

**KEMENTERIAN PENGANGKUTAN
MALAYSIA**

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (FRONT-END)

LAND PUBLIC TRANSPORT LICENSING MANAGEMENT MODULE

AGENCY NAME	:	1. Agensi Pengangkutan Awam Darat (APAD) 2. Lembaga Pelesenan Kenderaan Perdagangan Sabah (LPKP Sabah) 3. Lembaga Pelesenan Kenderaan Perdagangan Sarawak (LPKP Sarawak)
MAIN AGENCY	:	Ministry of Transport
DOCUMENT DATE	:	6 th January 2023
DOCUMENT VERSION	:	0.1

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i. Document Description

- The User Manual shall provide a step-by-step instruction to the User with regards to the Land Public Transport Licensing Management Module.
- This User Manual will be used by the User which provides details on the activities and steps for the various sub-Modules related to the Land Public Transport Licensing Management in the iSPKP system.

ii. Document Control

- This section will highlight the User Manual Version No / Date / Summary of Changes / Author as and when changes are made and the latest version is fit for release as determined by the relevant agency personnel.

Important Note:

- All changes shall be tracked and stored in iSPKP Project Repository after the necessary signoff has been obtained as per the format below:

Version No.	Date	Summary of Changes	Author

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Please refer to separate Appendix document for details.

Appendix 1: Acronyms

Appendix 2: General Terms

1. INTRODUCTION

This Land Public Transport Licensing Management User Manual contains all the important guidelines and information to help the User to navigate through the iSPKP system. The Manual also includes a description of the Module's functionality and capabilities, contingencies and alternative modes of operation, and step-by-step procedures for accessing the system and methods of its use.

1.1 Purpose and Scope

- This document provides an introduction to the Land Public Transport Licensing Management Module and the guidelines & steps for the various sub-Modules related to the Land Public Transport Licensing Management in the iSPKP system.

1.2 Document Organization

- Below is a summary table to describe each section in this document.

Section No.	Section Title	Section Description
1	Introduction	This section provides a description of what this document is all about. It is a comprehensive guide in using the Land Public Transport Licensing Management Module.
2	Module Overview	This section is a high level description of the iSPKP system functionality.
3	Module Functionality Description	This section provides an overview of different functions available in the Land Public Transport Licensing Management Module in managing the various processes involving Land Public Transport Licensing.

Section No.	Section Title	Section Description
4	User Manual	This section is a guide for the User to perform step-by-step action for various activities related to the various sub-Modules related to the Land Public Transport Licensing Management Module via the iSPKP system.
5	Error Handling	This section guides the User on what to do in the event the User is not able to access the iSPKP system and also how to rectify errors during keying-in process so that User will be able to proceed to the next section or complete a certain activity.

Table 1: Document Organization

1.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX

1.4 List of References

- This Land Public Transport Licensing Management User Manual is written in reference to the sources below:

No.	Source
1.	Land Public Transport Act 2010 (ACT 715) - 15 January 2019
2.	Road Transport Act 1987 (Act 333)
3.	Personal Data Protection Act 2010
4.	Website APAD (https://www.apad.gov.my/) Website LPKP Sabah (http://www.lpkpsabah.gov.my/lpkp/index.php/ms-my/)

No.	Source
	Website LPKP Sarawak (http://www.lpkpsarawak.gov.my/lpkp/en/node/42)
5.	KRISA Document Template (https://sqa.mampu.gov.my/index.php/ms/tempat-artifak/dokumen-pembangunan-sistem)
6.	Main iSPKP System User Manual Document

Table 2: List of References

The Land Public Transport Licensing Management Module is mainly focused on Land Public Transport Licensing related processes consisting of the various sub-Modules related to the Land Public Transport Licensing Management.

1.5 System Overview

Please refer to Section 2.0 in MAIN User Manual for details.

1.6 Glossary

Kindly refer to Appendix 2 - General Terms.

1.7 Important Reminders

- Please read through the respective sections carefully in the User Manual before proceeding.
- Documents uploaded into the iSPKP system as supporting documents must be in PDF format with a maximum file size of 3MB each. Details of supporting documents are stated under the respective Upload Supporting Documents section.
- The iSPKP system is capable of detecting errors made when keying in your data by highlighting the error in red. This serves as a guide for you to fill in your data correctly and enables successful application submission with the correct information provided.
- Applications must be duly completed with relevant supporting documents failing which the submission will not go through.

- If left idle for 5 minutes, the User will be automatically logout from the system.
- The iSPKP system is available in two languages - Bahasa Malaysia and English. In the iSPKP Login Page, users will be able to select the preferred language before logging into the system.

2. MODULE OVERVIEW

2.1 Purpose

This section provides an overview of the Land Public Transport Licensing Management Module for the purpose of the various sub-Modules management in the iSPKP system.

2.2 Module Description

The Land Public Transport Licensing Management Module enables the User to perform the key activities related to Land Public Transport Licensing Management Module in the iSPKP system.

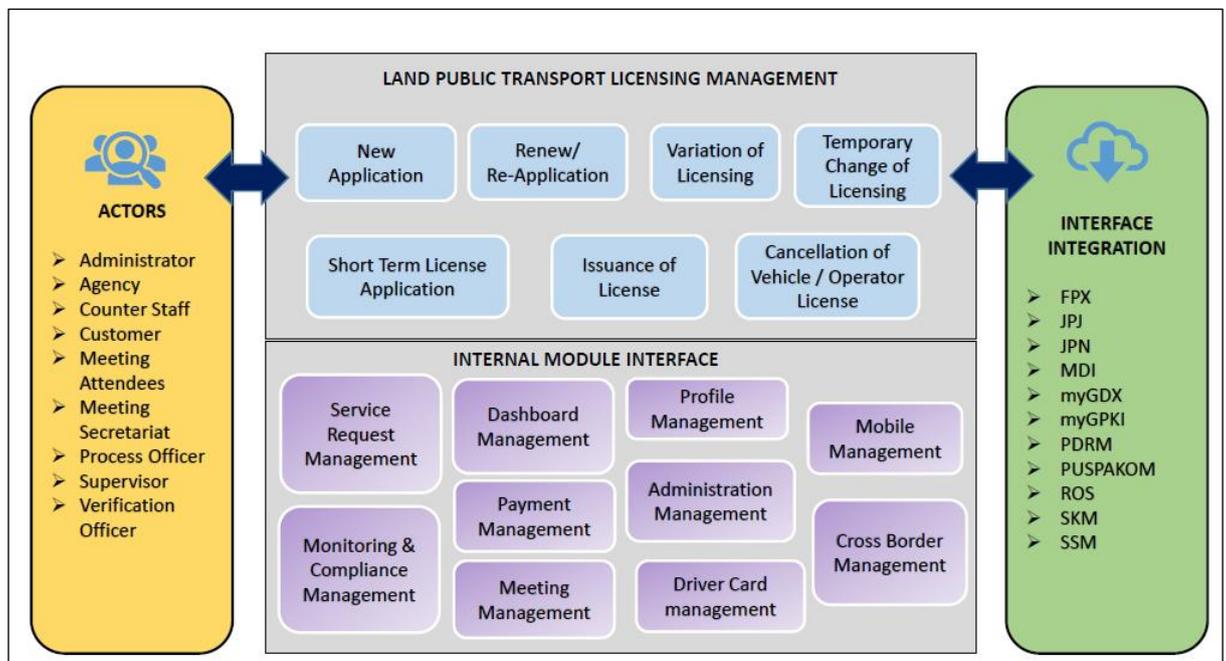


Figure 1: High Level Land Public Transport Licensing Management Module

Figure 1 above illustrates the high-level overview of the Land Public Transport Licensing Management Module. It shows the interaction between the actors that will have access privileges to this Module, the sub-Modules, all the internal interfaces with the other system Modules and the integration interfaces with external Agencies.

The Land Public Transport Licensing Management sub-Modules consist of New Application, Renew / Re-application, Variation of Licensing, Temporary Change of Licensing, Short Term License Application, Issuance of License and Cancellation of Vehicle / Operator License.

This Module also integrates with the Service Request Management Module, Monitoring & Compliance Management Module, Dashboard Management Module, Payment Management Module, Meeting Management Module, Profile Management Module, Administration Management Module, Driver Card Management Module, Mobile Management Module and Cross-Border Management Module.

3. MODULE FUNCTIONALITY DESCRIPTION

The Users for this Module are Operators (Companies) or Agent(s) appointed by the Company. In the case of LPKP Sabah / LPKP Sarawak, this includes Individuals as well.

The Operator's Users are the Company Director and Company PIC (if this is a different person). Each will have specific role for the Land Public Transport Licensing Management Module in the iSPKP system which will be elaborated under Section 3.2.

3.1 Land Public Transport Licensing Management Functionality

The Operator must have their vehicles licensed and ensure that their driver(s) have a valid Driving License and Public Service Vehicle (PSV) Permit prior to performing the following functions.

Additionally, the Operator and their appointed Agent must have their Profile set-up in the Profile Management Module before proceeding further.

3.1.1 New Application

This section explains how an Operator can apply for a New License for all types of Licenses under public transport. The Operator must have a profile in the iSPKP system.

3.1.2 Renew / Re-Application

This section explains how an Operator can do Renew or Re-Application for all types of Licence. Renew Application must be done before license expiry. Re-Application must be done within 2 years upon license expiry.

3.1.3 Variation of Licensing

This section explains how an Operator can apply for a variation of the License. There are many types of variation changes that can be applied by the Operator. However, the Operator must fulfil the License

Condition rules listed by the *Akta Pengangkutan Awam Darat 2010 (Akta 715)*.

3.1.4 Temporary Change of Licensing

This section explains how the Operator can apply for Temporary Change of Use of License. This License is valid only for up to 3 months.

3.1.5 Short Time License Application

This section explains how an Operator can apply for a Short-Term License. This License is valid for 3 months.

3.1.6 Issuance of License

This section explains how an Operator can apply for the Licence after getting the SK / STK. The Operator can get the Digital Licence or opt to print at the counter for LPKP.

3.1.7 Cancellation of Vehicle / Operator License

This section explains how an Operator can cancel the Vehicle License or Vehicle Registration Number or SK/STK.

3.2 User Types and Roles

There are different types of Users involved in the Land Public Transport Licensing Management Module. As these Users access the system, their names are displayed at the top right hand of the Landing Page as follows:

USER TYPE	USER NAME DISPLAY ON LANDING PAGE	
	LEFT	RIGHT
Company Director	Company Name	Company Name
Company PIC	Company Name	PIC Name
Company Agent	Company Name	Agent Name

Table 3: Land Public Transport Licensing - User Name Display on Landing Page

Below is a sample of the User Name displayed on the Landing Page.

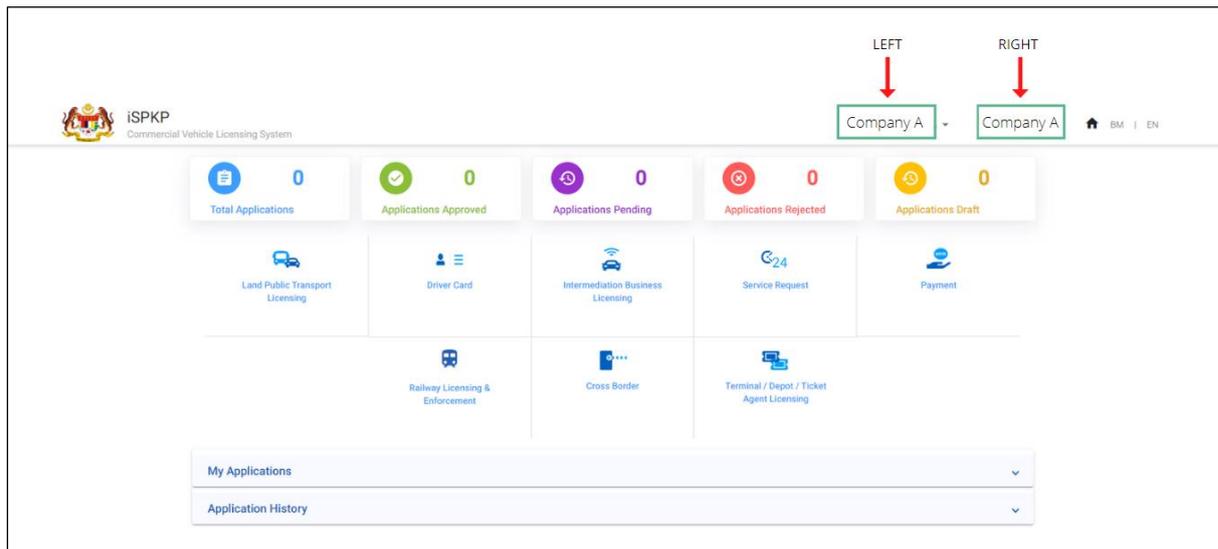


Figure 2: User Name Display on Landing Page

Each of these User perform specific roles as below:

USER TYPE	LAND PUBLIC TRANSPORT LICENSING MANAGEMENT		
	COMPANY DIRECTOR	COMPANY PIC	COMPANY AGENT
New Application	/	/	/
Renew / Re-Application	/	/	/
Variation of Licensing	/	/	/
Temporary Change of Licensing	/	/	/
Short Time License Application	/	/	/
Issuance of License	/	/	/
Cancellation of Vehicle / Operator License	/	/	/

Table 4: Land Public Transport Licensing Management - User Types and Roles

3.3 Work Process Flow

- The following work process flow takes into account the different types of User role.
- The User enters the APAD, LPKP Sabah or LPKP Sarawak URL Link depending on the User location to access the Login Page.
- The URL links are as stated below:

Peninsular Malaysia:

URL for APAD:

<https://ispkp.apad.gov.my/apad/#/>

Sarawak:

URL for LPKP SARAWAK:

<https://ispkp.lpkpsarawak.gov.my/sarawak/#/>

Sabah:

URL for LPKP SABAH:

<https://ispkp.lpkpsabah.gov.my/sabah/#/>

4. USER MANUAL

4.1 New Application

This activity is for the purpose of the Operator (Company or Individual) to apply for Vehicle License for their vehicles.

This activity can be performed by Company Director / Company PIC / Company Agent using their respective credentials (User ID and Password).

Please refer to Table 3.2 in this manual for details.

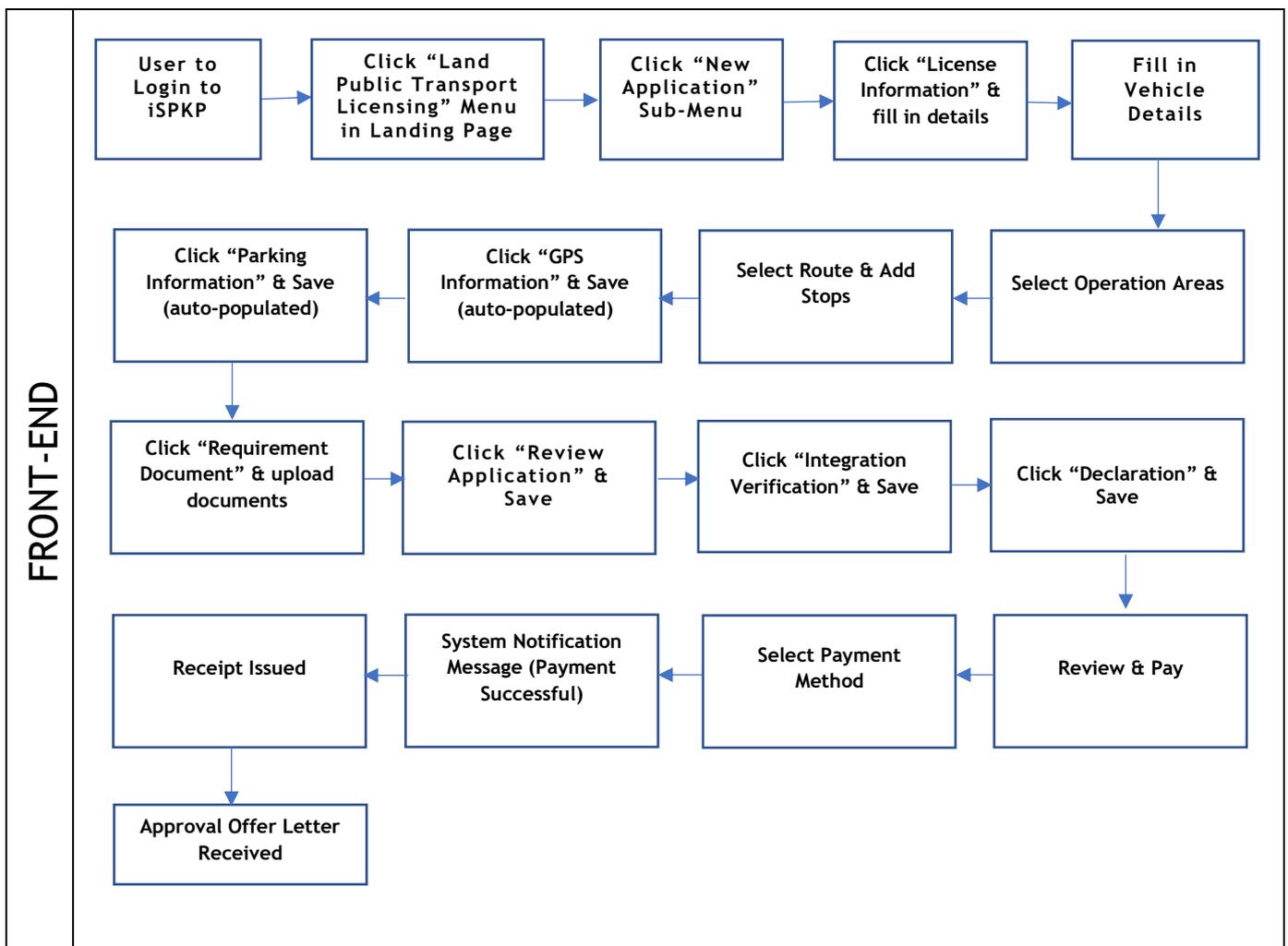


Figure 3: Application for New Licensing Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual).

In this manual, we have selected the Company Director as an example. Similar steps apply for Company PIC / Company Agent and as and when there is variation, this will be highlighted accordingly. In such a scenario, Company Director approval is required where necessary.

The Company Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance. Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

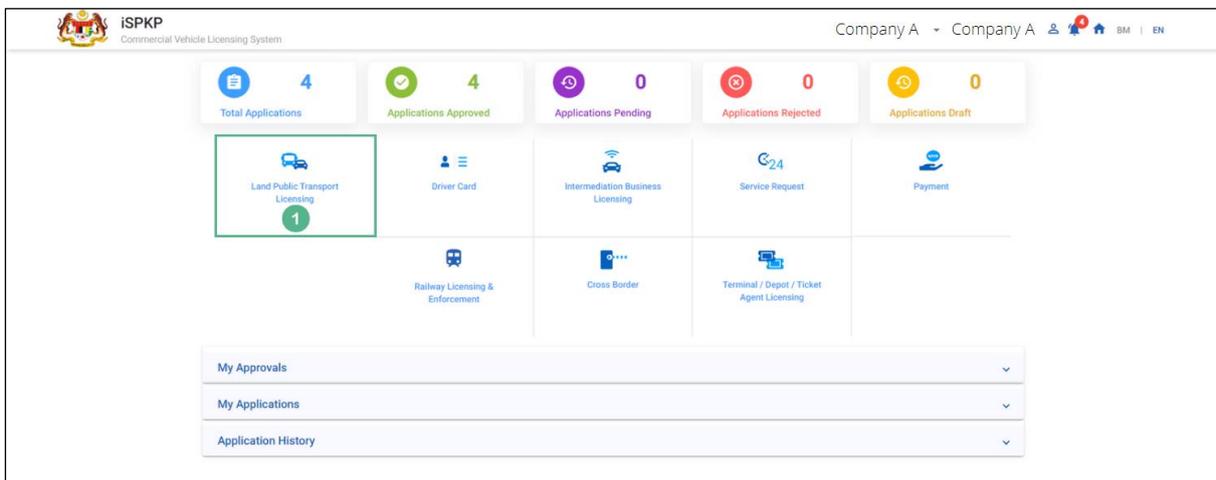


Figure 4: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing Management sub-menus.	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-menus will be

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				displayed as shown in Figure 5.

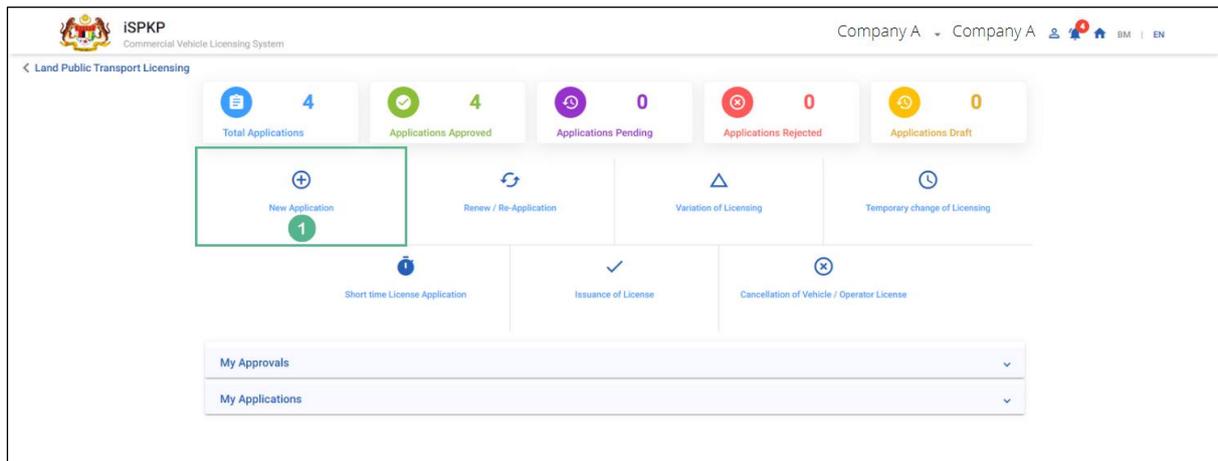


Figure 5: Land Public Transport Licensing Management - New Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Application	Provides access to various tasks under “New Application”.	User to click on “New Application” button.	Click button. Next screen is displayed as per Figure 6.

Each panel of the left must be completed in order to initiate the New Application for Licensing.

4.1.1 License Information

“License Information” is the first panel to be completed.

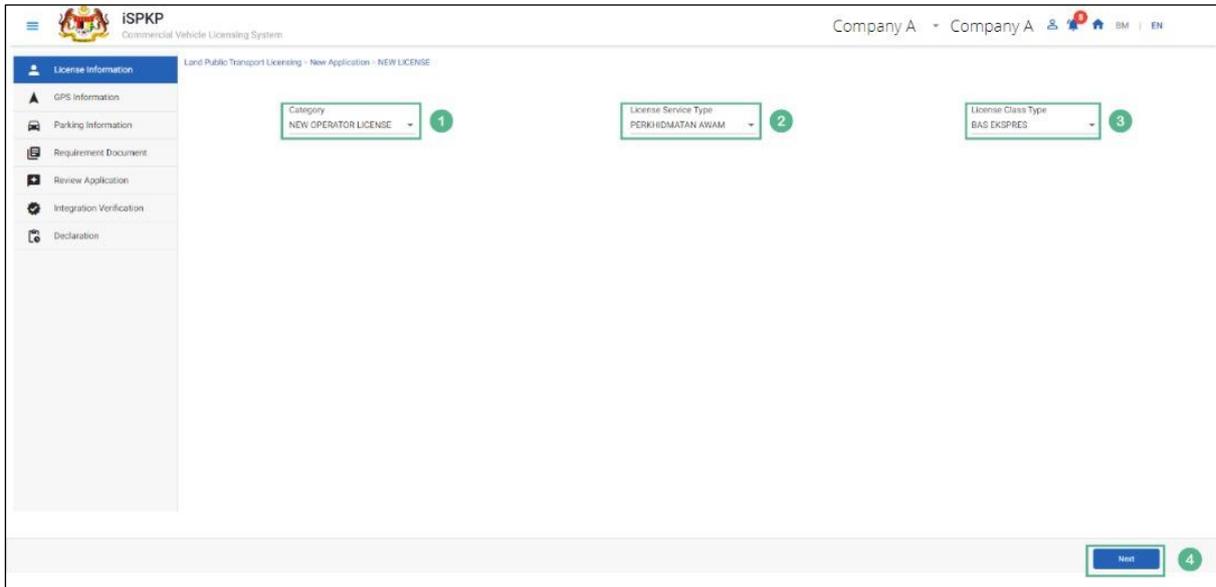


Figure 6: New Application - License Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Category	Provides access to various New Application “Category” listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - New Operator License (selected) - New Vehicle Permit - New Tourist Vehicle Permit 	Dropdown button.
2	License Service Type	Provides access to various New Application “License	User to click on any of the following dropdown button:	Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		Service Type” listing.	<ul style="list-style-type: none"> - Kenderaan Barangan - Perkhidmatan Awam (selected) 	
3	License Class Type	Provides access to various New Application “License Class Type” listing.	<p>User to click on any of the following dropdown button:</p> <ul style="list-style-type: none"> - Bas Berhenti-Henti - Bas Carter - Bas Ekspres (Selected) - Bas Pengantara - Bas Pekerja - Bas Mini - Bas Sekolah - Teksi Mewah - Teksi Sewa - Teksi Lapangan Terbang - Teksi 	Dropdown button.
4	Next	Completes the selection process for “License Information” panel	User to click on “Next” button.	Click button. Next screen is displayed as per Figure 7.

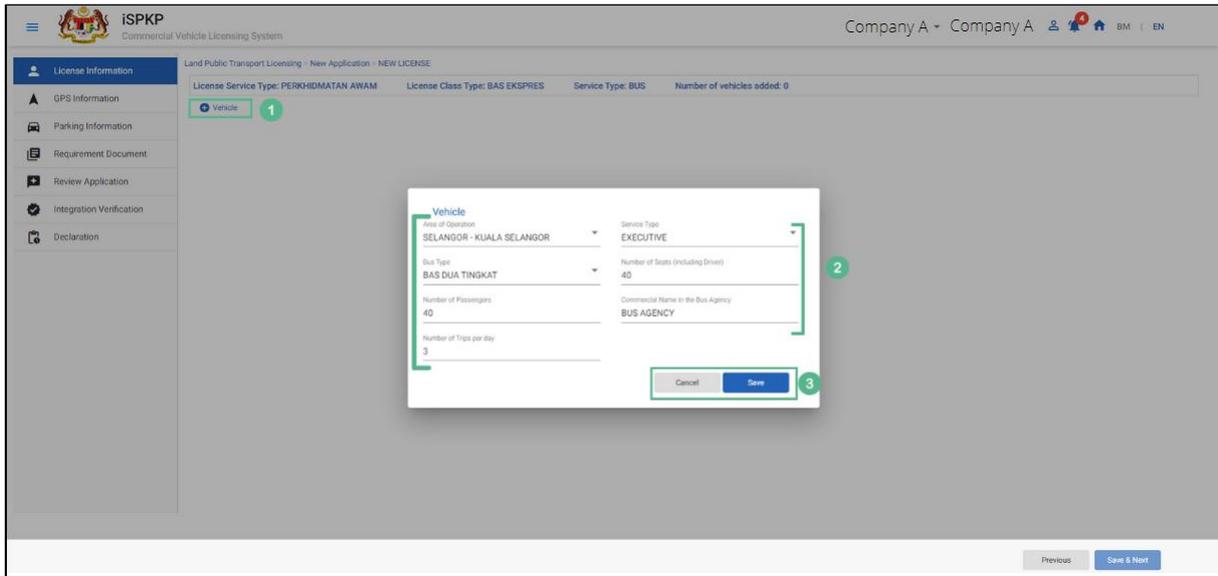


Figure 7: License Information - Add Vehicle Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	+ Vehicle	Enables input of "Vehicle" details.	User to click on "+ Vehicle" button.	Click button.
2	Vehicle details	Specific "Vehicle" details are updated	User to update the following information: <ul style="list-style-type: none"> - Area of Operation (select from dropdown button) - Service Type (select from dropdown button) - Bus Type (select from 	*Mandatory field. Combination of Dropdown button and Text format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			dropdown button) - Number of Seats Including Driver (key-in number) - Number of Passengers (key-in number) - Commercial Name in the Bus Agency (key-in number) - Number of Trips per day (key-in number)	
3	Cancel / Save	Enables either cancellation / saving of the “Vehicle” details.	User to click on the following options: - Cancel - Save (selected)	Click button. Next screen is displayed as per Figure 8.

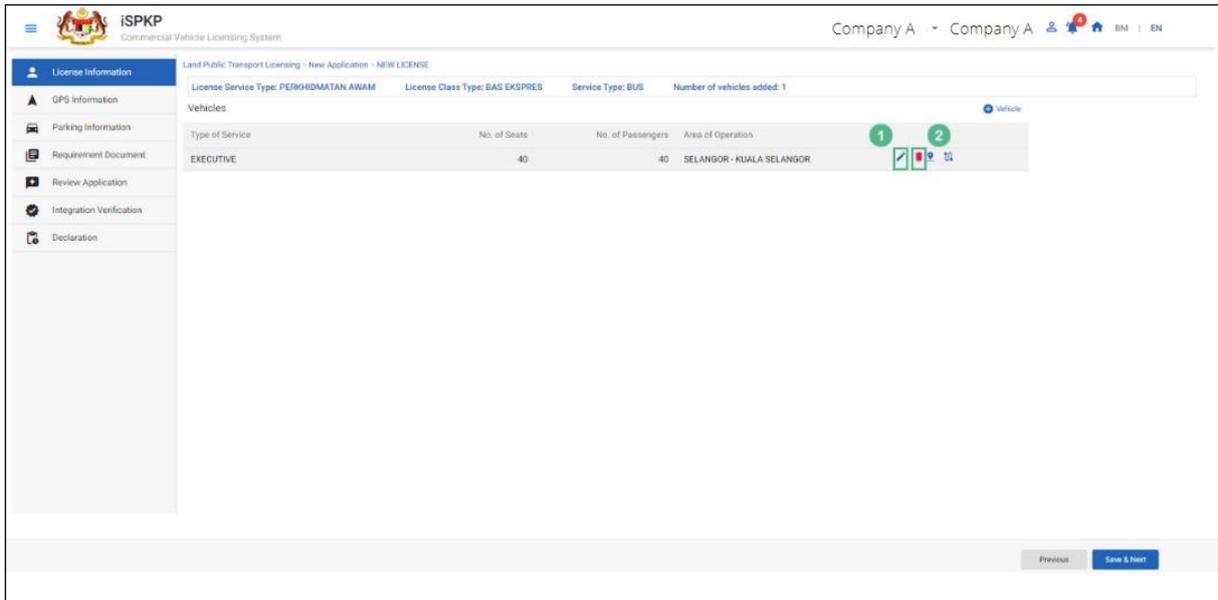


Figure 8: License Information - Add Vehicle Details (Edit / Delete)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Edit icon	Enables editing of “Vehicle” details.	User to click “Edit icon”.	Icon button. User will be redirected to Figure 8 to make changes and save again.
2	Delete icon	Enables deleting of “Vehicle” details.	User to click “Delete icon”.	Icon button. The entire Vehicle Details as per Figure 8 shall be deleted.

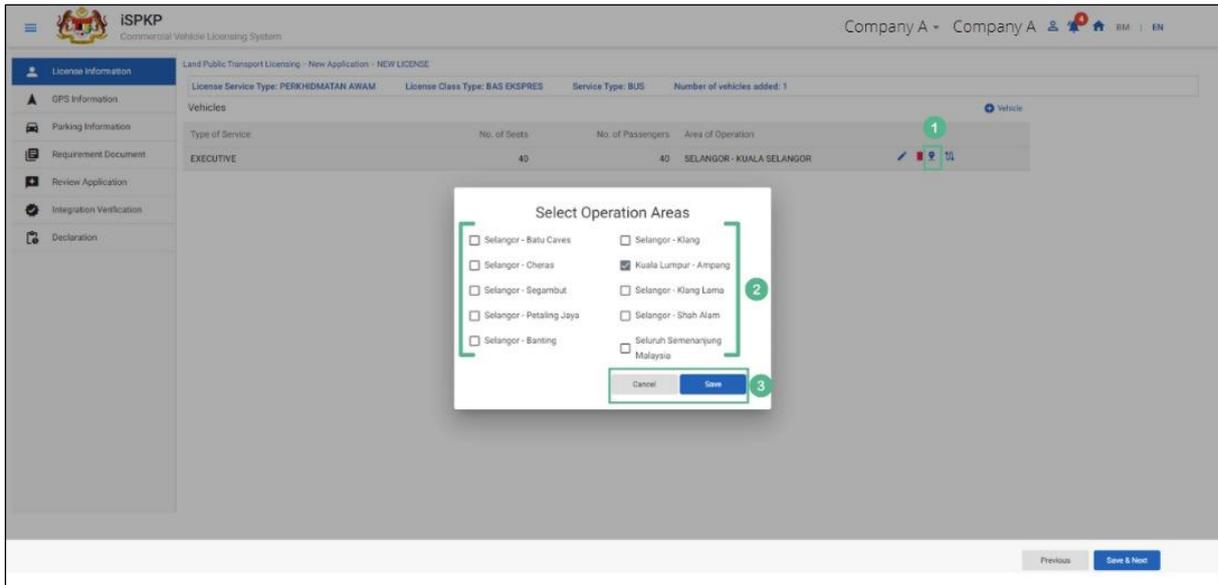


Figure 9: License Information - Add Vehicle Details (Select Operation Areas)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Operation Areas icon	Enables access into "Operation Area" listing.	User to click "Select Operation Areas" icon.	Icon button.
2	Operation Areas details	Details of "Operation Area" shown.	User to click and select "Operation Areas" listed.	Click button.
3	Cancel / Save	Enables either cancellation / saving of the "Operation Areas" details.	User to click on the following options: <ul style="list-style-type: none"> - Cancel - Save (selected) 	Click button. Next screen is displayed as per Figure 10.

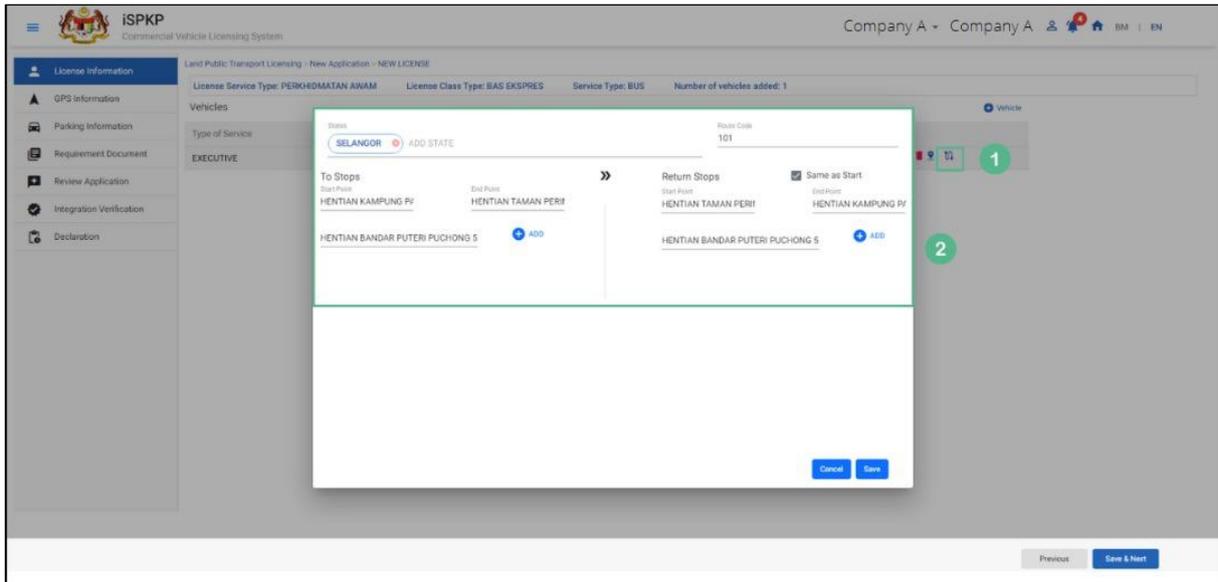


Figure 10: License Information - Add Vehicle Details (Route)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Route icon	Enables access into "Route" details.	User to click "Route" icon.	Icon button.
2	Route details	Details of "Route" shown.	User to click and select "Route" details based on dropdown button: <ul style="list-style-type: none"> - State - Route Code - To Stops (Start Point) - To Stops (End Point) - Return Stops (Start Point) - Return Stops (End Point) 	Click button.

In the event there are additional stops for the same vehicle, the User may include using the “+ ADD” icon below.

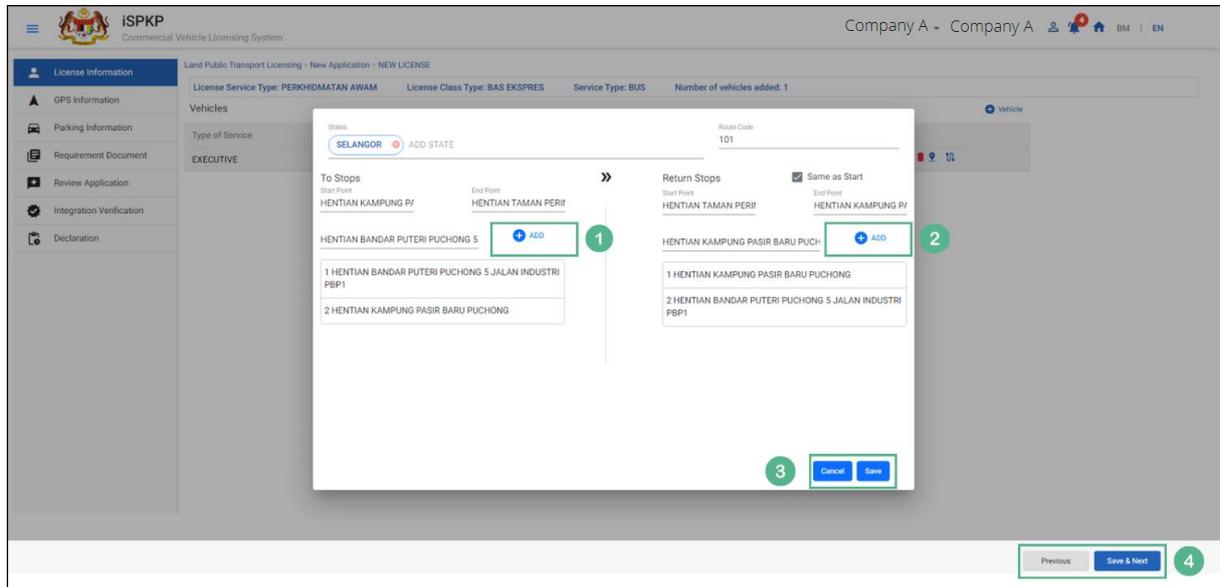


Figure 11: License Information - Add Vehicle Details (Route - Add Stops)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	To Stops + Add	Enables inclusion of additional “To Stop” route.	User to click on “To Stops +Add” button and select from listing.	Combination of click icon and click button.
2	Return Stops +Add	Enables inclusion of additional “Return Stops” route.	User to click on “Return Stops +Add” button and select from listing.	Combination of click icon and click button.
3	Cancel / Save	Enables either cancellation / saving of the “Route” details.	User to click on the following options: <ul style="list-style-type: none"> - Cancel - Save (selected) 	Click button. Next screen is displayed as per Figure 12.

4.1.2 GPS Information

User will proceed to the “GPS Information” panel which is auto-populated as below and review the information displayed.

Figure 12: GPS Information - Auto Populated

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “GPS Information”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 13.

4.1.3 Parking Information

User will proceed to the “Parking Information” panel whereby the mandatory fields are also auto-populated as below. The descriptions field is non-mandatory.

Figure 13: Parking Information - Auto Populated

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Parking Information”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 14.

4.1.4 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to the Application of New Licensing.

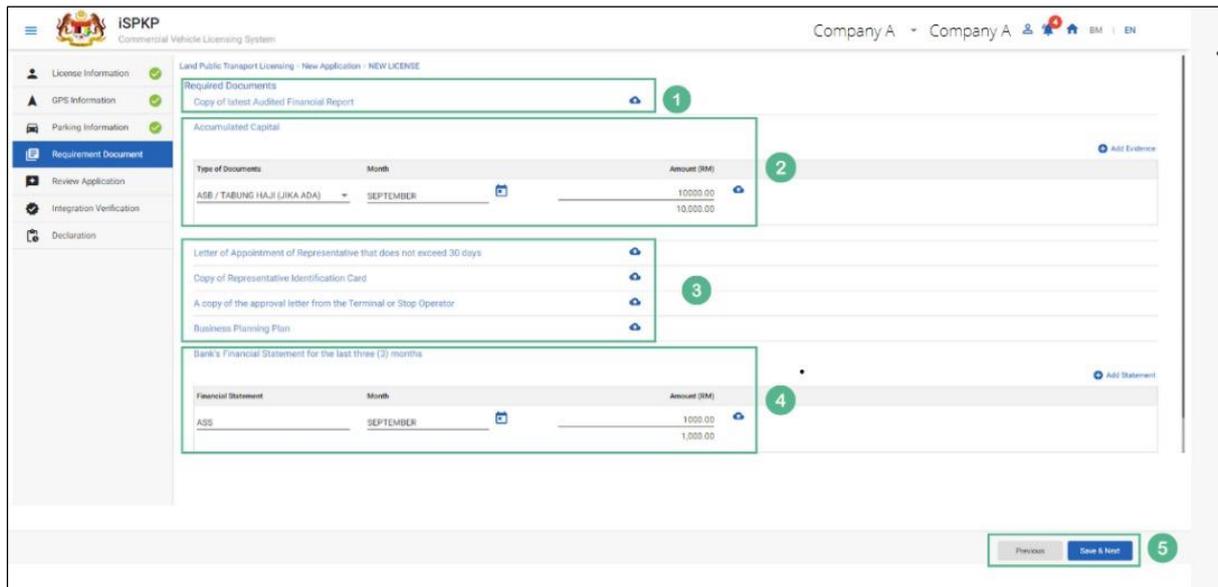


Figure 14: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Copy of Audited Financial Report	This applies for Sdn Bhd or Bhd companies.	User to click the Upload Icon & upload the document(s): - Latest Audited Financial Report	*Mandatory field. Upload icon. Multiple documents can be uploaded for each field.
2	Accumulated Capital	This applies for capital savings.	User to click the Upload Icon & upload the document(s):	Follow documents upload

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - Example: ASB / Tabung Haji 	specifications in Section 1.7.
3	Upload Documents	This applies to any additional relevant documents.	<p>User to click the Upload Icon & upload the document(s):</p> <ul style="list-style-type: none"> - Letter of Appointment of Representative that does not exceed 30 days - Copy of Representative Identification Card - A copy of the approval letter from the Terminal or Stop Operator - Business Planning Plan - Bank's Financial Statement for the last three (3) months 	<ul style="list-style-type: none"> - If no document is uploaded, there is a system message will prompt "Please select a file" message will appear.
4	Bank's Financial Statement for	This applies to monthly bank's financial statement.	User to click the Upload Icon & upload the document(s) specifying:	

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	the last three (3) months		<ul style="list-style-type: none"> - Which Financial Institution Statement - Month - Amount (RM) 	
5	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Requirement Document”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 15.

4.1.5 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below.

Figure 15: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 16.

4.1.6 Integration Verification

User will proceed to the “Integration Verification” panel to perform verification checking with SSM records as below.

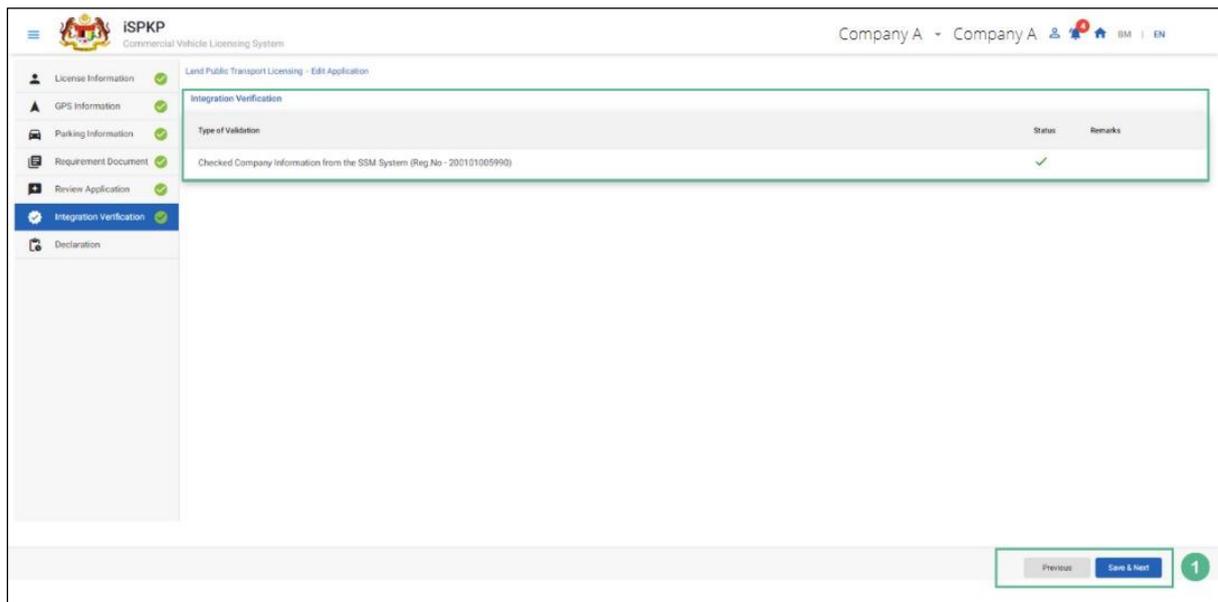


Figure 16: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Integration Verification”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 17.

4.1.7 Declaration

User will need to proceed to “Declaration” panel to submit the declaration.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The sidebar on the left contains navigation options: License Information, GPS Information, Parking Information, Requirement Document, Review Application, Integration Verification, and Declaration (highlighted with a red box and a '1' in a circle). The main content area is titled 'Declaration' and contains the following text:

Pengakuan Pelanggan / Customer's Declaration

Saya / Kami mengaku bahawa:

- Semua maklumat yang diberikan dalam borang ini termasuk dokumen sokongan adalah BENAR dan TERKINI.
- Telah melantik wakil mengikut surat wakil untuk tujuan melaksanakan apa-apa urusan dengan APAD dan akan bertanggungjawab keatas sebarang dokumentasi atau transaksi yang dibuat oleh wakil tersebut; dan
- Telah mematuhi sebarang keperluan lain yang ditetapkan oleh Agensi, Akta Pengangkutan Awam Darat 2010 atau mana-mana undang-undang yang terpakai.

I / We declare that:

- All information provided in this form including attachment documents is TRUE and UP TO DATE.
- Has appointed a representative as per the representative's letter for the purpose of exercising any right to deal with APAD and will be responsible for any document or transactions made by such representative; and
- Complied with any other requirements set by the Agency, the Land Public Transport Act 2010 or any applicable laws.

Peringatan/Reminder

- Di bawah Seksyen 204(1) Akta Pengangkutan Awam Darat 2010, pelanggan yang didapati melakukan kesalahan memalsukan pernyataan atau mengemukakan butiran palsu boleh dikenakan denda tidak kurang RM1,000.00 dan tidak melebihi RM10,000.00 atau dipenjarakan tidak melebihi satu (1) tahun atau kedua-duanya sekali.
- Pelanggan diwajibkan membaca, memahami dan mematuhi polisi dan syarat yang ditetapkan oleh APAD yang diperolehi dari laman web APAD atau melalui pejabat APAD yang berhampiran.
- Under Section 204(1) of the Land Public Transport Act 2010, customers found guilty of an offence falsifying a statement or submitting false details can be fined not less than RM1,000.00 and exceeding RM10,000.00 or imprisonment not exceeding one (1) year or both.
- The customer is obliged to read, understand, and comply with the policies and conditions stipulated by APAD can be obtained from APAD's website or through the nearest APAD Office.

At the bottom of the form, there is a checkbox with the text: "Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed".

The footer of the page contains navigation buttons: Previous, Save Draft & Exit, Submit & Pay Later, and Submit & Pay Now (highlighted with a red box and a '2' in a circle).

Figure 17: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.1.8 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Licensing Fee and thereafter the license will visible to the applicant.

4.1.9 Approval Offer Letter (Surat Tawaran Kelulusan)

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Offer Letter requesting the Operator to license their vehicles before the expiry date state stated in the letter (within 2 years).

There are three types of Approval Offer Letter:

- Commercial Vehicle License (Lesen Kenderaan Perdagangan)
- Public Service License (Lesen Perkhidmatan Awam)
- Tourist Vehicle License (Lesen Kenderaan Pelancong)

A sample of the Approval Offer Letter for Commercial Vehicle License is shown below:


AGENSİ PENGANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT AGENCY

Ruj. Kami : <REFERENCE_NUMBER>
Tarikh : <DATE>

<COMPANY_NAME>
<
COMPANY_ADDRESS
>

Tuan,

SURAT TAWARAN KELULUSAN LESEN KENDERAAN PERDAGANGAN

Adalah dengan hormatnya dimaklumkan bahawa permohonan tuan, no rujukan permohonan <APPLICATION_NO> bertarikh <DATE> telah **DILULUSKAN** oleh Jawatankuasa Perlesenan pada <DATE> seperti berikut:

i. Kelas Lesen : <LICENSE CLASS>
ii. No. Set : <SET NUMBER>
iii. Jenis Kenderaan : <VEHICLE CLASS>
iv. BDM : <BDM>
v. Kawasan Operasi : <OPERATION AREA>
vi. Barang Dibawa : <GOODS CARRIED>
vii. Syarat-syarat : <SPECIAL REQUIREMENTS>
Khas
viii. Alamat Depot : <DEPOT ADDRESS>
ix. Tarikh Tamat : <END DATE>
x. Catatan : <NOTES>

<PERINGATAN : PERLU MEMASTIKAN SEMUA KENDERAAN MEMATUHI ICOP KESELAMATAN>

2. Jika kenderaan tidak dilesenkan sebelum atau pada tarikh tamat di Agensi Pengangkutan Awam Darat, tawaran ini akan terbatal dengan sendirinya.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,


Digitally signed by
Ketua Pengarah
Date: 2018.10.30
12:11:01 +0800

KETUA PENGARAH
Bertarikh : <Approval_Date>

Figure 18: Approval Offer Letter (Surat Tawaran Kelulusan)

4.2 Renew / Re-Application

This activity is for the purpose of the Operator (Company or Individual) to apply for “Renew / Re-Application” of Operator License or Vehicle License for their vehicles.

This activity can be performed by Company Director / Company PIC / Company Agent using their respective credentials (User ID and Password).

Please refer to Section 3.2 in this manual for details.

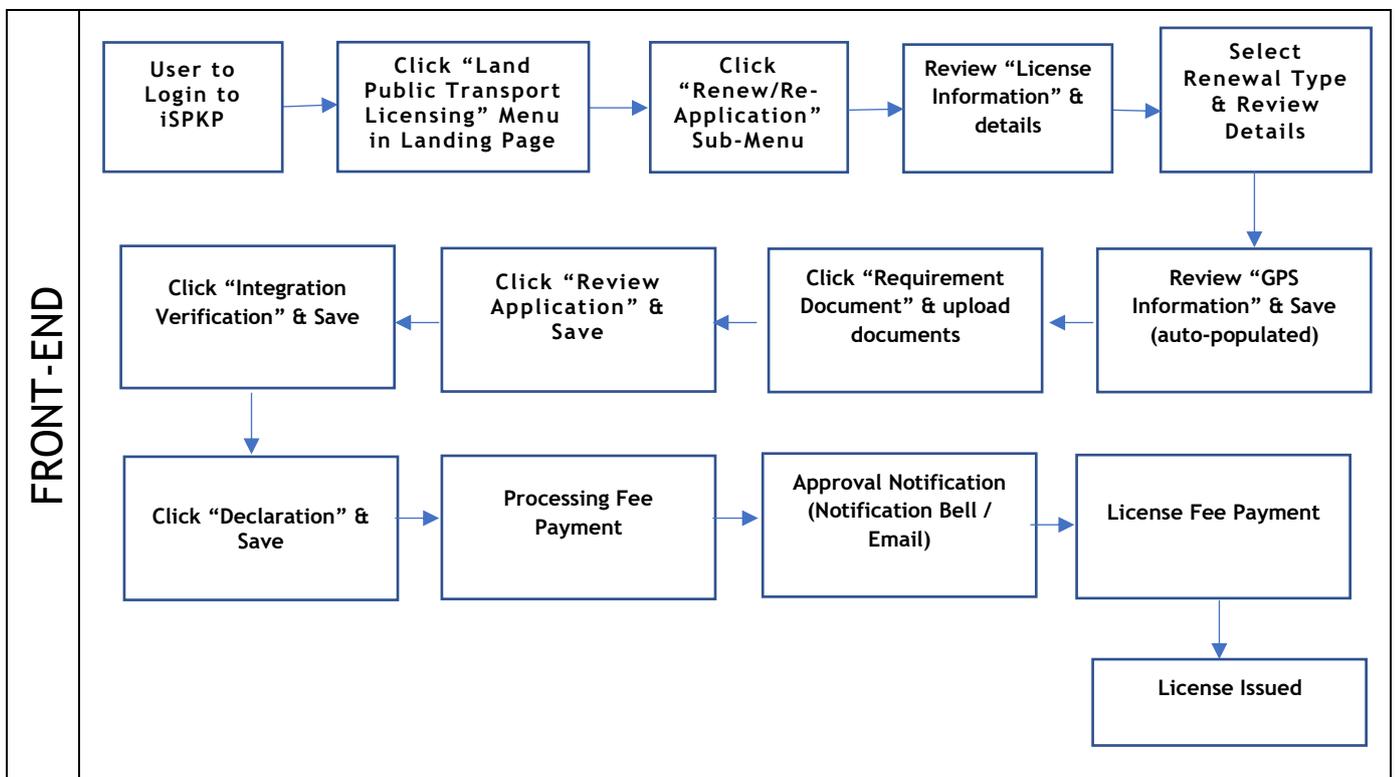


Figure 19: Application for Renew / Re-Application Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual). In this manual, we have selected the Company Director as an example. Similar steps apply for Company PIC / Company Agent and as and when there is variation, this will be highlighted accordingly. In such a scenario, Company Director approval is required where necessary.

The Company Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance. Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

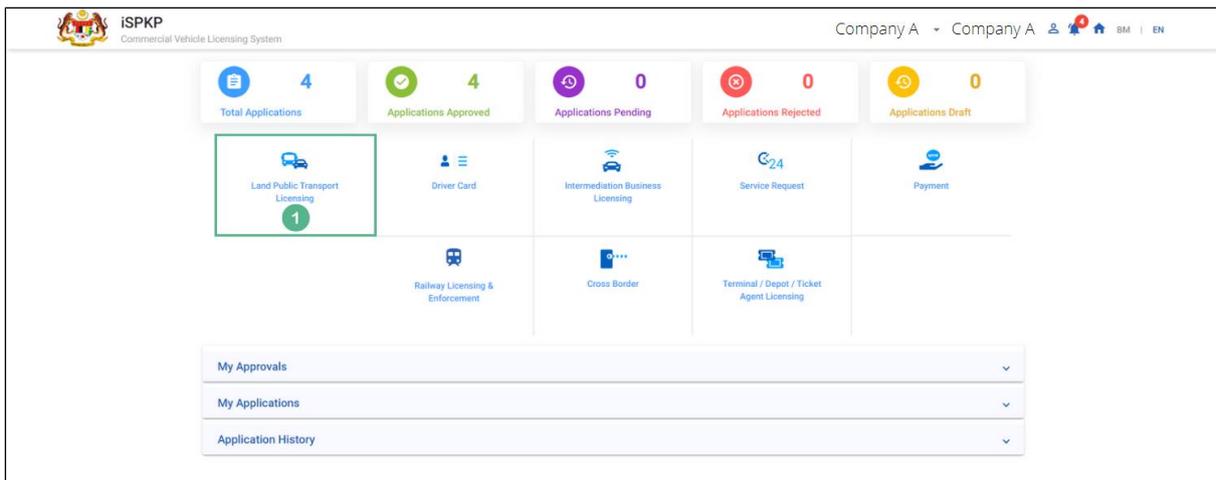


Figure 20: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing Management sub-menus.	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-menus will be

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				displayed as shown in Figure 21.

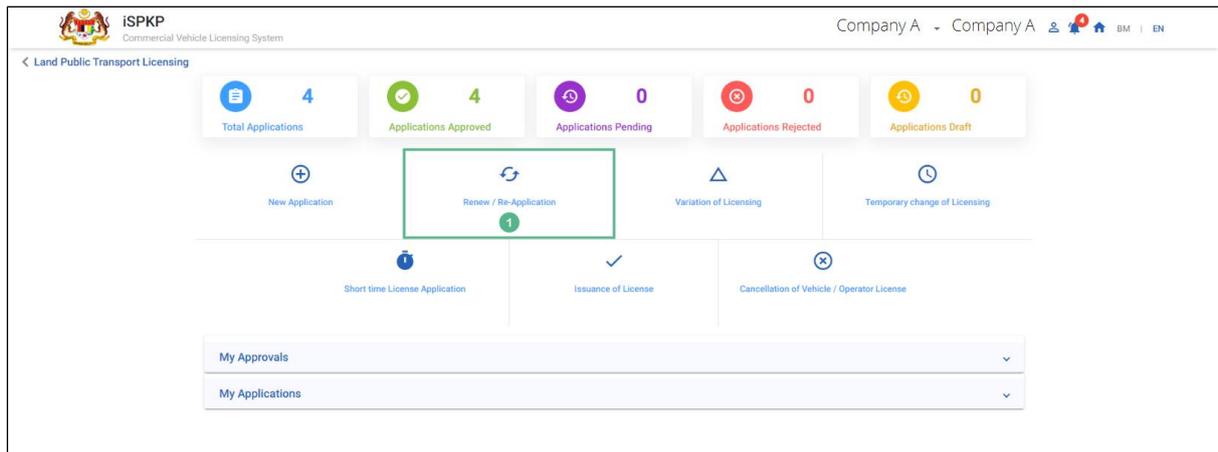


Figure 21: Renew / Re-Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew / Re-Application	Provides access to various tasks under “Renew / Re-Application”.	User to click on “Renew / Re-Application” button.	Click button. Next screen is displayed as per Figure 22.

Below is a table for Renewal Type and Timeline:

Renewal Type	Timeline
Renew <ul style="list-style-type: none"> - Operator License - Vehicle License - Vehicle Over Age Limit 	Must be done at least 3 - 6 months before expiry. If this is done less than 3 months before expiry, there shall be a penalty charged.
Re-Application <ul style="list-style-type: none"> - Re-Application Operator License - Re-Application Vehicle License - Re-Application Vehicle Over Age Limit 	This is required when the license has expired and must be done within 2 years. If license has expired more than 2 years, a fresh new license application must be submitted.

Table 5: Renewal Type and Timeline

Each panel of the left must be completed in order to initiate the Renew / Re-Application process.

4.2.1 License Information

The User must select the right type of renewal type application.

“Operator License” renewal is selected for this manual. The same process is applicable for the remaining renewal types.

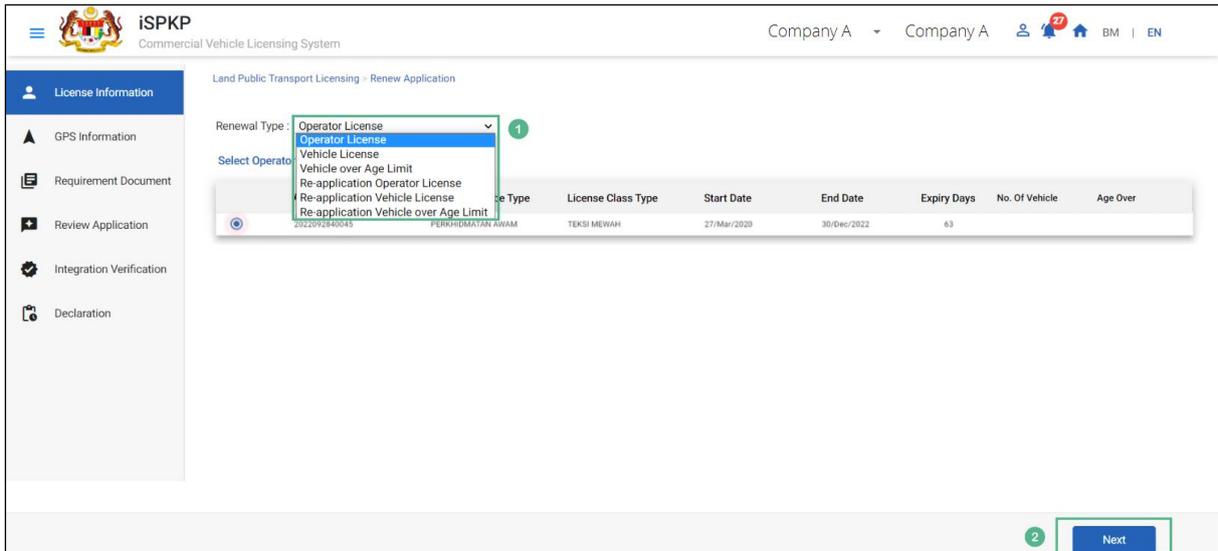


Figure 22: License Information - Renewal Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renewal Type	Provides access to various Renewal Types.	User to click on “Renewal Type” dropdown button and select from the list: <ul style="list-style-type: none"> - Operator License - Vehicle License - Vehicle Over Age Limit - Re-application Operator License - Re-application Vehicle License - Re-application Vehicle Over Age Limit 	Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Next	Completes the selection process for “License Information” panel	User to click on “Next” button.	Click button. Next screen is displayed as per Figure 23.

User to select the license for renewal.

Figure 23: License Information - Operator License (Select Operator License to Renew)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Operator License to Renew	Enables access to Operator License Listing	User to click “Select Operator License to Renew”.	Click button.
2	Operator License Listing	Listing of license for renewal under the Operator.	User to click the radio button on the selected Operator License to renew.	Radio button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
3	Next	Completes the selection process for “License Information” panel.	User to click on “Next” button.	Click button. Next screen is displayed as per Figure 24.

Next, User needs to select vehicle license for renewal.

All the vehicle licenses under the Operator are auto-populated and “tick” in the check box by default.

If User would like to select certain vehicle license, then only these needs to be “tick” and the rest is” untick” accordingly.

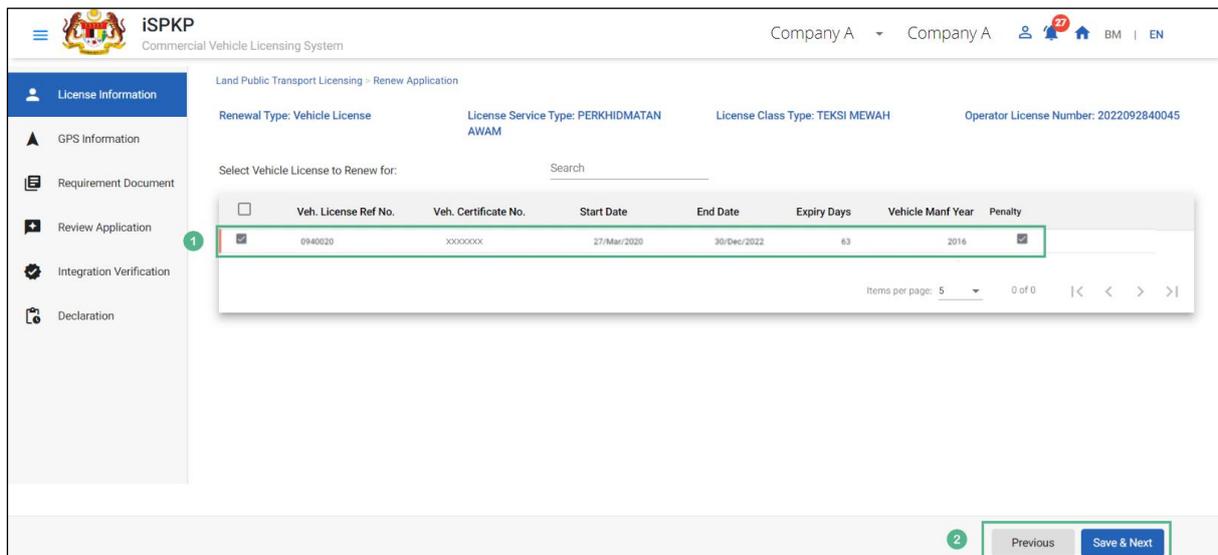


Figure 24: License Information - Operator License (Select Vehicle License to Renew)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Check box button	Enables selection of vehicle license(s) where necessary.	User to untick / tick where necessary in the check box.	Tick button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “License Information”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 25.

4.2.2 GPS Information

User will proceed to the “GPS Information” panel which is auto-populated as below and review the information displayed.

The screenshot shows the 'iSPKP Commercial Vehicle Licensing System' interface. The main content area is titled 'Land Public Transport Licensing - Renew Application' and 'GPS Information'. It features a table with two rows of auto-populated data:

Provider Name	Username	Password	IRI
XXXXXXX	XXXXXXX	XXXXXXXXXXXXXXXXXXXX
XXXXXXX	XXXXXXX	XXXXXXXXXXXXXXXXXXXX

At the bottom of the interface, there are 'Previous' and 'Save & Next' buttons. A '1' in a green circle is visible near the 'Previous' button.

Figure 25: GPS Information - Auto Populated

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of	User to click on the following options: <ul style="list-style-type: none"> - Previous 	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		the “GPS Information”.	- Save & Next (selected)	Next screen is displayed as per Figure 26.

4.2.3 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to Renew / Re-Application of Operator License.

The screenshot shows the 'Requirement Document' section of the iSPKP system. The sidebar on the left has 'Requirement Document' selected. The main content area shows 'Required Documents' with a table of document requirements. A green box highlights the first row, and a red circle with the number '1' is next to the 'Requirement Document' sidebar item. At the bottom right, there is a 'Save & Next' button.

Document Description	Upload Icon	File Name	Action
Copy of latest Audited Financial Report	📎	xxxxxxxx.pdf	🔍
Letter of Appointment of Representative that does not exceed 30 days	📎	xxxxxxxx.pdf	🔍
Copy of Representative Identification Card	📎	xxxxxxxx.pdf	🔍
Copy of the Identity Card of the individual who signed the application form	📎	xxxxxxxx.pdf	🔍
Copy of Vehicle Permit	📎	xxxxxxxx.pdf	🔍
Copy of Vehicle Registration Card / Copy of Vehicle Ownership Certificate	📎	xxxxxxxx.pdf	🔍

Figure 26: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Documents	This applies to supporting relevant documents.	User to click the Upload Icon & upload the document(s): - Copy of Latest Audited	*Mandatory field. Upload icon.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			Financial Report - Letter of Appointment of Representative that does not exceed 30 days - Copy of Representative Identification Card - Copy of the Identity Card of the Individual who signed the Application Form - Copy of Vehicle Permit - Copy of Vehicle Registration Card / Copy of Vehicle Ownership Certificate	Multiple documents can be uploaded for each field. Follow documents upload specifications in Section 1.7. - If no document is uploaded, there is a system message will prompt “Please select a file” message will appear.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Requirement Documents”.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 27.

4.2.4 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below.

Figure 27: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Top Arrow icon	Enables display of Vehicle Information for Review	User to click Top Arrow icon.	Top Arrow icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 28 or Figure 29.

4.2.5 Integration Verification

User will proceed to the “Integration Verification” panel to perform verification checking with SSM records.

Two scenarios may be possible:

Scenario	Remarks
No Information Discrepancy	Proceed with Declaration.
Information Discrepancy Noted	Proceed with Variation Application - refer to Section 4.3.1 in this manual.

Table 6: Integration Verification - Scenarios

No Information Discrepancy

User will proceed with Declaration.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The sidebar on the left contains navigation options: License Information (checked), GPS Information (checked), Requirement Document (checked), Review Application (checked), Integration Verification (selected), and Declaration. The main content area displays 'Land Public Transport Licensing - Renew Application' with details: Renewal Type: Operator License, License Service Type: PERKHIDMATAN AWAM, License Class Type: TEKSI MEWAH, and Operator License Number: 2022092840045. The Integration Verification section shows a table with one row: 'Checked Company Information from the SSM System (Reg.No - 198301004709)' with a status of '✓'. At the bottom, there are 'Previous' and 'Save & Next' buttons.

Figure 28: Integration Verification - No Information Discrepancy

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Integration Verification”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 30.

Information Discrepancy Noted:

User will proceed with Variation Application.

Please refer to Section 4.3.1 in this manual on the next step.

The screenshot displays the 'Integration Verification' step in the iSPKP system. The interface includes a sidebar with navigation options: License Information, GPS Information, Requirement Document, Review Application, Integration Verification (highlighted), and Declaration. The main content area shows a table of validation results:

Type of Validation	Status	Remarks
Checked Company Information from the SSM System (Reg.No - 201201011786)	✗	<ul style="list-style-type: none"> • Difference in Name, Address and Directors identified: <ul style="list-style-type: none"> ◦ Change of Registration address ◦ Change in Director Information: 'MOHD RIDZUAN BIN DAUD @ AB RAZAK' is not matching. ◦ Change in Director Information: 'KHERUNNESSA BINTI SAMSUDDIN' is not matching. ◦ Change in Director Information: 'MOHD FAKRIN BIN NOR DIN' is not matching. ◦ Change in Director Information: 'ANUAR BIN BAHADOR' is not matching. • Difference in Shareholders/Equity holders identified. Click here to create a Variation application. <ul style="list-style-type: none"> ◦ Shareholder (IC: 740920026064) Total Shares changed. ◦ Shareholder (IC: 811026035199) Total Shares changed. ◦ Shareholder (IC: 811208115261) Total Shares changed.
Checked Vehicle Details From JPJ System (Veh.Reg.No - VCF182)	✓	• BGK Missing - (Data in JPJ: 0)
JPJ Summon Details by Vehicle Registration Number Verification (Veh.Reg.No - VCF182)	✓	No. of Summons: No Any Outstanding Summons

A blue banner at the bottom of the table states: "A Variance Charge of RM 5 each, will be applied for updating these changes to the system". At the bottom right, there are three buttons: "Accept Variation" (red), "Previous" (grey), and "Save & Next" (blue).

Figure 29: Integration Verification - Information Discrepancy Noted

User must complete the Variation Application process and receive approval first before the User is allowed with Declaration.

4.2.6 Declaration

User will need to proceed to “Declaration” panel to submit the Declaration.

The screenshot shows the 'Declaration' step in the iSPKP Commercial Vehicle Licensing System. The interface includes a sidebar with navigation options: License Information, GPS Information, Requirement Document, Review Application, Integration Verification, and Declaration (highlighted). The main content area contains a declaration form with the following sections:

- I / We declare that:**
 - All information provided in this form including attachment documents is TRUE and UP TO DATE.
 - Has appointed a representative as per the representative's letter for the purpose of exercising any right to deal with APAD and will be responsible for any document or transactions made by such representative; and
 - Complied with any other requirements set by the Agency, the Land Public Transport Act 2010 or any applicable laws.
- Peringatan/Reminder**
 - Di bawah Seksyen 204(1) Akta Pengangkutan Awam Darat 2010, pelanggan yang didapati melakukan kesalahan memalsukan pernyataan atau mengemukakan butiran palsu boleh dikenakan denda tidak kurang RM1,000.00 dan tidak melebihi RM10,000.00 atau dipenjarakan tidak melebihi satu (1) tahun atau kedua-duanya sekali.
 - Pelanggan diwajibkan membaca, memahami dan mematuhi polisi dan syarat yang ditetapkan oleh APAD yang diperolehi dari laman web APAD atau melalui pejabat APAD yang berhampiran.

Below the reminders, there is a confirmation statement with a checked checkbox:

Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed

At the bottom of the form, there are navigation buttons: Previous, Save Draft & Exit, Submit & Pay Later, and Submit & Pay Now. A green box highlights the confirmation statement, and a green circle with the number '1' is next to it.

Figure 30: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.2.7 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Licensing Fee and thereafter the license will visible to the applicant.

4.2.8 Renew / Re-Application License Issuance

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the License from the Profile option. The User will navigate to the landing page, as shown below:

The screenshot displays the iSPKP Commercial Vehicle Licensing System dashboard. At the top, it shows the system name and user information (Company A). Below this, there are five summary cards: Total Applications (63), Applications Approved (16), Applications Pending (14), Applications Rejected (0), and Applications Draft (33). A grid of service categories follows, including Land Public Transport Licensing, Driver Card, Intermediation Business Licensing, Service Request, Payment, Railway Licensing & Enforcement, Cross Border, and Terminal / Depot / Ticket Agent Licensing. The 'My Applications' section is expanded, showing two application entries:

Application Name	Completion	Payment	Action
MEMPERBAHARUI LESEN OPERATOR (#25391) Application No: TL2022102804410526 PERKHIDMATAN AWAM: TEKSI MEWAH Approved: 28/Oct/2022	Completed	Processing Fee: Paid License Fee: Paid	View Receipt
APPEAL (#21701) Application No: N/A Approved With Conditions: 19/Oct/2022	Pending	Processing Fee: Pending License Fee: Pending	View Receipt

Figure 31: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

Next, User will proceed to access the Profile menu and retrieve the License accordingly.

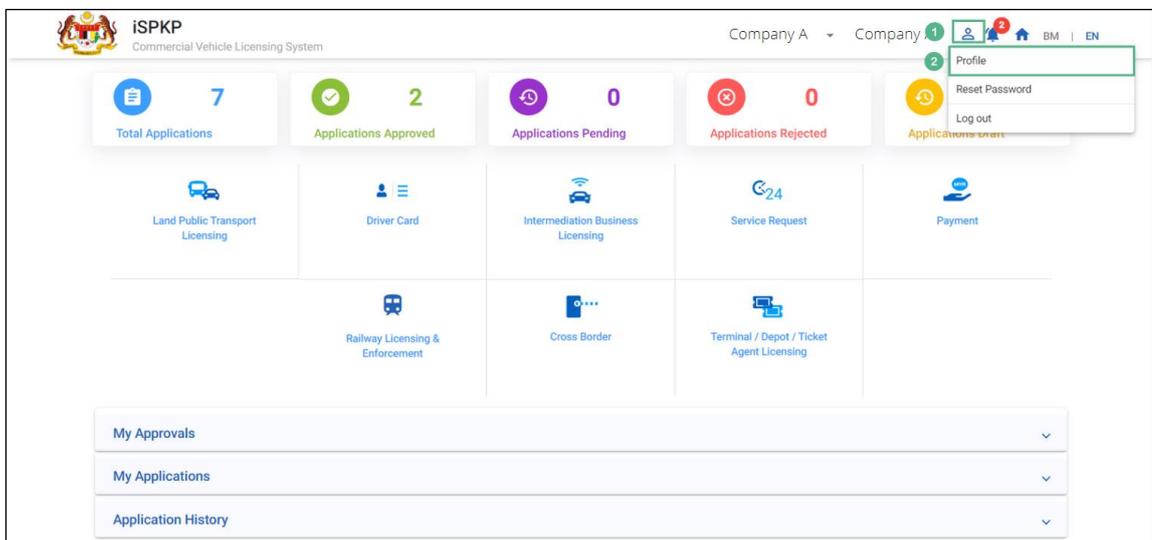


Figure 32: Profile Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile icon	Enables access to “Profile” menu.	User to click on “Profile” icon.	Click button.
2	Profile	Enables access to “Profile” sub-menus.	User to click on any of the following: <ul style="list-style-type: none"> - Profile (selected) - Reset Password - Logout 	Click button. Next screen is displayed as per Figure 33.

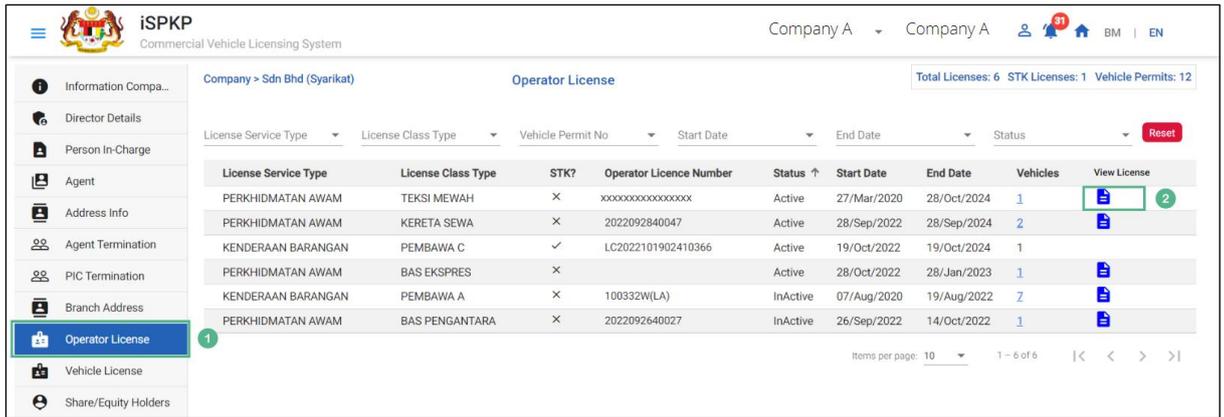


Figure 33: Profile Sub-Menu: Operator License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Operator License	Enables access to licenses issued.	User to click “Operator License”.	Click button.
2	View License	Enables viewing of a selected license.	User to click on selected license.	Click button.

The system-generated Temporary Change License is issued via Digital Certificate.
The selected Operator License is displayed as per below:



KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

LESEN PENGENDALI

Adalah ini dengan diperakukan bahawa pengendali yang dinyatakan di bawah ini telah dilesekan oleh Agensi Pengangkutan Awam Darat mengikut Akta Pengangkutan Awam Darat 2010. Lesen ini tertakluk kepada syarat-syarat yang telah ditetapkan di dalam Keperluan Tahap Perkhidmatan.

Nombor Lesen Pengendali : xxxxxxxxxxxxxxxx

Nama Pengendali : Company A

No. Daftar Syarikat : WWT7799PERKHIDMATAN AWAM

Alamat Berdaftar : xxxxxxxxxxxxxxxxxxxxxxxxxxxx
*
xxxxxx
xxxxxxx
xxxxxxxxxxx
xxxxx

Tarikh Mula Kuatkuasa : 27/03/2020

Tarikh Sahlaku Sehingga : 28/10/2024

* Pembaharuan ini hendaklah dibuat sekurang-kurangnya 90 hari sebelum habis tempoh

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Bertarikh : 28/09/2022

Figure 34: Renew / Re-Application License - Operator License (Sample)

4.3 Variation of Licensing

This application is applicable for existing Operators in APAD / LPKP Sabah / LPKP Sarawak system with Operator License and Vehicle License.

There are different circumstances causing the need for different types of Variation of Licensing application which will be elaborated further in this section.

The types of Variation of Licensing application depend on the type of ROC Company or ROB Business that are applying as below:

Variation of Licensing Application Type	Registrar of Companies (ROC) Sdn Bhd / Bhd / Co-operative	Registrar of Businesses (ROB) Sole Proprietorship / Partnership
Change of Company's Shareholder	/	/
Change of Operator's License Class	/	/
Change of Vehicle Classification	/	/
Change of Vehicle	/	/
Transfer of Ownership	X	/

Table 7: Types of Variation Application / Type of Company or Business

This activity can be performed by the Director / PIC / Agent. This sub-Module is applicable for Operators who would like to apply for variation of their existing Operator/ Vehicle licenses.

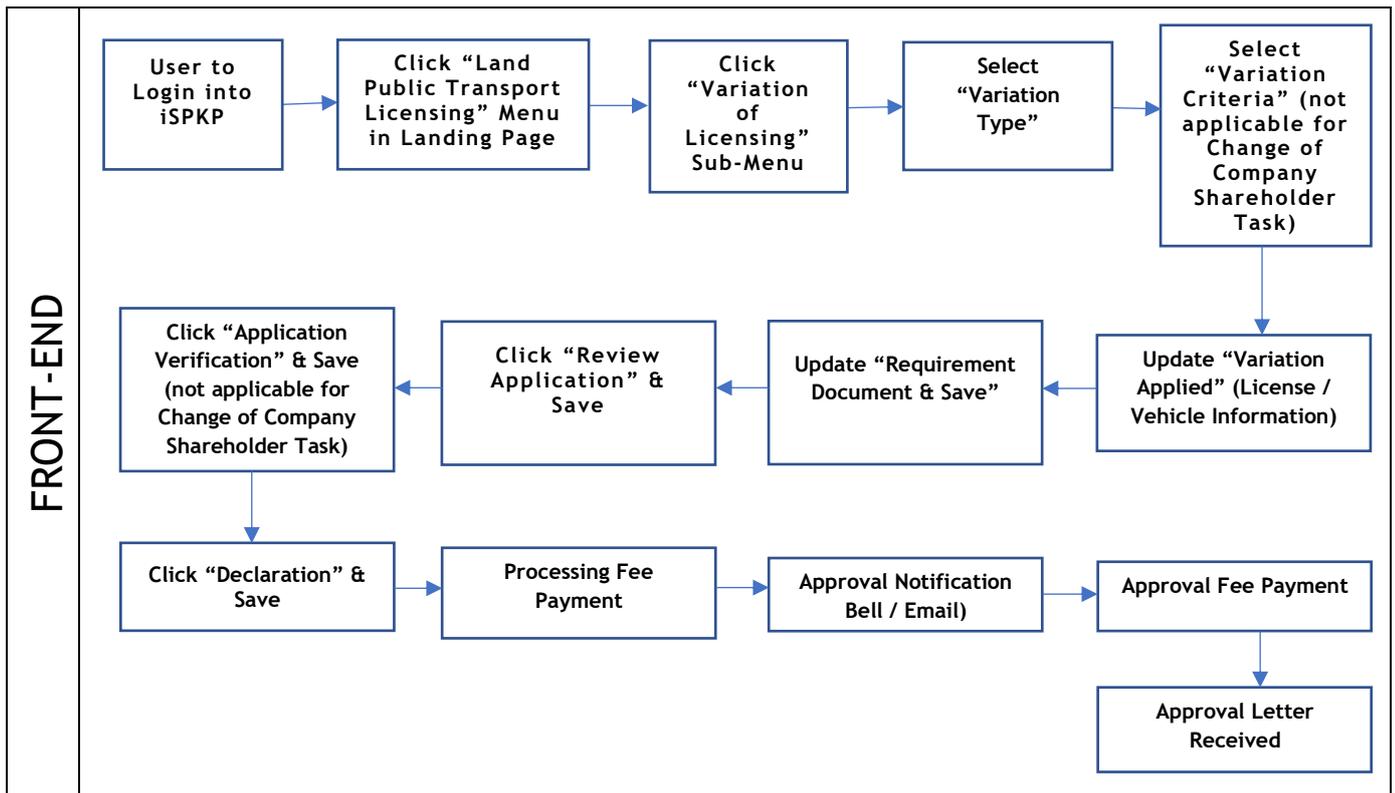


Figure 35: Variation of Licensing Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual). In this manual, we have selected the Director as an example. Similar steps apply for PIC / Agent and as and when there is variation, this will be highlighted accordingly. In such a scenario, the Director approval is required where necessary.

The Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance.

Upon successful Login by the Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

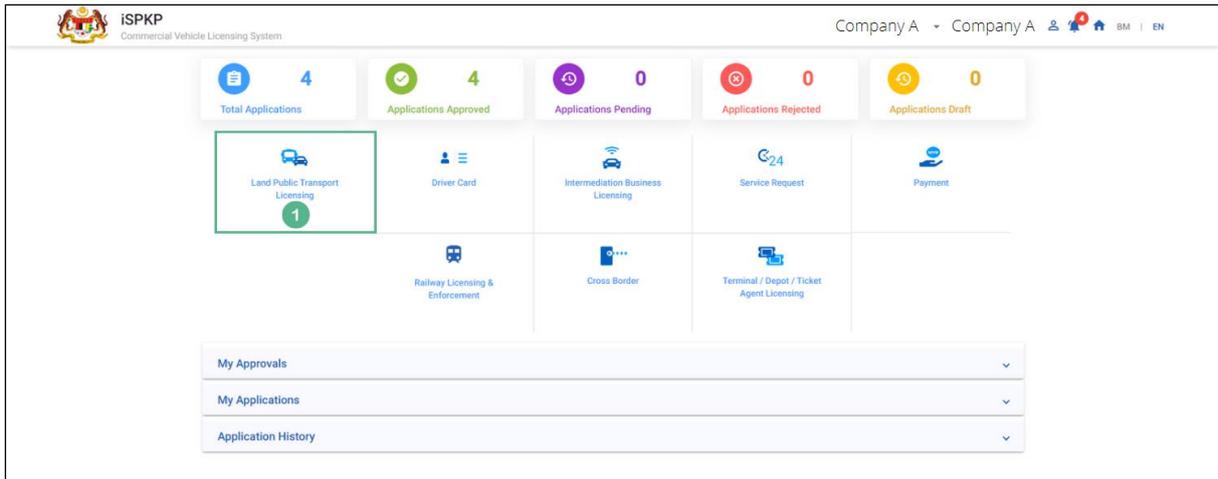


Figure 36: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing Management sub-menus.	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-menus will be displayed as shown in Figure 37.

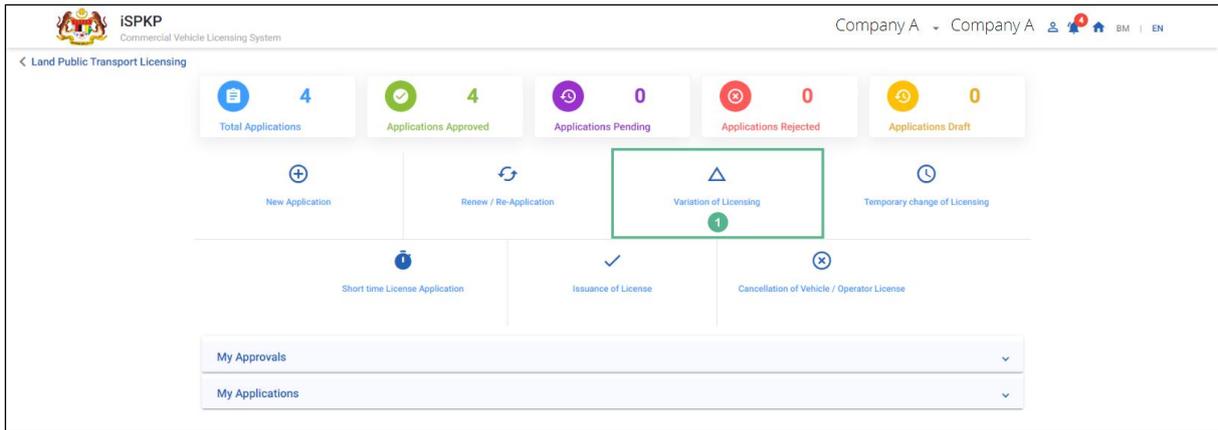


Figure 37: Land Public Transport Licensing Management Module - Variation of Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under “Variation of Licensing”.	User to click on “Variation of Licensing” button.	Click button. Next screen is displayed as per Figure 38 or Figure 39 depending on whether it’s a ROC / ROB type pf company or business respectively.

The work processes below in are major tasks under Variations of Licensing Application.

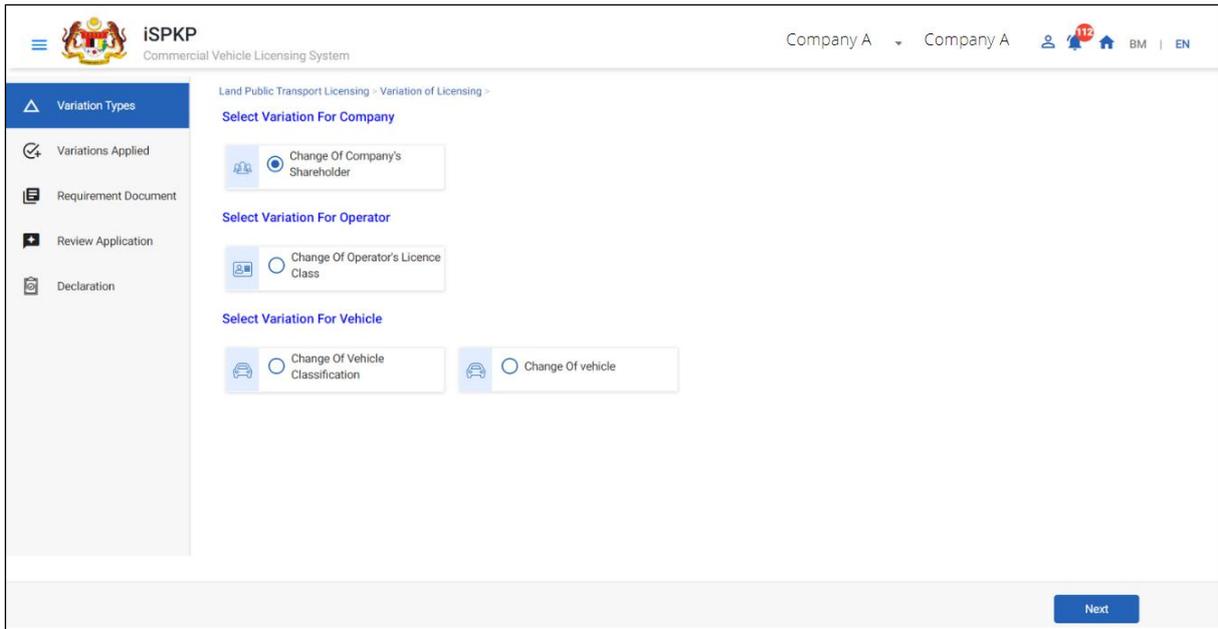


Figure 38: Variation of Licensing Application - ROC Company

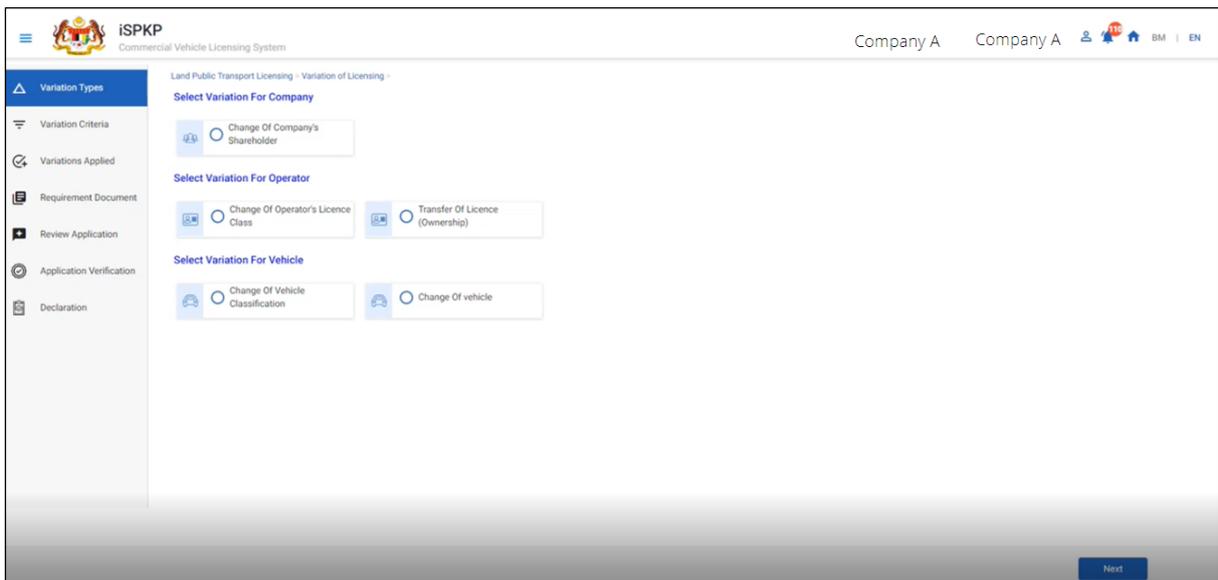


Figure 39: Variation of Licensing Application - ROB Company

Kindly note the following:

Section 4.3.1 to 4.3.4:

- An example of a ROC Company is used, but also applicable for a ROB Business as well.

Section 4.3.5

- An example of a ROB Business is used, as this task is not applicable for a ROC Company.

Under each Section from 4.3.1 to 4.3.5, each panel must be completed / reviewed accordingly which is similar for both ROC and ROB type.

4.3.1 Change of Company’s Shareholder

This task is applicable for both ROC and ROB type of companies.

The write-up below uses a ROC type of company as an example.

In the event there is a need to update the company or business shareholder information in the iSPKP system to match the SSM information, User will need to perform the Change of Company’s Shareholder application.

During Renew / Re-application process, in the event the User sees Figure 29 during Integration Verification task as per Section 4.2.5, the following process needs to take place.

Scenario	Remarks
Difference in Name, Address and Directors	This will be updated in iSPKP system via Fast Approval by using “Accept Variation” button below.
Difference in Shareholders / Equity Holders	Proceed with Variation Application by clicking on the blue colored link below.

Table 8: Integration Verification - Directors & Shareholders / Equity Holders Scenarios

The screenshot displays the iSPKP Commercial Vehicle Licensing System interface. On the left, a navigation menu includes License Information, GPS Information, Requirement Document, Review Application, Integration Verification (highlighted), and Declaration. The main area shows a table of validation results:

Type of Validation	Status	Remarks
Checked Company Information from the SSM System (Reg.No - 201201011786)	✗	<ul style="list-style-type: none"> Difference in Name, Address and Directors identified: <ul style="list-style-type: none"> Change of Registration address Change in Director Information: 'MOHD RIDZUAN BIN DAUD @ AB RAZAK' is not matching. Change in Director Information: 'KHERUNNESSA BINTI SAMSUDDIN' is not matching. Change in Director Information: 'MOHD FAKRIN BIN NOR DIN' is not matching. Change in Director Information: 'ANUAR BIN BAHADOR' is not matching. Difference in Shareholders/Equity holders identified. Click here to create a Variation application. <ul style="list-style-type: none"> Shareholder (IC: 740920026064) Total Shares changed. Shareholder (IC: 811026035199) Total Shares changed. Shareholder (IC: 811208115261) Total Shares changed.
Checked Vehicle Details From JPJ System (Veh.Reg.No - VCF182)	✓	BGK Missing - (Data in JPJ: 0)
JPJ Summon Details by Vehicle Registration Number Verification (Veh.Reg.No - VCF182)	✓	No. of Summons: No Any Outstanding Summons

A note at the bottom states: "A Variance Charge of RM 5 each, will be applied for updating these changes to the system". At the bottom right, there are buttons for "Accept Variation", "Previous", and "Save & Next".

Figure 40: Integration Verification - Information Discrepancy Noted

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Accept Variation	Enables system to auto-update Difference in Name, Address and Directors	User to click on "Accept Variation" button.	Click button. "Accept Variation" enables Director information in iSPKP system to be updated as per SSM data.
2	Click here to Create Variation Application	Enables Difference in Shareholders / Equity Holders to be updated.	User to click "Click here to Create Variation Application" button.	Click button. "Click here to Create Variation Application" enables Shareholder / Equity Holder information in iSPKP system to be

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				updated as per SSM data.

4.3.1.1 Variation Types

User to select Change of Company’s Shareholder and make the necessary changes.

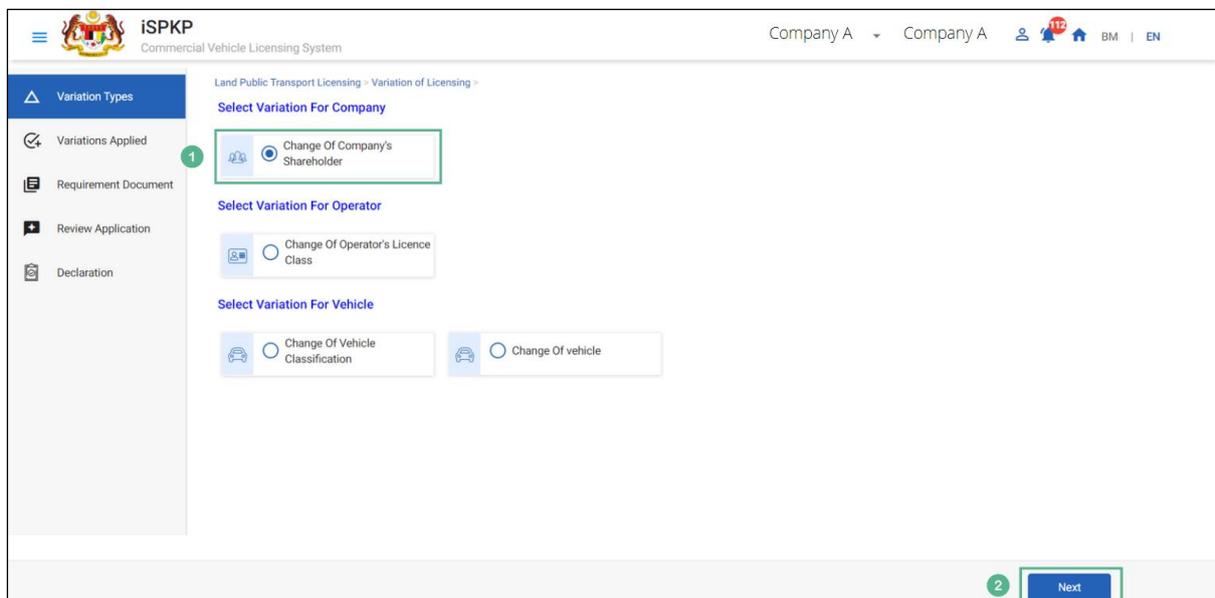


Figure 41: Variation Type - Change of Company’s Shareholder

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change of Company’s Shareholder	Provides access to various tasks under “Change of Company’s Shareholder”.	User to click on “Change of Company’s Shareholder” button.	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Next	Enables User to proceed to next screen.	User to click “Next”.	Click button. Next screen is displayed as per Figure 42.

4.3.1.2 Variation Applied

The following information is auto-populated whereby information as per the iSPKP system is displayed alongside SSM system.

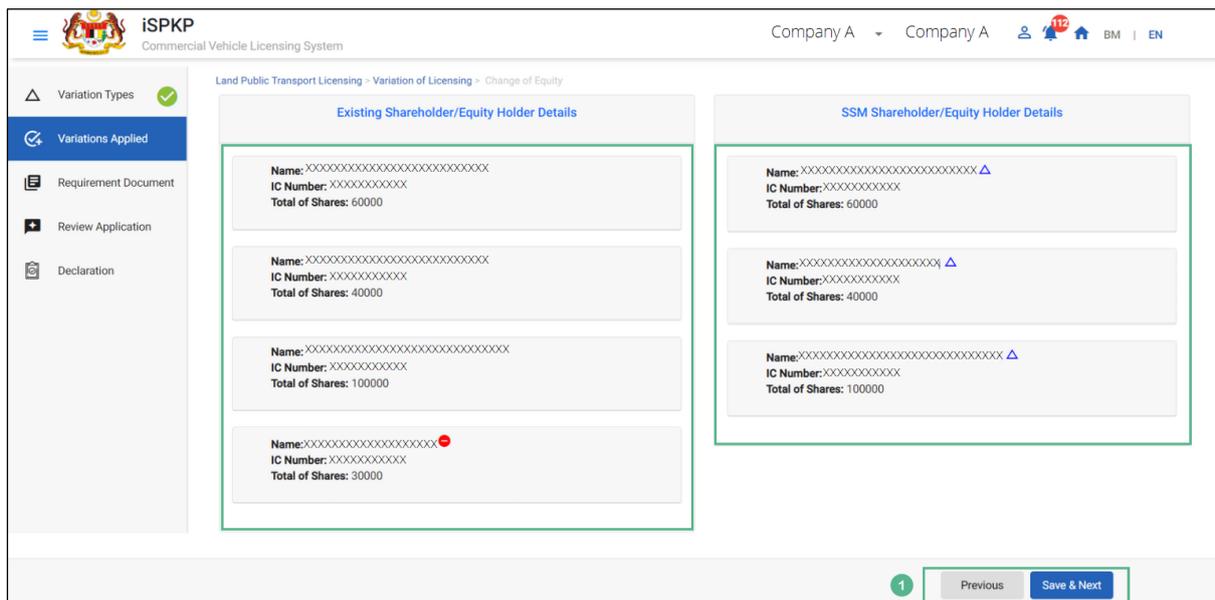


Figure 42: Variation Type - Change of Company’s Shareholder

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of	User to click on the following options: - Previous	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		the “Variation Applied”.	- Save & Next (selected)	Next screen is displayed as per Figure 43.

4.3.1.3 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to Change of Company Shareholder application.

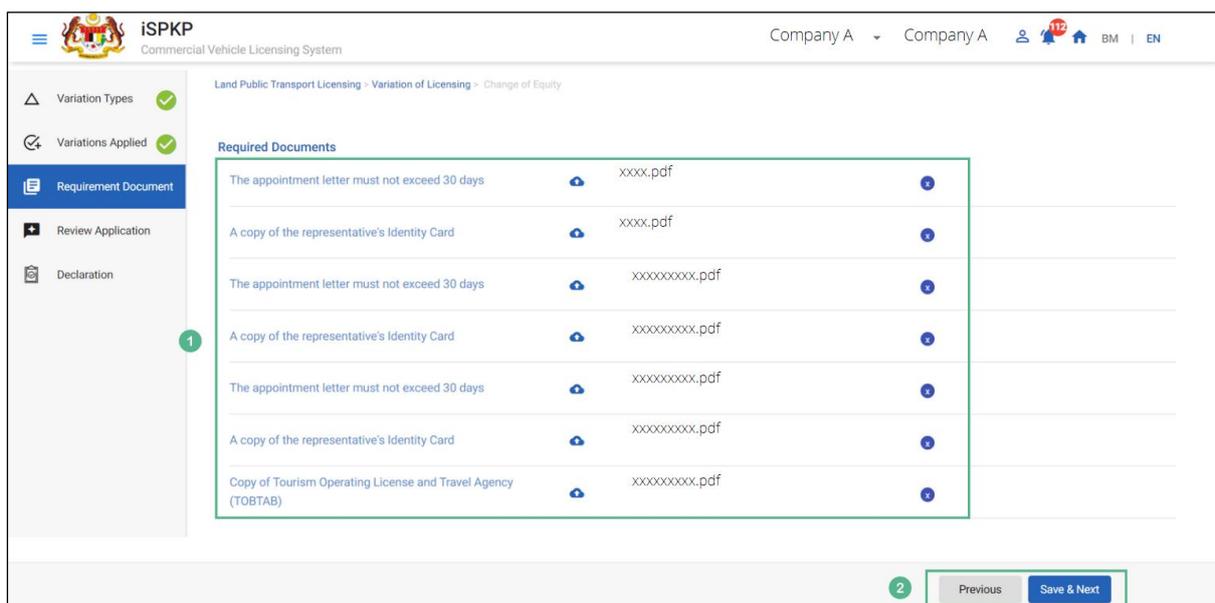


Figure 43: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to relevant supporting documents.	User to click the Upload Icon & upload the document(s):	*Mandatory field. Upload icon. Multiple documents can be

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - The appointment letter must not exceed 30 days. - A copy of the representative's Identity Card - Copy of Tourism Operating License and Travel Agency (TOBTAB) 	<p>uploaded for each field.</p> <p>Follow documents upload specifications in Section 1.7.</p> <p>- If no document is uploaded, there is a system message will prompt "Please select a file" message will appear.</p>
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Requirement Documents".	<p>User to click on the following options:</p> <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	<p>Click button.</p> <p>Next screen is displayed as per Figure 44.</p>

4.3.1.4 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below.

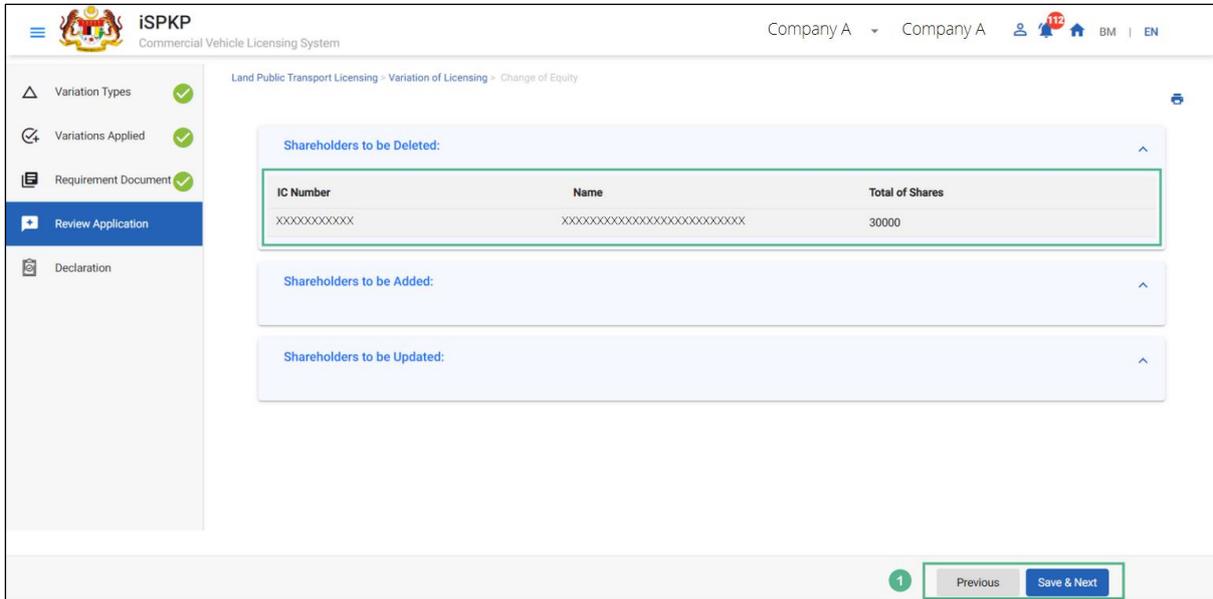


Figure 44: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 45.

4.3.1.5 Declaration

User will need to proceed to “Declaration” panel to submit the Declaration.

Figure 45: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later 	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Submit & Pay Now	

4.3.1.6 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Approval Fee and thereafter the Approval Letter will visible to the applicant.

4.3.1.7 Approval Letter (Surat Kelulusan)

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Letter.

A sample Approval Letter is shown below:

Please provide sample Approval Letter - change of company shareholder

User may check application and payment status as per below:

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the Approval Letter from the Profile option. The user will navigate to the landing page, as shown below:

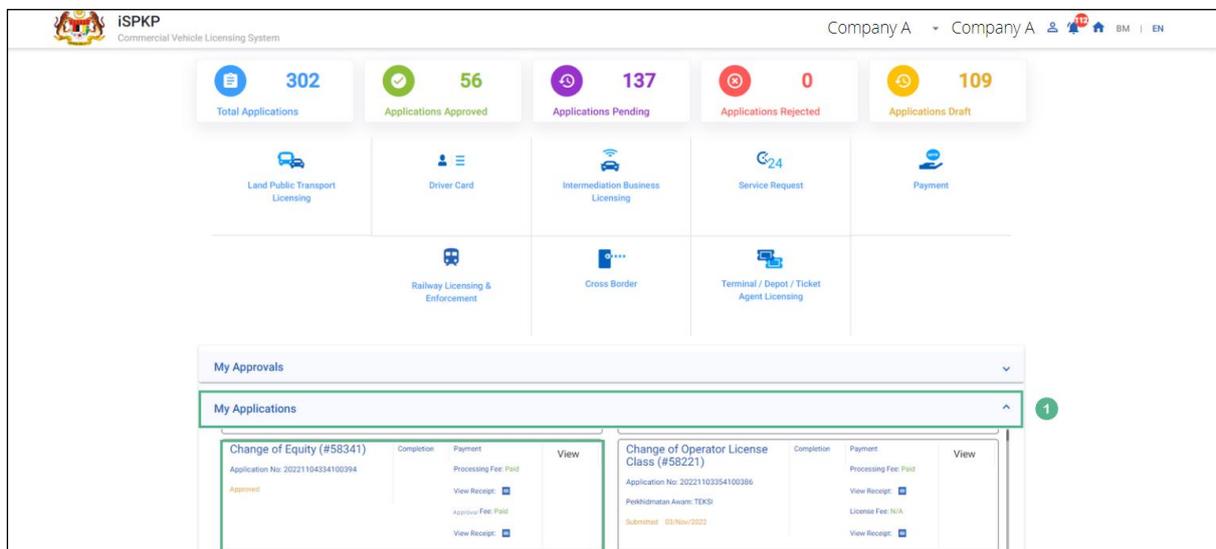


Figure 46: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

4.3.2 Change of Operator’s License Class

This task is applicable for both ROC and ROB type of companies.

The write-up below uses a ROC type of company as an example.

In the event there is a need to change an Operator license class to another license class but within the same vehicle category, the company or business will need to apply for Change of Operator’s License Class. This change will not affect the Operator License and saves time for the company without the hassle of having to submit a fresh New Application.

4.3.2.1 Variation Types

User to select Change of Operator’s License Class and make the necessary changes.

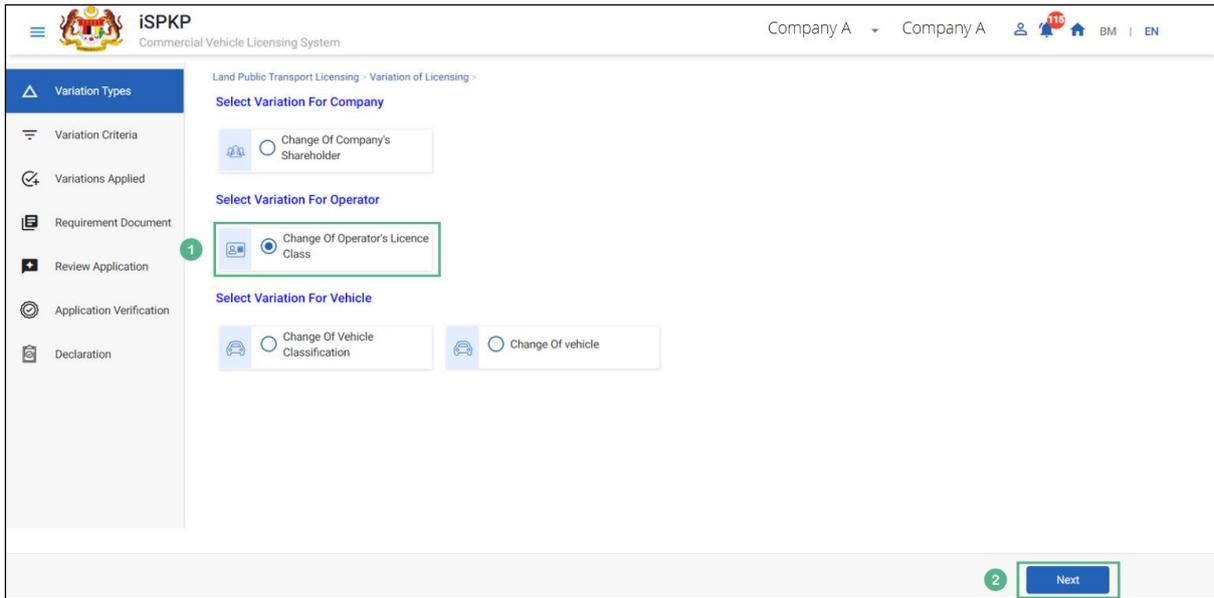


Figure 47: Variation Types - Change of Operator’s License Class

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change of Change of Operator’s License Class	Provides access to various tasks under “Change of Operator’s License Class”.	User to click on “Change of Operator’s License Class” button.	Click button.
2	Next	Enables User to proceed to next screen.	User to click “Next”.	Click button. Next screen is displayed as per Figure 48.

4.3.2.2 Variation Criteria

User needs to determine the correct License Service Type / New License Class Type / License Class Type.

Figure 48: Variation Criteria

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	License Service Type	Enables selection of the License Service Type.	User to select from dropdown button as below: <ul style="list-style-type: none"> - Perkhidmatan Awam (selected) - Kenderaan Barangan 	*Mandatory field. Dropdown button.
2	License Class Type	Enables selection of existing License Class Type	User to select from dropdown button as per their existing License Class Type(s) in the Operator License: <ul style="list-style-type: none"> - Teksi (selected) - Teksi Lapangan Terbang 	*Mandatory field. Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - Bas Berhenti-Henti - Bas Pengantara - Bas Carter 	
3	New License Class Type	Enables selection of New License Class Type	<p>User to select from dropdown button based on the options available within the existing vehicle license type:</p> <ul style="list-style-type: none"> - Teksi Mewah (selected) - Kereta Sewa dan Pandu - Kereta Sewa - Teksi Lapangan Terbang 	*Mandatory field. Dropdown button.
4	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Variation Criteria".	<p>User to click on the following options:</p> <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 49.

4.3.2.3 Variation Applied

The Company will need to give details of the existing and new vehicle.

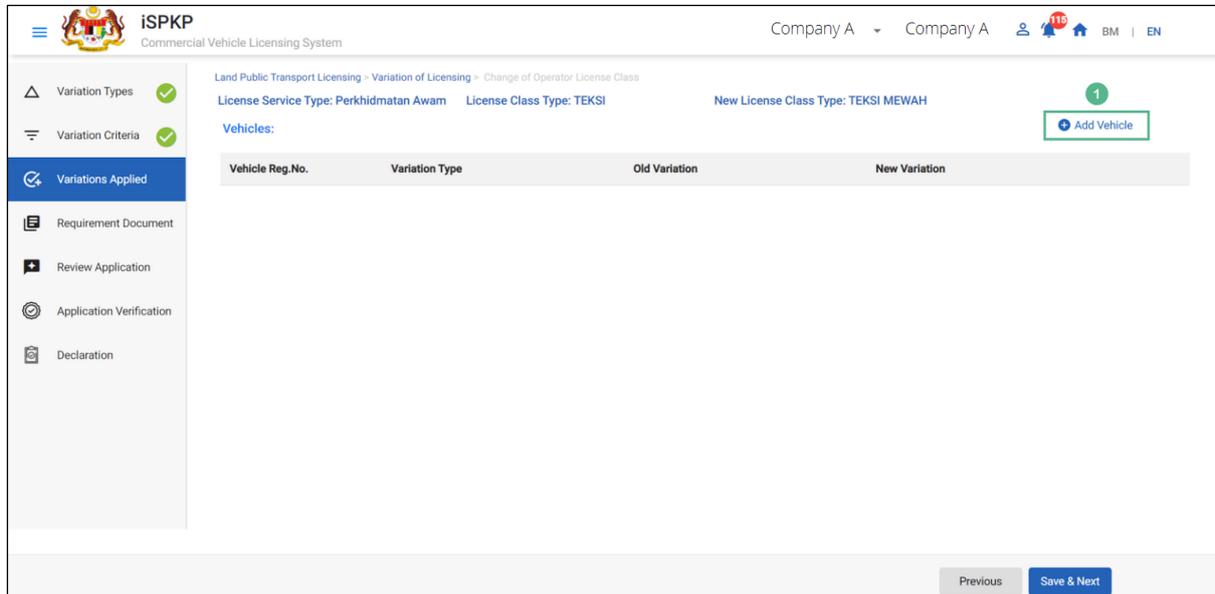


Figure 49: Variation Applied

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add Vehicle	Enables existing vehicle information to be added.	User to click “Add Vehicle” button.	Click button. Next screen is displayed as per Figure 50.

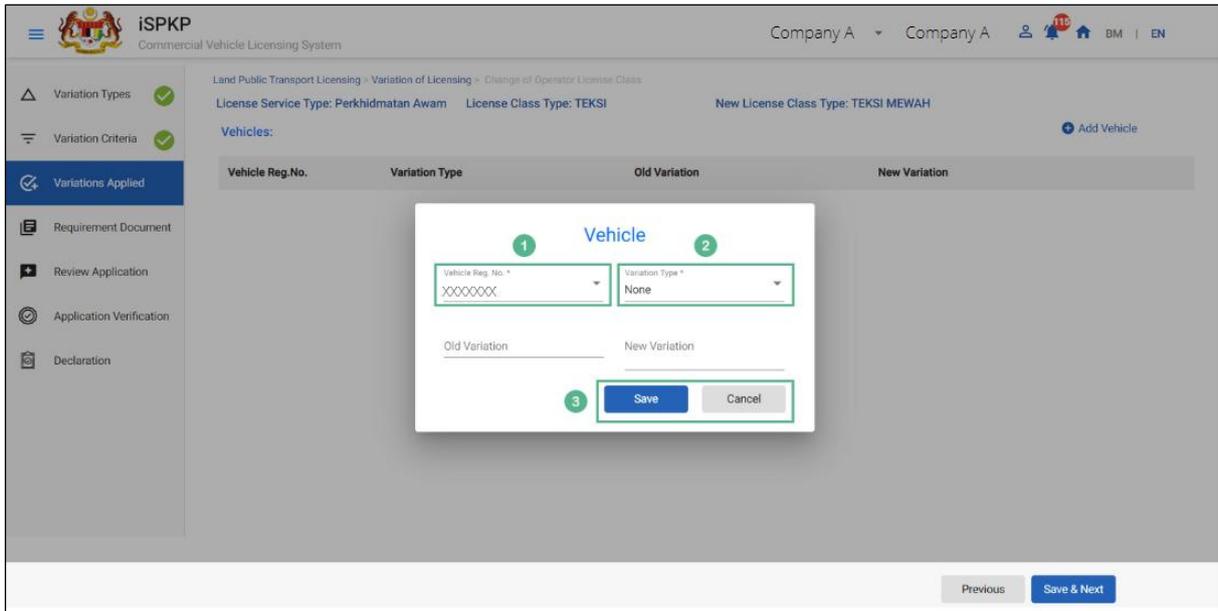


Figure 50: Variation Applied - Add Vehicle (Information)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Reg No	Enables selection of existing Vehicle Reg No to be added.	User to select from dropdown button the current Vehicle Reg No. which is auto-populated.	Dropdown button.
2	Variation Type	Enables selection of variation to vehicle (if any).	User to select from dropdown button: <ul style="list-style-type: none"> - None - Service Type - Seating No 	Dropdown button.
3	Save / Cancel	Enables User to make decision.	User to click either: <ul style="list-style-type: none"> - Save (to proceed) - Cancel (to abort) 	Next screen is displayed as per Figure 51.

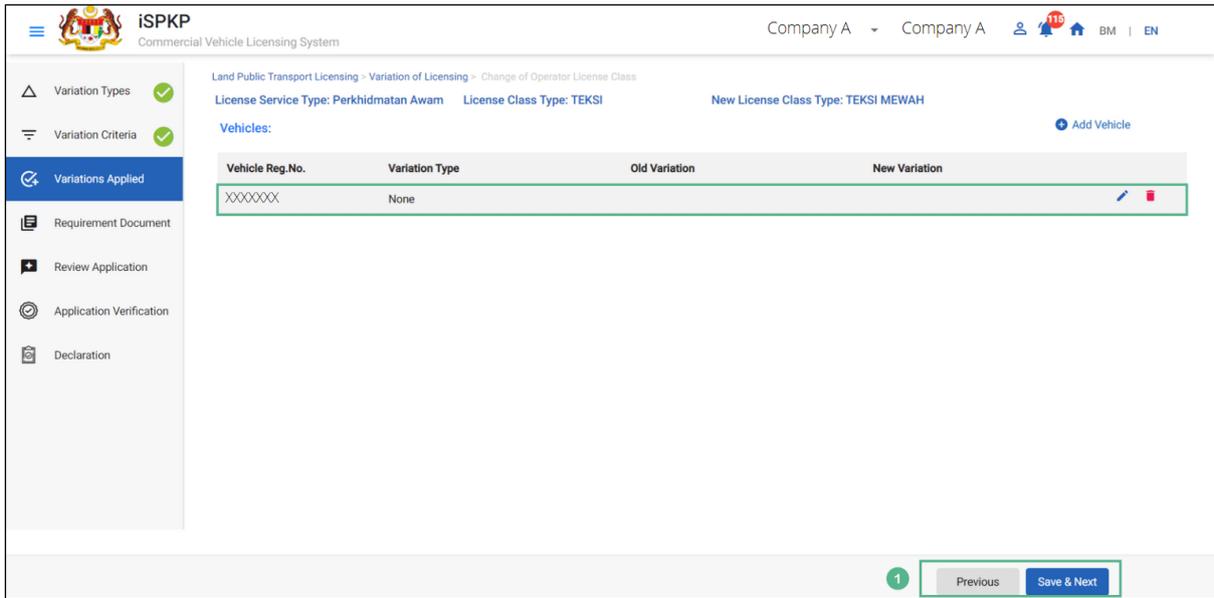


Figure 51: Variation Applied - Add Vehicle (Review & Save)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Variation Applied”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 52.

4.3.2.4 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to Change of Operator’s License Class application.

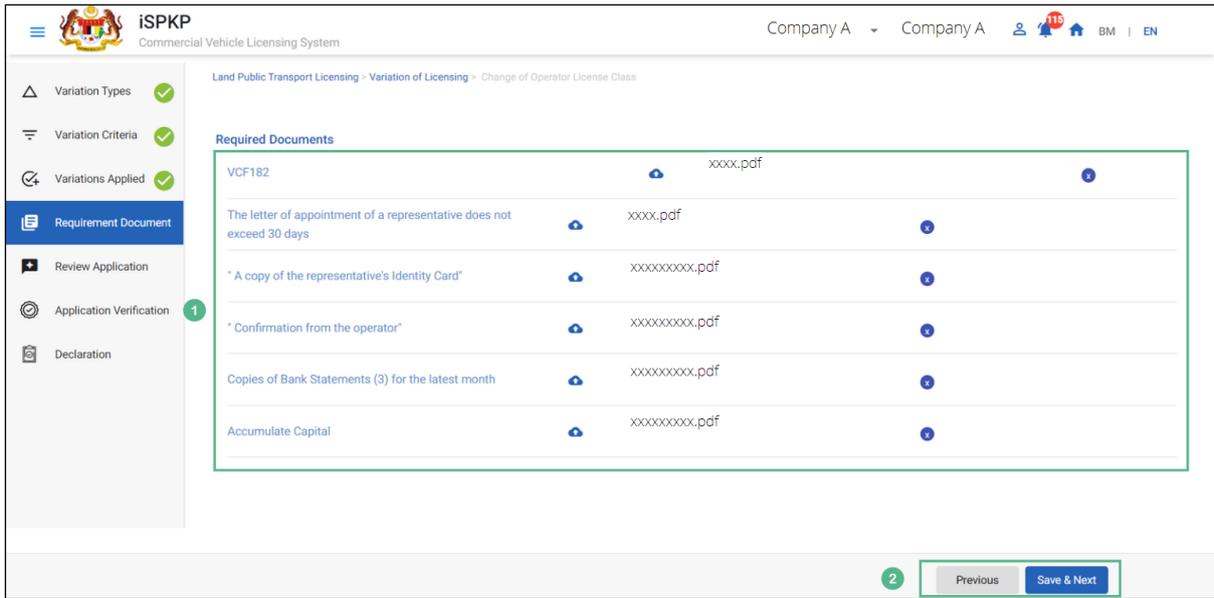


Figure 52: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to relevant supporting documents.	<p>User to click the Upload Icon & upload the document(s):</p> <ul style="list-style-type: none"> - Vehicle Registration Card - The letter of appointment of a representative does not exceed 30 days - A copy of the representative's Identity Card - Confirmation from the operator - Copies of Bank Statements (3) 	<p>*Mandatory field.</p> <p>Upload icon.</p> <p>Multiple documents can be uploaded for each field.</p> <p>Follow documents upload specifications in Section 1.7.</p> <p>- If no document is uploaded, there is a system message will prompt "Please select a file"</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			for the latest month - Accumulated Capital	message will appear.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Required Documents”.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 53.

4.3.2.5. Review Application

User will proceed to the “Review Application” panel which is auto-populated as below.

Figure 53: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 54.

4.3.2.6 Application Verification

User will proceed to the “Application Verification” panel to perform verification checking with SSM and JPJ records.

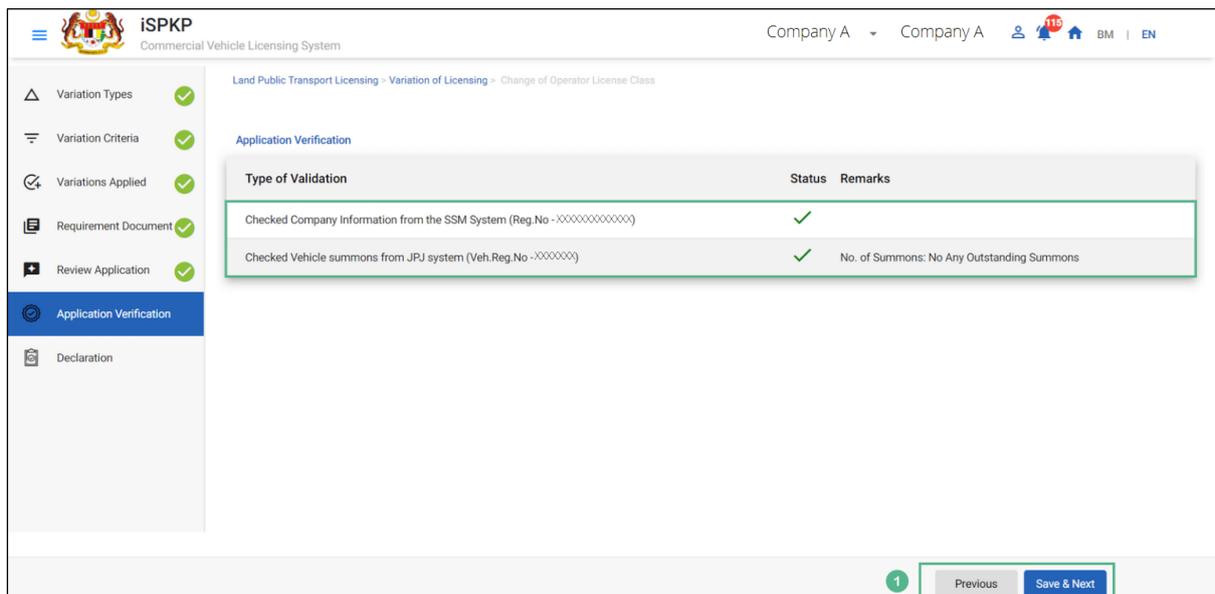


Figure 54: Application Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen /	User to click on the following options:	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		saving of the “Application Verification”.	<ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Next screen is displayed as per Figure 55.

4.3.2.7 Declaration

User will need to proceed to “Declaration” panel to submit the Declaration.

The screenshot shows the 'Declaration' step in the iSPKP system. The user is presented with a list of terms and conditions in both Malay and English. A green box highlights a checkbox that has been checked, with the text: 'Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed'. Below this, there are four buttons: 'Previous', 'Save Draft & Exit', 'Submit & Pay Later', and 'Submit & Pay Now'.

Figure 55: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true &	User to select checkbox.	Tick button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		accurate information.		
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.3.2.8 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Approval Fee and thereafter the Approval Letter will visible to the applicant.

4.3.2.9 Approval Letter (Surat Kelulusan)

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Letter.

A sample Approval Letter is shown below:


AGensi Pengangkutan Awam Darat
 LAND PUBLIC TRANSPORT AGENCY

Tarikh : <Tarikh>

<WINSHIRE CORPORATION SON BHD>
 <A-2-6 TTDI PLAZA 2A
 JALAN WAN KADIR 3
 TAMAN TUN DR ISMAIL
 60000 KUALA LUMPUR
 WILAYAH PERSEKUTUAN KUALA LUMPUR>

Tuan,

SURAT KELULUSAN PERMOHONAN UBAHSYARAT <UBAH BDM> BAGI KELAS LESEN <PEMBAWA A>

Adalah dengan hormatnya diarah merujuk kepada permohonan tuan, no. rujukan permohonan <LAK20A03W20007> bertarikh <10 Nov 2020> berhubung perkara tersebut di atas.

i. Jenis Ubahsyarat	: <UBAH BDM>
ii. Kelas Lesen	: <PEMBAWA A>
iii. No. Kenderaan	: <BJY5391>
iv. Rujukan Lesen	: <3J0032864-4 / 12>
v. Tarikh Tamat Melesenkan Kenderaan	: <22 Sep 2022>
vi. Tempoh Kuatkuasa Lesen	: <8 Jul 2019> – <18 Dis 2024>

SPESIFIKASI KENDERAAN

i. Jenis Kenderaan	: <PRIME MOVER (P)>
ii. BDM	: <45001 – 50000 KG>
iii. Kawasan Operasi	: <SELURUH SEMENANJUNG MALAYSIA>
iv. Barangan Dibawa	: <BARANG DIBAWA>
v. Syarat Khas	: <SYARAT KHAS>
vi. Catatan	: <LULUS BERSYARAT : KENDERAAN PERLU MEMATUHI ICOP KESELAMATAN APAD (TERMASUK GPS) SEBELUM MELESENKAN KENDERAAN>

2. Surat Tawaran Kelulusan ini adalah bukan Lesen Kenderaan Perdagangan.

3. Agensi Pengangkutan Awam Darat boleh membatalkan Surat Tawaran Kelulusan/Lesen Perdagangan yang diluluskan atas alasan terdapat kenyataan palsu mengenai fakta oleh pemohon/pemegang lesen itu atau bagi pihaknya.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,


Digitaly signed
 10/Nov/2020 10:30
 221155-40120
 KETUA PENGARAH
 Bertarikh : <Approval Date>

Figure 56: Approval Letter - Surat Kelulusan (Sample)

User may check application and payment status as per below:

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the Approval Letter from the Profile option. The user will navigate to the landing page, as shown below:

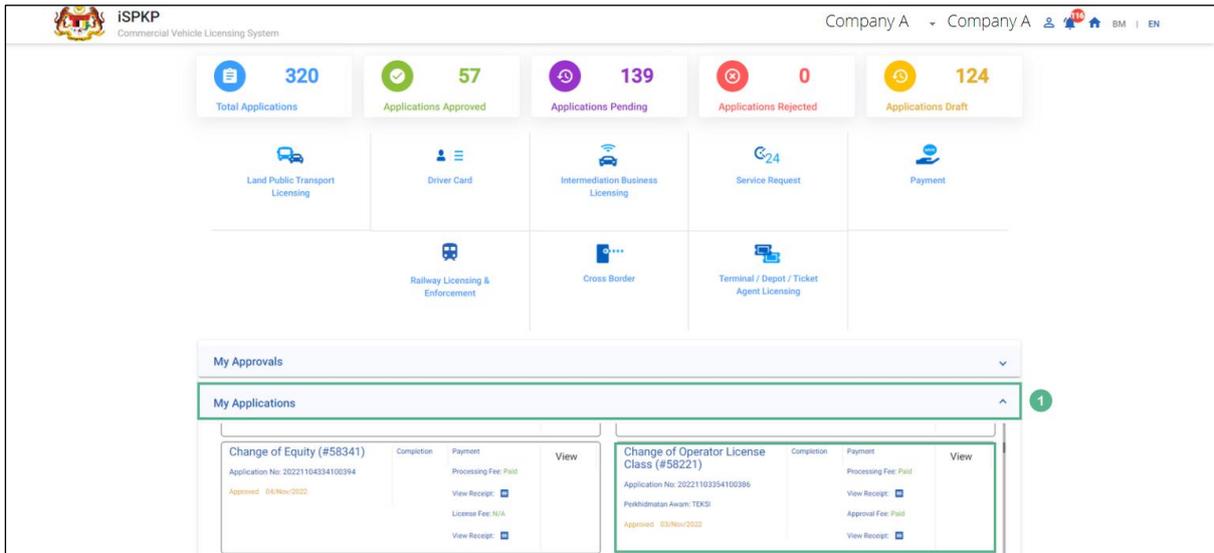


Figure 57: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

4.3.3 Change of Vehicle Classification

This task is applicable for both ROC and ROB type of companies.

The write-up below uses a ROC type of company as an example.

There could arise situations whereby variation application is needed for a specific or multiple vehicles to change Registration Number / Corporate Colour / Service Type / Route & Fare / Chassis Number / Engine Number / Seating Number / etc.

4.3.3.1 Variation Types

User to select Change of Vehicle Classification and make the necessary changes.

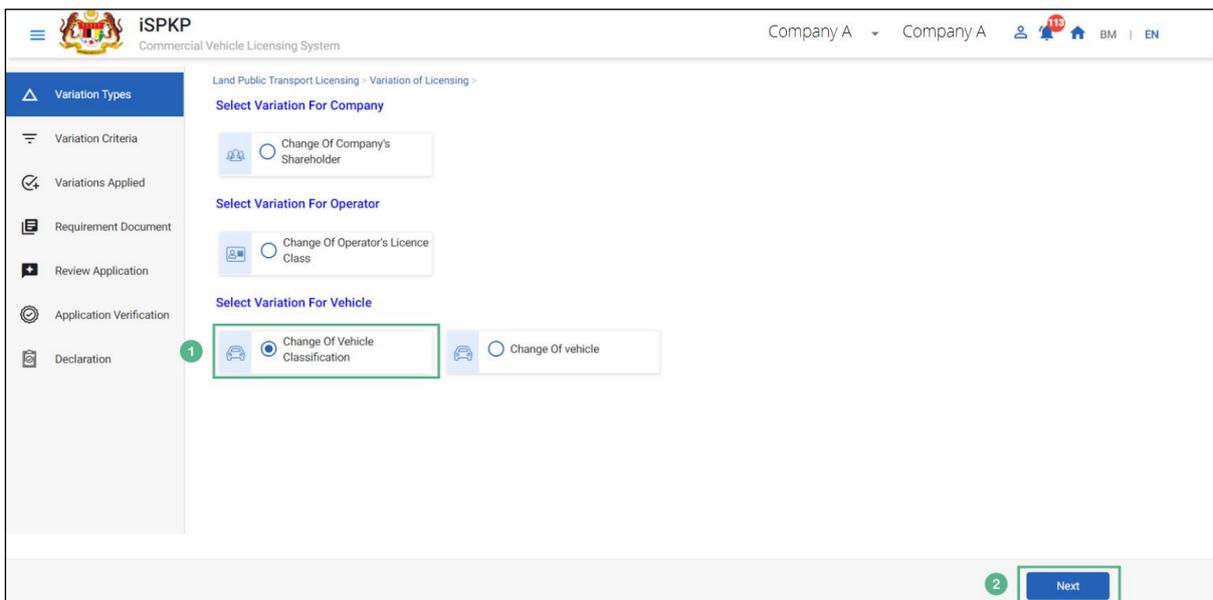


Figure 58: Variation Types - Change of Vehicle Classification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change of Vehicle Classification	Provides access to various tasks under "Change of Vehicle Classification".	User to click on "Change of Vehicle Classification" button.	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Next	Enables User to proceed to next screen.	User to click “Next”.	Click button. Next screen is displayed as per Figure 59.

4.3.3.2 Variation Criteria

User needs to determine the correct License Service Type / License Class Type.

Figure 59: Variation Criteria

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	License Service Type	Enables selection of the License Service Type.	User to select from dropdown button as below:	*Mandatory field. Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - Perkhidmatan Awam (selected) - Kenderaan Barangan 	
2	License Class Type	Enables selection of License Class Type	<p>User to select from dropdown button as per their existing License Class Type(s) in the Operator License:</p> <ul style="list-style-type: none"> - Teksi (selected) - Teksi Lapangan Terbang - Bas Berhenti-Henti - Bas Pengantara - Bas Carter 	*Mandatory field. Dropdown button.
3	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Variation Criteria".	<p>User to click on the following options:</p> <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 60.

4.3.3.3 Variation Applied

The Company will need to give details of the vehicle(s).

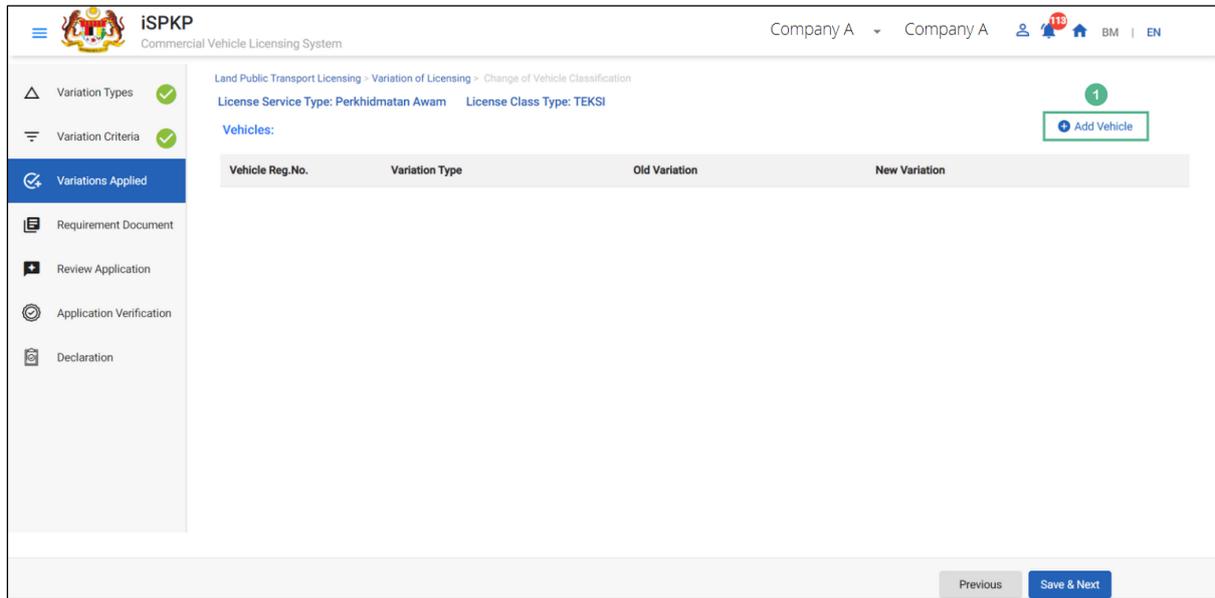


Figure 60: Variation Applied

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add Vehicle	Enables existing vehicle information to be added.	User to click "Add Vehicle" button.	Click button. Next screen is displayed as per Figure 61.

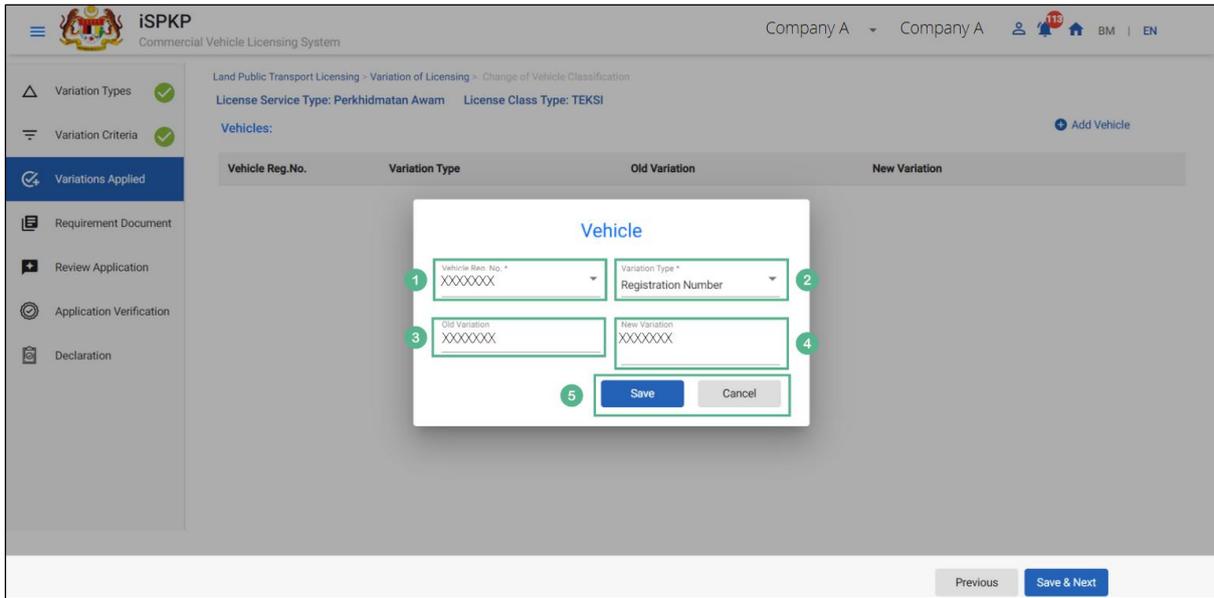


Figure 61: Variation Applied - Add Vehicle (Information)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Reg No	Enables selection of existing Vehicle Reg No to be added.	User to select from dropdown button the current Vehicle Reg No. which is auto-populated.	Dropdown button.
2	Variation Type	Enables selection of variation to vehicle (if any).	User to select from dropdown button: <ul style="list-style-type: none"> - Registration Number (selected) - Corporate Colour - Service Type - Route & Fare - Chassis Number - Engine Number 	Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
3	Old Variation	Enables input of old variation (where relevant)	User to key-in details (e.g., old corporate colour)	Alpha-numeric format
4	New Variation	Enables input of new variation (where relevant)	User to key-in details (e.g., new corporate colour)	Alpha-numeric format
5	Save / Cancel	Enables User to make decision.	User to click either: <ul style="list-style-type: none"> - Save (to proceed) - Cancel (to abort) 	Next screen is displayed as per Figure 62.

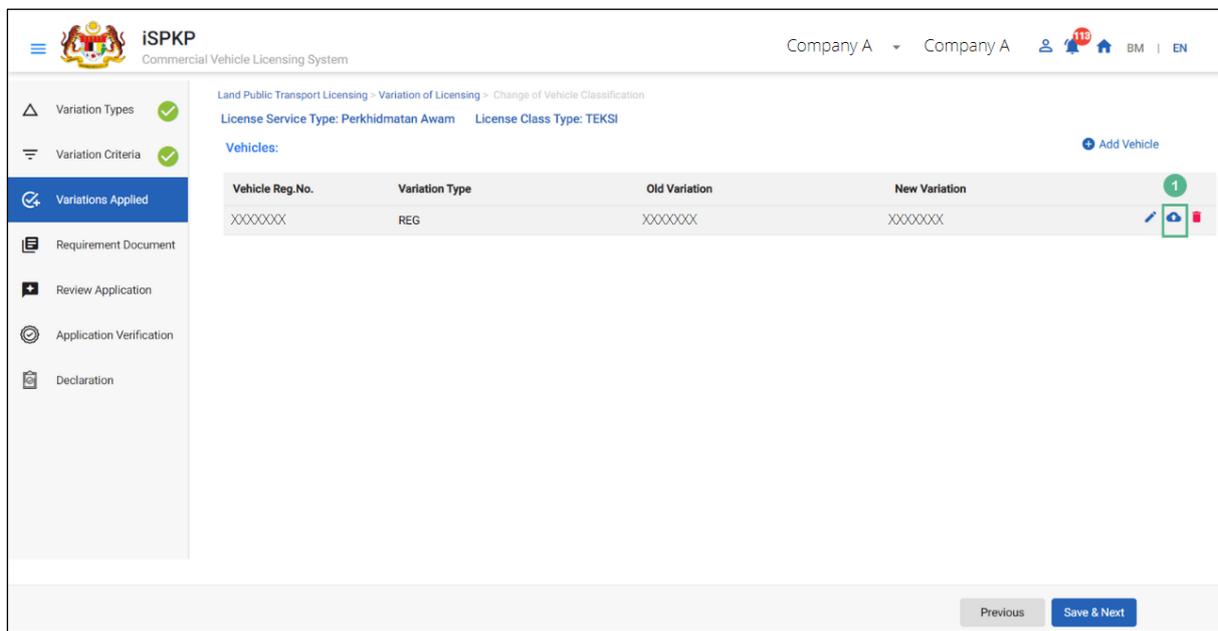


Figure 62: Variation Applied - Add Vehicle (Upload Document Icon)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Upload document icon	Enables upload of vehicle related documents.	User to click “Upload document icon”.	Icon button. Next screen is displayed as per Figure 63.

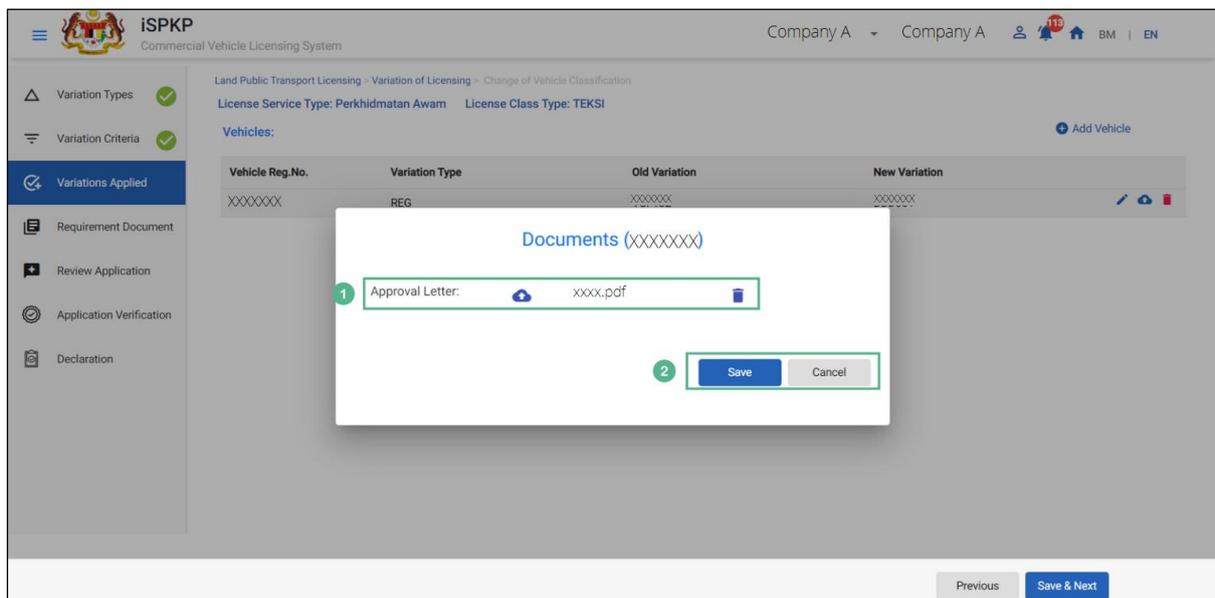


Figure 63: Variation Applied - Add Vehicle (Document Upload)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Upload document icon	Enables upload of vehicle related documents such as Vehicle Ownership Certificate (VOC) or periodic inspection report by Puspakom (VR1).	User to click “Upload document icon”.	*Mandatory field. Upload icon. Multiple documents can be uploaded if necessary. Follow documents upload

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				specifications in Section 1.7.
2	Save / Cancel	Enables User to make decision.	User to click either: <ul style="list-style-type: none"> - Save (to proceed) - Cancel (to abort) 	Click button. Next screen is displayed as per Figure 64.

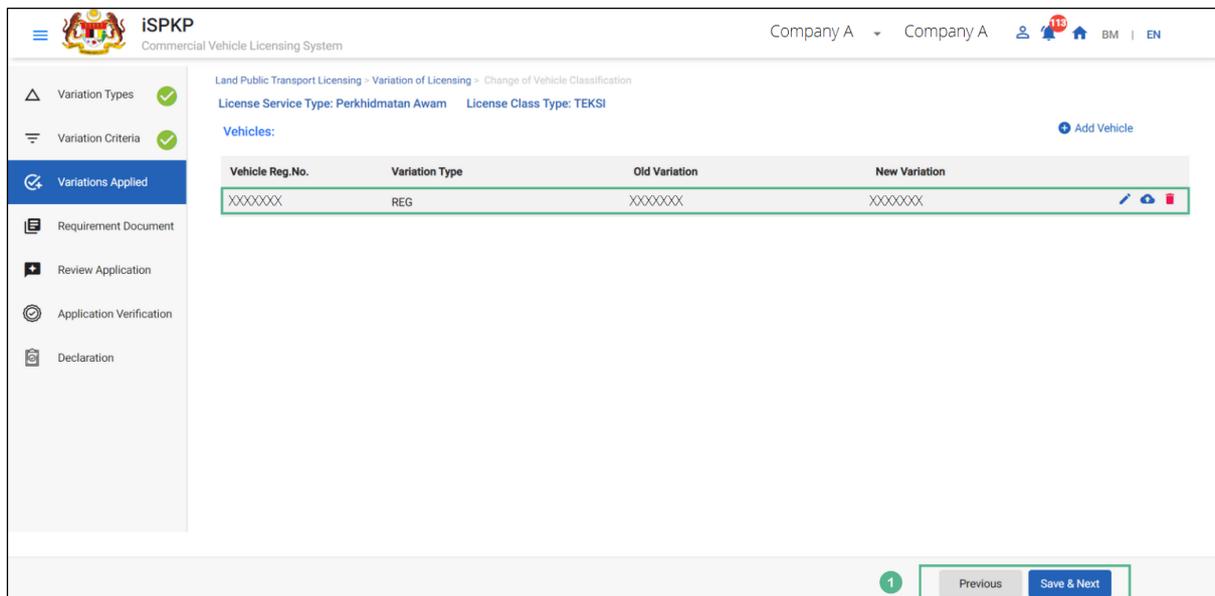


Figure 64: Variation Applied - Add Vehicle (Review & Save)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Variation Applied”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 65.

4.3.3.4 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to Change of Vehicle Classification application.

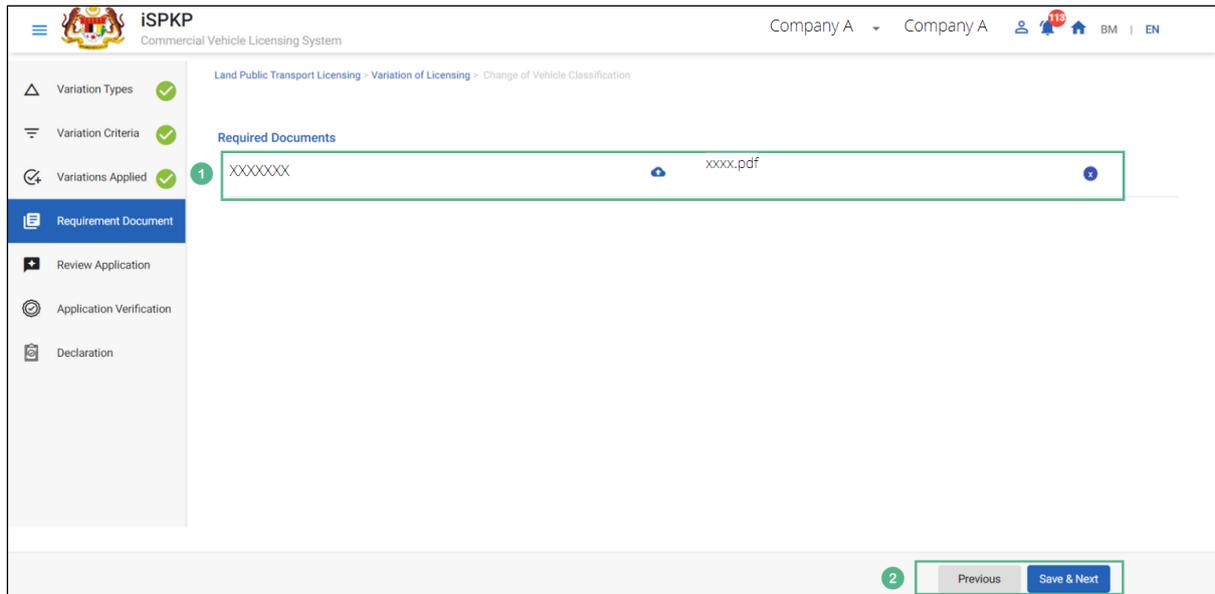


Figure 65: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to relevant supporting documents in addition to those already uploaded under Sec 4.3.3.3 earlier.	User to click the Upload Icon & upload additional vehicle related document(s).	*Mandatory field. Upload icon. Multiple documents can be uploaded for each field. Follow documents upload specifications in Section 1.7.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				- If no document is uploaded, there is a system message will prompt “Please select a file” message will appear.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Required Documents”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 66.

4.3.3.5 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below.

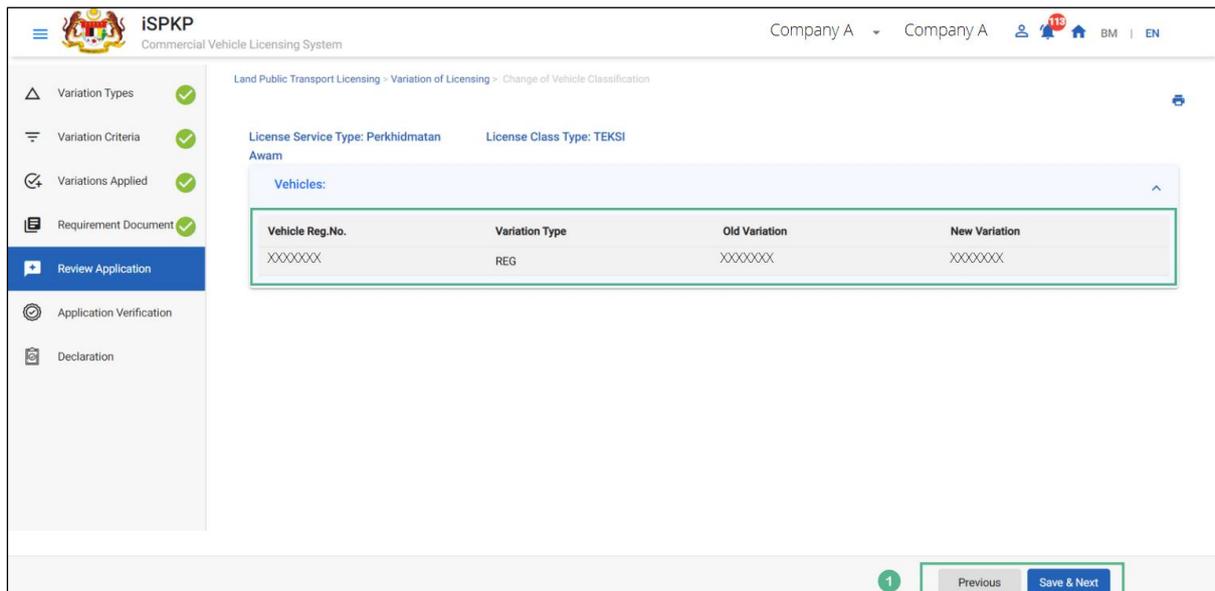


Figure 66: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 67.

4.3.3.6 Application Verification

User will proceed to the “Application Verification” panel to perform verification checking with SSM and JPJ records.

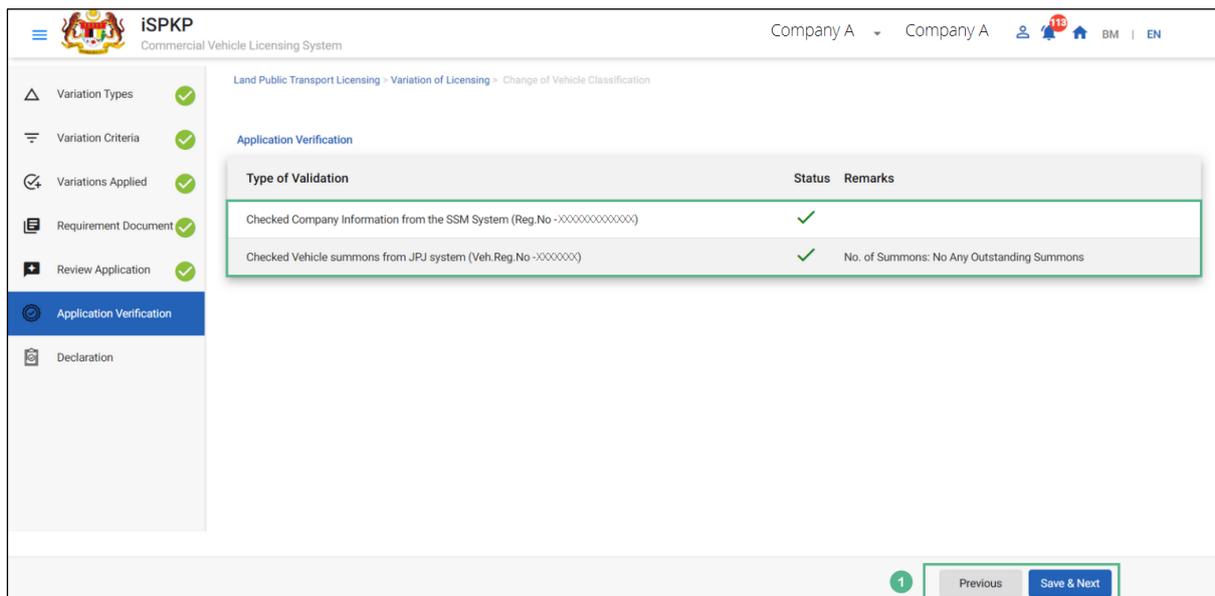


Figure 67: Application Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the	User to click on the following options: <ul style="list-style-type: none"> - Previous 	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		“Application Verification”.	- Save & Next (selected)	Next screen is displayed as per Figure 68.

4.3.3.7 Declaration

User will need to proceed to “Declaration” panel to submit the Declaration.

Figure 68: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.3.3.8 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

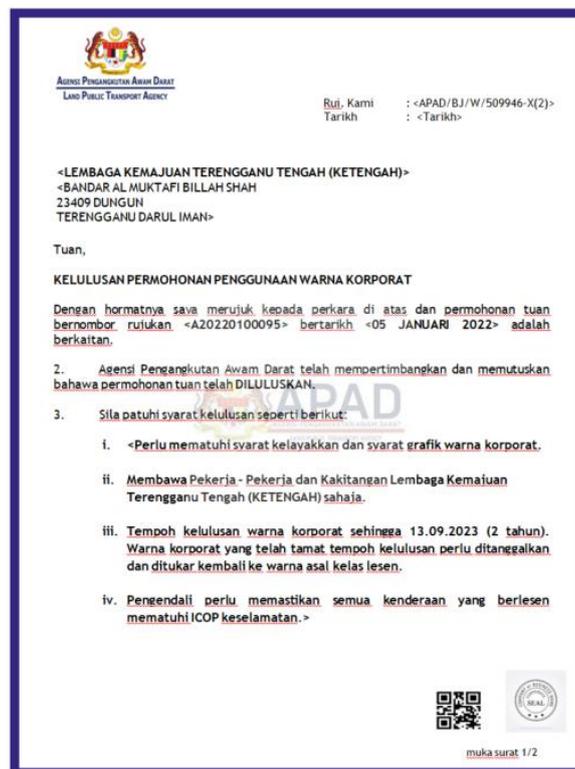
Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Approval Fee and thereafter the Approval Letter will visible to the applicant.

4.3.3.9 Approval Letter (Surat Kelulusan)

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Letter.

A sample Approval Letter is shown below:



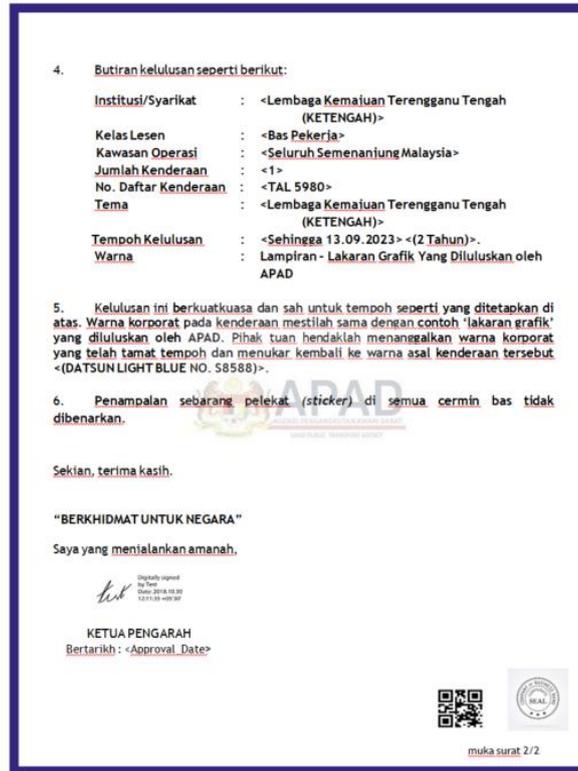


Figure 69: Approval Letter - Surat Kelulusan (Sample)

User may check application and payment status as per below:

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the Approval Letter from the Profile option. The user will navigate to the landing page, as shown below:

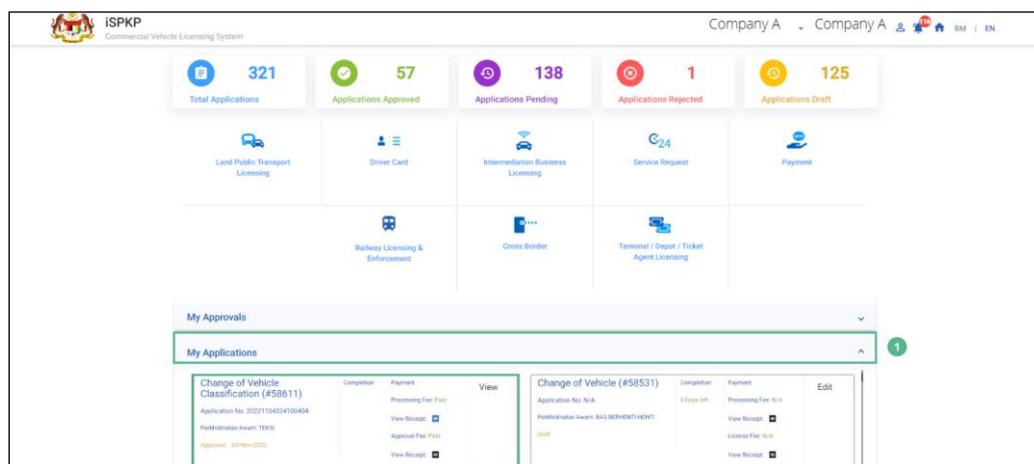


Figure 70: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

4.3.4 Change of Vehicle

This task is applicable for both ROC and ROB type of companies.

The write-up below uses a ROC type of company as an example.

There could arise situations whereby variation application is needed for change of vehicle involving a specific or multiple vehicles. This could be due to the fact that the existing vehicle was involved in an accident or exceeded age limit.

4.3.4.1 Variation Types

User to select Change of Vehicle and make the necessary changes.

The screenshot displays the iSPKP Commercial Vehicle Licensing System interface. The breadcrumb trail is 'Land Public Transport Licensing - Variation of Licensing > Change of Vehicle'. The main heading is 'Select Variation For Company'. There are three sections for selecting variations:

- Select Variation For Company:** Includes 'Change Of Company's Shareholder' with an unselected radio button.
- Select Variation For Operator:** Includes 'Change Of Operator's Licence Class' with an unselected radio button.
- Select Variation For Vehicle:** Includes 'Change Of Vehicle Classification' (unselected) and 'Change Of vehicle' (selected, highlighted with a green box and a '1' in a green circle).

At the bottom right, there is a 'Next' button highlighted with a green box and a '2' in a green circle.

Figure 71: Variation Types - Change of Vehicle

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change of Vehicle	Provides access to various tasks under “Change of Vehicle”.	User to click on “Change of Vehicle” button.	Click button.
2	Next	Enables User to proceed to next screen.	User to click “Next”.	Click button. Next screen is displayed as per Figure 72.

4.3.4.2 Variation Criteria

User needs to determine the correct License Service Type / License Class Type.

The screenshot shows the 'Variation Criteria' step in the iSPKP Commercial Vehicle Licensing System. The breadcrumb trail is 'Land Public Transport Licensing > Variation of Licensing > Change of Vehicle'. The 'License Service Type*' dropdown is set to 'Perkhidmatan Awam' (marked with a green circle 1), and the 'License Class Type' dropdown is set to 'BAS BERHENTI-HENTI' (marked with a green circle 2). At the bottom right, there are 'Previous' and 'Save & Next' buttons, with a green circle 3 next to the 'Save & Next' button.

Figure 72: Variation Criteria

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	License Service Type	Enables selection of the License Service Type.	User to select from dropdown button as below: <ul style="list-style-type: none"> - Perkhidmatan Awam (selected) - Kenderaan Barangan 	*Mandatory field. Dropdown button.
2	License Class Type	Enables selection of License Class Type	User to select from dropdown button as per their existing License Class Type(s) in the Operator License: <ul style="list-style-type: none"> - Teksi (selected) - Teksi Lapangan Terbang - Bas Berhenti-Henti - Bas Pengantara - Bas Carter 	*Mandatory field. Dropdown button.
3	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Variation Criteria".	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 73.

4.3.4.3 Variation Applied

The Company will need to give details of the vehicle(s).

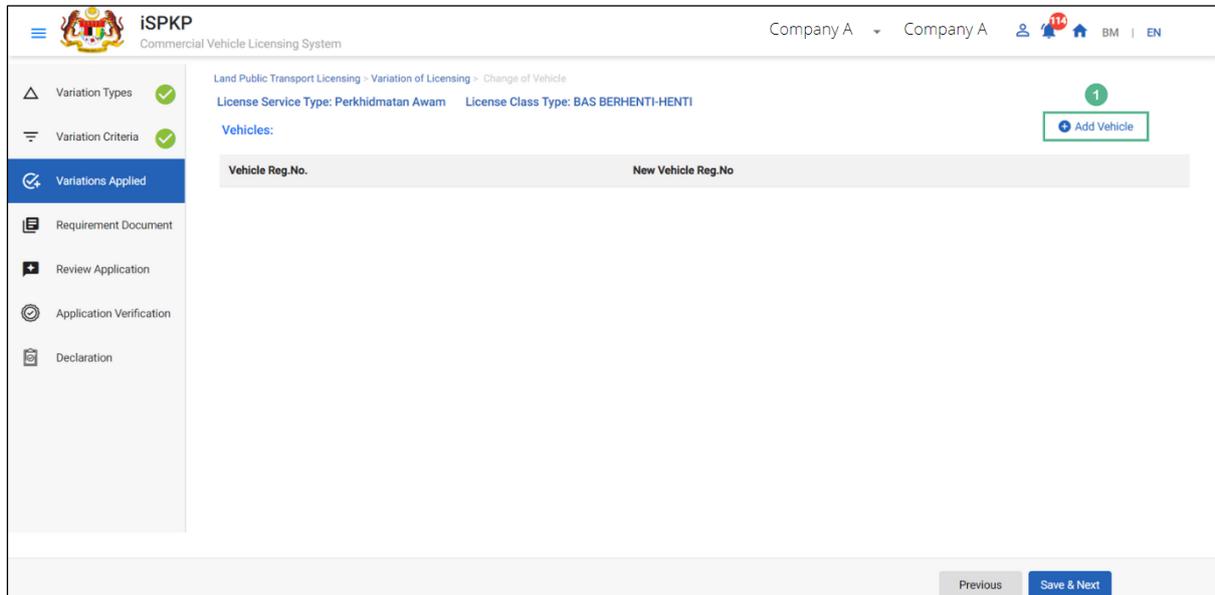


Figure 73: Variation Applied

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add Vehicle	Enables vehicle information to be added.	User to click “Add Vehicle” button.	Click button. Next screen is displayed as per Figure 74.

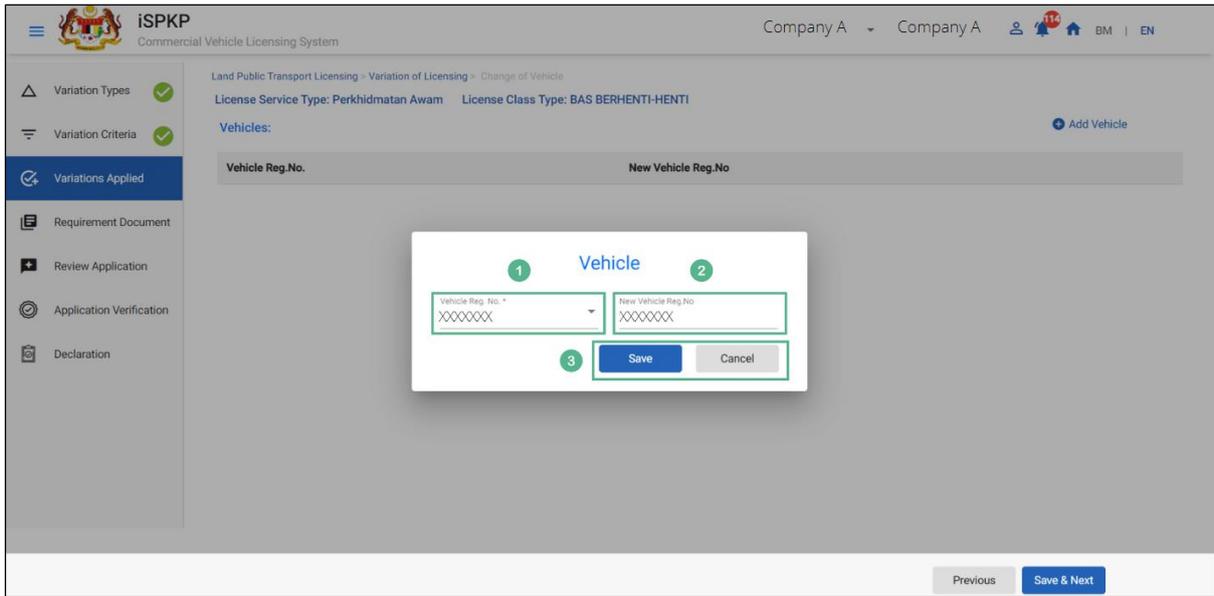


Figure 74: Variation Applied - Add Vehicle (Information)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Reg No	Enables selection of existing Vehicle Reg No to be added.	User to select from dropdown button the current Vehicle Reg No. which is auto-populated.	Dropdown button.
2	New Vehicle Reg No	Enables new Vehicle Reg No to be keyed-in.	User to key-in new Vehicle Reg No.	Alpha-numeric format.
3	Save / Cancel	Enables User to make decision.	User to click either: <ul style="list-style-type: none"> - Save (to proceed) - Cancel (to abort) 	Next screen is displayed as per Figure 75.

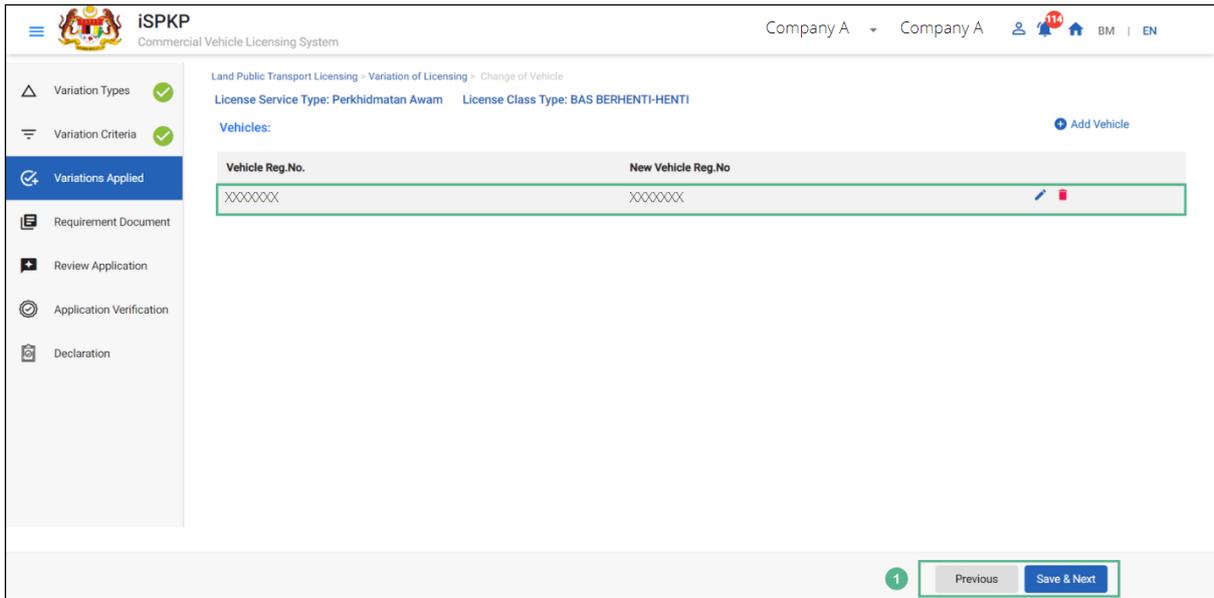


Figure 75: Variation Applied - Add Vehicle (Review & Save)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Variation Applied”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 76.

4.3.4.4 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to Change of Vehicle application.

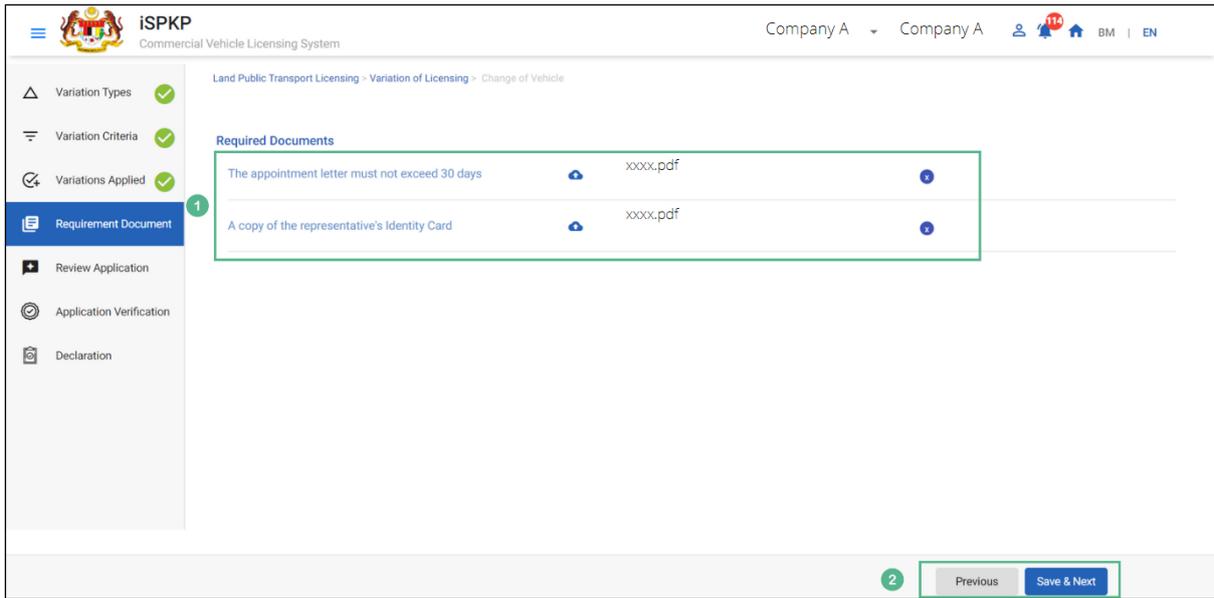


Figure 76: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to relevant supporting documents.	<p>User to click the Upload Icon & upload the document(s):</p> <ul style="list-style-type: none"> - The letter of appointment of a representative does not exceed 30 days - A copy of the representative's Identity Card 	<p>*Mandatory field.</p> <p>Upload icon.</p> <p>Multiple documents can be uploaded for each field.</p> <p>Follow documents upload specifications in Section 1.7.</p> <p>- If no document is uploaded, there is a system message will prompt "Please select a file"</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				message will appear.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Required Documents”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 77.

4.3.4.5 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below.

Figure 77: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous	User to click on the following options:	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		screen / saving of the “Review Application”.	<ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Next screen is displayed as per Figure 78.

4.3.4.6 Application Verification

User will proceed to the “Application Verification” panel to perform verification checking with SSM and JPJ records.

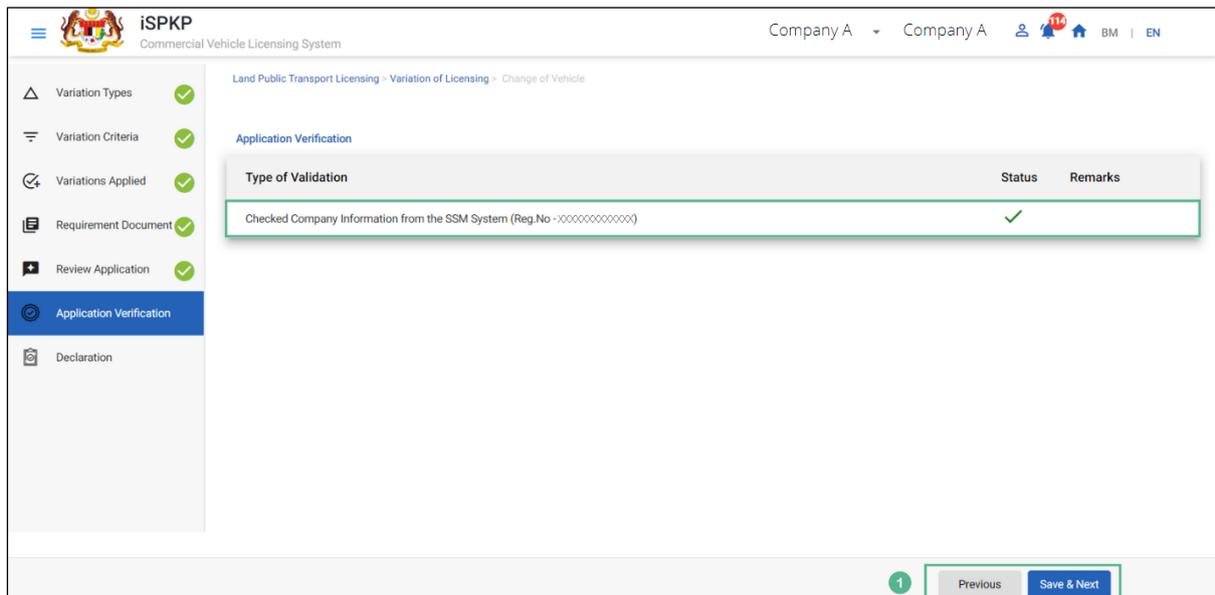


Figure 78: Application Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the “Application Verification”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 79.

4.3.4.7 Declaration

User will need to proceed to “Declaration” panel to submit the Declaration.

The screenshot shows the 'iSPKP Commercial Vehicle Licensing System' interface. On the left, a sidebar lists several steps: Variation Types, Variation Criteria, Variations Applied, Requirement Document, Review Application, Application Verification, and Declaration (highlighted in blue). The main content area is titled 'Pengakuan Pelanggan / Customer's Declaration'. It contains a list of terms and conditions in both Malay and English. A green box highlights a confirmation checkbox with the text: 'Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed'. At the bottom, there are four buttons: 'Previous', 'Save Draft & Exit', 'Submit & Pay Later', and 'Submit & Pay Now'.

Figure 79: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later 	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Submit & Pay Now	

4.3.4.8 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Approval Fee and thereafter the Approval Letter will visible to the applicant.

4.3.4.9 Approval Letter (Surat Kelulusan)

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Letter.

A sample Approval Letter is shown below:

NO : <No_Siri>

AGENS PENANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT AGENCY

Ruj. Kami : <APAD/LA/W/509946-X(2)>
Tarikh : <Tarikh>

<MALLARAY HOLIDAYS SON BHD>
<NO 808 KM 8 BINIAI
24000 KUALA TERENGGANU
TERENGGANU DARULIMAN>

Tuan,

SURAT KELULUSAN PERMOHONAN UBAH SYARAT UBAH <GANTI KENDERAAN> BAGI KELAS LESEN <BAS EKSPRES>

Adalah dengan hormatnya diarah merujuk kepada permohonan tuan, no. rujukan permohonan <BER20T03T40005> bertarikh <10 Nov 2020> berhubung perkara tersebut di atas.

i. Jenis Ubahsyarat : <GANTI KENDERAAN>
ii. Kelas Lesen : <BAS EKSPRES>
iii. No. Kenderaan : <W177502>
iv. Rujukan Lesen : <2T0182501-6 / 16>
v. Tarikh Tamat Melesenkan Kenderaan : <1 Sep 2022>
vi. Tempoh Kuatkuasa Lesen : <8 Jul 2019> – <18 Dis 2024>

SPESIFIKASI KENDERAAN

i. Bilangan Penumpang : <48> (menikut muatan tempat duduk tidak termasuk pemandu)
ii. Muatan Tempat Duduk : <37 – 49> <(SINGLE DECK)>
iii. Kawasan Operasi/Laluan : <HENTIAN BAS EKSPRES CHUKAI KEMAMAN – TERMINAL SENTRAL KUANTAN – TERMINAL BAS DAN TEKSI PENAWAR – TERMINAL BAS KOTA ISKANDAR – LARKIN SENTRAL DAN SEBALIKNYA>
iv. Syarat Khas : <USIA MELESENKAN KENDERAAN : CKD TIDAK LEBIH 9 TAHUN DARI TARIKH DIDAFTARKAN ATAU CBU TIDAK LEBIH 9 TAHUN DARI TAHUN DIBUAT.>
v. Catatan : <LULUS BERSYARAT: KENDERAAN PERLU MEMATUHI ICOP KESELAMATAN APAD (TERMASUK GPS) SEBELUM MELESENKAN KENDERAAN>

2. Surat Tawaran Kelulusan ini adalah bukan Lesen Kenderaan Perdaqangan.

3. Agensi Penangkutan Awam Darat boleh membatalkan Surat Tawaran Kelulusan/Lesen Perdaqangan yang diluluskan atas alasan terdapat kenyataan palsu mengenai fakta oleh pemohon/pemegang lesen itu atau bagi pihaknya.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,

[Signature]
Ketua Pengarah
Bertarikh : <Approval Date>

Figure 80: Approval Letter - Surat Kelulusan (Sample)

User may check application and payment status as per below:

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the Approval Letter from the Profile option. The user will navigate to the landing page, as shown below:

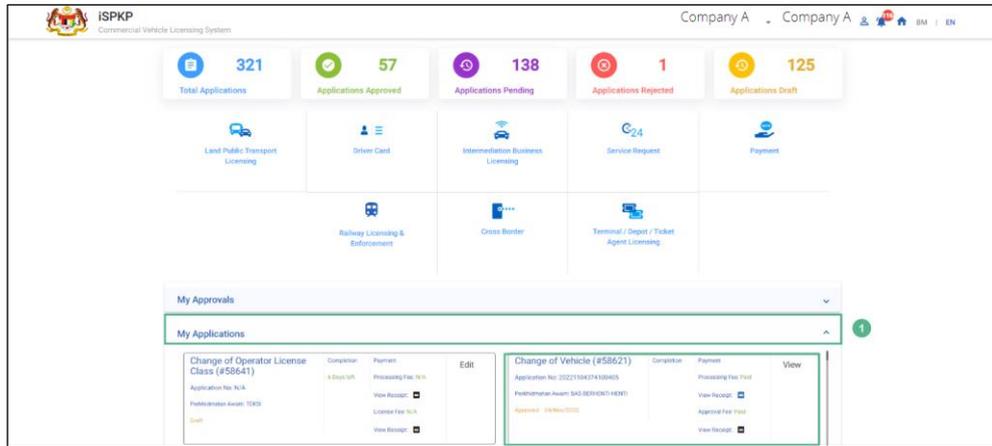


Figure 81: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

4.3.5 Transfer of License (Ownership)

This task is only applicable for ROB type of businesses.

The write-up below uses a ROB type of businesses.

This is applicable only for ROB businesses whereby there is a need for transfer within the immediately family tree due to death or total disability.

The transfer will involve transfer from one ROB Business to another ROB Business only (Sole Proprietor or Partnership).

4.3.5.1 Variation Types

User to select Transfer of License (Ownership) and make the necessary changes.

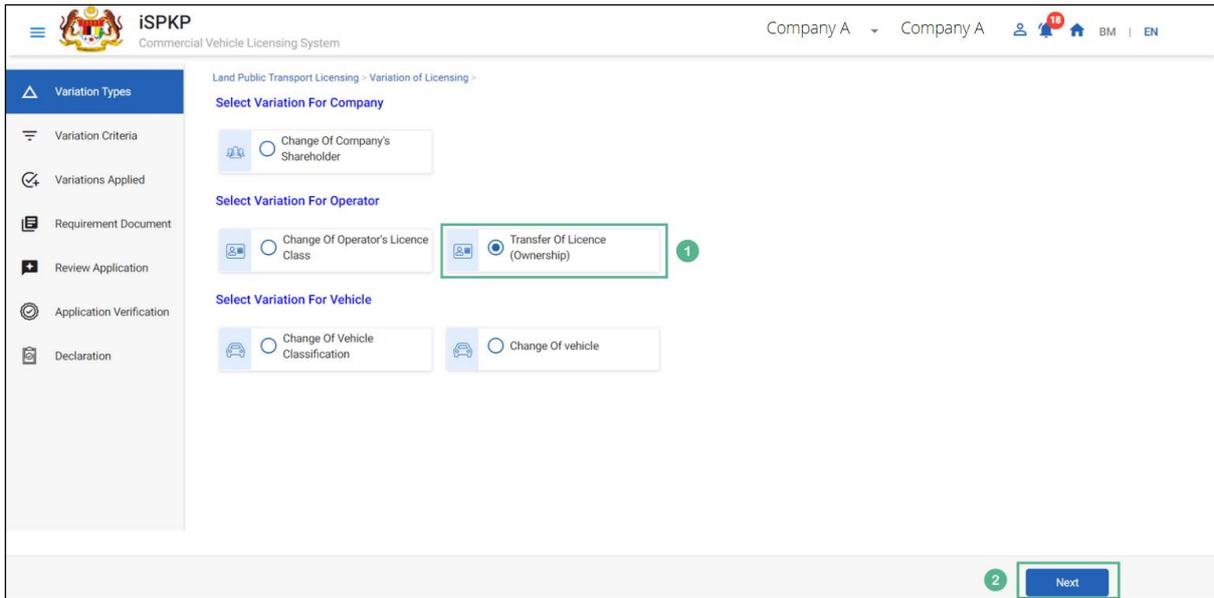


Figure 82: Variation Types - Transfer of License (Ownership)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Transfer of License (Ownership)	Provides access to various tasks under "Transfer of License (Ownership)".	User to click on "Transfer of License (Ownership)" button.	Click button.
2	Next	Enables User to proceed to next screen.	User to click "Next".	Click button. Next screen is displayed as per Figure 83.

4.3.5.2 Variation Criteria

User needs to provide details for the new ROB Business.

The screenshot shows the 'Variation Criteria' page for 'Transfer of Ownership' in the iSPKP Commercial Vehicle Licensing System. The page is titled 'Land Public Transport Licensing > Variation of Licensing > Transfer of Ownership'. The main form area contains the following elements:

- Transfer Company Registration Number ***: A text input field with a 12-digit placeholder 'XXXXXXXXXXXXXX' and a red '1' marker.
- Transfer Company Details:** A table with three columns: 'Company Name', 'Company Type', and 'Company Address'. Each column contains a 12-digit placeholder 'XXXXXXXXXXXXXX'.
- Transfer Type ***: A dropdown menu with 'Vehicle Permit only with Vehicle' selected and a red '2' marker.
- Relationship ***: A dropdown menu with 'Parents' selected and a red '3' marker.

A sidebar on the left contains the following menu items: 'Variation Types' (checked), 'Variation Criteria', 'Variations Applied', 'Requirement Document', 'Review Application', 'Application Verification', and 'Declaration'. At the bottom right, there is a navigation bar with 'Previous' and 'Next' buttons, with a red '4' marker above the 'Next' button.

Figure 83: Variation Criteria

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Transfer Company Registration Number	Enables User to key in the Company Registration Number for the new ROB Company to transfer to.	User to key-in Company Registration Number.	*Mandatory field. 12-digit number. Eg. 123456789012 Information on Company Name / Company Type / Company Address is auto-populated.
2	Transfer Type	Enables selection of Transfer Type.	User to select from dropdown button: - Operator License and Vehicle Permit only - Operator License only	*Mandatory field. Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - Operator License, Vehicle Permit with Vehicle - Vehicle Permit only with Vehicle (selected) - Vehicle Permit only without Vehicle 	
3	Relationship	Enables selection of nature of Relationship.	<p>User to select from dropdown button:</p> <ul style="list-style-type: none"> - Grand Parents - Parents - Siblings - Spouse - Children - Grand Children 	*Mandatory field. Dropdown button.
4	Previous / Next	Enables either viewing of previous screen / proceed to next screen.	<p>User to click on the following options:</p> <ul style="list-style-type: none"> - Previous - Next 	Click button. Next screen is displayed as per Figure 84.

4.3.5.3 Variation Applied

The Company will need to select the existing Operator or Vehicle License / Permit to transfer. The license / permit must be active. In the event it's expired, renewal must be done first before the Transfer of Ownership can be done. In such an event, the system will block the transfer until the renewal is done.

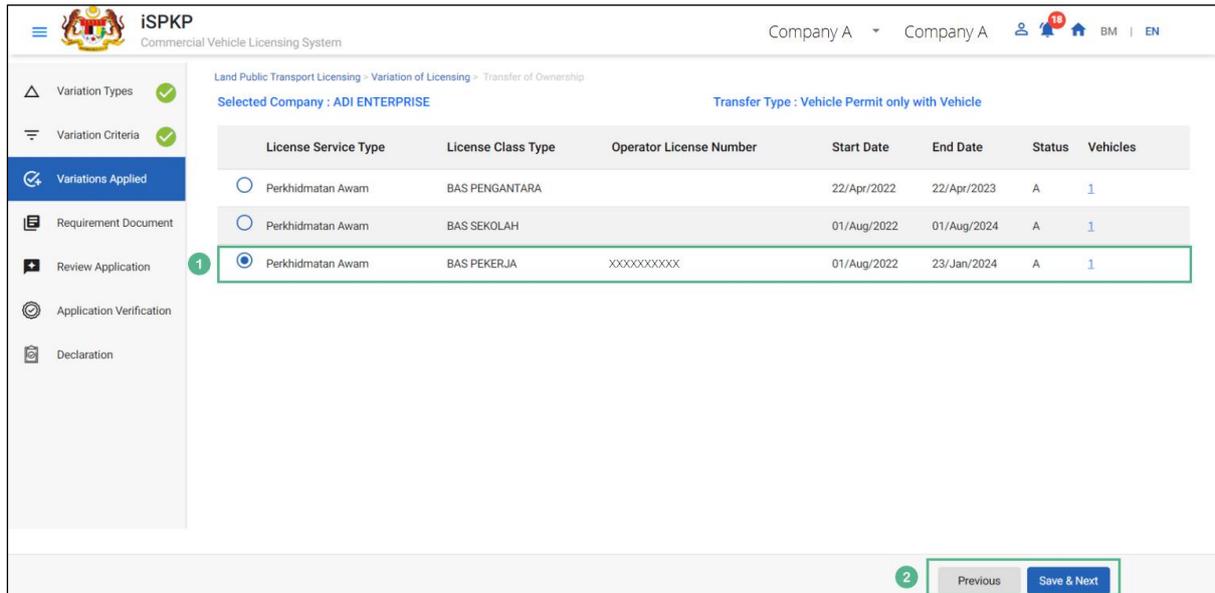


Figure 84: Variation Applied - Select & Save

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Operator or Vehicle License / Permit	Enables selection of the license / permit to transfer.	User to select using radio button from the list of license / permit.	*Mandatory field. Radio button.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Variation Applied".	User to click on the following options: 5 Previous 6 Save & Next (selected)	Click button. Next screen is displayed as per Figure 85.

4.3.5.4 Requirement Document

User will proceed to the “Requirement Document” panel which would require upload of various supporting documents related to Change of Operator’s License Class application.

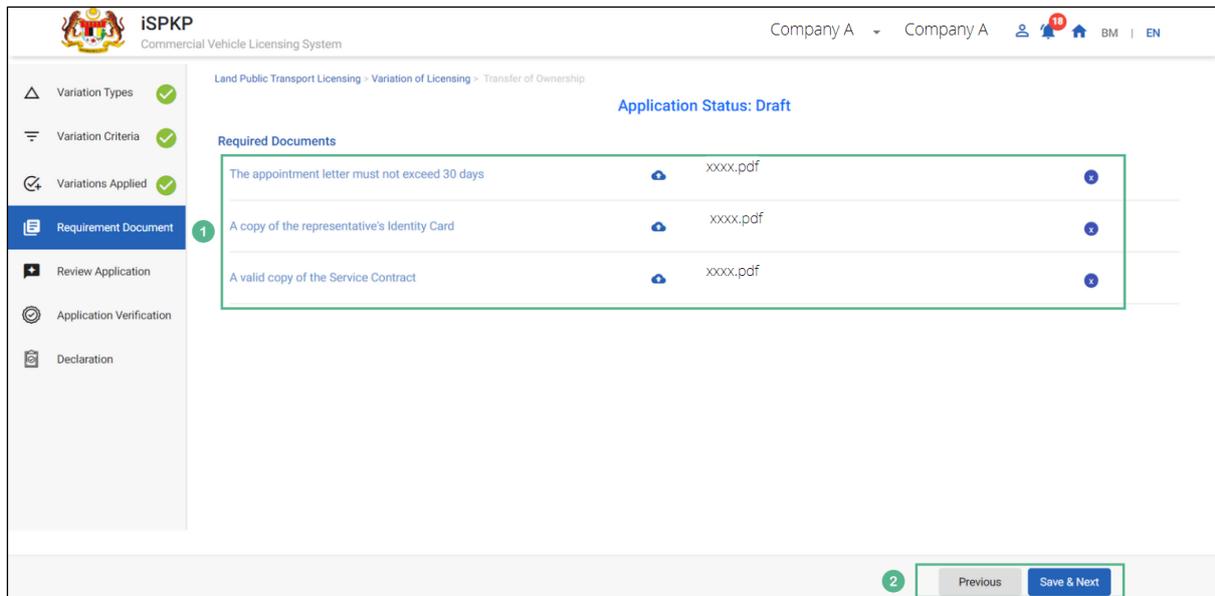


Figure 85: Requirement Document: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to relevant supporting documents.	User to click the Upload Icon & upload the document(s): <ul style="list-style-type: none"> - The letter of appointment of a representative does not exceed 30 days - A copy of the representative’s Identity Card 	*Mandatory field. Upload icon. Multiple documents can be uploaded for each field. Follow documents upload specifications in Section 1.7.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- A valid copy of the service contract	- If no document is uploaded, there is a system message will prompt "Please select a file" message will appear.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Required Documents".	User to click on the following options: 7 Previous 8 Save & Next (selected)	Click button. Next screen is displayed as per Figure 86.

4.3.5.5. Review Application

User will proceed to the "Review Application" panel which is auto-populated as below.

Figure 86: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 87.

4.3.5.6 Application Verification

User will proceed to the “Application Verification” panel to perform verification checking with SSM and JPJ records.

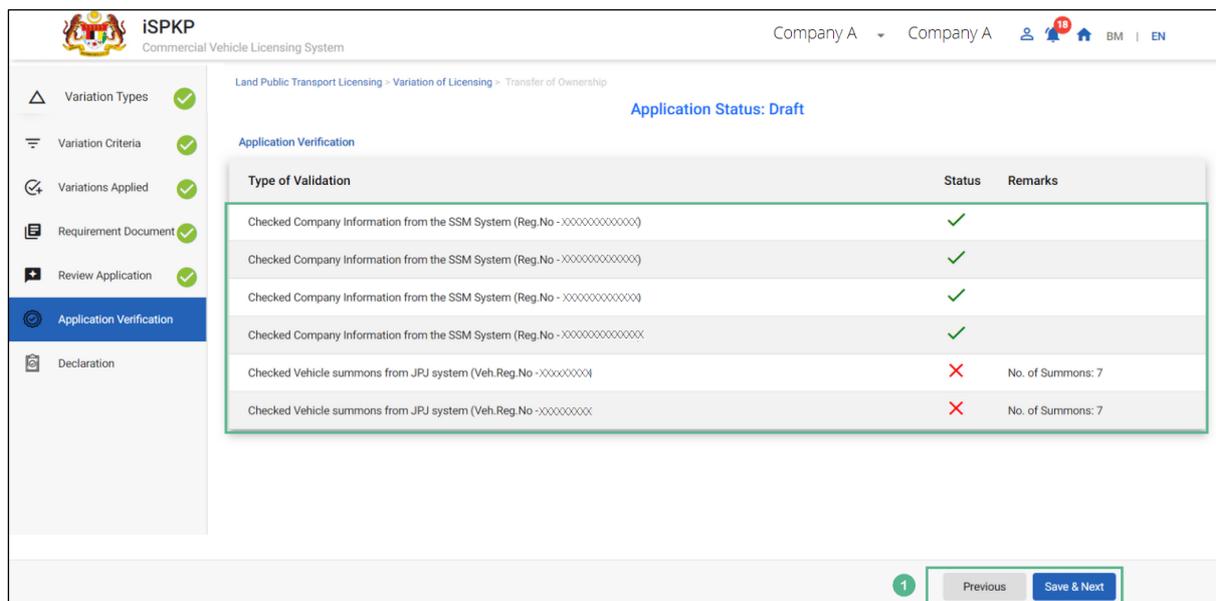


Figure 87: Application Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the	User to click on the following options: <ul style="list-style-type: none"> - Previous 	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		“Application Verification”.	- Save & Next (selected)	Next screen is displayed as per Figure 88.

4.3.5.7 Declaration

User will need to proceed to “Declaration” panel to submit the Declaration.

Figure 88: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: 9 Previous 10 Save Draft & Exit 11 Submit & Pay Later 12 Submit & Pay Now	Click button.

4.3.5.8 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Approval Fee and thereafter the Approval Letter will visible to the applicant.

4.3.5.9 Approval Letter (Surat Kelulusan)

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Letter.

A sample Approval Letter is shown below:

Please provide sample Approval Letter - transfer of license (ownership)

Figure 89: Approval Letter - Surat Kelulusan (Sample)

User may check application and payment status as per below:

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the Approval Letter from the Profile option. The user will navigate to the landing page, as shown below:

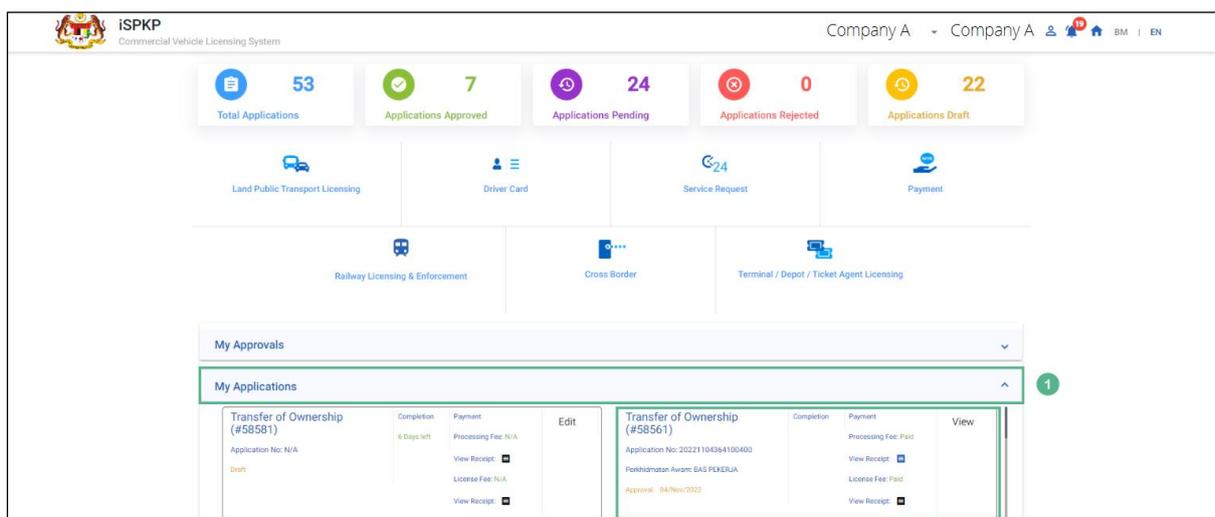


Figure 90: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

4.4 Temporary Change of Licensing (LPS)

This application is also known as Lesen Perubahan Sementara (LPS) and is applicable only for existing Operators in APAD / LPKP Sabah / LPKP Sarawak system with Operator License and Vehicle License involving busses.

Circumstances that may arise causing the need for this application are as follows:

- Demand for more express busses during festive season requiring conversion of school busses / employee busses / tour busses to express busses temporarily
- The Operator would like to test a new route to determine demand for public transport service temporarily
- During pandemic such as Covid, to move incoming travellers at KLIA to the quarantine centres temporarily

The time duration may vary from one week up to three months.

This activity can be performed by the Company Director / Company PIC / Company Agency. This sub-Module is applicable for Operators who would like to cancel their existing Operator/ Vehicle licenses or their Approval Letters (STK / SK).

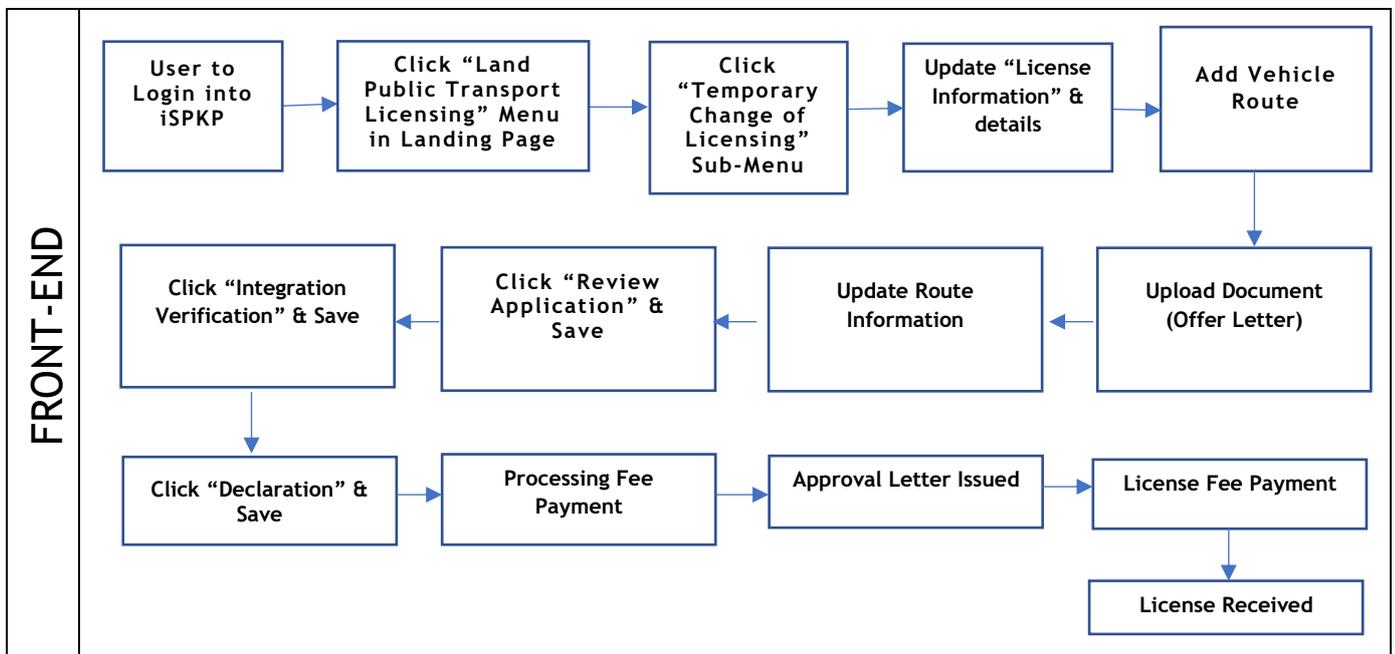


Figure 91: Application for Temporary Change of Licensing (LPS) Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual).

In this manual, we have selected the Company Director as an example. Similar steps apply for Company PIC / Company Agent and as and when there is variation, this will be highlighted accordingly. In such a scenario, Company Director approval is required where necessary.

The Company Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance.

Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

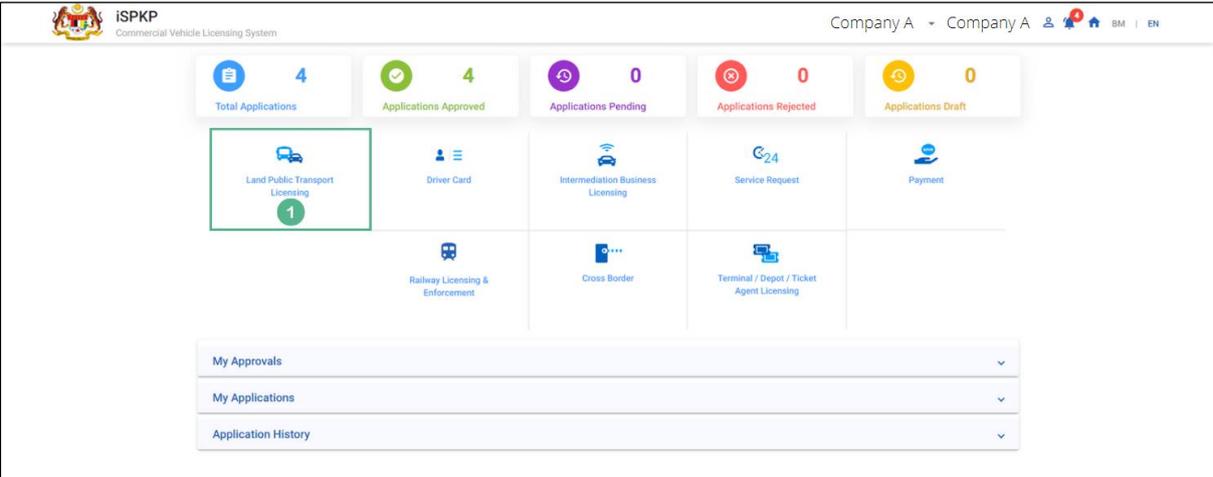


Figure 92: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		Management sub-menus.		menus will be displayed as shown in Figure 93.

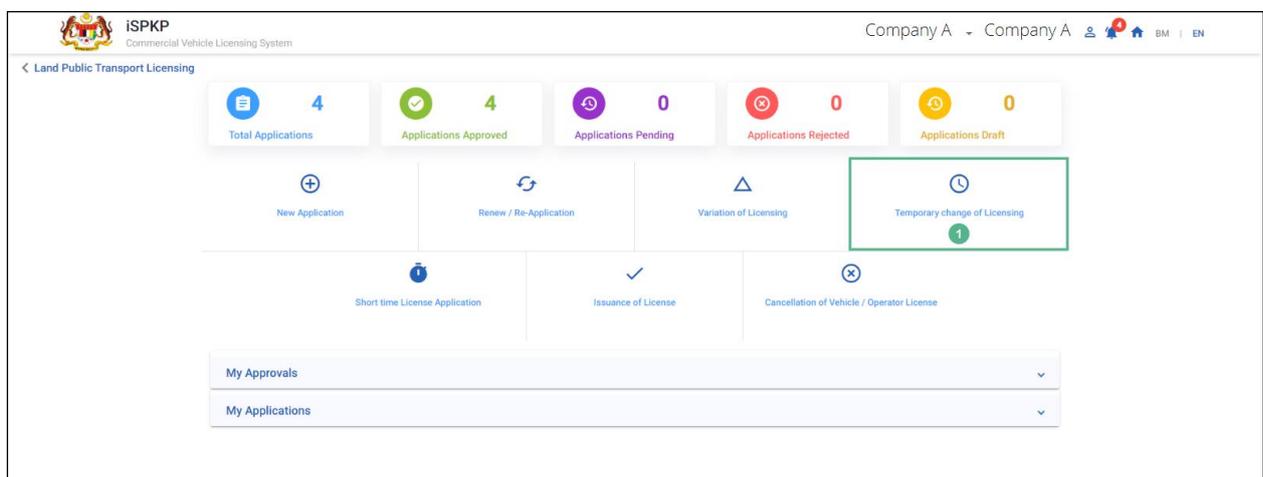


Figure 93: Land Public Transport Licensing Management Module - Temporary Change of Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Temporary Change of Licensing	Provides access to various tasks under “Temporary Change of Licensing”.	User to click on “Temporary Change of Licensing” button.	Click button. Next screen is displayed as per Figure 94.

Each panel of the left must be completed in order to initiate the Temporary Change of Licensing.

4.4.1 License Information

The User must select the correct License Service Type.

“Public Service (Perkhidmatan Awam) License” is selected for this manual.

The example below is for a School Bus Operator applying for Temporary Change of Licensing to convert the School Bus to be an Express Bus during festive season.

The same process is applicable for the remaining licenses.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The page title is 'Land Public Transport Licensing - Temporary Change of License'. On the left, there is a sidebar with navigation options: 'License Information' (selected), 'Review Application', 'Integration Verification', and 'Declaration'. The main content area has two dropdown menus: 'License Service Type*' with 'PERKHIDMATAN AWAM' selected, and 'License Class Type*' with 'BAS SEKOLAH' selected. Below these is a section titled 'License For Temporary Change' with a table header: 'Vehicle Reg. No.', 'License Service Type', 'License Class Type', 'License Number', 'Travel Date From', 'Travel Date To', and 'Action'. A table with one row is visible below the header. At the bottom right, there are 'Previous' and 'Save & Next' buttons. Three numbered callouts (1, 2, 3) highlight the dropdown menus and the 'Add Vehicle Route' button respectively.

Figure 94: License Information - Public Service License (Add Vehicle Route)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	License Service Type	Allows selection of the type of service vehicle.	User to click and select from the dropdown button as follows: <ul style="list-style-type: none"> - Goods Vehicle - Public Service (selected) 	* Mandatory field. Dropdown button.

			- Tourist Vehicle	
2	License Class Type	Enables selection of the type of bus	User to click and select from the dropdown button the correct bus type: - School Bus (selected)	* Mandatory field. Dropdown button.
3	Add Vehicle Route	Provides details of the vehicle route.	User to click “Add Vehicle Route”.	Click button. Next screen is displayed as per Figure 95.

The screenshot displays the 'Add Vehicle Route' modal form within the iSPKP Commercial Vehicle Licensing System. The form is titled 'Add Vehicle Route' and contains the following fields and controls:

- Vehicle Registration Number:** A text input field with a 'Search' button next to it.
- License Number:** A text input field.
- License Service Type:** A dropdown menu with 'PERKHIDMATAN AWAM' selected.
- License Class Type:** A dropdown menu with 'BAS SEKOLAH' selected.
- Transfer License Class Type:** A dropdown menu with 'BAS EKSPRES' selected.
- Type of LPS:** A dropdown menu with 'Perayaan' selected.
- Travel Date From:** A date picker field with '14/11/2022' selected.
- Travel Date To:** A date picker field with '14/11/2022' selected.
- Passenger List Information:** A text input field with '36' entered.
- One-Way Travel Distance Information (k...):** A text input field with '300' entered.
- Special Travel Insurance Information:** A text input field with 'XXXXXXXX' entered.

The form also includes a 'Save' button and a 'Cancel' button. The background shows the 'License Information' section with options for 'Review Application', 'Integration Verification', and 'Declaration'. The 'Add Vehicle Route' button is visible in the top right corner of the modal.

Figure 95: License Information - Add Vehicle Route

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Registration Number	Enables the vehicle data to be retrieved.	User to key-in "Vehicle Registration Number" as per the iSPKP system.	*Mandatory Field. Alpha-numeric format. Eg: XXX 0123
2	Search	Enables the vehicle data to be auto-populated.	User to click "Search" button and the following are auto-populated: <ul style="list-style-type: none"> - License Service Type - License Class Type - License Number 	* Mandatory field. Dropdown button.
3	Additional Information	Provides additional details of the vehicle route.	User to click / enter the following information: <ul style="list-style-type: none"> - Transfer License Class Type (dropdown button) - Type of LPS (dropdown button) - Travel Date From / Travel Date To (up to 	Click button. Dropdown button. Date Picker Alpha-numeric format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			3 months maximum) - Passenger List Information (no of pax) - One-way Travel Distance Information (mileage in km) - Special Travel Insurance Information (insurance agency name, if any)	
4	Save / Cancel	Enables User to make decision	User to click either: - Save (to proceed) - Cancel (to abort)	Next screen is displayed as per Figure 96.

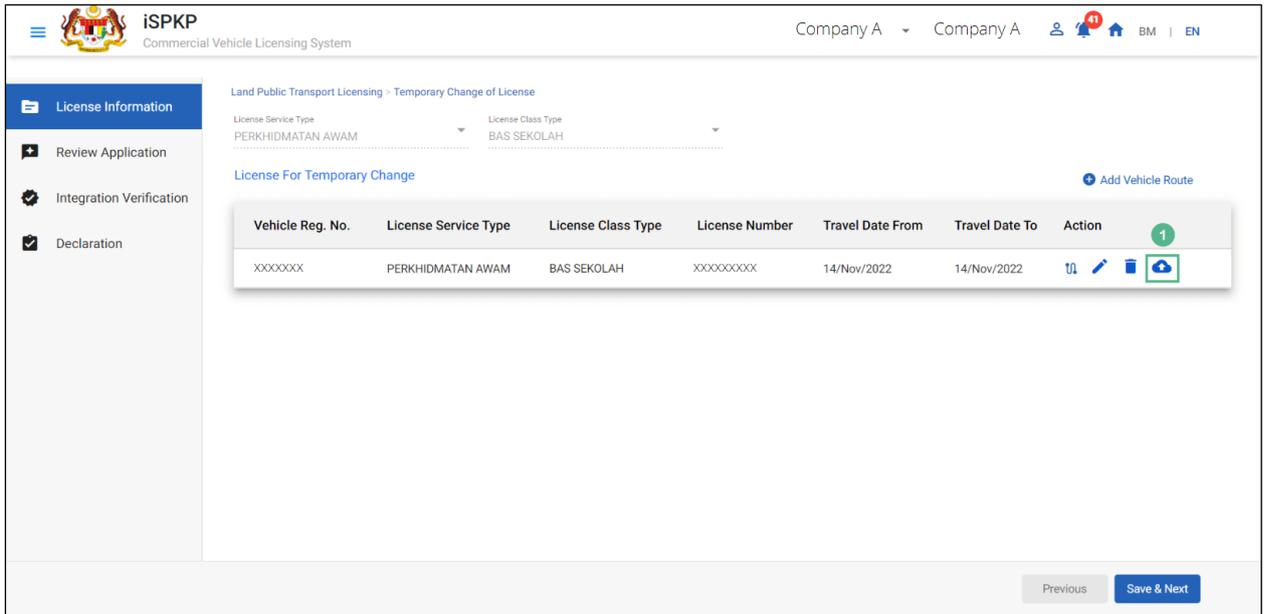


Figure 96: License Information - Upload Document Icon

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Upload Document Icon	Enables User to upload relevant document (Offer Letter).	Click the Upload Document Icon.	*Mandatory Field. Click button.

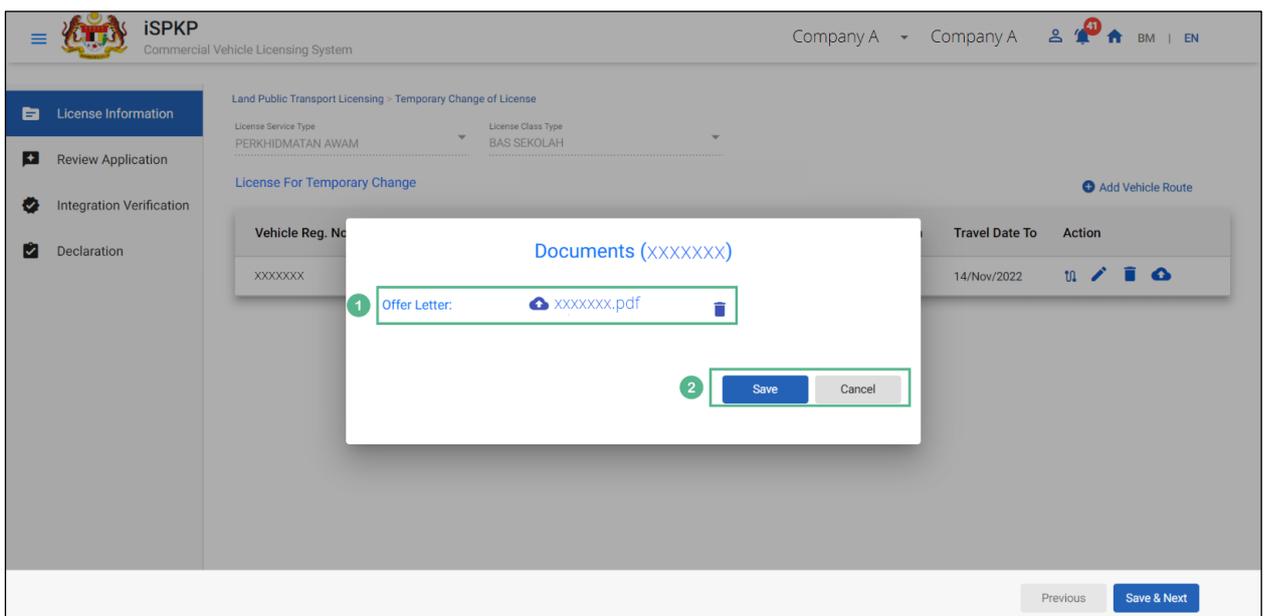


Figure 97: License Information - Upload Offer Letter

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Upload Offer Letter	Enables User to upload Offer Letter.	Click the Upload Document Icon to upload the Offer Letter which specifies that the Express Bus Operator is willing to allow the School Bus Operator to use their license.	Please upload the document in PDF, file size not exceeding 3MB.
2	Save / Cancel	Enables User to make decision	User to click either: <ul style="list-style-type: none"> - Save (to proceed) - Cancel (to abort) 	Next screen is displayed as per Figure 98.

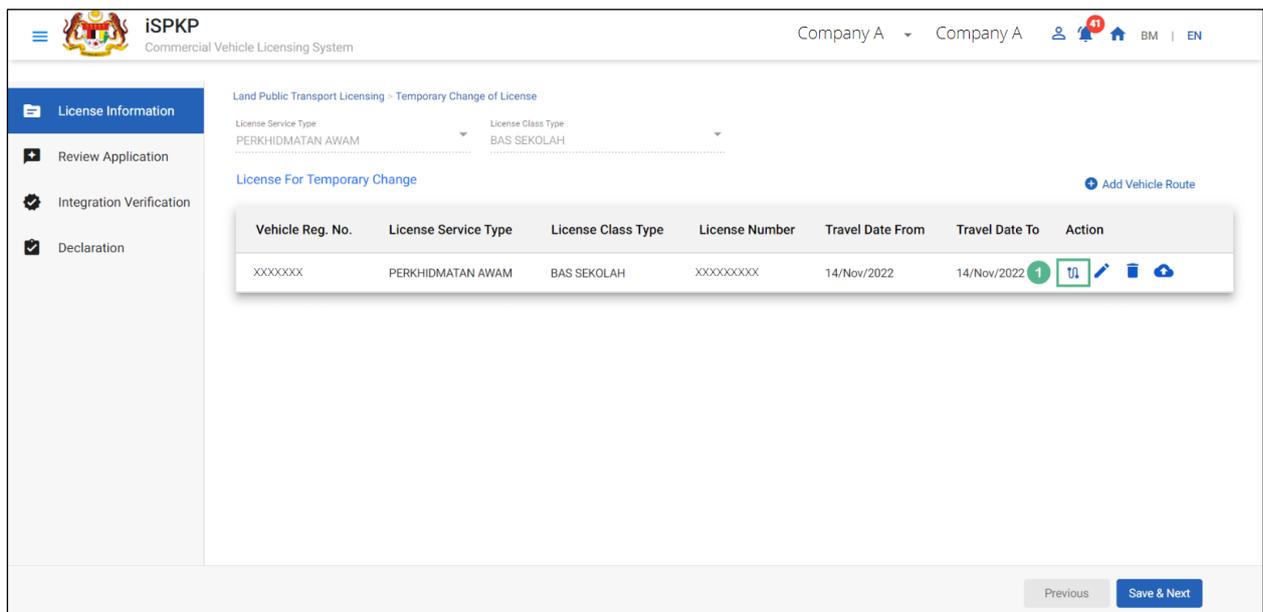


Figure 98: License Information - Route Icon

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Route icon.	Enables User to fill-in route details.	Click Route icon.	*Mandatory Field. Click icon. Next screen is displayed as per Figure 99.

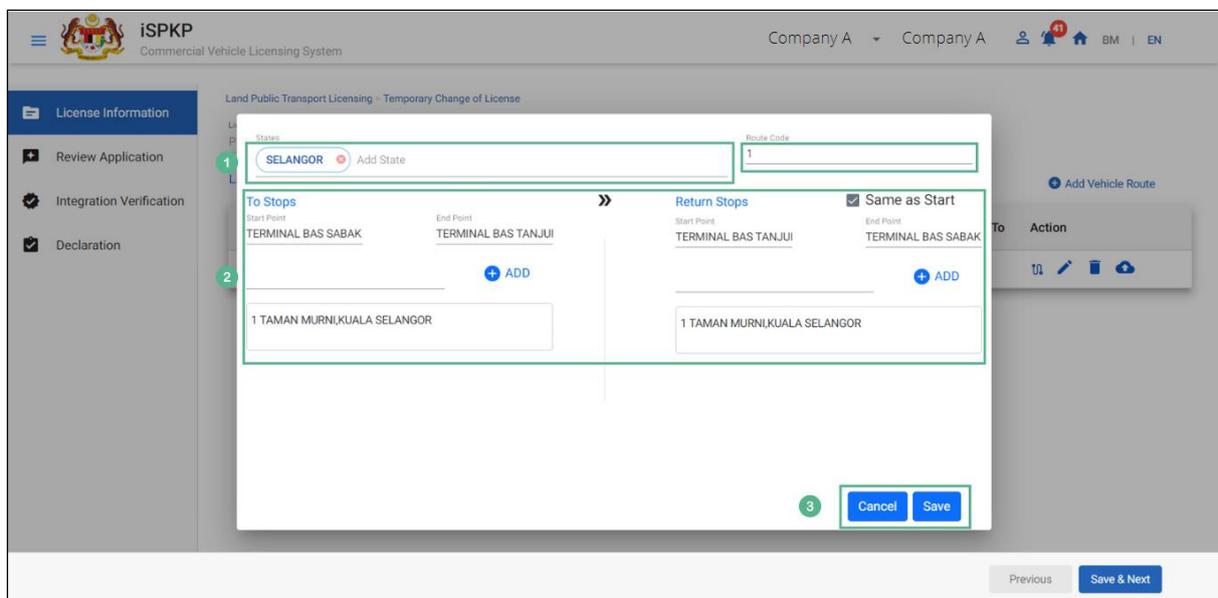


Figure 99: License Information - Route Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add State	Enables User to fill-in the state for the route.	User to select from dropdown button.	*Mandatory Field. Dropdown button.
2	To Stops / Return Stops	Enables Stops information to be keyed-in.	User to select from dropdown buttons the following details:	* Mandatory field. Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - To Stops (Start Point / End Point / Mid Point, if any) - Return Stops (Start Point / End Point / Mid Point, if any) - Route Code 	If Return Stops information is same as starting point, just click the “Same as Start” button and information will be auto-populated.
3	Cancel / Save	Enables User to make decision	User to click either: <ul style="list-style-type: none"> - Cancel (to abort) - Save (to proceed) 	Next screen is displayed as per Figure 100.

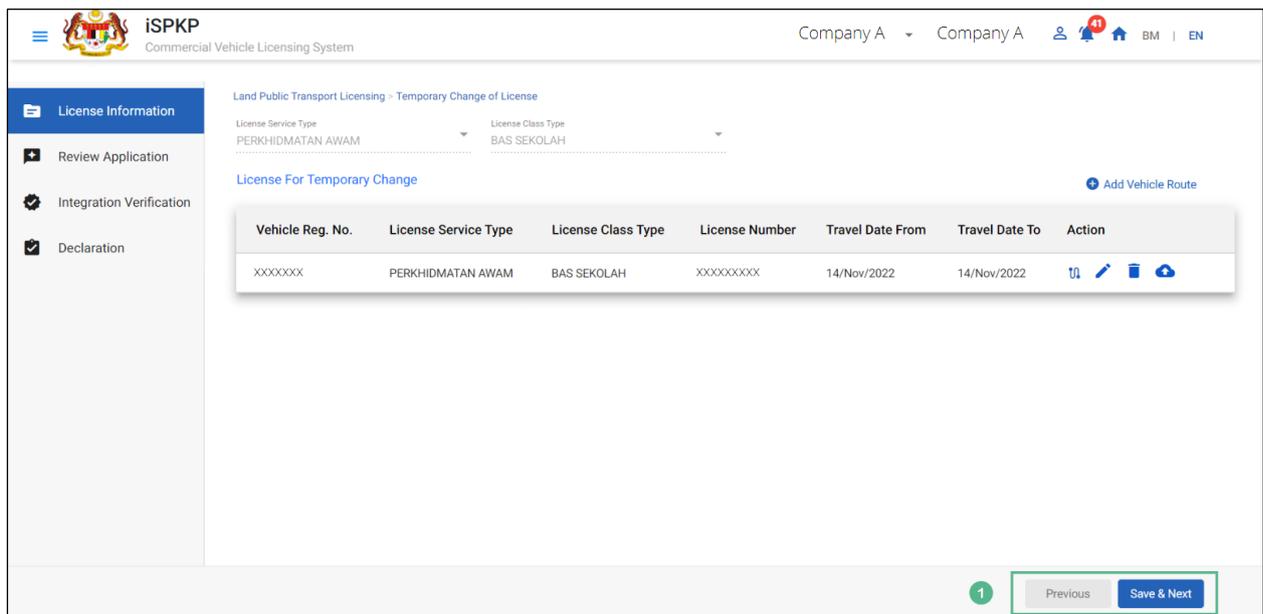


Figure 100: License Information - Route Information (Save)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the “License Information”.	User to click on the following options: 13 Previous 14 Save & Next (selected)	Click button. Next screen is displayed as per Figure 101.

4.4.2 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below:

The screenshot displays the 'Review Application' panel in the iSPKP Commercial Vehicle Licensing System. The page title is 'Land Public Transport Licensing - Temporary Change of License' and the sub-panel is 'Review Application'. The main content area contains a table with the following data:

Vehicle Reg. No.	License Service Type	License Class Type	License Number	Travel Date From	Travel Date To
XXXXXXXX	PERKHIDMATAN AWAM	BAS SEKOLAH	XXXXXXXX	13/Nov/2022	13/Nov/2022

Below the table, there is a detailed view of the application information:

Type of LPS	Stop Points	Travel Date From	Travel Date To
Perayaan	TAMAN MURNI, KUALA SELANGOR	13/Nov/2022	13/Nov/2022

Additional information includes:

Special Travel Insurance Information	Passenger List Information	One-Way Travel Distance Information (km)
XXXXXXXX	36	300

The bottom navigation bar features a 'Previous' button and a 'Save & Next' button, with a '2' indicator next to the 'Save & Next' button.

Figure 101: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Top Arrow icon	Enables display of Vehicle Information for review	User to click Top Arrow icon.	Top Arrow icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: 15 Previous 16 Save & Next (selected)	Click button. Next screen is displayed as per Figure 102.

4.4.3 Integration Verification

User will proceed to the “Integration Verification” panel to perform verification checking with SSM and JPJ records.

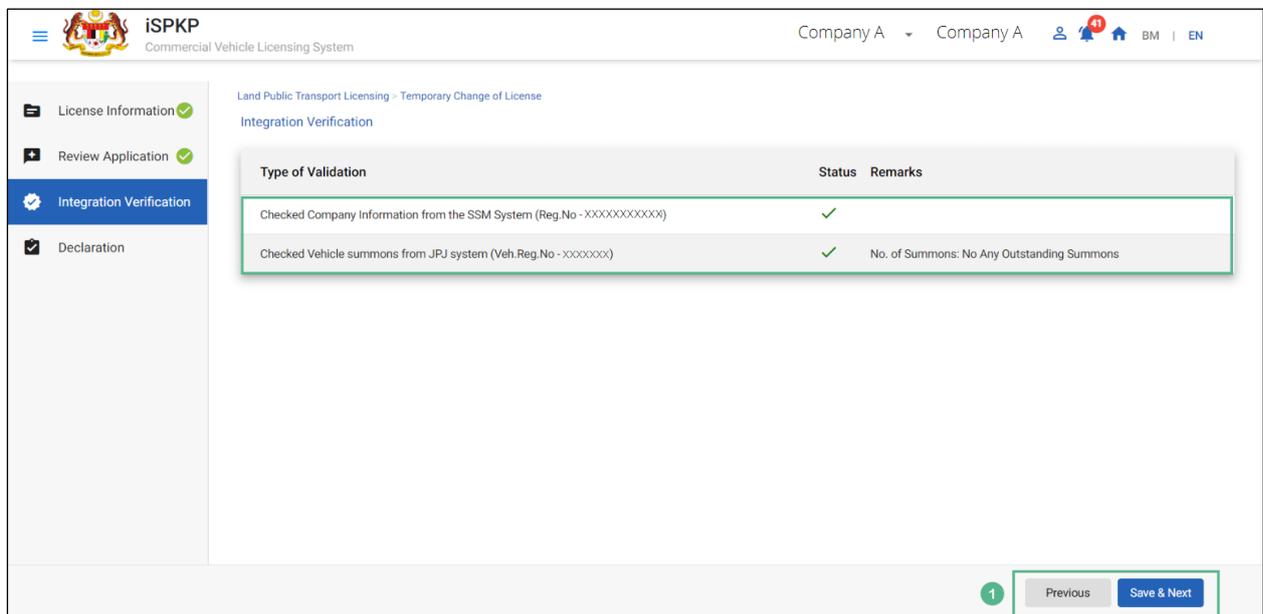


Figure 102: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the “Integration Verification”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 103.

4.4.4 Declaration

User will need to proceed to “Declaration” panel to submit the declaration.

The screenshot shows the 'Declaration' step in the iSPKP Commercial Vehicle Licensing System. The sidebar on the left has 'Declaration' selected. The main content area includes a declaration statement and a checklist of terms and conditions. A green box highlights the declaration statement: 'Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed'. At the bottom, there are buttons for 'Previous', 'Save Draft & Exit', 'Submit & Pay Later', and 'Submit & Pay Now'.

Figure 103: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.4.5 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Licensing Fee and thereafter the license will visible to the applicant.

4.4.6 Approval Letter (Surat Kelulusan) & Vehicle License Issued

Upon approval by APAD / LPKP Sabah / LPKP Sarawak, the Operator will receive the Approval Letter.

A sample Approval Letter is shown below:

NO : <No_Siri>



AGENSI PENGANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT AGENCY

Ruj. Kami : <APAD/LA/W/509946-X(2)>
Tarikh : <Tarikh>

<MALIARAY HOLIDAYS SON BHD>
<NO 808 KM 8 BINJAI>
24000 KUALA TERENGGANU
TERENGGANU DARULIMAN>

Tuan,

SURAT KELULUSAN PERMOHONAN UBAH SYARAT UBAH <GANTI KENDERAAN> BAGI KELAS LESEN <BAS EKSPRES>

Adalah dengan hormatnya diarah merujuk kepada permohonan tuan, no. rujukan permohonan <BEB20T03T40005> bertarikh <10 Nov 2020> berhubung perkara tersebut di atas.

i. Jenis Ubaahsyarat	: <GANTI KENDERAAN>
ii. Kelas Lesen	: <BAS EKSPRES>
iii. No. Kenderaan	: <WJ7502>
iv. Rujukan Lesen	: <T0182501-6 / 16>
v. Tarikh Tamat Melesenkan Kenderaan	: <1 Sep 2022>
vi. Tempoh Kuatkuasa Lesen	: <8 Jul 2019> – <18 Dis 2024>

SPESIFIKASI KENDERAAN

i. Bilangan Penumpang	: <48> (mengikut muatan tempat duduk tidak termasuk pemandu)
ii. Muatan Tempat Duduk	: <37 – 49> <(SINGLE DECK)>
iii. Kawasan Operasi/Laluan	: <HENTIAN BAS EKSPRES CHUKAI KEMAMAN – TERMINAL SENTRAL KUANTAN – TERMINAL BAS DAN TEKSI PENAWAR – TERMINAL BAS KOTA ISKANDAR – LARKIN SENTRAL DAN SEBALIKNYA>
iv. Syarat Khas	: <USIA MELESENKAN KENDERAAN : CKD TIDAK LEBIH 9 TAHUN DARI TARIKH DIDAFTARKAN ATAU CBU TIDAK LEBIH 9 TAHUN DARI TAHUN DIRIJAT.>
v. Catatan	: <LULUS BERSYARAT: KENDERAAN PERLU MEMATUHI ICOP KESELAMATAN APAD (TERMASUK GPS) SEBELUM MELESENKAN KENDERAAN>

2. Surat Tawaran Kelulusan ini adalah bukan Lesen Kenderaan Perdagangan.

3. Aoeni Pengangkutan Awam Darat boleh membatalkan Surat Tawaran Kelulusan/Lesen Perdagangan yang diluluskan atas alasan terdapat kenyataan palsu mengenai fakta oleh pemohon/pepegang lesen itu atau bagi pihaknya.

Sekian, terima kasih

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,



Digitally signed
By: [Name]
Date: 2018.10.30
12:19:10 +08'00'

KETUA PENGARAH

Bertarikh : <Approval Date>

Figure 104: Approval Letter - Surat Kelulusan (Sample)

User may check application and payment status as per below:

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the License from the Profile option. The user will navigate to the landing page, as shown below:

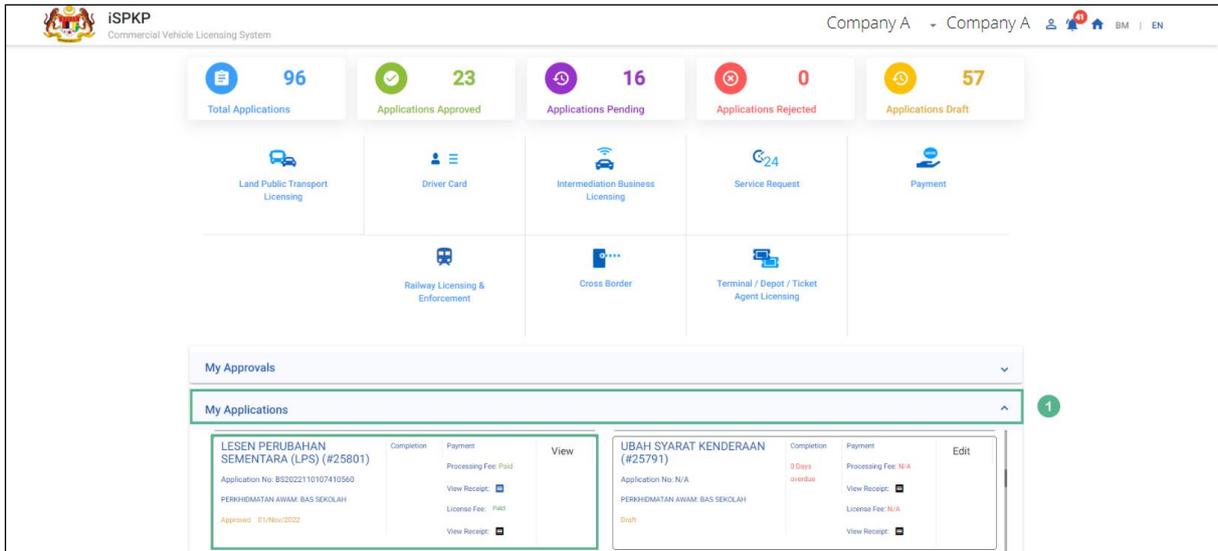


Figure 105: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

Next, User will proceed to access the Profile menu and retrieve the License accordingly.

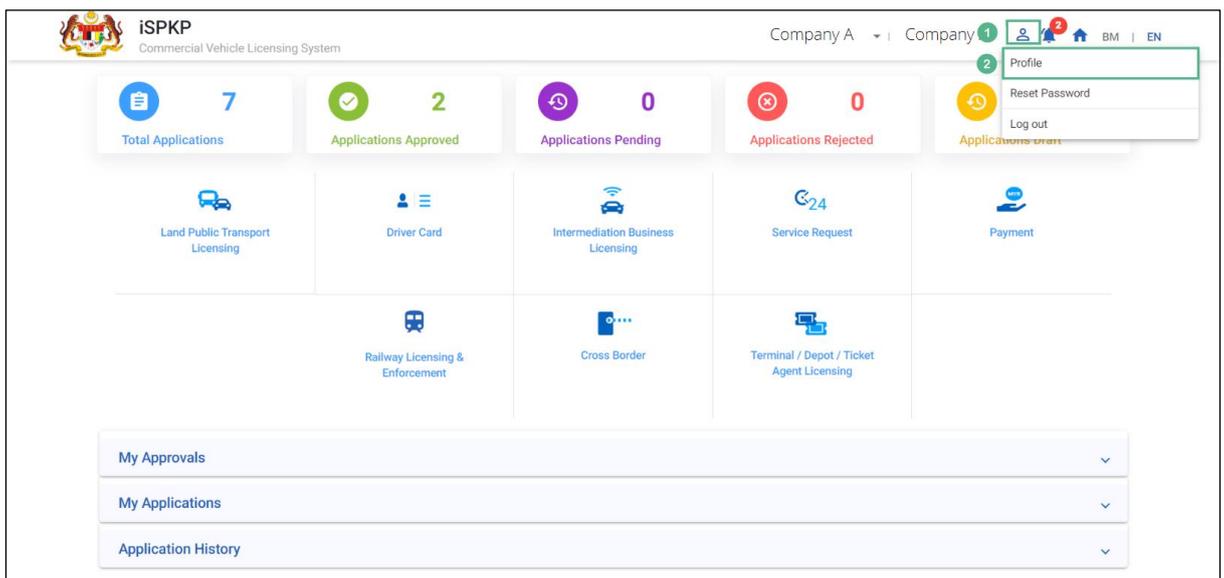


Figure 106: Profile Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile icon	Enables access to “Profile” menu.	User to click on “Profile” icon.	Click button.
2	Profile	Enables access to “Profile” sub-menus.	User to click on any of the following: <ul style="list-style-type: none"> - Profile (selected) - Reset Password - Logout 	Click button. Next screen is displayed as per Figure 107.

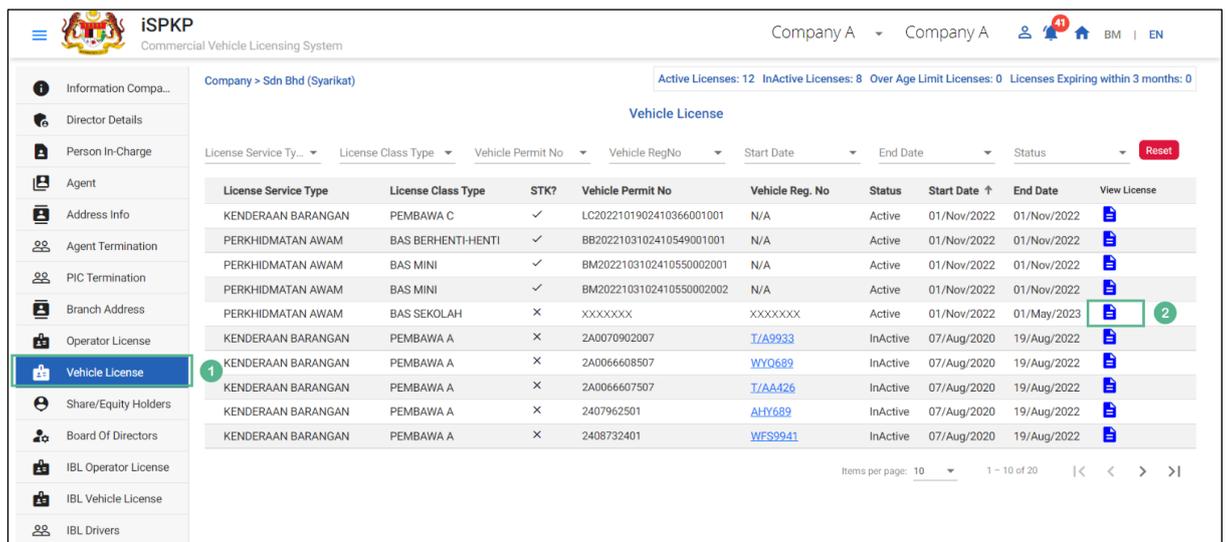


Figure 107: Profile Sub-Menu: Vehicle License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle License	Enables access to licenses issued.	User to click “Vehicle License”.	Click button.
2	View License	Enables viewing of a selected license.	User to click on selected license.	Click button.

4.5 Short Term License Application

This application is also known as Lesen Perjalanan Jangka Pendek (LPJP) and is applicable only for Operators who have submitted New Application in APAD / LPKP Sabah / LPKP Sarawak and made Processing Fee payment.

The time duration may vary up to one year.

Due to an urgency, an Operator may apply for this license waiting for the approval of the New Application that has been submitted with payment.

Once the new license application approved, this Short-Term License shall be cancelled. However, if the New Application license application rejected, the Operator still can use the Short-Term License up to 1 year.

This activity can be performed by the Company Director / Company PIC / Company Agency.

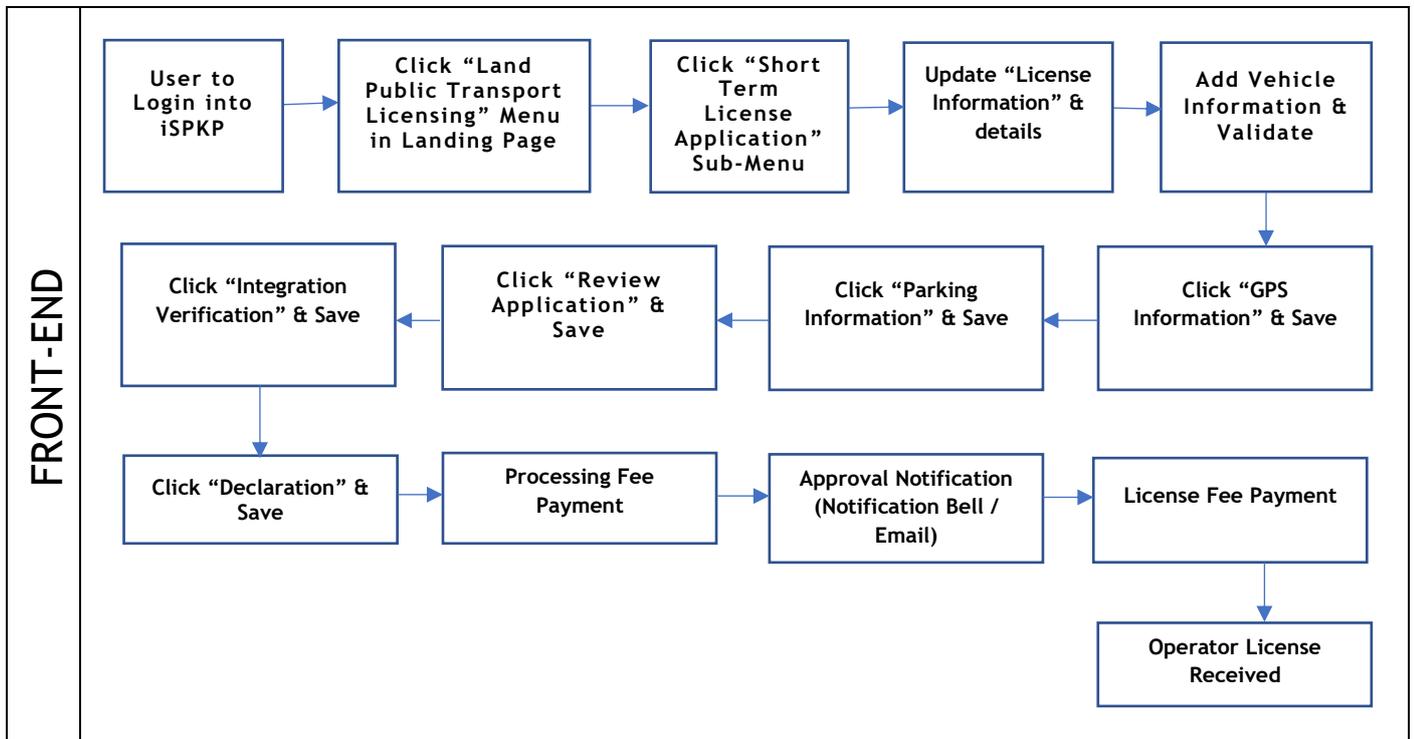


Figure 109: Application for Short Term License Application Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual).

In this manual, we have selected the Company Director as an example. Similar steps apply for Company PIC / Company Agent and as and when there is variation, this will be highlighted accordingly. In such a scenario, Company Director approval is required where necessary.

The Company Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance. Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

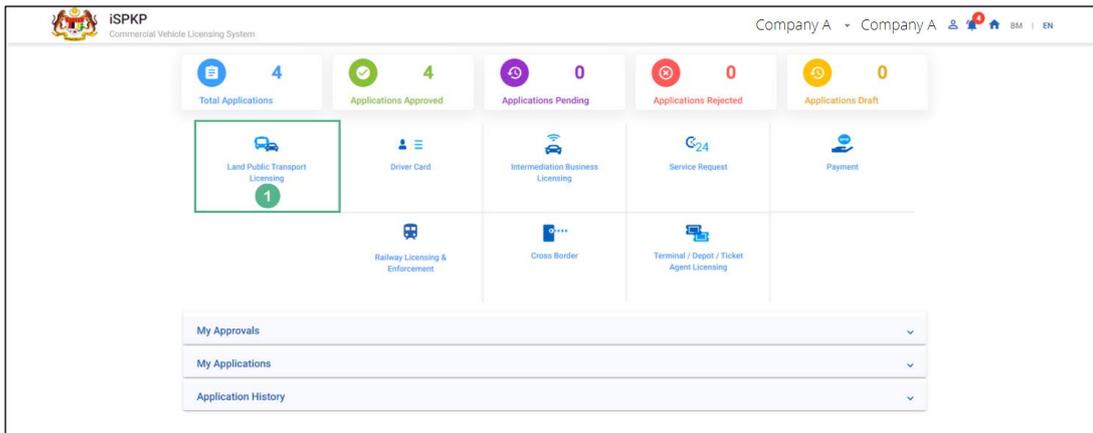


Figure 110: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing Management sub-menus.	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-menus will be

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				displayed as shown in Figure 111.

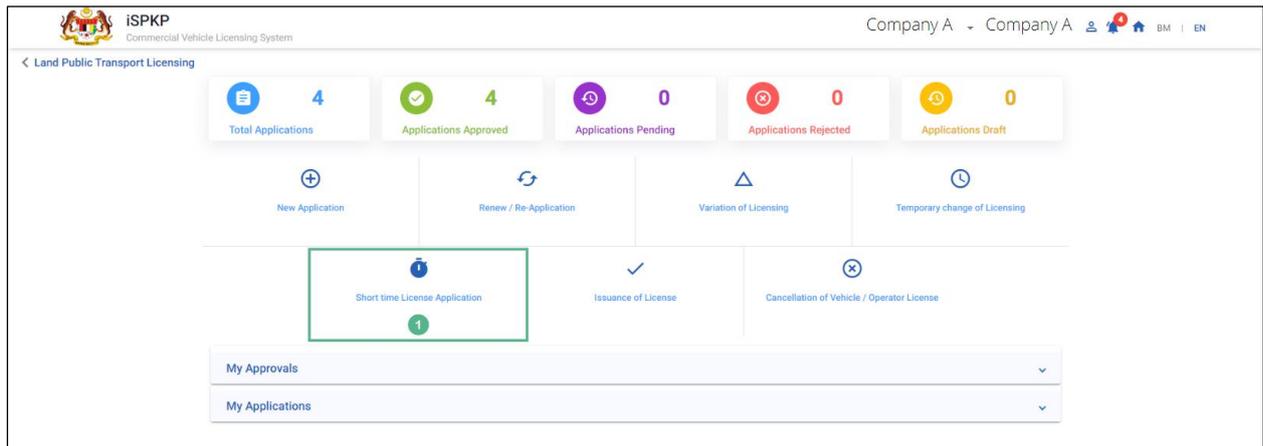


Figure 111: Land Public Transport Licensing Management Module - Short Term License Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Short Term Licensing Application	Provides access to various tasks under “Short Term Licensing Application”.	User to click on “Short Term Licensing Application” button.	Click button. Next screen is displayed as per Figure 112.

Each panel of the left must be completed in order to initiate the Short-Term License Application.

4.5.1 License Information

User needs to select the correct New Application submitted.

Figure 112: License Application - Select an Application to Proceed

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select an Application to Proceed	Allows selection of a particular new application from a list of new applications.	User to click radio button and select from the list of new applications.	* Mandatory field. Radio button.
2	Provide a Date Range for the License	Enables selection of duration of the Short-Term License	User to click and select dates range which should not exceed one year: - Travel Date From - Travel Date To	* Mandatory field. Date Picker

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
3	Previous / Save	Enables viewing of previous screen / saving of the information.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save (selected) 	Click button. Next screen is displayed as per Figure 113.

User needs to provide Vehicle Registration Number information.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The page title is "Land Public Transport Licensing - Shortterm License Application - LESEN PERJALANAN JANGKA PENDEK (LPJP)". The application details are as follows:

- Ref. Application Number: BE2022102802410525
- Application Type: PERMOHONAN BAHARU
- License Service Type: PERKHIDMATAN AWAM
- License Class Type: BAS EKSPRES
- Travel Date From: 28/Oct/2022
- Travel Date To: 28/Oct/2023
- Number of Licenses: 1

The "Vehicles:" section contains a table with the following data:

Type of Service	No. of Seats	No. of Passengers	Area of Operation	Vehicle Reg.No.
PERDANA	44	44	Selangor - Batu Caves	<input type="button" value="+"/> 1

At the bottom of the page, there are "Previous" and "Save & Next" buttons.

Figure 113: License Application - Add Vehicle Reg No

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	+ Vehicle Reg No.	Enables inclusion of Vehicle Reg No.	User to click on "+ Vehicle Reg No."	Click button. Next screen is displayed as per Figure 114.

Upon entering the Vehicle Reg No a validation against the JPJ is done. Upon successful validation, system message “Vehicle successfully validated” will be displayed.

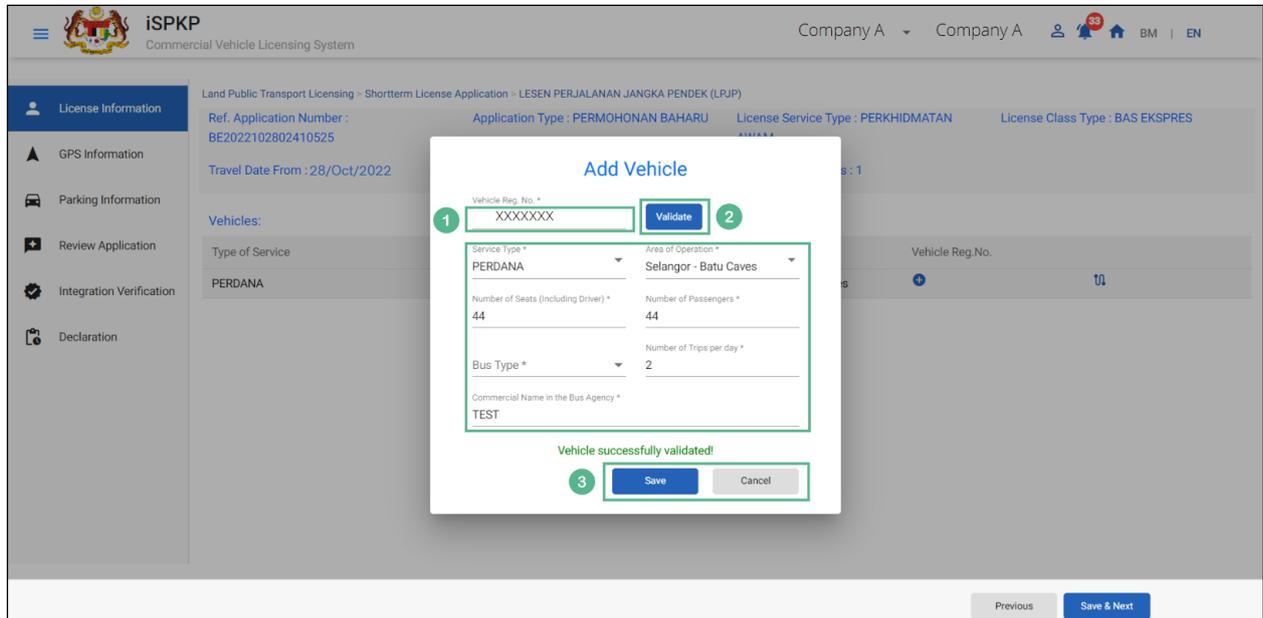


Figure 114: License Application - Add Vehicle Reg No

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Reg No.	Enable Vehicle Reg No. to be entered.	User to key-in Vehicle Reg No.	* Mandatory field. Alpha-numeric format. Vehicle information is auto-populated.
2	Validate	Enables Vehicle Reg No validation against JPJ system.	User to click “Validate”.	* Mandatory field. Click button.
3	Save / Cancel	Enables User to make decision	User to click either: - Save (to proceed)	Next screen is displayed as per Figure 115.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Cancel (to abort)	

User will proceed to review vehicle information displayed.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The page title is "Land Public Transport Licensing - Shortterm License Application - LESEN PERJALANAN JANGKA PENDEK (LPJP)". The application details include: Ref. Application Number: BE2022102802410525, Application Type: PERMOHONAN BAHARU, License Service Type: PERKHIDMATAN AWAM, License Class Type: BAS EKSPRES, Travel Date From: 28/Oct/2022, Travel Date To: 28/Oct/2023, and Number of Licenses: 1. The "Vehicles" section contains a table with the following data:

Type of Service	No. of Seats	No. of Passengers	Area of Operation	Vehicle Reg.No.
PERDANA	44	44	Selangor - Batu Caves	XXXXXXX

At the bottom of the interface, there are "Previous" and "Save & Next" buttons. A green box highlights the "Save & Next" button, and a green circle with the number "1" is positioned above it.

Figure 115: License Information - Vehicle Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the "License Information".	User to click on the following options: 17 Previous 18 Save & Next (selected)	Click button. Next screen is displayed as per Figure 116.

4.5.2 GPS Information

User will proceed to review GPS Information tab which is auto-populated based on information submitted during New License Application earlier.

Figure 116: GPS Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “GPS Information”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 117.

4.5.3 Parking Information

User will proceed to review Parking Information tab which is auto-populated based on information submitted during New License Application earlier.

Figure 117: Parking Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Parking Information”.	User to click on the following options: 19 Previous 20 Save & Next (selected)	Click button. Next screen is displayed as per Figure 118.

4.5.4 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below:

Figure 118: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 119.

4.5.5 Integration Verification

User will proceed to the “Integration Verification” panel to perform verification checking with SSM and JPJ records as below.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The main content area displays the 'Integration Verification' panel. The panel contains a table with the following data:

Type of Validation	Status	Remarks
Checked Company Information from the SSM System (Reg.No - 198301004709)	✓	
Checked Vehicle summons from JPJ system (Veh.Reg.No - WBM3950)	✓	No. of Summons: No Any Outstanding Summons

The interface also features a sidebar with navigation options: License Information, GPS Information, Parking Information, Review Application, Integration Verification (selected), and Declaration. At the bottom right, there are 'Previous' and 'Save & Next' buttons.

Figure 119: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the “Integration Verification”.	User to click on the following options: 21 Previous 22 Save & Next (selected)	Click button. Next screen is displayed as per Figure 120.

4.5.6 Declaration

User will need to proceed to “Declaration” panel to submit the declaration.

The screenshot displays the 'Declaration' step in the iSPKP Commercial Vehicle Licensing System. The interface includes a sidebar with navigation options: License Information, GPS Information, Parking Information, Review Application, Integration Verification, and Declaration (highlighted). The main content area is titled 'Pengakuan Pelanggan / Customer's Declaration' and contains a declaration form with a checkbox for 'Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed'. The form is marked with a green '1' in a circle. At the bottom, there is a navigation bar with a '2' in a circle, and buttons for 'Previous', 'Save Draft & Exit', 'Submit & Pay Later', and 'Submit & Pay Now'.

Figure 120: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.5.7 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make payment for Licensing Fee and thereafter the license will visible to the applicant.

4.5.8 Operator License Issuance

Once the Payment is done, then only User will be able to proceed & view the application status from the Landing Page & retrieve the License from the Profile option. The user will navigate to the landing page, as shown below:

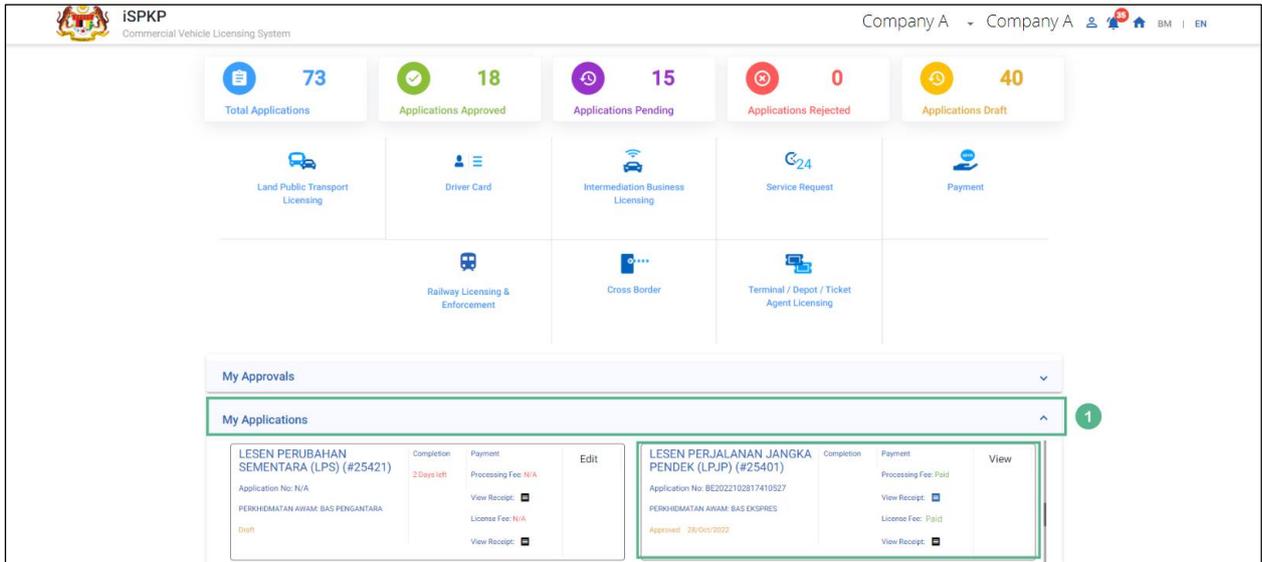


Figure 121: My Applications - Application & Payment Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application and payments made.	User to click on “My Applications”.	Click button.

Next, User will proceed to access the Profile menu and retrieve the License accordingly.

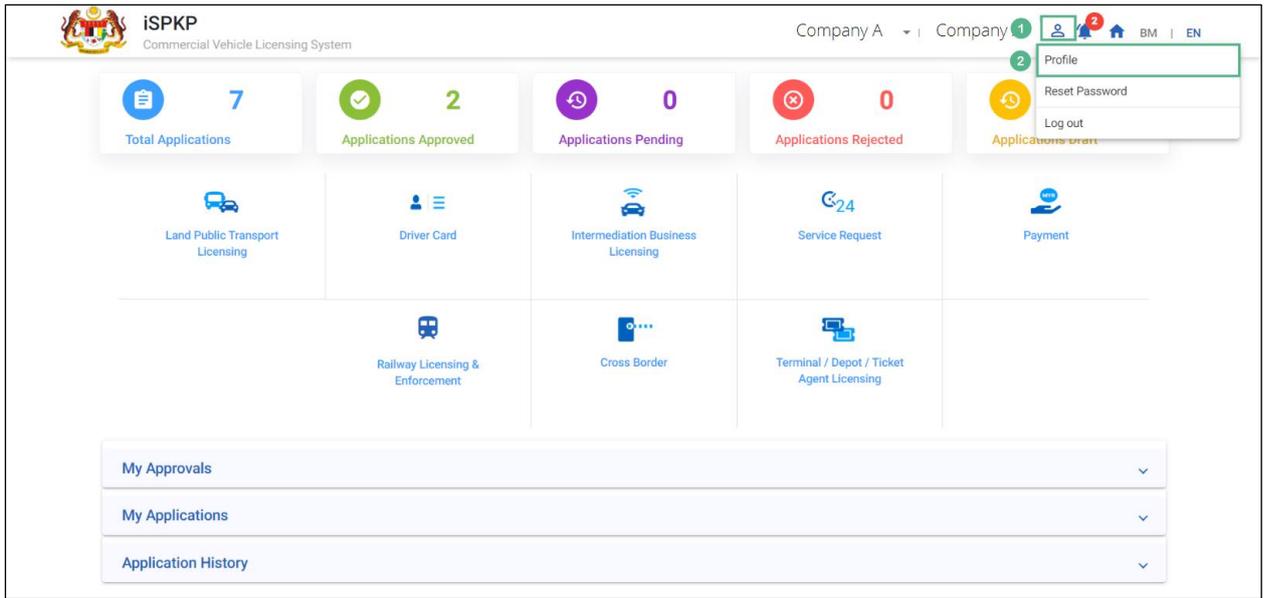


Figure 122: Profile Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile icon	Enables access to “Profile” menu.	User to click on “Profile” icon.	Click button.
2	Profile	Enables access to “Profile” sub-menus.	User to click on any of the following: <ul style="list-style-type: none"> - Profile (selected) - Reset Password - Logout 	Click button. Next screen is displayed as per Figure 123.

iSPKP Commercial Vehicle Licensing System

Company A Company A

Company > Sdn Bhd (Syarikat) Operator License

Total Licenses: 9 STK Licenses: 4 Vehicle Permits: 13

License Service Type	License Class Type	STK?	Operator Licence Number	Status	Start Date	End Date	Vehicles	View License
PERKHIDMATAN AWAM	BAS BERHENTI-HENTI	✓	BB2022103102410549	Active	31/Oct/2022	31/Oct/2024	1	View License
PERKHIDMATAN AWAM	BAS EKSPRES	×		Active	28/Oct/2022	28/Jan/2023	1	View License
PERKHIDMATAN AWAM	BAS MINI	✓	BM2022103102410550	Active	31/Oct/2022	31/Oct/2024	2	View License
PERKHIDMATAN AWAM	BAS PENGANTARA	×	2022092640027	InActive	26/Sep/2022	14/Oct/2022	1	View License
PERKHIDMATAN AWAM	BAS SEKOLAH	×	2022103140073	Active	31/Oct/2022	31/Oct/2024	1	View License
PERKHIDMATAN AWAM	KERETA SEWA	×	2022092840047	Active	28/Sep/2022	28/Sep/2024	2	View License
KENDERAAN BARANGAN	PEMBAWA A	×	100332W(LA)	InActive	07/Aug/2020	19/Aug/2022	7	View License
KENDERAAN BARANGAN	PEMBAWA C	✓	LC2022101902410366	Active	19/Oct/2022	19/Oct/2024	1	View License
PERKHIDMATAN AWAM	TEKSI MEWAH	×	2022092840045	Active	27/Mar/2020	28/Oct/2024	1	View License

Items per page: 10 1 - 9 of 9

Figure 123: Profile Sub-Menu: Operator License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Operator License	Enables access to licenses issued.	User to click "Operator License".	Click button.
2	View License	Enables viewing of a selected license.	User to click on selected license.	Click button.

The system-generated Short-Term License is issued via Digital Certificate.
 A sample of the Operator License is shown below:



**KEMENTERIAN PENGANGKUTAN
 AGENSI PENGANGKUTAN AWAM DARAT**

LESEN PENGENDALI

Adalah ini dengan diperakukan bahawa pengendali yang dinyatakan di bawah ini telah dilesekan oleh Agensi Pengangkutan Awam Darat mengikut Akta Pengangkutan Awam Darat 2010. Lesen ini tertakluk kepada syarat-syarat yang telah ditetapkan di dalam Keperluan Tahap Perkhidmatan.

Nombor Lesen Pengendali	:	xxxxxxxxxxxxxxxx
Nama Pengendali	:	Company A
No. Daftar Syarikat	:	XXXXXX PERKHIDMATAN AWAM
Alamat Berdaftar	:	xxxxxxxxxxxxxxxxxxxxxxxxxxxx + xxxxxx xxxxxxx xxxxxxxxxxxx xxxxxx
Tarikh Mula Kuatkuasa	:	28/10/2022
Tarikh Sahlaku Sehingga	:	28/01/2023

* Pembaharuan ini hendaklah dibuat sekurang-kurangnya 90 hari sebelum habis tempoh

xx
 Bertarikh : 28/10/2022

Figure 124: Operator License - Short Term License (Sample)

4.6 Issuance of License

This activity can be performed by the Company Director / Company PIC / Company Agency. This sub-Module is applicable for existing Operators who own Taxis / Employee Busses / School Busses who would like to apply for “Issuance of License”.

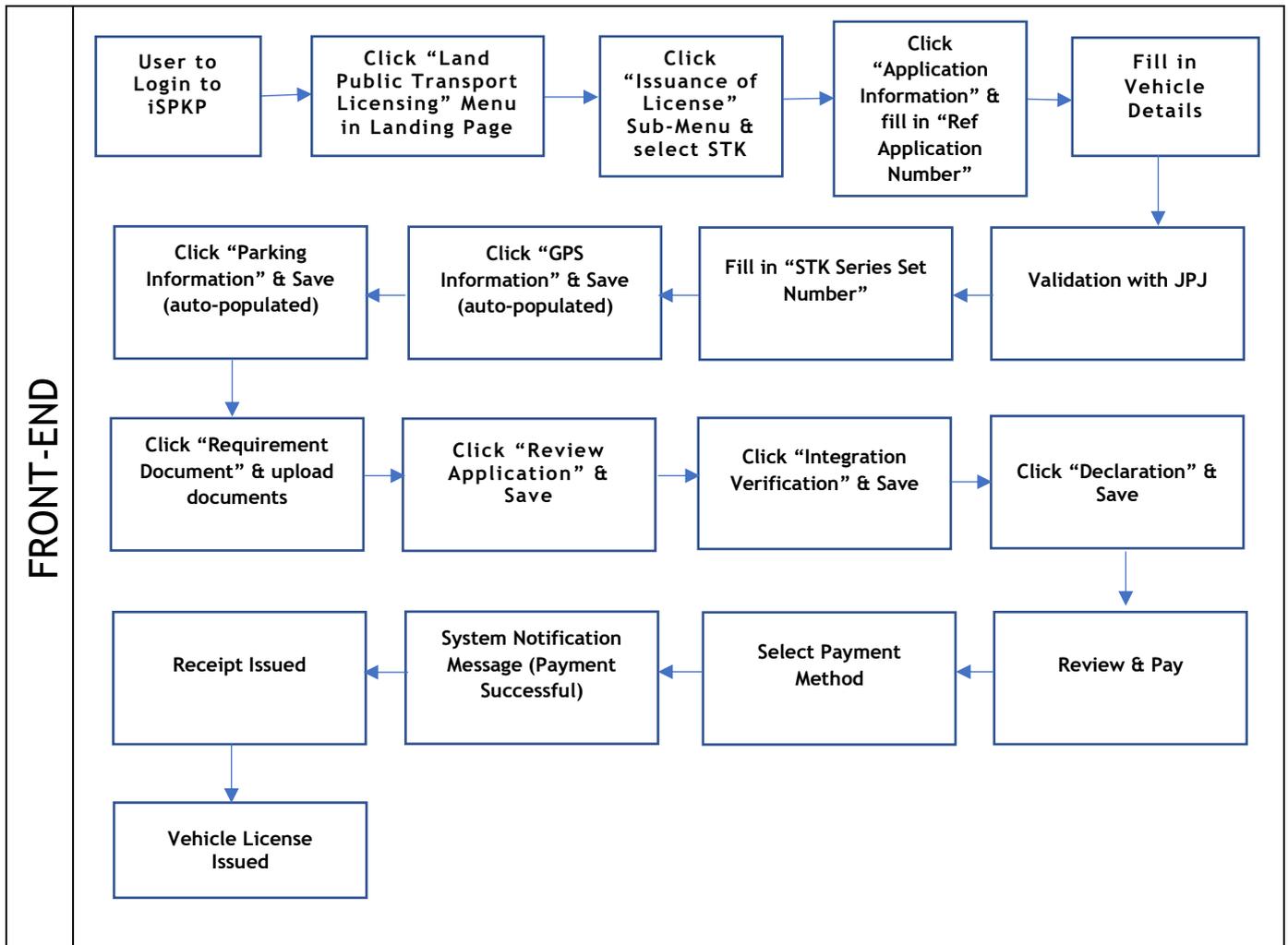


Figure 125: Issuance of License Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual). In this section, we have selected the Company Director as an example. Similar steps apply for Company PIC / Company Agent and as and when

there is variation, this will be highlighted accordingly. In such a scenario, Company Director approval is required where necessary.

The Company Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance. Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

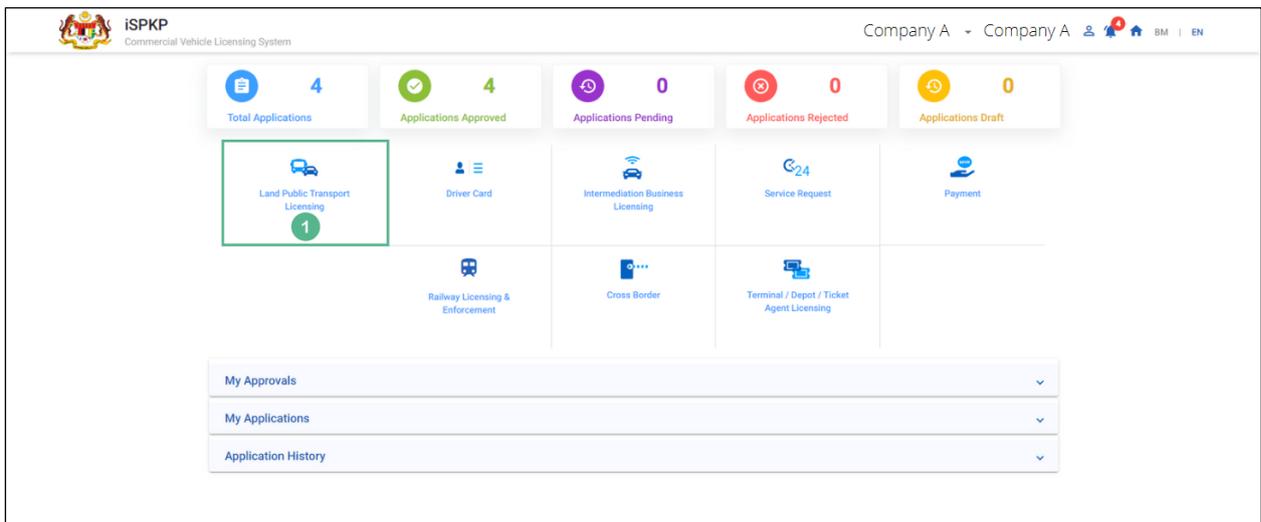


Figure 126: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing Management sub-menus.	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-menus will be

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				displayed as shown in Figure 127.

User will proceed to select the Issuance of License sub-Module.

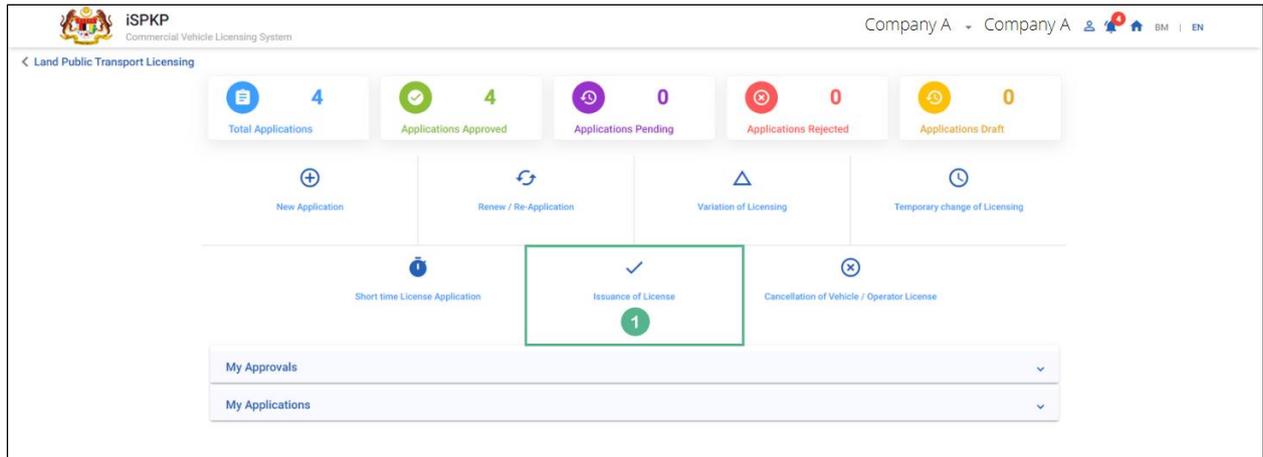
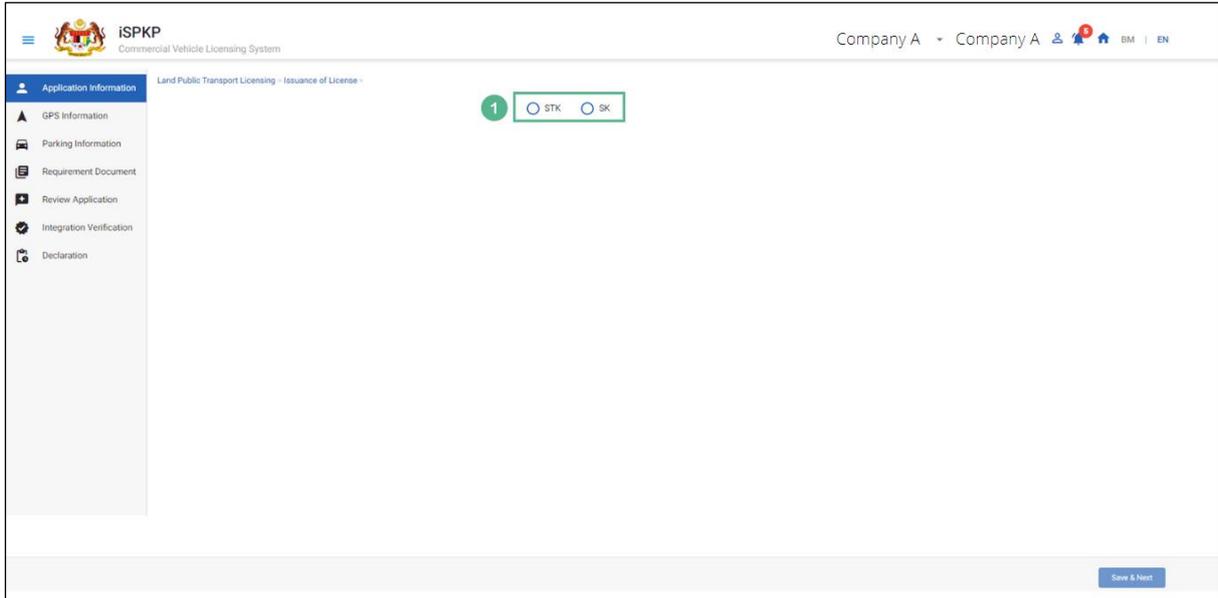


Figure 127: Land Public Transport Licensing Management - Issuance of License Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Issuance of License	Provides access to various tasks under “Issuance of License”.	User to click on “Issuance of License” button.	Click button. Next screen is displayed as per Figure 128.

4.6.1 Application Information

“Application Information” is the first panel to be completed.



The screenshot displays the iSPKP Commercial Vehicle Licensing System interface. The top navigation bar includes the system logo, the text 'iSPKP Commercial Vehicle Licensing System', and user information 'Company A' with a dropdown arrow. A sidebar on the left lists navigation options: 'Application Information' (selected), 'GPS Information', 'Parking Information', 'Requirement Document', 'Review Application', 'Integration Verification', and 'Declaration'. The main content area shows a breadcrumb trail 'Land Public Transport Licensing > Issuance of License' and a form with two radio buttons: 'STK' (selected) and 'SK'. A green circle with the number '1' is positioned above the 'STK' button. A 'Save & Next' button is located at the bottom right of the form area.

Figure 128: Issuance of License - Application Information (STK / SK Option)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Information	Enables access “Issuance of License” details	User to click on either option: <ul style="list-style-type: none">- STK (selected)- SK	Click button. Next screen is displayed as per Figure 129.

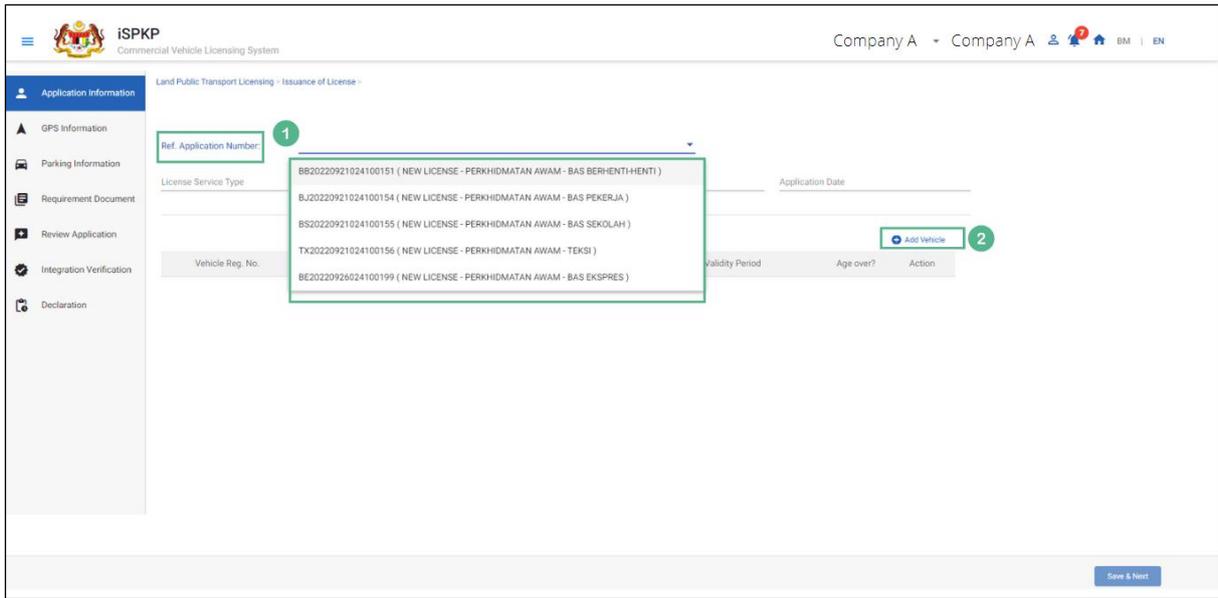


Figure 129: Issuance of License - Application Information (Ref Application Number)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Reference Application Number	Enables system to generate information related to new licensing application submitted earlier.	User to select from dropdown button.	Dropdown button. Information on License Service Type, License Class Type, Total License and Application Date will be auto-populated.
2	Add Vehicle	Enables User to add Vehicle details.	User to click "Add Vehicle".	Click button. Next screen is displayed as per Figure 130.

User to proceed and fill-in Vehicle Registration Number.

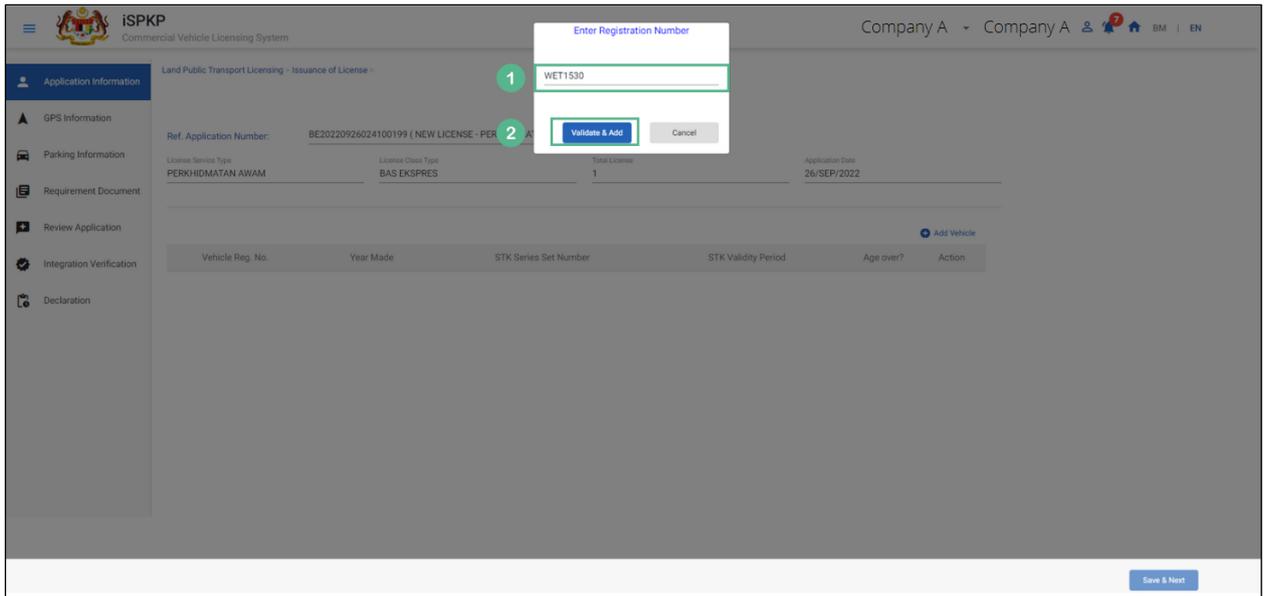


Figure 130: Issuance of License - Application Information (Vehicle Registration Number & Validation)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Registration Number	Enables User to enter Vehicle Registration Number.	User to enter "Vehicle Registration Number".	Alpha numeric format.
2	Validate & Add	Enables User to validate the Vehicle Registration Number against JPJ system.	User to click "Validate & Add".	Click button. Vehicle Reg No and Year Made is auto-populated. Next screen is displayed as per Figure 131.

Figure 131: Issuance of License - Application Information (STK Series Set Number)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	STK Series Set Number	Enables User to enter the details as per STK letter.	User to key-in “STK Series Set Number”.	Alpha-numeric format. STK Validity Period is auto-populated.
2	Save & Next	Enables User to save details.	User to click “Save & Next” button.	Click button. Next screen is displayed as per Figure 132.

4.6.2 GPS Information

User will proceed to review GPS Information tab which is auto-populated based on information submitted during New License Application earlier.

Figure 132: Issuance of License - GPS Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “GPS Information”.	User to click on the following options: 5 Previous 6 Save & Next (selected)	Click button. Next screen is displayed as per Figure 133.

4.6.3 Parking Information

User will proceed to review Parking Information tab which is auto-populated based on information submitted during New License Application earlier.

The screenshot shows the 'iSPKP Commercial Vehicle Licensing System' interface. The 'Parking Information' tab is active, displaying a form with the following data:

Field	Value
Parking Owner Name	all
Owner Phone Number	01123226577
Address Line 1	no g11, plaza seri setia
Address Line 2	seri setia
Country	MALAYSIA
State	SELANGOR
Postal Code	47300
Description	seri setia

At the bottom right, there are 'Previous' and 'Save & Next' buttons, with 'Save & Next' being highlighted in blue. A green circle with the number '1' is also present.

Figure 133: Issuance of License - Parking Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the "Parking Information".	User to click on the following options: 5 Previous 6 Save & Next (selected)	Click button. Next screen is displayed as per Figure 134.

4.6.4 Requirement Document

User will need to upload Requirement Documents as below:

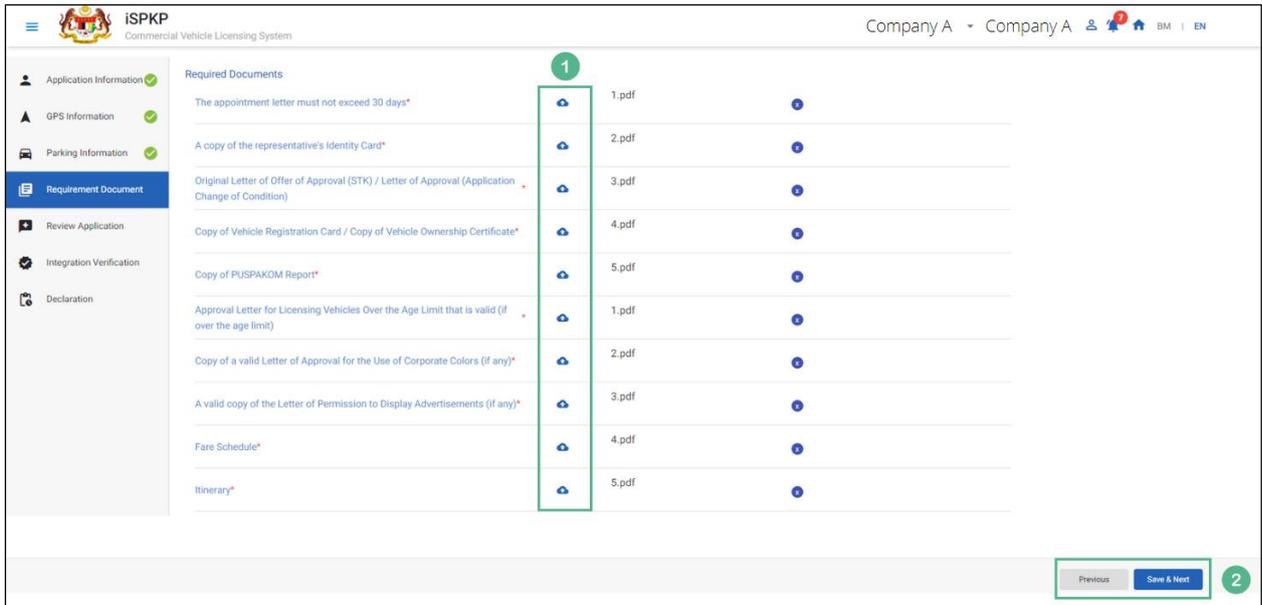


Figure 134: Issuance of License - Requirement Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Documents	This applies to any additional relevant documents.	<p>User to click the Upload Icon & upload the document(s):</p> <ul style="list-style-type: none"> - The Appointment Letter (must not exceed 30 days) - A copy of the representative's Identity Card - Original Letter of Offer (STK) / Letter of Approval (Application 	<p>*Mandatory field.</p> <p>Upload icon.</p> <p>Multiple documents can be uploaded for each field.</p> <p>Follow documents upload specifications in Section 1.7.</p> <p>- If no document is uploaded, there is a system message will prompt "Please select a file"</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> Change of Condition) - Copy of Vehicle Registration Card / Copy of Vehicle Ownership Certificate - Copy of PUSPAKOM Report - Approval Letter for Licensing Vehicles Over the Age Limit that is valid (if over the age limit) - Copy of a valid Letter of Approval for the use of Corporate Colors (if any) - A valid copy of the Letter of Permission to Display Advertisements (if any) - Fare Schedule 	<p>message will appear.</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Itinerary	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Requirement Documents”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 135.

4.6.5 Review Application

User will proceed to “Review Application” as below:

The screenshot shows the 'Review Application' screen in the iSPKP Commercial Vehicle Licensing System. The page title is 'Land Public Transport Licensing - Issuance of License'. The sidebar on the left contains the following items: Application Information (checked), GPS Information (checked), Parking Information (checked), Requirement Document (checked), Review Application (selected), Integration Verification, and Declaration. The main content area is divided into several sections:

- License Information:** A table with columns: Ref. Application Number, Application Date, License Service Type, License Class Type, and Total License. Data row: 53121, 28/Sep/2022, Perkhidmatan Awam, BAS EKSPRES, 1.
- Vehicles:** A table with columns: Vehicle Reg. No., STK Series Set Number, STK Validity Period, and Age over?. Data row: WET1530, BE20220926024100199001001, true.
- GPS Information:** Fields for Provider Name (puncak interactive), Username (200101005990), and Forms Profile URL (https://www.ssm.com.my/pages/e-search.aspx).
- Parking Information:** Fields for Parking Owner Name, Owner Phone Number, Address Line 1, and Address Line 2.

At the bottom right of the screen, there are two buttons: 'Previous' and 'Save & Next'. The 'Save & Next' button is highlighted in blue, and a green circle with the number '1' is next to it.

Figure 135: Issuance of License - Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: 7 Previous 8 Save & Next (selected)	Click button. Next screen is displayed as per Figure 136.

4.6.6 Integration Verification

User will proceed to the “Integration Verification” panel to perform verification checking with SSM and JPJ records as below.

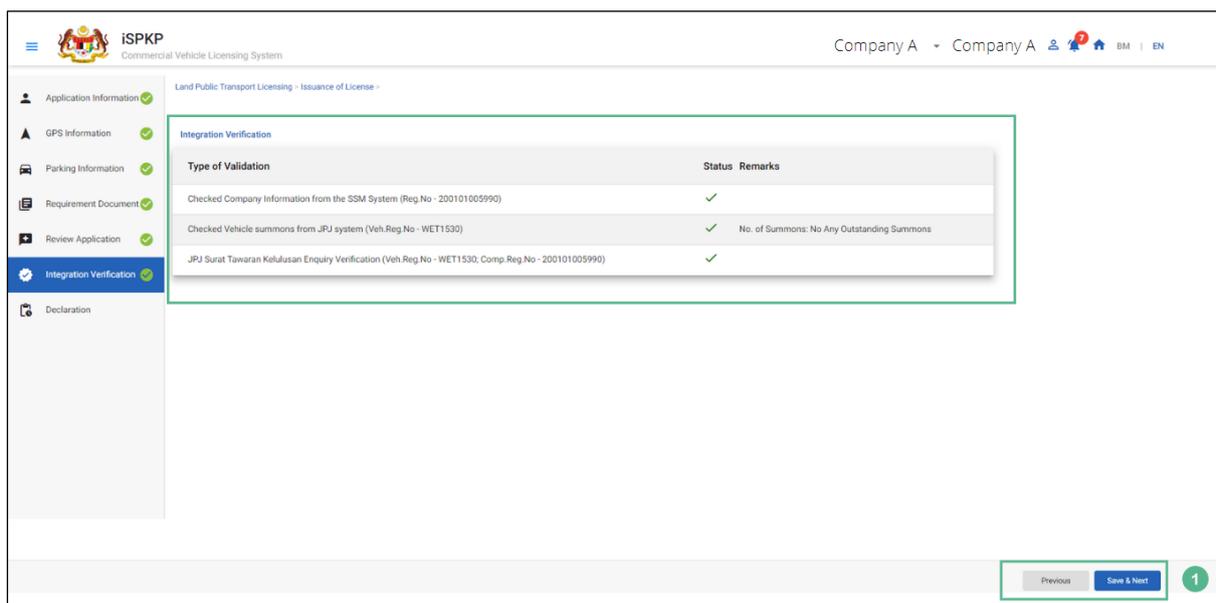


Figure 136: Issuance of License - Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables viewing of previous screen / saving of the “Integration Verification”.	User to click on the following options: 9 Previous 10 Save & Next (selected)	Click button. Next screen is displayed as per Figure 137.

4.6.7 Declaration

User will need to proceed to “Declaration” panel to submit the declaration.

Figure 137: Issuance of License - Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	Click button.

4.6.8 Payment

Upon submission of the application, applicant have to pay the Processing Fee.

Depending on the type of action selected, there are two options available for the applicant to make the payment:

For “Submit & Pay Now” action:

Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

For “Submit & Pay Later” action:

Payment must be done within three working days via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and also Cash (only applicable for LPKP Sabah & Sarawak).

Please refer to iSPKP System User Manual Payment Module for detailed steps and instructions on how to go about the payment details as well as the amount to be paid and the grace period.

Then the application goes to backend for processing and approval. Upon approval there will be a notification to customer to make payment for Licensing Fee and thereafter the license will visible to the applicant.

4.6.9 Vehicle License Issuance

Upon making the payment, the Vehicle License is issued accordingly.

Below is the list of the types of vehicle licenses:

KELAS	JENIS LESEN (ENG)
Goods Vehicle	Carrier A
	Carrier C
Public Transportation Vehicle	Taxi
	Limousine Taxi
	Airport Taxi
	Hire Car
	Hire & Drive Car
	School Bus
	Employee Bus
	Express Bus
	Stages Bus
	Mini Bus
	Charter Bus
	Feeder Bus
	TBA (Bas Kegunaan Sendiri)
Tourist Vehicle	Excursion Bus

Table 9: Class & Vehicle License Type

A sample of the Bus License is as follows:

 LESEN <BAS>	
KELAS LESEN : <LICENSE CLASS>	
<Company_Name> <CompanyRegistrationNo> <Company_Registration_Address>	NO. RUJUKAN FAIL <REFER PREFIX/>
	NO. RUJUKAN LESEN <LICENSE REFERENCE NUMBER>
	TEMPOH LESEN <Date_from>-<Date_to>
1. NO. PENDAFTARAN KENDERAAN : <Vehicle Registration Number> 2. NO. ENJIN : <Engine Number> 3. NO. CASIS : <Chasis Number> 4. TARIKH DIDAFTARKAN : <Vehicle Registration Date> (Seperti pada Sijil Pendaftaran Kenderaan) 5. TAHUN DIPERBUAT : <Date Made> 6. TARIKH DIDAFTARKAN : <Registered Date> 7. BIL. PENUMPANG : <Number of Passengers> 8. MUATAN TEMPAT DUDUK : <Number of Seats> 9. KAWASAN OPERASI/LALUAN : <Operation Area/Route> 10. SYARAT KHAS : <Special Requirement> 11. ALAMAT DEPOT : <Depot Address> 12. CATATAN : <Notes>	
 	 <small>Digitaly signed by: Date: 2019.10.22 12:10:10 +0800</small> KETUA PENGARAH Bertarikh : <Approval_Date>
<PEMBAHARUAN INI HENDAKLAH DIBUAT SEKURANG-KURANGNYA 90 HARI SEBELUM TARIKH HABIS TEMPOH LESEN>	

Figure 138: Issuance of License - Bus License (Sample)

4.7 Cancellation of Vehicle / Operator License

This activity can be performed by the Company Director / Company PIC / Company Agency. This sub-Module is applicable for Operators who would like to cancel their existing Operator/ Vehicle licenses or their Approval Letters (STK / SK).

There are four types of Cancellations:

Cancellation Types	Description
Operator License	Results in cancellation of the Operator License together with all the vehicle licenses under this Operator
Vehicle License	Results in cancellation of specific vehicle(s) only
Vehicle Registered Under the Vehicle License / Permit	Results in cancellation of vehicle registration number but the permit can still be renewed up to two times.
STK (during new application) SK (during variation application)	Results in cancellation of both the STK / SK in the event the Operator decides not to pursue the applications.

Table 10: Cancellation Types

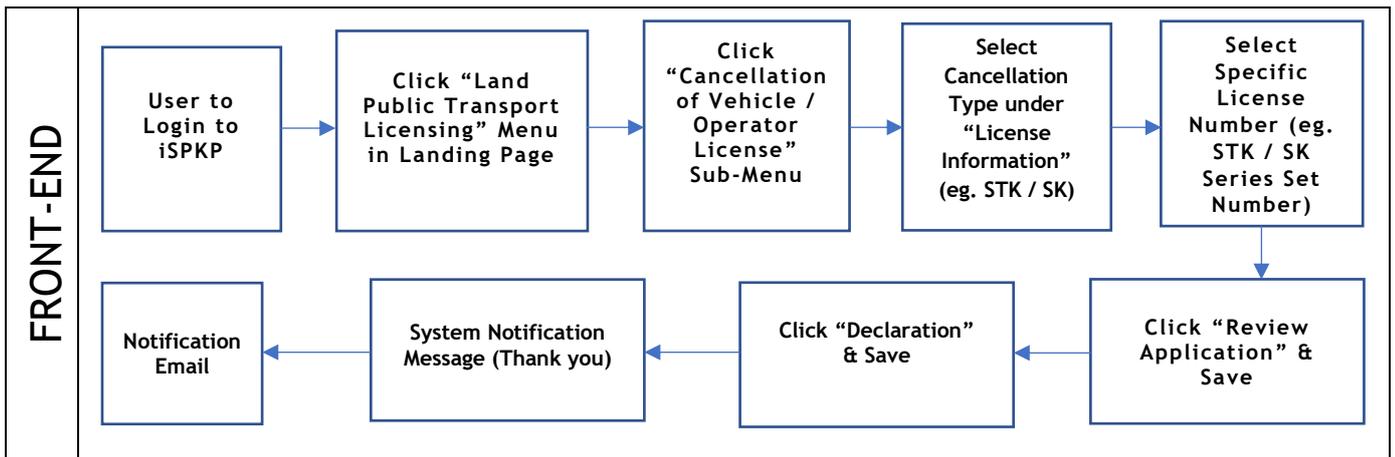


Figure 139: Cancellation of Vehicle / Operator License Process Flow

Kindly refer to Section 3.3 in this manual for the URL link based on location. The iSPKP Login Page is displayed (refer to Main User Manual). In this section, we have selected the Company Director as an example. Similar steps apply for Company PIC / Company Agent and as and when there is variation, this will be highlighted accordingly. In such a scenario, Company Director approval is required where necessary.

The Company Director (User) will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance. Upon successful Login by the Company Director (User), the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Land Public Transport Licensing Menu as follows:

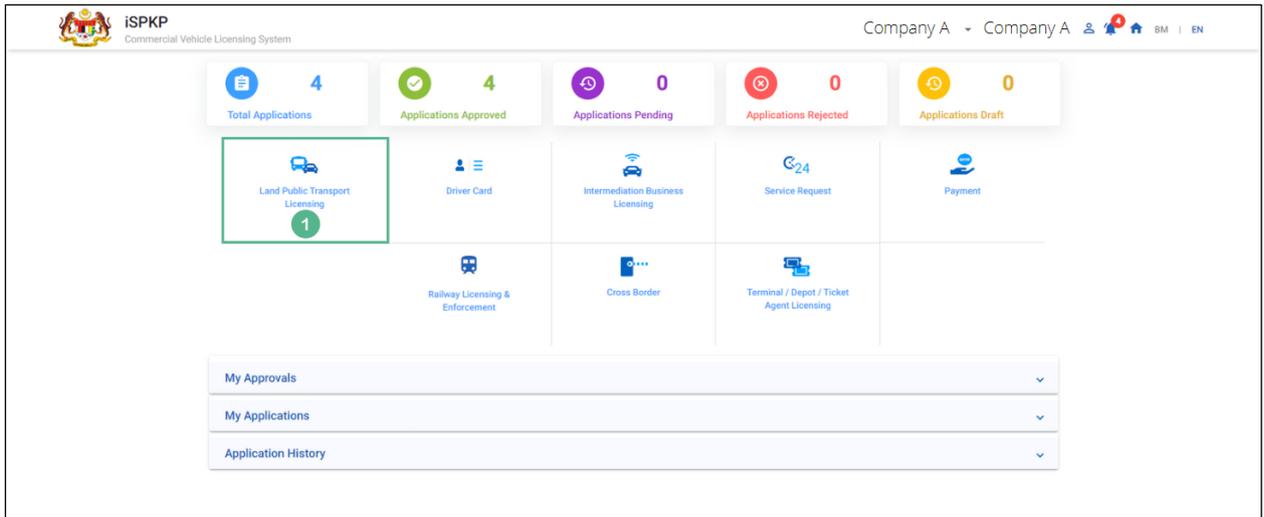


Figure 140: Landing Page - Land Public Transport Licensing Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Land Public Transport Licensing Management	This menu allows access to various Land Public Transport Licensing Management sub-menus.	User to click the “Land Public Transport Licensing Management” menu option.	* Mandatory field. Click button. Land Public Transport Licensing Management sub-menus will be displayed as shown in Figure 141.

User will proceed to select the “Cancellation of Vehicle / Operator License” sub-Module.

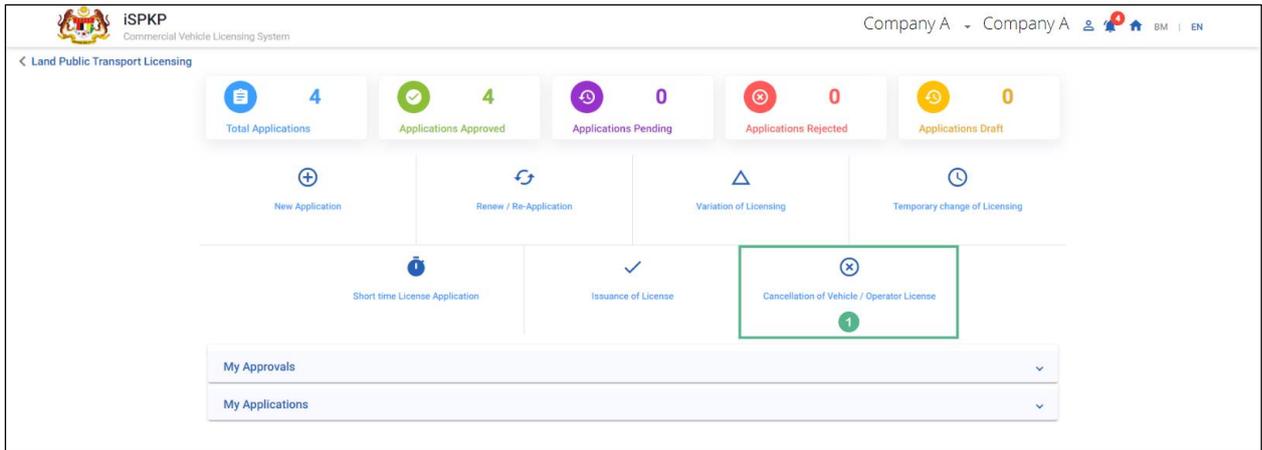


Figure 141: Land Public Transport Licensing Management Module - Cancellation of Vehicle / Operator License Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cancellation of Vehicle / Operator License	Provides access to various tasks under "Cancellation of Vehicle / Operator License".	User to click on "Cancellation of Vehicle / Operator License" button.	Click button. Next screen is displayed as per Figure 142.

The User will proceed to go through every tab hereafter.

4.7.1 License Information

The example selected below is for the STK / SK cancellation. The steps involved are similar for all four types of cancellation.

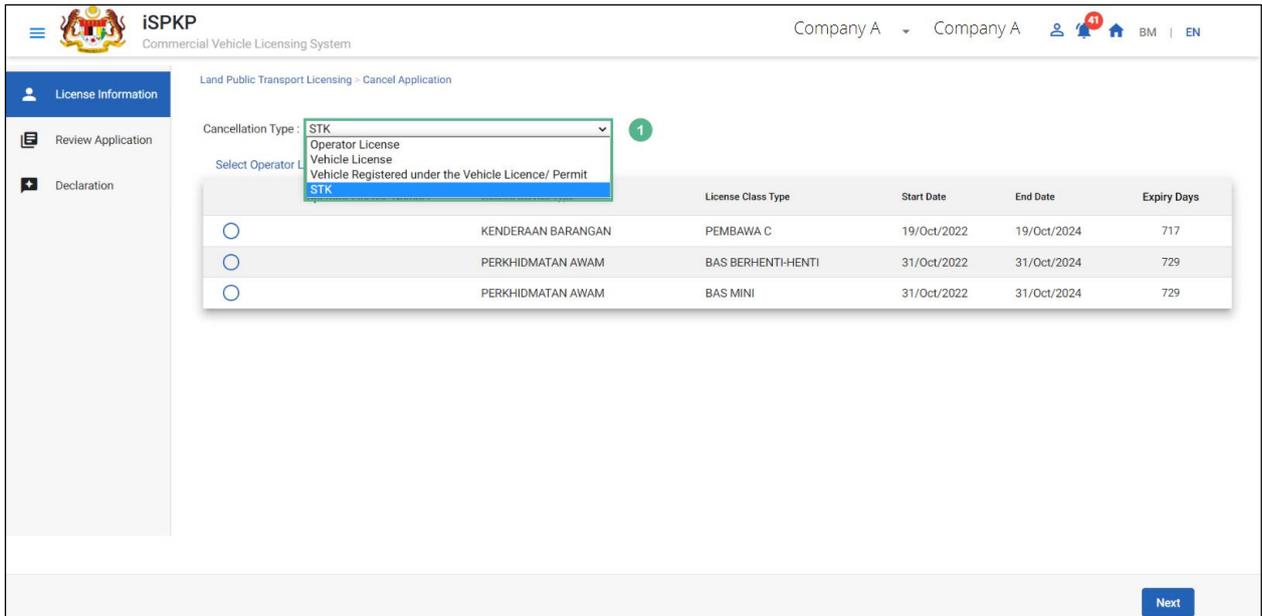


Figure 142: License Information - Cancellation Type - STK

SK is missing

Next button redundant?

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cancellation Type	Provides access to various tasks under "Cancellation of Vehicle / Operator License".	User to click on "Cancellation of Vehicle / Operator License" button and select from the dropdown button as follows: <ul style="list-style-type: none"> - Operator License - Vehicle License - Vehicle Registered Under the Vehicle License / Permit 	Click button. Next screen is displayed as per Figure 143.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- STK / SK	

The screenshot shows the 'iSPKP Commercial Vehicle Licensing System' interface. The page title is 'Land Public Transport Licensing - Cancel Application'. The 'Cancellation Type' is set to 'STK'. Below this, there is a table titled 'Select Operator License to Cancel for:' with three rows. The first row is 'KENDERAAN BARANGAN' (PEMBAWA C), the second is 'PERKHIDMATAN AWAM' (BAS BERHENTI-HENTI), and the third is 'PERKHIDMATAN AWAM' (BAS MINI). The third row is selected with a radio button. A 'Next' button is visible at the bottom right.

Operator License Number	License Service Type	License Class Type	Start Date	End Date	Expiry Days
<input type="radio"/>	KENDERAAN BARANGAN	PEMBAWA C	19/Oct/2022	19/Oct/2024	717
<input type="radio"/>	PERKHIDMATAN AWAM	BAS BERHENTI-HENTI	31/Oct/2022	31/Oct/2024	729
<input checked="" type="radio"/>	PERKHIDMATAN AWAM	BAS MINI	31/Oct/2022	31/Oct/2024	729

Figure 143: Select Operator License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Operator License to Cancel	Enables User to enter the details as per STK letter.	User to click on selected "STK / SK".	Radio button.
2	Next	Enables User to proceed to next step.	User to click "Next" button.	Click button. Next screen is displayed as per Figure 144.

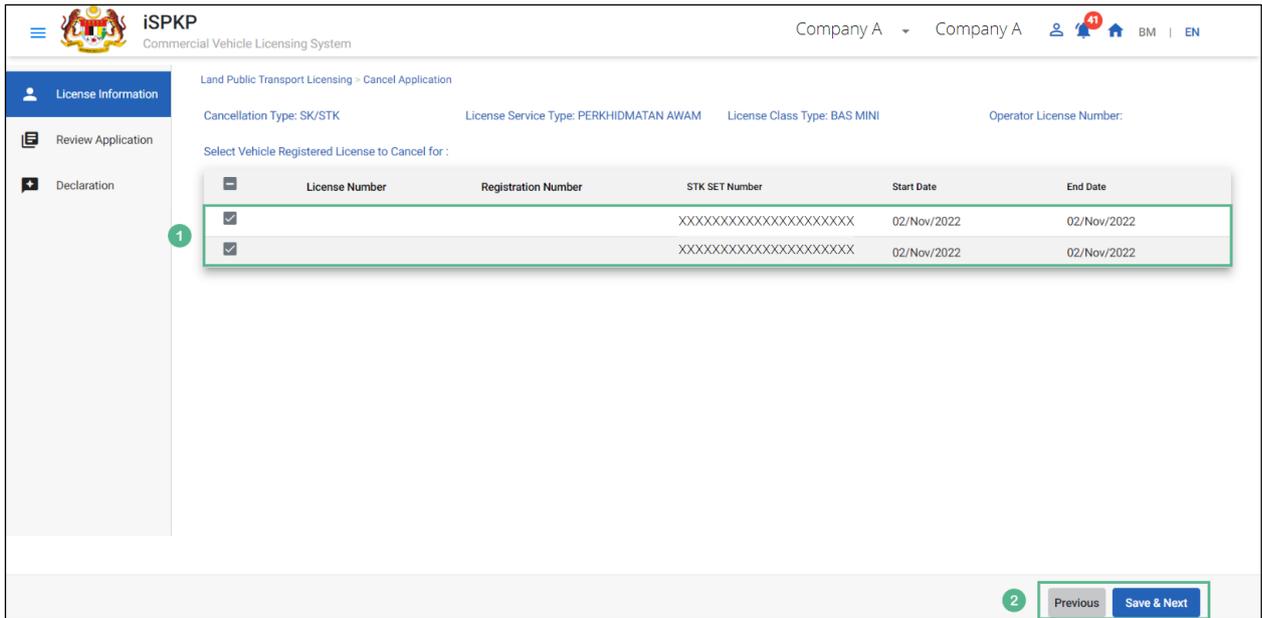


Figure 144: Select Vehicle Registered License To Cancel For - STK / SK Set Number

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Vehicle Registered Number To Cancel	Enables User to enter to select the STK / SK Set Number to cancel.	User to click on selected "STK / SK Set Number".	Tick button.
2	Previous / Save & Next	Enables viewing of previous screen / saving of the "License Information".	User to click on the following options: 11 Previous 12 Save & Next (selected)	Click button. Next screen is displayed as per Figure 145.

4.7.2 Review Application

User will proceed to the “Review Application” panel which is auto-populated as below:

The screenshot shows the 'Review Application' panel in the iSPKP Commercial Vehicle Licensing System. The interface includes a sidebar with 'License Information', 'Review Application', and 'Declaration'. The main content area displays the following information:

- Land Public Transport Licensing > Cancel Application
- Cancellation Type: SK/STK
- License Service Type: PERKHIDMATAN AWAM
- License Class Type: BAS MINI
- Operator License Number: [Redacted]

Operator License Number	License Service Type	License Class Type	Start Date	End Date
[Redacted]	PERKHIDMATAN AWAM	BAS MINI	31 Oct, 2022	31 Oct, 2024

Below the table is a 'Vehicle information for Review' section with the following input fields:

- License number
- Registration Number
- STK Reference Number

At the bottom right of the panel, there are 'Previous' and 'Save & Next' buttons.

Figure 145: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Top Arrow icon	Enables display of “Vehicle Information for Review”.	User to click Top Arrow icon.	Top Arrow icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Review Application”.	User to click on the following options: <ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Click button. Next screen is displayed as per Figure 146.

4.7.3 Declaration

User will need to proceed to “Declaration” panel to submit the declaration.

The screenshot shows the 'Declaration' panel in the iSPKP Commercial Vehicle Licensing System. The page header includes the iSPKP logo, the text 'Commercial Vehicle Licensing System', and user information 'Company A'. The left sidebar contains navigation options: 'License Information', 'Review Application', and 'Declaration' (highlighted). The main content area is titled 'Pengakuan Pelanggan / Customer's Declaration' and contains the following text:

Saya / Kami mengaku bahawa:

1. Semua maklumat yang diberikan dalam borang ini termasuk dokumen sokongan adalah BENAR dan TERKINI.
2. Telah melantik wakil mengikut surat wakil untuk tujuan melaksanakan apa-apa urusan dengan APAD dan akan bertanggungjawab keatas sebarang dokumentasi atau transaksi yang dibuat oleh wakil tersebut; dan
3. Telah mematuhi sebarang keperluan lain yang ditetapkan oleh Agensi, Akta Pengangkutan Awam Darat 2010 atau mana-mana undang-undang yang terpakai.

I / We declare that:

1. All information provided in this form including attachment documents is TRUE and UP TO DATE.
2. Has appointed a representative as per the representative's letter for the purpose of exercising any right to deal with APAD and will be responsible for any document or transactions made by such representative; and
3. Complied with any other requirements set by the Agency, the Land Public Transport Act 2010 or any applicable laws.

Peringatan/Reminder

1. Di bawah Seksyen 204(1) Akta Pengangkutan Awam Darat 2010, pelanggan yang didapati melakukan kesalahan memalsukan pernyataan atau mengemukakan butiran palsu boleh dikenakan denda tidak kurang RM1,000.00 dan tidak melebihi RMT0,000.00 atau dipenjarakan tidak melebihi satu (1) tahun atau kedua-duanya sekali.
2. Pelanggan diwajibkan membaca, memahami dan mematuhi polisi dan syarat yang ditetapkan oleh APAD yang diperolehi dari laman web APAD atau melalui pejabat APAD yang berhampiran.

1. Under Section 204(1) of the Land Public Transport Act 2010, customers found guilty of an offence falsifying a statement or submitting false details can be fined not less than RM1,000.00 and exceeding RM10,000.00 or imprisonment not exceeding one (1) year or both.

2. The customer is obliged to read, understand, and comply with the policies and conditions stipulated by APAD can be obtained from APAD's website or through the nearest APAD Office.

1 Saya telah membaca dan bersetuju dengan terma dan syarat-syarat yang disebutkan di atas. Saya mengesahkan bahawa saya memenuhi kesemua Kriteria Kelayakan yang ditetapkan / I have read and agreed with the terms and conditions mentioned above. I confirm that I fulfil all the Eligibility Criteria imposed

2 Previous Save Draft & Exit Submit

Figure 146: Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	This is to declare that User has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Tick button.
2	Previous / Save Draft & Exit / Submit	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Save Draft & Exit - Submit (selected) 	Click button. Next screen is displayed as per Figure 147.

4.7.4 Cancellation Confirmation

Upon successful submission of the cancellation, a system generated “Thank You” message will be displayed as below:

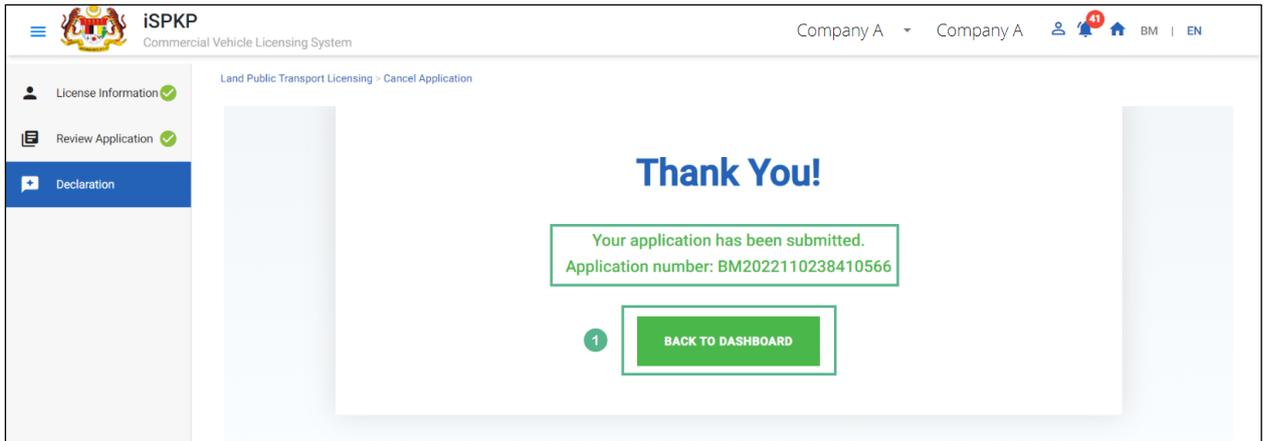


Figure 147: Cancel Application - System Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to Dashboard	Enables return to Landing Page.	User to click on “Back to Dashboard” button to exit the Complaint menu.	Click button.

Cancellation application is fast approval and there is no Processing Fee required. There will be an Email Notification to the Operator on the cancellation.

Please provide sample Notification Email.

User will proceed to access “My Applications” and check the cancellation application records as below:

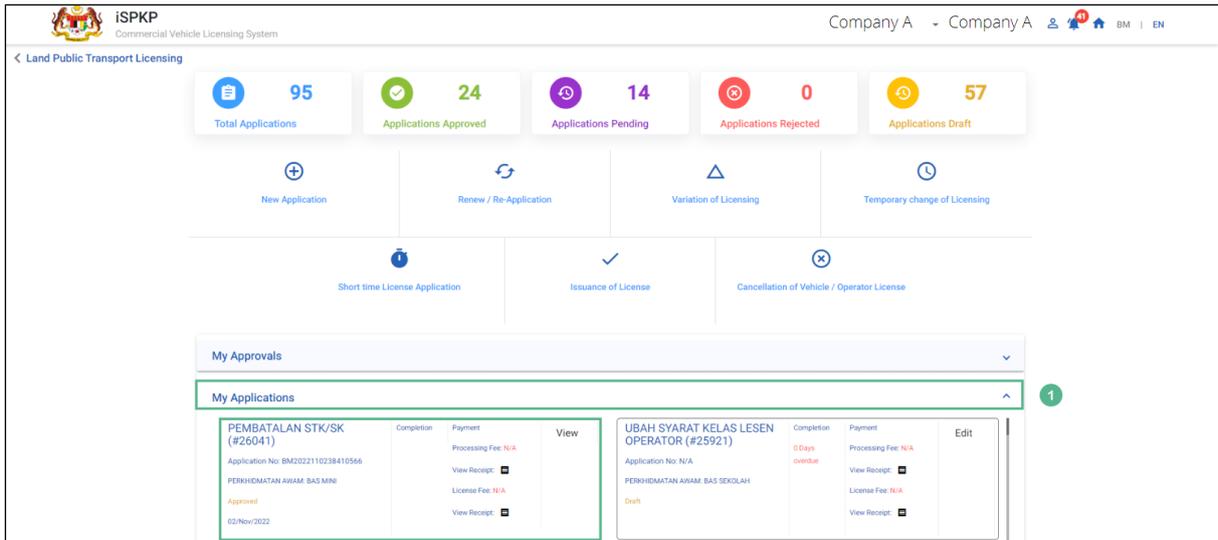


Figure 148: My Applications - Cancellation Status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Enables status checking on application made.	User to click on “My Applications”.	Click button.

Next, User will proceed to access the Profile menu and check on the system update.

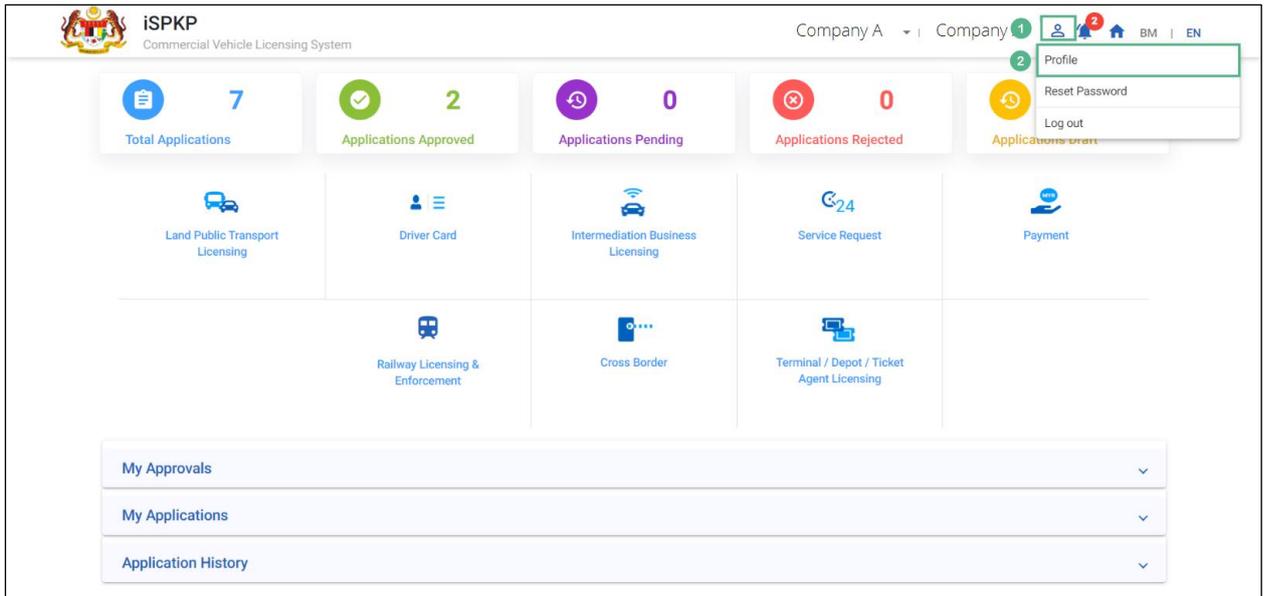


Figure 149: Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile icon	Enables access to “Profile” menu.	User to click on “Profile” icon.	Click button.
2	Profile	Enables access to “Profile” sub-menus.	User to click on any of the following: 13 Profile (selected) 14 Reset Password 15 Logout	Click button. Next screen is displayed as per Figure 150.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The left sidebar contains a menu with 'Operator License' selected. The main content area displays a table of licenses under the heading 'Operator License'. The table has the following columns: License Service Type, License Class Type, STK?, Operator Licence Number, Status, Start Date, End Date, and Vehicles. One license entry has a status of 'Cancelled'.

License Service Type	License Class Type	STK?	Operator Licence Number	Status	Start Date	End Date	Vehicles
PERKHIDMATAN AWAM	BAS BERTENTI-HENTI	✓	BB2022103102410549	Active	31/Oct/2022	31/Oct/2024	1
PERKHIDMATAN AWAM	BAS MINI	✓	XXXXXXXXXXXXXXXXXXXX	Cancelled	31/Oct/2022	31/Oct/2024	2
PERKHIDMATAN AWAM	BAS SEKOLAH	×	2022103140073	Active	31/Oct/2022	31/Oct/2024	1
PERKHIDMATAN AWAM	TEKSI LAPANGAN TERBANG	×	2022103140076	Active	31/Oct/2022	31/Oct/2024	1
PERKHIDMATAN AWAM	BAS CARTER	×	2022103140077	Active	31/Oct/2022	31/Oct/2024	1
PERKHIDMATAN AWAM	KERETA SEWA	×	2022092840047	Active	28/Sep/2022	28/Sep/2024	2
PERKHIDMATAN AWAM	BAS EKSPRES	×		Active	28/Oct/2022	28/Jan/2023	1
PERKHIDMATAN AWAM	TEKSI MEWAH	×	2022092840045	Active	27/Mar/2020	28/Oct/2024	1
PERKHIDMATAN AWAM	BAS PENGANTARA	×	2022092640027	Active	26/Sep/2022	26/Sep/2024	1
KENDERAAN BARANGAN	PEMBAWA C	✓	LC2022101902410366	Active	19/Oct/2022	19/Oct/2024	1

Figure 150: Profile Menu - Operator License Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Operator License	Enables access to licenses status.	User to click “Operator License”.	Click button.

The cancellation application is shown as “Cancelled” under status.

5. ERROR HANDLING

As the User accesses the iSPKP system to perform certain functions, there could be some challenges faced by the User. This may result in the User not being able to use the iSPKP system or to proceed to the following section (using NEXT button) or to complete a certain process (using SUBMIT button).

5.1 General Errors

The generic errors hinder the User from using the iSPKP system such as:

- poor internet connectivity resulting in the screen showing loading button continuously.
- iSPKP system is down resulting in the User not being able to proceed to NEXT section or SUBMIT application.
- respective government agency system such as JPN, JPJ or SSM and/or payment gateway are down, thus the integration check cannot be done.

In such a situation, the following is advised:

- User to ensure internet connectivity is okay.
- Wait until the respective iSPKP or government systems are online before proceeding.
- If problem still persist, please refer to Section 5.3 on How to Get Help.

5.2 Specific Errors

Sometimes there are errors made during keying-in process that will result in the User not being able to proceed to the following section (using NEXT button) or to complete a certain process (using SUBMIT button).

Following is a list of such errors:

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
1	User may enter wrong password during Sign In	The following system message will appear: “Invalid credentials. Please try again.”	User is advised to recheck password keyed-in and ensure it is accurate.
2	User may enter incorrect password format when creating new password or reset password.	The following system message will appear: “The password is not complex”	User is advised to ensure that the password created meets the password rules / syntax during password creation.
3	User may select wrong dropdown button during application process.	This may result in application error.	User is advised to select button carefully.
4	User may wrongly key-in Vehicle Details resulting in Integration Verification Error.	The following message will appear: “Your record is not found”	User is advised to recheck information that was key-in using source document such as Vehicle Registration Card.
5	User may accidentally leave the mandatory field blank as follows such as: - Vehicle information	The field is highlighted in red and User is unable to proceed to next screen.	User is advised to key-in information in the correct format and the red line is changed to black line.

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
	<ul style="list-style-type: none"> - New vehicle corporate colour 		
6	<p>User may overlook to click on the “tick” button resulting in Non-Declaration Error.</p>	<p>The following system message will appear: “Please tick the Declaration”</p>	<p>User is advised to “tick” button.</p>
7	<p>User may encounter errors during the file upload stage such as:</p> <ul style="list-style-type: none"> - Forgot to uploaded file - File too big to upload (more than 3MB) - File not in PDF format 	<p>The following messages will appear: “Select File” “File size cannot exceed 3000kb” “Accepted File type application/pdf”</p>	<p>User is advised to upload the files in the correct format / size.</p>

Table 11: Types of Errors and How to Rectify

5.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX