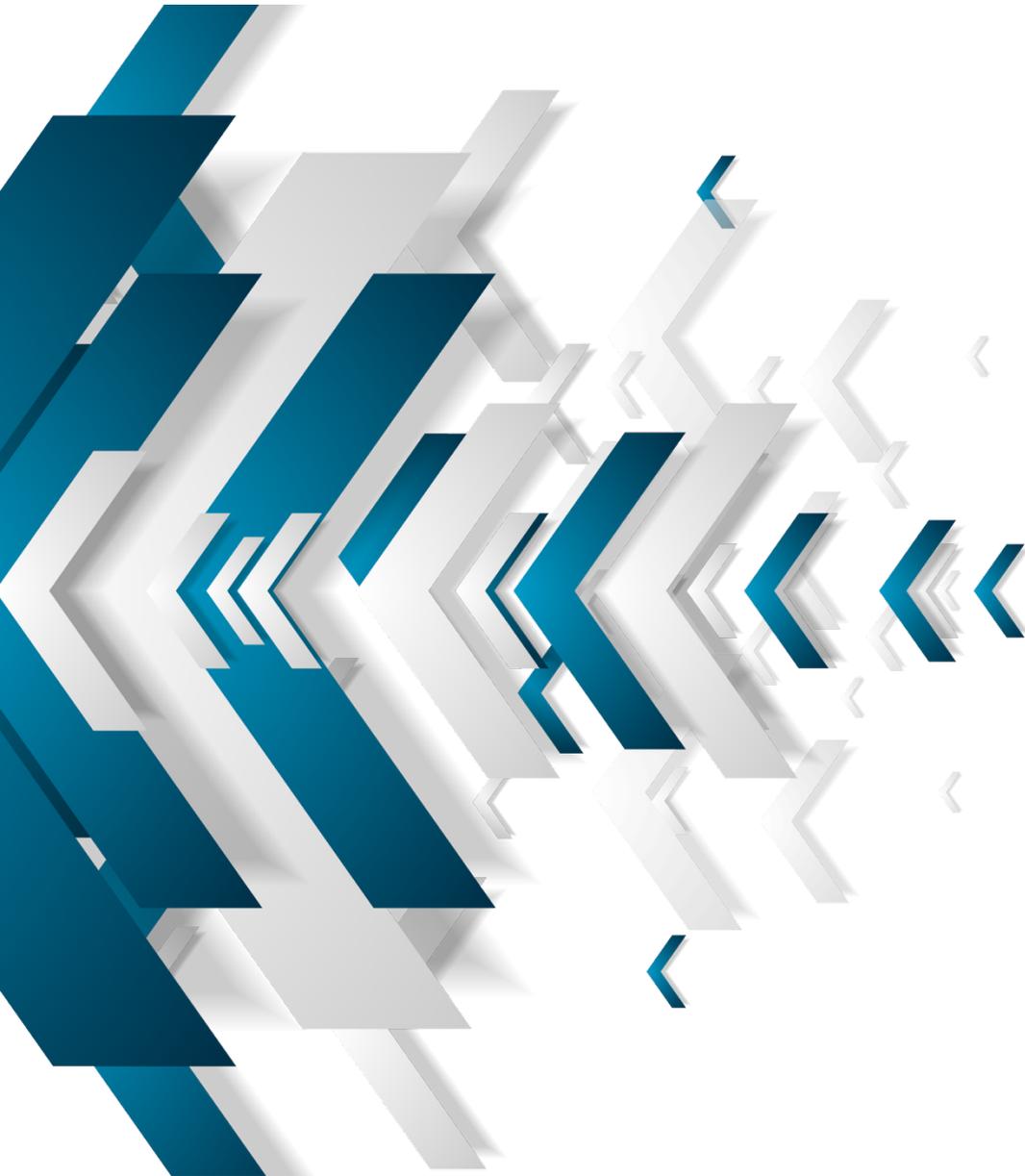




**MIDA EXPATRIATE SYSTEM**  
*A Complete End-to-end Expatriate  
Management System*

**USER MANUAL**  
*Company & RERO*  
V1.2



## Table of Contents

<b>1.</b>	<b>MES Access &amp; Onboarding Process</b>	<b>1</b>
1.1.	COMPLETING ONBOARDING PROCESS	1
1.2.	PURCHASING SSM e-INFO (STEP 1)	2
1.3.	REGISTERING THE ORGANIZATION (STEP2)	4
1.3.1.	Company Registration	4
1.3.2.	Regional or Representative Offices (RE/RO)	11
<b>2.</b>	<b>EXPATRIATE APPLICATION MODULE</b>	<b>17</b>
2.1.	THE MAIN MENU	17
2.2.	EP APPLICATION	18
2.2.1.	Particulars of Expatriate	20
2.2.2.	Particulars of Expatriate Background	21
2.2.3.	Applicant Photo	22
2.2.4.	Particulars of Application	22
2.2.5.	Justification to Add Dependents (Optional)	23
2.2.6.	Uploading Supporting Documents	23
2.3.	VVP APPLICATION	25
2.3.1.	Particulars of Expatriate	27
2.3.2.	Particulars of Expatriate Background	27
2.3.3.	Applicant Photo	28
2.3.4.	Uploading Supporting Documents	29
2.4.	DP APPLICATION	31
2.4.1.	Particulars of Dependent	32
2.4.2.	Applicant Photo	33
2.4.3.	Particulars of Application	33
2.4.4.	Uploading Supporting Documents	35
2.5.	EP FOREIGN GRADUATE APPLICATION	37
2.5.1.	Particulars of Expatriate	39
2.5.2.	Particulars of Expatriate Background	40
2.5.3.	Applicant Photo	40
2.5.4.	Uploading Supporting Documents	41
2.6.	SUBMIT FOR PAYMENT	43
2.7.	UPDATING E-INVOICE INFORMATION DURING PAYMENT SUBMISSION	45
2.8.	CHECKING APPLICATION STATUS	46
2.9.	ENDORSEMENT PROCESS FOR EXPATRIATE	47
2.9.1.	Payment Verification Process	47
2.9.2.	Immigration Online Payment	48
2.9.3.	ePASS Completed	50
2.10.	POSITION SETUP	52
2.11.	NEW POSITION APPLICATION	54

# 1. MES Access & Onboarding Process

Before an organization — whether a company or a Representative Office/Regional Office (RERO) can submit an expatriate application through the MIDA Expatriate System (MES), it must first be registered in the InvestMalaysia system and have obtained the required approvals, such as a manufacturing license or RERO approval.

To register for InvestMalaysia, please refer to <https://investmalaysia.mida.gov.my/>.

Access to MES is available only to eligible organizations via the InvestMalaysia portal. After logging in, eligible users will see the "XPATRIATE MODULE" button on their dashboard. Upon redirection to MES, the organization must follow the guided steps to update and complete its profile information before proceeding with any expatriate application submissions.

## 1.1. COMPLETING ONBOARDING PROCESS

Before applying for expatriate positions, all organizations must complete the Onboarding Process in the MIDA Expatriate System (MES).

The onboarding steps vary depending on your organization type:

### A. Company

To complete the onboarding process, companies must follow two main steps:

#### i. Purchase SSM e-Info

Purchase the SSM e-Info directly through the MES system. Previously purchased e-Info documents cannot be uploaded or reused — only those obtained via the system are accepted.

#### ii. Register Organization

After purchasing the SSM e-Info, fill in the registration form with complete and accurate information, including general information about company, Letter of Undertaking (LOU) and required documents.

### B. Regional/Representative Offices (RE/RO)

RE/RO organizations are **not required to purchase SSM e-Info**. To complete registration, RE/RO companies must:

#### i. Register Organization

Fill in the registration form with complete and accurate information, including general information about company, Letter of Undertaking (LOU) and required documents.

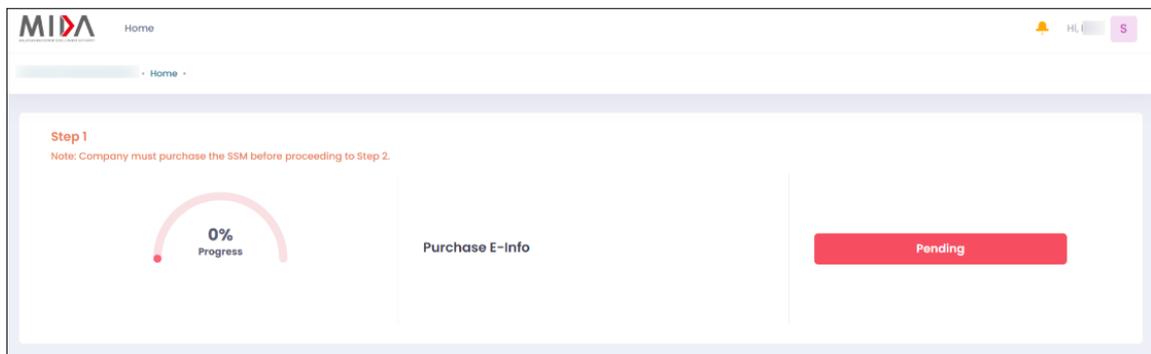
## 1.2. PURCHASING SSM e-INFO (STEP 1)

Companies are required to purchase the **SSM e-Info** report directly through the MES system. Uploaded or previously obtained documents are not accepted.

**Note:** This step is only applicable to organizations registered as **Companies**. RE/RO entities can proceed directly to the organization registration step.

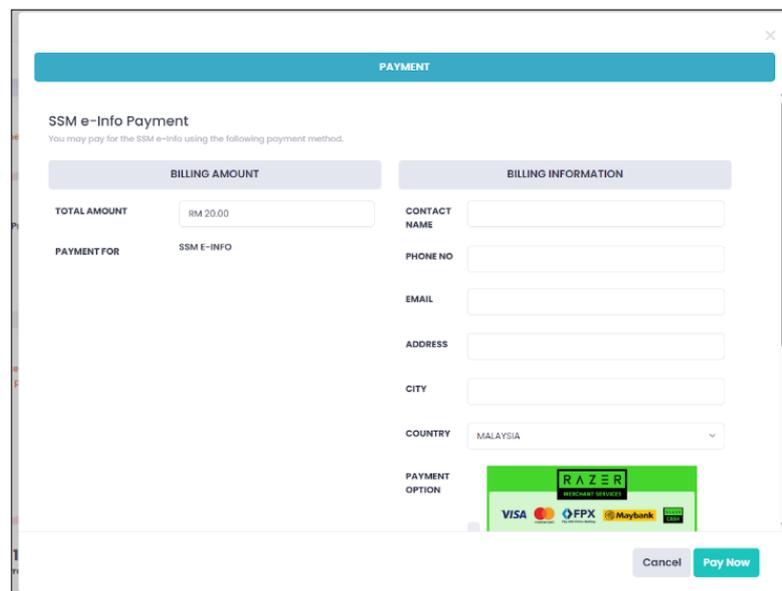
Follow the steps below to complete the purchase:

- i. On the **Company Registration** screen, click on the **[Pending]** button within the **Step 1** box.



Screen 1: Purchase SSM e-Info Progress.

- ii. Click on the **[Purchase SSM e-Info]** button to initiate the purchase process.
- iii. Fill in all the required payment details and select your preferred payment method.

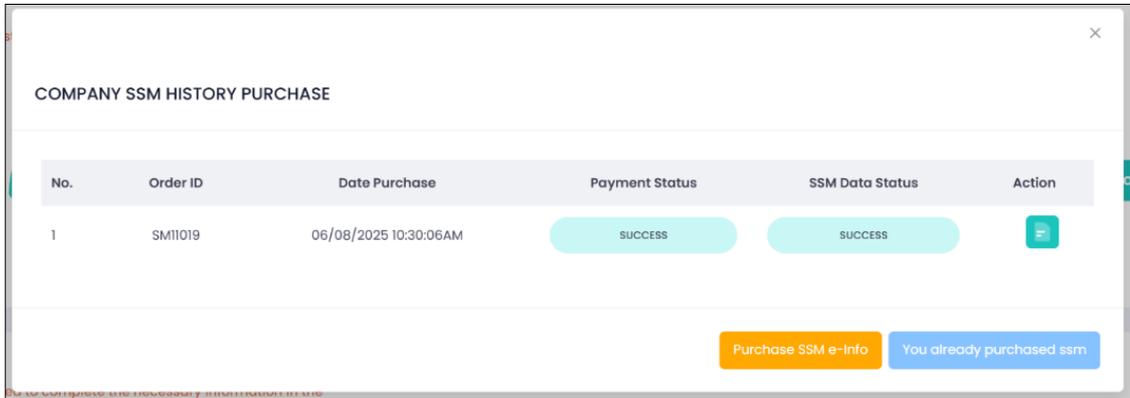


The screenshot shows the 'PAYMENT' form for 'SSM e-Info Payment'. The form is divided into two main sections: 'BILLING AMOUNT' and 'BILLING INFORMATION'. Under 'BILLING AMOUNT', 'TOTAL AMOUNT' is RM 20.00 and 'PAYMENT FOR' is SSM E-INFO. Under 'BILLING INFORMATION', there are input fields for 'CONTACT NAME', 'PHONE NO', 'EMAIL', 'ADDRESS', 'CITY', and 'COUNTRY' (set to MALAYSIA). At the bottom, there is a 'PAYMENT OPTION' section with logos for RAZER, VISA, FFX, and Maybank. At the very bottom right, there are 'Cancel' and 'Pay Now' buttons.

Screen 2: Payment form.

- iv. Click on the **[Pay Now]** button to proceed with the payment.
- v. Once the payment is successful, you may choose to print the receipt by clicking the **[Print Receipt]** button or click on the **[Back]** button to return to the system.

- vi. Upon successful completion, the system will automatically update **Step 1** to show **100% completion**.
- vii. To view your purchase history, click on the **[Purchase SSM e-Info]** button again. This will display your **SSM Purchase History** for reference.



No.	Order ID	Date Purchase	Payment Status	SSM Data Status	Action
1	SM11019	06/08/2025 10:30:06AM	SUCCESS	SUCCESS	

[Purchase SSM e-Info](#) [You already purchased ssm](#)

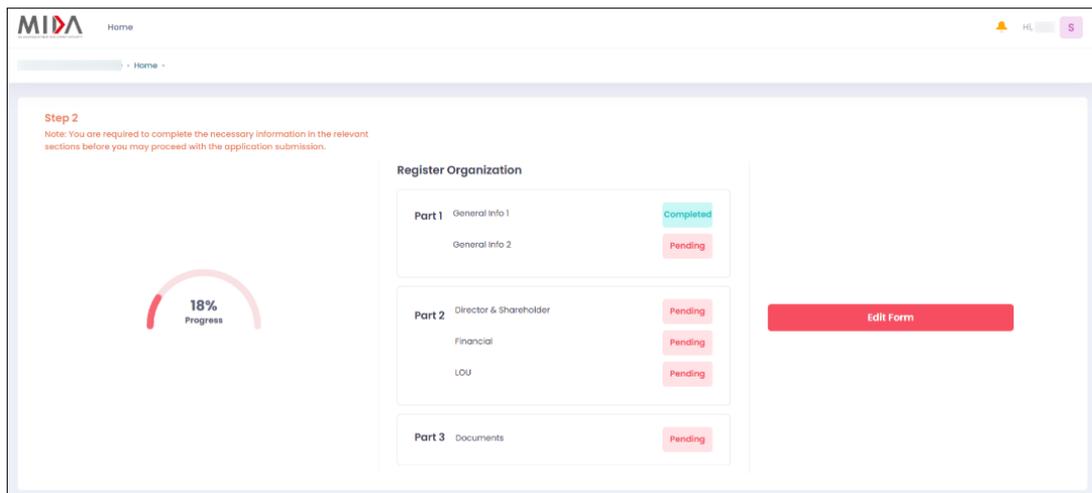
Screen 3: Company SSM History Purchase.

### 1.3. REGISTERING THE ORGANIZATION (STEP2)

In **Step 2: Register Organization**, companies are required to fill in all relevant organizational information and upload supporting documents as part of completing the company registration.

To begin:

- i. Click on the **[Edit Form]** button under the **Step 2: Register Organization** box



Screen 4: Register Organization Progress.

- ii. You will be directed to the first tab: **General Information 1**.

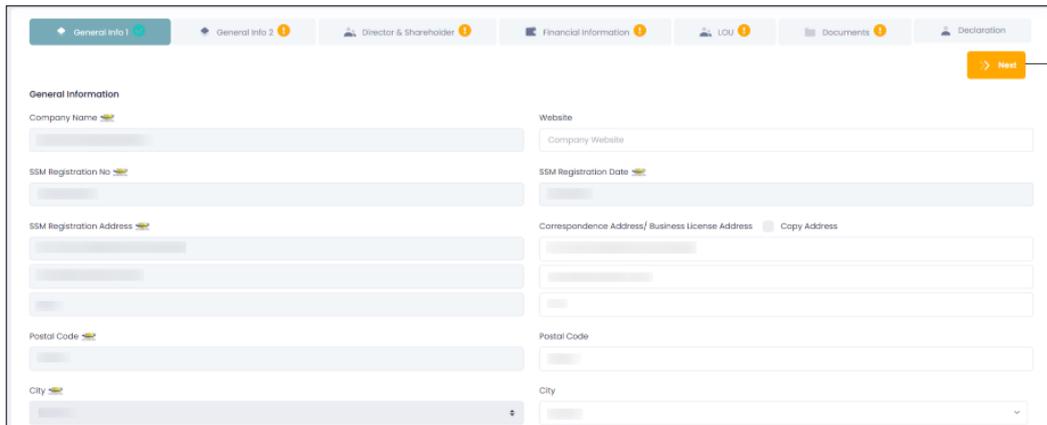
#### 1.3.1. Company Registration

For companies registered under Suruhanjaya Syarikat Malaysia (SSM), the registration form is divided into several sections. Each tab must be completed with accurate and up-to-date information. The system will guide you through each section step-by-step, starting with general company details.

##### A. General Information 1

This section captures the company's basic registration details.

- i. Fill in all the required fields. Some fields with the **SSM icon** will be auto-filled based on the purchased SSM e-Info and **cannot be edited**.



**Proceed Next**  
Click here to  
proceed to next  
tab.

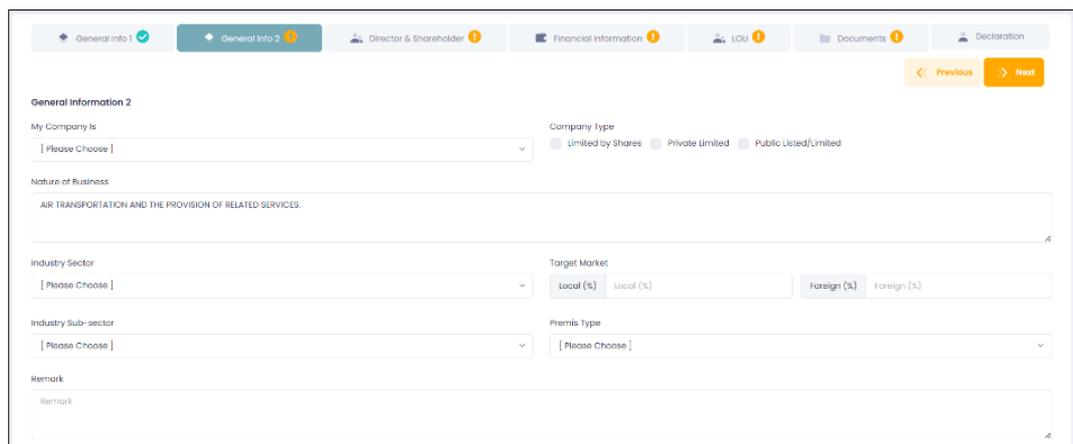
Screen 5: General Info 1 Tab.

- ii. Ensure all required fields are completed. Then, click on the **[Next]** button to proceed to the next section.
- iii. You may not be able to proceed if any mandatory field is left blank.

## B. General Information 2

This section collects further organizational details related to business activities and structure to be filled in the required form as below:

- i. Fill in all required fields in the General Info 2 tab.



Screen 6: General Info 2 Tab.

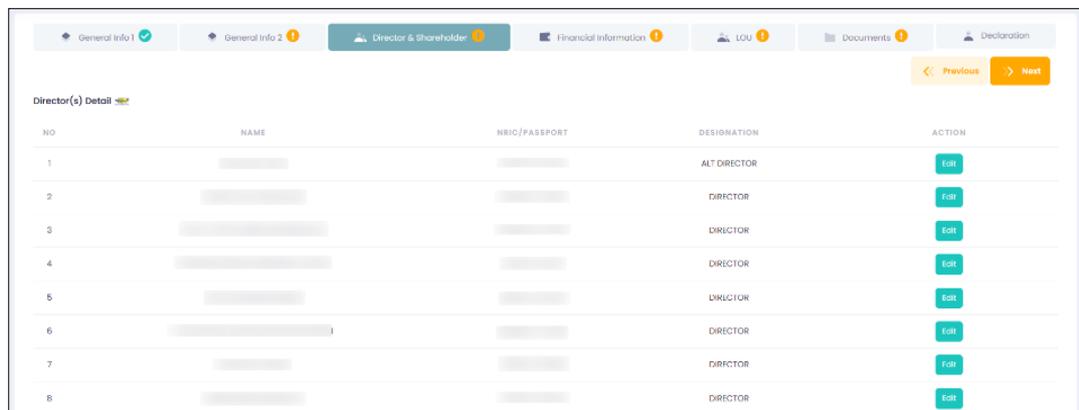
- ii. In the **[Target Market]** field, indicate your business's focus percentage (out of 100%) in local market and foreign market.
- iii. Fill in further information about your organization in the **[Remark]** field. However, this field is not mandatory.

- iv. Click on the **[Next]** button to proceed to the next tab. You may not be able to proceed if any of the mandatory fields are empty.

### C. Director & Shareholder

All listed individuals are pulled directly from the integrated SSM data. Users are only required to update specific fields for each person. Follow steps below:

- i. Click the **[Edit]** button in the **Action** column under **Director(s) Detail** section.



NO	NAME	NRIC/PASSEPORT	DESIGNATION	ACTION
1			ALT DIRECTOR	Edit
2			DIRECTOR	Edit
3			DIRECTOR	Edit
4			DIRECTOR	Edit
5			DIRECTOR	Edit
6			DIRECTOR	Edit
7			DIRECTOR	Edit
8			DIRECTOR	Edit

Screen 7: Director & Shareholder Tab.

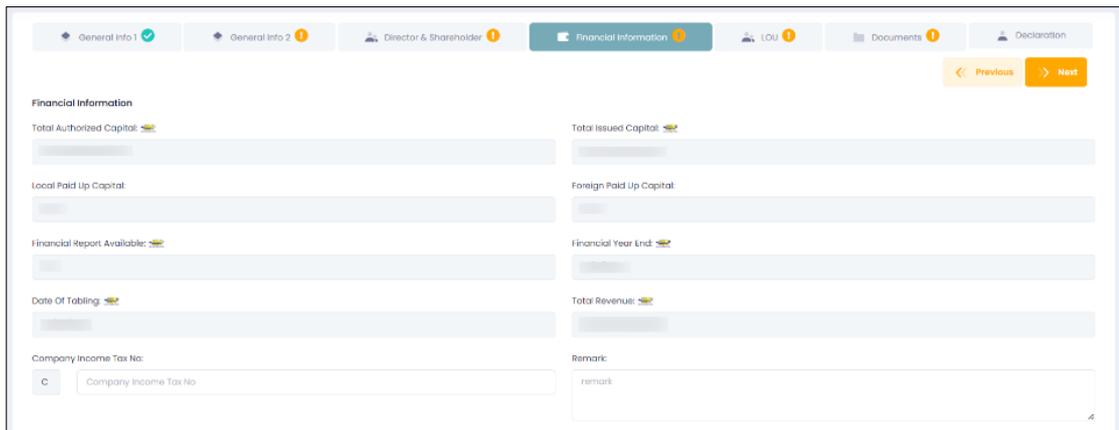
- ii. Update the Nationality field for every director listed.
- iii. Repeat **Step i**, for **Shareholder Detail** section.
- iv. Update the document type, nationality, designation and email field for every shareholder listed in the section.
- v. Click the **[Save]** button after updating each entry.
- vi. Once all the Director and Shareholder records have been updated, click the **[Next]** button to proceed to the next tab.

### D. Financial Information

This section requires all the financial information of the organization to be completed in the mandatory fields as outlined below:

- i. In the Financial Information tab, you will see that most of the information has been filled in (generated from e-Info). This information is not editable.
- ii. Fill in the **e-Invoice Information** required below:
  - a. **Tax Identification Number (TIN)**

- b. For other organizations that does not have a TIN (e.g. RE/RO), select the checkbox **“Company Tax Identification Number (TIN) is not available”**.
- c. **Sales and Services Tax (SST) Number**
- d. For other organizations that does not have a SST (e.g. RE/RO), select the checkbox **“Sales and Services Tax (SST) is not available”**.
- e. **Contact Name**
- f. **Contact Number**
- g. **Email Address**



The screenshot shows the 'Financial Information' tab in the system. It features a navigation bar at the top with tabs for 'General Info 1', 'General Info 2', 'Director & Shareholder', 'Financial Information' (active), 'LOU', 'Documents', and 'Declaration'. Below the navigation bar, there are 'Previous' and 'Next' buttons. The main form area is titled 'Financial Information' and contains several input fields with dropdown menus for selection: 'Total Authorized Capital', 'Total Issued Capital', 'Local Paid Up Capital', 'Foreign Paid Up Capital', 'Financial Report Available', 'Financial Year End', 'Date Of Tabling', and 'Total Revenue'. At the bottom, there is a 'Company Income Tax No.' field with a dropdown menu and a 'Remark' text area.

Screen 8: Financial Information Tab.

- iii. You may also fill in the **[Remark]** field if you have further information about the organization’s financial information. However, this field is not mandatory.
- iv. Click on the **[Next]** button once done to proceed to the next tab.

## E. Letter of Undertaking (LOU)

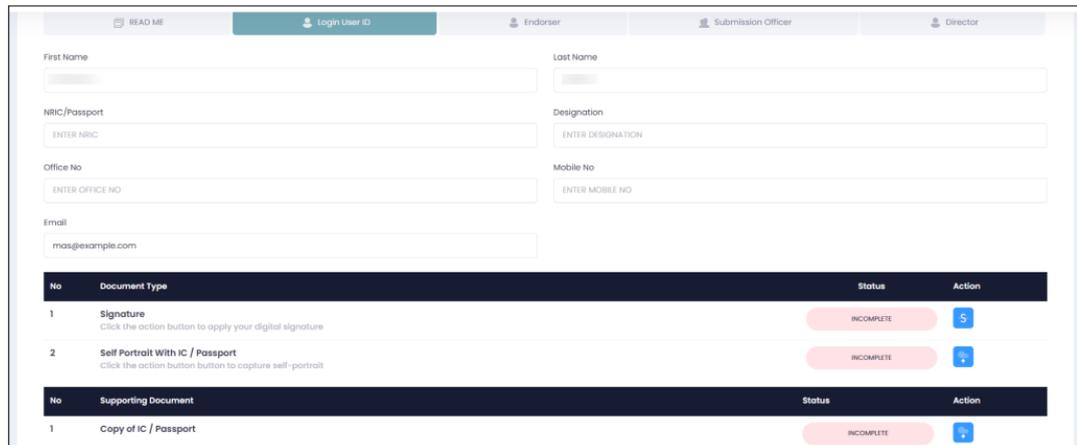
This section requires the organization to declare the personnel appointed to manage and communicate all matters related to expatriate applications. The **Company Director** is required to sign the **Letter of Undertaking (LOU)** to acknowledge full responsibility for all transactions carried out by the company.

Four additional sub-tabs must be completed in this section:

- **Login User ID**
- **Endorser**
- **Submission Officer**
- **Director.**

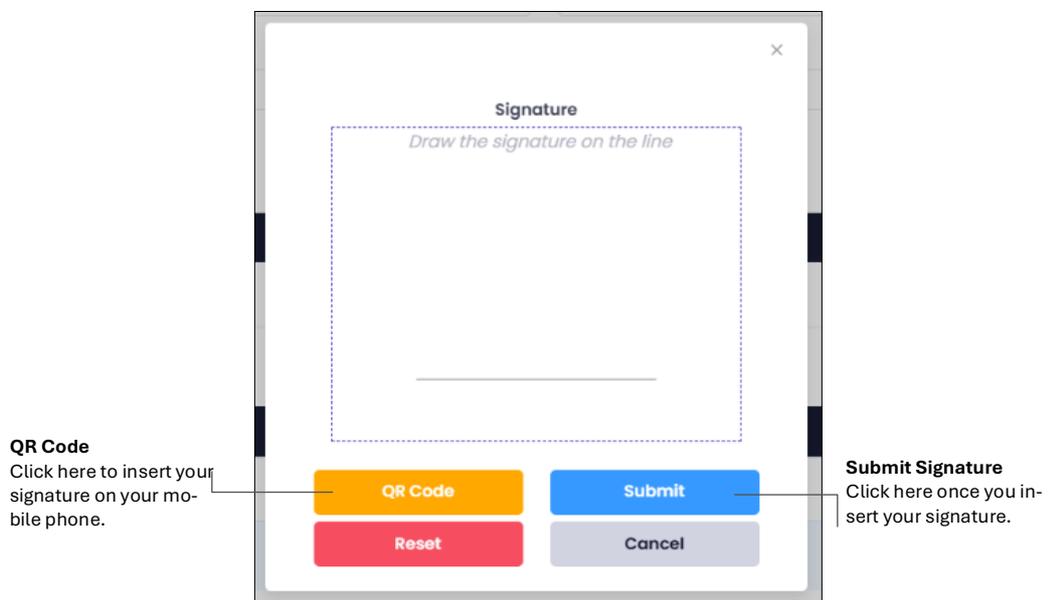
The steps to complete the LOU information are as follows:

- i. In the Login User ID tab, fill in the form given with the user details that are registered before. Some inputs are auto generated but can be edited if needed.



Screen 9: Login User ID for LOU.

- ii. If you are the appointed person **and** the same individual who previously registered the account, process **Step iii**. If you are not the same person, please skip **Step xii**.
- iii. Click on the blue **button with the letter 'S'** to insert your signature.
- iv. Draw your signature on the following dialogue box as shown in the example below.



Screen 10: Insert signature for authorized personnel.

- v. Click on the **[Submit]** if you want to submit the signature or **[Reset]** button if you want to redo your signature.
- vi. Click on the **[QR Code]** button if you want to draw your signature using a smartphone. A URL will be provided by the QR code and can be accessed using a smartphone. Click on the **[Cancel]** button to cancel the signature.

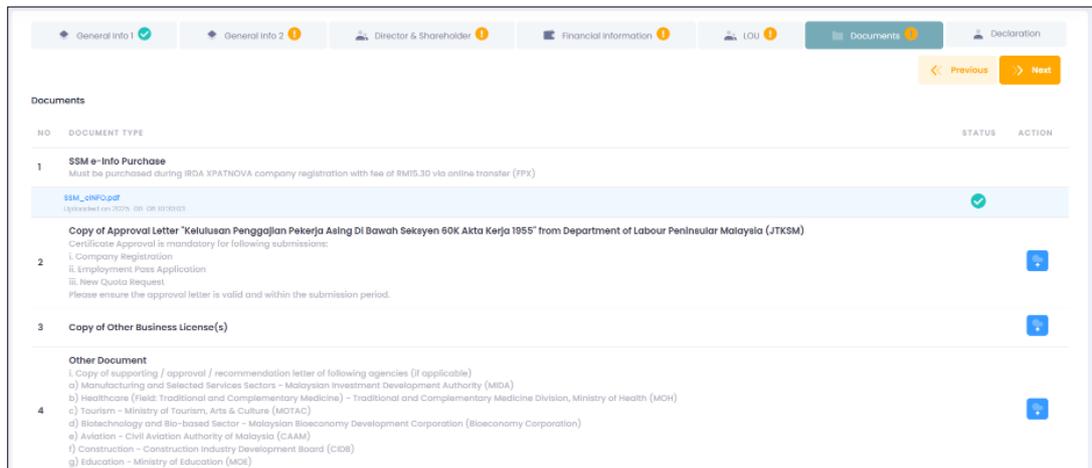
- vii. Next, click on the blue button with the cloud and arrow up icon to take a self-portrait. Click on the **[Capture]** button to take a photo.
- viii. Click on the **[Save]** button to save and submit the photo.
- ix. Click on the **[Reset]** button to reset the camera.
- x. Click on the **[Cancel]** button to close the dialogue box.
- xi. Repeat **steps iii to xi** for the **Endorser, Submission Officer** and **Director** roles.
- xii. Once completed, click on the **[Next]** button to proceed to the next tab.

Once submitted, all the information will be recorded in the system. Please be reminded that only the personnel who submitted are permitted to communicate with the service center for any matters related to the application.

## F. Documents

This section requires the organization to upload all relevant supporting documents for review. Please follow the steps below to proceed:

- i. Upload all required documents. The uploaded document in each row must correspond to the required type of document for the row.



NO	DOCUMENT TYPE	STATUS	ACTION
1	<b>SSM e-Info Purchase</b> Must be purchased during IRDA XPATNOVA company registration with fee of RM15.30 via online transfer (FPX) <a href="#">SSM_eINFO.pdf</a> Uploaded on 2025-08-08 10:30:03	✓	
2	<b>Copy of Approval Letter "Kelulusan Penggajian Pekerja Asing Di Bawah Sekyen 60K Akta Kerja 1955"</b> from Department of Labour Peninsular Malaysia (JTKSM) Certificate Approval is mandatory for following submissions: I. Company Registration II. Employment Pass Application III. New Quota Request Please ensure the approval letter is valid and within the submission period.		+
3	<b>Copy of Other Business License(s)</b>		+
4	<b>Other Document</b> I. Copy of supporting / approval / recommendation letter of following agencies (if applicable) a) Manufacturing and Selected Services Sectors - Malaysian Investment Development Authority (MIDA) b) Healthcare (Field: Traditional and Complementary Medicine) - Traditional and Complementary Medicine Division, Ministry of Health (MOH) c) Tourism - Ministry of Tourism, Arts & Culture (MOTAC) d) Biotechnology and Bio-based Sector - Malaysian Bioeconomy Development Corporation (Bioeconomy Corporation) e) Aviation - Civil Aviation Authority of Malaysia (CAAM) f) Construction - Construction Industry Development Board (CIDB) g) Education - Ministry of Education (MOE)		+

Screen 12: Upload Documents.

- ii. To upload a document, click on the **blue icon** of any row.
- iii. You may upload multiple documents in each row.
- iv. If you want to delete the uploaded document, click on the **red icon** next to the uploaded document.

**Delete File**  
Click here to delete  
the uploaded file.

Documents		STATUS	ACTION
NO	DOCUMENT TYPE		
1	Copy of ALL Director(s) IC / Passport *		
	 <small>uploaded on 2025-05-28 15:45:58</small>		

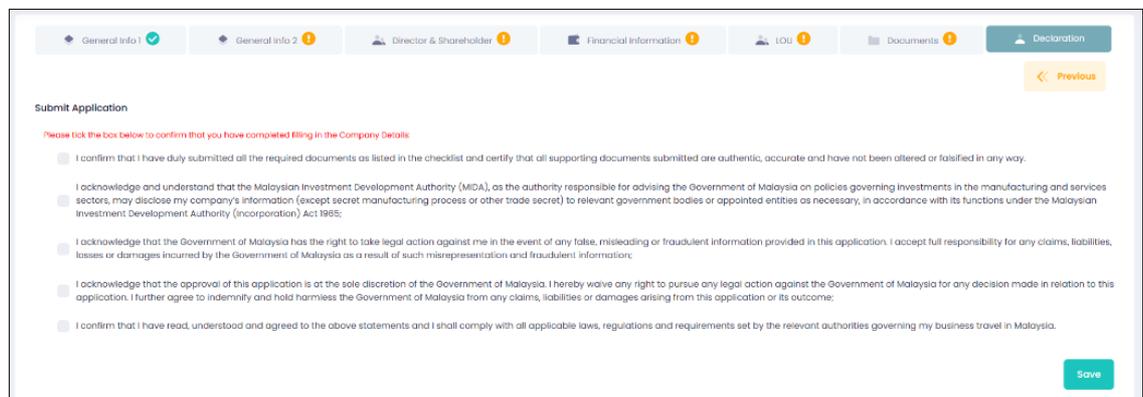
Screen 13: File Upload.

- v. After uploading all the required documents, click on the **[Next]** button to proceed to the next tab.

## G. Declaration

This section requires the company to confirm that all information and documents submitted are true before submission. Any information that is not genuine will be rejected without further notice. To proceed with submission, follow the steps below:

- i. Read all the statement and tick the checkbox button.
- ii. Make sure all required fields and documents have been filled in or uploaded. The registration cannot be submitted if any of the required information is not completed.
- iii. Finally, click on the **[Save]** button.



Screen 14: Declaration of Application Submission.

Once the application has been submitted, it will be further processed and reviewed by the MIDA Officer. If there is further information required by the MIDA Officer, the application will be returned to request more information.

The officer will decide on the approval status of the application once all information is deemed furnished and complete.

The company will only be able to proceed to the next stage if the application is approved.

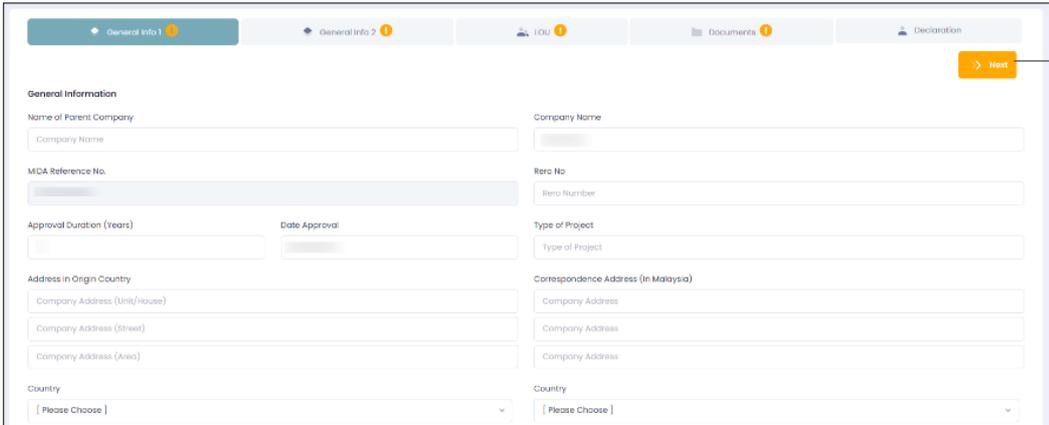
### 1.3.2. Regional or Representative Offices (RE/RO)

For **Regional or Representative Offices (RE/RO)**, the registration process involves providing essential organizational details relevant to foreign-based companies operating in Malaysia. While the steps are similar to company registration, RE/RO organizations are not required to purchase the SSM e-Info and may only need to complete specific sections of the form.

#### A. General Information 1

This section captures the company's basic registration details.

- i. Fill in all the required fields in the General Information section.



The screenshot shows a web form titled 'General Information 1'. At the top, there are navigation tabs: 'General Info 1' (active), 'General Info 2', 'LOI', 'Documents', and 'Declaration'. A 'Next' button is located in the top right corner. The form is divided into several sections:

- Name of Parent Company:** A text input field labeled 'Company Name'.
- MIDA Reference No.:** A text input field.
- Approval Duration (Years):** A text input field.
- Date Approval:** A date input field.
- Address in Origin Country:** Three stacked text input fields labeled 'Company Address (Unit/House)', 'Company Address (Street)', and 'Company Address (Area)'. Below them is a 'Country' dropdown menu with 'Please Choose' selected.
- Company Name:** A text input field.
- Rero No:** A text input field.
- Rero Number:** A text input field.
- Type of Project:** A text input field.
- Correspondence Address (in Malaysia):** Three stacked text input fields labeled 'Company Address'.
- Country:** A dropdown menu with 'Please Choose' selected.

**Proceed Next**  
Click here to proceed to next tab.

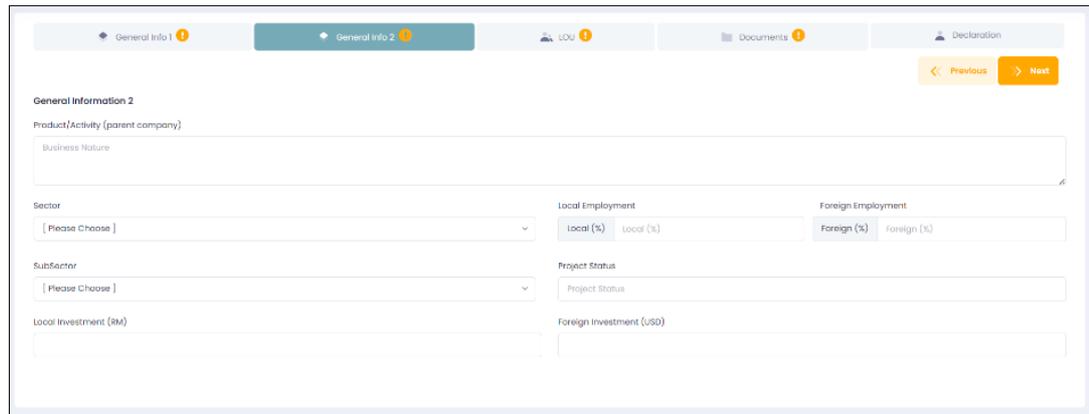
Screen 15: General Info 1 Tab.

- ii. Ensure all required fields are completed. Then, click on the **[Next]** button to proceed to the next section.
- iii. You may not be able to proceed if any mandatory field is left blank.

#### B. General Information 2

This section collects further organizational details related to business activities and structure to be filled in the required form as below:

- i. Fill in all required fields in the General Info 2 tab.



Screen 16: General Info 2 Tab.

- ii. In the **[Local Employment]** field, indicate your business's focus percentage (out of 100%) in local market and foreign market.
- iii. Fill in further information about your organization in the **[Remark]** field. However, this field is not mandatory.
- iv. Click on the **[Next]** button to proceed to the next tab. You may not be able to proceed if any of the mandatory fields are empty.

### C. Letter of Undertaking (LOU)

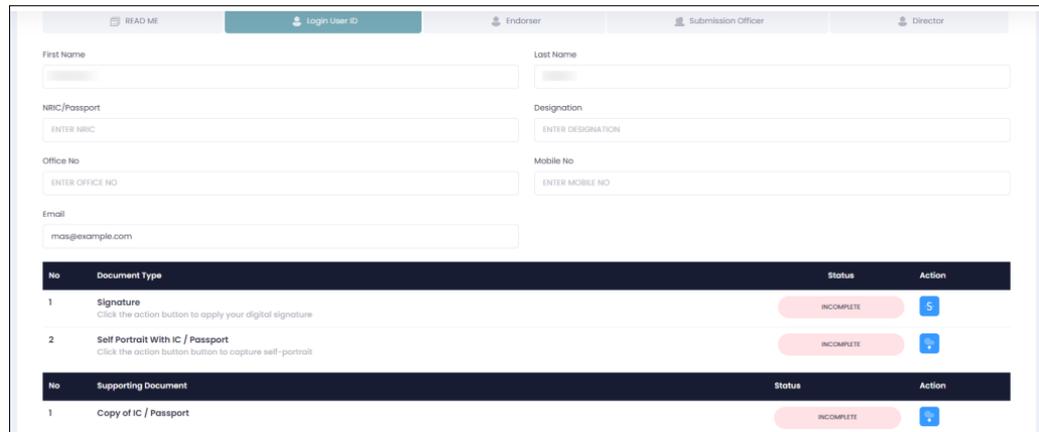
This section requires the organization to declare the personnel appointed to manage and communicate all matters related to expatriate applications. The **Company Director** is required to sign the LOU to acknowledge full responsibility for all transactions carried out by the company.

Four additional sub-tabs must be completed in this section:

- **Login User ID**
- **Endorser**
- **Submission Officer**
- **Director.**

The steps to complete the LOU information are as follows:

- i. In the Login User ID tab, fill in the form given with the user details that are registered before. Some inputs are auto generated but can be edited if needed.



No	Document Type	Status	Action
1	Signature Click the action button to apply your digital signature	INCOMPLETE	S
2	Self Portrait With IC / Passport Click the action button to capture self-portrait	INCOMPLETE	P

No	Supporting Document	Status	Action
1	Copy of IC / Passport	INCOMPLETE	P

Screen 17: Login User ID of LOU.

- ii. If you are the appointed person **and** the same individual who previously registered the account, process **Step iii**. If you are not the same person, please skip **Step xii**.
- iii. Click on the blue **button with the letter 'S'** to insert your signature.

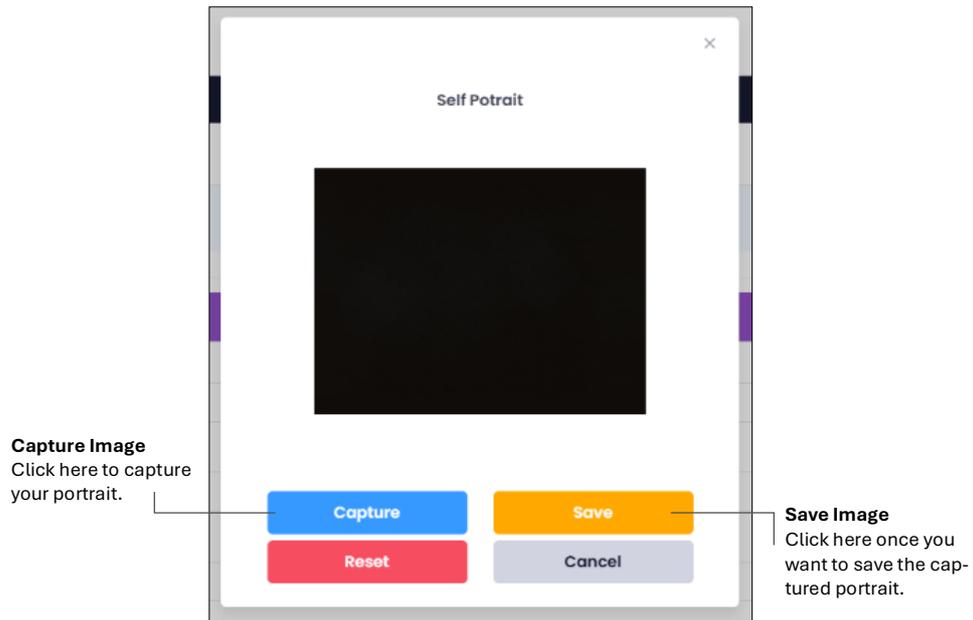


**QR Code**  
Click here to insert your signature on your mobile phone.

**Submit Signature**  
Click here once you insert your signature.

Screen 18: Insert signature for authorized personnel.

- iv. Draw your signature on the following dialogue box as shown in the example below.
- v. Click on the **[Submit]** if you want to submit the signature or **[Reset]** button if you want to redo your signature.
- vi. Click on the **[QR Code]** button if you want to draw your signature using a smartphone. A URL will be provided by the QR code and can be accessed using a smartphone. Click on the **[Cancel]** button to cancel the signature.



Screen 19: Capturing Self-Portrait Photo.

- vii. Next, click on the blue button with the cloud and arrow up icon to take a self-portrait.
- viii. Click on the **[Capture]** button to take a photo.
- ix. Click on the **[Save]** button to save and submit the photo.
- x. Click on the **[Reset]** button to reset the camera.
- xi. Click on the **[Cancel]** button to close the dialogue box.
- xii. Repeat **steps iii to xi** for the **Endorser, Submission Officer** and **Director** roles.
- xiii. Once completed, click on the **[Next]** button to proceed to the next tab.

Once submitted, all the information will be recorded in the system. Please be reminded that only the personnel who submitted are permitted to communicate with the service center for any matters related to the application.

#### D. Documents

This section requires the organization to upload all relevant supporting documents for review. Please follow the steps below to proceed:

- i. Upload all required documents. The uploaded document in each row must correspond to the required type of document for the row.



Screen 20: Upload Documents.

- ii. To upload a document, click on the **blue icon** of any row.
- iii. You may upload multiple documents in each row.
- iv. If you want to delete the uploaded document, click on the **red icon** next to the uploaded document.

**Delete File**  
Click here to delete  
the uploaded file.



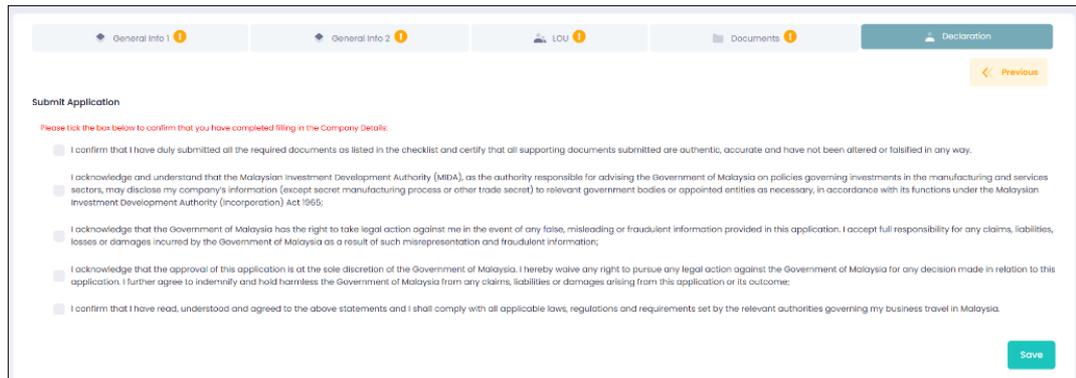
Screen 21: File Upload.

- v. After uploading all the required documents, click on the **[Next]** button to proceed to the next tab.

## E. Declaration

This section requires the company to confirm that all information and documents submitted are true before submission. Any information that is not genuine will be rejected without further notice. To proceed with submission, follow the steps below:

- i. Read all the statement and tick the checkbox button.
- ii. Make sure all required fields and documents have been filled in or uploaded. The registration cannot be submitted if any of the required information is not completed.
- iii. Finally, click on the **[Save]** button.



General Info 1 | General Info 2 | LOU | Documents | Declaration

Submit Application

Please tick the box below to confirm that you have completed filling in the Company Details:

- I confirm that I have duly submitted all the required documents as listed in the checklist and certify that all supporting documents submitted are authentic, accurate and have not been altered or falsified in any way.
- I acknowledge and understand that the Malaysian Investment Development Authority (MIDA), as the authority responsible for advising the Government of Malaysia on policies governing investments in the manufacturing and services sectors, may disclose my company's information (except secret manufacturing process or other trade secret) to relevant government bodies or appointed entities as necessary, in accordance with its functions under the Malaysian Investment Development Authority (Incorporation) Act 1965.
- I acknowledge that the Government of Malaysia has the right to take legal action against me in the event of any false, misleading or fraudulent information provided in this application. I accept full responsibility for any claims, liabilities, losses or damages incurred by the Government of Malaysia as a result of such misrepresentation and fraudulent information.
- I acknowledge that the approval of this application is at the sole discretion of the Government of Malaysia. I hereby waive any right to pursue any legal action against the Government of Malaysia for any decision made in relation to this application. I further agree to indemnify and hold harmless the Government of Malaysia from any claims, liabilities or damages arising from this application or its outcome.
- I confirm that I have read, understood and agreed to the above statements and I shall comply with all applicable laws, regulations and requirements set by the relevant authorities governing my business travel in Malaysia.

Previous | Save

Screen 22: Declaration of Application Submission.

Once the application has been submitted, it will be further processed and reviewed by the MIDA Officer. If there is further information required by the MIDA Officer, the application will be returned to request more information.

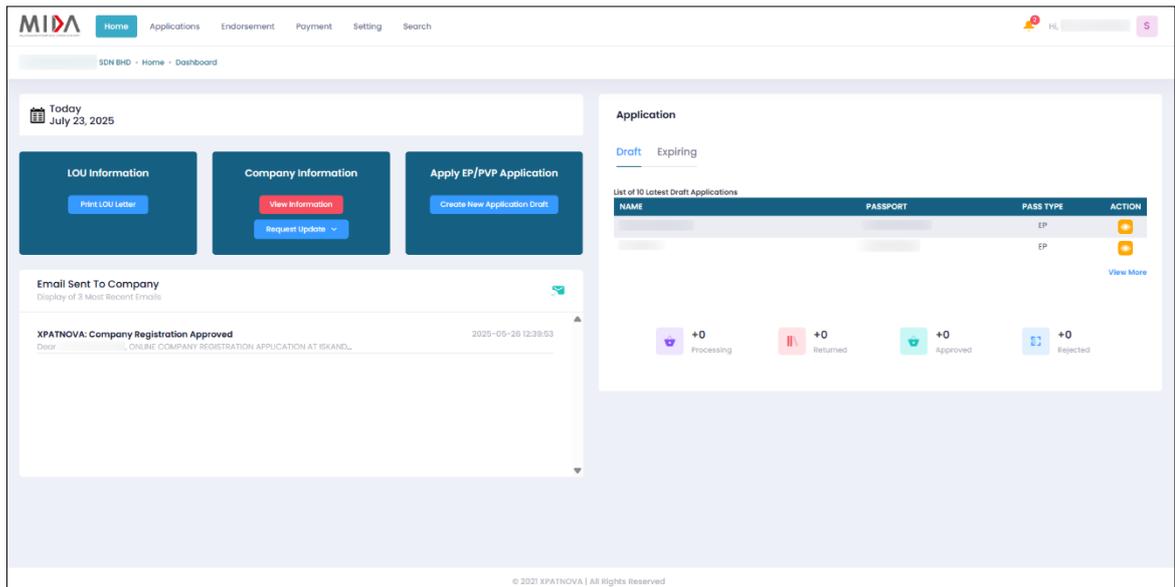
The officer will decide on the approval status of the application once all information is deemed furnished and complete.

The company will only be able to proceed to the next stage if the application is approved.

## 2. EXPATRIATE APPLICATION MODULE

Once the organization has been approved and the company registration process is completed, it may proceed to submit an expatriate application.

To begin, log in to the system using your registered credentials.



Screen 23: Company Dashboard.

### 2.1. THE MAIN MENU

The main page will have several new menus on top part of the page as explained below.

- a. Applications
- b. Endorsement
- c. Payment
- d. Setting
- e. Search

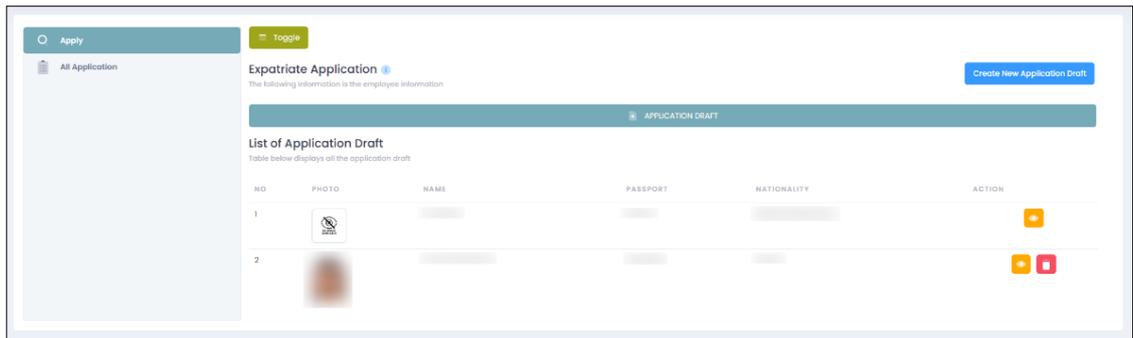
The main menu also consists of several other features such as:

- a. Latest announcement
- b. Dashboard

## 2.2. EP APPLICATION

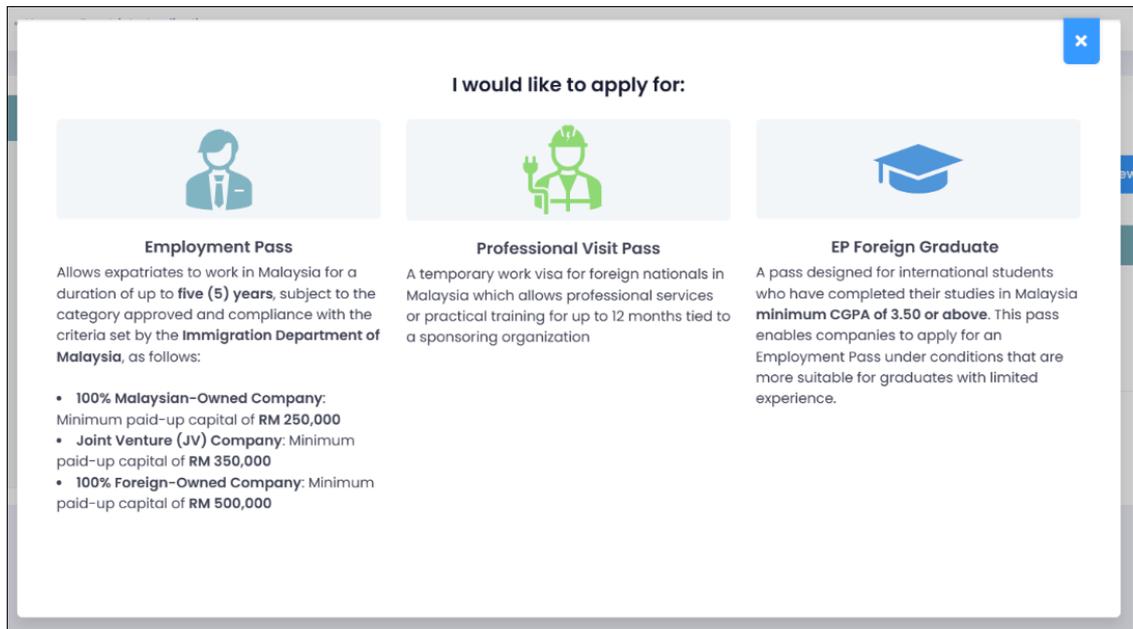
This section outlines the process for submitting an Employment Pass (EP) application. The organization may proceed to apply for expatriate approval once the company has been approved.

- i. On the home page, click on the **[Application]** tab on the top menu.
- ii. Click on the **[Create New Application Draft]** button for a new principal.



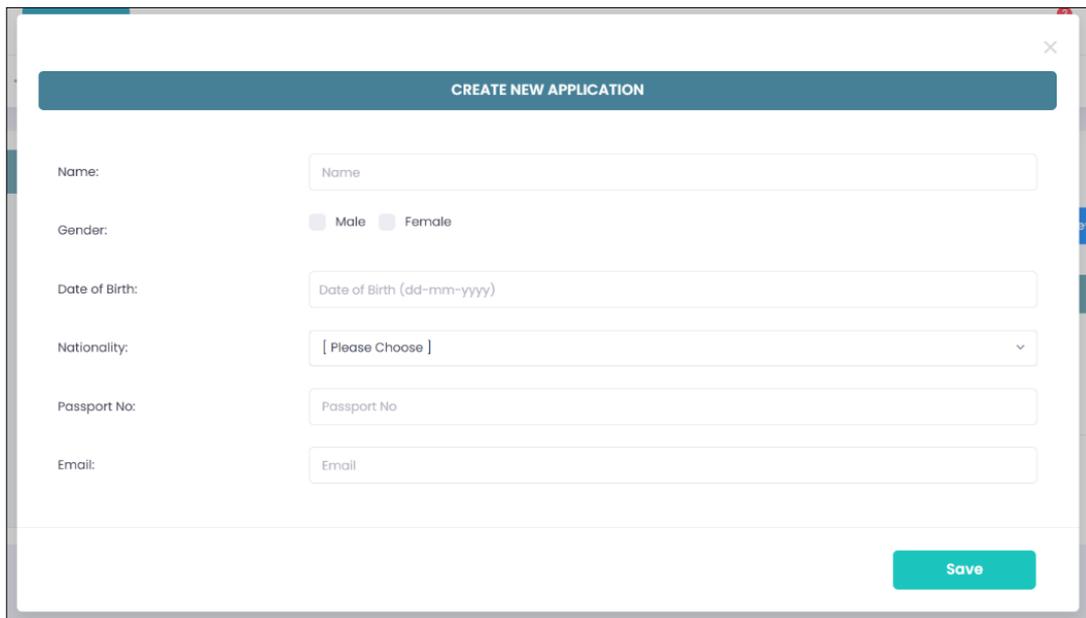
Screen 24: Expatriate Application Listing.

- iii. Click on the **[Apply]** button on the Employment Pass.



Screen 25: Type of Application.

- iv. To proceed with automatic data filling, click **[Yes, Proceed with MRZ Generator]**. The system will extract and populate the form fields based on the uploaded passport.
- v. Alternatively, if you prefer to enter the information yourself, click **[No, Thank you]** to proceed with manual input.



**CREATE NEW APPLICATION**

Name:

Gender:  Male  Female

Date of Birth:

Nationality:

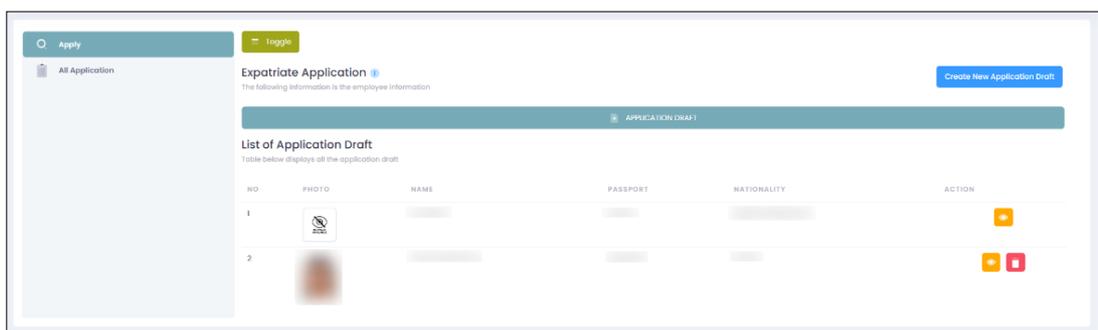
Passport No:

Email:

**Save**

Screen 26: Create New Application Form.

- vi. If you choose to manually insert the information, proceed by filling in the required details in the **Create New Application** form.
- vii. Ensure all necessary fields are completed accurately. Once done, click on the **[Save]** button to save your application.
- viii. Newly created application will be listed under Expatriate Application.
- ix. Click on the Action column on the list of applications to continue on completing the application.



**Expatriate Application**

The following information is the employee information

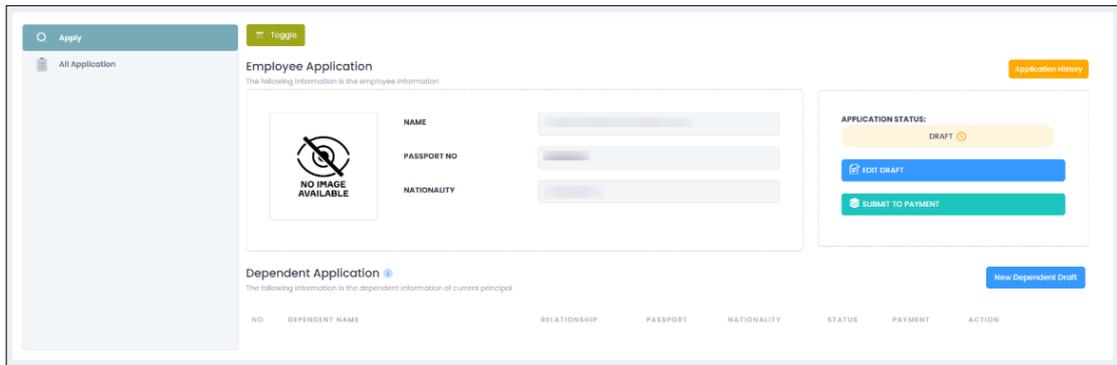
**List of Application Draft**

Table below displays all the application draft

NO	PHOTO	NAME	PASSPORT	NATIONALITY	ACTION
1					
2					

Screen 27: List of Application.

- x. Click on the **[EDIT DRAFT]** button to fill in more information on the main applicant.



The screenshot displays the 'Employee Application' details page. It features a sidebar on the left with a search icon and 'All Application' link. The main content area is divided into two sections: 'Employee Application' and 'Dependent Application'. The 'Employee Application' section includes a 'NO IMAGE AVAILABLE' placeholder, and input fields for 'NAME', 'PASSPORT NO', and 'NATIONALITY'. The 'APPLICATION STATUS' section shows a 'DRAFT' status with buttons for 'EDIT DRAFT' and 'SUBMIT TO PAYMENT'. Below this is a 'New Dependent Draft' button. The 'Dependent Application' section has a sub-header and a table with columns: NO, DEPENDENT NAME, RELATIONSHIP, PASSPORT, NATIONALITY, STATUS, PAYMENT, and ACTION.

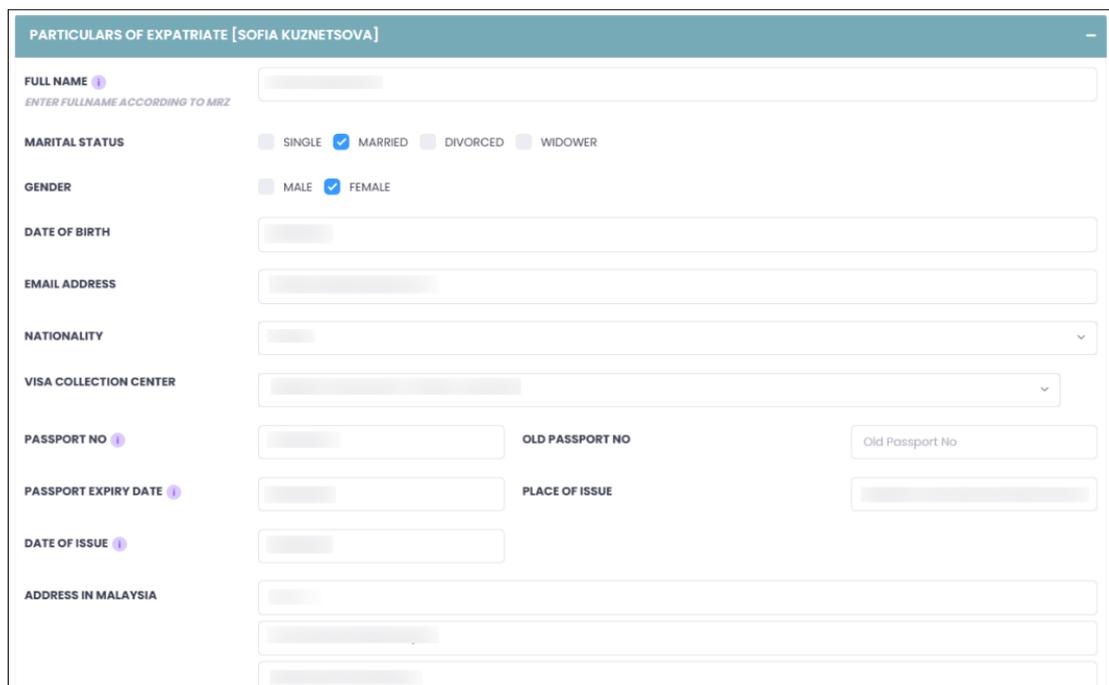
Screen 28: Details of Employee Application.

Once you click on the **[EDIT DRAFT]** button, you will be directed to complete the application form. The information required in the application is detailed below:

### 2.2.1. Particulars of Expatriate

In this section, fill in all the general information related to the principal applicant. Follow the steps below:

- i. Fill in all the particulars of the expatriate information section.



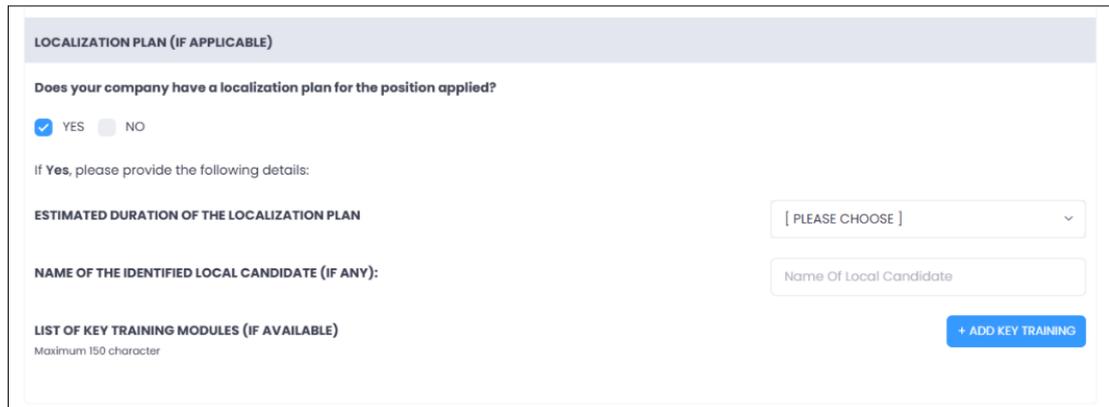
The screenshot shows the 'PARTICULARS OF EXPATRIATE' form for 'SOFIA KUZNETSOVA'. The form is structured as follows:
 

- FULL NAME:** A text input field with a help icon and the instruction 'ENTER FULLNAME ACCORDING TO MRZ'.
- MARITAL STATUS:** Radio buttons for SINGLE, MARRIED (selected), DIVORCED, and WIDOWER.
- GENDER:** Radio buttons for MALE and FEMALE (selected).
- DATE OF BIRTH:** A date input field.
- EMAIL ADDRESS:** A text input field.
- NATIONALITY:** A dropdown menu.
- VISA COLLECTION CENTER:** A dropdown menu.
- PASSPORT NO:** A text input field.
- OLD PASSPORT NO:** A text input field with the placeholder 'Old Passport No'.
- PASSPORT EXPIRY DATE:** A date input field.
- PLACE OF ISSUE:** A text input field.
- DATE OF ISSUE:** A date input field.
- ADDRESS IN MALAYSIA:** Three stacked text input fields.

Screen 29: Particulars of Expatriate Form.

- ii. If applicable, indicate whether your company has a **localization plan** for the applied position by selecting **Yes** or **No**.

- iii. If **Yes** is selected, provide the **estimated duration**, the **name of the identified local candidate (if any)**, and list the **key training modules** by clicking [+ Add Key Training].



**LOCALIZATION PLAN (IF APPLICABLE)**

Does your company have a localization plan for the position applied?

YES  NO

If **Yes**, please provide the following details:

**ESTIMATED DURATION OF THE LOCALIZATION PLAN** [ PLEASE CHOOSE ]

**NAME OF THE IDENTIFIED LOCAL CANDIDATE (IF ANY):** Name Of Local Candidate

**LIST OF KEY TRAINING MODULES (IF AVAILABLE)**  
Maximum 150 character

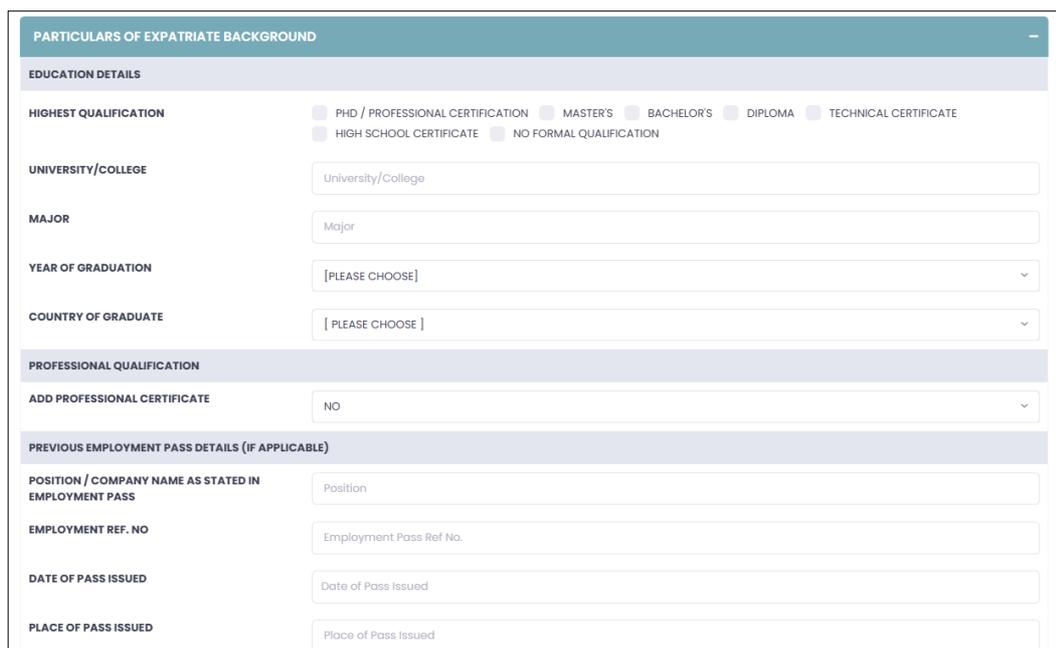
+ ADD KEY TRAINING

Screen 30: Particulars of Expatriate Form.

## 2.2.2. Particulars of Expatriate Background

In this section, fill in all general information related to the expatriate education, qualifications and previous employment pass (if applicable). Follow the steps below:

- i. Fill in all the particulars of the expatriate education.
- ii. If you have a professional qualification, you may insert all the required information of the professional qualification section.
- iii. Next, fill in previous employment pass details if applicable.



**PARTICULARS OF EXPATRIATE BACKGROUND**

**EDUCATION DETAILS**

**HIGHEST QUALIFICATION**  PHD / PROFESSIONAL CERTIFICATION  MASTER'S  BACHELOR'S  DIPLOMA  TECHNICAL CERTIFICATE  
 HIGH SCHOOL CERTIFICATE  NO FORMAL QUALIFICATION

**UNIVERSITY/COLLEGE** University/College

**MAJOR** Major

**YEAR OF GRADUATION** [ PLEASE CHOOSE ]

**COUNTRY OF GRADUATE** [ PLEASE CHOOSE ]

**PROFESSIONAL QUALIFICATION**

**ADD PROFESSIONAL CERTIFICATE** NO

**PREVIOUS EMPLOYMENT PASS DETAILS (IF APPLICABLE)**

**POSITION / COMPANY NAME AS STATED IN EMPLOYMENT PASS** Position

**EMPLOYMENT REF. NO** Employment Pass Ref No.

**DATE OF PASS ISSUED** Date of Pass Issued

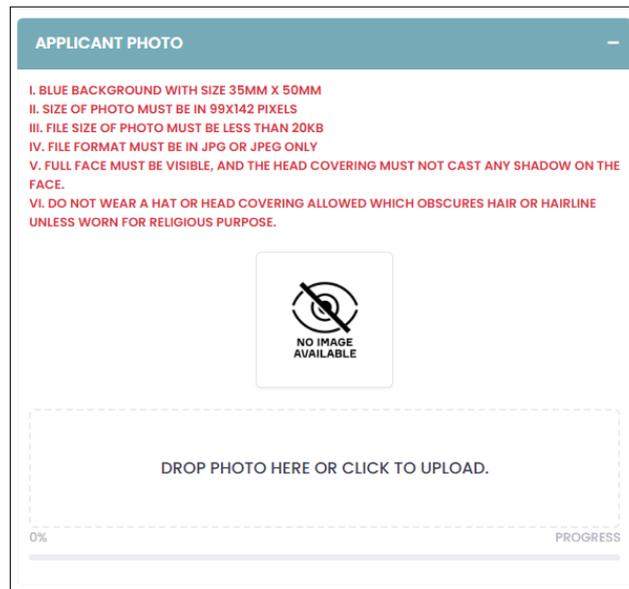
**PLACE OF PASS ISSUED** Place of Pass Issued

Screen 31: Particulars of Applicant's Background.

### 2.2.3. Applicant Photo

The photo can be uploaded using two methods:

- i. Click on the upload photo box to choose files from your gallery; or
- i. Drag and drop your photo directly inside the box.

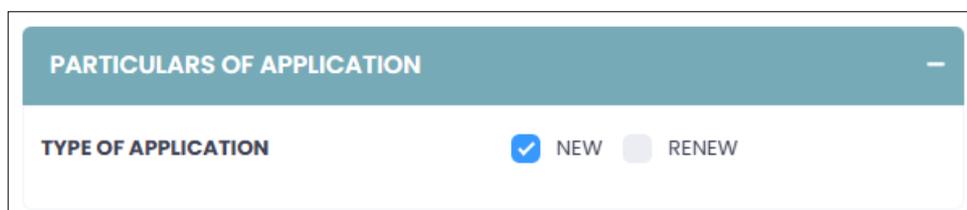


Screen 32: Upload Applicant Photo.

### 2.2.4. Particulars of Application

This section requires you to specify the **type of application** and confirm the **current location of the applicant**. Please follow the steps below to proceed:

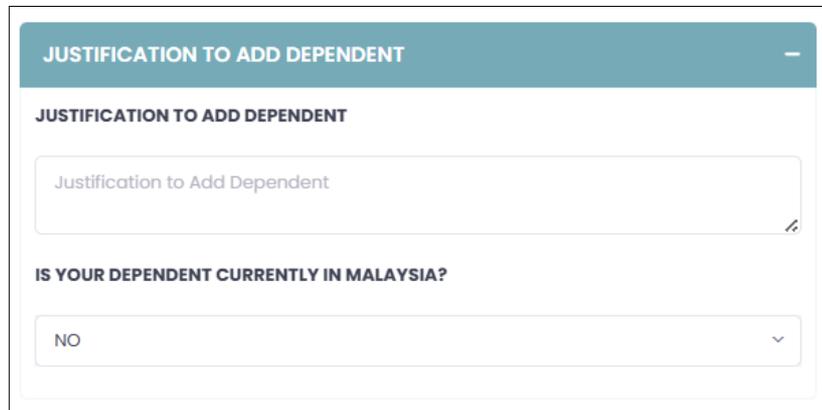
- i. The system indicates if the application is for a new application or renewal in the check box.



Screen 33: Particulars of Application.

### 2.2.5. Justification to Add Dependents (Optional)

This section is **optional** and should only be completed if the applicant intends to bring dependent(s), subject to eligibility under the requested Employment Pass.

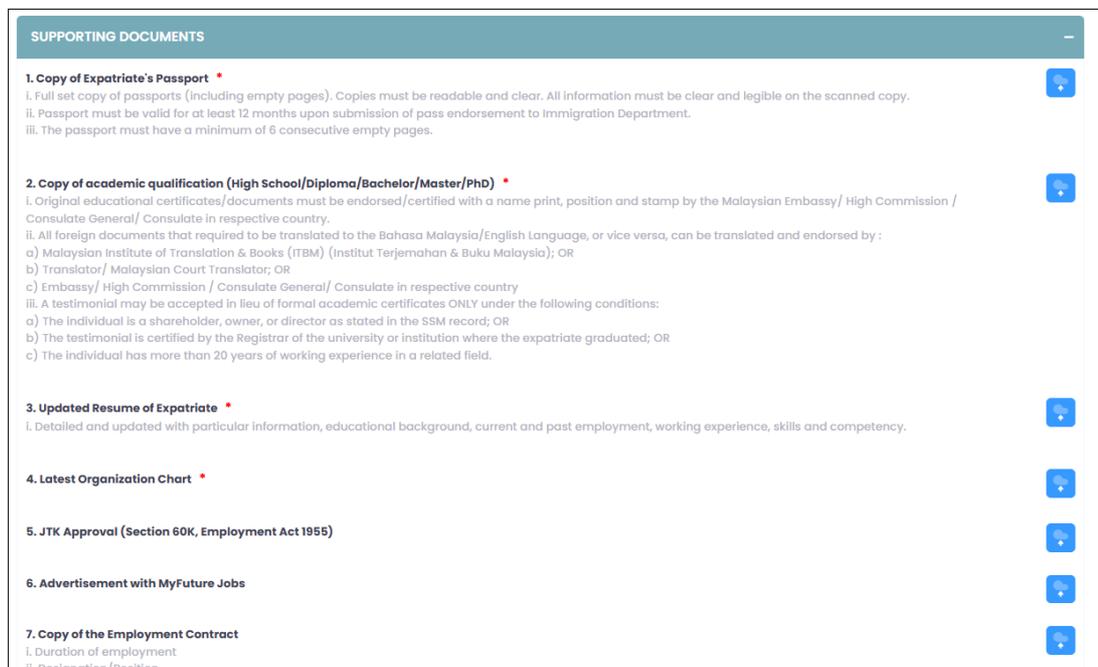


Screen 34: Justification To Add Dependent.

### 2.2.6. Uploading Supporting Documents

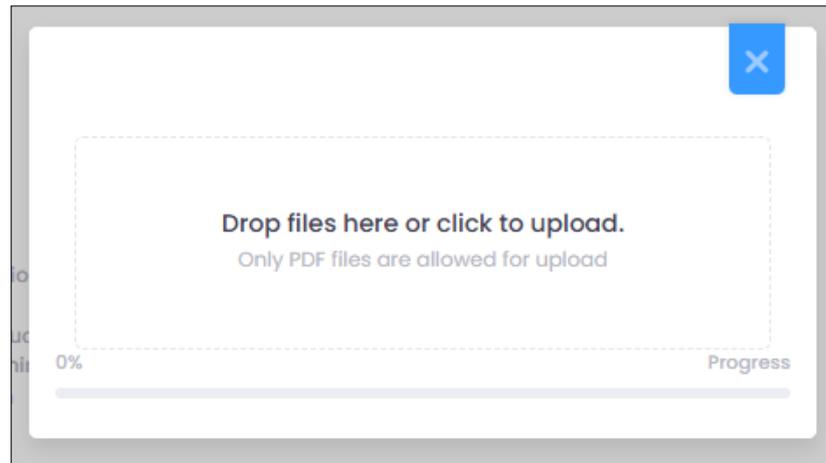
This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

- i. To begin uploading a document, click on the **blue upload icon**.



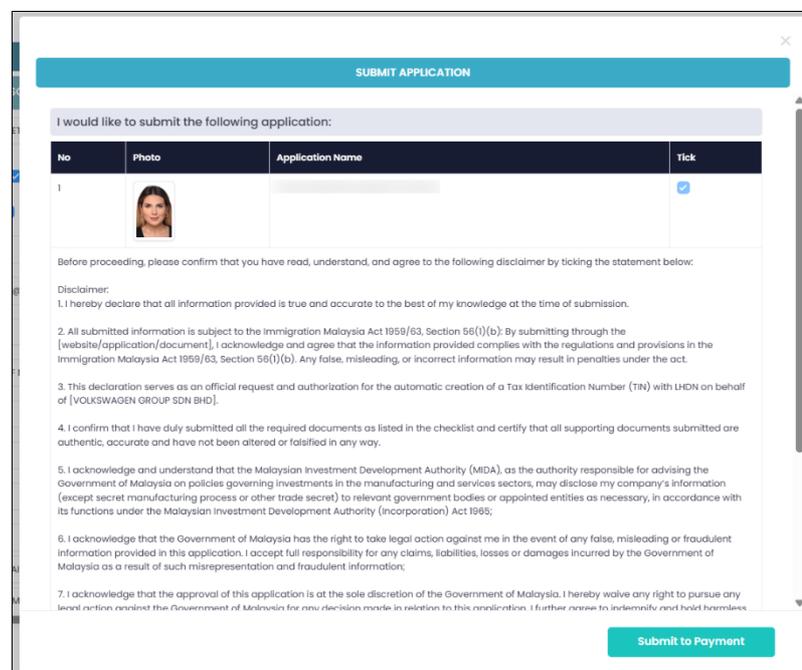
Screen 35: Supporting Documents Upload.

- ii. Follow the instructions provided in the upload box. You may **drag and drop** the file or click on the box to manually select the file from your device.



Screen 36: Upload Supporting Documents.

- iii. Once all the sections above have been completed, click on the **[Submit to Payment]** button to proceed to the next step.
- iv. Read all the statement and tick on the checkbox.
- v. If the applicant did not have any dependents to be submitted together, click on the **[Submit to Payment]** button to proceed to next step.



No	Photo	Application Name	Tick
1			<input checked="" type="checkbox"/>

Before proceeding please confirm that you have read, understand, and agree to the following disclaimer by ticking the statement below:

Disclaimer:

- I hereby declare that all information provided is true and accurate to the best of my knowledge at the time of submission.
- All submitted information is subject to the Immigration Malaysia Act 1959/63, Section 56(1)(b). By submitting through the [website/application/document], I acknowledge and agree that the information provided complies with the regulations and provisions in the Immigration Malaysia Act 1959/63, Section 56(1)(b). Any false, misleading, or incorrect information may result in penalties under the act.
- This declaration serves as an official request and authorization for the automatic creation of a Tax Identification Number (TIN) with LHDN on behalf of [VOLKSWAGEN GROUP SDN BHD].
- I confirm that I have duly submitted all the required documents as listed in the checklist and certify that all supporting documents submitted are authentic, accurate and have not been altered or falsified in any way.
- I acknowledge and understand that the Malaysian Investment Development Authority (MIDA), as the authority responsible for advising the Government of Malaysia on policies governing investments in the manufacturing and services sectors, may disclose my company's information (except secret manufacturing process or other trade secret) to relevant government bodies or appointed entities as necessary, in accordance with its functions under the Malaysian Investment Development Authority (Incorporation) Act 1965;
- I acknowledge that the Government of Malaysia has the right to take legal action against me in the event of any false, misleading or fraudulent information provided in this application. I accept full responsibility for any claims, liabilities, losses or damages incurred by the Government of Malaysia as a result of such misrepresentation and fraudulent information;
- I acknowledge that the approval of this application is at the sole discretion of the Government of Malaysia. I hereby waive any right to pursue any legal action against the Government of Malaysia for any decision made in relation to this application. I further agree to indemnify and hold harmless

**Submit to Payment**

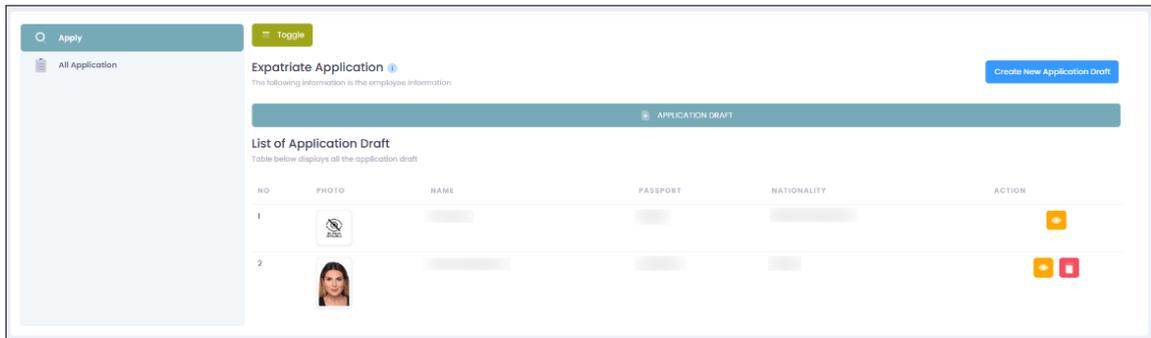
Screen 37: Application Submission Confirmation.

After the application has been submitted for payment, it will be routed to the **Payment bin**. Further details regarding this process can be found in the **Submit for Payment** section later in this manual.

## 2.3. PVP APPLICATION

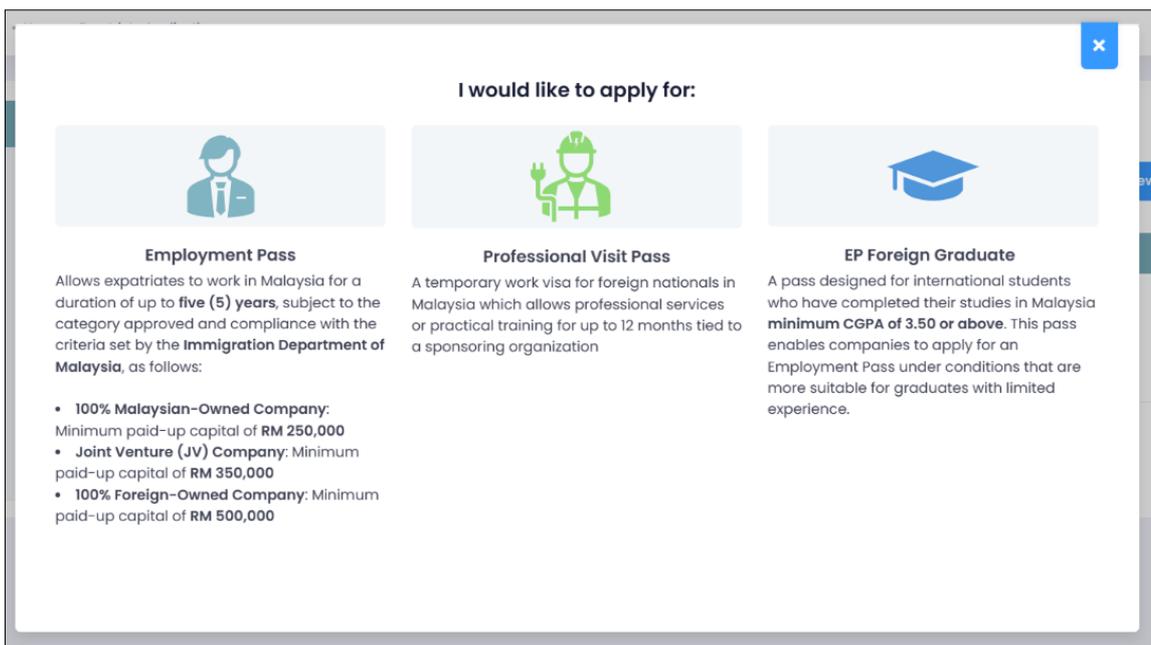
This section outlines the process for submitting a Professional Visit Pass (PVP) application. The organization may proceed with the application once the company registration has been approved. To create a PVP application, please follow the steps below:

- i. On the home page, click on the **[Application]** tab on the top menu.
- ii. Click on the **[Create New Application Draft]** button for a new principal.



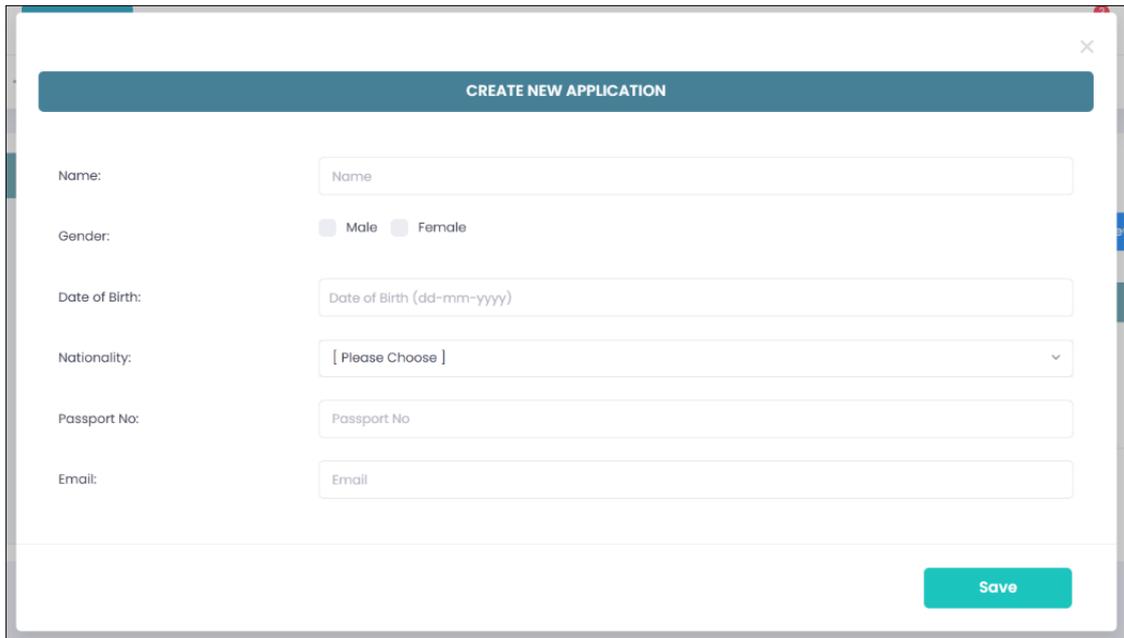
Screen 38: List of Application.

- iii. Click on the **[Apply]** button on the Professional Visit Pass.



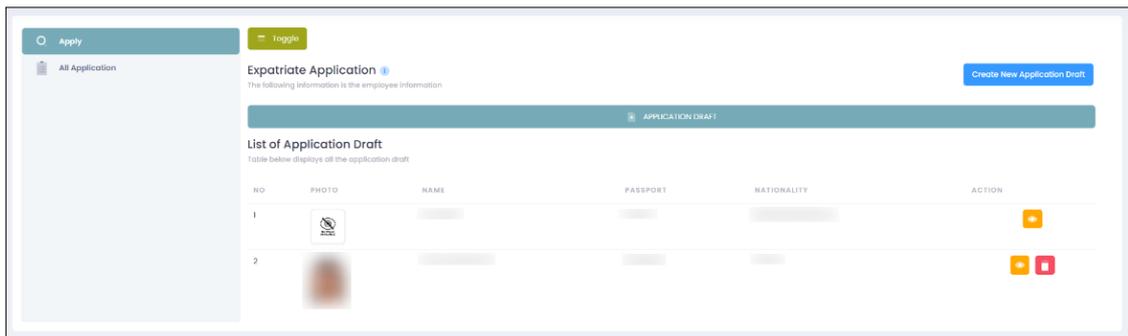
Screen 39: Type of Application.

- iv. To proceed with automatic data filling, click **[Yes, Proceed with MRZ Generator]**. The system will extract and populate the form fields based on the uploaded passport.
- v. Alternatively, if you prefer to enter the information yourself, click **[No, Thank you]** to proceed with manual input.



Screen 40: Create New Application Form.

- vi. If you choose to manually insert the information, proceed by filling in the required details in the **Create New Application** form.
- vii. Ensure all necessary fields are completed accurately. Once done, click on the **[Save]** button to save your application.
- viii. Newly created application will be listed under Expatriate Application.
- ix. Click on the Action column on the list of applications to continue on completing the application.



NO	PHOTO	NAME	PASSPORT	NATIONALITY	ACTION
1					
2					 

Screen 41: List of Application.

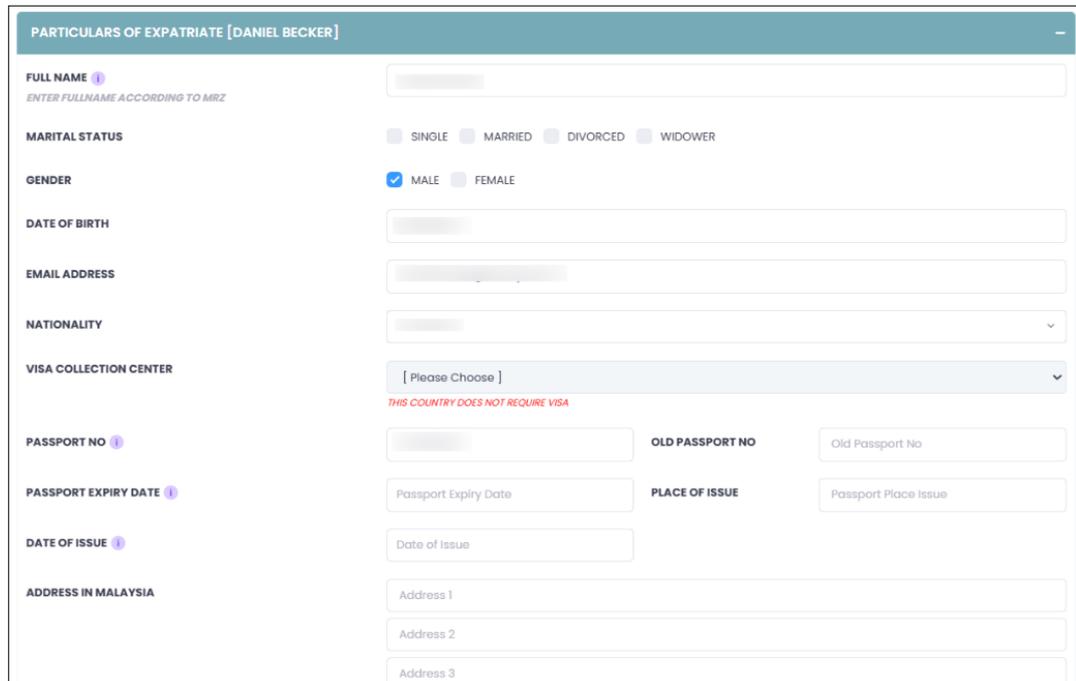
- x. Click on the **[EDIT DRAFT]** button to fill in more information on the main applicant.

Further information and supporting documents will be required before the principal is able to be submitted. The information required is detailed below:

### 2.3.1. Particulars of Expatriate

In this section, fill in all the general information related to the principal applicant. Follow the steps below:

- i. Fill in all the particulars of expatriate details.



**PARTICULARS OF EXPATRIATE [DANIEL BECKER]**

**FULL NAME** ⓘ  
ENTER FULLNAME ACCORDING TO MRZ

**MARITAL STATUS**  
 SINGLE  MARRIED  DIVORCED  WIDOWER

**GENDER**  
 MALE  FEMALE

**DATE OF BIRTH**

**EMAIL ADDRESS**

**NATIONALITY**

**VISA COLLECTION CENTER**  
 [ Please Choose ]  
*THIS COUNTRY DOES NOT REQUIRE VISA*

**PASSPORT NO** ⓘ

**OLD PASSPORT NO** Old Passport No

**PASSPORT EXPIRY DATE** ⓘ Passport Expiry Date

**PLACE OF ISSUE** Passport Place Issue

**DATE OF ISSUE** ⓘ Date of Issue

**ADDRESS IN MALAYSIA**  
 Address 1  
 Address 2  
 Address 3

Screen 42: Particular of Expatriate.

### 2.3.2. Particulars of Expatriate Background

In this section, fill in all the general information related to the expatriate's education, qualifications and previous pass (if applicable). Follow the steps below:

- i. Fill in all the particulars of the principal education.
- ii. If you have a professional qualification, you may insert all the required information in the professional qualification section.
- iii. Next, fill in previous employment pass details if applicable.

**PARTICULARS OF EXPATRIATE BACKGROUND**

**EDUCATION DETAILS**

**HIGHEST QUALIFICATION**  PHD / PROFESSIONAL CERTIFICATION  MASTER'S  BACHELOR'S  DIPLOMA  TECHNICAL CERTIFICATE  
 HIGH SCHOOL CERTIFICATE  NO FORMAL QUALIFICATION

**UNIVERSITY/COLLEGE**

**MAJOR**

**YEAR OF GRADUATION**

**COUNTRY OF GRADUATE**

**PROFESSIONAL QUALIFICATION**

**ADD PROFESSIONAL CERTIFICATE**

**PREVIOUS EMPLOYMENT PASS DETAILS (IF APPLICABLE)**

**POSITION / COMPANY NAME AS STATED IN EMPLOYMENT PASS**

**EMPLOYMENT REF. NO**

**DATE OF PASS ISSUED**

**PLACE OF PASS ISSUED**

Screen 43: Particular of Applicant's Background.

### 2.3.3. Applicant Photo

The photo can be uploaded using two methods:

- i. Click the upload photo box to choose files from your gallery; or
- ii. Drag and drop your photo directly inside the box.

**APPLICANT PHOTO**

**I. BLUE BACKGROUND WITH SIZE 35MM X 50MM**  
**II. SIZE OF PHOTO MUST BE IN 99X142 PIXELS**  
**III. FILE SIZE OF PHOTO MUST BE LESS THAN 20KB**  
**IV. FILE FORMAT MUST BE IN JPG OR JPEG ONLY**  
**V. FULL FACE MUST BE VISIBLE, AND THE HEAD COVERING MUST NOT CAST ANY SHADOW ON THE FACE.**  
**VI. DO NOT WEAR A HAT OR HEAD COVERING ALLOWED WHICH OBSCURES HAIR OR HAIRLINE UNLESS WORN FOR RELIGIOUS PURPOSE.**



NO IMAGE AVAILABLE

**DROP PHOTO HERE OR CLICK TO UPLOAD.**

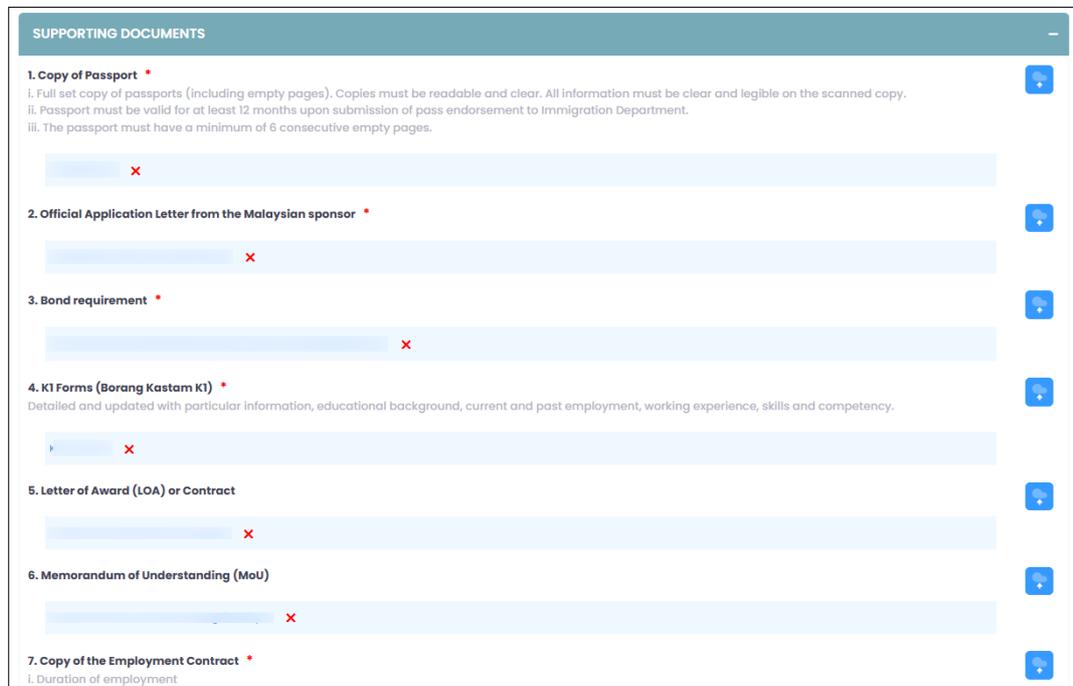
0%
PROGRESS

Screen 44: Upload Applicant Photo.

### 2.3.4. Uploading Supporting Documents

This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

- i. To begin uploading a document, click on the **blue upload icon**.

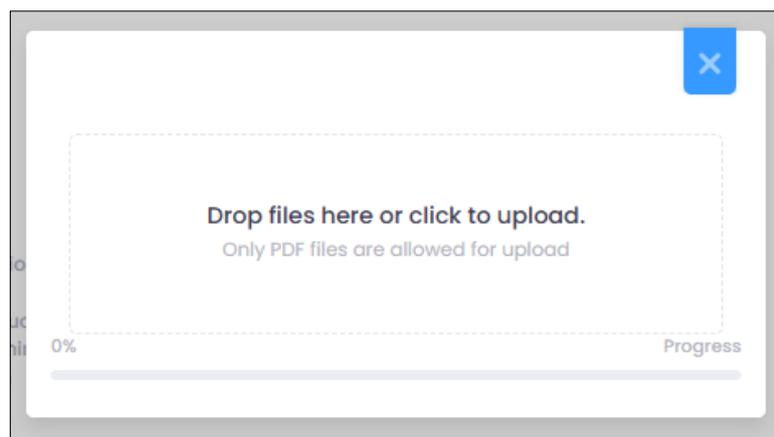


**SUPPORTING DOCUMENTS**

- 1. Copy of Passport \***
  - i. Full set copy of passports (including empty pages). Copies must be readable and clear. All information must be clear and legible on the scanned copy.
  - ii. Passport must be valid for at least 12 months upon submission of pass endorsement to Immigration Department.
  - iii. The passport must have a minimum of 6 consecutive empty pages.
- 2. Official Application Letter from the Malaysian sponsor \***
- 3. Bond requirement \***
- 4. K1 Forms (Borang Kastam K1) \***
  - Detailed and updated with particular information, educational background, current and past employment, working experience, skills and competency.
- 5. Letter of Award (LOA) or Contract**
- 6. Memorandum of Understanding (MoU)**
- 7. Copy of the Employment Contract \***
  - i. Duration of employment

Screen 45: Supporting Documents Upload.

- ii. Follow the instructions provided in the upload box. You may **drag and drop** the file or click the box to manually select the file from your device.



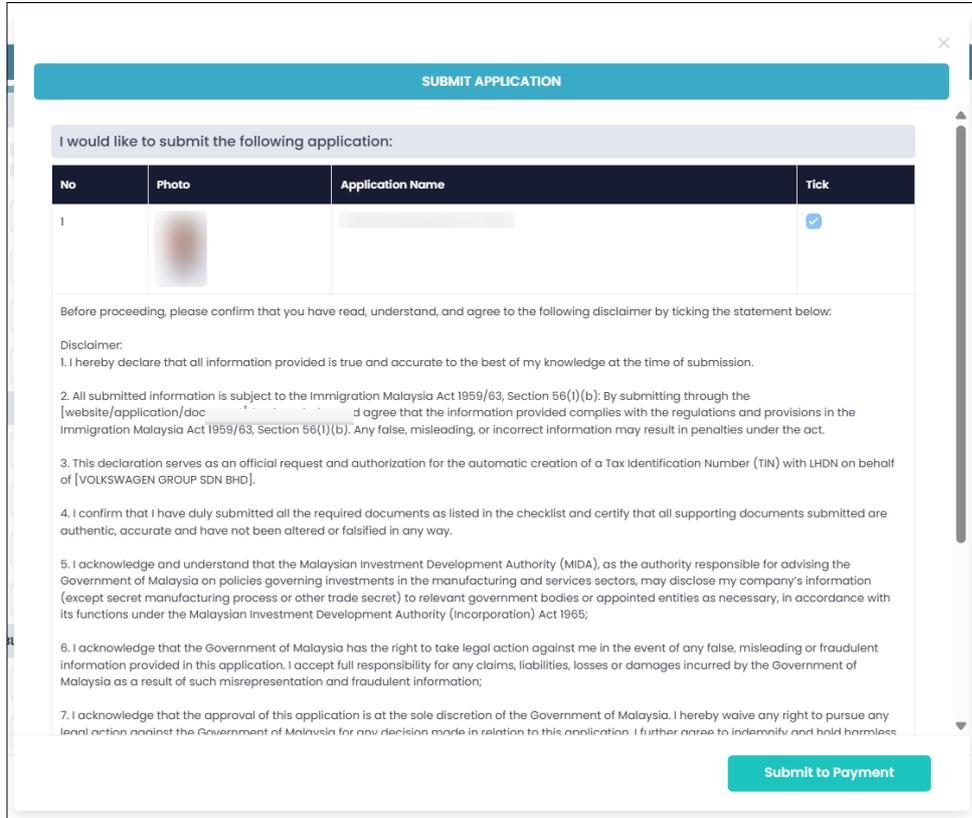
Drop files here or click to upload.  
Only PDF files are allowed for upload

0% Progress

Screen 46: Upload Supporting Documents.

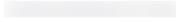
- iii. Once all the sections above have been completed, click on the **[Submit to Payment]** button to proceed to the next step.
- iv. Read all the statements and tick the checkbox.

- v. Click on the **[Submit to Payment]** button to proceed to the next stage.



**SUBMIT APPLICATION**

I would like to submit the following application:

No	Photo	Application Name	Tick
1			<input checked="" type="checkbox"/>

Before proceeding, please confirm that you have read, understand, and agree to the following disclaimer by ticking the statement below.

Disclaimer:

- I hereby declare that all information provided is true and accurate to the best of my knowledge at the time of submission.
- All submitted information is subject to the Immigration Malaysia Act 1959/63, Section 56(1)(b): By submitting through the [website/application/doc] I agree that the information provided complies with the regulations and provisions in the Immigration Malaysia Act 1959/63, Section 56(1)(b). Any false, misleading, or incorrect information may result in penalties under the act.
- This declaration serves as an official request and authorization for the automatic creation of a Tax Identification Number (TIN) with LHDN on behalf of [VOLKSWAGEN GROUP SDN BHD].
- I confirm that I have duly submitted all the required documents as listed in the checklist and certify that all supporting documents submitted are authentic, accurate and have not been altered or falsified in any way.
- I acknowledge and understand that the Malaysian Investment Development Authority (MIDA), as the authority responsible for advising the Government of Malaysia on policies governing investments in the manufacturing and services sectors, may disclose my company's information (except secret manufacturing process or other trade secret) to relevant government bodies or appointed entities as necessary, in accordance with its functions under the Malaysian Investment Development Authority (Incorporation) Act 1965;
- I acknowledge that the Government of Malaysia has the right to take legal action against me in the event of any false, misleading or fraudulent information provided in this application. I accept full responsibility for any claims, liabilities, losses or damages incurred by the Government of Malaysia as a result of such misrepresentation and fraudulent information;
- I acknowledge that the approval of this application is at the sole discretion of the Government of Malaysia. I hereby waive any right to pursue any legal action against the Government of Malaysia for any decision made in relation to this application. I further agree to indemnify and hold harmless

**Submit to Payment**

Screen 47: Application Submission Confirmation.

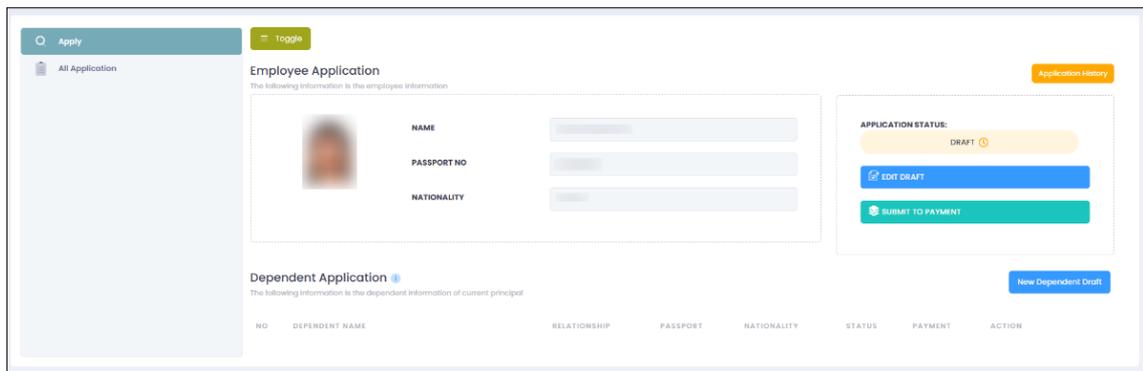
Once the application has been submitted for payment, it will be routed to the **Payment bin**. Further details regarding this process can be found in the **Submit for Payment** section later in this manual.

## 2.4. DP APPLICATION

This section outlines the process for submitting a Dependent Pass (DP) application. The organization may submit a dependent application **together with** the main applicant's submission. However, please note that if the main applicant's application has already been submitted, the dependent application can **only be added after** the main applicant has received approval.

To start applying for the dependent, please follow the steps below:

- i. On the home main applicant page, click on the **[New Dependent Draft]** button in the bottom right corner.



The screenshot displays the 'Employee Application' form with the following fields:

- NAME: [Text Input]
- PASSPORT NO: [Text Input]
- NATIONALITY: [Text Input]

The 'APPLICATION STATUS' section shows:

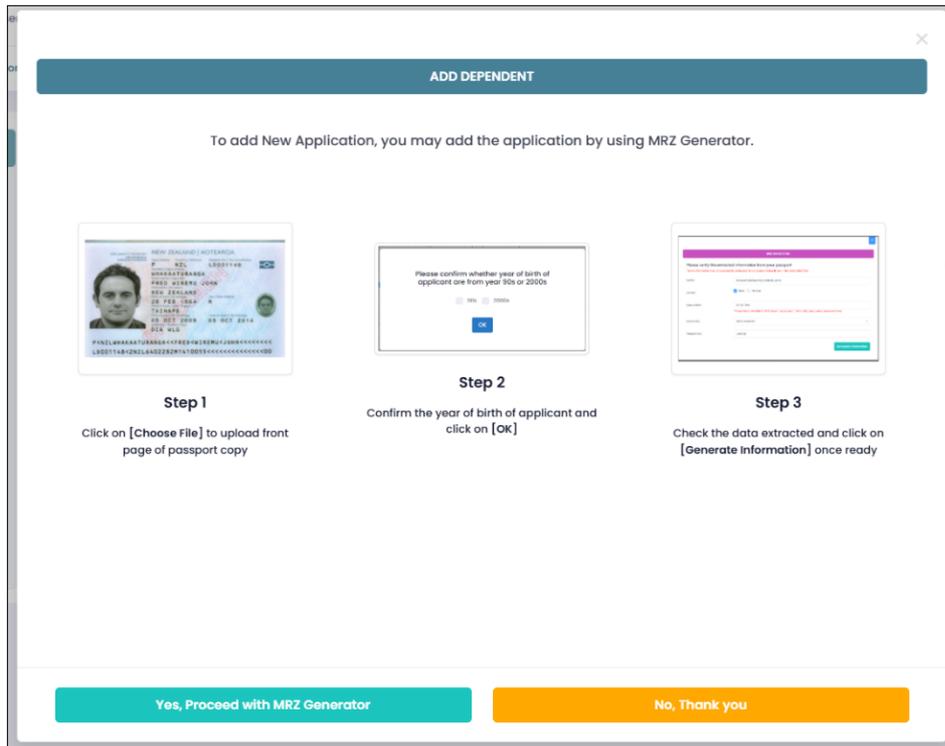
- APPLICATION STATUS: DRAFT
- Buttons: EDIT DRAFT, SUBMIT TO PAYMENT
- Buttons: Application History, New Dependent's Draft

The 'Dependent Application' section includes a table with the following columns:

NO	DEPENDENT NAME	RELATIONSHIP	PASSPORT	NATIONALITY	STATUS	PAYMENT	ACTION

Screen 48: Add Dependent Application.

- ii. You may use the MRZ Generator function clicking on the **[Yes, Proceed with MRZ Generator]** button. The system will auto generate the fields according to the passport details.



Screen 49: Add Dependent Application Form.

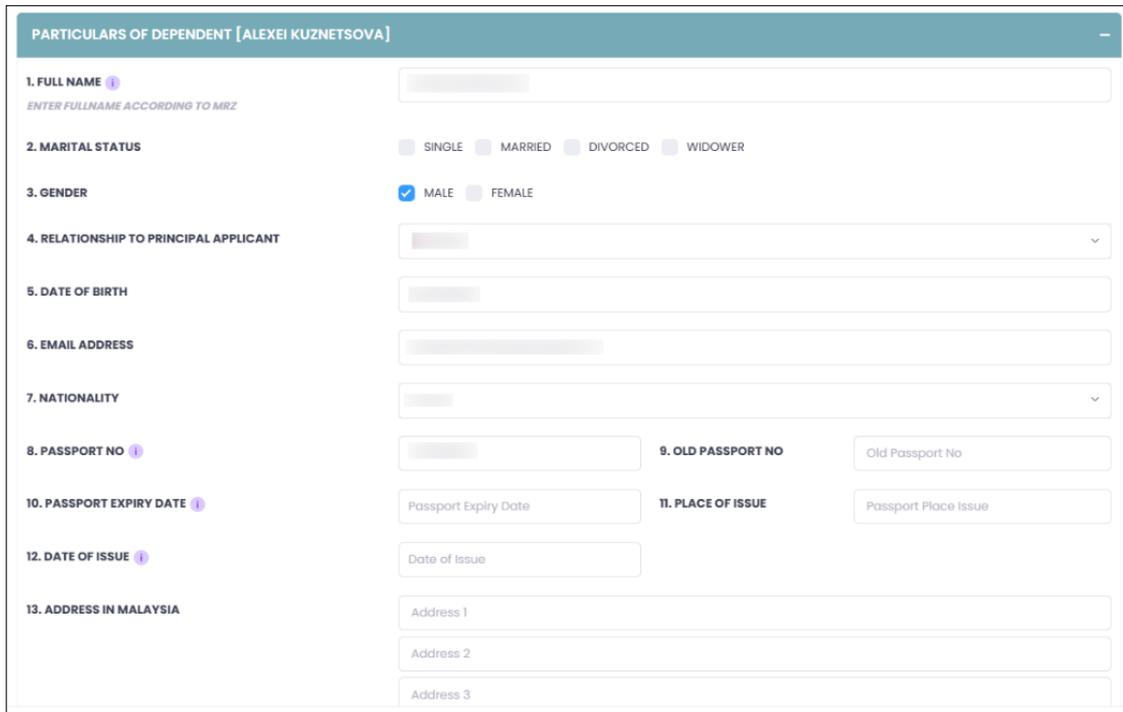
- iii. Alternatively, you can click on the **[No, Thank you]** button to fill in the field with your basic information for the principal manually.
- iv. Once all the fields are filled, click on the **[Save]** button to proceed and **[OK]** once a confirmation box appears.

Further information and supporting documents will be required before the principal is able to be submitted. The information required is detailed below:

### 2.4.1. Particulars of Dependent

In this section, fill in all the general information related to the dependent applicant. Follow the steps below:

- i. Fill in all the particulars of the dependent application form.



Screen 50: Particulars of Dependent Form.

### 2.4.2. Applicant Photo

The photo can be uploaded using two methods:

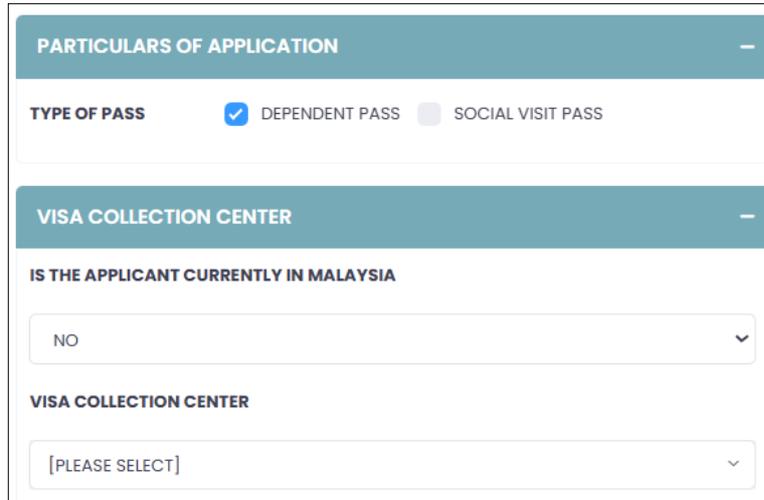
- i. Click on the upload photo box to choose files from your gallery; or
- ii. Drag and drop your photo directly inside the box.



Screen 51: Add Applicant Photo.

### 2.4.3. Particulars of Application

This section requires you to specify the type of application and confirm the current location of the applicant. Follow the steps below:



**PARTICULARS OF APPLICATION**

**TYPE OF PASS**  DEPENDENT PASS  SOCIAL VISIT PASS

---

**VISA COLLECTION CENTER**

**IS THE APPLICANT CURRENTLY IN MALAYSIA**

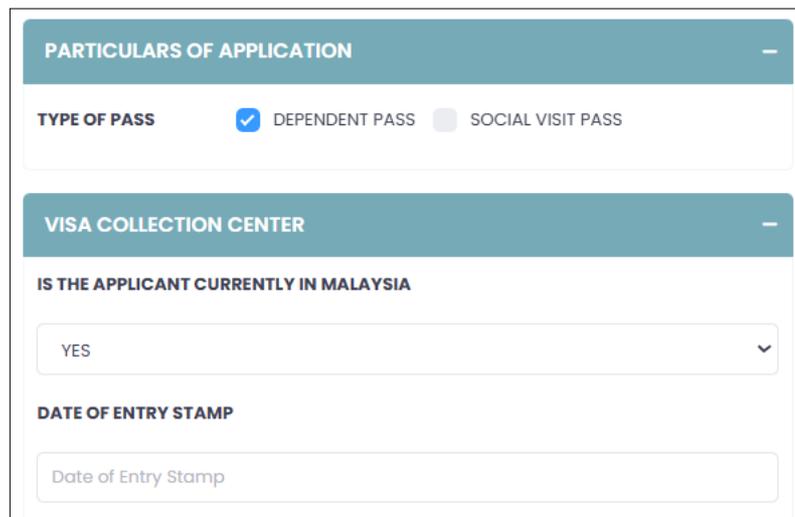
NO

**VISA COLLECTION CENTER**

[PLEASE SELECT]

Screen 52: Particulars of Applicant and Visa Collection Center.

- i. The system will define the pass type based on the details filled in.
  - 1) **Dependent Pass** – applicable for spouse and children under 18 years old
  - 2) **Social Visit Pass** – applicable for parents, parents-in-law, children 18 years old and above and common-law spouse.
- ii. If the applicant is **not currently in Malaysia**, select the **location** where the applicant will collect their visa for entry into the country.
- iii. If the applicant is **currently in Malaysia**, enter the **date of the passport entry stamp** (upon arrival).



**PARTICULARS OF APPLICATION**

**TYPE OF PASS**  DEPENDENT PASS  SOCIAL VISIT PASS

---

**VISA COLLECTION CENTER**

**IS THE APPLICANT CURRENTLY IN MALAYSIA**

YES

**DATE OF ENTRY STAMP**

Date of Entry Stamp

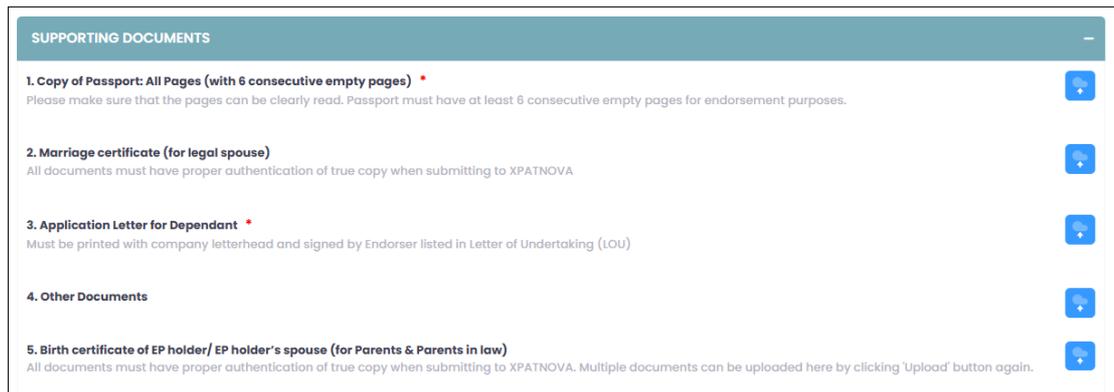
Screen 53: Particulars of Applicant and Visa Collection Center.

For more information on visa requirements based on nationality, please refer to the official [Immigration Department of Malaysia website](#).

#### 2.4.4. Uploading Supporting Documents

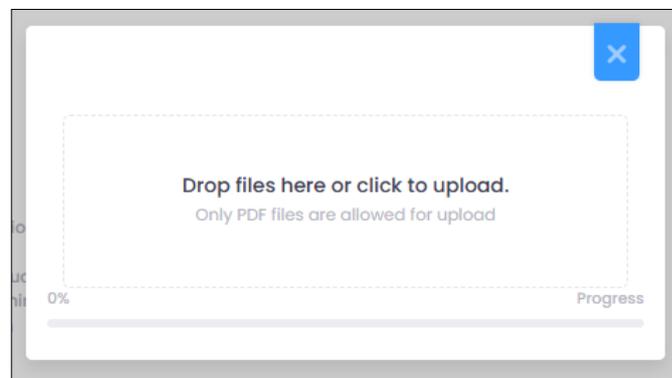
This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

- i. To begin uploading a document, click on the **blue upload icon**.



Screen 54: Supporting Documents Upload.

- ii. Follow the instructions provided in the upload box. You may **drag and drop** the file or click on the box to manually select the file from your device.



Screen 55: Upload Supporting Documents.

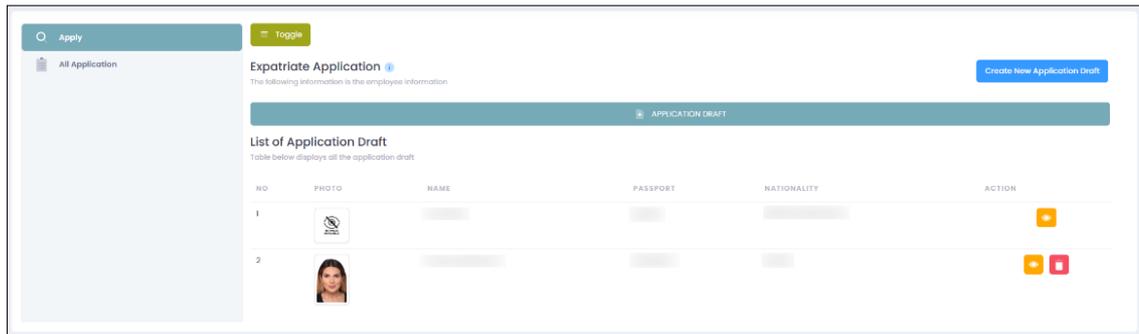
- iii. Once all the sections above have been completed, click on the **[Submit to Payment]** button to proceed to the next step.
- iv. If you wish to submit payment for the dependent separately from the principal applicant, you may proceed by clicking **[Submit to Payment]**.
- v. However, if you intend to submit the payment together with the principal's application, click the **[Close]** button and navigate back to the **Employee Application** screen to proceed with joint payment submission.
- vi. Read all the declarations carefully and tick the checkbox to confirm your acknowledgment.

Once the application has been submitted for payment, it will be routed to the **Payment bin**. Further details regarding this process can be found in the **Submit for Payment** section later in this manual.

## 2.5. EP FOREIGN GRADUATE APPLICATION

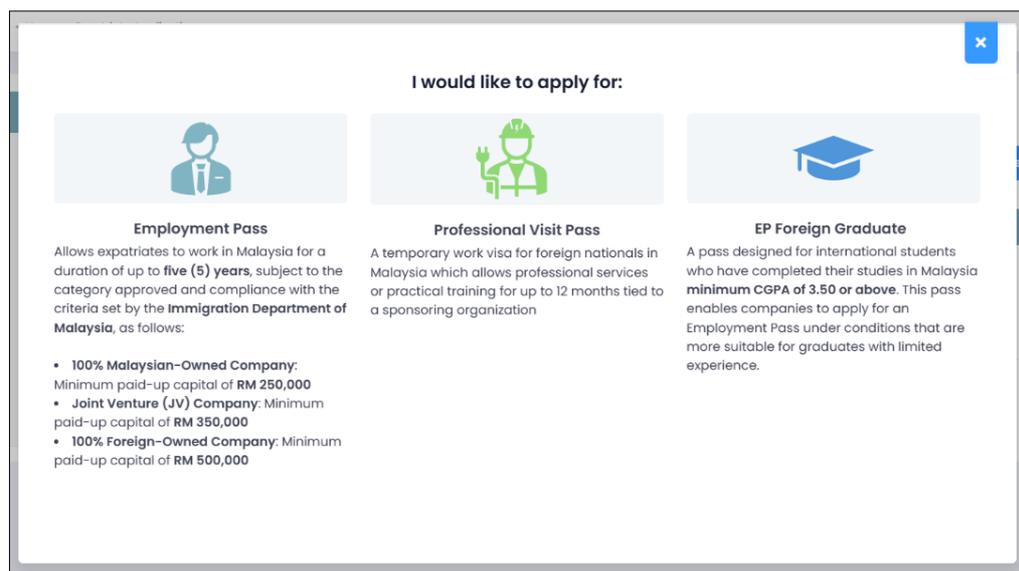
This section outlines the process for submitting an EP Foreign Graduan application. The organization may proceed with the application once the company registration has been approved. To create a EP Foreign Graduan application, please follow the steps below:

- i. On the home page, click on the **[Application]** tab on the top menu.
- ii. Click on the **[Create New Application Draft]** button for a new principal.



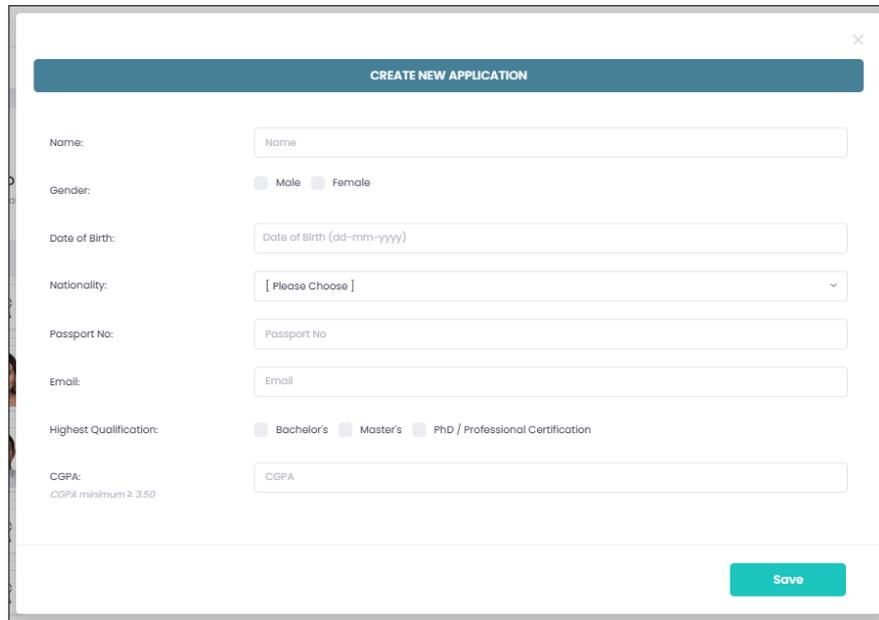
Screen 56: List of Application.

- iii. Click on the **[Apply]** button on the EP Graduan Foreign.



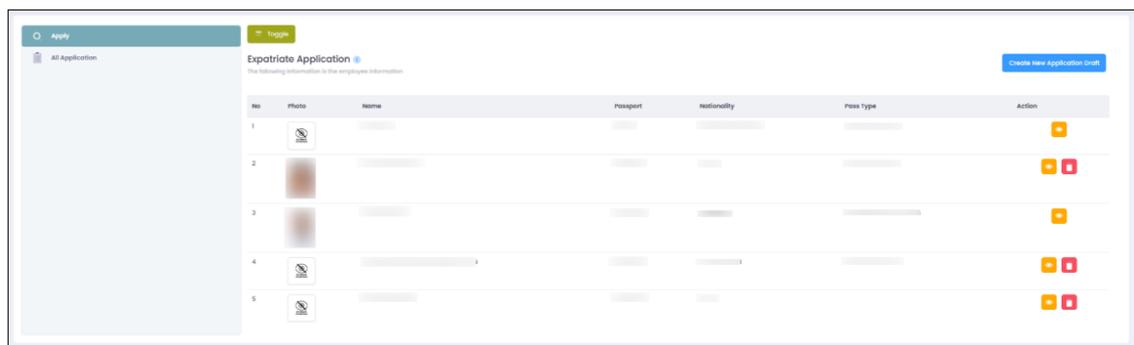
Screen 57: Type of Application.

- iv. To proceed with automatic data filling, click **[Yes, Proceed with MRZ Generator]**. The system will extract and populate the form fields based on the uploaded passport.
- v. Alternatively, if you prefer to enter the information yourself, click **[No, Thank you]** to proceed with manual input.



Screen 58: Create New Application Form.

- vi. If you choose to manually insert the information, proceed by filling in the required details in the **Create New Application** form.
- vii. Ensure all necessary fields are completed accurately. Once done, click on the **[Save]** button to save your application.
- viii. Newly created application will be listed under Expatriate Application.
- ix. Click on the Action column on the list of applications to continue completing the application.



No	Photo	Name	Passport	Nationality	Pass Type	Action
1						
2						
3						
4						
5						

Screen 59: List of Application.

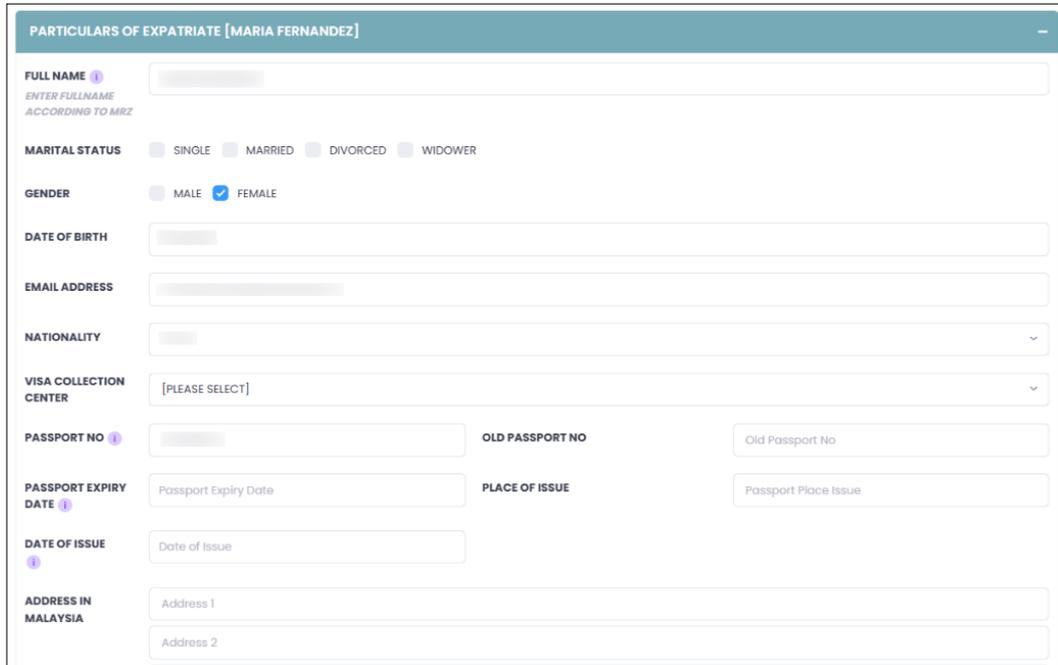
- x. Click on the **[EDIT DRAFT]** button to fill in more information on the main applicant.

Further information and supporting documents will be required before the expatriate able to be submitted. The information required is detailed below:

### 2.5.1. Particulars of Expatriate

In this section, fill in all the general information related to the expatriate applicant. Follow the steps below:

- i. Fill in all the particulars of expatriate details.



**PARTICULARS OF EXPATRIATE [MARIA FERNANDEZ]**

**FULL NAME**   
ENTER FULLNAME ACCORDING TO MRZ

**MARITAL STATUS**  SINGLE  MARRIED  DIVORCED  WIDOWER

**GENDER**  MALE  FEMALE

**DATE OF BIRTH**

**EMAIL ADDRESS**

**NATIONALITY**

**VISA COLLECTION CENTER** [PLEASE SELECT]

**PASSPORT NO**  **OLD PASSPORT NO**

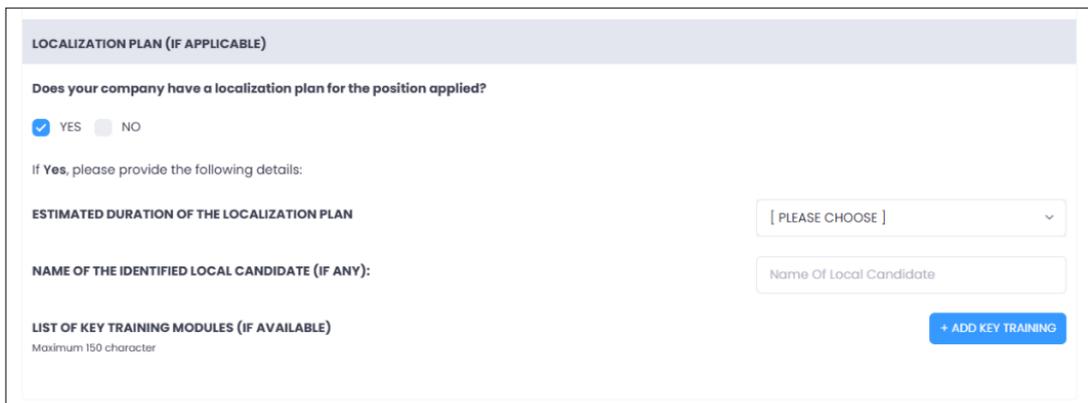
**PASSPORT EXPIRY DATE**  **PLACE OF ISSUE**

**DATE OF ISSUE**

**ADDRESS IN MALAYSIA**  
Address 1   
Address 2

Screen 60: Particular of Expatriate.

- ii. If applicable, indicate whether your company has a **localization plan** for the applied position by selecting **Yes** or **No**.
- iii. If **Yes** is selected, provide the **estimated duration**, the **name of the identified local candidate (if any)**, and list the **key training modules** by clicking [+ Add Key Training].



**LOCALIZATION PLAN (IF APPLICABLE)**

Does your company have a localization plan for the position applied?  
 YES  NO

If Yes, please provide the following details:

**ESTIMATED DURATION OF THE LOCALIZATION PLAN** [ PLEASE CHOOSE ]

**NAME OF THE IDENTIFIED LOCAL CANDIDATE (IF ANY):** Name Of Local Candidate

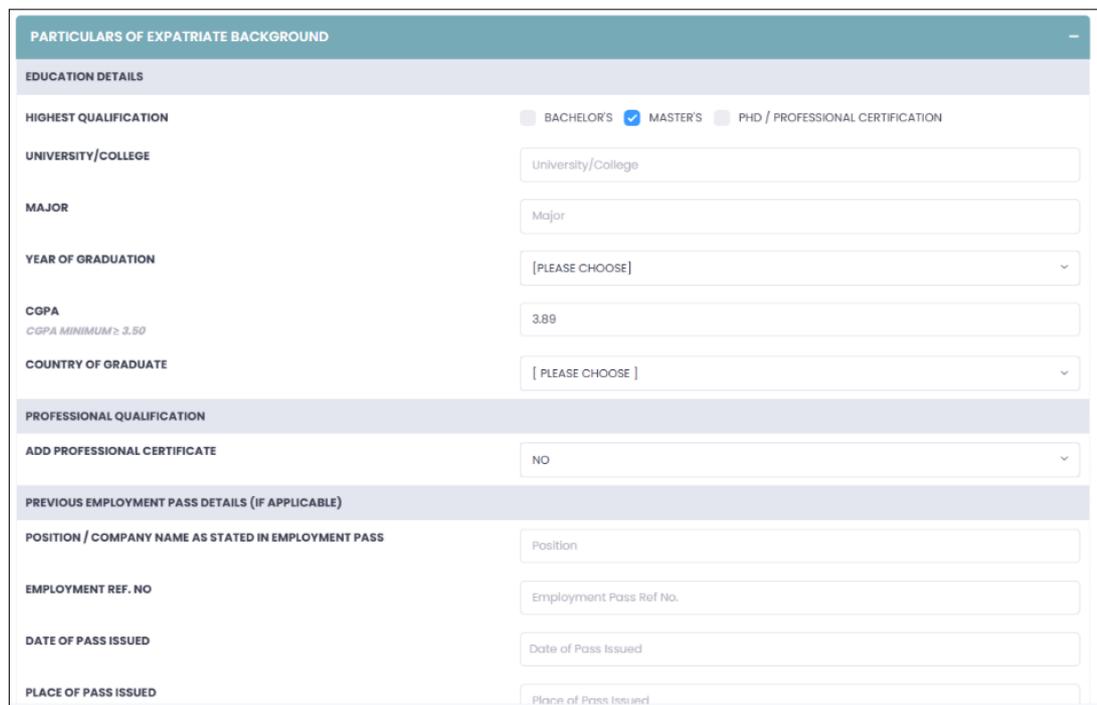
**LIST OF KEY TRAINING MODULES (IF AVAILABLE)**  
Maximum 150 character  [+ ADD KEY TRAINING](#)

Screen 61: Particulars of Expatriate Form.

## 2.5.2. Particulars of Expatriate Background

In this section, fill in all the general information related to the expatriate's education, qualifications and previous pass (if applicable). Follow the steps below:

- i. Fill in all the particulars of the principal education.
- ii. If you have a professional qualification, you may insert all the required information in the professional qualification section.
- iii. Next, fill in previous employment pass details if applicable.

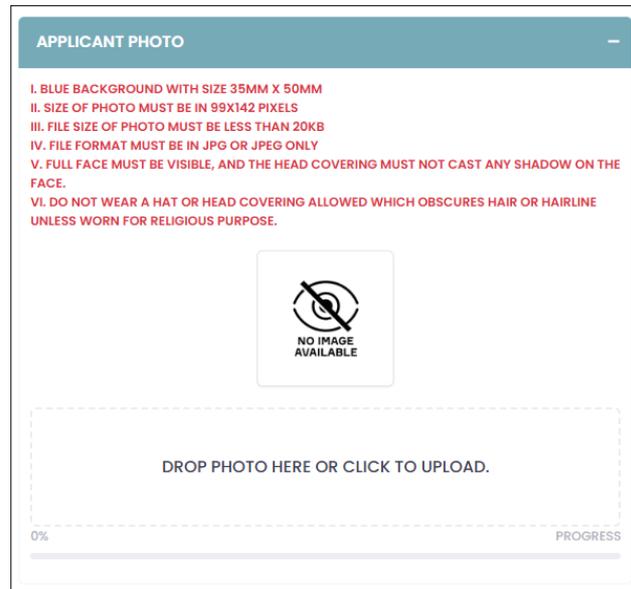


Screen 62: Particular of Applicant's Background.

## 2.5.3. Applicant Photo

The photo can be uploaded using two methods:

- i. Click the upload photo box to choose files from your gallery; or
- ii. Drag and drop your photo directly inside the box.

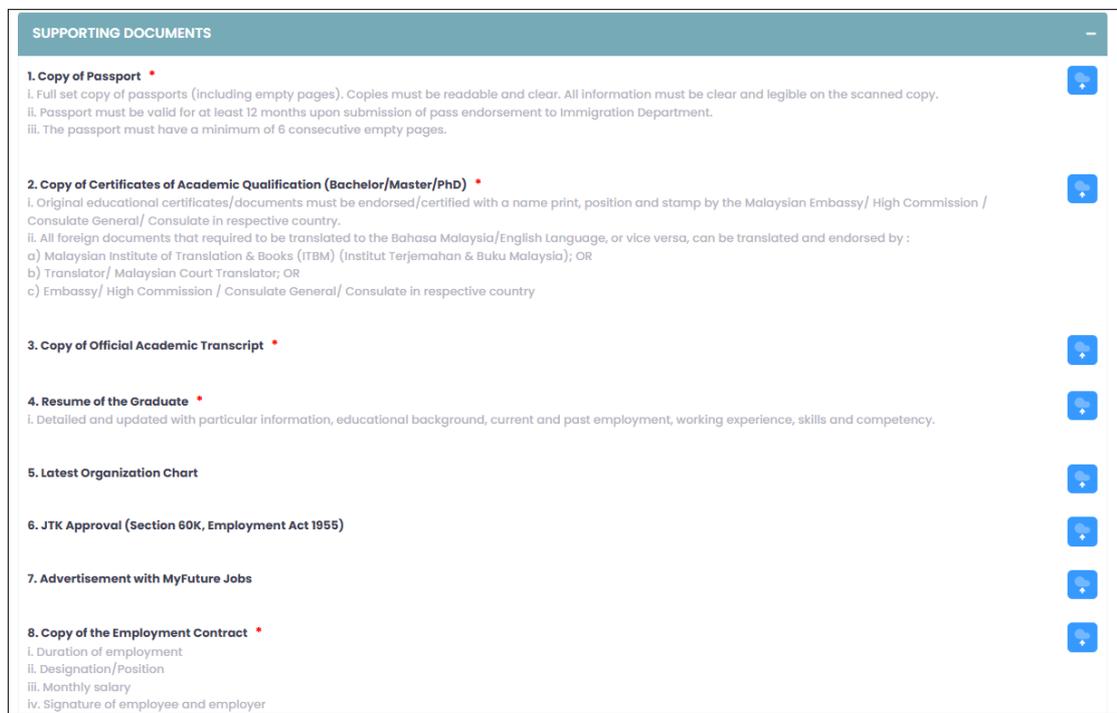


Screen 63: Upload Applicant Photo.

## 2.5.4. Uploading Supporting Documents

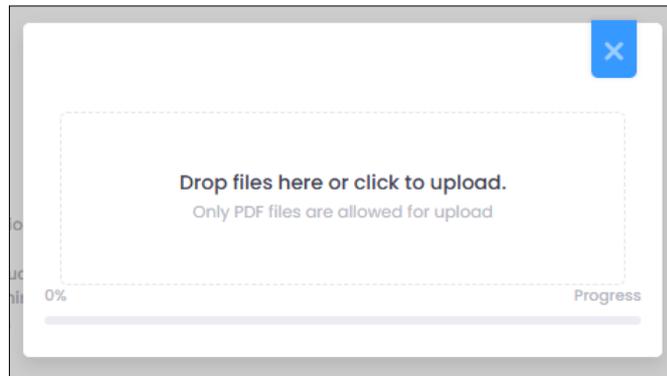
This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

- i. To begin uploading a document, click on the **blue upload icon**.



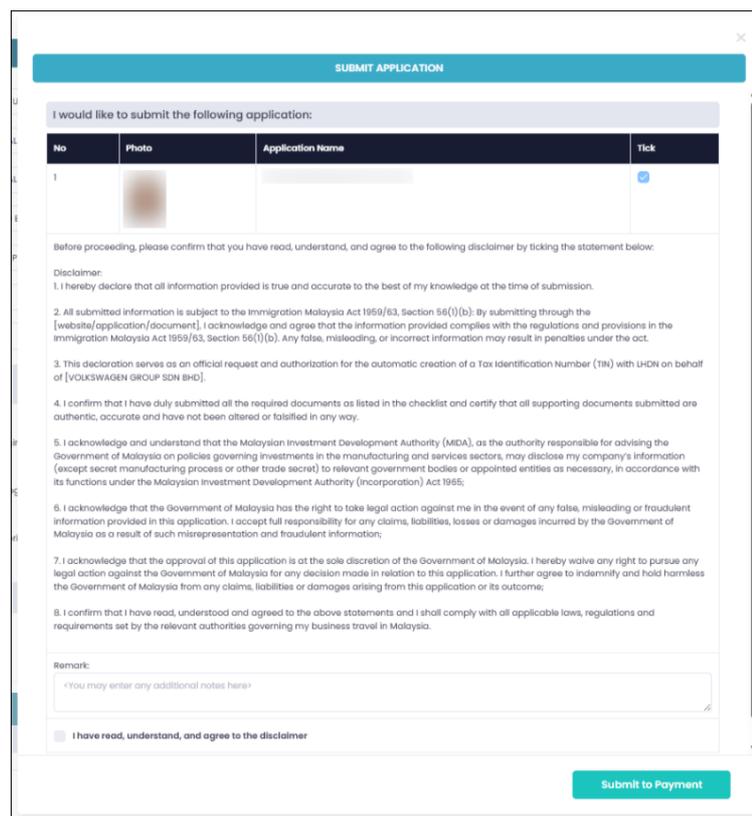
Screen 64: Particulars of Applicant's Background.

- ii. Follow the instructions provided in the upload box. You may **drag and drop** the file or click on the box to manually select the file from your device.



Screen 65: Upload Supporting Documents.

- iii. Read all the statement and tick on the checkbox.
- iv. If the applicant did not have any dependents to be submitted together, click on the [**Submit to Payment**] button to proceed to next step.



No	Photo	Application Name	Tick
1			<input checked="" type="checkbox"/>

Before proceeding, please confirm that you have read, understand, and agree to the following disclaimer by ticking the statement below.

Disclaimer:

- I hereby declare that all information provided is true and accurate to the best of my knowledge at the time of submission.
- All submitted information is subject to the Immigration Malaysia Act 1959/63, Section 56(1)(b). By submitting through the [website/application/document], I acknowledge and agree that the information provided complies with the regulations and provisions in the Immigration Malaysia Act 1959/63, Section 56(1)(b). Any false, misleading, or incorrect information may result in penalties under the act.
- This declaration serves as an official request and authorization for the automatic creation of a Tax Identification Number (TIN) with LHDN on behalf of [VOLKSWAGEN GROUP SDN BHD].
- I confirm that I have duly submitted all the required documents as listed in the checklist and certify that all supporting documents submitted are authentic, accurate and have not been altered or falsified in any way.
- I acknowledge and understand that the Malaysian Investment Development Authority (MIDA), as the authority responsible for advising the Government of Malaysia on policies governing investments in the manufacturing and services sectors, may disclose my company's information (except secret manufacturing process or other trade secret) to relevant government bodies or appointed entities as necessary, in accordance with its functions under the Malaysian Investment Development Authority (Incorporation) Act 1965;
- I acknowledge that the Government of Malaysia has the right to take legal action against me in the event of any false, misleading or fraudulent information provided in this application. I accept full responsibility for any claims, liabilities, losses or damages incurred by the Government of Malaysia as a result of such misrepresentation and fraudulent information;
- I acknowledge that the approval of this application is at the sole discretion of the Government of Malaysia. I hereby waive any right to pursue any legal action against the Government of Malaysia for any decision made in relation to this application. I further agree to indemnify and hold harmless the Government of Malaysia from any claims, liabilities or damages arising from this application or its outcome;
- I confirm that I have read, understood and agreed to the above statements and I shall comply with all applicable laws, regulations and requirements set by the relevant authorities governing my business travel in Malaysia.

Remark:  
<You may enter any additional notes here>

I have read, understand, and agree to the disclaimer

**Submit to Payment**

Screen 66: Application Submission Confirmation.

After the application has been submitted for payment, it will be routed to the **Payment bin**. Further details regarding this process can be found in the **Submit for Payment** section later in this manual.

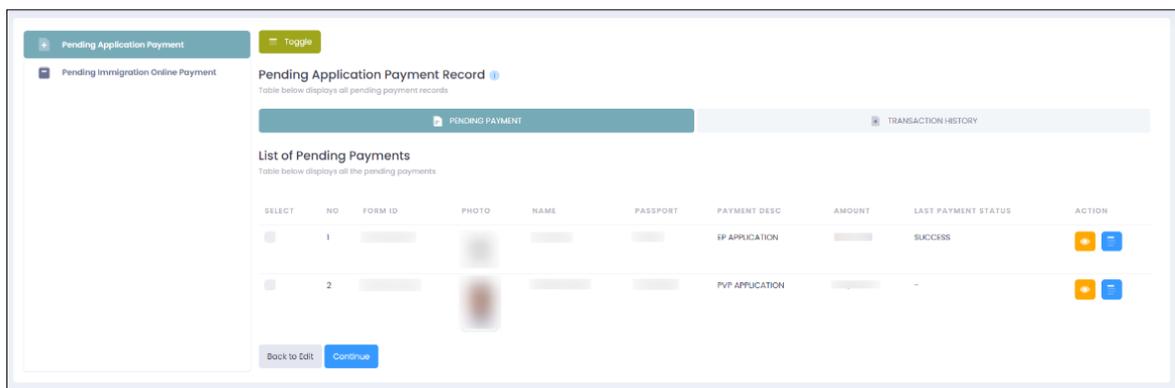
## 2.6. SUBMIT FOR PAYMENT

Once the application is submitted for payment, the organization will be allowed to select the applicants to proceed with. At this stage, you may choose to either **return and edit** the application or **proceed with the payment process**.

**Note:** Multiple applications can be included in a single payment process.

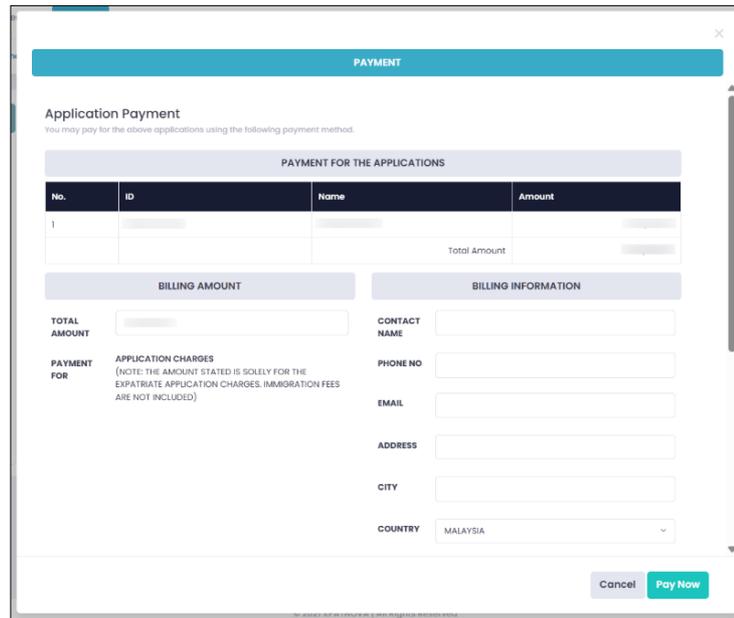
To initiate the payment process, follow the steps below:

- i. On the **Home** page, click on the **[Payment]** tab in the top navigation menu.
- ii. From the list of pending payments, select the application(s) you wish to include. Multiple selections are allowed.



Screen 67: Pending Payment Applications List.

- iii. Click on the **[Continue]** button.
- iv. If the system detects that required e-Invoice information is incomplete or has not been provided:
  - a. The system will prompt the user to complete or update the information before proceeding with payment.
  - b. Any updates made at this stage will be saved to the company profile and applied to future transactions. Please refer to **2.7 UPDATING E-INVOICE INFORMATION DURING PAYMENT SUBMISSION** to learn more on this process.
- v. Choose your preferred **payment option** and fill in the required payment details.



**PAYMENT**

Application Payment  
You may pay for the above applications using the following payment method.

**PAYMENT FOR THE APPLICATIONS**

No.	ID	Name	Amount
1			
			Total Amount

**BILLING AMOUNT**

TOTAL AMOUNT

**BILLING INFORMATION**

CONTACT NAME

PHONE NO

EMAIL

ADDRESS

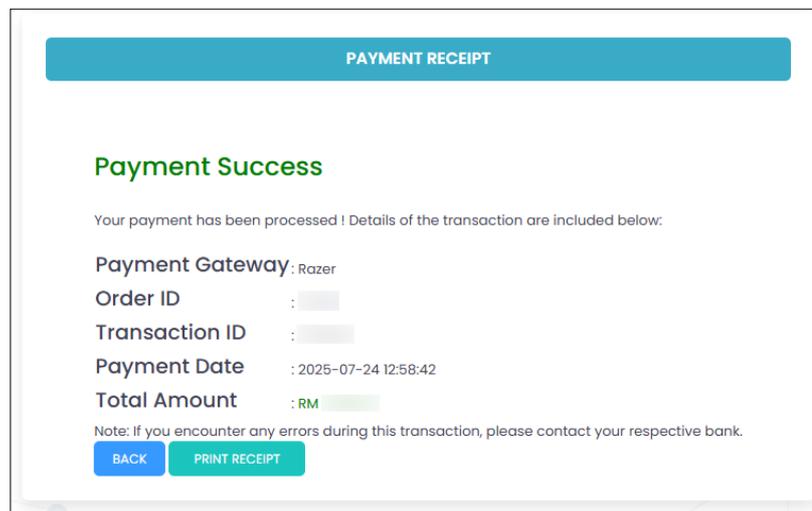
CITY

COUNTRY: MALAYSIA

Cancel Pay Now

Screen 68: Application Payment Form.

- vi. Read the declaration statement and tick the **checkbox** to confirm.
- vii. Review all the information entered. Once verified, click on the **[Pay Now]** button to proceed.
- viii. You will be redirected to the payment gateway to complete the transaction.



**PAYMENT RECEIPT**

**Payment Success**

Your payment has been processed ! Details of the transaction are included below.

Payment Gateway : Razer

Order ID :

Transaction ID :

Payment Date : 2025-07-24 12:58:42

Total Amount : RM

Note: If you encounter any errors during this transaction, please contact your respective bank.

BACK PRINT RECEIPT

Screen 69: Payment Receipt.

- ix. After making a successful payment, click on the **[PRINT RECEIPT]** button to download or print the payment receipt.
- x. Click on the **[Back]** button to return to the system after printing or saving the receipt.

## 2.7. UPDATING E-INVOICE INFORMATION DURING PAYMENT SUBMISSION

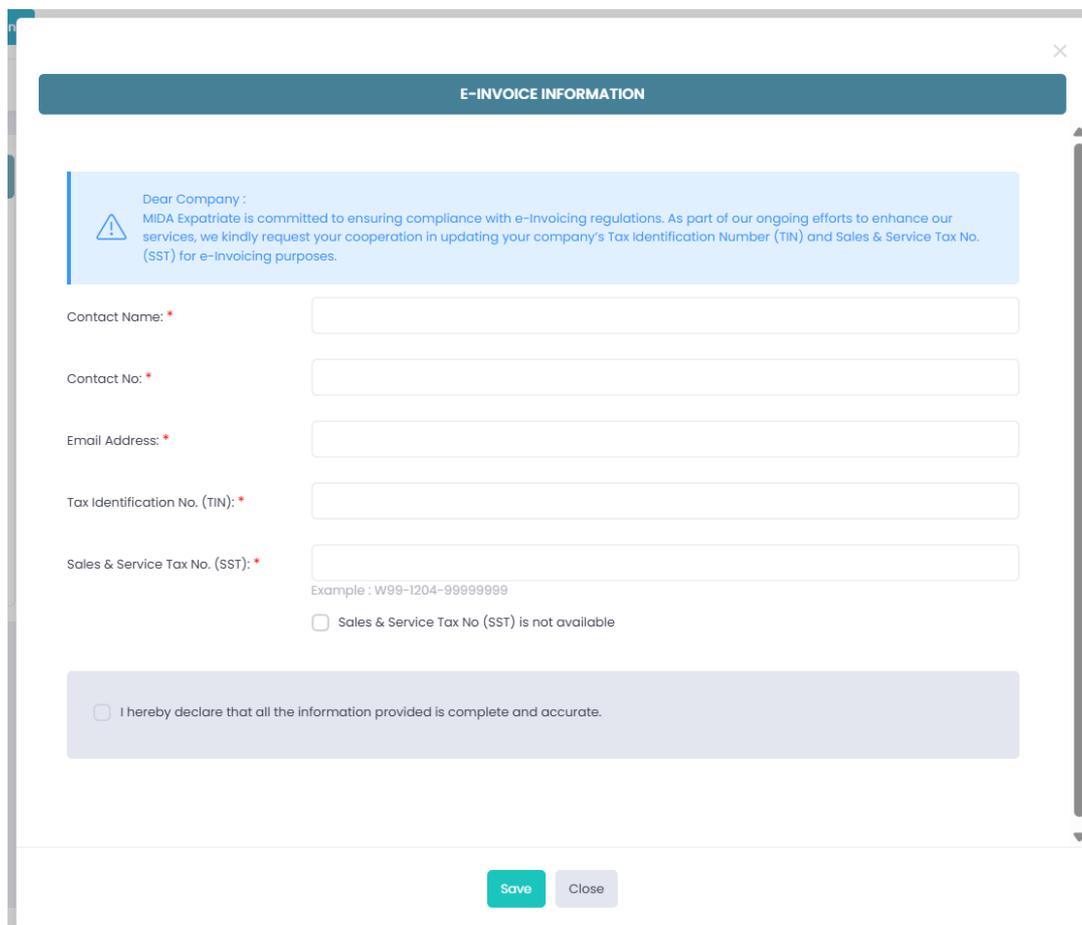
Companies may update their e-Invoice information during the payment submission process.

If the system detects that required e-Invoice information is incomplete or has not been provided:

- The system will prompt the user to complete or update the information before proceeding with payment.
- Any updates made at this stage will be saved to the company profile and applied to future transactions.

Companies must provide the following e-Invoice information:

- Tax Identification Number (TIN)
  - For other organizations that does not have a TIN (e.g. RE/RO), select the checkbox “Company Tax Identification Number (TIN) is not available”.
- Sales and Services Tax (SST) Number
  - For other organizations that does not have a SST (e.g. RE/RO), select the checkbox “Sales and Services Tax (SST) is not available”.
- Contact Name
- Contact Number
- Email Address

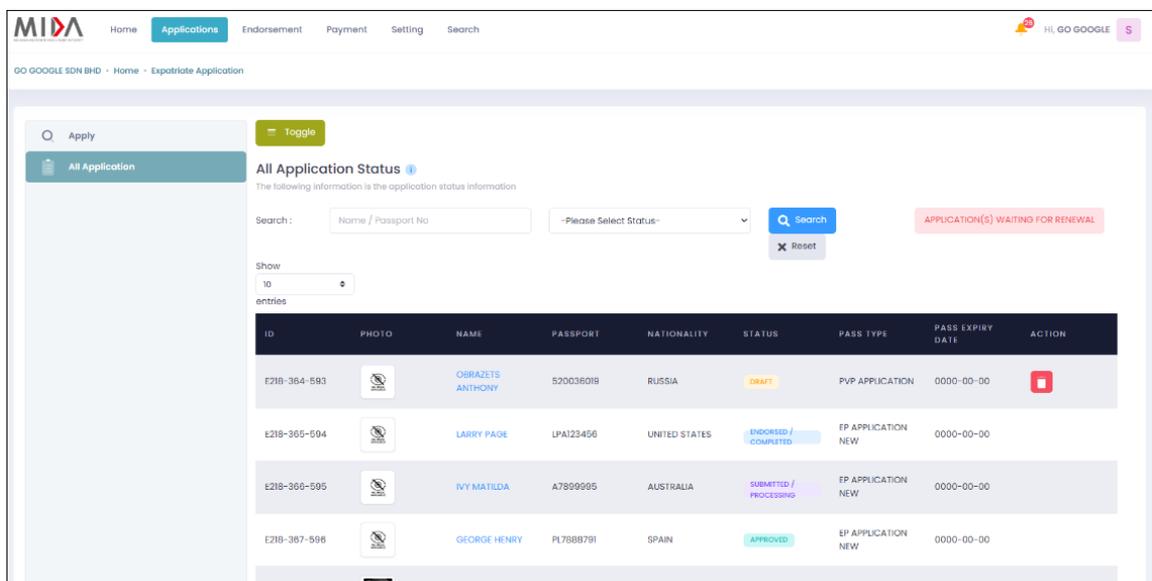


The screenshot shows a web form titled "E-INVOICE INFORMATION". At the top, there is a blue header bar with the title. Below the header, a light blue box contains a message from MIDA Expatriate regarding e-invoicing regulations and a request for cooperation in updating TIN and SST information. The form consists of several input fields: "Contact Name:", "Contact No:", "Email Address:", "Tax Identification No. (TIN):", and "Sales & Service Tax No. (SST):". Below the SST field, there is an example number "W99-1204-99999999" and a checkbox labeled "Sales & Service Tax No (SST) is not available". At the bottom of the form, there is a declaration checkbox: "I hereby declare that all the information provided is complete and accurate." Below the declaration, there are two buttons: "Save" (in green) and "Close" (in grey).

## 2.8. CHECKING APPLICATION STATUS

After the payment has been successfully made and submitted, the organization may check the status of the application by following the steps below:

- i. On the **Home** page, click on the **[Applications]** tab in the top navigation menu.
- ii. From the side menu, select on the **[All Application]**.
- iii. A table listing all application statuses will be displayed.
- iv. You may also use the **search field** to find an application by entering the applicant's **name** or **passport number**.



The screenshot displays the 'All Application Status' page in the MIDA Expatriate System. The page includes a search bar with a dropdown menu for status selection, a 'Search' button, and a 'Reset' button. A notification banner at the top right indicates 'APPLICATION(S) WAITING FOR RENEWAL'. Below the search bar, there is a table listing application records with columns for ID, PHOTO, NAME, PASSPORT, NATIONALITY, STATUS, PASS TYPE, PASS EXPIRY DATE, and ACTION.

ID	PHOTO	NAME	PASSPORT	NATIONALITY	STATUS	PASS TYPE	PASS EXPIRY DATE	ACTION
E218-364-583		OBRAZETS ANTHONY	520036019	RUSSIA	DRAFT	PVP APPLICATION	0000-00-00	
E218-365-594		LARRY PAGE	LP123456	UNITED STATES	ENDORSED / COMPLETED	EP APPLICATION NEW	0000-00-00	
E218-366-595		IVY MATILDA	A7899995	AUSTRALIA	SUBMITTED / PROCESSING	EP APPLICATION NEW	0000-00-00	
E218-367-596		GEORGE HENRY	PL7888791	SPAIN	APPROVED	EP APPLICATION NEW	0000-00-00	

Screen 70: Check Application Status.

## 2.9. ENDORSEMENT PROCESS FOR EXPATRIATE

Once the application is approved, the applicant becomes eligible for the payment verification process. The company will receive an **email notification** upon the approval of the expatriate application, prompting them to proceed with the endorsement submission.

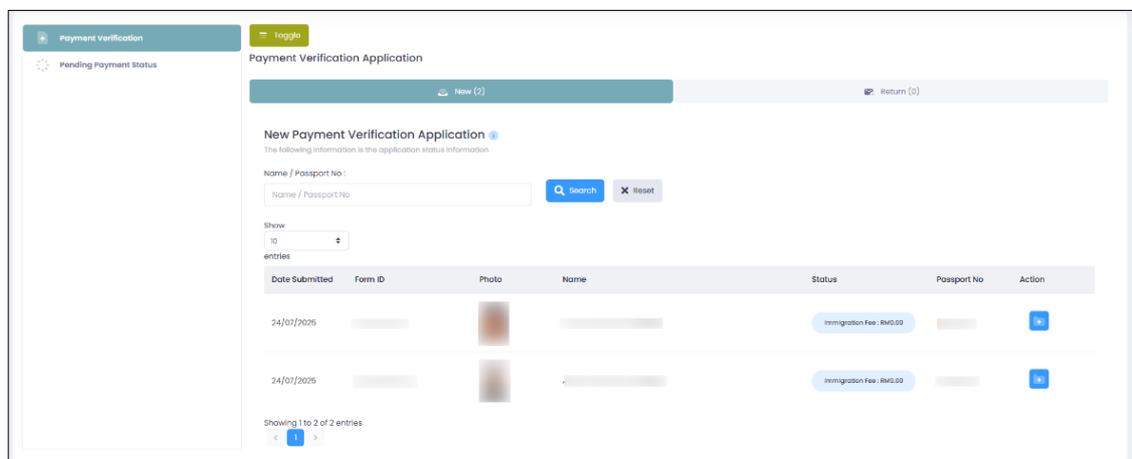
The company must then initiate both the **Payment Verification Process** and **Immigration Online Payment** steps to move forward with the endorsement.

The endorsement process consists of **two main stages**:

### 2.9.1. Payment Verification Process

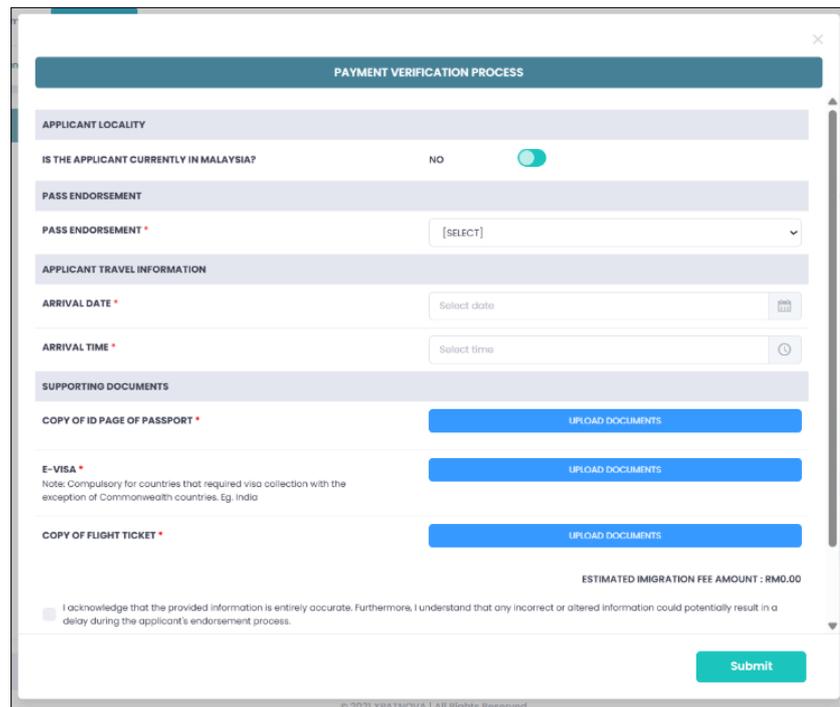
This section outlines the process for applying for **payment verification process** as part of the endorsement stage. Please follow the steps below:

- i. Click on the **[Endorsement]** tab in the top navigation menu.
- ii. Select the **[Payment Verification Application]** option from the dropdown menu.
- iii. Locate the applicant you wish to process under **New Payment Verification Application** table listing and click on the **Action** button associated with their profile.
- iv. You may also use the search bar to enter the applicant's name or passport number to locate the record.



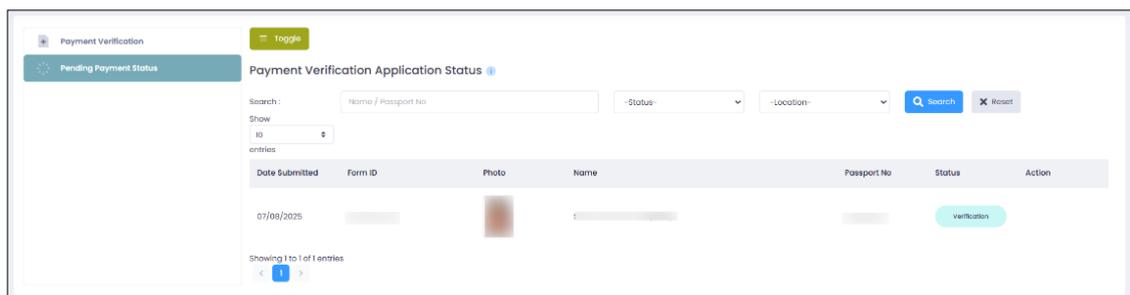
Screen 71: New Payment Verification Application Lists.

- v. Fill in the form with the applicant's **travel information** and any other required details.



Screen 72: Payment Verification Process Form.

- vi. Upload the necessary supporting documents by clicking the **[Upload Documents]** button.
- vii. Read the declaration statement and tick the **checkbox** to confirm.
- viii. Once all required information is provided, click on the **[Submit]** button to complete the onboarding application.
- ix. To monitor the application status, click on the **[Pending Payment Status]** in the side menu.



Date Submitted	Form ID	Photo	Name	Passport No	Status	Action
07/08/2025					verification	

Screen 73: List of Payment Verification Application Status.

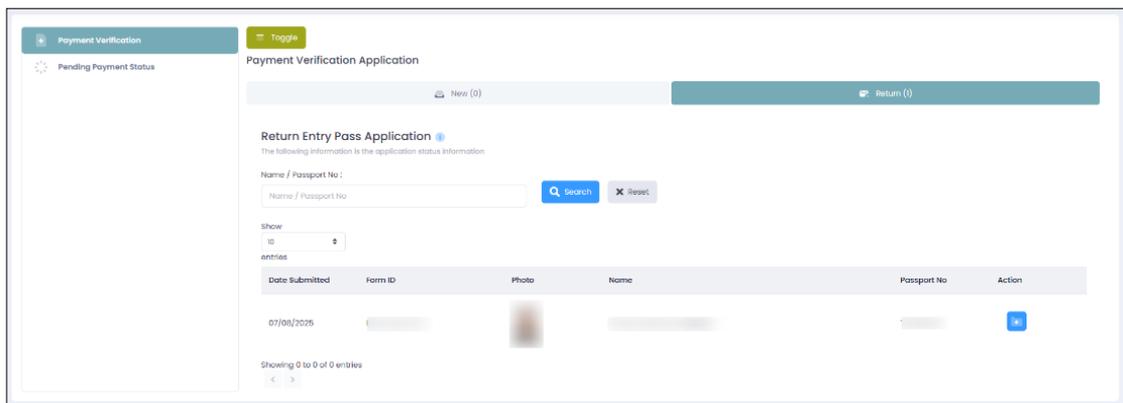
## 2.9.2. Immigration Online Payment

This section explains how to complete the **Immigration Online Payment** after the payment verification stage.

If the application has been returned, you will be required to **resubmit the application** before proceeding with the payment.

The following steps outline the process of resubmitting a returned payment verification application:

- i. Upon receiving the email notification, click on the **[Endorsement]** tab in the upper navigation menu.
- ii. Select the **[Payment Verification Application]** option from the dropdown menu.
- iii. Navigate to the **Return/Reject** tab and click on the blue **Action** button to resubmit the application.

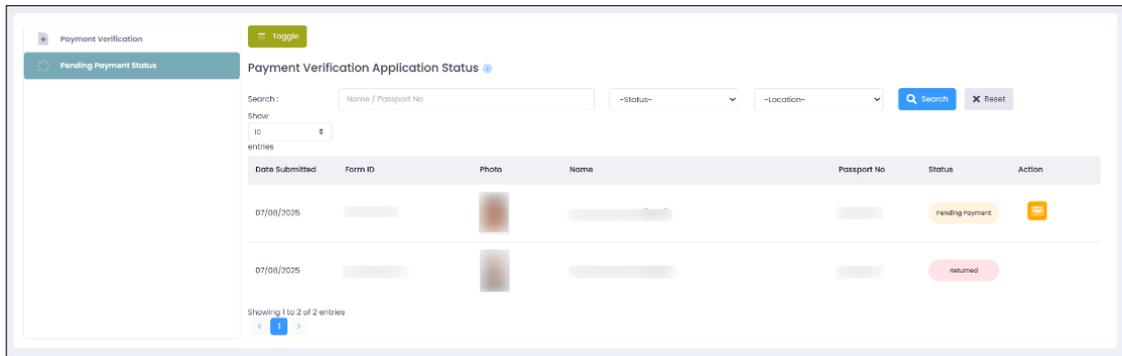


Screen 74: Payment Verification Application Lists.

- iv. Update the required information in the **Payment Verification Process** form and click on the **[Submit]** button.
- v. Once the application is submitted, please wait for it to be processed before proceeding with the Immigration Online Payment.

Once the **Payment Verification** process has been approved, the system will send an email notification to the company. You may then proceed with the immigration online payment by following these steps:

- i. Click on the **[Endorsement]** tab in the upper navigation menu.
- ii. Select the **[Payment Verification Application]** option from the dropdown menu.
- iii. In the side menu, click on the **[Pending Payment Status]** to view the list of payment verification applications.
- iv. Select the desired applicant for payment and click the **Action** button in the corresponding row.



Date Submitted	Form ID	Photo	Name	Passport No	Status	Action
07/08/2025					pending payment	
07/08/2025					returned	

Screen 75: Payment Verification Application Lists.

- v. You will be directed to the Immigration's online payment gateway: <https://imigresen-online.imi.gov.my/myimms/visaPas>
- vi. Complete the payment process via the payment gateway.
- vii. Once the payment is successful, click on the **[Print Receipt]** button to print the Immigration online payment receipt.

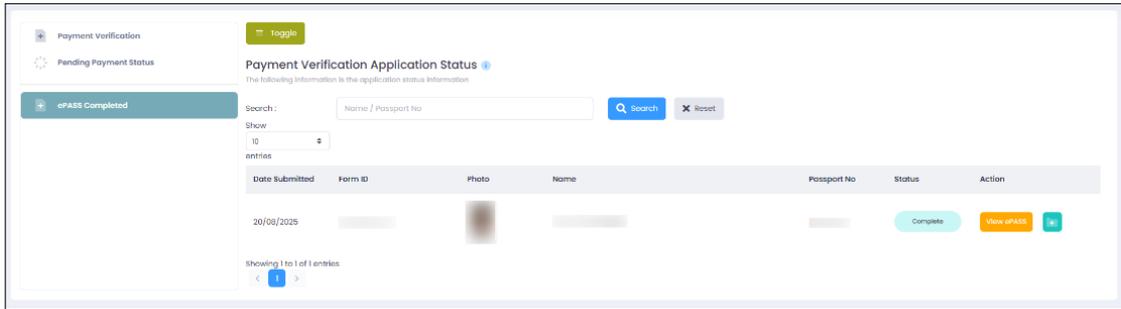
### 2.9.3. ePASS Completed

Once the **Immigration Online Payment** is successfully completed, the application will go through the following process:

- a. The system will process the application and submit it to **MyIMMS** for approval.
- b. Upon approval, the **ePASS** will be automatically generated.

To view and download the completed ePASS, please follow the steps below:

- i. On the top navigation bar, click on the **[Endorsement]** tab.
- ii. From the dropdown menu, select **[Payment Verification Application]**.
- iii. In the side menu, click on **[ePASS Completed]**.
- iv. A list of applications with successfully generated ePASS will be displayed.
- v. To view or download the ePASS, click on the **[View ePASS]** button under the **Action** column.

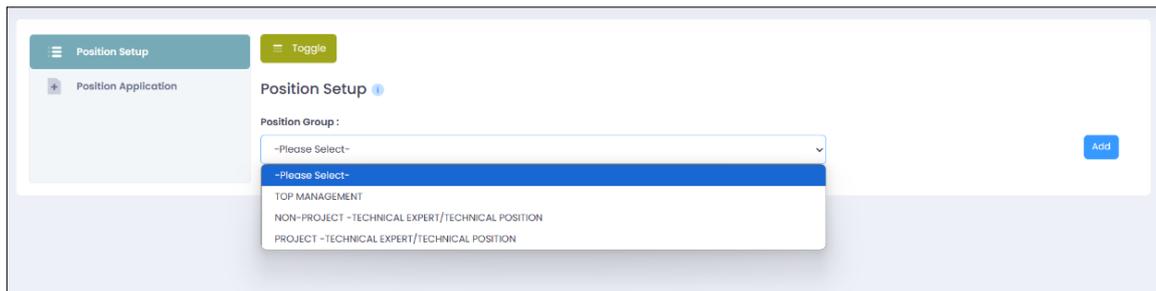


Screen 76: View completed ePASS.

## 2.10. POSITION SETUP

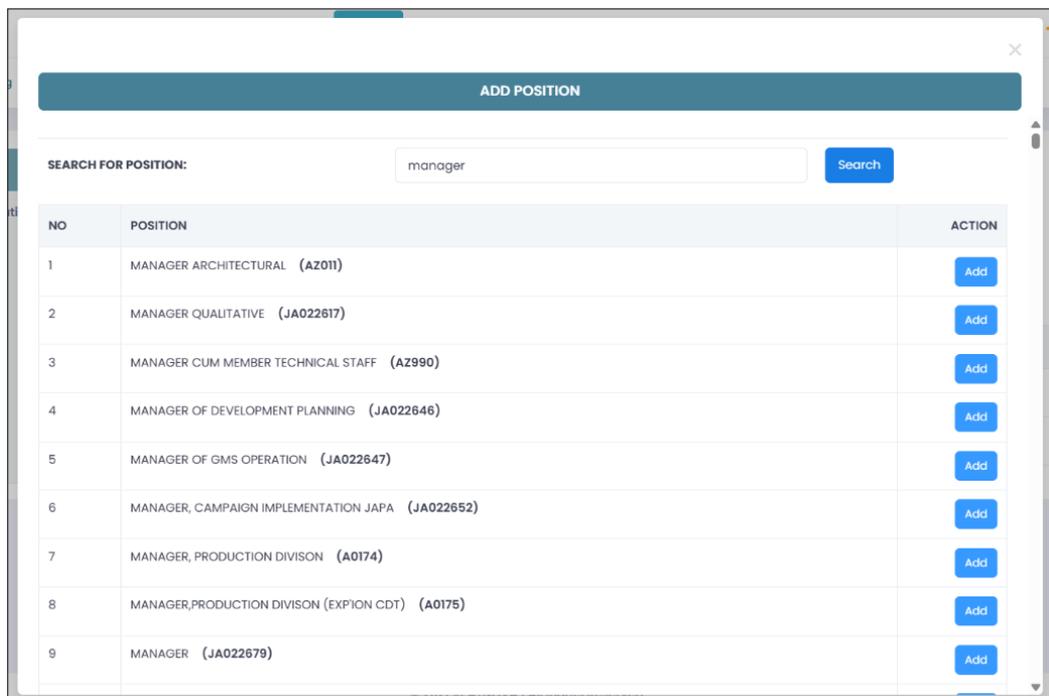
The applicant's position must be set up before it can be selected in the application form. To set up a position, follow the steps below:

- i. Click on the **[Setting]** tab in the top navigation menu.
- ii. In the left-side menu, select **[Position Setup]**.
- iii. Choose the appropriate **position group** from the available list.



Screen 77: Position Setup.

- iv. Click on the **[Add]** button.
- v. Search for a similar existing position and select it from the list.



Screen 78: Select Position from Available List.

- vi. Once successfully added, the position will appear in the position setup table for future selection in applications.



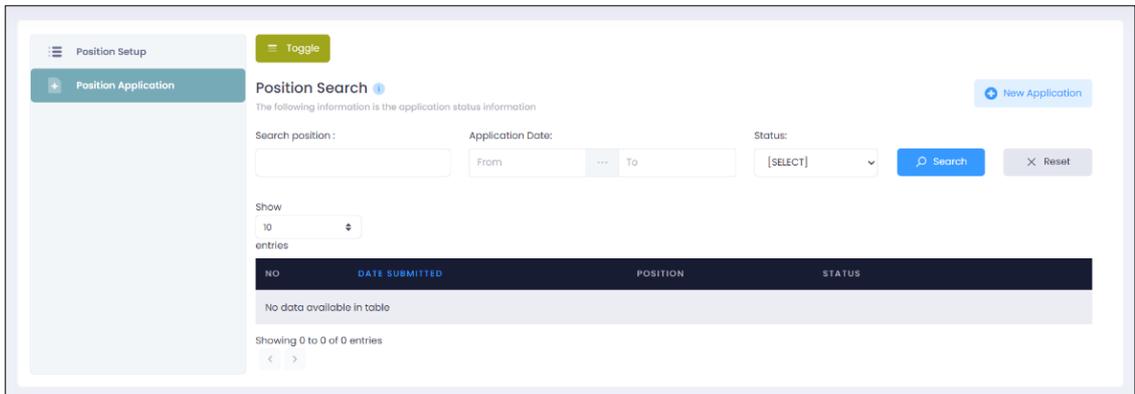
Screen 79: Position Successfully Added.

## 2.11. NEW POSITION APPLICATION

If the desired position is not available in the system's list of positions, you may request a new position to be added.

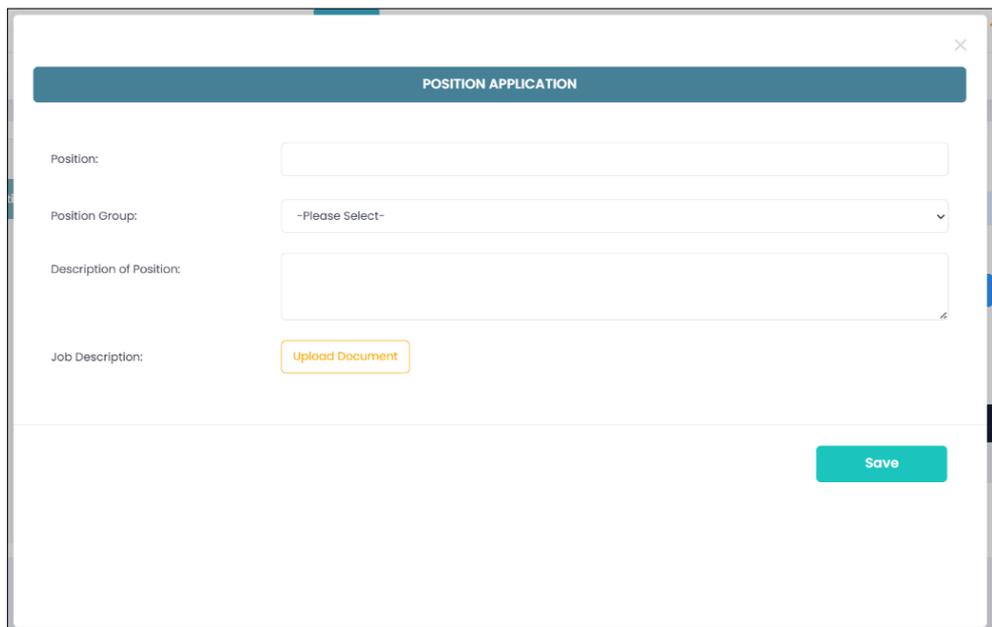
To apply for a new position, follow the steps below:

- i. Go to the **[Settings]** tab in the top menu.
- ii. In the left-side menu, select **[Position Application]**.
- iii. Click on the **[New Application]** button to initiate a new position request.



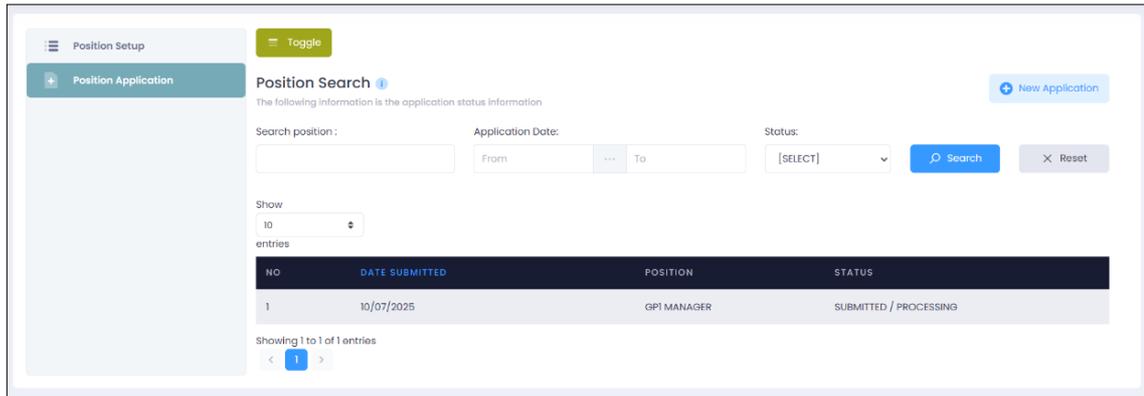
Screen 80: Apply New Position.

- iv. Fill in all the required information in the fields provided.



Screen 81: Position Application Form.

- v. Upload the job description document in PDF format.
- vi. Click on the **[Save]** button to submit the position application.
- vii. To check the status of your application, use the search box to enter relevant position details.



The screenshot displays the 'Position Application' section of the system. It includes a sidebar with 'Position Setup' and 'Position Application' options. The main area is titled 'Position Search' and contains the following elements:

- A 'New Application' button in the top right.
- Search filters: 'Search position:' (text input), 'Application Date:' (From/To date range), and 'Status:' (dropdown menu).
- Buttons for 'Search' and 'Reset'.
- A 'Show' dropdown menu set to '10 entries'.
- A table with the following data:
 

NO	DATE SUBMITTED	POSITION	STATUS
1	10/07/2025	GPI MANAGER	SUBMITTED / PROCESSING
- A pagination bar at the bottom showing 'Showing 1 to 1 of 1 entries' and a page number '1'.

Screen 82: Position Application Form.