



**KEMENTERIAN PENGANGKUTAN  
MALAYSIA**

**COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)**

**iSPKP SYSTEM USER MANUAL (FRONT-END)**

**DRIVER CARD MANAGEMENT MODULE**

AGENCY NAME	:	1. Agensi Pengangkutan Awam Darat (APAD) 2. Lembaga Pelesenan Kenderaan Perdagangan Sabah (LPKP Sabah) 3. Lembaga Pelesenan Kenderaan Perdagangan Sarawak (LPKP Sarawak)
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**i. Document Description**

- The User Manual shall provide a step-by-step instruction to the User with regards to the Driver Card Management Module.
- This User Manual will be used by the User which provides details on the activities and steps on New Driver Card Application, Renew Driver Card Application and Cancel Driver Card 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:

<b>Version No.</b>	<b>Date</b>	<b>Summary of Changes</b>	<b>Author</b>

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**vi. List of Appendices**

Please refer to separate Appendix document for details.

Appendix 1: Acronyms

Appendix 2: General Terms

## 1. INTRODUCTION

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

### 1.1 Purpose and Scope

- This document provides an introduction to the Driver Card Management Module and the guidelines & steps for New Driver Card Application, Renew Driver Card Application and Cancel Driver Card Application in the iSPKP system.

### 1.2 Document Organization

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

Section No.	Section Title	Section Description
1	Introduction	This section provides a description of what this document is all about. It is a comprehensive guide in using the Driver Card 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 Driver Card Module in managing the various processes involving Driver Card.

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 applying, renewing and cancelling Driver Card via the iSPKP system.
5	Error Handling	This section guides the User on what to do in the event the User is not able to access the iSPKP system and also how to rectify errors during keying-in process so that User will be able to proceed to the next section or complete a certain activity.

Table 1: Document Organization

### 1.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX

### 1.4 List of References

- This Driver Card Management User Manual is written in reference to the sources below:

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

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

Table 2: List of References

The Driver Card Management Module is mainly focused on Driver Card related processes consisting of New Driver Card Application, Renew Driver Card Application and Cancel Driver Card.

### 1.5 System Overview

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

### 1.6 Glossary

Kindly refer to Appendix 2 - General Terms.

### 1.7 Important Reminders

- Please read through the respective sections carefully in the User Manual before proceeding.
- The iSPKP system is capable of detecting errors made when keying in your data by highlighting the error in red. This serves as a guide for you to fill in your data correctly and enables successful application submission with the correct information provided.
- If left idle for 5 minutes, the User will be automatically logout from the system.
- The iSPKP system is available in two languages - Bahasa Malaysia and English. In the iSPKP Login Page, users will be able to select the preferred language before logging into the system.

## 2. MODULE OVERVIEW

### 2.1 Purpose

This section provides an overview of the Driver Card Management Module for the purpose of New Driver Card Application, Renew Driver Card Application and Cancel Driver Card in the iSPKP system.

### 2.2 Module Description

The Driver Card Management Module enables the User to perform the key activities related to Driver Card Management Module in the iSPKP system.

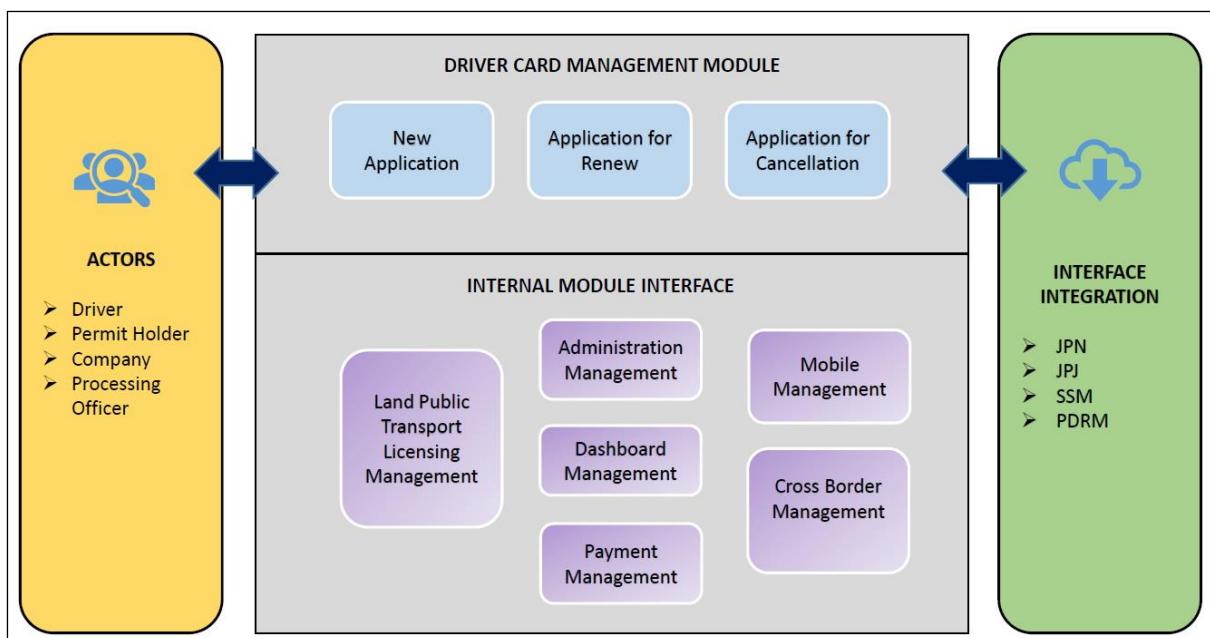


Figure 1: High Level Driver Card Management Module

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

The Driver Card sub-Modules consist of New Application, Application for Renew and Application for Cancellation. This Module also integrates with the Admin Management Module, Payment Management Module, Land Public Transport Licensing Management Module, Dashboard Management Module, Cross-Border Management Module and Mobile Management Module.

### **3. MODULE FUNCTIONALITY DESCRIPTION**

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

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

#### **3.1 Driver Card Management Functionality**

The Operator must have License to operate and ensure that their driver(s) have a valid Driving License and Public Service Vehicle (PSV) Permit prior to performing the following functions (not applicable for LPKP Sabah and LPKP Sarawak).

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

##### **3.1.1 New Driver Card Application**

This section explains the process of applying for Driver Card for a Company by the User.

##### **3.1.2 Renew Driver Card Application**

This section explains the process to renew the Driver Card which has a one-year validity period.

##### **3.1.3 Cancel Driver Card Application**

This section explains the process to cancel the Driver Card by the User.

### 3.2 User Types and Roles

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

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

Table 3: Driver Card - User Name Display on Landing Page

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

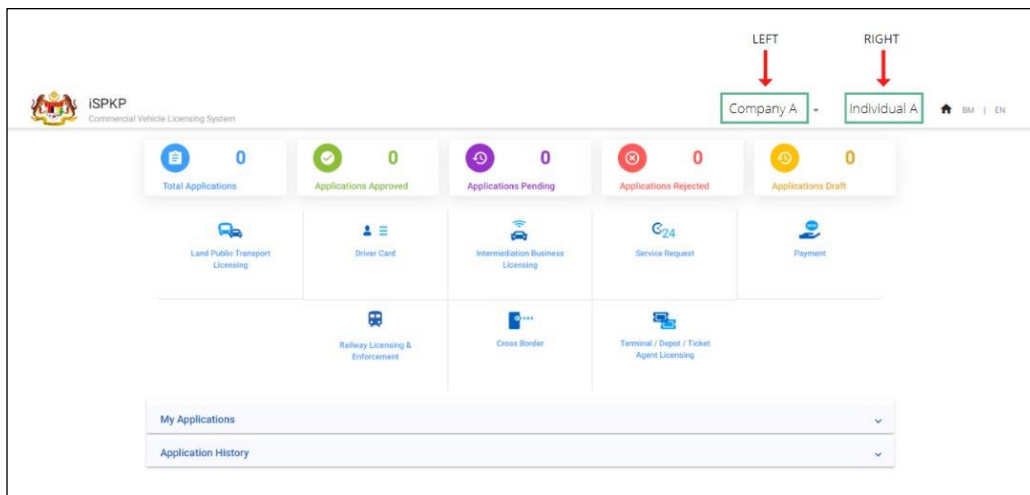


Figure 2: Driver Card - User Name Display on Landing Page

Each of these User perform specific roles as below:

USER TYPE	NEW DRIVER CARD APPLICATION		RENEW DRIVER CARD APPLICATION		CANCEL DRIVER CARD APPLICATION	
	APPLY	APPROVE	APPLY	APPROVE	APPLY	APPROVE
Company Agent	/		/		/	
Company PIC	/		/		/	
Company Director	/	/	/	/	/	/

Table 4: Driver Card - User Types and Roles



### 3.3 Work Process Flow

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

#### **Peninsular Malaysia:**

URL for APAD:

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

#### **Sarawak:**

URL for LPKP SARAWAK:

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

#### **Sabah:**

URL for LPKP SABAH:

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

## 4. USER MANUAL

### 4.1 New Application

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

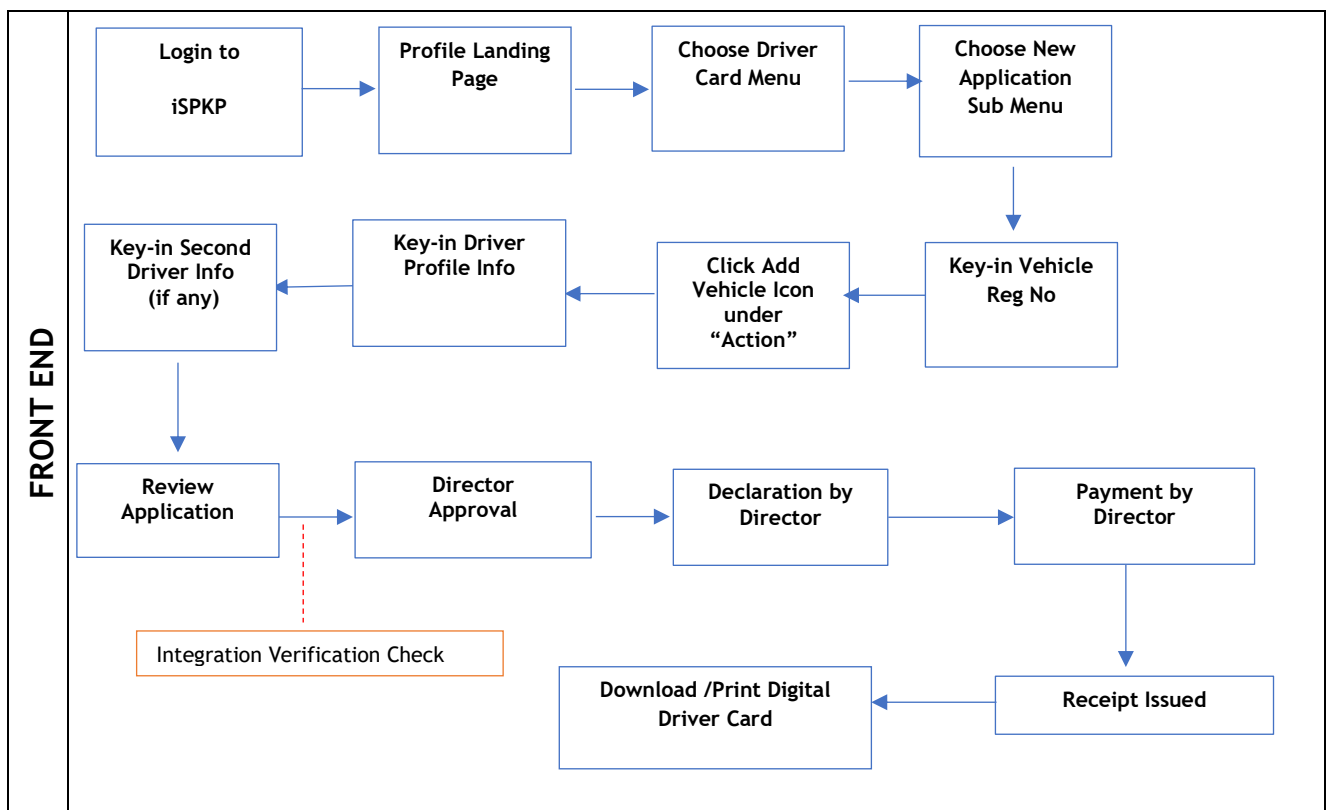


Figure 3: New Driver Card Application Process Flow

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

User (Agent / Company PIC / Company Director) will need to Login to initiate the respective Driver Card process. Please refer to Section 4.1 of the Main User Manual for Login guidance.

Upon successful Login, the User will be directed to the Landing Page.

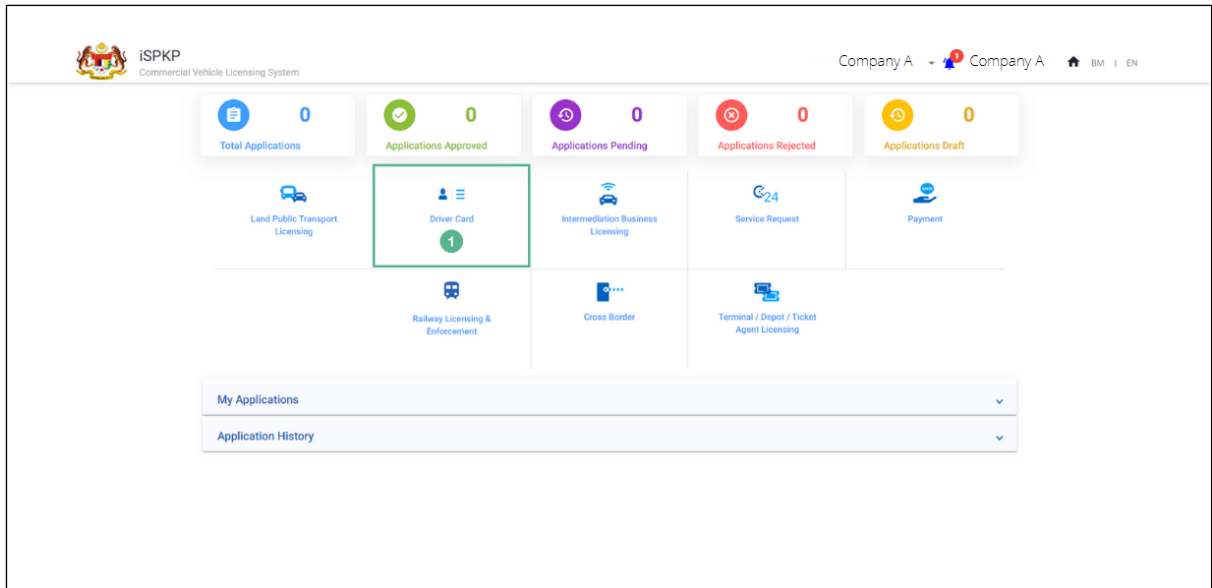


Figure 4: iSPKP Landing Page - Driver Card Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Driver Card	This menu enables User to access the Driver Card sub-Modules	Click Driver Card icon button	*Mandatory field Icon button  The New Application sub-Module is one of the various sub-menus displayed as per Figure 5

User will be able to select sub-Module depending on the activity to be performed. In the case of an Agent, the Agent must select the right Company prior to proceeding further.

A maximum of two drivers can be registered for each vehicle.

A driver can be registered as a second driver up to five vehicles.

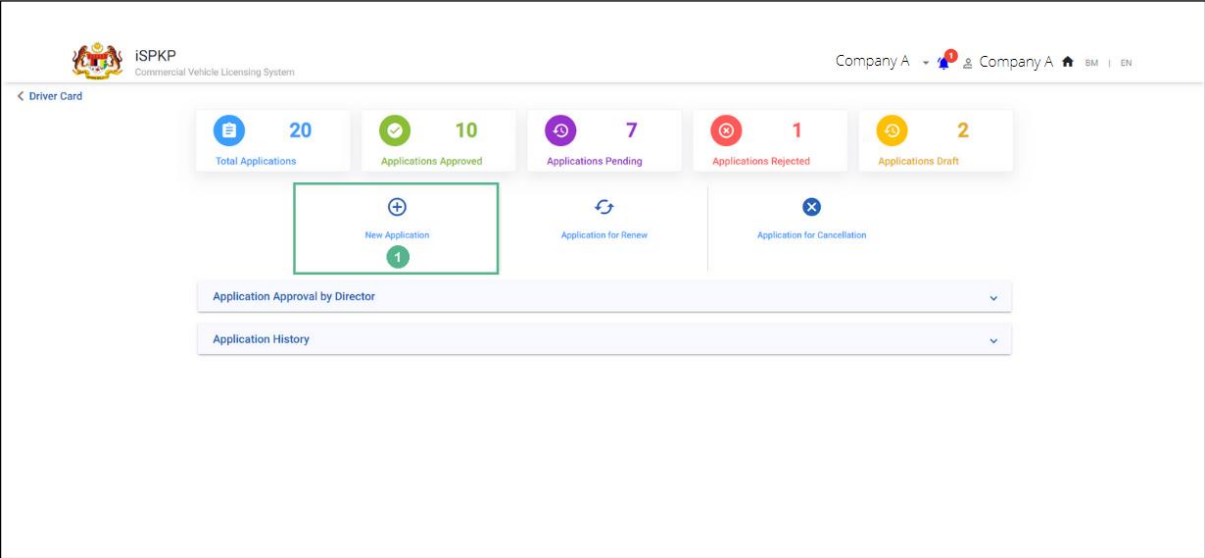


Figure 5: Driver Card - New Application Sub-Menu

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New Application	This sub-menu enables new Driver Card application	Click the New Application button	*Mandatory field Icon button  User will be directed to Figure 6

### 4.1.1 Vehicle and Driver Information

- Upon keying-in the Vehicle Registration Number, the vehicle details will be shown in the screen.
- User will then need to proceed and fill-in the remaining details.

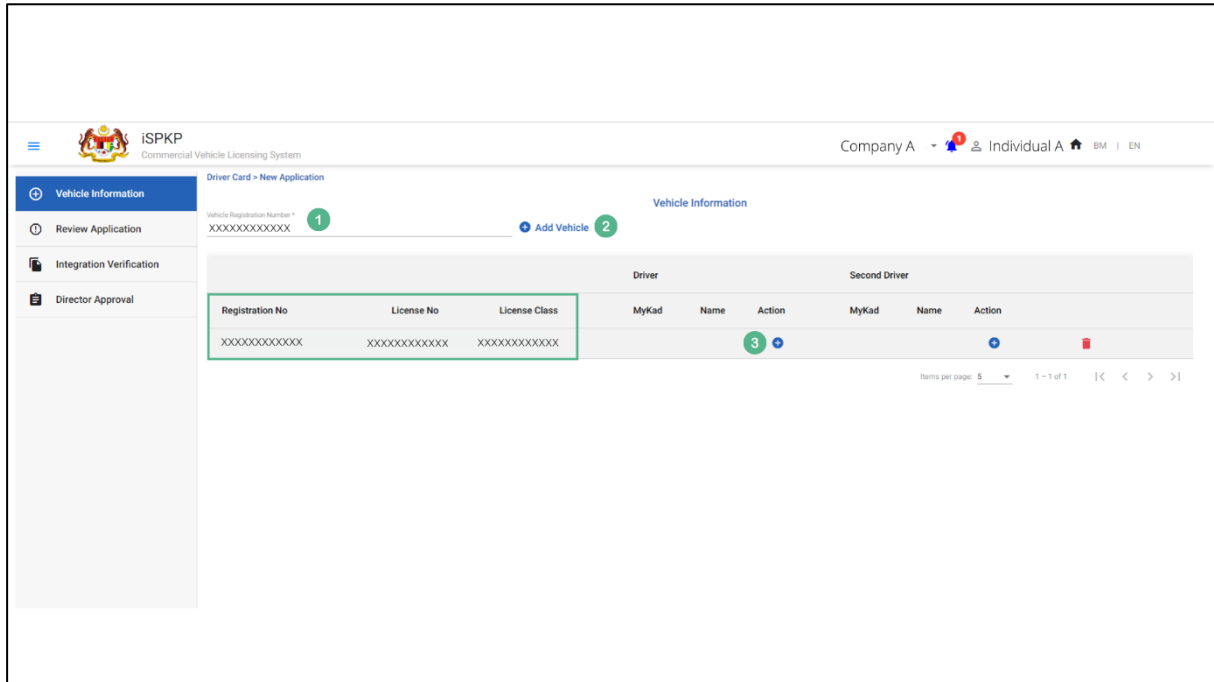


Figure 6: New Application - Vehicle Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Registration Number	Vehicle Information as registered with JPJ	Key-in Vehicle Registration Number	*Mandatory Text format
2	Add vehicle	To is to include this vehicle in the iSPKP system	Click Add Vehicle button	*Mandatory field Button format Vehicle information will be displayed in the green-box (Registration No /

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				License No / License Class)
3	Action	This is to add 1 <sup>st</sup> driver	Click on “+” icon button	*Mandatory field Icon button Driver details will be displayed as per Figure 7.

User needs to enter driver’s Mykad No / Other ID (MyPR No) to find out if the MyKad No already existed in the system.

If the driver is already registered in the system, the driver’s details will automatically be shown. Otherwise User will have to manually key-in details.

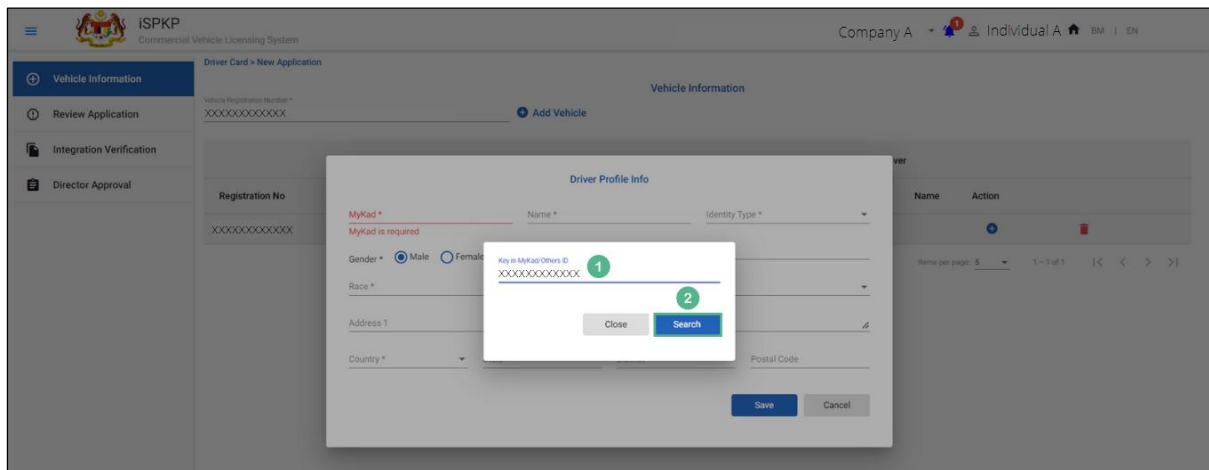


Figure 7: Driver Profile Info - MyKad / Others ID Search

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	MyKad / Others ID	Valid Identification Number as per MyKad or MyPR	Enter MyKad / MyPR Number	*Mandatory field For MyKad / MyPR Number:

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				12-digit Format: 123456789012  (Without the indicator alphabet or dashes)
2	Search	To find out if the MyKad already exist in the system	Click Search button	*Mandatory field Button format

In the event the MyKad Number / Other ID is not found in the system, User will need to close the Search.

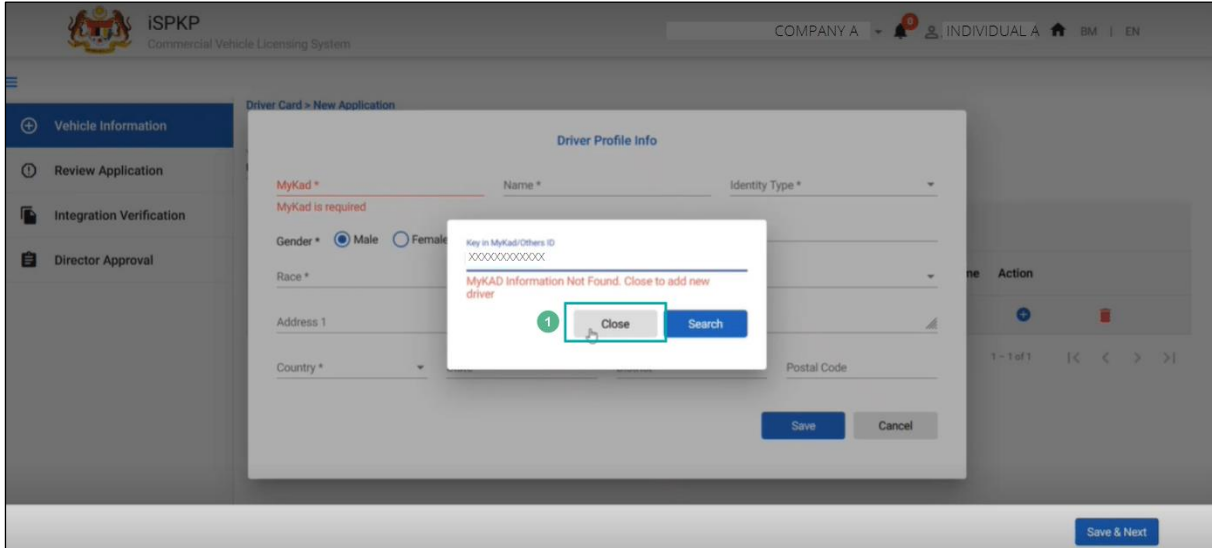


Figure 8: Driver Profile Info - MyKad / Other ID Not Found

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Close	To end the Search activity	Click Close button	*Mandatory field

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				Button format

User will proceed to key-in driver information manually.

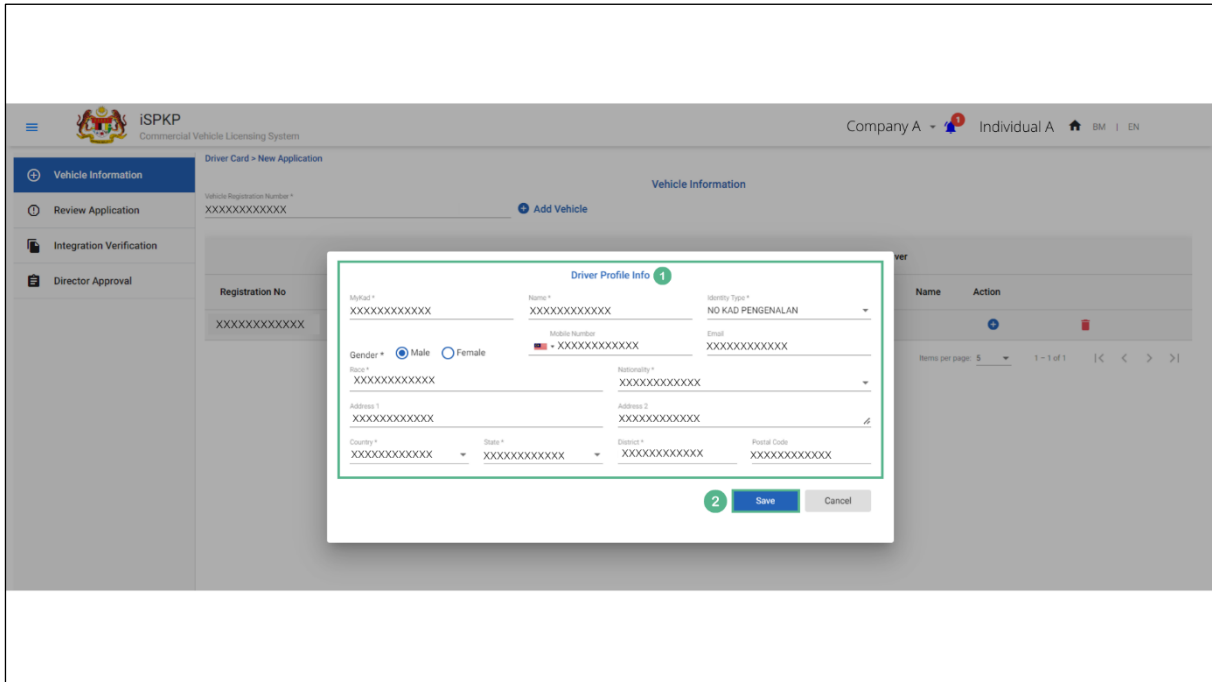


Figure 9: Driver Profile Info - Data Entry

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Driver Profile Info	<p>Consist of the following information:</p> <ul style="list-style-type: none"> <li>- MyKad* (already shown)</li> <li>- Name*</li> <li>- Identity Type*</li> <li>- Mobile Number</li> </ul>	Key-in information / select from dropdown button	<p>*Mandatory fields in asterisk</p> <p>Text format or Dropdown button</p>



No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		<ul style="list-style-type: none"> <li>- Email</li> <li>- Gender*</li> <li>- Race*</li> <li>- Nationality*</li> <li>- Address 1 &amp; Address 2</li> <li>- Country*</li> <li>- State</li> <li>- District*</li> <li>- Postal Code</li> </ul>		
2	Save	To save all data entered	Click button	<p>*Mandatory field</p> <p>Button format</p> <p>Information updated as per Figure 10.</p>

First Driver information will be shown on the screen upon successful update.

In order to add the second driver, click the “+” button and repeat the same process.

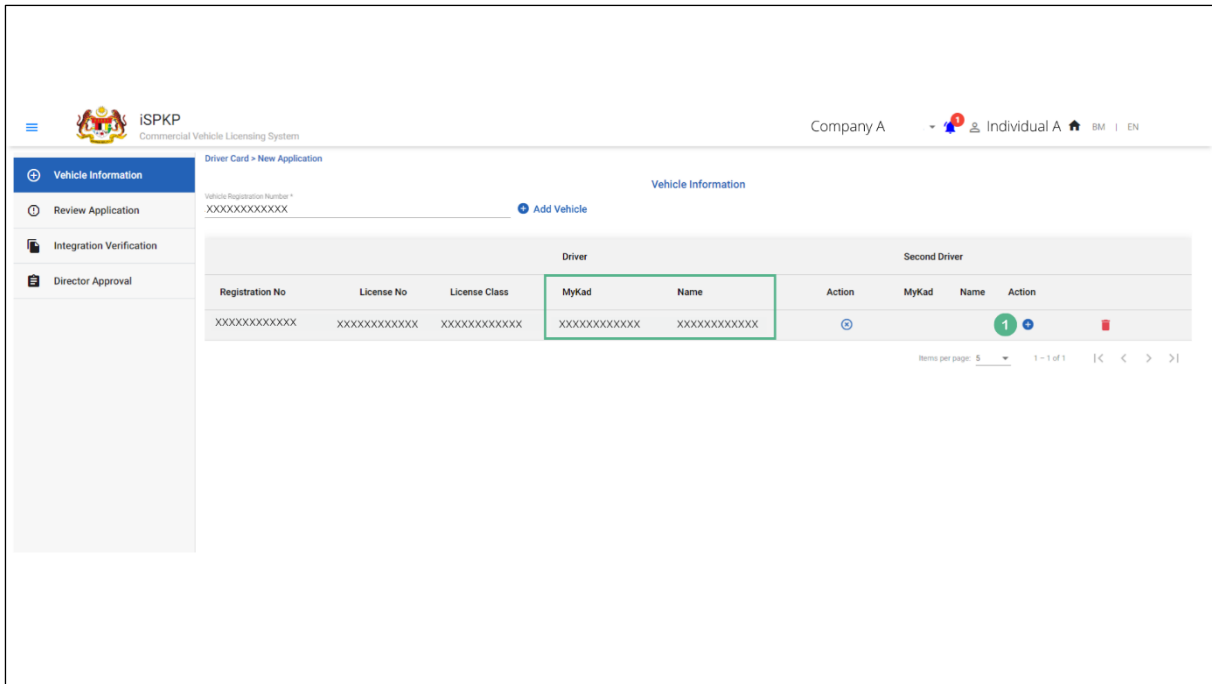


Figure 10: New Application - Vehicle Driver / Second Driver Information

Below are the steps to add a second driver for the same vehicle.  
Please refer to Figure 6 to Figure 10 in this section for the detailed steps after clicking the “+” icon.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Action	This is to add 2 <sup>nd</sup> driver	Click on “+” icon button	*Mandatory field Icon button 2 <sup>nd</sup> driver details will be displayed as per Figure 11.

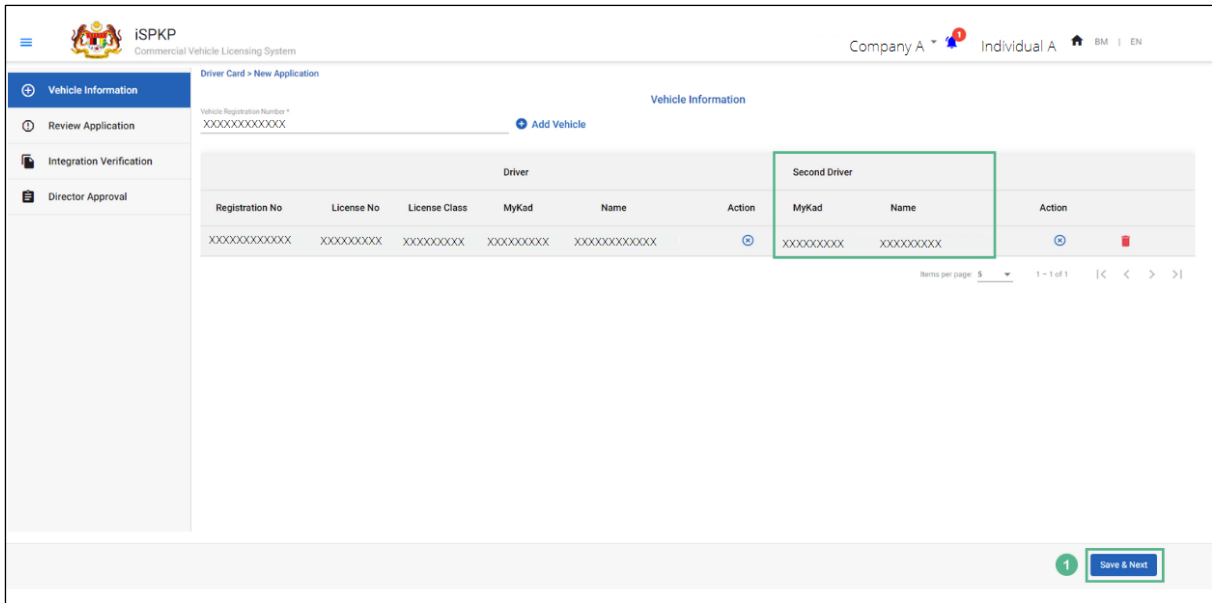


Figure 11: New Application - Driver / Second Driver Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To complete driver name registration process	Click Save & Next button	*Mandatory button Button format

In the event the User would like to remove a driver's name during registration process, the User may follow the following steps.

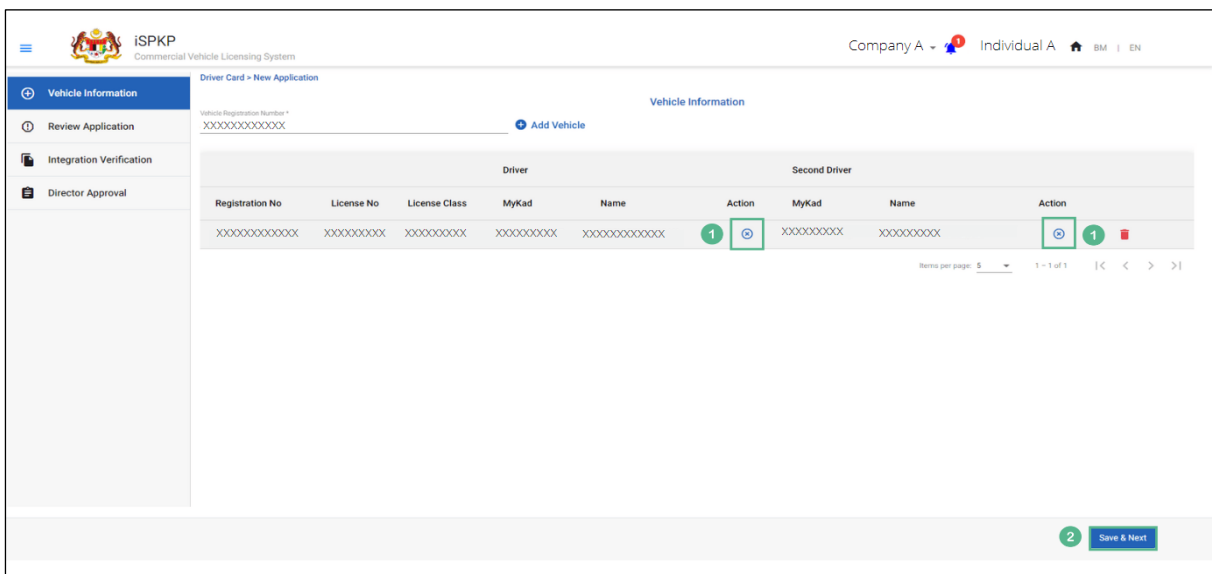


Figure 12: New Application - Remove Driver

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Action	This is to remove a driver name	Click on “x” icon button	*Mandatory field Icon button Next screen will be displayed as per Figure 13
2	Save & Next	To proceed with driver deletion process	Click Save & Next button	*Mandatory field Button format

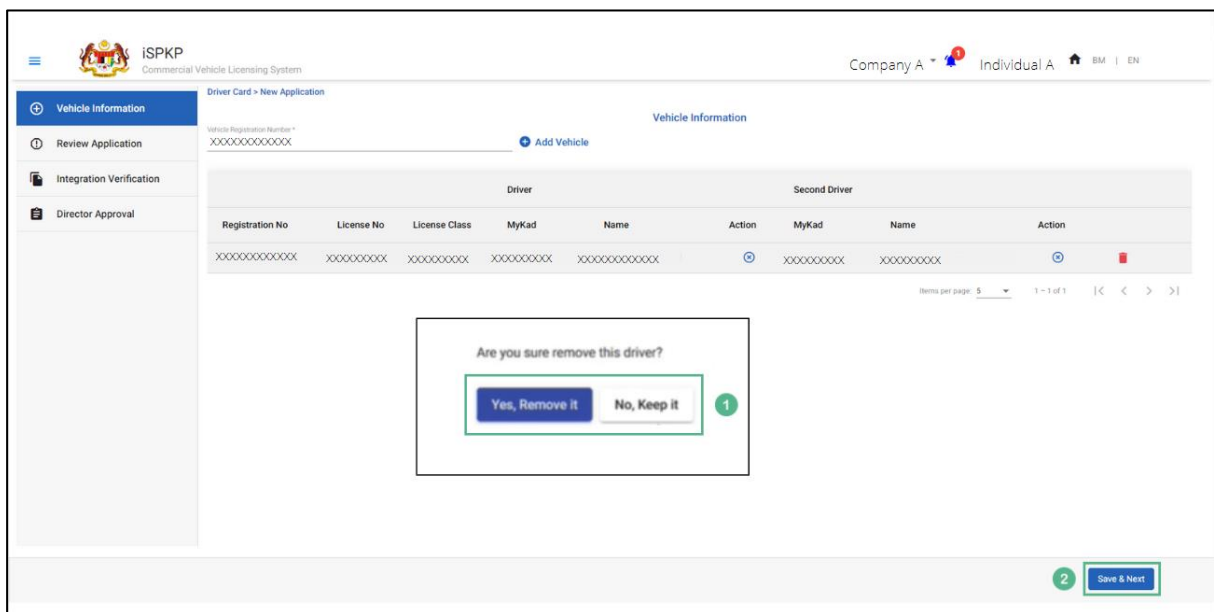


Figure 13: New Application - Remove Driver Confirmation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Are you sure remove this driver?	To get User confirmation	Select correct click button - “Yes, Remove it” button, or	*Mandatory field Click button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- "No, Keep it" button	
2	Save & Next	To proceed with final decision (remove or keep driver)	Click Save & Next button	*Mandatory field Button format Information displayed in Figure 14

#### 4.1.2 Review Application

User will proceed to review information displayed below for accuracy.

Each Driver Card cost RM5.

The screenshot displays the 'Review Application' interface. On the left, there is a navigation menu with options: Vehicle Information (checked), Review Application (selected), Integration Verification, and Director Approval. The main content area is titled 'Review Application' and contains a table with the following data:

Name	Driver Type	Vehicle Registration Number	License Class	Price
XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXX	RMS
XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXX	XXXXXXXXXXXX	RMS

At the bottom of the page, there is a note: 'Note: 1 Driver Card = RM 5.' and navigation buttons for 'Previous', 'Save & Next', and a green arrow button.

Figure 14: New Application - Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with final decision based on data displayed	Click Save & Next button	*Mandatory field  Button format  Information displayed in Figure 15

### 4.1.3 Integration Verification Check

User will then be directed to Integration Verification check against JPJ (for vehicle and driver summons check) or SSM (for company information check).

User is advised to ensure the driver or company records are clean.

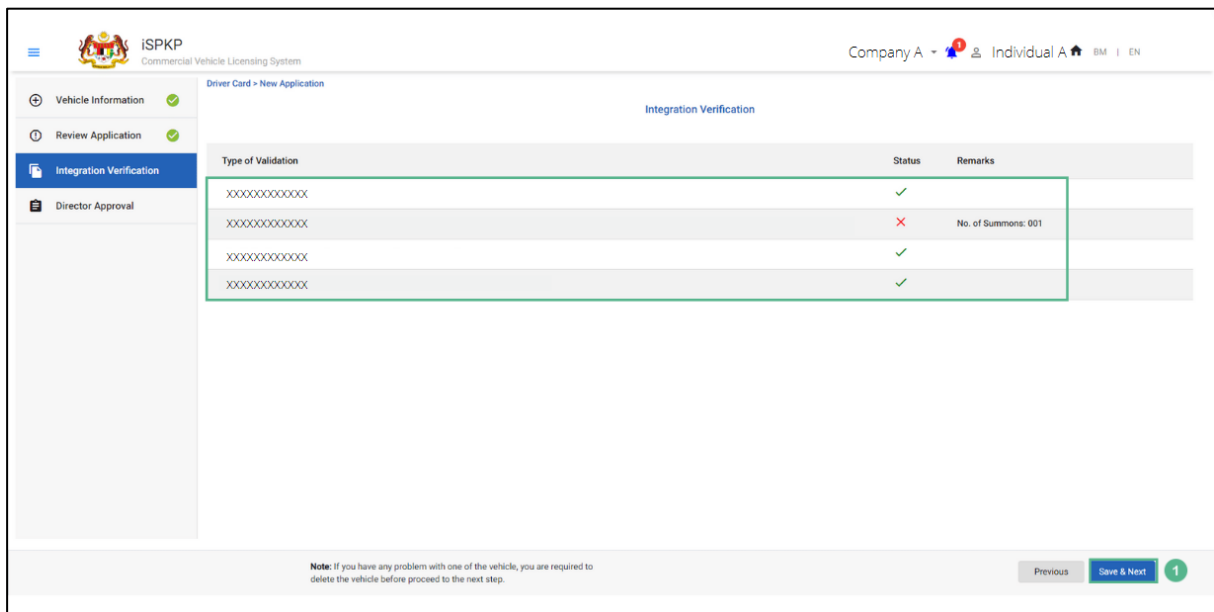


Figure 15: New Application - Integration Verification (Validation Check)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To confirm data displayed	Click Save & Next button	*Mandatory field Button format Information is displayed in Figure 16

Final information displayed after Integration Verification check.

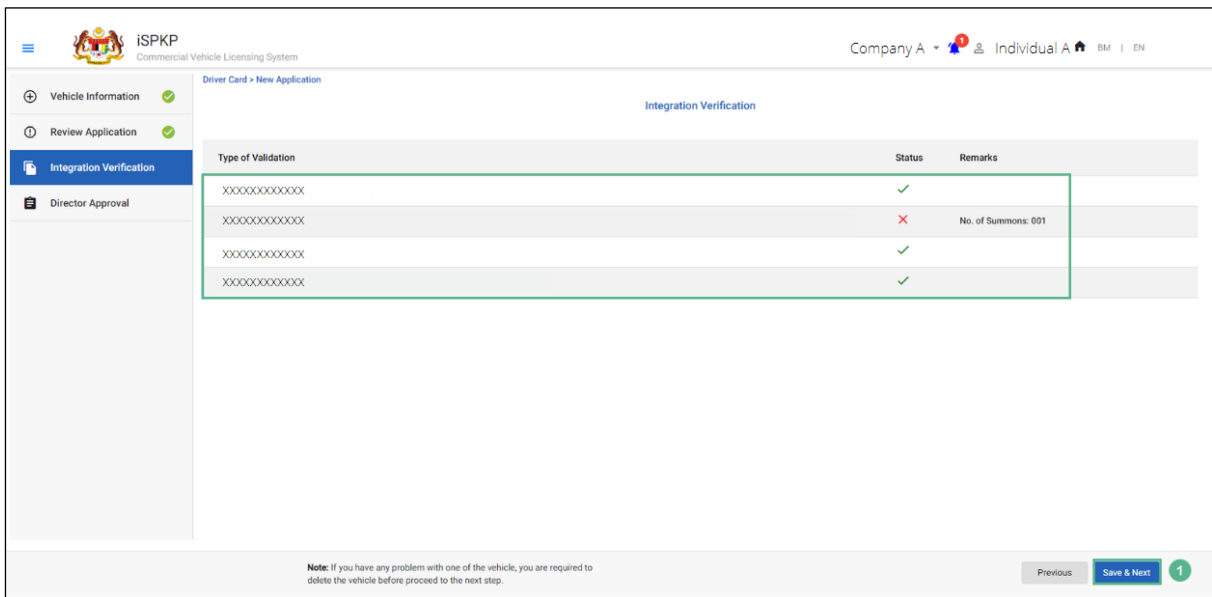


Figure 16: New Application - Integration Verification (Results)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To close Integration Verification sub-Module	Click Save & Next button	*Mandatory field Button format System Notification is displayed in Figure 17

User (Agent / Company PIC) will receive System Notification upon submission of New Driver Card Application.

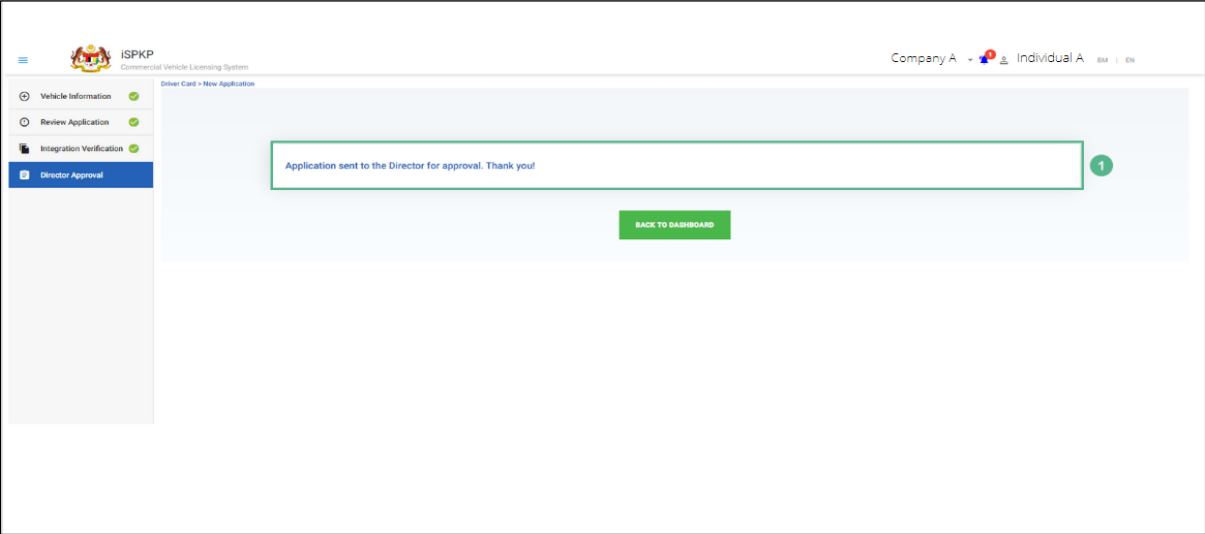


Figure 17: New Application - System Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to Homepage	User redirected to Driver Card Manu page	Click button	*Button format Application can be viewed in the Application History as per Figure 18.

The application is viewed under Application History as per application date and indicated as “Waiting for Approval” by the User (Agent or Company PIC).



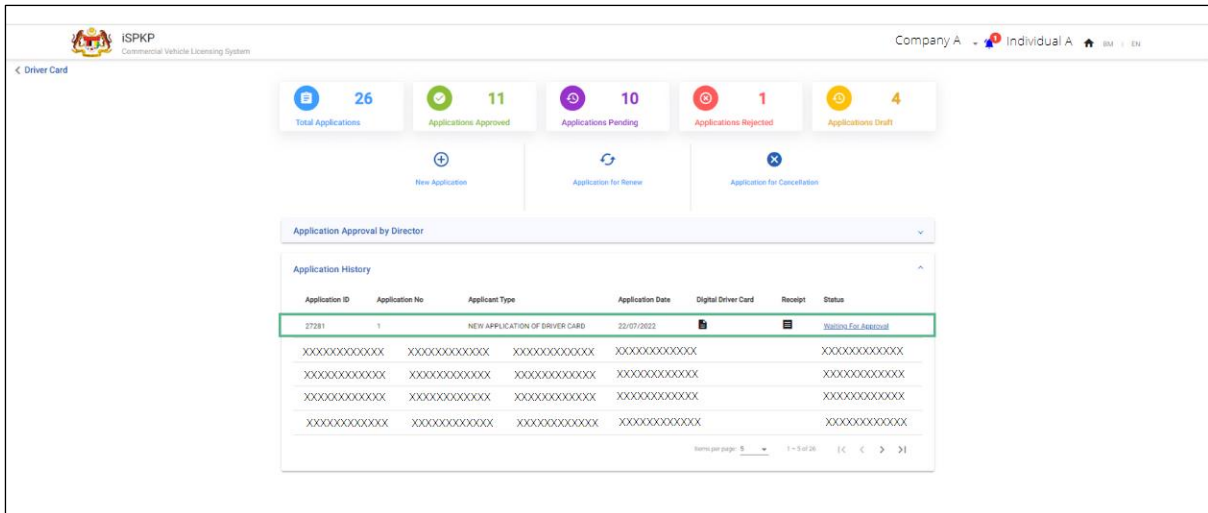


Figure 18: Application Approval by Director - Application History (New Application Driver Card)

#### 4.1.4 Director Approval

Upon the Agent or Company PIC submitting the New Driver Card Application, the Company Director will need to Login using his credentials (User ID and Password) to approve the application.

In the event the Company Director (under Company APAD / LPKP) or Individual (in LPKP) was the User who submitted the New Driver Card Application, this Section 4.1.4 is not applicable and the next step is Section 4.1.5 Declaration and Payment.

The Company Director must first Login via the Login Page as per Main User Manual and follow the steps therein as per the respective credentials (User ID and Password).

Thereafter the User will be directed to the Landing Page. The User will proceed to follow the steps as per Figure 4 and select the Driver Card menu.

The Company Director will be aware of these new applications needing approval upon Login via the Bell Notification. Message prompt “Application Approval - New Driver Card Application Needs Approval” will appear.

Thereafter the Company Director will proceed to My Approval to do the necessary system approval as follows:

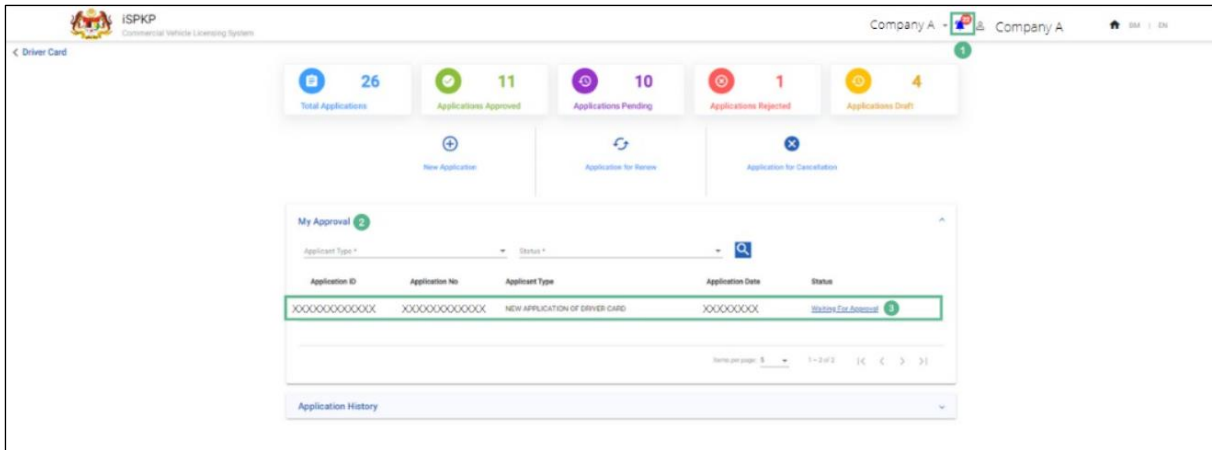


Figure 19: My Approval - New Application of Driver Card (Waiting for Approval Status)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Bell Notification	List of new system messages to the Company Director	Click Bell icon	Bell icon Message displayed “New Driver Card Application Needs Approval”.
2	My Approval	Lists all applications needing the Company Director Approval	Click on My Approval	*Mandatory Field Click button Message displayed “Waiting for Approval”
3	Waiting for Approval	Select respective new application for further action	Click on Waiting for Approval	*Mandatory field Click button Driver Card application details displayed in Figure 20

Company Director will proceed to view the Vehicle and Driver information pending for approval.

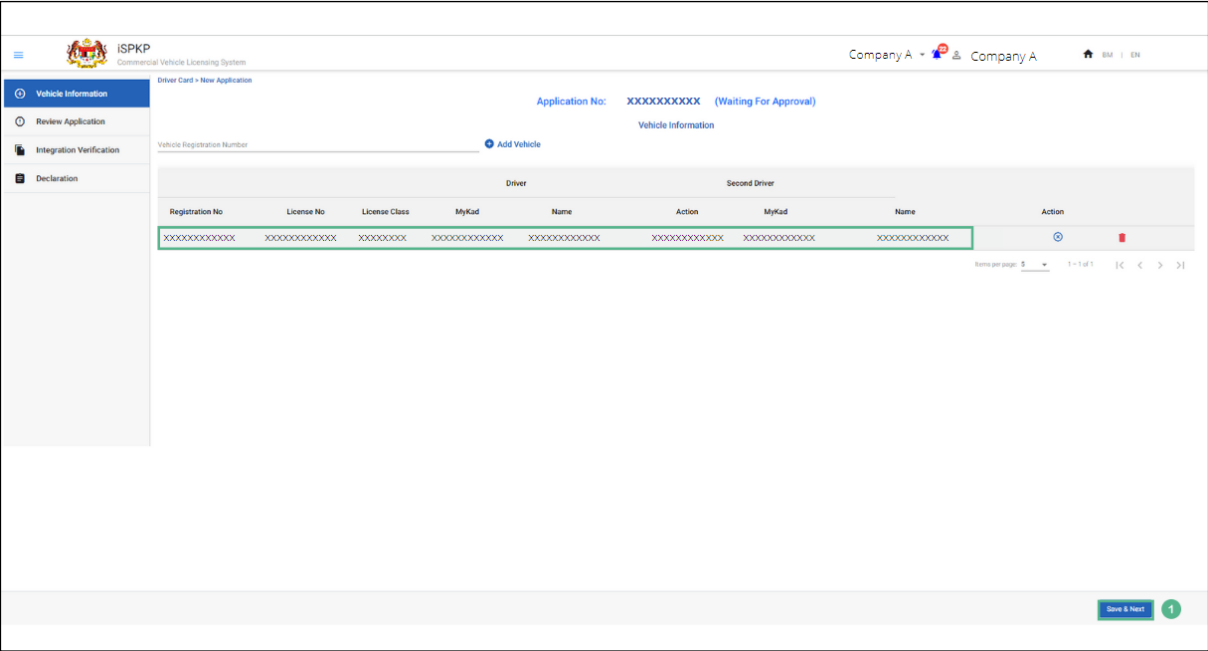


Figure 20: New Application - Vehicle & Driver Information

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with the next step	Click Save & Next button	*Mandatory field Button format Information displayed in Figure 21

Thereafter the Company Director will proceed to review the application(s) listed in the screen.

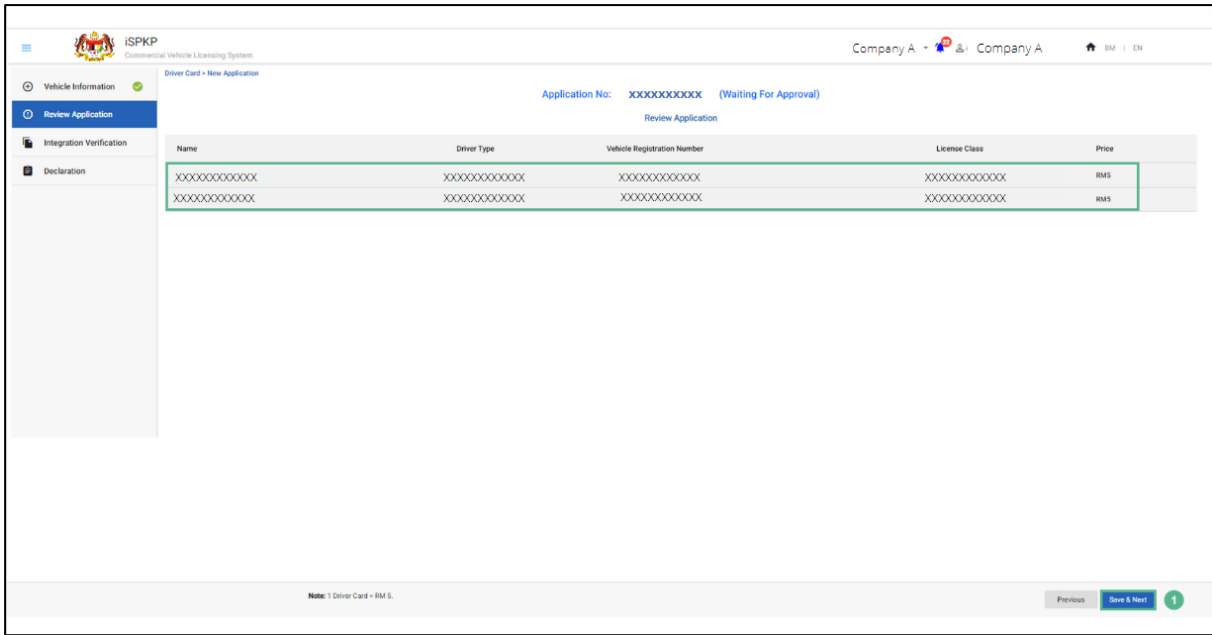


Figure 21: New Application - Review Application (Waiting for Approval)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with the next step	Click Save & Next button	<p>*Mandatory field</p> <p>Button format</p> <p>The system will automatically proceed to the next step for Verification Integration and results displayed in Figure 22.</p>

The Company Director will once again review the information displayed on screen and will proceed to the next step.

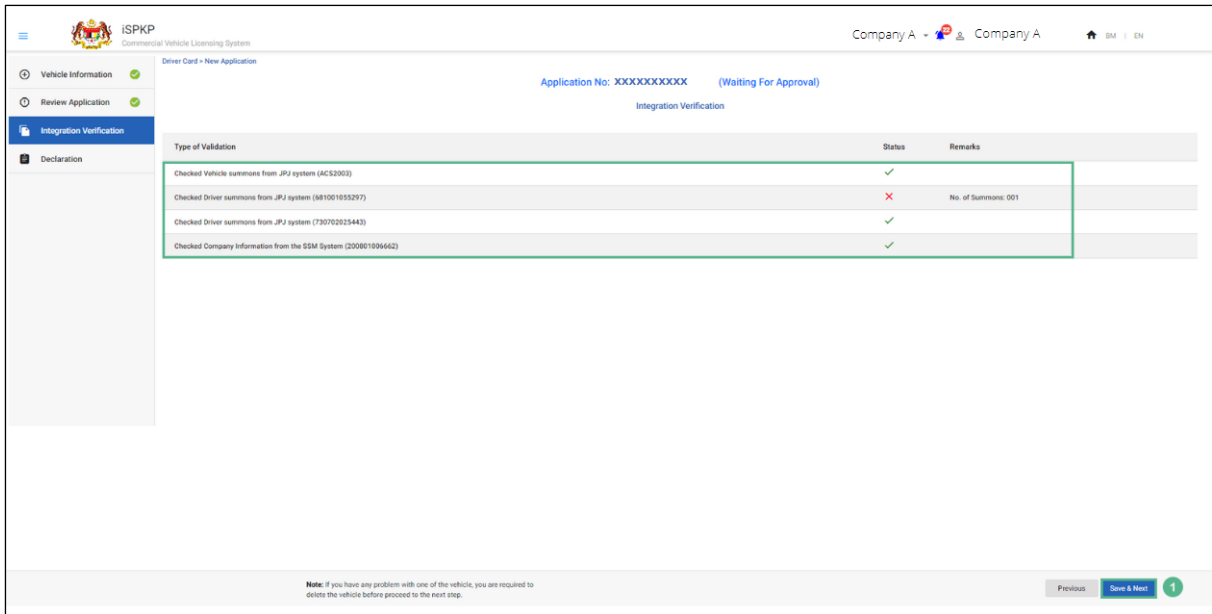


Figure 22: New Application - Integration Verification Results

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with the next step	Click Save & Next button	*Mandatory field  Button format  The system will automatically proceed to the next step for Declaration as displayed in Figure 23.

#### 4.1.5 Declaration and Payment

The next activity under is the Declaration by Company Director.

Thereafter, there are four options available to the Company director, i.e., to Reject / Submit & Pay Now (preferred) / Submit & Pay Later / Save Draft.

The payment mode option is Credit Card / Debit Card and Online Banking under “Submit and Pay Now”. Under “Submit and Pay Later”, User will also have the choice to pay at any APAD / LPKP Sabah / LPKP Sabah.

Payment must be made within three working days under “Submit and Pay Now” or “Submit and Pay Later”. Otherwise, the system will automatically cancel the application and User will need to resubmit the application.

Figure 23: New Application - Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	To declare that the Company Director has read and agreed to the Terms & Conditions	Tick on the Declaration box	*Mandatory field Tick button

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Action	Company Director to make decision	Tick any of the following action: <ul style="list-style-type: none"> <li>- go to previous screen</li> <li>- reject</li> <li>- submit &amp; pay now (preferred)</li> <li>- submit &amp; pay later</li> <li>- save draft &amp; exit</li> </ul>	*Mandatory field Tick button Once the Company Director has tick Submit & Pay Now, he / she will be directed to the Review & Pay page as displayed in Figure 24.

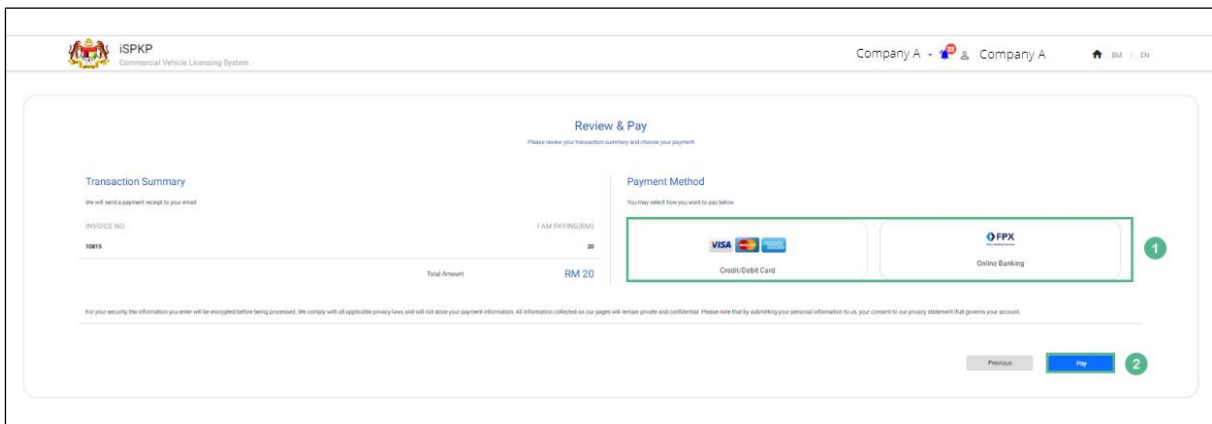


Figure 24: New Application - Review & Pay

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Payment method	Consist of payment options	Click on the preferred option: <ul style="list-style-type: none"> <li>- Credit / Debit Card</li> <li>- Online Banking</li> </ul>	*Mandatory field Click button Eg. For credit card payment, the next screen

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				will be displayed in Figure 25
2	Pay	Initiates payment transaction	Click pay button	*Mandatory button Click button

The screenshot shows a web interface for the ISPKP Commercial Vehicle Licensing System. The user is logged in as 'Company A'. The page displays a payment form with the following fields: Cardholder Name (XXXXXXXXXXXX), Card Number (XXXXXXXXXXXX), Expiry Month (XX), Expiry Year (XX), and Security Code (XX). A green border highlights the Card Number, Expiry Month, and Expiry Year fields, with a red '1' in a circle next to it. The 'Pay' button is highlighted in blue.

Figure 25: New Application - Payment Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Payment Details	Credit Card Detail required	Key-in relevant Credit Card information: - Cardholder Name - Card Number - Expiry Month - Expiry Year - Security Code	*Mandatory field Alpha numeric format



No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Pay	Action to complete payment	Click Pay button	*Mandatory button  Upon successful payment the next screen appears in Figure 26.

It may take two hours before payment is reflected in the system.

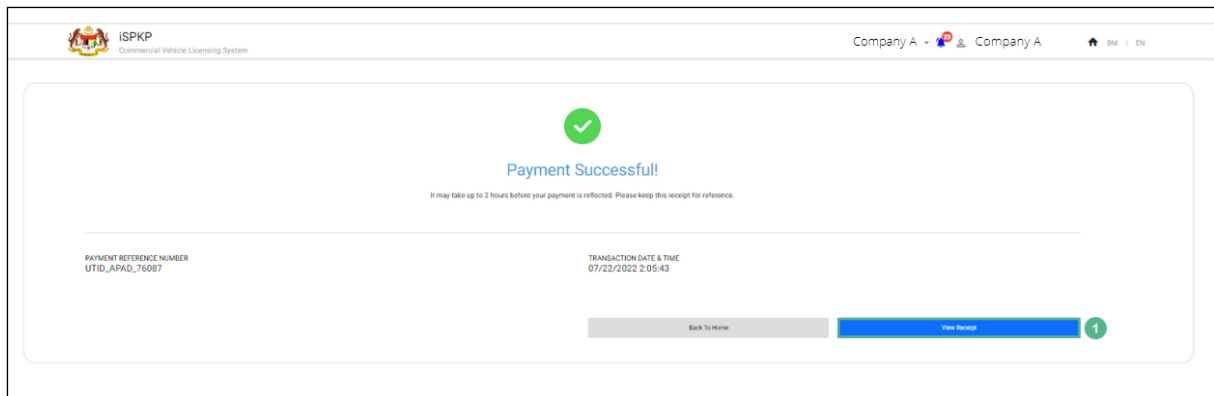


Figure 26: New Application - Payment Successful Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Your Receipt	Generates Payment Receipt	Click Your Receipt button	*Receipt format  Payment Receipt displayed in Figure 27.



No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1.	Back to Home	Redirected to Landing Page	Click Back to Home Button	*Optional Landing Page is displayed as per Figure 29.

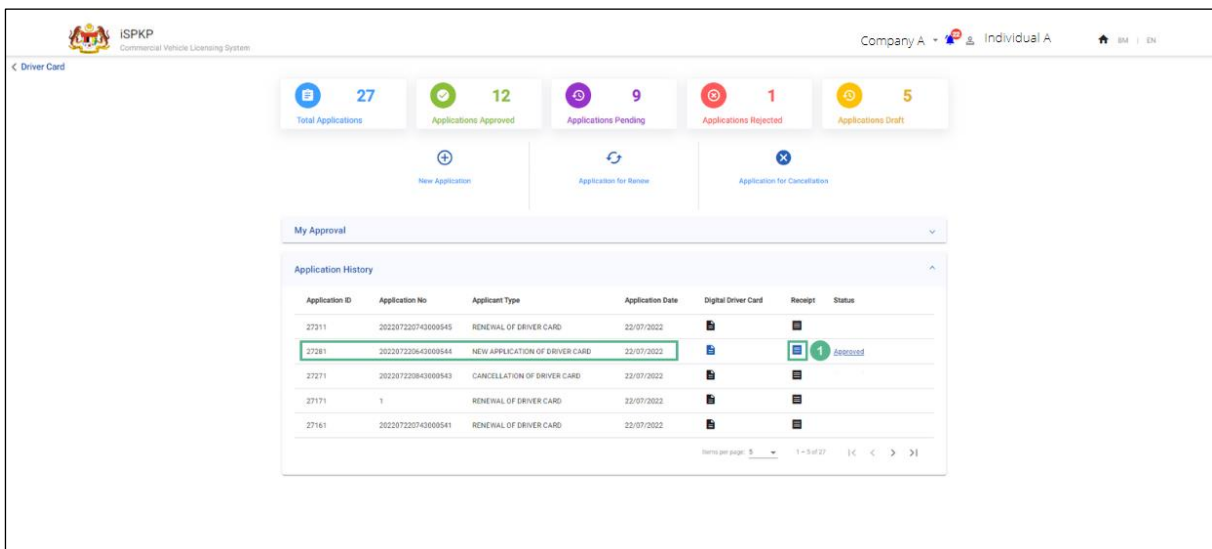


Figure 29: Driver Card - Application History (Receipt)

User may click at Receipt for the respective payment made.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1.	Receipt	Payment Receipt with details	Click Receipt button	*Button format Payment Receipt displayed in Figure 29.

#### 4.1.6 Digital Driver Card Download

The next step is to download the Digital Driver Card for the respective driver upon successful payment.

The User will need to go to the Driver Card Menu in the Landing Page and select the respective Digital Driver Card ID to view and download under Application History.

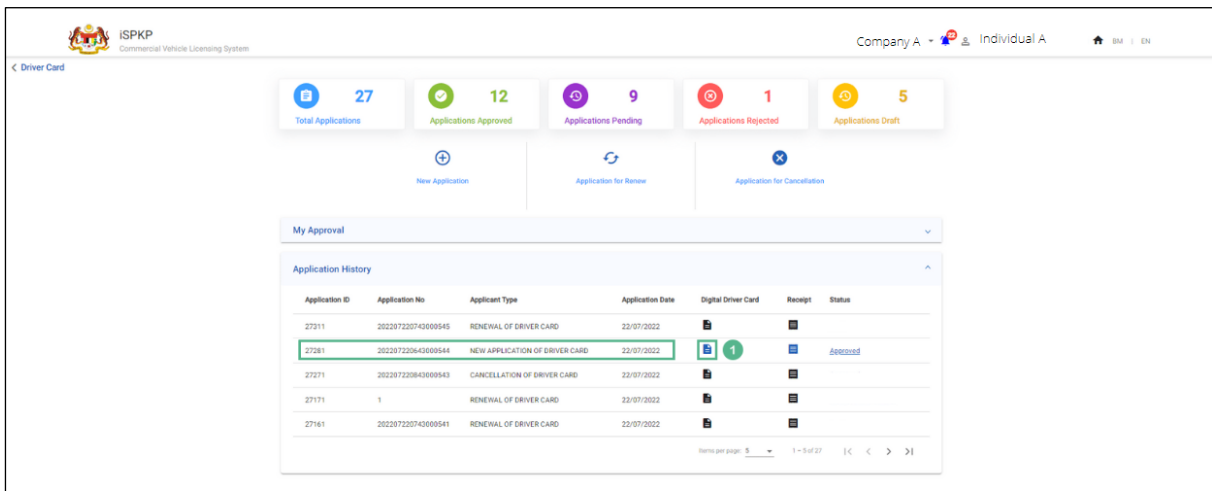


Figure 30: New Application - Digital Driver Card Download

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Digital Driver Card	ID Card for the driver	Click Digital Driver Card icon	*Mandatory Click icon Digital Driver Card displayed as per Figure 31/32.



Figure 31: Digital Driver Card Sample - First Driver

The User may proceed to download softcopy / print this Digital Driver Card and forward the same to the respective driver for safe-keeping.

The driver photo will be captured from Road Transport Department (RTD) Driving License data base.

The same process shall be repeated for the second driver as well and a Digital Driver Card will be generated for the Second Driver as per Figure 32 below.



Figure 32: Digital Driver Card Sample - Second Driver

## 4.2 Application for Renew

The Driver Card has a one-year validity period and must be renewed before the expiry of the validity period.

User that can perform this application is either the Agent / Company PIC / Company Director. But nevertheless, the approval can only be performed by the Company Director.

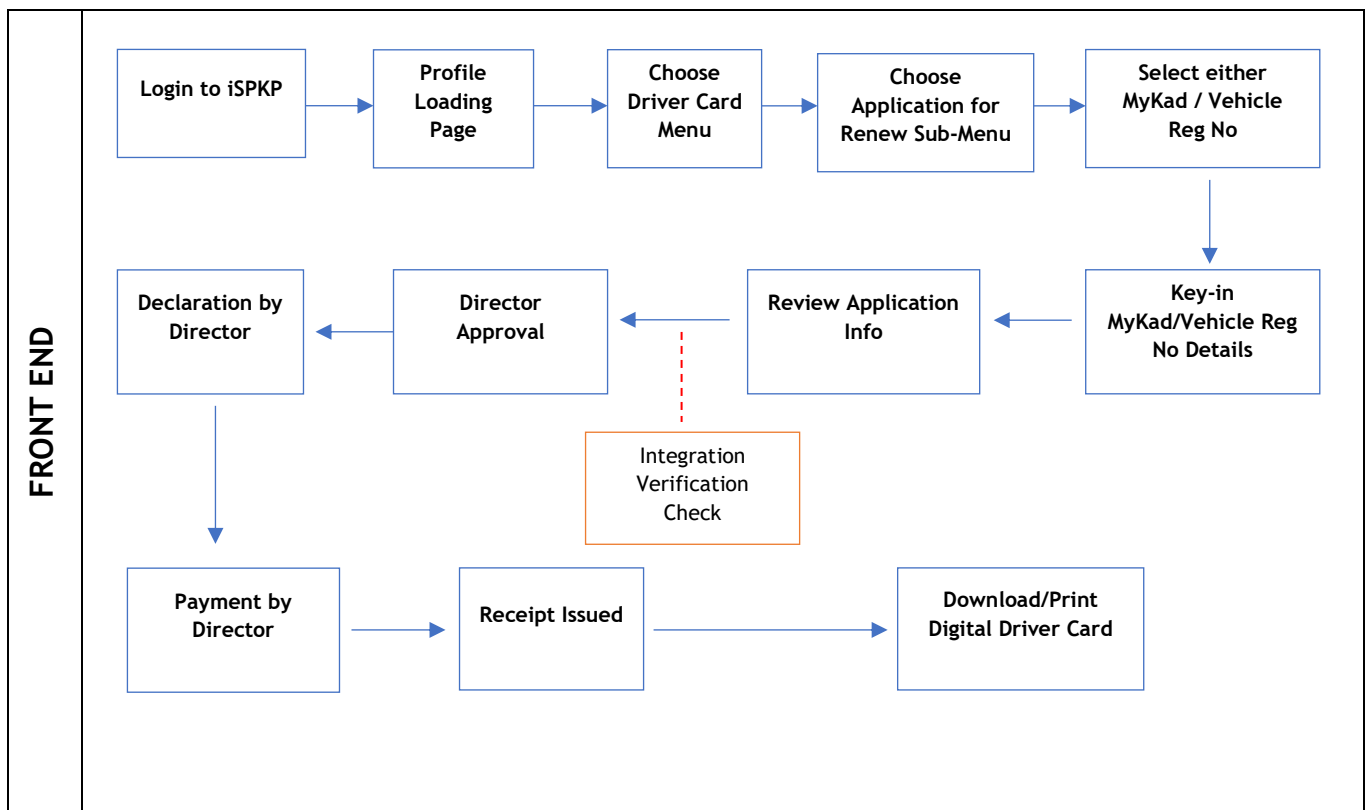


Figure 33: Application for Renew Process Flow

#### 4.2.1 Renew Driver Card Information

Renewal must be done before the expiry of the Driver Card which has a validity period of one year.

It is important to note the following before submitting the Driver Card renewal:

- Vehicle License must be valid
- Driver's Driving License must be valid
- If Public Service Vehicle (PSV) Permit of the driver is expiring in 3 months, the PSV renewal must be done first before Renew Driver Card application.
- Driver Card renewal can be done via MyKad Number option (driver can drive up to five vehicles) or Vehicle Registration Number option (vehicle can have up to two drivers)
- Under each option, the renewal application of additional driver or vehicle can be done by adding the information respectively.

User must first Login via the Login Page as per Main User Manual and follow the steps therein as per the respective credentials (User ID and Password).

Thereafter the User will be directed to the Landing Page. The User will proceed to follow the steps as per Figure 4 and select the Driver Card menu.

In order to perform the Renewal Application, the User has to select the Application for Renew button as below in Figure 34.

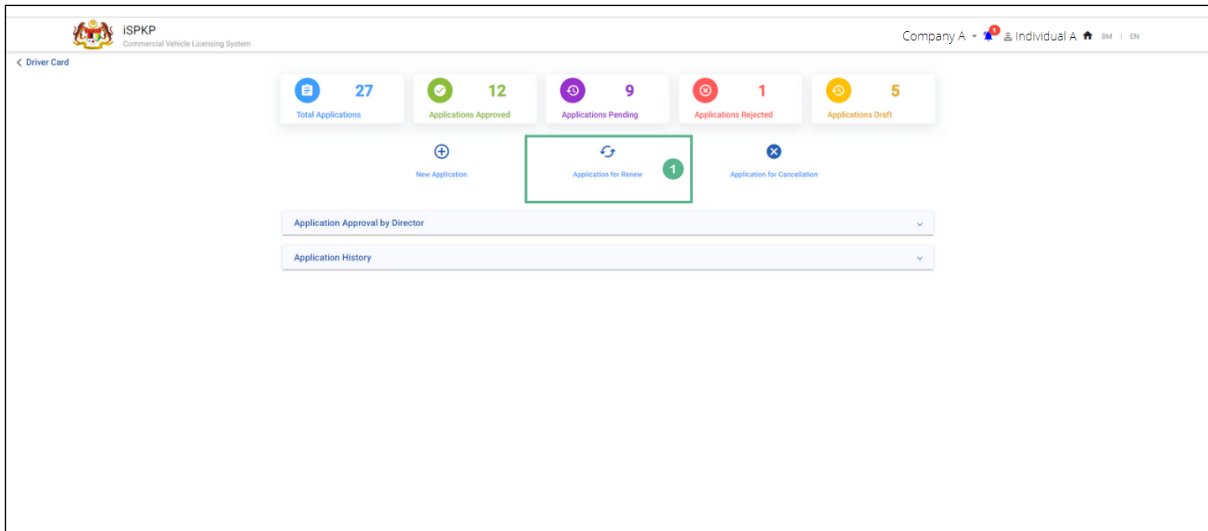


Figure 34: Driver Card - Application to Renew

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application for Renew	Initiates the Driver Card renewal process	Click Application for Renew button	*Mandatory field Button format Renewal option will be displayed in Figure 35.

There are two ways to do Driver Card Renew Application - by MyKad Number or Vehicle Registration Number. Regardless of the option selected, it will lead to the same next screen displaying the driver and vehicle information.



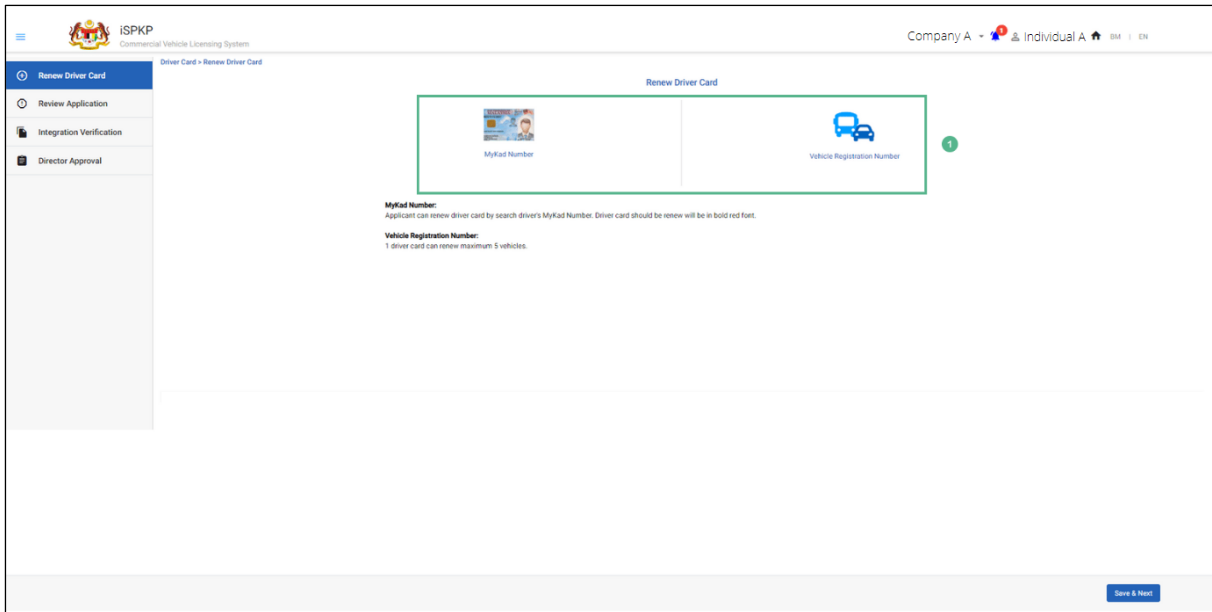


Figure 35: Renew Driver Card - Options

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew Driver Card	Two methods for Driver Card Renewal	User to click preferred option: - MyKad Number (used in this example) - Vehicle Registration Number	*Optional button Next screen to enter details is displayed in Figure 36 (via MyKad Number) or Figure 37 (via Vehicle Registration Number)

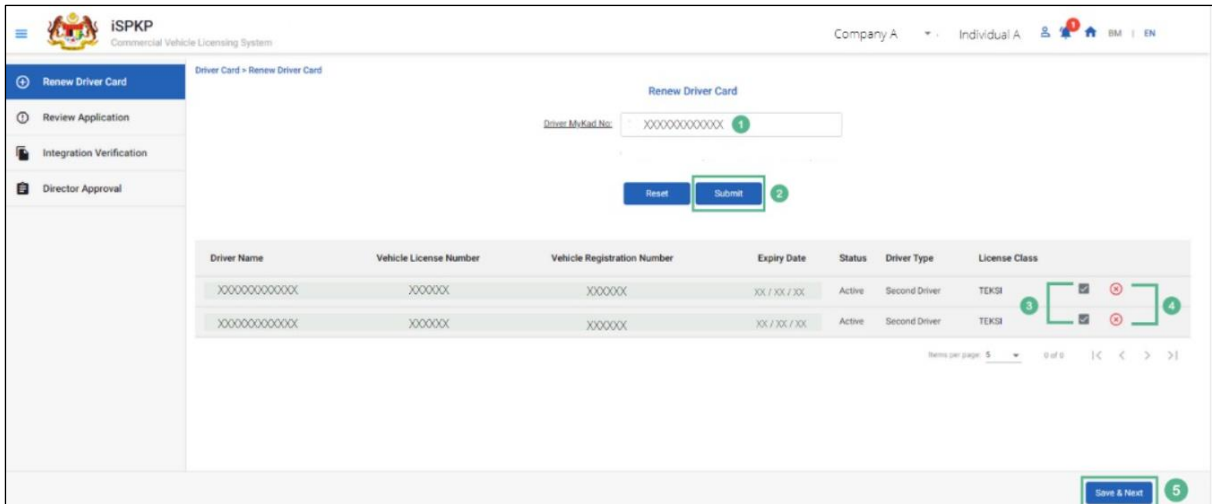


Figure 36: Renew Driver Card - Using Driver MyKad No

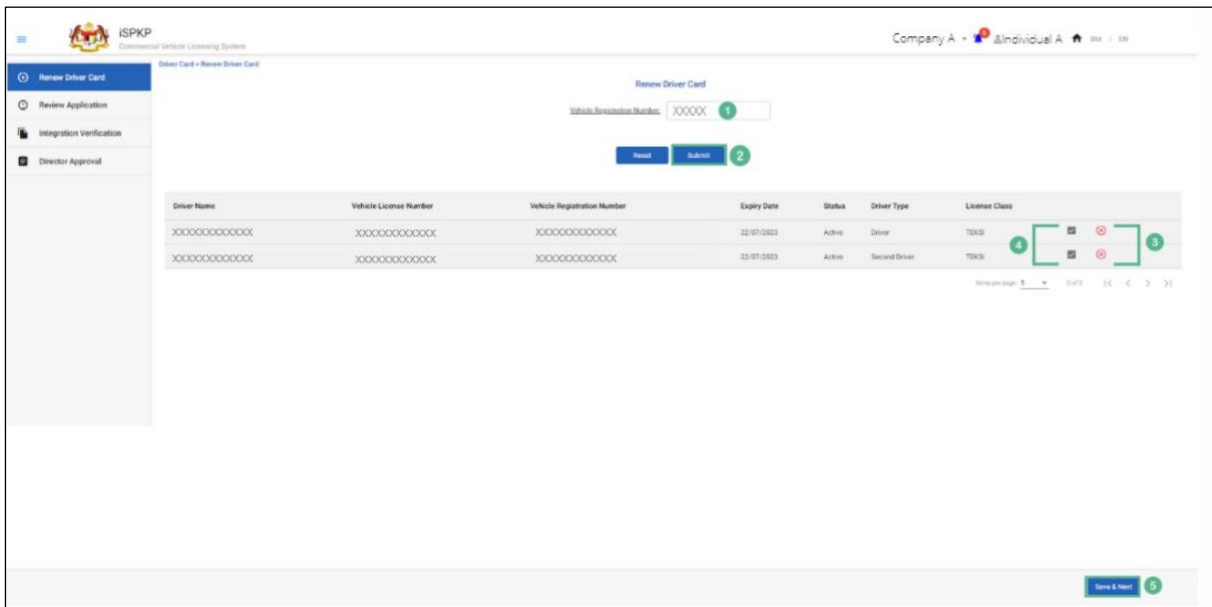


Figure 37: Renew Driver Card - Using Vehicle Registration Number

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	MyKad / Others ID (as per Figure 36)  Or	Valid information respectively	Enter NRIC Number / Others ID as in MyKad or MyPR respectively	*Mandatory field  Alpha numeric format

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Vehicle Registration Number (as per Figure 37)			(Without the dashes / indicator alphabet)
2	Submit	Initiates the renewal application	Click Submit button	*Mandatory filed Click button
3	Remove icon	To remove a Driver Name if the User decided not to renew a certain driver	Click Remove icon	*Optional button
4	Confirm icon	To confirm a Driver Name for renewal	Click Confirm icon - tick	*Optional button
5	Save & Next	To proceed with the next step	Click Save & Next button	*Mandatory field Button format The system will automatically proceed to the next step for Review Application as displayed in Figure 38.

## 4.2.2 Review Application

User will review information displayed in Figure 38.

Figure 38: Renew Driver Card - Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with the next step	Click Save & Next button	<p>*Mandatory field</p> <p>Button format</p> <p>The system will automatically proceed to the next step for Integration Verification as displayed in Figure 39.</p>

### 4.2.3 Integration Verification Check

User will then be directed to Integration Verification check against JPJ (for vehicle summons, driver summons, driver permit check) or SSM (for company information check). The status will be displayed on the screen.

User is advised to ensure the driver or vehicle or company records are clean.

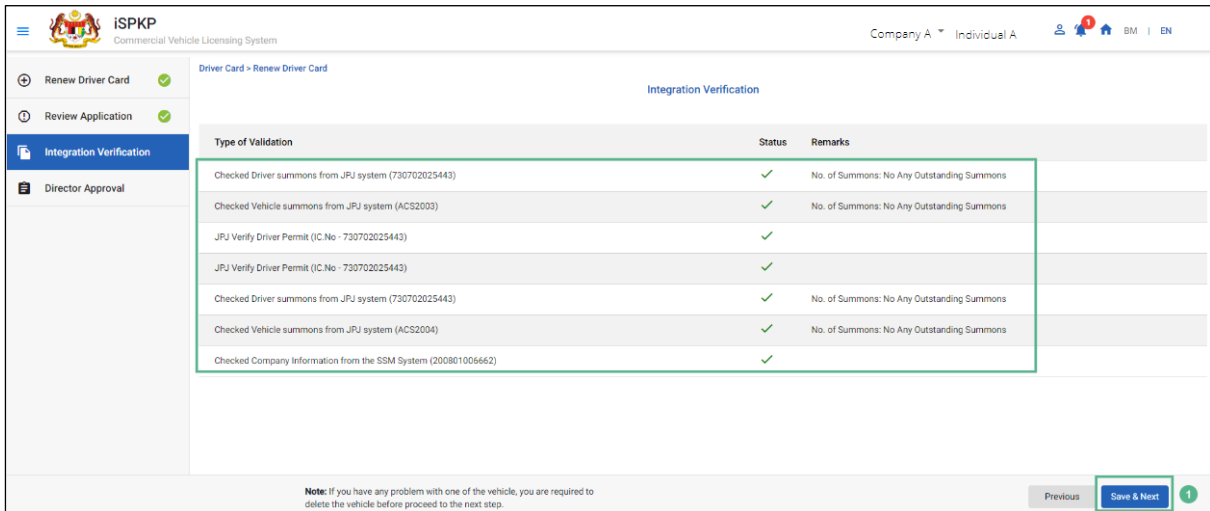


Figure 39: Renew Driver Card - Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with the next step	Click Save & Next button	*Mandatory field Button format System notification will be displayed in Figure 40.

User (Agent / Company PIC) will receive System Notification upon submission of Driver Card Renewal Application.

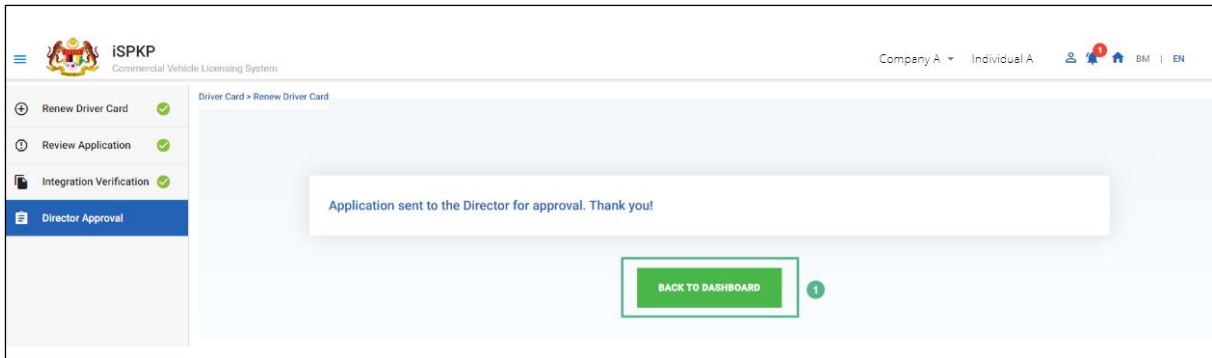


Figure 40: System Notification - Director Approval

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to Dashboard	Redirect to Landing Page	Click on Back to Dashboard	*Optional button Application can be viewed in the Application Approval by Director as per Figure 41.

The application is viewed under Application Approval by Director as per application date and indicated as “Waiting for Approval” by the User (Agent or Company PIC).

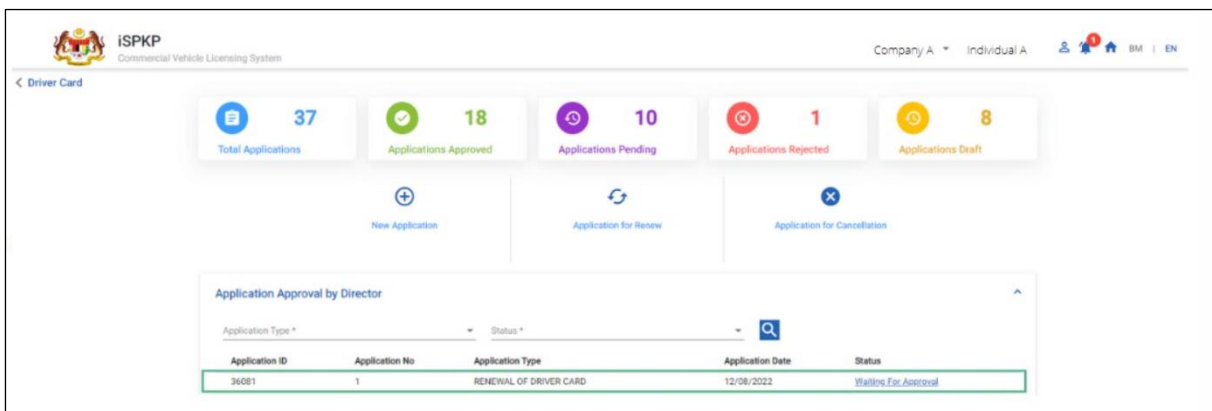


Figure 41: Application Approval by Director (Renewal of Driver Card)

#### 4.2.4 Director Approval

Upon the Agent or Company PIC submitting the Driver Card Renew Application, the Company Director will need to Login using his credentials (User ID and Password) to approve the application.

In the event the Company Director (under Company APAD / LPKP) or Individual (in LPKP) was the User who submitted the Driver Card Renew Application, this Section 4.2.4 is not applicable and the next step is Section 4.2.5 Declaration and Payment.

Company Director can check Notification Bell on the top and proceed to My Approval at the bottom of the Landing Page to do the approval.

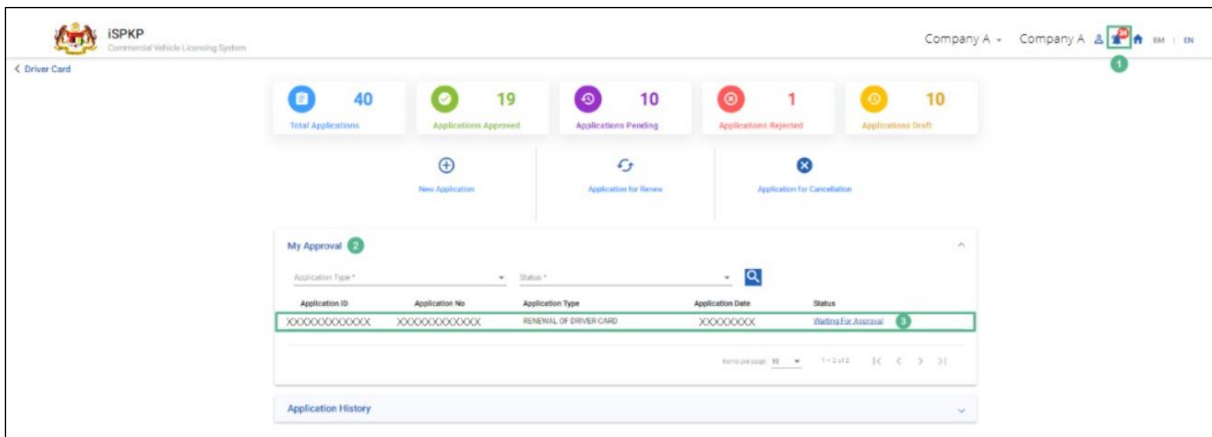


Figure 42: My Approval - Renewal of Driver Card

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Bell Notification	List of new system messages to the Company Director	Click Bell icon	Bell icon Message displayed “New Driver Renewal Application Needs Approval”.

2	My Approval	Lists all applications needing the Company Director Approval	Click on My Approval	*Mandatory field Click button Message displayed “Waiting for Approval”
3	Waiting for Approval	Select respective renewal application for further action	Click on Waiting for Approval	*Mandatory field Click button

Company Director to follow same steps hereafter under Section 4.1.4 - Figure 19 to Figure 22 to complete the approval process.

#### 4.2.5 Declaration and Payment

Company Director to follow Same steps under Section 4.1.5 - Figure 23 to Figure 29 to complete Declaration and Payment.

#### 4.2.6 Digital Driver Card Download

Company Director to follow Same steps under Section 4.1.6 - Figure 30 to Figure 32 to download the Digital Driver Card.

### 4.3 Application for Cancellation



User that can perform this application is either the Agent / Company PIC / Company Director. But nevertheless, the approval can only be performed by the Company Director.

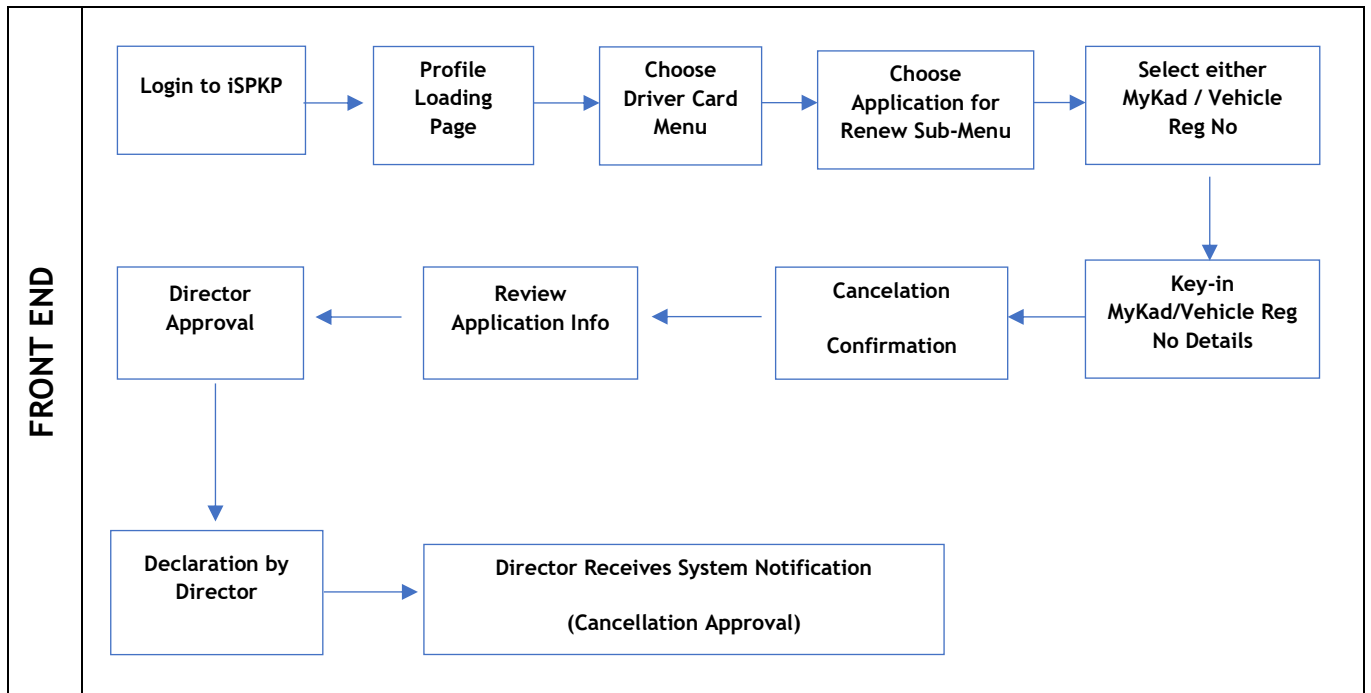


Figure 43: Application for Cancellation Process Flow

#### 4.3.1 Cancel Driver Card Information

User must first Login via the Login Page as per Main User Manual and follow the steps therein as per the respective credentials (User ID and Password).

Thereafter the User will be directed to the Landing Page. The User will proceed to follow the steps as per Figure 4 and select the Driver Card menu.

In order to perform the Cancellation Application, the User has to select the Application for Cancellation button as below in Figure 44.

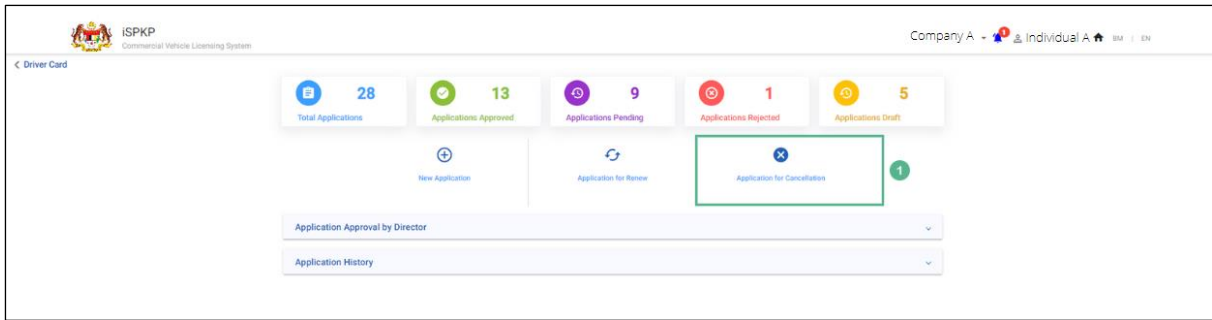


Figure 44: Driver Card - Application for Cancellation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Application for Cancellation	Initiates the Driver Card cancellation process	Click Application for Cancellation button	*Mandatory field Button format Cancellation option will be displayed in Figure 45.

There are two ways to do Driver Card Cancel Application - by MyKad Number or Vehicle Registration Number. Regardless of the option selected, it will lead to the same next screen displaying the driver and vehicle information.

User can do multiple driver or vehicle cancellation by repeating the same process.

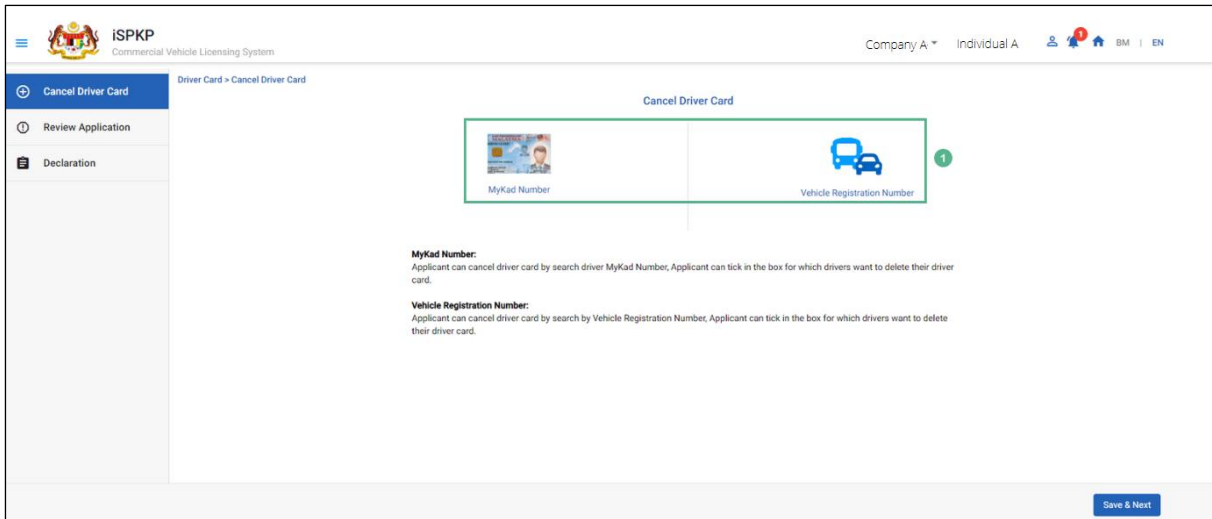


Figure 45: Cancel Driver Card - Options

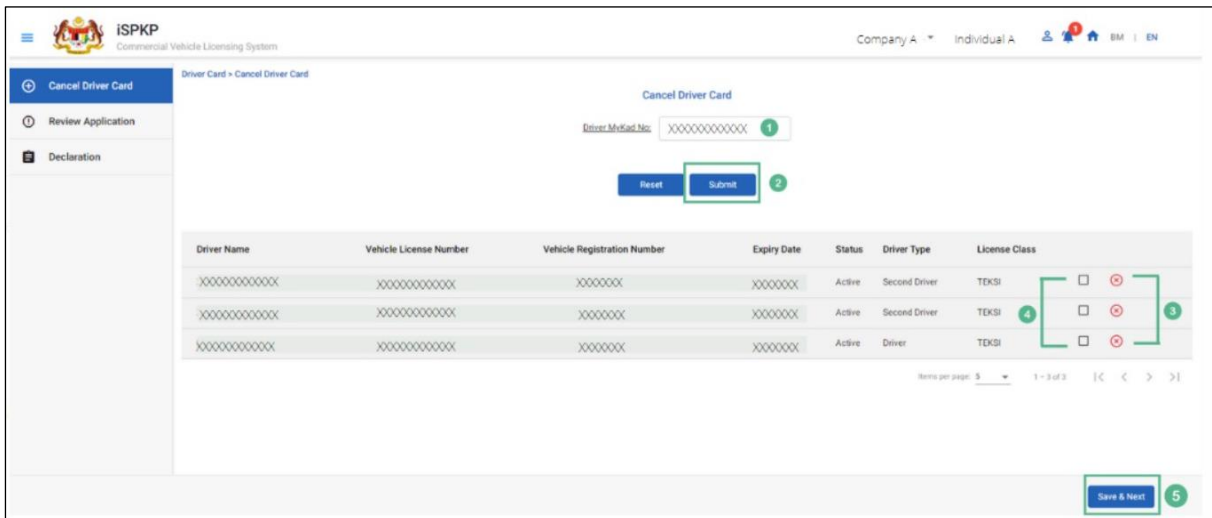


Figure 46: Cancel Driver Card - Using Driver MyKad No

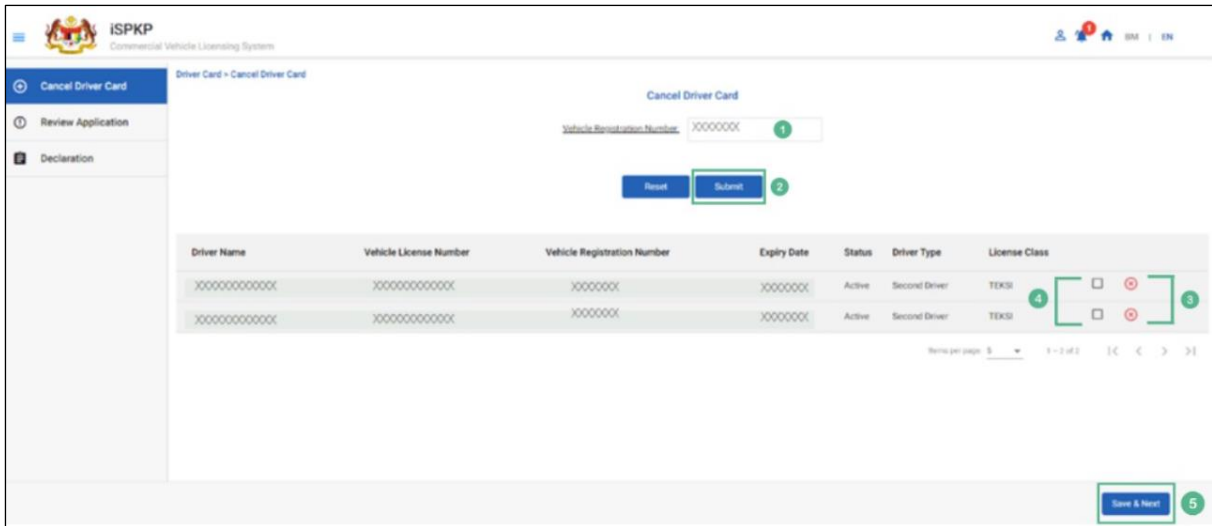


Figure 47: Cancel Driver Card - Using Vehicle Registration Number

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	MyKad / Others ID (as per Figure 46)  Or  Vehicle Registration Number (as per Figure 47)	Valid information respectively	Enter NRIC Number / Others ID as in MyKad or MyPR respectively	*Mandatory field  Text format  (Without the dashes / alphabet)
2	Submit	Initiates the renewal application	Click Submit button	*Mandatory filed  Click button  Driver information displayed as per Figure 46/47
3	Remove icon	To remove a Driver Name if the User decided not to	Click Remove icon	*Optional button  The system will automatically

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		cancel a certain driver		proceed to the next step for Cancellation Confirmation as displayed in Figure 48.
4	Confirm icon	To confirm a Driver Name for cancellation	Click Confirm icon - tick	*Optional button
5	Save & Next	To proceed with the next step	Click Save & Next button	*Mandatory field Button format

The following system prompt message will appear to confirm the cancellation decision.

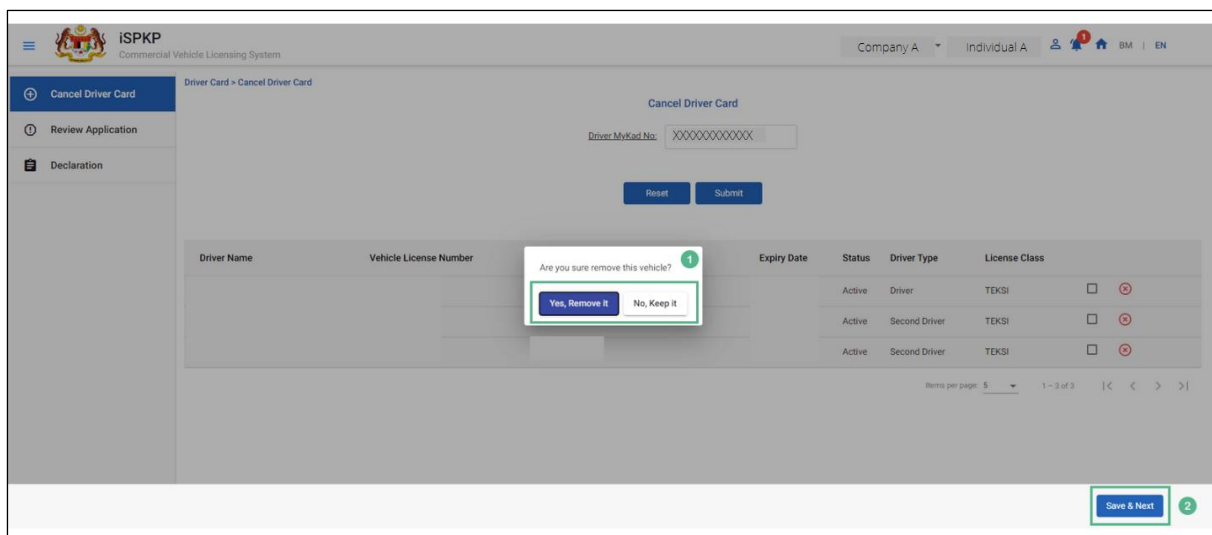


Figure 48: Cancel Driver Card - Cancellation Confirmation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Are You Sure Remove the Vehicle?	Security question to reconfirm cancellation application	Click the following options: <ul style="list-style-type: none"> <li>- Yes, Remove It</li> <li>- No, Keep It</li> </ul>	*Mandatory field Click button
2	Save & Next	Initiates the cancellation application	Click Submit button	*Mandatory filed Click button Driver information displayed as per Figure 49.

### 4.3.2 Review Application

User will review information displayed in Figure 49.

The screenshot displays the iSPKP Commercial Vehicle Licensing System interface. The top navigation bar includes the system logo, user information (Company A, Individual A), and language options (BM, EN). The main content area is titled 'Driver Card > Cancel Driver Card' and 'Review Application'. A table with the following columns is visible: Driver Name, Driver Type, Vehicle Registration Number, and License Class. The first row of the table contains masked data (XXXXXXXXXX). A green box highlights the 'Save & Next' button at the bottom right of the interface, which is accompanied by a 'Previous' button and a step indicator '1'.

Figure 49: Cancel Driver Card - Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save & Next	To proceed with the next step	Click Save & Next button	*Mandatory field Button format System Notification displayed in Figure 50.

User (Agent / Company PIC) will receive System Notification upon submission of that the Driver Card Cancel Application.

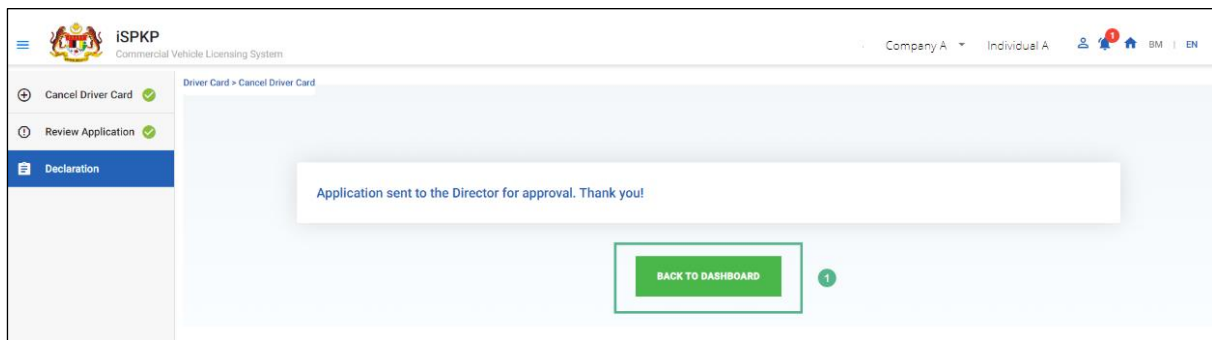


Figure 50: Cancel Driver Card - System Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to Dashboard	Redirect to Landing Page	Click on Back to Dashboard	*Optional button Application can be viewed in the Application Approval by Director as per Figure 51.

The application is viewed under Application Approval by Director as per application date and indicated as "Waiting for Approval" by the User (Agent or Company PIC).

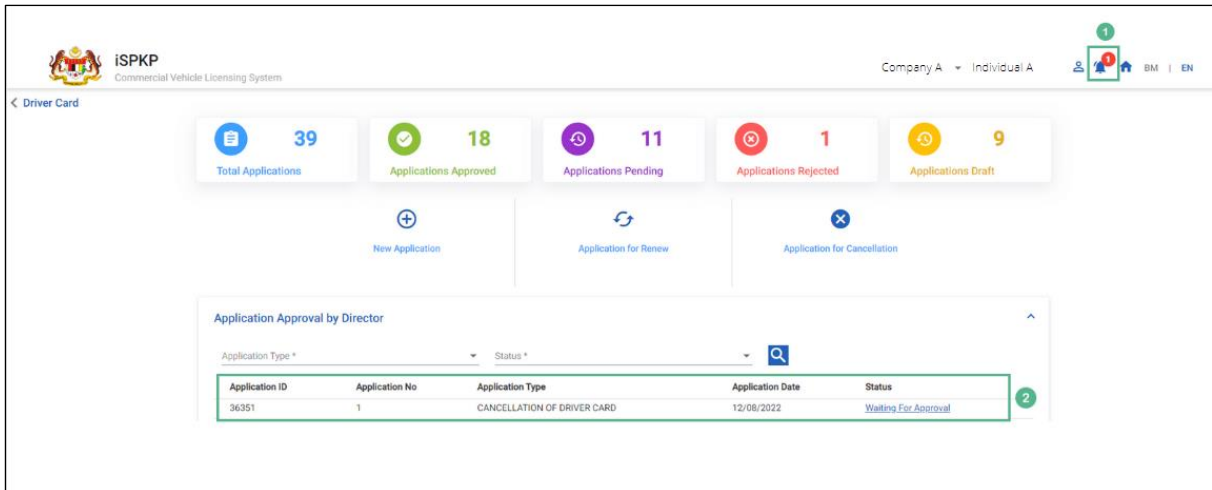


Figure 51: Application Approval by Director (Cancellation of Driver Card)

### 4.3.3 Director Approval

Upon the Agent or Company PIC submitting the Driver Card Cancel Application, the Company Director will need to Login using his credentials (User ID and Password) to approve the application.

In the event the Company Director (under Company APAD / LPKP) or Individual (in LPKP) was the User who submitted the Driver Card Renew Application, this Section 4.3.3 is not applicable.

Company Director can check Notification Bell on the top and proceed to My Approval at the bottom of the Landing Page to do the approval.



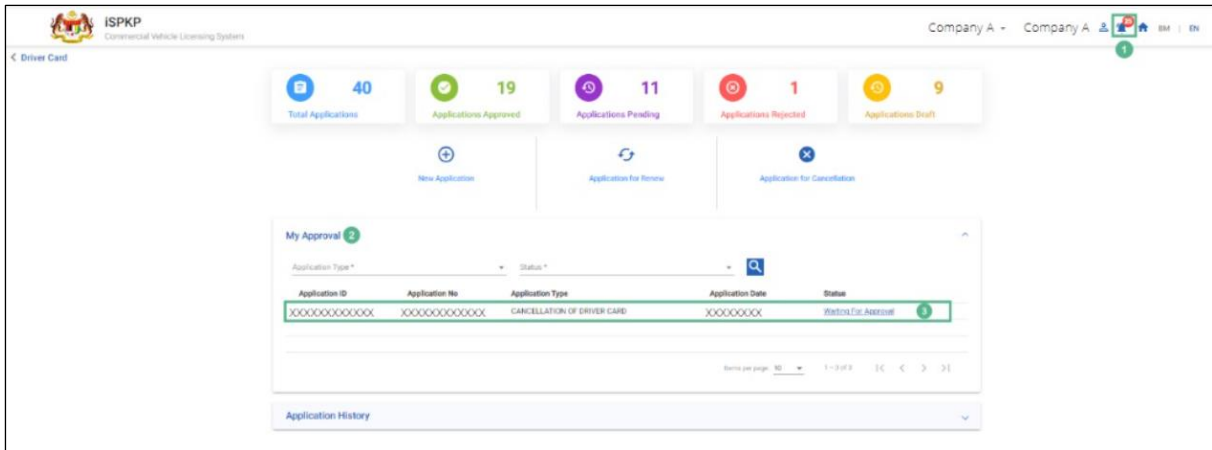


Figure 52: Application Approval by Director (Cancellation of Driver Card)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Bell Notification	List of new system messages to the Company Director	Click Bell icon	Bell icon Message displayed “Cancellation of Driver Card Application Needs Approval”.
2	My Approval	Lists all approval needing the Company Director Approval	Click on My Approval	*Mandatory field Click button Message displayed “Waiting for Approval”
3	Waiting for Approval	Select respective cancellation application for further action	Click Waiting for Approval	*Mandatory field Click button

Company Director to follow same steps hereafter under Section 4.1.4 - Figure 19 to Figure 22 to complete the approval process.

### 4.3.4 Declaration

Figure 53: Cancel Driver Card - Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	To declare that the Company Director has read and agreed to the Terms & Conditions	Tick on the Declaration box	*Mandatory field Tick button
2	Action	Company Director to make decision	Tick any of the following action:  - go to previous screen - reject - submit	*Mandatory field Tick button Once the Company Director has tick Submit, he / she will be directed to the System Notification - Cancellation Approval as

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				displayed in Figure 54.

Cancellation approval is automatic in the system.

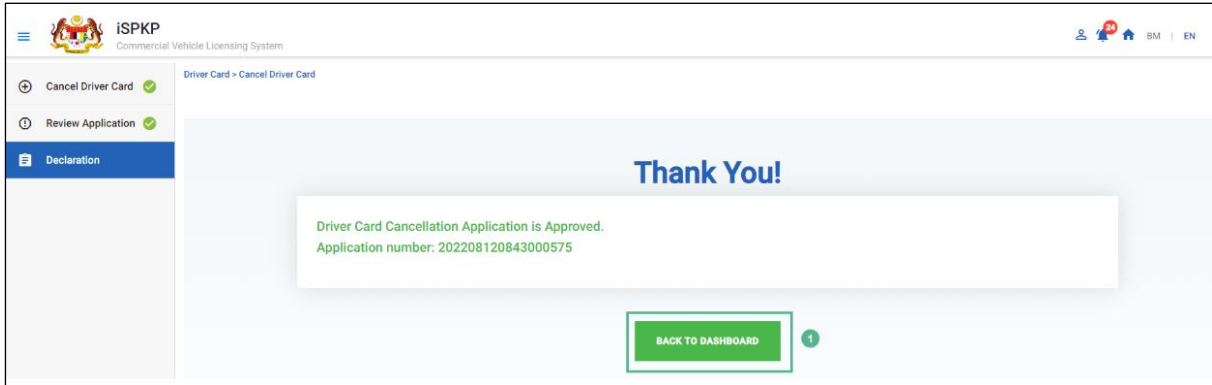


Figure 54: Cancel Driver Card - System Notification (Cancellation Approval)

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1.	Back to Dashboard	Redirected to Landing Page	Click Back to Dashboard button	*Optional Click button Landing Page is displayed as per Figure 55.

The Cancellation of Driver Card status changes from Waiting for Approval to Approved in the system.

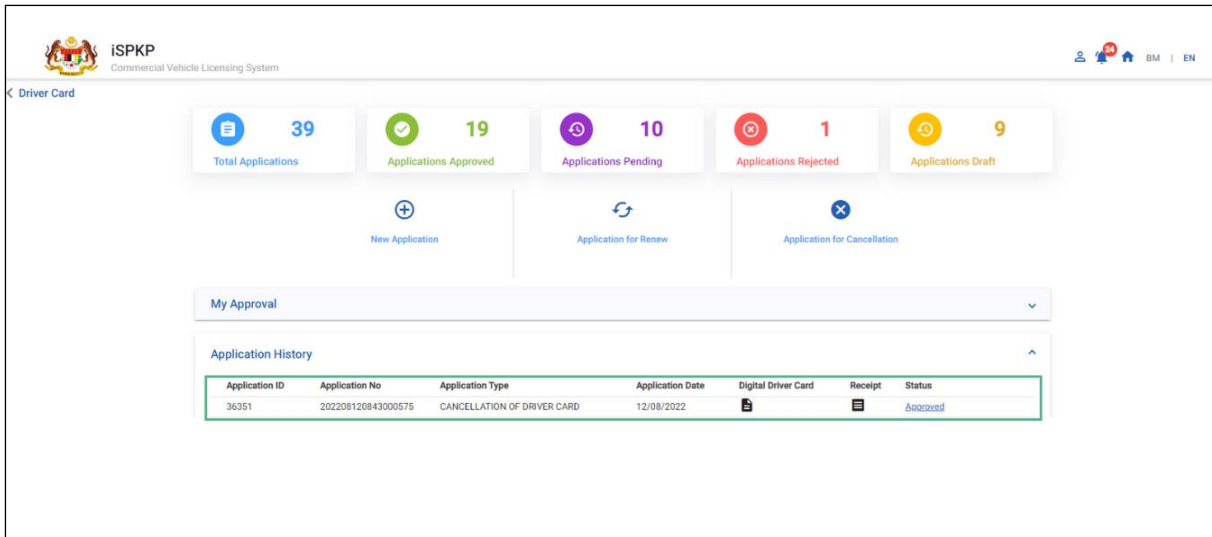


Figure 55: Driver Card - Application History (Status Updated)

Upon completing the necessary Driver Card action, the User may Logout from the system. Please refer to Section 4.4 of the Main User Manual for Logout guidance.

## **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 JPJ or SSM are down, thus the integration check cannot be done.

In such a situation, the following is advised:

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

### **5.2 Specific Errors**

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

Following is a list of such errors:

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
1	User may wrongly key-in MyKad No / MyPR No / Vehicle No 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 MyKad / MyPR / Vehicle Registration Card.
2	User may encounter error when keying-in an existing Driver MyKad No / MyPR No / Vehicle No whereby the data is not found in iSPKP system. This could be due to data migration issue.	The following system message will appear:  “No matching historical data”	User is advised to manually key-in the information.
3	User may accidentally leave the mandatory field blank as follows:  - Driver information - Vehicle information	The field is highlighted in red.	User to key-in information in the correct format and the red line is changed to black line
4	User may overlook to click on the “I Accept” button	The following system message will appear:	User is advised to click the “I Accept” button to submit the application

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

Table 5: Types of Errors and How to Rectify

### 5.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXXX

Email Support: XXXXXXXXXXXXX