, ambiguity or excessive risk. In the context of Islamic law (fiqh muamalah), gharar refers to any transaction that contains ambiguity or uncertainty in certain aspects, such as object, price, time of payment, or contract conditions, which has the potential to cause losses to one of the parties. Gharar is prohibited in Islam because it is considered to bring injustice in transactions.

In the PayLater system, clarity of the agreement or contract between the seller, PayLater provider and buyer is very important to avoid uncertainty. In their research findings, Handayani et al., (2024) stated that Shopee PayLater users were charged 2.95% for each transaction, 1% for handling, and a late fee of 5%. This provision is considered not in accordance with Islamic law, even though it is approved by the relevant parties, due to the lack of transparency regarding interest rates and detailed fees when registering or purchasing. In addition, Shopee automatically adds interest to the debt that has been paid. The one month payment option also does not reflect the actual term, as payment is always due on the 11th of the following month, regardless of the transaction date, thereby shortening the loan term. This provision is considered to violate Islamic law because it is unfair and not transparent.

c. Legitimate Buying and Selling (Bai')

In Islamic business, clarity regarding the goods being traded is the main condition for the validity of transactions. The goods that are the object of the transaction must be known with certainty by both parties, including the type, quality and quantity. This principle aims to avoid the element of gharar (uncertainty) which could harm one party. For example, in online sales, sellers are required to provide clear descriptions of goods, accompanied by representative photos or videos, so that buyers understand exactly what they will receive. In this way, the risk of disputes due to non-conformity of goods can be minimized (Darmawati, 2018).

The price of goods in a sale and purchase transaction must also be clear and agreed upon at the beginning of the contract. In Islam, the practice of price gouging, non-disclosure or manipulation is strictly prohibited because it can lead to injustice. The agreed price may not change in the middle of the transaction, unless there is a re-agreement from both parties. This also includes an explanation of additional costs such as shipping costs or taxes. This price clarity ensures that both parties understand their financial obligations, so that the transaction takes place in full agreement (taradhin).

The time of payment must be clearly determined, whether it is made in cash or credit. In credit buying and selling, Islam allows the seller to set a higher price than the cash price, as long as the price difference is agreed upon from the start. This clarity of payment times prevents disputes occurring in the future, especially if there is a delay on the part of the buyer. Therefore, in businesses that involve gradual payments, it is important for the seller and buyer to make a written agreement that states the due time in detail.

Clarity regarding goods, prices and payment times reflects the principle of transparency which is at the core of Islamic business. These three elements not only protect the rights and obligations of each party, but also build a sense of mutual trust between sellers and buyers. Apart from that, transactions that meet the principles of justice and honesty will bring blessings to all parties involved. By prioritizing clarity and openness, Islamic business does not only focus on material profits, but also maintains ethical values and social responsibility (Huda, 2019).

d. Justice and Balance

Islam emphasizes justice in all aspects of life, including business transactions. The principle of justice ensures that no party is harmed or exploited, and each party gets its rights proportionally. In the context of transactions, fairness includes transparency regarding prices, goods, and the rights and obligations of the parties. Islam prohibits the practice of usury, gharar (uncertainty), and manipulation, because this can cause injustice and harm one party. Therefore, business models such as PayLater must adhere to this principle of justice in order to be not only profitable, but also in accordance with Islamic values (Ulum & Asmuni, 2023).

PayLater services offered by platforms such as Shopee, OVO, and Traveloka make it easy for consumers to purchase goods or services with delayed payments or in installments. However, some PayLater models often involve additional fees or interest charged to consumers. From an Islamic perspective, this could be a problem if the addition is categorized as usury, which is clearly prohibited. In addition, consumers often do not fully understand the terms and conditions regarding penalties or interest, thereby potentially harming them and creating unfairness in transactions.

To maintain fairness, PayLater providers need to ensure that all transaction terms and conditions are conveyed transparently to consumers. In Islam, the contract or agreement must be clear and agreed upon by both parties without coercion. For example, if Shopee PayLater or Traveloka PayLater want to comply with sharia principles, they can replace the interest scheme with a fixed profit margin system that has been agreed at the beginning

(such as in a murabahah contract). This way, consumers know exactly how much they have to pay without unfair additional costs.

The principle of justice in PayLater not only provides protection to consumers, but also creates blessings for service providers. When transactions take place fairly, consumers feel more confident and comfortable using the service, which ultimately improves the reputation and sustainability of the business. In addition, by following sharia principles, platforms such as Shopee, OVO, and Traveloka can expand their market share to Muslim consumers who prioritize justice and ethics-based transactions. Thus, fairness in business transactions is not only a moral obligation, but also a profitable business strategy (Savila et al., 2024).

3.3 Challenges in Implementing PayLater Based on Sharia

Even though PayLater offers many conveniences, there are several main challenges in implementing sharia principles in this system, among others:

- a. Final Price Vagueness: Some PayLater services employ a model where consumers do not know of additional fees or interest before the transaction ends. This ambiguity violates the principle of gharar.
- b. Interest or Penalty Fees: Most PayLater services in the conventional market charge interest or penalties on late payments. This can be categorized as usury, which is against the basic principles of sharia.
- c. Lack of Transparency in Contracts: In Islamic business, contracts or agreements must be clear to all parties. In PayLater, agreements that lack transparency or are ambiguous can result in violations of sharia principles.

3.4 Sharia Compliant PayLater Alternative Solution

To create a Sharia-compliant PayLater system, the following recommendations can be implemented (MUI-Jatim, 2022); (Ilham, 2024) :

- a. Interest-Free Model: Sharia-based PayLater services must eliminate the concept of interest. Instead, companies can set a transparent and fixed administration fee, which is agreed at the start of the transaction and does not change during the payment period.
- b. Use of Wakalah or Murabahah Agreement:
 - Wakalah: In this contract, the PayLater service provider can act as an agent who makes purchases on behalf of the consumer with prior approval. This system allows flexible payments without additional interest.
 - Murabahah: With a murabahah contract, the PayLater provider buys goods from sellers and sells them to consumers at a previously agreed profit. Consumers pay the agreed price in installments without additional interest.
- c. Introduction of Social Penalties, Not Financial: To address the problem of late payments without violating sharia, PayLater providers may use social penalty methods, such as temporary restrictions on access to services without imposing financial penalties, or donations to agreed charities.
- d. Transparency in Contracts: The agreement or contract between the PayLater service provider and the consumer must be drafted very clearly, including information regarding goods, prices, time periods and administration fees. This transparency is important to avoid gharar and provide certainty for all parties.

3.5 Benefits of Sharia Compliant PayLater Implementation Syariah

Implementing sharia-compliant PayLater services can provide great benefits, not only for Muslim consumers but also for businesses and service providers. Some of the main benefits are:

- Providing Wider Access: Many Muslim consumers avoid conventional financial services that involve usury. By providing sharia-based PayLater services, the company can attract a wider market segment.
- Increase Consumer Trust: Transparency and fairness in PayLater transactions can increase consumer trust and company reputation, thereby helping to strengthen customer loyalty.
- Contribution to the Islamic Economy: By applying sharia principles in digital financial services, the company plays a role in strengthening the Islamic financial ecosystem and supporting fair and sustainable economic growth.

4. CONCLUSION

The PayLater concept offers convenience for consumers, but from an Islamic sharia business perspective, there are several requirements that need to be met for this transaction to be considered halal. By implementing a transaction model that avoids usury, gharar and injustice, sharia-based PayLater can be developed as a payment solution that is in accordance with Islamic principles. By focusing on transparency, fairness and ease of access, Sharia-based PayLater services have the potential to meet the increasing needs of Muslim consumers in this digital era. From paylater transactions carried out in e-commerce, Indonesia has not implemented sharia business principles, including the principles of usury, gharah, injustice.

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