



**KEMENTERIAN PENGANGKUTAN
MALAYSIA**

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (FRONT-END)

CROSS BORDER 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 instructions to the User with regards to the Cross Border 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 Cross Border 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
0.1	21/3/2023	First draft	Norehan Bt Zahidi

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Please refer to separate Appendix document for details.

Appendix 1: Acronyms

Appendix 2: General Terms

1. INTRODUCTION

This Cross Border 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 introduces the Cross Border Management Module and the guidelines & steps for the various sub-Modules related to the Cross Border Management in the iSPKP system.
- This module will briefly explain applications for vehicles wanting to cross the border of Malaysia (inbound and outbound). Customer also can cancel the application of Cross Border.

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 Cross Border Management Module.
2	Module Overview	This section is a high level description of the iSPKP system functionality.

Section No.	Section Title	Section Description
3	Module Functionality Description	This section provides an overview of different functions available in the Cross Border Management Module in managing the various processes involving Cross Border activities.
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 Cross Border 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 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: 03-8000 8000 / 1800 88 7723

Email Support: aduan@mot.gov.my

1.4 List of References

- This Cross Border 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)
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 Cross Border Management Module is mainly focused on Land Public Transport Cross Border processes consisting of the various sub-Modules related to the Cross Border 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 can detect 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 Cross Border Management Module for the purpose of the various sub-Modules management in the iSPKP system.

2.2 Module Description

The Cross Border Management Module enables the User to perform the key activities related to Cross Border Management Module in the iSPKP system.

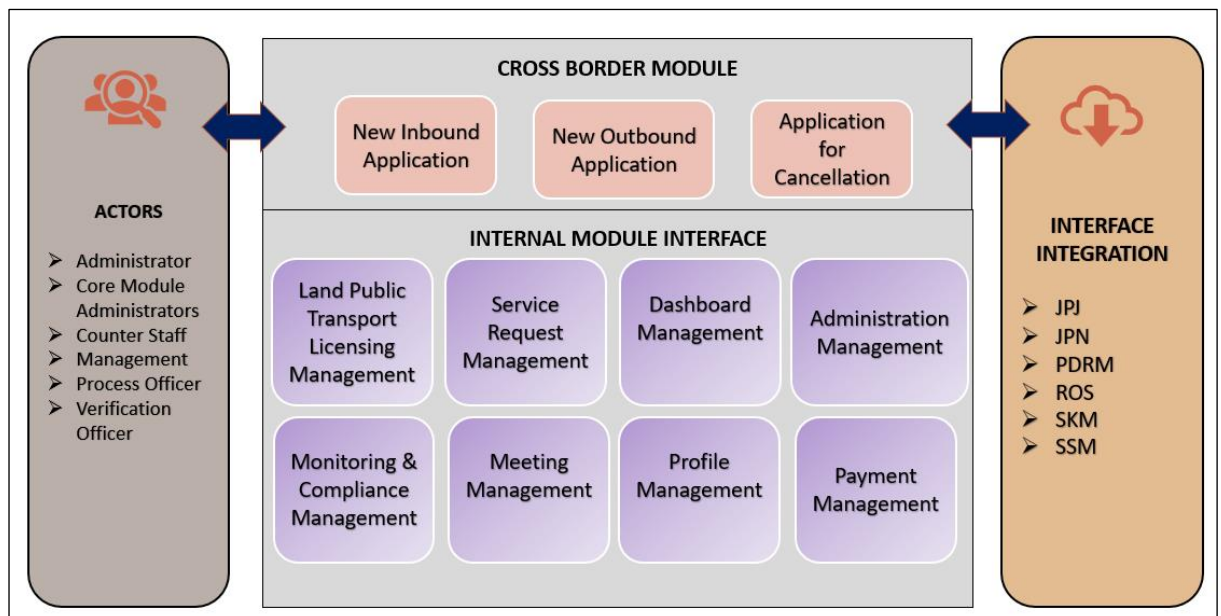


Figure 1: High Level Cross Border Management Module

Figure 1 above illustrates the high-level overview of the Cross Border 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 interfaces integration with external Agencies.

The Cross Border Management Sub-Modules consist of New Inbound Application, New outbound Application and Application for Cancellation.

This Module also integrates with the Land Public Transport Licensing Management Module, Service Request Management Module, Dashboard Management Module, Administration Management Module, Payment Management Module, Profile Management Module, Meeting Management Module and Monitoring & Compliance Management Module.

3. MODULE FUNCTIONALITY DESCRIPTION

The Users for this Module are Operators (Companies), PIC of the company 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 a specific role for the Cross Border Management Module in the iSPKP system which will be elaborated under Section 3.2.

3.1 Cross Border Management Functionality

This module will briefly explain applications for vehicles wanting to cross the border of Malaysia (inbound and outbound) and cancel the application which has been made in application for new inbound and new outbound.

3.1.1 New Inbound Application

Customers will apply when vehicles (Taxi and Buses for APAD) want to come into Malaysia (foreign company or Sabah, Sarawak Company), eg: Singapore to Johor, Sabah want to go Sarawak but need to pass Brunei, Thailand enter Malaysia. Customer information and data will be migrated from SIKAP (existing) and integrated with JPN for identification, SSM, SKM and ROS for Company Information System will integrate with PDRM and JPJ to check summons, lawsuit, blacklisted and criminal records. All the vehicle info will be automatically submitted to JPJ, and the system will get a response from JPJ (vice versa).

3.1.2 New Outbound Application

Customers will apply when vehicles (taxi and buses for APAD) want to go out from Malaysia, eg: Johor to Singapore, Sabah want to go Sarawak but need to pass Brunei, Malaysia want to enter Thailand or Kalimantan. Customer information and data will be migrated from SIKAP (existing) and integrated with JPN for identification, SSM, SKM and ROS

for Company Information. The system will integrate with PDRM and JPJ to check summons, lawsuits, blacklisted and criminal records. LPKP will integrate with the internal module also. All the vehicle info will be automatically submitted to JPJ, and the system will get a response from JPJ (vice versa). AGVCBP will combine with the Outbound module.

3.1.3 Application for Cancellation

Customers can cancel the approved application or still in progress due to certain reasons, eg: lorry accident, bus breakdown. Customer information and data will be migrated from SIKAP (existing) and integrated with JPN for identification, SSM, SKM and ROS for Company Information. The system will integrate with PDRM and JPJ to check summons, lawsuits, blacklisted and criminal records. If a customer or a Company has one of these, the license and permit cannot be cancelled. LPKP will integrate with the internal module also. All the vehicle info will be automatically submitted to JPJ, and the system will get a response from JPJ (vice versa).

3.2 User Types and Roles

There are different types of Users involved in the Cross Border 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	USERNAME 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: Cross Border - Username Display on Landing Page

Below is a sample of the Username displayed on the Landing Page.

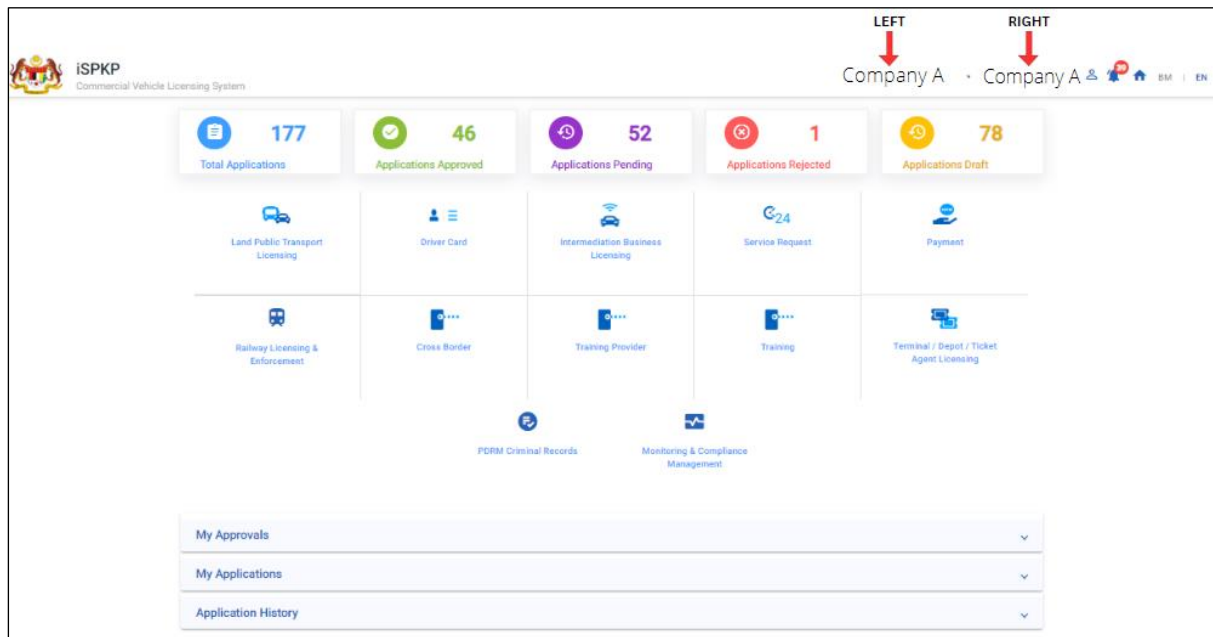


Figure 2: Username Display on Landing Page

Each of these User perform specific roles as below:

USER TYPE	CROSS BORDER MANAGEMENT		
	COMPANY DIRECTOR	COMPANY PIC	COMPANY AGENT
New Inbound Application	/	/	/
New Outbound Application	/	/	/
Application for Cancellation	/	/	/

Table 4: Cross Border Management - User Types and Roles

3.3 Work Process Flow

- The following work process flow considers 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 Inbound Application

This activity is a process for vehicles only from overseas to apply for approval to enter Malaysia. This activity can be performed by Company Director / Company PIC / Company Agent using their respective credentials (User ID and Password).

The PIC or Agent who wants to make a New Inbound Application require approval from company Director where necessary. Director will receive notification via email and the system will display in dashboard to approve / reject the application that has been made by PIC or Registered Agent by clicking the link.

Please refer to Table 3 in this manual for details.

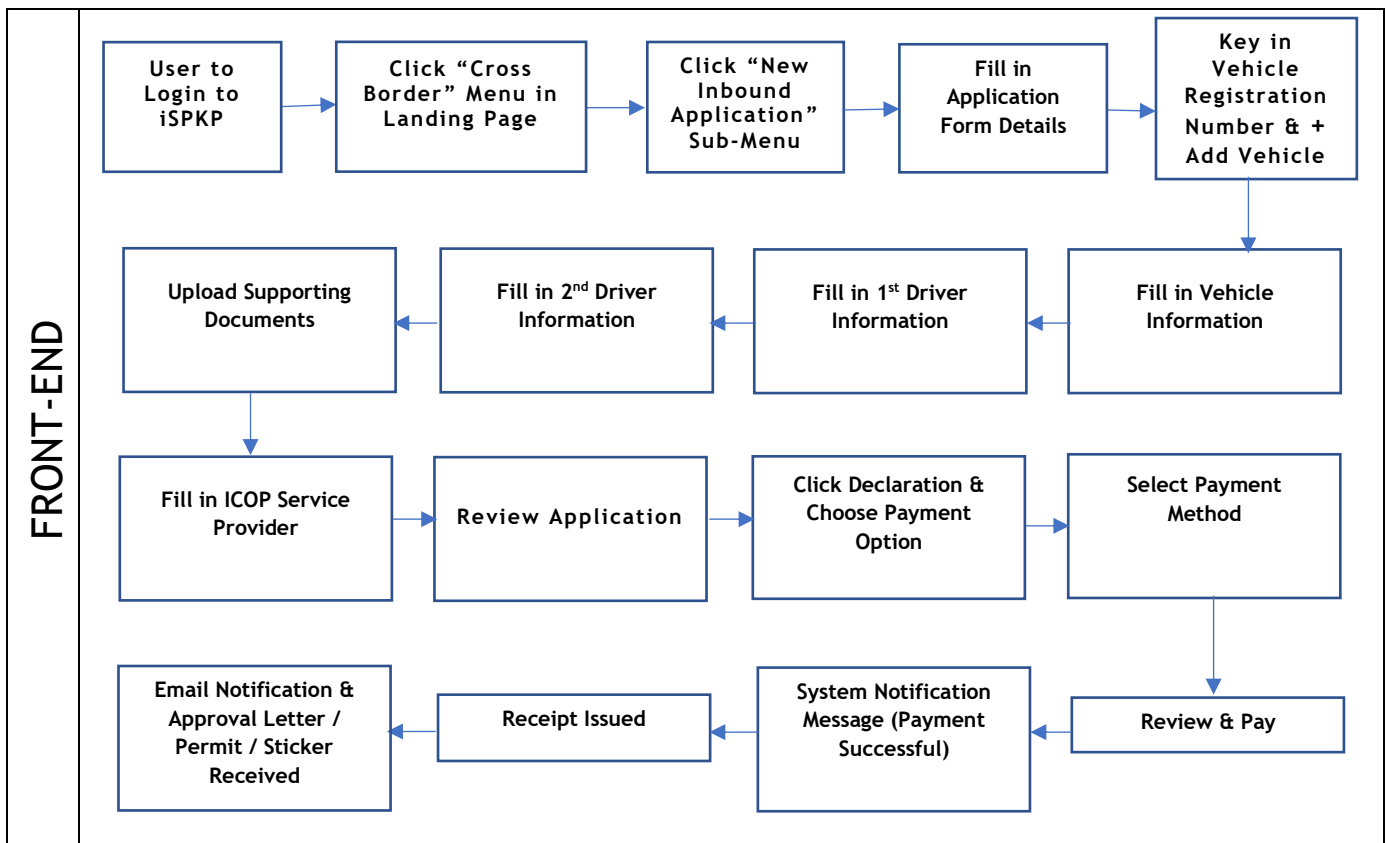


Figure 3: New Inbound Application Process Flow

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 when application is made by PIC or Agent, company Director’s 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 Cross Border Menu as follows:

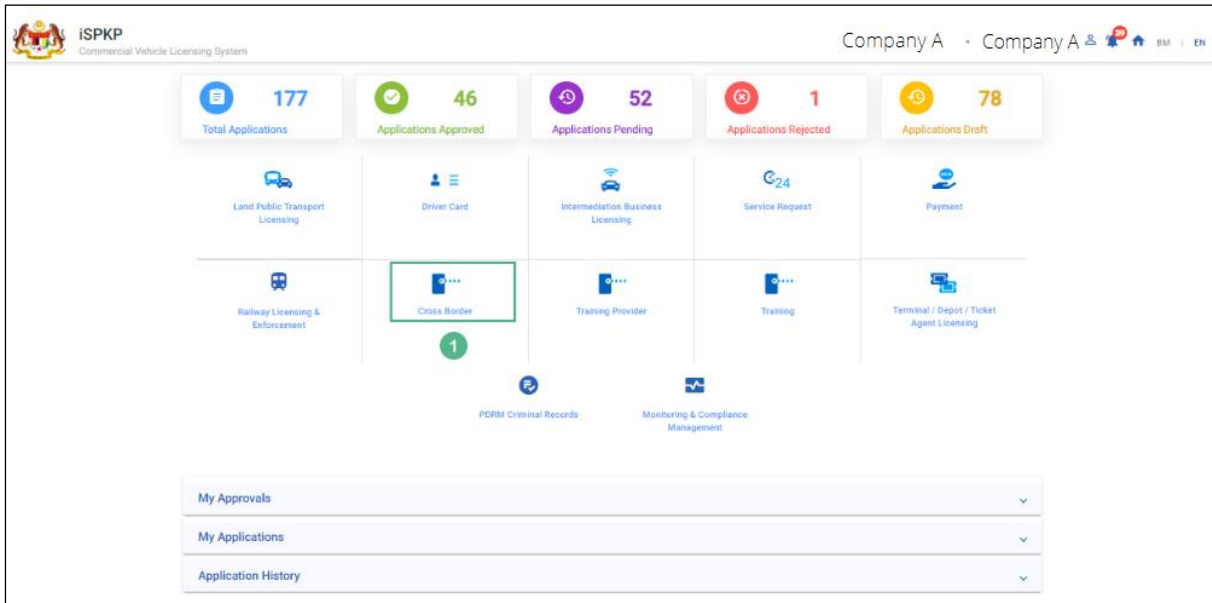


Figure 4: Landing Page - Cross Border Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cross Border Management	This menu allows access to various Cross Border Management sub-menus.	User to click the “Cross Border” menu option.	* Mandatory field. Click button. Cross Border Management sub-menus will be displayed (New Inbound Application / New Outbound Application / Application for Cancellation) as shown in Figure 5.

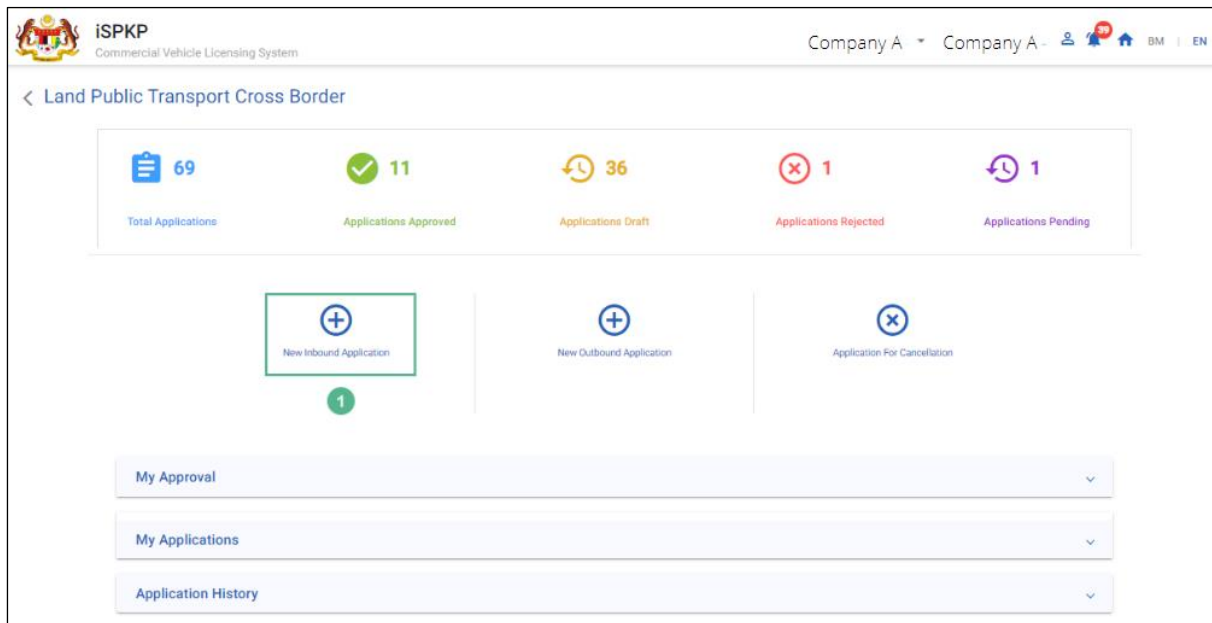


Figure 5: Cross Border Management - New Inbound Application Sub-Module

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

Each panel on the left must be completed to initiate the complete process for New Inbound Application.

4.1.1 Cross Border Information

“Cross Border Information” is the first panel to be completed.

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The top navigation bar includes the iSPKP logo, the text 'Commercial Vehicle Licensing System', and user information 'Company A'. The main content area is titled 'Land Public Transport Cross Border > New Inbound Application'. On the left, there is a sidebar with navigation options: 'Cross Border Information' (selected), 'Vehicle Information', 'ICOP Service Provider', 'Review Application', and 'Declaration'. The main area displays the 'Application Form' with five numbered fields: 1. Permit Type, 2. License Service Type, 3. License Class Type, 4. MOU *, and 5. Country *. A 'Next' button is located at the bottom right of the form area.

Figure 6: New Inbound Application - Cross Border Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Permit Type	Provides access to various New Inbound Application “Permit Type” listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - Inbound (selected) - AGVCBP 	Dropdown button.
2	License Service Type	Provides access to various New Inbound Application “License Service Type” listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - Perkhidmatan Awam - Kenderaan Barangan (selected) - Kenderaan Pelancongan 	Dropdown button.
3	License Class Type	Provides access to various New Inbound Application “License Class Type” listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - Pembawa A - Pembawa C 	Dropdown button.
4	MOU*	User can choose which MOU related to their respective application form the listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - MY-SG-TH - NOMOU - SOSEK Malindo - AirAsia - MAS - MY-TH 	Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - AGVCBP (MY) - AGVCBP (Inbound) 	
5	Country	Country from where the vehicle will come from. Users need to choose from the listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - MALAYSIA - SINGAPORE - THAILAND 	Dropdown button.
6	Next	Completes the selection process for “Cross Border Information” panel	User to click on “Next” button.	Click button. Next screen is displayed as per Figure 7.

4.1.2 Vehicle Information

User will proceed to the “Vehicle Information” panel which is displayed below.

Figure 7: New Inbound Application - Vehicle Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Registration Number	Enables input of Vehicle Registration Number.	User to key in detail	Text format. *Mandatory field.
2	+ Add Vehicle	Enables input of “Vehicle & Drivers” details.	User to click on “+ Add Vehicle” button.	Click button. Next screen is displayed as per Figure 8.

Figure 8: Vehicle Information - Add Vehicle Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Information Tab	Specific “Vehicle” details to be filled in	User to click on the Tab	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Vehicle Information	Specific "Vehicle" details to be filled in	User to fill in the following information: <ul style="list-style-type: none"> - Year Made - Travel Agency License Info - Destination Route - Start Date - End Date 	*Mandatory field. Combination of Dropdown button and Text format.
3	Good Vehicle Information	Specific Goods details to be filled in based on Vehicle Registration Number inserted in the previous page	User to fill in the following information: <ul style="list-style-type: none"> - Type of Vehicle - Weight to Load - Goods Type 	
4	Insurance Details	Insurance details to be filled in based on Vehicle Registration Number inserted in the previous page	User to fill in the following information: <ul style="list-style-type: none"> - Company - Policy No. - Effective Date - Expiry Date 	Next screen is displayed as per Figure 9.

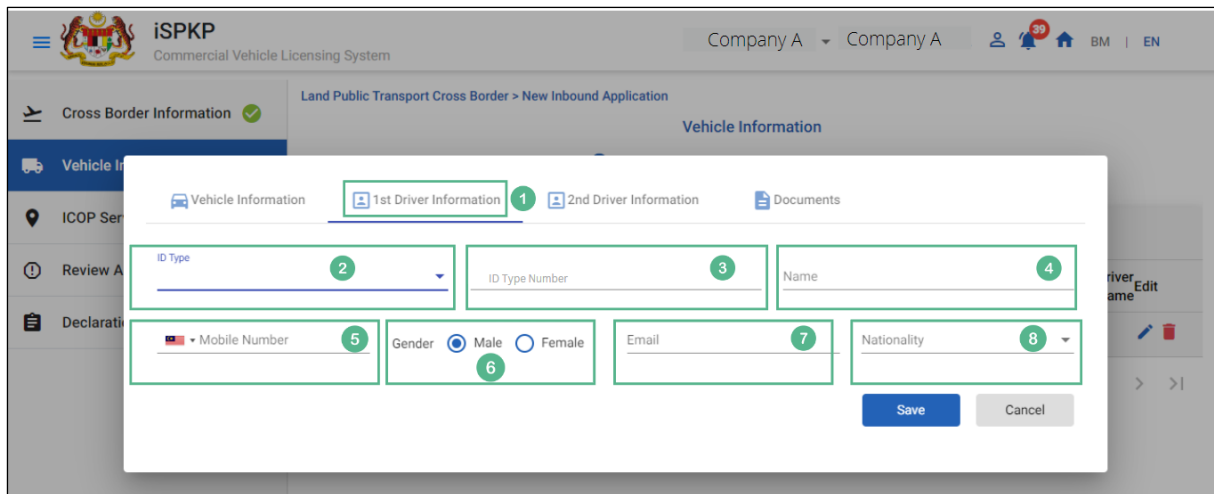


Figure 9: 1st Driver Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	1 st Driver Information Tab	This tab allows access to the driver's information details to be filled in	User to click tab	Click button.
2	ID Type	Option list of ID Type	User to choose from dropdown menu and select the preferred ID Type: - IC Number - Passport Number	Dropdown list. *Mandatory field
3	IC Number / Passport Number	NRIC as in MyKad / Passport Number	User to enter NRIC number as in MyKad without the dashes in between or Passport Number.	*Mandatory field 12-digit Format: 821203075248

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				For LPKP Sabah & LPKP Sarawak, there shall be an Indicator (K = Sarawak, H = Sabah) before the 12-digit numbers
4	Name	Full name of the first driver	User to enter the name in full as stated in MyKad/Passport	*Mandatory field Text format.
5	Mobile Number	Phone number of the first driver	User to enter the phone number	*Mandatory field - Dropdown button for country code Land line or Mobile number are acceptable. Format: 1234567890
6	Gender	Radio button Option for gender	User to choose from radio button a correct gender: - Male - Female	Radio button. *Mandatory field
7	Email	First driver Email ID	User to key in the Email ID	Text format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
8	Nationality	Legal identification of a person of belonging to a particular nation	User to choose from dropdown menu and select the country	Dropdown list. *Mandatory field

The screenshot shows the '2nd Driver Information' tab in the iSPKP system. The form contains the following fields:

- ID Type**: A dropdown menu (labeled 2).
- ID Type Number**: A text input field (labeled 3).
- Name**: A text input field (labeled 4).
- Mobile Number**: A text input field with a country code dropdown (labeled 5).
- Gender**: Radio buttons for Male (selected) and Female (labeled 6).
- Email**: A text input field (labeled 7).
- Nationality**: A dropdown menu (labeled 8).

Buttons for 'Save' and 'Cancel' are located at the bottom right of the form.

Figure 10: 2nd Driver Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	2 nd Driver Information Tab	This tab allows access to the driver's information details to be filled in	User to click tab	Click button.
2	ID Type	Option list of ID Type	User to choose from dropdown menu and select the preferred ID Type: - IC Number	Dropdown list. *Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Passport Number	
3	IC Number / Passport Number	NRIC as in MyKad / Passport Number	User to enter NRIC number as in MyKad without the dashes in between or Passport Number.	*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
4	Name	Full name of the second driver	User to enter the name in full as stated in MyKad/Passport	*Mandatory field Text format.
5	Mobile Number	Phone number of the second driver	User to enter the phone number	*Mandatory field - Dropdown button for country code Land line or Mobile number are acceptable. Format: 1234567890

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
6	Gender	Radio button Option for gender	User to choose from radio button a correct gender: - Male - Female	Radio button. *Mandatory field
7	Email	Second driver Email ID	User to key in the Email ID	Text format.
8	Nationality	Legal identification of a person of belonging to a particular nation	User to choose from dropdown menu and select the country	Dropdown list. *Mandatory field Next screen is displayed as per Figure 11.

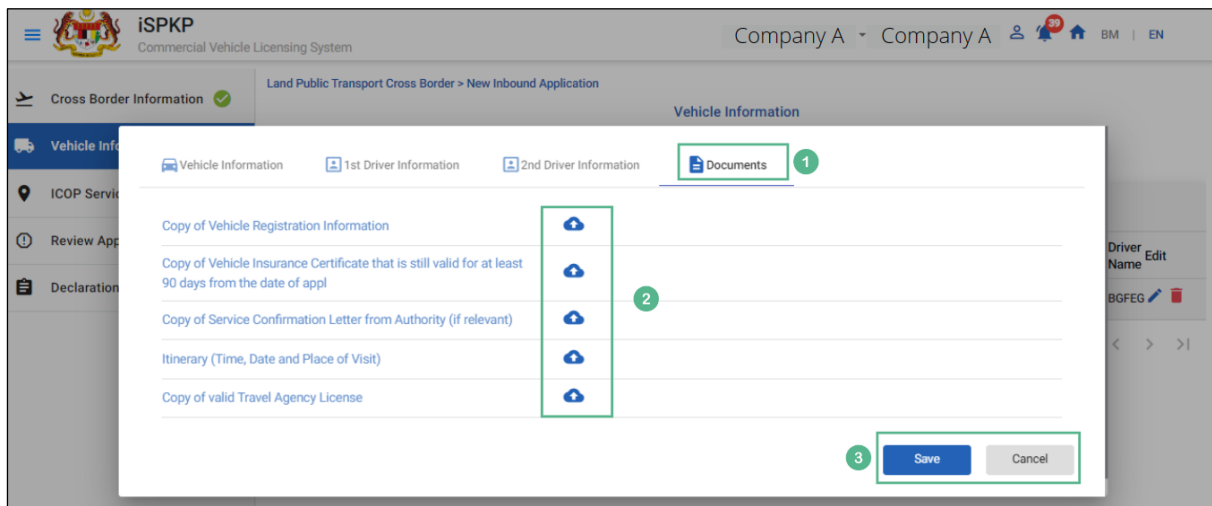


Figure 11: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Documents Tab	This tab will navigate user to list of required supporting documents	User to click the tab	Click button.
2	Upload Documents	To upload any additional relevant supporting document	<p>Click the Upload Icon & upload the document as below:</p> <ul style="list-style-type: none"> - Copy of Vehicle Registration Information - Copy of Vehicle insurance certificate that is still valid for at least 90 days from the date of application. - Copy of Service Confirmation Letter from Authority (if relevant) - Itinerary (Time, Date, Place of Visit) - Copy of Valid Travel Agency license 	<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 that will prompt "Please select a file" message will appear.</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
3	Save / Cancel	Enables to save information entered or cancel the entire information in each tab	User to click on “Save / Cancel” button.	*Mandatory field. Click button. Next screen is displayed as per Figure 12.

Next screen will display summary of vehicle information keyed in previously as shown below. User can Edit / Delete the information key in earlier for that vehicle registration number.

Figure 12: Vehicle & Drivers Information - Summary

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 “Vehicle Information”.	<ul style="list-style-type: none"> - Previous - Save & Next (selected) 	Next screen is displayed as per Figure 13.

4.1.3 ICOP Service Provider

The screenshot displays the 'iSPKP Commercial Vehicle Licensing System' interface. The breadcrumb trail is 'Land Public Transport Cross Border > New Inbound Application'. The main content area is titled 'ICOP Service Provider' and contains a form with the following fields: 'Provider Name', 'Username', 'Password', and 'URL'. A green circle with the number '1' is positioned to the right of the 'URL' field. At the bottom right of the form, there is a 'Previous' button and a 'Save & Next' button. A green circle with the number '2' is located below the 'Previous' button. The left sidebar shows navigation options: 'Cross Border Information', 'Vehicle Information', 'ICOP Service Provider' (selected), 'Review Application', and 'Declaration'. The top right corner shows 'Company A' and 'Company A' with a dropdown arrow, along with user profile, notification, and home icons, and 'BM | EN'.

Figure 13: ICOP Service Provider - Add ICOP

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add ICOP	Enable user to add list of ICOP Service Provider details	User to enter below required fields: <ul style="list-style-type: none"> - Provider Name - Username - Password - URL 	*Mandatory field. Text format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “ICOP Service Provider”.	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 Review Application

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

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The top navigation bar includes the iSPKP logo, the text 'iSPKP Commercial Vehicle Licensing System', and user information 'Company A'. The left sidebar contains a navigation menu with the following items: 'Cross Border Information' (checked), 'Vehicle Information' (checked), 'ICOP Service Provider' (checked), 'Review Application' (selected), and 'Declaration'. The main content area displays 'Land Public Transport Cross Border > New Inbound Application' and a 'Review Application' section with three expandable items: 'Application Form', 'Vehicle Information', and 'ICOP Service Provider'. At the bottom right, there are 'Previous' and 'Save & Next' buttons.

Figure 14: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Application details”.	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 Declaration

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

The screenshot displays the 'Declaration' step in the iSPKP system. The left sidebar shows a progress indicator with 'Declaration' highlighted. The main content area includes the following text:

Declaration

Seiya / 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.

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.

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 navigation buttons: 'Previous', 'Submit & Pay Now', 'Submit & Pay Later', and 'Save Draft & Exit'.

Figure 15: 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 / Submit & Pay Now / Submit & Pay Later / Save Draft & Exit	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Submit & Pay Now - Submit & Pay Later - Save Draft & Exit 	Click button.

4.1.6 Payment

Upon submission of the application, applicant must 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 online or via Counter Payment using Bank Draft, Money Order, Postal Order, Credit / Debit Card and 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 the backend for processing and meeting approval. Upon approval there will be a notification to the customer to make payment for Licensing Fee.

Once the Processing Fee & Licensing Fee Payment is done, then the User will be able to proceed and view the payment status for Processing Fee (Paid), Licensing Fee (Paid) and Application (Approved) from the Landing Page. And thereafter the license will be visible to the applicant.

Sample approval email as shown below:



Assalamualaikum W.B.T dan Selamat Sejahtera,

Tuan/Puan,

KEPUTUSAN PERMOHONAN CROSS BORDER INBOUND

Dengan segala hormatnya memerlukan perhatian Tuan/Puan tentang perkara diatas.
Sukacita dimaklumkan bahawa permohonan anda telah **DILULUSKAN**.

No. Permohonan : 20230119704000089

Sila log masuk ke <https://stag-ispkp.apad.gov.my/sit-apad1/#> untuk menyemak permohonan anda.

Sekian, terima kasih
APAD

Sila hubungi talian 03-2603 6600 atau E-mel aduan: aduan@mot.gov.my jika anda mempunyai sebarang pertanyaan

Emel ini dijana dan tidak perlu di balas

Figure 16: Sample Email Notification - New Inbound Application

4.2 New Outbound Application

This activity is a process for vehicles from Malaysia to apply for approval to go out from Malaysia e.g.: Johor to Singapore or Selangor to Thailand.

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

The PIC or Agent who wants to make a New Inbound Application requires approval from the company Director where necessary. Director will receive notification via email and the system will display in dashboard to approve / reject the application that has been made by PIC or Registered Agent by clicking the link.

Please refer to Table 3 in this manual for details.

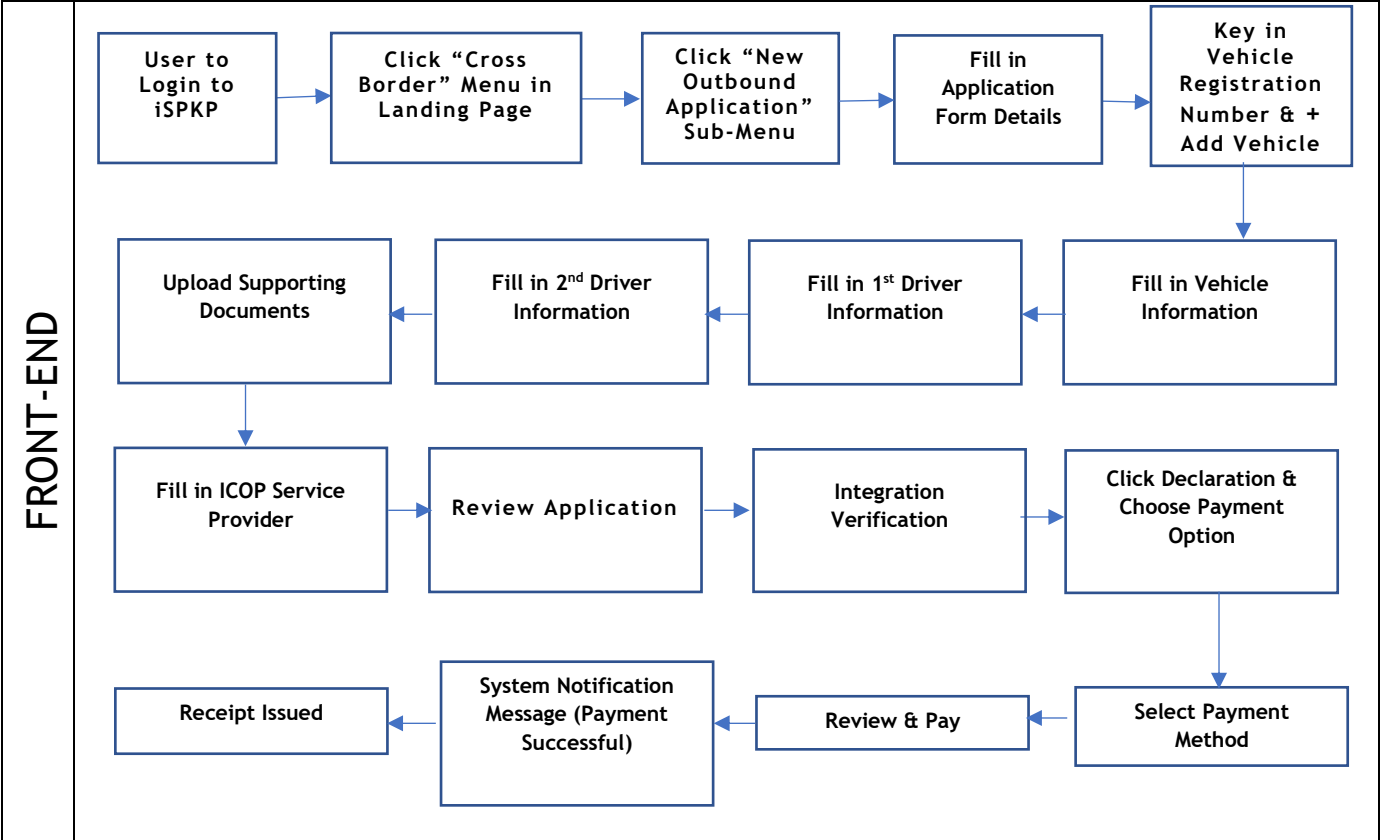


Figure 17: New Outbound Application Process Flow

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 Cross Border Menu as follows:

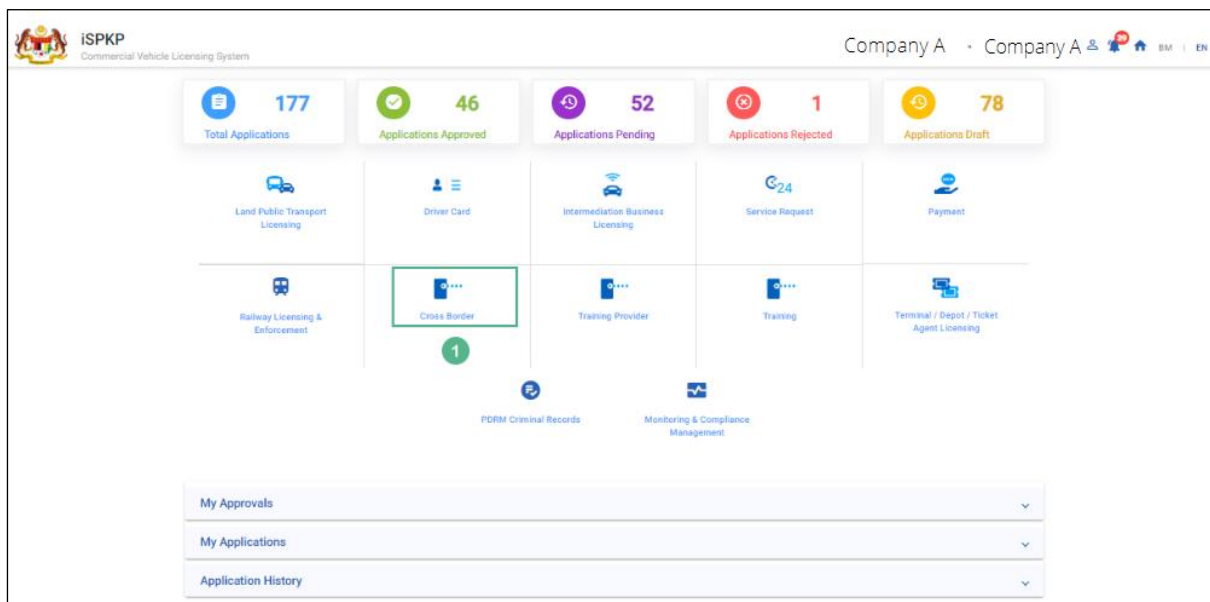


Figure 18: Cross Border Management Module

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

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				displayed (New Inbound Application / New Outbound Application / Application for Cancellation) as shown in Figure 19.

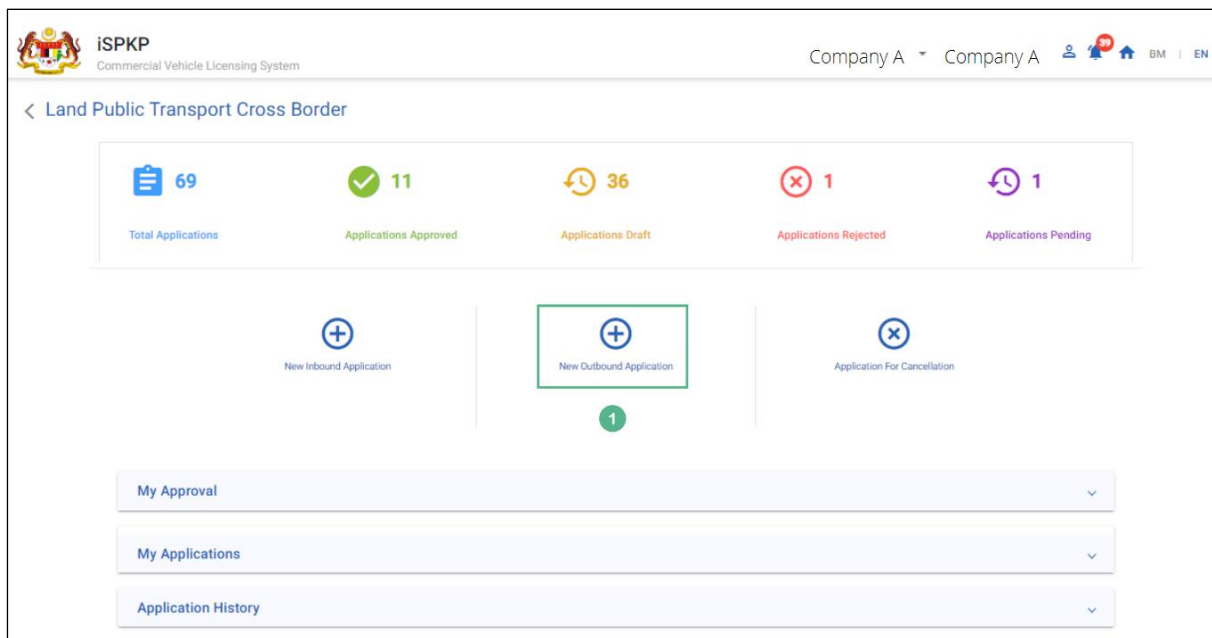


Figure 19: Cross Border Management - New Outbound Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Outbound Application	Provides access to various tasks under “New Outbound Application”.	User to click on “New Outbound Application” button.	Click button. Next screen is displayed as per Figure 20.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS

Each panel of the left must be completed to initiate the New Outbound Application process.

4.2.1 Cross Border Information

Figure 20: Cross Border Information - Application Form

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

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	License Service Type	Provides access to various New Outbound Application “License Service Type” listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - Perkhidmatan Awam - Kenderaan Barangan (selected) - Kenderaan Pelancongan 	Dropdown button.
3	License Class Type	Provides access to various New Outbound Application “License Class Type” listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - Pembawa A - Pembawa C 	Dropdown button.
4	MOU*	User can choose which MOU related to their respective application form the listing.	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - MY-SG-TH - NOMOU - SOSEK Malindo - AirAsia - MAS - MY-TH 	Dropdown button.
5	Country	The country (destination) user wants to apply	User to click on any of the following dropdown button: <ul style="list-style-type: none"> - MALAYSIA - SINGAPORE - THAILAND 	Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
6	Next	Completes the selection process for “Cross Border Information” panel	User to click on “Next” button.	Click button. Next screen is displayed as per Figure 21.

4.2.2 Vehicle Information

Figure 21: New Outbound Application - Vehicle Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Registration Number	Enables input of Vehicle Registration Number.	User to key in detail	Text format. *Mandatory field.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	+ Add Vehicle	Enables input of “Vehicle & Drivers” details.	User to click on “+ Add Vehicle” button.	Click button. Next screen is displayed as per Figure 22.

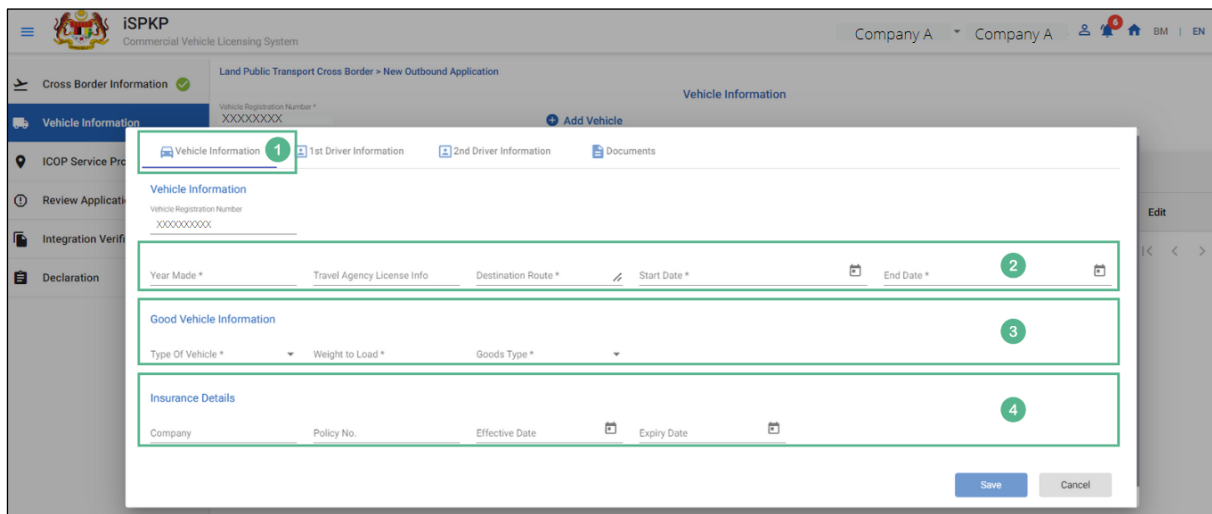


Figure 22: Vehicle Information - Add Vehicle Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Information Tab	Specific “Vehicle” details to be filled in	User to click on the Tab	Click button.
2	Vehicle Information	Specific “Vehicle” details to be filled in	User to fill in the following information: - Year Made - Travel Agency License Info	*Mandatory field. Combination of Dropdown button and Text format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			<ul style="list-style-type: none"> - Destination Route - Start Date - End Date 	
3	Good Vehicle Information	Specific Goods details to be filled in based on Vehicle Registration Number inserted in the previous page	User to fill in the following information: <ul style="list-style-type: none"> - Type of Vehicle - Weight to Load - Goods Type 	
4	Insurance Details	Specific details on the insurance for the vehicle	User to fill in the following information: <ul style="list-style-type: none"> - Company - Policy No. - Effective Date - Expiry Date 	

Click to the next tab (1st Driver Information)

Key in Mykad / Others ID then click Search.

*Note:

- If Data exist (data for first driver will auto populated in the next screen (as shown in Figure 24)
- If “Mykad / Others ID not found” message appear (sample screen as shown in Figure 25), please click “Close”. User must key in First Driver details for each field manually (sample screen as shown in Figure 26).

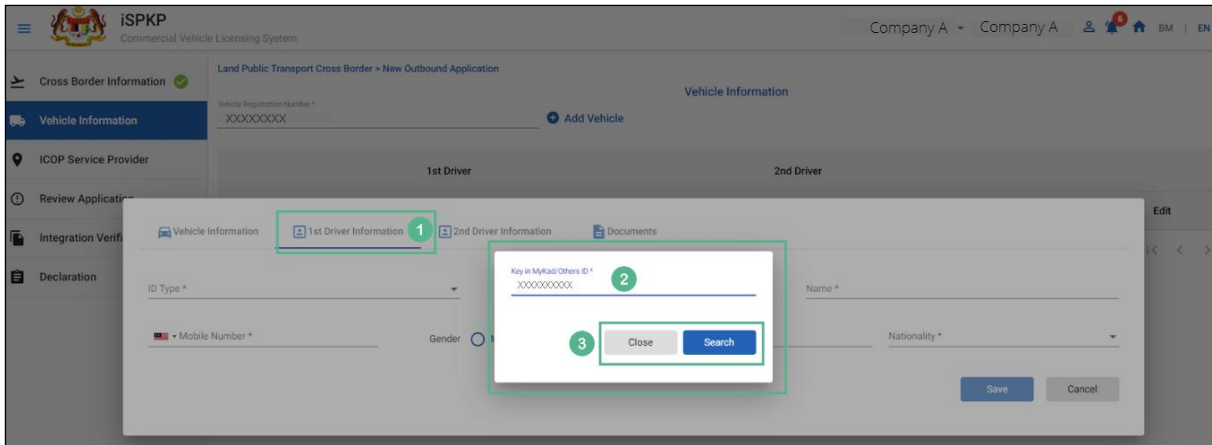


Figure 23: 1st Driver Information (Checking MyKad)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	1 st Driver Information Tab	This tab allows access to the driver's information details to be filled in	User to click tab	Click button.
2	Key in MyKad / Others ID	Mykad / Others ID number as stated in that document	User to enter NRIC number as in MyKad without the dashes in between or Others ID.	*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
3	Close / Search	To "Search" if existing record for	User to click at the Search or Close button	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		first driver already in the system. To “Close” If after clicking the “Search” button: message appears - “Mykad/Others ID not found”	to perform the next step after key in the Mykad/Others ID	

In this case, Mykad number of the 1st Driver already existed, data will auto-populated as below.

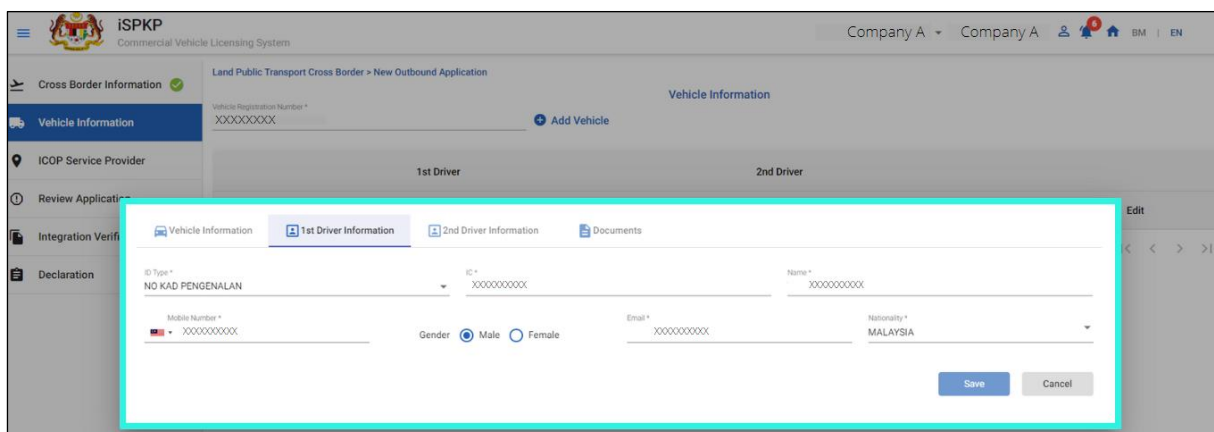


Figure 24: 1st Driver Information (Data auto-populated)

Click to the next tab (2nd Driver Information)

Key in Mykad / Others ID then click Search.

*Note:

- If Data exist (data for first driver will auto populated in the next screen (as shown in Figure 24)

- If “Mykad / Others ID not found” message appear (sample screen as shown in Figure 25), please click “Close”. User must key in First Driver details for each field manually (sample screen as shown in Figure 26).

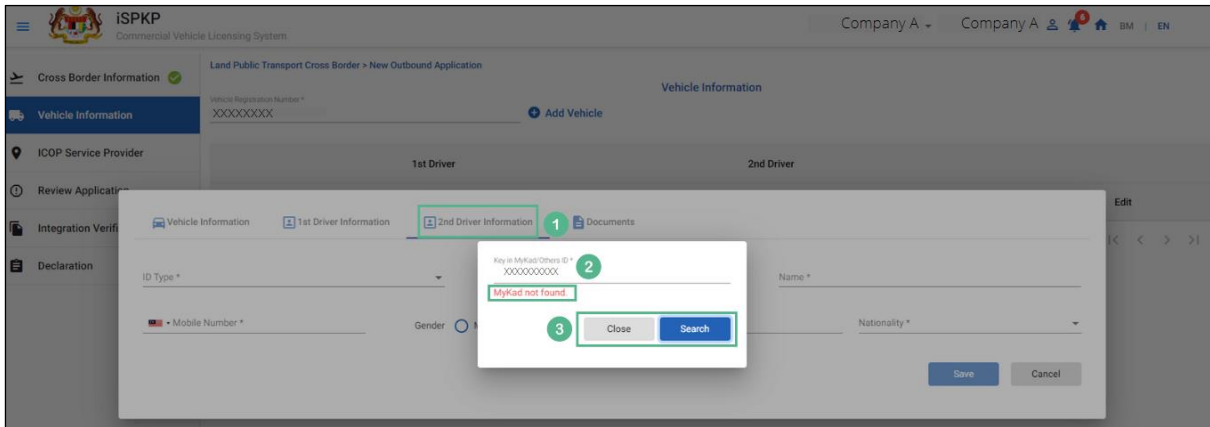


Figure 25: 2nd Driver Information (Checking MyKad)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	2 nd Driver Information Tab	This tab allows access to the driver’s information details to be filled in	User to click tab	Click button.
2	Key in MyKad / Others ID	Mykad / Others ID number as stated in that document	User to enter NRIC number as in MyKad without the dashes in between or Others ID.	*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	Close / Search	To “Search” if existing record for second driver already in the system. To “Close” If after clicking the “Search” button: message appears - “Mykad/Others ID not found”	User to click at the Search or Close button to perform the next step after key in the Mykad/Others ID	Click button.

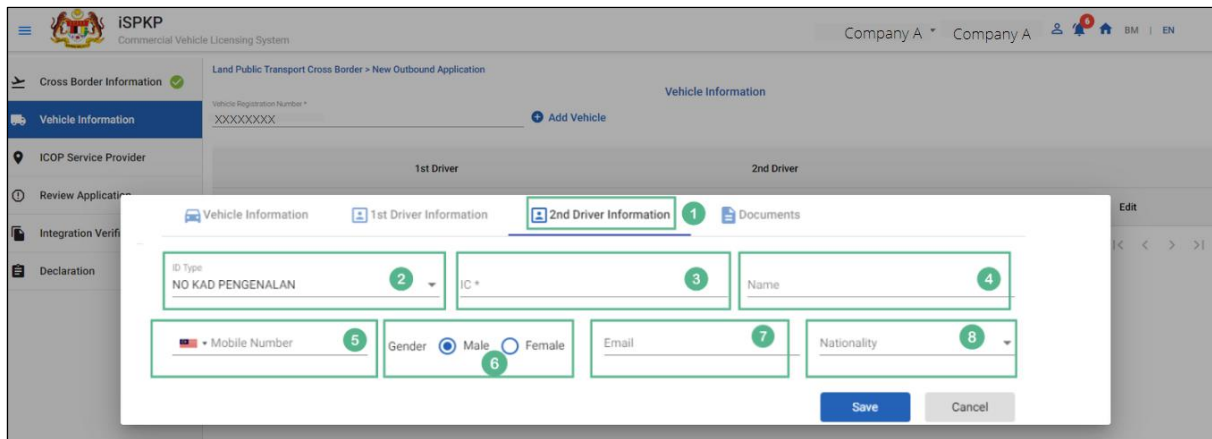


Figure 26: 2nd Driver Information - Manually key in detail

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	2 nd Driver Information Tab	This tab allows access to the driver’s information	User to click tab	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		details to be filled in		
2	ID Type	Option list of ID Type	User to choose from dropdown menu and select the preferred ID Type: <ul style="list-style-type: none"> - IC Number - Passport Number 	Dropdown list. *Mandatory field
3	IC Number / Passport Number	NRIC as in MyKad / Passport Number	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
4	Name	Name of the second driver	User to enter the name in full as given in MyKad/Passport	*Mandatory field Text format.
5	Mobile Number	Phone number of the second driver	User to enter the phone number	*Mandatory field - Dropdown button for country code

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				Land line or Mobile number are acceptable. Format: 1234567890
6	Gender	Radio button Option for gender	User to choose from radio button a correct gender: - Male - Female	Radio button. *Mandatory field
7	Email	Second driver Email ID	User to key in the Email ID	Text format.
8	Nationality	Legal identification of a person of belonging to a particular nation	User to choose from dropdown menu and select the country	Dropdown list. *Mandatory field

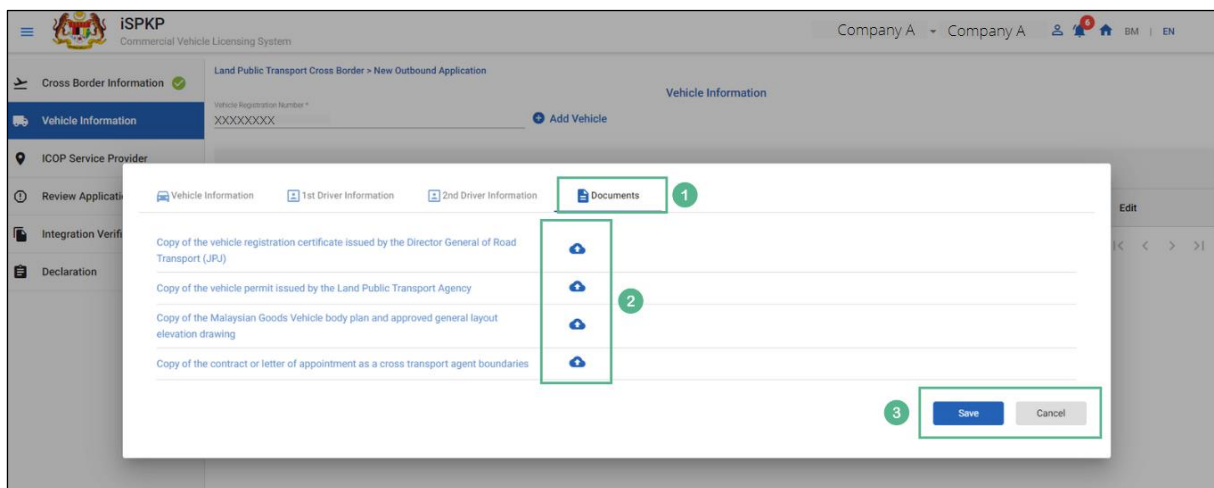


Figure 27: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Documents Tab	This tab will navigate user to list of required supporting documents	User to click the tab	Click button.
2	Upload Documents	To upload any additional relevant supporting document	<p>Click the Upload Icon & upload the document as below:</p> <ul style="list-style-type: none"> - Copy of the Vehicle Registration certificate issued by the Director General of Road Transport (JPJ) - Copy of the Vehicle Permit issued by the Land Public Transport Agency - Copy of the Malaysian Goods Vehicle body plan and approved general layout 	<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 that will prompt "Please select a file" message will appear.</p>

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			elevation drawing - Copy of the contract of Letter of Appointment as a cross transport agent boundaries	
3	Save / Cancel	Enables to save information entered or cancel the entire information in each tab	User to click on “Save / Cancel” button.	*Mandatory field. Click button. Next screen is displayed as per Figure 28.

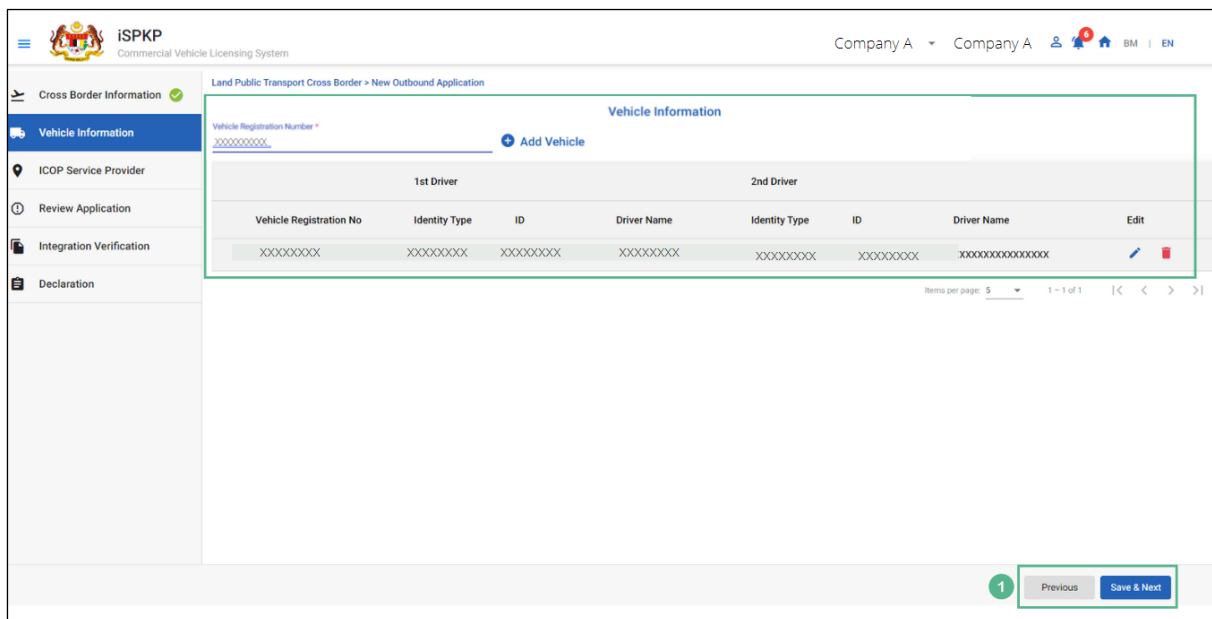


Figure 28: Vehicle & Drivers Information - Summary

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Vehicle 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 29.

4.2.3 ICOP Service Provider

The screenshot shows the 'ICOP Service Provider' form in the iSPKP system. The form has four input fields: Provider Name, Username, Password, and URL. A green box highlights the 'Add ICOP' button in the top right corner of the form area. At the bottom right of the page, there are two buttons: 'Previous' and 'Save & Next'. A red circle with the number '1' is placed over the 'Add ICOP' button, and a red circle with the number '2' is placed over the 'Previous' and 'Save & Next' buttons.

Figure 29: ICOP Service Provider - Add ICOP

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add ICOP	Enable user to add list of ICOP Service Provider details	User to enter below required fields: <ul style="list-style-type: none"> - Provider Name - Username - Password 	*Mandatory field. Text format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- URL	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the “ICOP Service Provider”.	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.

4.2.4 Review Application

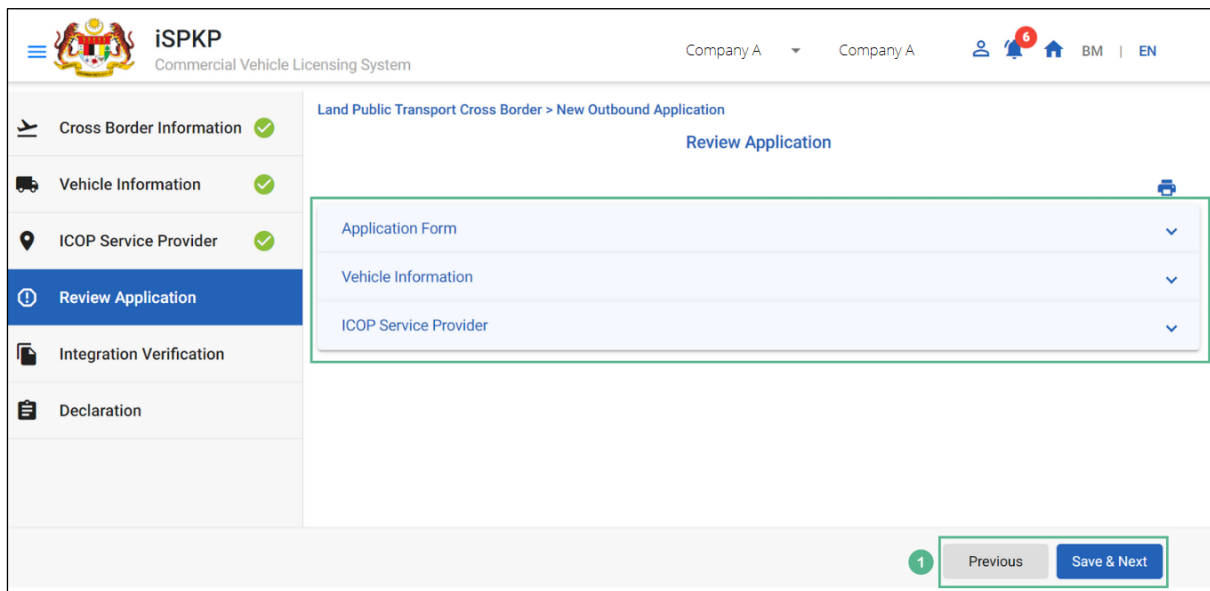


Figure 30: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Application details”.	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 31.

4.2.5 Integration Verification

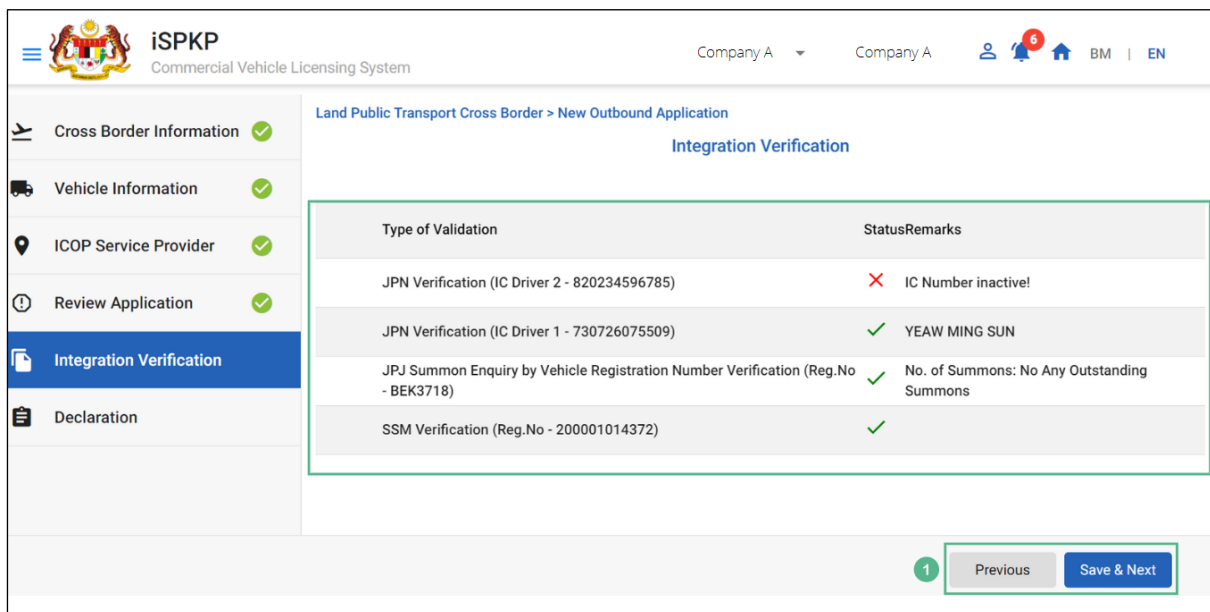


Figure 31: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the “Integration Verification” details.	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 32.

4.2.6 Declaration

Figure 32: 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 / Submit & Pay Now / Submit & Pay Later / Save Draft & Exit	Enables User to decide on next action.	User to select Action button as per options: <ul style="list-style-type: none"> - Previous - Submit & Pay Now - Submit & Pay Later 	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Save Draft & Exit	

4.2.7 Payment

Upon submission of the application, the applicant must 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 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 the backend for processing and meeting approval. Upon approval there will be a notification to the customer to make payment for Licensing Fee.

Once the Processing Fee & Licensing Fee Payment is done, then the User will be able to proceed and view the payment status for Processing Fee (Paid),

Licensing Fee (Paid) and Application (Approved) from the Landing Page. And thereafter the license will be visible to the applicant.

Sample approval email as shown below:

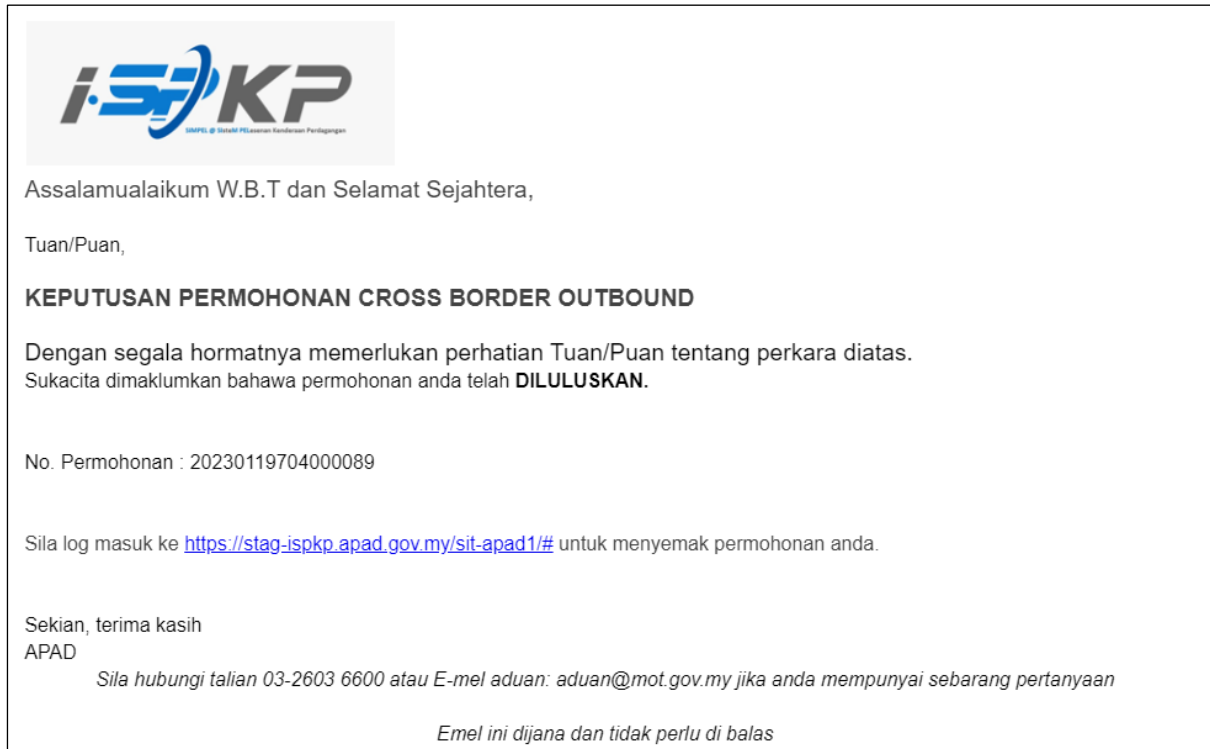


Figure 33: Sample Email Notification - New Outbound Application

4.3 Application for Cancellation

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 New Inbound Application and New Outbound Application which application has been approved or still in progress due to certain reasons, e.g.: vehicle accident, vehicle break down etc.

The PIC or Agent may also make an Application for Cancellation. In such a scenario, Company Director approval is required where necessary. Director will receive notification via email and the system will display in dashboard to approve / reject the application that has been made by PIC or Registered Agent by clicking the link. Before the Director approves / reject the application, he will review the application and make a payment to grant the approval.

There are 2 types of Cancellations:

Cancellation Types	Description
Inbound Application	Customers will apply when vehicles (Taxi and Buses for APAD) want to come into Malaysia (foreign company or Sabah, Sarawak Company), e.g.: Singapore to Johor, Sabah want to go Sarawak but need to pass Brunei, Thailand enter Malaysia.
Outbound Application	Customers will apply when vehicles (taxi and buses for APAD) want to go out from Malaysia, e.g.: Johor to Singapore, Sabah want to go Sarawak but need to pass Brunei, Malaysia want to enter Thailand or Kalimantan.

Table 5: Cancellation Types

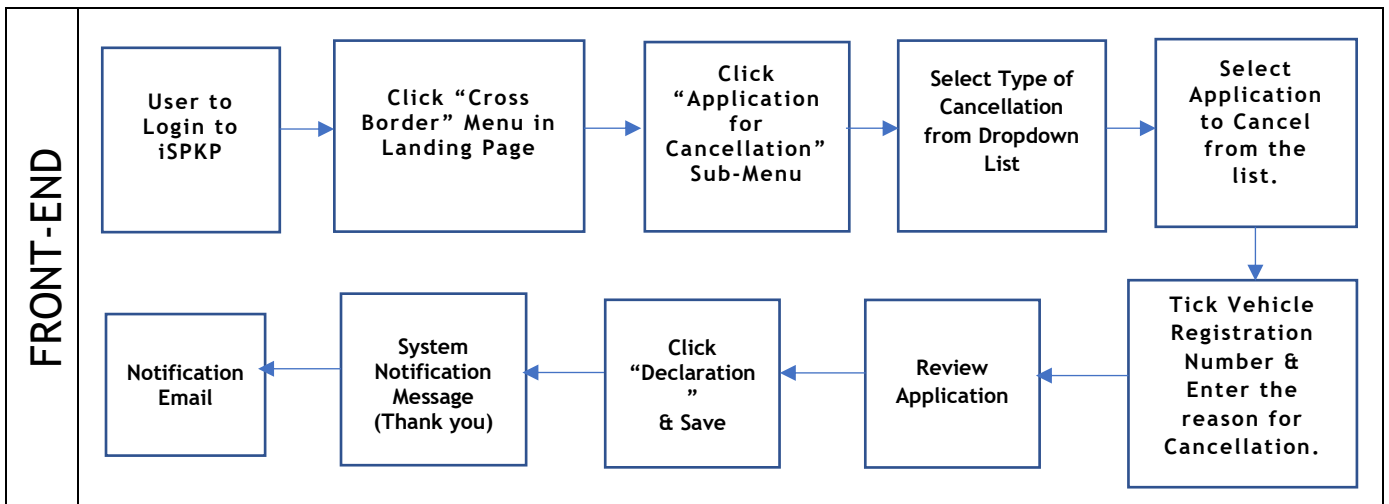


Figure 34: Application for Cancellation Process Flow

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 Cross Border Menu as follows:

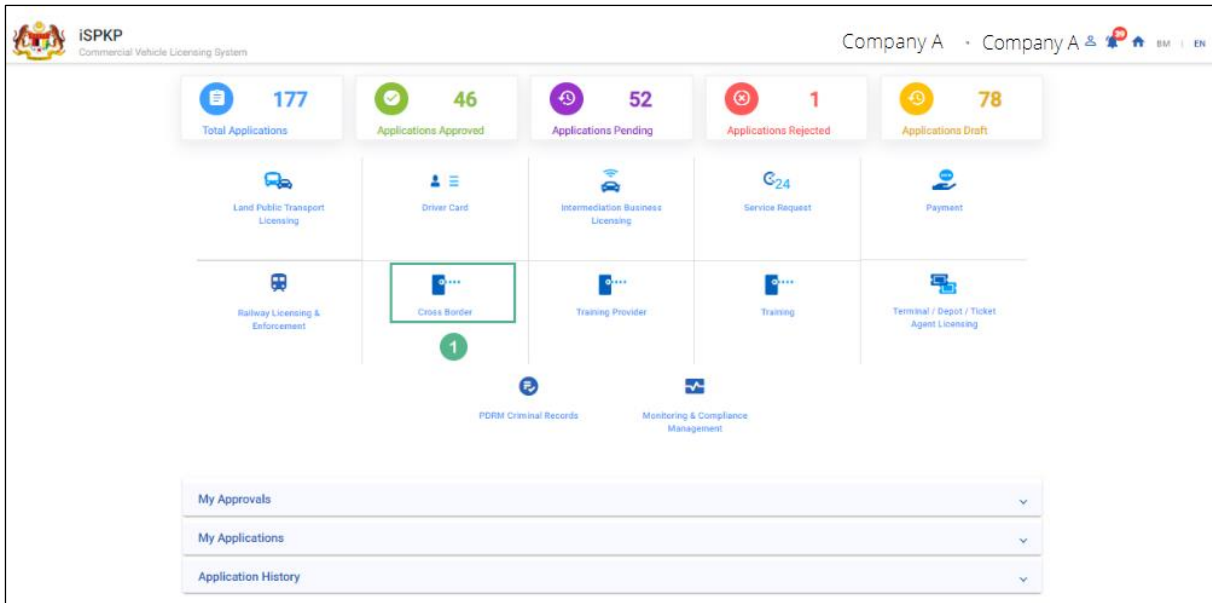


Figure 35: Landing Page - Cross Border Management Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cross Border Management	This menu allows access to various Cross Border Management sub-menus.	User to click the “Cross Border” menu option.	* Mandatory field. Click button. Cross Border Management sub-menus will be displayed (New Inbound Application / New Outbound Application / Application for Cancellation) as shown in Figure 36.

User will proceed to select the “Application for Cancellation” sub-Module.

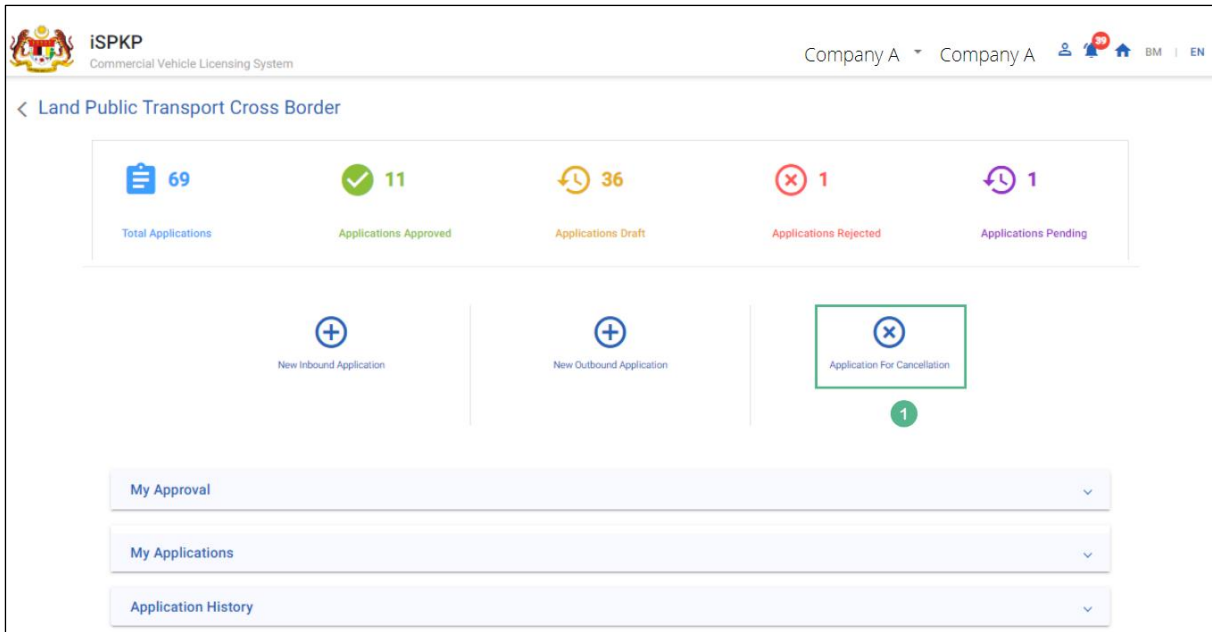


Figure 36: Cross Border Management - Application for Cancellation Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application for Cancellation	Provides access to various tasks under Application for Cancellation.	User to click on "Application for Cancellation button.	Click button. Next screen is displayed as per Figure 37.

The User will proceed to go through every tab hereafter.

4.3.1 License Information

The example selected below is for the Inbound Application cancellation.

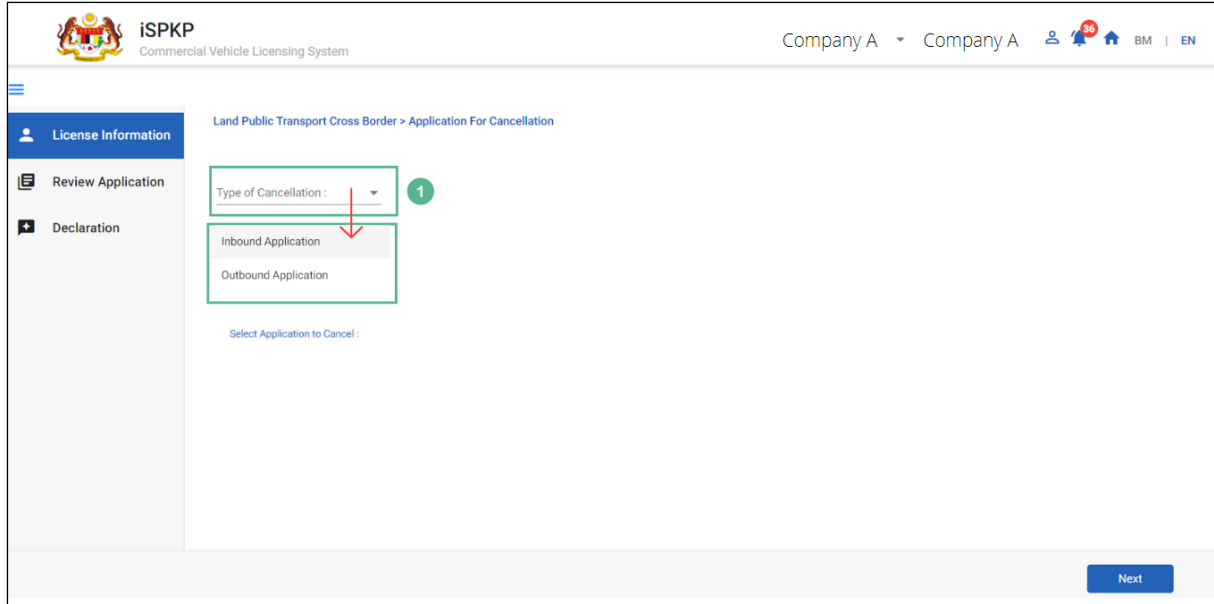


Figure 37: Type of Cancellation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Type of Cancellation	Provides access to various tasks under “Cancellation of Inbound / Outbound Application”.	User to click on “Type of Cancellation” button and select from the dropdown button as follows: <ul style="list-style-type: none"> - Inbound Application - Outbound Application 	Click Dropdown button. Next screen is displayed as per Figure 38.

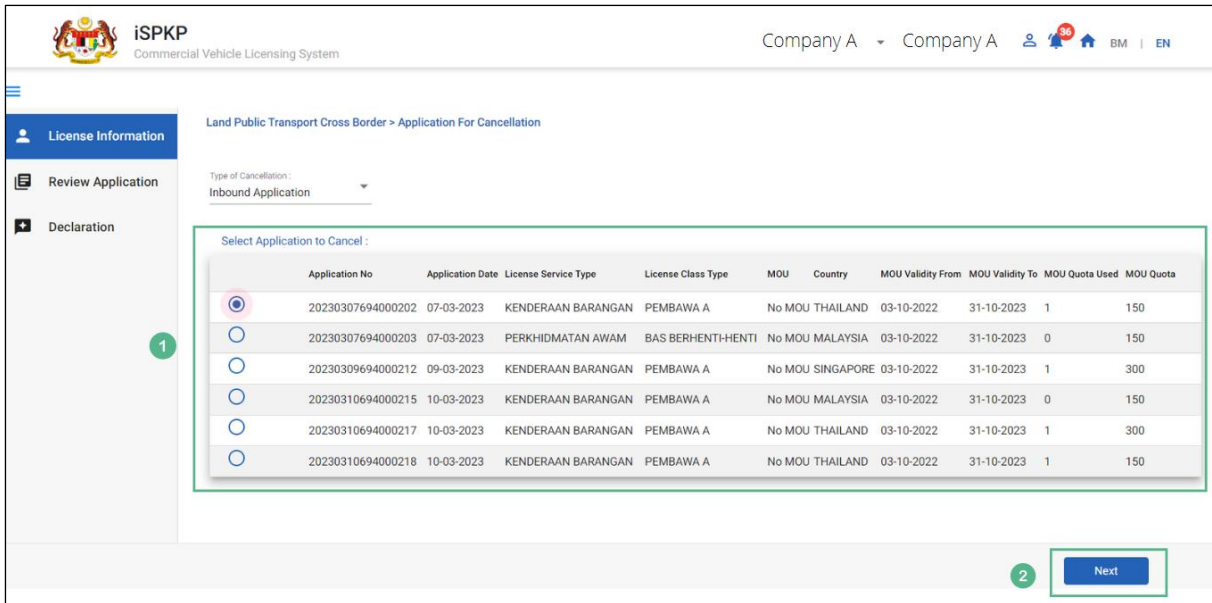


Figure 38: Select Application to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Application to Cancel	Enables User to select one application to cancel	User to click on selected application	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 39.

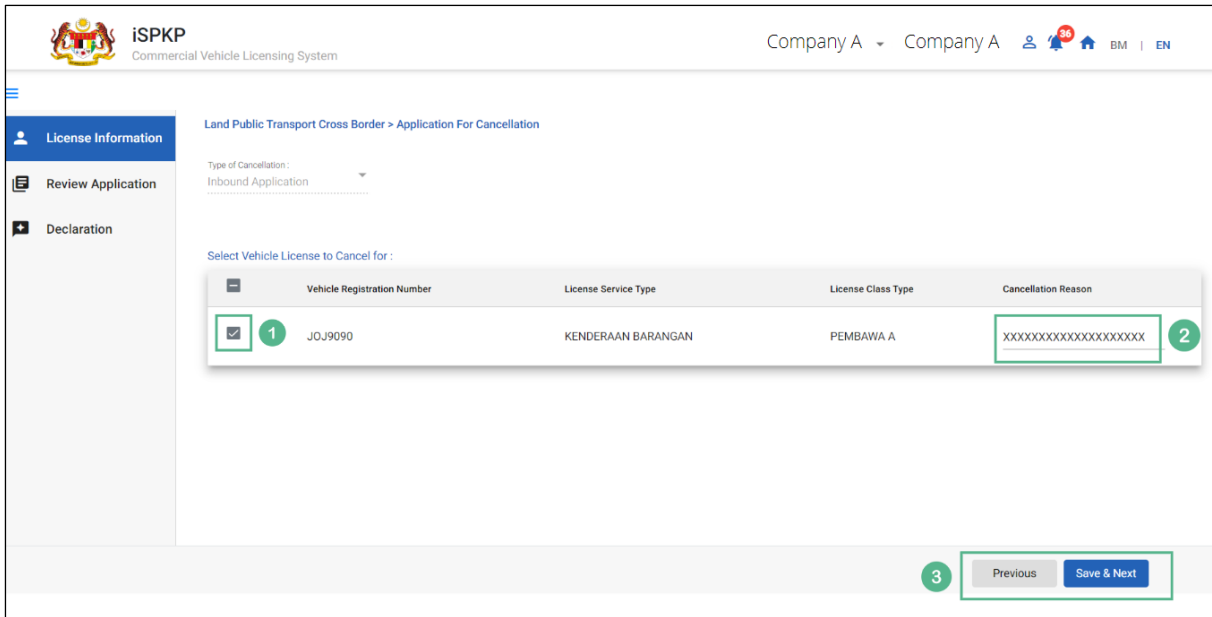


Figure 39: Select Vehicle License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Vehicle Registered Number to Cancel	Enable User to enter to select the vehicle to cancel.	User to click on selected vehicle	Tick button.
2	Cancellation Reason	Enable User to give reason for the cancellation	User to enter reason of the cancellation	Text format.
3	Previous / Save & Next	Enables viewing of previous screen / saving of the "Cancellation record".	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 40.

4.3.2 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 sidebar on the left contains three items: 'License Information' (checked), 'Review Application' (selected), and 'Declaration'. The main content area shows the application path 'Land Public Transport Cross Border > Application For Cancellation' and the status 'Application Status: Draft'. A table displays the following data:

Vehicle Registration Number	Cancellation Reason
JQJ9090	XXXXXXXXXXXXXXXXXXXX

At the bottom right, there is a navigation bar with a '1' indicator, a 'Previous' button, and a 'Save & Next' button.

Figure 40: 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 41.

4.3.3 Declaration

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

The screenshot shows the iSPKP Commercial Vehicle Licensing System interface. The user is logged in as 'Company A'. The page title is 'Land Public Transport Cross Border > Application For Cancellation'. The left sidebar has 'Declaration' selected. The main content area is titled 'Pengakuan Pelanggan / Customer's Declaration' and contains a declaration form with a checkbox and a 'Previous' button.

Figure 41: 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 /	Enables User to decide on next action.	User to select Action button as per options: - Previous	Tick button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Submit & Pay Now		<ul style="list-style-type: none"> - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now 	

4.3.4 Payment

Upon submission of the application, the applicant must pay the Cancellation 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 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.

Cross Border cancellation is the fast approval after payment has been made. It does not require to go to the back-end approval process.

4.3.5 Cancellation Confirmation

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

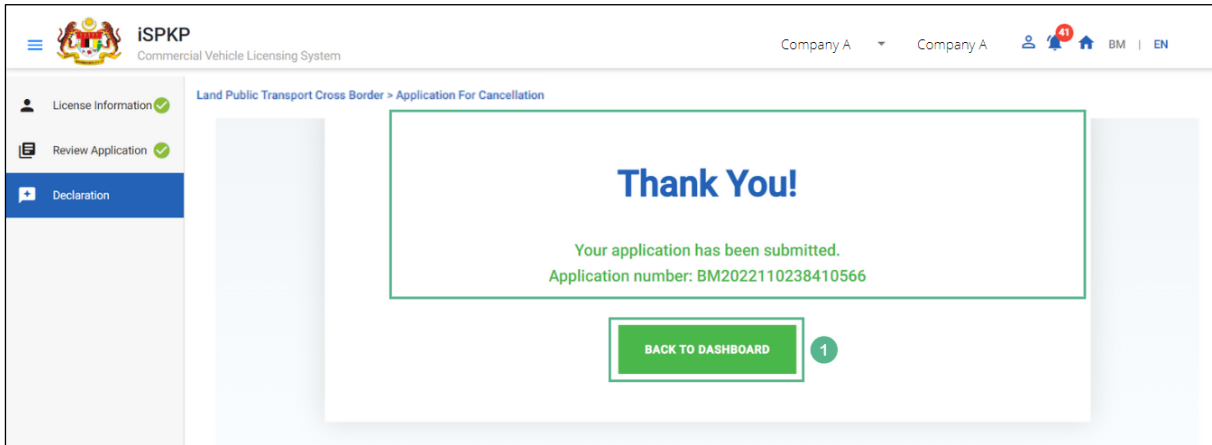


Figure 42: Cancel Application - System Notification

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.	Click button.

There will be an Email Notification to the Operator on the cancellation as shown below:



Assalamualaikum W.B.T dan Selamat Sejahtera,

Tuan/Puan,

KEPUTUSAN PERMOHONAN PEMBATALAN CROSS BORDER

Dengan segala hormatnya memerlukan perhatian Tuan/Puan tentang perkara diatas.
Sukacita dimaklumkan bahawa permohonan anda telah **DILULUSKAN**.

No. Permohonan : 20230119704000089

Sila log masuk ke <https://stag-ispkp.apad.gov.my/sit-apad1/#> untuk menyemak permohonan anda.

Sekian, terima kasih
APAD

Sila hubungi talian 03-2603 6600 atau E-mel aduan: aduan@mot.gov.my jika anda mempunyai sebarang pertanyaan

Emel ini dijana dan tidak perlu di balas

Figure 43: Sample Email Notification - Cancellation

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

The screenshot shows the ISPKP Commercial Vehicle Licensing System dashboard. At the top, there are statistics for various application types: Total Applications (213), Applications Approved (46), Applications Pending (67), Applications Rejected (1), and Applications Draft (99). Below these are icons for different services like Land Public Transport Licensing, Driver Card, Intermediation Business Licensing, Service Request, Payment, Railway Licensing & Enforcement, Cross Border, Training Provider, Training, and Terminal / Depot / Ticket Agent Licensing. The main section is titled 'My Approvals' and contains a 'My Applications' table. The table has a red notification badge with the number '1'. The first row shows a 'CANCELLATION FOR CROSS BORDER INBOUND (#68511)' application with a status of 'Pending' and a completion time of '2 Days'. The second row shows a 'NEW RAILWAY LICENSE APPLICATION (#68411)' application with a status of 'Draft' and a completion time of '2 Days'. The third row shows a 'PERMOHONAN PEMBEKAL LATIHAN (#68531)' application with a status of 'Draft' and a completion time of '2 Days'.

Application Title	Application Number	Completion	Payment	Action
CANCELLATION FOR CROSS BORDER INBOUND (#68511)	20230119704000089	2 Days	Pending	View
NEW RAILWAY LICENSE APPLICATION (#68411)	N/A	2 Days	N/A	Edit
PERMOHONAN PEMBEKAL LATIHAN (#68531)	N/A	2 Days	N/A	Edit

Figure 44: 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.

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 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”	Users are 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	User may overlook to click on the “tick” button resulting in Non-Declaration Error.	The following system message will appear: “Please tick the Declaration”	Users are advised to “tick” button.
7	User may encounter errors during the file upload stage such as: <ul style="list-style-type: none"> - Forgot to be uploaded file - File too big to upload (more than 3MB) - File not in PDF format 	The following messages will appear: “Select File” “File size cannot exceed 3MB.” “Accepted File type application/pdf”	Users are advised to upload the files in the correct format / size.

Table 6: 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