KEMENTERIAN PENGANGKUTAN MALAYSIA

COMMERCIAL VEHICLE LICENSING SYSTEM (iSPKP)

iSPKP SYSTEM USER MANUAL (FRONT-END)

INTERMEDIATION BUSINESS LICENSING MANAGEMENT MODULE

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

- The User Manual shall provide a step-by-step instruction to the User with regards to the Intermediation Business Licensing Management Module.
- This User Manual will be used by the User which provides details on the activities and steps on the various sub-menus available in the Intermediate Business Licensing 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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Please refer to separate Appendix document for details.

Appendix 1: Acronyms

Appendix 2: General Terms

1. INTRODUCTION

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

1.1 Purpose and Scope

- This document provides an introduction to the Intermediation Business Licensing Management module and the guidelines & steps on the various sub-menus available in the Intermediation Business Licensing Management module 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 Intermediation Business Licensing Management module.
2	Module Overview	This section is a high level description of the iSPKP system functionality.

Section No.	Section Title	Section Description
3	Module Functionality Description	This section provides an overview of different functions available in the Intermediation Business Licensing Management Module in managing the various processes involving Intermediation Business Licensing.
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-menus available in the Intermediation Business Licensing Management module via the iSPKP system.
5	Error Handling	This section guides the User on what to do in the event the User is not able to access the iSPKP system and also how to rectify errors during keying-in process so that User will be able to proceed to the next section or complete a certain activity.

Table 1: Document Organization

1.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXXX

Email Support: XXXXXXXXXXX

1.4 List of References

- This Intermediation Business Licensing Management User Manual is written in reference to the sources below:

No.	Source
1.	Land Public Transport Act 2010 (ACT 715) – 15 January 2019
2.	Road Transport Act 1987 (Act 333)
3.	Personal Data Protection Act 2010
4.	Website APAD (https://www.apad.gov.my/) Website LPKP Sabah (http://www.lpkpsabah.gov.my/lpkp/index.php/ms-my/) Website LPKP Sarawak (http://www.lpkpsarawak.gov.my/lpkp/en/node/42)
5.	KRISA Document Template (https://sqa.mampu.gov.my/index.php/ms/tempat-artifak/dokumen-pembangunan-sistem)
6.	Main iSPKP System User Manual Document

Table 2: List of References

The Intermediation Business Licensing Management Module is mainly focused on Intermediation Business Licensing related processes consisting of the various sub-menus available in the Intermediation Business Licensing Management module.

1.5 System Overview

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

1.6 Glossary

Kindly refer to Appendix 2 – General Terms.

1.7 Important Reminders

- Please read through the respective sections carefully in the User Manual before proceeding.
- Documents uploaded into the iSPKP system as supporting documents must be in PDF format with a maximum file size of 3MB each. Details of supporting documents are stated under

the respective Upload Supporting Documents section.

- The iSPKP system is capable of detecting errors made when keying in your data by highlighting the error in red. This serves as a guide for you to fill in your data correctly and enables successful application submission with the correct information provided.
- Applications must be duly completed with relevant supporting documents failing which the submission will not go through.
- If left idle for 5 minutes, the User will be automatically logout from the system.
- The iSPKP system is available in two languages - Bahasa Malaysia and English. In the iSPKP Login Page, users will be able to select the preferred language before logging into the system.

2. MODULE OVERVIEW

2.1 Purpose

This section provides an overview of the Intermediation Business Licensing Management Module for the purpose of the various sub-menus available in the Intermediation Business Licensing Management module in the iSPKP system.

2.2 Module Description

The Intermediation Business Licensing module enables the User to perform the key activities related to Intermediation Business Licensing Management module in the iSPKP system.

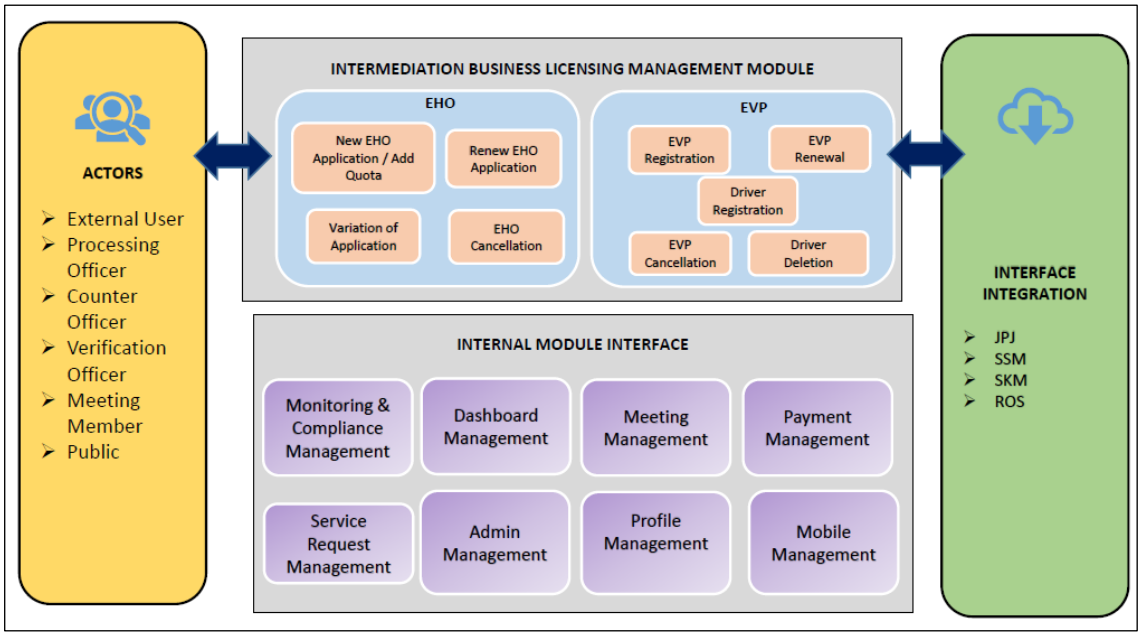


Figure 1: High Level Intermediation Business Licensing Management Module

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

The IBL sub-Modules consist of 9 types of processes that are New EHO Application / Add Quota, Renew EHO Application, Variation of Application, EHO Cancellation, EVP Registration, EVP Renewal, Driver Registration, EVP Cancellation and Driver Deletion. This Module also integrates with the Monitoring & Compliance Management Module, Dashboard Management Module, Meeting Management Module, Payment Management Module, Service Request Management Module, Admin Management Module, Profile Management Module & Mobile Management Module.

3. MODULE FUNCTIONALITY DESCRIPTION

The Users are the Company Director and Company PIC. In the case of LPKP Sabah / LPKP Sarawak, this includes Individuals as well.
Each will have specific role for the Intermediation Business Licensing Management module in the iSPKP system which will be elaborated under Section 3.2.

3.1 Intermediation Business Licensing Management Functionality

This module is divided into 2 parts (Licensing & Permit) for E-Hailing Company.

EHO (License Customer who manage the Intermediation Business License business).

The Operator must have License to operate all their vehicles licensed and ensure that their driver(s) have a valid Driving License and Public Service Vehicle (PSV) Permit prior to performing the following functions. Additionally, the Operator must have their Profile set-up in the Profile Management Module before proceeding further.

3.1.1 New EHO Application / Add Quota

The E-Hailing company wishing to start operation is required to register License Application for Customer to apply / add quota.

3.1.2 Renew EHO Application

The Operator is required to renew the license before the expiry date to avoid any interruption to its operation.

3.1.3 EVP Renewal

Once EHO license is renewed, the E-Hailing Company is also required to renew the EVP.

3.1.4 Variation of Application

In the event of changes to the company's shareholders, the operator will be able to use the Variation option to effect the changes in the iSPKP system.

3.1.5 EHO Cancellation

The E-Hailing Company can cancel the licensing application once EVP is cancelled.

3.1.6 EVP Registration

If the E-Hailing Company succeeds in applying for a EHO license, it is required to register the vehicle permit (EVP).

3.1.7 Driver Registration

The E-Hailing Company is required to register the driver upon successful registration of the vehicle permit.

3.1.8 EVP Cancellation

If the E-Hailing Company intends to terminate its services, they are required to cancel the EVP before cancelling the EHO license.

3.1.9 Driver Deletion

Driver's details registered can be deleted from the system.

3.2 User Types and Roles

There are different types of Users involved in the Intermediation Business Licensing module. As these Users access the system, their names are displayed at the top right hand of the Landing Page as follows:

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

Table 3: Intermediation Business Licensing – User Name Display on Landing Page

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

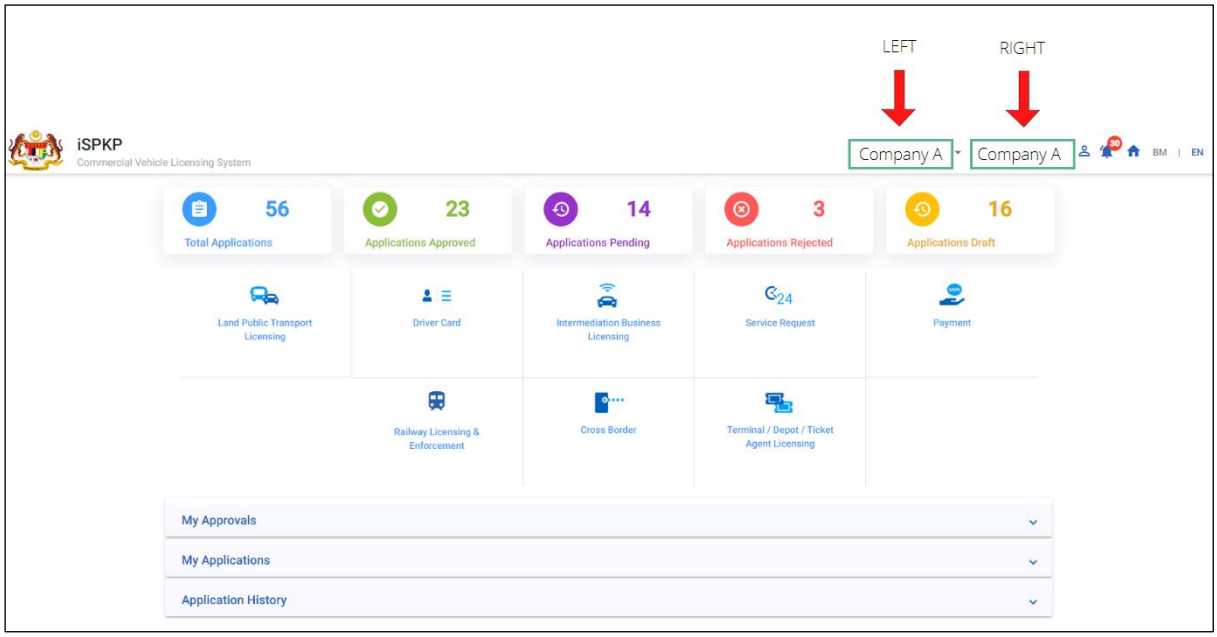


Figure 2: Intermediation Business Licensing – User Name Display on Landing Page

Each of these Users performs specific roles as below:

Sub Module Type	USER TYPE		
	Company Director	Company PIC	Company Agent
New EHO Application / Add Quota	/	/	X
Renew EHO Application	/	/	X
EVP Renewal	/	/	X
Variation of Application	/	/	X
EHO Cancellation	/	/	X
EVP Registration	/	/	X
Driver Registration	/	/	X
EVP Cancellation	/	/	X
Driver Deletion	/	/	X

Table 4: Intermediation Business Licensing – 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 EHO Application / Add Quota

User will apply for a new EHO License & add quota. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

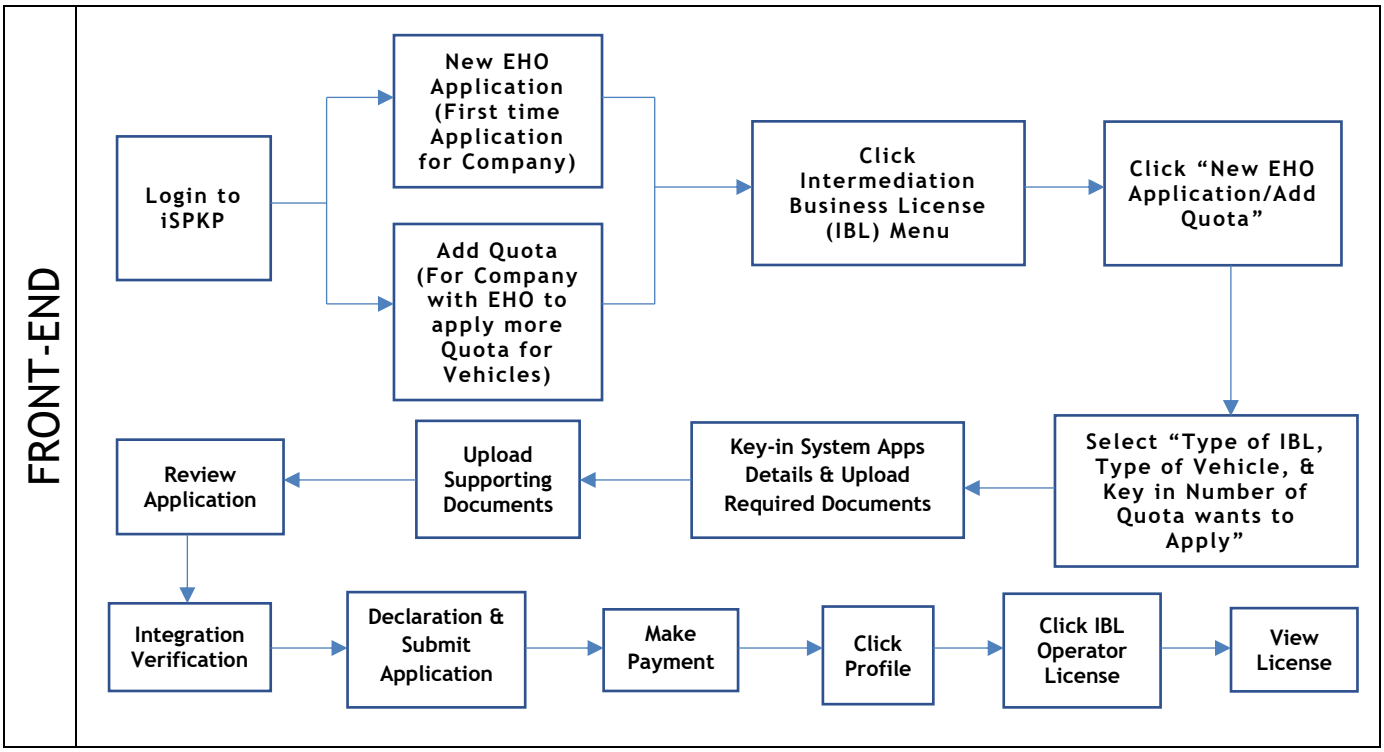


Figure 3: New EHO Application/Add Quota Process Flow

4.1.1 New EHO Application

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).

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

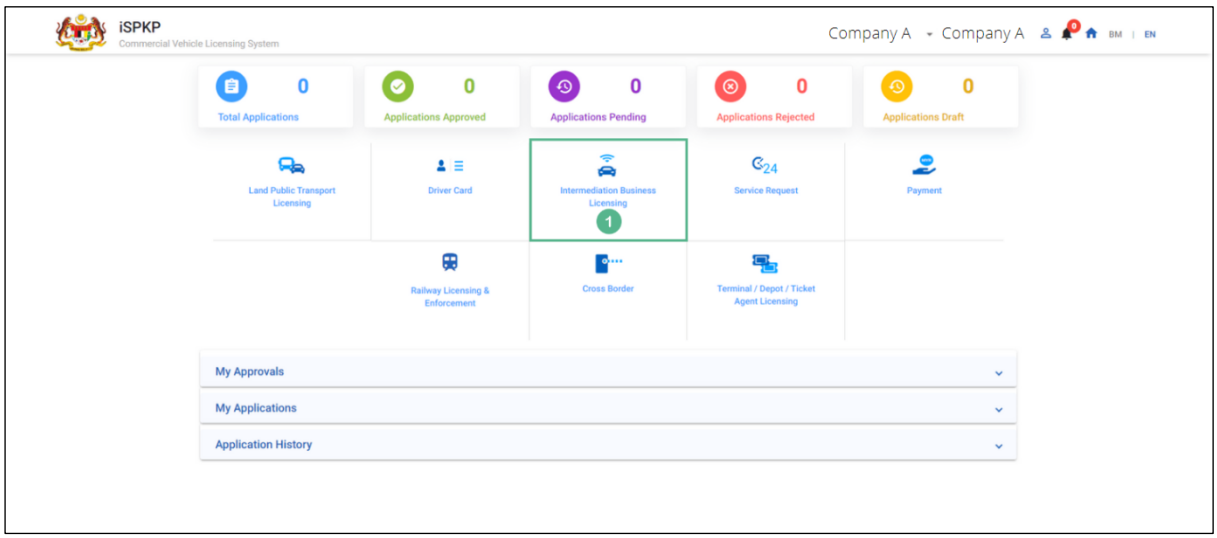


Figure 4: Landing Page – Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	* Mandatory field. Click button. Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				sub-menus will be displayed as shown in Figure 5.

The Company Director / PIC will then apply for a new EHO Application. Intermediation Business licensing sub-menu will be displayed as follows:

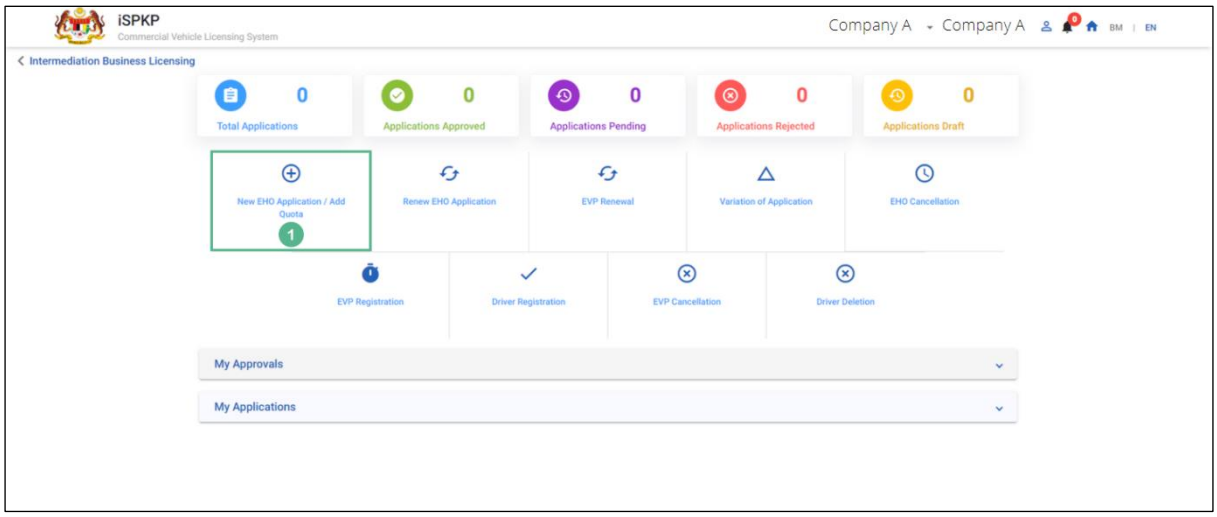


Figure 5: New EHO Application / Add Quota

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New EHO Application / Add Quota	This sub-menu will initiate the process for New EHO Application / Add Quota.	User to click "New EHO Application / Add Quota" sub-menu.	Click button. User to proceed to next screen as shown in Figure 6.

The example below is for a Company that has applied for EHO Licensing of a private vehicle adding 10 Quota. Upon selection of New EHO Application, the details of the same will auto-populate as shown below:

4.1.1.1 EHO – New Application

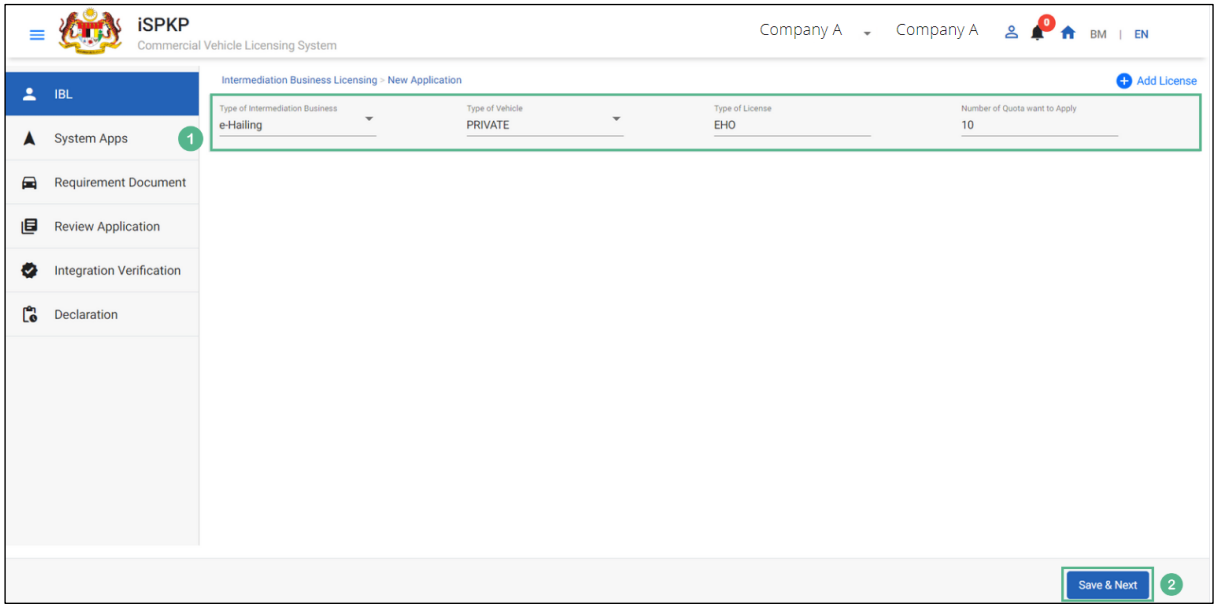


Figure 6: EHO - New Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EHO New Application	Allows user to apply for a new EHO application for Intermediation Business Licensing.	User to select from the dropdown: - Type of Intermediation Business- e-Hailing (Selected) - Type of Vehicle Private (Selected)	Dropdown Button / Text.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Type of License - – Key-in EHO - Key-in Number of Quota wants to apply.	
2	Save & Next	Enables saving of changes.	User to click on “Save & Next” button.	*Mandatory field. Click button. User to proceed to next screen as shown in Figure 7.

The Company Director will log in to the System Apps using Customer Username / Password to upload the supporting documents. The Driver can also log in through the App URL- grab.com, to check the status of the application. Below screen will auto populate as the New Application information is saved:

4.1.1.2 System Apps

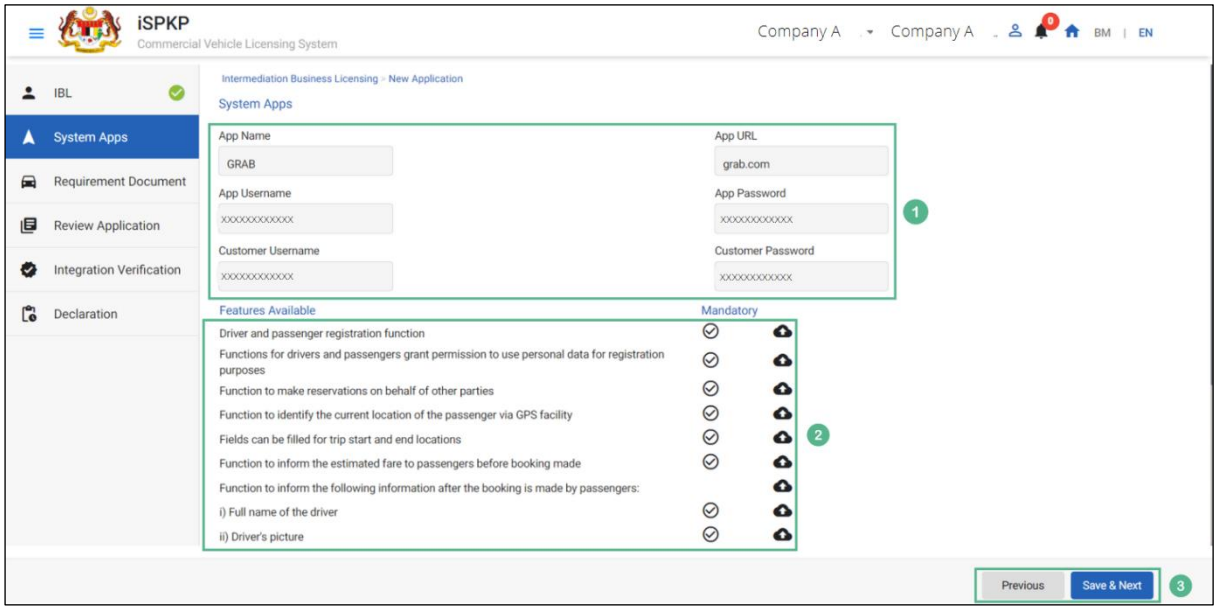


Figure 7: Intermediation Business Licensing - System Apps & Features Available

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	System Apps	User may be able to login in to application for further action using credentials.	User to key-in following information: - App Name - App URL - Customer Username - Customer Password	*Mandatory Field. Details should be carefully entered to avoid rejections.
2	Features Available	User will be able to upload the required documents.	User to select & upload the required supporting documents like: - Driver & Passenger	*Mandatory Field. User to follow Sec.1.7 of the manual as guideline for

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			Registration function. - Function of drivers & passengers grant permission to use personal data for registration purposes. - Functions to make reservations on behalf of other parties. - Other Supporting Documents.	document uploads.
3	Previous/ Save & Next.	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 8.

The Company Director / PIC will upload the required supporting document, as shown below:

4.1.1.3 Requirement Document

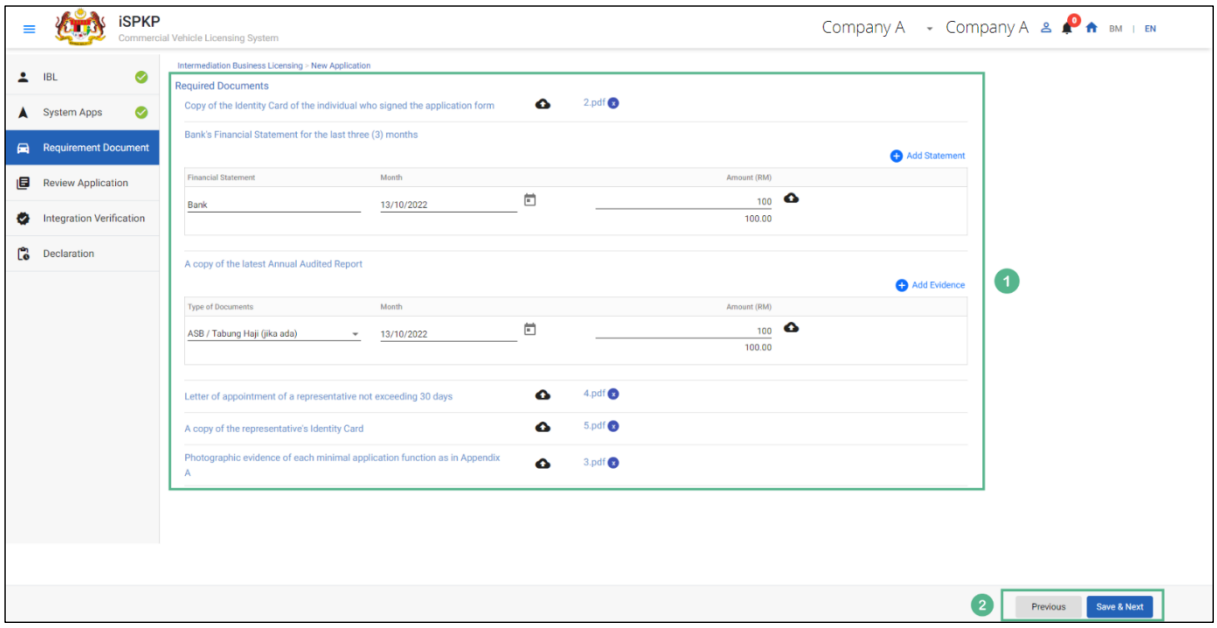


Figure 8: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to Upload required documents & Key in Financial statement	User to click the Upload Icon & upload the document(s) and Key in the necessary info required	*Mandatory field. Upload icon. Multiple documents can be uploaded for each field. - If no document is uploaded, there is a system message will prompt "Please select

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				a file" message will appear.
2	Previous/ Save & Next.	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 9.

Upon uploading the supporting documents, The Company Director / PIC can review the application before proceeding for further action, as shown below:

4.1.1.4 Review Application

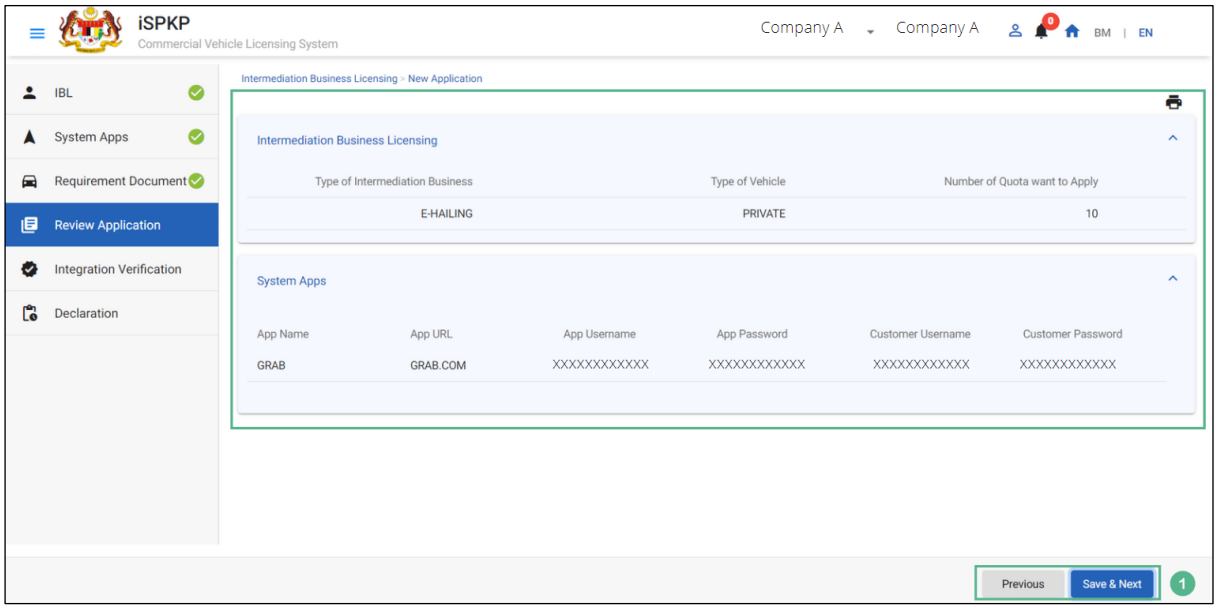


Figure 9: Intermediation Business Licensing- Review application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables User to Review Application & decide on next action.	User to Review Application details: - Type of Intermediation Business - Type of Vehicle - Number of Quotas want to apply - App Name - App URL - Customer Username - Customer Password User will select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, details will be saved & the following screen will be displayed as shown in Figure 10.

After reviewing the application details & information, the Company Director / PIC will proceed for Integration Verification & check through SSM System the type of Validation Status of the company, as shown below:

4.1.1.5 Integration Verification

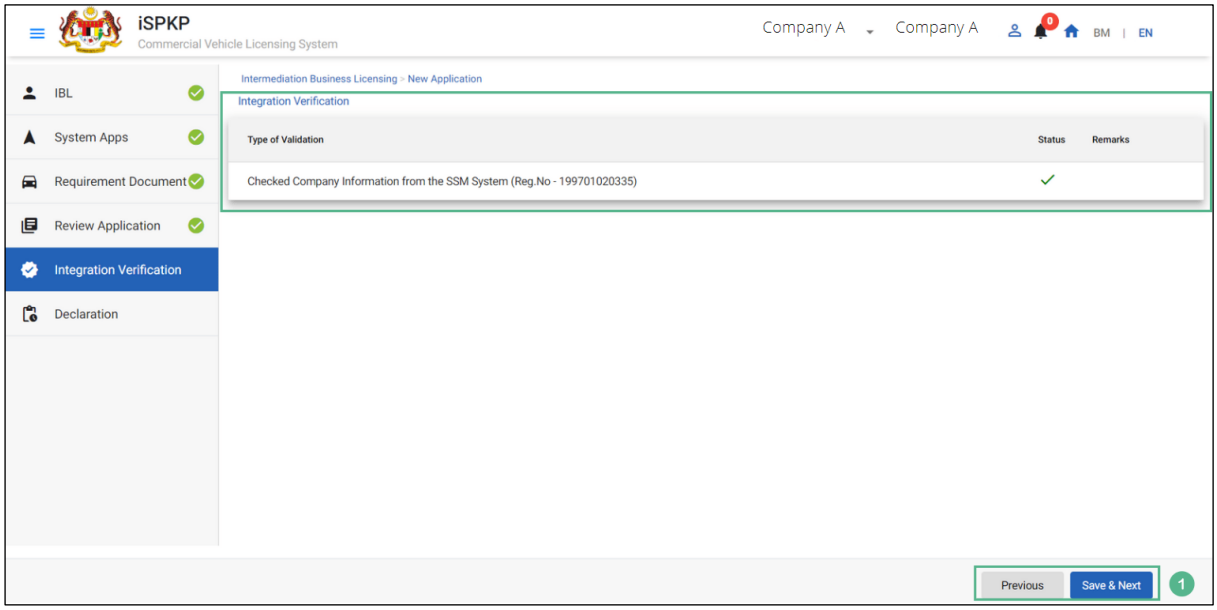


Figure 10: Intermediation Business Licensing- Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables user to decide on next action.	After Integration Verification, User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 11.

The company director will have to declare and self-validate that the information provided is true to his knowledge, as shown below.

4.1.1.6 Declaration

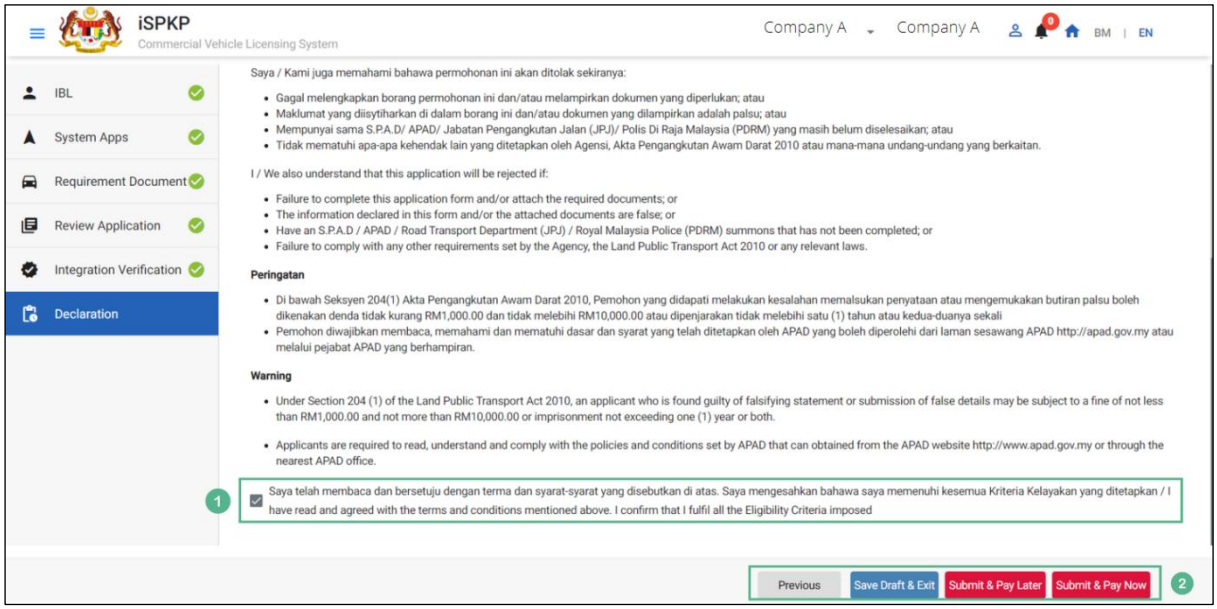


Figure 11: Intermediation Business Licensing- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	User declares he / she has read & understood the terms & conditions and provided true & accurate information.	User to select checkbox.	Click 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 (Selected)	Click button. Save Draft & Exit- User has 30 days window period, he/ she can re-login to make

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				payment within duration allotted. Submit & Pay Later- User can visit the APAD/LPKP counter to submit payment offline through Debit/ Credit Card/ Bank Draft. Submit & Pay Now- User will proceed with the Payment instantly.

4.1.1.7 Payment

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

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

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

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

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

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

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

4.1.1.8 License Issuance

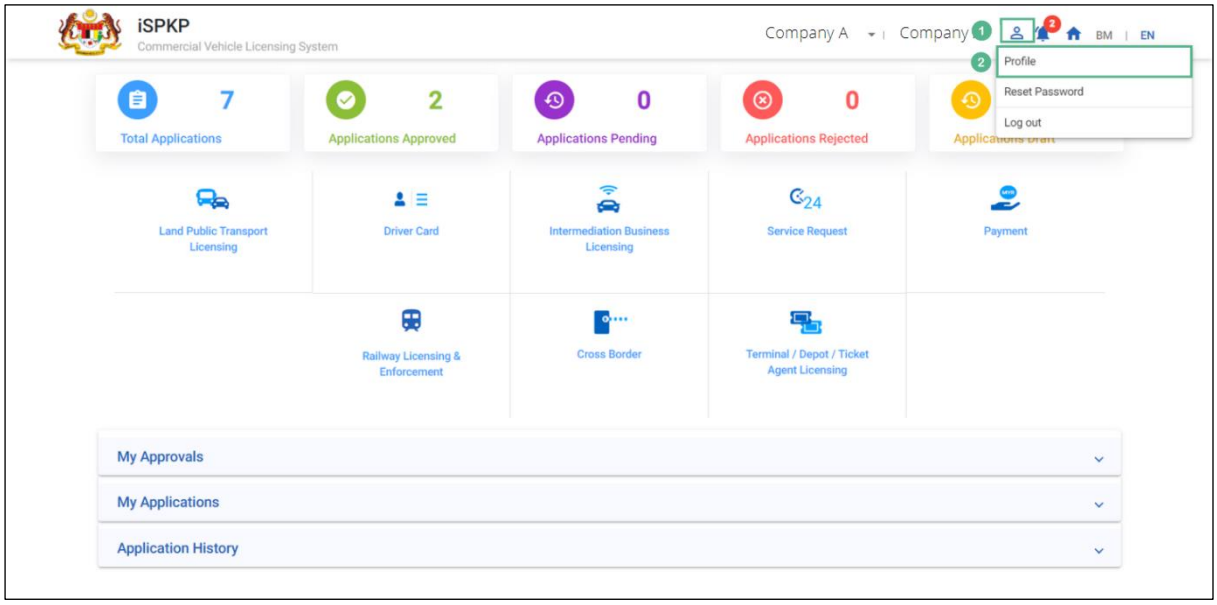


Figure 12: Landing Page – Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to select "Profile" option.	Click. A screen will auto populate as shown in Figure 13.

Upon login into the profile, the user will be able to view the license generated, as shown below:

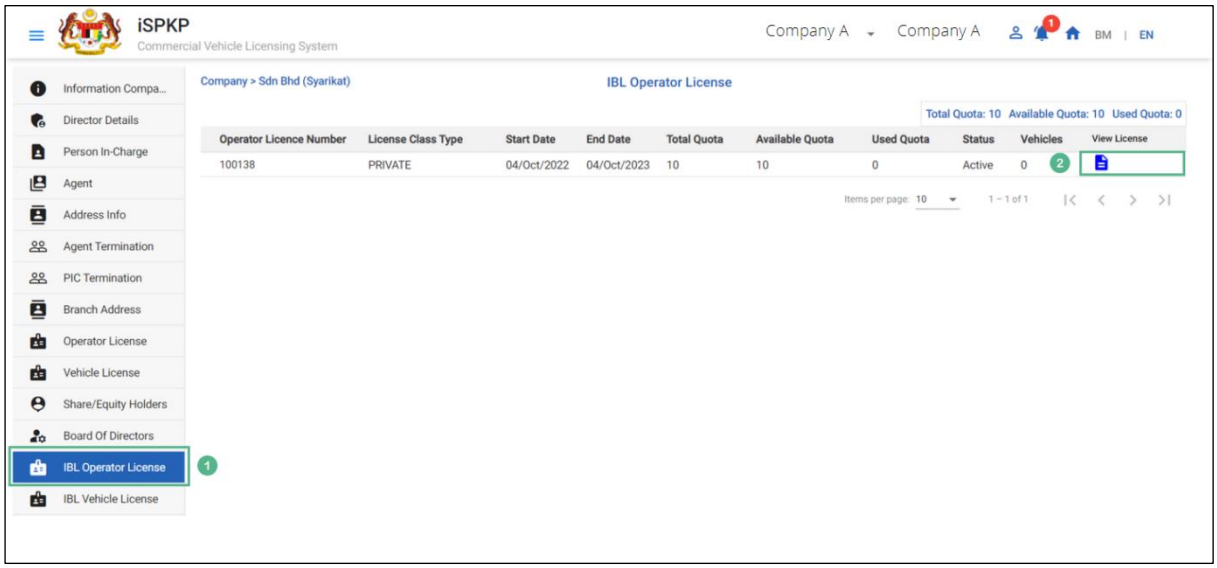


Figure 13: IBL Operator License- View License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Operator License	Allows user to view the license details: - Operator License Number - License Class Type - Start Date - End Date - Total Quota - Available Quota - Used Quota - Status - Vehicles	User to click on "IBL Operator License" from the sub-menu.	Click sub-menu.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- View License		
2	View License	Allows user to view the license issued.	User to click on "View License".	Click field.

License will be displayed on the screen. The user can download & take a print of the same. A sample license is shown below:

KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

LESEN PERNIAGAAN PENGANTARAN

Adalah dengan ini diperakukan bahawa pemegang lesenyang dinyatakan di bawah ini telah dilesenkan mengikut Akta Pengangkutan Awam Darat 2010. Lesen ini tertakluk kepada perntukan di bawah Akta Pengangkutan Awam Darat 2010 dan syarat-syarat yang ditetapkan oleh ketua pengangkutan Awam Darat seperti dilampirkan.

Nombor lesen pemiagaan pengantaraan	:	100138
Nama pemegaang lesen pemiagaan pengantaraan	:	PALM-OLEO (KLANG) SDN. BHD.
Nama Aplikasi	:	GRAB
Alamat Bedaftar	:	LOT 1 & BUKIT RAJA INDUSTRIAL ESTATE 2, SOLOK WAJA 3 KLANG SELANGOR MALAYSIA 41050
Tarikh Mula Kuatkuasa Permit	:	04/10/2022
Tarikh Sahlaku Permit Sehingga	:	04/10/2023

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

KHAIRUNNISA BINTI ZAKARIA
Bertarikh: 04/10/2022

Figure 14: IBL Operator License (Sample)

4.1.2 Add Quota (EVP)

Upon receiving the license, The Company Director/ PIC, if willing to add Quota may apply for the same. The User will need to Login to the iSPKP system. Please refer to Section 4.1 of the Main User Manual for Login guidance.

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

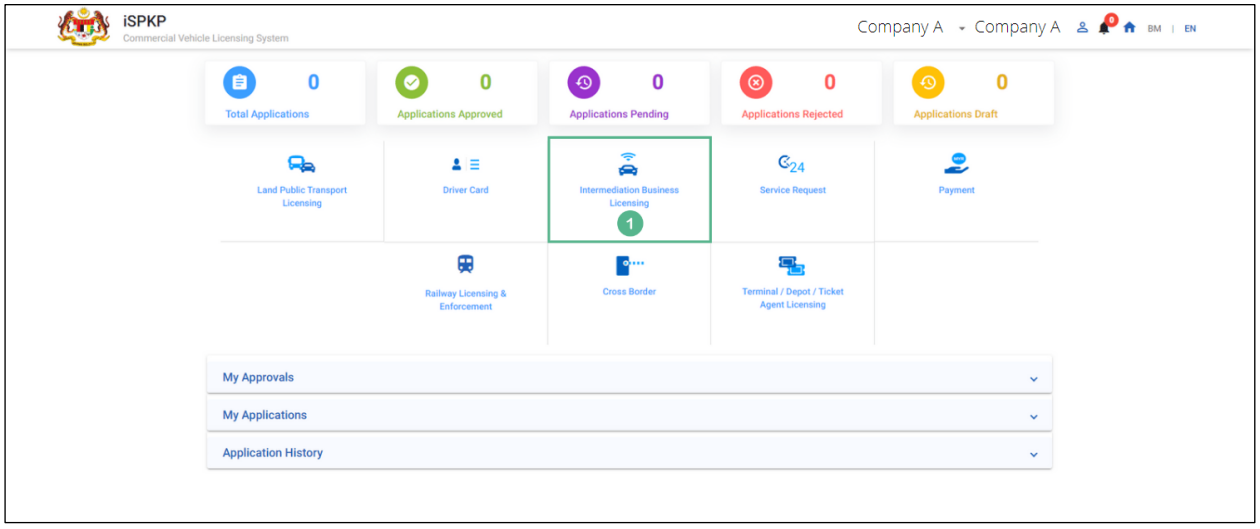


Figure 15: Landing Page – Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	* Mandatory field. Click button. Intermediation Business Licensing sub-menus will be displayed as

				shown in Figure 16.

The Company Director / PIC will then apply to add quota. Intermediation Business licensing sub-menu will be displayed as follows:

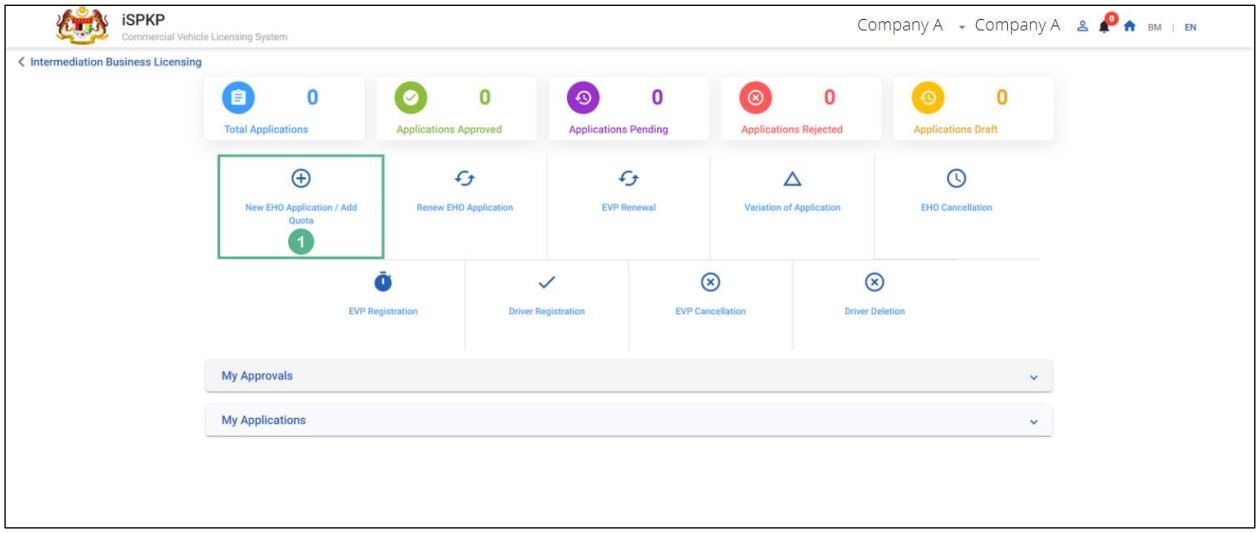


Figure 16: New EHO Application / Add Quota

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	New EHO Application / Add Quota	This sub-menu will initiate the process to Add Quota.	User to click "New EHO Application / Add Quota" sub-menu.	Click button. User to proceed to next screen as shown in Figure 17.

The example below is for a Company that has private vehicles applying to add 20 Quota. After issuance of an EHO License, the type of license changes from EHO to EVP. Upon selection of New EHO Application/ Add Quota, the details of the same will auto-populate as shown below:

4.1.2.1 EHO – New Application

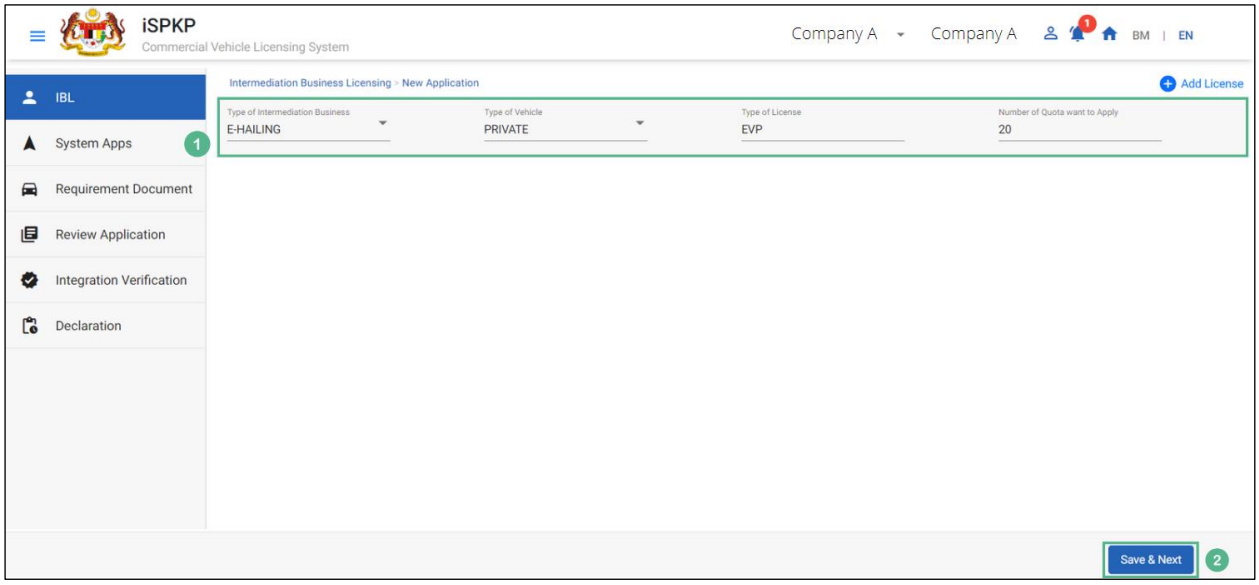


Figure 17: EHO - New Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EHO - New Application	Allows user to add quota for Intermediation Business Licensing.	User to select from the dropdown: - Type of Intermediation Business- e-Hailing (Selected) - Type of Vehicle (Private Selected) - Type of License – EVP (auto populate) - Number of Quota want to	Dropdown Button.

			apply- 20 (Key-in).	
2	Save & Next	Enables saving of changes.	User to click on “Save & Next” button.	*Mandatory field. Click button. User to proceed to next screen as shown in Figure 18.

The Company Director will log in to the System Apps using Customer Username / Password to upload the supporting documents. Below screen will auto populate as the Quota added is saved:

4.1.2.2 System Apps

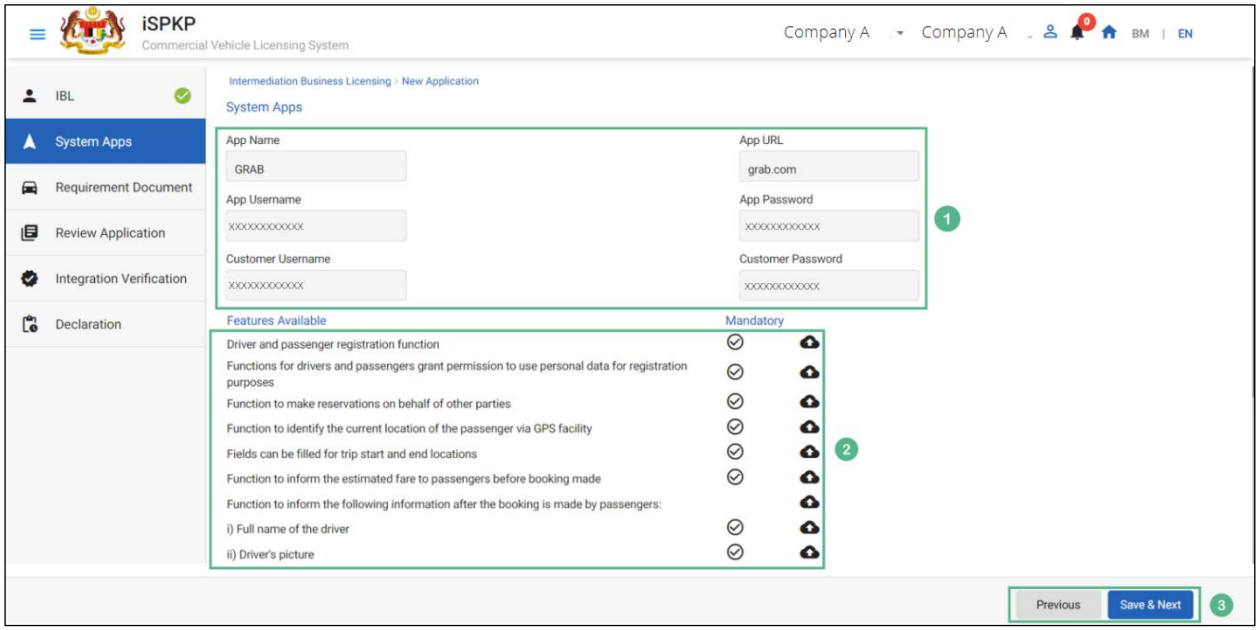


Figure 18: Intermediation Business Licensing- System Apps & Features Available

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	System Apps	User may be able to login in to application for further action using credentials.	User to key-in following information: - App Name - App URL - Customer Username - Customer Password	*Mandatory Field. Details should be carefully entered to avoid rejections.
2	Features Available	User will be able to upload the required documents.	User to select & upload the required supporting documents like: - Driver & Passenger	*Mandatory Field. User to follow Sec.1.7 of the manual as

			Registration function. - Function of drivers & passengers grant permission to use personal data for registration purposes. - Functions to make reservations on behalf of other parties. - Etc.	guideline for uploading documents.
3	Previous/ Save & Next.	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking “Save & Next” button, the screen will be displayed as shown in Figure 19.

4.1.2.3 Requirement Document

The Company Director / PIC will upload the required supporting document, as shown below:

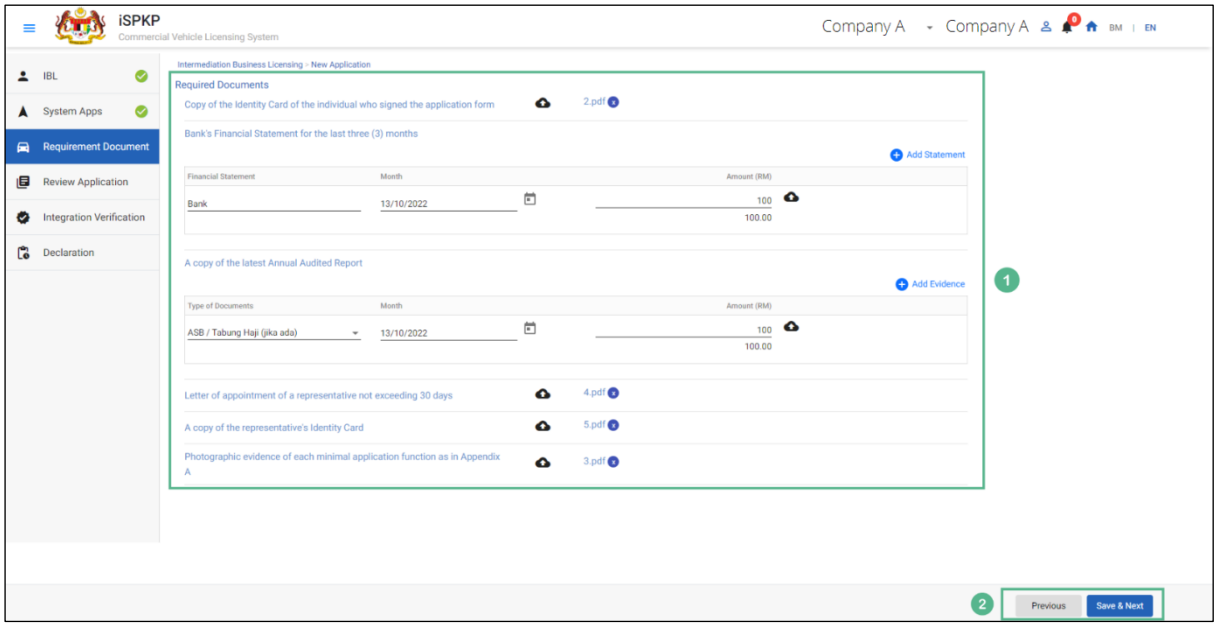


Figure 19: Upload Supporting Documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This applies to Upload required documents & Key in Financial statement	User to click the Upload Icon & upload the document(s) and Key in the necessary info required	*Mandatory field. Upload icon. Multiple documents can be uploaded for each field. - If no document is uploaded, there is a system

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				message will prompt "Please select a file" message will appear.
2	Previous/ Save & Next.	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 20.

Upon uploading the supporting documents, The Company Director / PIC can review the application before proceeding for further action, as shown below:

4.1.2.4 Review Application

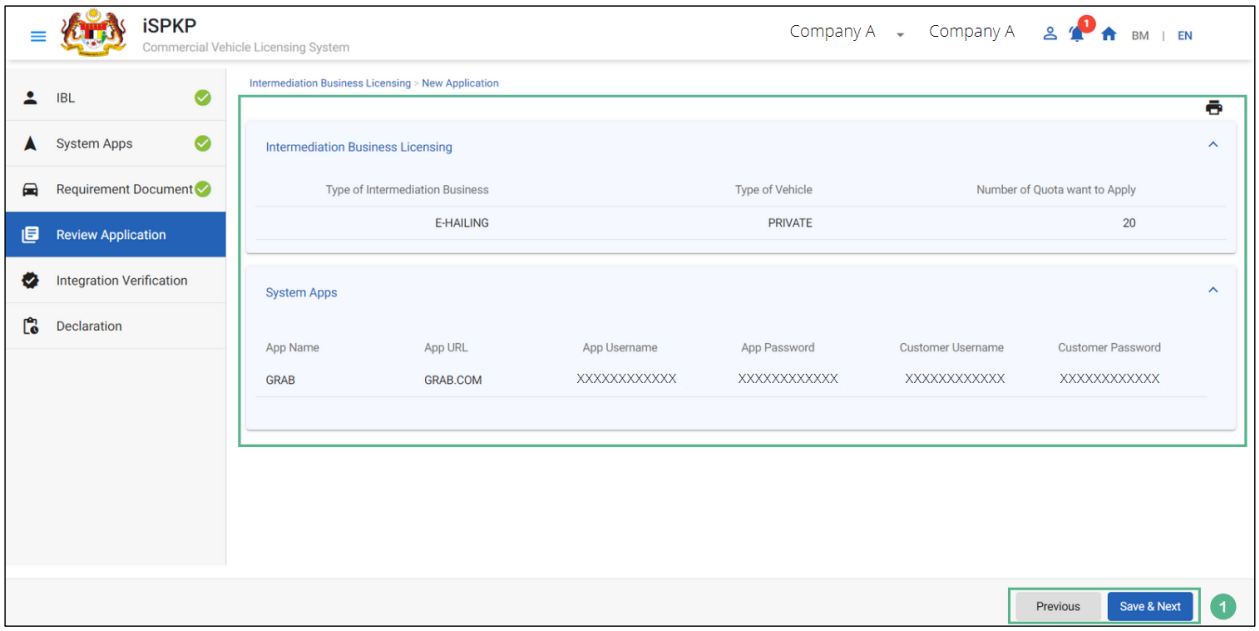


Figure 20: Intermediation Business Licensing- Review application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables User to Review Application & decide on next action.	User to Review Application details: - Type of Intermediation Business - Type of Vehicle - Number of Quotas want to apply - App Name - App URL - Customer Username - Customer Password	Click button. Upon clicking "Save & Next" button, details will be saved & the following screen will be displayed as shown in Figure 21.

			User will select Action button as per options: - Previous - Save & Next (Selected)	

After reviewing the application details & information, the Company Director / PIC will proceed for Integration Verification & check through SSM System the type of Validation Status of the company, as shown below:

4.1.2.5 Integration Verification

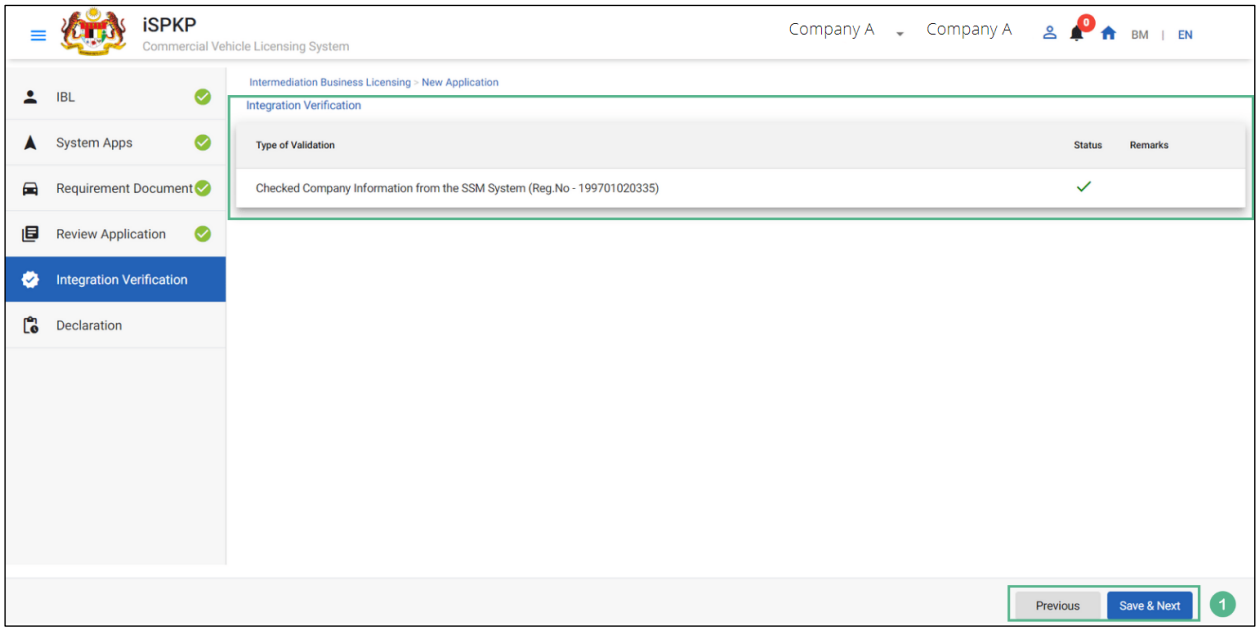


Figure 21: Intermediation Business Licensing- Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables user to decide on next action.	After Integration Verification, User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 22.

The Company Director (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below:

4.1.2.6 Declaration

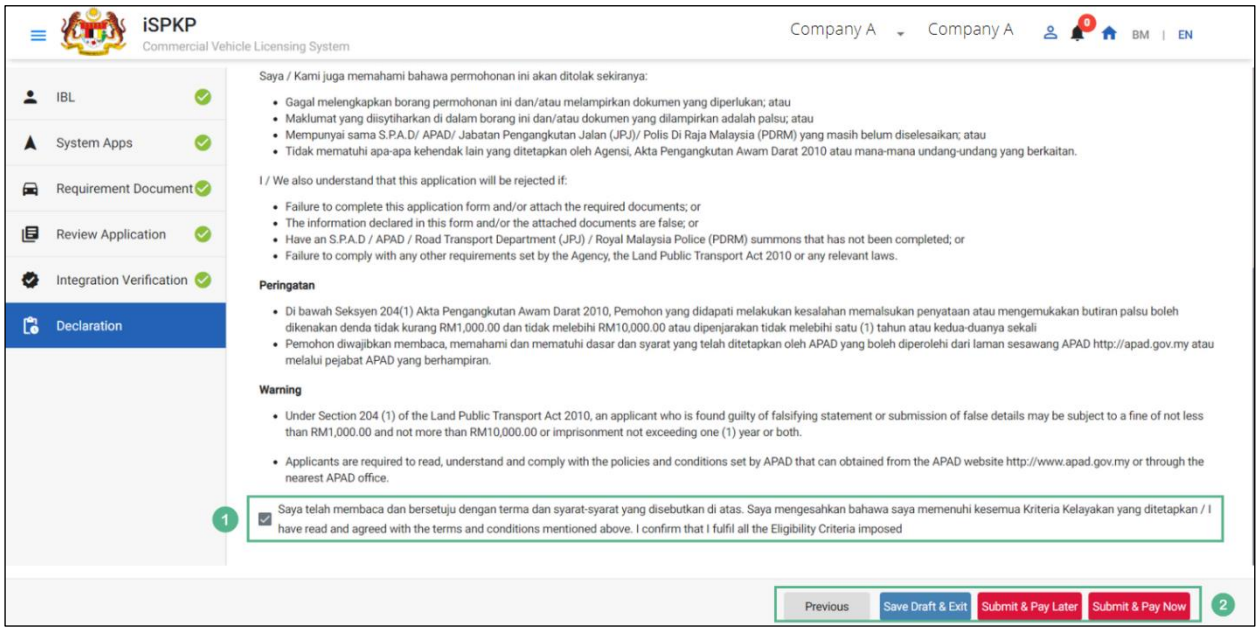


Figure 22: Intermediation Business Licensing- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration	User declares he / she has read & understood the terms & conditions and provided true & accurate information.	User to click checkbox.	Click 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 (Selected)	Click button. Save Draft & Exit- User has 30 days window period, he/ she can re-login to make payment within duration allotted. Submit & Pay Later- User can visit the APAD/LPKP counter to submit payment offline through Debit/ Credit

				card/ Bank Draft. Submit & Pay Now- User will proceed with the Payment instantly.

4.1.2.7 Payment

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

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

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

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

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

Then the application goes to backend for processing and meeting approval. Upon approval there will be a notification to customer to make

payment for Licensing Fee and thereafter the license will visible to the applicant.

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

4.1.2.8 License Issuance

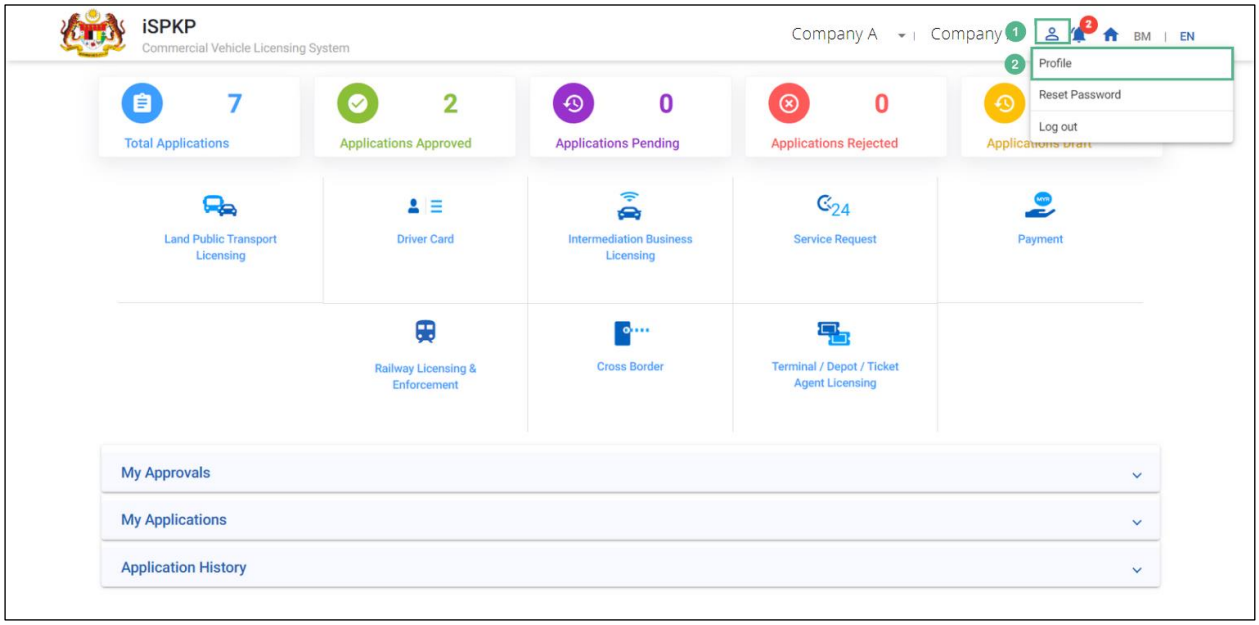


Figure 23: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password	User to click Icon.	Click icon.

		- Log Out		
2	Profile	User will be able to log-in to his/ her Profile.	User to select "Profile" option.	Click menu. A screen will auto populate as shown in Figure 24.

Upon login into the profile, the user will be able to view the license generated, as shown below:

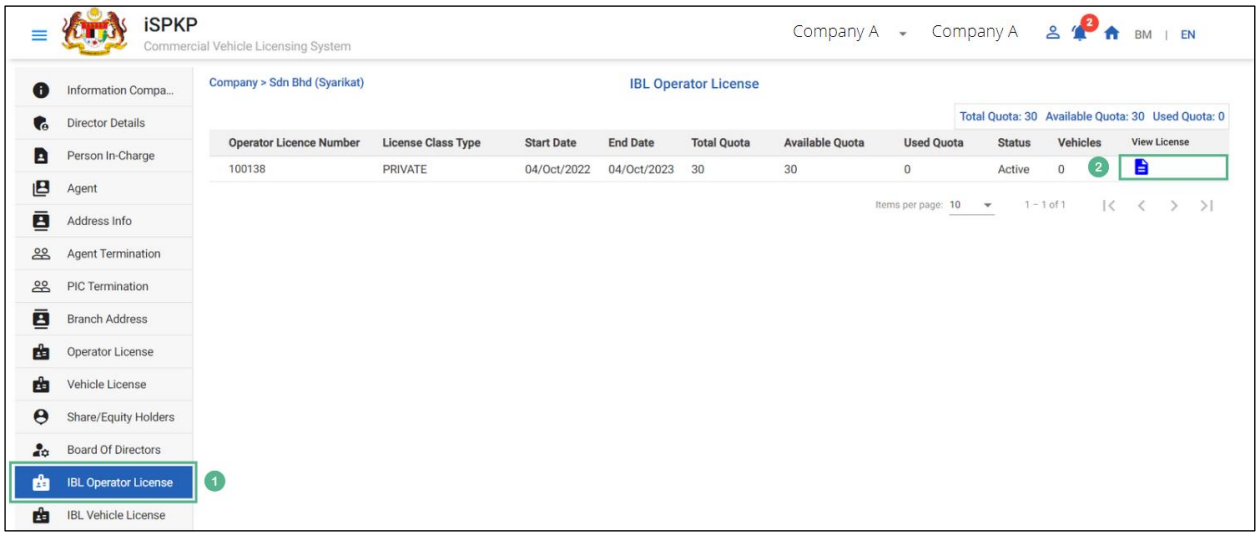


Figure 24: IBL Operator License- View License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Operator License	Allows user to view the license details: - Operator License Number - License Class Type	User to click on "IBL Operator License" from the sub-menu.	Click sub-menu.

		- Start Date - End Date - Total Quota - Available Quota - Used Quota - Status - Vehicles - View License		
2	View License	Allows user to view the license issued.	User to click on “View License”.	Click field.

License will be displayed on the screen. The user can download & take a print of the same. A sample license is shown below:

AGENSI PENGANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT AGENCY

Permit Kenderaan Pengantaraan

<EVP_No_Induk> <EVP_No_Sub>
<OPERATOR'S NAME>

Nombor Lesen Operator : <Operator_Licence_Number>
Nombor Daftar Syarikat : <Company Registration Number>
Nombor Pendaftaran Perniagaan : <Vehicle Registration Number>

Nama Pemilik Kenderaan : <Owner Name>
Nombor MyKad/Identiti : <Identity Number>
Negeri Operasi : <Operational State>
Jenis Kenderaan : <Vehicle type>
Jenis Badan : <Vehicle Body Type>
Bilangan Tempat Duduk : <Number_of_seats>
(Termasuk Pemandu)

Tarikh Mula Kuatkuasa Permit : <Date_From>
Tarikh Sahlaku Permit Sehingga : <Date_To>

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

KETUA PENGARAH
Bertarikh : <Approval_Date>

Figure 25: IBL Vehicle Permit (Sample)

4.2 Renew EHO Application

User will apply for renewal of EHO Application on or before completion of 1 year of its issuance. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

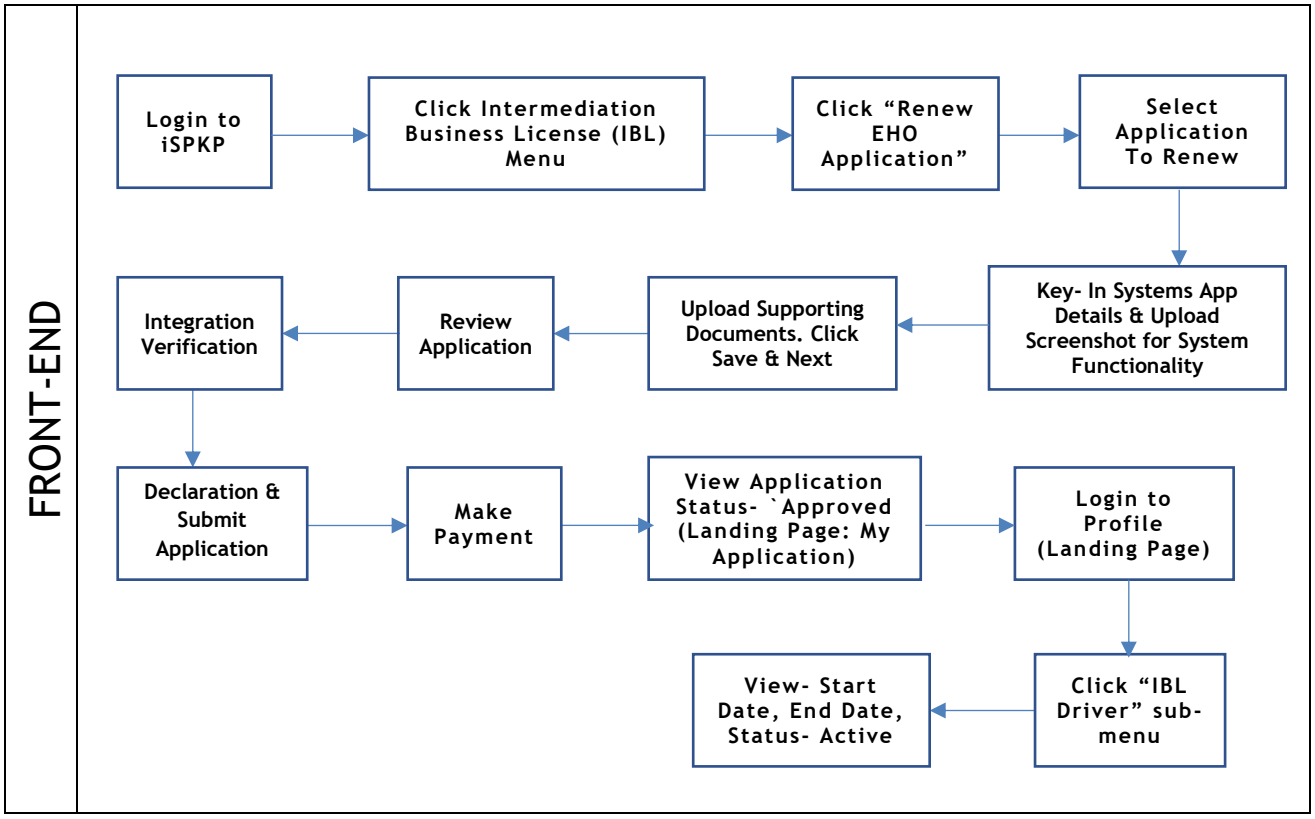


Figure 26: Renew EHO Application Process Flow

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).

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

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

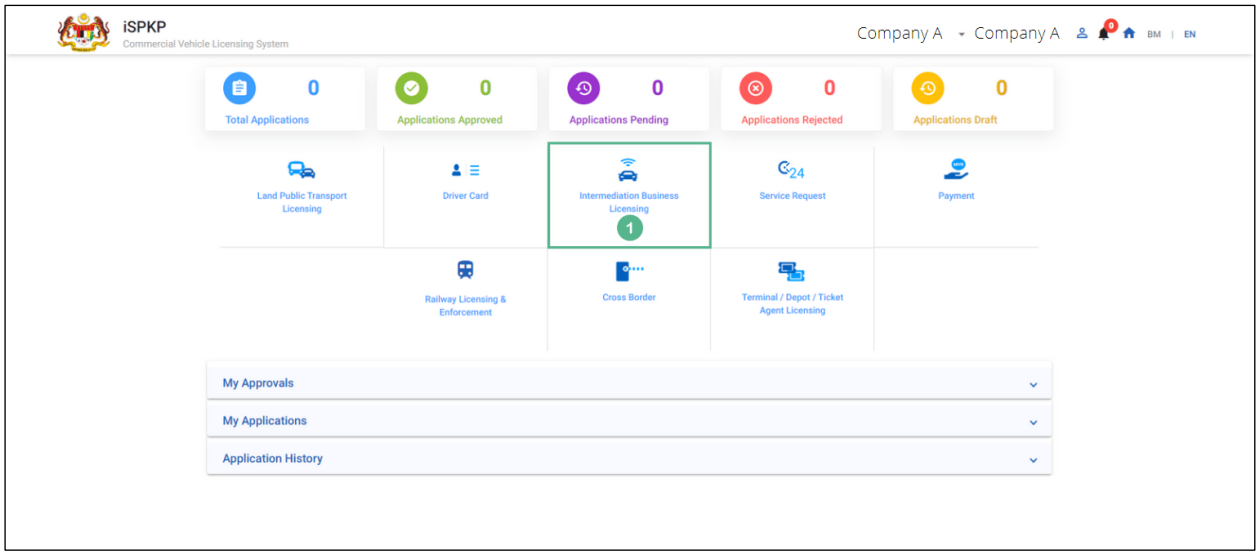


Figure 27: Landing Page- Figure: Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	*Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 28.

The Company Director / PIC will then apply for renewal of EHO Application. Intermediation Business licensing sub-menu will be displayed as follows:

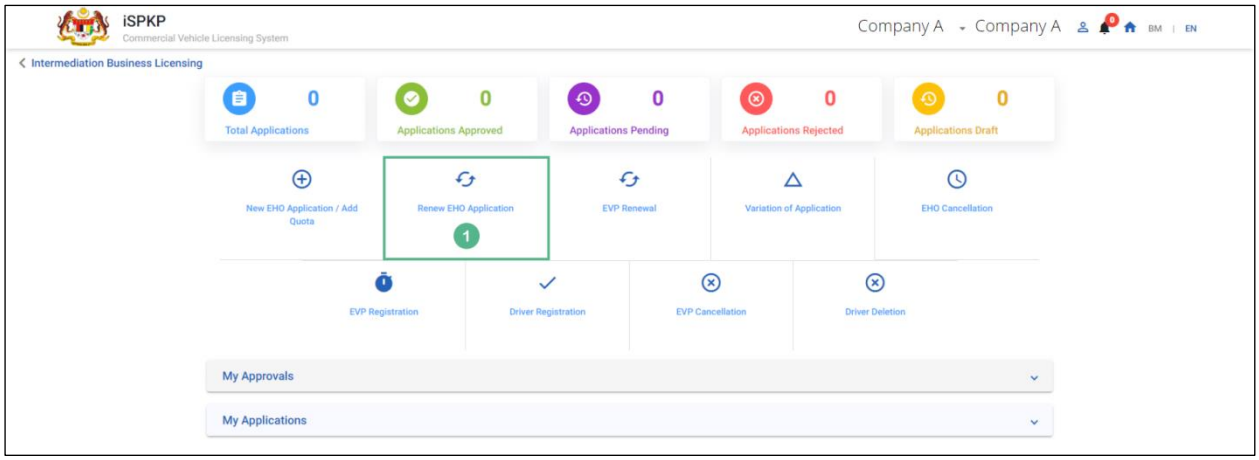


Figure 28: IBL- Renew EHO Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew EHO Application	This sub-menu will initiate the process for renewal of EHO Application.	User to click "Renew EHO Application" sub-menu.	Click Button. User to proceed to next screen as shown in Figure 29.

4.2.1 Renew EHO Application

The Company Director / PIC will select the EHO Application to be renewed, as shown below:

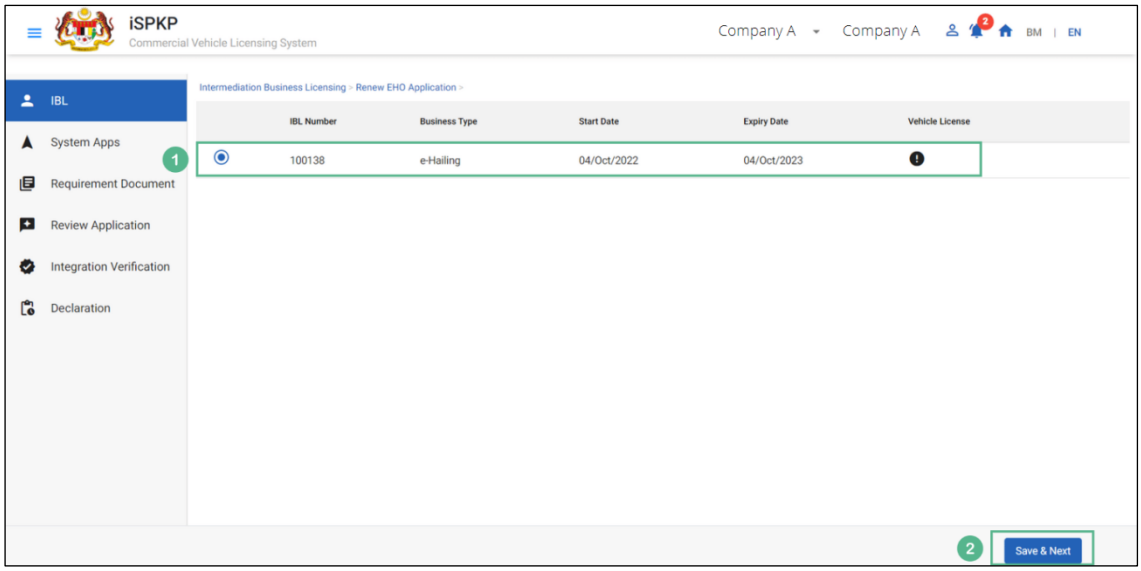


Figure 29: Renew EHO Application- Select EHO Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Renew EHO Application	Allows user to select EHO License for renewal of Application for Intermediation Business Licensing.	User to click Radio Button. Following information will be displayed: - IBL Number - Business Type - Start Date - Expiry Date - Vehicle License.	Click Button.
2	Save & Next	Enables user to save the information & proceed to the next page.	User to click on “Save & Next” button.	Click Button. User to proceed to next screen as shown in Figure 30.

4.2.2 System Apps

The Company Director will log in to the System Apps using Customer Username / Password to upload the supporting documents. Below screen will auto populate as the renew Application information is saved:

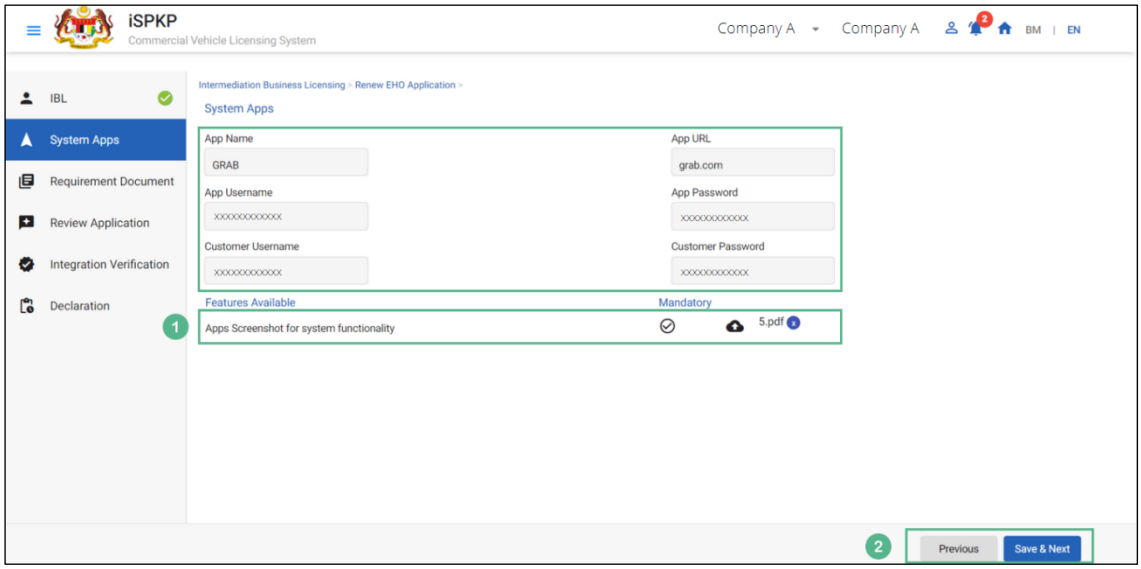


Figure 30: Renew EHO- System Apps & Features Available

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	System Apps & Features Available	User will login to the application to upload the required documents.	User to key-in following information: - App Name - App URL - App Username - App Password - Customer Username - Customer Password	*Mandatory Field. User to follow Sec.1.7 of the manual as guideline for document uploads.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			User to select & upload the required supporting documents like: - Apps Screenshot for system functionality.	
2	Previous / Save & Next	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the following screen will be displayed as shown in Figure 31.

4.2.3 Requirement Document

The Company Director / PIC will upload the required supporting document, as shown below:

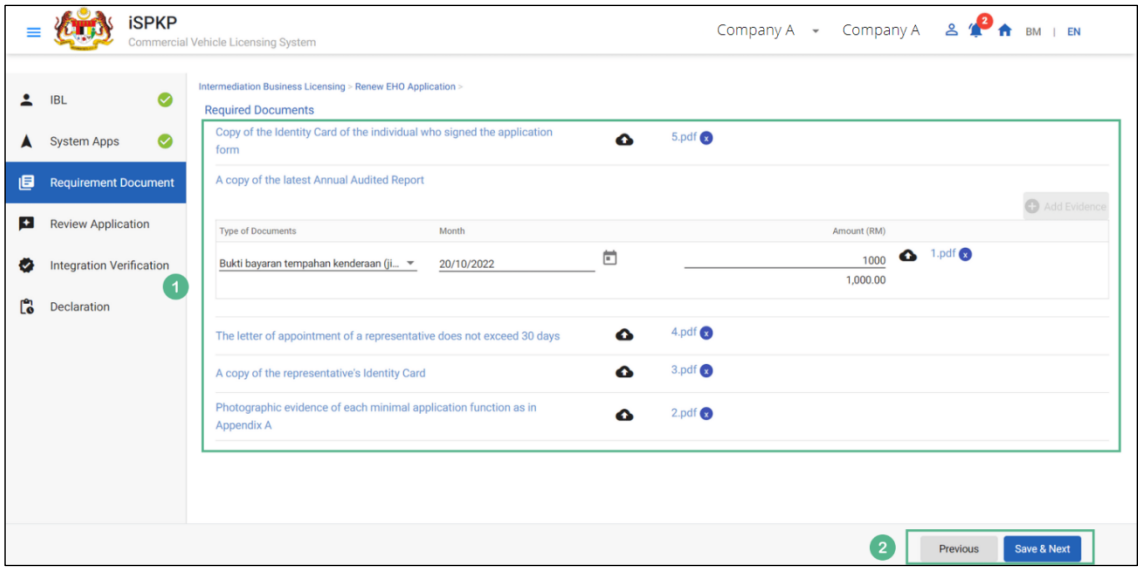


Figure 31: Renew EHO Application- Required documents

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	This allows user to upload required documents & Key in Financial statement	User to click the Upload Icon & upload the document(s) and Key in the necessary info required.	*Mandatory field. Upload icon. Multiple documents can be uploaded for each field. - If no document is uploaded, a system message will prompt- "Please select a file".

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous/ Save & Next.	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 32.

Upon uploading the supporting documents, The Company Director / PIC can review the application before proceeding for further action, as shown below.

4.2.4 Review Application

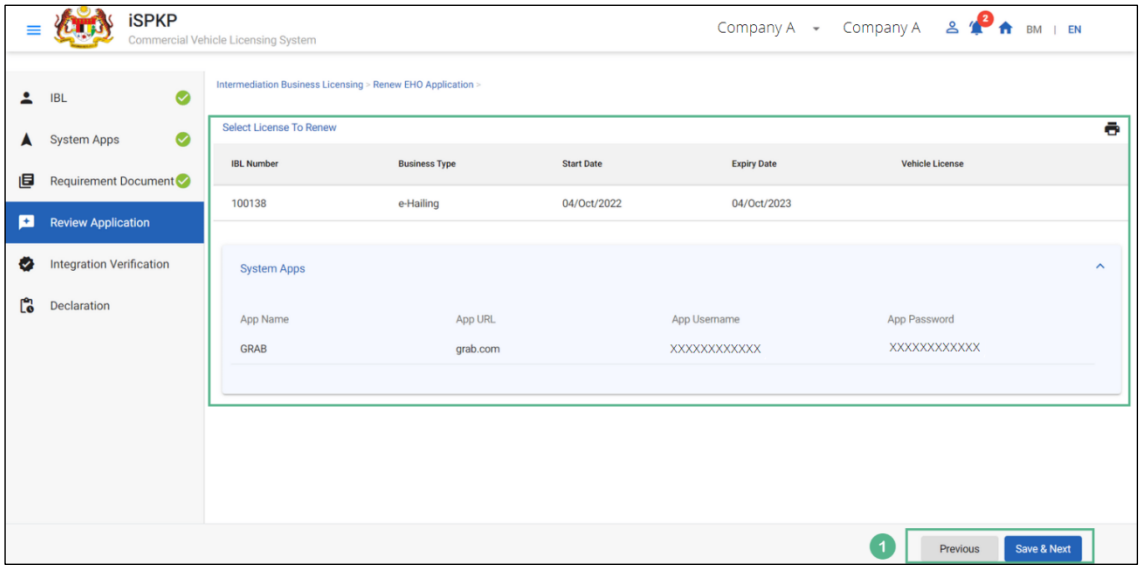


Figure 32: Renew EHO Application- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables User to Review Application & decide on next action.	User to Review following Application details: - IBL Number - Business Type - Start Date - Expiry Date - Vehicle License - App Name - App URL - App Username - App Password User will select Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, details will be saved & the following screen will be displayed as shown in Figure 33.

After reviewing the application details & information, the Company Director / PIC will proceed for Integration Verification & check through SSM System the type of Validation Status of the company. If it displays a tick mark, the user can save the information to proceed further, as shown below:

4.2.5 Integration Verification

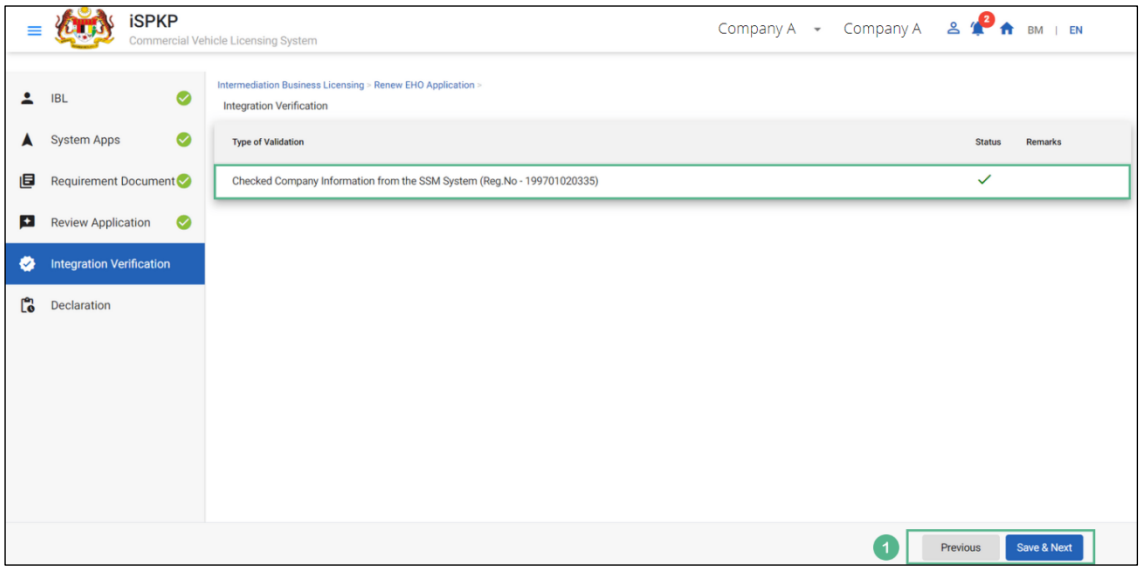


Figure 33: Renew EHO Application- Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables user to decide on next action.	After Integration Verification, User to select Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 34.

The Company Director/ PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.2.6 Declaration

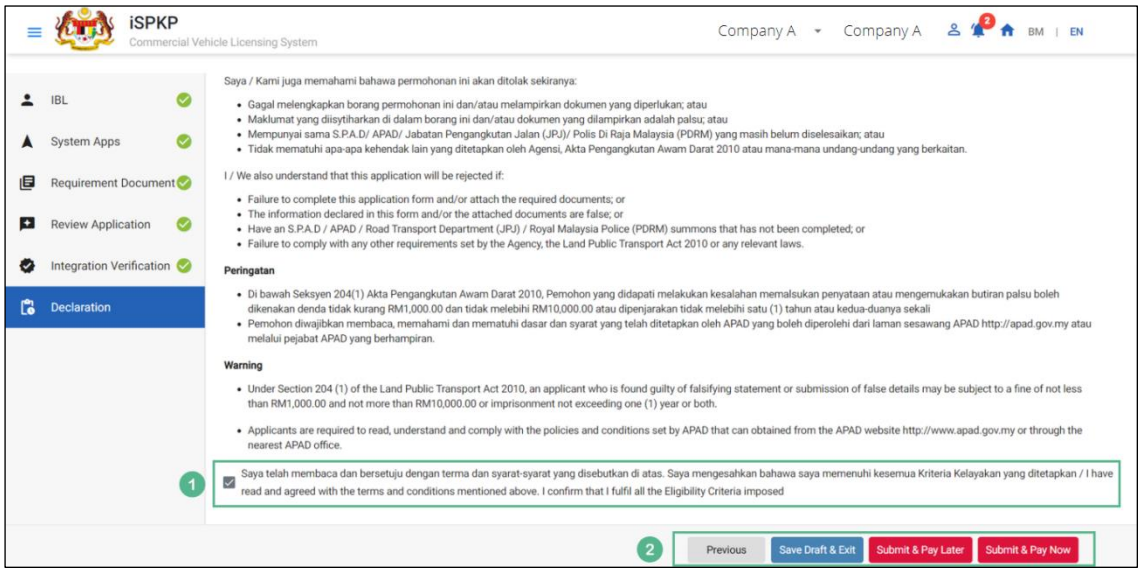


Figure 34: Renew EHO Application- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and provided true & accurate information.	User to click checkbox.	Click 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 (Selected)	Click Button. Save Draft & Exit- User has 30 days window period, he/ she can re-login to make

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				payment within duration allotted. Submit & Pay Later- User can visit the APAD/LPKP counter to submit payment offline through Debit/ Credit Card/ Bank Draft. Submit & Pay Now- User will proceed with the Payment instantly.

4.2.7 Payment

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

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

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

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

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

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

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

4.2.8 License Issuance

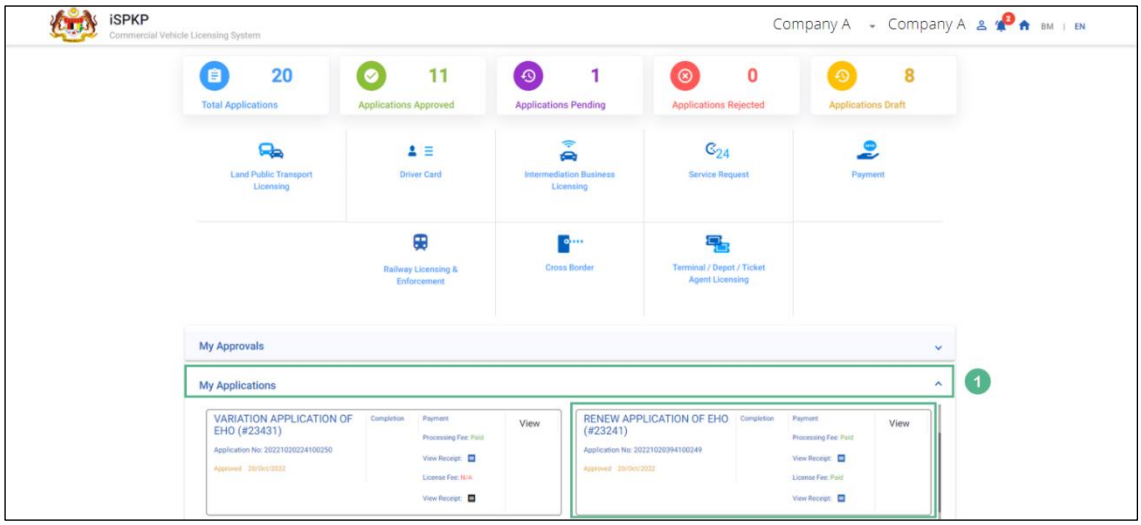


Figure 35: Landing Page- My application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Application	Allows user to view the following details: - Renew Application Of EHO (Completed) - Application Number - Application Status "Approved" - Date - Payment	User to click on "My Applications".	Click Accordion.

The User can also view the status through his / her company profile. The user navigates to the landing page & will click profile icon, as shown below:

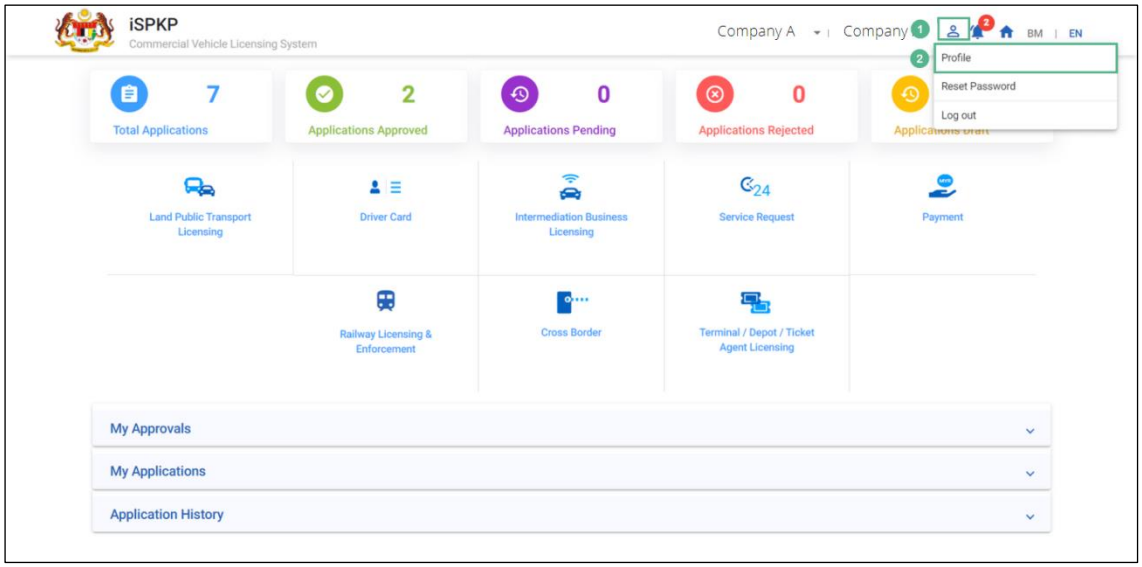


Figure 36: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to select "Profile" option.	Click. A screen will populate as shown in Figure 37.

Upon login into the profile, the user will be able to view information & the license generated, as shown below:

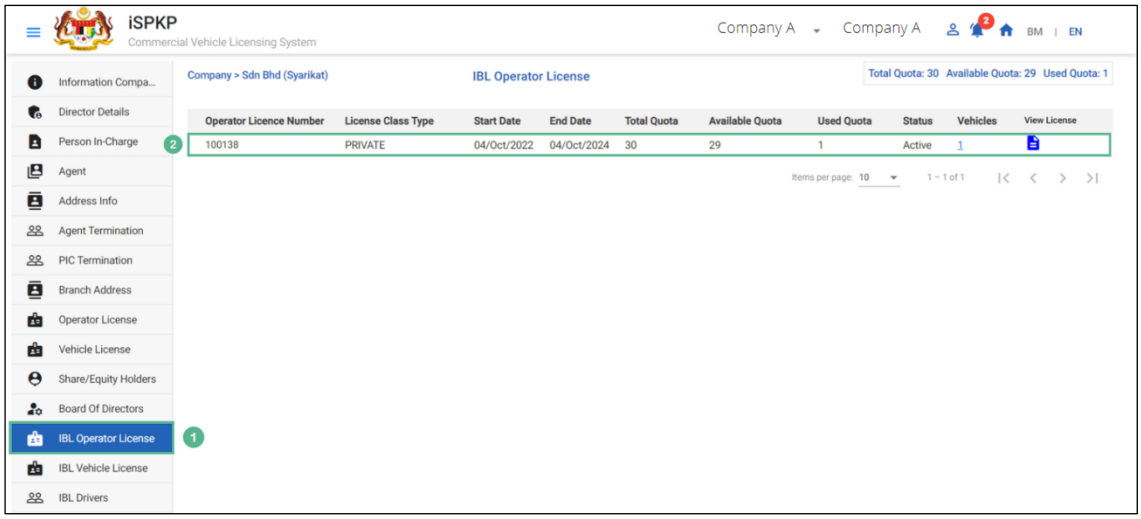


Figure 37: IBL Operator License- View License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Operator License	Allows user to view the license details.	User to click on "IBL Operator License" from the sub-menu.	Click Sub-Menu.
2	License Details	Allows user to view the following license details: - Operator License Number - License Class Type - Start Date - End Date - Total Quota - Available Quota - Used Quota - Status (Active)	User to double click on the row to View License.	Click Row.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- Vehicles - View License		

License will be displayed on the screen. The user can download & take a print of the same. A sample license is shown below:

KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

LESEN PERNIAGAAN PENGANTARAAN

Adalah dengan ini diperakukan bahawa pemegang lesen yang dinyatakan di bawah ini telah dilesenkan mengikut Akta Pengangkutan Awam Darat 2010. Lesen ini tertakluk kepada peruntukan di bawah Akta Pengangkutan Awam Darat 2010 dan syarat - syarat yang ditetapkan oleh ketua pengangkutan Awam Darat seperti dilampirkan.

Nombor Lesen Perniagaan Pengantaraan	:	100138
Nama Pemegang Lesen Perniagaan Pengantaraan	:	PALM-OLEO (KLANG) SDN. BHD.
Nama Aplikasi	:	GRAB
Alamat Berdaftar	:	LOT 1 & BUKIT RAJA INDUSTRIAL ESTATE 2, SOLOK WAJA 3 KLANG 41050 SELANGOR MALAYSIA
Tarikh Mula Kuatkuasa Lesen	:	04/10/2022
Tarikh Sahlaku Lesen Sehingga	:	04/10/2024

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

XXXXXXXXXXXXXXXXXXXXX

Bertarikh: 04/10/2022

Figure 38: Sample License

4.3 EVP Renewal

User will apply for renewal of EVP License on or before completion of 1 year of its issuance. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

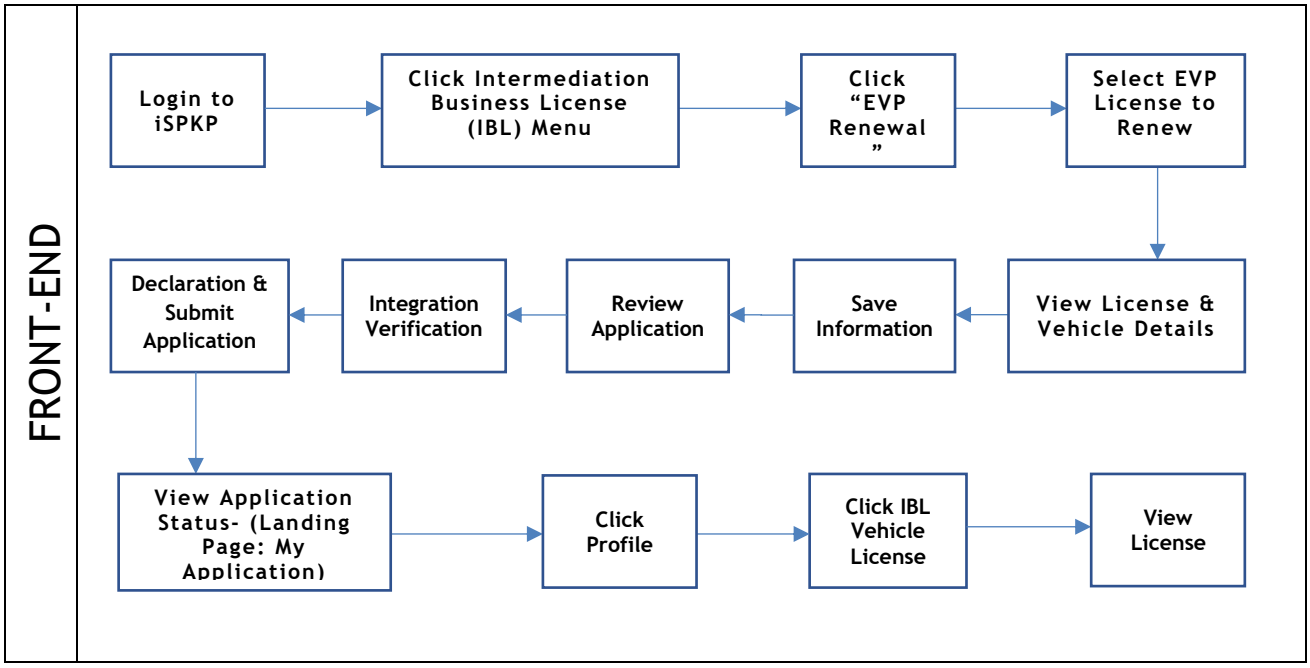


Figure 39: EVP Renewal Process Flow

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).

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

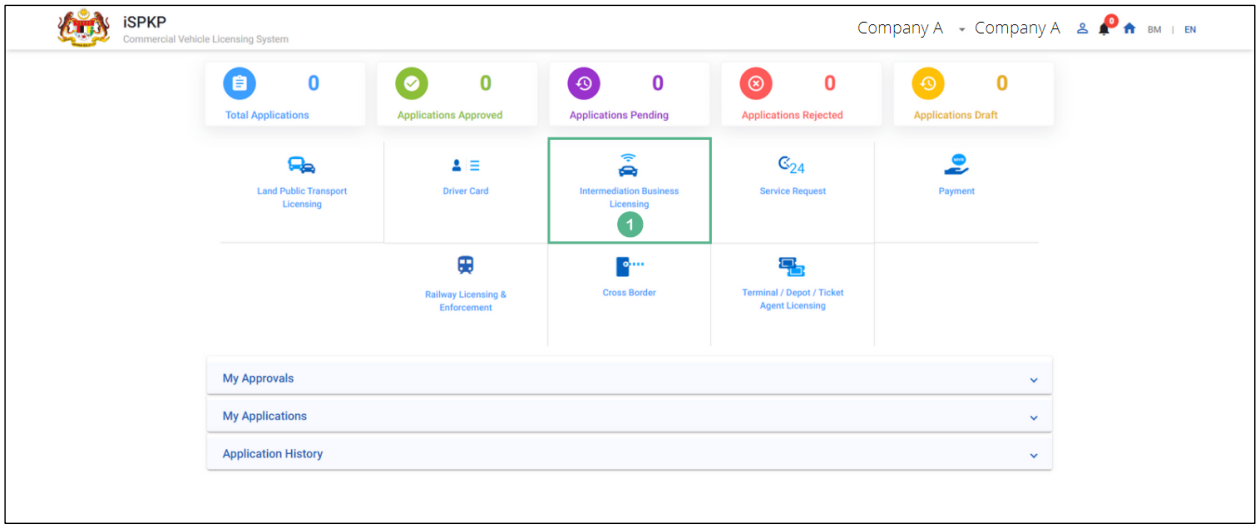


Figure 40: Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	* Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 41.

The Company Director / PIC will then apply for Renewal of EVP Application. Intermediation Business licensing sub-menu will be displayed as follows:

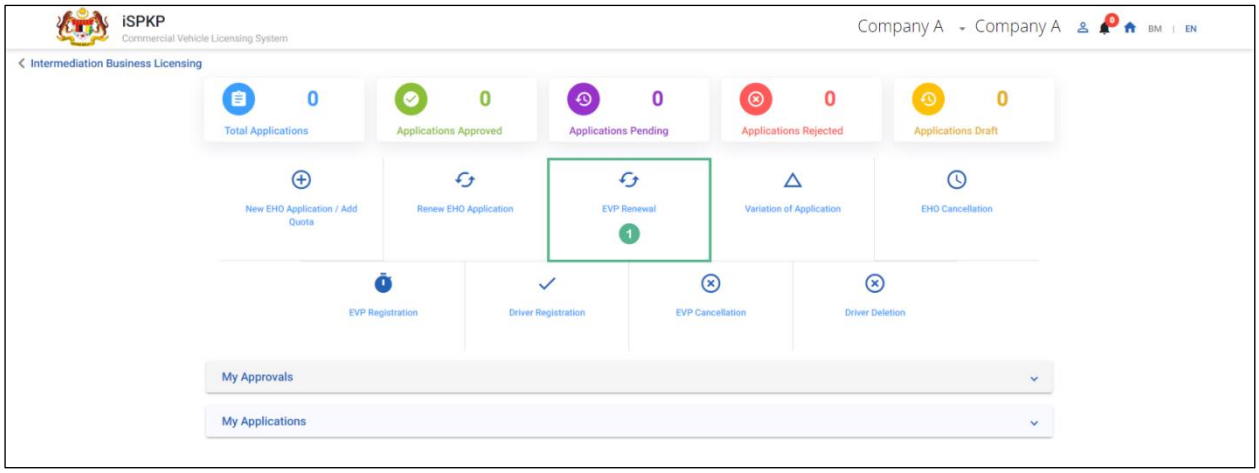


Figure 41: Intermediation Business Licensing- EVP Renewal

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EVP Renewal	This sub-menu will initiate the process for Renewal of EVP Application.	User to click "EVP Renewal" Application sub-menu.	Click Button. User to proceed to next screen as shown in Figure 42.

4.3.1 IBL – EVP Renewal

The Company Director / PIC will select the EVP License to be renewed, as shown below:

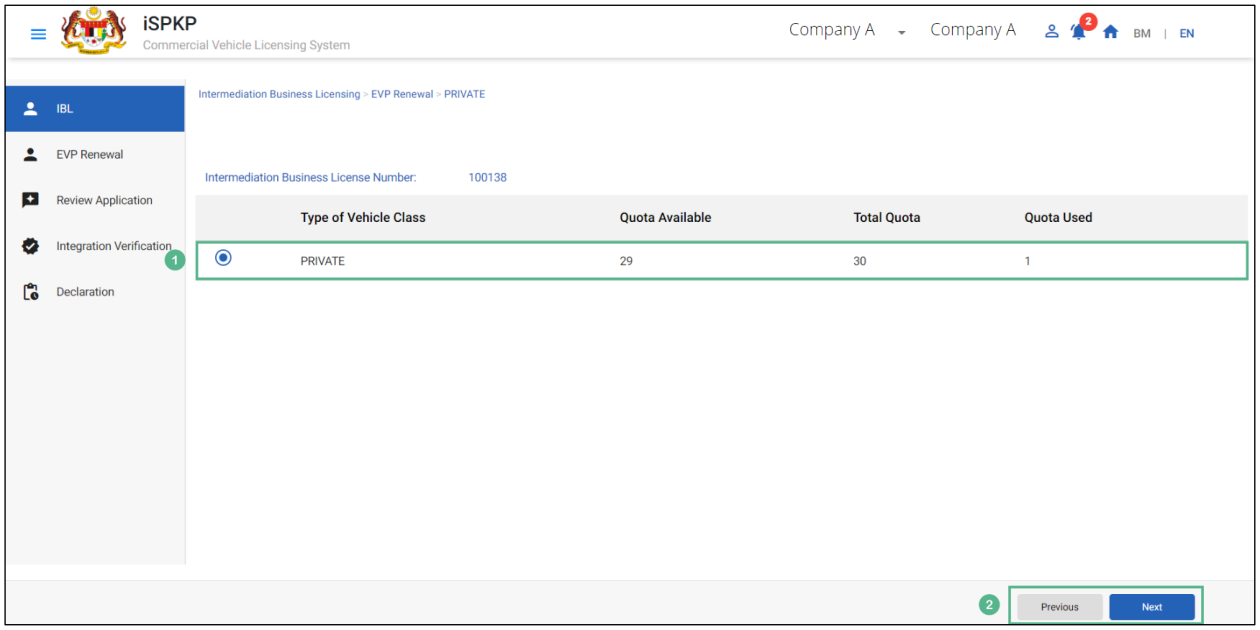


Figure 42: Intermediation Business Licensing- EVP Renewal Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing- EVP Renewal	Allows user to apply for renewal of EVP License for Intermediation Business Licensing.	User to click Radio Button. Following information will be displayed: - Type of Vehicle (Private) - Quota Available - Total Quota - Quota used.	Click Button.
2	Previous / Next	Enables user to move to previous	User to click on “Next” button.	Click Button. User to proceed to

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		page or proceed to the next page.		next screen as shown in Figure 43.

4.3.2 EVP Renewal – Select License

The Company director / PIC can only view the information keyed-in during EVP Registration of the vehicle & its owner. The user cannot edit or amend the information displayed on the screen. User will click the details icon, as shown below:

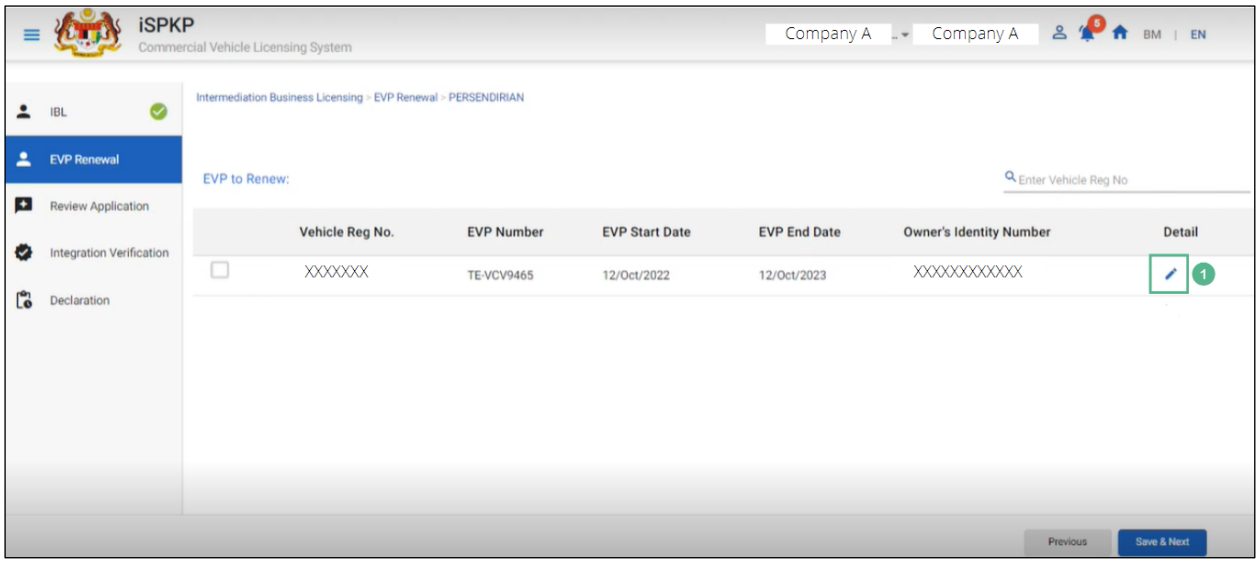


Figure 43: EVP Renewal- View Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Detail Icon	Allows user to view the details keyed-in at the time of EVP registration.	User to click Detail Icon to view the details of EVP to be Renewed.	Click Icon. User to proceed to next screen as

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				shown in Figure 44.

Upon clicking the details icon, detailed information of the vehicle & its owner will be populated for review, as shown below:

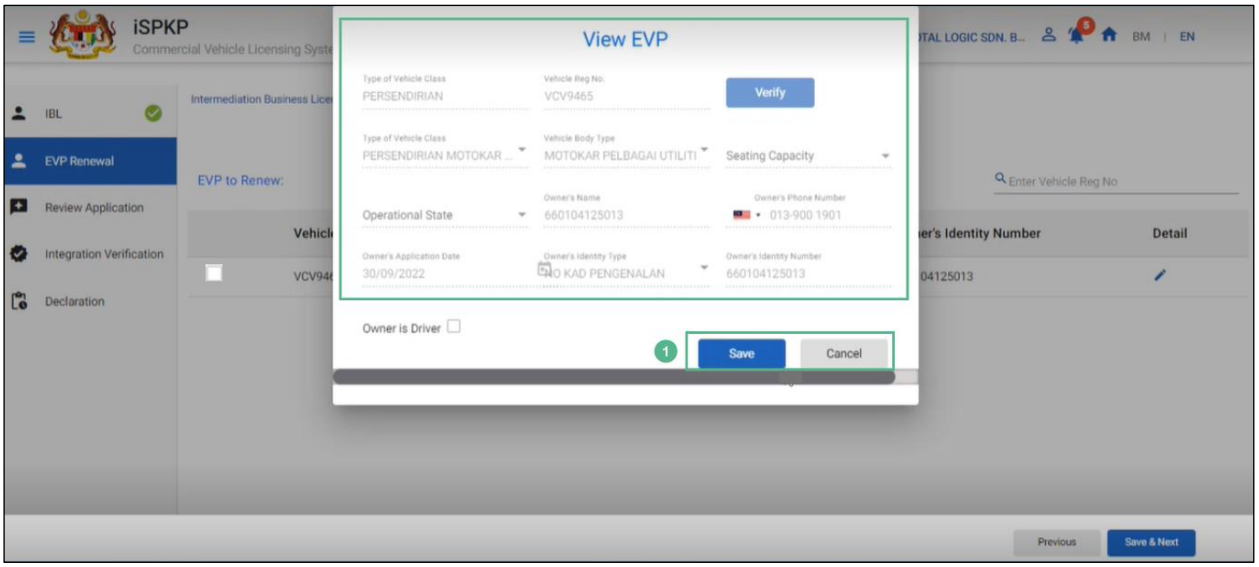


Figure 44: IBL- View EVP

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Save / Cancel	Allows user to view, save or cancel the following information: - Type of Vehicle Class - Vehicle Registration Number - Vehicle Body Type	User to click on "Save" button.	Click Button. User to proceed to next screen as shown in Figure 45.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- Seating Capacity - Operational State - Owner's Name - Owner's Phone Number - Owner's Application Date - Owner's Identity Type - Owner's Identity Number.		

The User will click the checkbox to proceed & save the details as shown below:

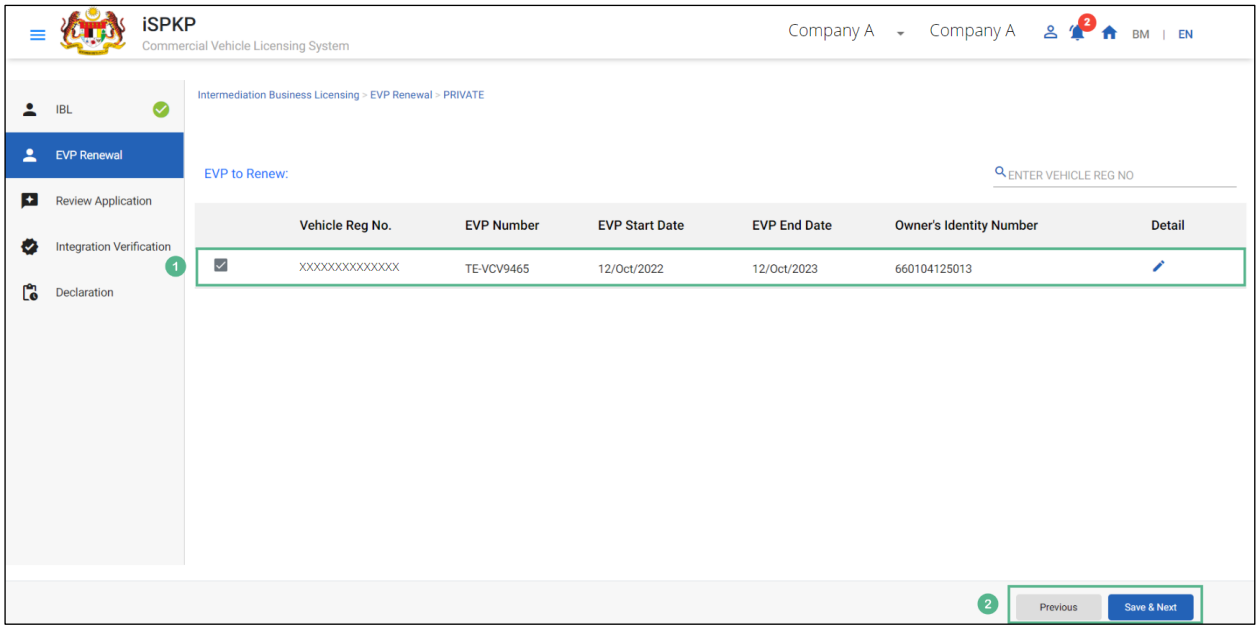


Figure 45: IBL- EVP to Renew

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EVP to Renew	Allows user to view the following information: - Vehicle Registration Number - EVP Number - EVP Start Date - EVP End Date - Owner's Identity Number - Details.	User to click the checkbox.	Click Checkbox.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Previous / Save & Next	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save & Next (Selected)	Click button. Upon clicking "Save & Next" button, the following screen will be displayed as shown in Figure 46.

4.3.3 Review Application

The Company Director / PIC will review the application before proceeding, as shown below:

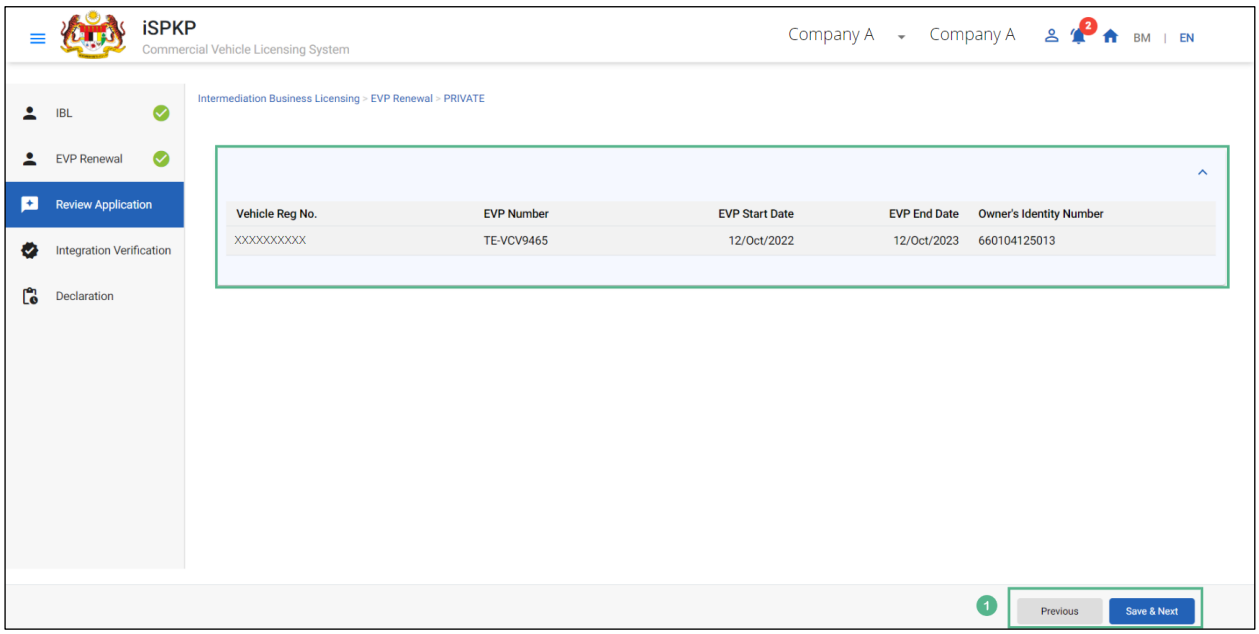


Figure 46: EVP Renewal- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables User to Review Application & decide on next action.	User to Review Application details: - Vehicle Registration Number - EVP Number - EVP Start Date - EVP End Date - Owner's Identity Number User to click Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, details will be saved & the following screen will be displayed as shown in Figure 47.

4.3.4 Integration Verification

After reviewing the application details & information, the Company Director / PIC will proceed for Integration Verification & check through SSM System the type of Validation Status of the company, as shown below:

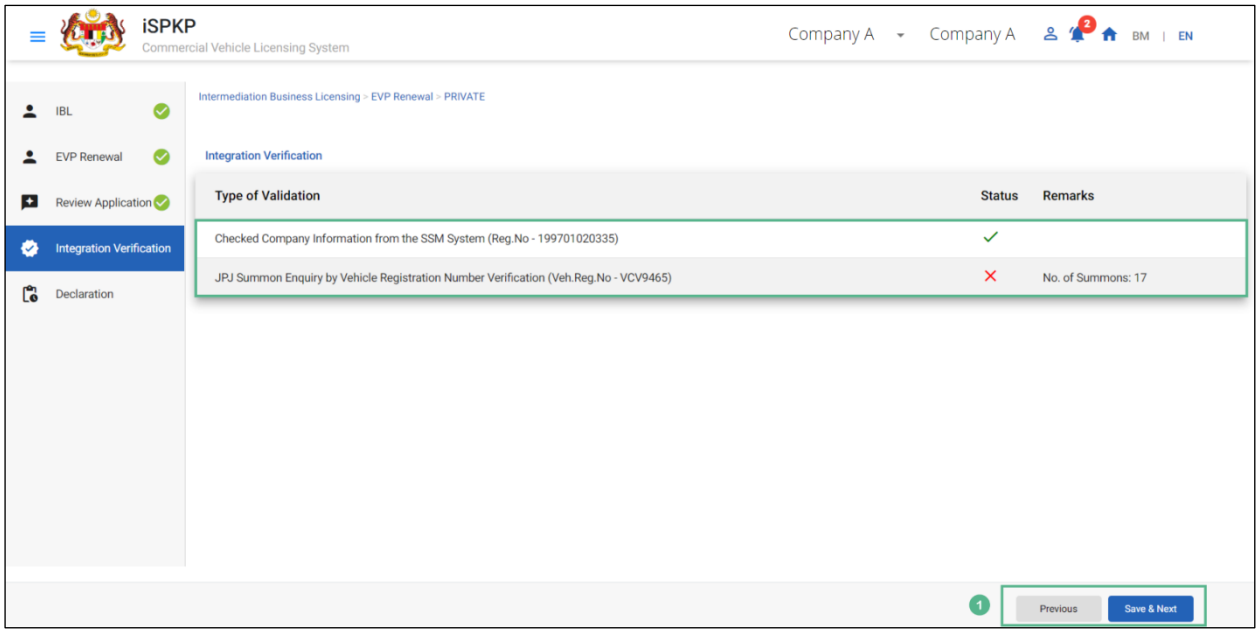


Figure 47: EVP Renewal- Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables user to decide on next action.	After Integration Verification, User to Click Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the following screen will be displayed as shown in Figure 48.

The Company Director (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.3.5 Declaration

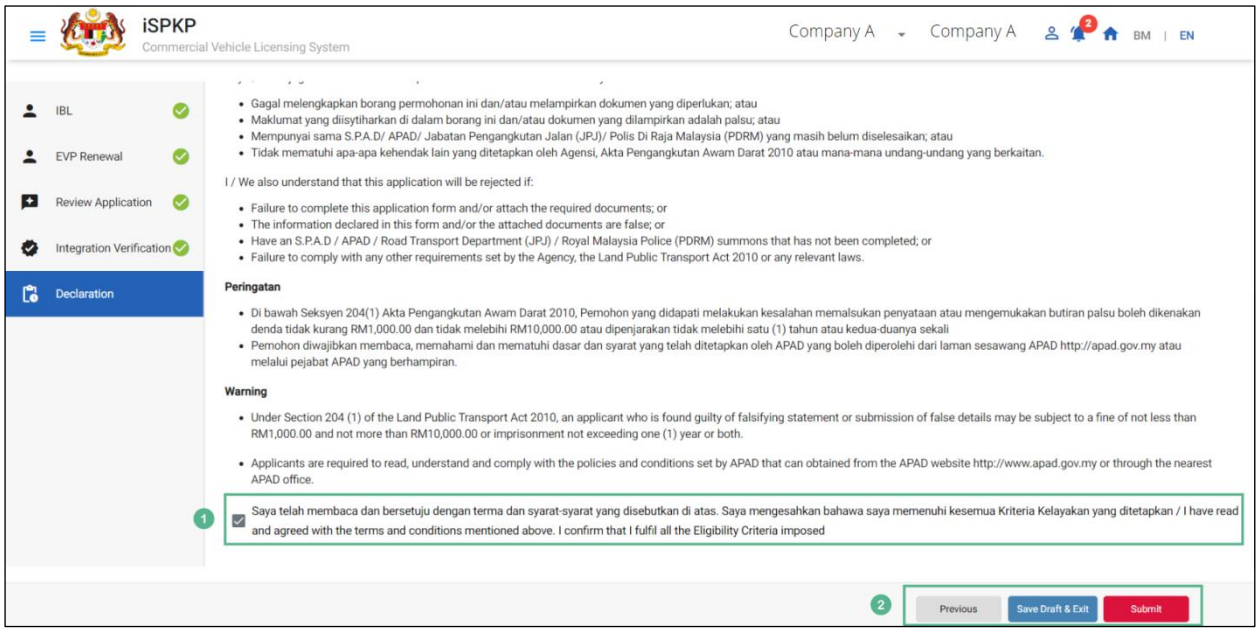


Figure 48: EVP Renewal- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and details provided are true & accurate information.	User to click checkbox.	Click Checkbox.
2	Previous/ Save Draft & Exit/ Submit	Enables User to decide on next action.	User to click Action button as per options: - Previous - Save Draft & Exit - Submit (Selected)	Click Button. User to proceed to next screen as shown in Figure 49.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS

Upon successful submission of the EVP renewal application, user will be notified with a “Thank You” note about the same & an application number will be generated. User then can proceed to the Dashboard, as shown below:

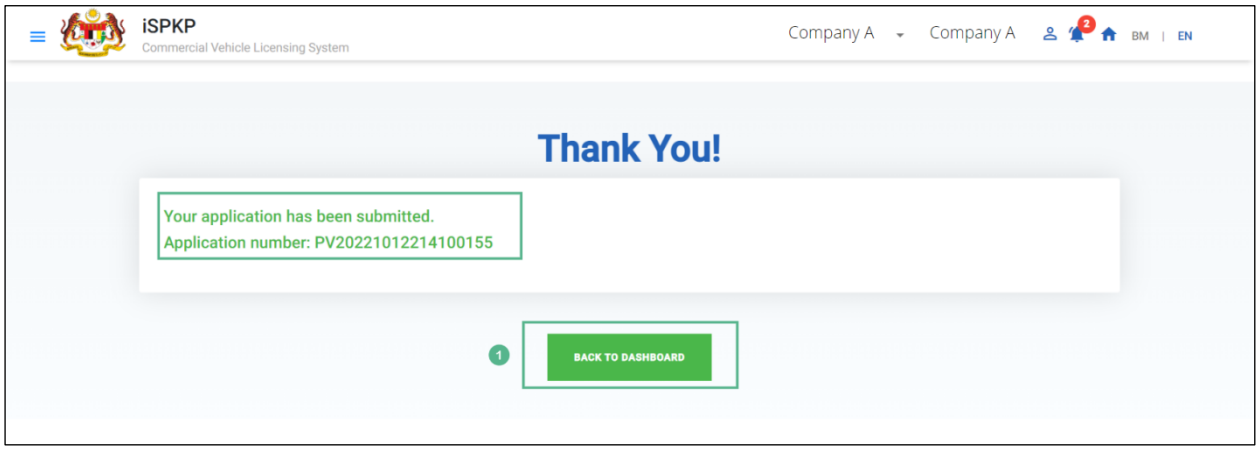


Figure 49: Back to Dashboard

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back To Dashboard	Enables user to return to the Landing Page.	User to click on “Back to Dashboard” button to exit the EVP Renewal menu.	Click Button. User to proceed to next screen as shown in Figure 50.

4.3.6 View Application Status

The Company Director / PIC will return to Landing Page to view the Application status, as shown below:

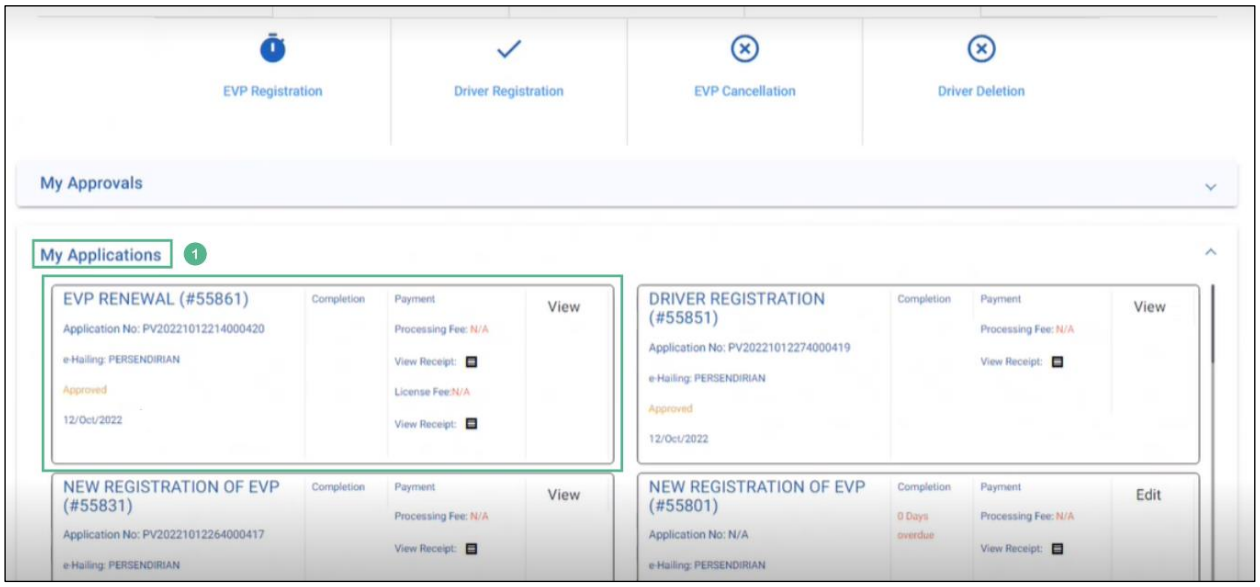


Figure 50: Landing Page- My Applications

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Application	Allows user to view the following details: - EVP Renewal (Completed) - Application Number - Application Status "Approved" - Date - Payment	User to click on "My Applications".	Click Accordion.

The User can also view the EVP Renewal Status through his / her profile. The user navigates to the landing page & will click profile icon, as shown below:

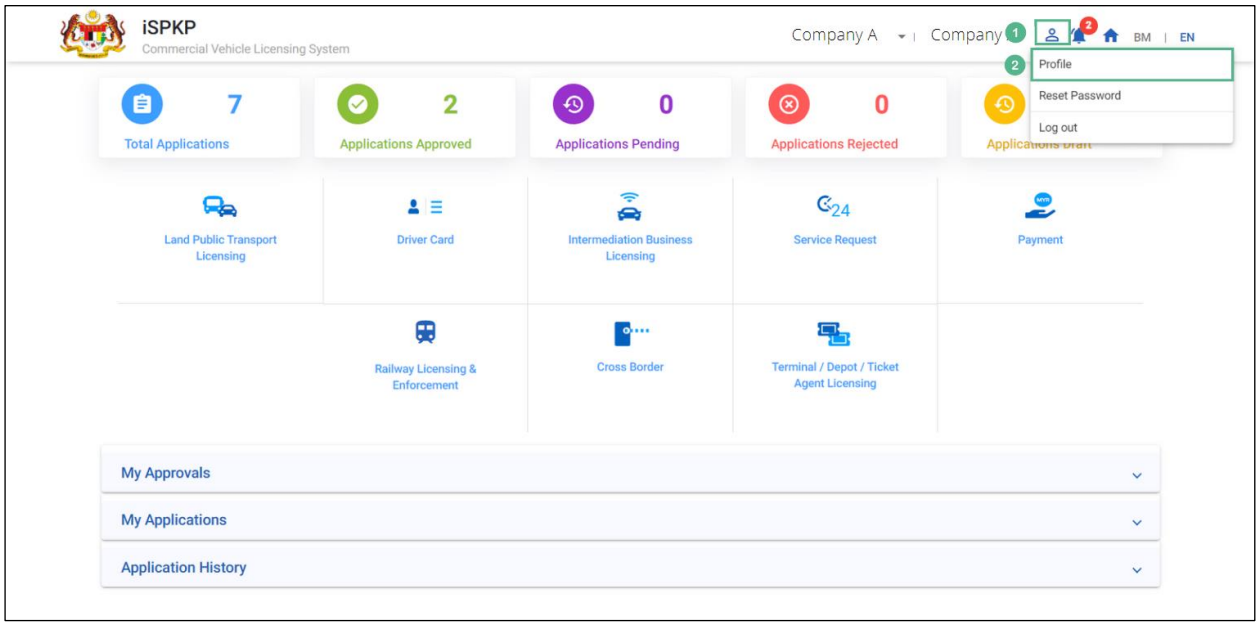


Figure 51: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to click “Profile” option.	Click Menu. A screen will be populated as shown in Figure 52.

After login to the Profile, the user will view license & End Date of the EVP License under “IBL Vehicle License” sub-menu option, as shown below:

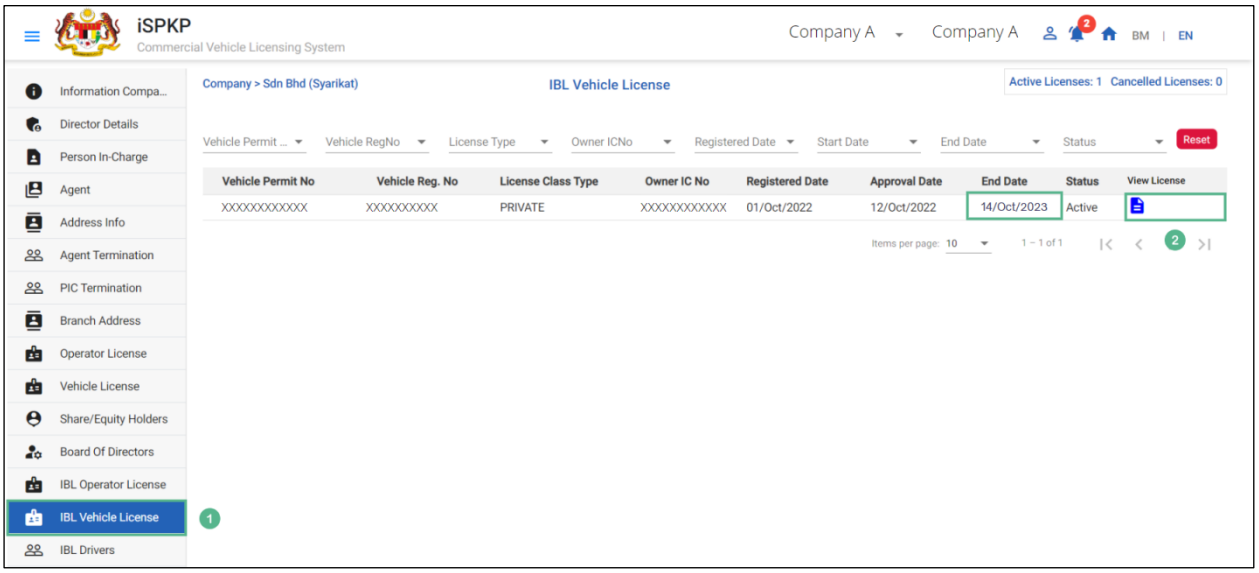
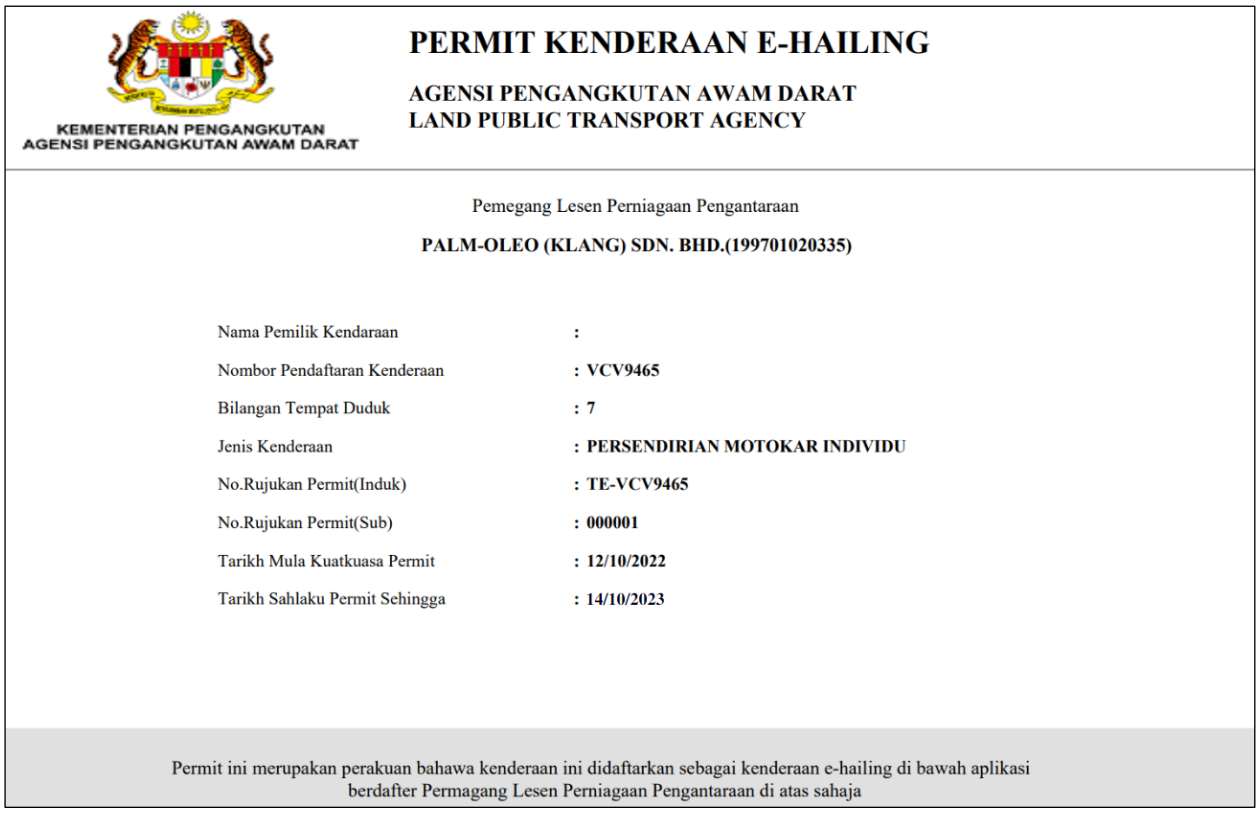


Figure 52: IBL Vehicle License- View License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Vehicle License	Allows user to view the license details: - Vehicle Permit Number - Vehicle Registration Number - License Class Type - Owner’s IC No. - Registration Date	User to click on “IBL Vehicle License” from the sub-menu.	Click Sub-Menu.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- Approval Date - End Date - Status - View License		
2	View License	Allows user to view the license issued.	User to click on "View License".	Click field.

License will be displayed on the screen. The user can download & take a print of the same. A sample license is shown below:



KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

PERMIT KENDERAAN E-HAILING

AGENSI PENGANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT AGENCY

Pemegang Lesen Perniagaan Pengantaraan

PALM-OLEO (KLANG) SDN. BHD.(199701020335)

Nama Pemilik Kendaraan	:
Nombor Pendaftaran Kenderaan	: **VCV9465**
Bilangan Tempat Duduk	: **7**
Jenis Kenderaan	: **PERSENDIRIAN MOTOKAR INDIVIDU**
No.Rujukan Permit(Induk)	: **TE-VCV9465**
No.Rujukan Permit(Sub)	: **000001**
Tarikh Mula Kuatkuasa Permit	: **12/10/2022**
Tarikh Sahlaku Permit Sehingga	: **14/10/2023**

Permit ini merupakan perakuan bahawa kenderaan ini didaftarkan sebagai kenderaan e-hailing di bawah aplikasi berdafter Permagang Lesen Perniagaan Pengantaraan di atas sahaja

Figure 53: Sample License

4.4 Variation of Application

User will apply for Variation of Application to add / update/ delete the Share / Equity Holders. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

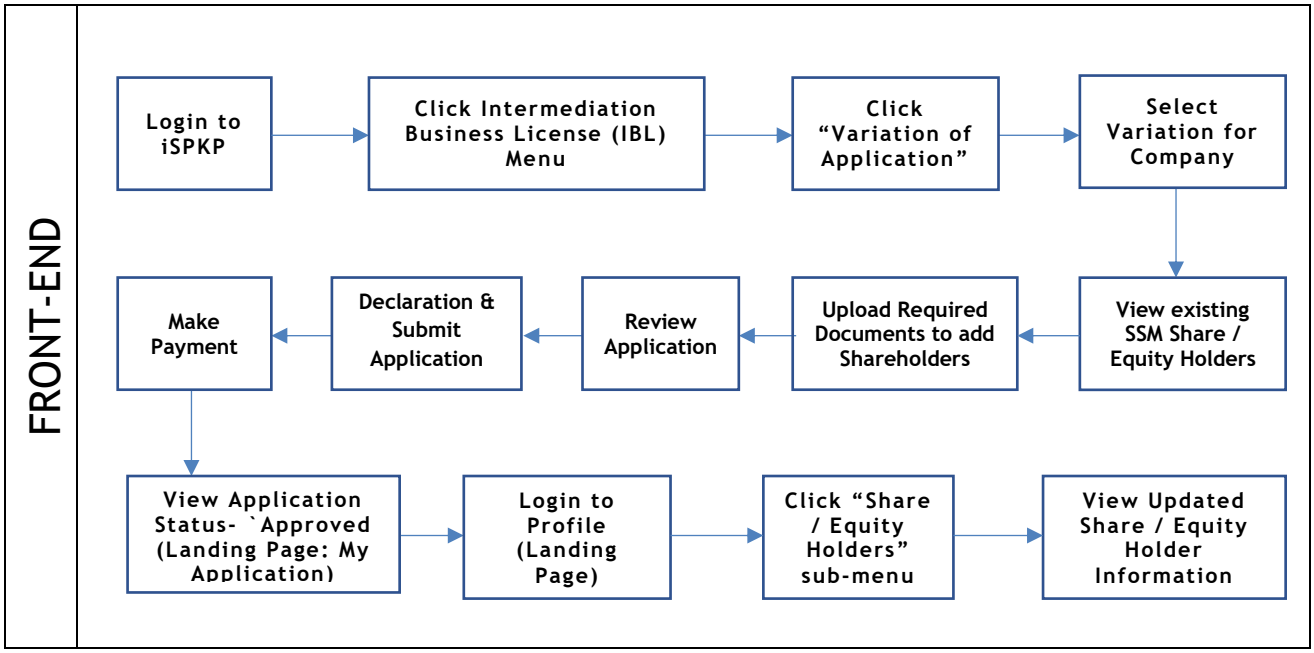


Figure 54: Variation of Application Process Flow

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).

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

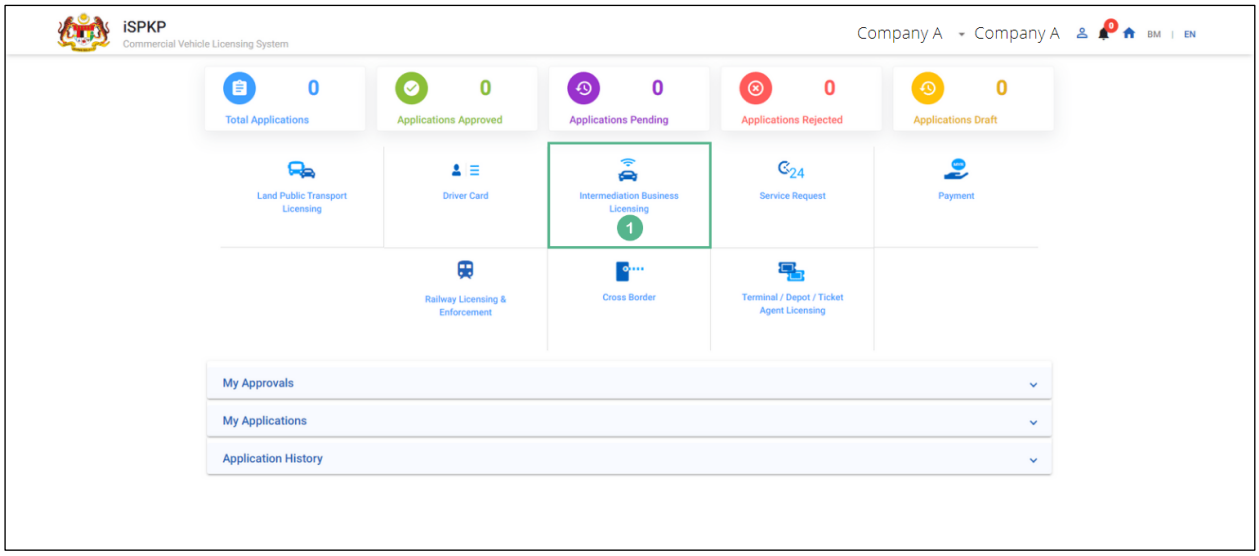


Figure 55: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	*Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 56.

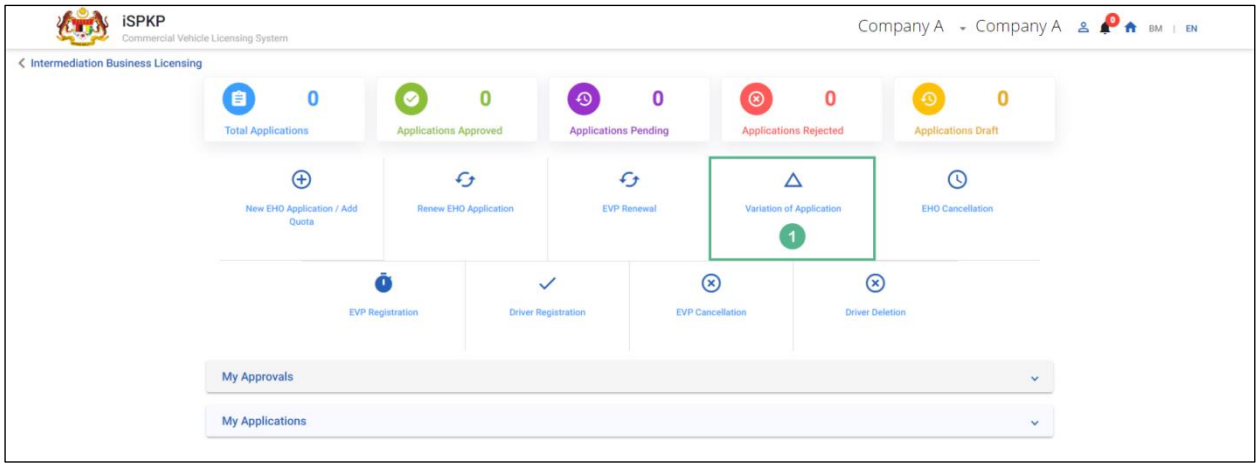


Figure 56: IBL- Variation of Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Variation of Application	This sub-menu will initiate the process for Variation of Application.	User to click "Variation of Application" from sub-menu.	Click Button. User to proceed to next screen as shown in Figure 57.

The Company Director / PIC will select the variation for company to change the Company's Shareholder, as shown below:

4.4.1 Variation Types

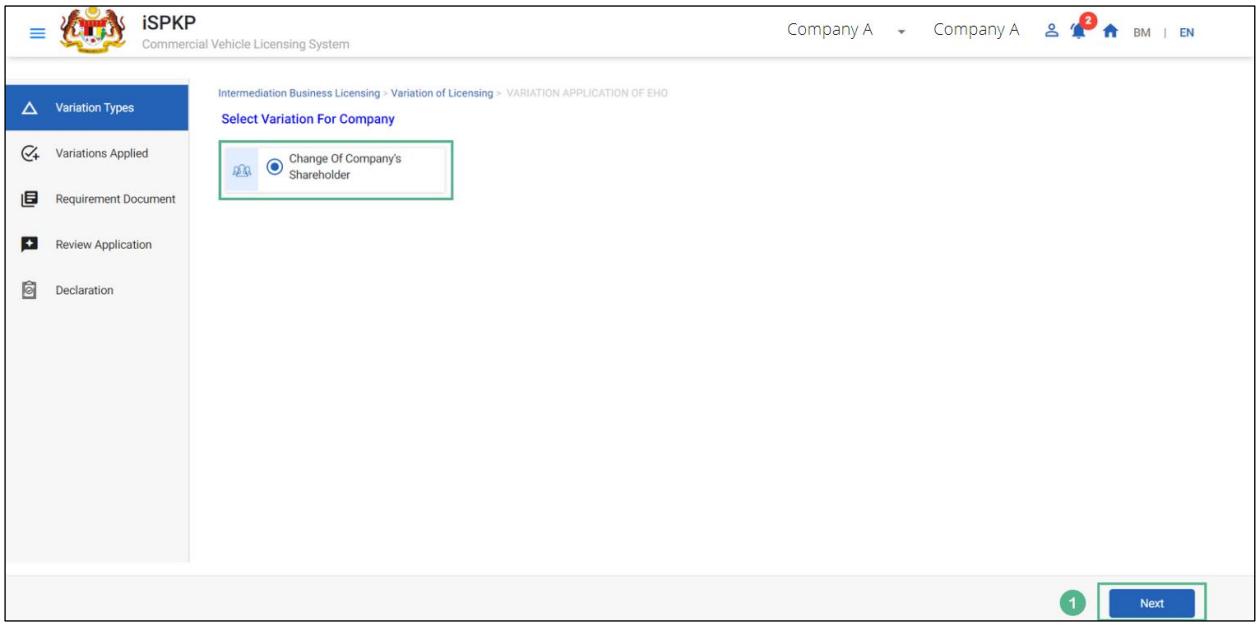


Figure 57: Variation of Application- Select Variation For Company

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Next	Allows user to proceed to next page.	User to click on "Next" button.	Click Button. User to proceed to next screen as shown in Figure 58.

The Company Director / PIC will then proceed to view the details of the SSM Shareholder / Equity Holder through Variation Applied on the left menu, as shown below:

4.4.2 Variations Applied

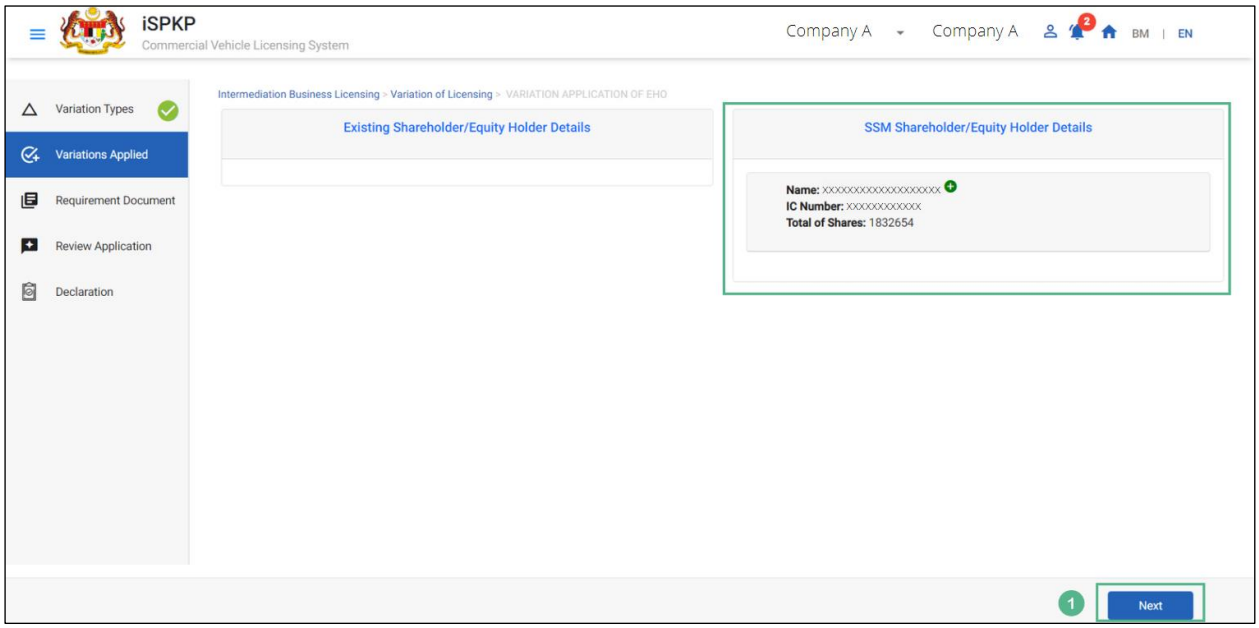


Figure 58: Variation of Application- Variation Applied

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Next	Allows user to proceed to next page.	User to view the following SSM Shareholder / Equity Holder's Details: - Name - IC Number - No. Of Shares User to click on "Next" button.	Click Button. User to proceed to next screen as shown in Figure 59.

4.4.3 Requirement Document

The Company Director / PIC will then proceed to upload the required documents for adding new Shareholder(s), as shown below:

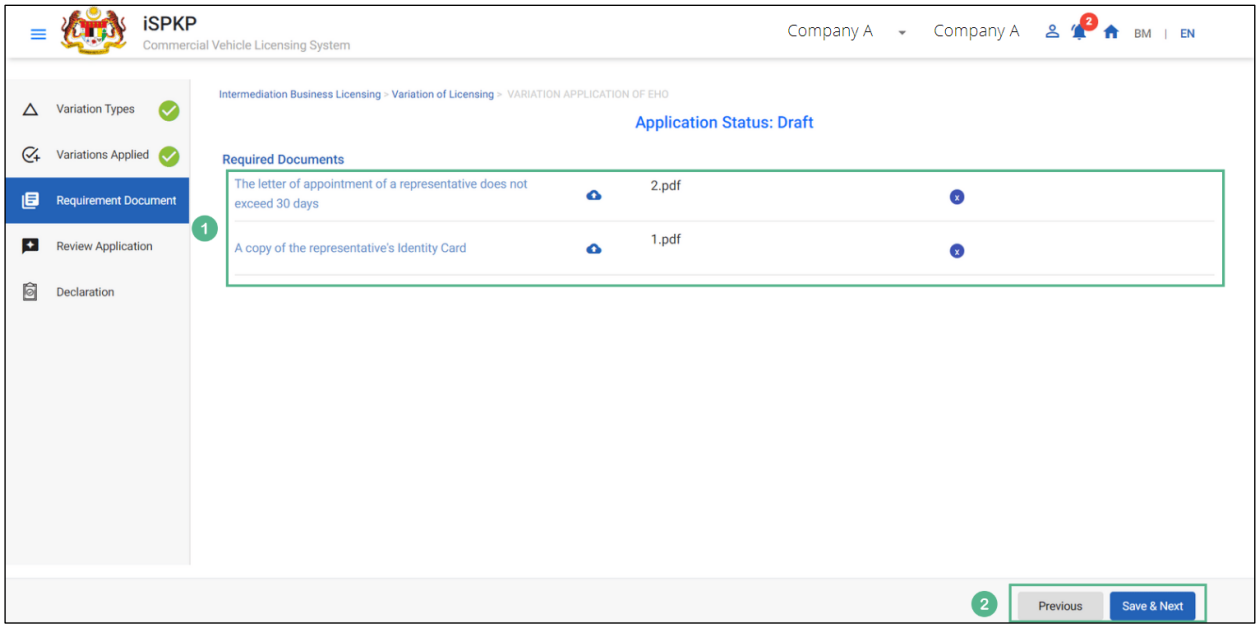


Figure 59: Variation of Application- Requirement Document

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Required Documents	Allows user to upload the required documents.	User to click the Upload Icon to upload the required document(s) like: - The Letter of Appointment of a Representative does not exceed 30 days	*Mandatory Field Click Upload Icon. Multiple documents can be uploaded for each field. - If no document is uploaded, a

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- A copy of the representative' s Identity Card.	system message will prompt- "Please select a file".
2	Previous/ Save & Next.	Enables User to decide on next action.	User to select an Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 60.

Upon uploading the required documents, The Company Director / PIC will review the details of the Shareholders to be added before proceeding for further action, as shown below.

4.4.4 Review Application

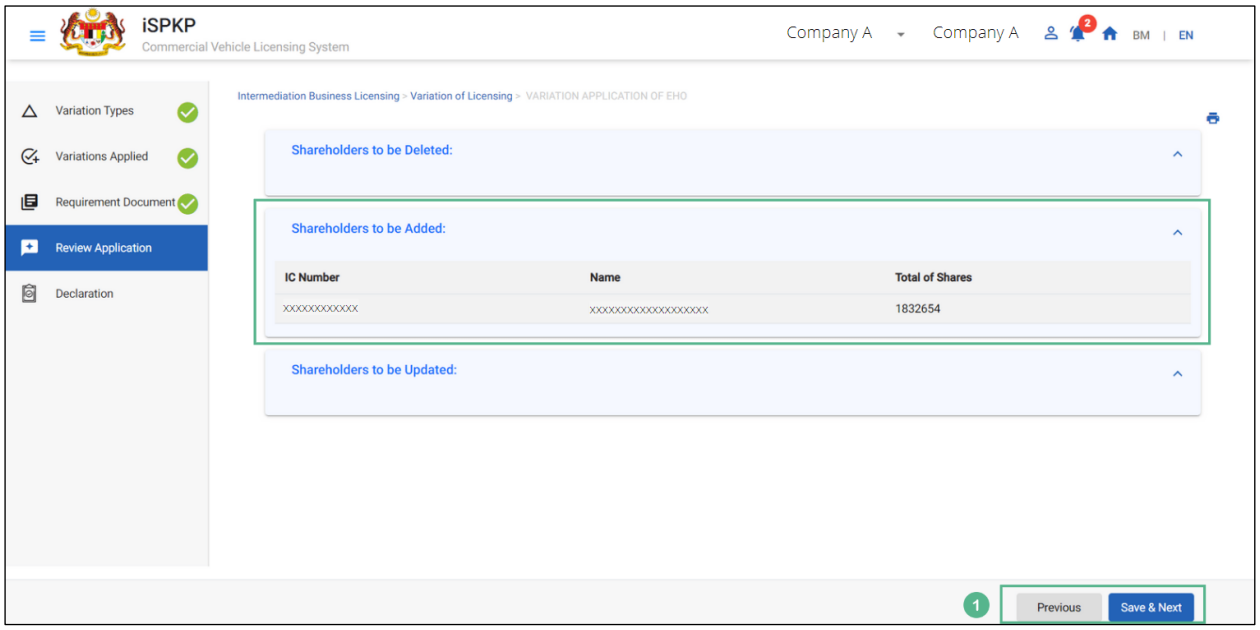


Figure 60: Variation of Application- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables User to decide on next action.	User to review the following details of the Shareholders to be added: - IC Number - Name - No. of Shares Then user to Click on Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the screen will be displayed as shown in Figure 61.

The Company Director/ PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.4.5 Declaration

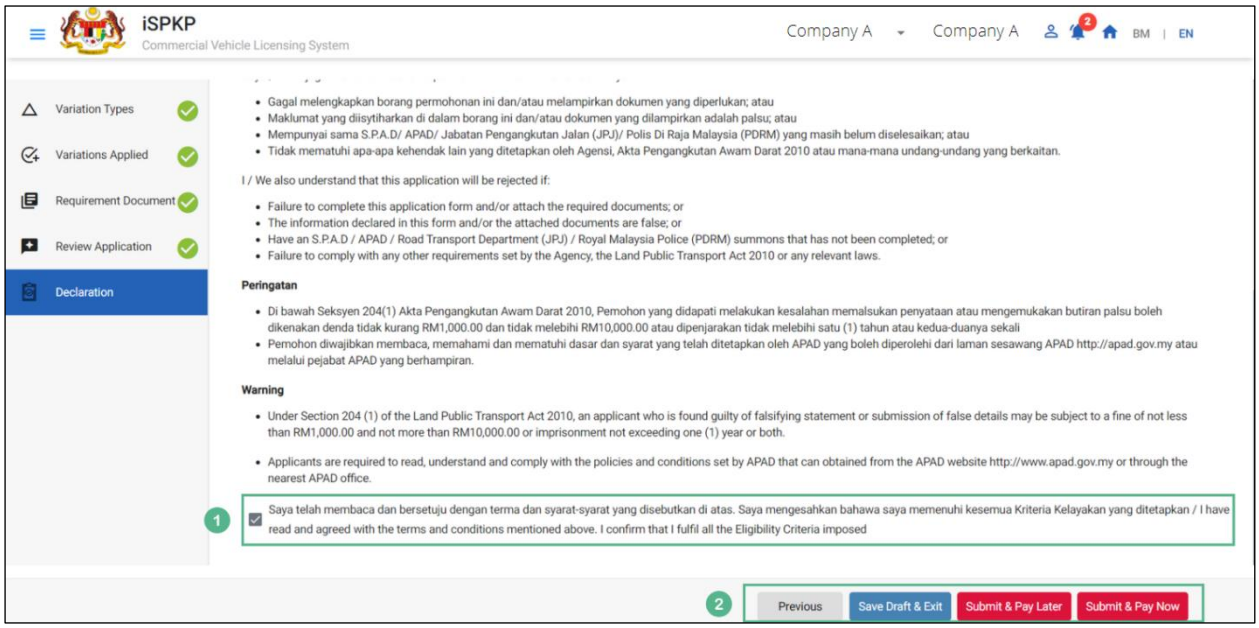


Figure 61: Variation of Application- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and provided are true & accurate information.	User to click checkbox.	Click Checkbox.
2	Previous/ Save Draft & Exit/ Submit & Pay Later / Submit & Pay Now	Enables User to decide on next action.	User to click on Action button as per options: - Previous - Save Draft & Exit - Submit & Pay Later	Click Button. Save Draft & Exit- User has 30 days window period, he/ she can re-

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Submit & Pay Now (Selected)	login to make payment within duration allotted. Submit & Pay Later- User can visit the APAD/LPKP counter to submit payment offline through Debit/ Credit card/ Bank Draft. Submit & Pay Now- User will proceed with the Payment instantly.

4.4.6 Payment

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

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

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

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

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

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

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

4.4.7 View Application Status

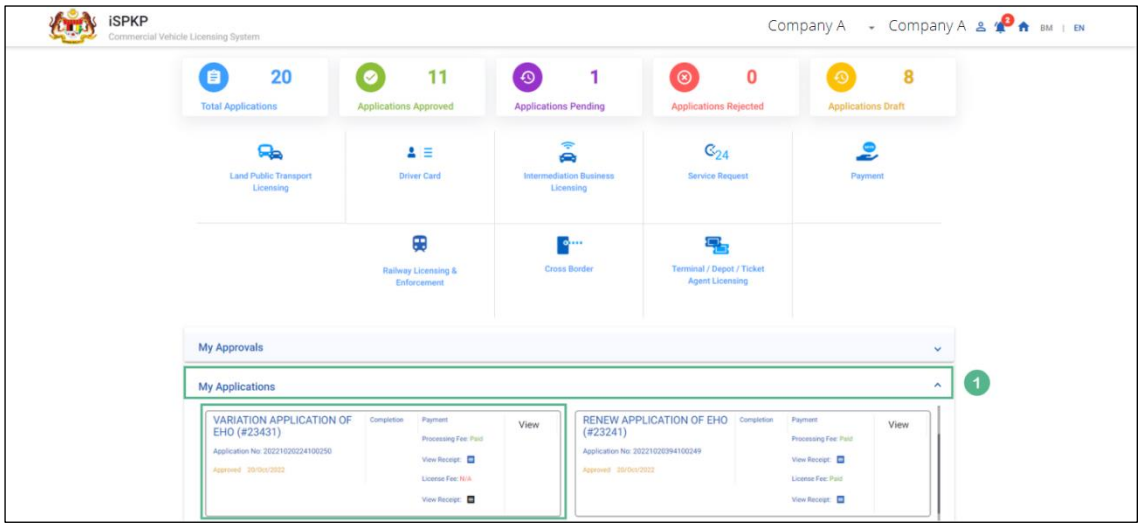


Figure 62: Landing Page- My Applications

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Application	Allows user to view the following details: - Variation Application Of EHO (Completed) - Application Number - Application Status "Approved" - Date - Payment	User to click on "My Applications".	Click Accordion.

The User can also view the status through his / her company profile. The user navigates to the landing page & will click profile icon, as shown below:

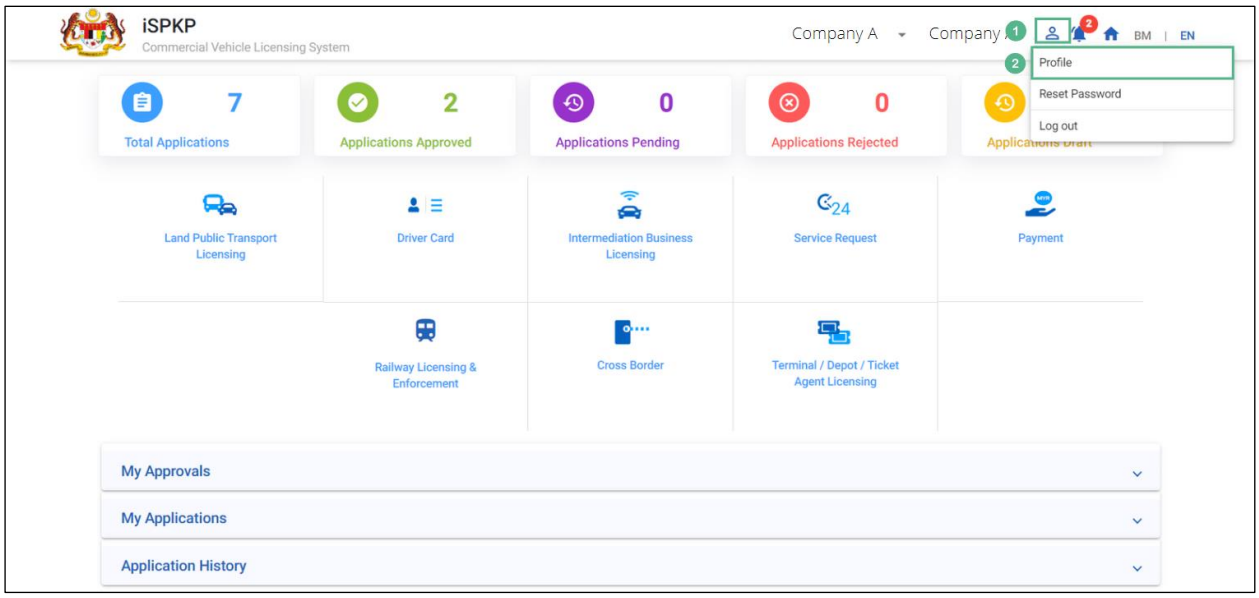


Figure 63: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to select "Profile" option.	Click. A screen will populate as shown in Figure 64.

Upon login into the profile, the user will be able to view the updated information of the Share / Equity Holders, as shown below:

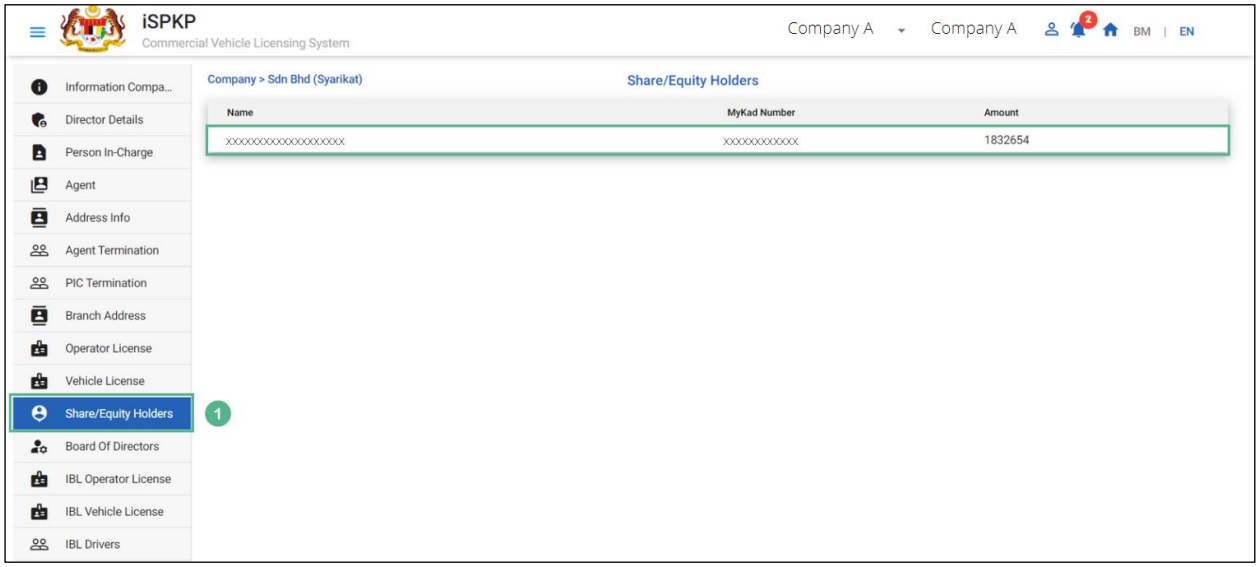


Figure 64: IBL- Share / Equity Holders

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Share / Equity Holders	Allows user to view the Share / Equity Holder's details.	User to click on "Share / Equity Holders" from the sub-menu to view the following details: - Name - MyKad Number - Amount	Click Sub-Menu.

4.5 EHO Cancellation

User will apply for EHO Cancellation. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

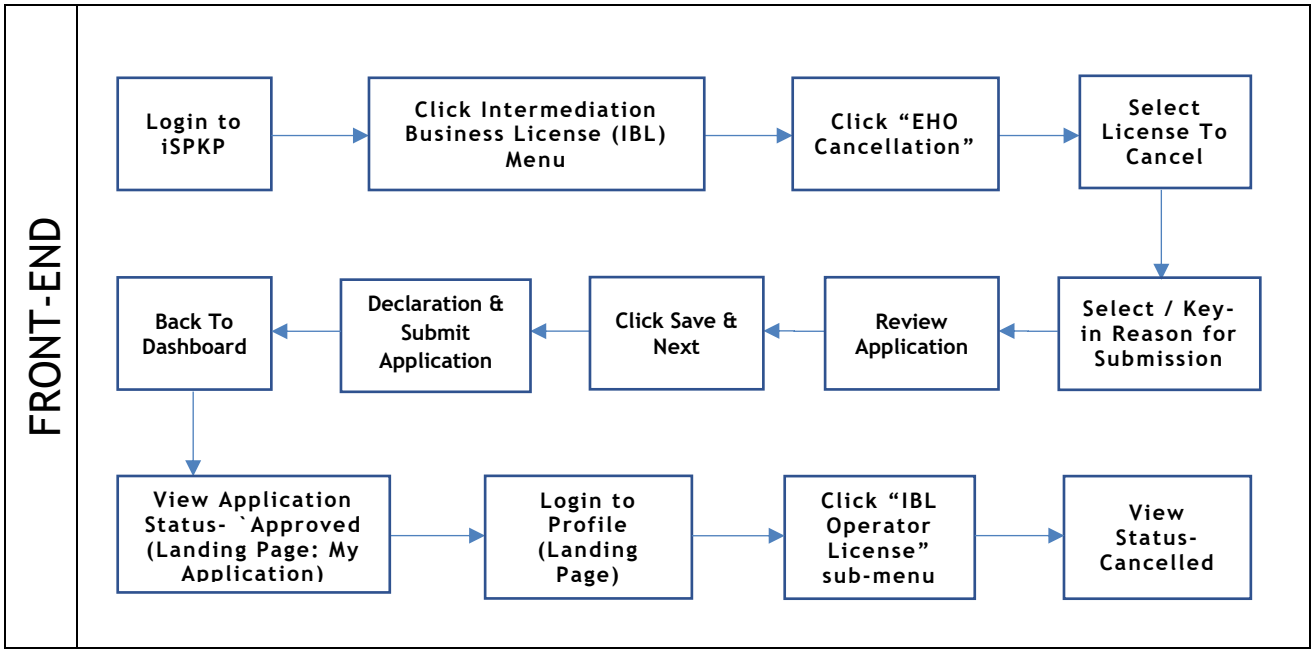


Figure 65: EHO Cancellation Process Flow

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

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

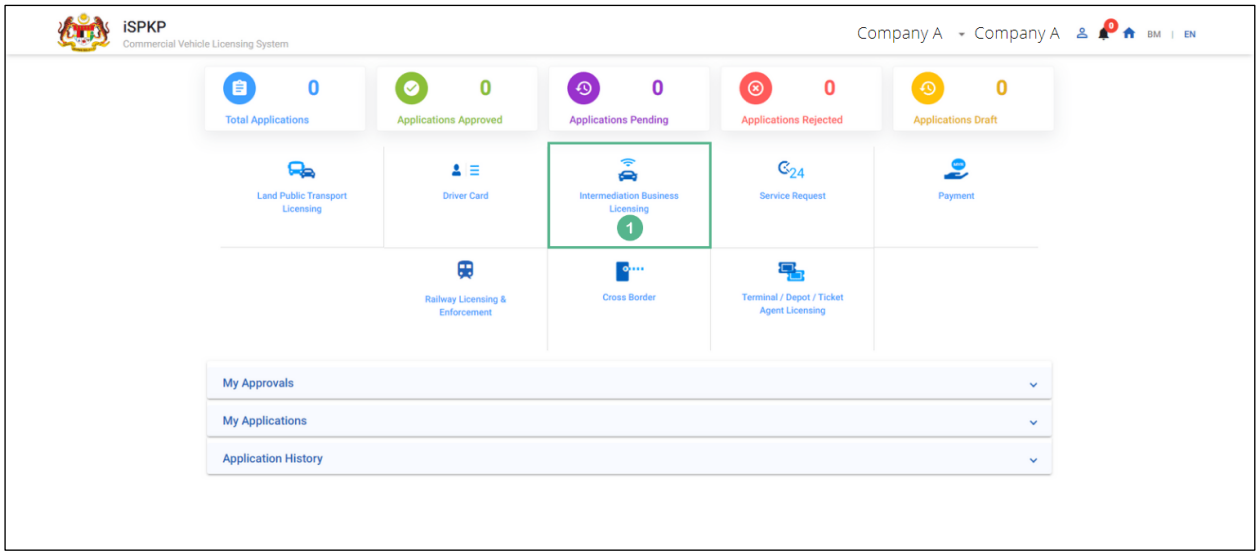


Figure 66: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	*Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 67.

The Company Director / PIC will then apply for EHO Cancellation. Intermediation Business licensing sub-menu will be displayed as follows:

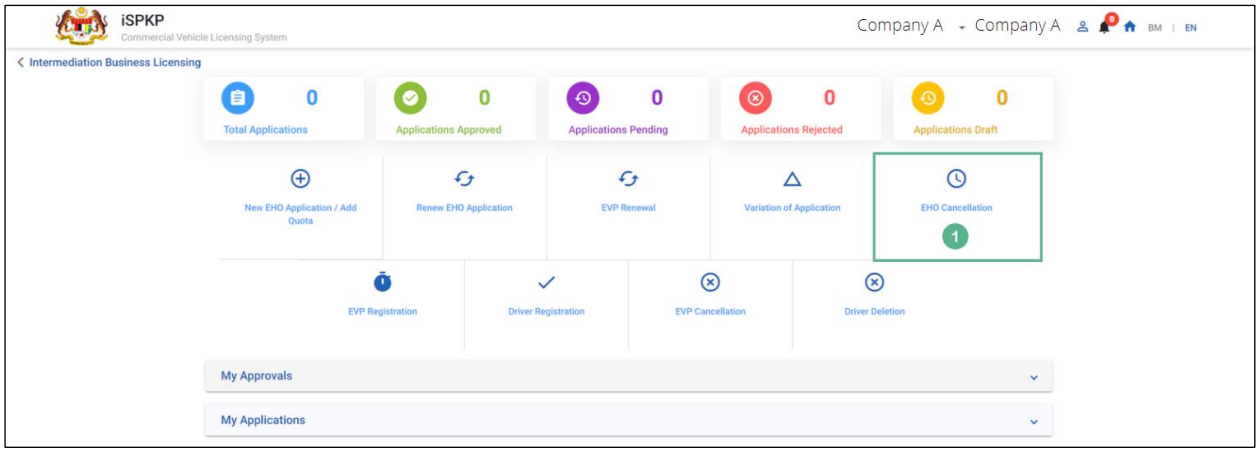


Figure 67: IBL- EHO Cancellation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EHO Cancellation	This sub-menu will initiate the process for EHO Cancellation.	User to click "EHO Cancellation" sub-menu.	Click Button. User to proceed to next screen as shown in Figure 68.

4.5.1 IBL – EHO Cancellation

The Company Director / PIC will select the EHO Application to be cancelled, as shown below:

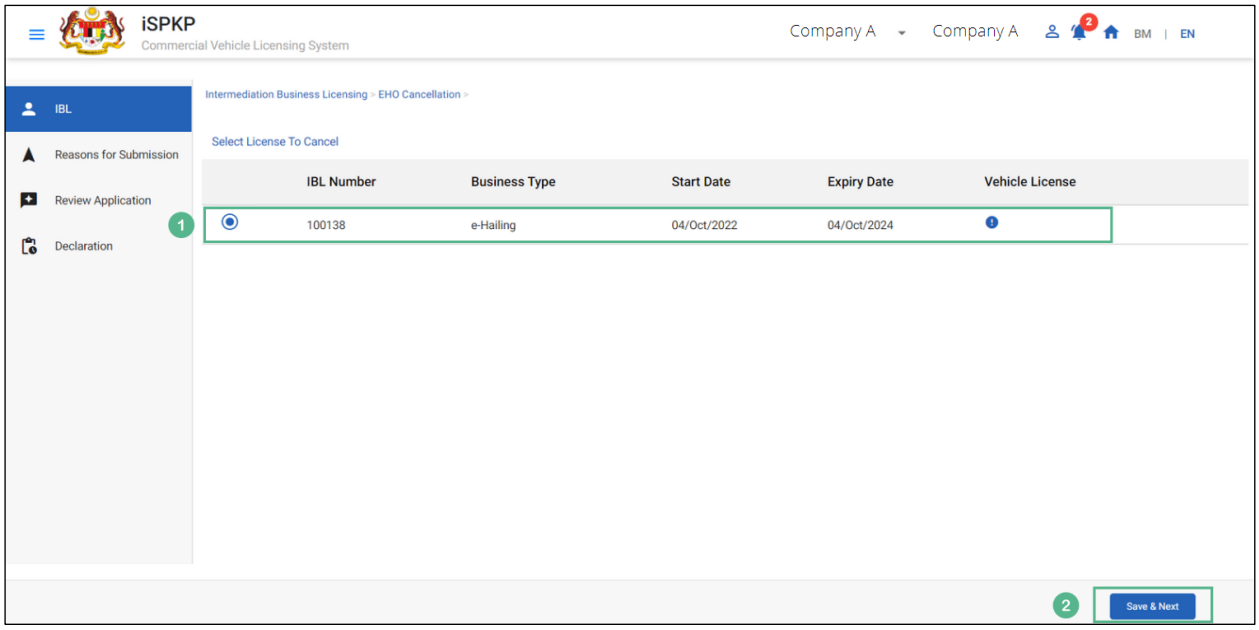


Figure 68: EHO Cancellation- Select License to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing- EHO Cancellation	Allows user to apply for EHO Cancellation for Intermediation Business Licensing.	User to click Radio Button. Following information will be displayed: - IBL Number - Business Type - Start Date - Expiry Date - Vehicle License.	Click Button.
2	Save & Next	Enables user to save the information & proceed to the next page.	User to click on "Save & Next" button.	Click Button. User to proceed to next screen as shown in Figure 69.

The Company Director / PIC will state the reason for submission of the cancellation of EHO License, as shown below:

4.5.2 Reasons for Submission

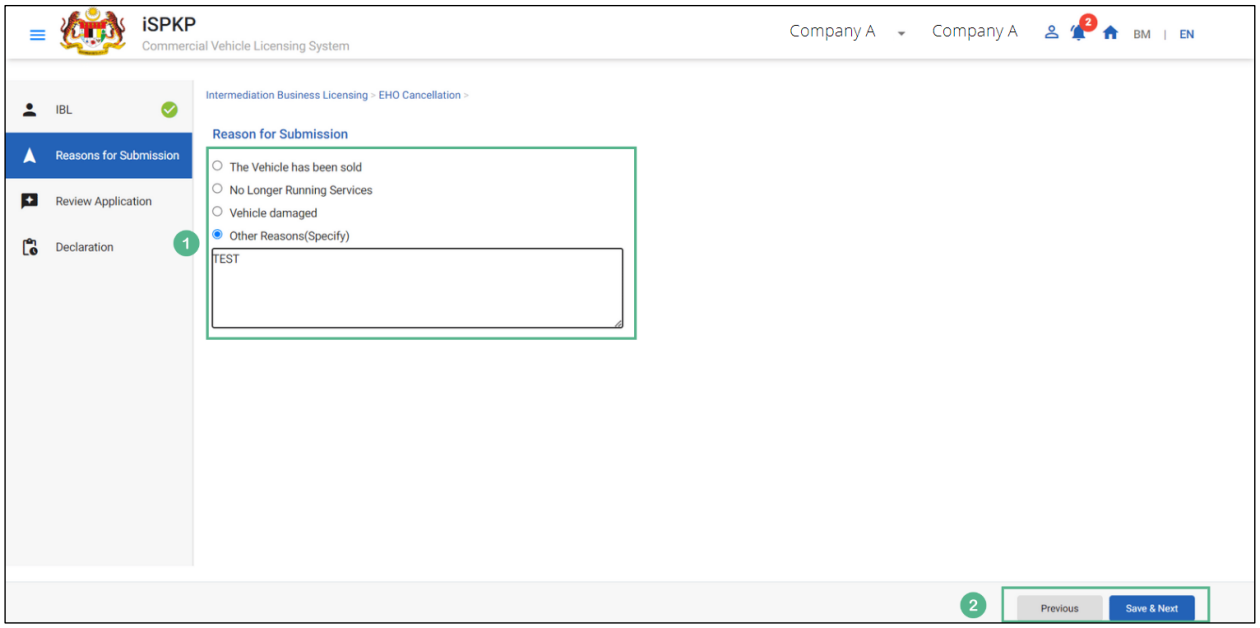


Figure 69: EHO Cancellation- Reason for Submission

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Reason For Submission	Allows user to select / key-in the reason for submission of EHO License Cancellation.	User to click on a reason from the following: - The Vehicle has been sold. - No Longer Running Services. - Vehicle Damaged - Other Reason (Selected)	Click Button. Text only.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			User to key-in the reason.	
2	Previous / Save & Next	Enables User to decide on next action.	User to click on Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, the following screen will be displayed as shown in Figure 70.

The Company Director / PIC can review the application before proceeding for further action, as shown below.

4.5.3 Review Application

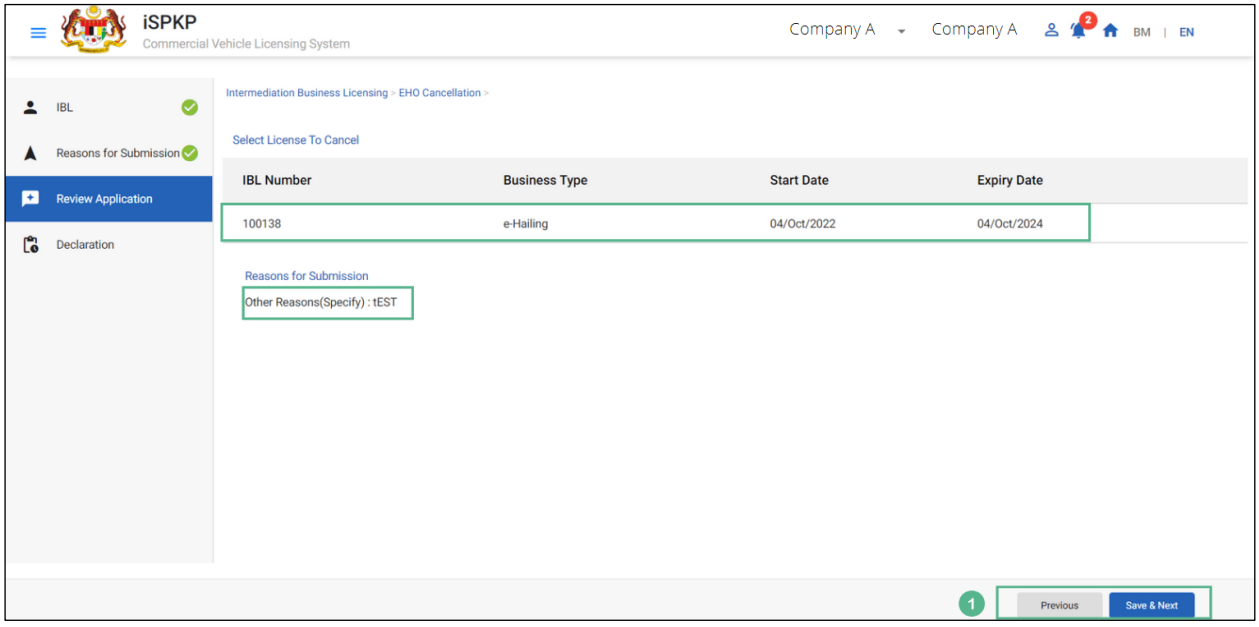


Figure 70: EHO Cancellation- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous/ Save & Next.	Enables User to Review Application & decide on next action.	User to Review the Reason for Submission & the following Application details: - IBL Number - Business Type - Start Date - Expiry Date User to click on Action button as per options: - Previous - Save & Next (Selected)	Click Button. Upon clicking "Save & Next" button, details will be saved & the following screen will be displayed as shown in Figure 71.

The Company Director / PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.5.4 Declaration

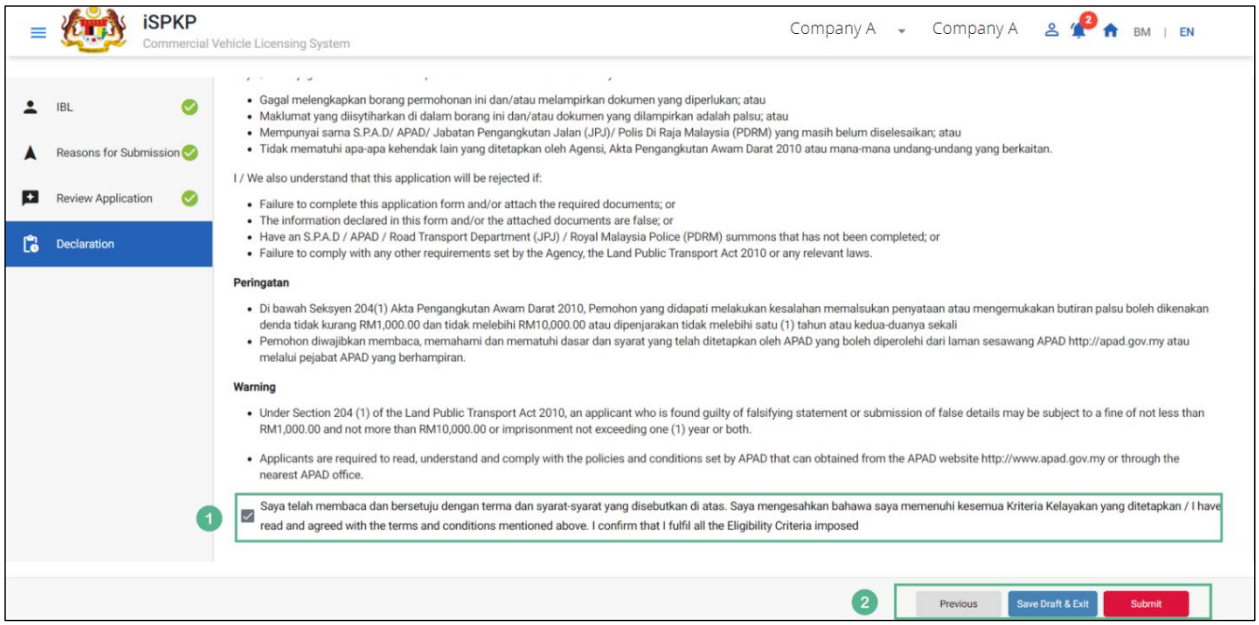


Figure 71: EHO Cancellation- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and the details provided are true & accurate information.	User to click on the checkbox.	Click Checkbox.
2	Previous/ Save Draft & Exit/ Submit	Enables User to decide on next action.	User to click on Action button as per options: - Previous - Save Draft & Exit - Submit (Selected)	Click Button. User to proceed to next screen as shown in Figure 72.

Upon successful submission of the EHO Cancellation application, user will be notified with a “Thank You” note about the submission of the Application & an application number will be generated. User then can proceed to the Dashboard, as shown below:

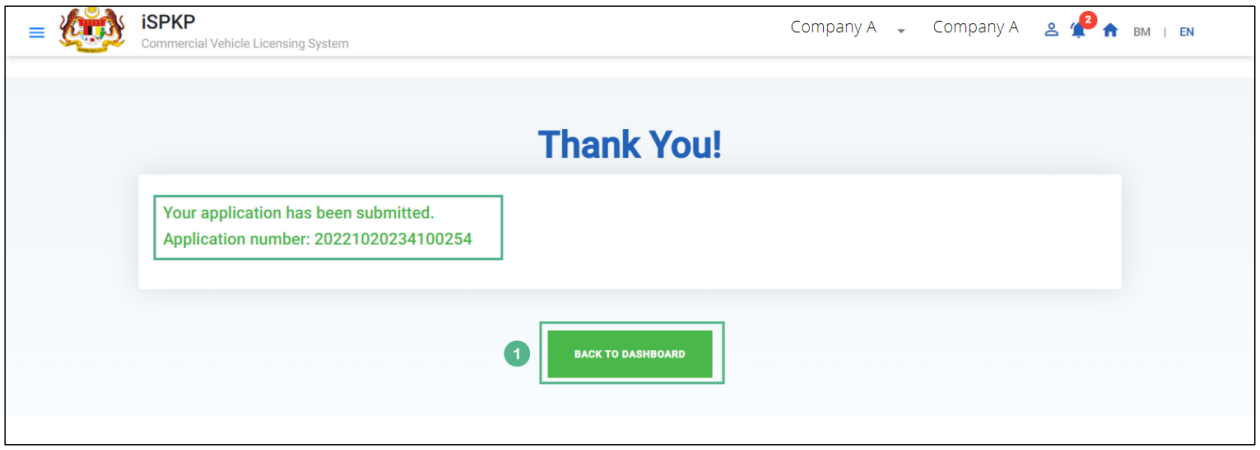


Figure 72: EHO Cancellation- System Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to Dashboard	Enables user to return to Landing Page.	User to click on “Back to Dashboard” button to exit the EHO Cancellation menu.	Click Button. User to proceed to next screen as shown in Figure 73.

4.5.5 View Application Status

The Company Director / PIC will return to Landing Page to view the Application status under “My Application”, as shown below:

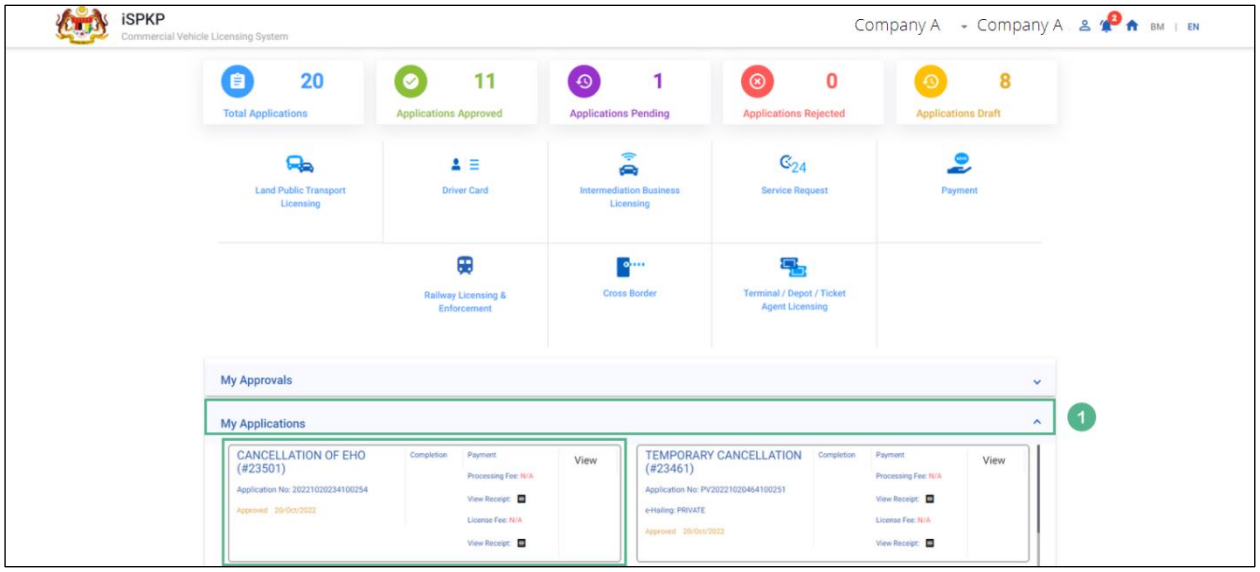


Figure 73: Landing Page- My Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Allows user to view the following details: - Cancellation of EHO (Completed) - Application Number - Application Status “Approved” - Date	User to click on “My Applications”.	Click Accordion.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- Payment		

The User can also view the EHO Cancellation Status through his / her profile. The user navigates to the landing page & will click profile icon, as shown below:

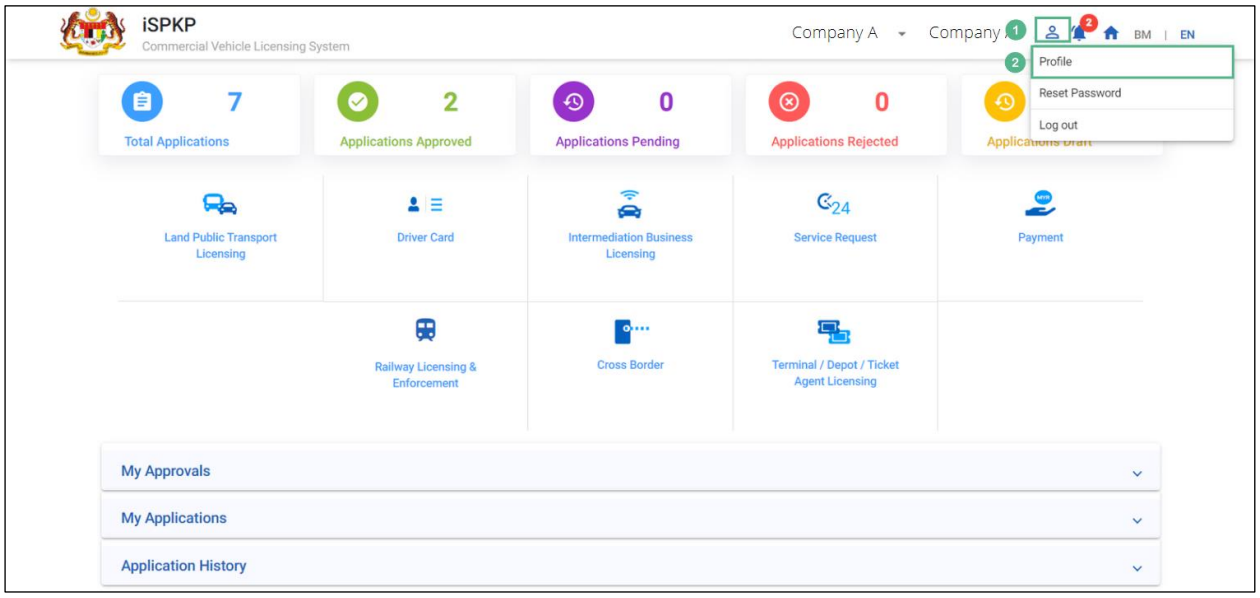


Figure 74: Landing Page – Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
2	Profile	User will be able to log-in to his/ her Profile.	User to select “Profile” option.	Click Menu. A screen will auto populate as shown in Figure 75.

After login to the Profile, the user will view License details under “IBL Vehicle License” sub-menu option. On approval of the EHO Cancellation, the status displayed along with the other details will be “Cancelled”, as shown below:

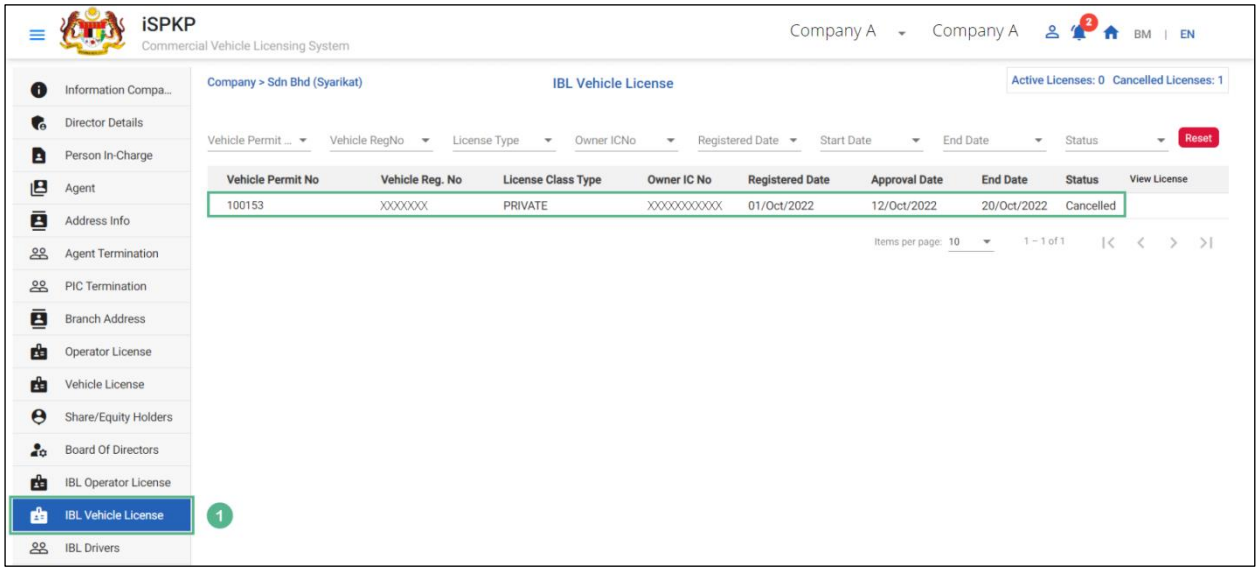


Figure 75: IBL Vehicle License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Vehicle License	Allows user to view the License details.	User to click on “IBL Vehicle License” from the left sub-menu option. The following details will	Click Sub-Menu.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			be displayed on the screen: - Vehicle Permit No. - Vehicle Reg. Number - License Class Type - Owner's IC Number - Registered Date - Approval Date - End Date - Status (Cancelled)	

4.6 EVP Registration

User will apply for EVP Registration. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

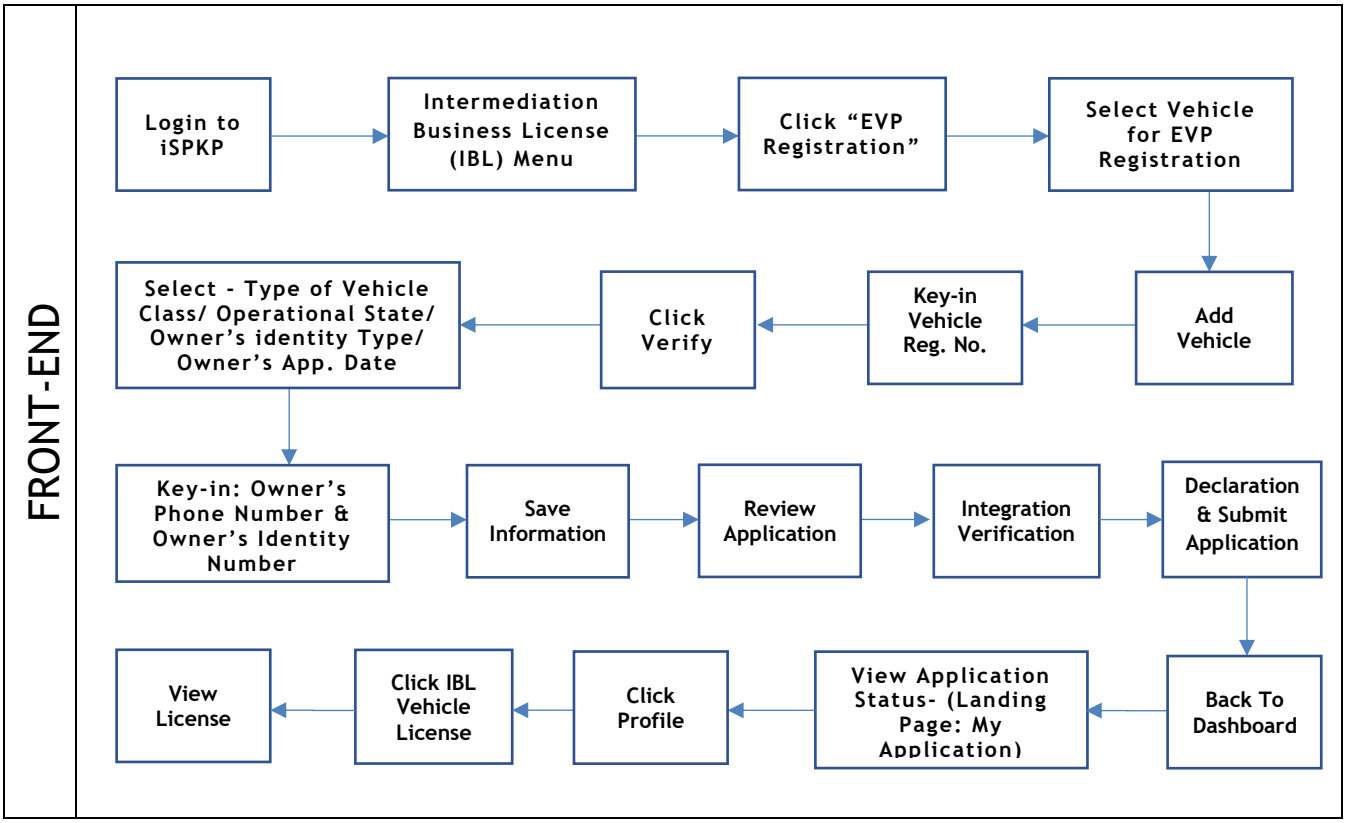


Figure 76: EVP Registration Process Flow

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).

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

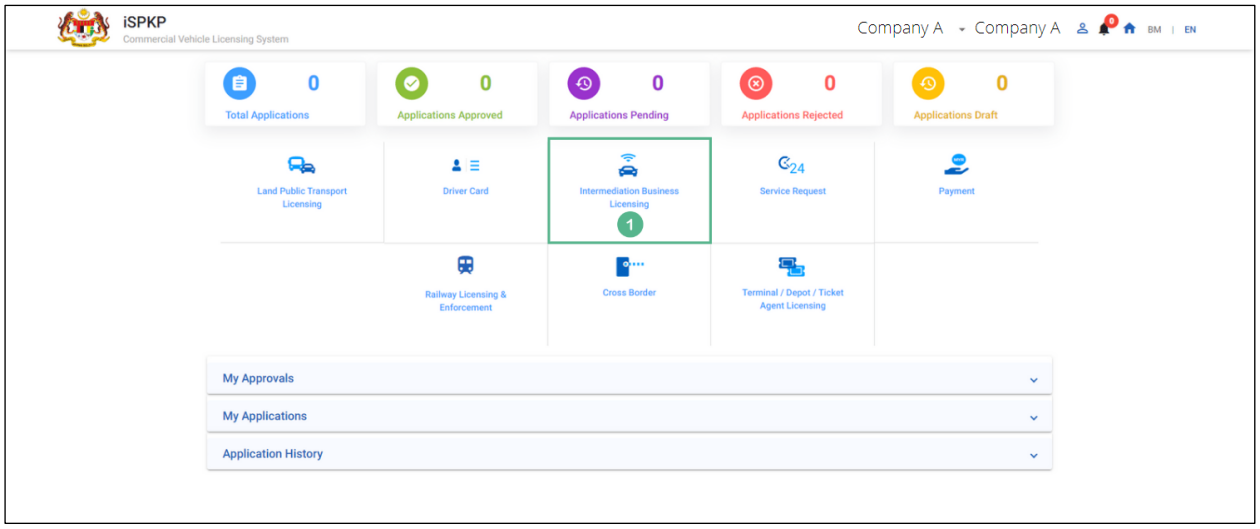


Figure 77: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	* Mandatory field. Click button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 78.

The Company Director / PIC will then apply for EVP Registration. Intermediation Business licensing sub-menu will be displayed as follows:

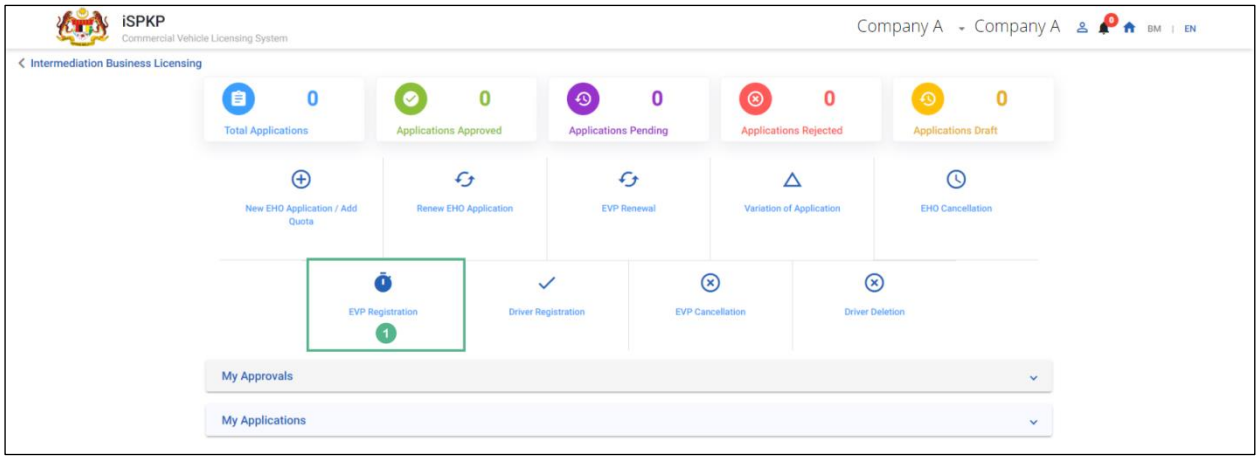


Figure 78: Intermediation Business Licensing- EVP Registration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EVP Registration	This sub-menu will initiate the process for EVP Registration.	User to click "EVP Registration" sub-menu.	Click Button. User to proceed to next screen as shown in Figure 79.

4.6.1 IBL – EVP Registration

The Company Director / PIC will select the vehicle for registration, as shown below:

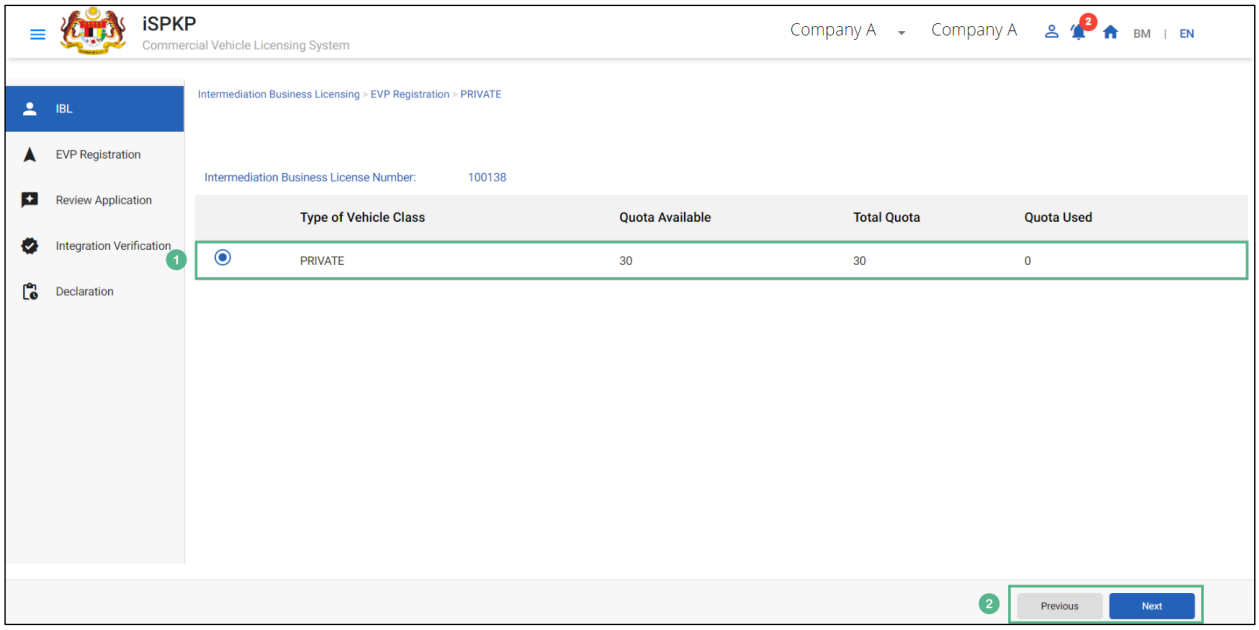


Figure 79: Intermediation Business Licensing- EVP Registration Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing- EVP Registration	Allows user to apply for EVP Registration for Intermediation Business Licensing.	User to click Radio Button. Following information will be displayed: - Type of Vehicle (Private) - Quota Available - Total Quota - Quota used.	Click Button.
2	Previous / Next	Enables user to move to previous page or proceed to the next page.	User to click on “Next” button.	Click Button. User to proceed to next screen as shown in Figure 80.

4.6.2 EVP Registration - Add Vehicle

The Company Director / PIC will add vehicles for EVP Registration, as shown below:

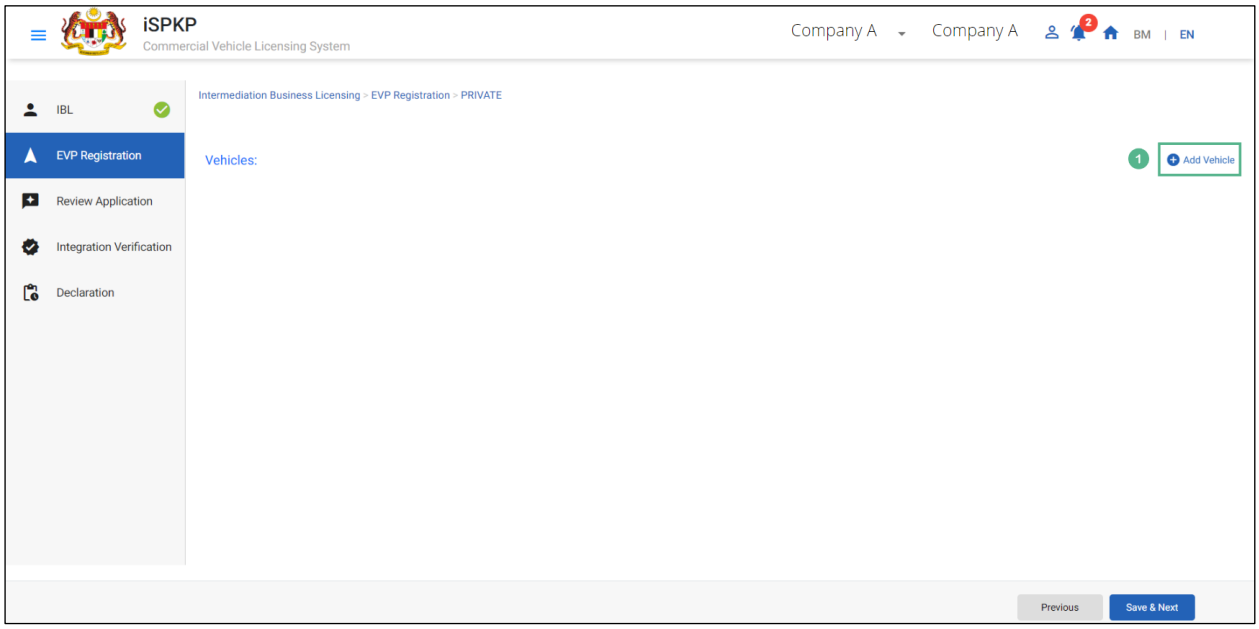


Figure 80: EVP Registration- Add Vehicle

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Add Vehicle	Allows user to add vehicle to be registered.	User to click on "Add Vehicle" button.	Click Button. User to proceed to next screen as shown in Figure 81.

Upon clicking "Add Vehicle" button, the system will pull some information from the JPJ system like- "Vehicle Body Type", "Owner's Name" & "Seating Capacity"; hence a screen with Vehicle & Owner's information will pop up. User will then have to key-in Vehicle's Registration number for verification of the details, JPJ System will verify the Registration Number & will prompt a message

"JPJ Check Successful" below the Vehicle's Registration Number. User can proceed only on successful verification, as shown below:

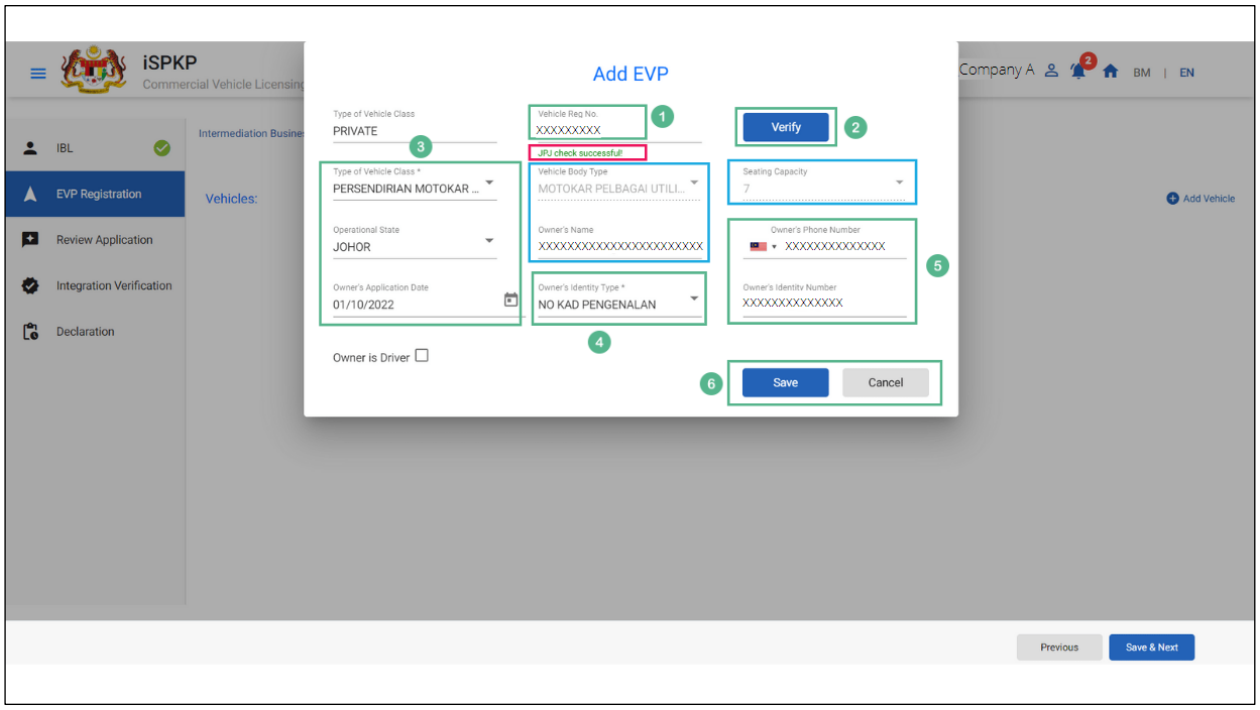


Figure 81: EVP Registration- Add EVP

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Vehicle Registration Number	Allows user to key-in vehicle registration number.	User to key-in "Vehicle Registration Number".	Key-in Details.
2	Verify	Allows user to auto-validate the registration number entered.	User to click on "Verify" button.	Click Button.
3	Type of Vehicle Class/ Operational State / Owner's	Allows user to select from the dropdown.	User to select from the dropdown - Type of Vehicle Class	Click Dropdown.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
	Application Date		- Operational State - Owner's Application Date (From Calendar)	
4	Owner's Identity Type	Allows user to select from the dropdown the "Owner's Identity Type".	User to click on dropdown.	Click Dropdown.
5	Owner's Phone Number / Owner's Identity Number	Allows user to key-in Owner's Phone Number & Owner's Identity Number.	User to key-in the following: - Owner's Phone Number - Owner's Identity Number.	Key-in Details. As the user will key-in "Owner's Identity Number", API2 & JPN will auto validate the authenticity of the IC No. If the Owner's name from JPJ & JPN does not match, user will not be able to proceed further.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
6	Save / Cancel	Enables user to decide on next action: Save/Cancel.	User to click on “Save” button.	Click Button. User to proceed to next screen as shown in Figure 82.

Upon adding the Vehicle for EVP registration, the vehicle details will be displayed on the screen as shown below:

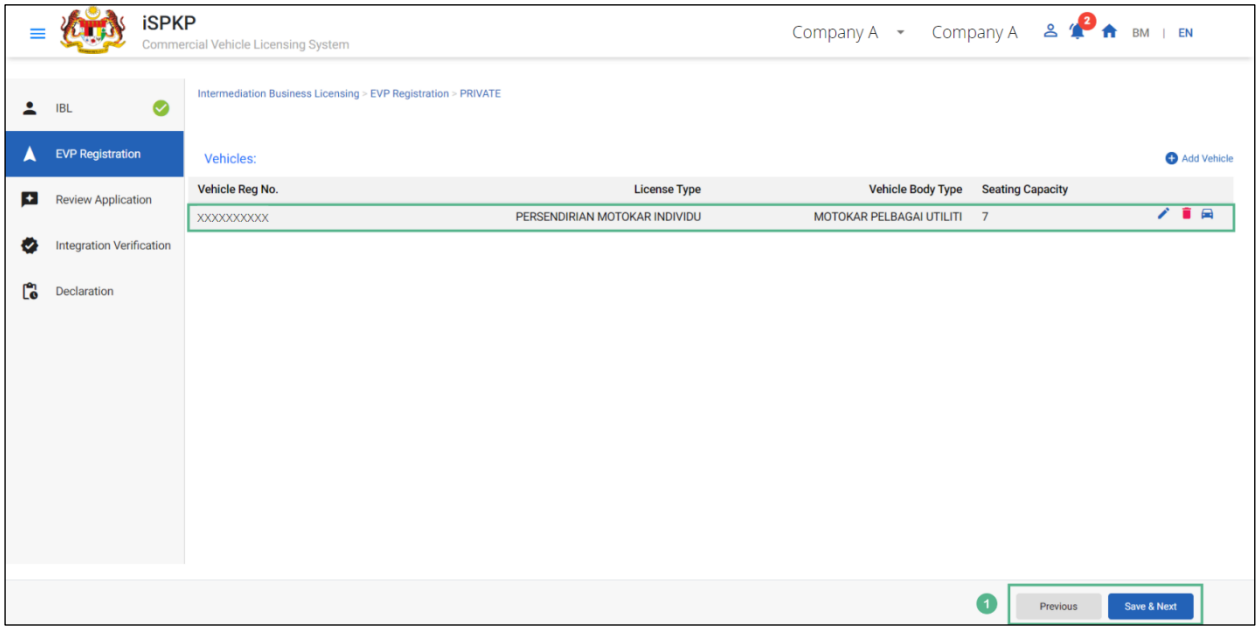


Figure 82: EVP Registration - Vehicle Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables user to move to previous page or Save &	User to click on “Save & Next” button to save the following information:	Click Button. User to proceed to next screen

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		proceed to the next page.	- Vehicle Registration Number - License Type - Vehicle Body Type - Seating Capacity.	as shown in Figure 83.

4.6.3 Review Application

The Company Director / PIC will review & save the application before proceeding, as shown below:

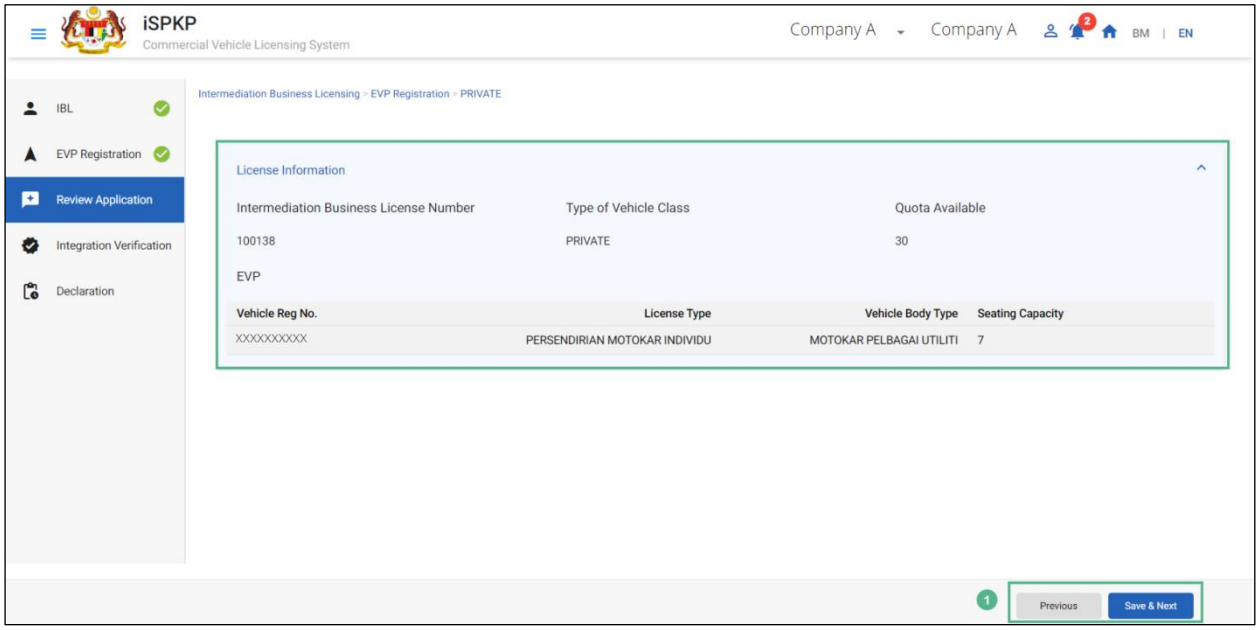


Figure 83: EVP Registration- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables user to move to previous page or Save the License Information & proceed to the next page.	User to click on "Save & Next" button to save the following License information: - Intermediation Business License Number - Type of Vehicle class - Quota Available - Vehicle Registration Number - License Type - Vehicle Body Type - Seating Capacity.	Click Button. User to proceed to next screen as shown in Figure 84.

4.6.4 Integration Verification

After reviewing the application details & information, the Company Director / PIC will proceed for Integration Verification & check through SSM & JPJ System the type of Validation Status of the company. A tick mark against status represents successful SSM integration verification, whereas a cross represents successful JPJ integration verification with summons as shown below:

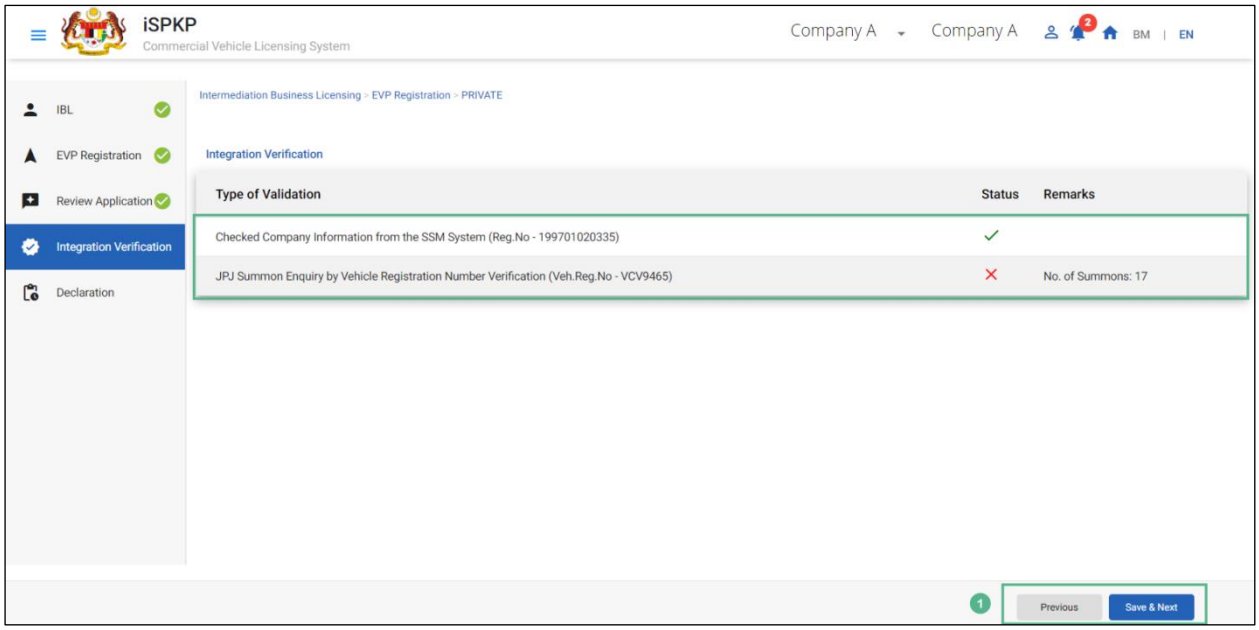


Figure 84: EVP Registration- Integration Verification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables user to move to previous page or Save & proceed to the next page.	User to click on "Save & Next" button.	Click button. User to proceed to next screen as shown in Figure 85.

The Company Director / PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.6.5 Declaration

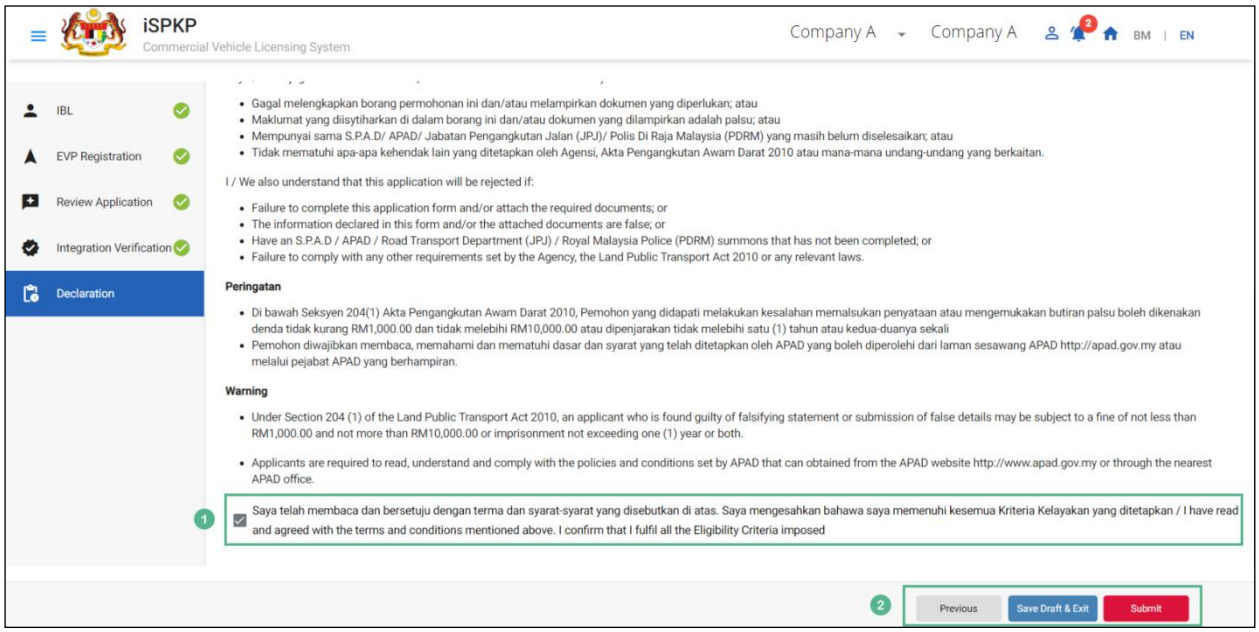


Figure 85: EVP Registration- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and details provided are true & accurate information.	User to click on the checkbox.	Click Checkbox.
2	Previous/ Save Draft & Exit/ Submit	Enables User to decide on next action.	User to click Action button as per options: - Previous - Save Draft & Exit - Submit (Selected)	Click button. User to proceed to next screen as shown in Figure 86.

Upon successful submission of the EVP Registration application, user will be notified with a “Thank You” note about the submission of the Application & an application number will be generated. User then can proceed to the Dashboard, as shown below:

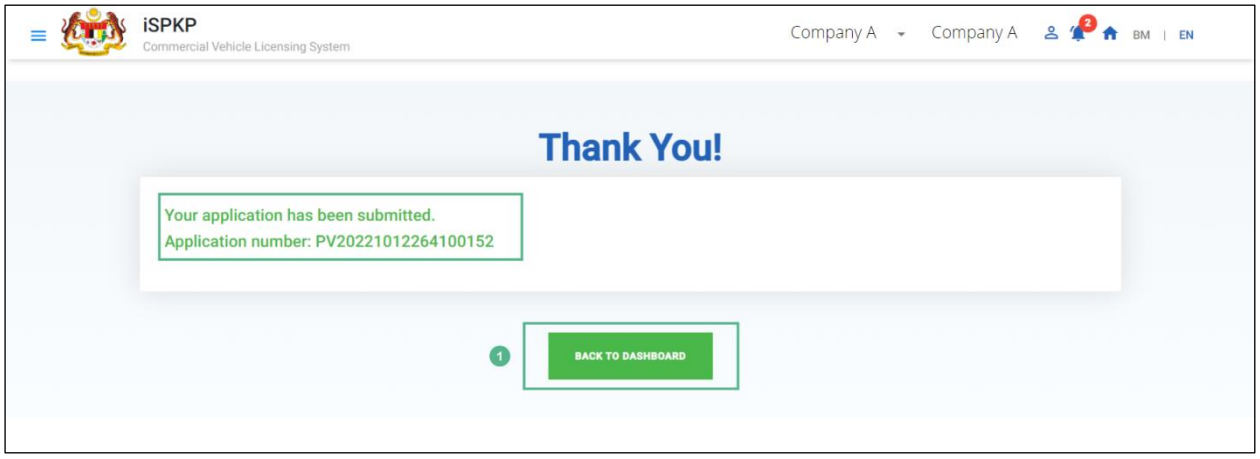


Figure 86: EVP Registration – Back to Dashboard

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to Dashboard	Enables user to return to Landing Page.	User to click on “Back to Dashboard” button to exit the EVP Registration menu.	Click Button. User to proceed to next screen as shown in Figure 87.

4.6.6 View Application Status

The Company Director / PIC will return to Landing Page to view the Application status, as shown below:

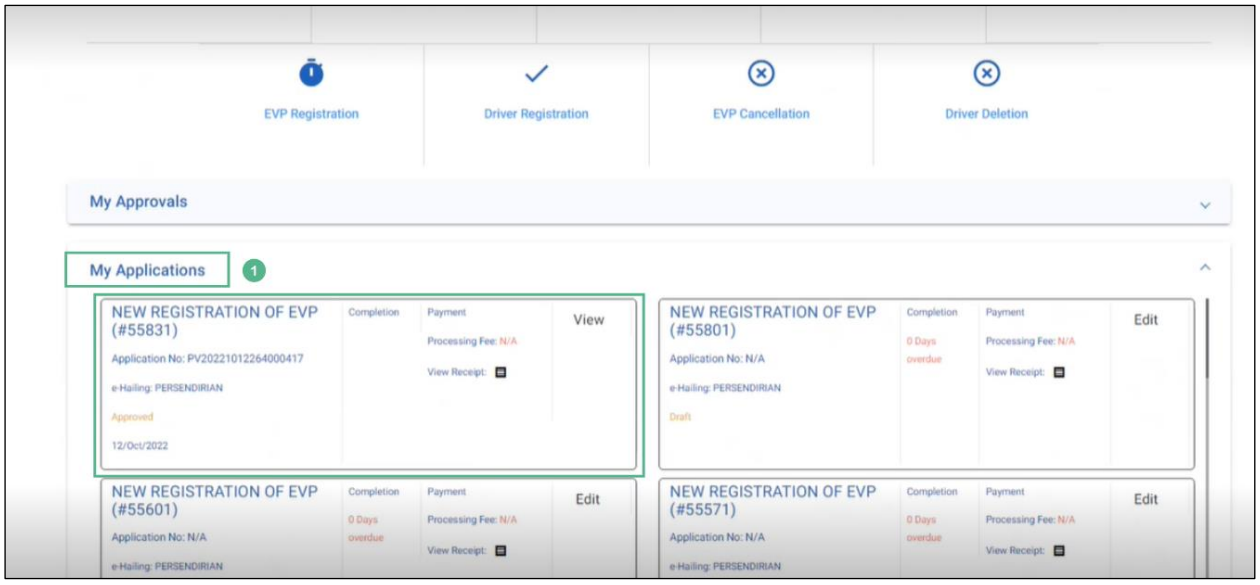


Figure 87: Landing Page- My Applications

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Allows user to view the following details: - EVP Registration (Completed) - Application Number - Application Status "Approved" - Date - Payment	User to click on "My Applications".	Click Accordion.

The User can also view the EVP Registration Status through his / her profile. The user navigates to the landing page & will click profile icon, as shown below:

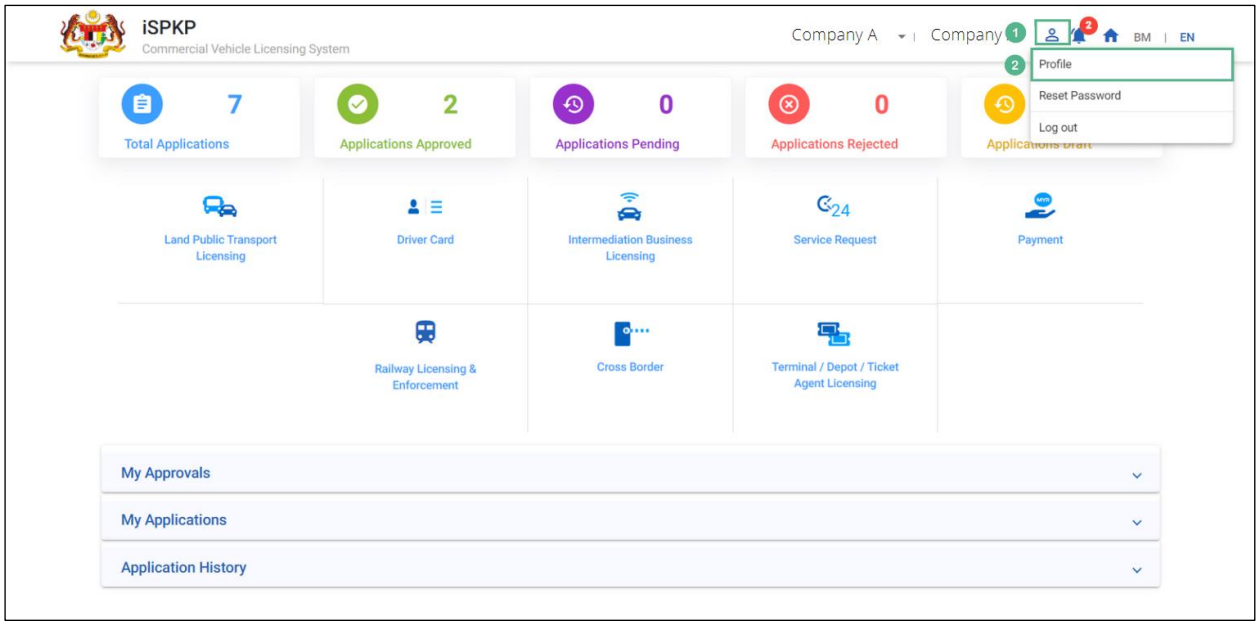


Figure 88: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to select "Profile" option.	Click Menu. A screen will auto populate as shown in Figure 89.

After login to the Profile, the user will view license under "IBL Vehicle License" sub-menu option which has been issued for a period of one year. On approval

of the EVP Registration, the End Date will be displayed along with the other details, as shown below:

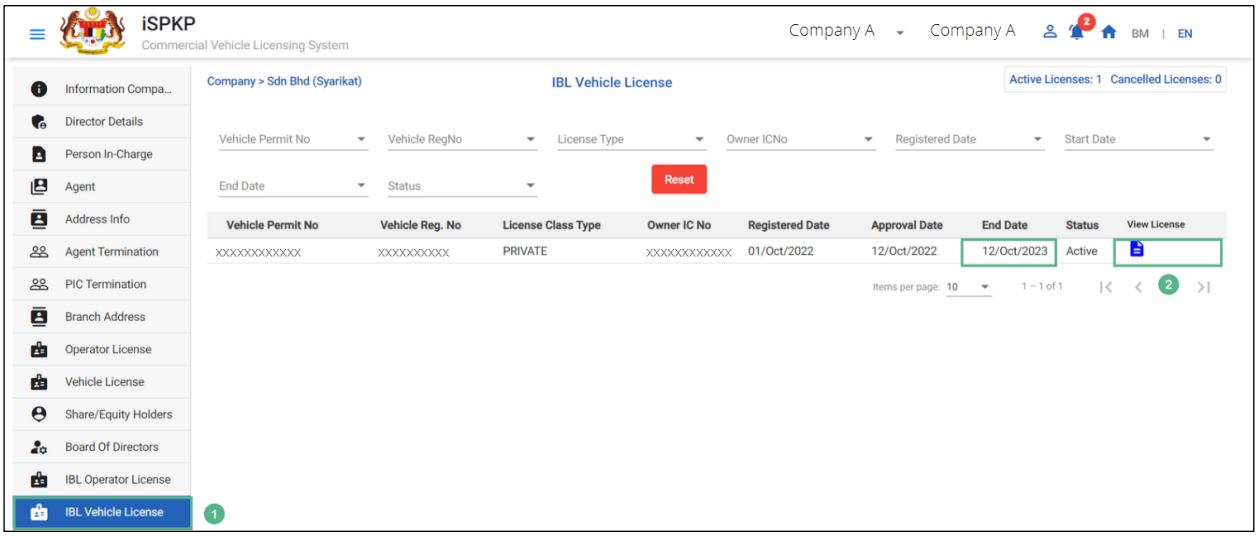
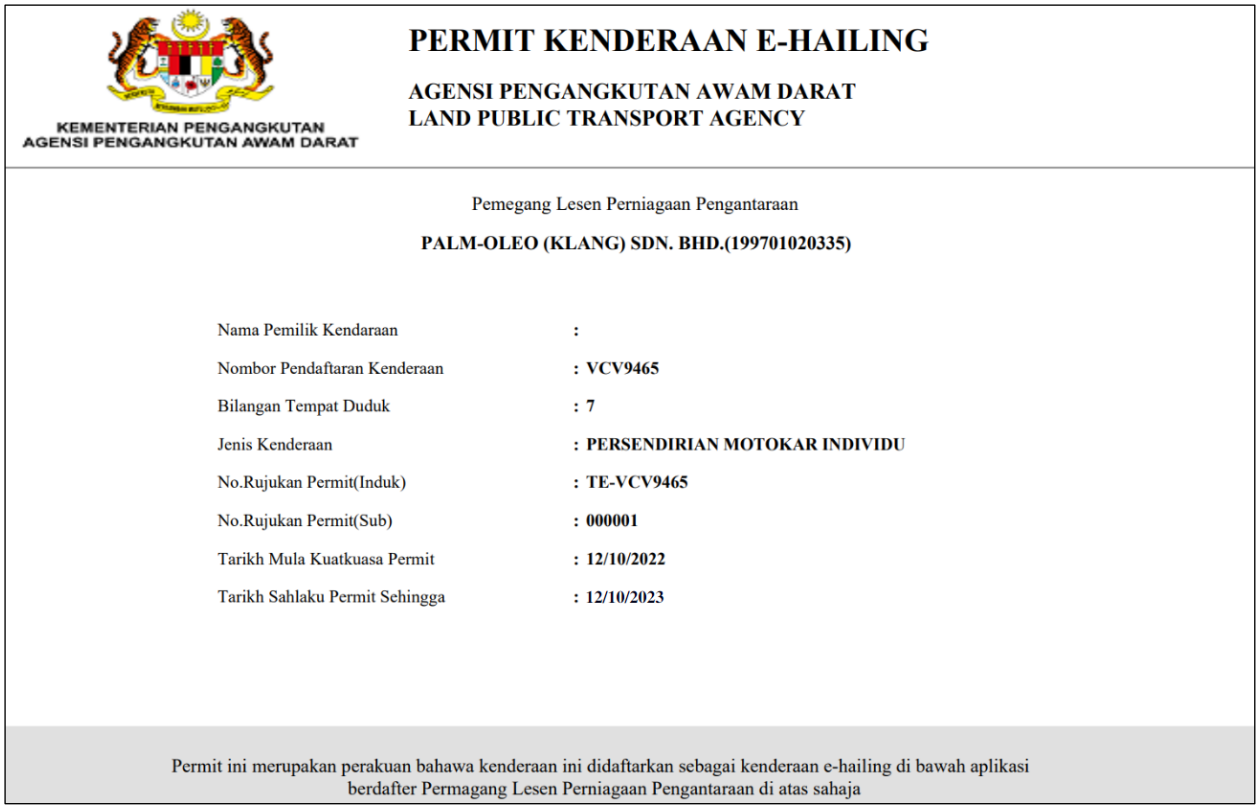


Figure 89: IBL Vehicle License- View License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Vehicle License	Allows user to view the license details: - Vehicle Permit Number - Vehicle Registration Number - License Class Type - Owner's IC No. - Registration Date - Approval Date	User to click on "IBL Vehicle License" from the sub-menu.	Click Sub-Menu.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- End Date - Status - View License		
2	View License	Allows user to view the license issued.	User to click on "View License".	Click field.

License will be displayed on the screen. The user can download & take a print of the same. A sample license is shown below:



KEMENTERIAN PENGANGKUTAN
AGENSI PENGANGKUTAN AWAM DARAT

PERMIT KENDERAAN E-HAILING

AGENSI PENGANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT AGENCY

Pemegang Lesen Perniagaan Pengantaraan

PALM-OLEO (KLANG) SDN. BHD.(199701020335)

Nama Pemilik Kendaraan	:
Nombor Pendaftaran Kenderaan	: **VCV9465**
Bilangan Tempat Duduk	: **7**
Jenis Kenderaan	: **PERSENDIRIAN MOTOKAR INDIVIDU**
No.Rujukan Permit(Induk)	: **TE-VCV9465**
No.Rujukan Permit(Sub)	: **000001**
Tarikh Mula Kuatkuasa Permit	: **12/10/2022**
Tarikh Sahlaku Permit Sehingga	: **12/10/2023**

Permit ini merupakan perakuan bahawa kenderaan ini didaftarkan sebagai kenderaan e-hailing di bawah aplikasi berdafter Permagang Lesen Perniagaan Pengantaraan di atas sahaja

Figure 90: Sample License

4.7 Driver Registration

User will apply for Driver Registration. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

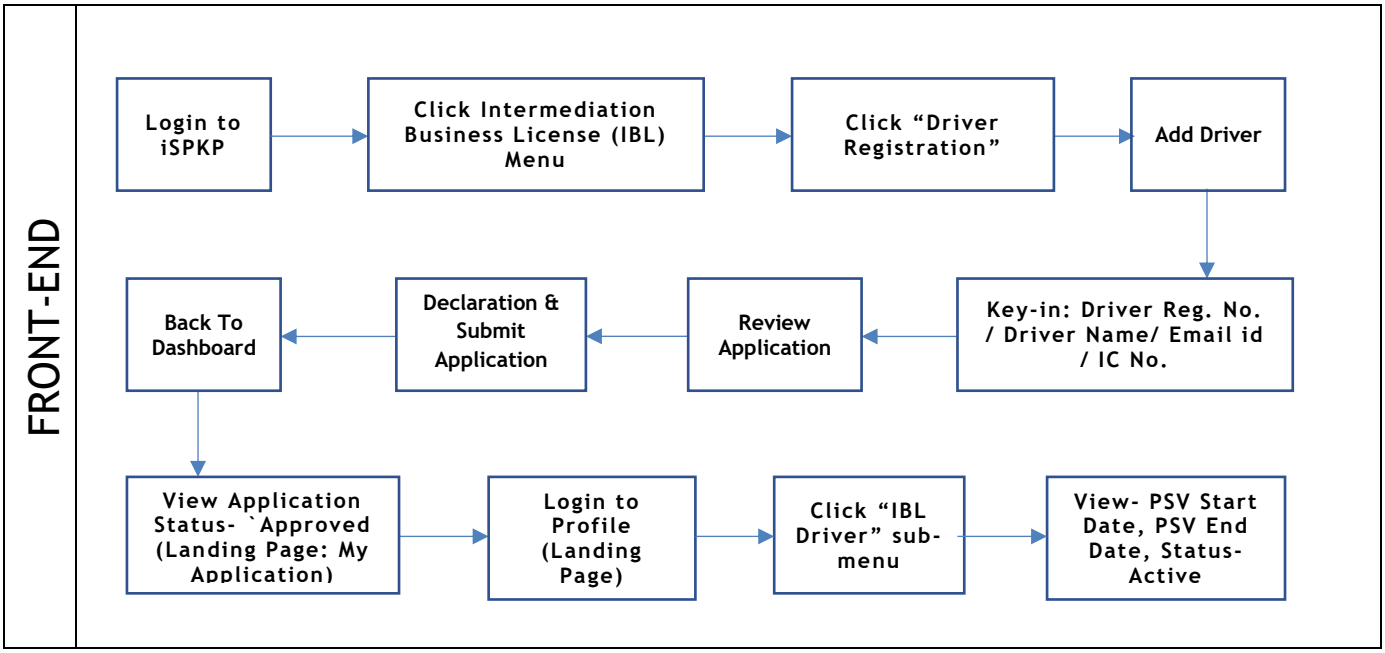


Figure 91: Driver Registration Process Flow

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).

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

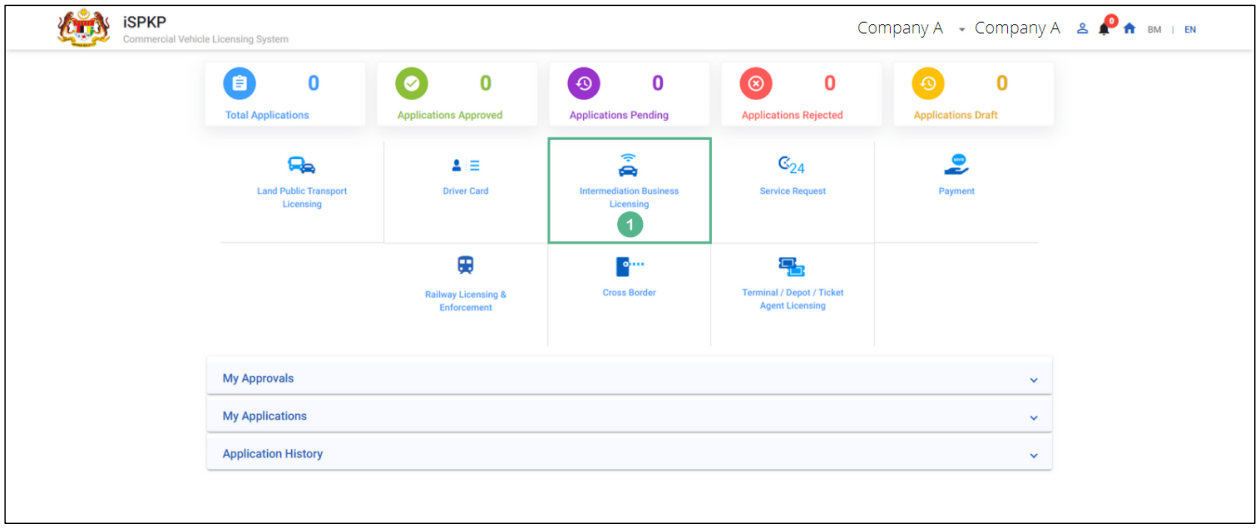


Figure 92: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	* Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 93.

The Company Director / PIC will then apply for Driver Registration. Intermediation Business licensing sub-menu will be displayed as follows:

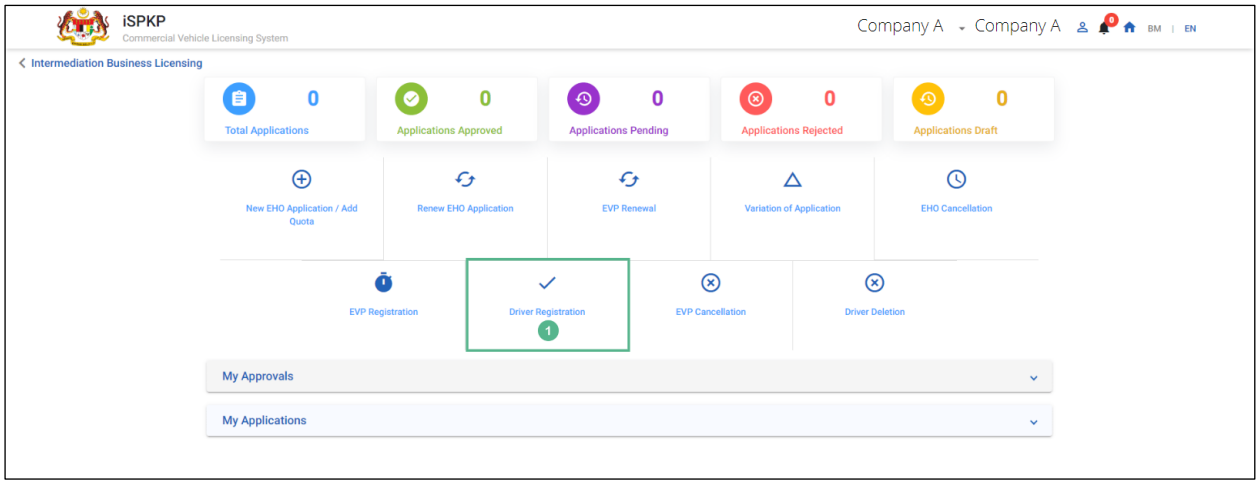


Figure 93: Intermediation Business Licensing - Driver Registration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Driver Registration	This sub-menu will initiate the process for Driver Registration.	User to click "Driver Registration" sub-menu.	Click Button. User to proceed to next screen as shown in Figure 94.

4.7.1 Add Driver

The Company Director / PIC will add driver for Registration. User will key-in the required details. As the user will key-in IC Number, it will be auto verified through JPJ system. If PSV is valid then only the user will be able to proceed for Driver's Registration, as shown below:

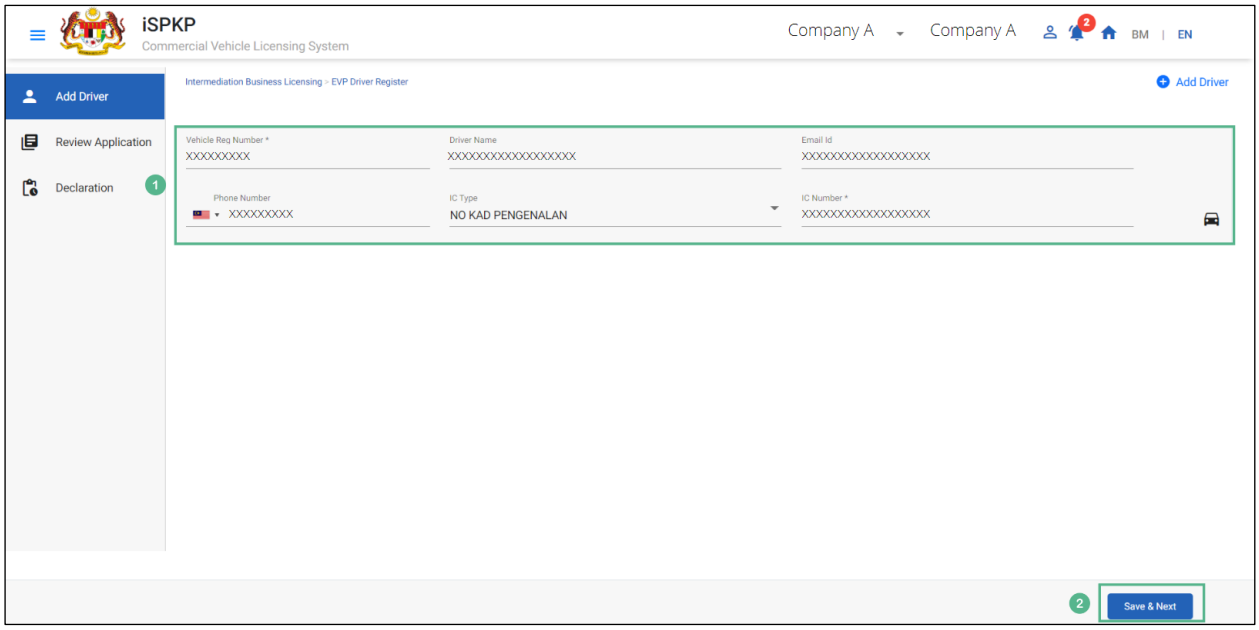


Figure 94: Driver Registration- Add Driver

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EVP Driver Details	Allows user to add driver's details.	User to key-in the following details: - Vehicle Reg. Number - Driver Name - Email ID - Phone Number - IC Type (Select from Dropdown) - IC Number	*Mandatory Fields: Key-in Details. - Vehicle Reg. Number - IC Number
2	Save & Next	Enables user to save the information & proceed to the next screen.	User to click on "Save & Next" button.	Click Button. User to proceed to next screen as

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
				shown in Figure 95.

4.7.2 Review Application

The Company Director / PIC will review & save the application before proceeding, as shown below:

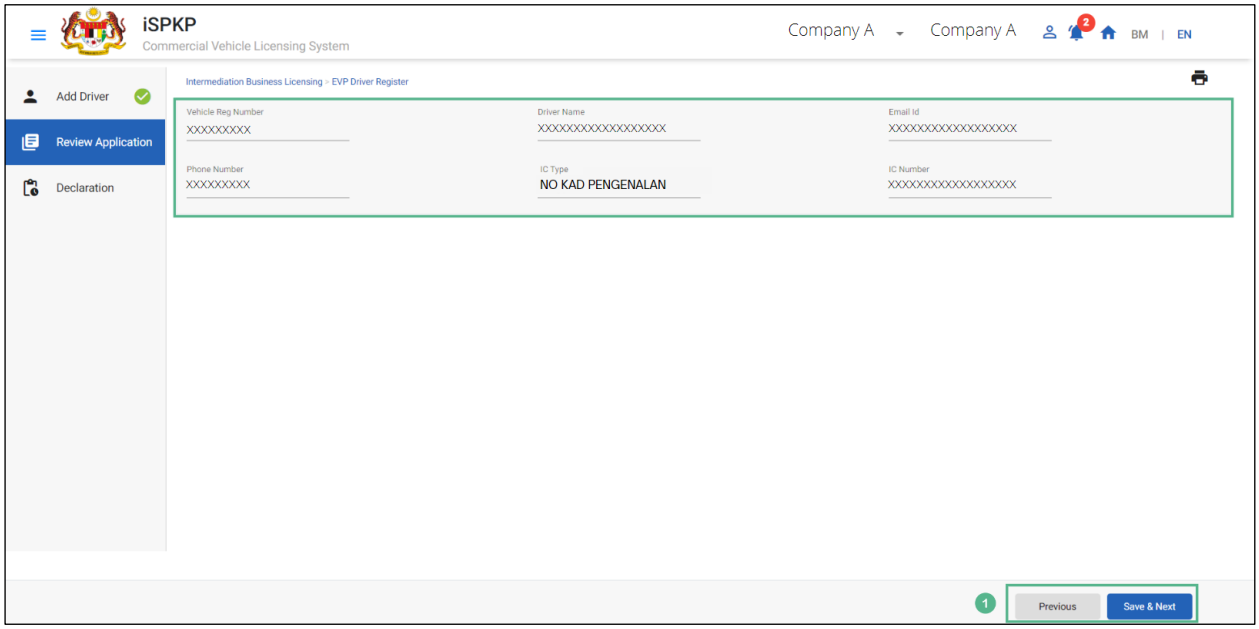


Figure 95: Driver Registration- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables user to move to previous page or Save the Driver's Information & proceed to the next page.	User to Review Application & click on "Save & Next" button to save the following Driver's information: - Vehicle Reg. Number	Click Button. User to proceed to next screen as shown in Figure 96.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Driver Name - Email ID - Phone Number - IC Type (Select from Dropdown) - IC Number	

The Company Director/ PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.7.3 Declaration

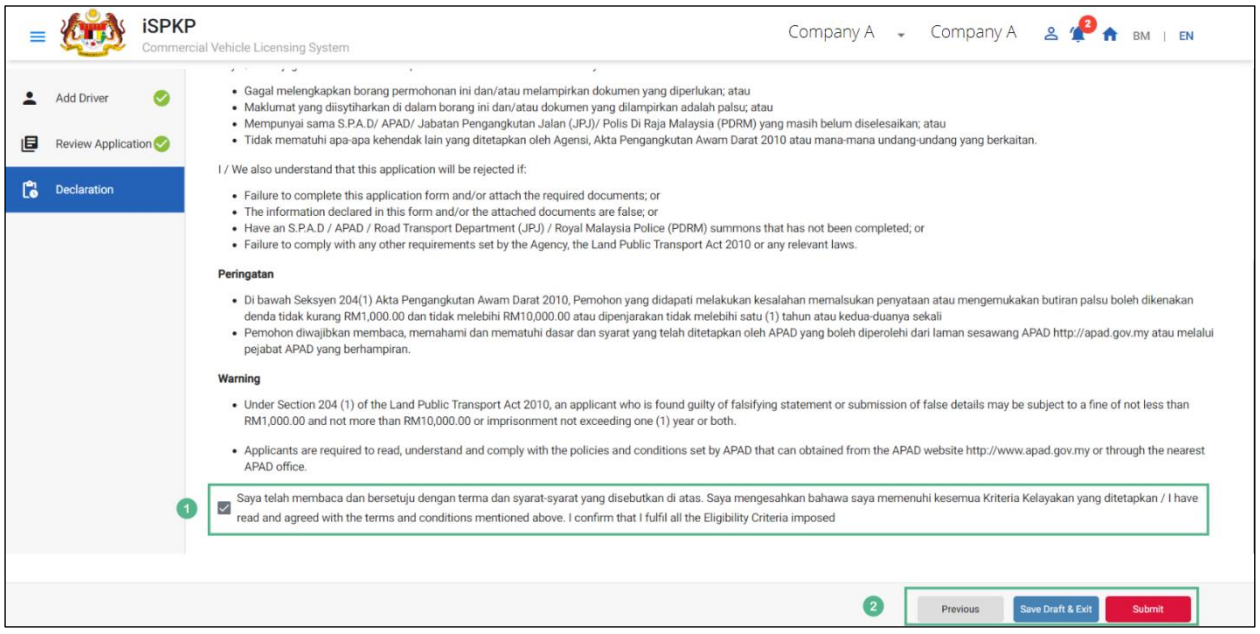


Figure 96: Driver Registration- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read &	User to click on the checkbox.	Click Checkbox.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		understood the terms & conditions and details provided are true & accurate information.		
2	Previous/ Save Draft & Exit/ Submit	Enables User to decide on next action.	User to click Action button as per options: - Previous - Save Draft & Exit - Submit (Selected)	Click Button. User to proceed to next screen as shown in Figure 97.

Upon successful submission of the Driver's Registration application, user will be notified with a "Thank You" note about the same & an application number will be generated. User then can proceed to the Dashboard, as shown below:

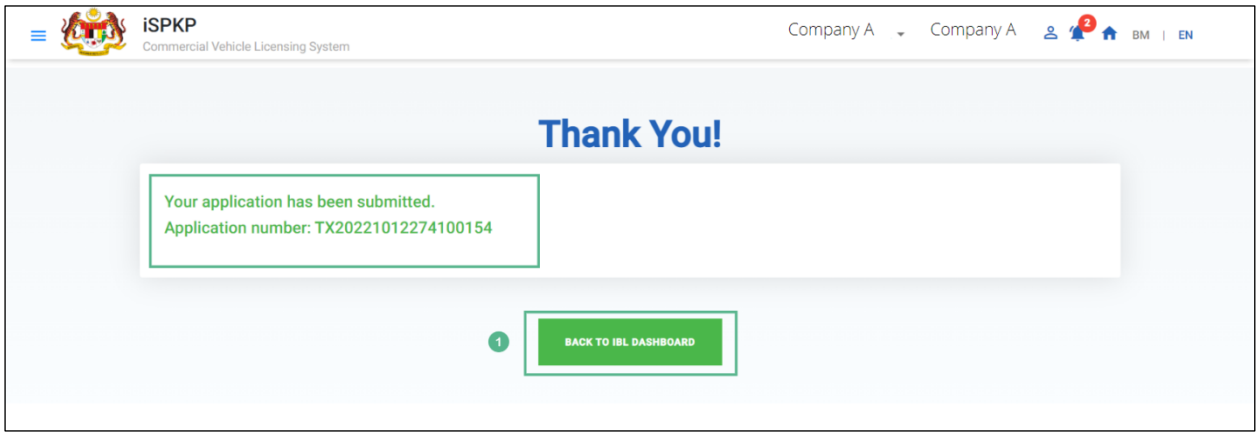


Figure 97: Back to IBL Dashboard

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to IBL Dashboard	Enables user to return to the Landing Page.	User to click on “Back to IBL Dashboard” button to exit the Driver Registration menu.	Click Button. User to proceed to next screen as shown in Figure 98.

4.7.4 View Application Status

The Company Director / PIC will return to Landing Page to view the Application status, as shown below:

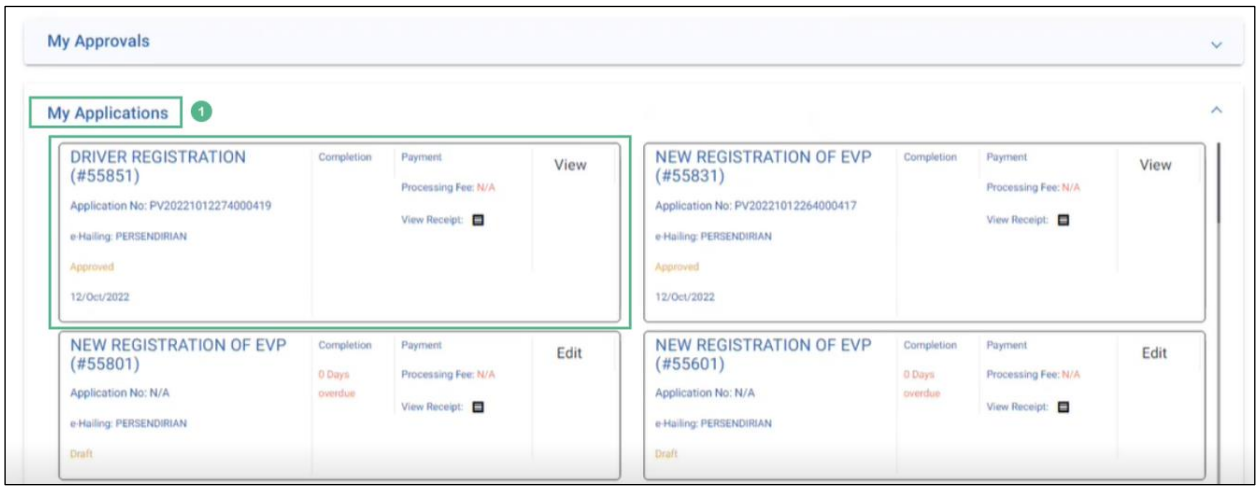


Figure 98: Landing Page- My Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Allows user to view the following details:	User to click on “My Applications”.	Click Accordion.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- Driver's Registration (Completed) - Application Number - Application Status "Approved" - Date - Payment		

The User can also view the Driver Registration Status through his / her profile. The user navigates to the landing page & will click profile icon, as shown below:

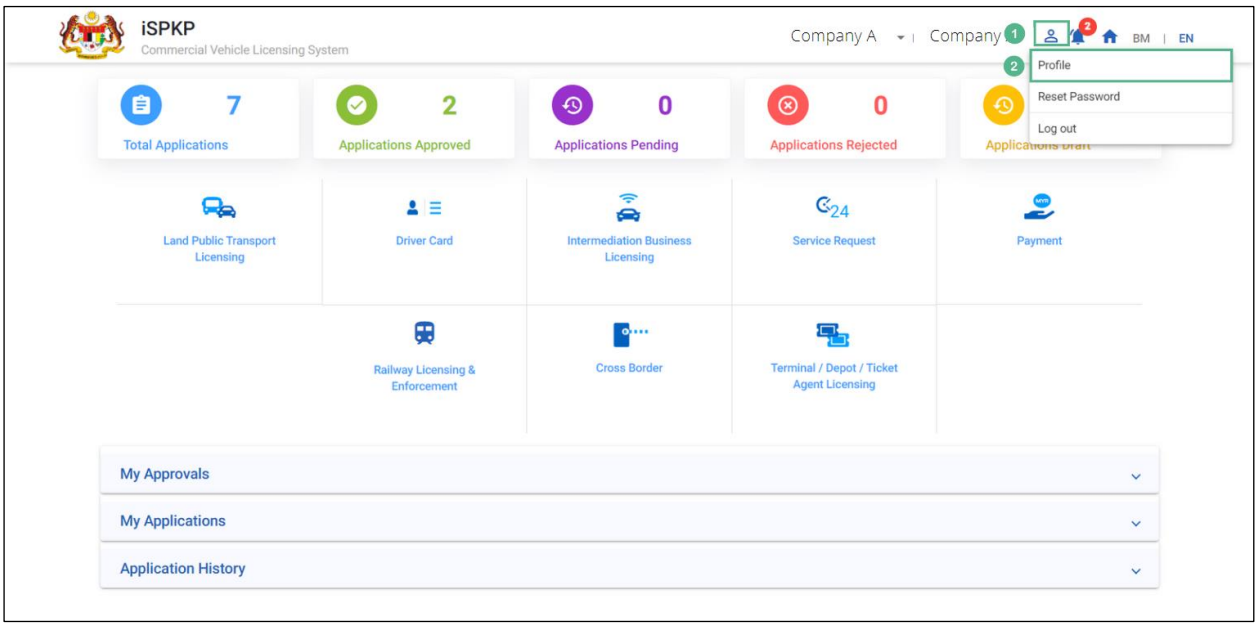


Figure 99: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to click on "Profile" option.	Click Menu. A screen will auto populate as shown in Figure 100.

After login to the Profile, the user will view registration details under "IBL Drivers" sub-menu option. On approval of the Driver's Registration, the status displayed along with the other details will be "Active", as shown below:

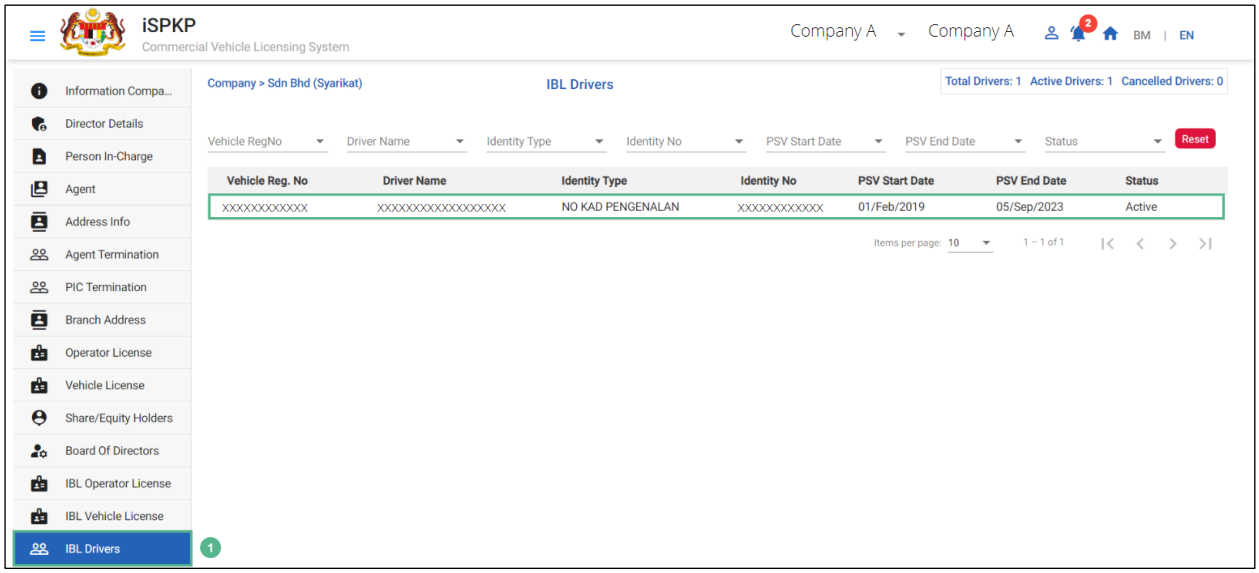


Figure 100: Driver Registration- IBL Drivers

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Drivers	Allows user to view the Registration details.	User to click on "IBL Driver" from the left sub-menu option. The following details will be displayed on the screen: - Vehicle Reg. Number - Driver Name - Identity Type - Identity Number - PSV Start Date - PSV End Date - Status (Active)	Click Sub-Menu.

4.8 EVP Cancellation

User will apply for cancellation of EVP License. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

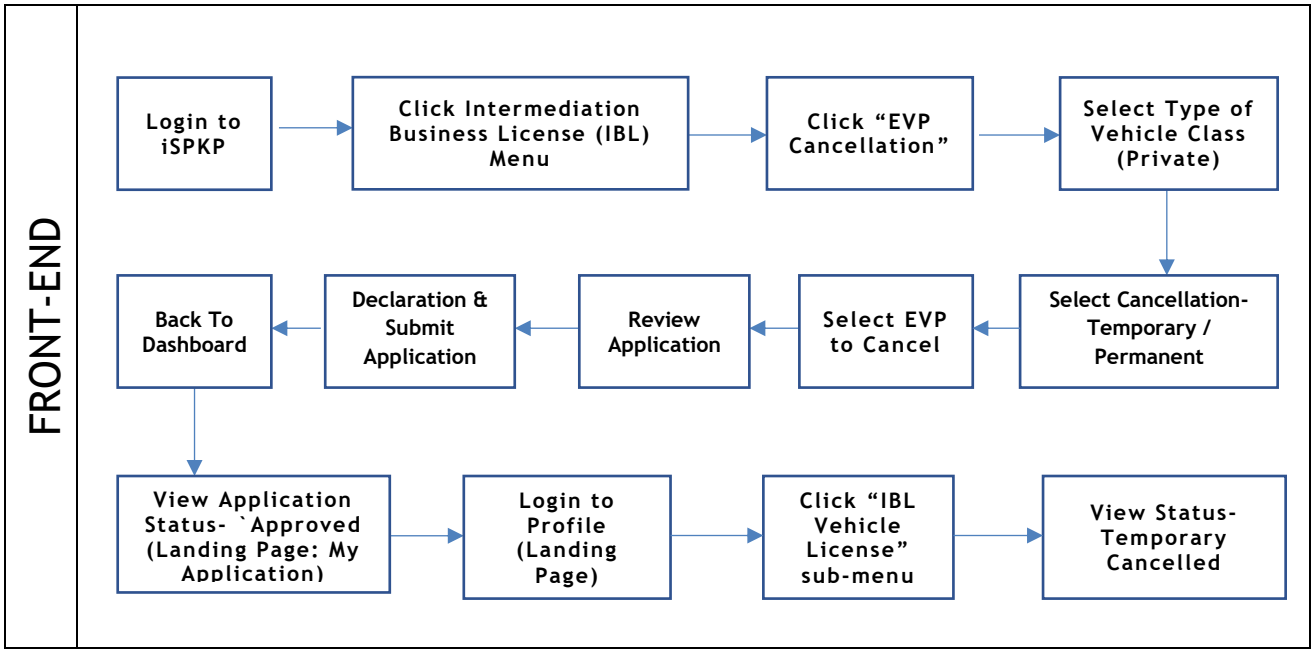


Figure 101: EVP Cancellation Process Flow

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

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

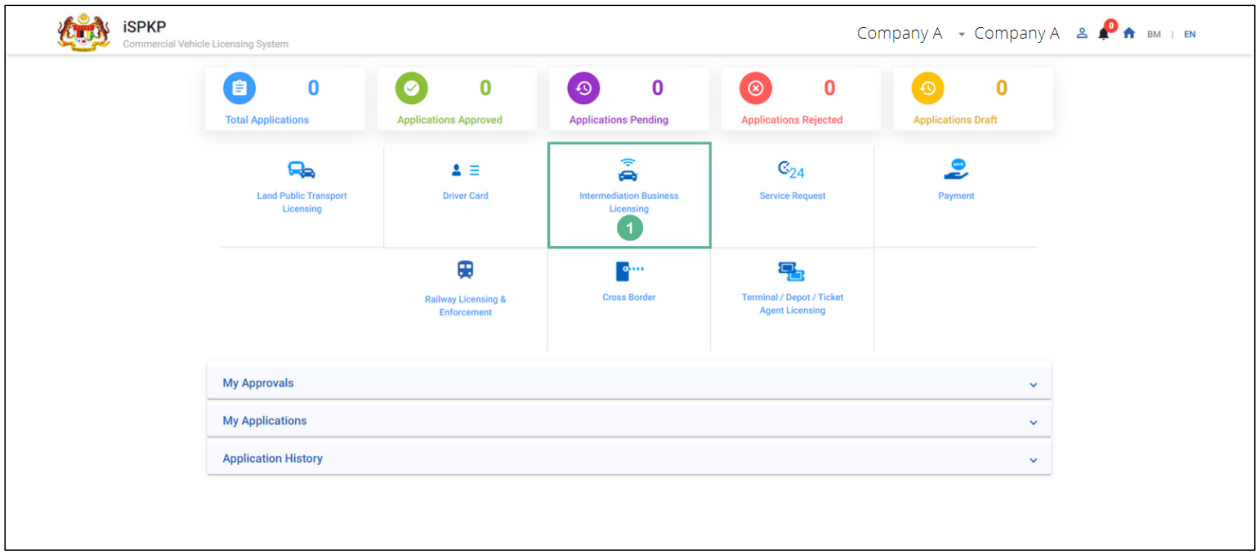


Figure 102: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	*Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 103.

The Company Director / PIC will then apply for Cancellation of EVP License. Intermediation Business licensing sub-menu will be displayed as follows:

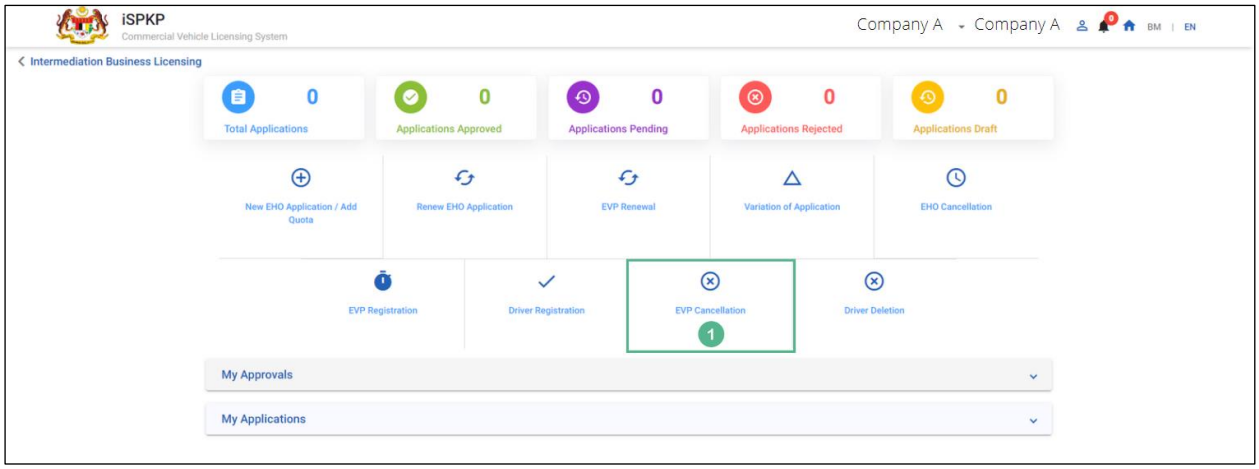


Figure 103: IBL- EVP Cancellation

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	EVP Cancellation	This sub-menu will initiate the process for Cancellation of EVP License.	User to click "EVP Cancellation" sub-menu.	Click Button. User to proceed to next screen as shown in Figure 104.

4.8.1 IBL – EVP Cancellation

The Company Director / PIC will select the EVP License to be cancelled, as shown below:

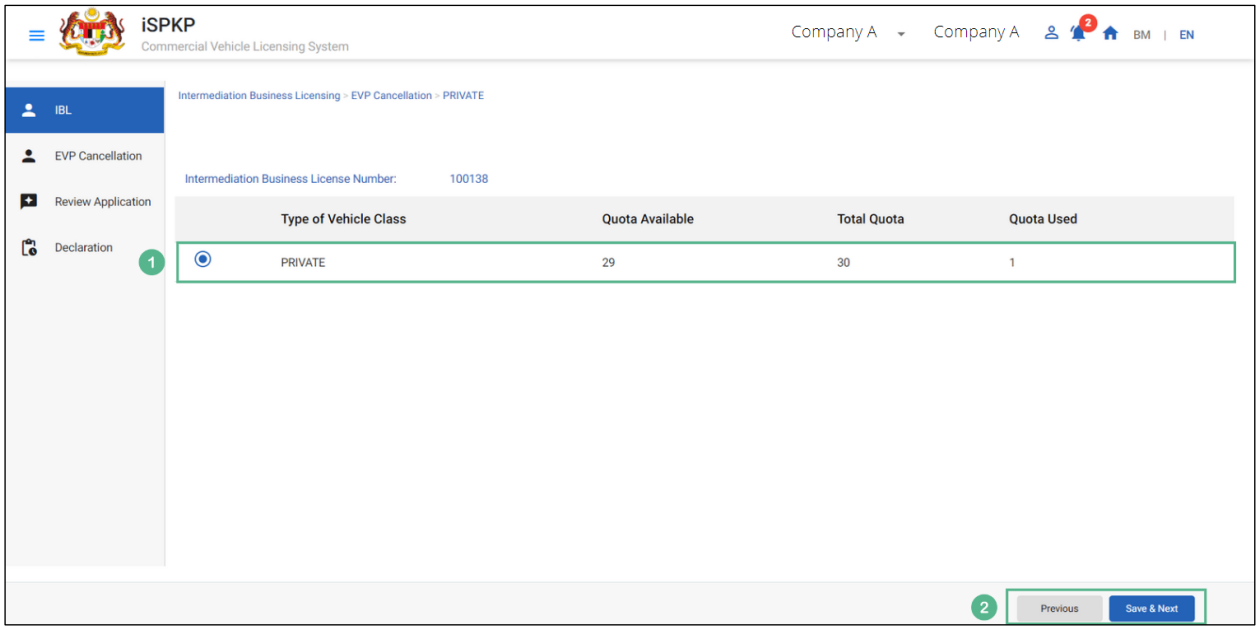


Figure 104: EVP Cancellation- Details

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing- EVP Cancellation	Allows user to apply for Cancellation of EVP License for Intermediation Business Licensing.	User to click Radio Button. Following information will be displayed: - Type of Vehicle Class (Private) - Quota Available - Total Quota - Quota used.	Click Button.
2	Previous / Save & Next	Enables user to move to previous page or save the information & proceed to the next page.	User to click on "Save & Next" button.	Click Button. User to proceed to next screen as shown in Figure 105.

4.8.2 EVP Cancellation- Select EVP to Cancel

The Company Director / PIC will select a permit to be cancelled temporarily/ permanently, as shown below:

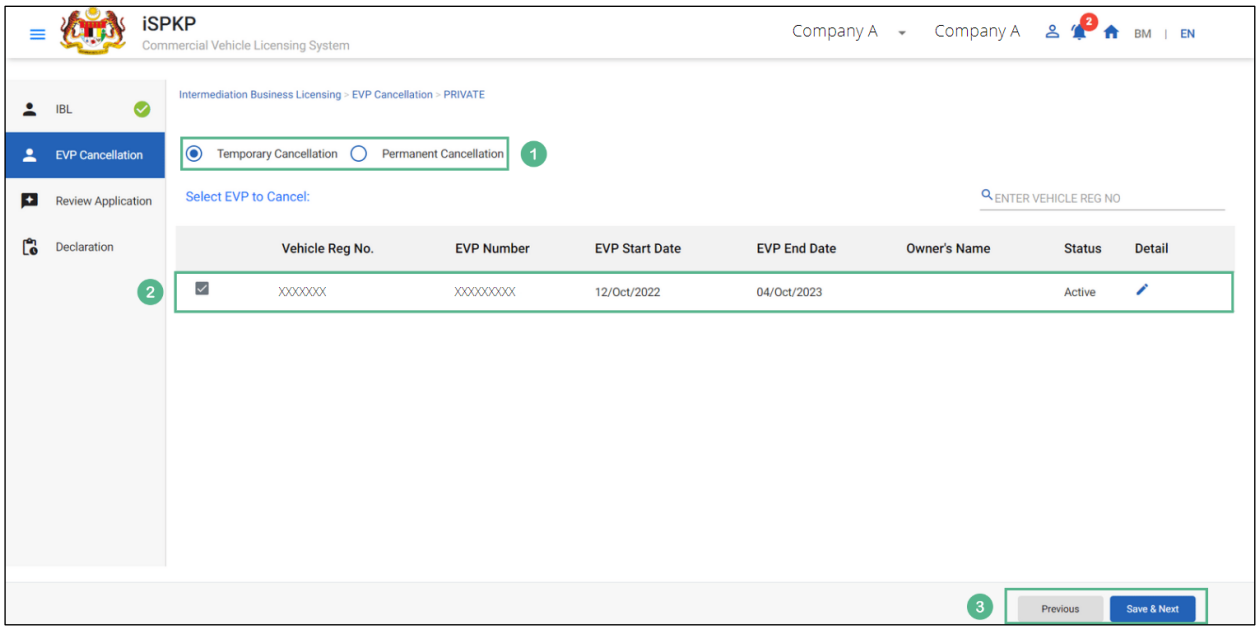


Figure 105: EVP Cancellation- Select EVP to Cancel

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Temporary Cancellation / Permanent Cancellation	Allows user to select the type of cancellation of EVP: - Temporary Cancellation allows operator to cancel the permit without sending the data to JPJ.	User to click on an option as follows: - Temporary Cancellation (Selected) - Permanent Cancellation	Click Button.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		- Permanent Cancellation sends data directly to JPJ.		
2	Select EVP To Cancel	Allows user to select the vehicle permit to be cancelled.	User to click on checkbox to select the following details: - Vehicle Reg. No. - EVP Number - EVP Start Date - EVP End Date - Owner's Name - Status (Active)	Click Checkbox.
3	Previous / Save & Next	Enables user to move to previous page or save the information & proceed to the next page.	User to click on Action button as per options: - Previous - Save & Next (selected)	Click Button. User to proceed to next screen as shown in Figure 106.

Once the vehicle permit is temporarily cancelled, it cannot be reactivated unless cancelled permanently. For adding back, the same vehicle, Operator will have to re- register the vehicle after permanent cancellation.

Upon saving the cancellation details, the Company Director / PIC will review the application before proceeding further, as shown below:

4.8.3 Review Application

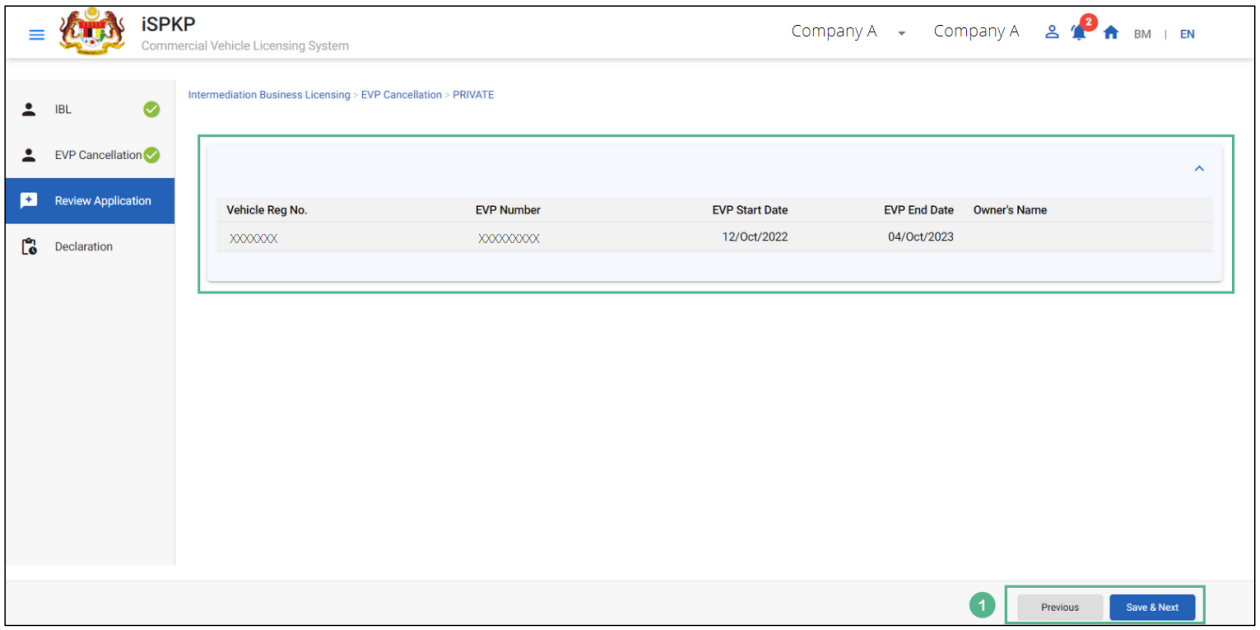


Figure 106: EVP Cancellation- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables User to Review Application & decide on next action.	User to Review Application details: - Vehicle Registration Number - EVP Number - EVP Start Date - EVP End Date - Owner's Name User to click on Action button as per options: - Previous	Click Button. Upon clicking "Save & Next" button, details will be saved & the following screen will be displayed as shown in Figure 107.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			- Save & Next (Selected)	

The Company Director/ PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.8.4 Declaration

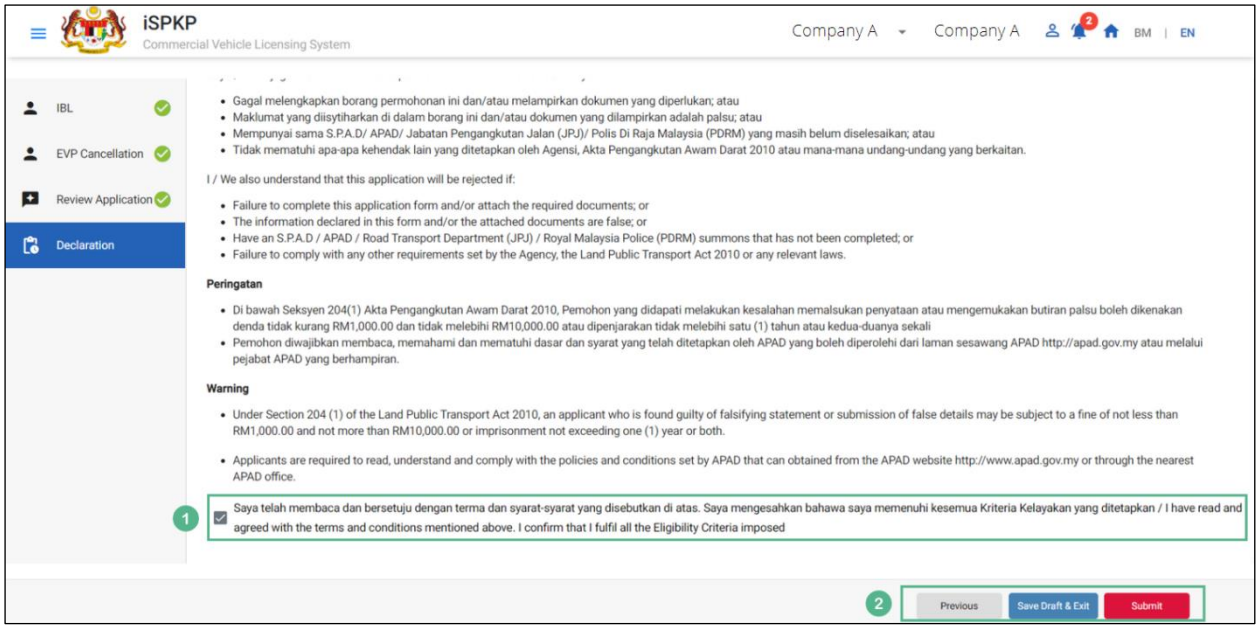


Figure 107: EVP Cancellation- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and details provided	User to click checkbox.	Click Checkbox.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		are true & accurate information.		
2	Previous/ Save Draft & Exit/ Submit	Enables User to decide on next action.	User to click on Action button as per options: - Previous - Save Draft & Exit - Submit (Selected)	Click Button. User to proceed to next screen as shown in Figure 108.

Upon successful submission of the EVP Cancellation application, user will be notified with a “Thank You” note about the same & an application number will be generated. User then can proceed to the Dashboard, as shown below:

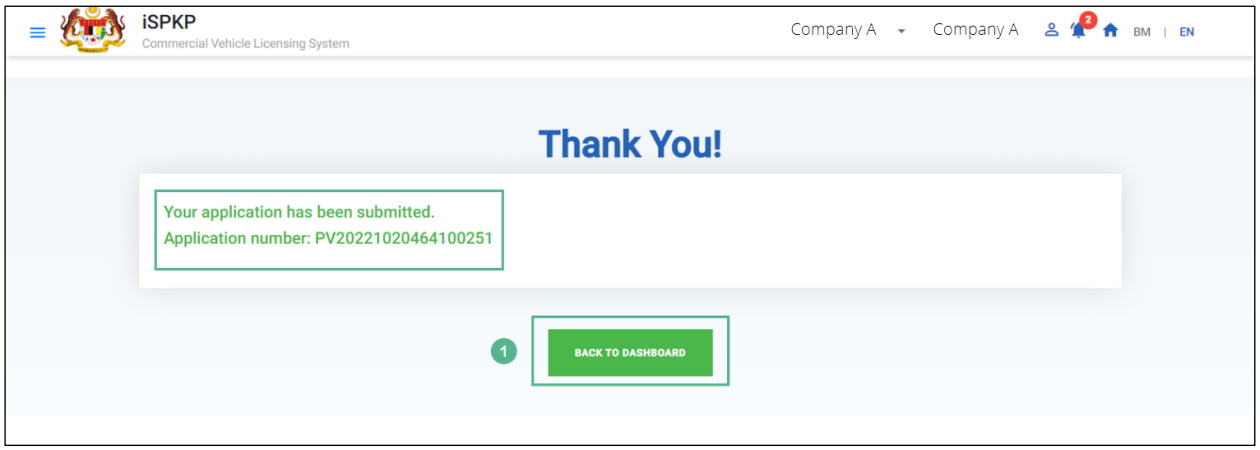


Figure 108: EVP Cancellation- System Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back To Dashboard	Enables user to return to the Landing Page.	User to click on “Back to Dashboard” button to exit the EVP Cancellation menu.	Click Button. User to proceed to next screen as shown in Figure 109.

4.8.5 View Application Status

The Company Director / PIC will return to Landing Page to view the Application status, as shown below:

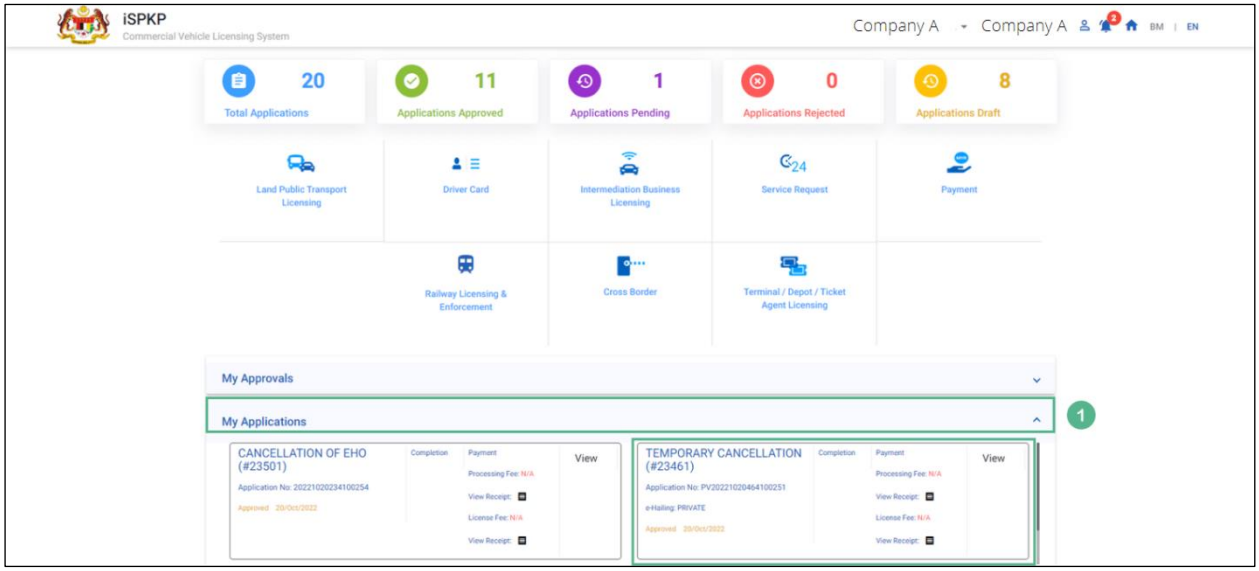


Figure 109: Landing Page – My Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Application	Allows user to view the following details: - Temporary Cancellation (Completed) - Application Number - Application Status "Approved" - Date - Payment	User to click on "My Applications".	Click Accordion.

The User can also view the EVP Cancellation Status through his / her profile. The user navigates to the landing page & will click profile icon, as shown below:

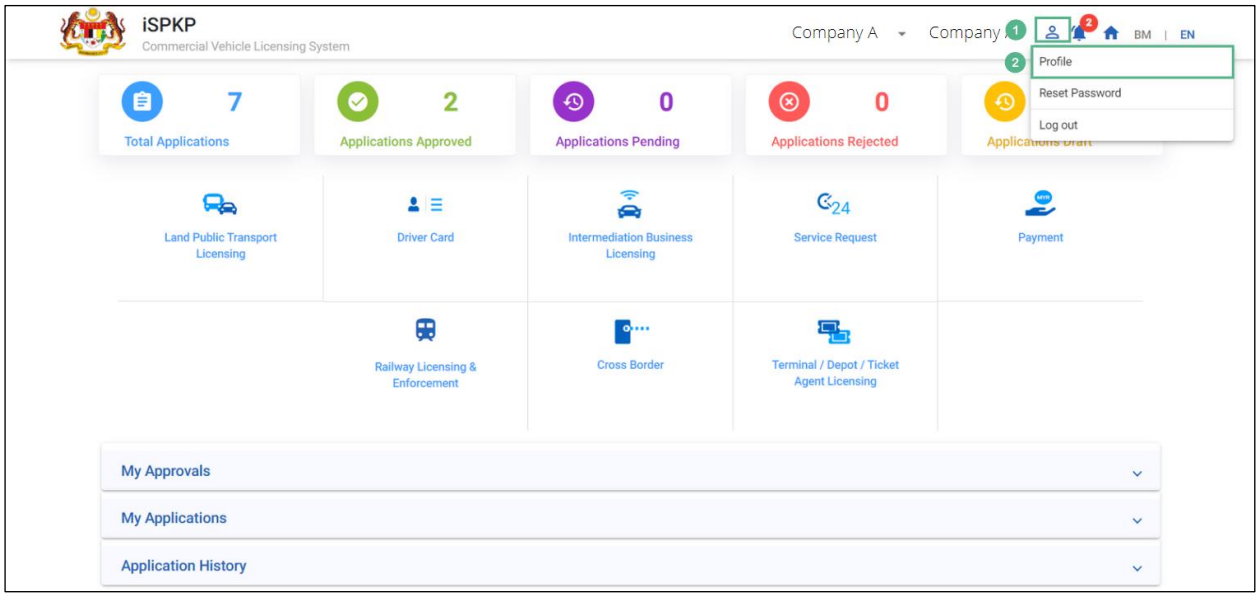


Figure 110: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to click “Profile” option.	Click Menu. A screen will be populated as shown in Figure 111.

After login to the Profile, the user will view the license details under “IBL Vehicle License” sub-menu option. On approval of the EVP Cancellation, the status displayed along with the other details will be “Temporary Cancelled”, as shown below:

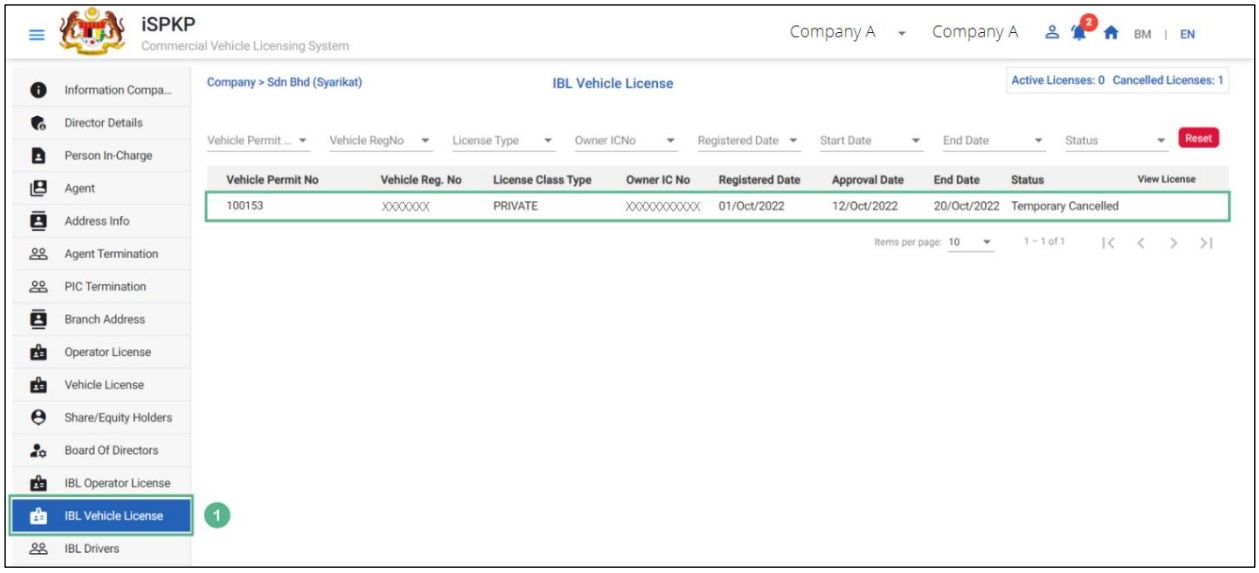


Figure 111: IBL Vehicle License

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Vehicle License	Allows user to view the License details.	User to click on "IBL Vehicle License" from the left sub-menu option. The following details will be displayed on the screen: - Vehicle Permit No. - Vehicle Reg. Number - License Class Type - Owner IC Number - Registered Date - Approval Date - End Date - Status (Temporary Cancelled)	Click Sub-Menu.

4.9 Driver Deletion

User will apply for Driver Deletion. This activity can only be performed by Company Director/ PIC using their respective credentials (User ID and Password).

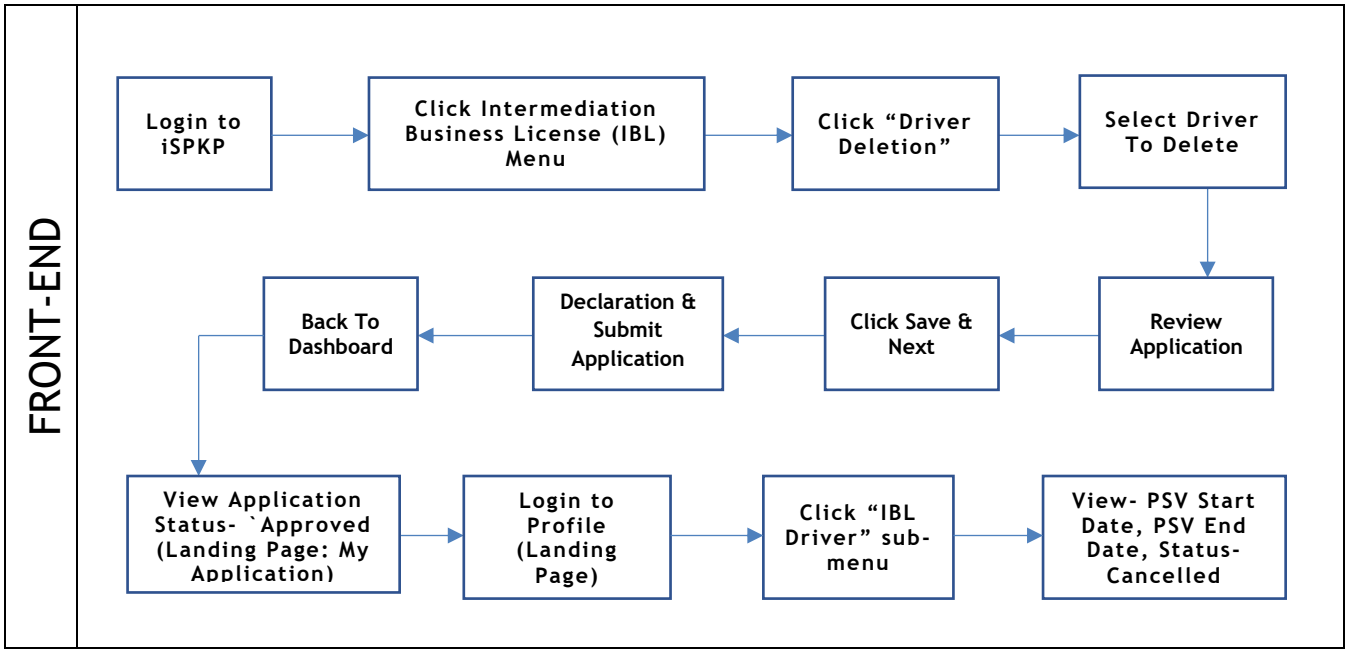


Figure 112: Driver Deletion Process Flow

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).

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

Upon successful login by the User, the Front-End Landing Page of iSPKP system will be displayed. User will then proceed to the Intermediation Business Licensing Menu as follows:

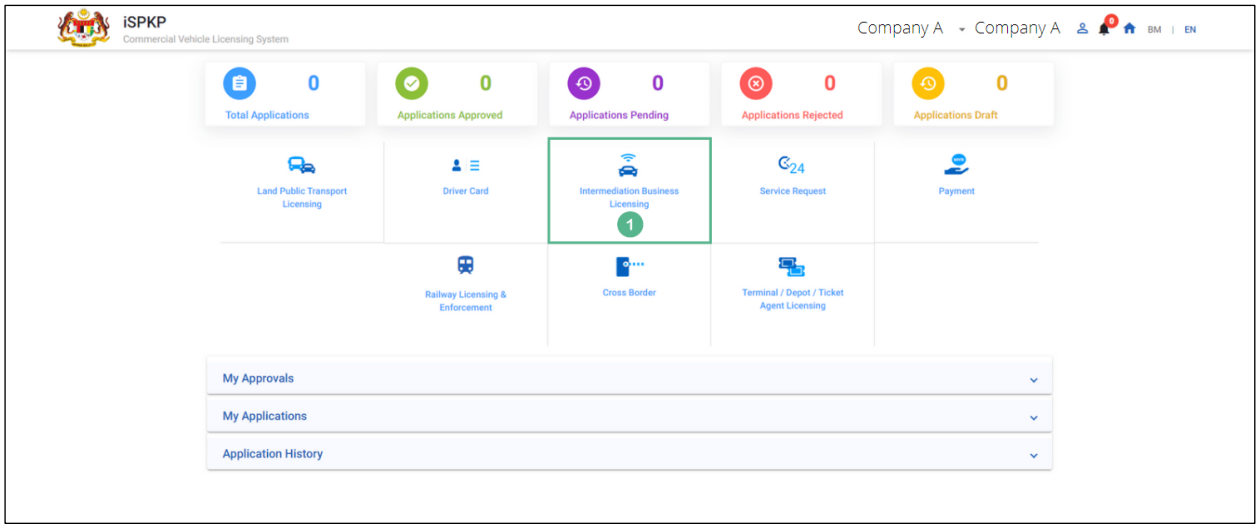


Figure 113: Landing Page- Intermediation Business Licensing

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Intermediation Business Licensing	This menu allows access to various Intermediation Business Licensing sub-menus.	User to click the "Intermediation Business Licensing" menu option.	* Mandatory field. Click Button. Intermediation Business Licensing sub-menus will be displayed as shown in Figure 114.

The Company Director / PIC will then apply for Driver Deletion. Intermediation Business licensing sub-menu will be displayed as follows:

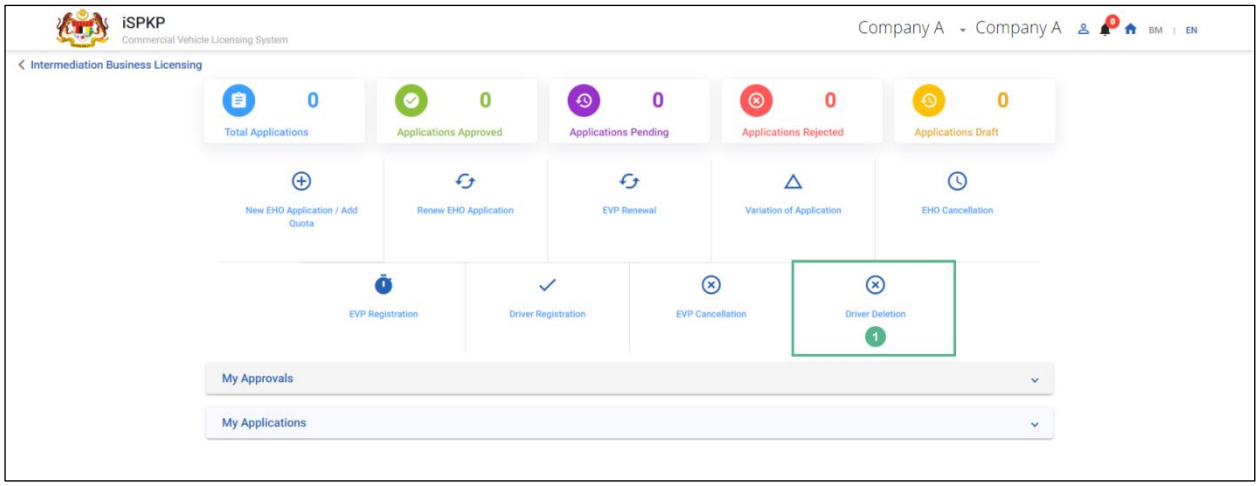


Figure 114: Intermediation Business Licensing- Driver Deletion

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Driver Deletion	This sub-menu will initiate the process for Driver Deletion.	User to click "Driver Deletion" sub-menu.	Click Button. User to proceed to next screen as shown in Figure 115.

4.9.1 EVP Driver Deletion

The Company Director/ PIC will select the details of the driver to be deleted, as shown below:

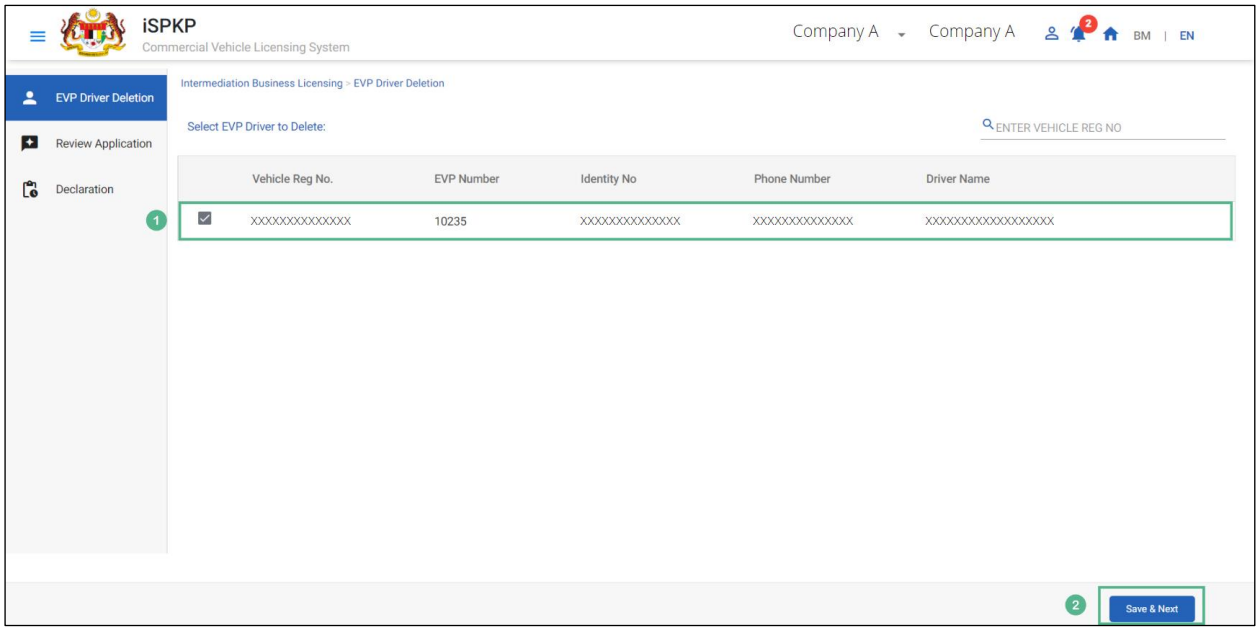


Figure 115: Driver Deletion- Select EVP Driver to Delete

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Driver Deletion Checkbox	Allows user to select the Driver's Details to be deleted.	User to click the checkbox to select the following information: - Vehicle Reg. Number - EVP Number - Identity Number - Phone Number - Driver Name	Click Checkbox.
2	Save & Next	Allows user to save the selected information & proceed to next screen.	User to click on the "Save & Next" button.	Click Button. User to proceed to next screen as shown in Figure 116.

4.9.2 Review Application

The Company Director / PIC will review & save the application before proceeding, as shown below:

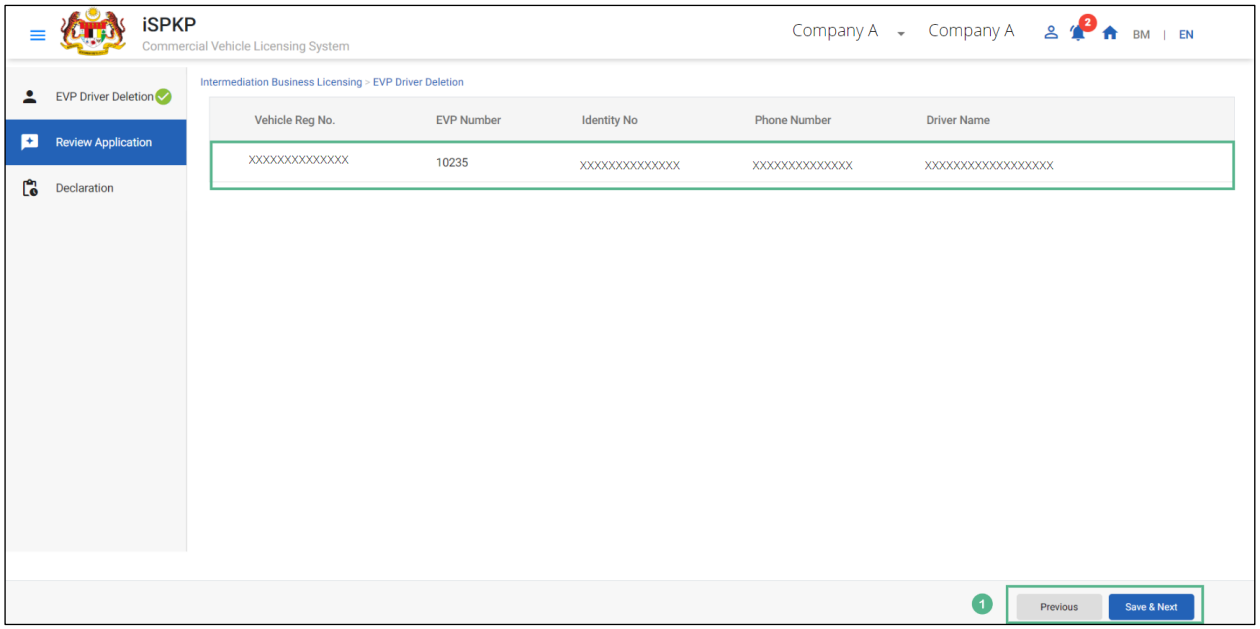


Figure 116: Driver Deletion- Review Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Previous / Save & Next	Enables user to move to previous page or Save the changes done & proceed to the next page.	User to review the following details before deletion: - Vehicle Reg. Number - EVP Number - Identity Number - Phone Number - Driver Name	Click Button. User to proceed to next screen as shown in Figure 117.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
			User to click on "Save & Next" button.	

The Company Director/ PIC (User) will have to Declare & self-validate that the information provided are true to his knowledge, as shown below.

4.9.3 Declaration

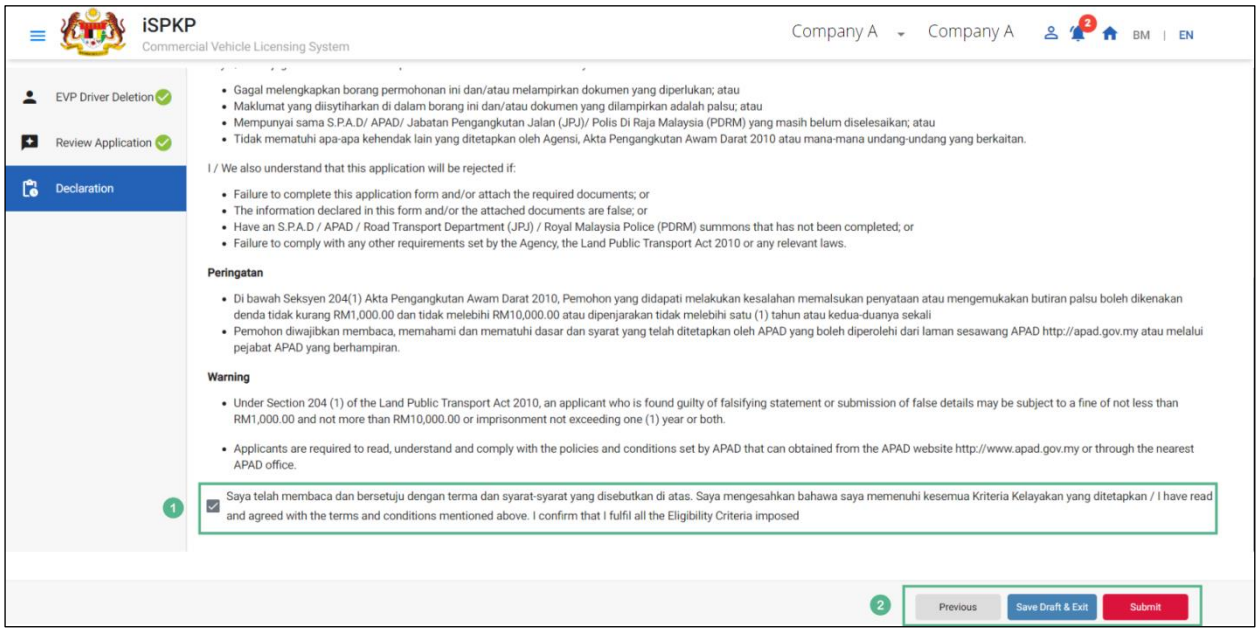


Figure 117: Driver Deletion- Declaration

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Declaration Checkbox	User declares he / she has read & understood the terms & conditions and details provided	User to click the checkbox.	Click Checkbox.

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
		are true & accurate information.		
2	Previous/ Save Draft & Exit/ Submit	Enables User to decide on next action.	User to select Action button as per options: - Previous - Save Draft & Exit - Submit (Selected)	Click Button. User to proceed to next screen as shown in Figure 118.

Upon successful submission of the Driver Deletion application, user will be notified with a “Thank You” note about the submission of the Application & an application number will be generated. User then can proceed to the Dashboard, as shown below:

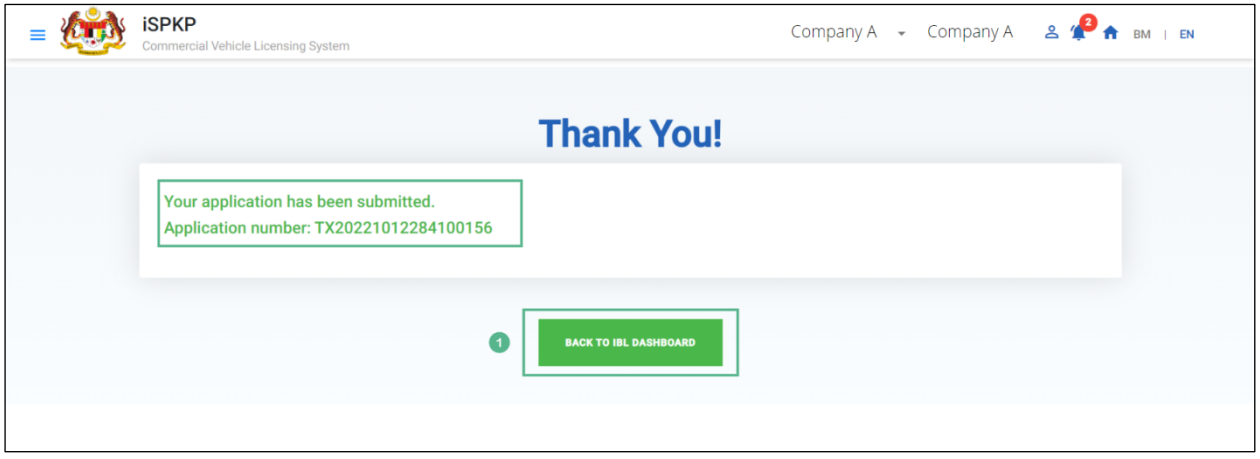


Figure 118: Driver Deletion-System Notification

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Back to IBL Dashboard	Enables user to return to the Landing Page.	User to click on “Back to IBL Dashboard” button to exit the Driver Deletion menu.	Click Button. User to proceed to next screen as shown in Figure 119.

4.9.4 View Application Status

The Company Director / PIC will return to Landing Page to view the Application status, as shown below:

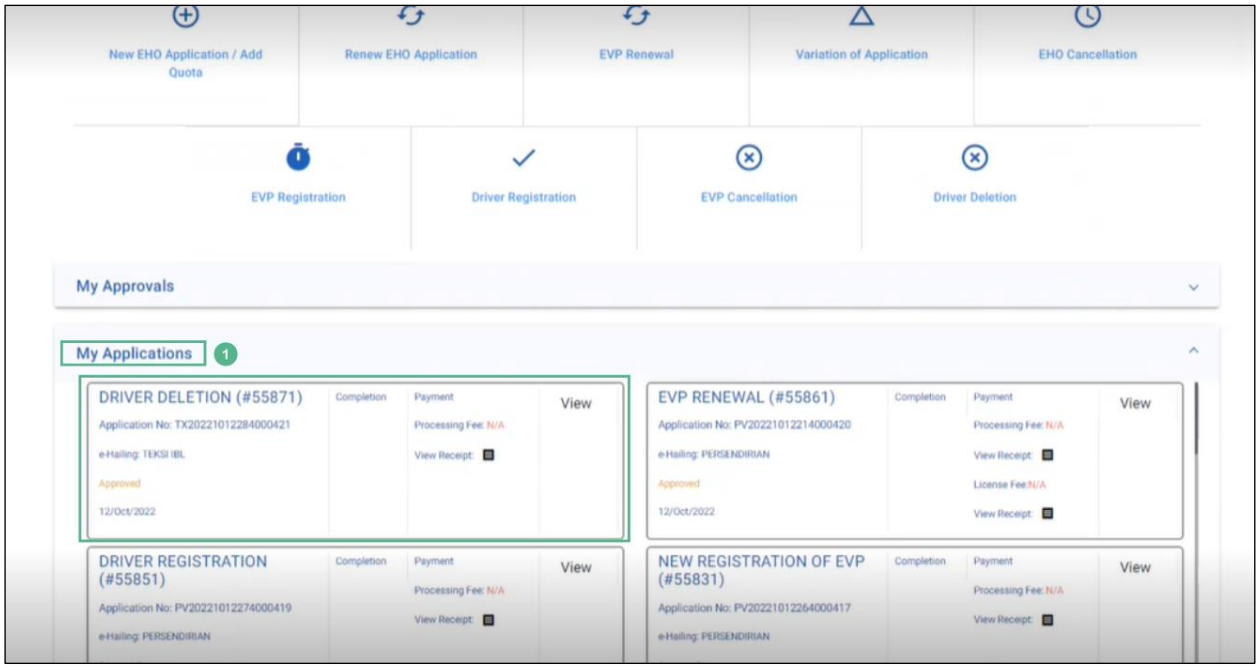


Figure 119: Landing Page- My Application

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	My Applications	Allows user to view the following details: - Driver's Deletion (Completed) - Application Number - Application Status "Approved" - Date - Payment	User to click on "My Applications".	Click Accordion.

The User can also view the Driver Deletion Status through his / her profile. The user navigates to the landing page & will click profile icon, as shown below:

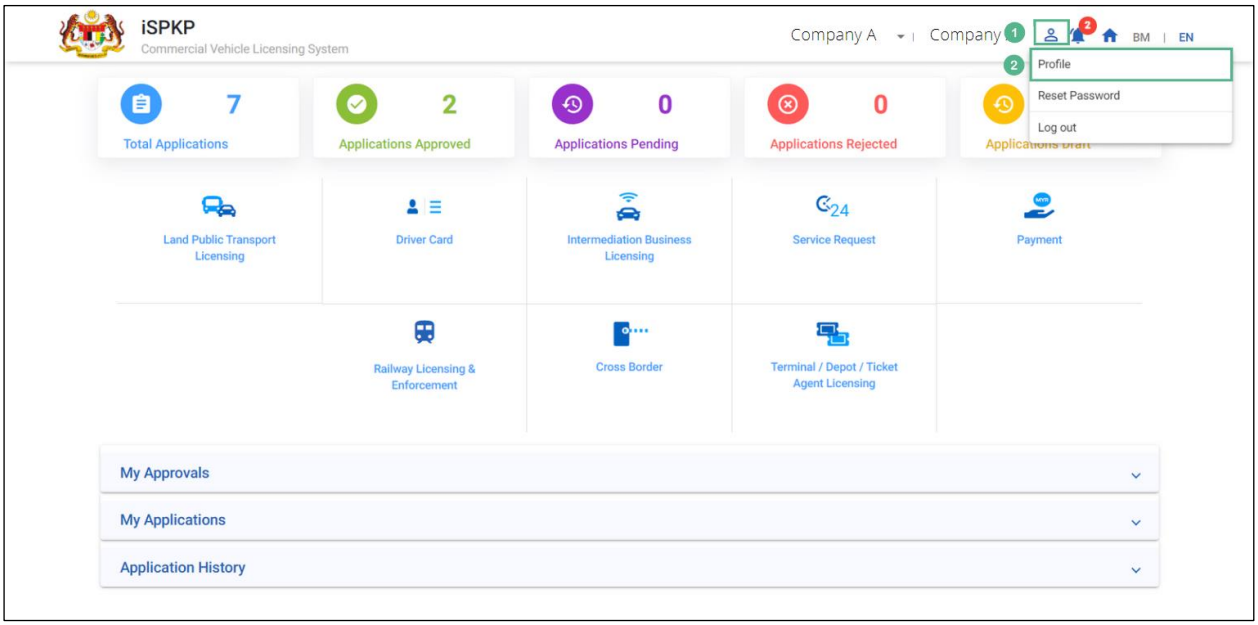


Figure 120: Landing Page- Profile

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	Profile Icon	User will be able to select from the options: - Profile - Reset Password - Log Out	User to click Icon.	Click Icon.
2	Profile	User will be able to log-in to his/ her Profile.	User to select “Profile” option.	Click Menu. A screen will auto populate as shown in Figure 121.

After login to the Profile, the user will view details under “IBL Drivers” sub-menu option. On approval of the Driver’s Deletion, the status displayed along with the other details will be “Cancelled”, as shown below:

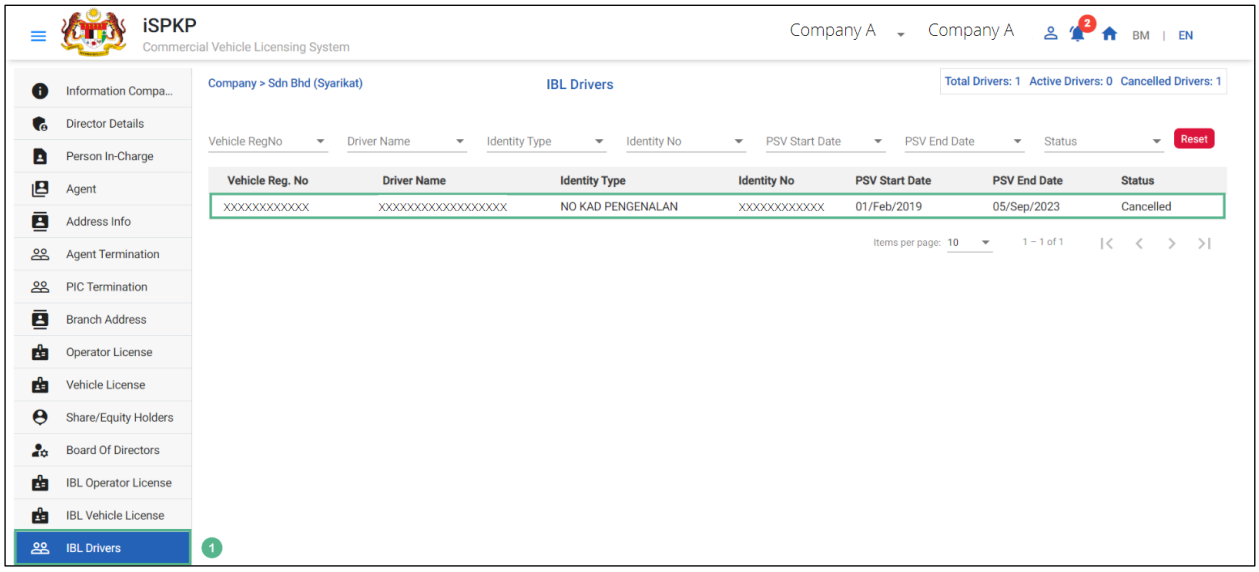


Figure 121: Driver Deletion- IBL Drivers status

No	FIELD (ENG)	FIELD DESCRIPTION	ACTION REQUIRED	REMARKS
1	IBL Drivers	Allows user to view the Registration details.	User to click on "IBL Driver" from the left sub-menu option. The following details will be displayed on the screen: - Vehicle Reg. Number - Driver Name - Identity Type - Identity Number - PSV Start Date - PSV End Date - Status (Cancelled)	Click Option.

5. ERROR HANDLING

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

5.1 General Errors

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

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

In such a situation, the following is advised:

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

5.2 Specific Errors

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

Following is a list of such errors:

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
1	User may wrongly key-in MyKad No / Vehicle Details / Driver 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 MyKad / Vehicle Registration Card / Driver Card.
2	User may accidentally leave the mandatory field blank as follows: - Driver information - Vehicle information - Passenger information	The field is highlighted in red.	User is advised to key-in information in the correct format and the red line is changed to black line.
3	User may overlook to click on the "tick" button resulting in Non-Declaration Error.	The following system message will appear: "Please tick the Declaration"	User is advised to "tick" button.
4	User may encounter errors during the file upload stage such as: - Forgot to uploaded file - File too big to upload (more than 3MB)	The following messages will appear: "Please select a file" "File size cannot exceed 3000kb"	User is advised to upload the files in the correct format / size.

NO	TYPES OF ERROR	SYSTEM MESSAGE / REMARKS	HOW TO RECTIFY
	- File not in PDF format	"Accepted File type application/pdf"	
5	User may experience the following password related errors when trying to access the Login Page / when creating new password or reset password: - wrong password - incorrect password format	The following system message will appear: "Password do not match" "The password is not complex"	User is advised to recheck password keyed-in and ensure it is accurate. Also please ensure that the password created meets the password rules / syntax during password creation.
6	User may key-in wrong credit card details: - Cardholder Name - Card Number - Expiry Month - Expiry Year - Security Code	The following system message will appear: "Payment Reject"	User is advised to key-in correct information in the correct format.

Table 5: Types of Errors and How to Rectify

5.3 Helpdesk Contact Information

Hotline Number: XXXXXXXXXXX

Email Support: XXXXXXXXXX