KEMENTERIAN PENGANGKUTAN MALAYSIA

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (FRONT-END)

TERMINAL/DEPOT/AGENT TICKET & ONLINE AGENT TICKET MANAGEMENT MODULE

AGENCY NAME	:	Agensi Pengangkutan Awam Darat (APAD)
MINISTRY	:	Ministry of Transport Malaysia
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i. Document Description

- The User Manual shall provide step-by-step instructions to the User with regards to the Terminal/Depot/Agent Ticket & Online Agent Ticket 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 Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module in the iSPKP system.

ii. Document Control

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

Important Note:

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

Version No.	Date	Summary of Changes	Author
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1.0	14/02/2024	Final 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 Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module 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 module is to apply new, apply renewal, apply variation, apply cancellation, audit, inspection and enforcement of Terminal/Depot/Agent Ticket & Online Agent Ticket license.

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 Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module.
2	Module Overview	This section is a high level description of the iSPKP system functionality.
3	Module Functionality Description	This section provides an overview of different functions available in the Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module in managing the various processes involving Terminal activities.

Section No.	Section Title	Section Description
4	User Manual	This section is a guide for the User to perform step-by-step action for various activities related to the various sub-Modules related to the Terminal/Depot/Agent Ticket & Online Agent Ticket 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 Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module User Manual is written in reference to the sources below:

No.	Source
1.	Land Public Transport Act 2010 (ACT 715)
2.	Road Transport Act 1987 (Act 333)
3.	APAD Licensing Policy
4.	Commercial Vehicle Licensing Board Act 1987 (ACT 334)
5.	Circular num. 1 of 2013: Operator License Issuance Process
6.	S.P.A.D. Licensing Policy
7.	Standard Operating Procedure (SOP) SPAD

No.	Source
	i. Application for Renewal of Operator License / Vehicle Permit for Goods Vehicles, Public & Services and Tourist Vehicle Licenses. ii. Re-Application for Operator License / Vehicle Permit for Goods Vehicles, Public & Services and Tourist Vehicle Licenses; and iii. Application to Extend the Age Limit Period of the Vehicle for Goods Vehicles, Public & Services and Tourist Vehicle Licenses.
8.	Land Public Transport Commission Circular No. 1 of year 2013
9.	Section 245 of the Land Public Transport Act 2010
10.	Personal Data Protection Act 2010
11.	Licensing Guidelines (UPDATE: 8/3/2018 (LC4/2018) REVISION: 0)
12.	KRISA Document Template (https://sqa.mampu.gov.my/index.php/ms/templat-artifak/dokumen-pembangunan-sistem)
13.	Business Requirement Specification a. BRS Administration Management b. BRS Profile Management c. BRS Land Public Transportation Licensing Management d. BRS Driver Card Management e. BRS E-Hailing License Management f. BRS Monitoring & Compliance Management g. BRS Railway Licensing & Enforcement Management h. BRS Payment Management i. BRS Terminal/Depot/Agent Ticket Management j. BRS Meeting Management k. BRS Dashboard and Reporting Management l. BRS Counter Management m. BRS Cross Border Management n. BRS Mobile Application Management
14.	Website APAD (https://www.APAD.gov.my/)

Table 2: List of References

1.5 Definition And Acronyms

Acronym	Description
APAD	Land Public Transport Agency
	Agensi Pengangkutan Awam Darat
iSPKP	Commercial Vehicle Licensing System
	Sistem Pelesenan Kenderaan Perdagangan
JANM	Accounting Department of Malaysia
	Jabatan Akauntan Negara Malaysia
KP	*Ketua Pengarah*
LC	Licensing Committee
	Mesyuarat Jawatankuasa Pelesenan APAD
License Condition	*Syarat Lesen*
	Document issued upon approval/issuance of Operator' License
MPPO	*Mesyuarat Permohonan Peringkat Operasi*
MyGDX	Malaysian Government Central Data Exchange
MyGPKI	Government Public Key Infrastructure
	Prasarana Kunci Awam Kerajaan
ROS	Department of Registration of Societies Malaysia
	Jabatan Pendaftaran Pertubuhan Malaysia
SIKAP	Commercial Vehicle Licensing System (current system)

Acronym	Description
	Sistem Perlesenan Kenderaan Perdagangan
SKM	Malaysian Cooperative Commission
	Suruhanjaya Cooperative Malaysia
SP	*Surat Pengesahan*
	Confirmation Letter
	Issued upon the approval of cross zone application
SPAD	Land Public Transport Commission
	Suruhanjaya Pengangkutan Awam Darat
SSM	Companies Commission of Malaysia
	Suruhanjaya Syarikat Malaysia
TKP	Timbalan Ketua Pengarah
UI	User Interface

Table 3: Definition and Acronyms

1.6 Definition of Terms

Terms	Definition
Appeal	An **appeal** is a formal request for a decision to be changed. Operators will send a formal letter to make an appeal for their results that they get from the LC/MPPO meeting. The letter will be sent via email to the Processing Officer. If the letter is from the Ministry, operators need to hand it at the counter. The Processing Officer will key

Terms	Definition
	in the request for appeal in the system and bring it into the LC/MPPO meeting.
Complaint	File an online complaint or send a suggestion to the Respective Divisions. Operators must fill in an online form under Service Request Module to complete the process. Information such as complaint details, incident date, name of the staff, place of occurrence, etc. is required. Personal details like name, contact number, email id, address, etc. must be provided in the form. Users can describe the complaint along with supported documents.
Digital Certificate	A **Digital Certificate** is an electronic document that allows a person, organization to exchange data securely over the Internet using the public key. It contains the public key for a digital signature and **specifies the identity associated with the key**, such as the name of an organization. The certificate is used to confirm that the public key belongs to the specific organization.
Document	Information in print or digital in the form of slides/paper/video or another intermediate medium which appropriate.
Meeting Members	The meeting members play a **major role during the discussion and decision-making**. They are expected to interact actively in activities like brainstorming. Because they can create suggestions and can even precede the function of a facilitator, these participants broadly determine the course of the meeting
Presentation	Consideration recommendations / briefing papers to get results or inform the meeting's members in LC meeting.
Recommendation	A suggestion or proposal as to the best course of action, especially one put forward by an authoritative body.

Terms	Definition
	Recommendation can be made by system, Process Officer or Verification Officer.
Secretariat	The secretary's role in any formal group is **to be guardian of the process of meetings**. They are usually the person who makes the arrangements for the meetings, including, and keeps formal records of the group's process and decisions: the minutes of the meeting. This may include keeping records of BODs correspondence. The **secretary prepares the minutes of the meeting and submits them to the chairman for approval**.
SK	*(Surat Kelulusan)* - It's an approval letter to issue the license.
Operator Licence	After an application is approved, operator obtains the Operator Licence.

Table 4: Definition of Terms

1.7 System Overview

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

1.8 Glossary

Kindly refer to Appendix 2 – General Terms.

1.9 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

The Terminal/Depot/Agent Ticket & Online Agent Ticket modules will briefly explain the process of obtaining a terminal license and the criteria involved. Enforcement & Site Officers need to check all the terminals for grading and compound purposes before the Terminal License is issued either new or renewal. Depot, Online Agent & Agent Ticket license application can be done in this module EXCEPT not having an audit like Terminal Licensing. For the rest of it, similar steps can be taken in obtaining the license.

2.2 Module Description

The Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module enables the User to perform the key activities related to Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module in the iSPKP system.

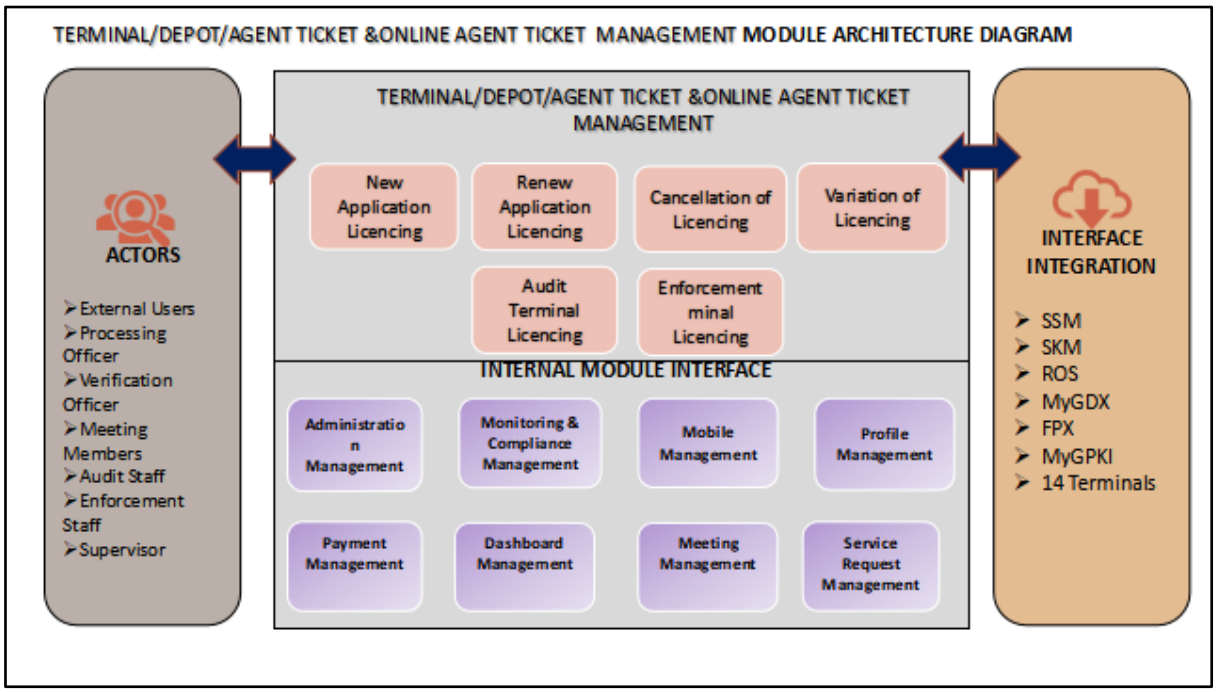

Figure 1: High Level Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module

Figure 1 above illustrates the high-level overview of the Terminal/Depot/Agent Ticket & Online Agent Ticket 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.

Procedures on Terminal/Depot/Agent Ticket & Online Agent Ticket:

For new application for Terminal/Depot/Agent Ticket/Online Agent Ticket licensing. Only Terminal application is required to have process on requirement match and audit (based on self-declaration submit) before obtain license. The rest of the applications (like; Depot/Agent Ticket & Online Agent Ticket) are not required to do self-declaration and audit procedures.

For renewal, the process is similar with other licensing, however before doing a renewal, the terminal is required to both perform an audit based on self-declaration submit in system and compound and penalty if findings and decision from meeting is decided. However, the Terminal operation is allowed IF there is a delay on payment penalty and compound.

The process on variation of certain condition for existing application is similar with other licensing process. However, only changes in shareholder equity is having Fast Approval compare the rest of variation listed. For this variation, penalty and compound will be imposed same as process on Renewal.

For cancellation or termination of license, the process is similar where there no is compound and penalty required to pay when owner wishes to terminate/cancel the license.

This module also explains the Audit or “Pematuhan” flow process when receiving the task log and performing the investigation, before explaining on how the report/findings were processed before proceeding on licensing.

Apart from that, this module also explains on how enforcement is done during audit on site, as well as explaining on how compound is issued to Operator, and how the other procedures also occur during authorized enforcement staff to initiate action such as an Investigation Paper issued and Administrative Proceeding.

3. MODULE FUNCTIONALITY DESCRIPTION

This Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module document introduces an overview of how other main modules can be applied. There are 5 sub modules inside this user manual, which are:

i. New Application
ii. Renew Application
iii. Cancel Application
iv. Variation of Licensing
v. Variation Change of Grade

3.1 Terminal/Depot/Agent Ticket & Online Agent Ticket Management Functionality

The Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module enables the User to perform the key activities related to Terminal Management Module in the iSPKP system. All processing is then done online via automated workflows that will enable official reviews and approvals to be done more efficiently and effectively.

3.1.1 New Application

This module will briefly explain the process of obtaining a terminal license and the criteria involved. Enforcement & Site Officers need to check all the terminals for grading purposes before the Terminal Licensing is issued. Depot, Online Agent & Agent Ticket license application can be done in this module EXCEPT not having an audit like Terminal Licensing.

3.1.2 Renew Application

Besides that, this module also explains how the process of renewing a licensing application works. The process of renewing license will have another audit especially for the terminal, the rest (Depot/Agent & Online Agent) not required to have a process audit.

3.1.3 Cancel Application

Those licenses required on cancellation do not have penalty or compound charges to the operator company.

3.1.4 Variation of Licensing

While for variation, there is a fast approval on certain conditions which apply to ALL applications (Terminal/Depot/Agent Ticket/Online Agent Ticket), however variation for Terminal license still goes on audit as current practices.

3.1.5 Variation Change of Grade

While for Variation Change of Grade, there is a variation with regards to Grading Passengers Facilities and Grading Bus Operators Facilities on certain conditions which apply to Terminal Category.

3.2 User Types and Roles

There are different types of Users involved in the Front-End Terminal/Depot/Agent Ticket & Online Agent Ticket Management Module.

No.	External Users
1	Private Company
2	Third Party Company
3	Government Agencies

Table 5: iSPKP System External Users

3.3 Work Process Flow

- The following work process flow considers the different types of User role.
- The User enters the APAD URL Link to access the Login Page.
- The URL links are as stated below:

Peninsular Malaysia:

URL for APAD:

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

4. USER MANUAL

4.1 New Application

This module will briefly explain the process of obtaining a terminal license and the criteria involved. Enforcement & Site Officers need to check all the terminals for grading purposes before the Terminal Licensing is issued. Depot, Online Agent & Agent Ticket license application can be done in this module EXCEPT not having an audit like Terminal Licensing.

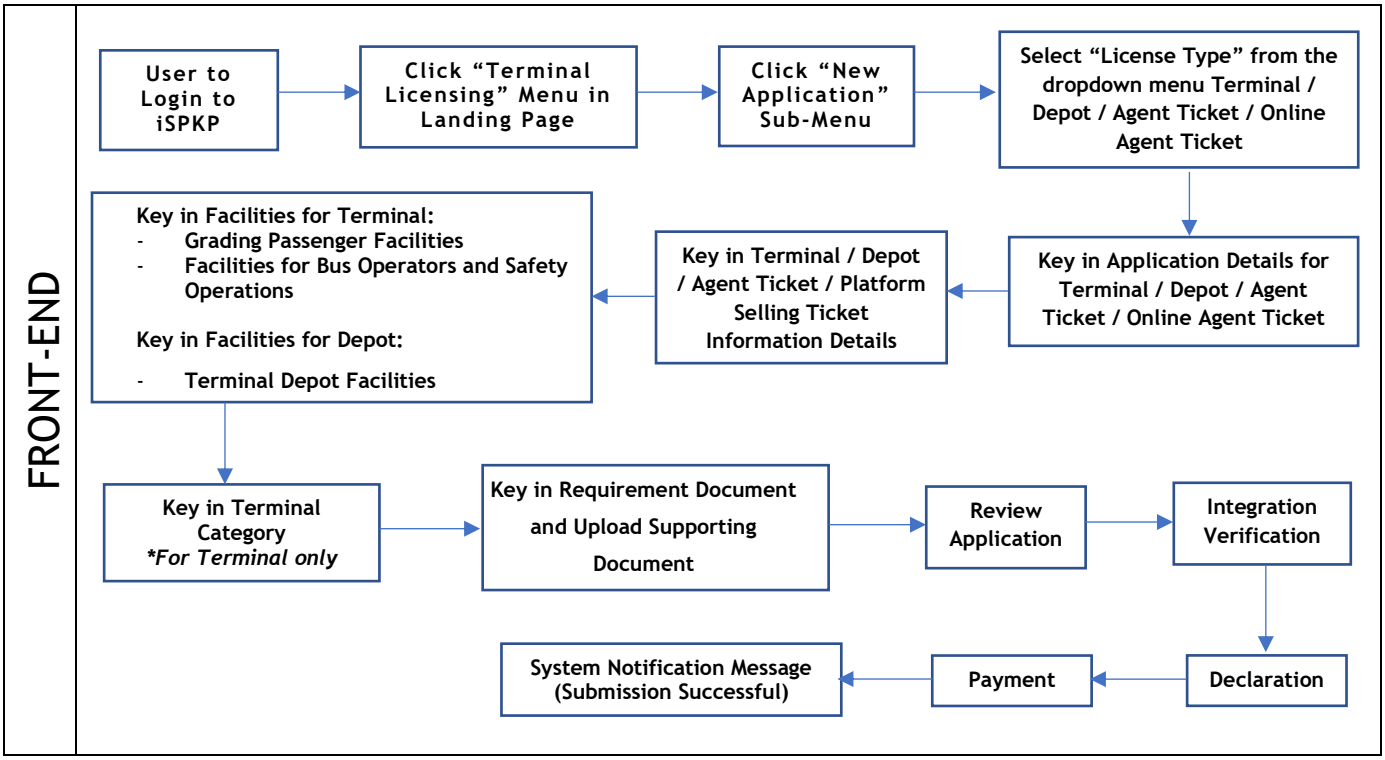

Figure 2: New Application Process Flow

4.1.1 Terminal

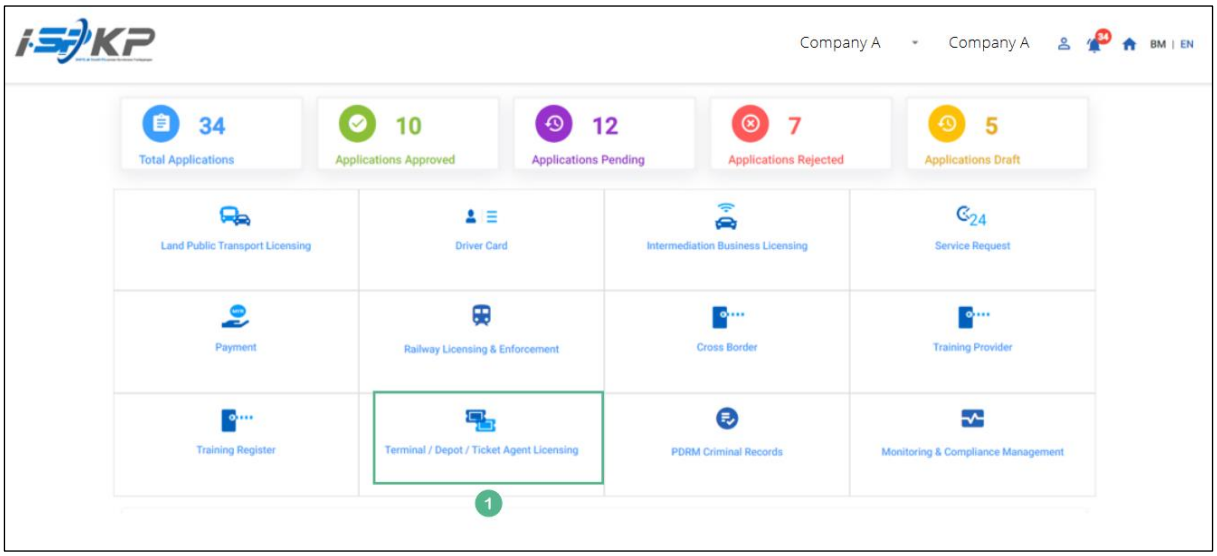

Figure 3: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 4.

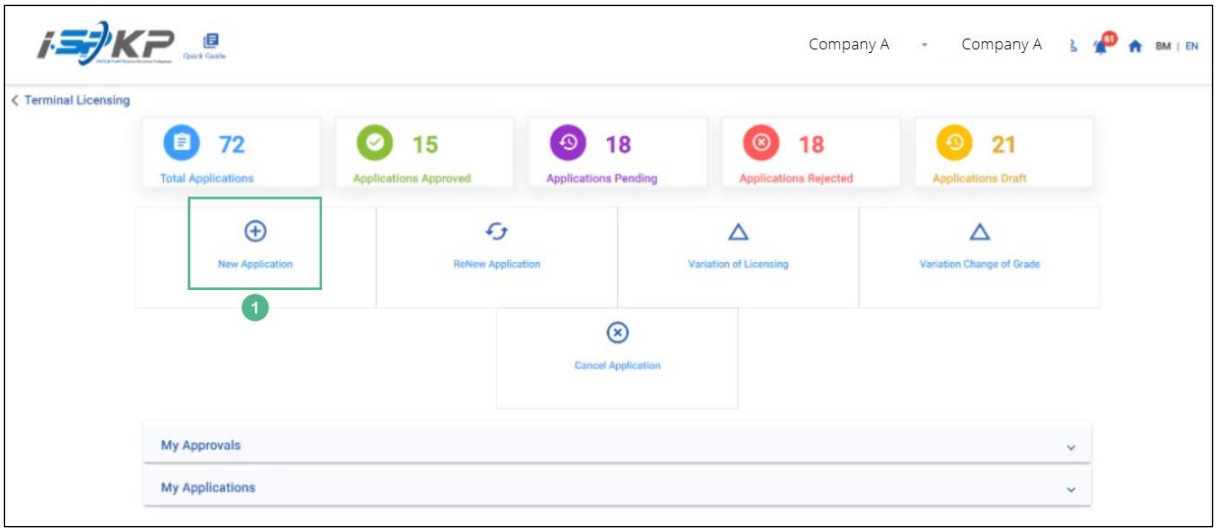

Figure 4: New Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Application	Provides access to various tasks under "New Application".	User to click on "New Application" button.	Click button. Next screen is displayed as per Figure 5.

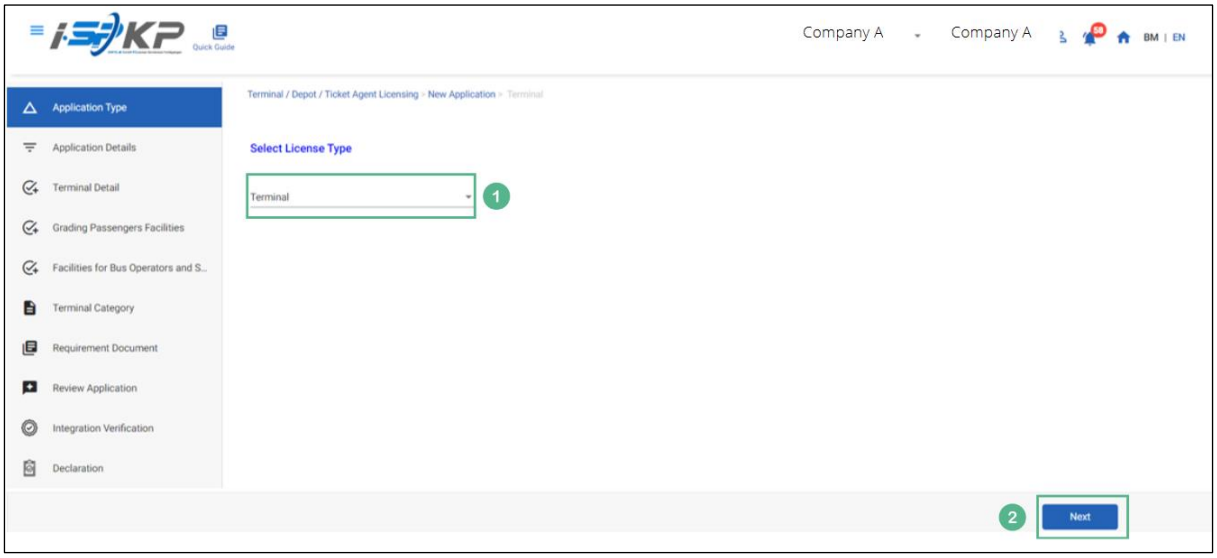

Figure 5: Application Type – Select License Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Type - Select License Type	Enable user to choose which License Type to proceed with the next steps	User to select from the dropdown list: - Terminal (Selected) - Depot - Agent Ticket - Online Agent Ticket	Mandatory. Dropdown list.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 6.

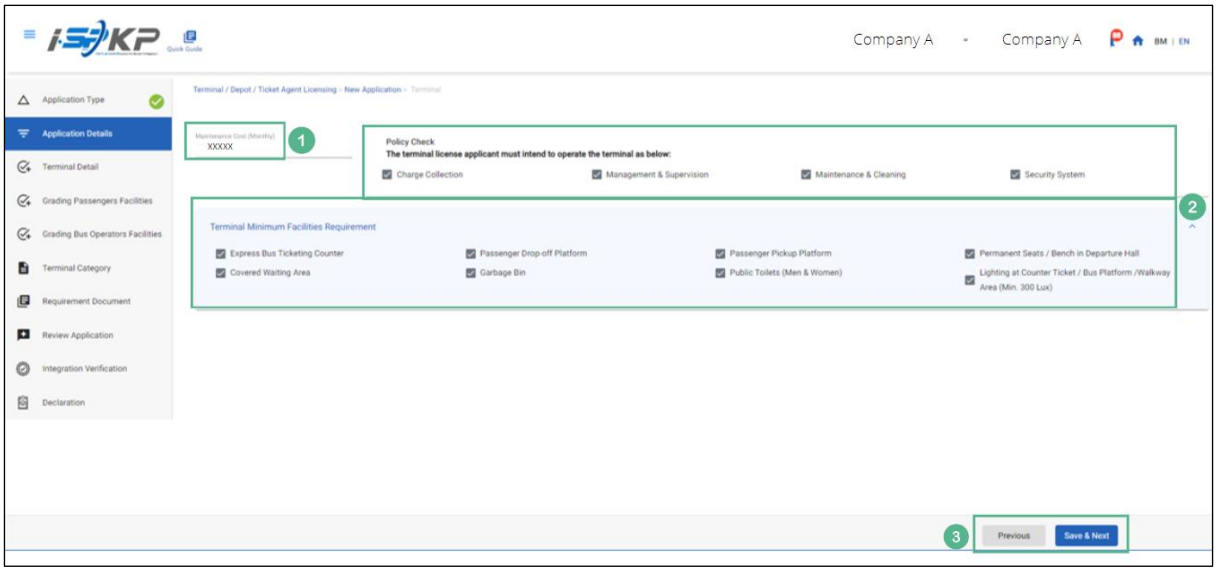

Figure 6: Application Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Maintenance Cost (monthly)	Enables user to insert information on Maintenance Cost (monthly).	User to key in information on Maintenance Cost (monthly) in the fields required.	Number format.
2	Checkbox items	Enable user to select items applicable for their application.	User to tick on the checkbox on the items which are applicable to the application.	Tick checkbox.
3	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 7.

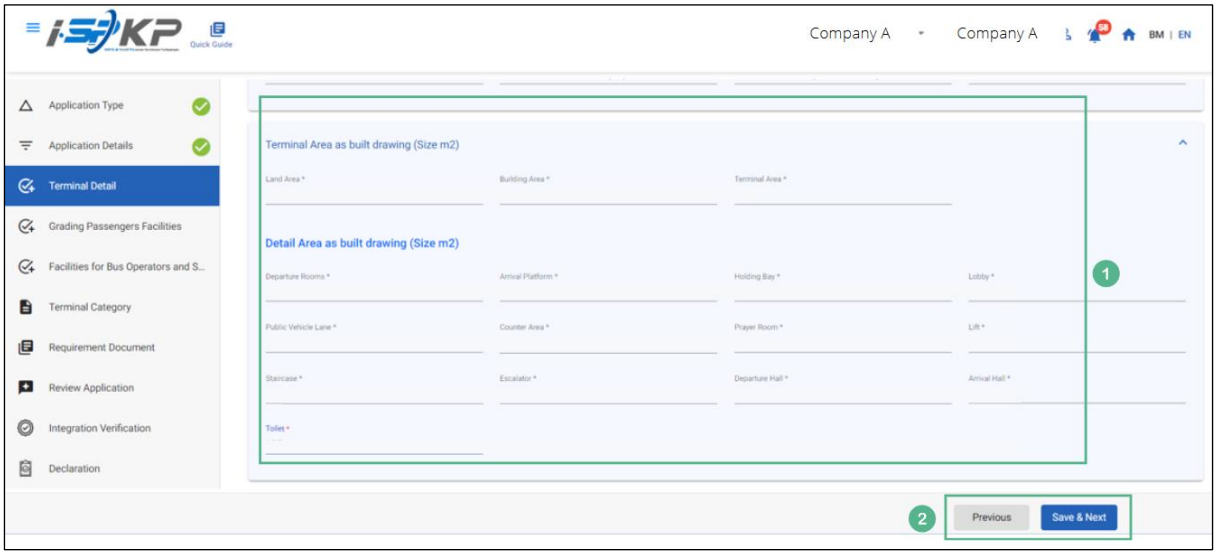

Figure 7: Terminal Detail

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal Detail	Enables user to insert information on the Terminal Details.	User to key in information in the fields required.	Text or number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 8.

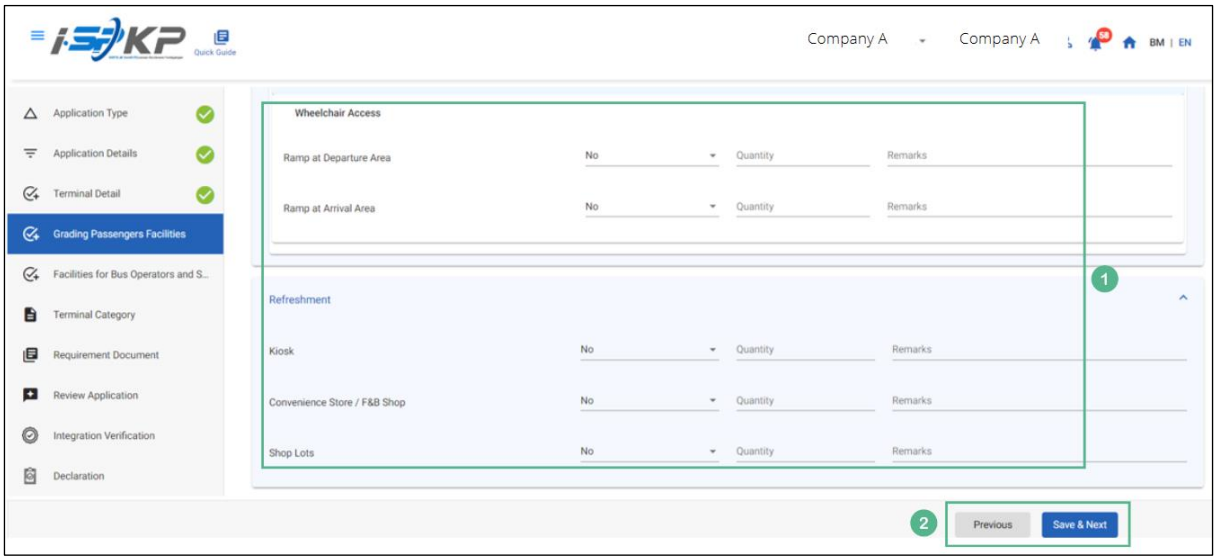

Figure 8: Grading Passengers Facilities

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Grading Passengers Facilities	Enables user to insert information on the Grading Passengers Facilities.	User to select from dropdown and key in information in the fields required.	Dropdown List. Text or number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 9.

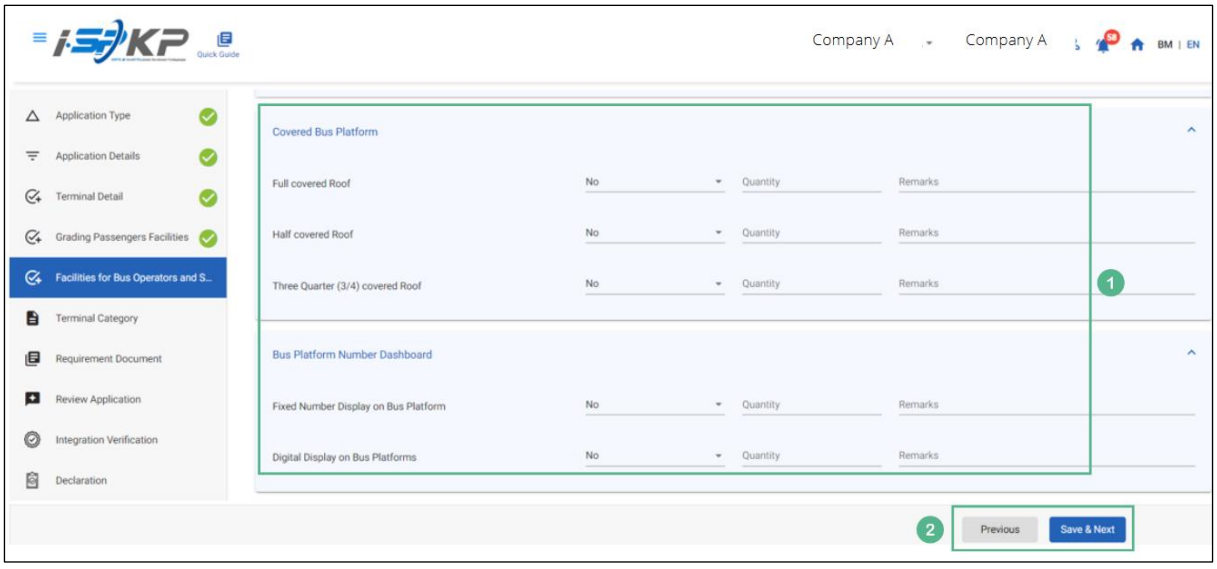

Figure 9: Facilities for Bus Operators and Safety Operations

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Facilities for Bus Operators and Safety Operations	Enables user to insert information on the Facilities for Bus Operators and Safety Operations.	User to select from dropdown and key in information in the fields required.	Dropdown List. Text or number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 10.

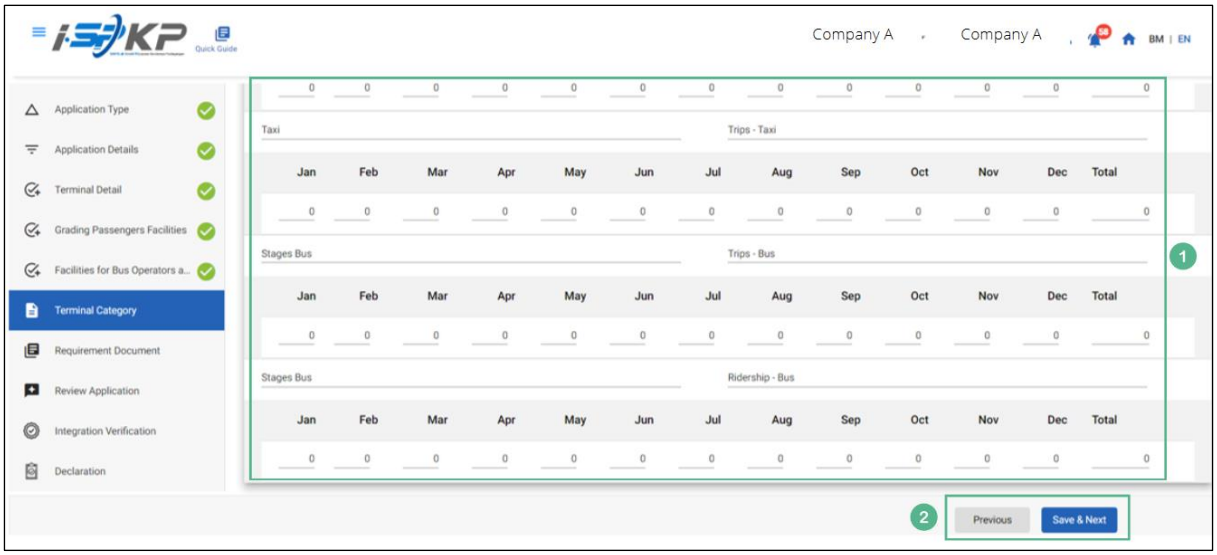

Figure 10: Terminal Category

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal Category	Enables user to insert information on the Terminal Category.	User to key in information in the fields required.	Text or number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 11.

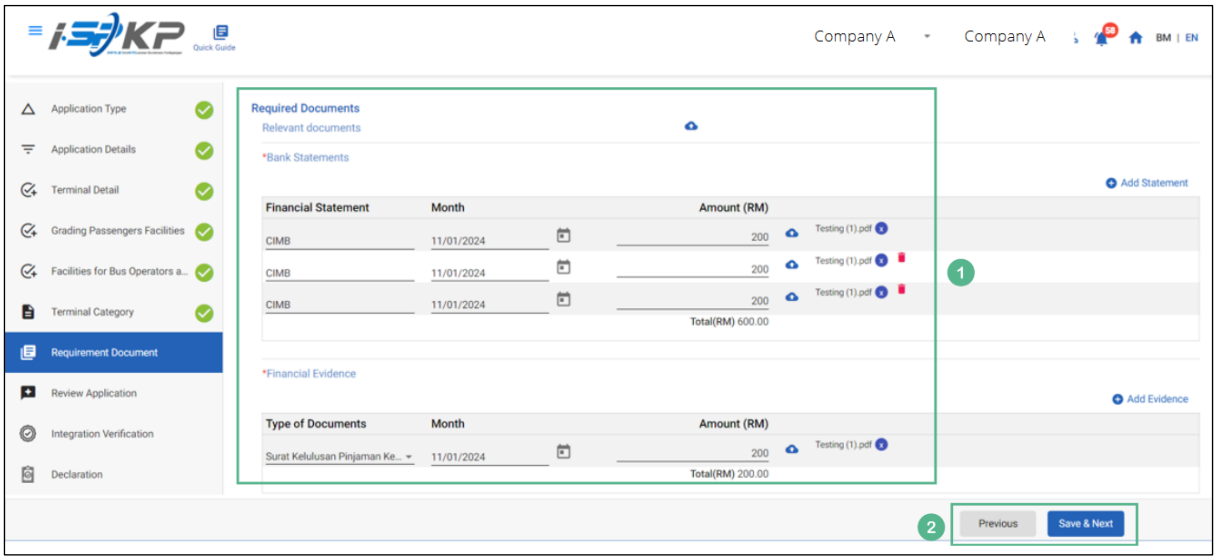

Figure 11: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 12.

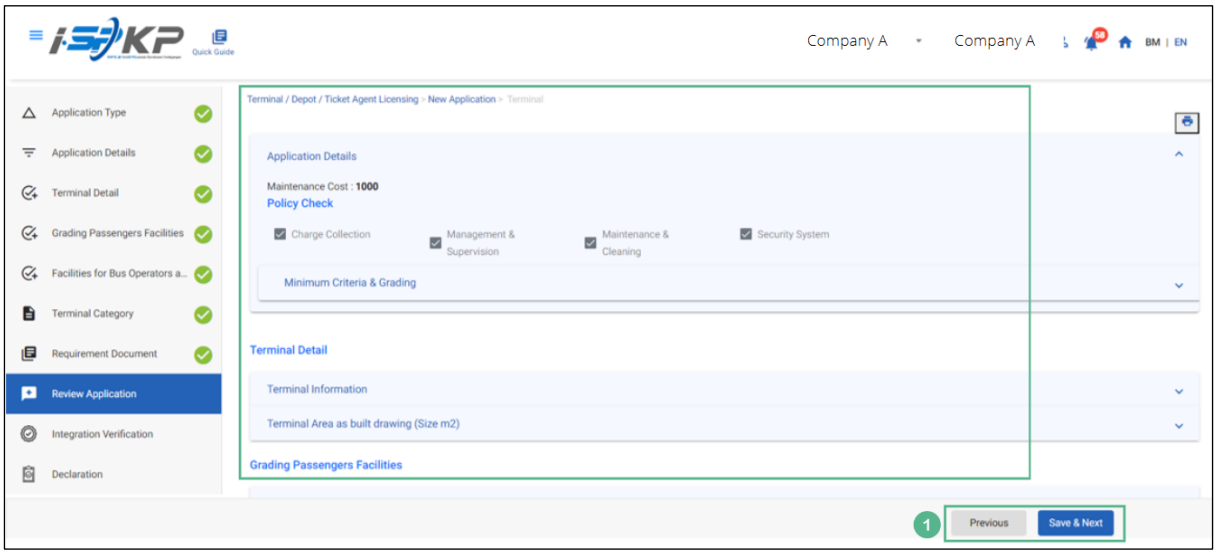

Figure 12: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 13.

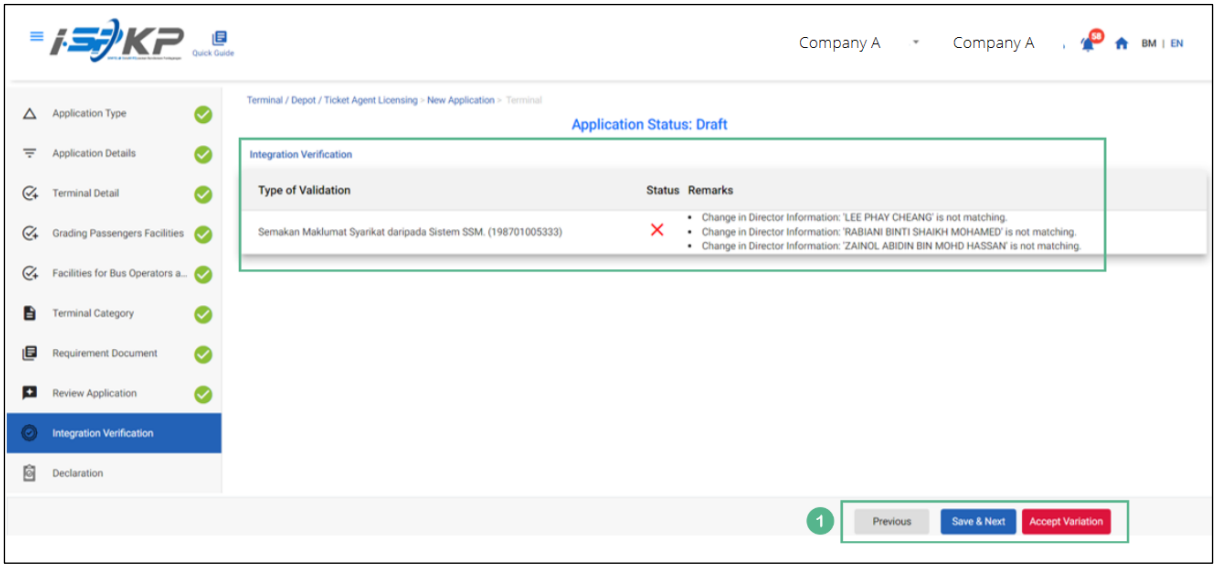

Figure 13: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the uploaded documents and move to the next	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 14.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		screen or Accept Variation.	- Accept Variation	

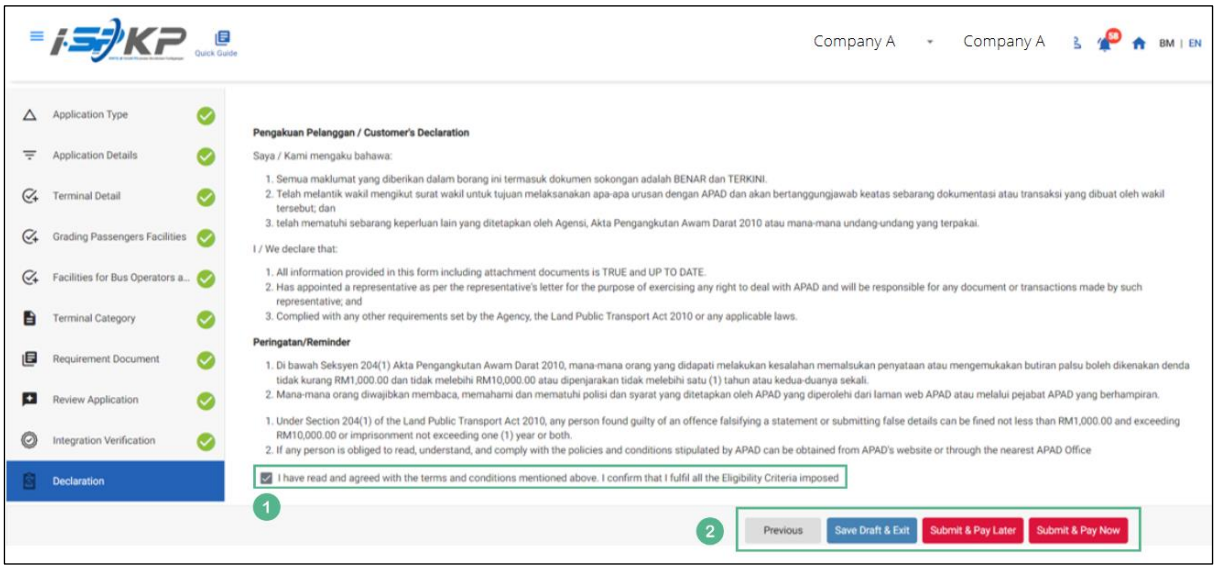

Figure 14: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later /	Enables User to decide on next action.	User to select Action button as per options: - Previous	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Submit & Pay Now		- Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.1.2 Depot

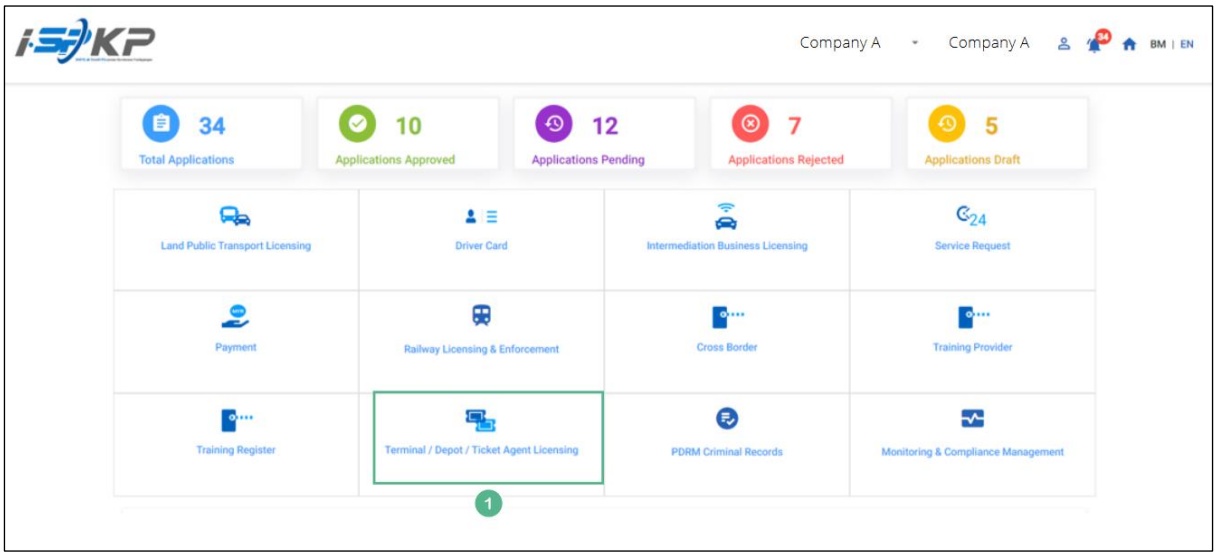

Figure 15: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 16.

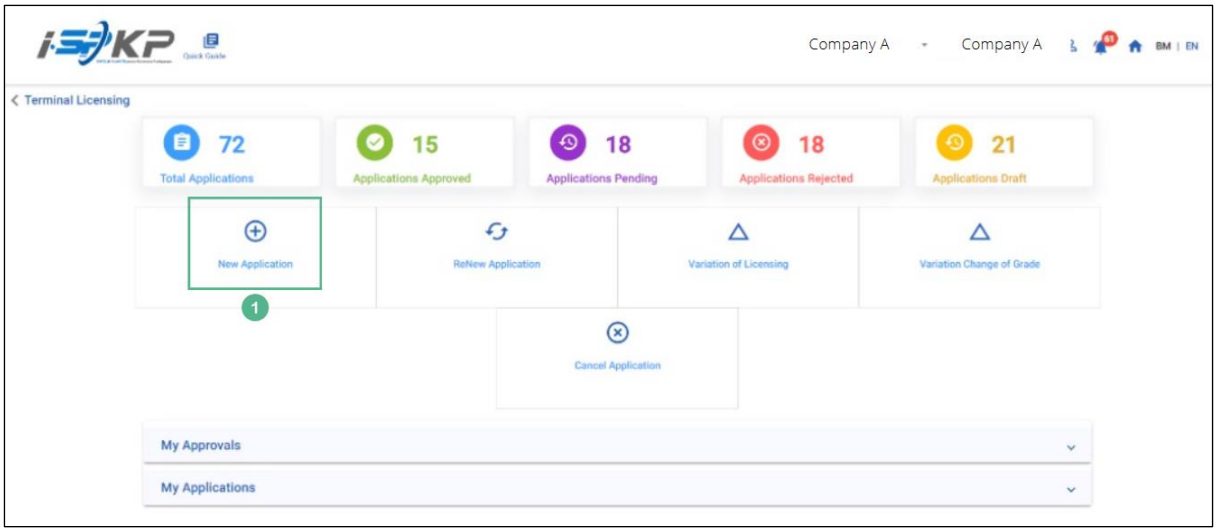

Figure 16: New Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Application	Provides access to various tasks under "New Application".	User to click on "New Application" button.	Click button. Next screen is displayed as per Figure 17.

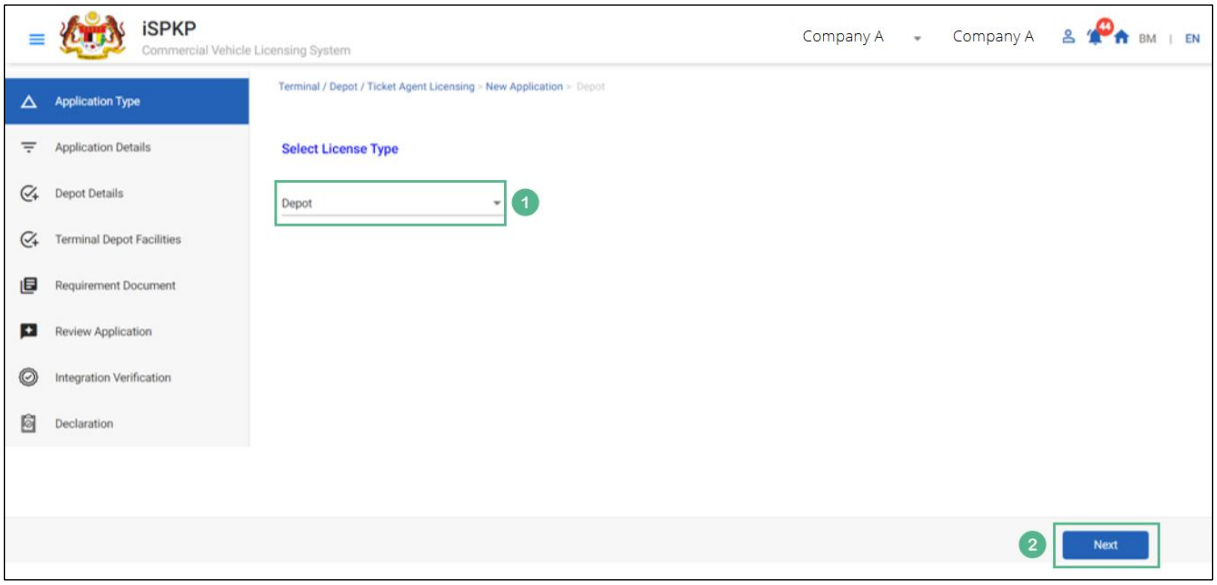

Figure 17: Application Type – Select License Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Type – Select License Type	Enable user to choose which License Type to proceed with the next steps	User to select from the dropdown list: - Terminal - Depot (Selected) - Agent Ticket - Online Agent Ticket	Select from dropdown.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 18.

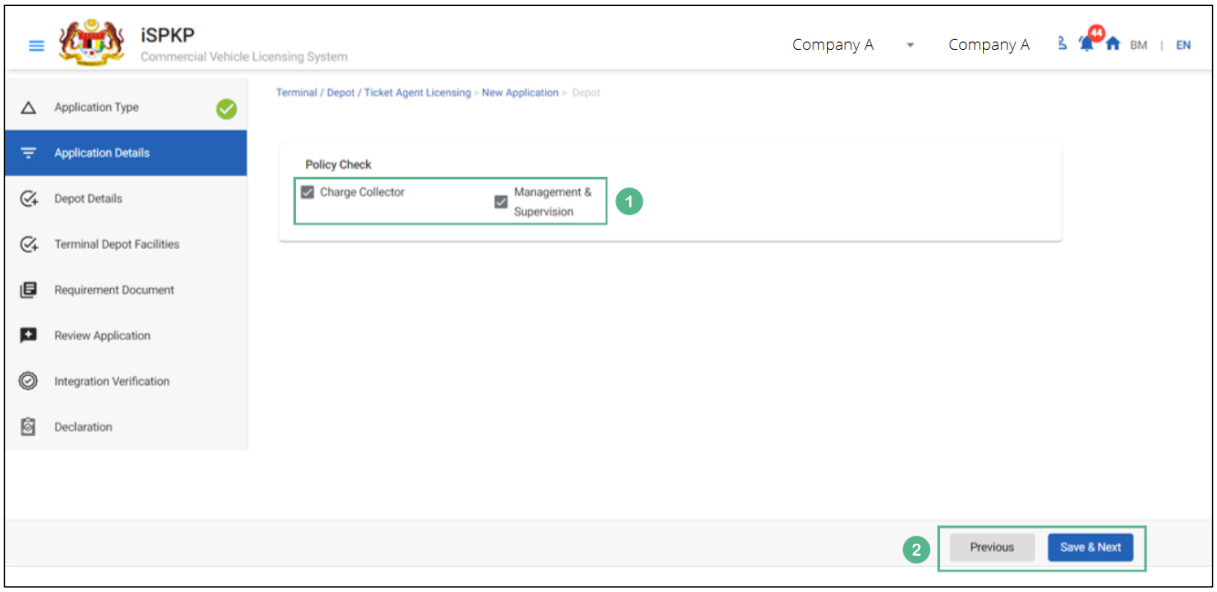

Figure 18: Application Details – Policy Check

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Details – Policy Check	Enables user to select on the items related.	User to tick the checkbox for items which is related to the application.	Tick checkbox.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 19.

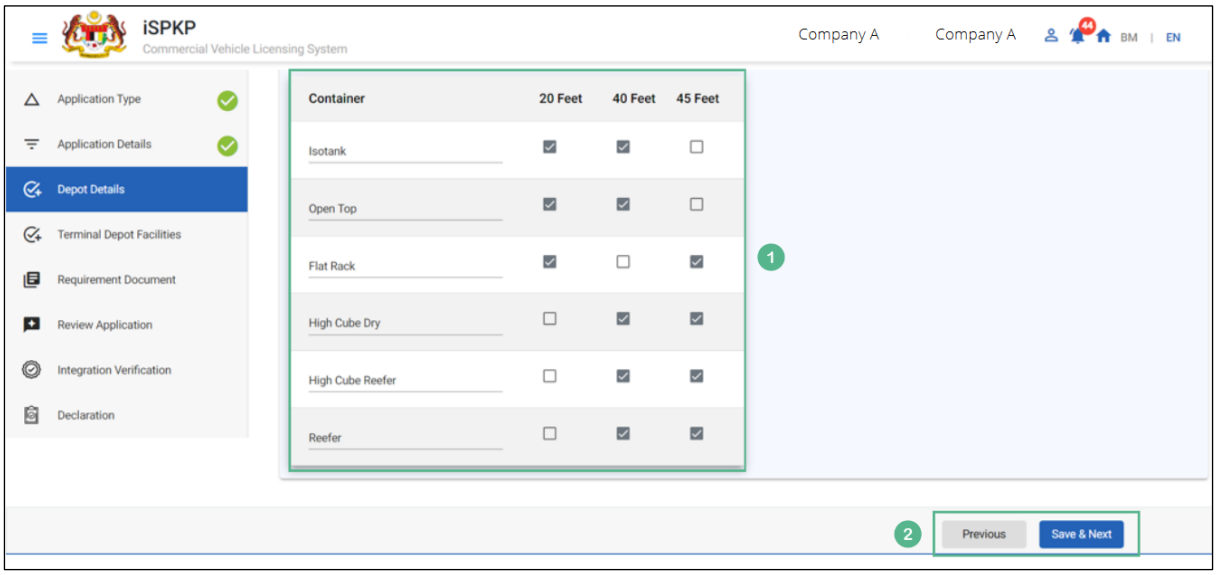

Figure 19: Depot Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Depot Details	Enables user to select on the items related.	User to tick the checkbox for items which is related to the application.	Tick checkbox.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 20.

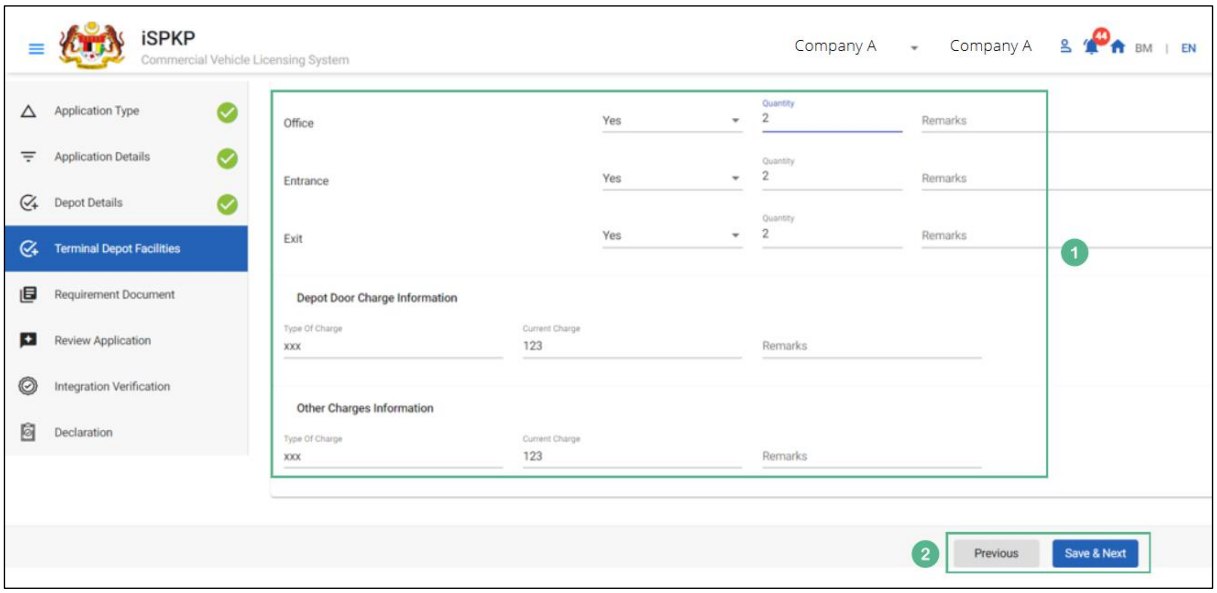

Figure 20: Terminal Depot Facilities

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal Depot Facilities	Enables user to insert information on the Terminal Depot Facilities	User to select from dropdown and key in information in the fields required.	Dropdown List. Text or number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 21.

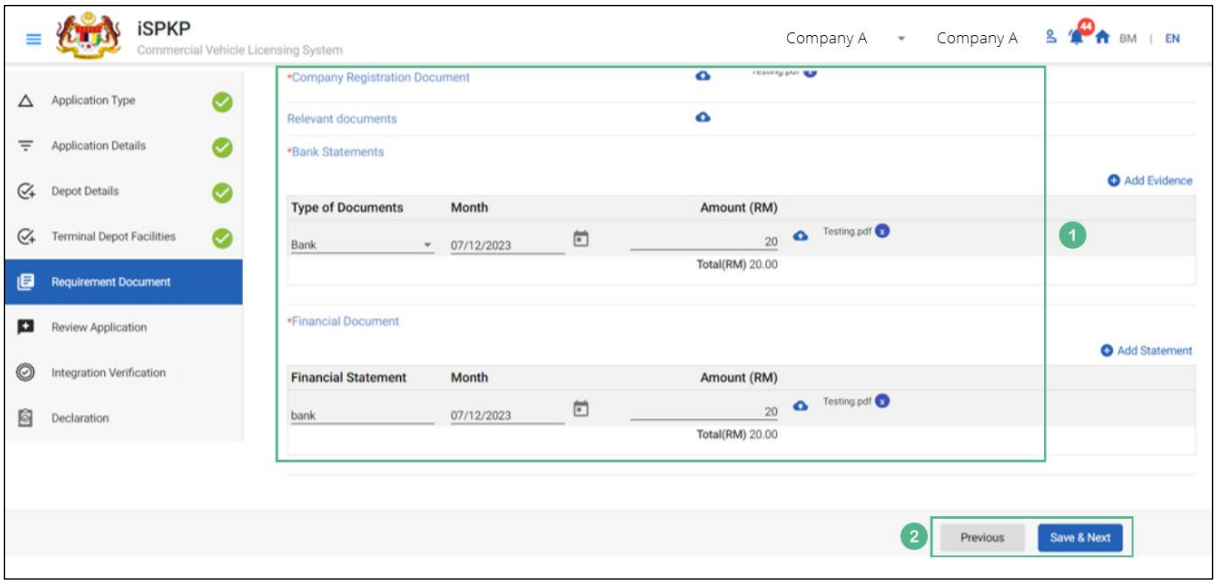

Figure 21: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 22.

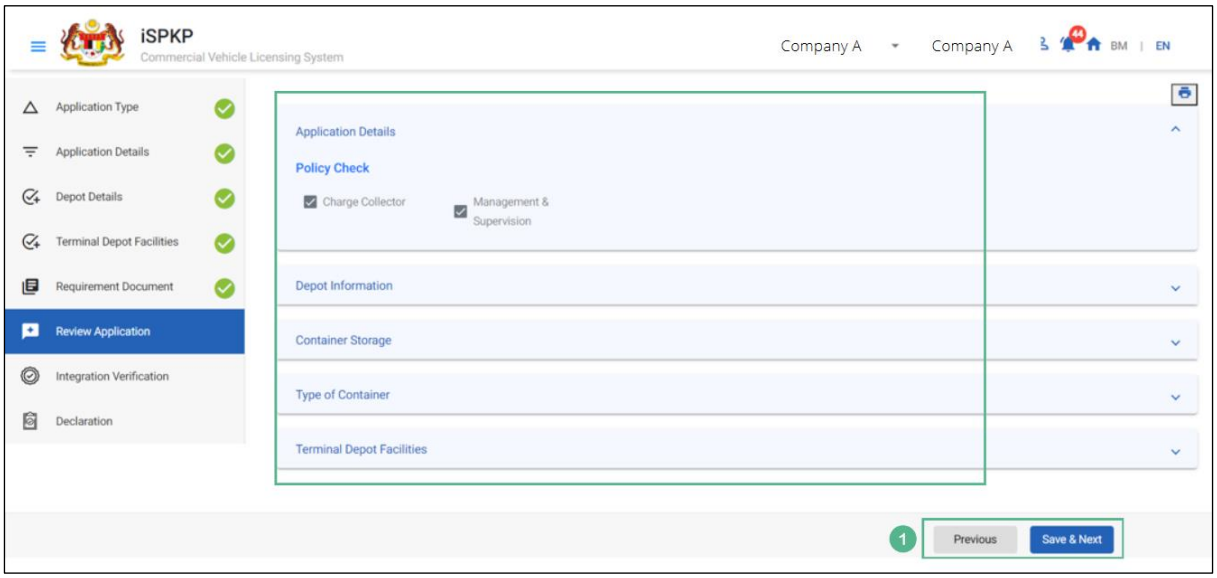

Figure 22: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 23.

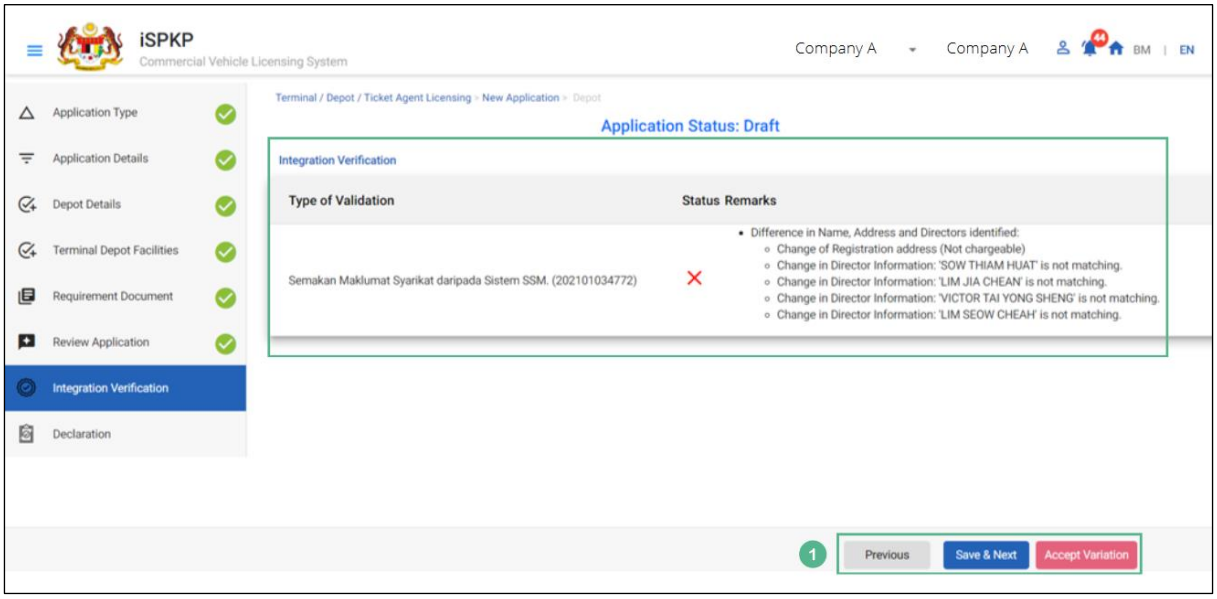

Figure 23: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the uploaded documents and move to the next	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 24.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		screen or Accept Variation.	- Accept Variation	

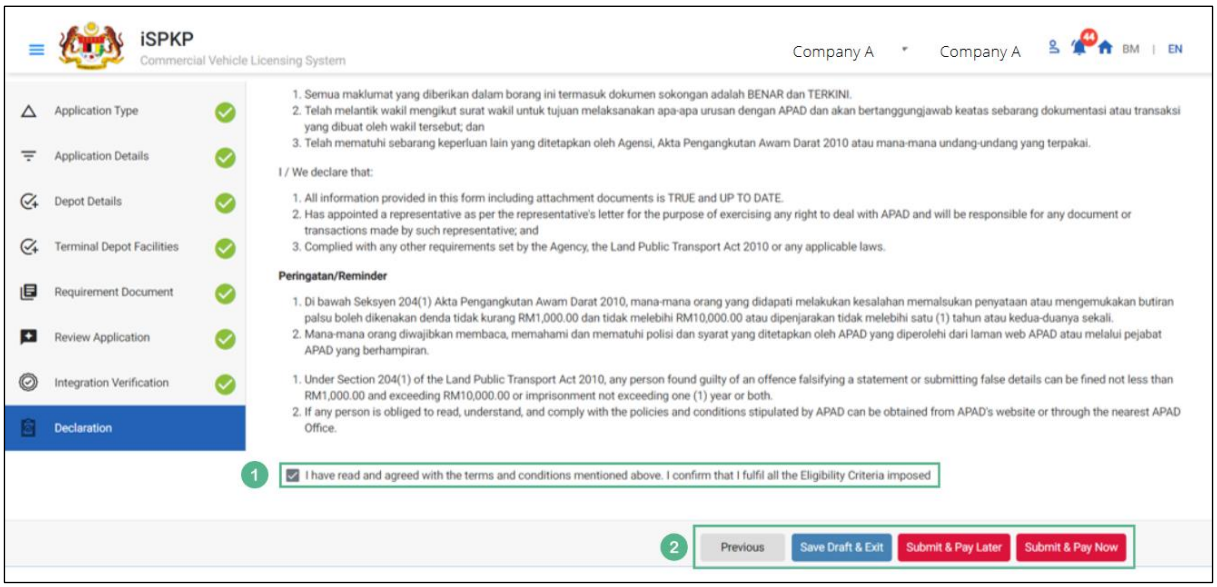

Figure 24: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit	Enables User to decide on next action.	User to select Action button as per options: - Previous	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	& Pay Later / Submit & Pay Now		- Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.1.3 Agent Ticket

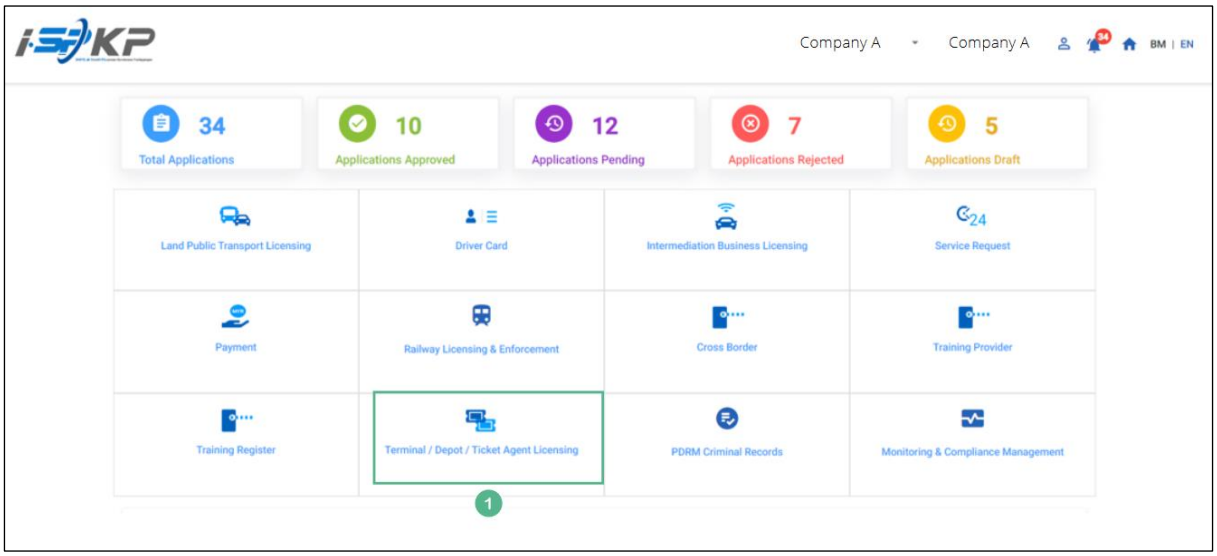

Figure 25: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 26.

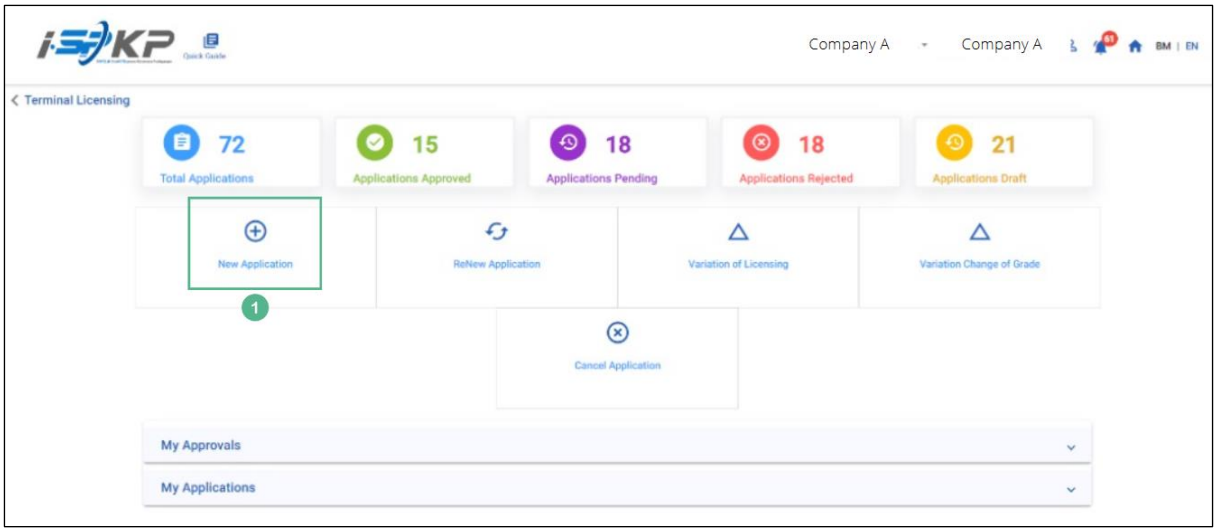

Figure 26: New Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Application	Provides access to various tasks under "New Application".	User to click on "New Application" button.	Click button. Next screen is displayed as per Figure 27.

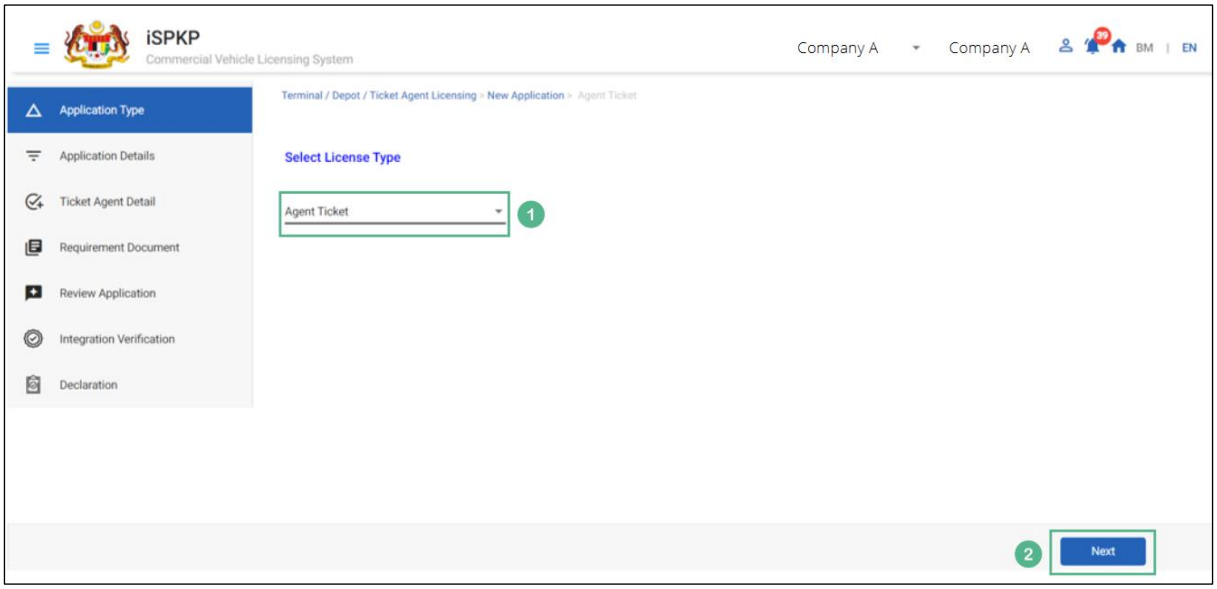

Figure 27: Application Type – Select License Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License Type	Enable user to choose which License Type to proceed with the next steps	User to select from the dropdown list: - Terminal - Depot - Agent Ticket (Selected) - Online Agent Ticket	Select from dropdown.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 28.

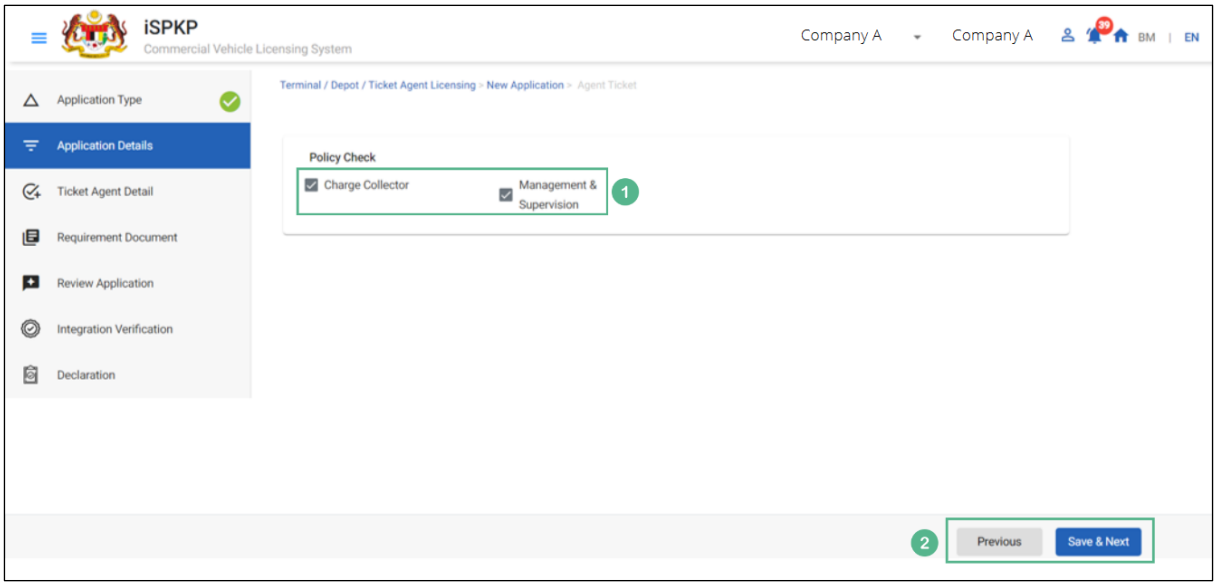

Figure 28: Application Details - Policy Check

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Details – Policy Check	Enables user to select on the items related.	User to tick the checkbox for items which is related to the application.	Tick checkbox.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 29.

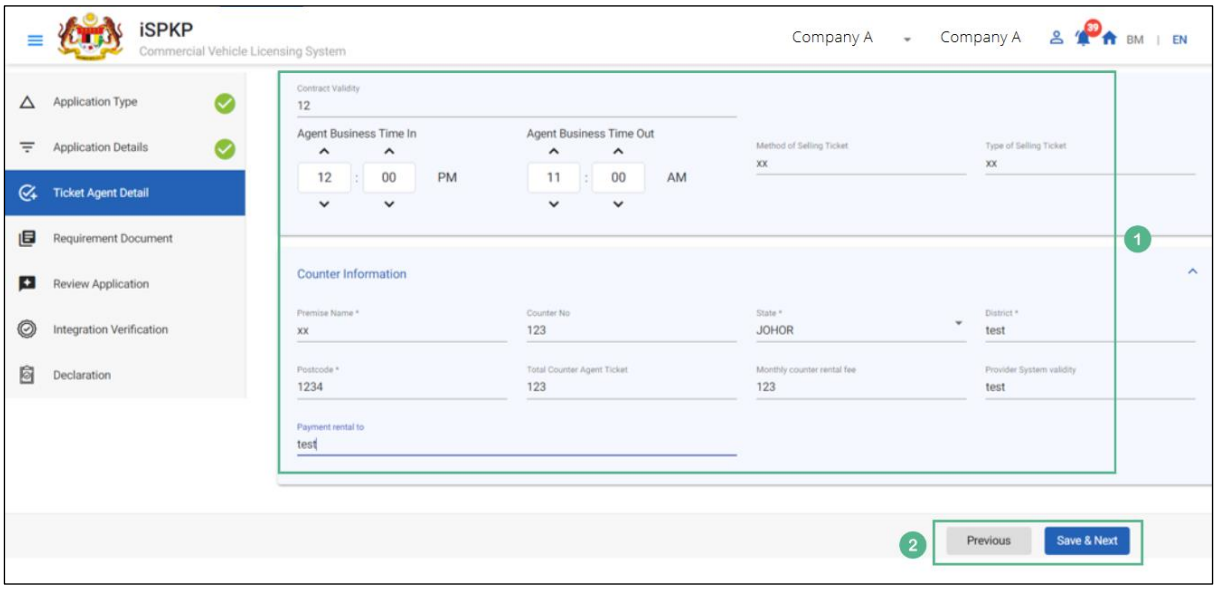

Figure 29: Ticket Agent Detail

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Ticket Agent Detail	Enables user to insert information on the fields required.	User to select from dropdown and key in information in the fields required.	Dropdown List. Text or number format. Time format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 30.

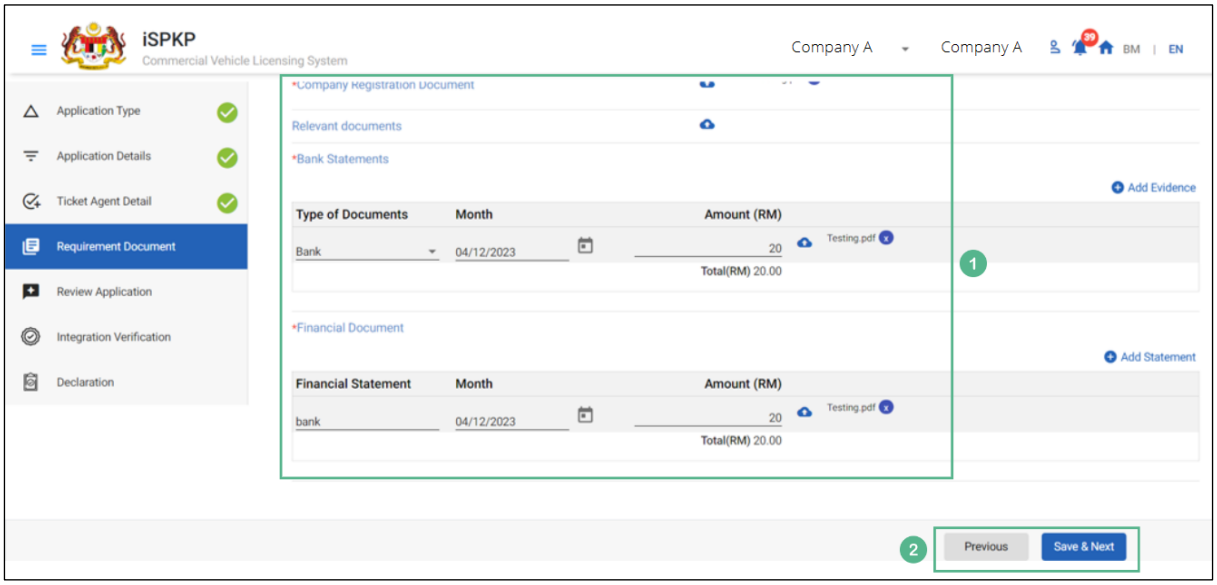

Figure 30: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 31.

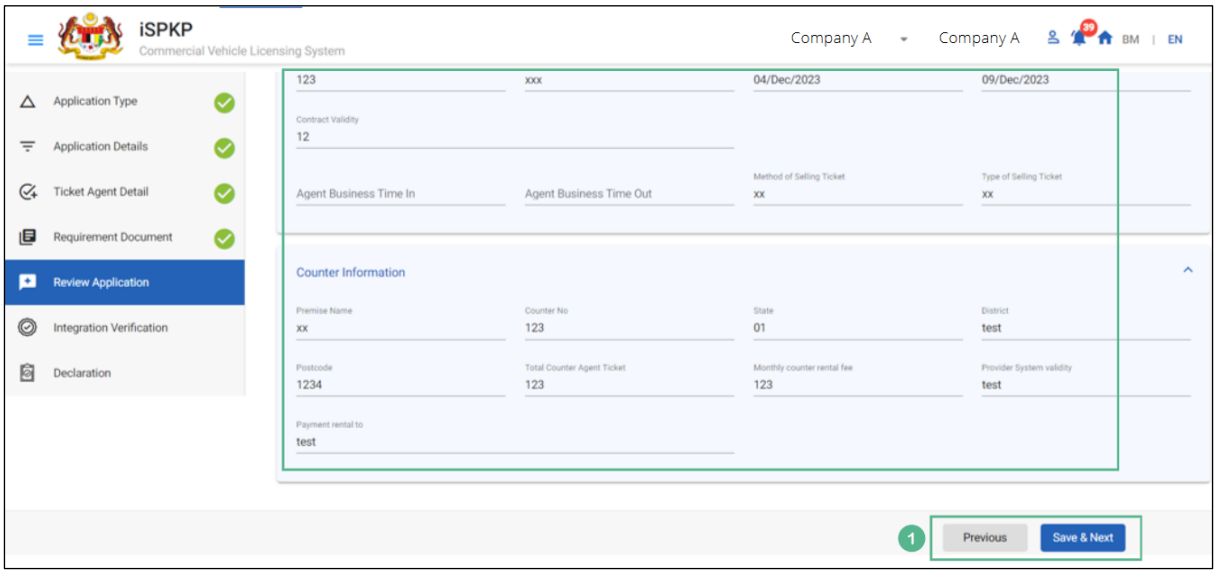

Figure 31: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 32.

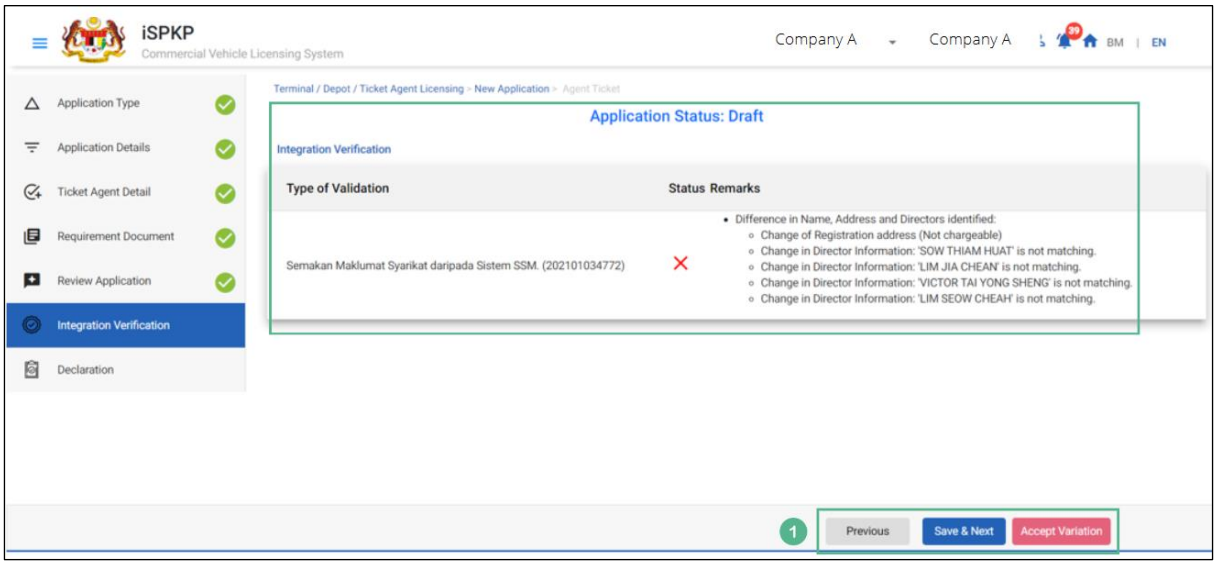

Figure 32: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the uploaded documents and move to the next	User to click on the following options: - Previous - Save & Next (selected) - Accept Variation	Click button. Next screen is displayed as per Figure 33.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		screen or Accept Variation.		

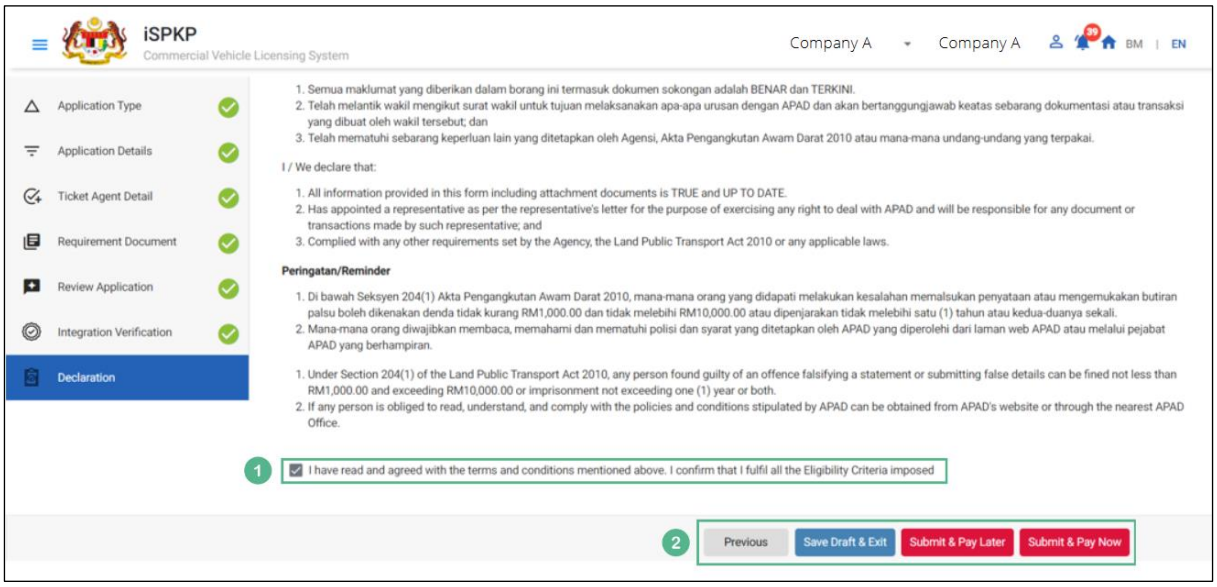

Figure 33: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later /	Enables User to decide on next action.	User to select Action button as per options: - Previous	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Submit & Pay Now		- Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.1.4 Online Agent Ticket

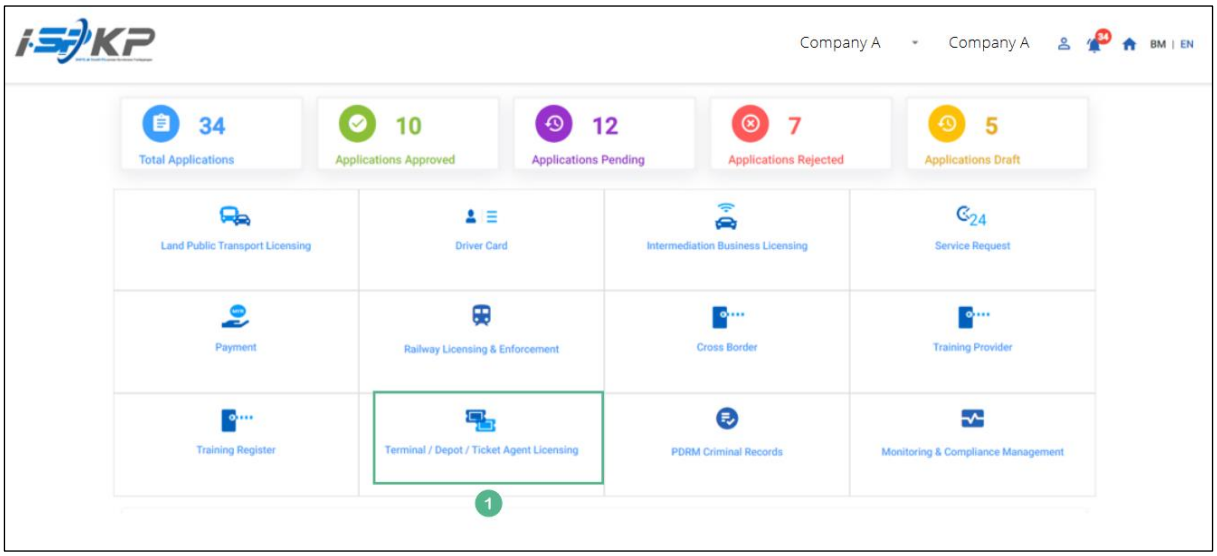

Figure 34: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 35.

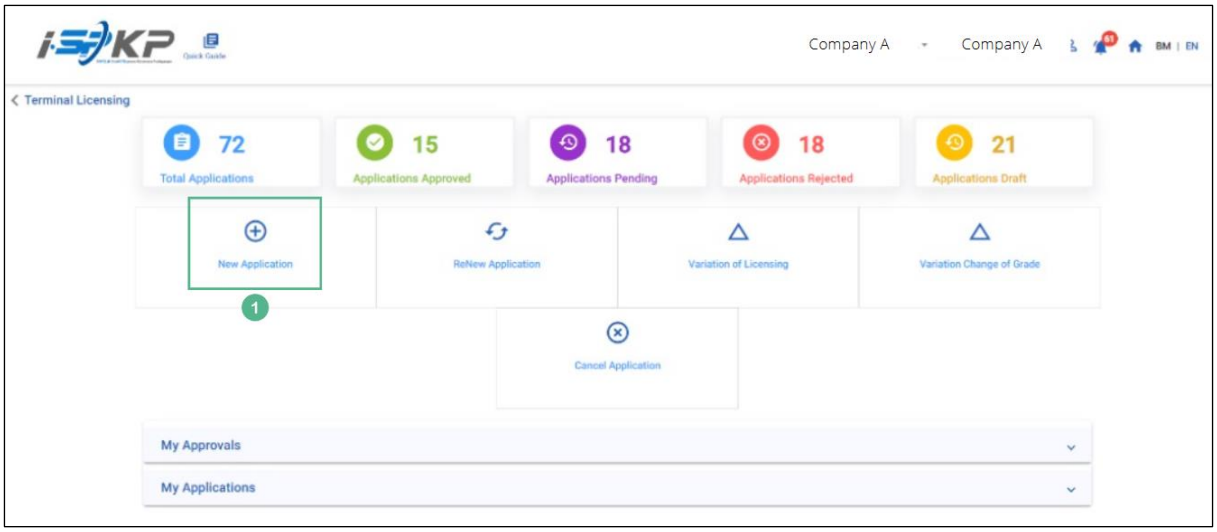

Figure 35: New Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Application	Provides access to various tasks under "New Application".	User to click on "New Application" button.	Click button. Next screen is displayed as per Figure 36.

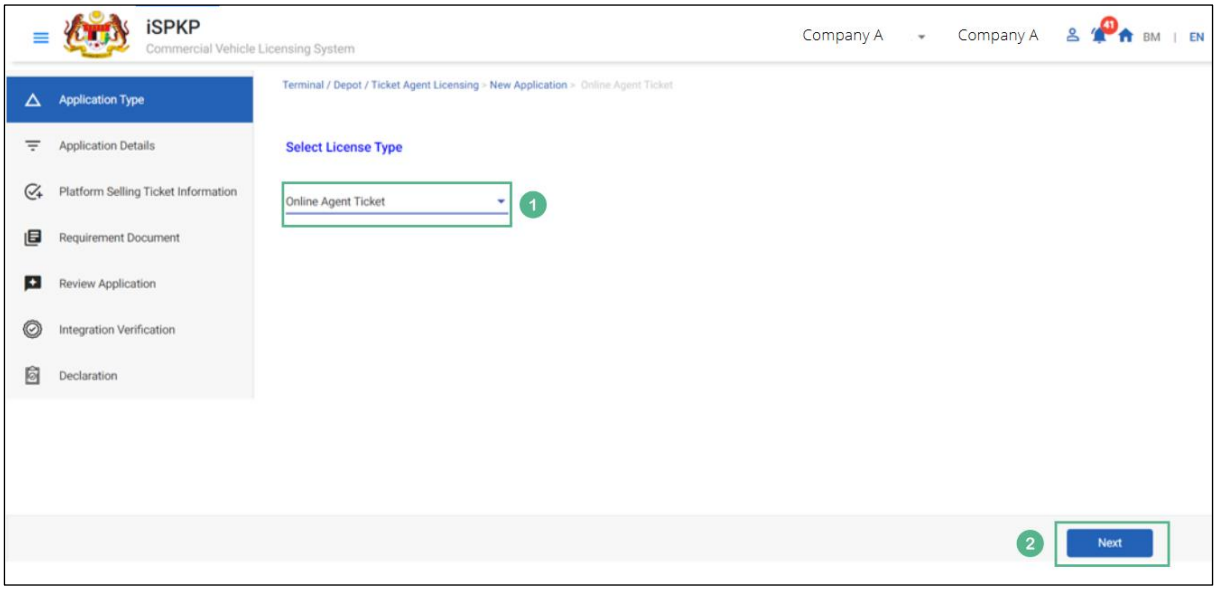

Figure 36: Application Type – Select License Type

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Type – Select License Type	Enable user to choose which License Type to proceed with the next steps	User to select from the dropdown list: - Terminal - Depot - Agent Ticket - Online Agent Ticket (Selected)	Select from dropdown.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 37.

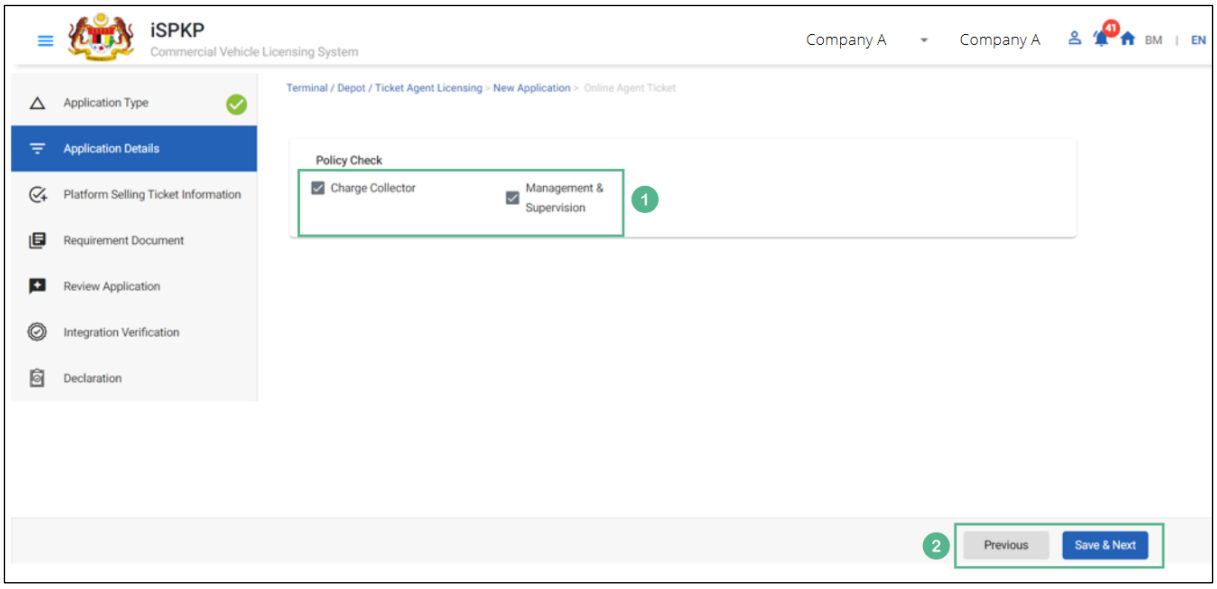

Figure 37: Application Details - Policy Check

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application Details – Policy Check	Enables user to select on the items related.	User to tick the checkbox for items which is related to the application.	Tick checkbox.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 38.

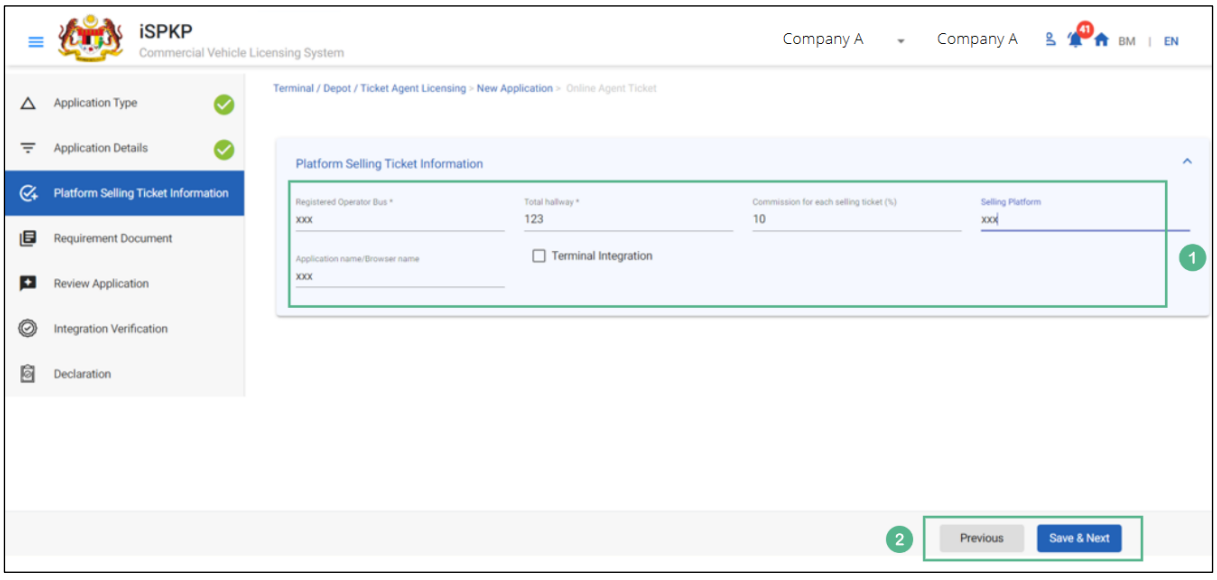

Figure 38: Platform Selling Ticket Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Platform Selling Ticket Information	Enables user to insert information on the fields required.	User to key in information in the fields required.	Text or number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 39.

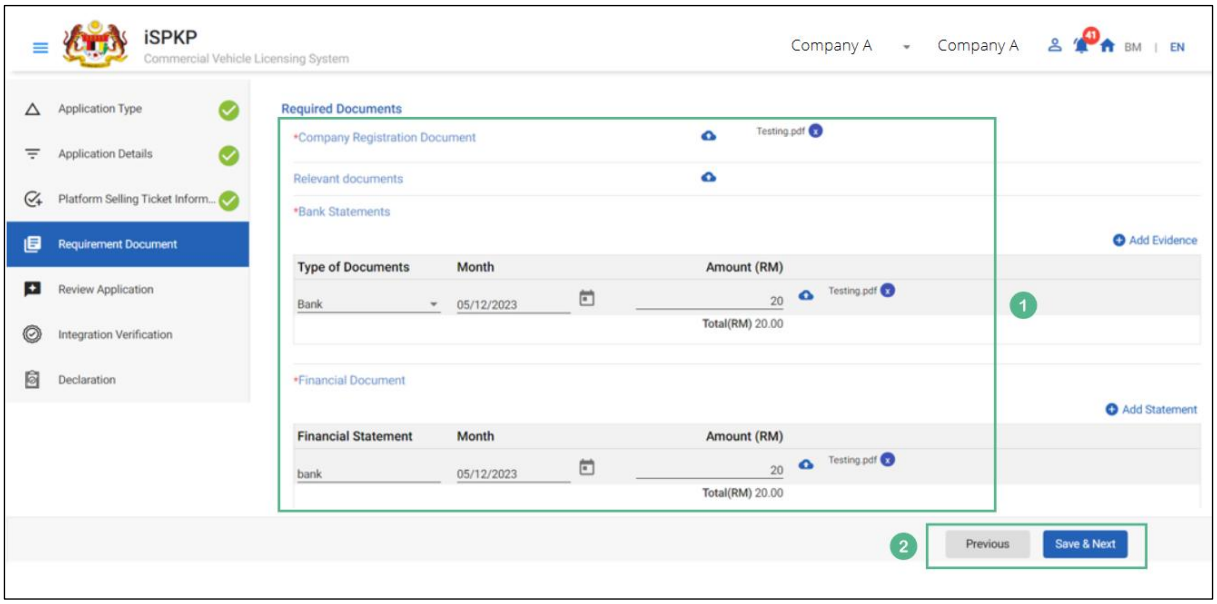

Figure 39: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 40.

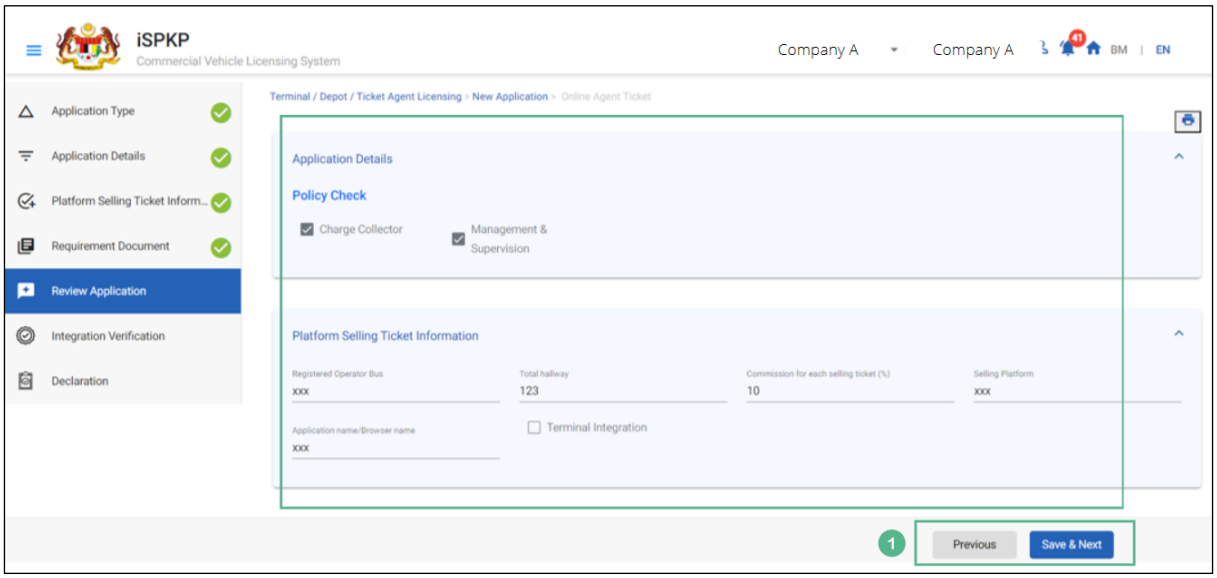

Figure 40: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 41.

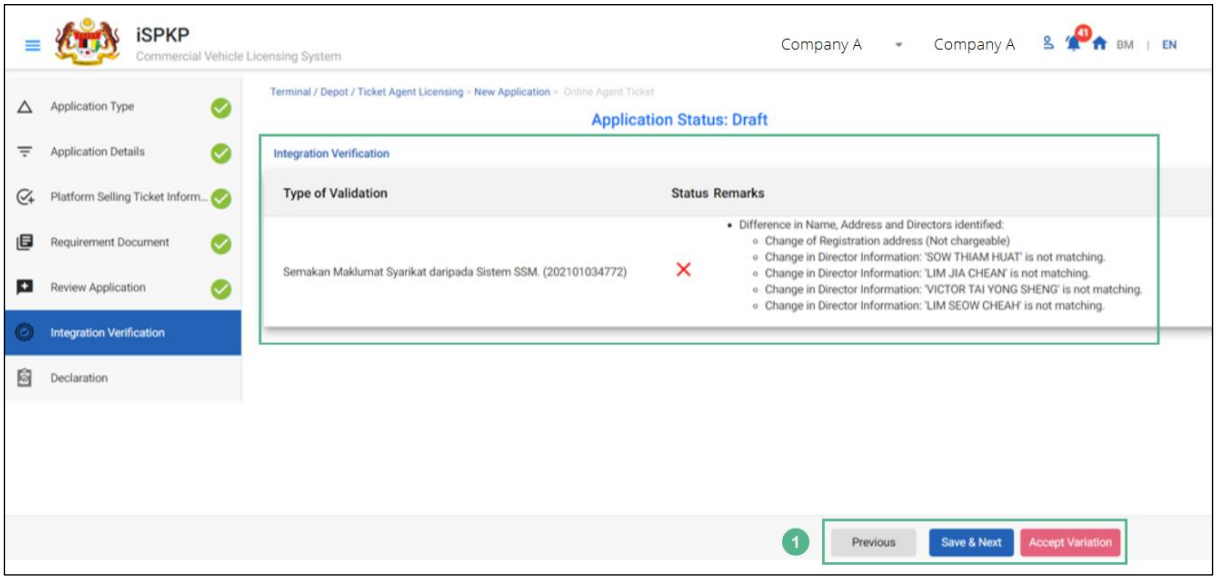

Figure 41: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the uploaded documents and move to the next	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 42.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		screen or Accept Variation.	- Accept Variation	

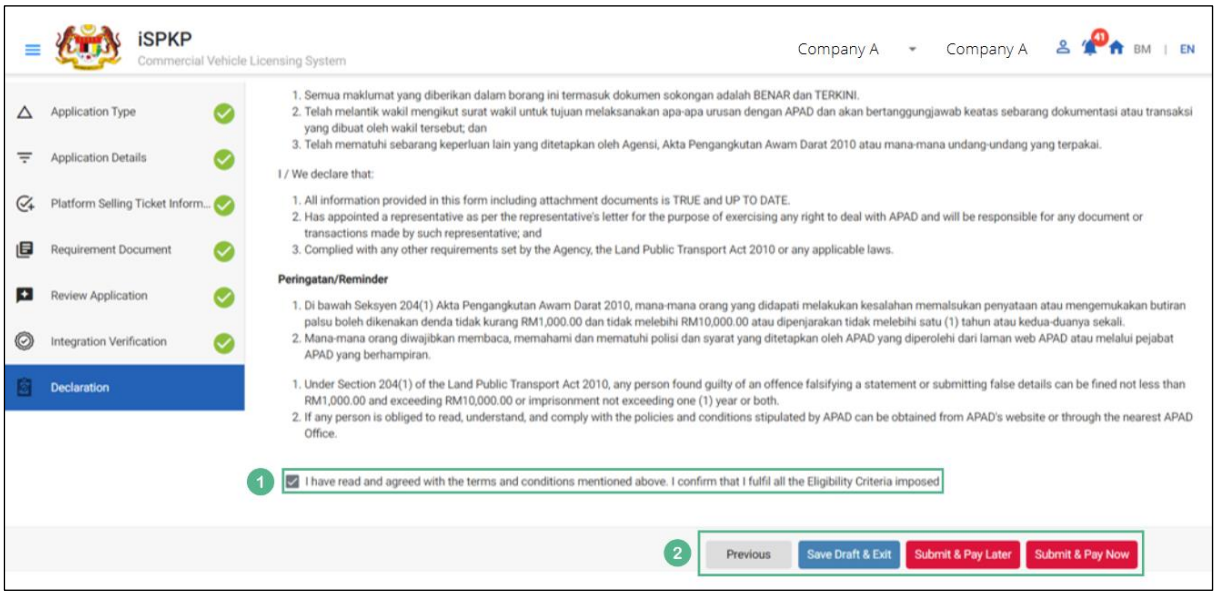

Figure 42: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later /	Enables User to decide on next action.	User to select Action button as per options: - Previous	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Submit & Pay Now		- Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.2 Renew Application

Besides that, this module also explains how the process of renewing a licensing application works. The process of renewing license will have another audit especially for the terminal, the rest (Depot/Agent Ticket & Online Agent Ticket) not required to have a process audit.

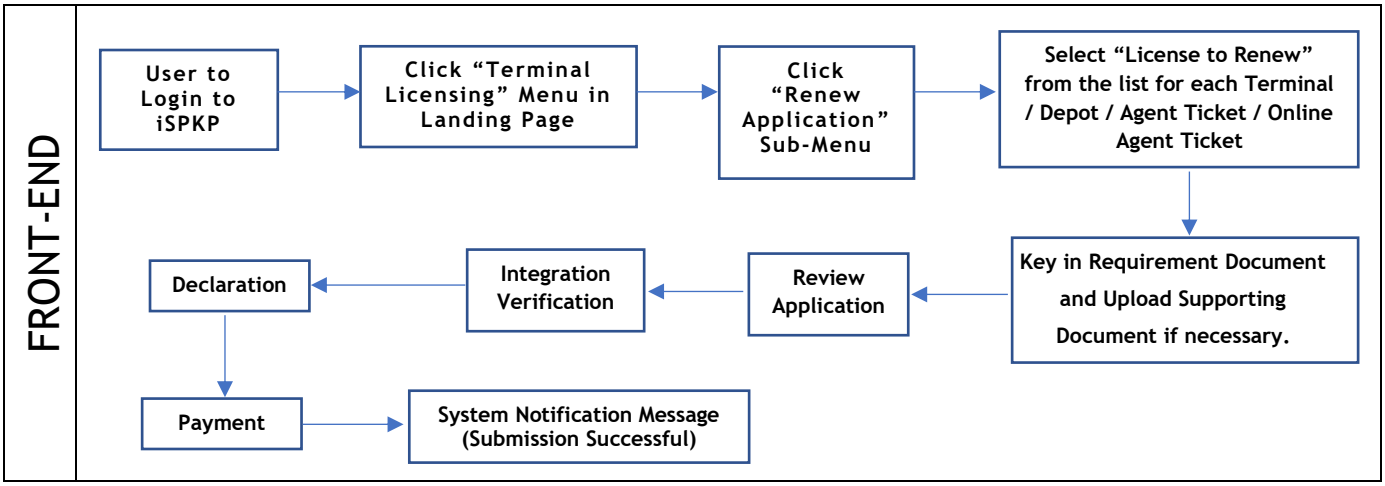

Figure 43: Renew Application Process Flow

4.2.1 Terminal

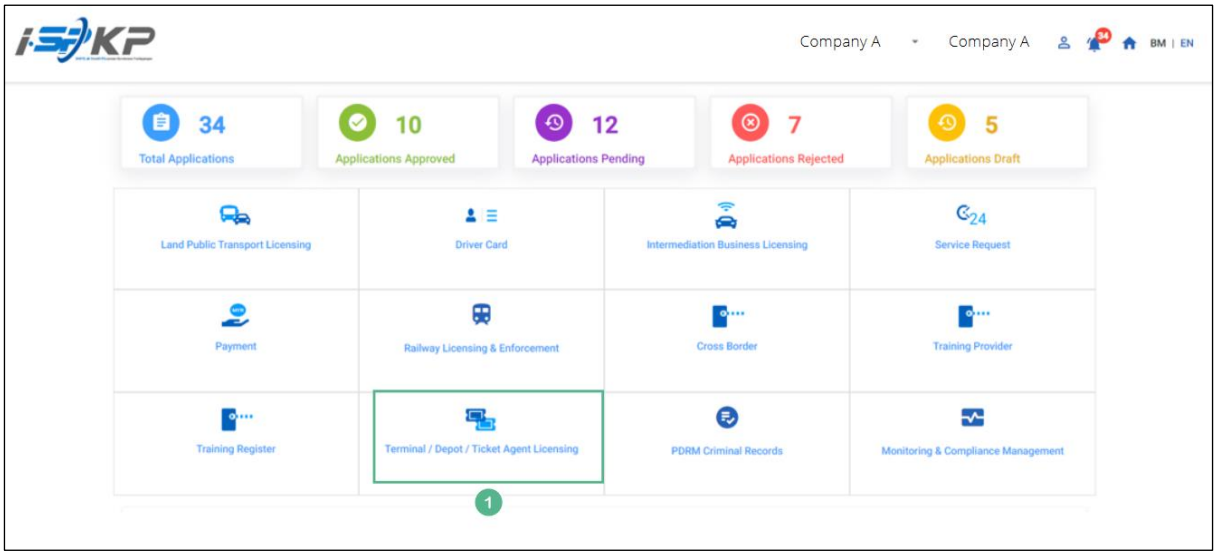

Figure 44: Landing Page - Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 45.

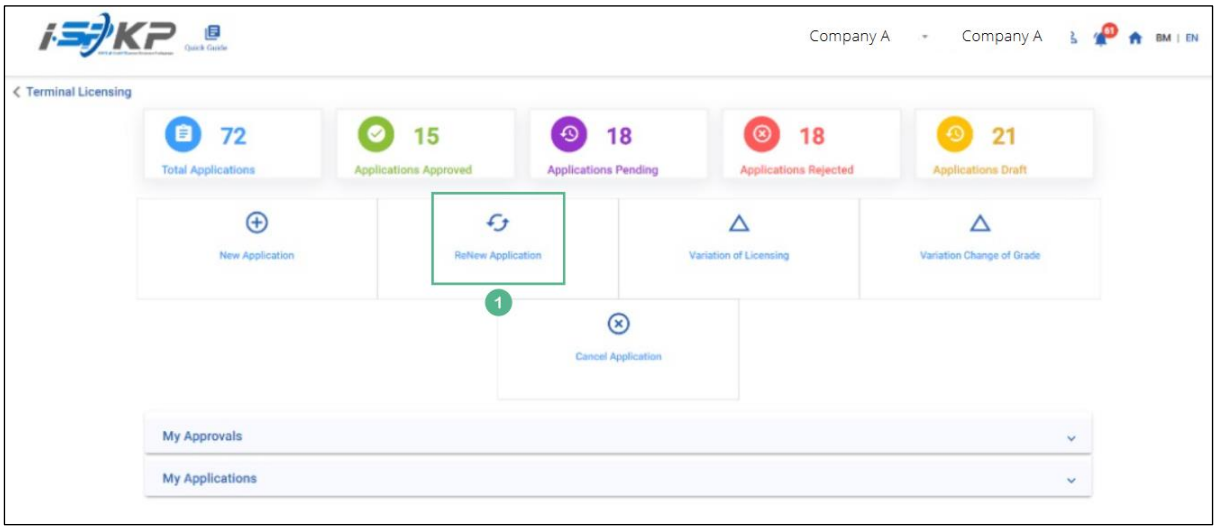

Figure 45: Renew Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew Application	Provides access to various tasks under “Renew Application”.	User to click on “Renew Application” button.	Click button. Next screen is displayed as per Figure 46.

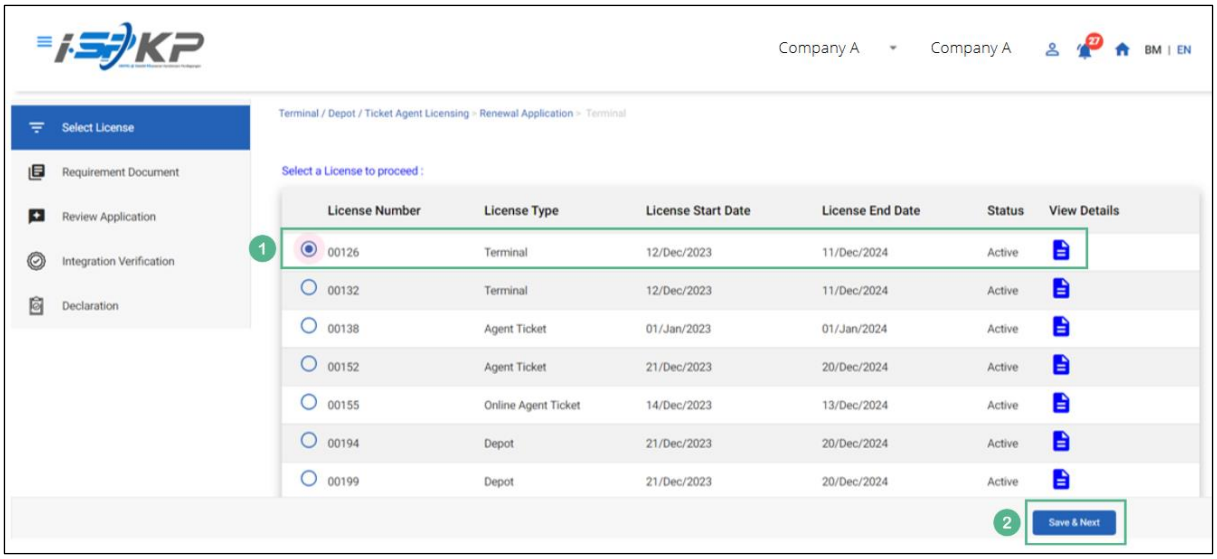

Figure 46: Select License to Renew

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Renew	Enable user to choose which License to proceed with the renewal	Users select license to renew from the list by clicking the radio button.	Mandatory. Click radio button.
2	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 47.

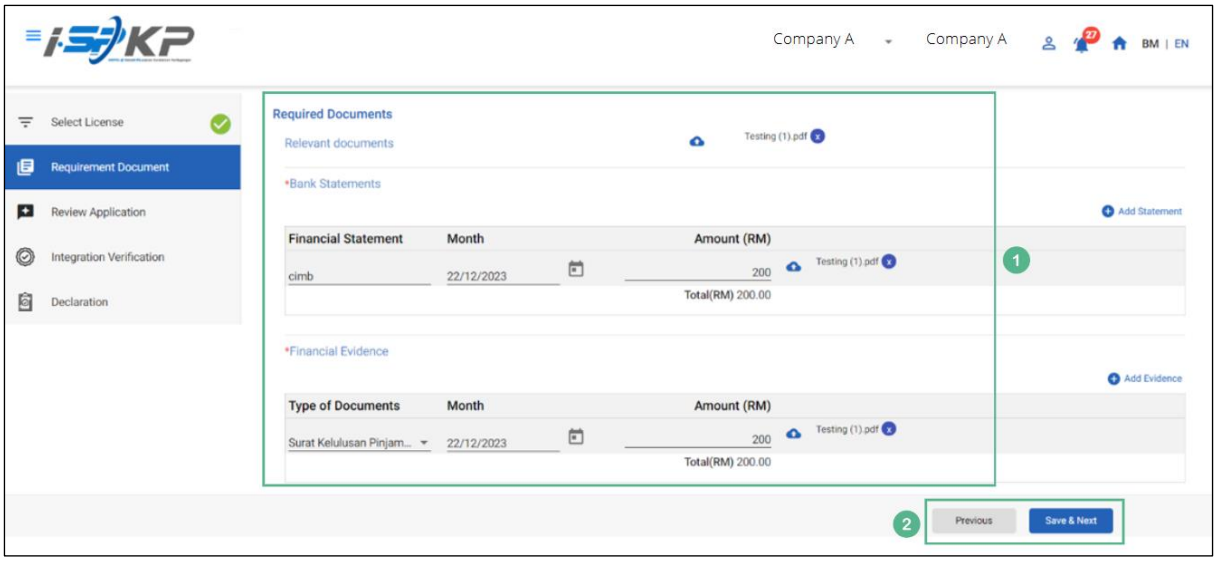

Figure 47: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 48.

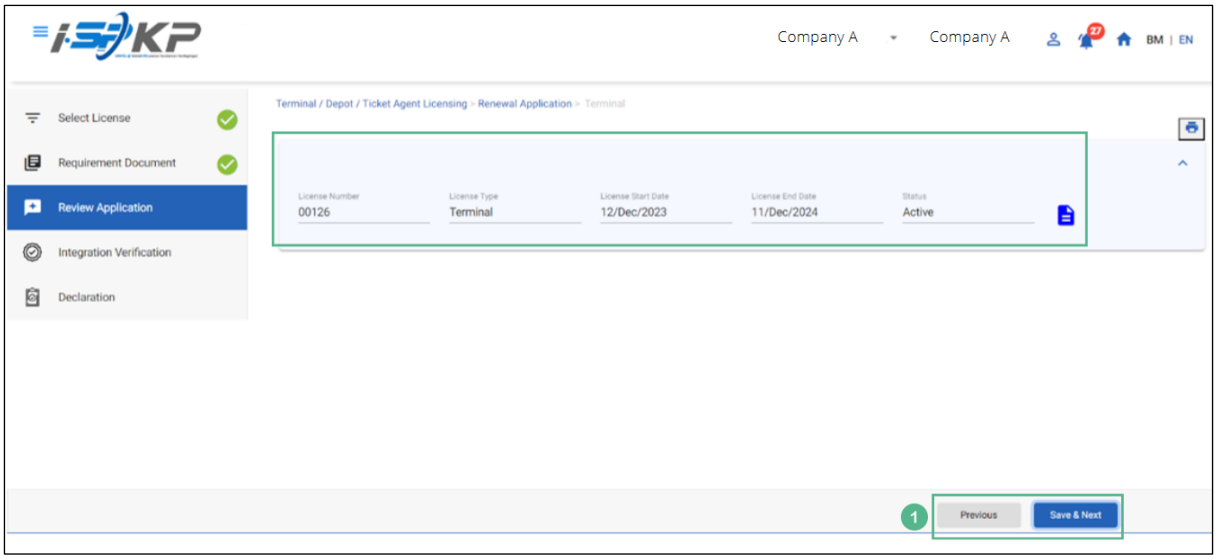

Figure 48: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 49.

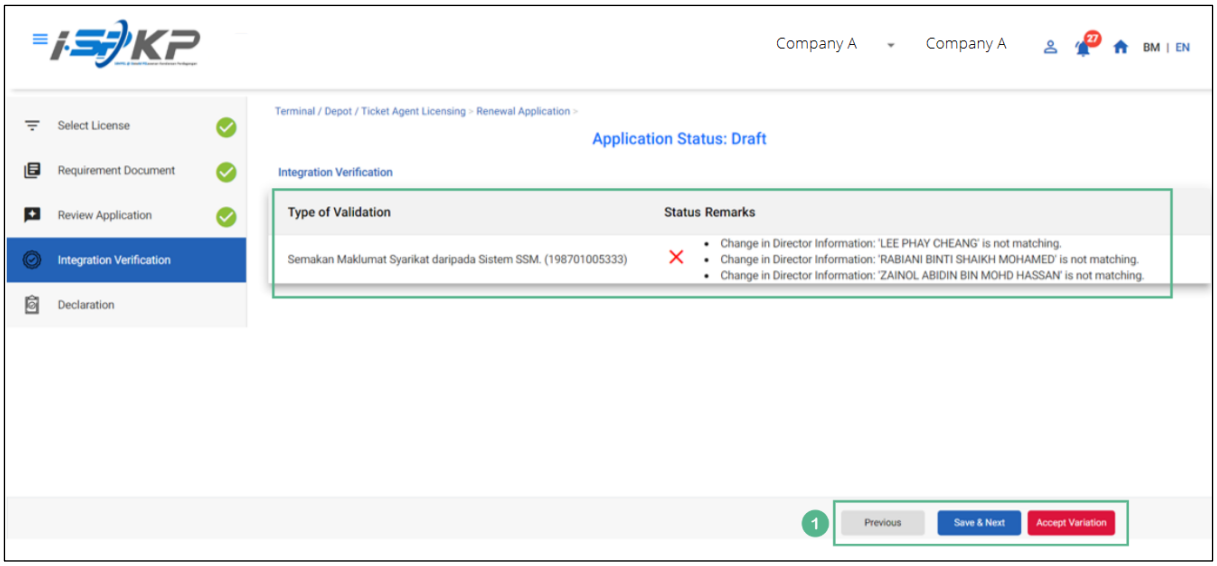

Figure 49: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the information inserted or document uploaded and move to the next screen or Accept Variation.	User to click on the following options: - Previous - Save & Next - Accept Variation (selected)	Click button. Next screen is displayed as per Figure 50.

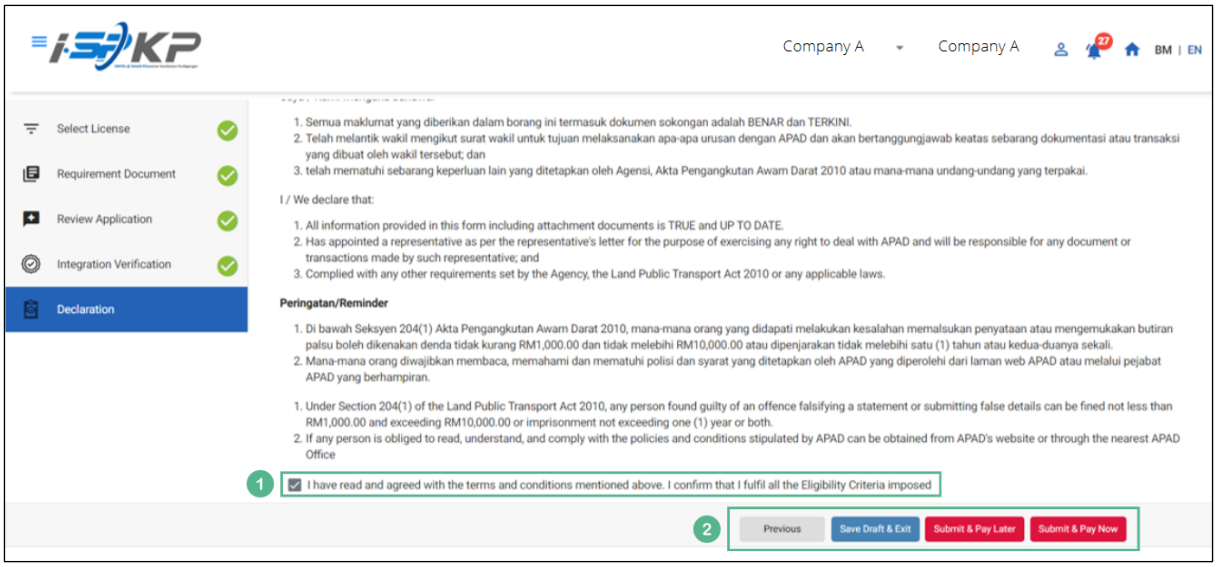

Figure 50: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.2.2 Depot

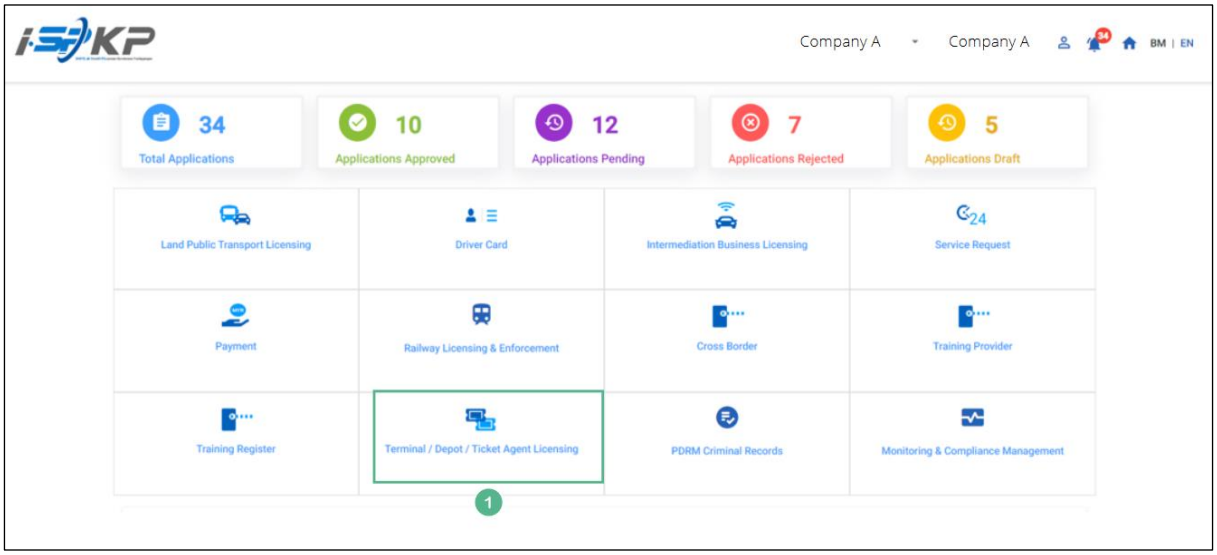

Figure 51: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 52.

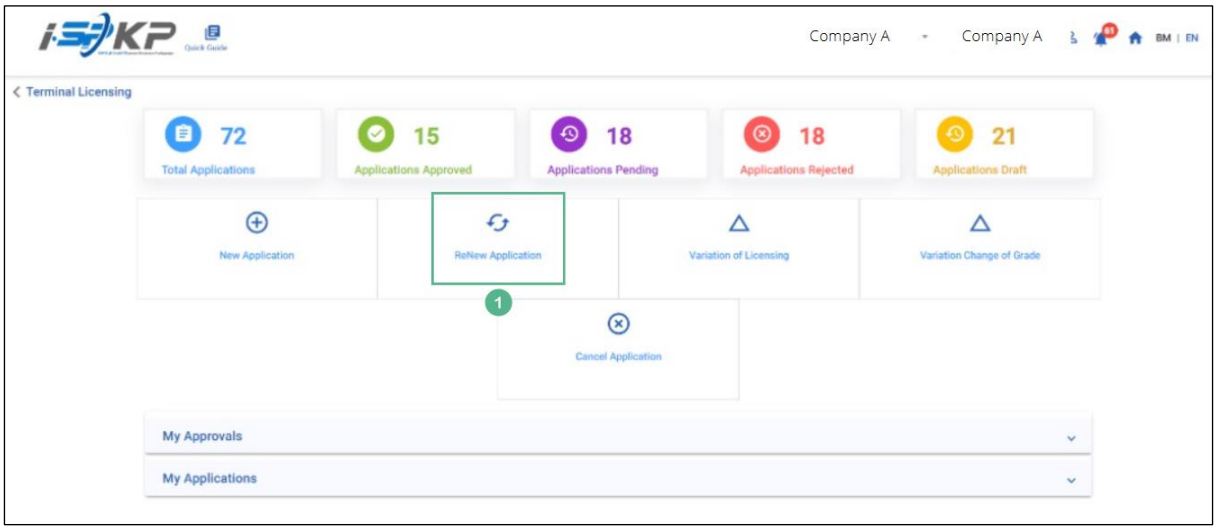

Figure 52: Renew Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew Application	Provides access to various tasks under “Renew Application”.	User to click on “Renew Application” button.	Click button. Next screen is displayed as per Figure 53.

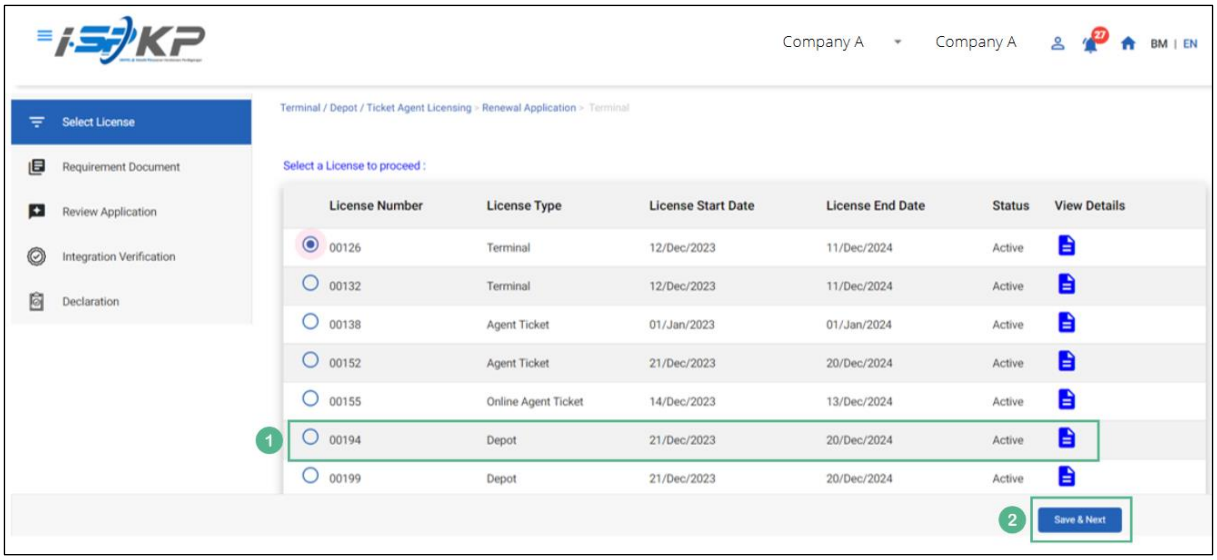

Figure 53: Select License to Renew

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Renew	Enable user to choose which License to proceed with the renewal	Users select license to renew from the list by clicking the radio button.	Mandatory. Click radio button.
2	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 54.

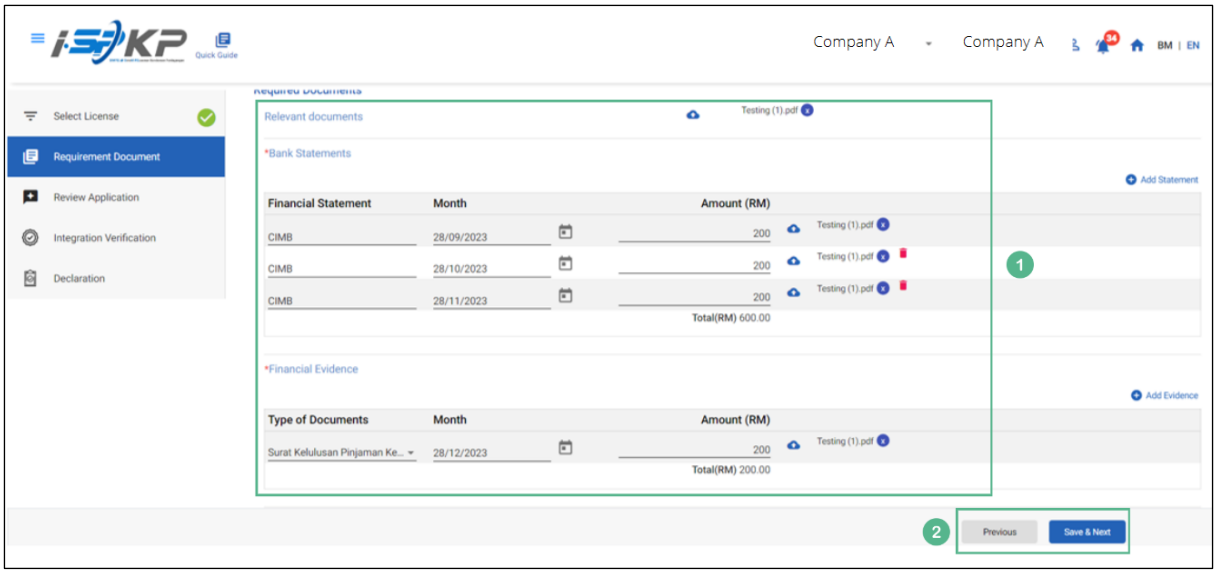

Figure 54: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 55.

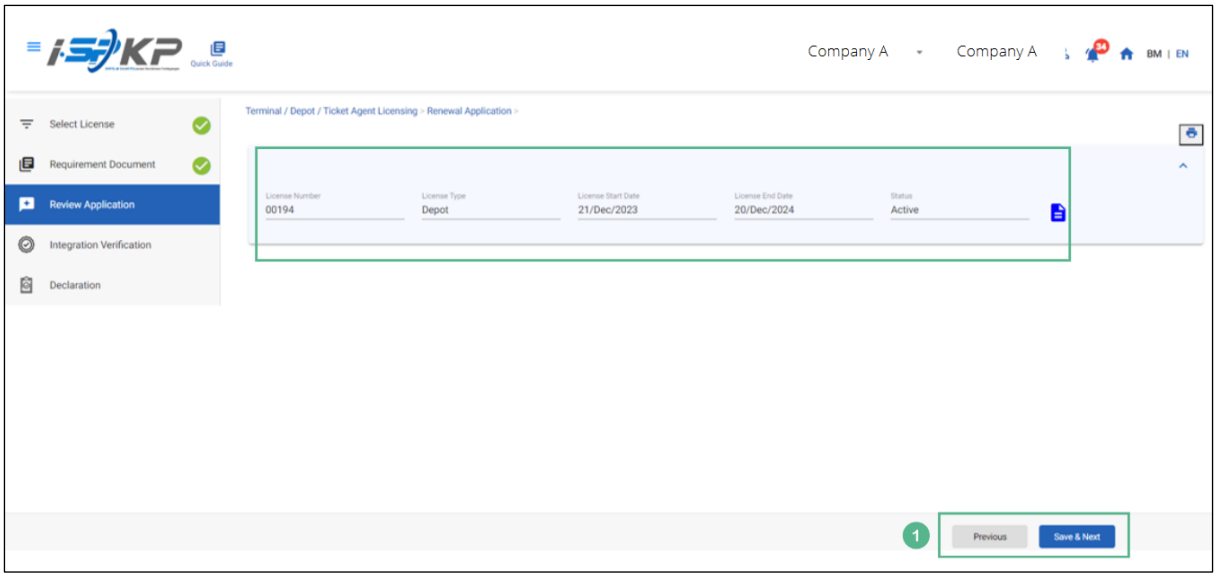

Figure 55: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 56.

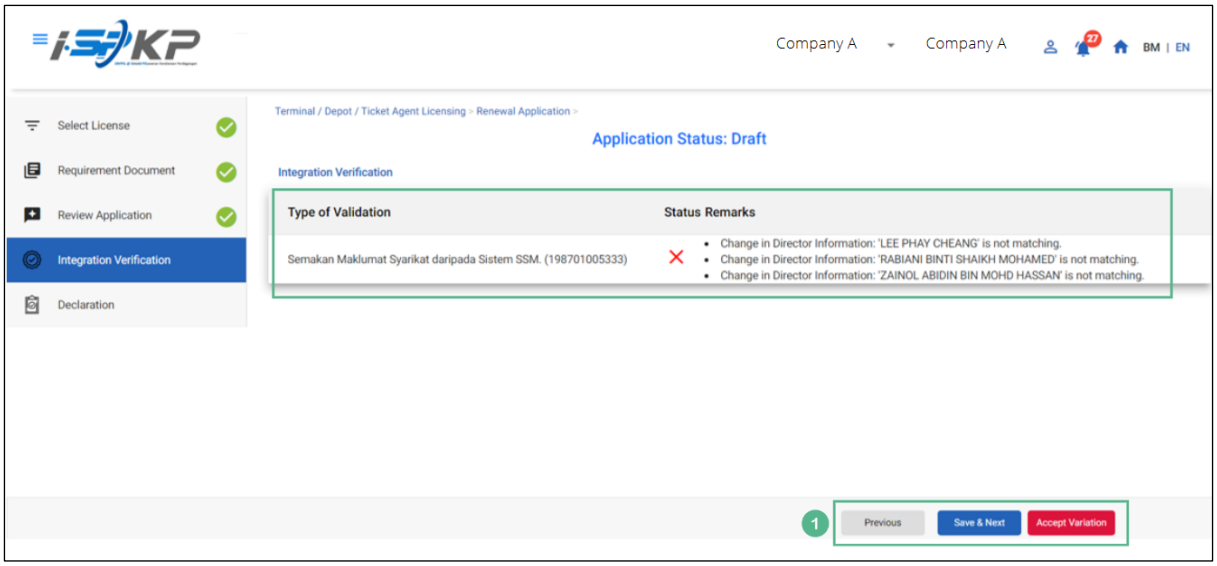

Figure 56: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the information inserted or document uploaded and move to the next screen or Accept Variation.	User to click on the following options: - Previous - Save & Next - Accept Variation (selected)	Click button. Next screen is displayed as per Figure 57.

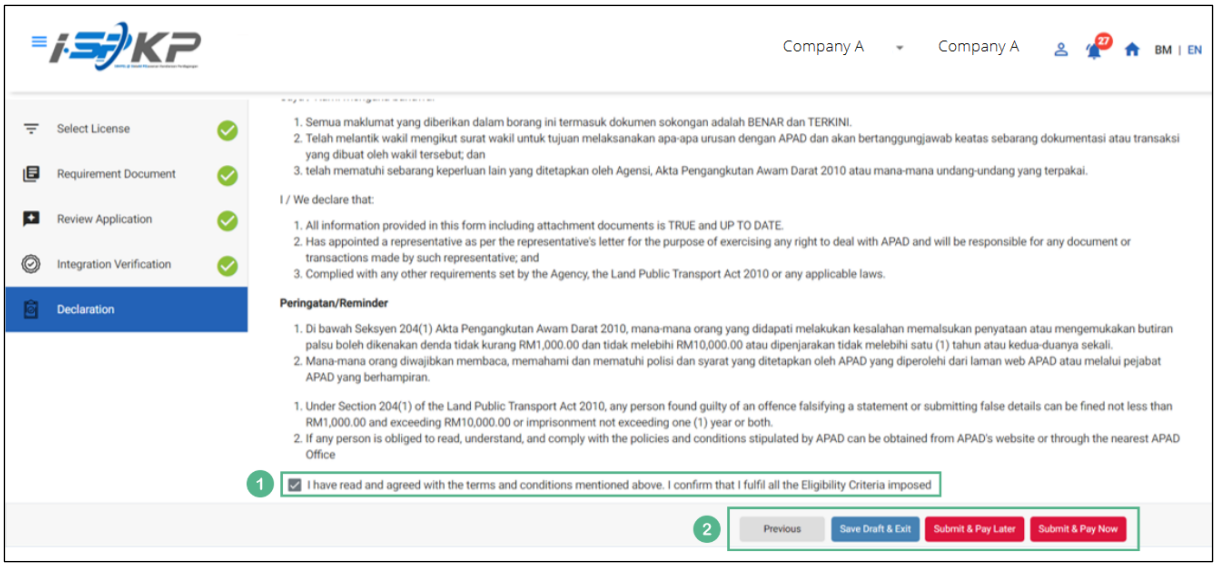

Figure 57: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.2.3 Agent Ticket

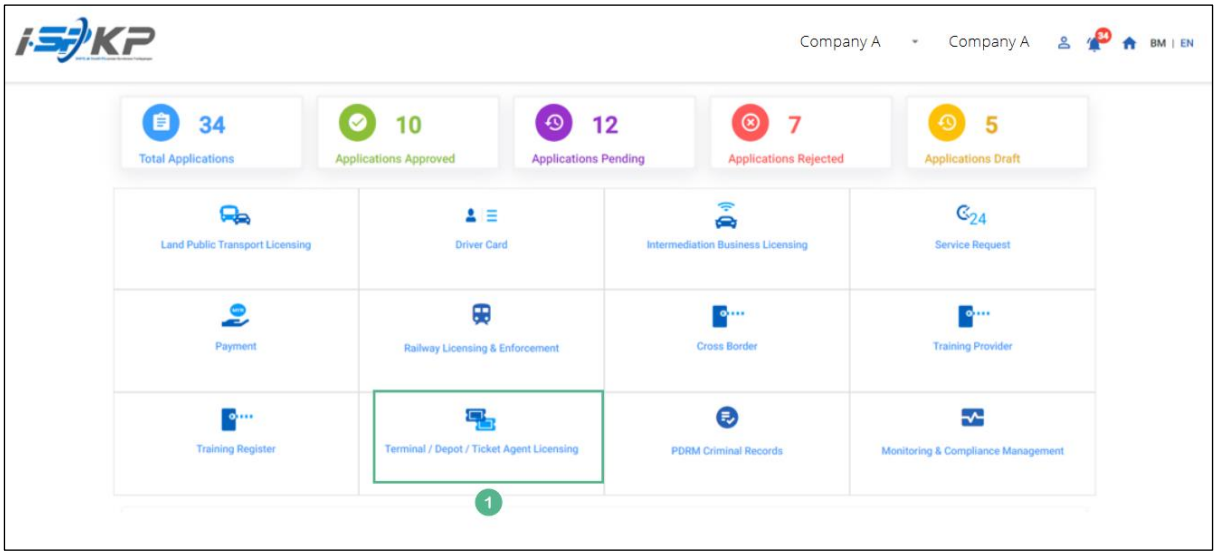

Figure 58: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 59.

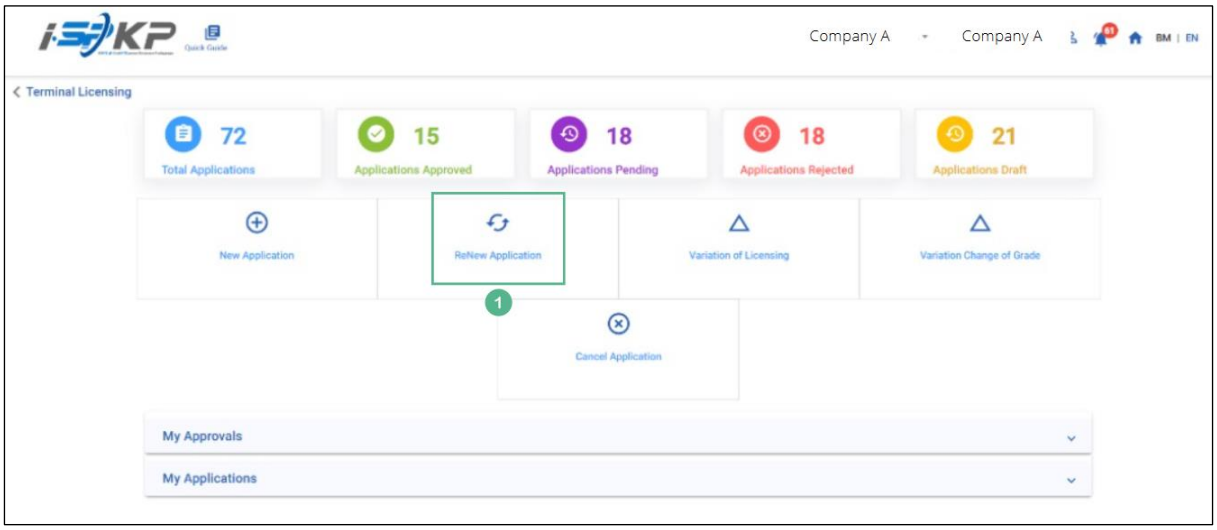

Figure 59: Renew Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew Application	Provides access to various tasks under “Renew Application”.	User to click on “Renew Application” button.	Click button. Next screen is displayed as per Figure 60.

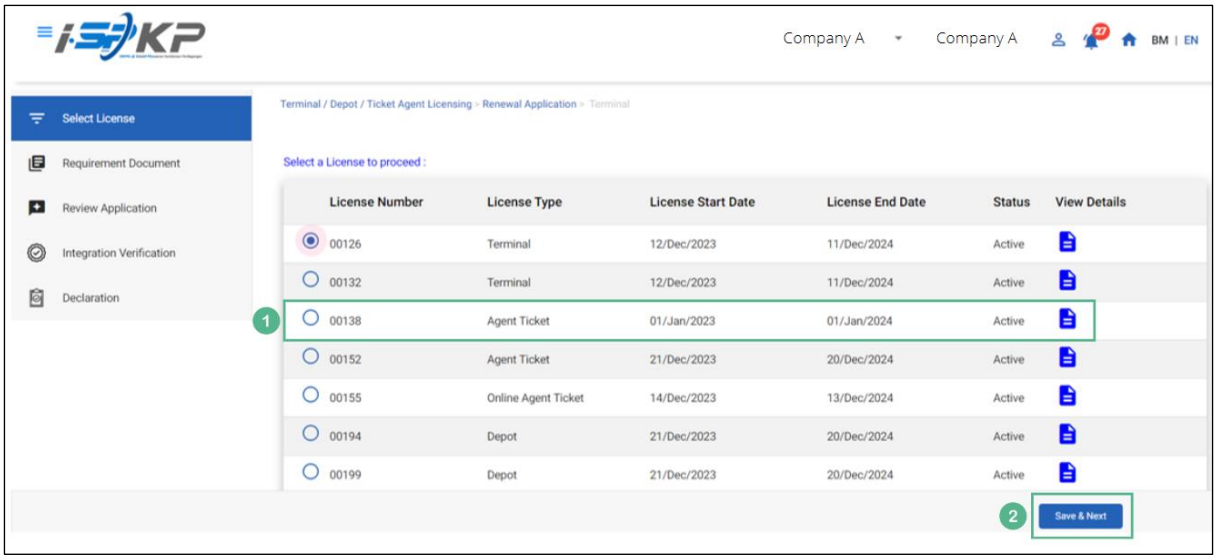

Figure 60: Select License to Renew

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Renew	Enable user to choose which License to proceed with the renewal	Users select license to renew from the list by clicking the radio button.	Mandatory. Click radio button.
2	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 61.

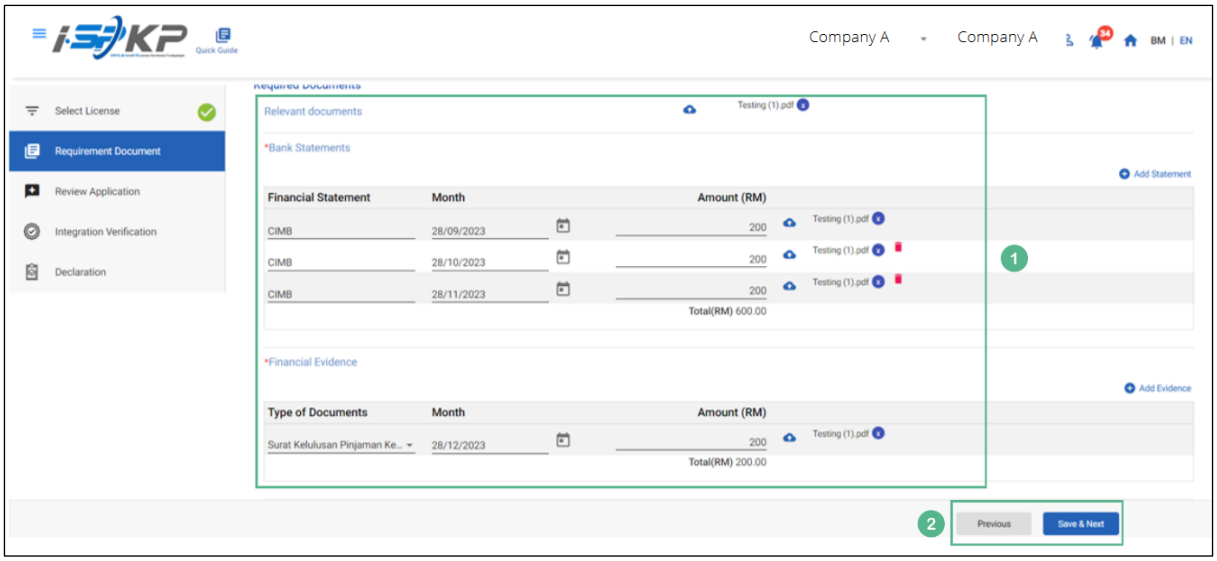

Figure 61: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 62.

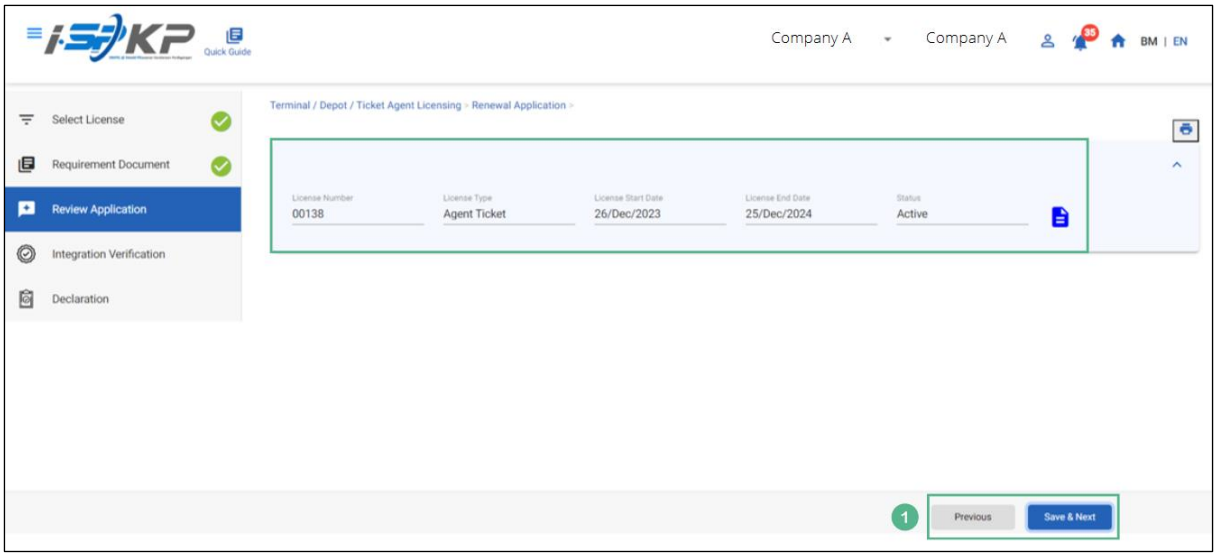

Figure 62: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 63.

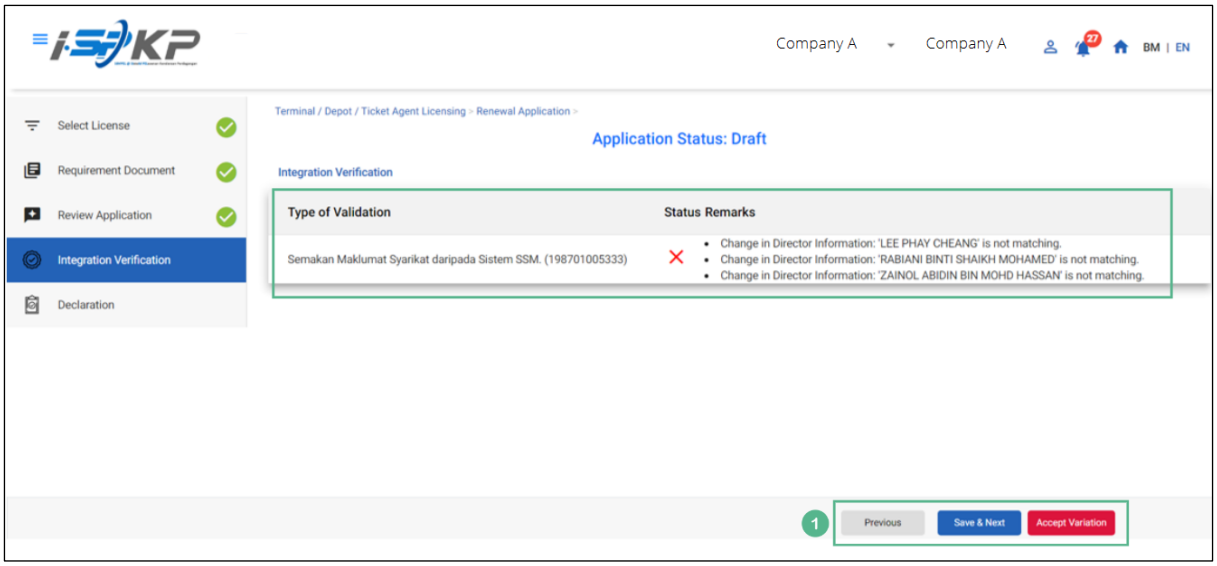

Figure 63: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the information inserted or document uploaded and move to the next screen or Accept Variation.	User to click on the following options: - Previous - Save & Next - Accept Variation (selected)	Click button. Next screen is displayed as per Figure 64.

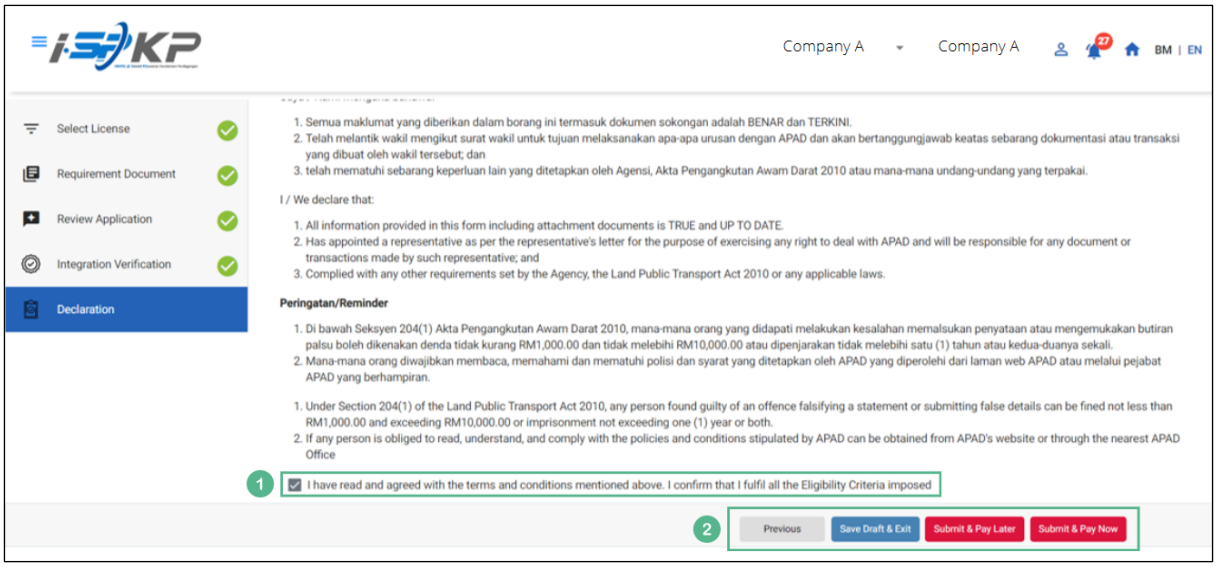

Figure 64: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.2.4 Online Agent Ticket

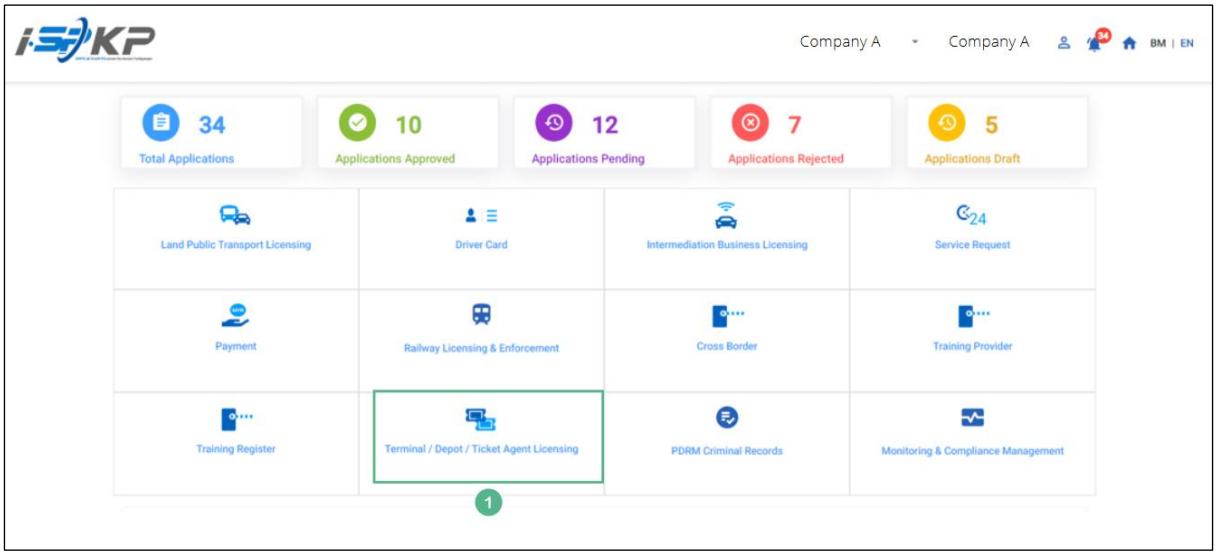

Figure 65: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 66.

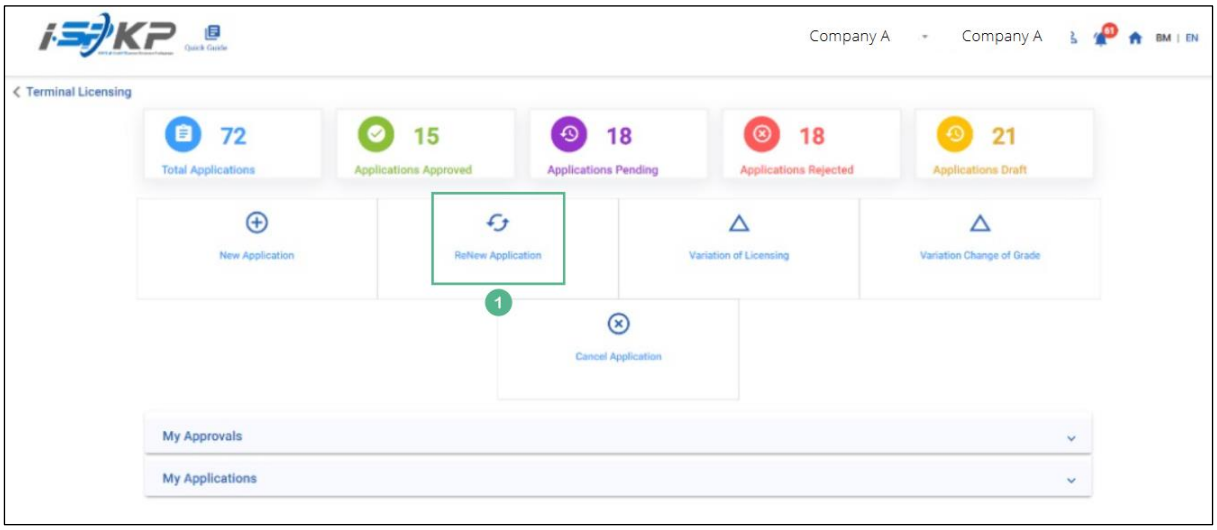

Figure 66: Renew Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew Application	Provides access to various tasks under “Renew Application”.	User to click on “Renew Application” button.	Click button. Next screen is displayed as per Figure 67.

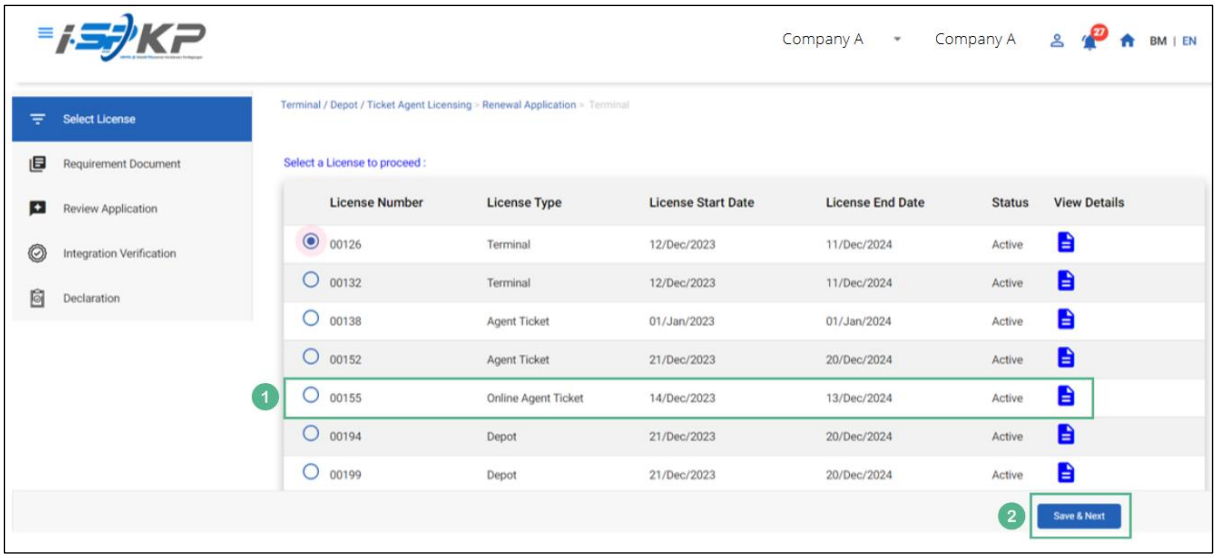

Figure 67: Select License to Renew

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Renew	Enable user to choose which License to proceed with the renewal	Users select license to renew from the list by clicking the radio button.	Mandatory. Click radio button.
2	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 68.

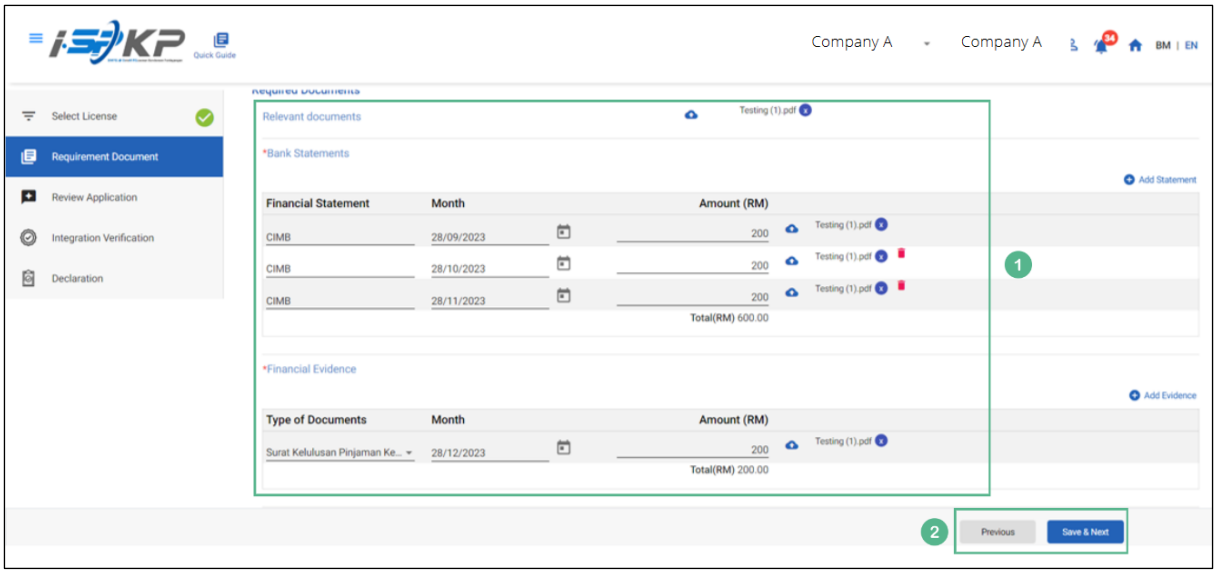

Figure 68: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 69.

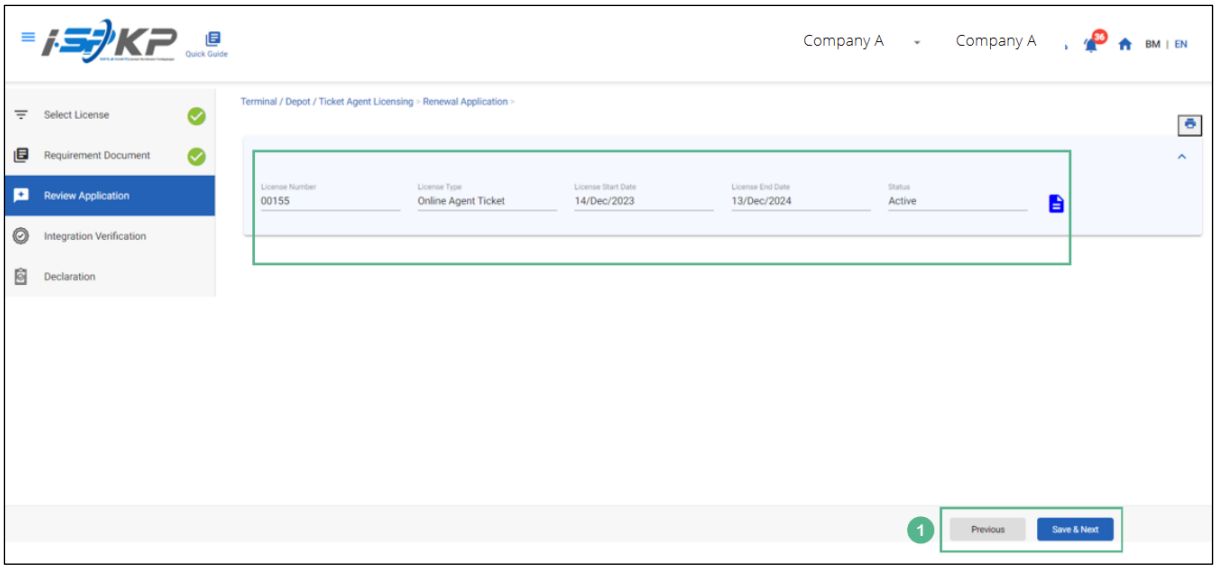

Figure 69: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 70.

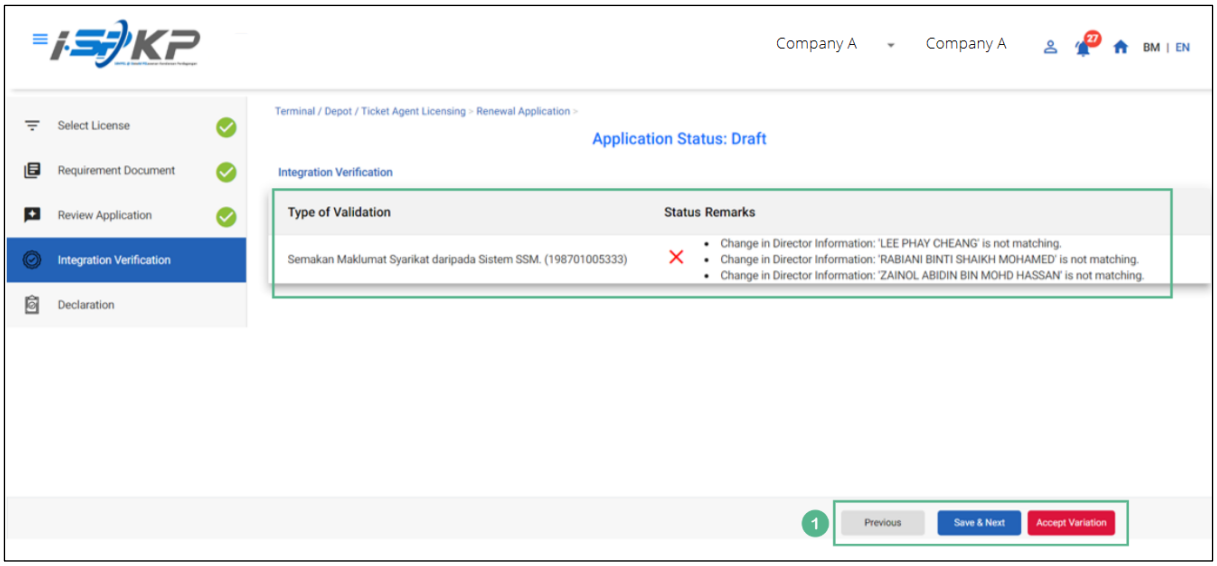

Figure 70: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next / Accept Variation	Enables either viewing of previous screen / saving of the information inserted or document uploaded and move to the next screen or Accept Variation.	User to click on the following options: - Previous - Save & Next - Accept Variation (selected)	Click button. Next screen is displayed as per Figure 71.

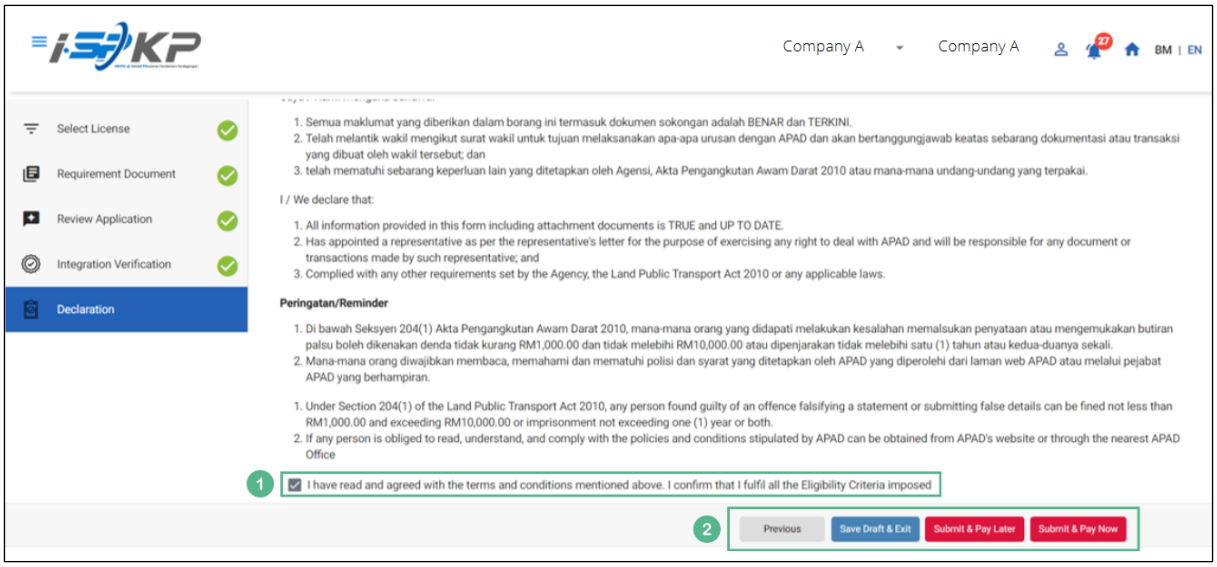

Figure 71: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.3 Cancel Application

Cancel Application is to withdraw the application that has been made due to any reasons. Those licenses required on cancellation do not have penalty or compound charges to the operator company.

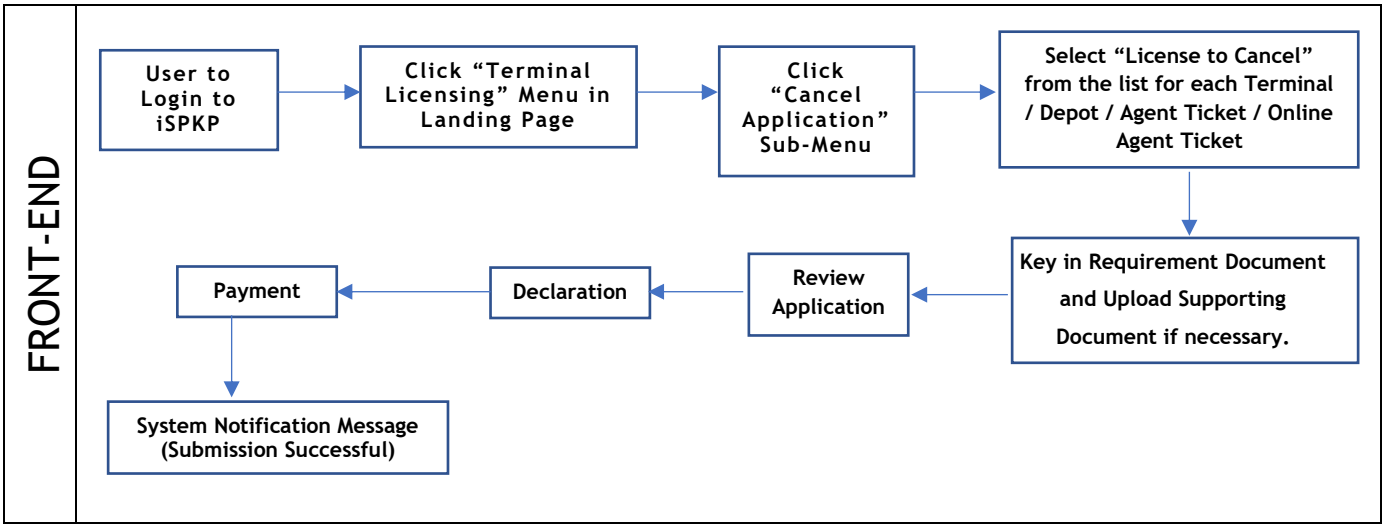

Figure 72: Cancel Application Process Flow

4.3.1 Terminal

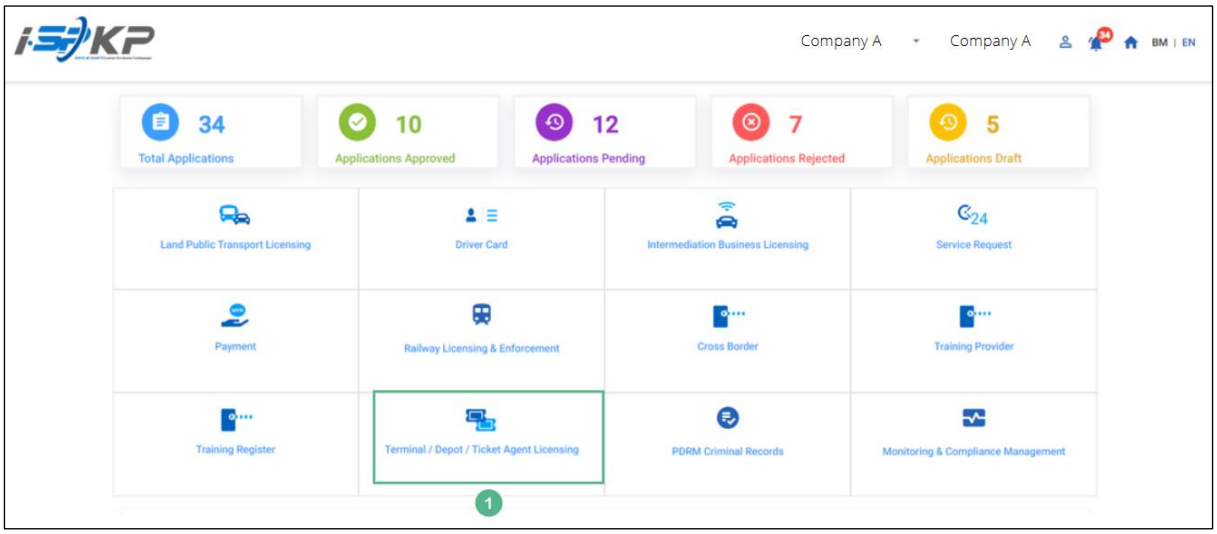

Figure 73: Landing Page - Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 74.

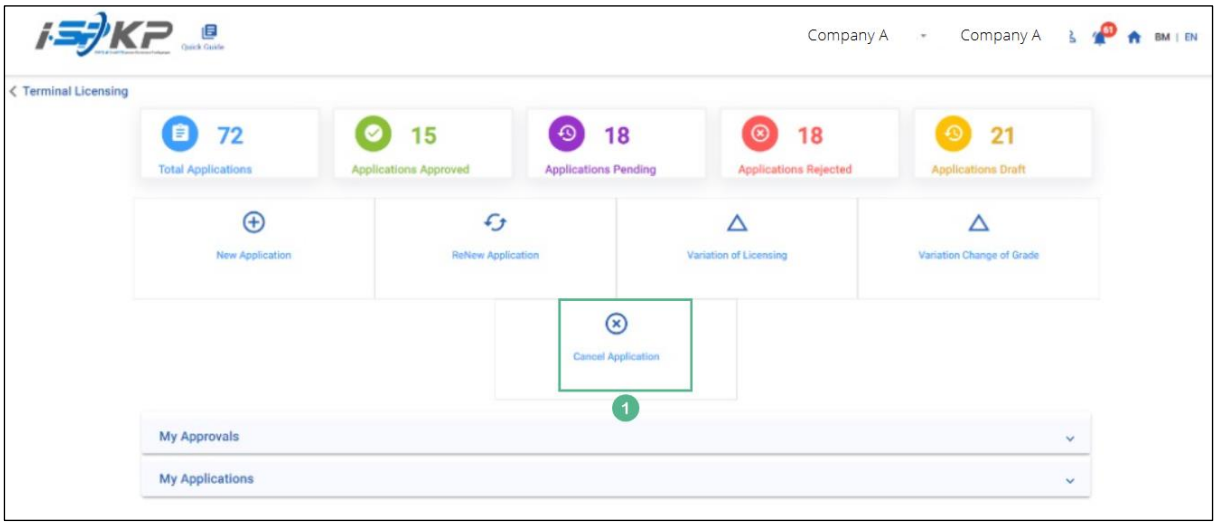

Figure 74: Cancel Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cancel Application	Provides access to various tasks under “Cancel Application”.	User to click on “Cancel Application” button.	Click button. Next screen is displayed as per Figure 75.

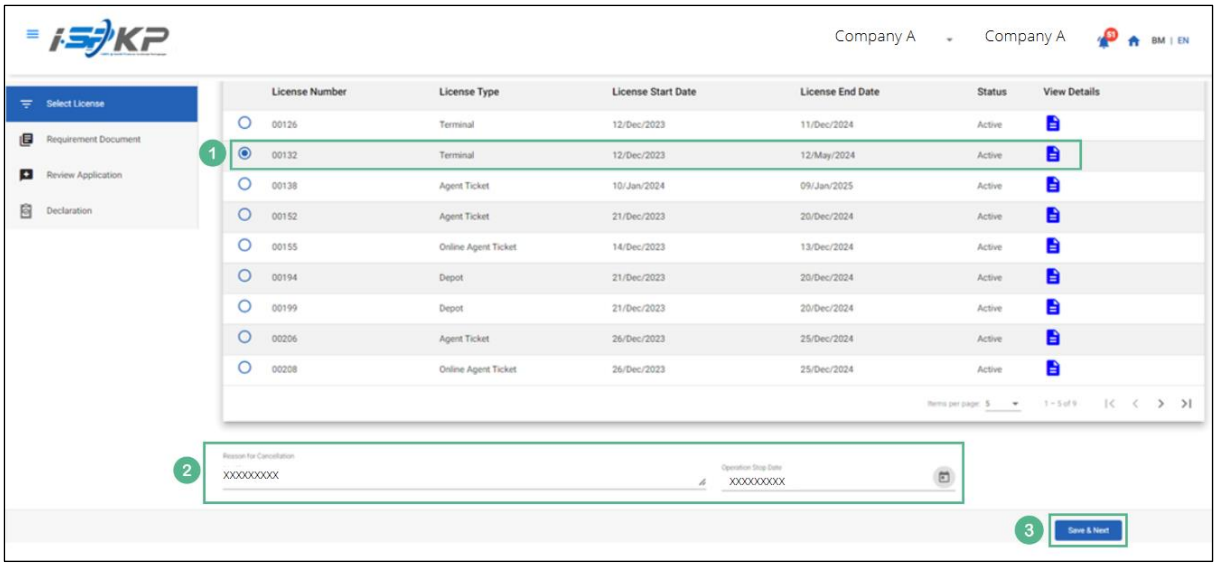

Figure 75: Select License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Cancel	Enable user to choose which License to proceed with the cancellation	Users select license to cancel from the list by clicking the radio button.	Mandatory. Click radio button.
2	Reason for Cancellation / Operation Stop Date	Enable user to insert reason for cancellation & Operation stop date	User to key in cancellation reason & Operation Stop Date	Text format. Calendar format.
3	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 76.

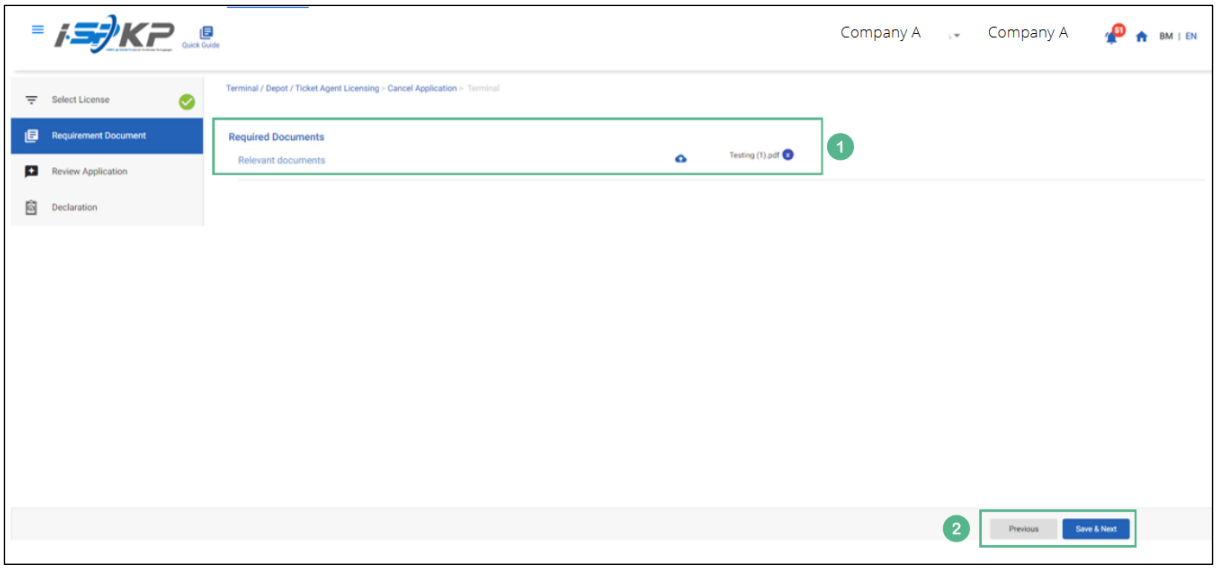

Figure 76: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 77.

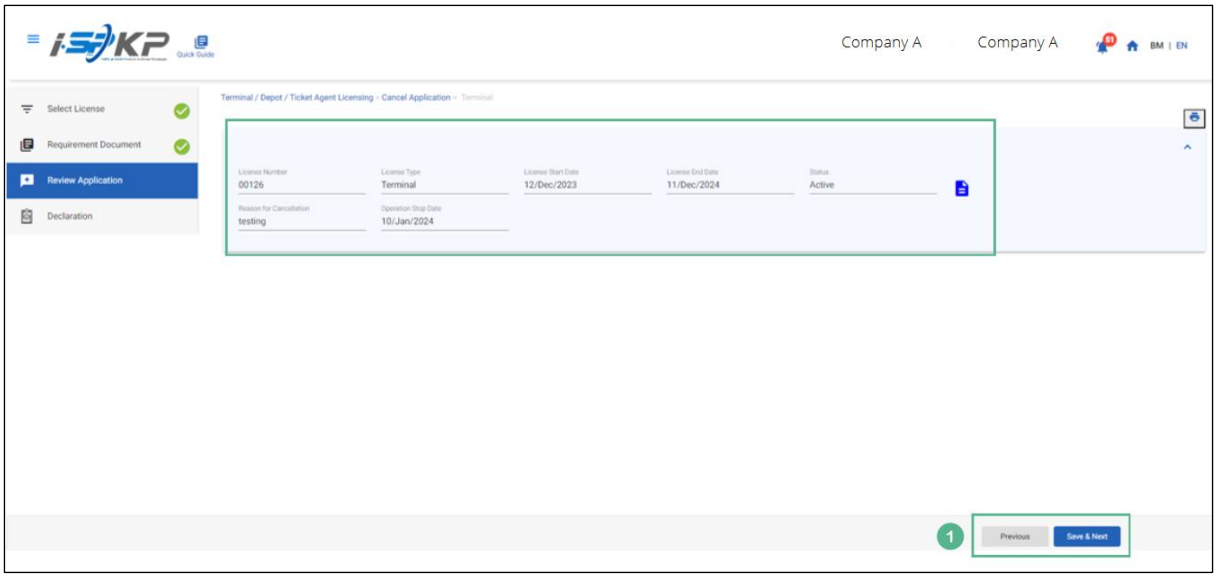

Figure 77: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 78.

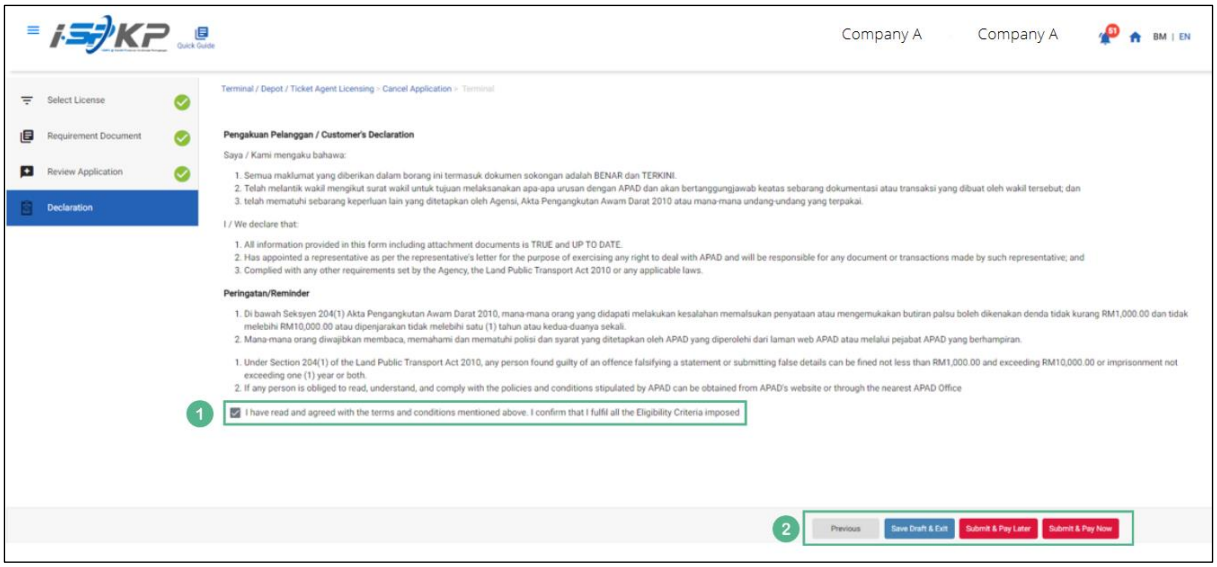

Figure 78: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.3.2 Depot

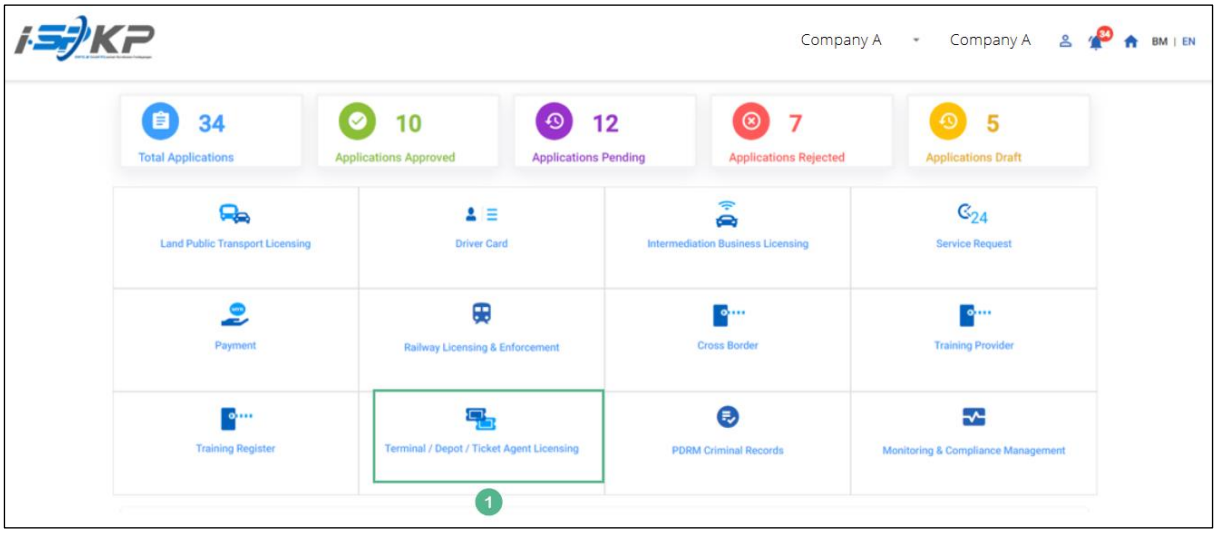

Figure 79: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 80.

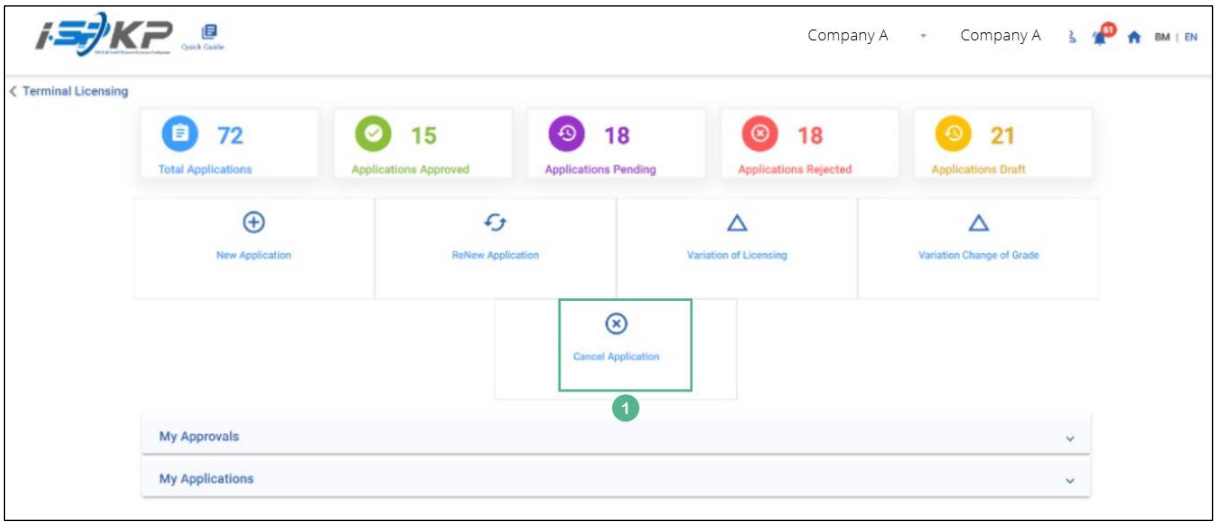

Figure 80: Cancel Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cancel Application	Provides access to various tasks under “Cancel Application”.	User to click on “Cancel Application” button.	Click button. Next screen is displayed as per Figure 81.

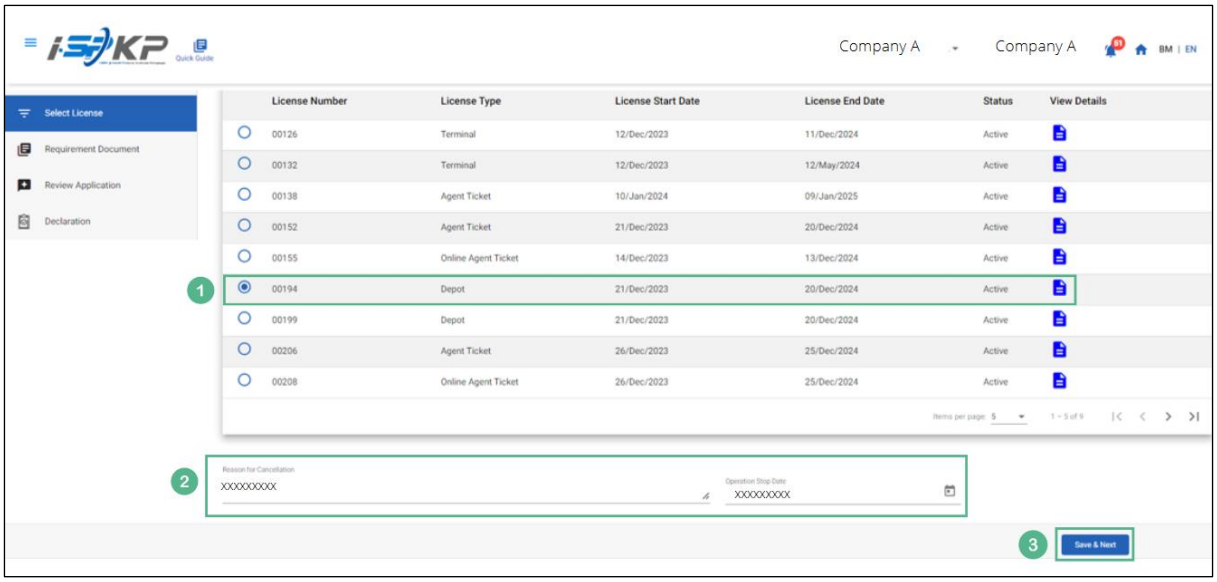

Figure 81: Select License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Cancel	Enable user to choose which License to proceed with the cancellation	Users select license to cancel from the list by clicking the radio button.	Mandatory. Click radio button.
2	Reason for Cancellation / Operation Stop Date	Enable user to insert reason for cancellation & Operation stop date	User to key in cancellation reason & Operation Stop Date	Text format. Calendar format.
3	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 82.

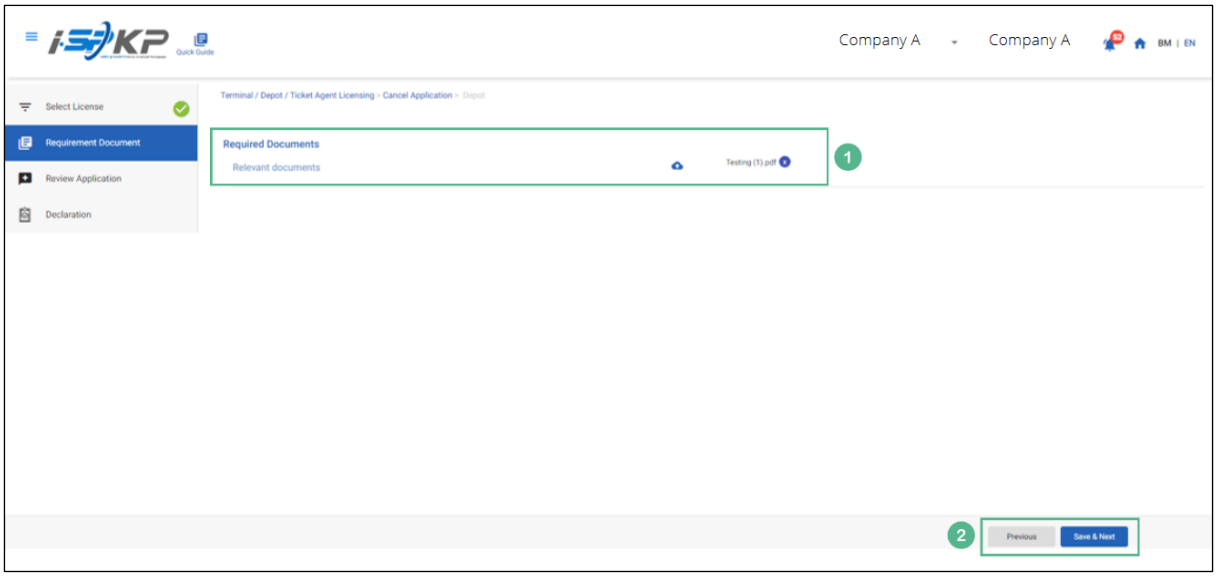

Figure 82: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 83.

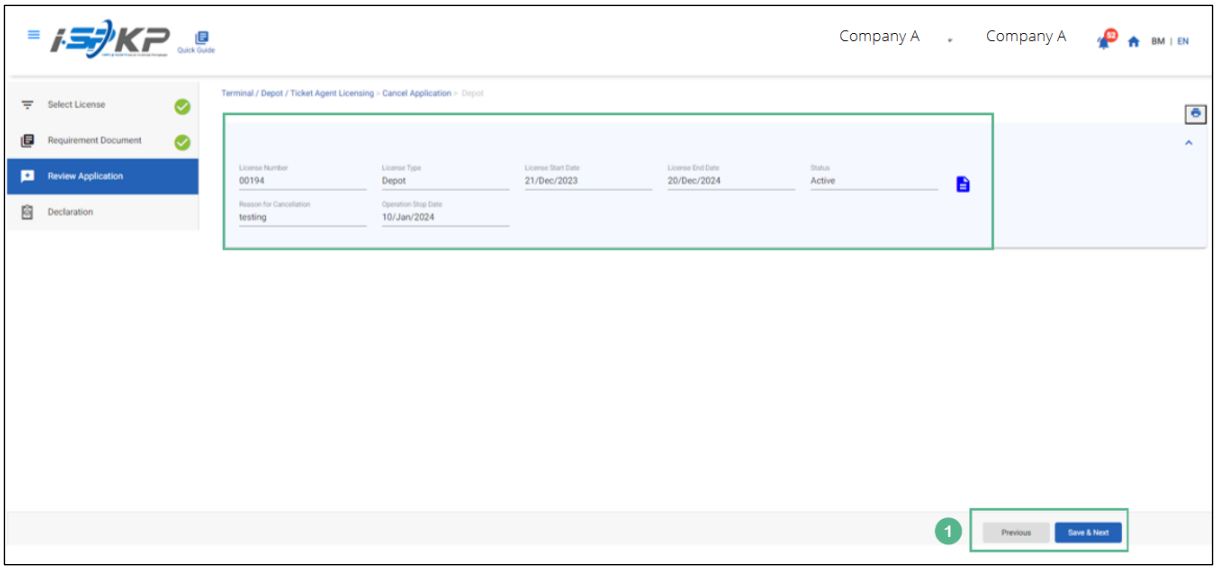

Figure 83: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 84.

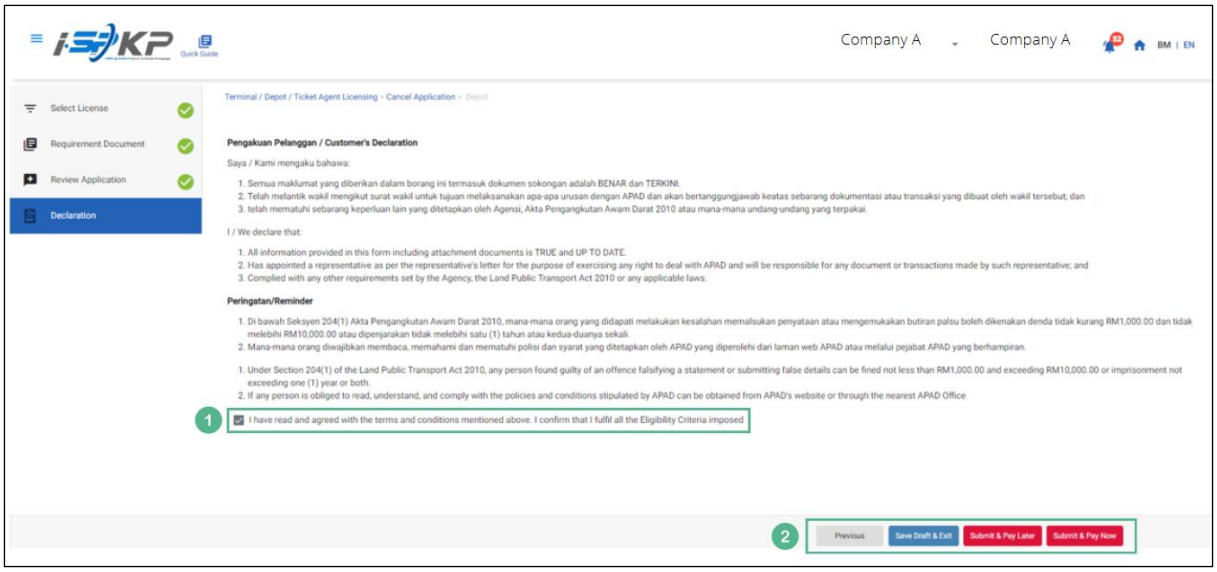

Figure 84: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.3.3 Agent Ticket

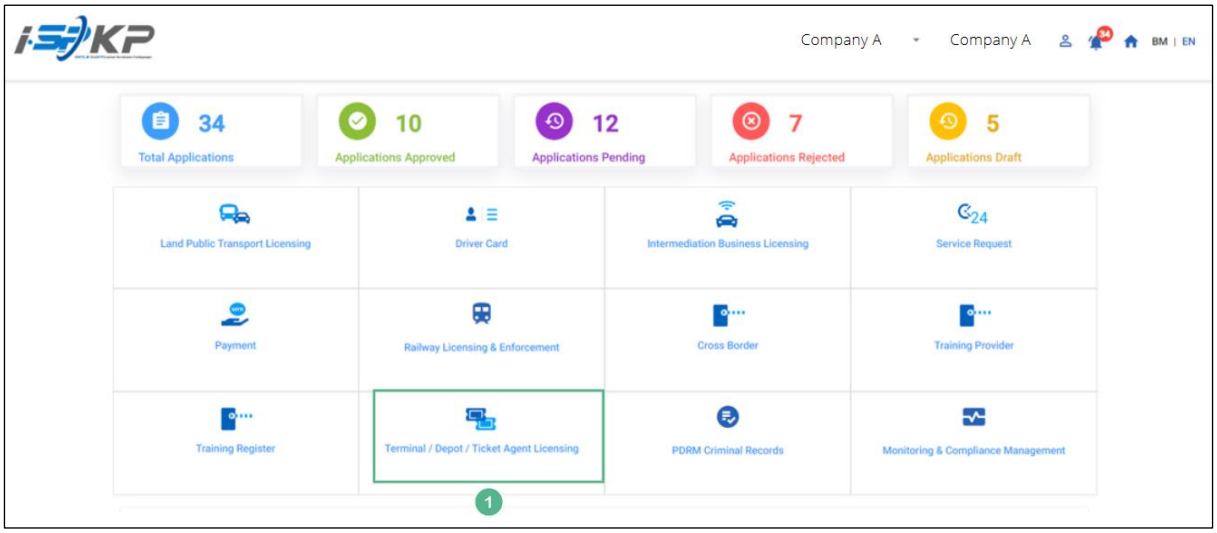

Figure 85: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 86.

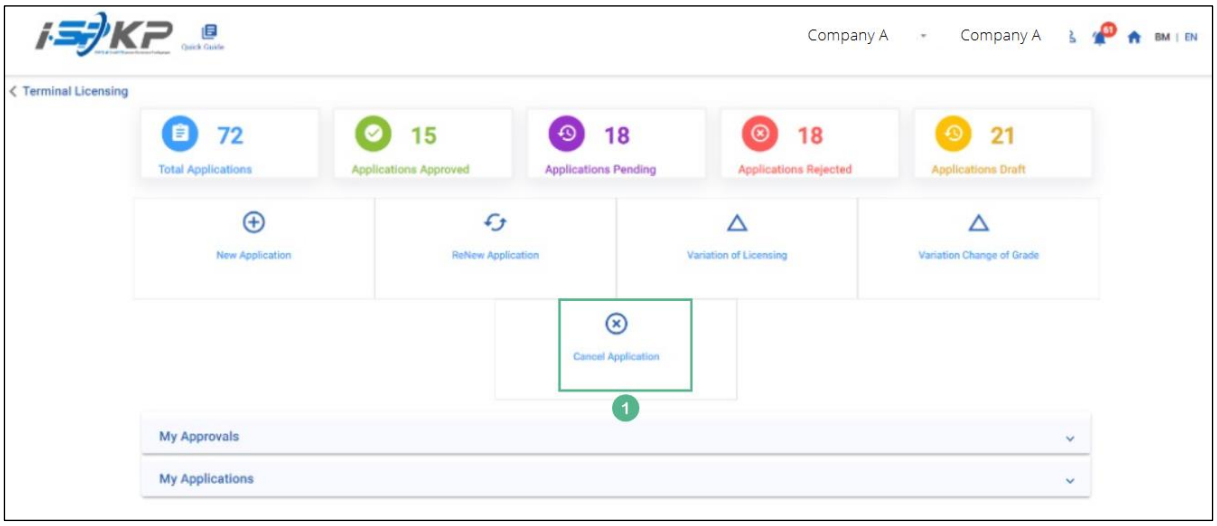

Figure 86: Cancel Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cancel Application	Provides access to various tasks under “Cancel Application”.	User to click on “Cancel Application” button.	Click button. Next screen is displayed as per Figure 87.

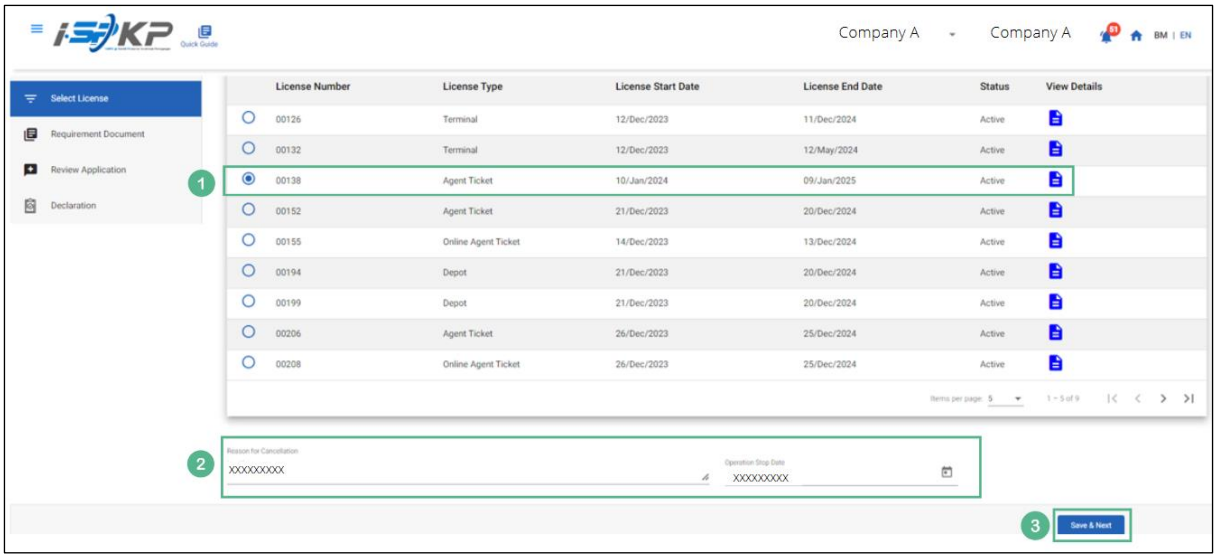

Figure 87: Select License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Cancel	Enable user to choose which License to proceed with the cancellation	Users select license to cancel from the list by clicking the radio button.	Mandatory. Click radio button.
2	Reason for Cancellation / Operation Stop Date	Enable user to insert reason for cancellation & Operation stop date	User to key in cancellation reason & Operation Stop Date	Text format. Calendar format.
3	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 88.

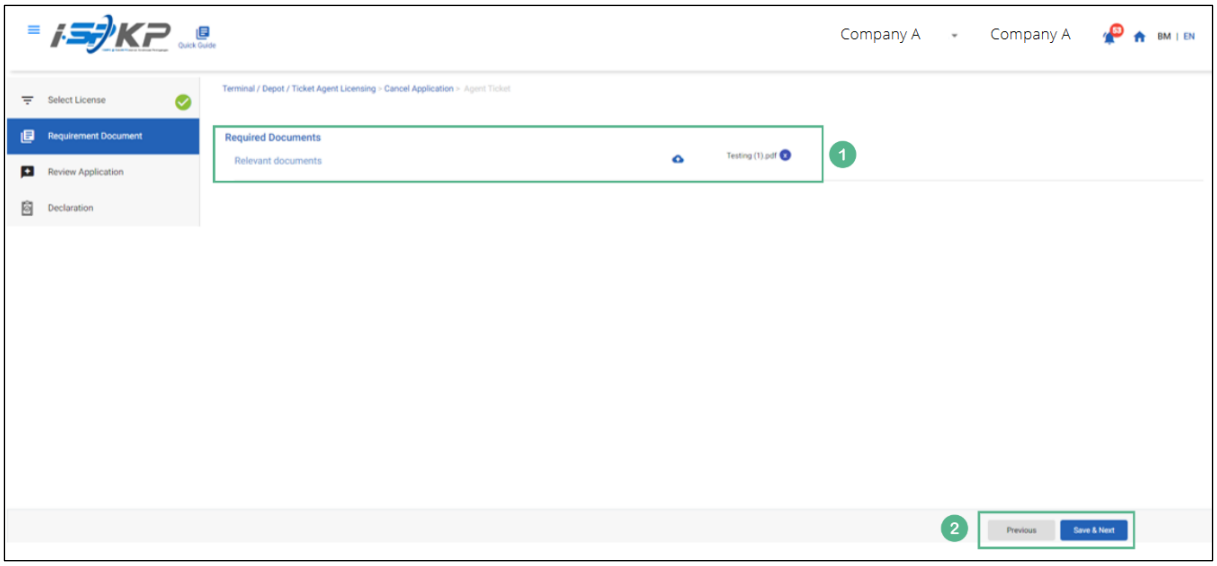

Figure 88: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 89.

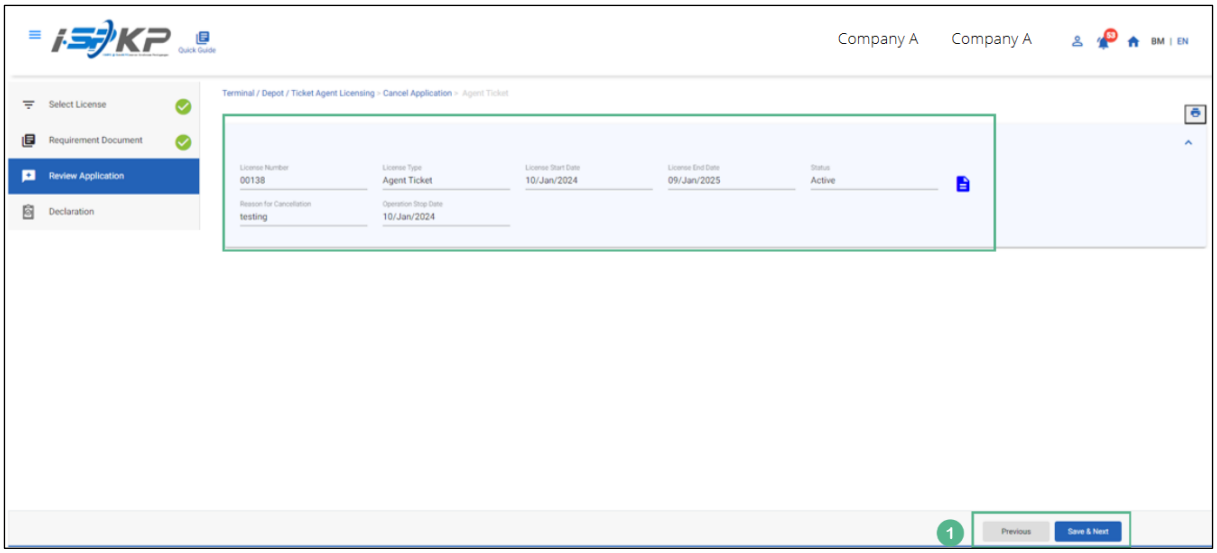

Figure 89: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 90.

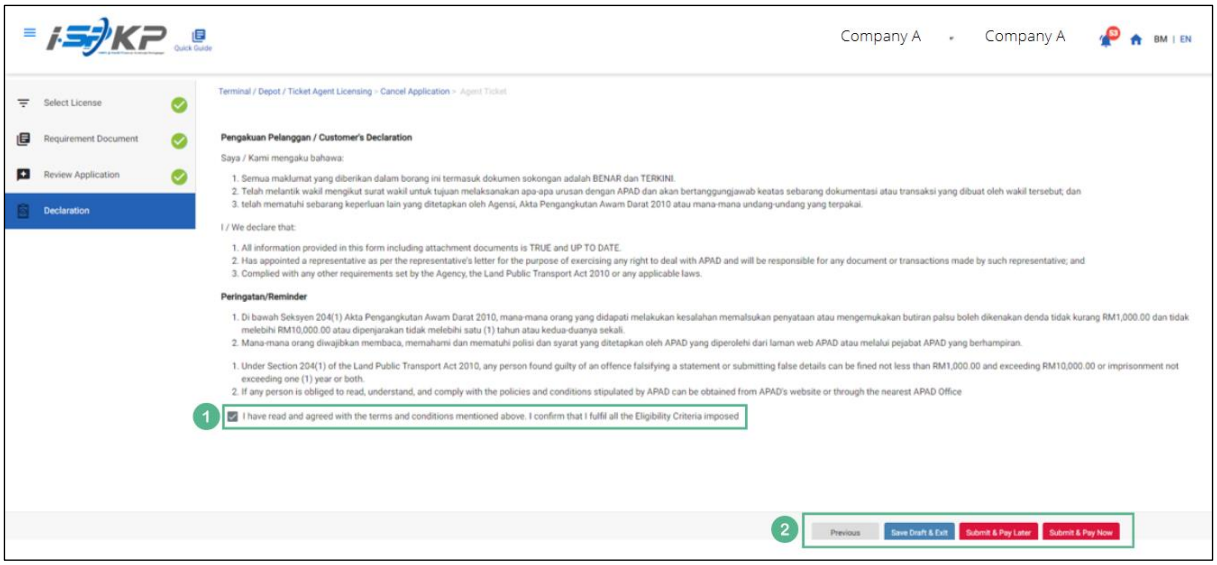

Figure 90: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.3.4 Online Agent Ticket

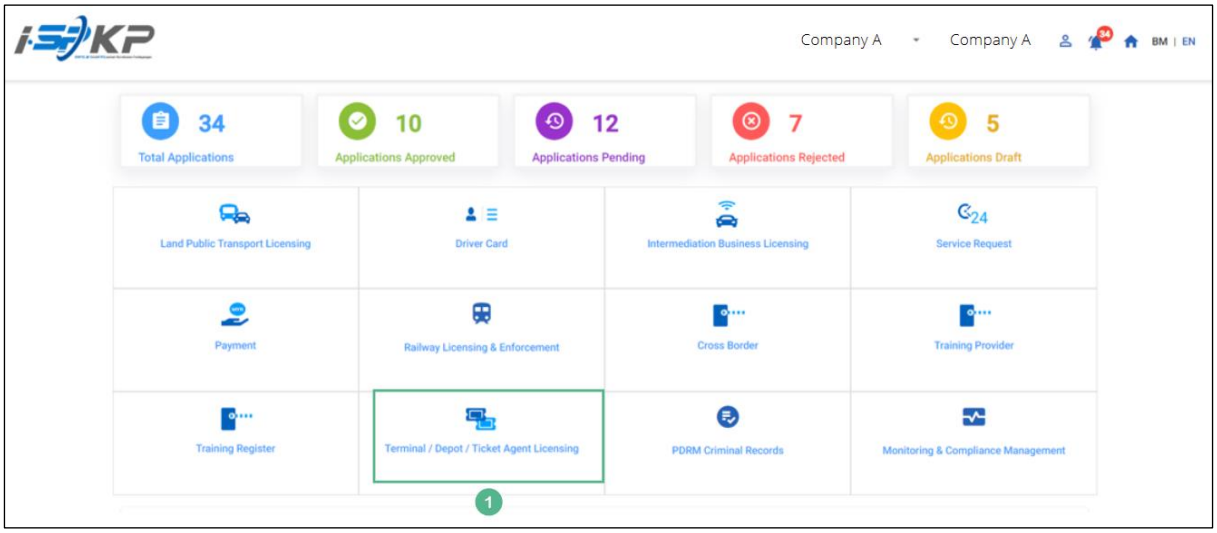

Figure 91: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 92.

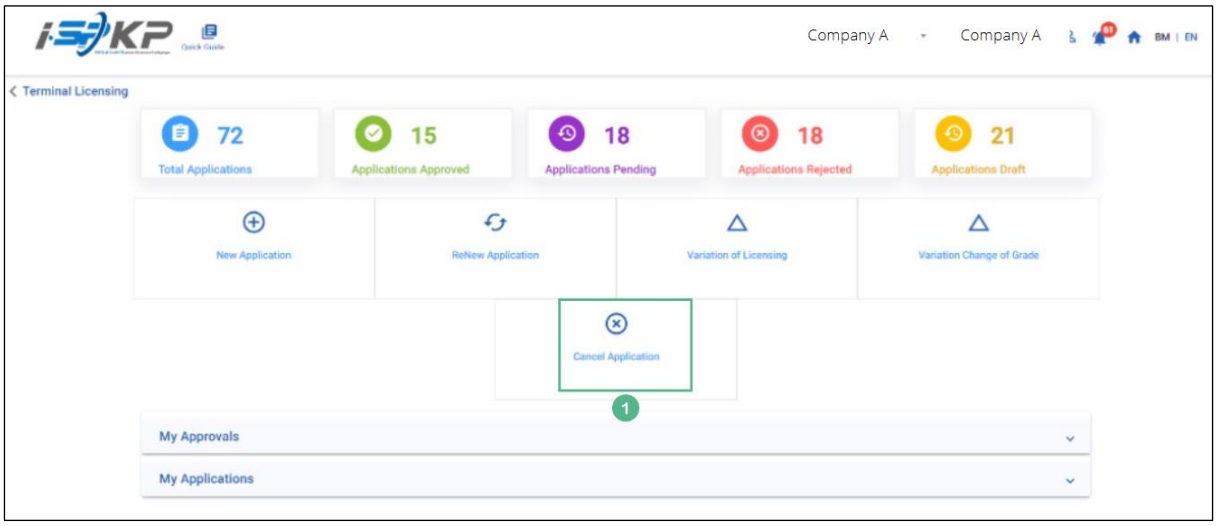

Figure 92: Cancel Application Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Cancel Application	Provides access to various tasks under “Cancel Application”.	User to click on “Cancel Application” button.	Click button. Next screen is displayed as per Figure 93.

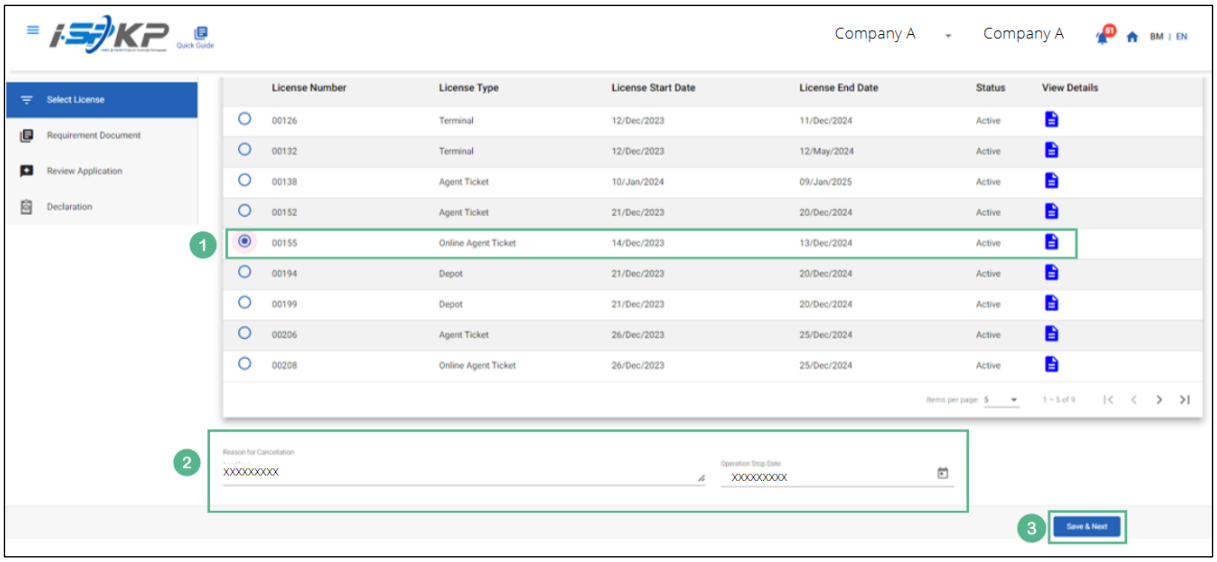

Figure 93: Select License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select License to Cancel	Enable user to choose which License to proceed with the cancellation	Users select license to cancel from the list by clicking the radio button.	Mandatory. Click radio button.
2	Reason for Cancellation / Operation Stop Date	Enable user to insert reason for cancellation & Operation stop date	User to key in cancellation reason & Operation Stop Date	Text format. Calendar format.
3	Save & Next	Enables saving of the selected license and proceed to the next screen.	User clicks on the Save & Next button to proceed to the next screen.	Click button. Next screen is displayed as per Figure 94.

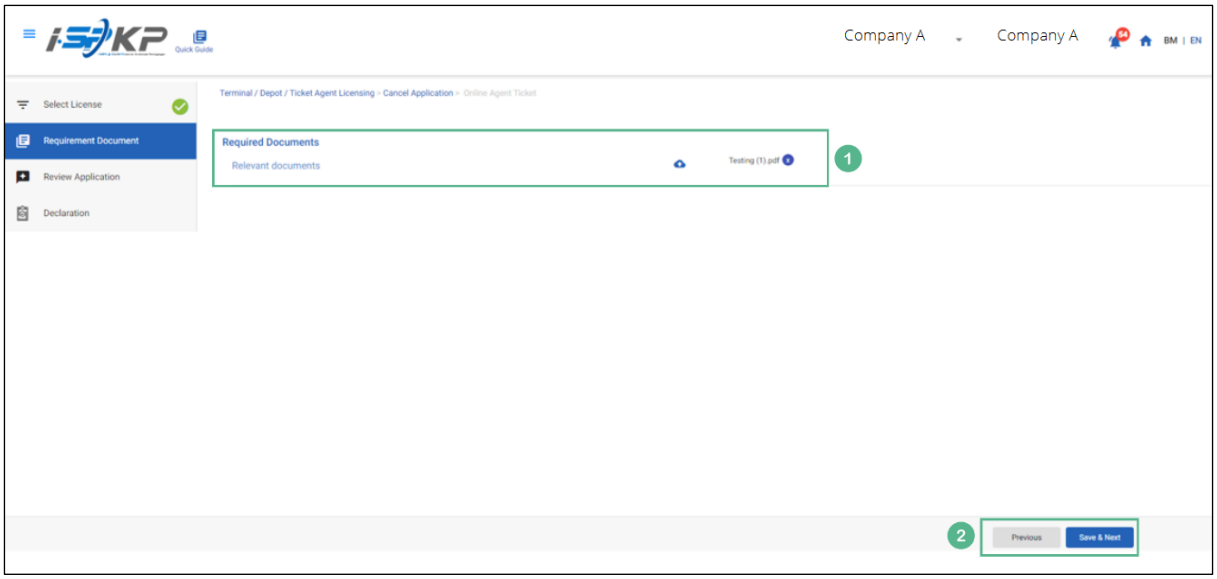

Figure 94: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 95.

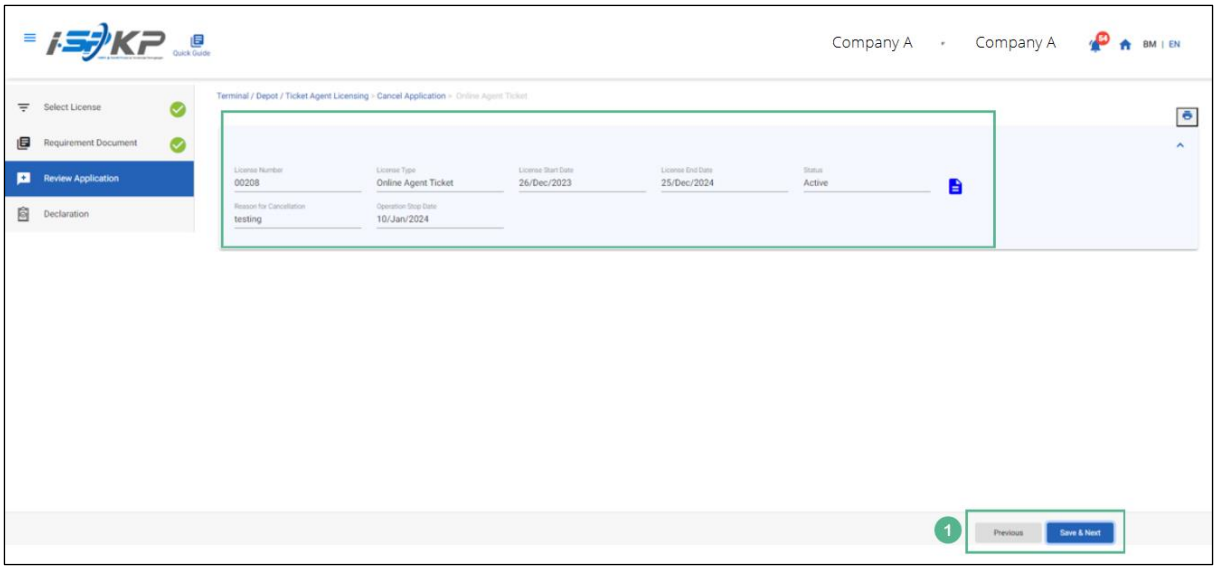

Figure 95: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 96.

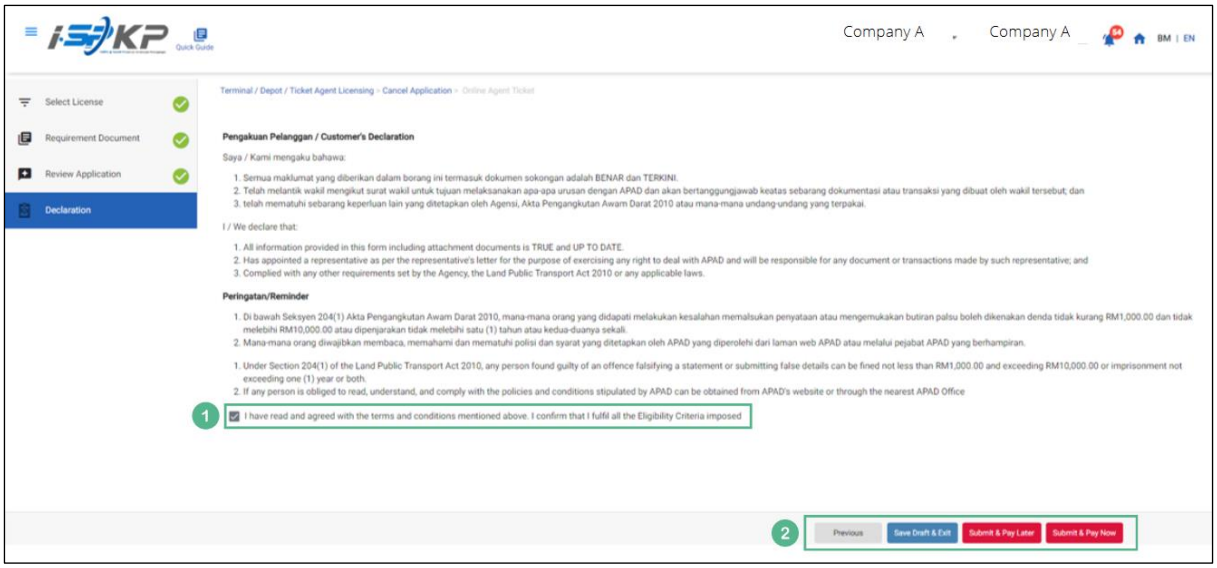

Figure 96: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4 Variation of Licensing

While for variation, there is a fast approval on certain conditions which apply to ALL applications (Terminal/Depot/Agent Ticket/Online Agent Ticket), however variation for Terminal license still goes on audit as current practices.

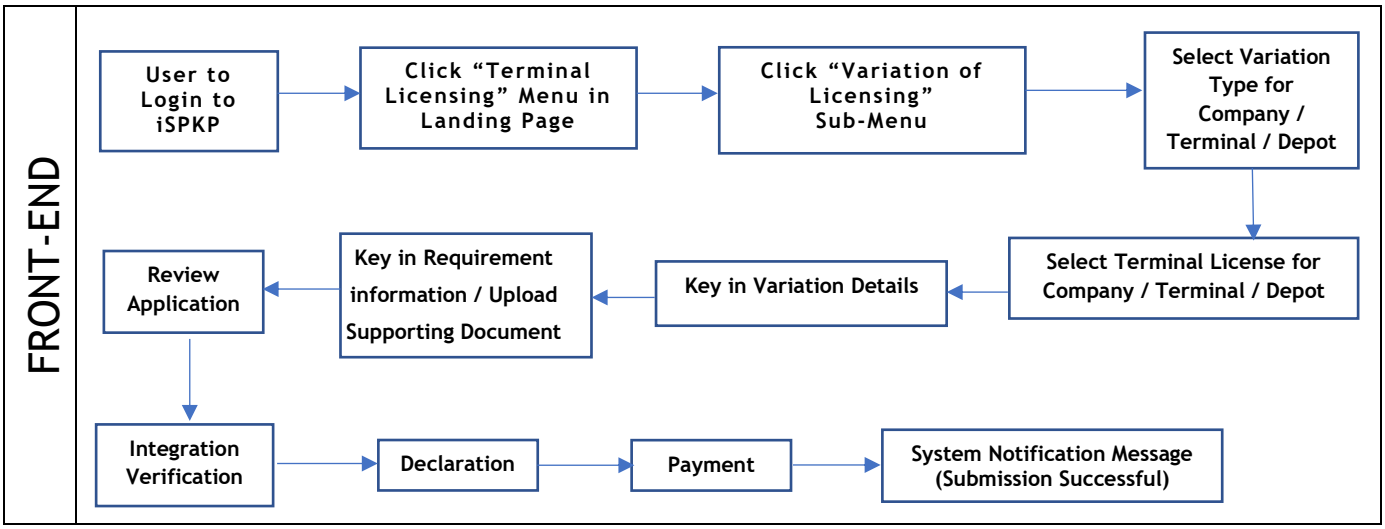

Figure 97: Variation of Licensing Process Flow

4.4.1 Variation for Company

4.4.1.1 Company Shareholders

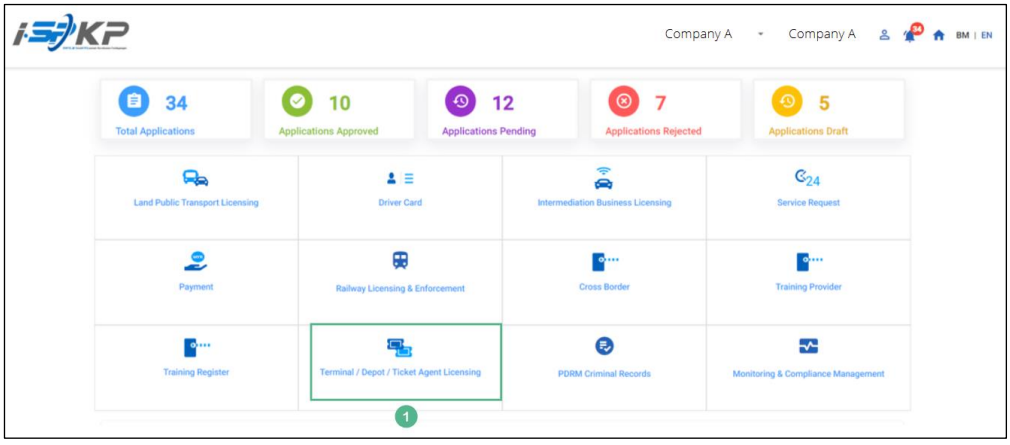

Figure 98: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 99.

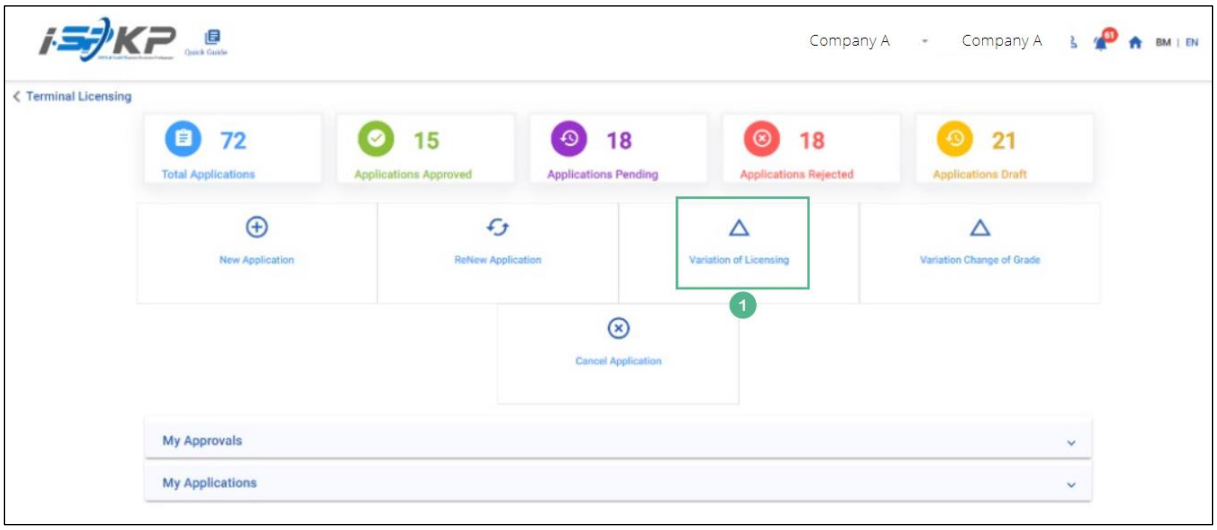

Figure 99: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under “Variation of Licensing”.	User to click on “Variation of Licensing” button.	Click button. Next screen is displayed as per Figure 100.

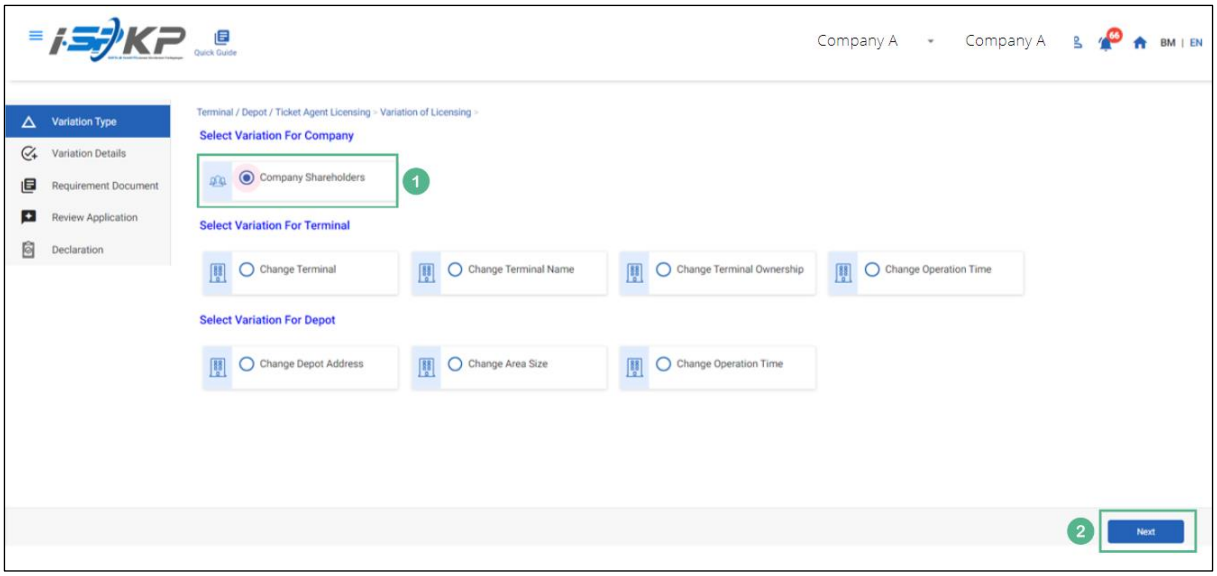

Figure 100: Select variation for Company – Company Shareholders

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Company Shareholders	Enable user to select Variation for Company	User to click on the "Company Shareholders" button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 101.

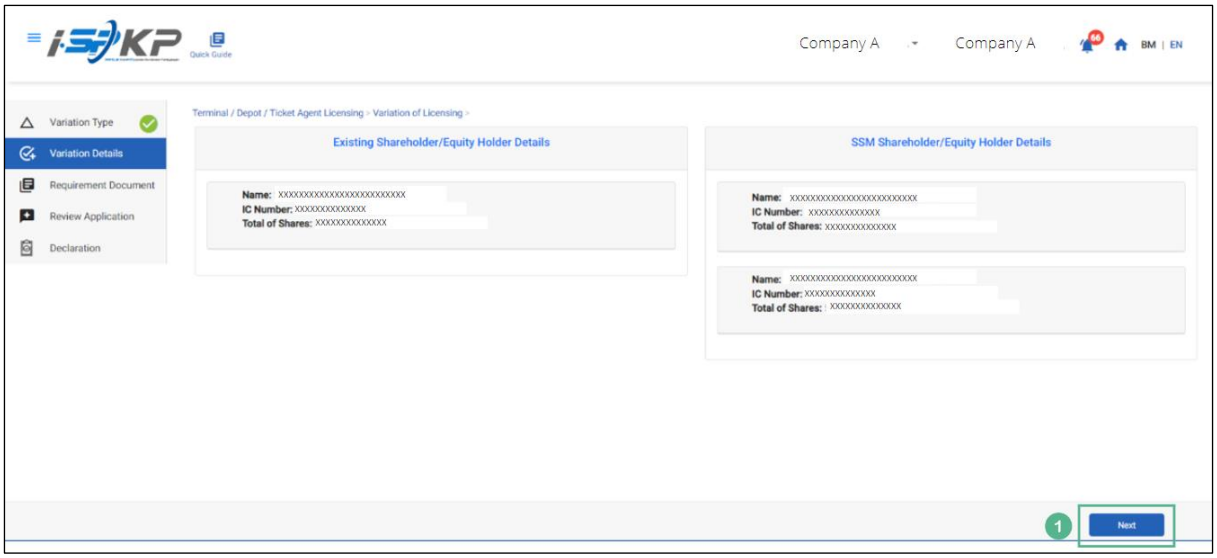

Figure 101: Variation Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 102.

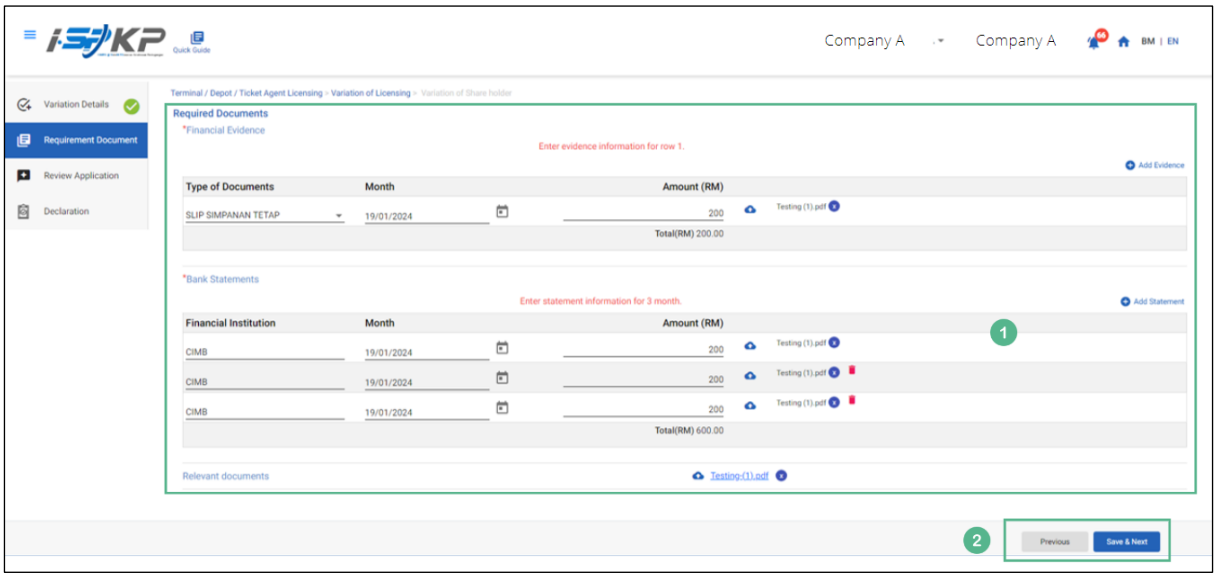

Figure 102: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert any information needed and upload any additional relevant supporting document	User to key in information and Click the Upload Icon & upload the supporting document.	*Mandatory field. Dropdown list. Date format. Number/text format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 103.

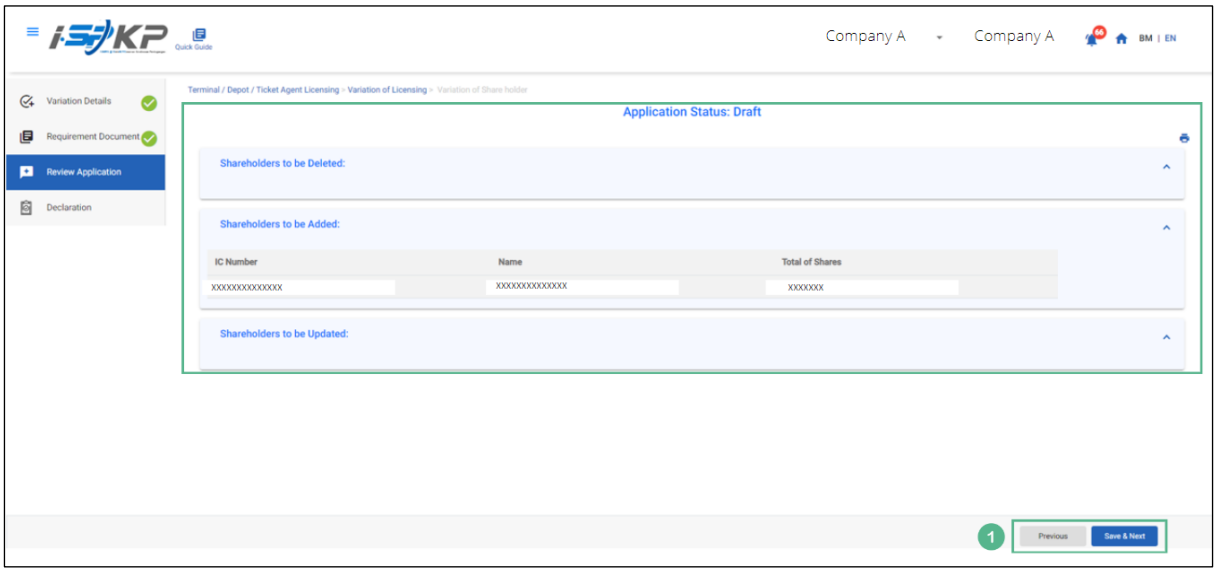

Figure 103: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 104.

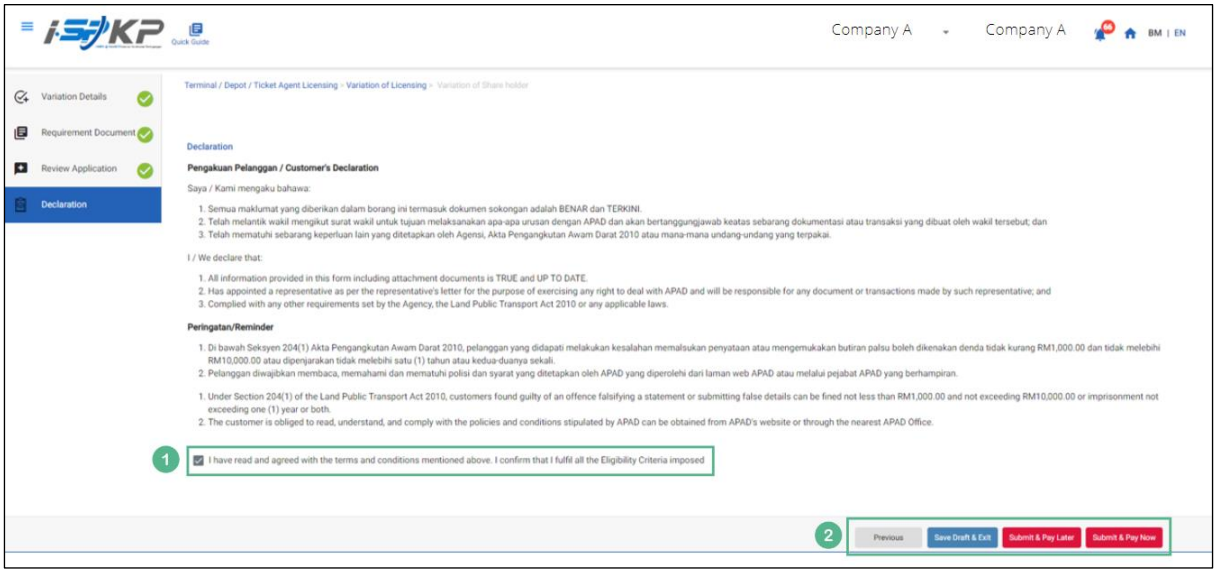

Figure 104: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.

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

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.2 Variation for Terminal

4.4.2.1 Change Terminal

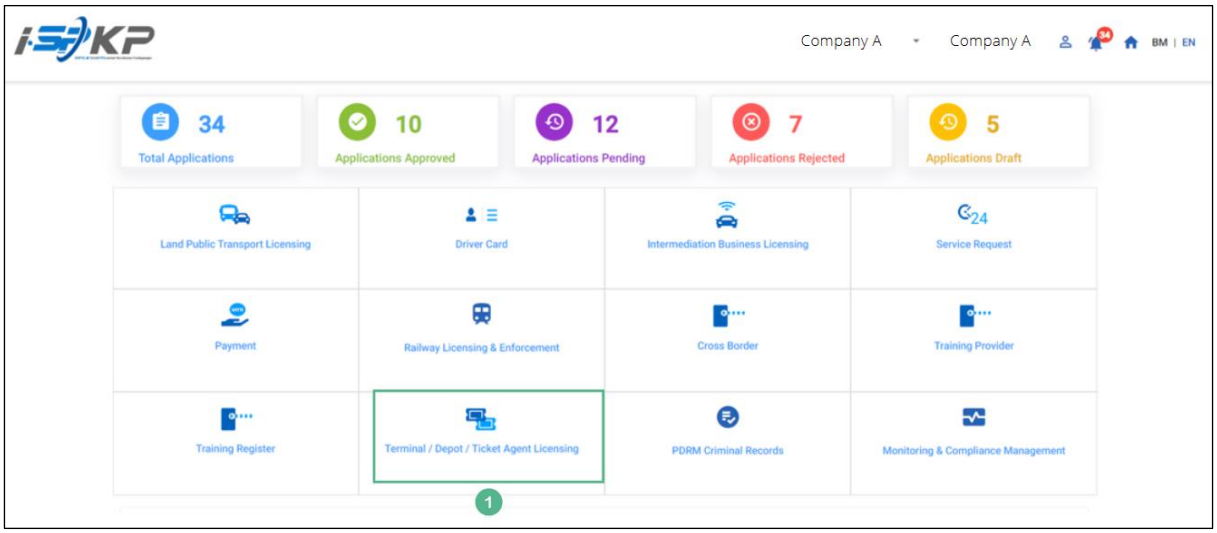

Figure 105: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 106.

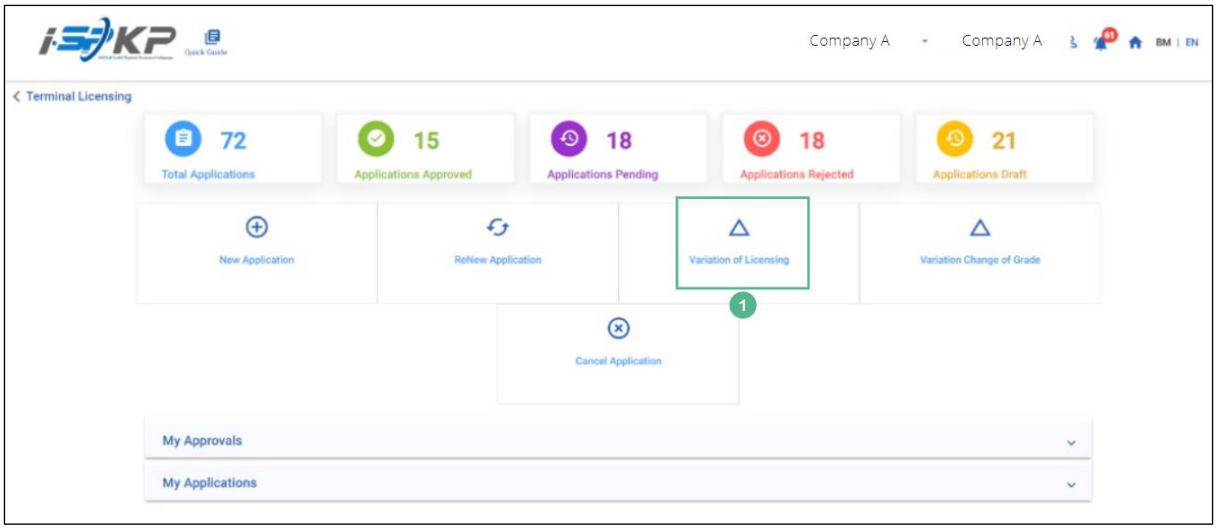

Figure 106: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under "Variation of Licensing".	User to click on "Variation of Licensing" button.	Click button. Next screen is displayed as per Figure 107.

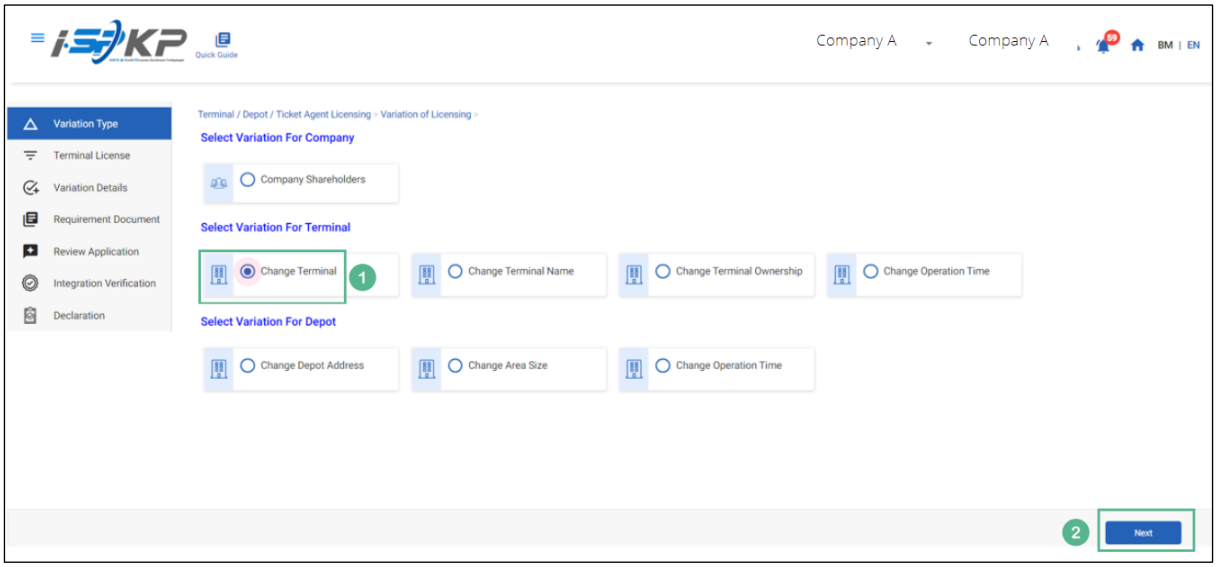

Figure 107: Select variation for Terminal – Change Terminal

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Terminal	Enable user to select Variation for Terminal	User to click on the “Change Terminal” button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 108.

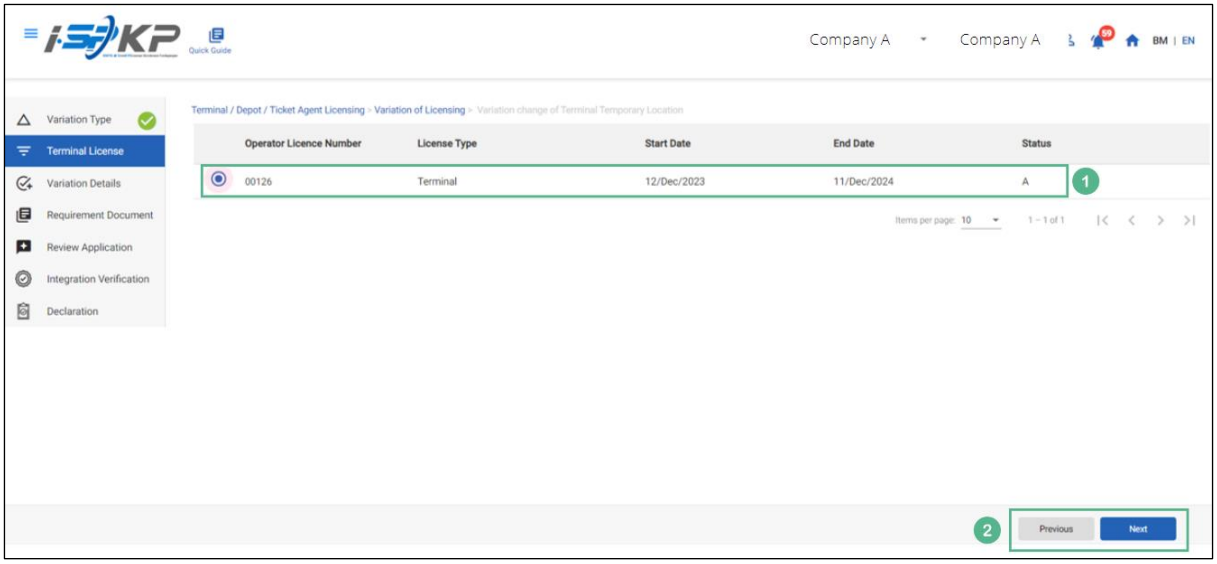

Figure 108: Select Terminal License for Change Terminal

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for Change Terminal	User to select Terminal License for Change Terminal	User to click the button to select which Terminal License to proceed with Change Terminal process	Click radio button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 109.

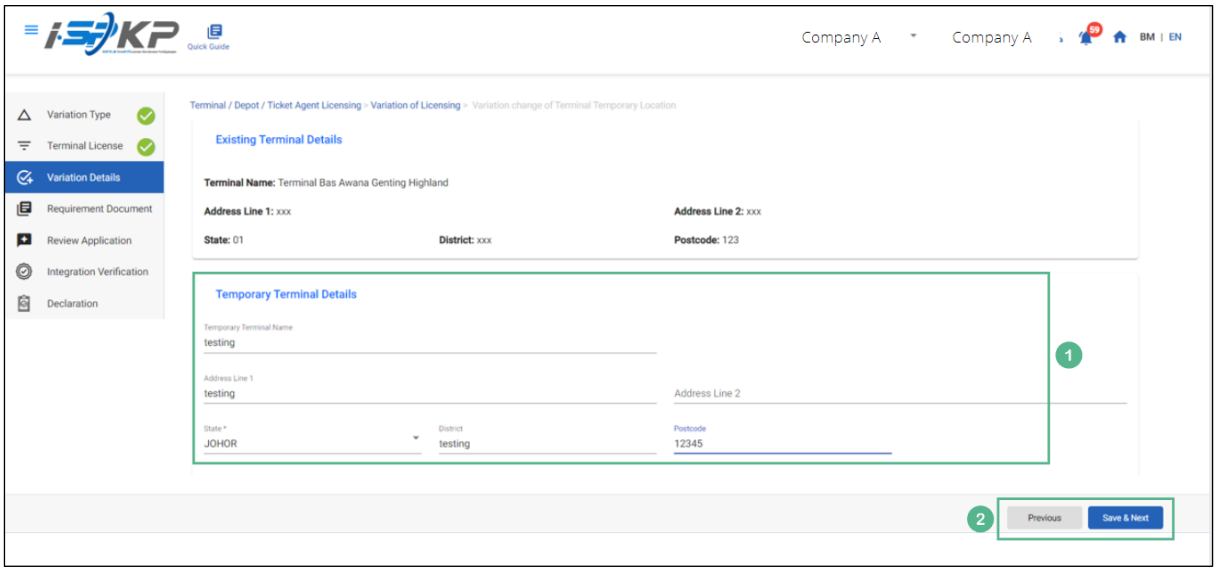

Figure 109: Variation Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Temporary Terminal Details	User to insert information on the Temporary Terminal Details	User to key in information on the Temporary Terminal Details in the fields required	Text format. Number format. Dropdown button.
2	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 information inserted and saving of the uploaded documents.	- Previous - Save & Next (selected)	Next screen is displayed as per Figure 110.

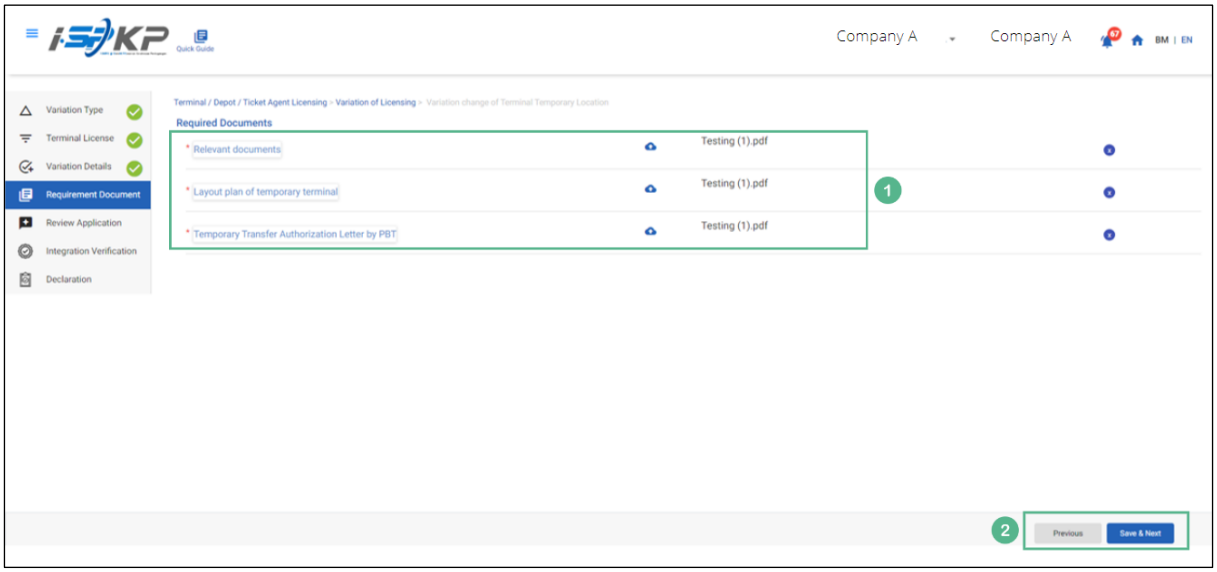

Figure 110: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant supporting document	User to upload the supporting document.	*Mandatory field. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving	User to click on the following options: - Previous	Click button. Next screen is displayed as per Figure 111.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		of the uploaded documents.	- Save & Next (selected)	

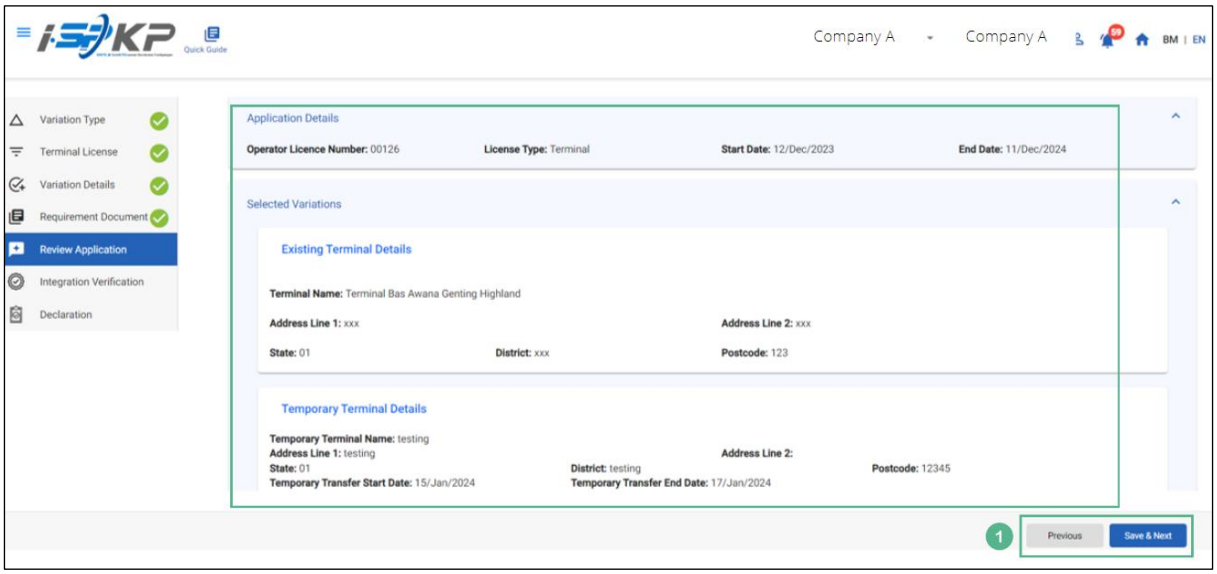

Figure 111: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 112.

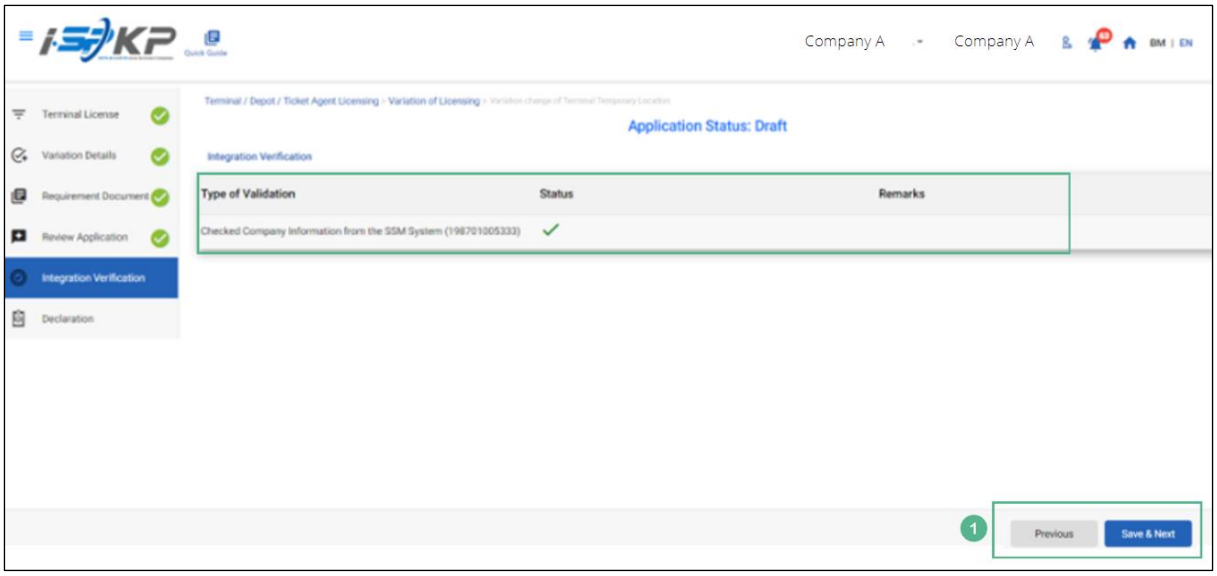

Figure 112: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 113.

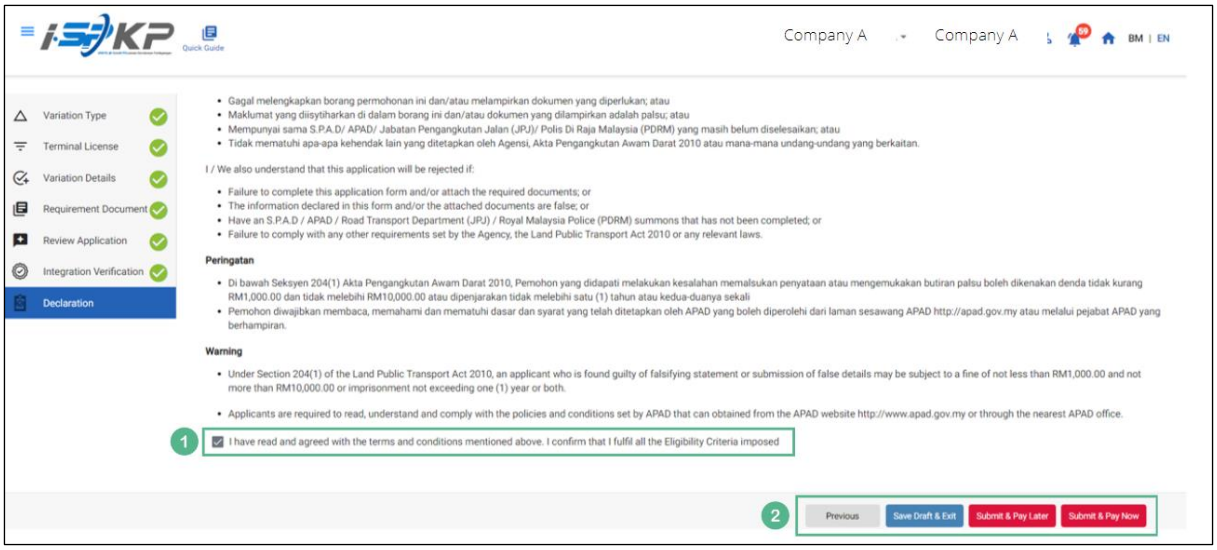

Figure 113: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.2.2 Change Terminal Name

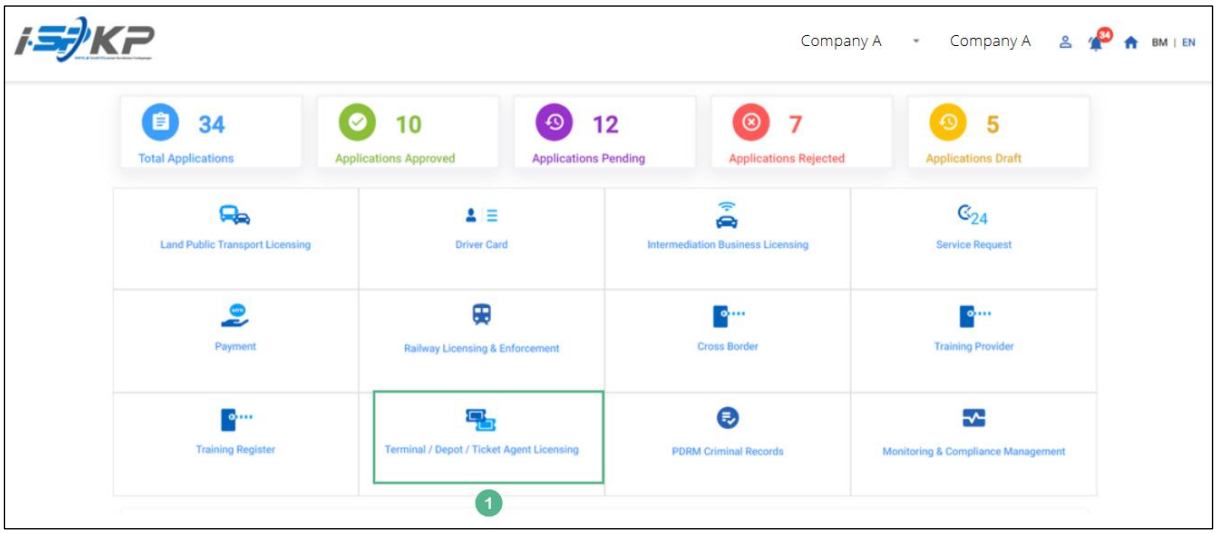

Figure 114: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 115.

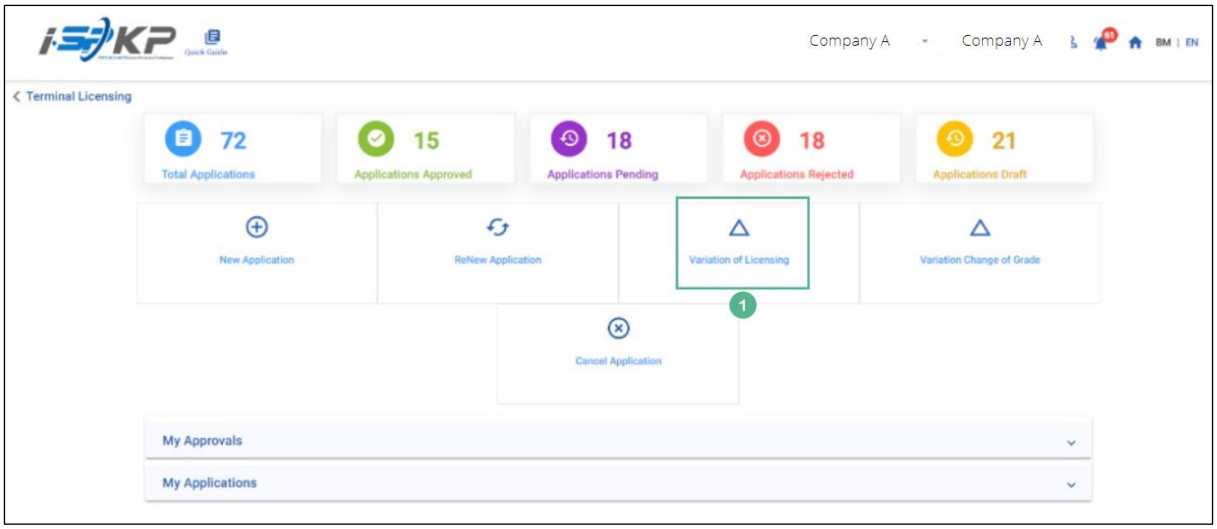

Figure 115: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under "Variation of Licensing".	User to click on "Variation of Licensing" button.	Click button. Next screen is displayed as per Figure 116.

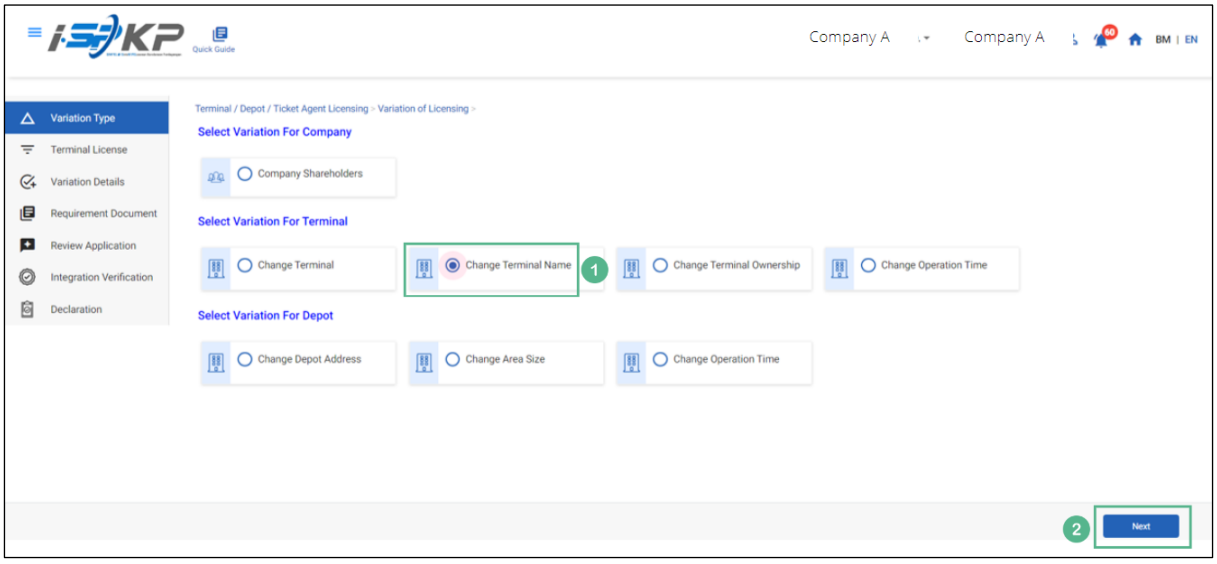

Figure 116: Select variation for Terminal – Change Terminal Name

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Terminal Name	Enable user to select Variation for Terminal	User to click on the “Change Terminal Name” button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 117.

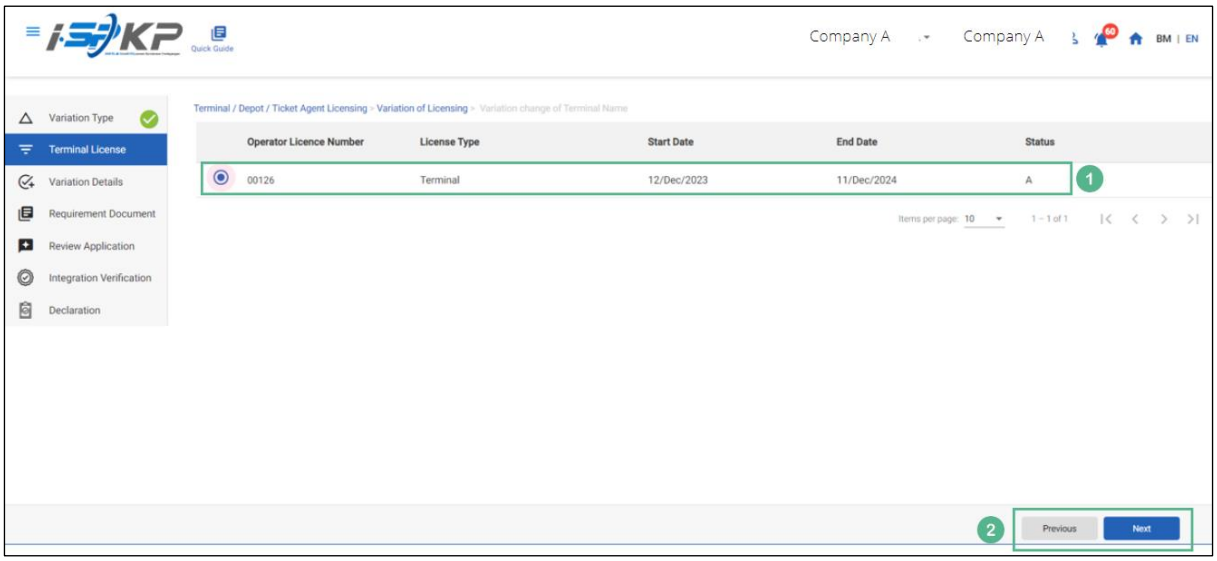

Figure 117: Select Terminal License for Change Terminal Name

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for	User to select Terminal License for Change Terminal Name	User to click the button to select which Terminal License to proceed with Change	Click radio button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Change Terminal Name		Terminal Name process	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 118.

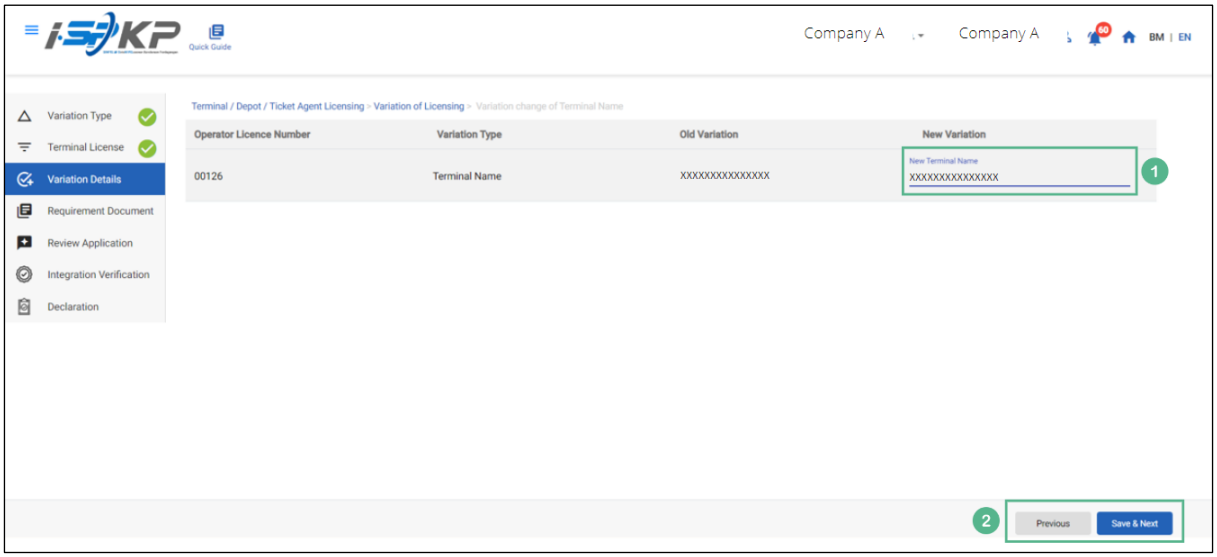

Figure 118: Variation Details - New Terminal Name

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Terminal Name	User to insert information on the New Terminal Name	User to key in information on the New Terminal Name in the field required	Text/number format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 119.

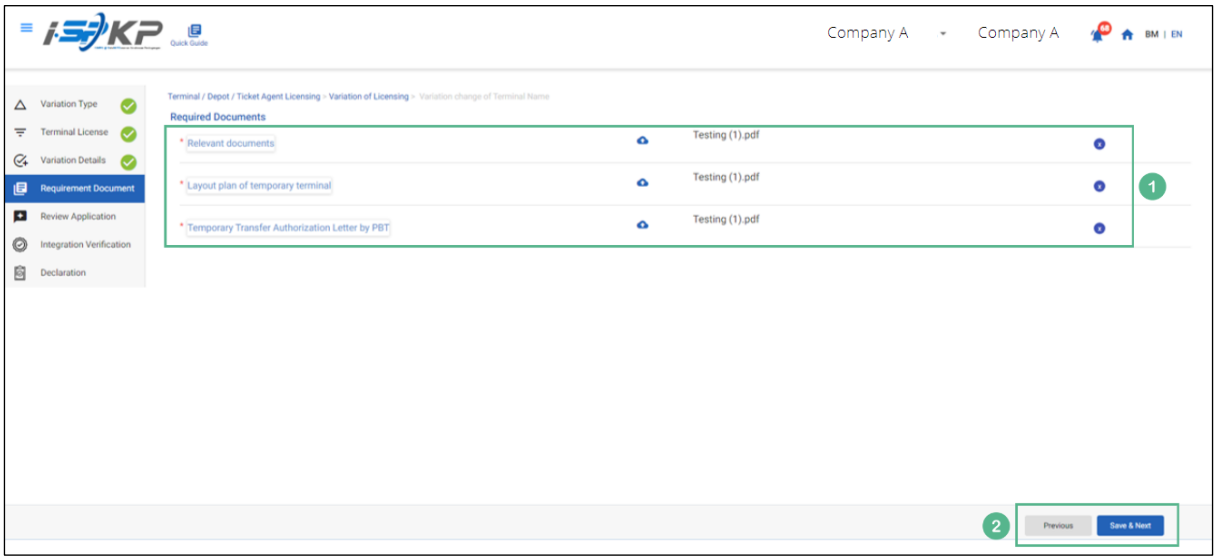

Figure 119: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant supporting document	User to upload the supporting document.	*Mandatory field. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of	User to click on the following options:	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		the information inserted and saving of the uploaded documents.	- Previous - Save & Next (selected)	Next screen is displayed as per Figure 120.

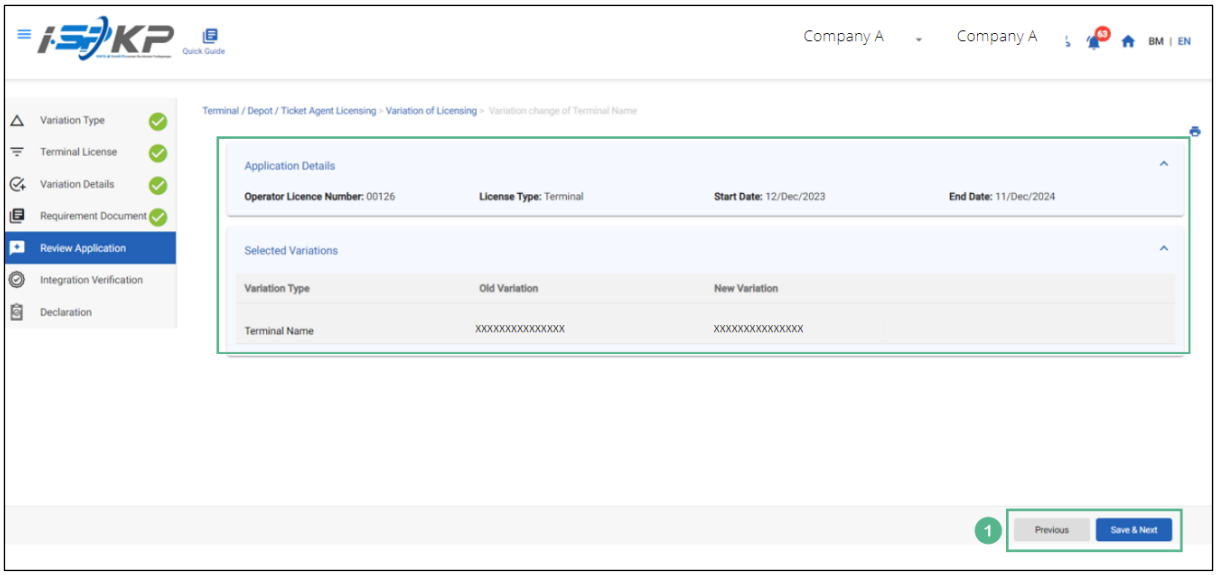

Figure 120: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 121.

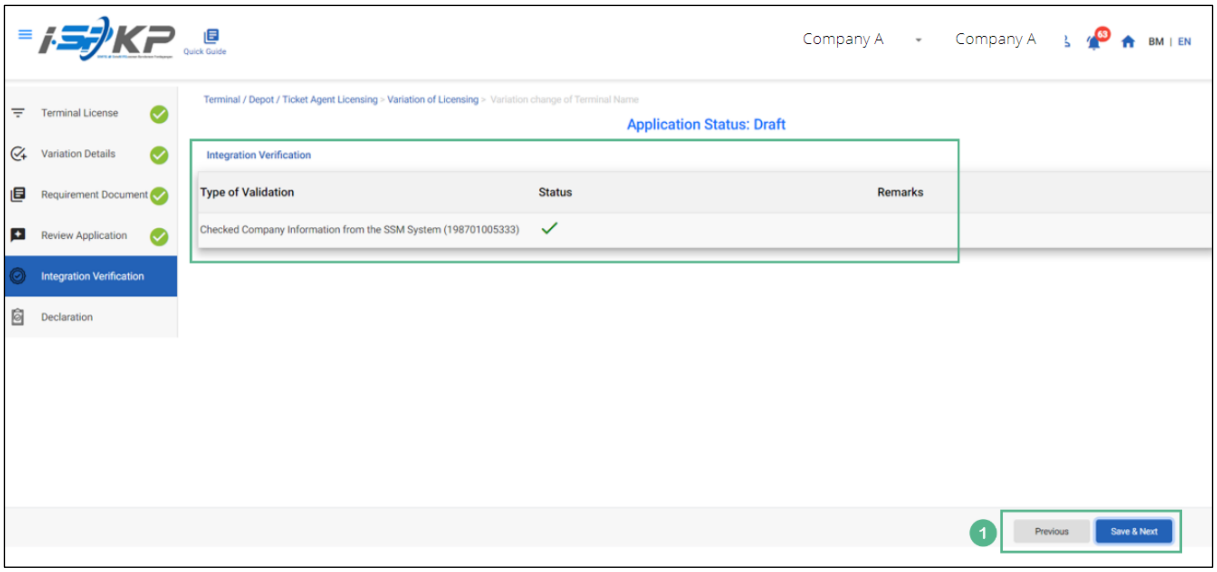

Figure 121: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 122.

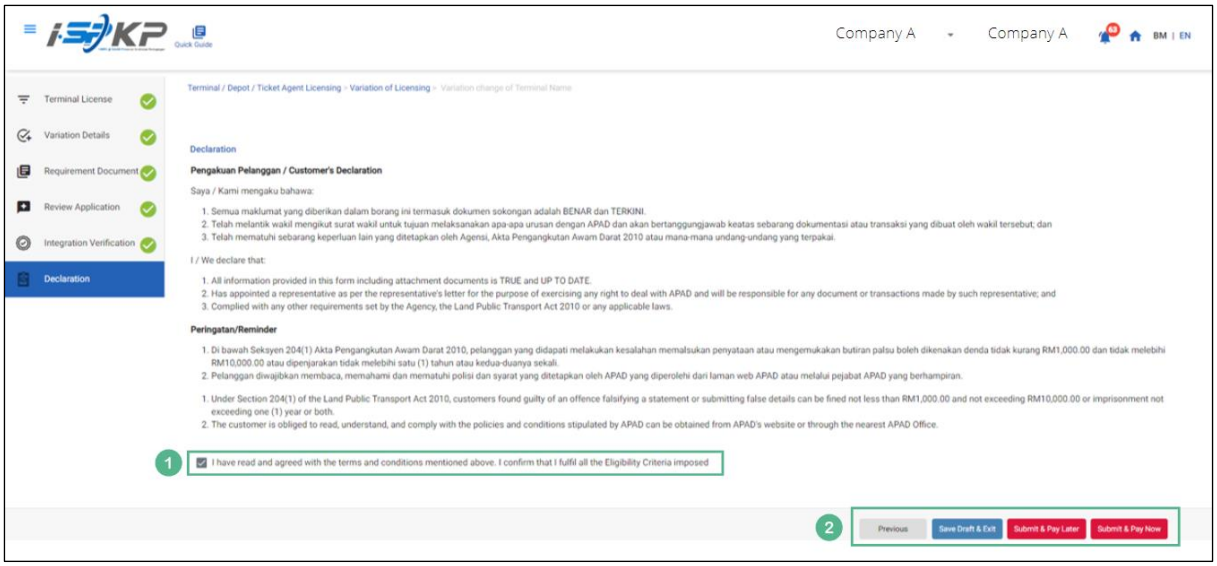

Figure 122: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.2.3 Change Terminal Ownership

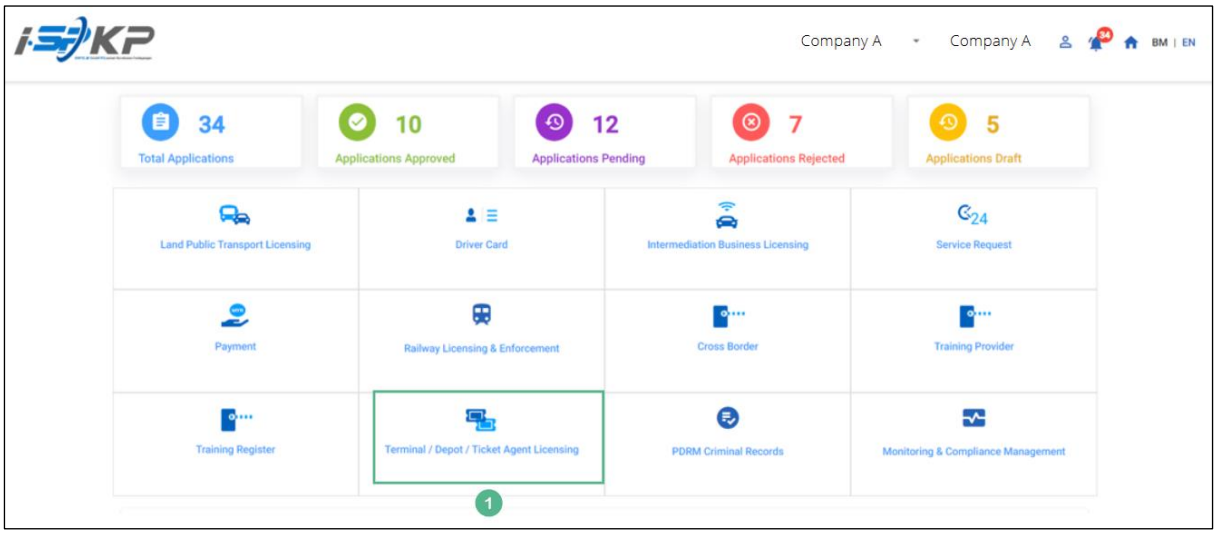

Figure 123: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 124.

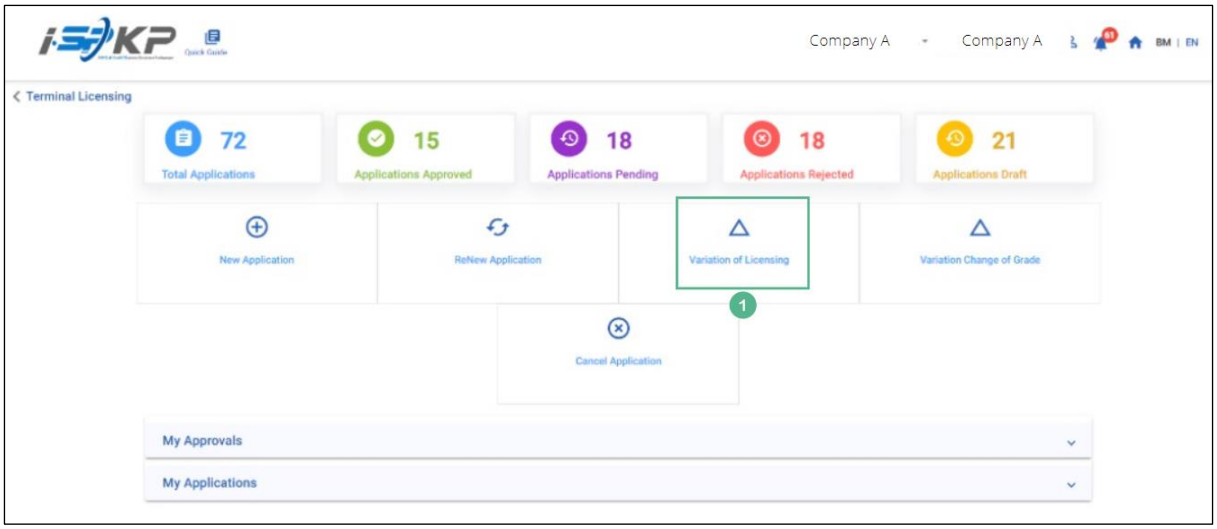

Figure 124: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under "Variation of Licensing".	User to click on "Variation of Licensing" button.	Click button. Next screen is displayed as per Figure 125.

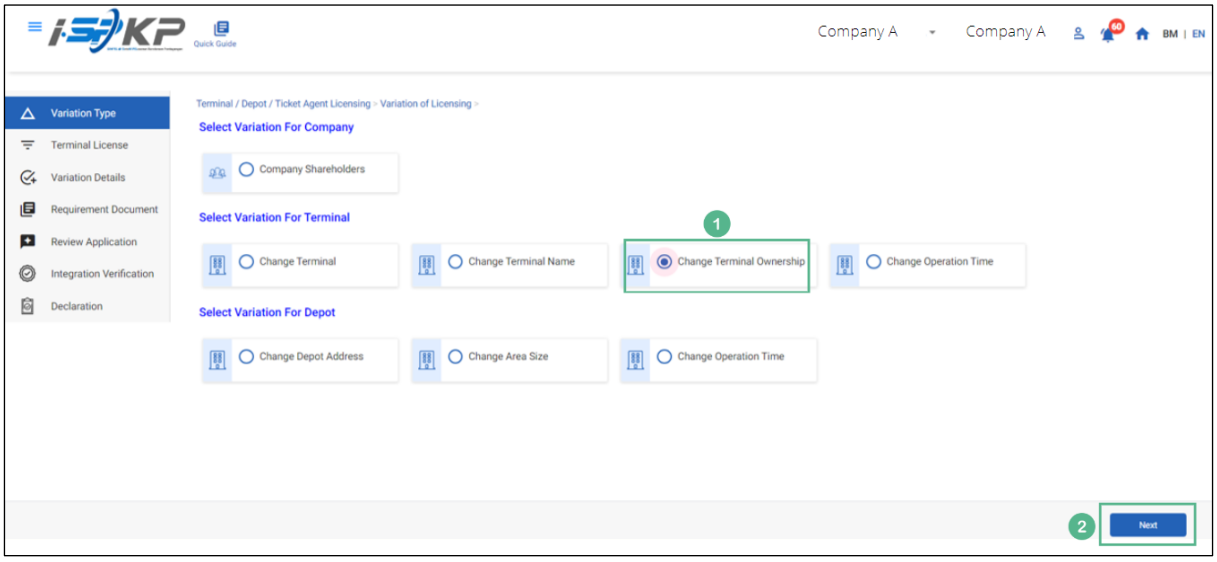

Figure 125: Select variation for Terminal – Change Terminal Ownership

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Terminal Ownership	Enable user to select Variation for Terminal	User to click on the “Change Terminal Ownership” button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 126.

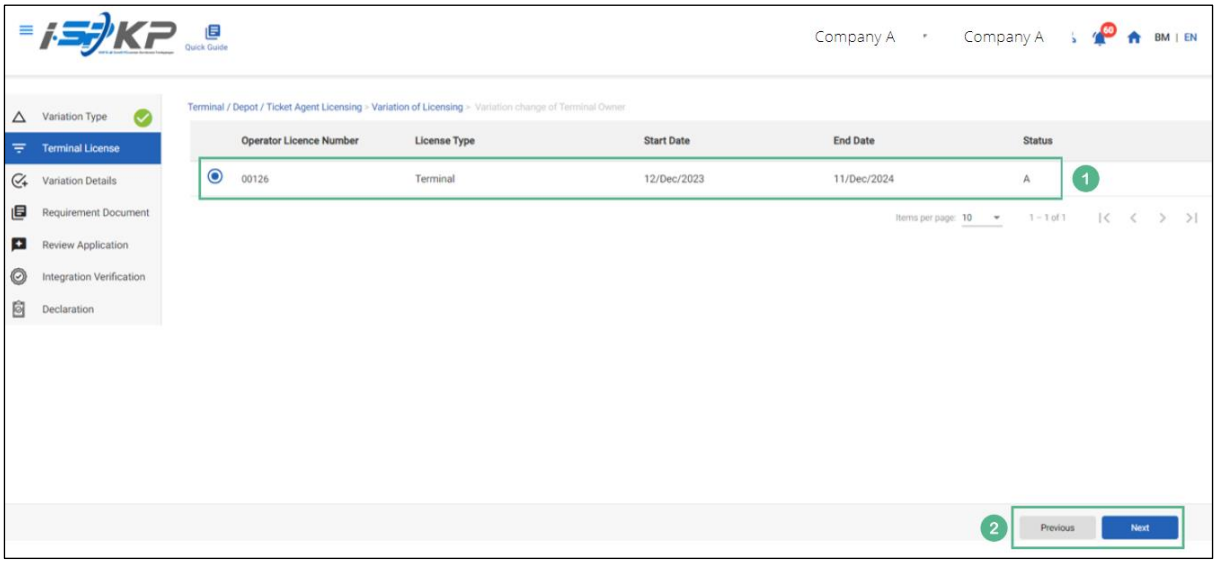

Figure 126: Select Terminal License for Change Terminal Ownership

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for Change	User to select Terminal License for Change Terminal Ownership	User to click the button to select which Terminal License to proceed with Change	Click radio button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Terminal Ownership		Terminal Ownership process	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 127.

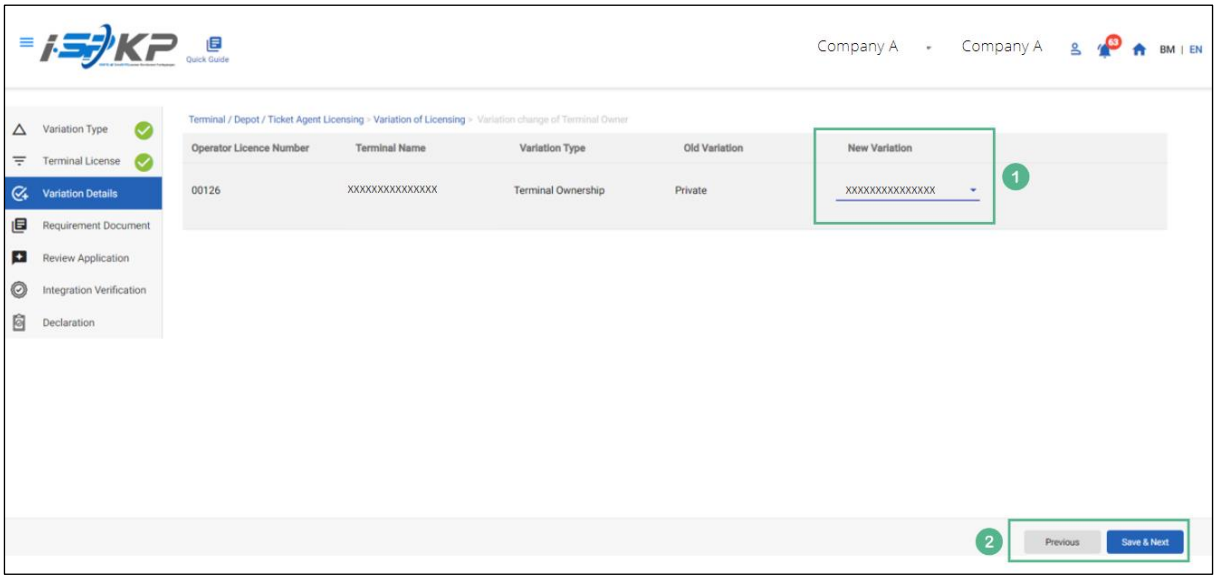

Figure 127: Variation Details – New Variation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Variation	User to insert information on the New Ownership	User to select from dropdown button on the New Ownership as below:	Dropdown button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- 3rd Party Appointed by Owner - Govt Owned	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 128.

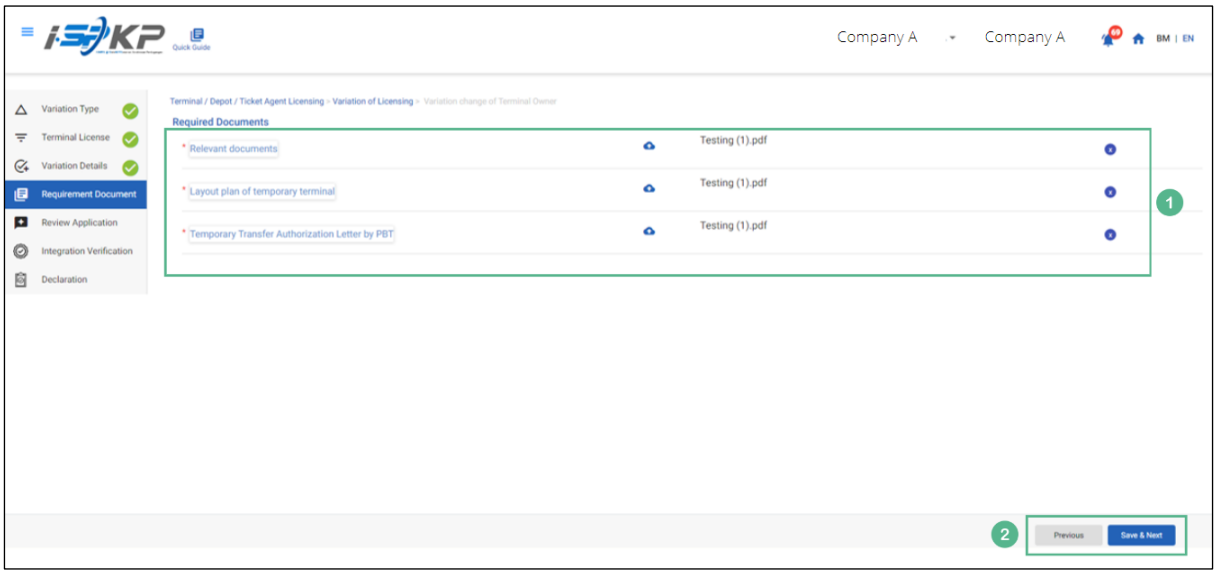

Figure 128: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant	User to upload the supporting document.	*Mandatory field. Upload icon.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		supporting document		
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 129.

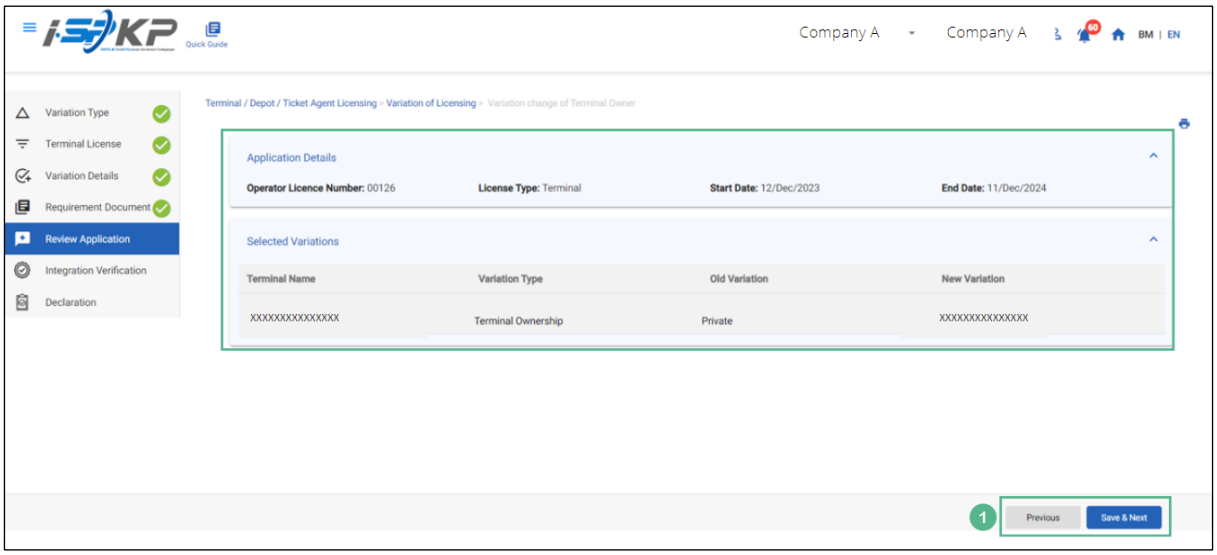

Figure 129: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 130.

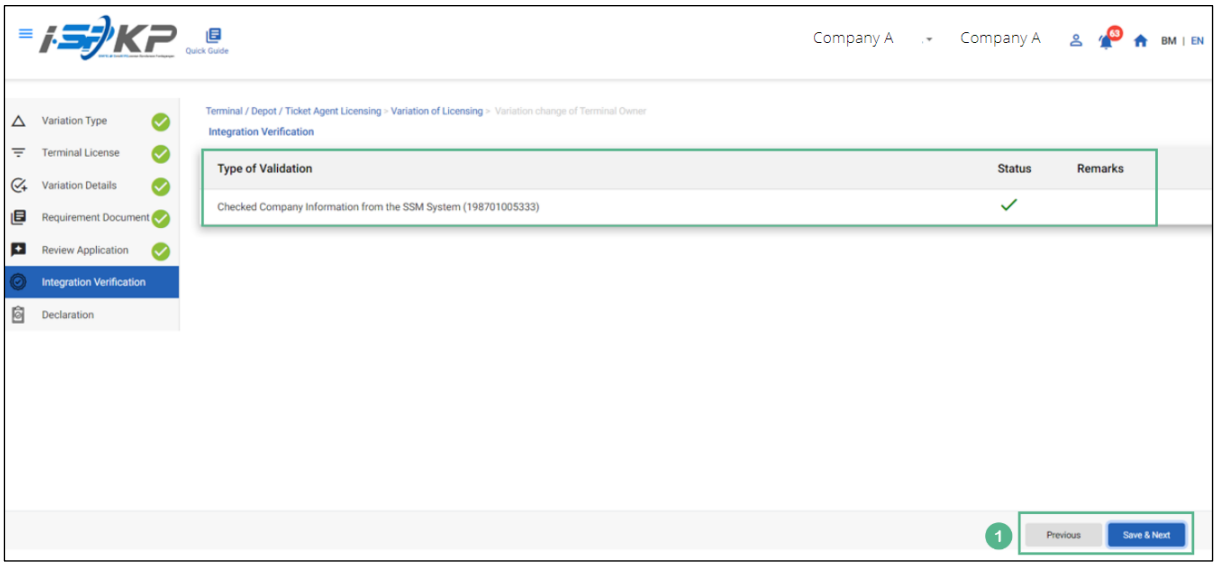

Figure 130: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 131.

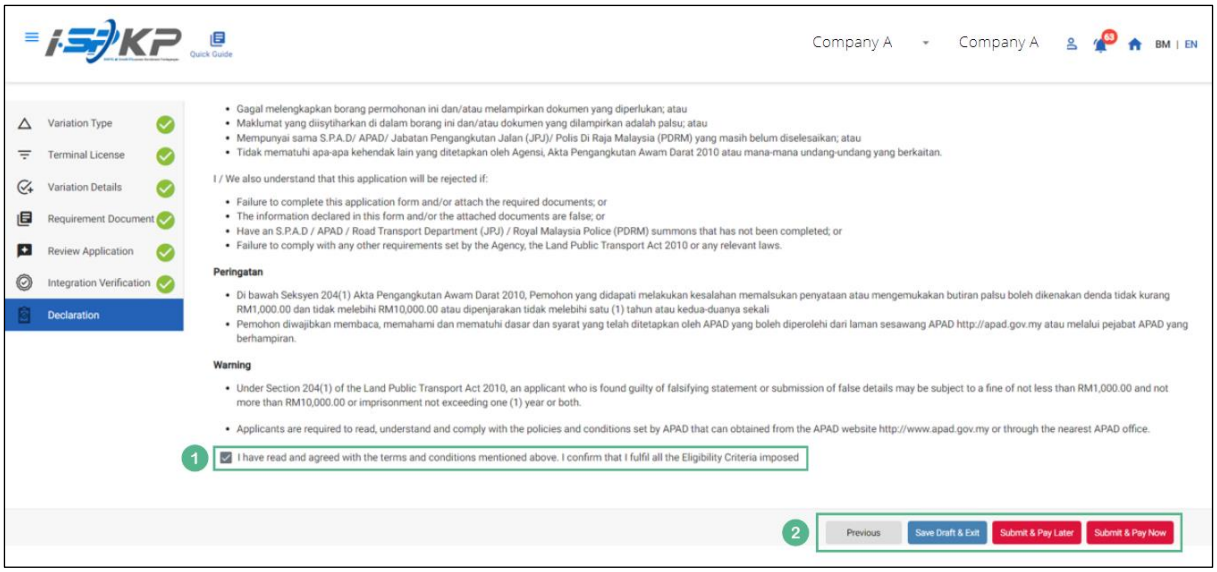

Figure 131: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.2.4 Change Operation Time

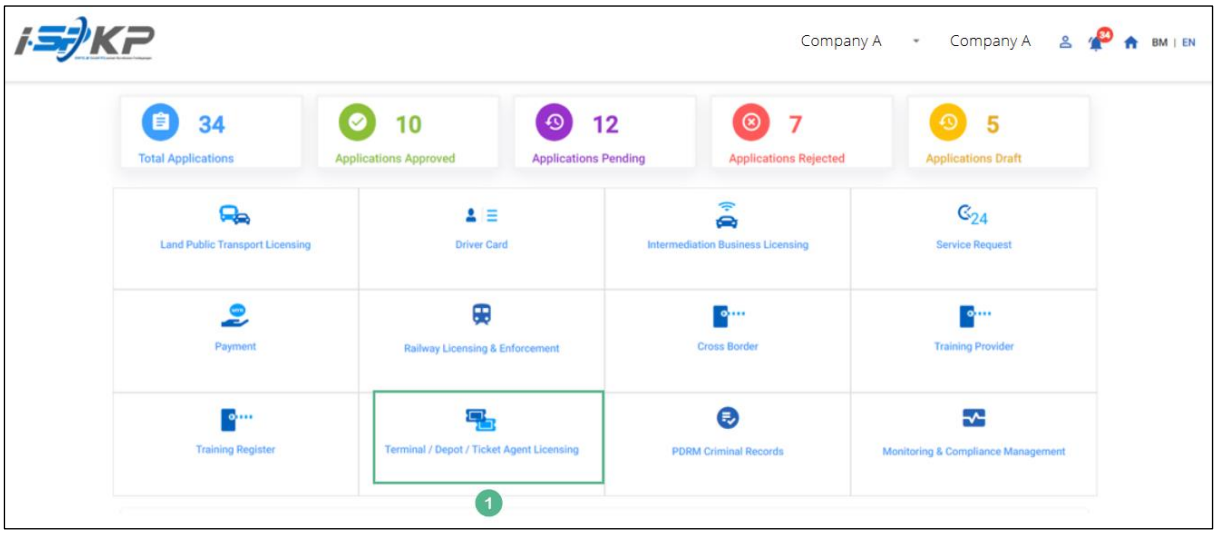

Figure 132: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 133.

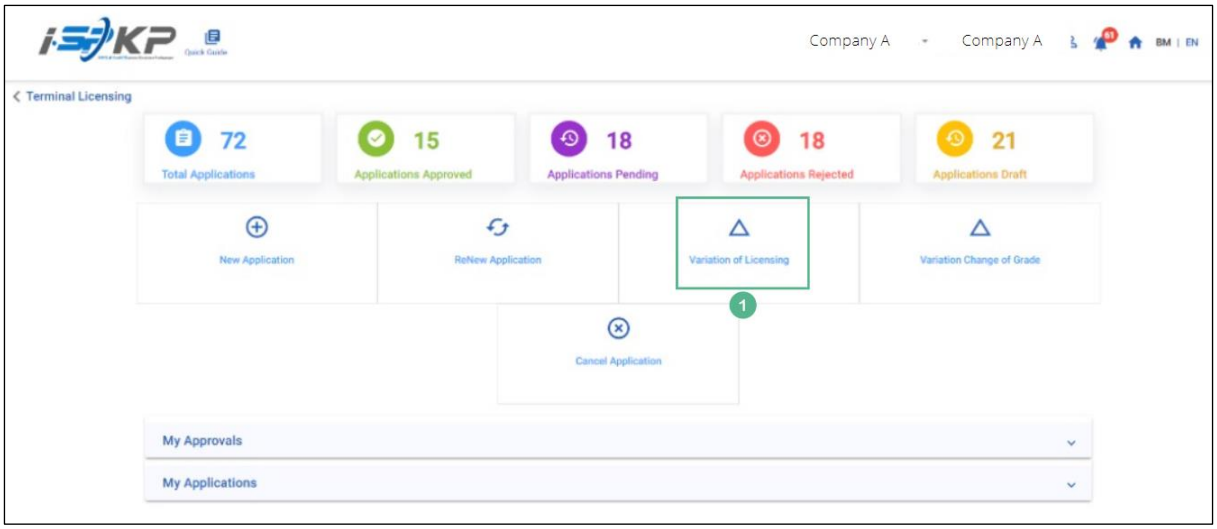

Figure 133: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under "Variation of Licensing".	User to click on "Variation of Licensing" button.	Click button. Next screen is displayed as per Figure 134.

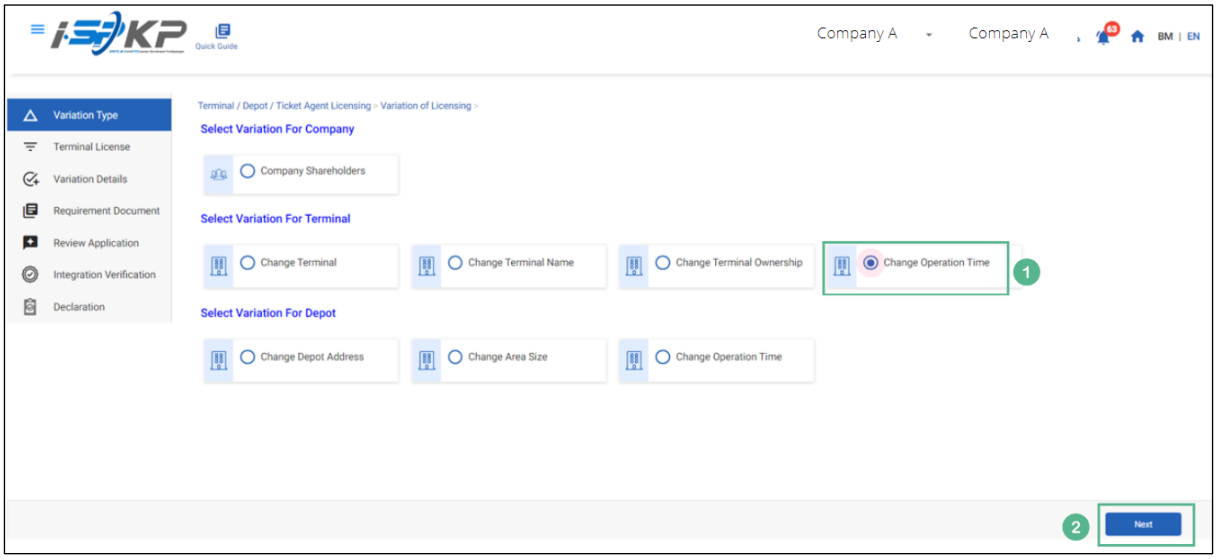

Figure 134: Select variation for Terminal - Change Operation Time

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Operation Time	Enable user to select Variation for Terminal	User to click on the “Change Operation Time” button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 135.

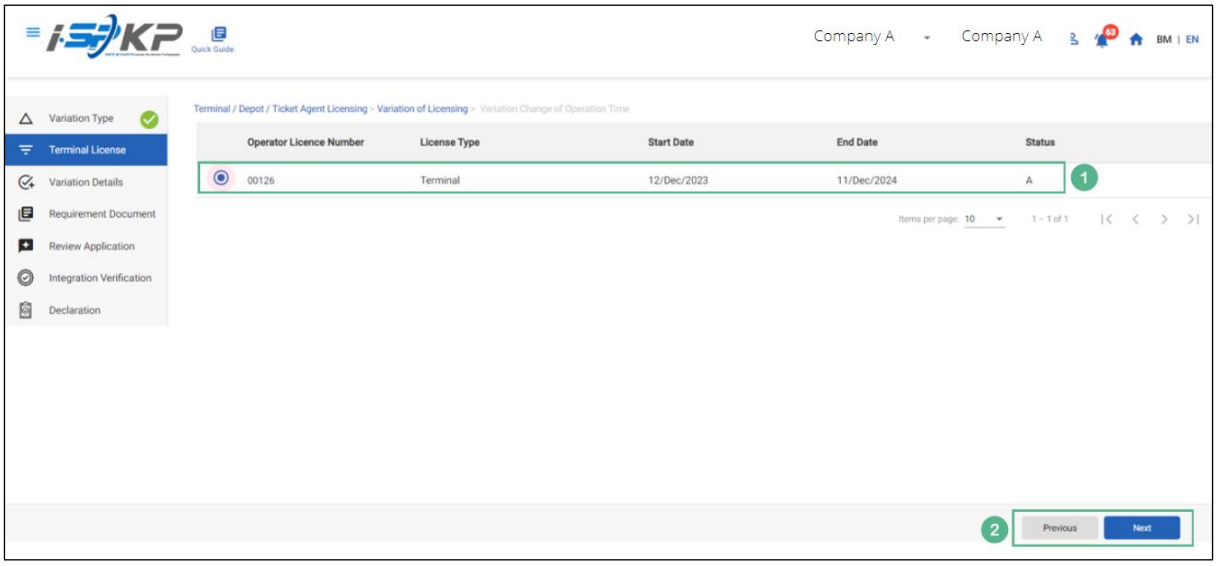

Figure 135: Select Terminal License for Change Operation Time

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for Change	User to select Terminal License for Change Operation Time	User to click the button to select which Terminal License to proceed with Change	Click radio button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Operation Time		Operation Time process	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 136.

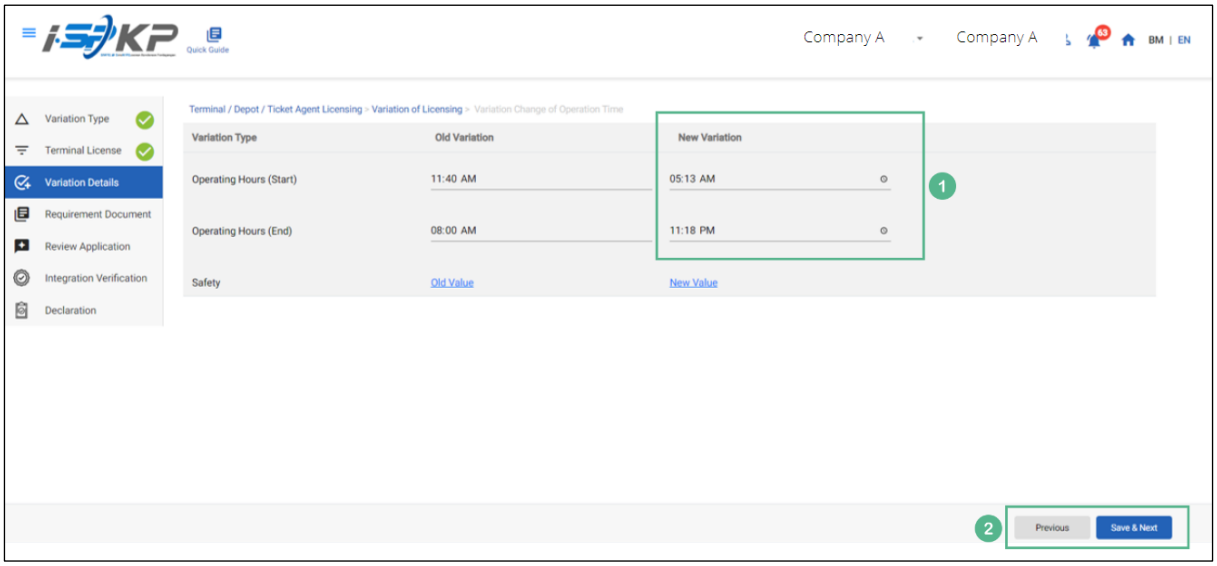

Figure 136: Variation Details - New Variation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Variation	User to insert information on the New Operation Time	User to insert / choose new Operation Time	Time format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 137.

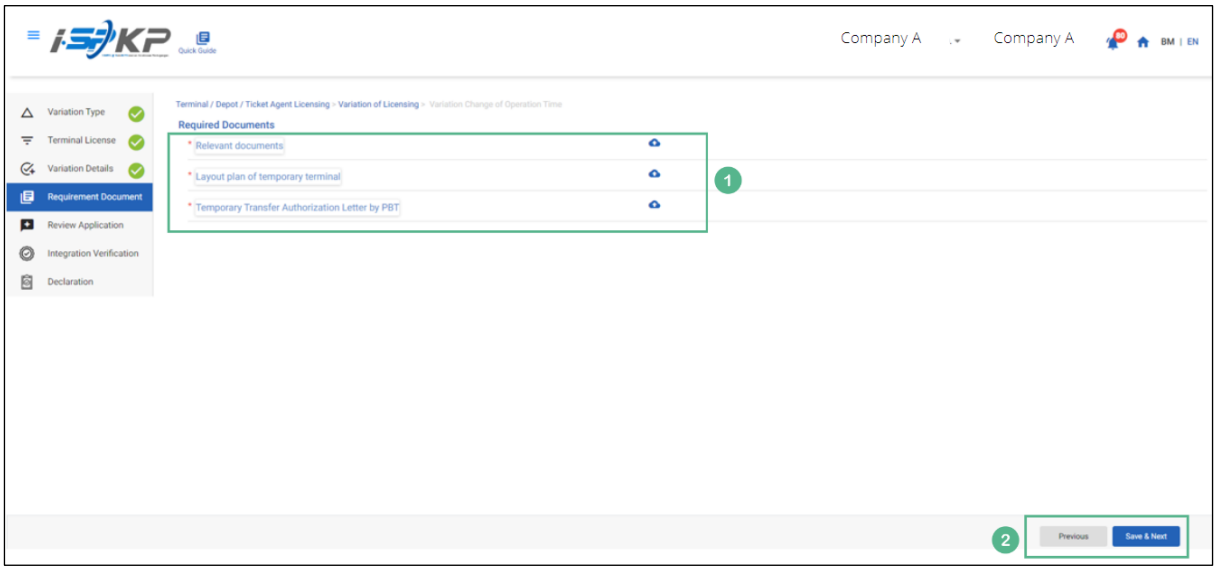

Figure 137: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant supporting document	User to upload the supporting document.	*Mandatory field. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of	User to click on the following options:	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		the information inserted and saving of the uploaded documents.	- Previous - Save & Next (selected)	Next screen is displayed as per Figure 138.

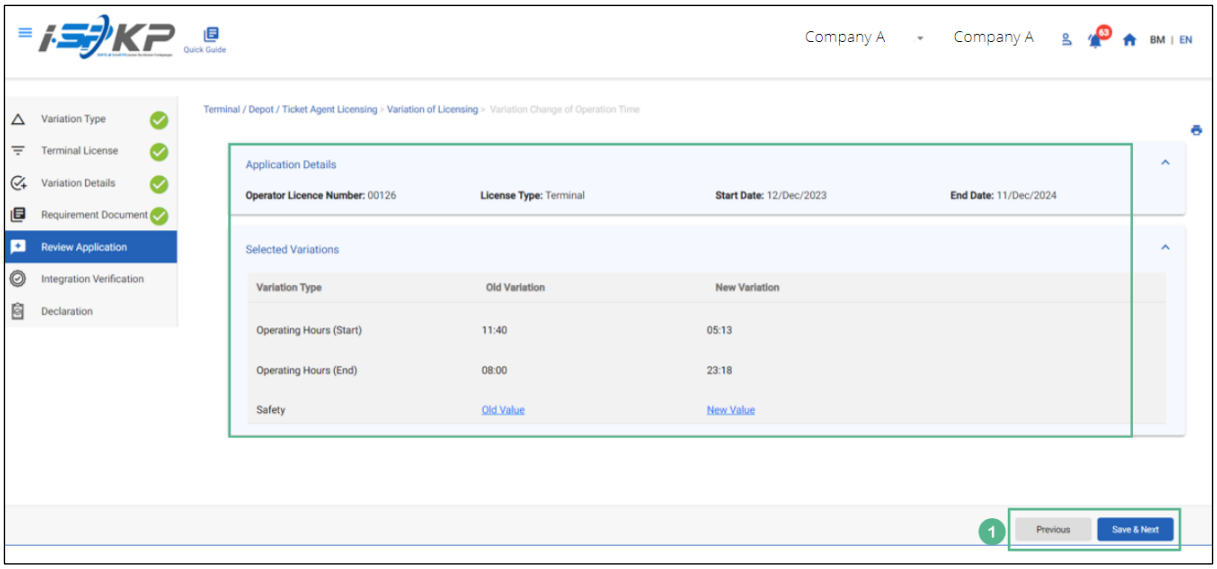

Figure 138: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 139.

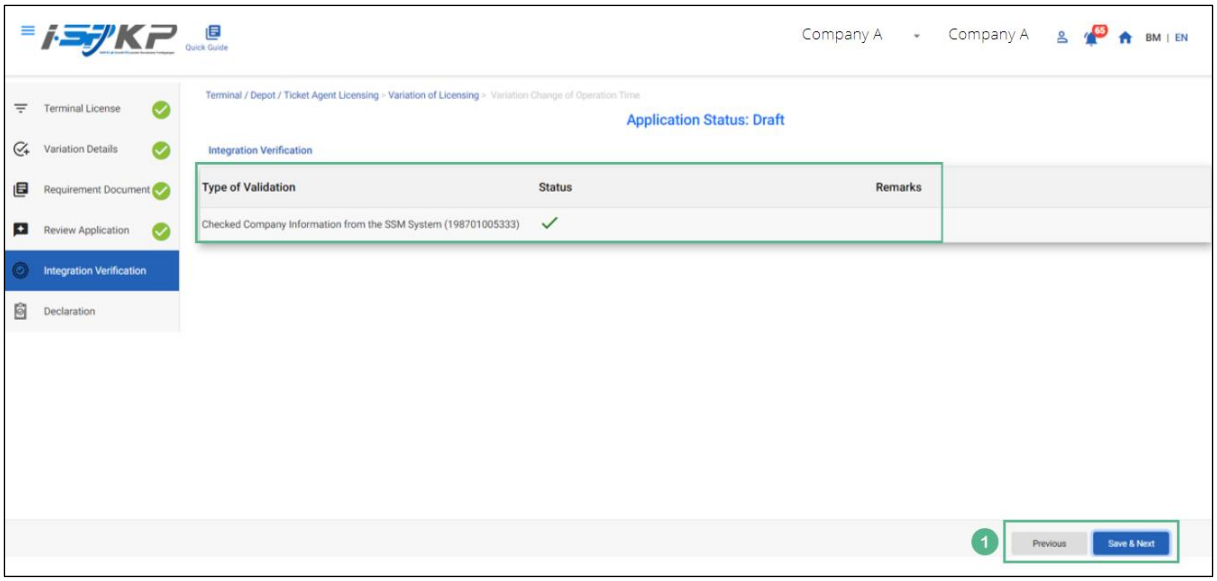

Figure 139: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 140.

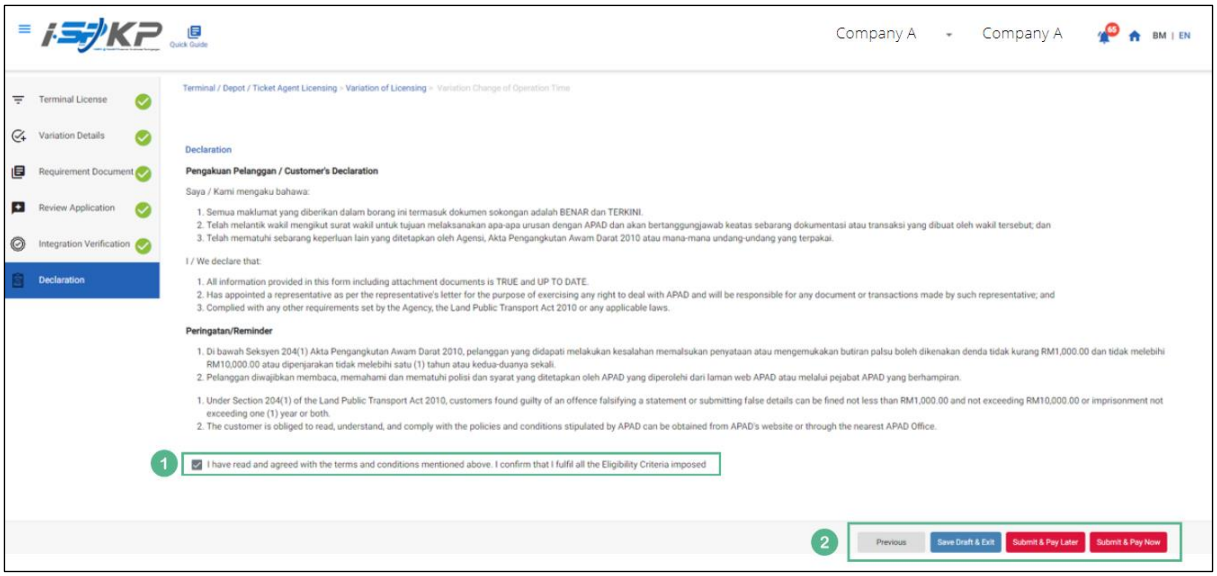

Figure 140: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.3 Variation for Depot

4.4.3.1 Change Depot Address

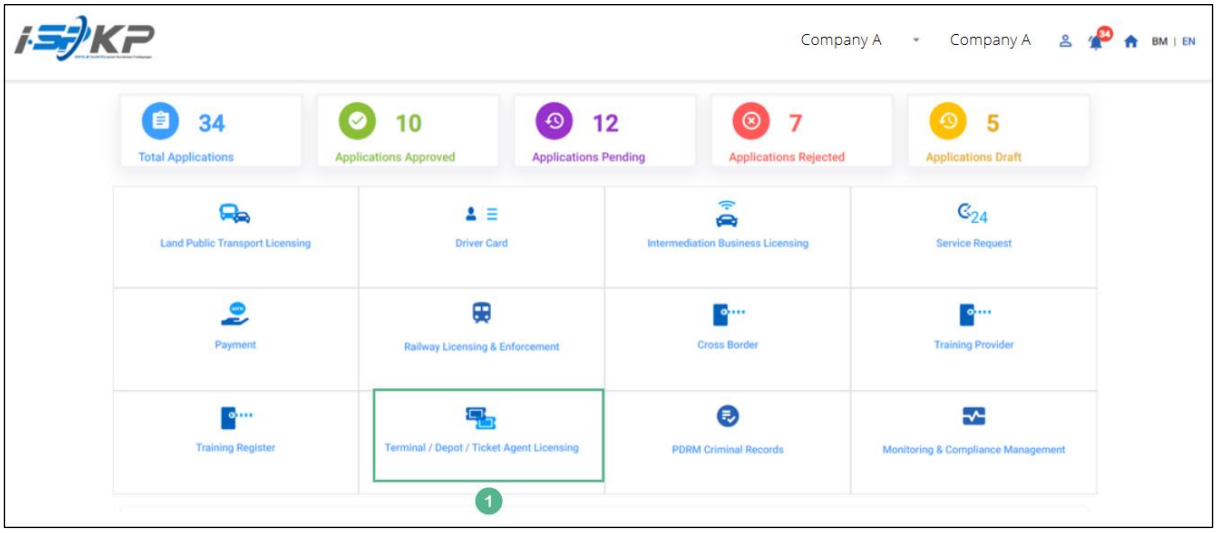

Figure 141: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the "Terminal / Depot / Ticket Agent Licensing Module" menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 142.

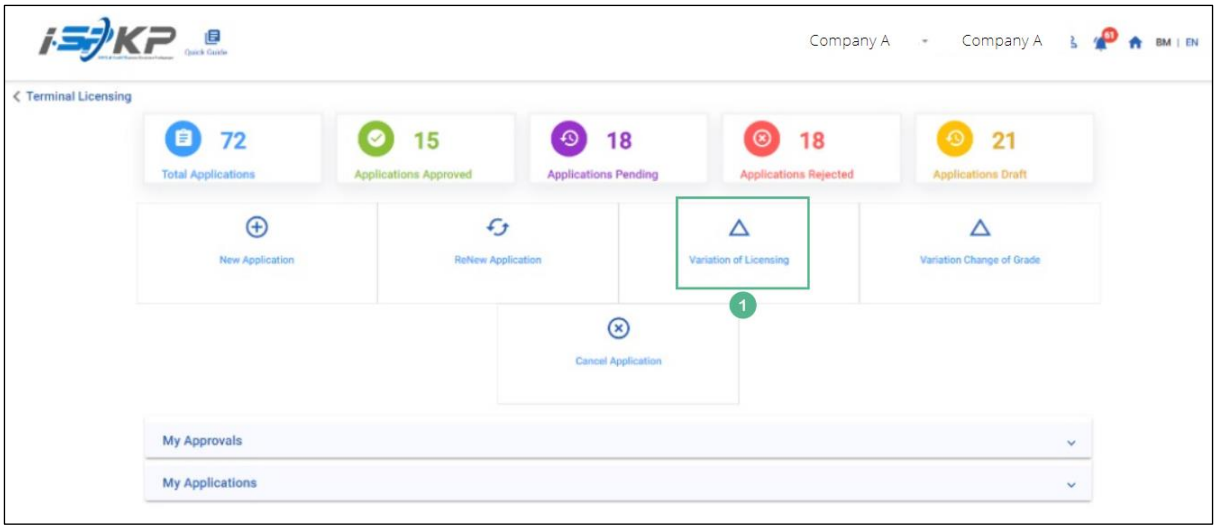

Figure 142: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under "Variation of Licensing".	User to click on "Variation of Licensing" button.	Click button. Next screen is displayed as per Figure 143.

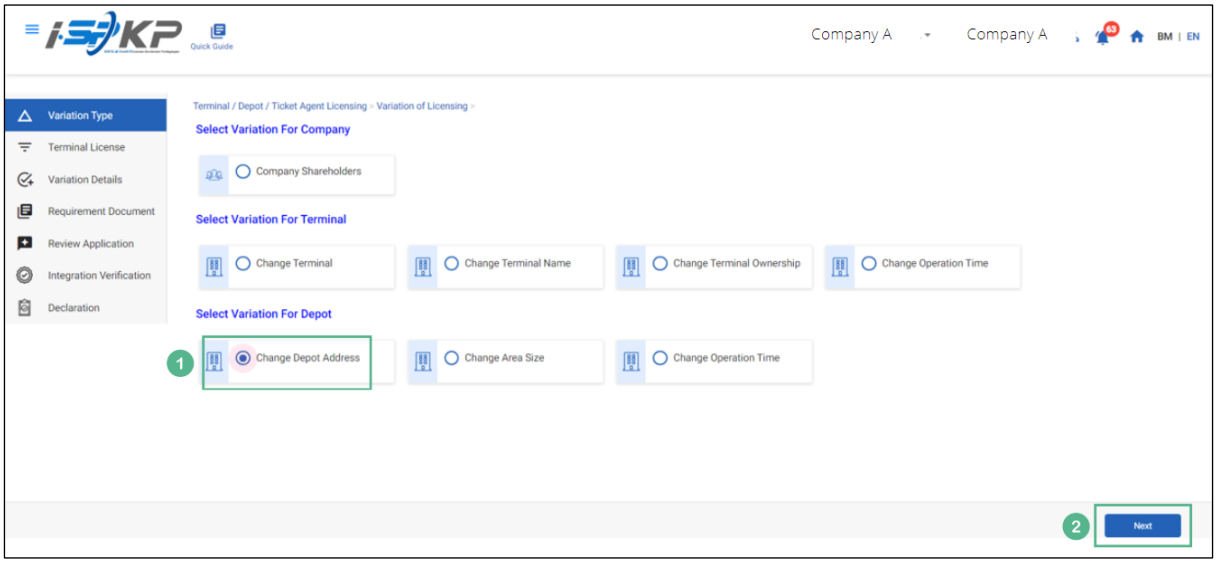

Figure 143: Select variation for Depot – Change Depot Address

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Depot Address	Enable user to select Variation for Depot	User to click on the “Change Depot Address” button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 144.

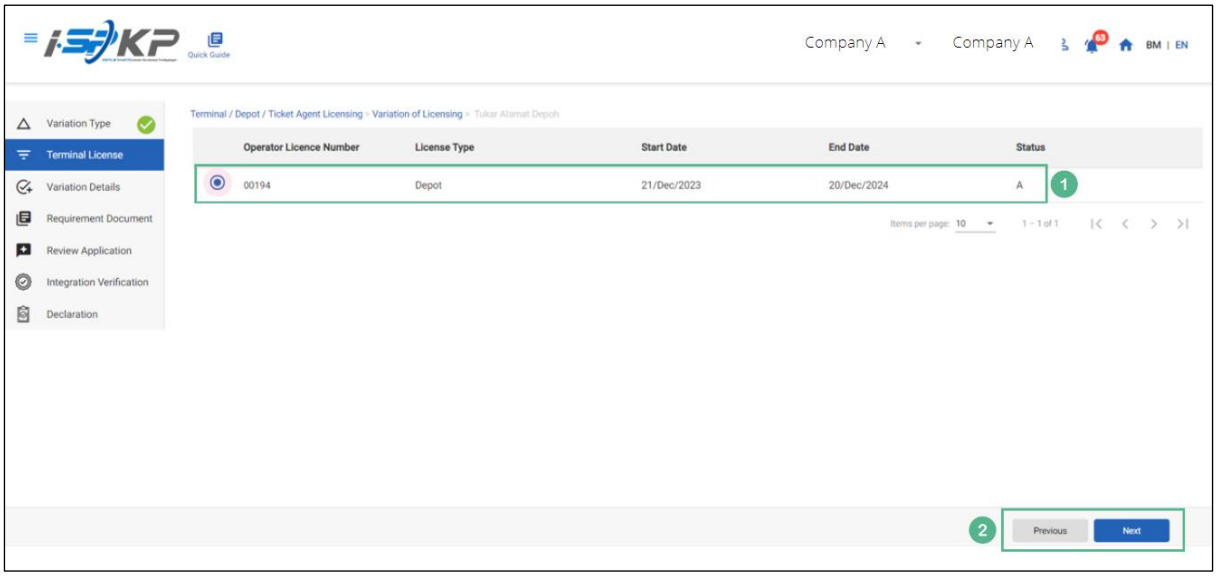

Figure 144: Select Terminal License for Change Depot Address

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for	User to select Terminal License for Change Depot Address	User to click the button to select which Terminal License to proceed	Click radio button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Change Depot Address		with Change Depot Address process	
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 145.

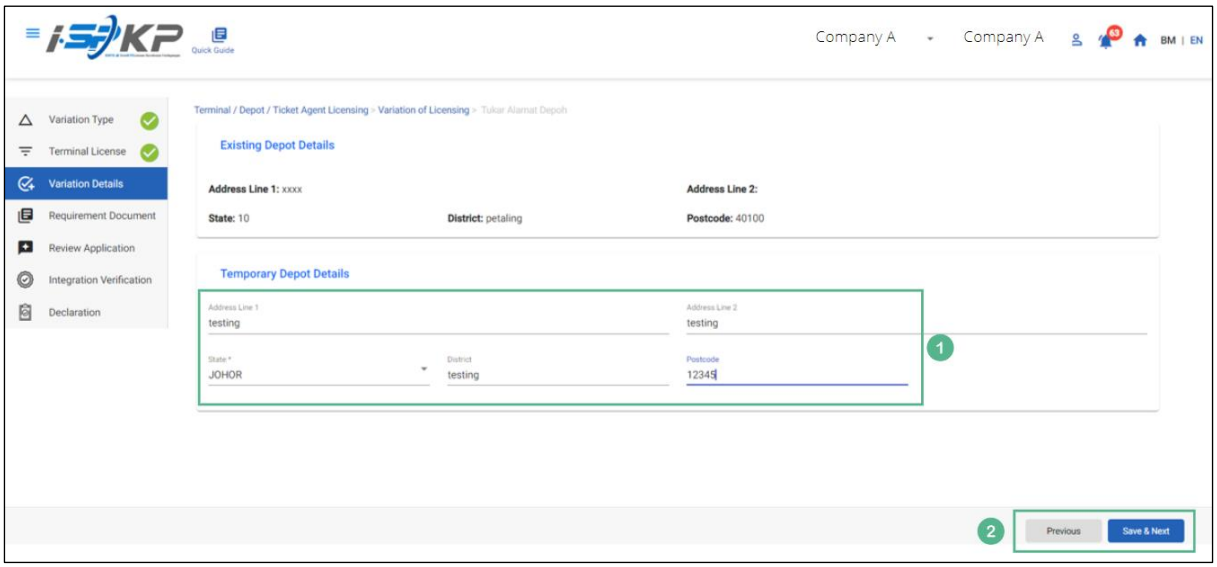

Figure 145: Variation Details – Change Depot Address

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Depot Address	User to insert information on the Change Depot Address	User to key in information on the Temporary Depot Details in the field required	Text/number format.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 146.

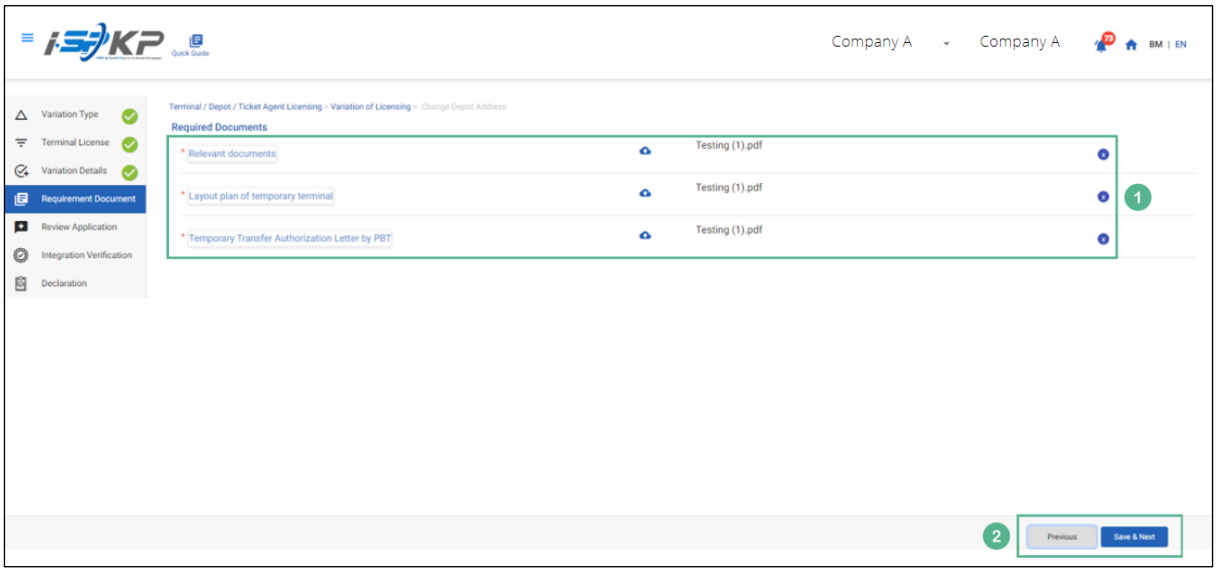

Figure 146: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant supporting document	User to upload the supporting document.	*Mandatory field. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of	User to click on the following options:	Click button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		the information inserted and saving of the uploaded documents.	- Previous - Save & Next (selected)	Next screen is displayed as per Figure 147.

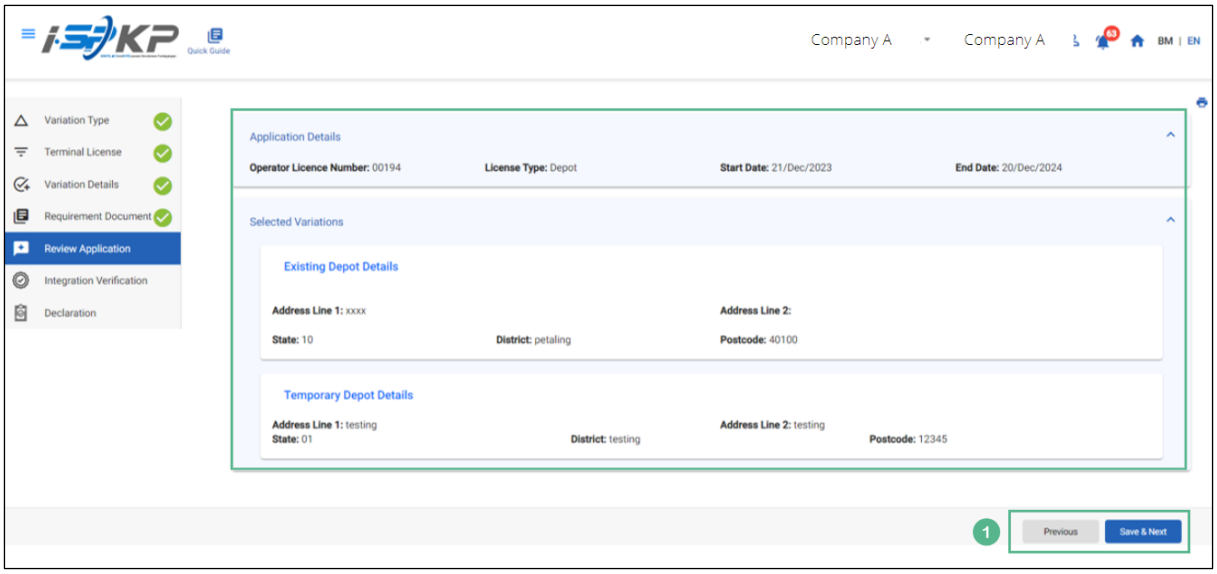

Figure 147: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 148.

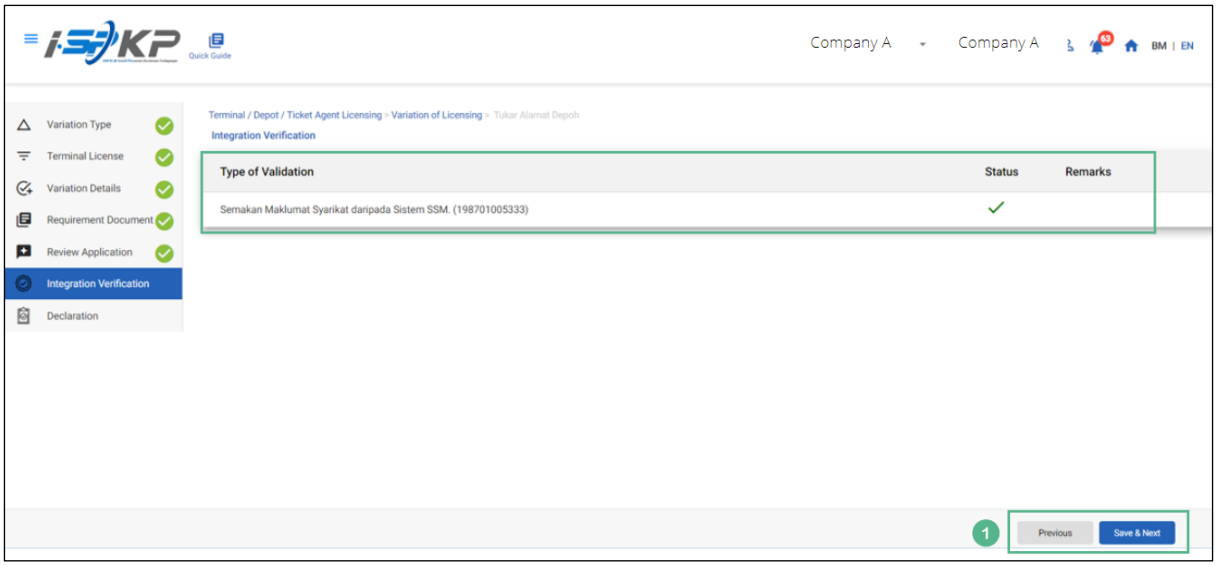

Figure 148: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 149.

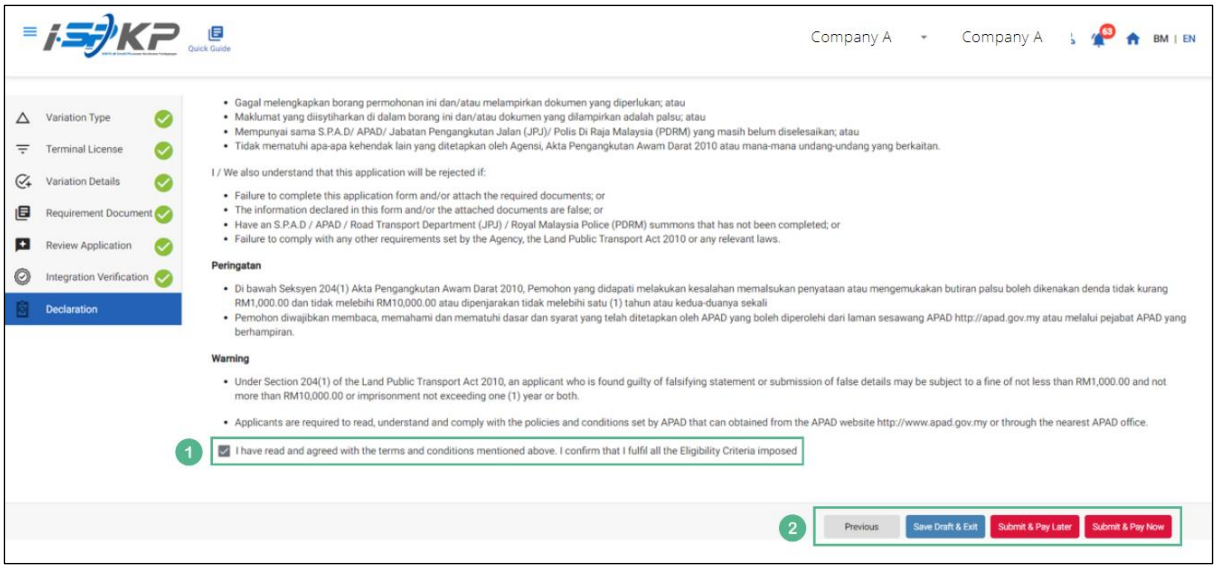

Figure 149: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.3.2 Change Area Size

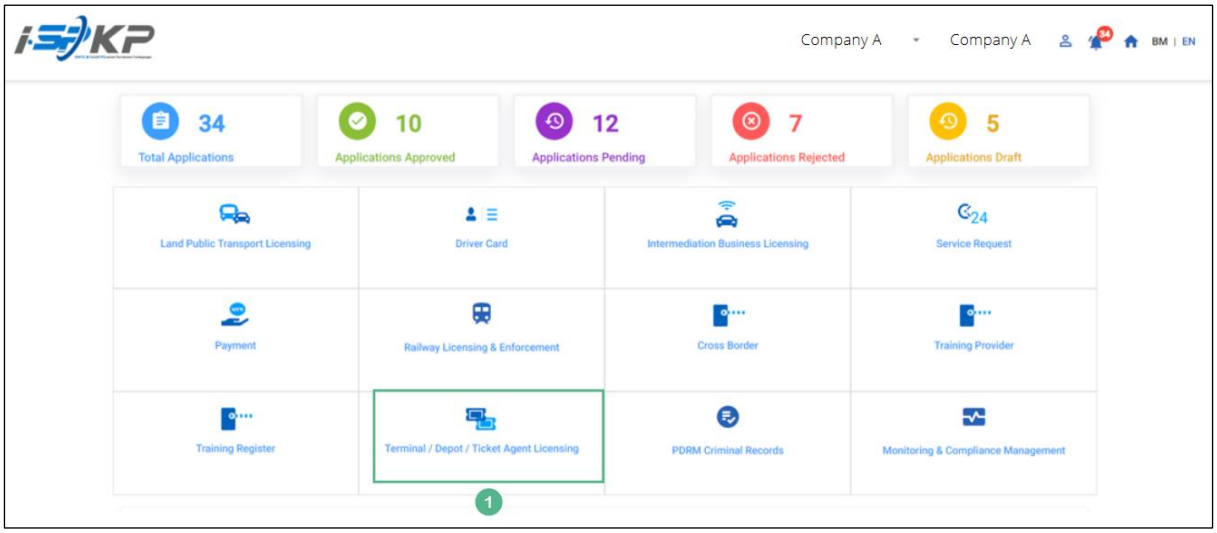

Figure 150: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 151.

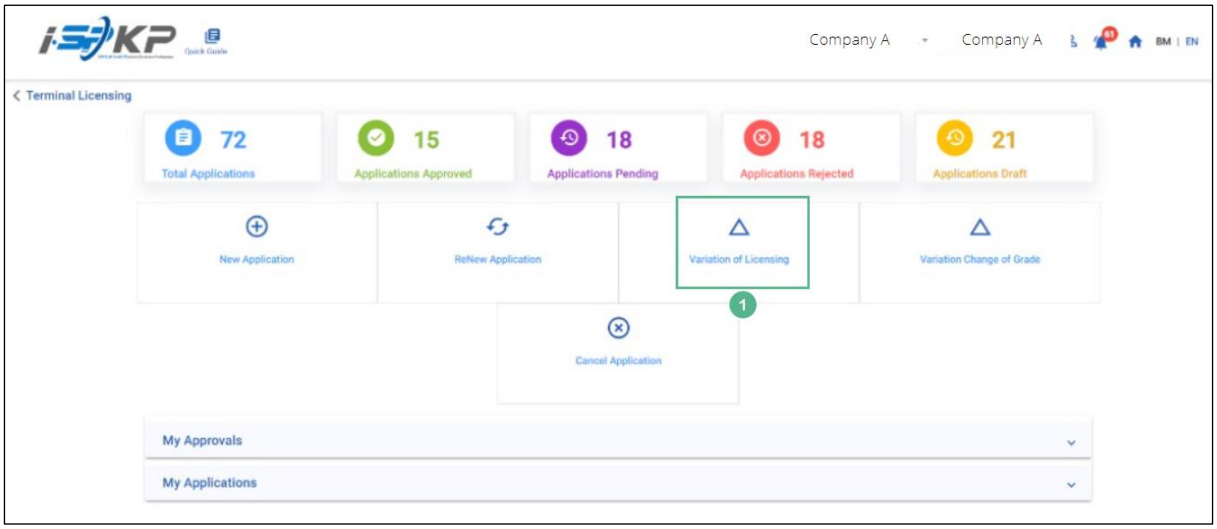

Figure 151: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under “Variation of Licensing”.	User to click on “Variation of Licensing” button.	Click button. Next screen is displayed as per Figure 152.

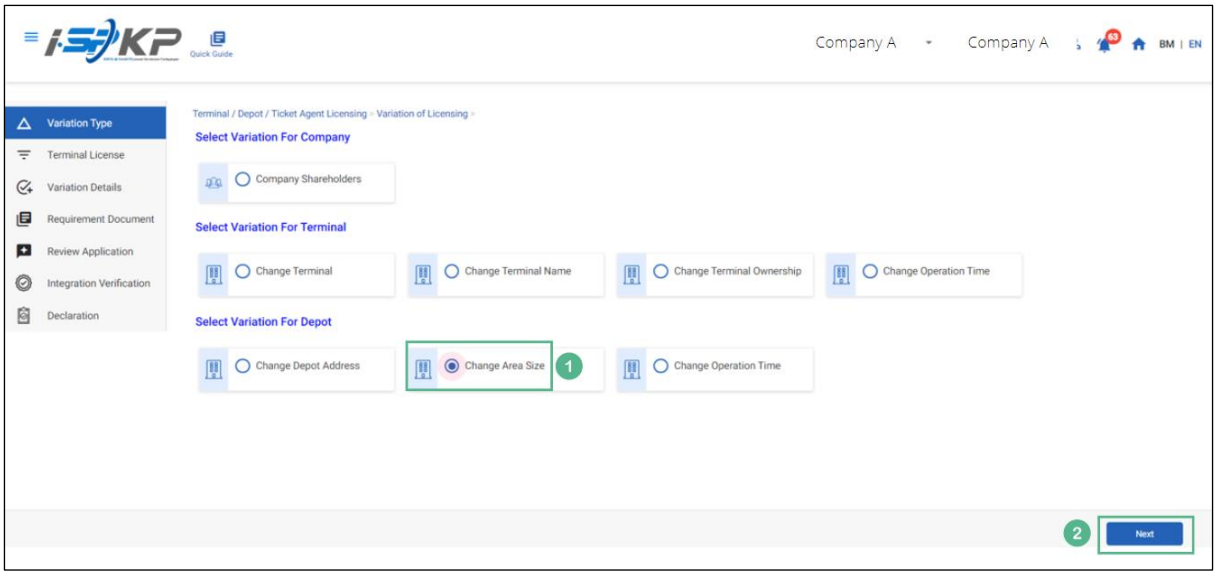

Figure 152: Select variation for Depot – Change Area Size

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Area Size	Enable user to select Variation for Depot	User to click on the "Change Area Size" button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 153.

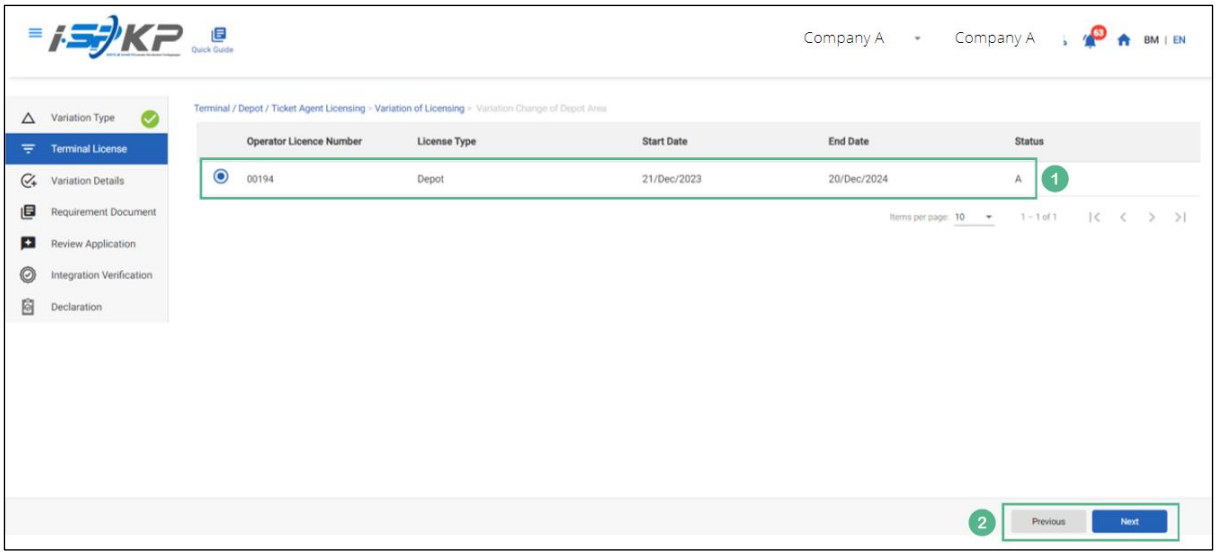

Figure 153: Select Terminal License for Change Area Size

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for Change Area Size	User to select Terminal License for Change Area Size	User to click the button to select which Terminal License to proceed with Change Area Size process	Click radio button
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 154.

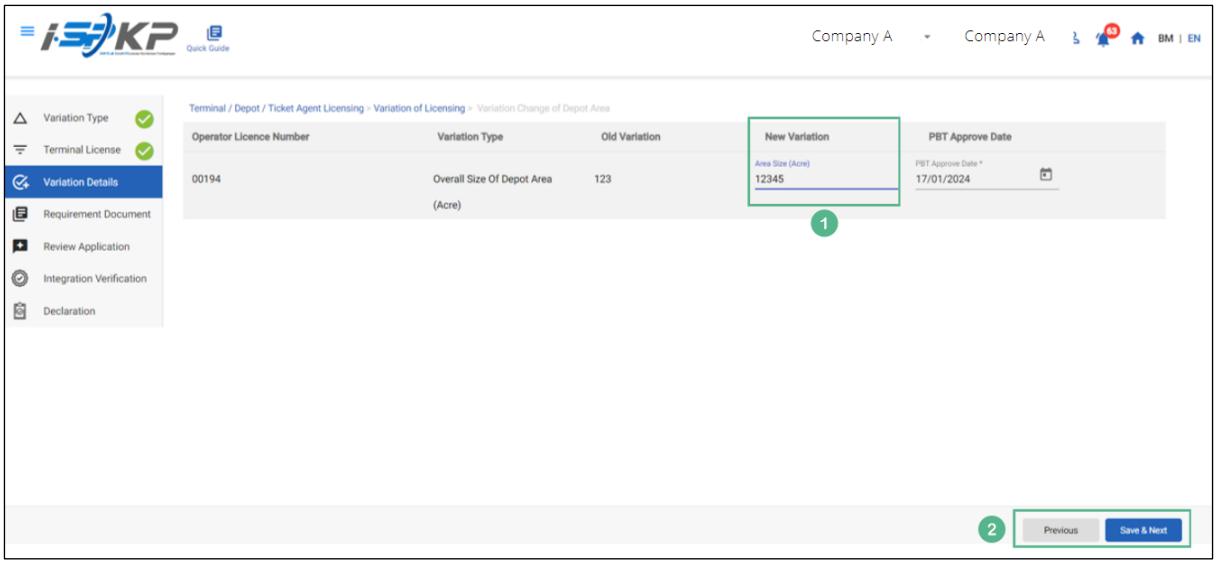

Figure 154: Variation Details – New Area Size

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Area Size	User to insert information on the New Area Size	User to key in information on the New Area Size in the field required	Number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 155.

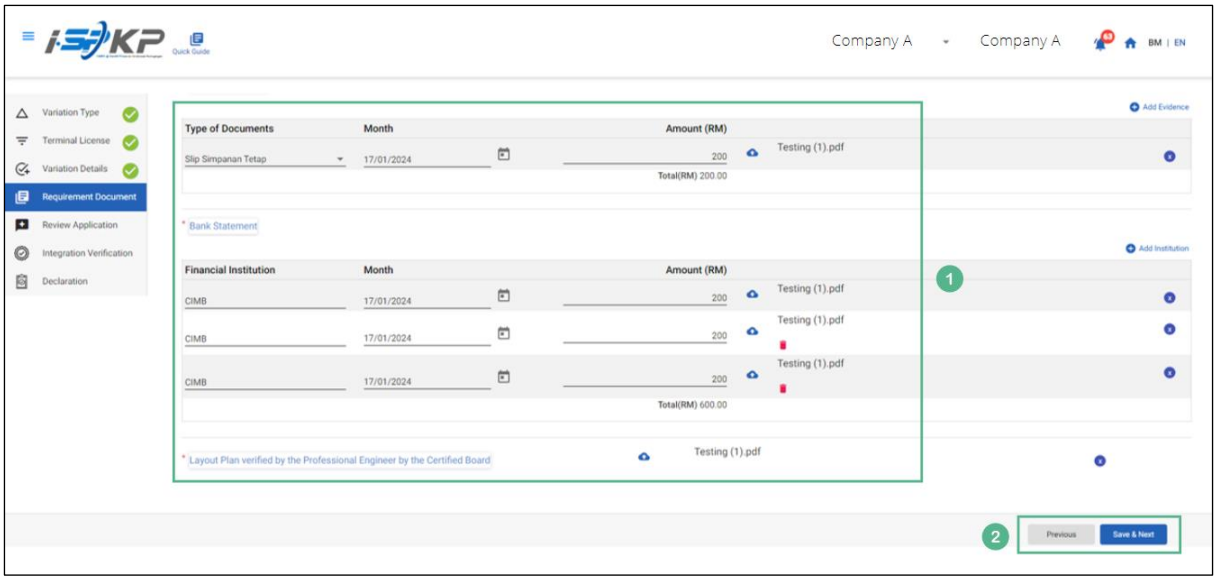

Figure 155: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To insert information / upload any additional relevant supporting document	User to key in information needed / upload the supporting document.	*Mandatory field. Text/number format. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 156.

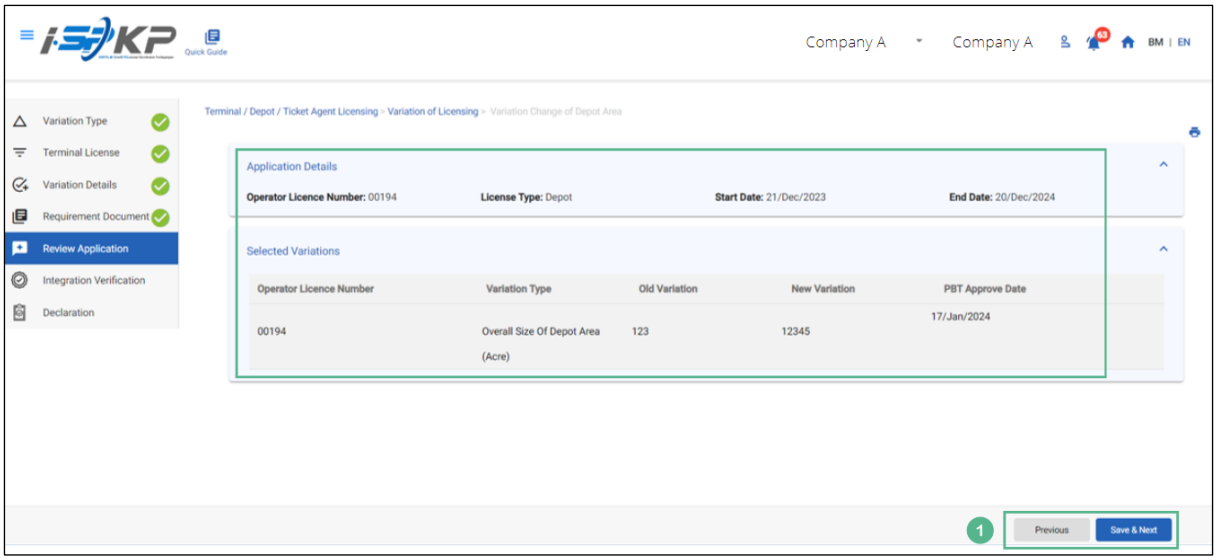

Figure 156: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 157.

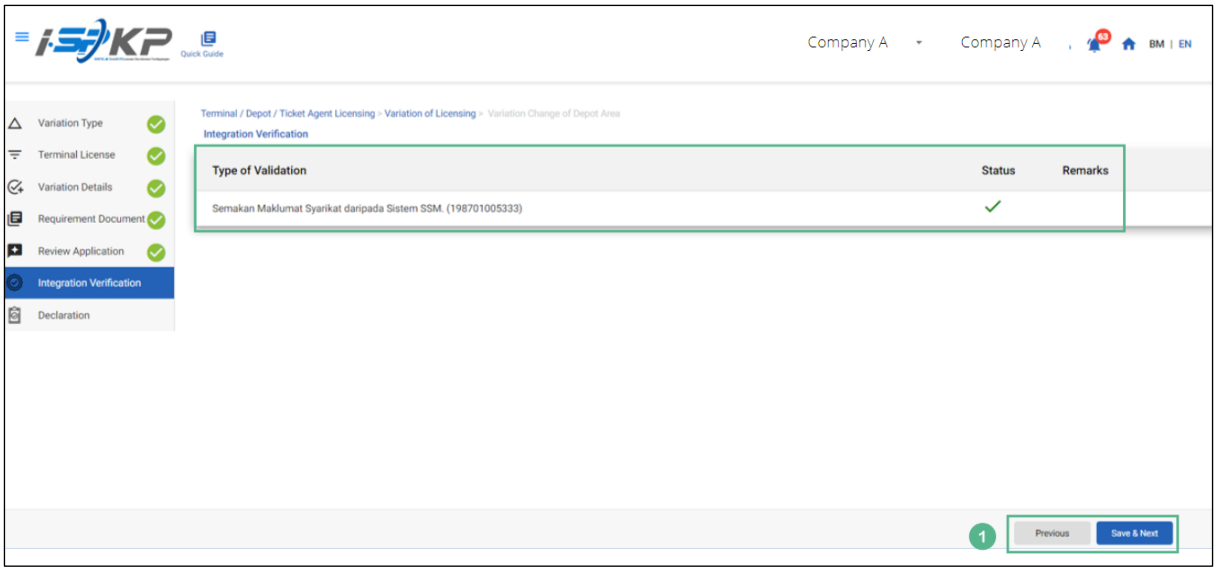

Figure 157: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 158.

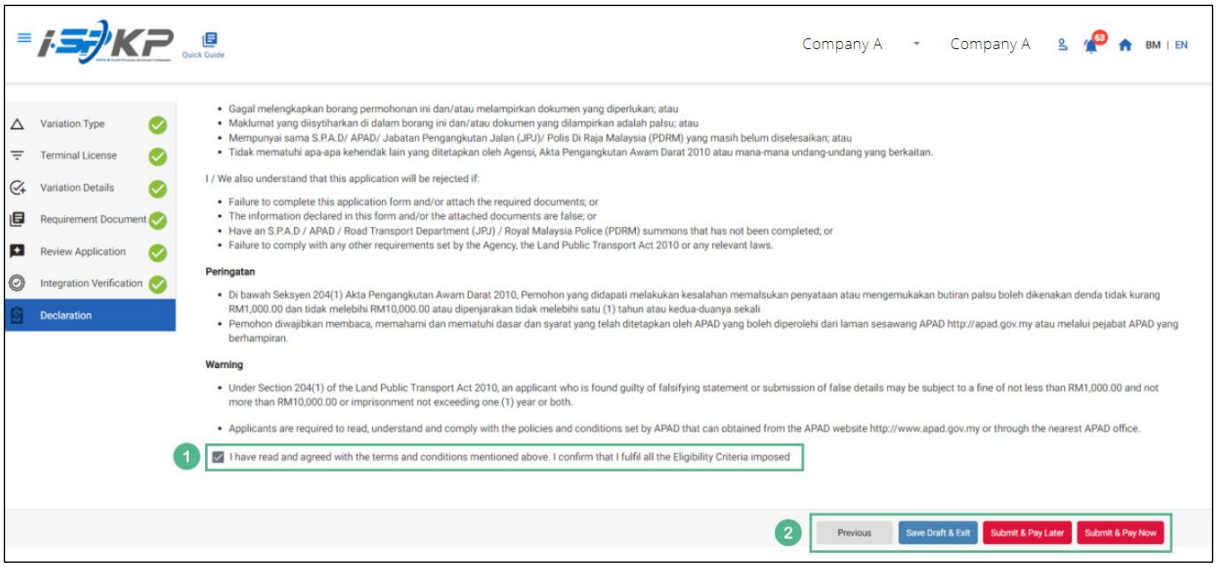

Figure 158: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.4.3.3 Change Operation Time

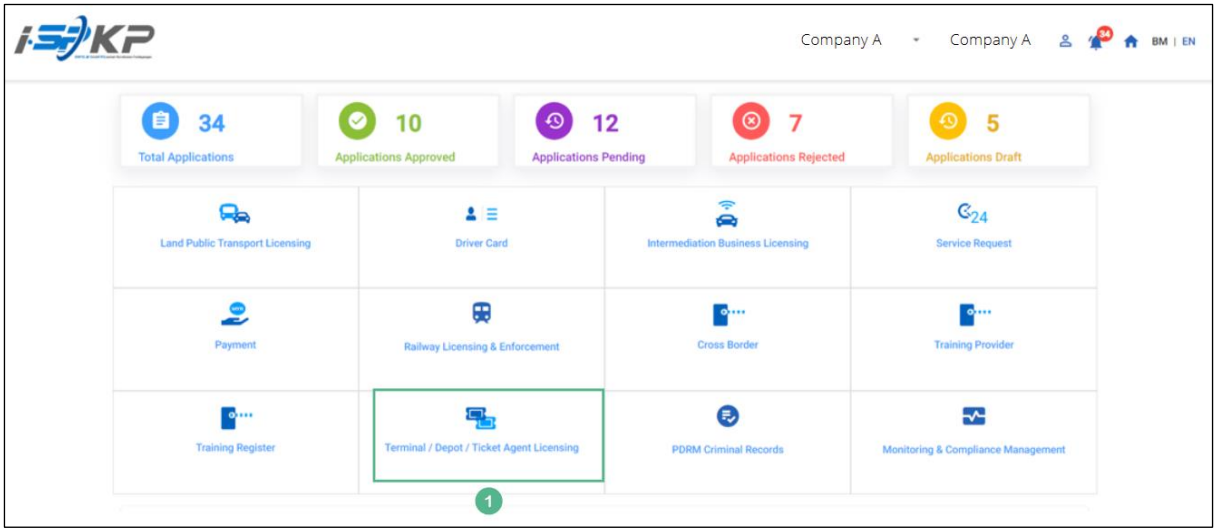

Figure 159: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 160.

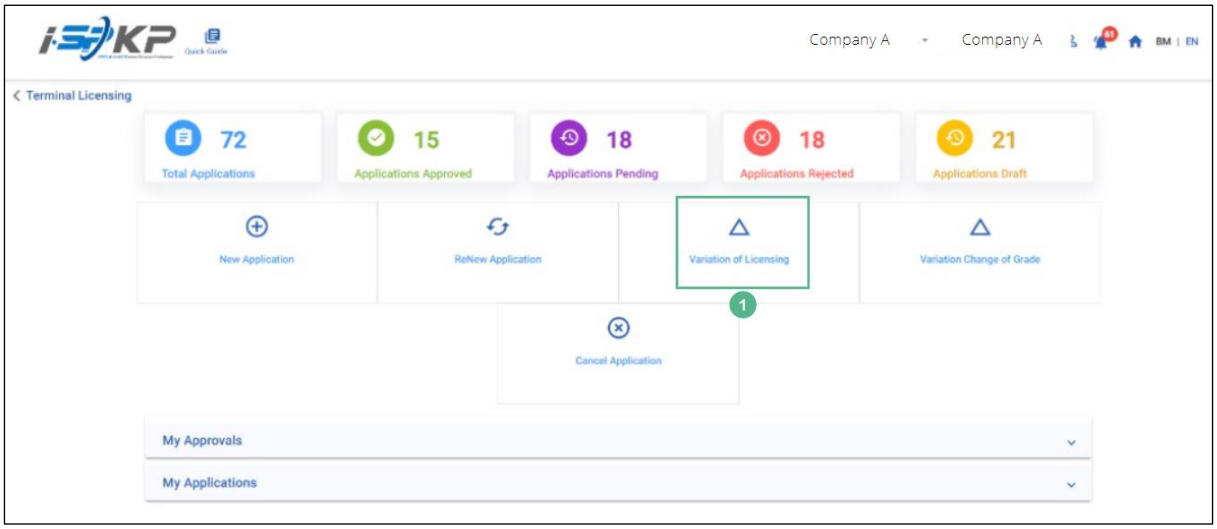

Figure 160: Variation of Licensing Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Licensing	Provides access to various tasks under “Variation of Licensing”.	User to click on “Variation of Licensing” button.	Click button. Next screen is displayed as per Figure 161.

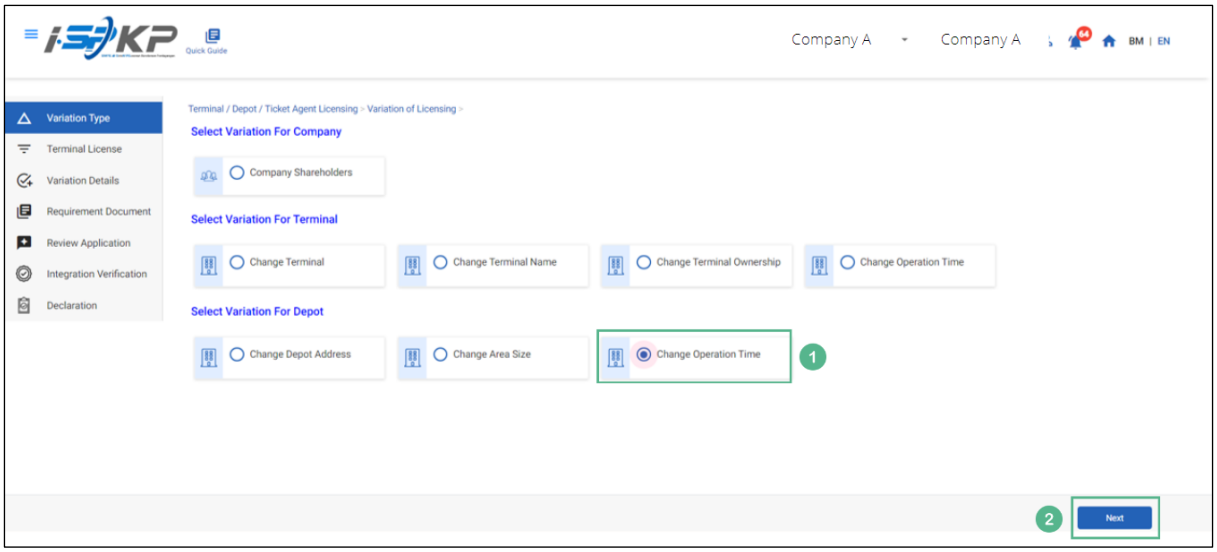

Figure 161: Select variation for Depot – Change Operation Time

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Change Operation Time	Enable user to select Variation for Terminal	User to click on the "Change Operation Time" button to proceed with variation	Click radio button.
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 162.

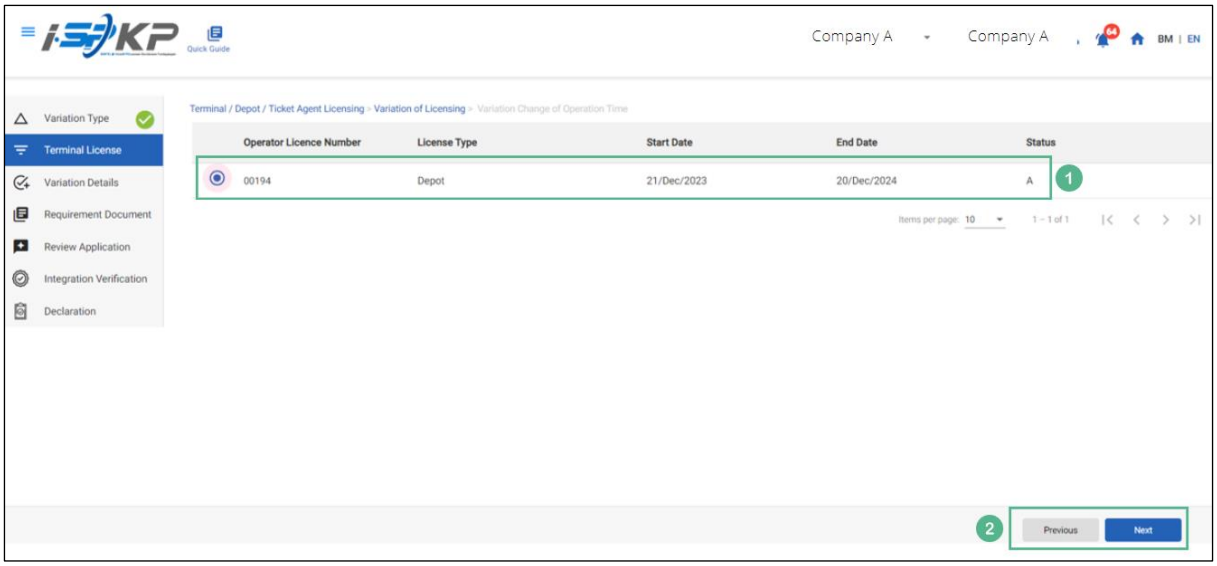

Figure 162: Select Terminal License for Change Operation Time

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for Change Operation Time	User to select Terminal License for Change Operation Time	User to click the button to select which Terminal License to proceed with Change Operation Time process	Click radio button
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 163.

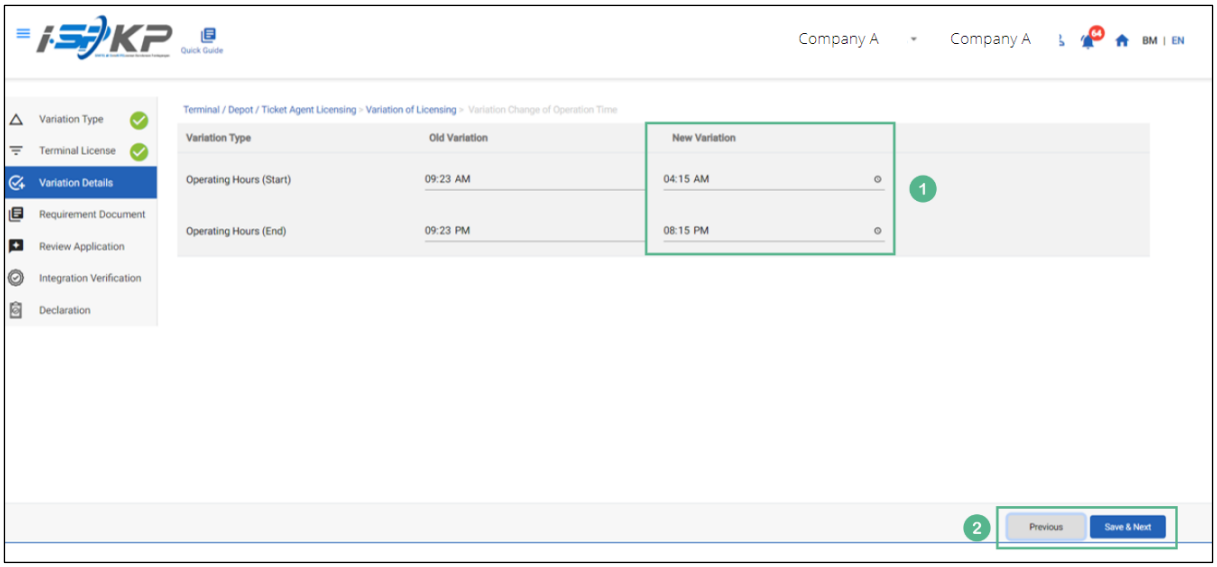

Figure 163: Variation Details – New Variation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Variation	User to insert information on the New Operation Time	User to insert / choose new Operation Time	Time format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 164.

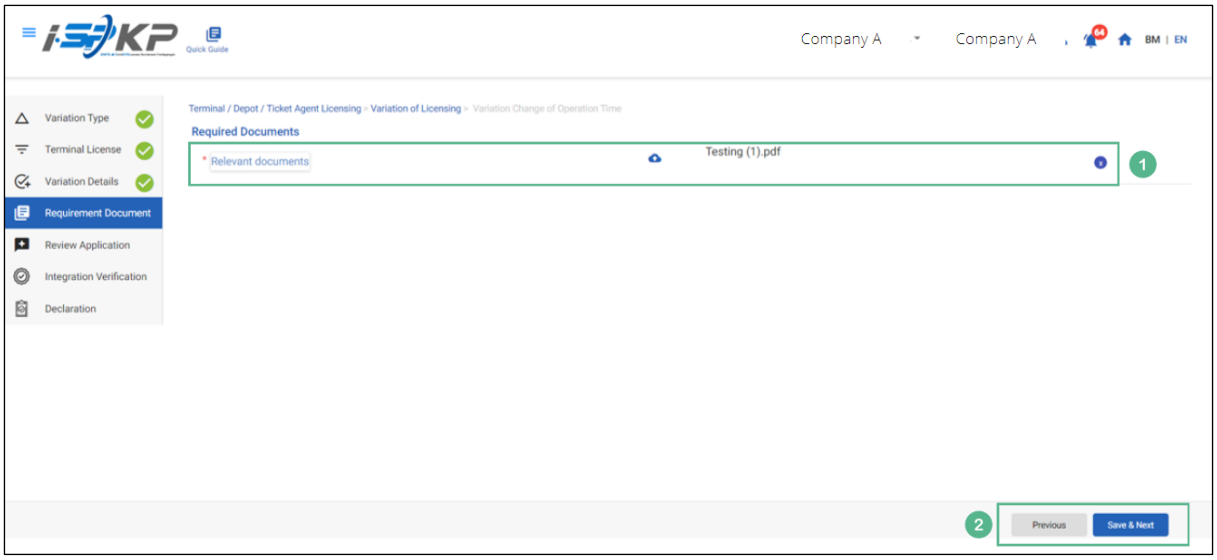

Figure 164: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant supporting document	User to upload the supporting document.	*Mandatory field. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 165.

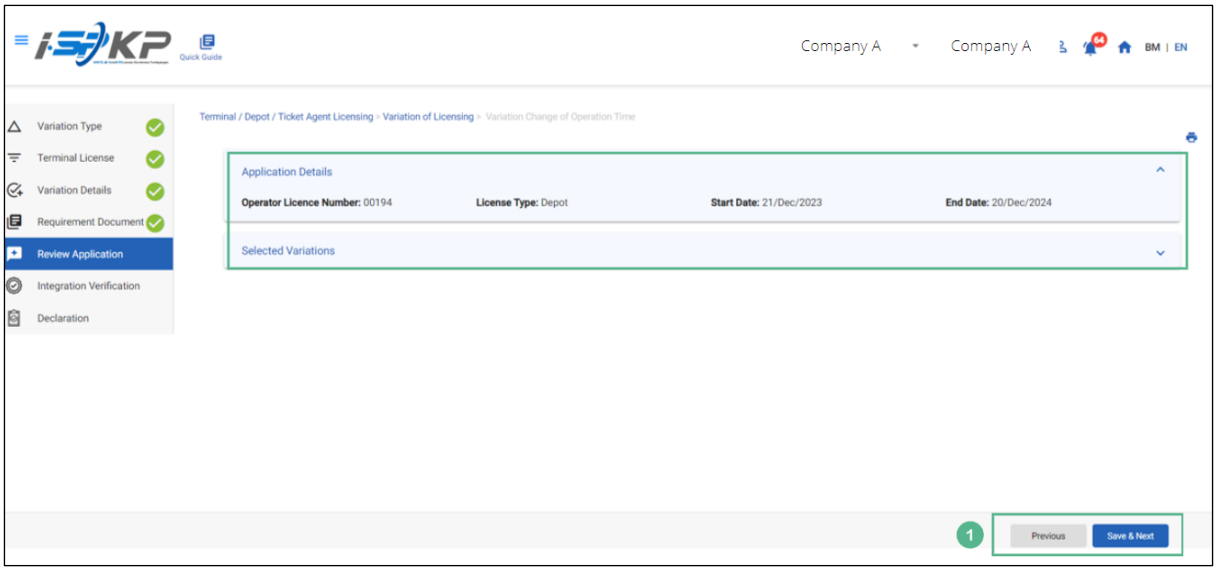

Figure 165: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 166.

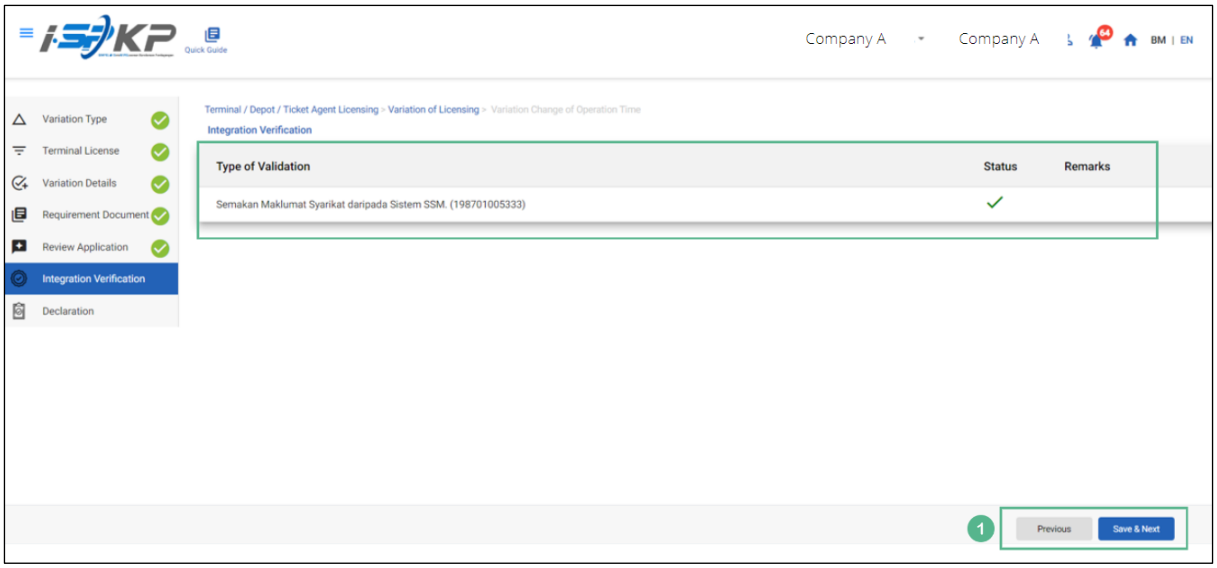

Figure 166: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 167.

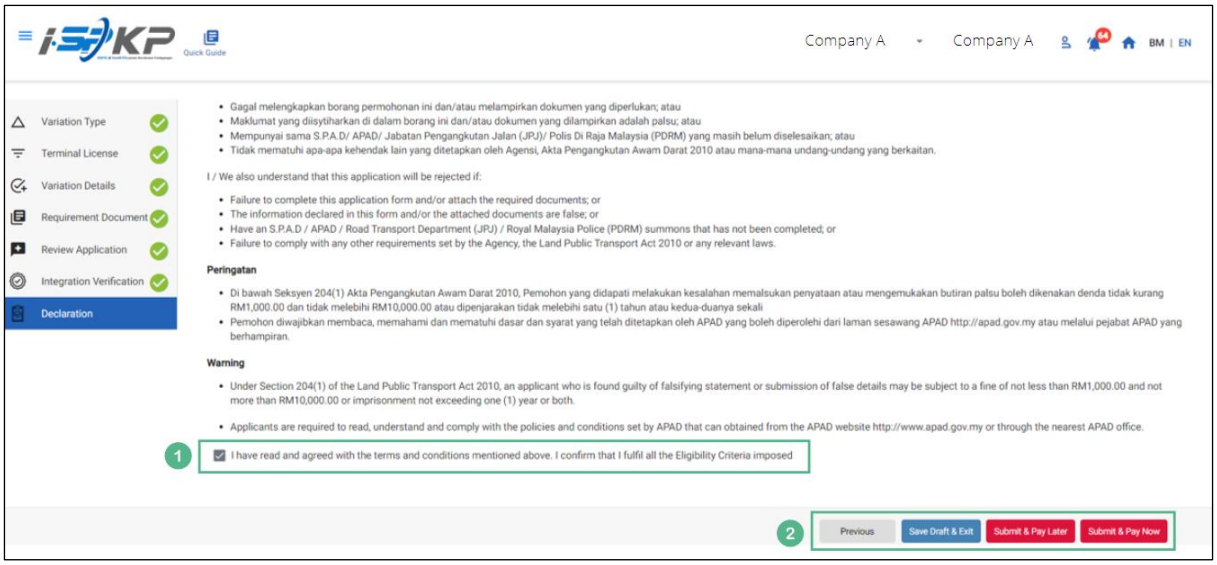

Figure 167: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

4.5 Variation Change of Grade

While for Variation Change of Grade, there is a variation with regards to Grading Passengers Facilities and Grading Bus Operators Facilities on certain conditions which apply to Terminal Category.

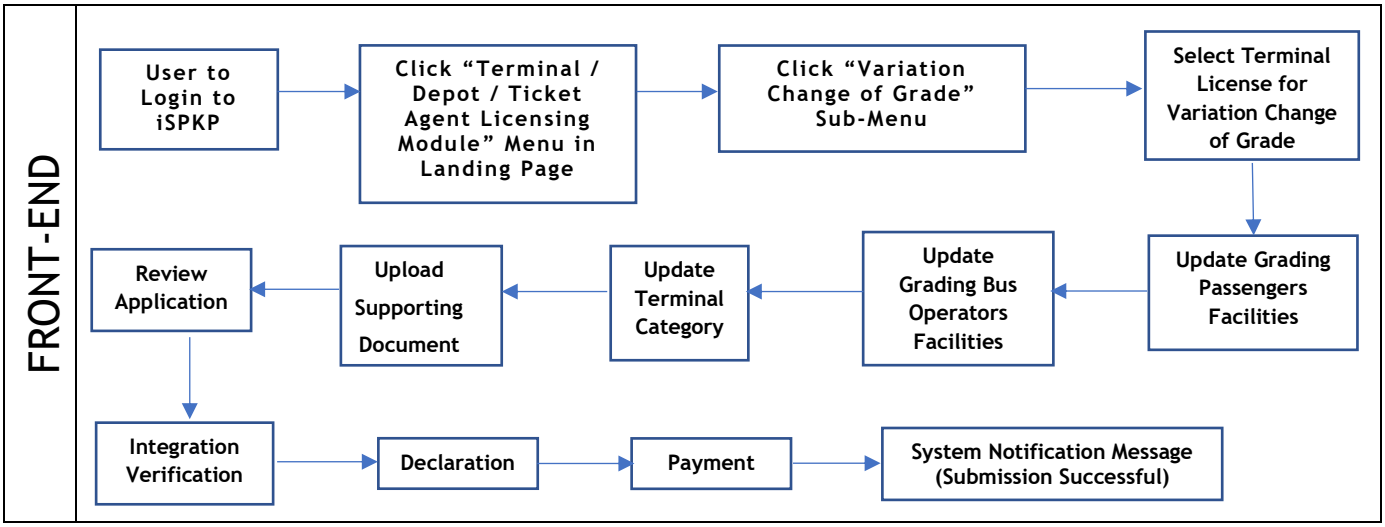

Figure 168: Variation Change of Grade Process Flow

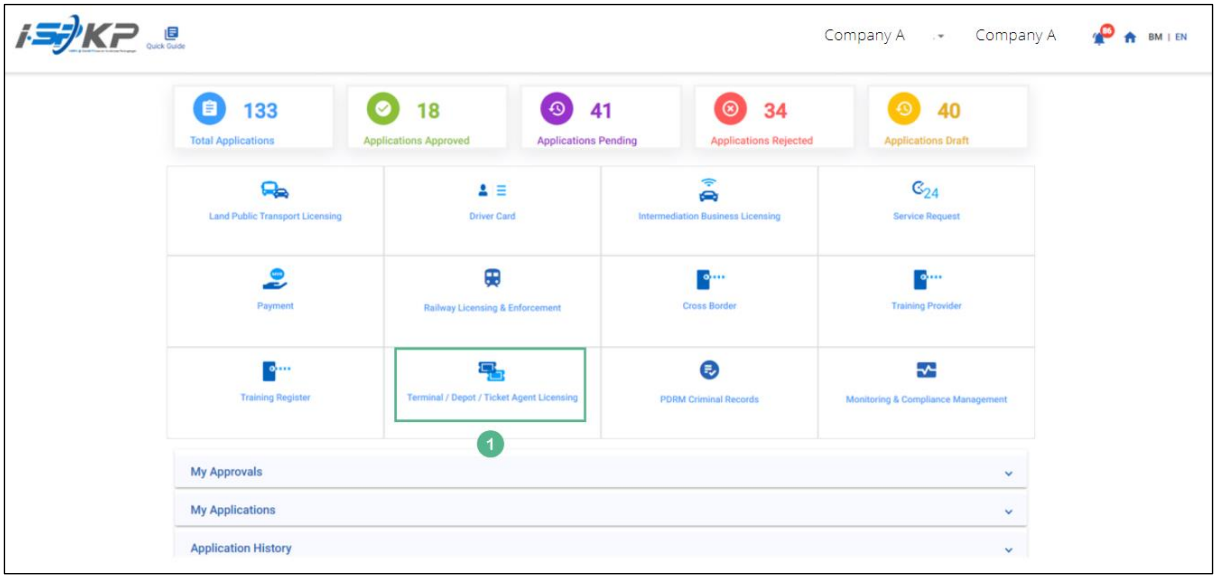

Figure 169: Landing Page – Terminal / Depot / Ticket Agent Licensing Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal / Depot / Ticket Agent Licensing Module	This menu allows access to various Terminal / Depot / Ticket Agent Licensing Module sub-menus.	User to click the “Terminal / Depot / Ticket Agent Licensing Module” menu option.	* Mandatory field. Click button. Sub-modules menu will be displayed as shown in Figure 170.

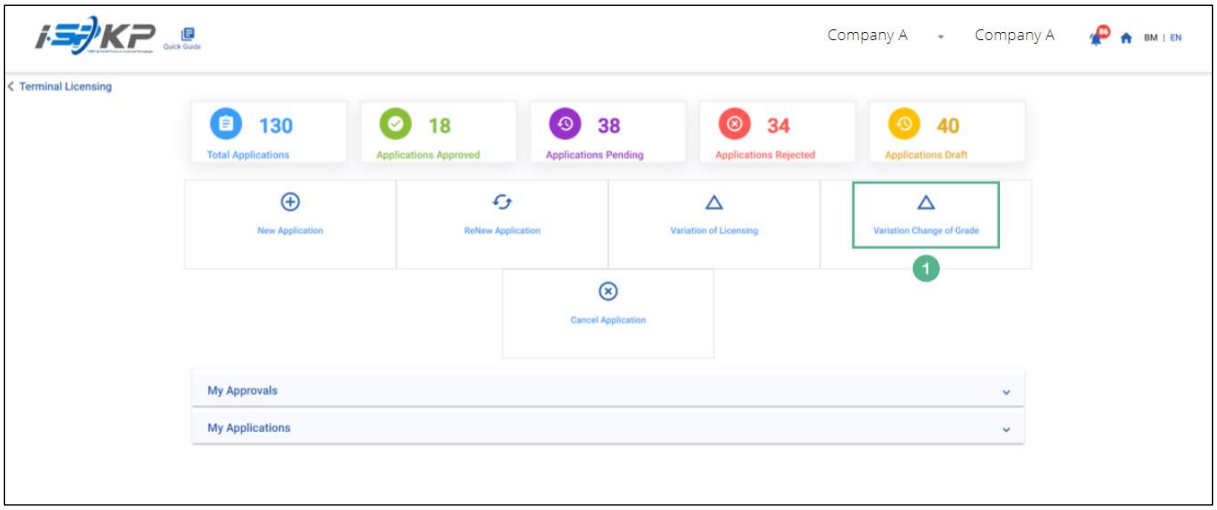

Figure 170: Variation Change of Grade Sub-Module

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation Change of Grade	Provides access to do task under “Variation Change of Grade”.	User to click on “Variation Change of Grade” button.	Click button. Next screen is displayed as per Figure 171.

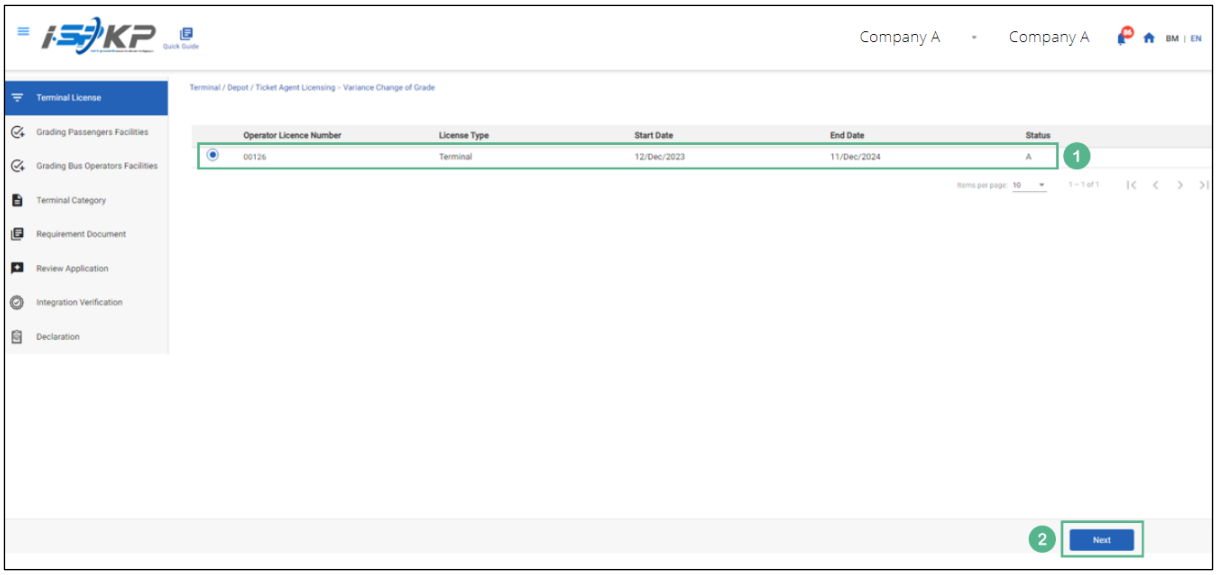

Figure 171: Select Terminal License for Variation Change of Grade

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Select Terminal License for Variation Change of Grade	User to select Terminal License for Variation Change of Grade	User to click the button to select which Terminal License to proceed with Variation Change of Grade process	Click radio button
2	Next	Enables user to proceed to the next screen	User to click on the Next button to proceed to the next screen	Click button. Next screen is displayed as per Figure 172.

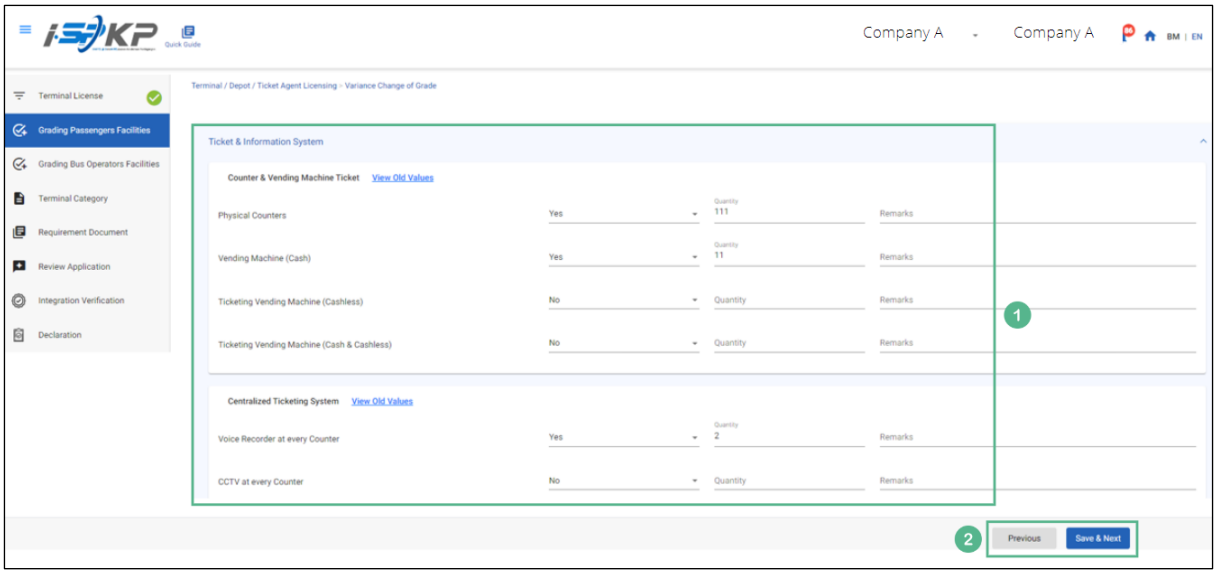

Figure 172: Grading Passengers Facilities

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Grading Passengers Facilities	User to insert information on the Grading Passengers Facilities Details	User to key in / update information on the Grading Passengers Facilities in the fields required	Text format. Number format. Dropdown button.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 173.

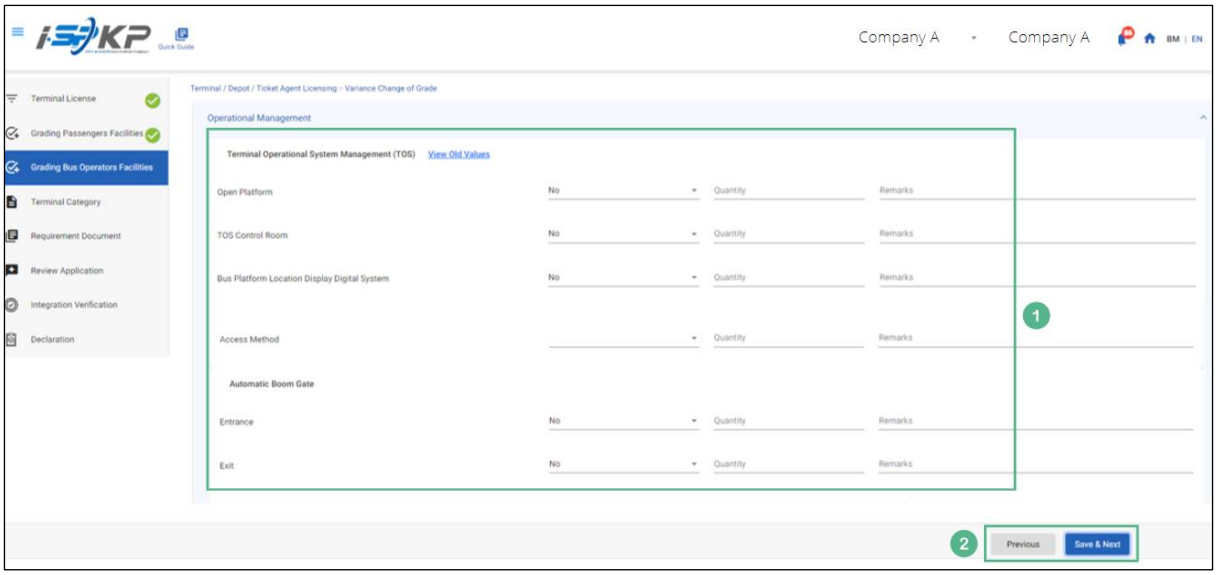

Figure 173: Grading Bus Operators Facilities

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Grading Bus Operators Facilities	User to insert information on the Grading Bus Operators Facilities Details	User to key in / update information on the Grading Bus Operators Facilities in the fields required	Text format. Number format. Dropdown button.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 174.

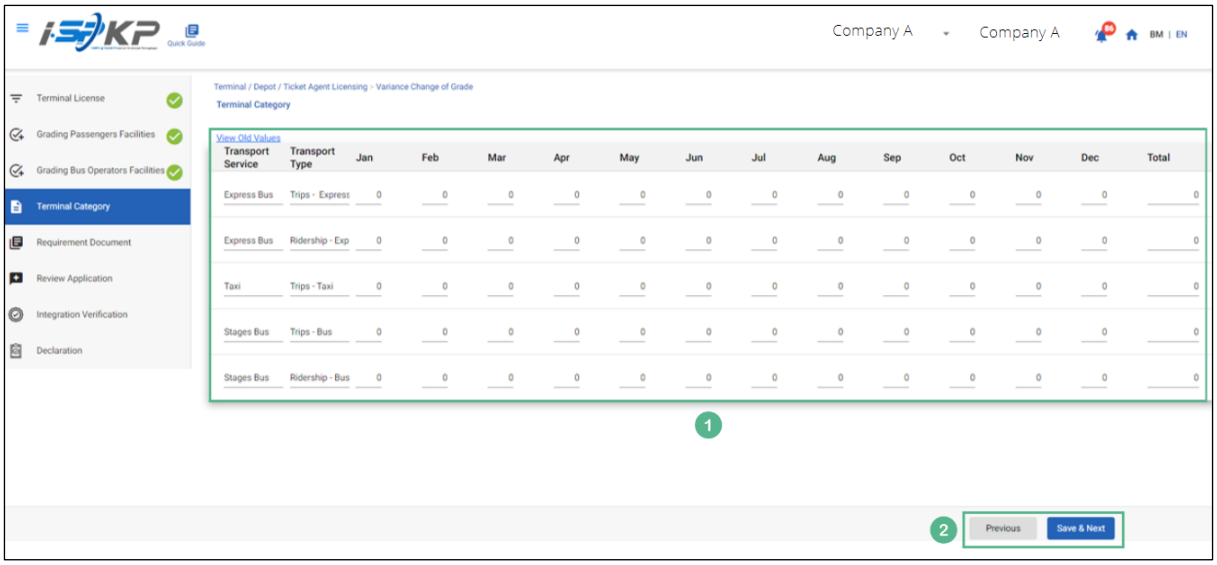

Figure 174: Terminal Category

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Terminal Category	User to insert information on the Terminal Category Details	User to key in / update information on the Terminal Category in the fields required	Number format.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 175.

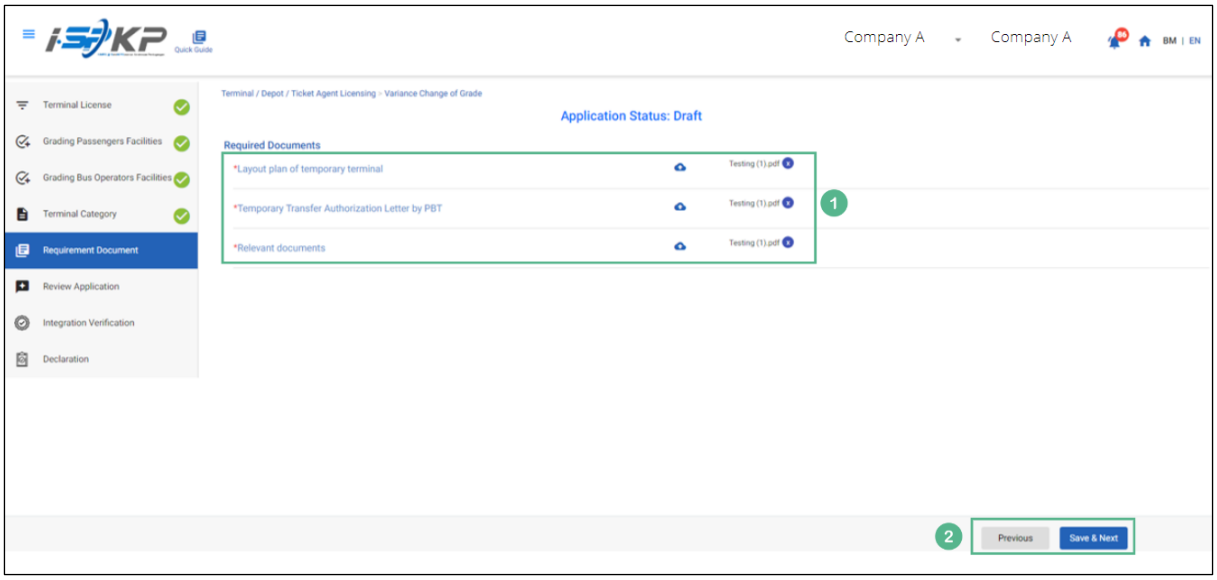

Figure 175: Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Requirement Document	To upload any additional relevant supporting document	User to upload the supporting document.	*Mandatory field. Upload icon.
2	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and saving of the uploaded documents.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 176.

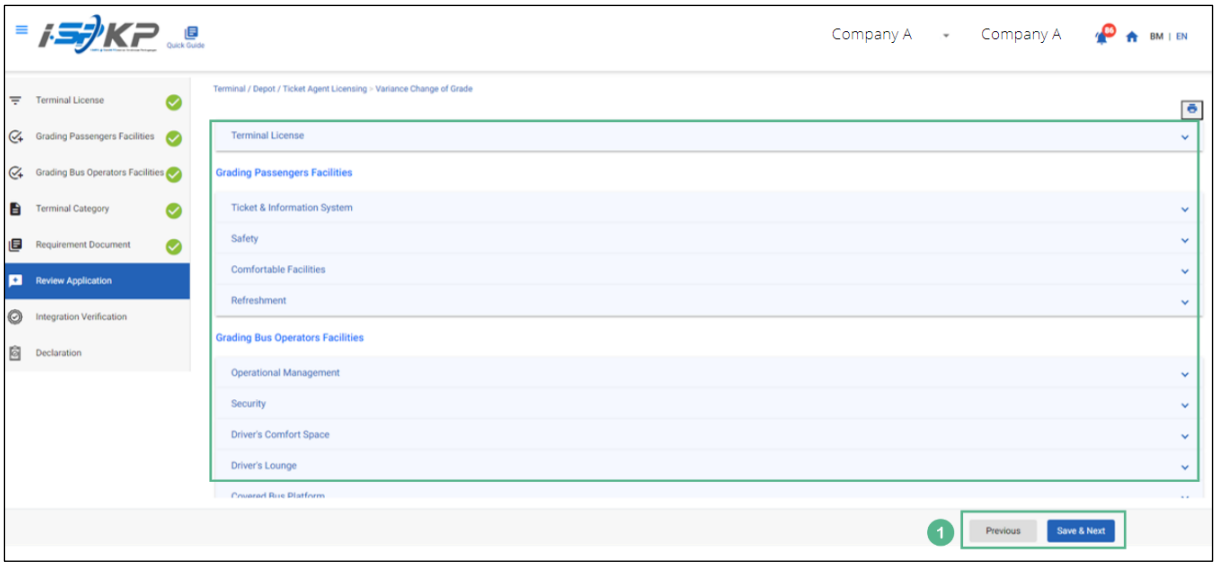

Figure 176: Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 177.

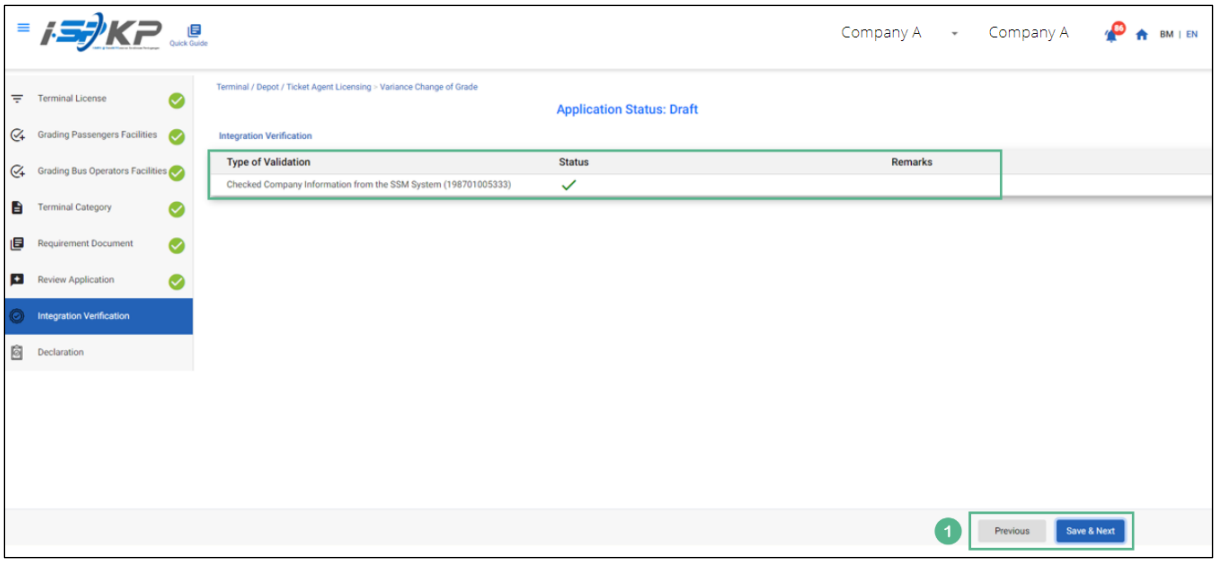

Figure 177: Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables either viewing of previous screen / saving of the information inserted and proceed to the next screen.	User to click on the following options: - Previous - Save & Next (selected)	Click button. Next screen is displayed as per Figure 178.

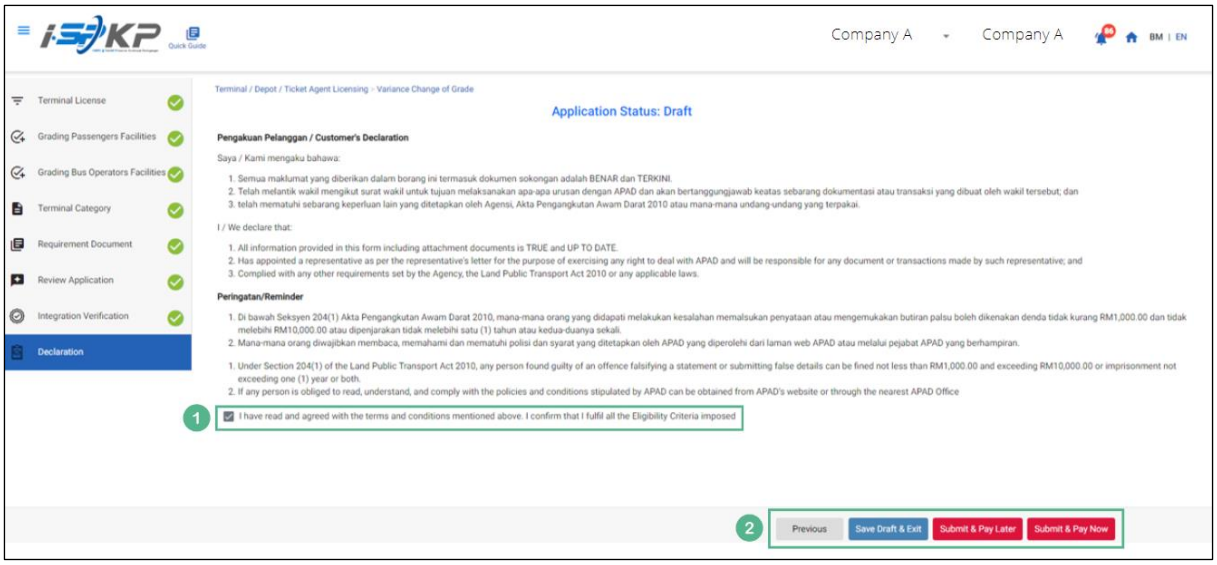

Figure 178: Declaration

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 tick the checkbox once understood on the terms & conditions.	Mandatory field. Tick checkbox.
2	Previous / Save Draft & Exit / Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later - Submit & Pay Now	Click button.

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

For “Submit & Pay Later” action:
Payment must be made 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 & LPKP Sarawak).

For “Submit & Pay Now” action:
Payment can be immediately done via Online Banking using Credit / Debit Card or using FPX payment system.

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.

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."	Users are advised to recheck password keyed-in and ensure it is accurate.
2	User may enter incorrect password format when creating new password or reset password.	The following system message will appear: "The password is not complex"	User is advised to ensure that the password created meets the password rules / syntax during password creation.
3	User may select wrong dropdown button during application process.	This may result in application error.	User is advised to select button carefully.
4	User may wrongly key-in Vehicle Details resulting in Integration Verification Error.	The following message will appear: "Your record is not found"	User is advised to recheck information that was key-in using source document such as Vehicle Registration Card.
5	User may accidentally leave the mandatory field blank as follows such as: - Vehicle information	The field is highlighted in red and User is unable to proceed to next screen.	User is advised to key-in information in the correct format and the red line is changed to black line.

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
	- 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: - 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