



**KEMENTERIAN PENGANGKUTAN
MALAYSIA**

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (FRONT-END)

PROFILE 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)
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i. Document Description

- The User Manual shall provide step-by-step instruction to the User with regards to the Profile Management module.
- This User Manual will be used by the User depending on the applicant type table as per section 3.2 - Table 3, which provides details on the activities and steps on how to register and manage their profile in the iSPKP system.

ii. Document Control

- This section will highlight the User Manual Version No / Date / 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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vi. List of Appendices

Please refer to separate Appendix document for details.

Appendix 1: Acronyms

Appendix 2: General Terms

1. INTRODUCTION

This Profile 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 Profile Management module and the guidelines & steps for User registration & onboarding process.

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 Profile 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 Profile Management Module and how to identify the Applicant Type / Category and the checklist involve in submitting registration.

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 obtaining a User ID for the iSPKP system (Registration & Onboarding).
5	Error Handling	This section guides the External User 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: 03-8000 8000 / 1800 88 7723

Email Support: aduan@mot.gov.my

1.4 List of References

- This Profile 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/) Website LPKP Sarawak (http://www.lpkpsarawak.gov.my/lpkp/en/node/42)

No.	Source
5.	KRISA Document Template (https://sqa.mampu.gov.my/index.php/ms/tempa-t-artifak/dokumen-pembangunan-sistem)

Table 2: References

The Profile Management module aims to provide a system in which the User can register their company (E.g: Sdn Bhd) or organization (Koperasi) to apply for User ID in order to access the iSPKP system. Kindly refer to Section 3.2 (Table 3) for different types of User category and type.

This module also explains the process for Companies to assign a PIC or an Agent for their company or organization to handle the licensing related matters on behalf of the company.

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 Profile Management module for obtaining User ID via the registration process and onboarding the User into the system.

2.2 Module Description

The Profile Management module provides a system for Applicants to register and obtain a User ID in the iSPKP system. Applicants will have their own profile and can login into the system at any time and from anywhere to perform their commercial vehicle licensing related transactions as needed.

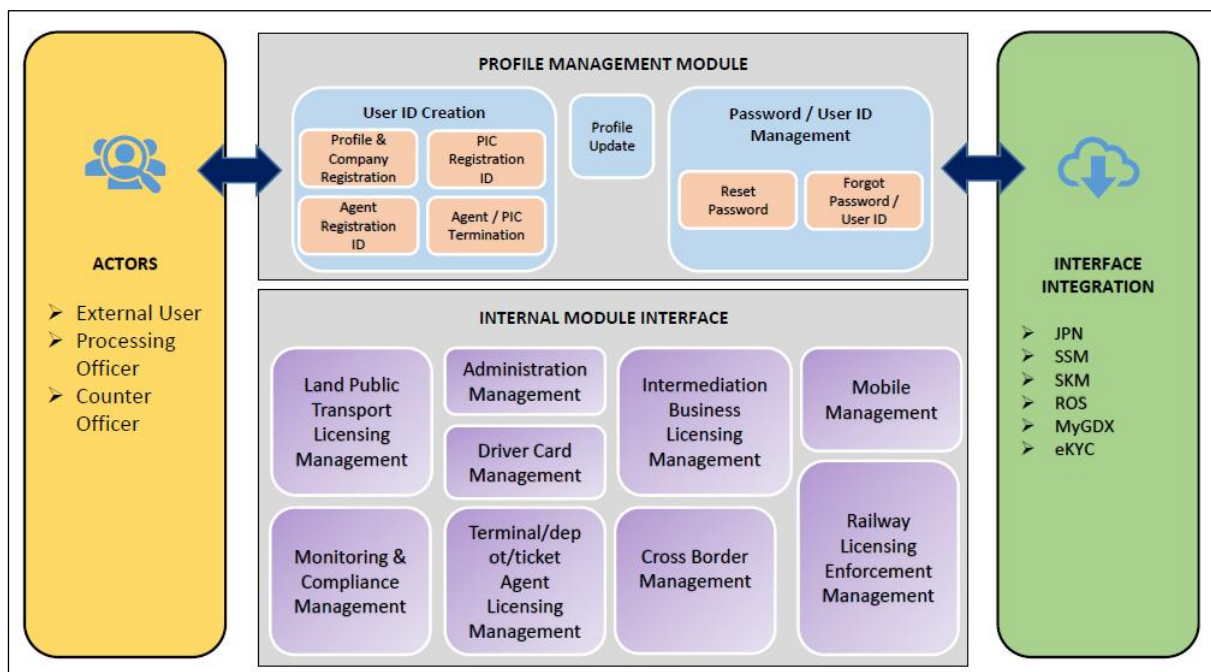


Figure 1: High Level Profile Management Module

Figure 1 above illustrates the high-level overview of the Profile 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.

These sub-modules consist of Profile & Company Registration, PIC Registration ID, Agent Registration ID, Agent/PIC Termination, Profile Update, Reset Password and Forgot Password/User ID. This module also integrates with the Administration Management Module, Land Public Transport Management Module, Cross Border Management Module, Terminal/Depot/Ticket Agent Management Module, Monitoring & Compliance Management Module, Railway Licensing Enforcement Management Module, Driver Card Management Module, Mobile Management Module and Intermediation Business Licensing Management Module.

3. MODULE FUNCTIONALITY DESCRIPTION

3.1 Profile Management Functionality

3.1.1 Profile & Company Registration

This module is to create profile for new company (first time registration) or existing company in the iSPKP systems. This will enable them to proceed with company registration.

3.1.2 Person In-charge (PIC) Registration

This sub-module explains the company PIC registration process.

3.1.3 Agent Registration

This sub-module explains the Agent registration process.

3.1.4 PIC/Agent Termination

PIC termination is done by the company Director.

Termination of an agent by the company Director is based on the agent's request or status of agent set by APAD / LPKP.

3.1.5 Profile Update

This sub-module allows external users to update profile information such as name, position, telephone number.

3.1.6 Password / User ID Management

This sub-module explains the following functions:

- Reset Password
- Forgot Password
- Forgot User ID

3.2 Determining Your Applicant Type

- Before proceeding with Registration, you must first determine your Applicant Type category.
- Please select the correct Applicant Type and Company Type (refer Table 3 below) that describes your organization.
- Once the Applicant type category is determined, the Applicant may proceed to perform the next set of activities and steps.
- To determine your applicant type, refer to below table:

No.	Applicant Type	Company Type	Verification Body
1	Individu / Individual	Individual	JPN
2	Syarikat / Company	Perkongsian (Syarikat)	SSM
3	Syarikat / Company	Sdn Bhd (Syarikat)	SSM
4	Syarikat / Company	Berhad (Syarikat)	SSM
5	Syarikat / Company	Koperasi (Syarikat)	SKM
6	Syarikat / Company	Yayasan, Persatuan, Pertubuhan (Syarikat)	ROS
7	Syarikat / Company	Pemilikan Tunggal (Syarikat)	SSM
8	Syarikat / Company	Perkongsian Liabiliti Terhad (Syarikat)	None
9	Pihak Ketiga / Third Party	Likuidasi Kewangan	None
10	Pihak Ketiga / Third Party	Bank	None
11	Pihak Ketiga / Third Party	Insuran	None
12	Pihak Ketiga / Third Party	Firma Undang-undang	None
13	Penguatkuasa Pihak Berkuasa Tempatan / Local Authority Enforcement	Lesen Terminal - PBT	None
14	Pembekal Latihan / Training Provider	Perkongsian (Pembekal Latihan)	SSM
15	Pembekal Latihan / Training Provider	Sdn Bhd (Pembekal Latihan)	SSM

No.	Applicant Type	Company Type	Verification Body
16	Pembekal Latihan / Training Provider	Berhad (Pembekal Latihan)	SSM
17	Pembekal Latihan / Training Provider	Koperasi (Pembekal Latihan)	SKM
18	Pembekal Latihan / Training Provider	Yayasan, Persatuan, Pertubuhan (Pembekal Latihan)	ROS
19	Pembekal Latihan / Training Provider	Pemilikan Tunggal (Pembekal Latihan)	SSM
20	Pembekal Latihan / Training Provider	Perkongsian Liabiliti Terhad (Pembekal Latihan)	None
21	Pembekal Latihan / Training Provider	Badan Berkanun (Pembekal Latihan)	JPA
22	Syarikat Asing / Foreign Companies	Syarikat Asing	None
23	Badan Berkanun / Statutory Body	Badan Berkanun	JPA

Table 3: Applicant & Integration Type Table

3.3 Screen Checklist for all Applicant Types

REGISTER TYPE		COMPANY DETAILS	DIRECTOR DETAILS	OWNER DETAILS	PERSON INCHARGE	UPLOAD SUPPORTING DOCUMENTS	TERMS AND CONDITIONS
APPLICANT TYPE	COMPANY TYPE						
INDIVIDUAL	INDIVIDUAL - SABAH & SARAWAK ONLY			/		/	/
COMPANY	PERKONGSI AN (SYARIKAT)	/	/		/	/	/

	SDN BHD (SYARIKAT)	/	/		/	/	/
	BERHAD (SYARIKAT)	/	/		/	/	/
	KOPERASI (SYARIKAT)	/		/	/	/	/
	YAYASAN, PERSATUAN, PERTUBUHAN (SYARIKAT)	/	/		/	/	/
	PEMILIKAN TUNGGAL (SYARIKAT)	/	/			/	/
	PERKONGSI AN LIABILITI TERHAD (SYARIKAT)	/	/		/	/	/
	SYARIKAT BERDAFTAR DIBAWAH PBT - SABAH & SARAWAK	/	/		/		/
PIHAK KETIGA	LIKUIDASI KEWANGAN	/	/			/	/
	LIKUIDASI KEWANGAN - SARAWAK	/		/		/	/
	BANK	/	/			/	/
	BANK - SARAWAK	/		/		/	/
	INSURAN	/	/			/	/
	INSURAN - SARAWAK	/		/		/	/
	FIRMA UNDANG- UNDANG	/	/			/	/

	FIRMA UNDANG- UNDANG - SARAWAK	/		/		/	/
PENGUATKUASA PIHAK BERKUASA TEMPATAN	LESEN TERMINAL - PBT	/	/			/	/
	LESEN TERMINAL - PBT - SARAWAK	/		/		/	/
SYARIKAT ASING	SYARIKAT ASING	/				/	/
PEMBEKAL LATIHAN	PERKONGSI AN (PEMBEKAL LATIHAN)	/	/			/	/
	PERKONGSI AN (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
	SDN BHD (PEMBEKAL LATIHAN)	/	/			/	/
	SDN BHD (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
	BERHAD (PEMBEKAL LATIHAN)	/	/			/	/
	BERHAD (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/

	KOPERASI (PEMBEKAL LATIHAN)	/	/			/	/
	KOPERASI (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
	YAYASAN, PERSATUAN, PERTUBUHAN (PEMBEKAL LATIHAN)	/	/			/	/
	YAYASAN, PERSATUAN, PERTUBUHAN (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
	PEMILIKAN TUNGGAL (PEMBEKAL LATIHAN)	/	/			/	/
	PEMILIKAN TUNGGAL (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
	PERKONGSI AN LIABILITI TERHAD (PEMBEKAL LATIHAN)	/	/			/	/
	PERKONGSI AN LIABILITI TERHAD (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
	BADAN BERKANUN	/	/			/	/

	(PEMBEKAL LATIHAN)						
	BADAN BERKANUN (PEMBEKAL LATIHAN) - SARAWAK	/		/		/	/
BADAN BERKANUN	BADAN BERKANUN	/	/			/	/
	BADAN BERKANUN - SARAWAK	/		/		/	/

Table 4: Screen Checklist for all Applicants Type

3.4 Supporting Documents Checklist

Applicant Type	Company Type	Documents (To be uploaded into the systems)	Remarks
Individual	1. Individual	<ul style="list-style-type: none"> Copy of NRIC 	<i>For LPKP Sabah & Sarawak only</i>
Company	1. Berhad 2. Koperasi 3. Perkongsian 4. Perkongsian Liabiliti Terhad 5. Sdn Bhd 6. Yayasan, Persatuan, Pertubuhan	<ul style="list-style-type: none"> Copy of Company Director's Letter (latest 1 months Back) Copy of Company Representative Letter (latest 1 months Back) Copy of IC (Director) Copy of IC (Applicant) 	

Applicant Type	Company Type	Documents (To be uploaded into the systems)	Remarks
	7. Syarikat Berdaftar dibawah PBT <i>*for LPKP Sabah Sarawak only</i>	<ul style="list-style-type: none"> Board Resolution Sign - signed by all BOD - Approval Director name, NRIC, HP No., Email Trading License from PBT <i>*for LPKP Sabah & Sarawak only</i> 	
	8. Pemilikan Tunggal	<ul style="list-style-type: none"> Company Owner NRIC Trading License from PBT <i>*for LPKP Sabah & Sarawak only</i> 	<i>*Pemilikan Tunggal (APAD) - only 1 document to submit (Owner NRIC)</i>
Badan Berkanun	1. Badan Berkanun	<ul style="list-style-type: none"> Copy of IC (Applicant) 	
Pembekal Latihan	1. Berhad 2. Koperasi 3. Pemilikan Tunggal 4. Perkongsian 5. Perkongsian Liabiliti Terhadap 6. Sdn Bhd 7. Yayasan, Persatuan, Pertubuhan	<ul style="list-style-type: none"> Company Owner NRIC Confirmation letter as training provider from APAD HRDC Training Provider certificate DOSH / JKPP certificate Copy of Field Code approval with MOF certificate 	
	8. Badan Berkanun	<ul style="list-style-type: none"> Confirmation letter as training provider from APAD 	<i>*Badan Berkanun</i>

Applicant Type	Company Type	Documents (To be uploaded into the systems)	Remarks
		<ul style="list-style-type: none"> • HRDC Training Provider certificate • DOSH / JKPP certificate • Copy of Field Code approval with MOF certificate 	<i>has 3 documents to submit. It does not have Company Owner NRIC</i>
Penguatkuasa Pihak Berkuasa Tempatan	1. Lesen Terminal - PBT	<ul style="list-style-type: none"> • Organisation/Company Supporting Document 	
Pihak Ketiga	<ol style="list-style-type: none"> 1. Bank 2. Insuran 3. Firma Undang-Undang 4. Likuidasi Kewangan 	<ul style="list-style-type: none"> • Organisation/Company Supporting Document 	
Syarikat Asing	1. Syarikat Asing	<ul style="list-style-type: none"> • Copy of company representative letter (Latest 1 month back) 	

Table 5: Upload Supporting Documents Checklist

3.5 Work Process Flow

The following work process flow has been written for SDN BHD Company in the APAD system as a guideline.

As and when there are variations for different Applicant Types the Applicant may refer to Table 3 (Section 3.2), Table 4 (Section 3.3) & Table 5 (Section 3.4) as stated above.

- 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 Company Registration

APPLICANT CATEGORY: COMPANY - SDN BHD (SYARIKAT)

New User Registration

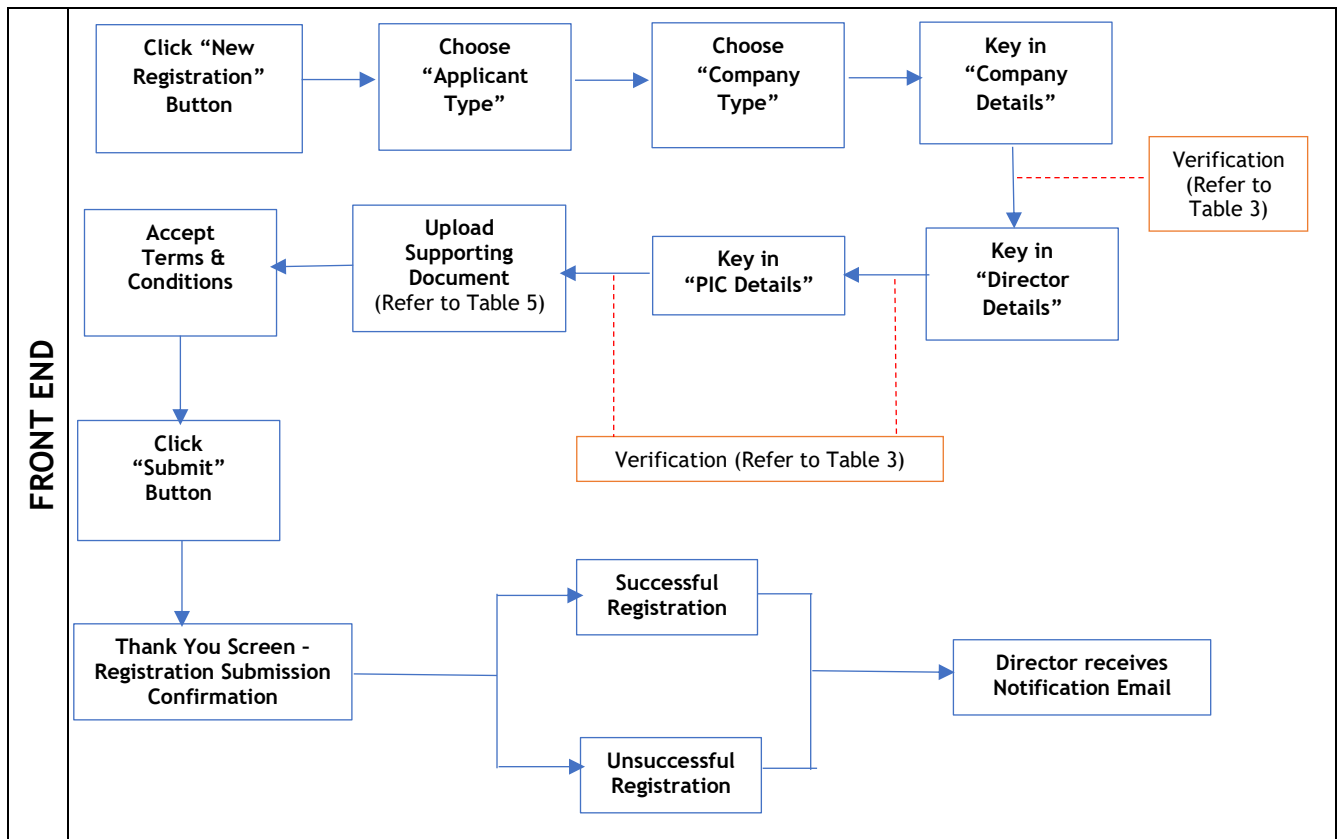


Figure 2: Registration Process Flow

Steps

i. Registration of New Sdn Bhd Company - APAD

Kindly refer to Section 3.5 in this manual for the URL link based on location.

As a New User, you will need to register for your User ID first. Kindly refer to Table 3 to determine your Applicant Type category. If your company is Sdn Bhd, follow the steps below.

1. The iSPKP Login page is displayed (refer Figure 3).
2. Click **"NEW REGISTRATION"** button to register for your User ID.
3. User must complete all Six (6) activities and corresponding steps (depending on the Applicant Type) as shown in Figure 4.

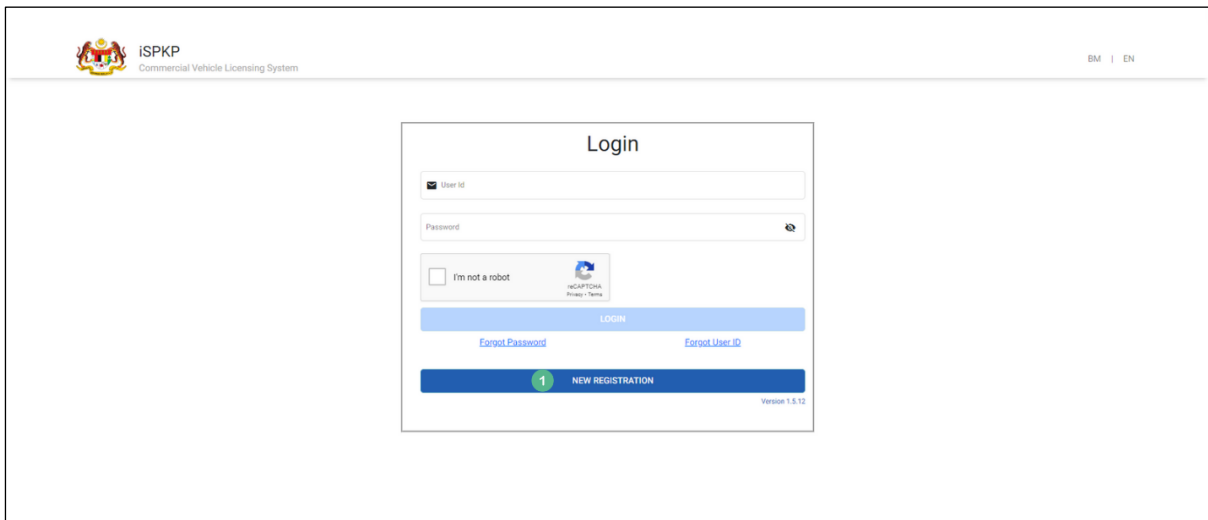


Figure 3: iSPKP Login Page

ii. **Register Type**

1. Company Registration - Register Type screen as shown in Figure 4 will be displayed.
2. User performs following steps to choose the “Applicant Type” & “Company Type”.

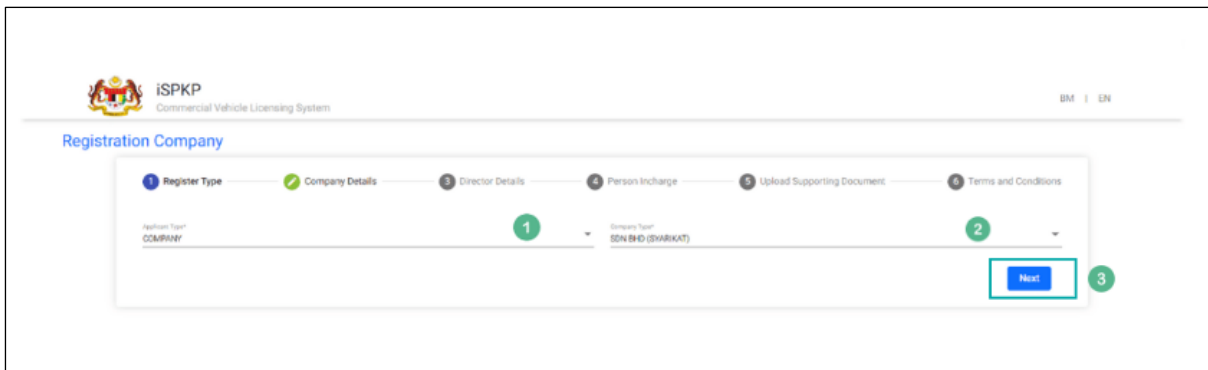


Figure 4: Registration Company - Register Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Applicant Type	Describes the legal entity the user belongs to.	User to select applicant type as "COMPANY"	*Mandatory field COMPANY is selected from the values given in the drop down
2	Company Type	Company Type field describes the type of the company as registered (sub-category) of the Company	User to select Company Type as "Sdn Bhd (Syarikat)".	*Mandatory field Sdn Bhd (Syarikat) is selected from the values given in the drop down
3	Next	Next Button allows user to move to the next screen to perform the next activity in the process	Click Next	User will be taken to Company Details screen as in Figure 5

iii. Company Details

1. Company Details screen as shown in Figure 5 will be displayed.
2. User performs the following tasks to complete the Company Details.

Figure 5: Registration Company - Company Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Registration Number	Company Registration Number as in SSM Certificate	User to enter full Registration Number of Sdn Bhd company	<p>*Mandatory field</p> <p>12-digits</p> <p>Format: 123456789123</p> <p>Please enter your MyCOID number. If you only have your 6-digit SSM number, please obtain your 12-digit company registration number from SSM</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Name	Name of the Sdn Bhd company as in SSM Certificate	User to enter the name of the Sdn Bhd company	*Mandatory field E.g.: XXX Sdn Bhd
3	Verify	Verify Registration Number matches with Company Name	User to click "Verify" System will perform a verification directly with SSM against the Registration Number and Company Name filled in. This is to ensure validity and accuracy of the information provided	For successful Verification by the system, system will display a message "Your record has been found" If the system is not able to verify successfully, the system will display "Your record is not found" - in the event this message is displayed, you are required to update your information with SSM first before registering in the iSPKP system.
4	Registration Date	Date of registration of Sdn Bhd company with SSM	User to select the Registration Date from the date picker as stated in the SSM Certificate	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
5	Phone Number	Phone number of Sdn Bhd company	User to select country code from dropdown button followed by telephone number	*Mandatory field - Dropdown button for country code Land line or Mobile number are acceptable Format: 1234567890
6	Correspondence Address	Address of Sdn Bhd company as registered in SSM	Address details are entered based on Remarks column	Format: Address Line 1 Address Line 2 Country State District Postal Code
7	Next	Next Button	User to click on Next Button to access next page of Sdn Bhd company registration	Upon clicking Next Button, Director details tab as shown in Figure 6 is displayed

iv. Director Details

1. Director Details screen as shown in Figure 6 will be displayed.
2. User performs following activities to register for the Director Details.

Figure 6: Registration Company - Director Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	NRIC	Director NRIC as in MyKad	User to enter NRIC number as in MyKad without the dashes in between.	<p>*Mandatory field</p> <p>12-digit</p> <p>Format: 821203075248</p> <p>For LPKP Sabah & LPKP Sarawak, there shall be an Indicator (K = Sarawak, H = Sabah) before the 12-digit numbers</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Name	Name of Director	User to enter the name in full as given in MyKad	*Mandatory field
3	Verify NRIC	The Verify button's purpose is to validate against JPN records that the Director's name provided in the 'Name' field in Step 2 above matches with the NRIC number of the Director.	User to click Verify Upon Clicking Verify, system in the background will check if given NRIC matches with the Name as in MyKad System	For successful Verification by the system, a message "Your record has been found" will be displayed. If the system is not able to verify successfully, the system will display "Your record is not found". This could mean one of the following: 1. There is a mistake in the NRIC number that you keyed in. 2. There is a mistake in the name that you have keyed in. 3. The JPN system is having

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				<p>technical problems (system down).</p> <p>4. There are network connectivity issues.</p> <p>For steps 1 and 2, please check what you have entered and confirm the correctness.</p> <p>For steps 3 and 4, you may need to retry at a later time or call the hotline number provided for assistance.</p>
4	Email Address	Email address of the Director	User to enter the email address	<p>*Mandatory field</p> <p>Format:</p> <p>your-name@email.com</p>
5	Phone Number	Phone number of the Director	User to enter the phone number	<p>*Mandatory field</p> <p>Dropdown button for country code</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				Land line or Mobile number are acceptable Format: 1234567890
6	Address as in NRIC	Address of the Director as in NRIC	User to enter the address in full as given in NRIC. The following details of address are entered as per remarks column	*Mandatory field Address Line 1 Address Line 2 Country State District Postal Code
7	Next	Next Button to move to next page	User to click Next Button	User will be taken to the next page - Person In-Charge tab as in Figure 7

v. Person In-Charge

1. Person In-Charge screen as shown in Figure 7 will be displayed.
2. User performs following steps to complete the Person In-Charge Details.

Figure 7: Registration Company - Person In-Charge

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	NRIC	NRIC as in MyKad	User to enter NRIC number as in MyKad without the dashes in between.	*Mandatory field 12-digit Format: 821203075248 For LPKP Sabah & LPKP Sarawak, there shall be an Indicator (K = Sarawak, H = Sabah) before the 12-digit numbers
2	Name	Name of PIC	User to enter the name in full as given in MyKad	*Mandatory field
3	Verify NRIC	The Verify button's purpose is to validate against JPN	User to click Verify	For successful Verification by the system, a message

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		<p>records that the PIC's name provided in the 'Name' field in Step 2 above matches with the NRIC number of the PIC.</p>	<p>Upon Clicking Verify, system in the background will check if given NRIC matches with the Name as in MyKad System</p>	<p>"Your record has been found" will be displayed.</p> <p>If the system is not able to verify successfully, the system will display "Your record is not found".</p> <p>This could mean one of the following:</p> <ol style="list-style-type: none"> 1. There is a mistake in the NRIC number that you keyed in. 2. There is a mistake in the name that you have keyed in. 3. The JPN system is having technical problems (system down). 4. There are network connectivity issues.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				<p>For steps 1 and 2, please check what you have entered and confirm the correctness.</p> <p>For steps 3 and 4, you may need to retry at a later time or call the hotline number provided for assistance.</p>
4	Email Address	Email address of the PIC	User to enter the email address	<p>*Mandatory field</p> <p>Format:</p> <p>your-name@email.com</p>
5	Phone Number	Phone number of the PIC	User to enter the phone number	<p>*Mandatory field -</p> <p>Dropdown button for country code</p> <p>Land line or Mobile number are acceptable.</p> <p>Format:</p> <p>1234567890</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
6	Address as in NRIC	Address of the PIC as in NRIC	User to enter the address in full as given in NRIC. The following details of address are entered as per Remarks column.	*Mandatory field Address Line 1 Address Line 2 Country State District Postal Code
7	Next	Next Button to move to next page	User to click Next Button	User will be taken to the next page - Upload Supporting Document screen as in Figure 8

vi. **Upload Supporting Document**

1. Upload Supporting Document screen as shown in Figure 8 will be displayed.
2. User performs following activities to upload supporting document.

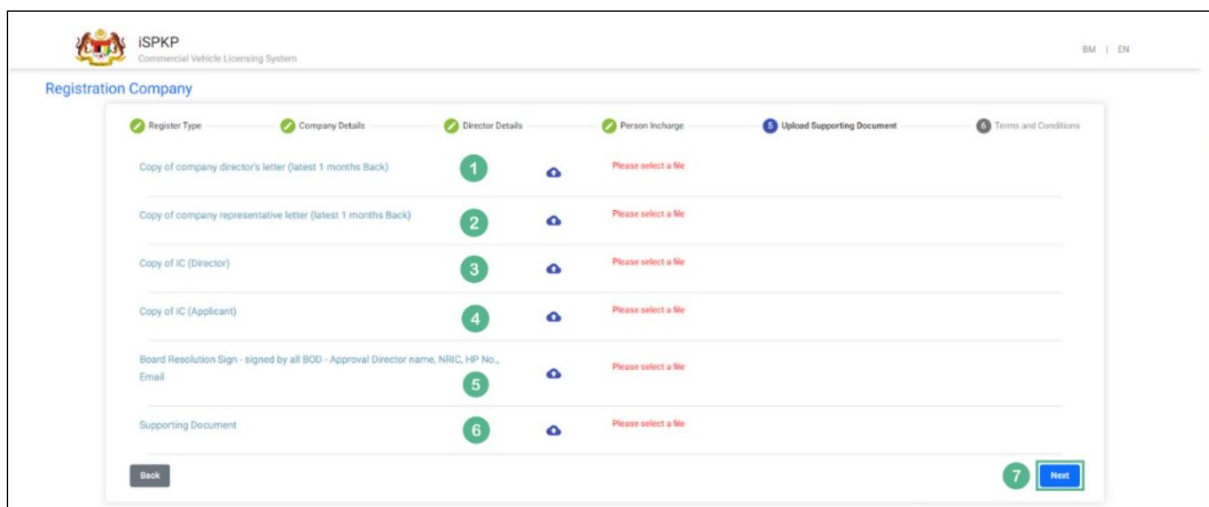


Figure 8: Registration Company - Upload Supporting Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Copy of Company Director's Letter (Latest 1 Month Back)	To upload letter from the company stating that the Director is currently attached to the company.	Click the Upload Icon & upload the document	<p>Please upload the necessary document in PDF.</p> <p>*Note -</p> <p>1. File size not exceeding 3MB.</p> <p>2. User may upload more than one document for each section / category.</p> <p>2. If no document is uploaded, you may not be able to proceed to the next page. "Please select a file" message will appear if you click Next without uploading the necessary document.</p>
2	Copy of Company Representative Letter (Latest 1 Month Back)	To upload letter from the company stating that the PIC is currently attached to the company and is appointed as the PIC for iSPKP related transaction.	Click the Upload Icon & upload the document	
3	Copy of IC (Director)	To upload NRIC copy (front & back)	Click the Upload Icon & upload the document	
4	Copy of IC (Applicant)	To upload NRIC copy (front & back)	Click the Upload Icon & upload the document	
5	Board Resolution Sign - signed by all	To upload Board Resolution Letter from the company	Click the Upload Icon & upload the document	

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	BOD - Approval Director name, NRIC, HP No., Email	secretary or SSM stating the Director's details.		
6	Supporting Document	To upload any additional relevant supporting document (E.g: SSM certificate)	Click the Upload Icon & upload the document	
7	Next	To Proceed to the Next page	User to click Next	Upon clicking Next, it will navigate Terms and Conditions screen as shown in Figure 9

vii. Terms and Conditions & Submit

1. Terms and conditions screen as shown in Figure 9 will be displayed.
2. User performs following steps to go through the Terms and Conditions and accept it.

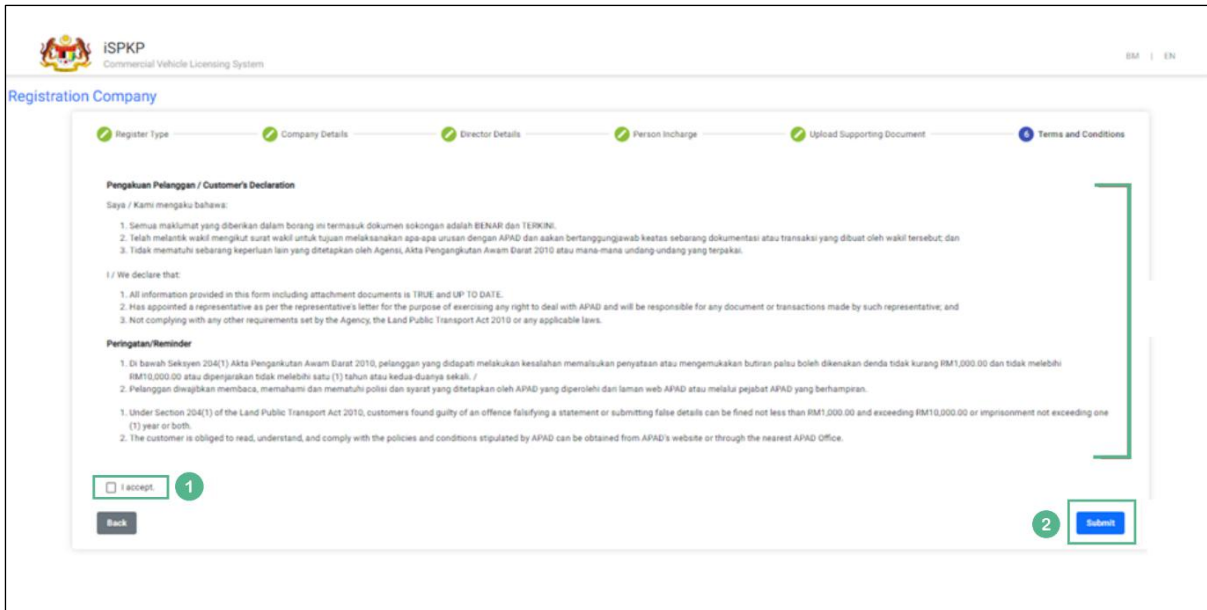


Figure 9: Registration Company - Terms and Conditions

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	I accept	To show that the User has read and understood the "Customer's Declaration" & "Reminder" listed in the screen	Tick "I accept" once the Customer's Declaration & Reminder are read	*Mandatory field Check box format
2	Submit	Submit Button to complete	Click Submit Button	*Mandatory field System will display registration confirmation message as in Figure 10

viii. **Registration Confirmation**

1. Once User clicks submit button, a Registration Confirmation message as shown in Figure 10 is displayed.

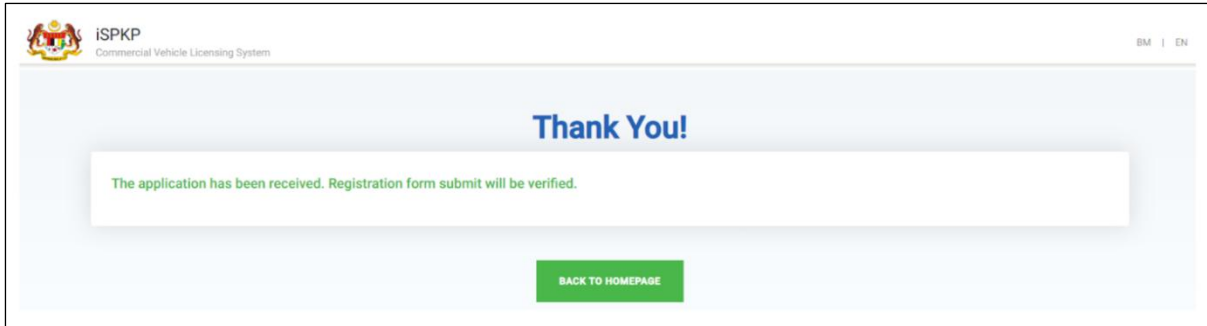


Figure 10: Registration Confirmation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Confirmation Message	System will display a “Thank You” screen with the following message: “The application has been received. Registration form submitted will be verified.”	You will receive a confirmation email at the email address you have provided during the registration process. Please follow the instructions in the email to proceed.	If the email address you have provided is wrong or invalid, you will not receive the confirmation email. Please contact the hotline number provided for assistance.
2	Back to Homepage	This button will redirect the user back to the Login page	User can click at the “Back to Homepage” button	This action completes the registration activities

ix. Receive Confirmation Email (Successfully Registered)

The Director will receive an email from APAD or LPKP Sabah or LPKP Sarawak to proceed with the next important step - Biometrics Verification at the nearest APAD or LPKP branch counter.



Figure 11: Confirmation Email (Successfully Registered Company - APAD)



Figure 12: Confirmation Email (Successfully Registered Company - LPKP)

x. **Receive Rejection Email (Unsuccessful Registration)**

In the event information is not satisfactory, inaccurate information, poor resolution of images, wrong document submitted, etc the registration of the company will be rejected by APAD or LPKP Sabah or LPKP Sarawak.

In such an event, a Rejection Email notifying the unsuccessful registration shall be sent to the User.

The User is advised to contact APAD, LPKP Sabah or LPKP Sarawak as per contact details given in the email for any enquiry.



Figure 13: Sample Rejection Email - APAD

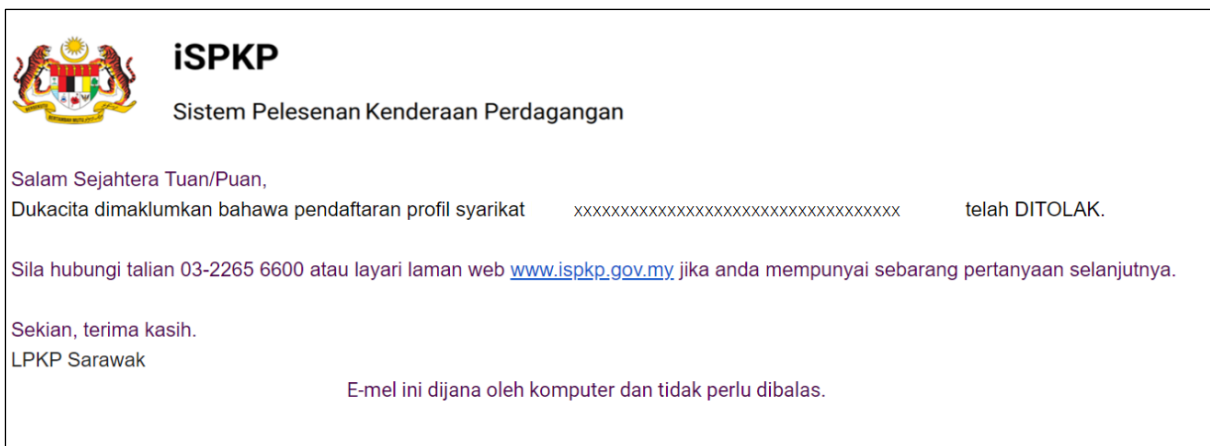


Figure 14: Sample Rejection Email - LPKP

xi. Biometric Verification of A New User at APAD / LPKP Counter

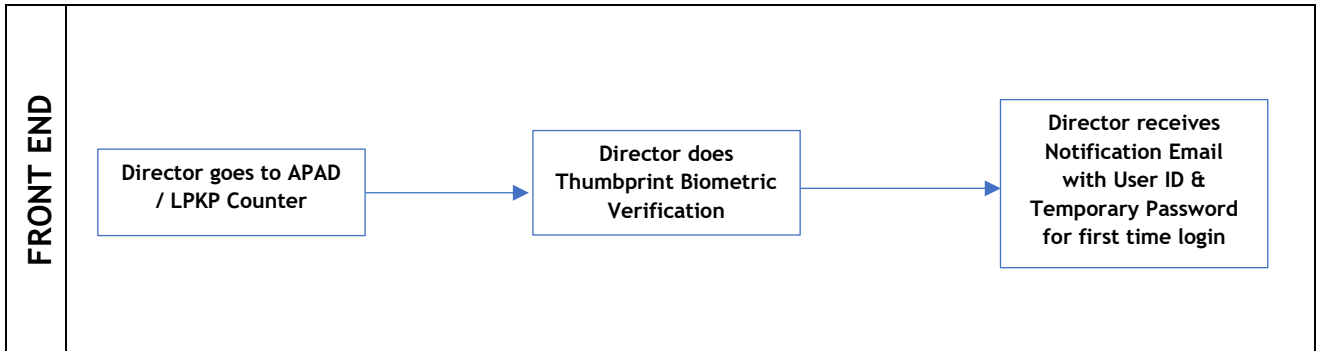


Figure 15: Biometric Verification Process Flow

As per the instruction in the email, Applicant must go to the nearest APAD or LPKP Branch Counter with his / her MyKad for Biometric Verification.

- i. NRIC is mandatory to be presented at the counter.
- ii. This requirement is applicable for Director / Owner / PIC / Agent / Individual who is registered in the iSPKP system.

The biometric verification process at the APAD or LPKP Sabah or LPKP Sarawak Counter involves matching the Applicant’s thumbprint against the NRIC of the Applicant. This is a security feature to establish the identity of the Applicant.

xii. First Time Login & Change Password

Upon successful verification at the counter and approval granted by the Officer In-Charge, an email with the User ID and Temporary Password is sent to the Director of the Sdn Bhd company.

User to enter web browser or Click on the link “Log Masuk” to the iSPKP System from the confirmation email (with User ID & Temporary Password) previously received as shown in Figure 16 (APAD) /17 (LPKP Sabah/Sarawak). User will be directed to the iSPKP System Login page as shown in Figure 19.



iSPKP

Sistem Pelesenan Kenderaan Perdagangan

Salam Sejahtera Tuan/Puan,

Berikut adalah ID Pengguna dan Kata Laluan Sementara anda:

ID Pengguna :xxxxxxxxxxxxx
Kata Laluan Sementara :xxxxxxx
Jenis Pengguna :Company

Untuk melengkapkan pendaftaran kali pertama anda, sila [Log Masuk](#) ke akaun anda menggunakan ID Pengguna dan Kata Laluan Sementara seperti yang diberikan.

Sila hubungi talian 03-2603 6700 atau layari laman web www.ispkp.gov.my jika anda mempunyai sebarang pertanyaan.

Sekian, terima kasih.
APAD

E-mel ini dijana oleh komputer dan tidak perlu dibalas.

Figure 16: Email with User ID & Temporary Password (APAD)



iSPKP

Sistem Pelesenan Kenderaan Perdagangan

Salam Sejahtera Tuan/Puan,

Berikut adalah ID Pengguna dan Kata Laluan Sementara anda:

ID Pengguna :xxxxxxxxxxxxx
Kata Laluan Sementara :xxxxxxx
Jenis Pengguna :Company

Untuk melengkapkan pendaftaran kali pertama anda, sila [Log Masuk](#) ke akaun anda menggunakan ID Pengguna dan Kata Laluan Sementara seperti yang diberikan.

Sila hubungi talian 03-2603 6700 atau layari laman web www.ispkp.gov.my jika anda mempunyai sebarang pertanyaan.

Sekian, terima kasih.
LPKP Sarawak

E-mel ini dijana oleh komputer dan tidak perlu dibalas.

Figure 17: Email with User ID & Temporary Password (LPKP Sabah / Sarawak)

Process Flow

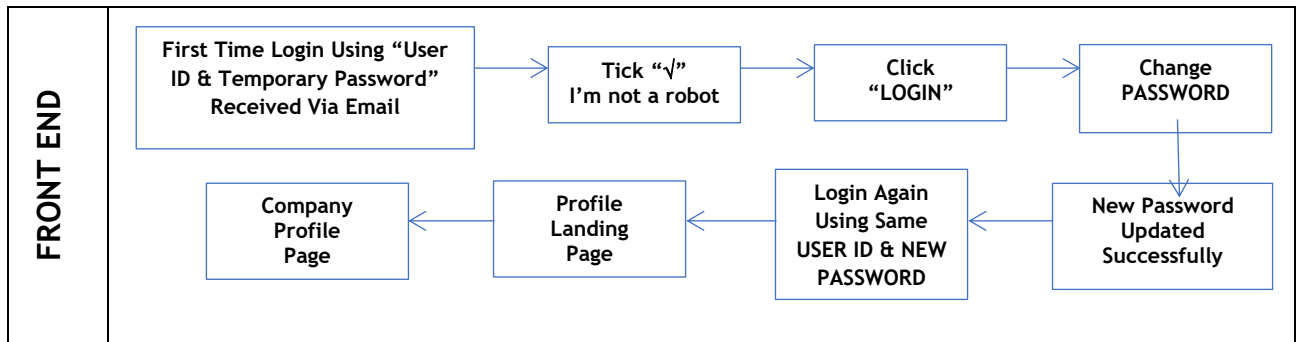


Figure 18: Process Flow - First time Login

Steps

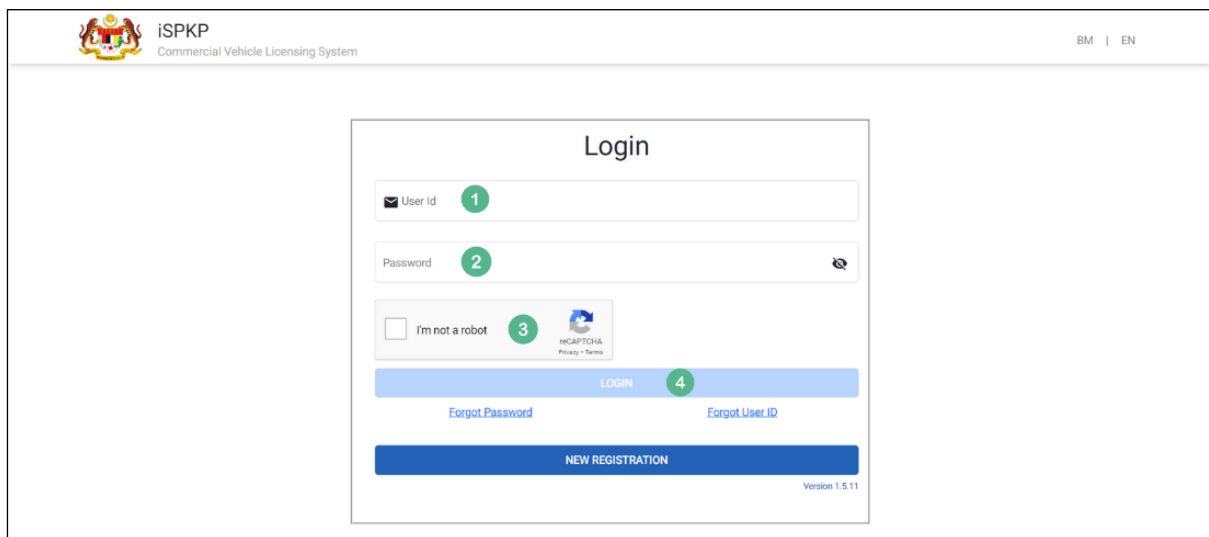


Figure 19: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for you to use when you log into the system.	Key in the User ID	User ID is given in the confirmation email as shown in Figure 16/17

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Password	Temporary Password	Enter the temporary password received in the email.	This password is auto generated. You will change it immediately upon first time login.
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the “I’m not a robot” text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	You will be logged into the system and automatically redirected to the Change Password page, shown in Figure 20

Upon Successful login, the system welcomes the User with the message **“We welcome you to change your password for login, the password you used during login is generated by our system”** as shown in Figure 20.

System will direct the User to change the temporary password which was generated by the system.

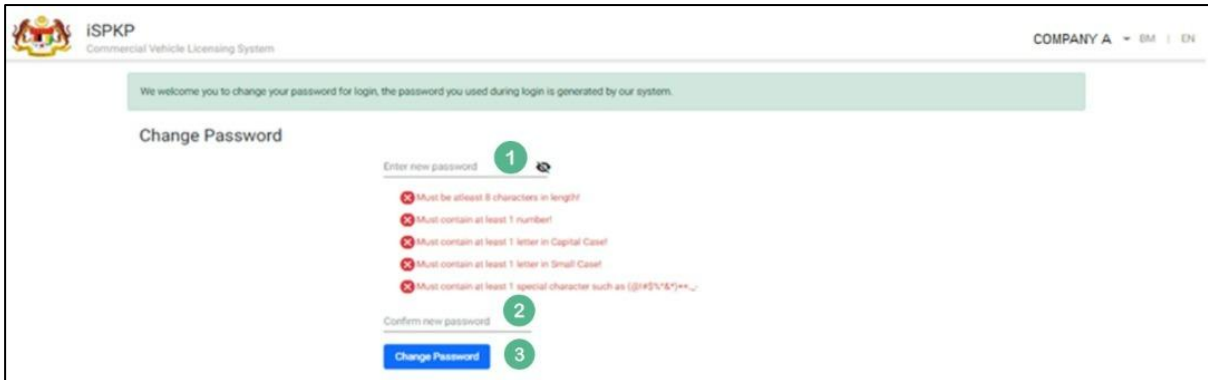


Figure 20: Change Password Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Enter New Password	This is security features for the authorized person to access the system	Enter your new password according to the guideline in the remark's column. Eye symbol appears on the right-hand side of the Enter New Password field. This can be clicked on if you want to make the new password visible when you key in the new password.	<ul style="list-style-type: none"> a. Must have at least 8 characters b. Must have at least 1 number (eg. 0,1,2,3,4,5,6 ,7,8,9) c. Must have at least 1 letter/text/ alphabet in small case (eg. A,b,c etc) e. Must have at least 1 letter/text/ alphabet in Capital case (eg. A,B,C etc)Must

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				have at least 1 Special character (eg. !@#\$%^&*_ + =.)
2	Confirm New Password	New Password to be confirmed	Re-enter the password as keyed in above.	This is for the system to confirm that you have entered the password without any typographical errors.
3	Change Password	Change Password Button to complete the password change	Click Change Password Button	Please remember your new password the next time you log into the system. The password provided in your registration confirmation email will no longer be usable. Once the password has been entered and all rules/syntax followed correctly, the syntax/rules text will turn green

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

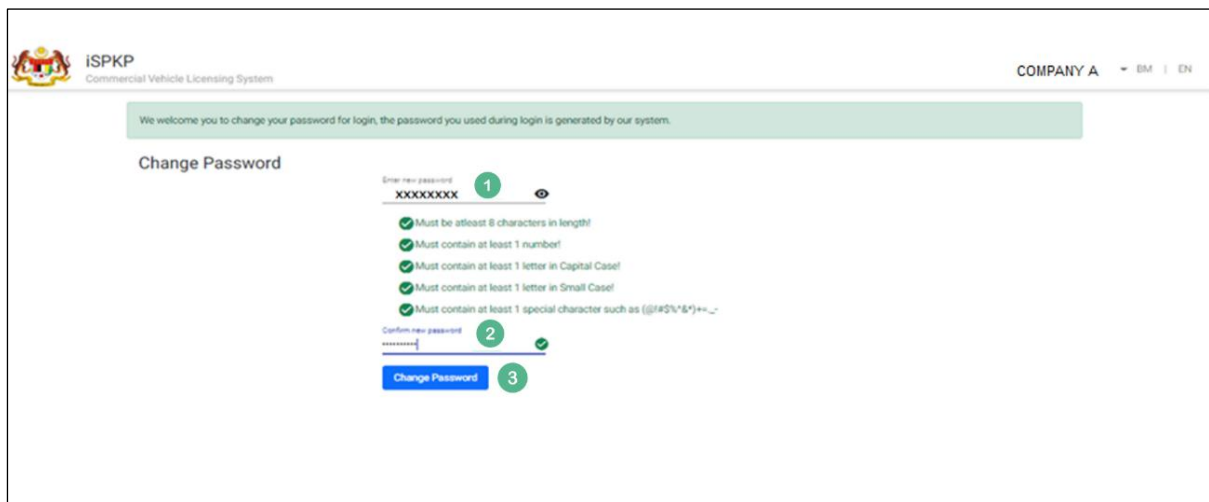


Figure 21: Change Password Success

Upon successful change of the password, following new password updated successfully is displayed as in Figure 22.

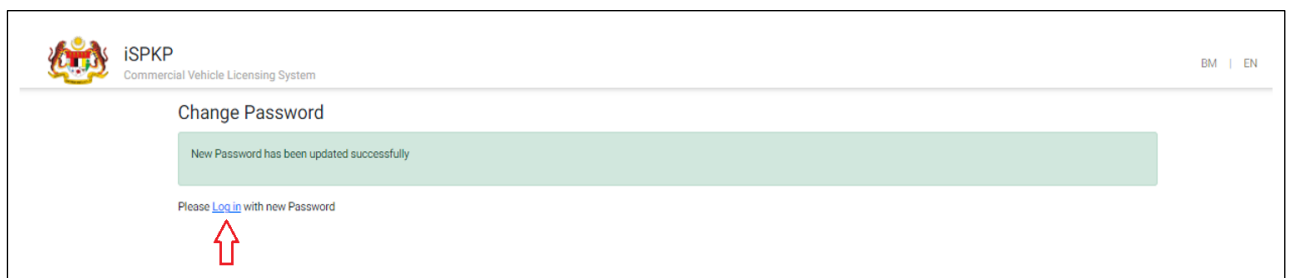


Figure 22: New Password Updated Success Message

User will now be able to Login to the iSPKP system using the New Password.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Login	Is to redirect to the Login page	Click at the Login link	Enable User to access the Login page as in Figure 22

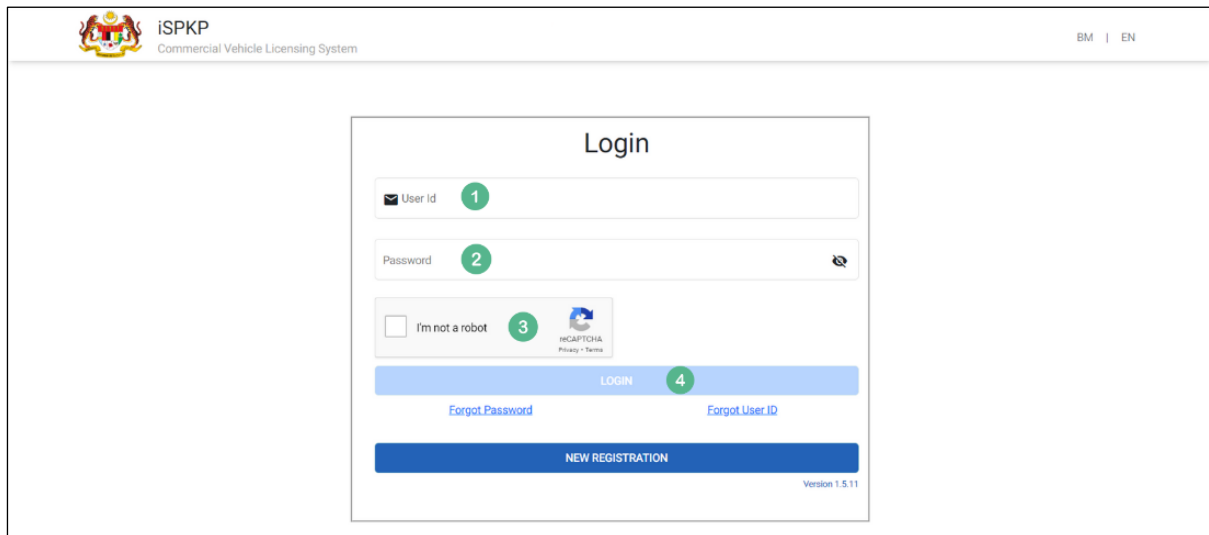


Figure 23: iSPKP Login Page - to login with the New Password

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID as sent in the email given by APAD/LPKP	Enter the User ID	Refer to Figure 16/17 for User ID
2	Password	New Password that was changed after first-time login	Enter the new Password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		malicious computer programs.		spam & password decryption
4	Login	Login Button to complete login step to access the iSPKP portal	User to click LOGIN Button	Upon successful login, system gives access to Landing Page as shown in Figure 24

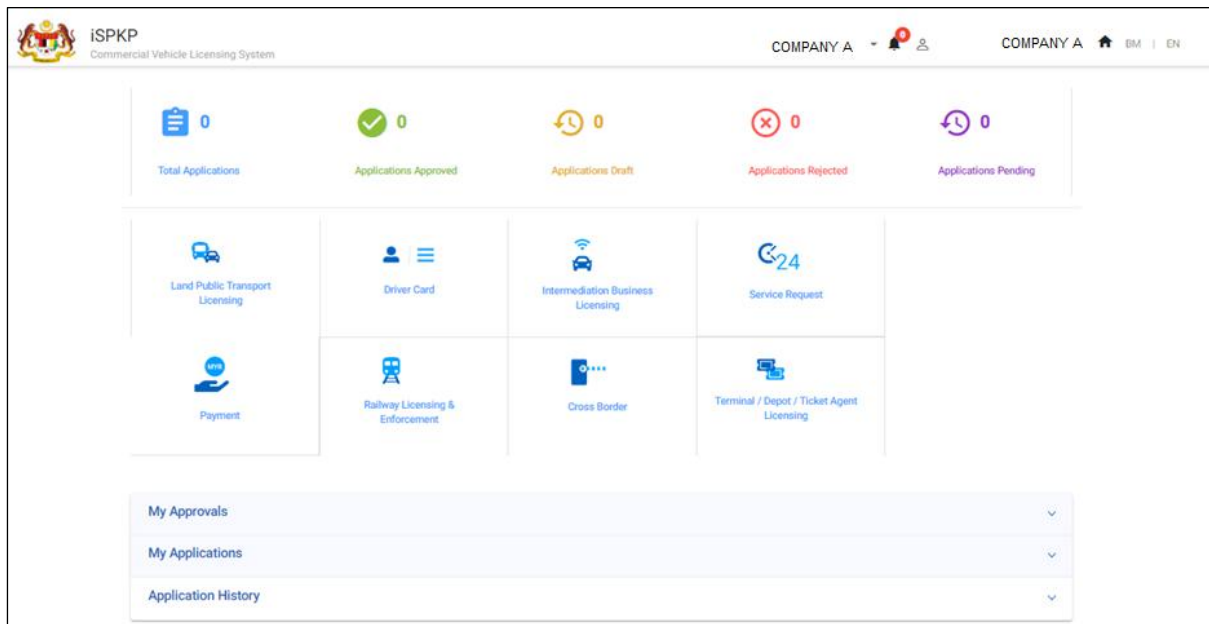


Figure 24: Landing Page

The step to access the Company Profile is shown below:

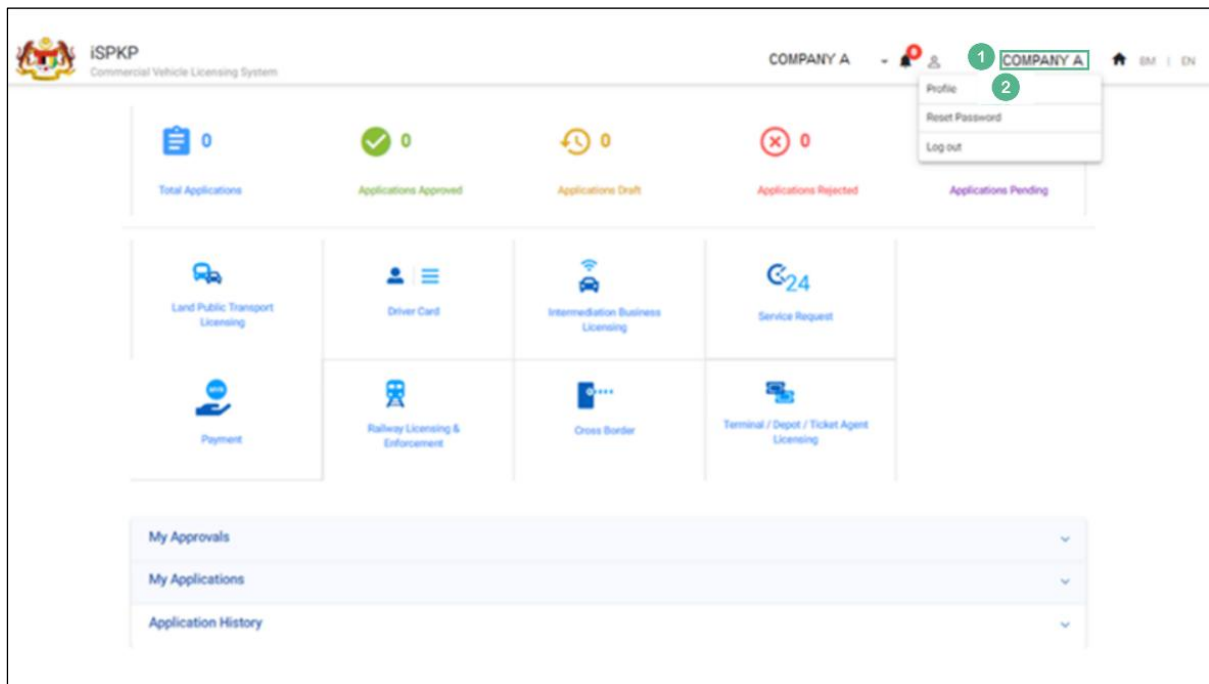


Figure 25: To access the Company Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company Name	Company full name appears	Click on Company Name	A drop-down tab appears with following links: <ul style="list-style-type: none"> • Profile • Reset Password • Log Out
2	Profile	Provides company info	Click on Profile	As shown in Figure 26 below

The screenshot displays the 'Company Profile Page' in the iSPKP Commercial Vehicle Licensing System. The page is for 'Company A' and is titled 'Company > Pemilikan Tunggal (Syarikat)'. The main content area contains a form for 'Company Information' with the following fields:

- Name: XXXXXXXXXXXXXXXXXXXXXXX
- Phone Number: XXXXXXXXXXXXXXX
- Registration Number: XXXXXXXXXXXXXXX
- Registration Date: XXXXXXXXXXXXXXX
- Correspondence Address:
 - Address Line 1*: XXXXXXXXXXXXXXX
 - Address Line 2*: XXXXXXXXXXXXXXX
- Country*: MALAYSIA
- State*: XXXXXXXXXXXXXXX
- District*: XXXXXXXXXXXXXXX
- Postal Code*: XXXXXXX

An 'Update' button is located at the bottom right of the form.

Figure 26: Company Profile Page

The system will display company information based on the records entered by the User during the registration process.

4.2 Existing Company Registration

These are companies that have registered earlier with APAD or LPKP Sabah or LPKP Sarawak.

Please follow the steps below:

i. Registration of Existing Sdn Bhd Company - APAD

Kindly refer to Section 3.5 in this manual for the URL link based on location.

1. The iSPKP Login page is displayed (refer Figure 27).

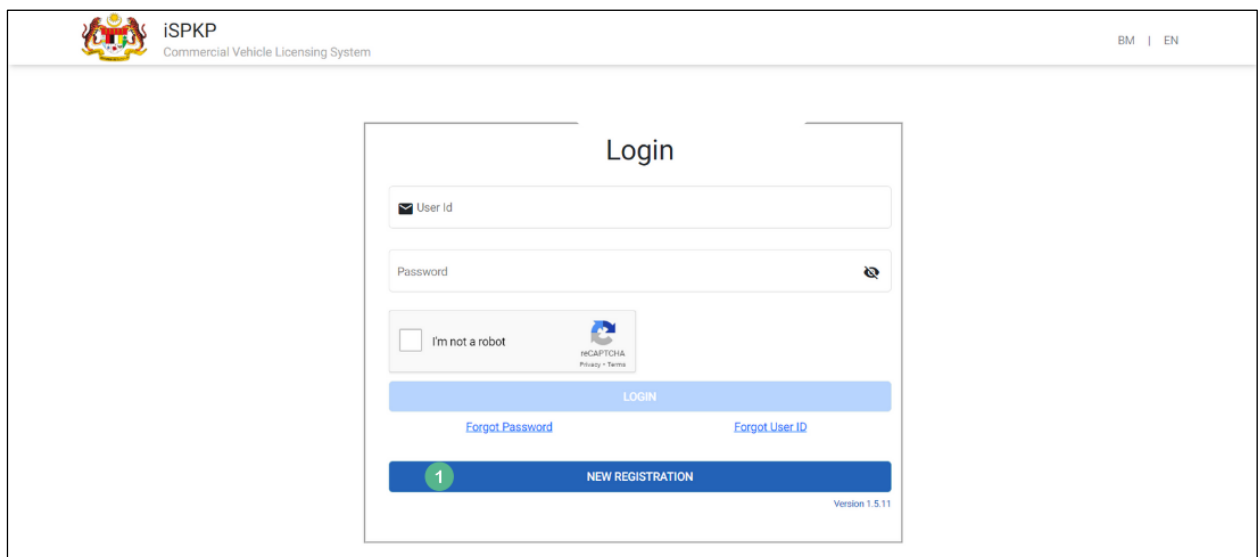


Figure 27: iSPKP Login Page

Although the User's company already existing in iSPKP database, the User will still need to click on "New Registration" button to register their company.

ii. Register Type

1. Company Registration - Register Type screen as shown in Figure 28 will be displayed.
2. User performs following activities to choose the "Applicant Type" & "Company Type".

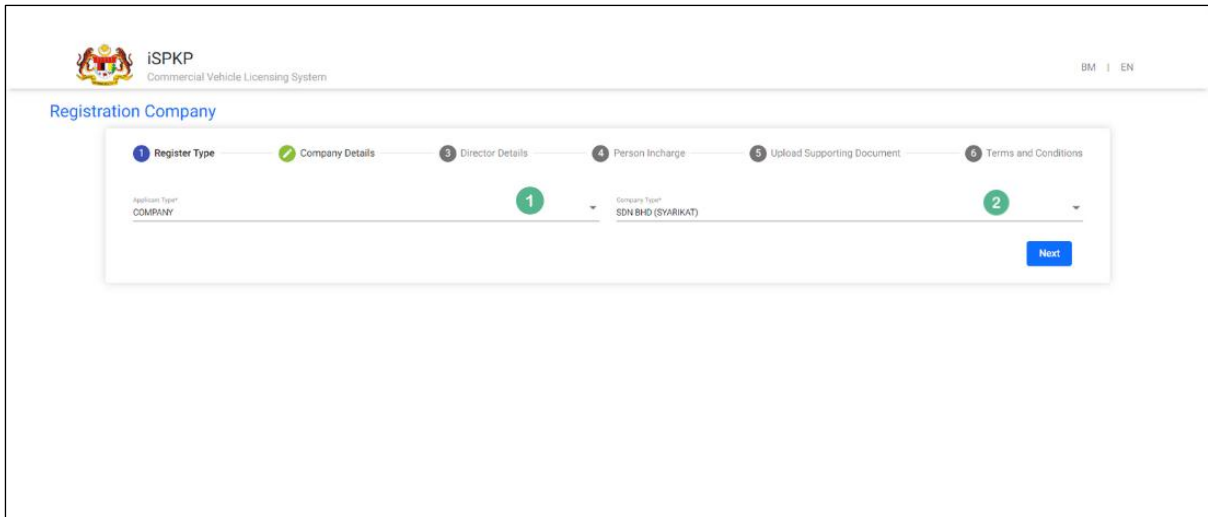


Figure 28: Registration Applicant Type / Company Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Applicant Type	Describes the legal entity the user belongs to.	User to select Applicant Type as COMPANY	*Mandatory field COMPANY is selected from drop-down list
2	Company Type	Company Type field describes the type of the company as registered (sub-category) of the Company	User to select Company Type as Sdn Bhd (Syarikat)	*Mandatory field Sdn Bhd (Syarikat) is selected from the drop-down list
3	Next	Next Button allows user to move to the next screen	Click Next	Company Details screen as in Figure 29

iii. **Company Details**

1. Company Details screen as shown in Figure 29 will be displayed.
2. User performs following steps to complete the Company Details.

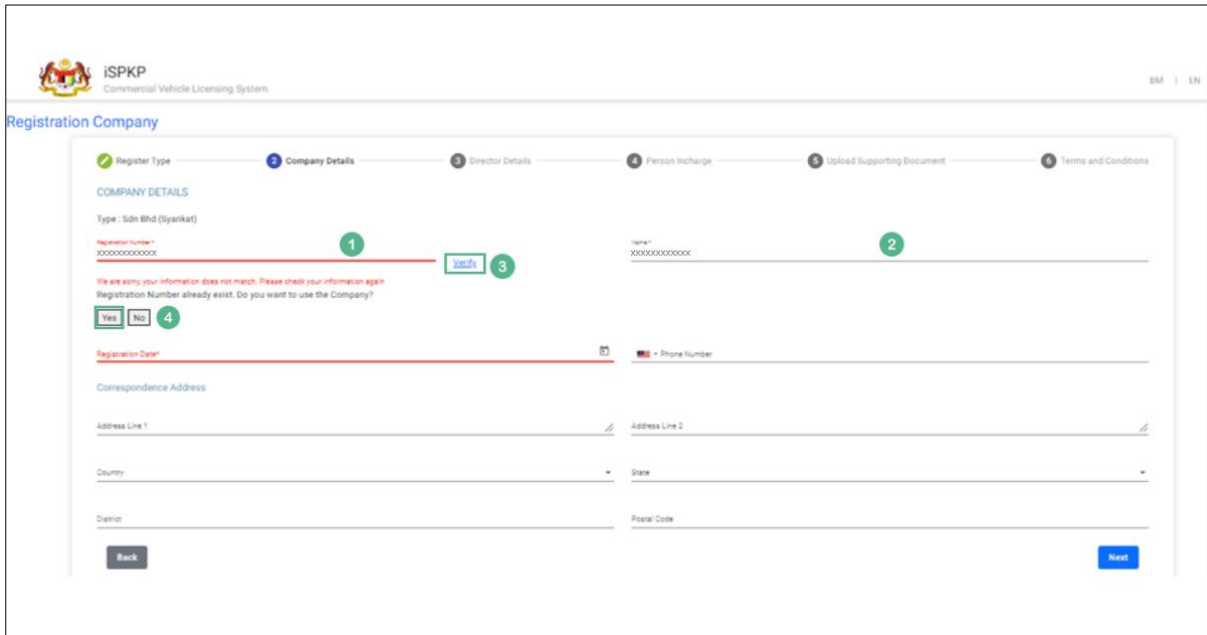


Figure 29: Company Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Registration Number	Company Registration Number as in SSM Certificate	User to enter full Registration Number of Sdn Bhd company	*Mandatory field 12-digits Format: 123456789123 Please enter your MyCOID number. If you only have your 6-digit SSM number, please obtain your 12-digit company

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				registration number from SSM
2	Name	Company Name as in SSM Certificate	User to enter full Name of Sdn Bhd company	*Mandatory field E.g.: xxx Sdn Bhd
3	Verify	Verify Registration Number matches with Company Name	User to click "Verify" button. System will verify the Company Name and Registration Number against the SSM Database	For successful Verification by the system, system will display a message "Your record has been found" If the system is not able to verify successfully, the system will display "Your record is not found" - in the event this message is displayed, you are required to update your information with SSM first before registering in the iSPKP system.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
4a	YES	Agree to proceed	Click YES to proceed with company details displayed on screen	*Optional button System will prompt company details in Figure 30.
4b	NO	Do not want to proceed with registration	Click NO button	*Optional button

Upon acceptance by clicking YES, the system will give a confirmation message “SSM/ROC Verified Successfully” whereby all the information in the iSPKP system is displayed in this screen will be auto-fill as in Figure 30.

Figure 30: Company Details will Auto-fill once click “Yes”

User will then proceed to the next section.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1.	Next	Next Button allows user to move to the next screen	Click Next	User will then proceed with the subsequent steps hereafter similar to New Registration application.

Following are the subsequent steps to be completed accordingly. Steps as listed below. Kindly refer to Section 4.1 for more details:

- iv. **Director Details**
Page 32 to 35
- v. **Person In-Charge**
Page 35 to 39
- vi. **Upload Supporting Document**
Page 39 to 41
- vii. **Terms and Conditions & Submit**
Page 41 to 42
- viii. **Registration Confirmation**
Page 43
- ix. **Receive Confirmation Email (Successfully Registered)**
Page 44
- x. **Receive Rejection Email (Unsuccessful Registration)**
Page 45
- xi. **Biometric Verification of A New User at APAD / LPKP Counter**
Page 46
- xii. **First Time Login & Change Password**
Page 46 to 55

4.3 PIC Registration

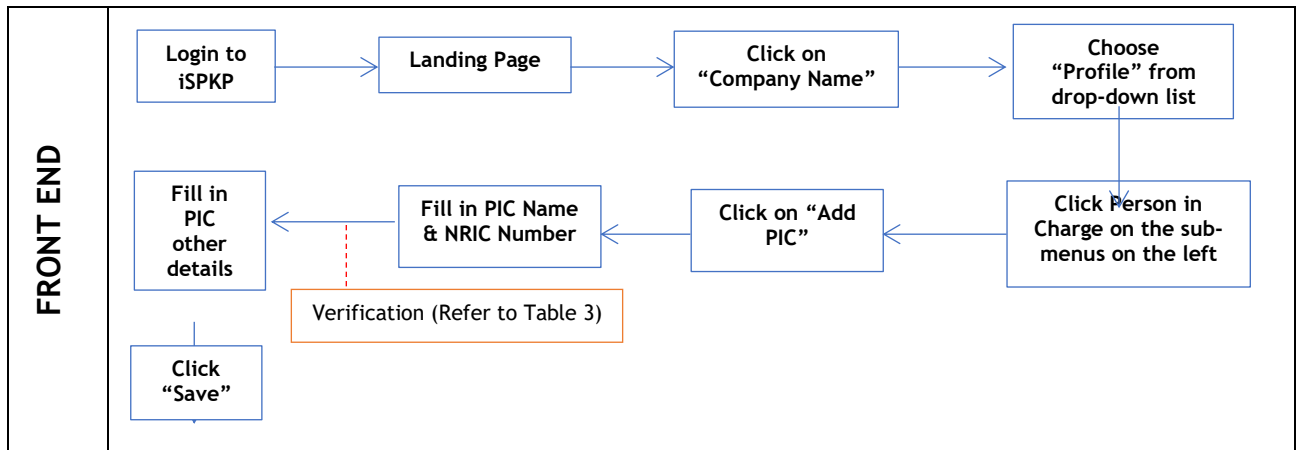


Figure 31: Process Flow - PIC Registration

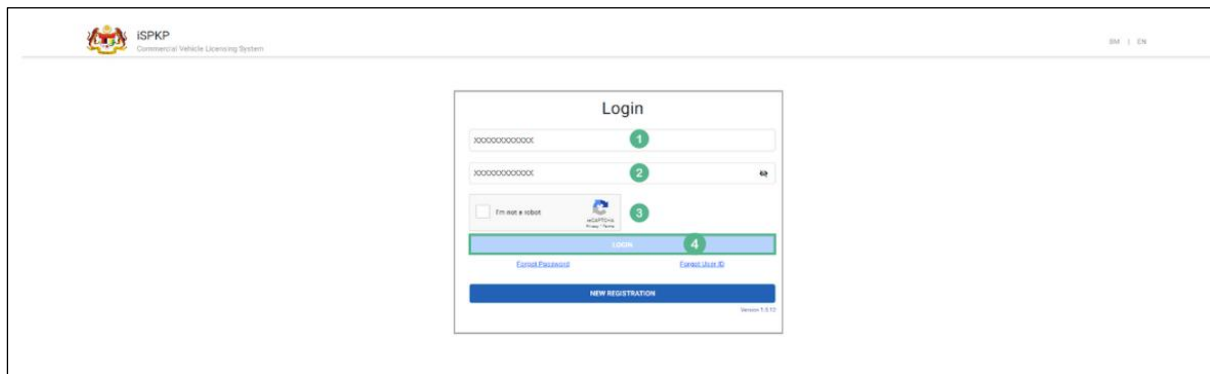


Figure 32: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and click on User ID	*Mandatory field
2	Password	This is a security feature for the authorized person	Enter password	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		to access the system		
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the “I’m not a robot” text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the Landing Page as shown in Figure 33

The Landing Page enables Profile Update changes to be made.

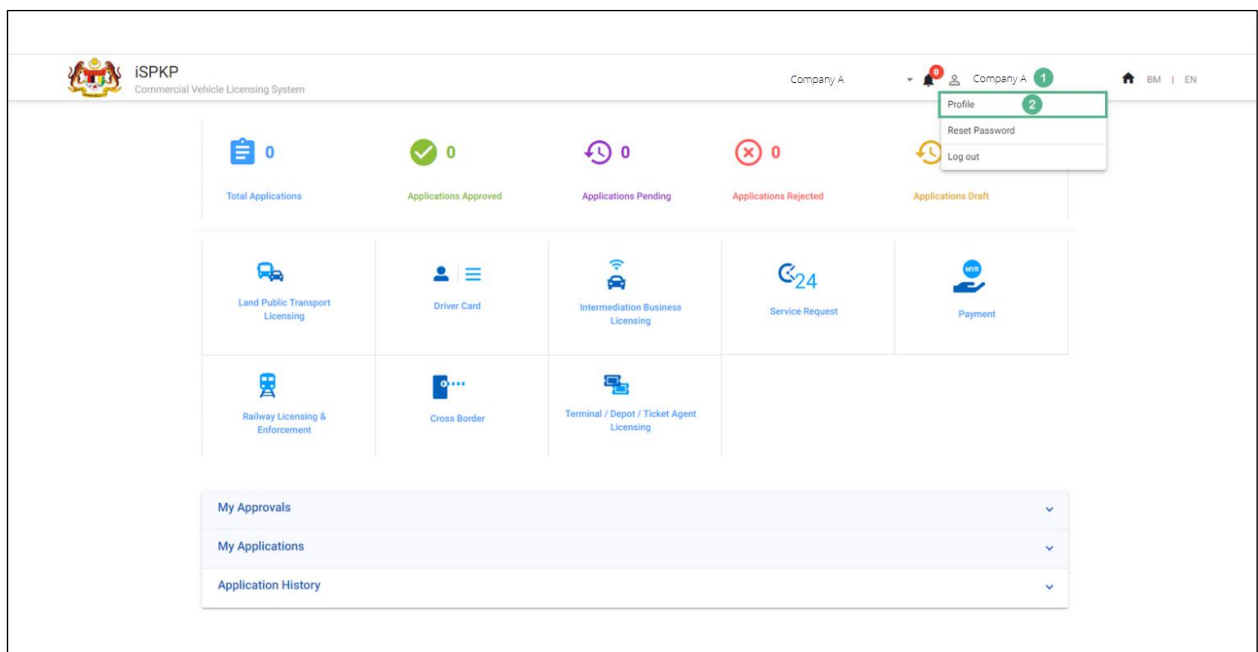


Figure 33: Company Profile Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Profile Page	Click on the Profile icon	*Mandatory field Click on Person In-Charge as per Figure 34

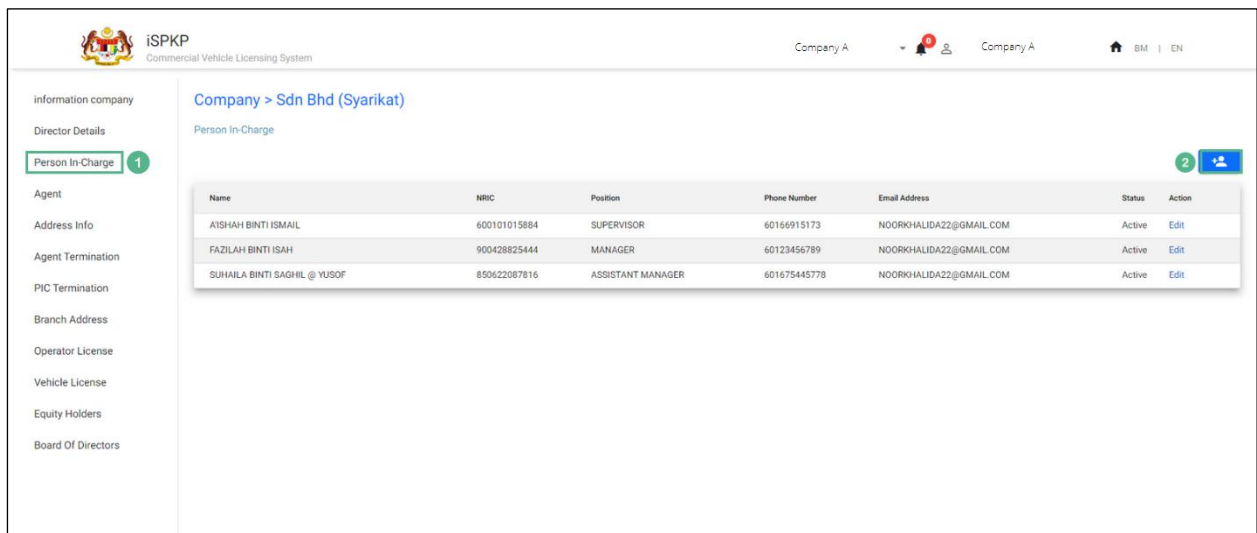


Figure 34: Person In-Charge (PIC) Sub-Menu / Add New PIC

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	PIC Sub-Menu	This field lists of existing PIC (s) information	Click PIC Sub-Menu at the top left side to add new PIC	*Mandatory field
2	Add PIC button (icon)	Allows addition of new PIC	Click Add PIC button	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				“Add PIC” screen appears as in Figure 35

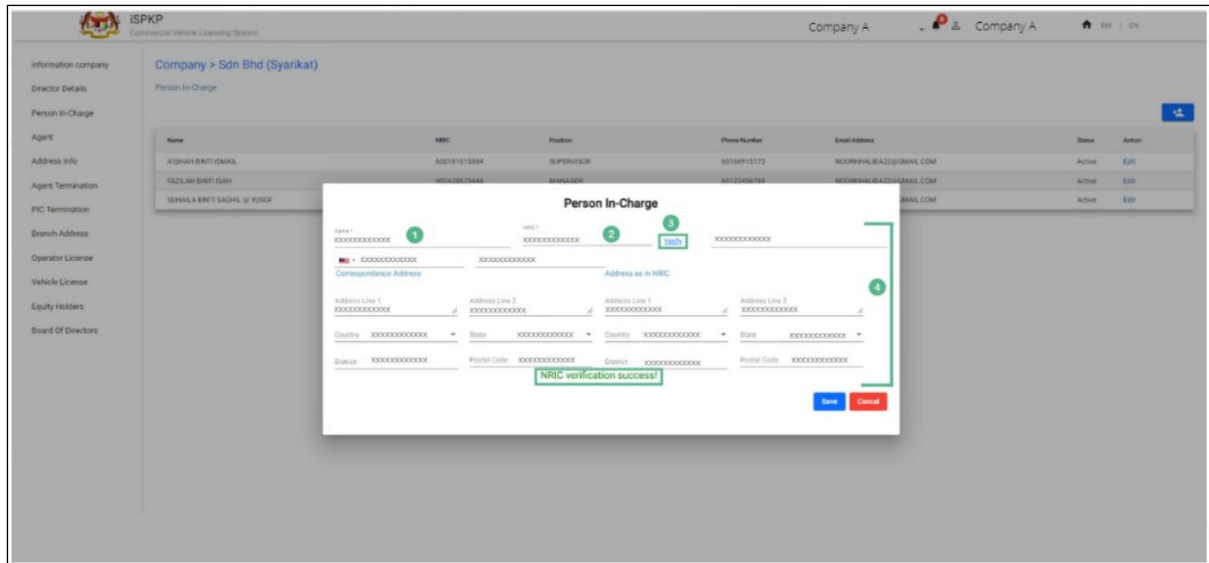


Figure 35: Person In-Charge Details to be Added & Save

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Name	Name of PIC to be appointed as in MyKad	User to enter the PIC name in full as given in MyKad	*Mandatory field
2	NRIC No	PIC NRIC as in MyKad	User to enter NRIC number as in MyKad without the dashes in between	*Mandatory field 12-digit Format: 821203075248 For LPKP Sabah & LPKP Sarawak, there shall be an

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				Indicator (K = Sarawak, H = Sabah) before the 12-digit numbers
3	Verify	The Verify button's purpose is to validate against JPN records that the PIC's name provided in the 'Name' field in Step 2 above matches with the NRIC number of the PIC.	User to click Verify button Upon Clicking Verify, system in the background will check if given NRIC matches with the Name as in MyKad System	For successful Verification by the system, a message "NRIC Verification Success" will be displayed at the bottom of the screen. Proceed to enter PIC details as per Table below. If the system is not able to verify successfully, the system will display "Your record is not found". This could mean one of the following: 1. There is a mistake in the NRIC number that you keyed in.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				<p>2. There is a mistake in the name that you have keyed in.</p> <p>3. The JPN system is having technical problems (system down).</p> <p>4. There are network connectivity issues.</p> <p>For steps 1 and 2, please check what you have entered and confirm the correctness.</p> <p>For steps 3 and 4, you may need to retry at a later time or call the hotline number provided for assistance.</p>
4	PIC related fields	These are relevant info with regards to the PIC	Key-in the following PIC details in the relevant fields:	*Mandatory field (Email, Mobile No

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			Email Mobile No Position Corresponding Address Address in NRIC	and Address in NRIC) *Non-Mandatory (Position & Correspondence Address)
5	Save	Changes are captured in iSPKP system	Click Save button to save added PIC info.	*Mandatory field

4.4 Approve PIC By Company Director

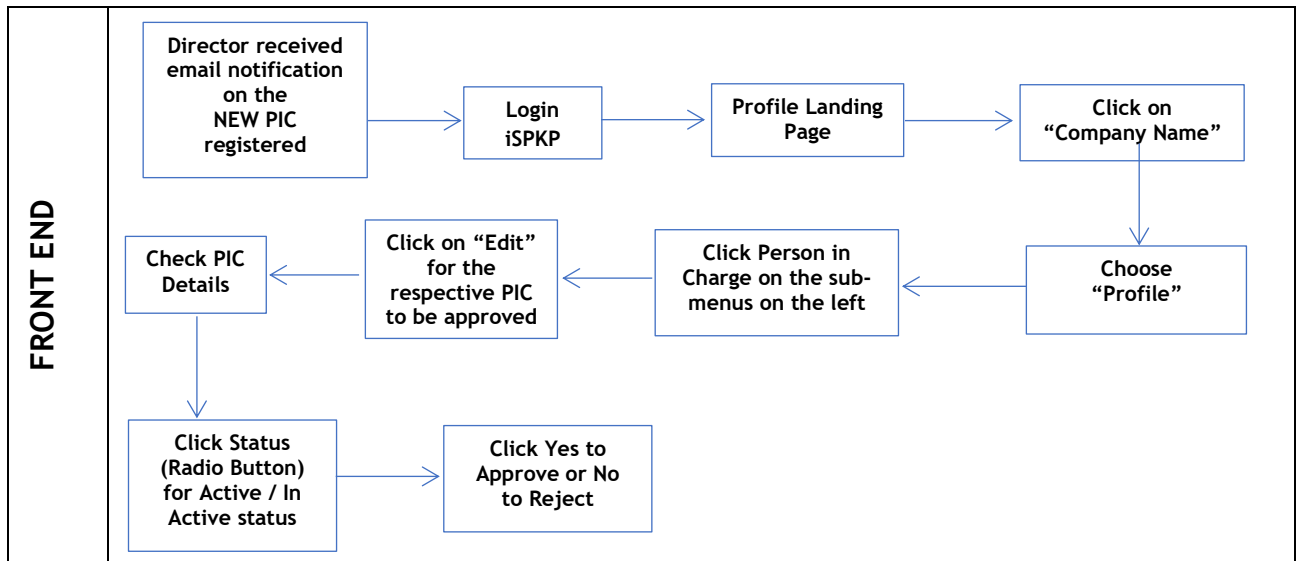


Figure 36: Process Flow - Approve PIC by Company Director

Director will receive notification email on the new PIC registration application.

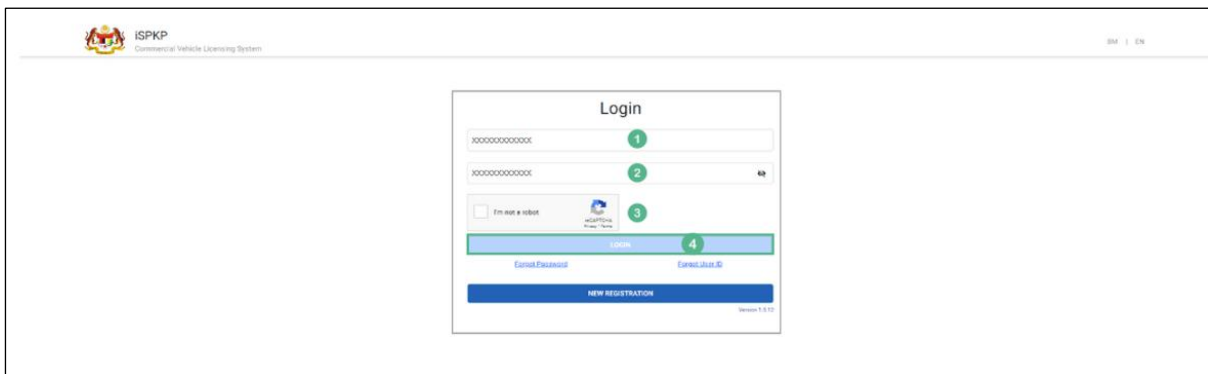


Figure 37: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and click on User ID	*Mandatory field
2	Password	This is a security feature for the authorized person to access the system	Enter password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the landing page as shown in Figure 37

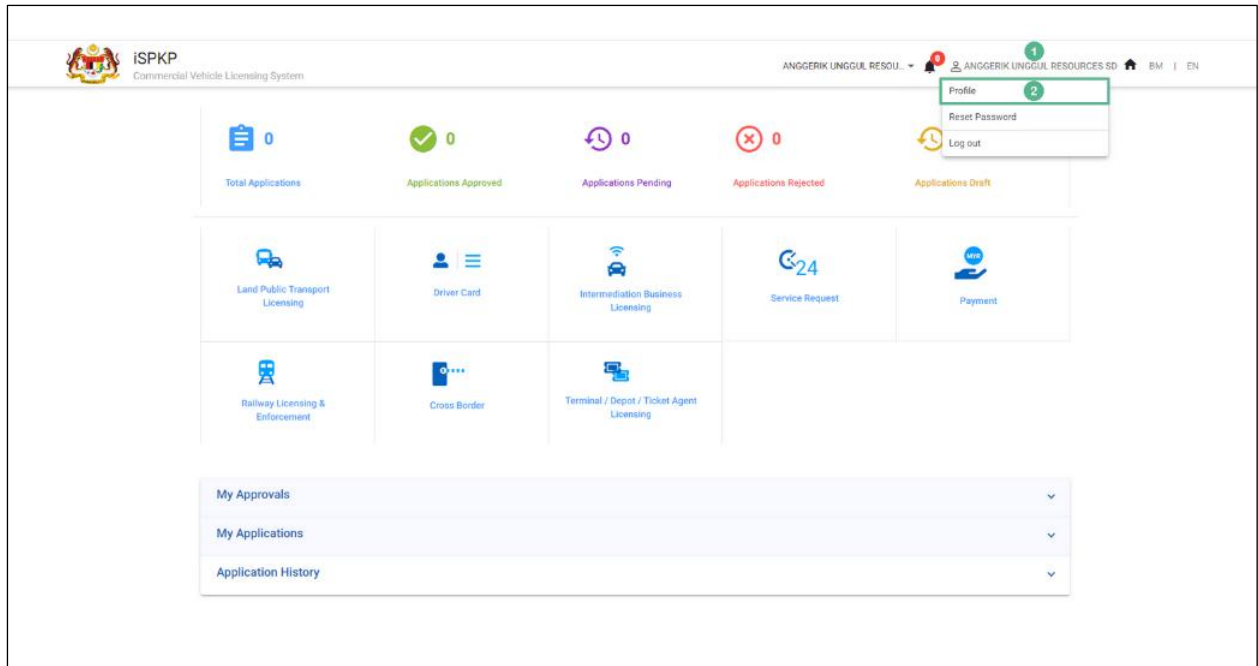


Figure 38: Company Profile Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Profile Page	Click on the Profile icon	*Mandatory field On Profile screen, click at the Person In-Charge Sub-menu on the left

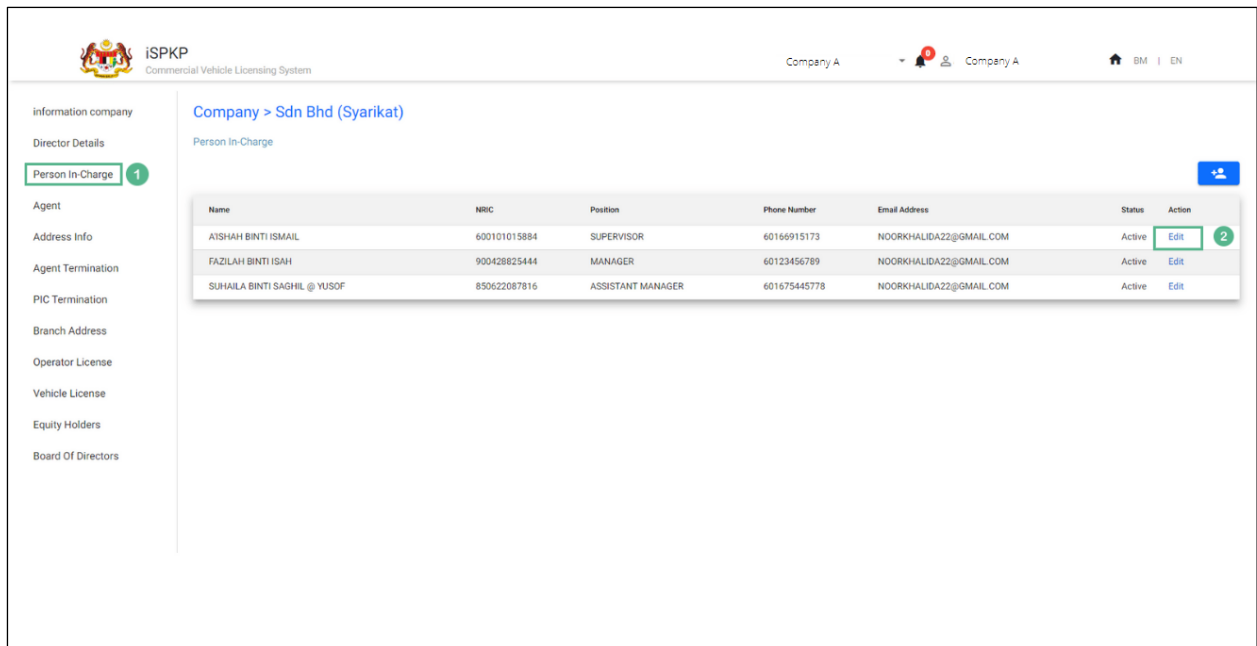


Figure 39: Person In-charge Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	PIC Sub-Menu	This field lists of existing PIC(s) information	Click PIC Sub-Menu at the top left side to add new PIC	*Mandatory field
2	Edit	Allows Director to view new PIC details	Click Edit button	*Mandatory field New PIC details screen appears as in Figure 40

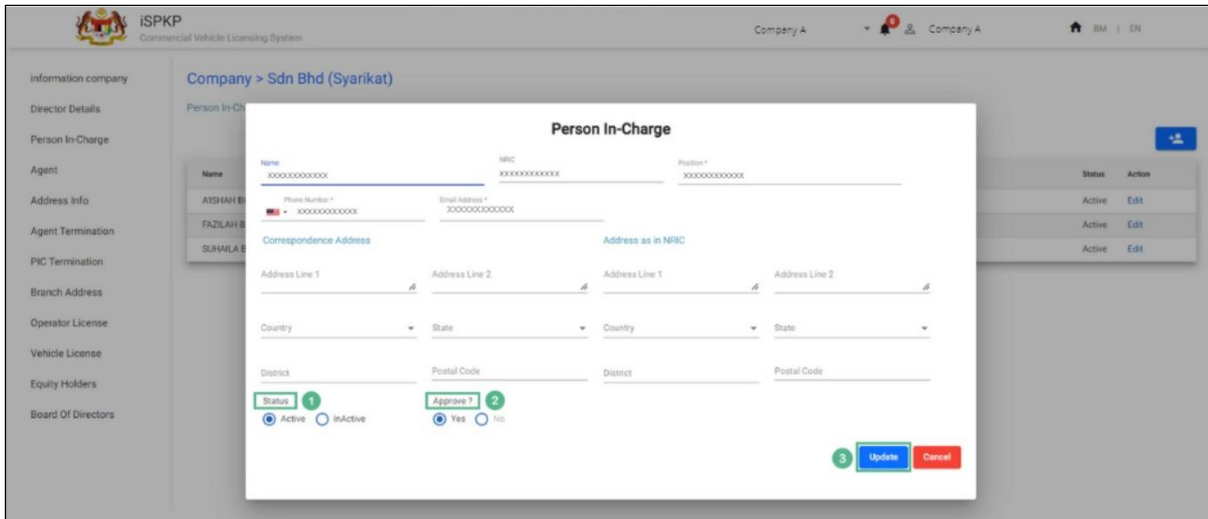


Figure 40: Person In-charge Details

Director to review the information displayed & approve accordingly.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New PIC Details	Information was keyed-in during Add PIC activity earlier	Review the following details: <ul style="list-style-type: none"> i. Name ii. NRIC iii. Address as in NRIC iv. Corresponding Address v. Email vi. Mobile No vii. Position 	*Mandatory field (Name, NRIC, Address as in NRIC, Email and Mobile No) *Non-Mandatory (Corresponding Address and Position)
2	Status	This is to determine immediate status on the PIC upon approval	Click Active radio button if the PIC is required to be active immediately	*Mandatory field

			Click Inactive radio button if the PIC is not required to be active immediately	Radio button format.
3	Approve	Director to make approval decision	Click “Yes” radio button to approve Click “No” radio button to reject	*Mandatory field Radio button format. Newly approved PIC details shall be updated in the PIC Sub-Menu in the iSPKP system

Upon the Director’s approval, the PIC will subsequently receive an email from APAD or LPKP Sabah or LPKP Sarawak to proceed with the next important step - Biometrics Verification at the nearest APAD or LPKP branch counter.

A similar process will follow hereafter for Biometric Verification and First Time Login as per Section 4.1-(xi) & (xii) respectively.

4.5 Agent Registration

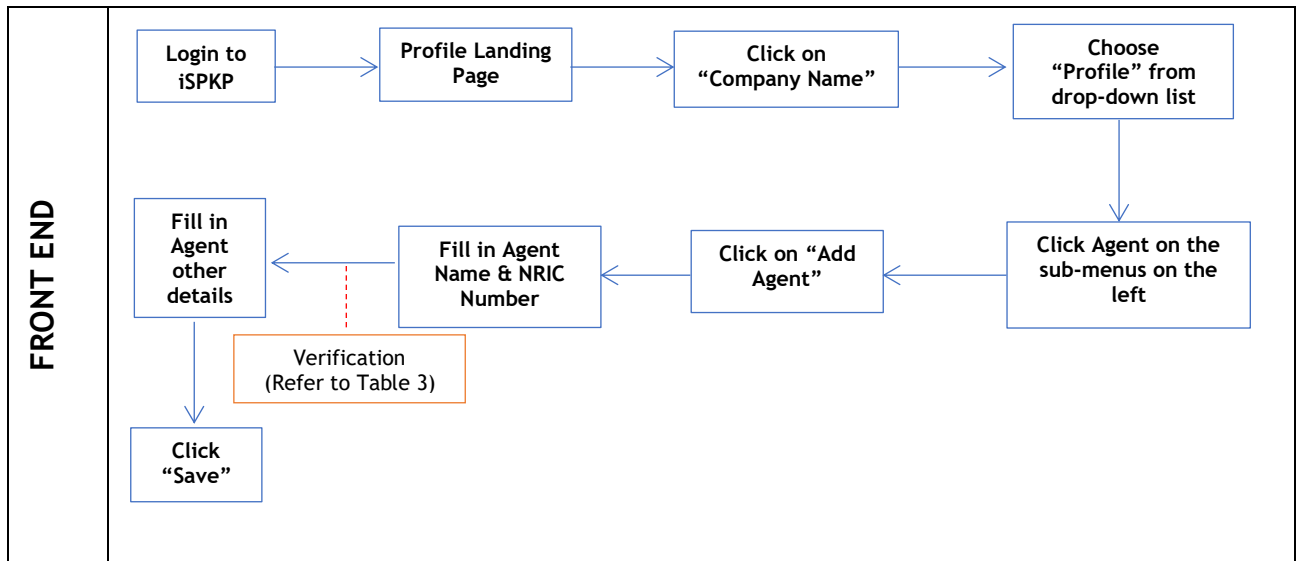


Figure 41: Process Flow - Agent Registration

A company may appoint an Agent to represent them for commercial licensing matters with APAD or LPKP Sabah or LPKP Sarawak. In regards to this, the Agent is allowed to represent more than one company.

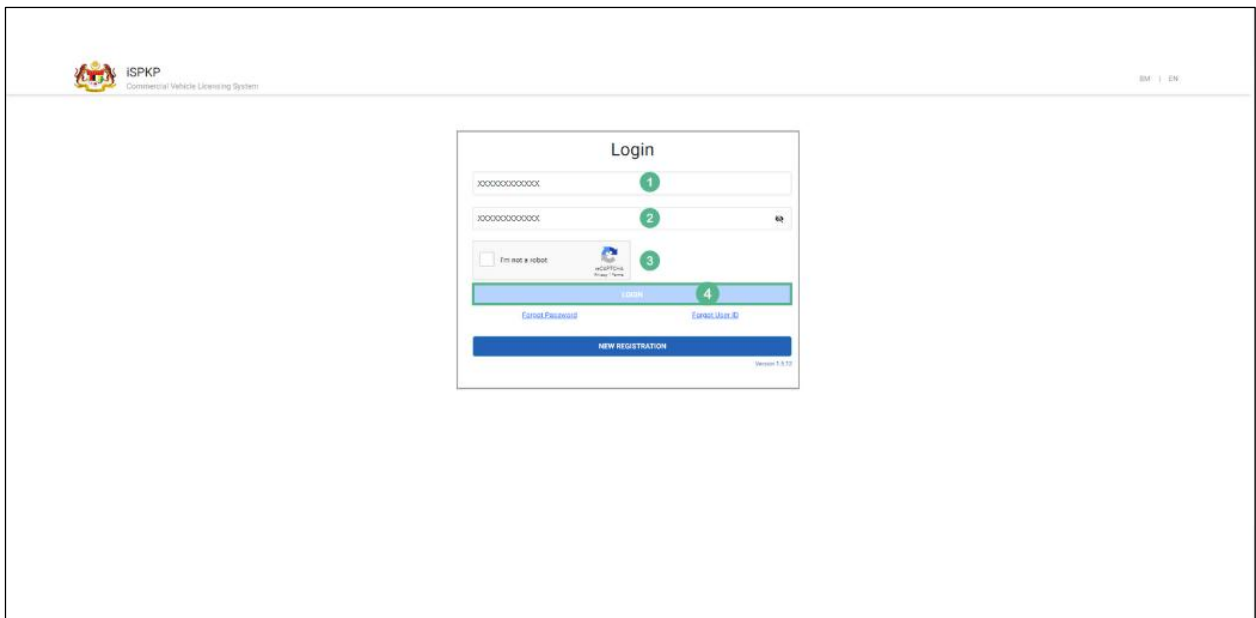


Figure 42: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and enter the User ID	*Mandatory field
2	Password	This is a security feature for the authorized person to access the system	Enter password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the Landing Page as shown in Figure 43

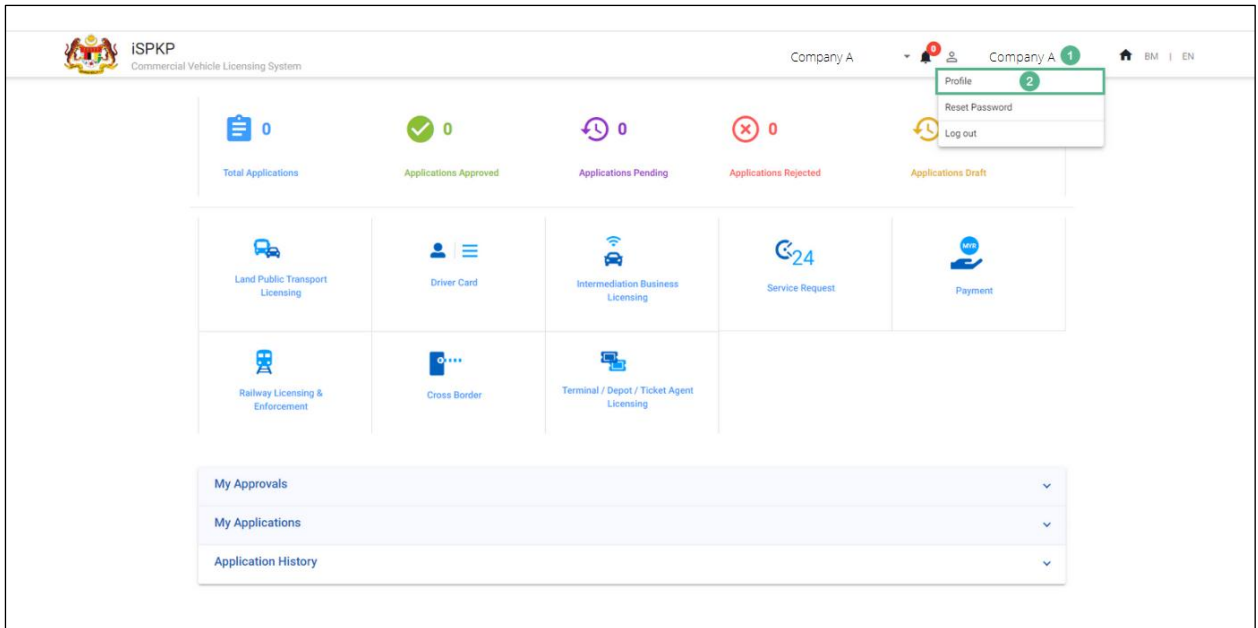


Figure 43: Profile Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Profile Page	Click on the Profile icon	*Mandatory field Agent sub-menu displayed as per Figure 44

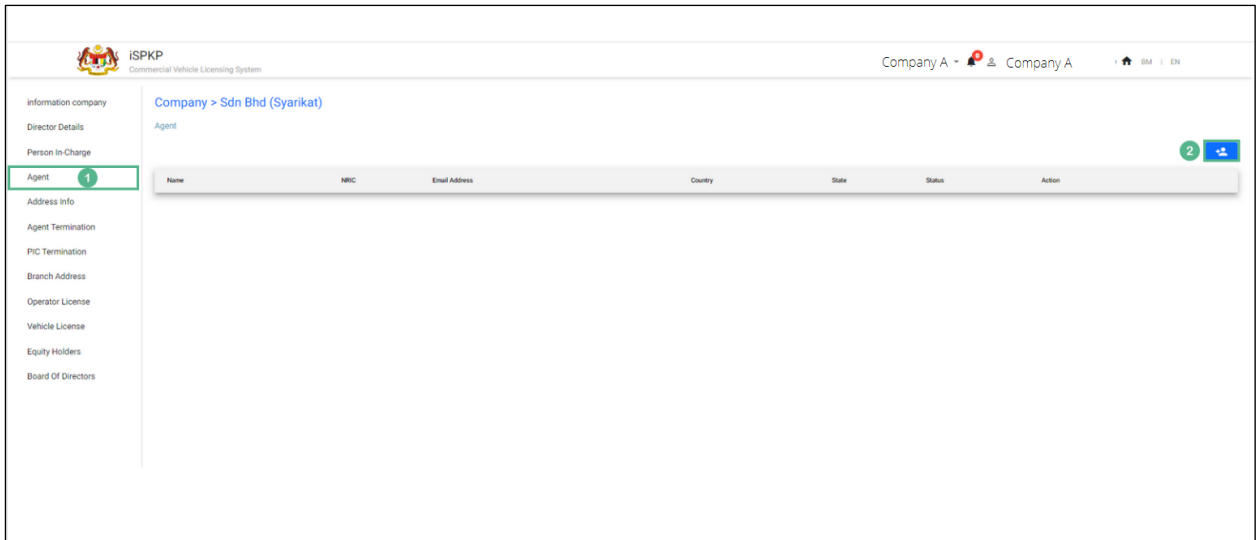


Figure 44: Agent Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Agent Sub-Menu	Displays list of existing Active Agent	Click Agent Sub-Menu at the top left side	*Mandatory field
2	Add New Agent button (icon)	Allows addition of New Agent	Click Add New Agent button	*Mandatory field Agent details screen appears as in Figure 45

Agent

Name * Verify NRIC

XXXXXXXXXXXX XXXXXXXXXXXX

🇲🇾 XXXXXXXXXXXX XXXXXXXXXXXX

Correspondence Address **Address as in NRIC**

XXXXXXXXXXXX XXXXXXXXXXXX Address Line 1 Address Line 2

XXXXXXXXXXXX XXXXXXXXXXXX Country State

XXXXXXXXXXXX XXXXXXXXXXXX District Postal Code

Reset Save Cancel

Figure 45: Agent Details Screen

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Name	Name of New Agent to be appointed as in MyKad	User to enter the New Agent name in full as given in MyKad	*Mandatory field
2	NRIC	New Agent NRIC as in MyKad	User to enter NRIC number as in MyKad without the dashes in between	*Mandatory field 12-digit Format: 821203075248 For LPKP Sabah & LPKP Sarawak, there shall be an Indicator (K = Sarawak, H =

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				Sabah) before the 12-digit numbers
3	Verify	The Verify button's purpose is to validate against JPN records that the New Agent's name provided in the 'Name' field in Step 2 above matches with the NRIC number of the PIC.	User to click Verify button Upon Clicking Verify, system in the background will check if given NRIC matches with the Name as in MyKad System	For successful Verification by the system, a message "NRIC No (12 digits) Already Exist" as in Figure 46 will be displayed at the bottom of the screen. If the system is not able to verify successfully, the system will display "Your record is not found". This could mean one of the following: 1. There is a mistake in the NRIC number that you keyed in. 2. There is a mistake in the name that you have keyed in.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				<p>3. The JPN system is having technical problems (system down).</p> <p>4. There are network connectivity issues.</p> <p>For steps 1 and 2, please check what you have entered and confirm the correctness.</p> <p>For steps 3 and 4, you may need to retry at a later time or call the hotline number provided for assistance.</p>

Figure 46: Enter New Agent Details Screen

Following is the list of information required for the new Agent registration. In some circumstances, the Agent could already be in the iSPKP systems and hence some of the information are already auto-filled in the systems. In such an event, the remaining information's need to be key in.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Enter New Agent related fields	These are relevant info with regards to the New Agent	Key-in the following PIC details in the relevant fields: <ul style="list-style-type: none"> - Phone No - Email Address - Correspondence Address - Address as in NRIC 	*Mandatory field (Phone No, Email Address and Address as in NRIC) *Non-Mandatory (Correspondence Address)
2	Save	Changes are captured in iSPKP system	Click Save button to save added New Agent info.	*Mandatory field

4.6 Approve Agent by Company Director

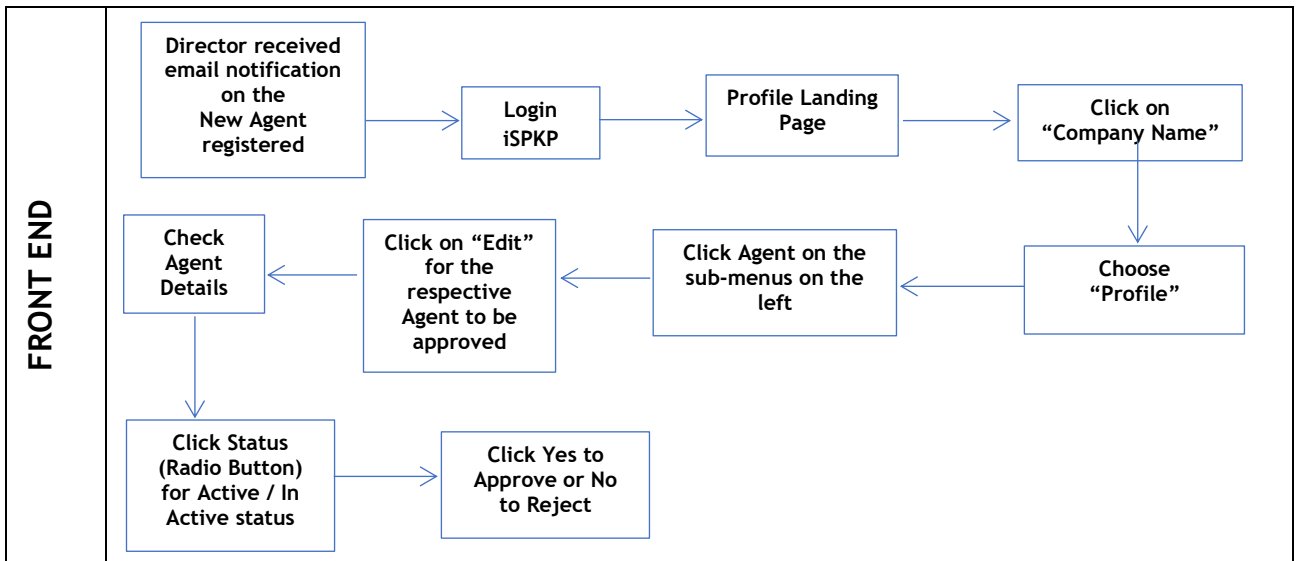


Figure 47: Process Flow - Approve Agent by Company Director

Whenever the Company Director receives Email Notification of New Agent registration, the following steps will be undertaken to approve it accordingly.

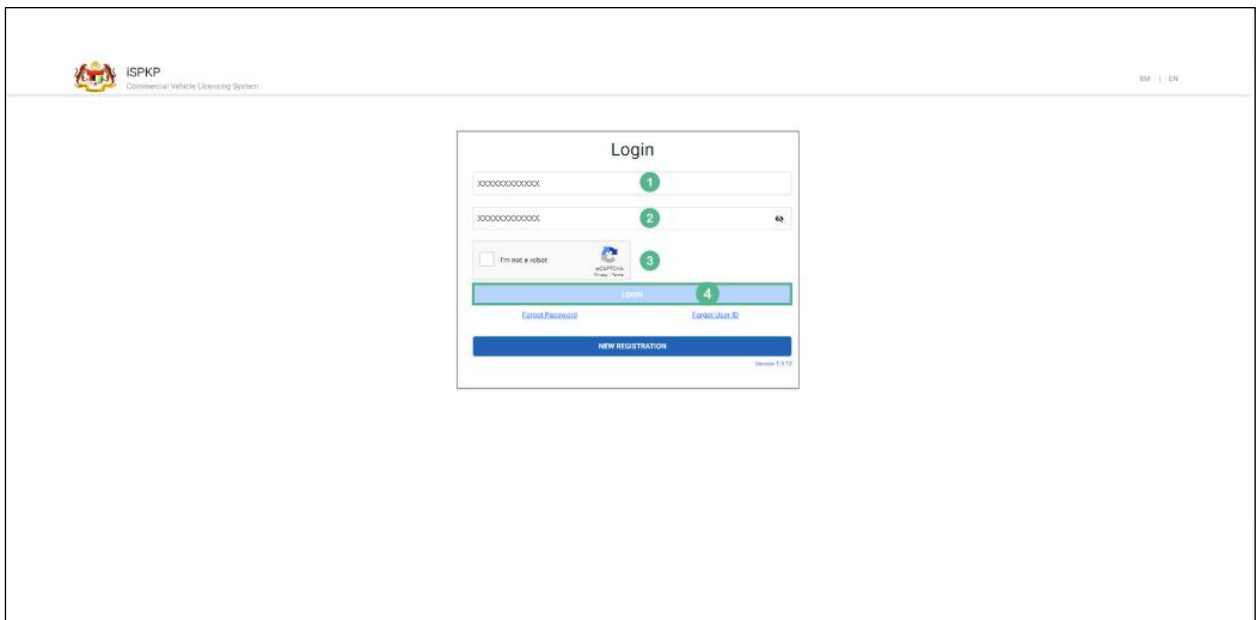


Figure 48: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and click on User ID	*Mandatory field
2	Password	This is a security feature for the authorized person to access the system	Enter password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the landing page as shown in Figure 49

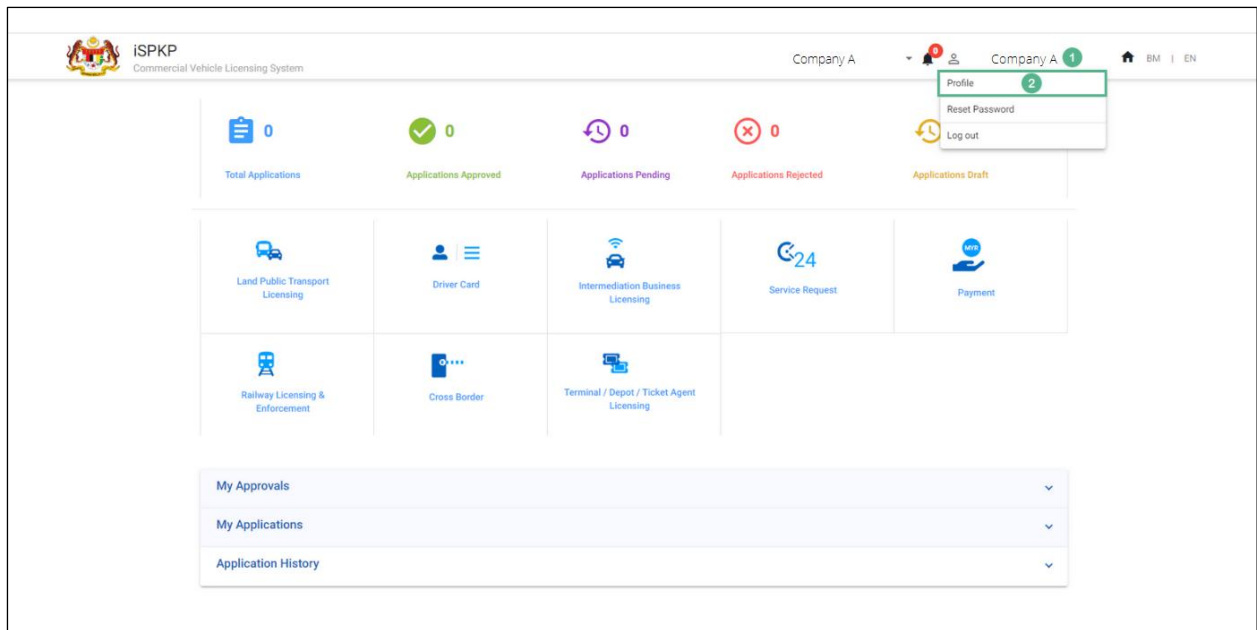


Figure 49: Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Profile Page	Click on the Profile icon	*Mandatory field On Profile screen, click at the Agent Sub-menu on the left

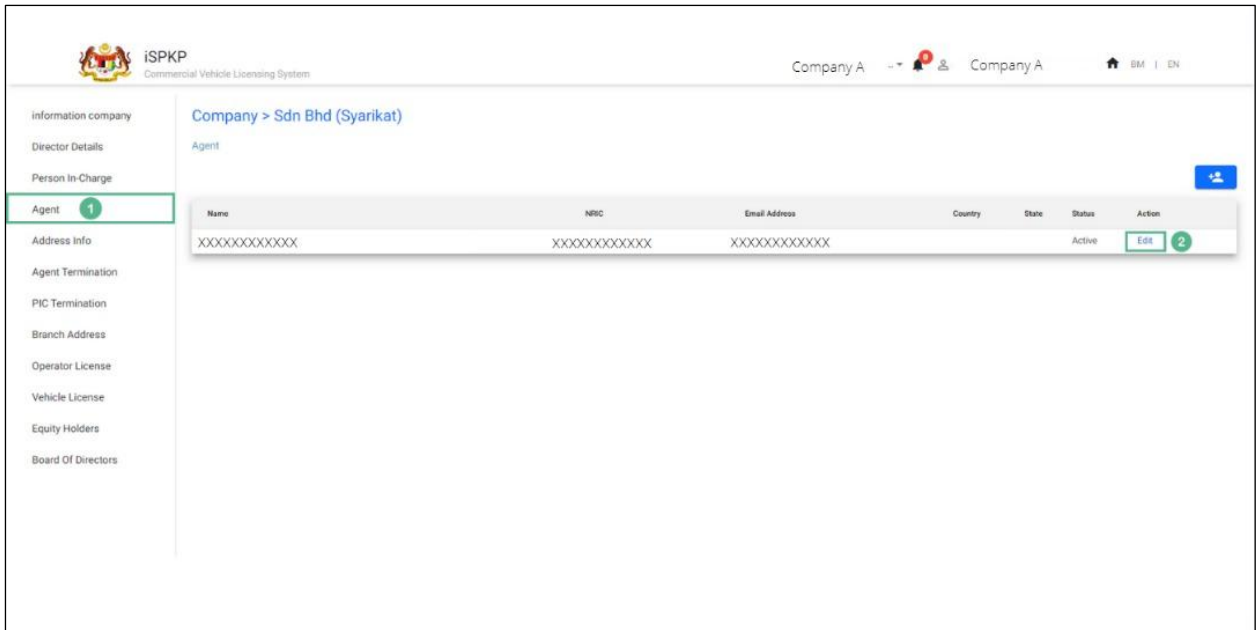


Figure 50: Agent Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Agent Sub-Menu	This field lists of existing Agent(s) information	Click Agent Sub-Menu at the top left side	*Mandatory field
2	Edit	Allows Director to view New Agent details	Click Edit button	*Mandatory field New Agent details screen appears as in Figure 50

Agent

Name: XXXXXXXXXXXX NRIC: XXXXXXXXXXXX

Phone Number *: XXXXXXXXXXXX Email Address *: XXXXXXXXXXXX

Correspondence Address **Address as in NRIC**

Address Line 1 Address Line 2 Address Line 1 Address Line 2

Country State Country State

District Postal Code District Postal Code

Status 1 **Approve ?** 2

Active InActive Yes No

3 **Update** **Cancel**

Figure 51: New Agent Details Screen

New Agent Details - Information was keyed-in during Add New Agent activity earlier.

Kindly review the following details: Name, NRIC, Phone Number, Email Address, Correspondence Address & Address as in NRIC.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Status	This is to determine immediate status on the New Agent upon approval	Click Active radio button if the New Agent is required to be active immediately Click Inactive radio button if the New Agent is not required to be active immediately	*Mandatory field Radio button format.
2	Approve	Director to make approval decision	Click "Yes" radio button to approve	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			Click “No” radio button to Reject	Radio button format.
3	Update	This completes the New Agent registration process	Click Update	*Mandatory field Approved New Agent details shall be updated in the Agent Sub-Menu in the iSPKP system

Upon the Director’s approval, a new Agent will subsequently receive an email from APAD or LPKP Sabah or LPKP Sarawak to proceed with the next important step - Biometric Verification at the nearest APAD or LPKP branch counter.

Similar process will follow hereafter for Biometric Verification and First Time Login as per Section 4.1-(xi) & (xii) respectively. For an existing Agent who is already in iSPKP system, this step is not applicable as Biometric Verification is only required once.

4.7 PIC Termination

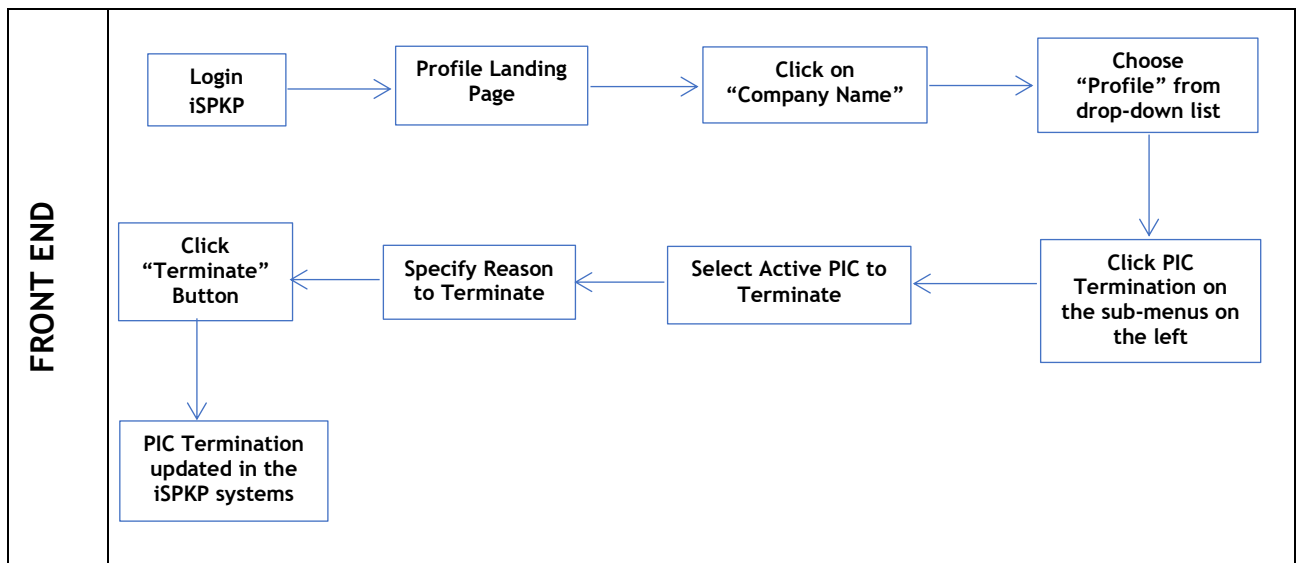


Figure 52: Process Flow - PIC Termination

The Company Director can terminate a PIC due to reasons such as staff resignation, staff transfer, breach of trust, etc.

The Director must login and go to the Landing Page to execute this activity.



Figure 53: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and click on User ID	*Mandatory field
2	Password	This is a security feature for the authorized person to access the system	Enter password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the Landing Page as shown in Figure 54

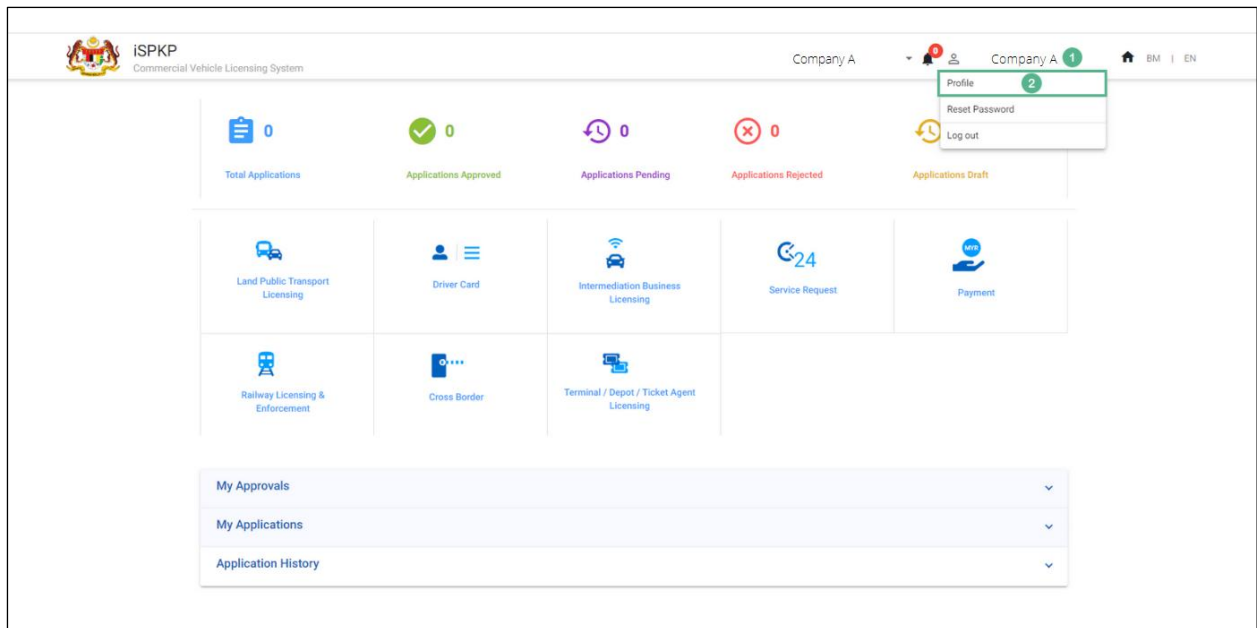


Figure 54: Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Profile Page	Click on the Profile icon	*Mandatory field On Profile screen, click at the PIC Termination Sub-menu on the left

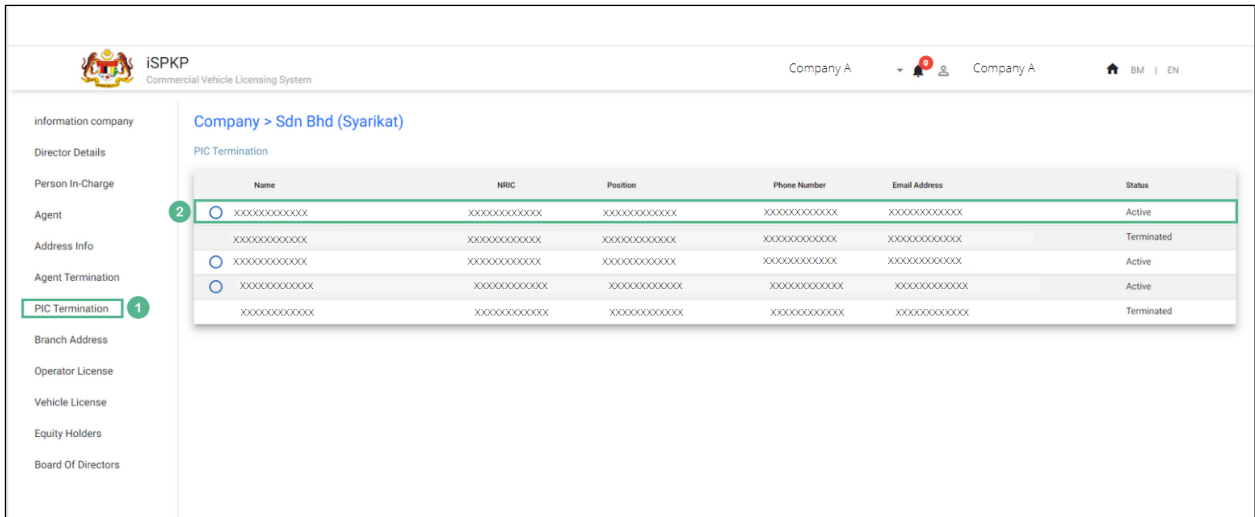


Figure 55: PIC Termination Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	PIC Termination Sub-Menu	This field lists of existing PIC(s) information	<p>Click PIC Termination Sub-Menu at the left side</p> <p>The Namelist of all PICs (Active and Terminated) shall be displayed with the following details:</p> <ul style="list-style-type: none"> i. Name ii. NRIC iii. Position iv. Phone Number v. Email Address vi. Status 	<p>*Mandatory field</p> <p>Those PIC under LPKP Sabah and LPKP Sarawak shall have and Indicator (H / K) added to their NRIC.</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Active PIC button (icon)	Allows termination of Active PIC from the namelist displayed	Select Active PIC to terminate using the radio button	*Mandatory field Figure 55 will be displayed

Figure 56: PIC Termination Reason

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Reason for Terminate	Provide details	Key-in details	*Mandatory
2	Terminate	Executes the PIC Termination	Click the “Terminate” button	*Mandatory

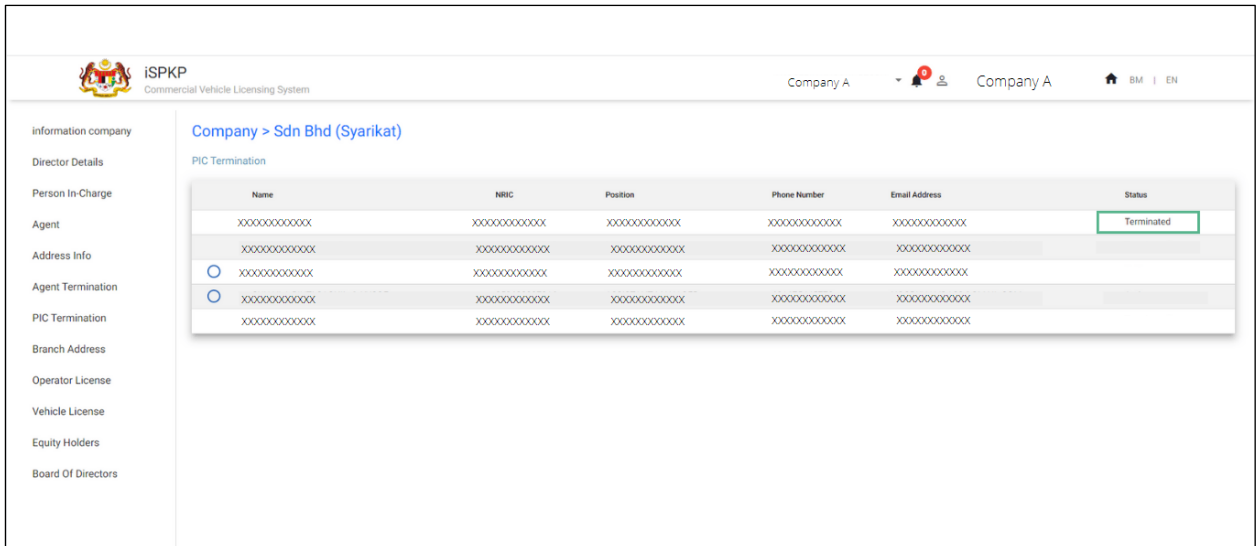


Figure 57: PIC Terminated List

The status of the PIC will be updated as “Terminated” as per Figure 57.

4.8 Agent Termination

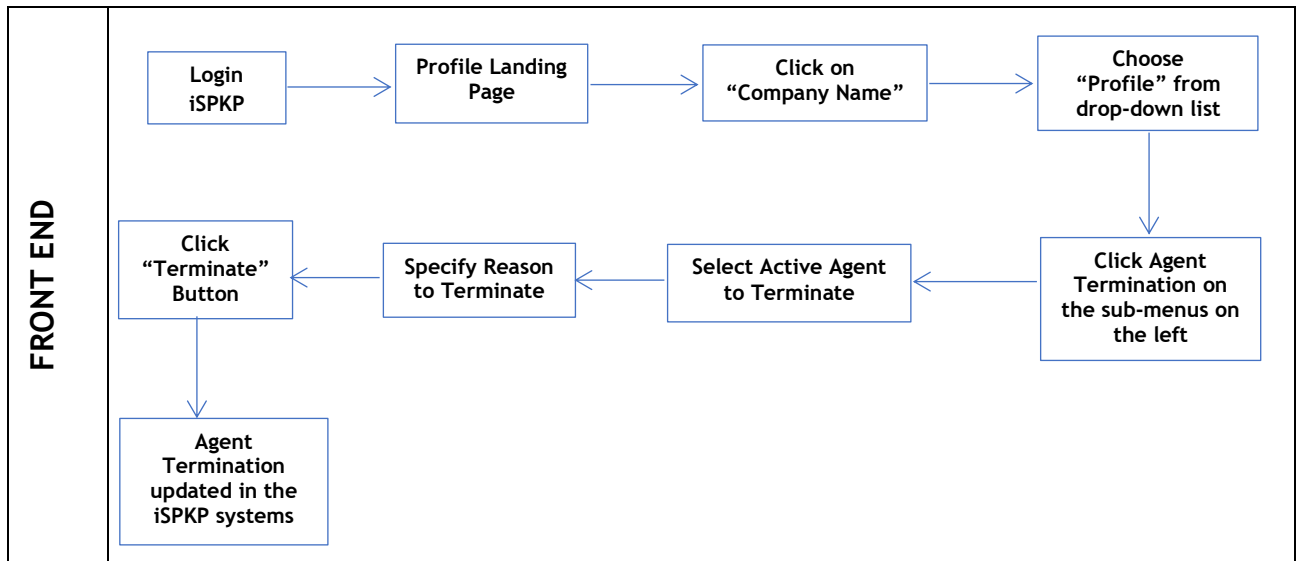


Figure 58: Process Flow - Agent Termination

The Company Director can terminate an Agent due to reasons such as agent resignation, breach of trust, etc. Sometimes the Agent Termination is initiated in iSPKP systems.

The Director must login and go to the Landing Page to execute this activity.



Figure 59: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and click on User ID	*Mandatory field
2	Password	This is a security feature for the authorized person to access the system	Enter password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the Landing Page as shown in Figure 60

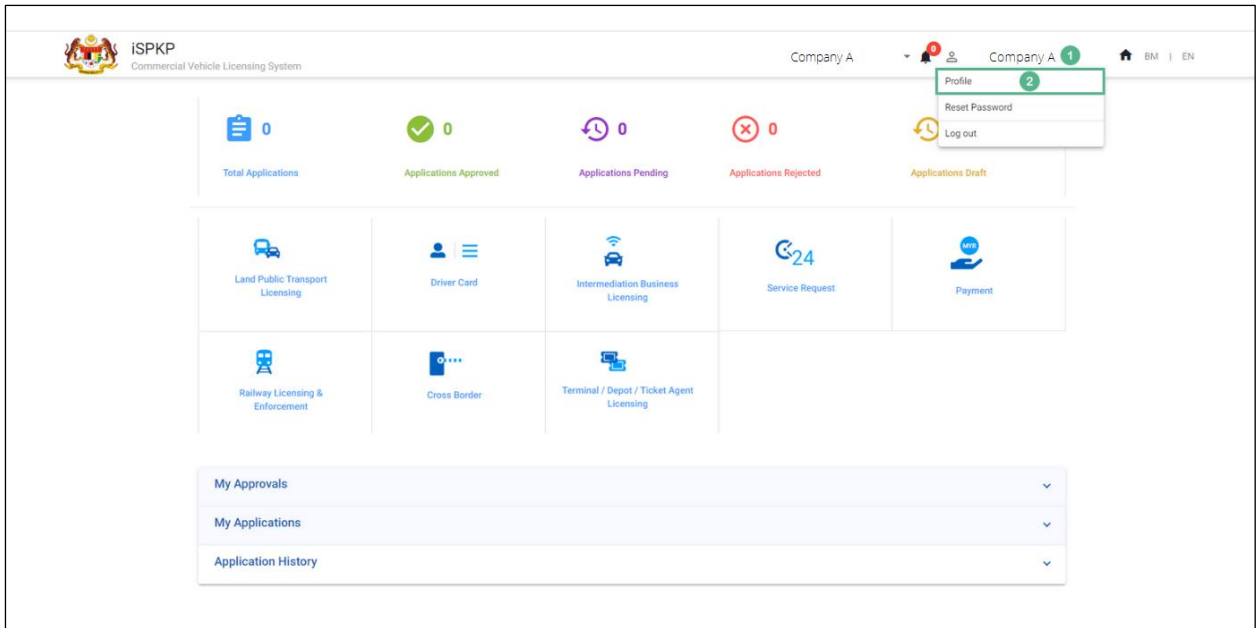


Figure 60: Profile Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Profile Page	Click on the Profile icon	*Mandatory field On Profile screen, click at the Agent Termination Sub-menu on the left as per Figure 61

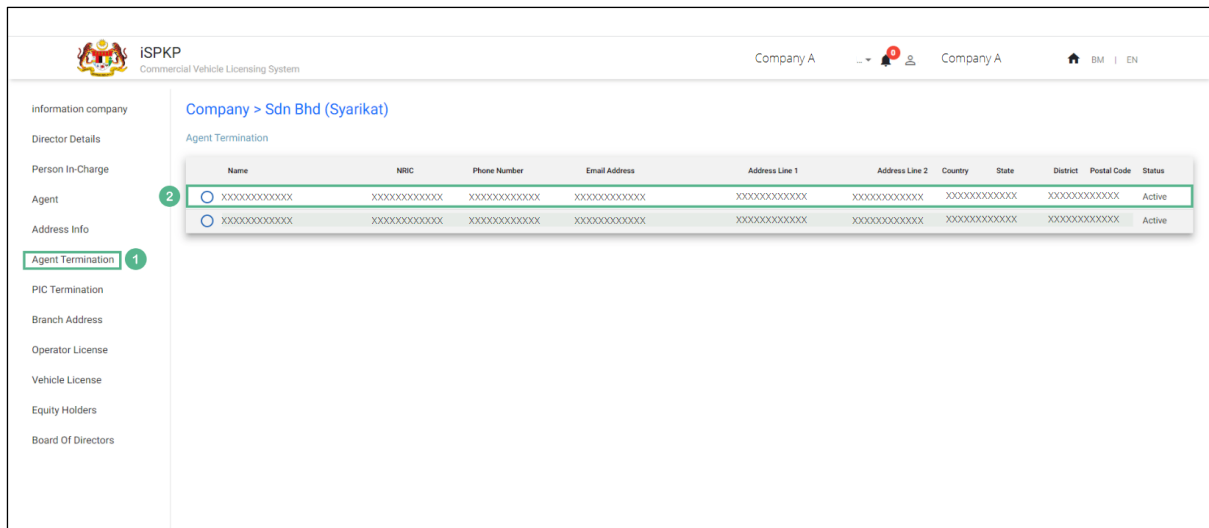


Figure 61: Agent Termination Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Agent Termination Sub-Menu	This field lists of existing Agent(s) information	Click Agent Termination Sub-Menu at the left side The Namelist of all Active Agents shall be displayed with the following details: i. Name ii. NRIC iii. Phone Number iv. Email Address v. Address vi. Status	*Mandatory field Those PIC under LPKP Sabah and LPKP Sarawak shall have and Indicator (H / K) added to their NRIC.
2	Radio button (icon)	Allows termination of Active Agent	Click radio button on the left to terminate	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		from the namelist displayed	the selected Active Agent	Figure 61 will be displayed

Figure 62: Reason for Agent Termination

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Reason for Terminate	Provide details	Key-in details	*Mandatory
2	Terminate	Executes the Agent Termination	Click the “Terminate” button	*Mandatory

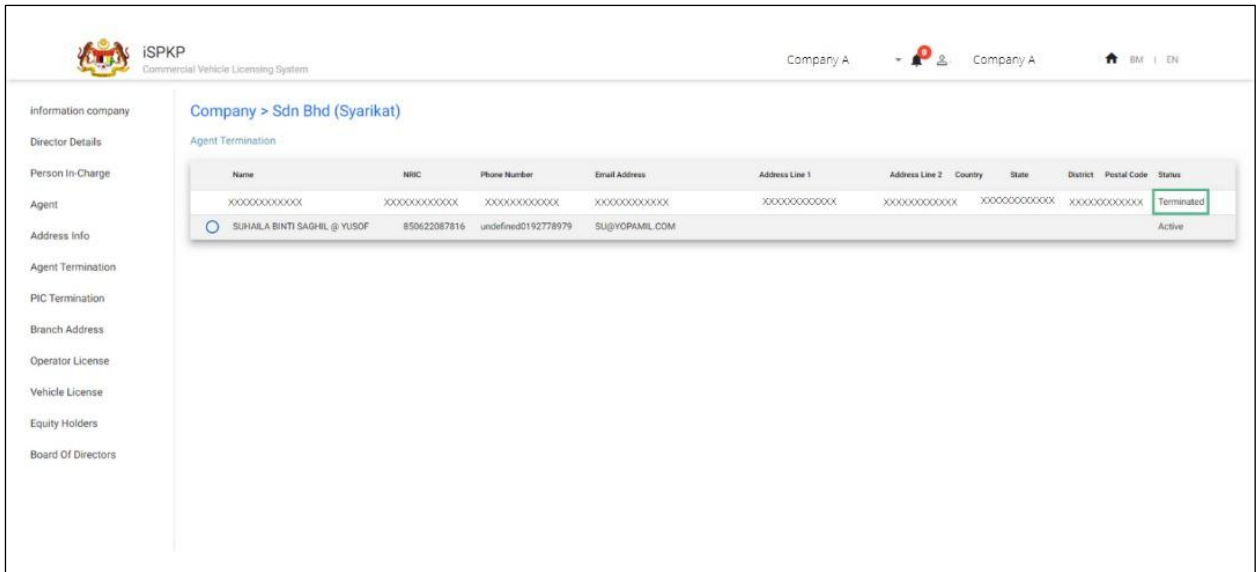


Figure 63: Agent Terminated List

The status of the Agent will be updated as “Terminated” as per Figure 63.

4.9 Profile Update

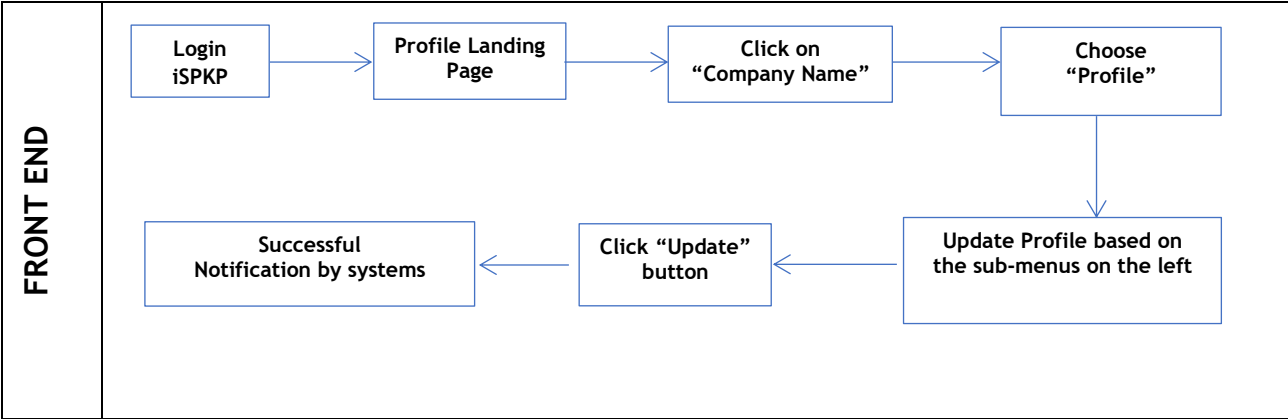


Figure 64: Process Flow - Profile Update

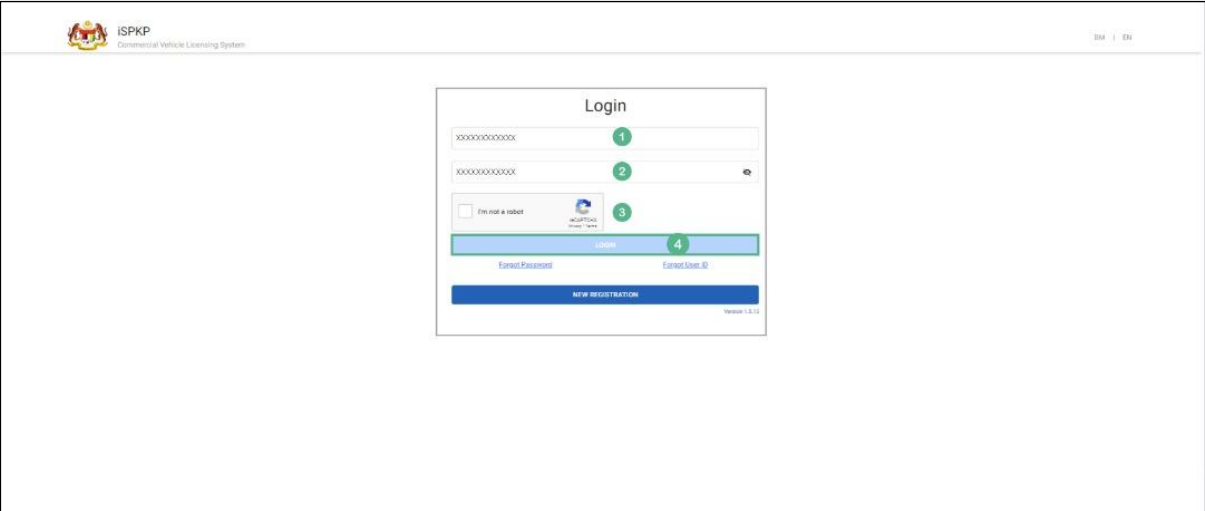


Figure 65: iSPKP Login Page

Whenever there is a need to update certain information in the Company Profile, the following steps are to be followed:

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for authorized person	Go to Login Page and click on User ID	*Mandatory field
2	Password	This is a security feature for the authorized person to access the system	Enter password	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the landing page as shown in Figure 66

The Landing Page enables Profile Update changes to be made.

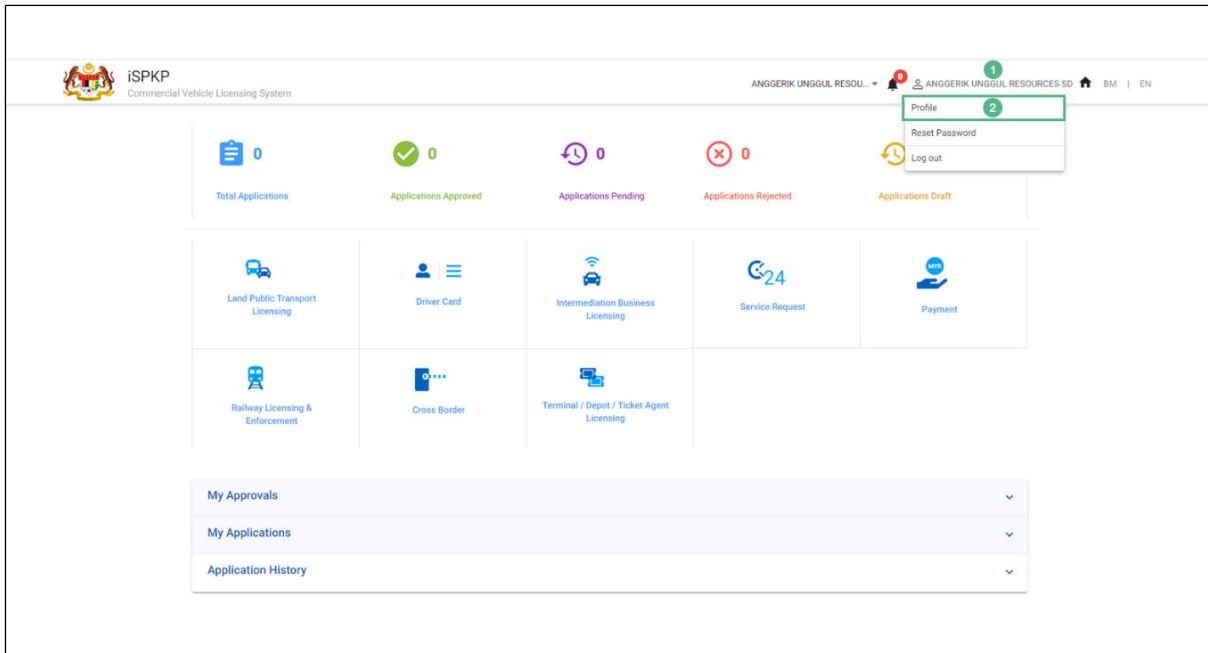


Figure 66: Landing Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company name	Name of company registered in the iSPKP system	Click on the company name on the top right side	Dropdown button will appear with 3 options (Profile / Reset Password / Logout)
2	Profile	Changes to Profile are made in the Landing Page	Click on the Profile icon	*Mandatory field Profile Page displayed as per Figure 67

Changes can then be made to the Company's Profile in the Profile Page by selecting the respective sub-menu on the left as per Figure 67.

Under the respective sub-menu, some fields are "disabled" (cannot be updated) while others are "enabled" (can be updated). Those fields that are disabled consists of data that are integrated real-time to JPN / SSM system and are current. Other

operational related data are enabled so that changes can be made to reflect accurate information.

Please refer to Table 6 below for easy reference.

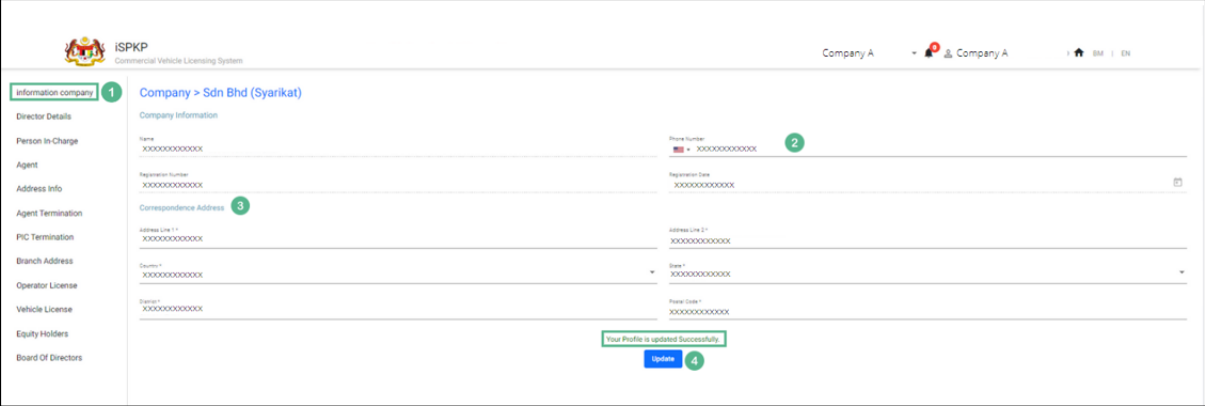


Figure 67: Profile Page

NO	PROFILE UPDATE SUMMARY TABLE	FIELD TYPE
	COMPANY DETAILS	
i	Company Reg No.	Disabled
ii	Company Name	Disabled
iii	Company Address (Registered)	Enabled
iv	Company Address (Operation)	Disabled
v	Company Address (Correspondence)	Enabled
vi	Phone No. (Registered)	Enabled
vii	Phone No. (Operation)	Disabled
viii	Phone No. (Correspondence)	Enabled
ix	Company Registration Date	Disabled
x	Type of Company Ownership (Sdn Bhd / Enterprise / Berhad / Holding / Cooperative / Organization / Operator)	Disabled
xi	Business Activity - Related to Transportation: Land / Delivery (Applicable to LPKP Sabah & Sarawak Only)	Enabled
	COMPANY OWNER / REPRESENTATIVE DETAILS	
i	Name	Disabled
ii	NRIC	Disabled
iii	Address as in NRIC	Disabled
iv	Address Correspondence	Enabled
v	Email Address	Enabled
vi	Mobile Phone Number	Enabled
vii	Position	Enabled
viii	Indicator (Applicable to LPKP Sabah & Sarawak Only)	Disabled

NO	PROFILE UPDATE SUMMARY TABLE	FIELD TYPE
	BRANCH ADDRESS DETAILS	
i	Branch Address	Enabled
ii	Postcode	Enabled
iii	State	Enabled
iv	Mobile Phone Number	Enabled
v	Official email	Enabled
vi	Name of Person in Charge	Enabled
vii	Position	Enabled
viii	Email	Enabled

Table 6: Disabled and Enabled Fields in the Profile Management Sub-Menu

Below are the steps to follow to update the profile module.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company Information	This enables changes to be made to the Information Company sub-module	Click on Company Information sub menu and make changes to the respective fields as per Table 3 above	*Only information on "Enabled" fields can be changed
2	Update	Enables changes to be updated in iSPKP	Click Update button	*Mandatory Message prompt "Your Profile is Updated Successfully" will appear

4.10 Reset Password

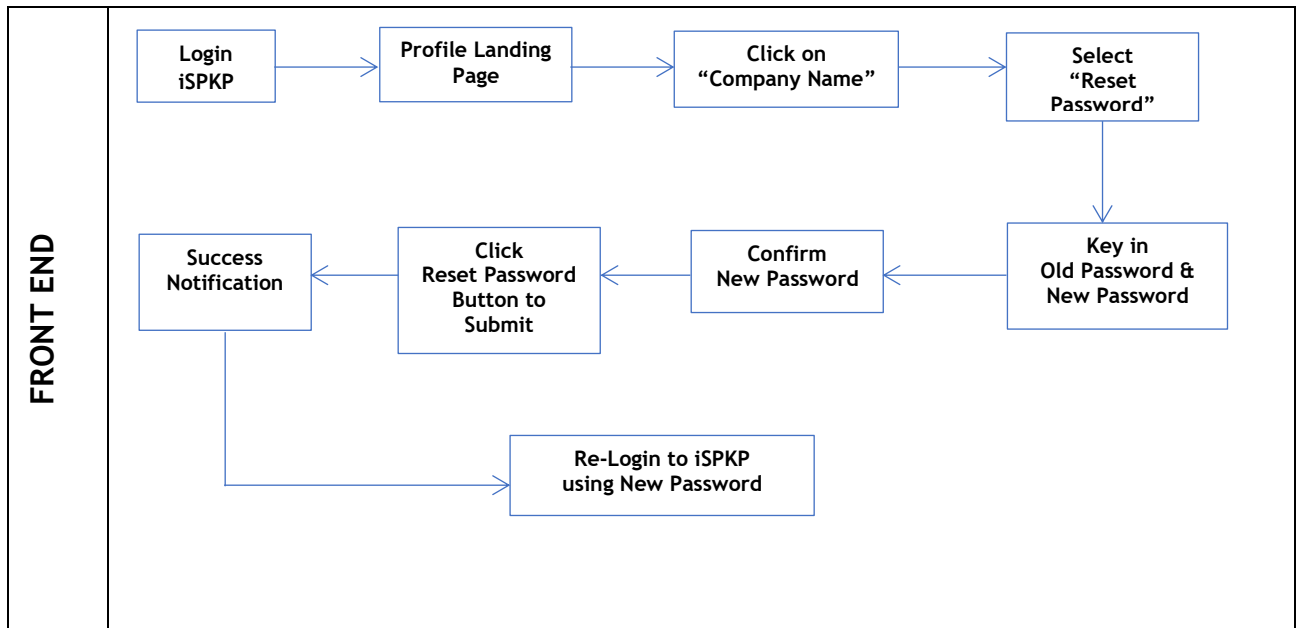


Figure 68: Process Flow - Reset Password

Whenever you feel the password has been compromised or if password has been shared and there is a need to change the password, please follow the following steps to reset the password.

In the iSPKP URL, please login to the Login Page with the available User ID and current password as shown in Figure 69.

The screenshot shows the iSPKP Commercial Vehicle Licensing System login page. The page features a header with the iSPKP logo and the text "iSPKP Commercial Vehicle Licensing System" on the left, and "BM | EN" on the right. The main content area is titled "Login" and contains the following elements:

- A "User Id" input field with a green circle containing the number "1".
- A "Password" input field with a green circle containing the number "2" and a toggle icon for visibility.
- An "I'm not a robot" checkbox with a green circle containing the number "3" and a reCAPTCHA logo.
- A blue "LOGIN" button with a green circle containing the number "4".
- Links for "Forgot Password" and "Forgot User ID" below the login button.
- A dark blue "NEW REGISTRATION" button at the bottom.
- A small "Version 1.5.11" label in the bottom right corner.

Figure 69: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User ID	User ID is a unique identification generated by the iSPKP system for you to use when you log into the system.	Enter the User ID	*Mandatory field User ID was previously stated in the Confirmation Email upon successful thumbprint verification at the APAD / LPKP Counter as shown in Figure 16/17
2	Password	This is the User's current password	Enter the current password in use	*Mandatory field
3	Captcha	A program that protects the system against illicit login attempts by malicious computer programs.	Click on the check box next to the "I'm not a robot" text to confirm your Captcha test.	*Mandatory field This is a security measure that helps to protect from spam & password decryption
4	Login	Login Button to complete the login and to access the system	Click Login	System will provide access to the landing page as shown in Figure 70.

Click on Company Name seen in the top right section of the landing page as shown in Figure 70.

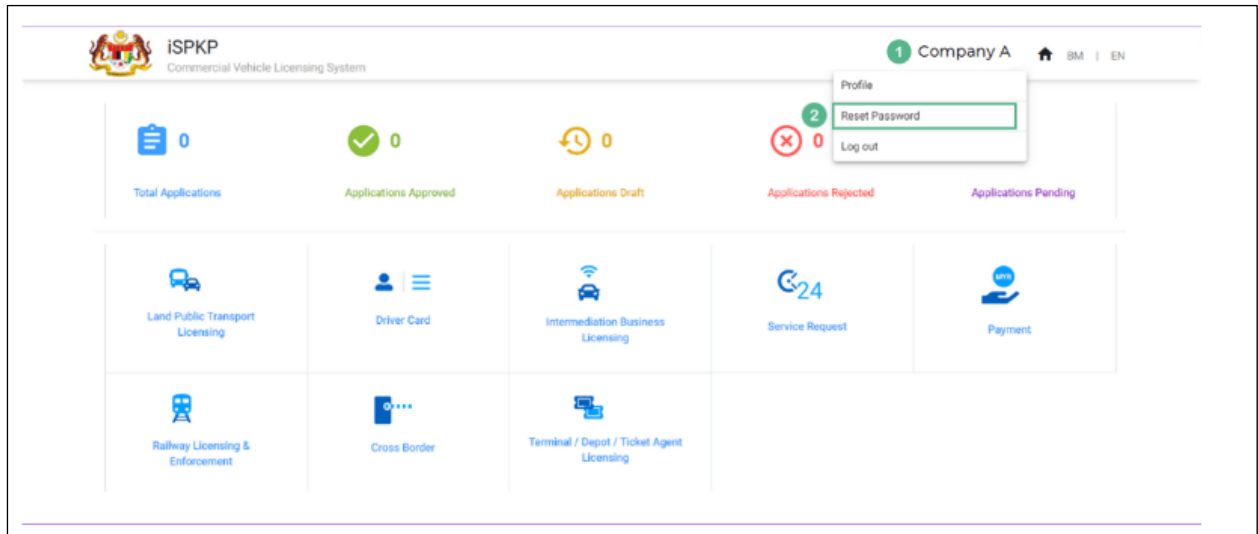


Figure 70: Landing Page: Reset Password

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1.	Company Name/User Name	Name of Company name given at the time of registration	Click on the Company Name	A drop-down menu appears as shown in Figure 70 (Profile / Reset Password / Logout)
2	Reset Password	Enables password reset	Click on Reset Password function	System will direct User to Reset Password as shown in Figure 71

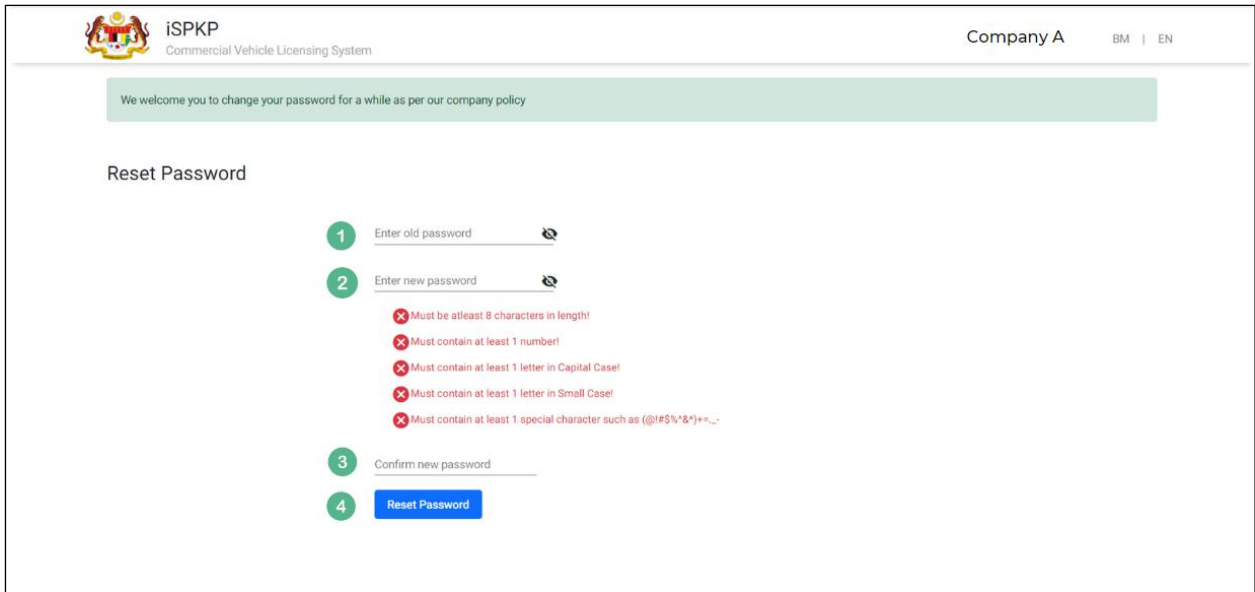


Figure 71: Password Reset Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Old Password	Existing password used currently to access the system	Enter the old password correctly	*Mandatory field
2	New Password	New Password	Enter the new password as per password rules/syntax given. All 5 rules/syntax to be followed will be shown in RED with X until the rules are satisfied. Eye symbol appears in the right and User can click to see the new password as it is entered in the new password field.	*Mandatory field Once the password has been entered and all rules/syntax followed correctly, the syntax/rules text will turn green

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
3	Confirm New Password	New Password to be confirmed	Re-enter the new password	*Mandatory
4	Reset Password	Reset Password Button will complete the password reset process	Click Reset Password Button	Success notification confirmation will be displayed by the system as in Figure 72 as “New Password has been updated successfully”. User needs to remember the new password for future access to iSPKP system

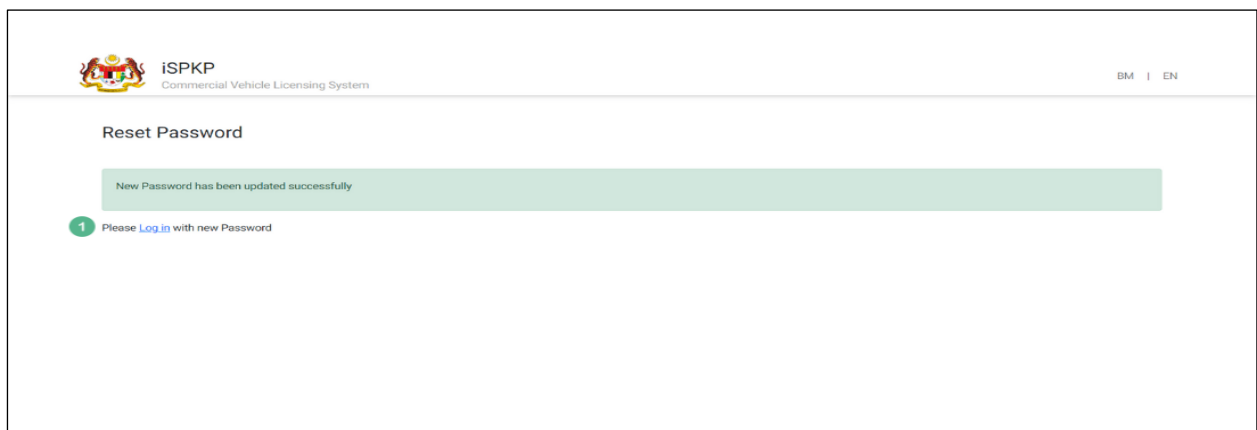


Figure 72: Successful Update Password

Upon successful password reset, the system will display success notification confirmation as “New Password has been updated successfully”.

Thereafter User needs to re-login using the new password to access the ISPKP system.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1.	Login	Login link to access the system	Click on the Login link	System will provide access to the Login Page as shown in Figure 73

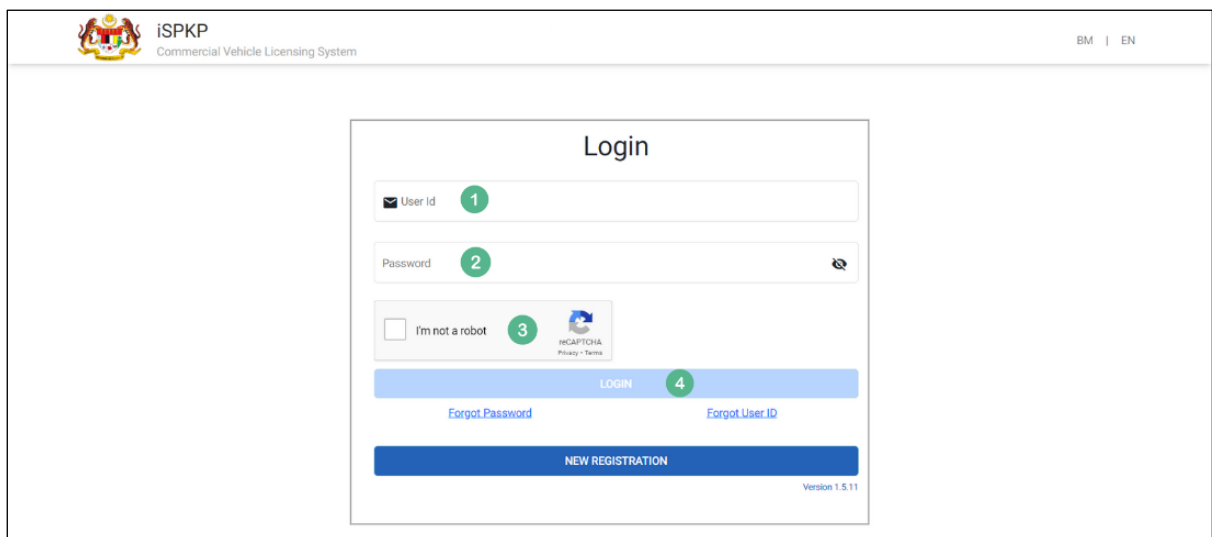


Figure 73: iSPKP Login Page

4.11 Forgot Password

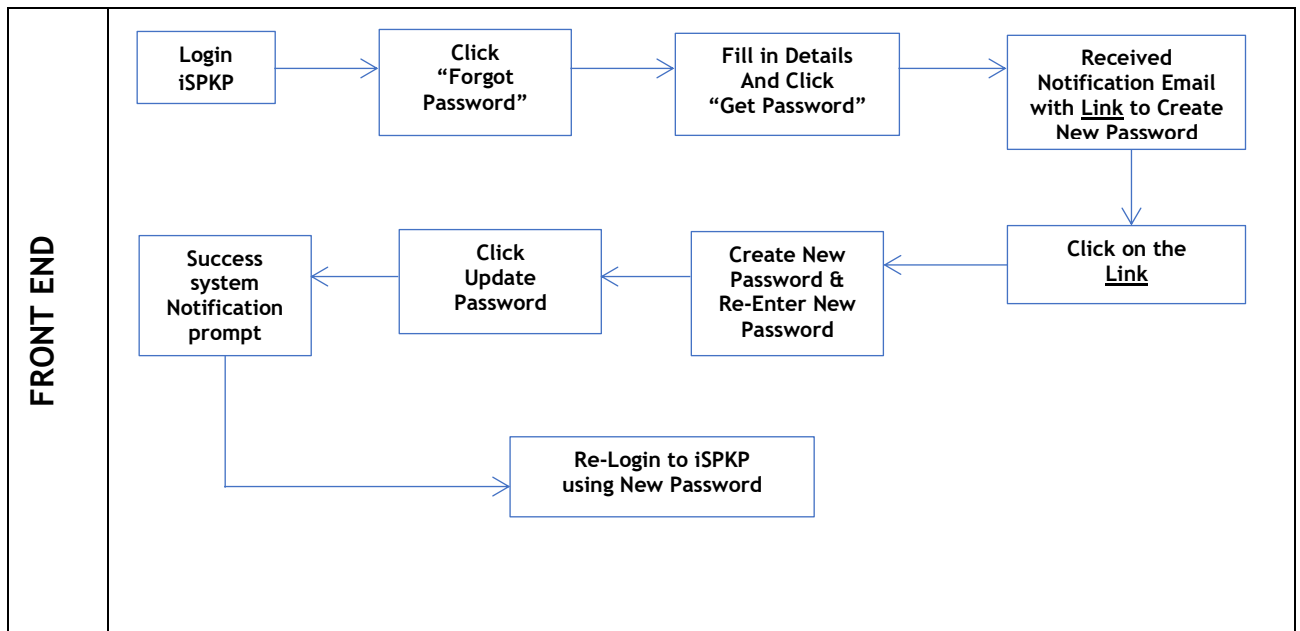


Figure 74: Process Flow - Forgot Password

In the event to User remembers User ID but Forgot Password, the following steps are to be followed for password change.

User need to access the Login Page and perform the Forgot Password activity.

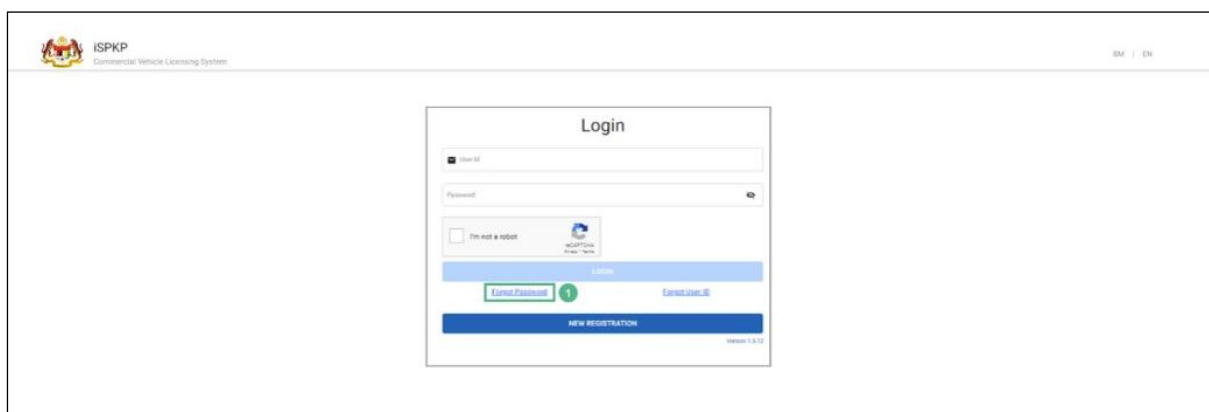


Figure 75: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Forgot Password	Enables change of password	Click Forgot Password	*Mandatory field This will direct the User to the next screen in Figure 76

The screenshot shows the 'Forgot Password' page of the iSPKP Commercial Vehicle Licensing System. The page has a header with the iSPKP logo and the text 'iSPKP Commercial Vehicle Licensing System' and 'BM | EN'. The main content area is titled 'Forgot Password' and contains a form with three steps: 1. Enter your User ID (with a red circle '1' next to the input field), 2. Enter your Email address (with a red circle '2' next to the input field), and 3. Get Password (with a red circle '3' next to a blue button labeled 'Get Password').

Figure 76: Forget Password

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Enter Your User Id	User ID is a unique identification generated by the iSPKP system for you to use when you log into the system.	Enter User ID	*Mandatory field
2	Enter Your Email Address	This is the Email used by User during	Enter Email Address	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		Company registration		
3	Get Password	This button completes the request for password change	Click Get Password button	*Mandatory field

User will receive a Notification Email from the iSPKP system to click on the link to create new Password as per Figure 77.

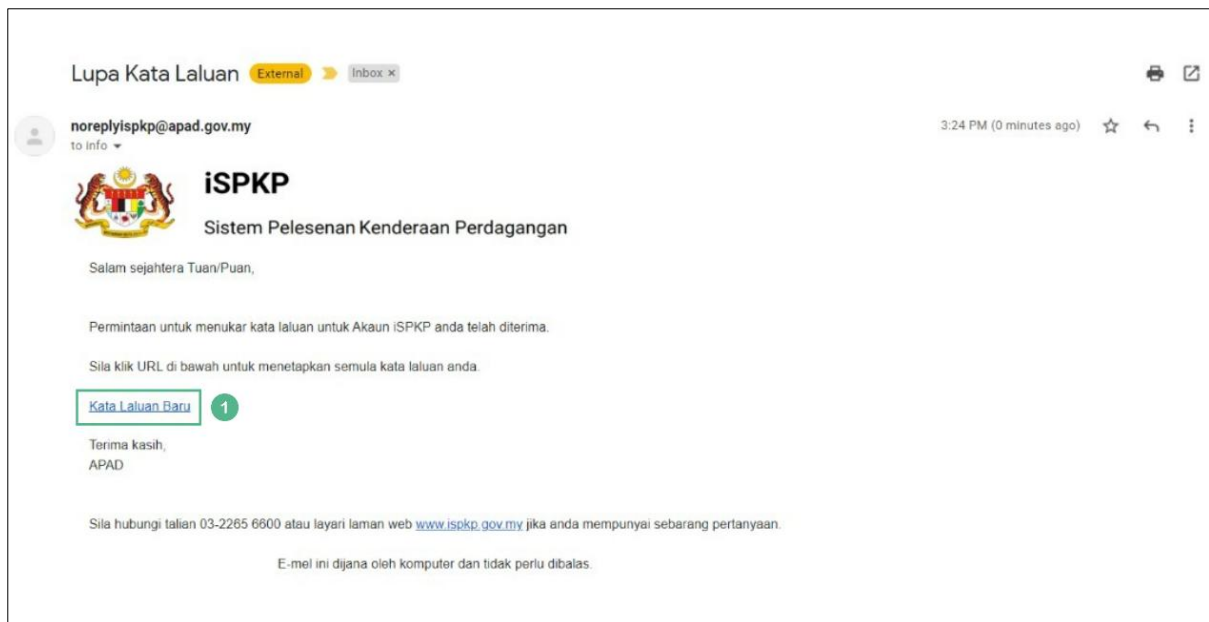


Figure 77: Notification Email

Thereafter User will proceed to create New Password by clicking on the link and following the steps below.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Kata Laluan Baru	This is to create new password	Click on Kata Laluan Baru	*Mandatory field

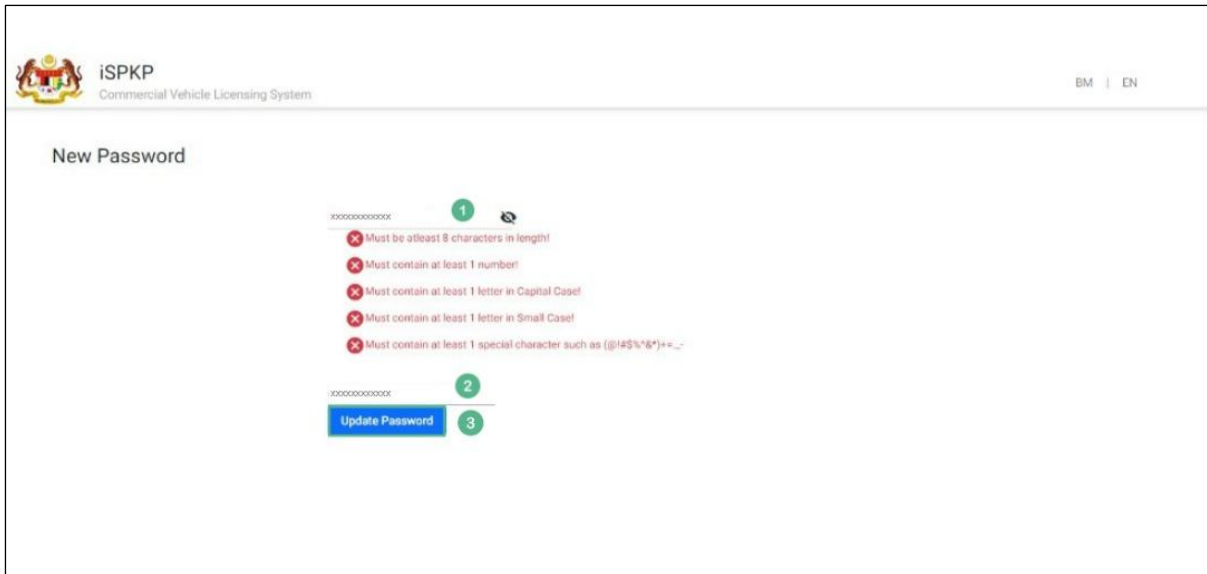


Figure 78: Create New Password

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Password	Create New Password	Enter the new password as per password rules/syntax given. All 5 rules/syntax to be followed will be shown in RED with X until the rules are satisfied Eye symbol appears in the right and User can click to see the new password as it is entered in the new password field.	*Mandatory field a. Must have at least 8 characters b. Must have at least 1 number (eg. 0,1,2,3,4,5,6 ,7,8,9) c. Must have at least 1 letter/text/ alphabet in small case (eg. A,b,c etc) d. Must have at least 1

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				<p>letter/text/ alphabet in Capital case (eg. A,B,C etc)</p> <p>e. Must have at least 1 Special character (eg. !@#%\$%^&*+_ =.)</p>
2	Re-enter New Password	Same as Step 1	Re-enter the new password	<p>*Mandatory field</p> <p>Once the password has been entered and all rules/syntax followed correctly, the syntax/rules text will turn GREEN as in Figure 79.</p>
3	Update Password	This will complete the new profile update	Click Update Password Button	*Mandatory field

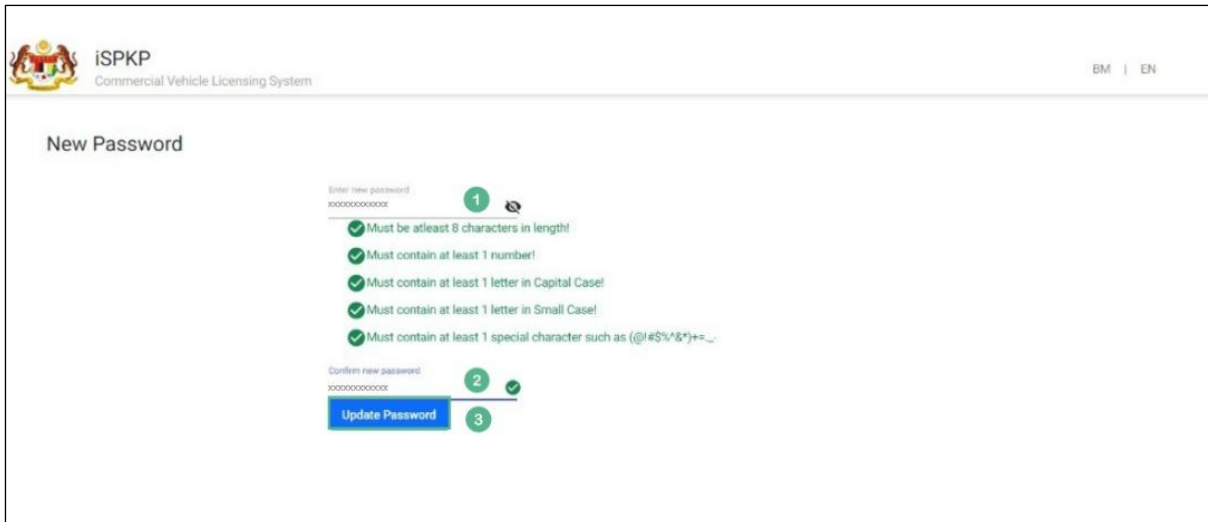


Figure 79: Password Changed Successfully

Upon successful change of the password, the message “New password has been updated successfully” is displayed as in Figure 80.

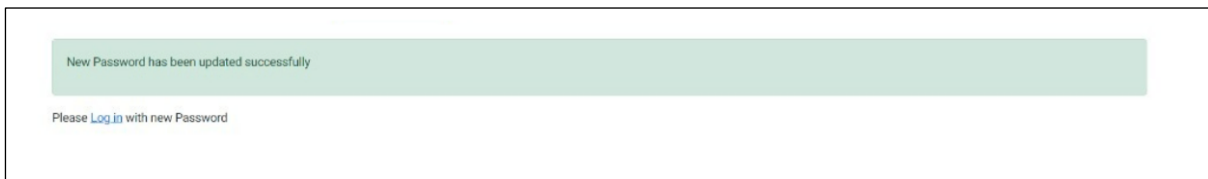


Figure 80: Successful Update Password

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Login	This button will redirect User to the Login Page	Click on Login link with New Password	User must use the New Password for access to the iSPKP system going forward.

4.12 Forgot User ID

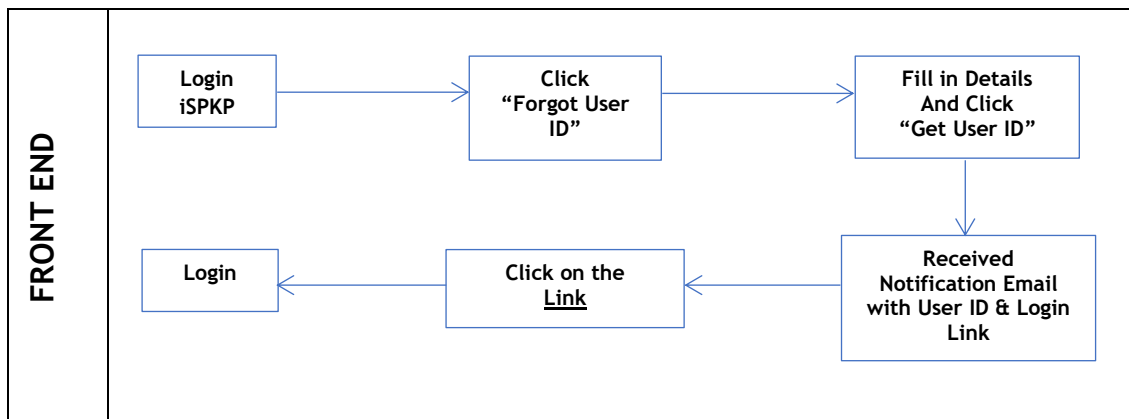


Figure 81: Process Flow - Forgot User ID

In the event the User forgot the User ID, the following steps are to be followed to retrieve the User ID.

User needs to access the Login Page as per Figure 81 and perform the Forgot User ID activity.

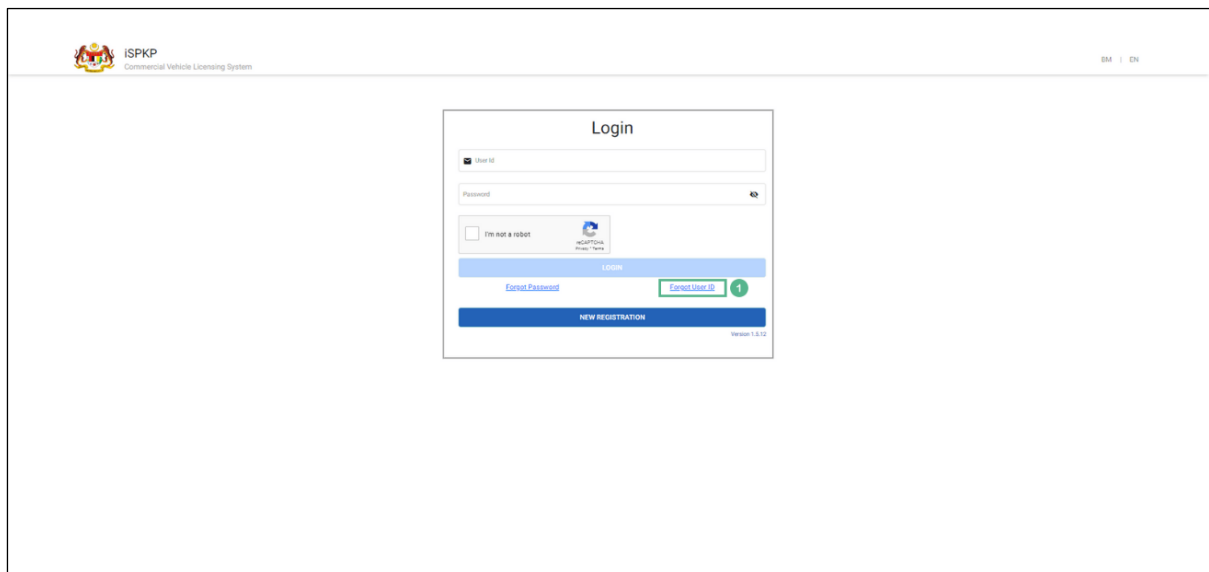


Figure 82: iSPKP Login Page

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Forgot User ID	Enables User ID retrieval process	Click Forgot User ID	*Mandatory This will direct the User to next screen in Figure 83

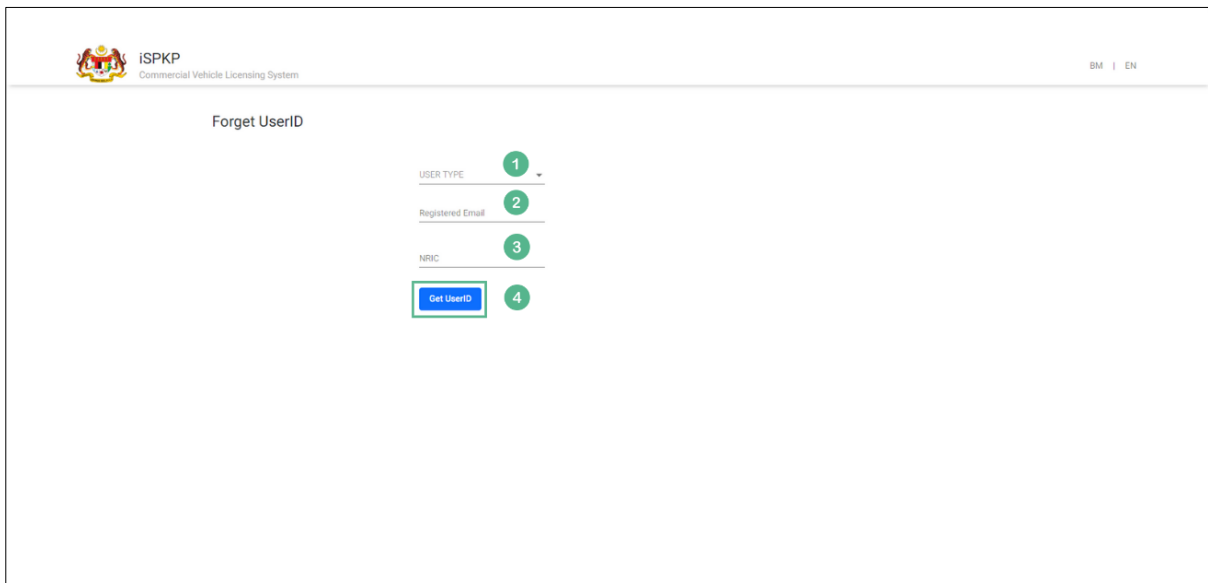


Figure 83: Forgot User ID (main buttons)

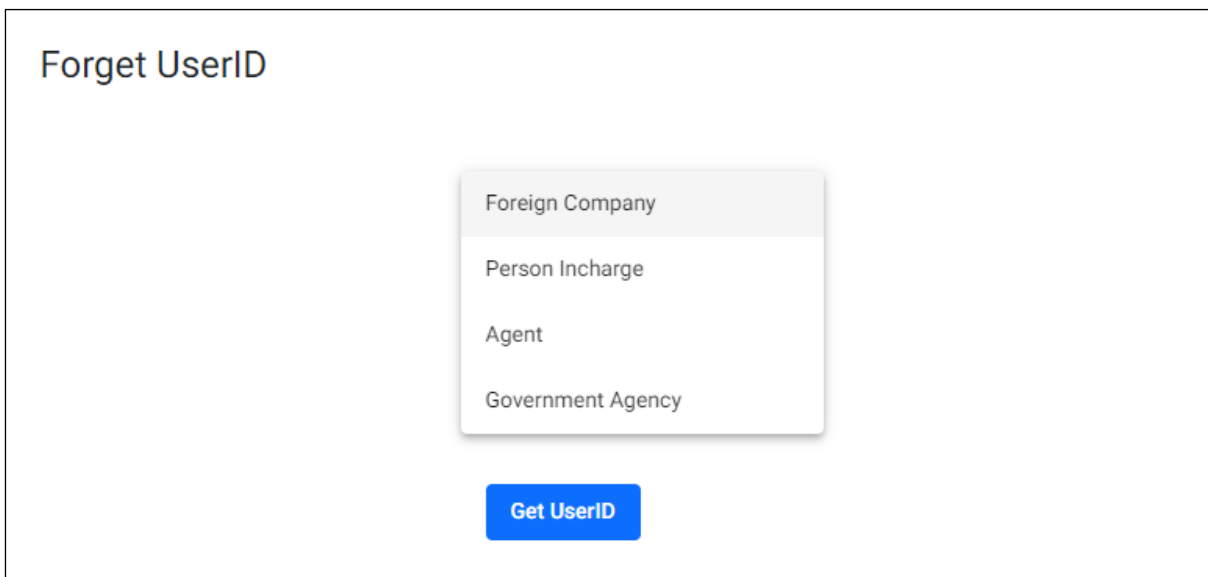


Figure 84: Forgot User ID (sub-button to select from the User Type buttons)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	User Type	This field identifies the User's type of Company	Select correct User Type from dropdown button: Foreign Company / Person In-charge / Agent / Government Agency	*Mandatory field This is a dropdown button under Figure 83 & 84
2	Registered Email	This is the Email used by User during Company registration	Enter Email Address	*Mandatory field
3	NRIC	Director NRIC as in MyKad	User to enter NRIC number as in MyKad without the dashes in between.	*Mandatory field 12-digit Format: 821203075248
4	Get User ID	This button completes the request for retrieval of User ID	Click Get User ID button	*Mandatory field

Users will receive a Notification Email from the iSPKP system stating User ID as per Figure 85.



iSPKP

Sistem Pelesenan Kenderaan Perdagangan

Salam sejahtera Tuan/Puan,

Permintaan ID Pengguna untuk akaun iSPKP anda telah diterima.

ID Pengguna : XXXXXXXXXXX

Sila klik pada pautan ini untuk [Log Masuk](#)

Sekian. terima kasih,
APAD

Sila hubungi talian 03-2265 6600 atau layari laman web www.ispkp.gov.my jika anda mempunyai sebarang pertanyaan.

E-mel ini dijana secara automatik. Tolong jangan balas mesej ini.

Figure 85: Email received on the User ID

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Login	This button will redirect User to the Login Page	Click on Login link	User is now able to access to the iSPKP system Login Page.

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 or SSM 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 persist, please refer to Section 5.2 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 wrongly key-in NRIC No or Company Name / Reg No during NEW APPLICANT REGISTRATION resulting in Integration Verification Error.	The following message will appear: “Your record is not found”	Users are advised to recheck information that was key-in using source documents such as NRIC or SSM Certificate.
2	Users from an EXISTING COMPANY which is already in the iSPKP database may encounter error when keying-in the Company Reg No whereby the company data is not found in iSPKP system. This could be due to data migration issue.	The following system message will appear: “No matching historical data”	The user is advised to manually key-in the company information and continue with registration process similar to a NEW APPLICANT.
3	Users may enter the wrong data entry format such as for email address, telephone number or date.	The field is highlighted red.	Users are advised to key-in information in the correct format. The field then changes from red to black line

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
4	<p>User may accidentally leave the mandatory field blank as follows:</p> <ul style="list-style-type: none"> - COMPANY info such as company name, company reg no and company reg date - INDIVIDUAL info such as name, NRIC, email address and mobile tel no 	<p>The field is highlighted in red.</p>	<p>User to key-in information in the correct format and the red line is changed to black line.</p>
5	<p>User may encounter errors during the file upload stage such as:</p> <ul style="list-style-type: none"> - Forgot to upload file - File too big to upload (more than 3MB) - File not in PDF format 	<p>The following messages will appear:</p> <p>“Please select a file”</p> <p>“File size cannot exceed 3000kb”</p> <p>“Accepted File type application/pdf”</p>	<p>Users are advised to upload the files in the correct format / size.</p>

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
6	User may overlook to click on the “I Accept” button resulting in Non-Declaration Error.	The following system message will appear: “Please accept the Terms and Condition”	User is advised to click the “I Accept” button to submit the application
7	User may experience the following password related errors when trying to access the Login Page / when creating new password or reset password: <ul style="list-style-type: none"> - wrong password - incorrect password format 	The following system message will appear: “Password do not match.” “The password is not complex”	Users are advised to recheck password keyed-in and ensure it is accurate. Also please ensure that the password created meets the password rules / syntax during password creation.

Table 7: Types of Errors and How to Rectify

5.3 Helpdesk Contact Information

Hotline Number: 03-8000 8000 / 1800 88 7723

Email Support: aduan@mot.gov.my