



MIDA EXPATRIATE SYSTEM

*A Complete End-to-end Expatriate
Management System*

USER MANUAL

*Company & RERO
V1.4*

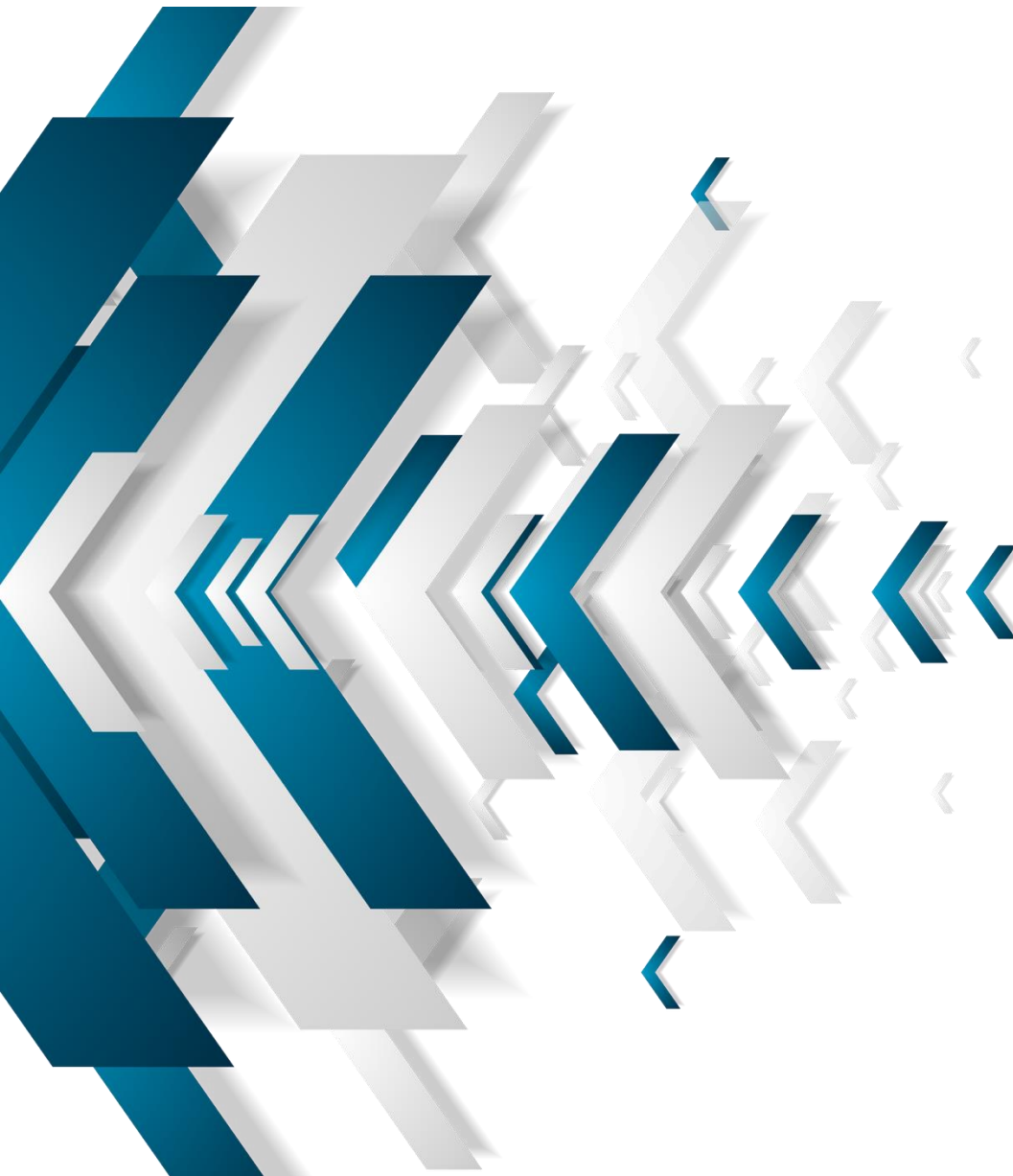


Table of Contents

1. MES ACCESS & DECLARATION PROCESS	1
1.1. ACCESSING THE MIDA EXPATRIATE (MES) MODULE	1
1.1.1. Login In Through the XPATSGATEWAY Portal	1
1.1.2. Login In Through the InvestMalaysia Portal	5
1.2. COMPLETING DECLARATION PROCESS	6
1.3. PURCHASING SSM e-INFO (STEP 1)	7
1.4. REGISTERING THE ORGANIZATION (STEP2)	9
1.4.1. Company Registration	9
1.4.2. Regional or Representative Offices (RE/RO)	16
2. EXPATRIATE APPLICATION MODULE	22
2.1. THE MAIN MENU	22
2.2. EP APPLICATION	23
2.2.1. Particulars of Expatriate	25
2.2.2. Particulars of Expatriate Background	26
2.2.3. Applicant Photo	27
2.2.4. Particulars of Application	27
2.2.5. Justification to Add Dependents (Optional)	28
2.2.6. Uploading Supporting Documents	28
2.3. PVP APPLICATION	30
2.3.1. Particulars of Expatriate	32
2.3.2. Particulars of Expatriate Background	32
2.3.3. Applicant Photo	33
2.3.4. Uploading Supporting Documents	34
2.4. DP APPLICATION	36
2.4.1. Particulars of Dependent	37
2.4.2. Applicant Photo	38
2.4.3. Particulars of Application	38
2.4.4. Uploading Supporting Documents	40
2.5. EP FOREIGN GRADUATE APPLICATION	42
2.5.1. Particulars of Expatriate	44
2.5.2. Particulars of Expatriate Background	45
2.5.3. Applicant Photo	45
2.5.4. Uploading Supporting Documents	46
2.6. SUBMIT FOR PAYMENT	48
2.7. UPDATING E-INVOICE INFORMATION DURING PAYMENT SUBMISSION	50
2.8. CHECKING APPLICATION STATUS	51
2.9. ENDORSEMENT PROCESS FOR EXPATRIATE	52
2.9.1. Payment Verification Process	52
2.9.2. Immigration Online Payment	53
2.9.3. ePASS Completed	55
2.10. POSITION SETUP	57
2.11. NEW POSITION APPLICATION	59
2.12. AMENDMENT REQUEST DETAILS	61
2.12.1 Amendment Request	61
2.12.2 View Amendment Request Details	62

1. MES ACCESS & DECLARATION 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 [here](#).

1.1. ACCESSING THE MIDA EXPATRIATE (MES) MODULE

Organizations may login to the MES via:

a) [XPATSGATEWAY](#) portal

An organization may login to the XPATSGATEWAY to:

- i. Request for prior approval from the **Department of Labour Peninsular Malaysia (JTKSM)** before applying for expatriates as per the requirement stated under **Section 60K of the Employment Act 1955 [Act 265]**
- ii. Entry and acknowledgement of **MYFutureJobs** advertisement details as required by the **Social Security Organisation (PERKESO)**
- iii. Request for support letter if the organization is under the purview of another agency other than MIDA.

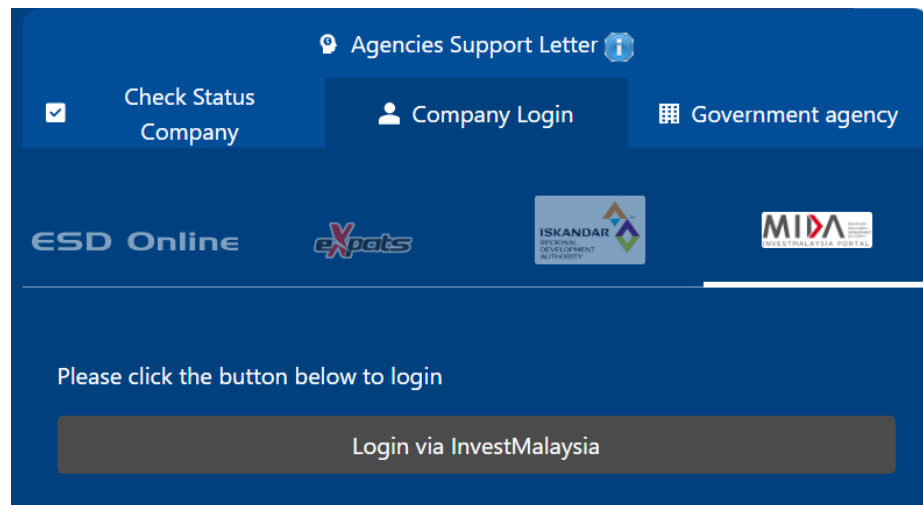
For further information with regards to the above process, please refer to the XPATSGATEWAY portal itself.

b) 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.

1.1.1. Login In Through the XPATSGATEWAY Portal

To login through the XPATSGATEWAY portal:

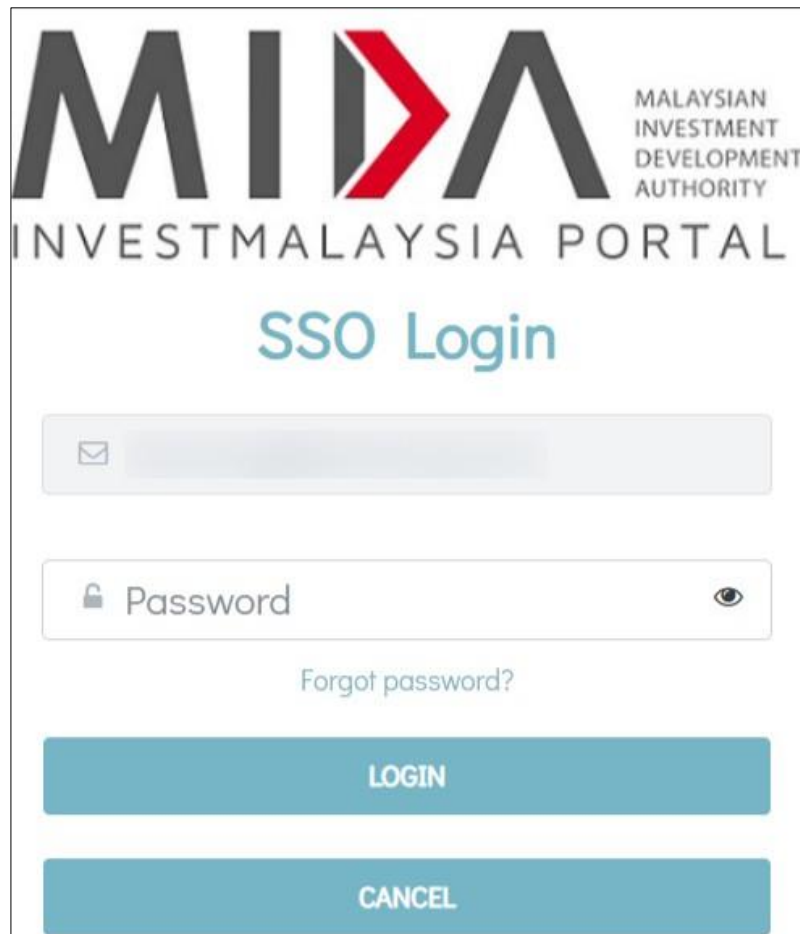


Screen 1: XPATSGATEWAY Login Screen

- i. For organizations under the purview of MIDA, click on **[Company Login]** button > Select the **[MIDA Logo]** > then click on [Login via InvestMalaysia].
- ii. The page will redirect to the InvestMalaysia System. This redirection connects the company's login credentials to the InvestMalaysia platform.
- iii. Enter the registered email address> Click on **[Continue]** button.

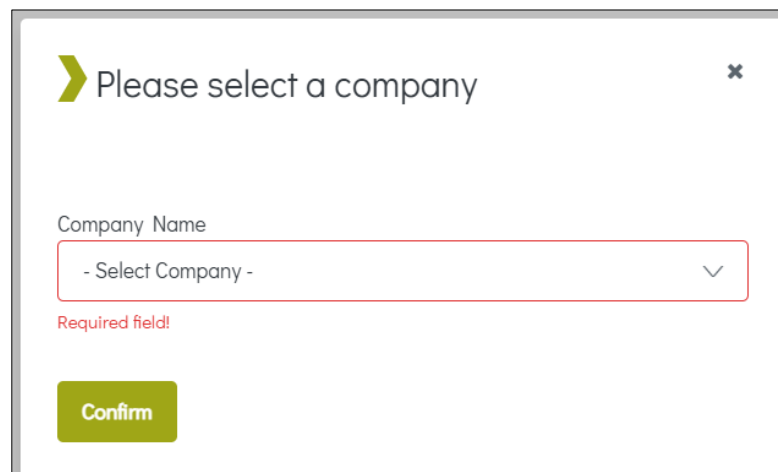


Screen 1: InvestMalaysia Login - Insert Email



Screen 2: InvestMalaysia Login - Insert Password

- iv. Enter the password field > Click on **[Login]** button.

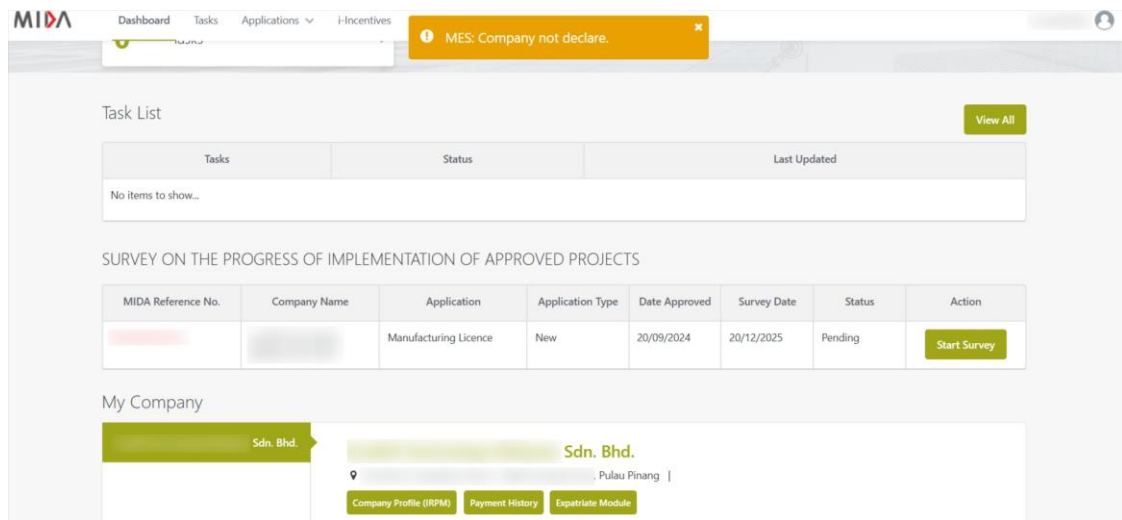


Screen 3: Select Company Name

- v. Select the Company Name > Click on **[Confirm]** button. This step ensures the correct company profile is chosen before proceeding.
- vi. The system will successfully log in to the Invest Malaysia portal. A pop-up message may appear stating "MES Company not declare." This indicates that the company has not yet been declared in the MES system.

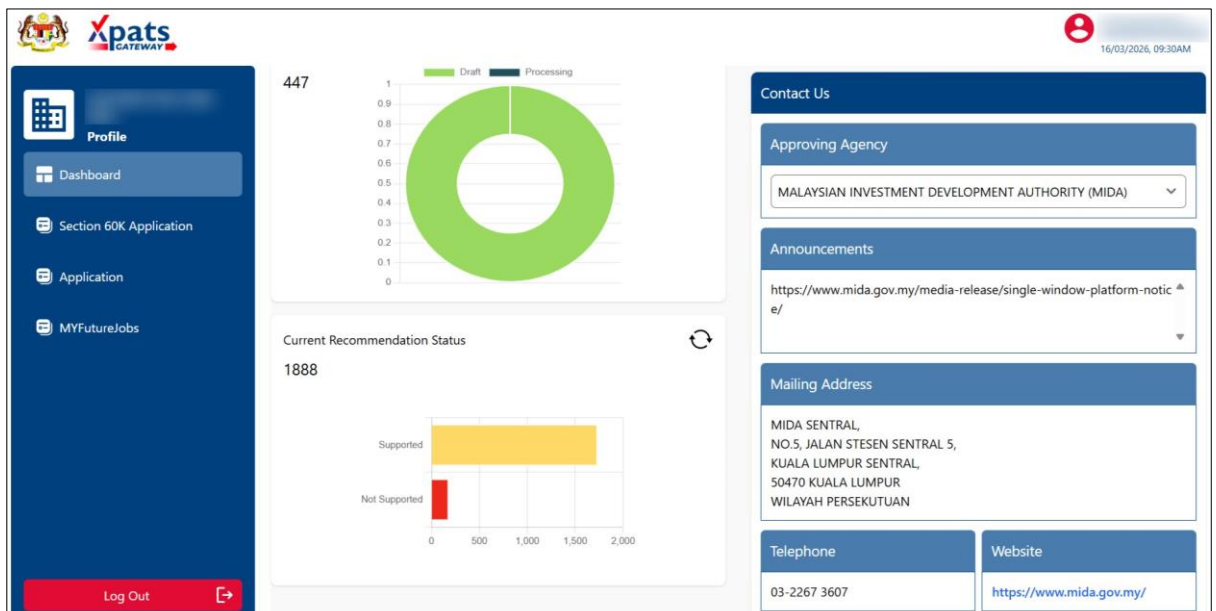
- vii. The company must complete the declaration before proceeding. To do this, click on the **[Expatriate Module]** button and follow the prompts to declare the company (refer to steps 1.2)

***Notes: This declaration step is mandatory to enable further application processes.**



Screen 4: InvestMalaysia Dashboard

- viii. Once the declaration process is completed, users may directly go to InvestMalaysia portal via XPATSGATEWAY at the **[Website]** section shown as shown below.



Screen 5: XPATSGATEWAY Dashboard

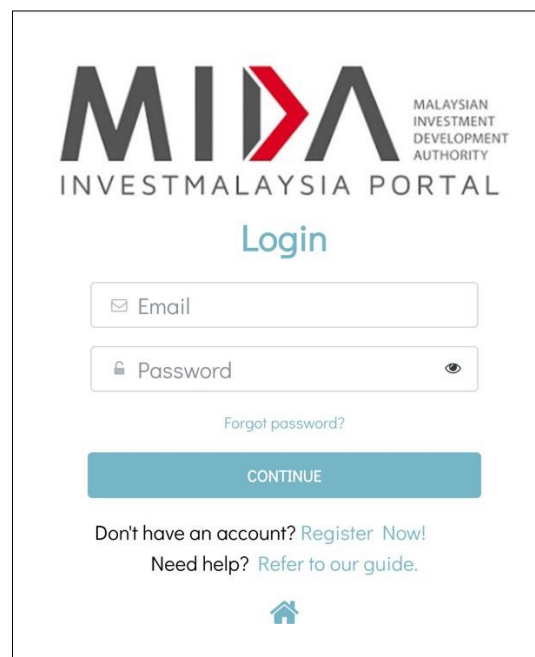
1.1.2. Login In Through the InvestMalaysia Portal

Organizations may also login directly through the InvestMalaysia portal by following the steps below:



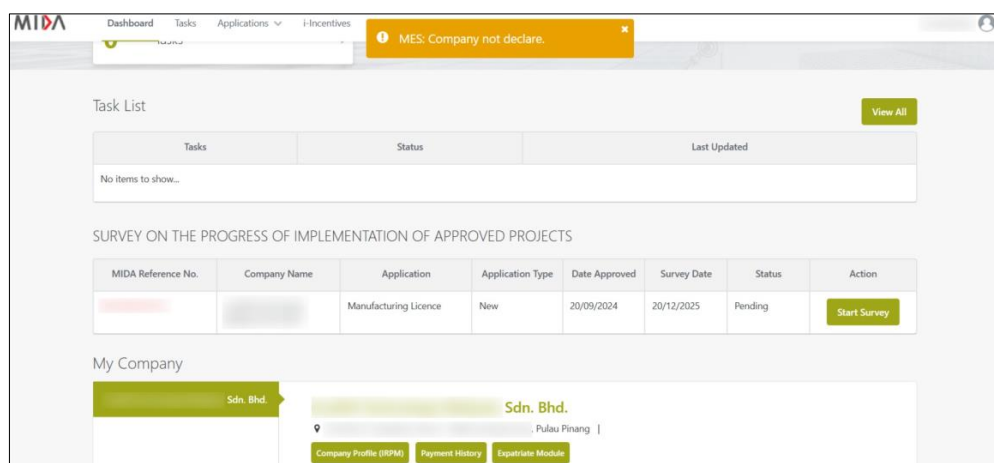
Screen C: InvestMalaysia Website

- i. Go to InvestMalaysia portal and click **[Login]** at the top menu.



Screen 7: InvestMalaysia Login Screen

- ii. Enter your registered account's email and password. Click **[CONTINUE]**.



Screen 8: Invest Malaysia Dashboard

- iii. The system will successfully log in to the Invest Malaysia portal. A pop-up message may appear stating "MES Company not declare." This indicates that the company has not yet been declared in the MES system.
- iv. The company must complete the declaration before proceeding. To do this, click on the [Expatriate Module] button and follow the prompts to declare the company (refer to steps 1.2)

***Notes: This declaration step is mandatory to enable further application processes.**

1.2. COMPLETING DECLARATION PROCESS

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

The steps vary depending on your organization type:

A. Company

To complete the 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.

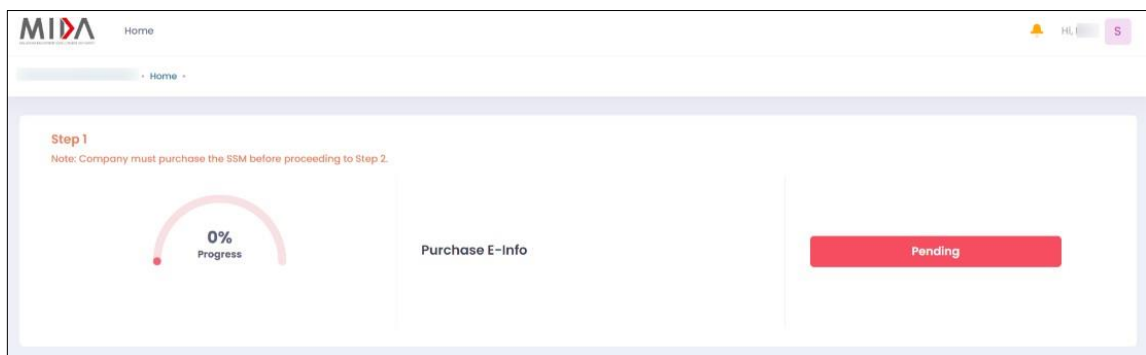
1.3. PURCHASING SSM e-INFO (STEP 1)

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 10: 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.

Screen 11: 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.

COMPANY SSM HISTORY PURCHASE					
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 12: Company SSM History Purchase.

1.4. 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

The screenshot displays the 'Step 2: Register Organization' progress screen. On the left, a circular progress indicator shows '18% Progress'. The main content area is titled 'Register Organization' and lists three parts of the registration process:

- Part 1: General Info**
 - General Info 1: Completed (indicated by a green bar)
 - General Info 2: Pending (indicated by a red bar)
- Part 2: Director & Shareholder**
 - Financial: Pending (indicated by a red bar)
 - LOU: Pending (indicated by a red bar)
- Part 3: Documents**
 - Documents: Pending (indicated by a red bar)

On the right side of the screen, there is a prominent red button labeled 'Edit Form'.

Screen 13: Register Organization Progress.

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

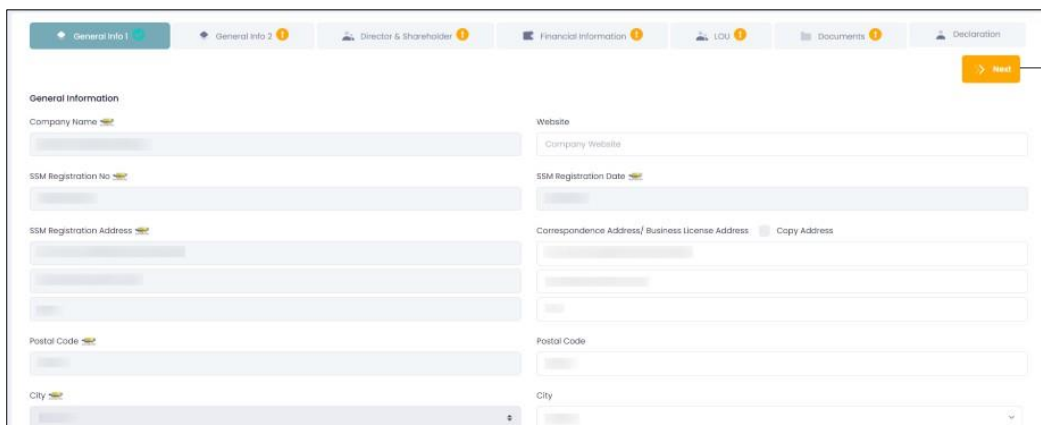
1.4.1. Company Registration

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.

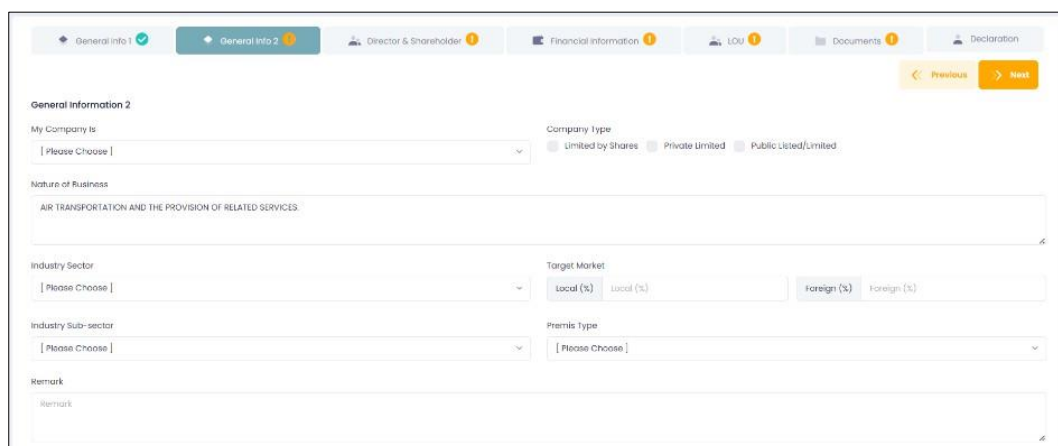
Screen 14: General Info 1 Tab.

- 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 15: General Info 2 Tab.

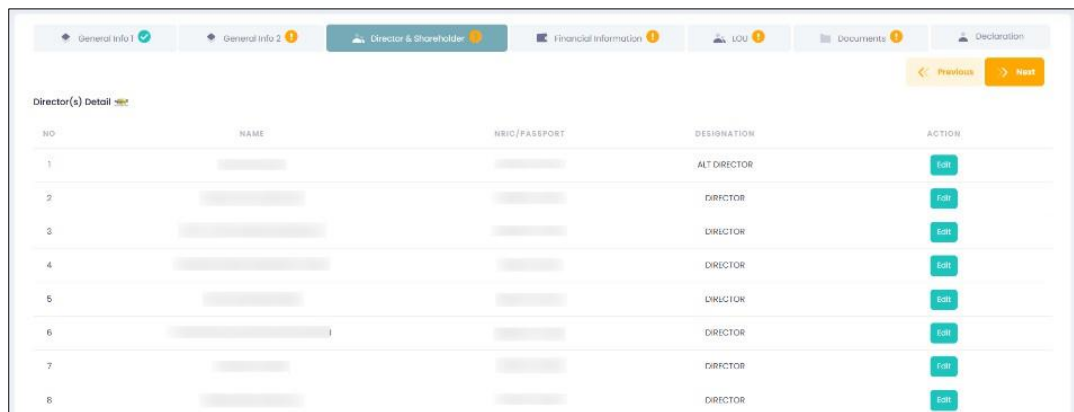
- ii. In the **[Target Market]** field, indicate your business's focus percentage (out of 100%) in local market and foreign market.
- iii. Fill in further information about your organization in the **[Remark]** field. However, this field is not mandatory.

- 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/PASSPORT	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 1C: Director & Shareholder Tab.

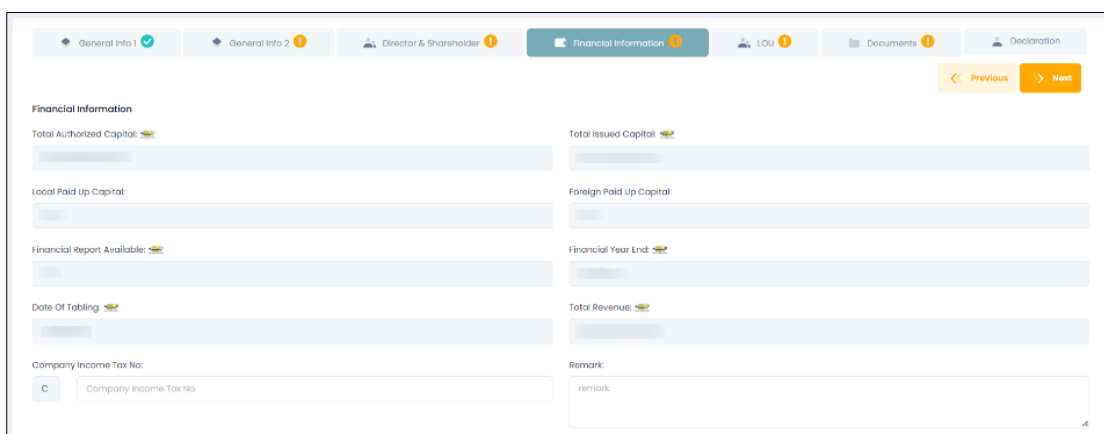
- ii. Update the Nationality field for every director listed.
- iii. Repeat **Step i**, for **Shareholder Detail** section.
- iv. Update the document type, nationality, designation and email field for every shareholder listed in the section.
- v. Click the **[Save]** button after updating each entry.
- 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**



Screen 17: 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)

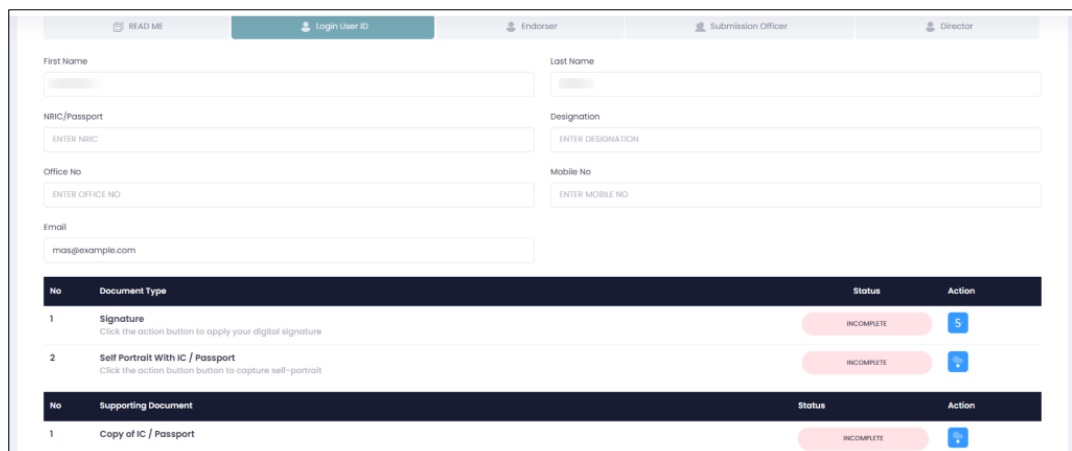
This section requires the organization to declare the personnel appointed to manage and communicate all matters related to expatriate applications. The **Company Director** is required to sign the **Letter of Undertaking (LOU)** to acknowledge full responsibility for all transactions carried out by the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

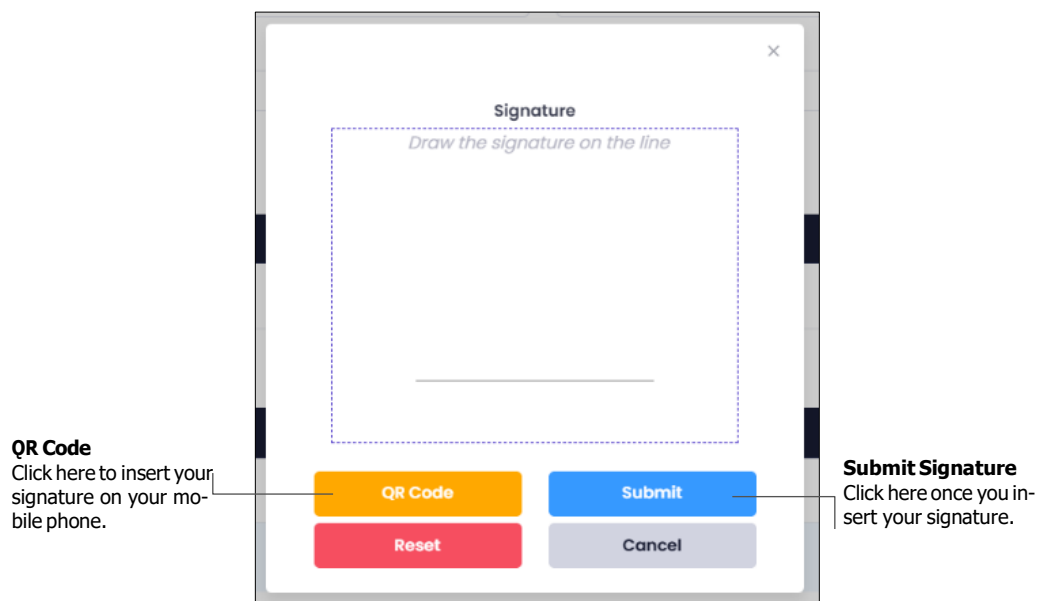


No	Document Type	Status	Action
1	Signature Click the action button to apply your digital signature	INCOMPLETE	
2	Self Portrait With IC / Passport Click the action button to capture self-portrait	INCOMPLETE	

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

Screen 18: 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.



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

Submit Signature
Click here once you insert your signature.

Screen 15: 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.

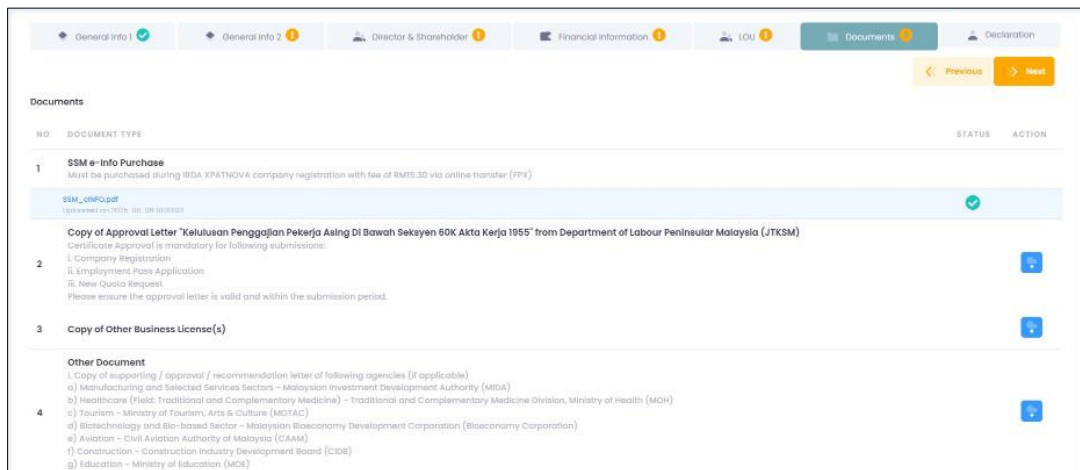
- vii. Next, click on the blue button with the cloud and arrow up icon to take a self-portrait. Click on the **[Capture]** button to take a photo.
- viii. Click on the **[Save]** button to save and submit the photo.
- ix. Click on the **[Reset]** button to reset the camera.
- x. Click on the **[Cancel]** 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.



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.

Documents			STATUS	ACTION
NO	DOCUMENT TYPE			
1	Copy of ALL Director(s) IC / Passport *			
	 sample.pdf uploaded on 2020-05-28 15:40:58			

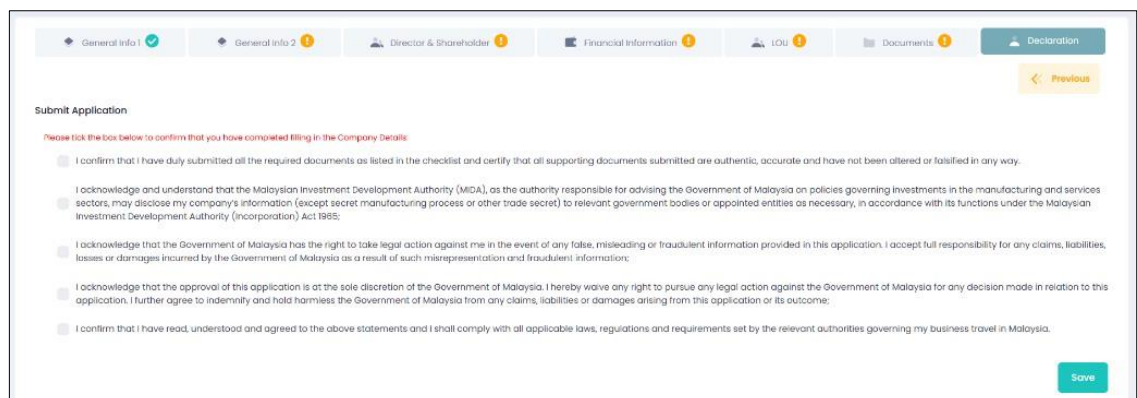
Screen 21: File Upload.

- 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 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.

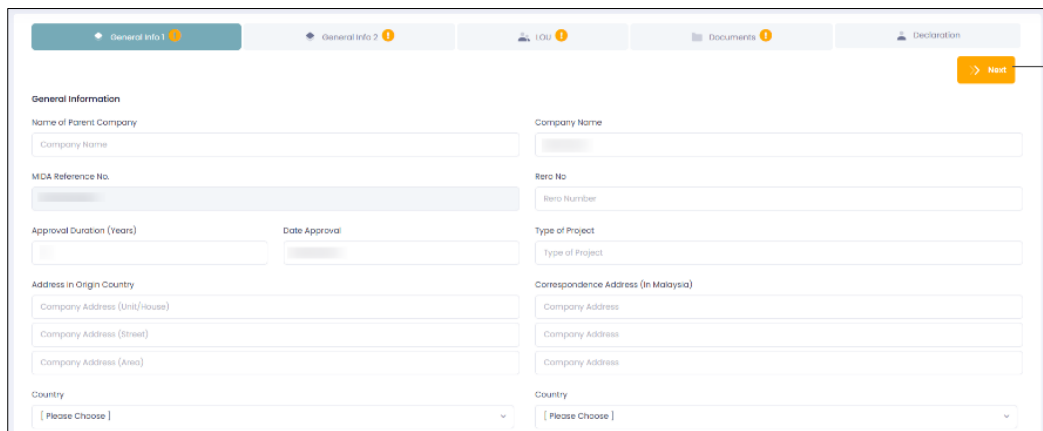
1.4.2. Regional or Representative Offices (RE/RO)

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.



Proceed Next
Click here to
proceed to next
tab.

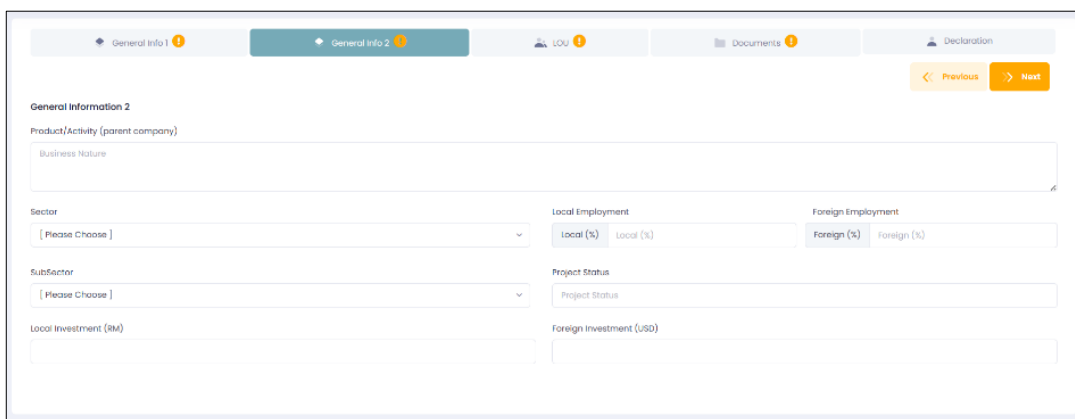
Screen 23: General Info 1 Tab.

- 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 24: 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)

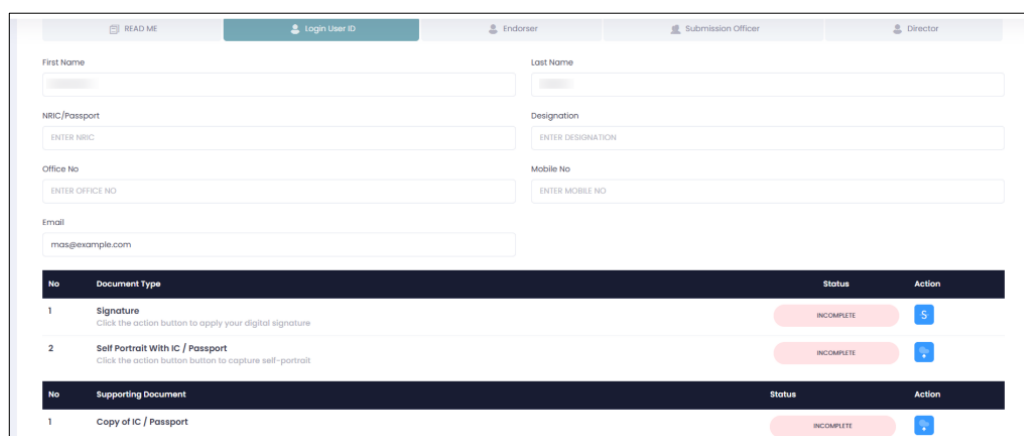
This section requires the organization to declare the personnel appointed to manage and communicate all matters related to expatriate applications. The **Company Director** is required to sign the LOU to acknowledge full responsibility for all transactions carried out by the company.

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	
2	Self Portrait With IC / Passport Click the action button to capture self-portrait	INCOMPLETE	

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

Screen 25: 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.

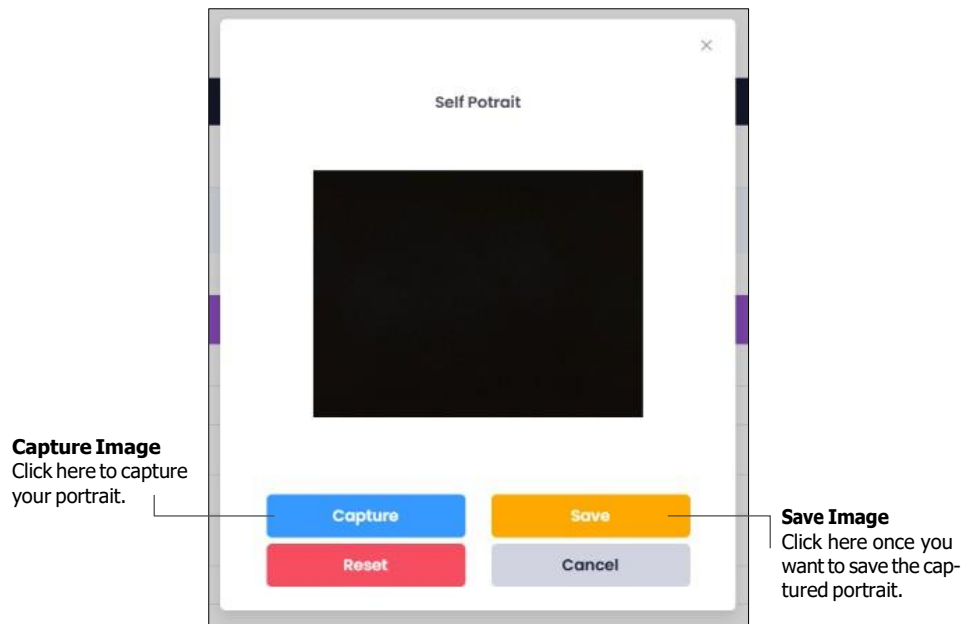


QR Code
Click here to insert your signature on your mobile phone.

Submit Signature
Click here once you insert your signature.

Screen 2C: 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 27: Capturing Self-Portrait Photo.

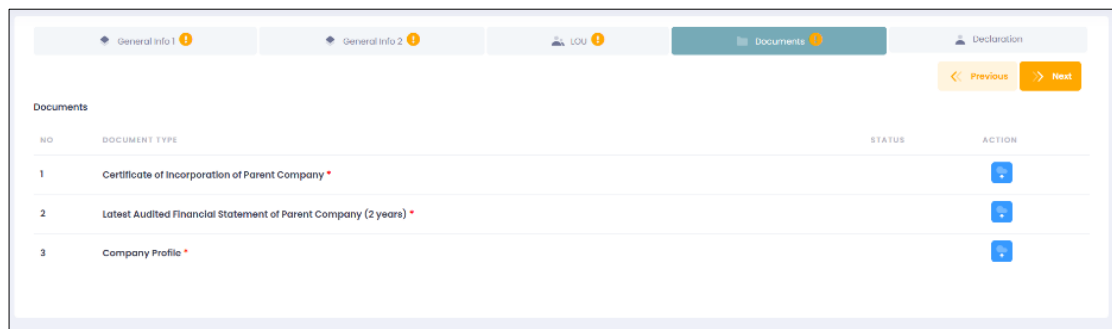
- vii. Next, click on the blue button with the cloud and arrow up icon to take a self-portrait.
- viii. Click on the **[Capture]** button to take a photo.
- ix. Click on the **[Save]** button to save and submit the photo.
- x. Click on the **[Reset]** button to reset the camera.
- xi. Click on the **[Cancel]** 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.



NO	DOCUMENT TYPE	STATUS	ACTION
1	Certificate of Incorporation of Parent Company *		
2	Latest Audited Financial Statement of Parent Company (2 years) *		
3	Company Profile *		

Screen 28: 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.



NO	DOCUMENT TYPE	STATUS	ACTION
1	Certificate of Incorporation of Parent Company *	Uploaded on 2025-08-09 18:23:08	

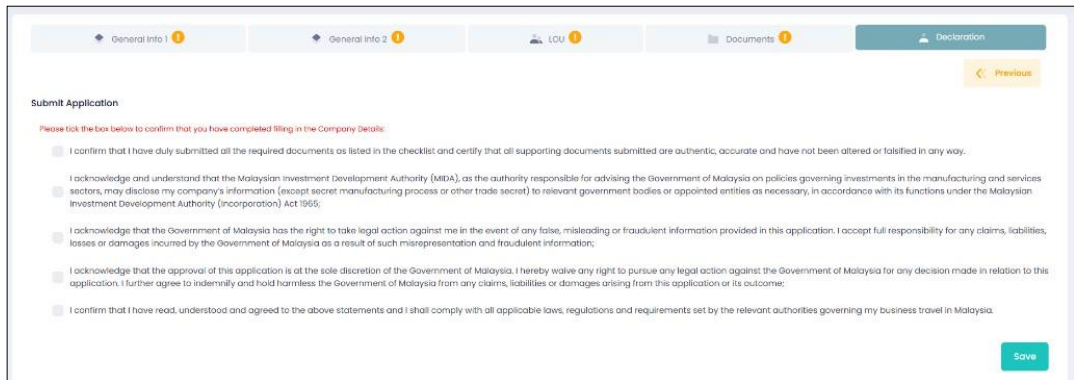
Screen 25: File Upload.

- 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.



Screen 30: 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.

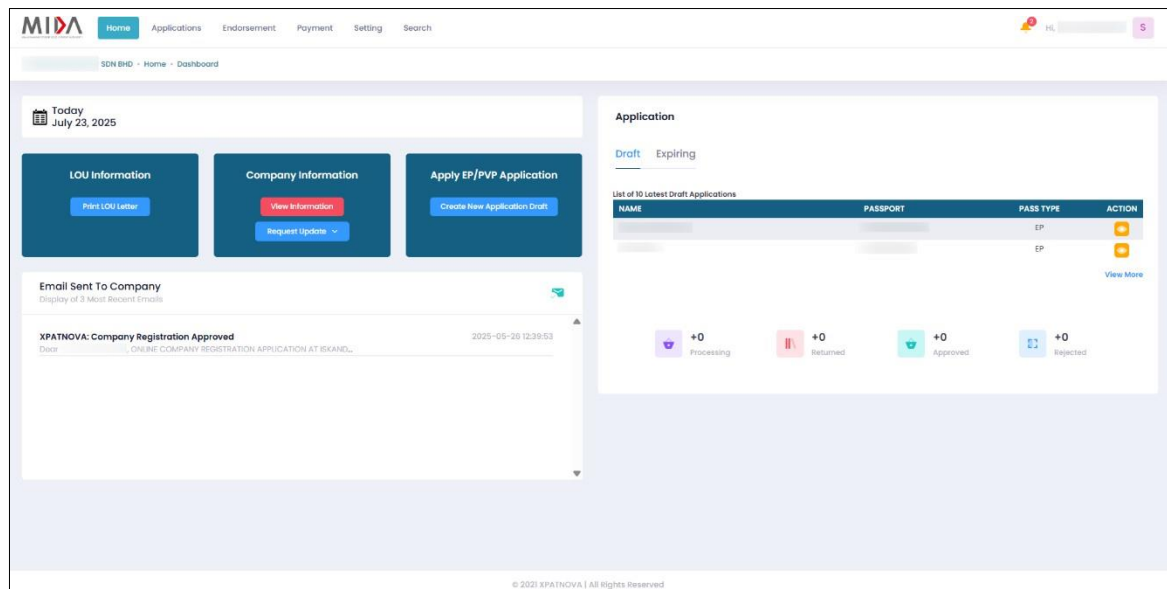
The officer will decide on the approval status of the application once all information is deemed furnished and complete.

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 31: 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

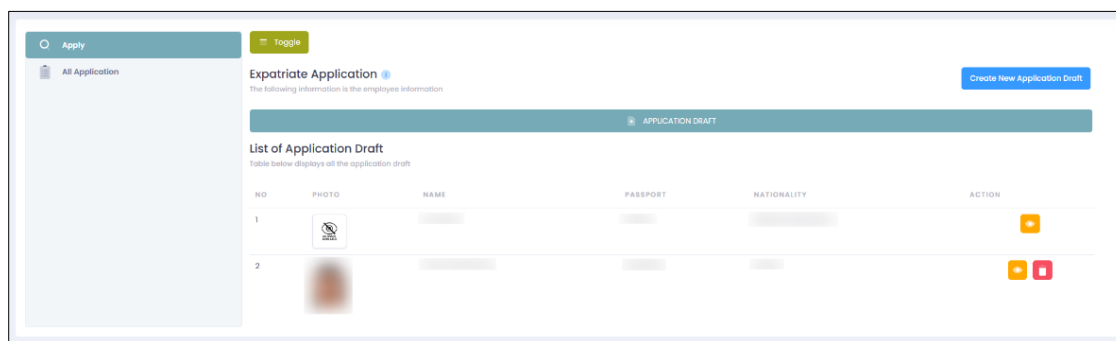
The main menu also consists of several other features such as:

- a. Latest announcement
- b. Dashboard

2.2. EP APPLICATION

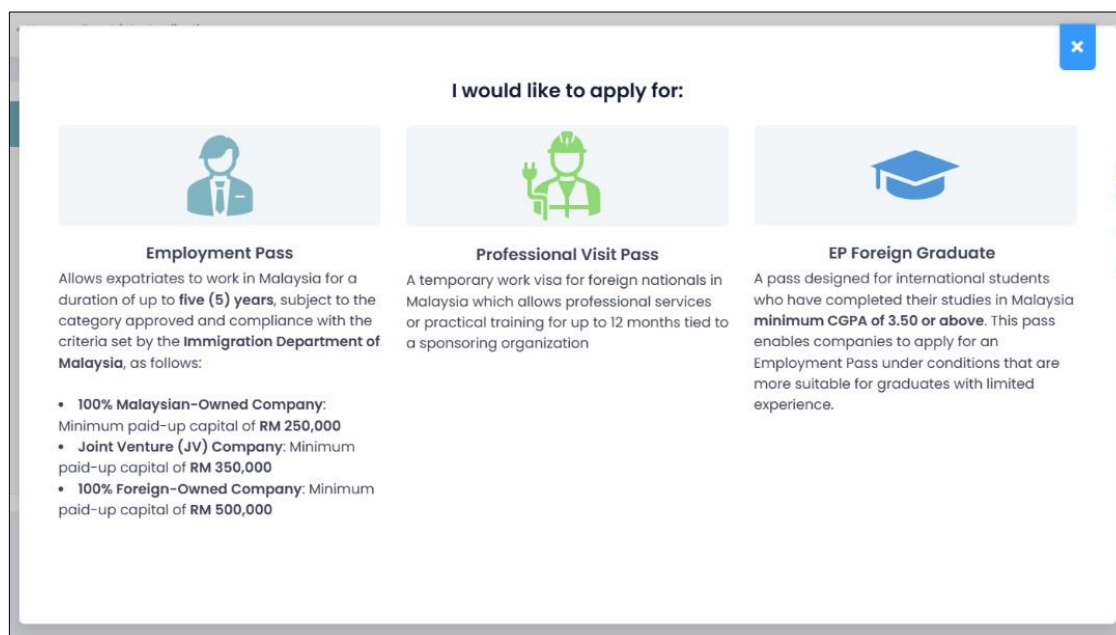
This section outlines the process for submitting an Employment Pass (EP) application. The organization may proceed to apply for expatriate approval once the company has been approved.

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



Screen 32: Expatriate Application Listing.

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



Screen 33: Type of Application.

- 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.
- Alternatively, if you prefer to enter the information yourself, click **[No, Thank you]** to proceed with manual input.

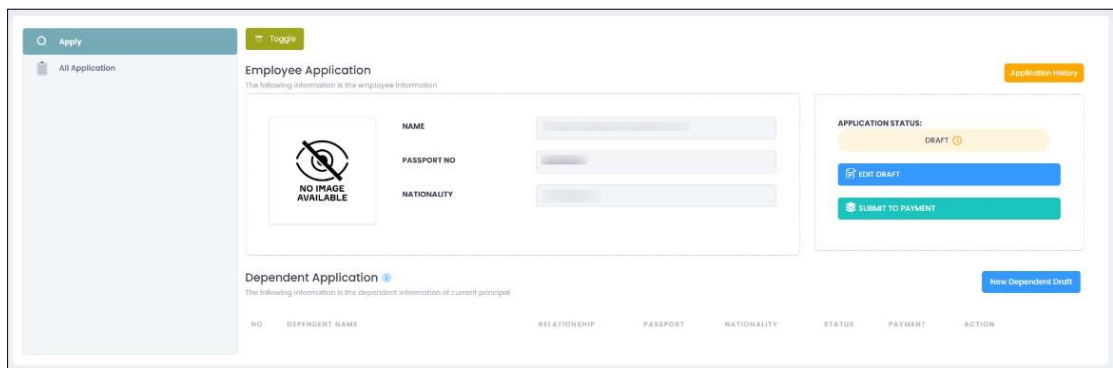
Screen 34: Create New Application Form.

- 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 35: List of Application.

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



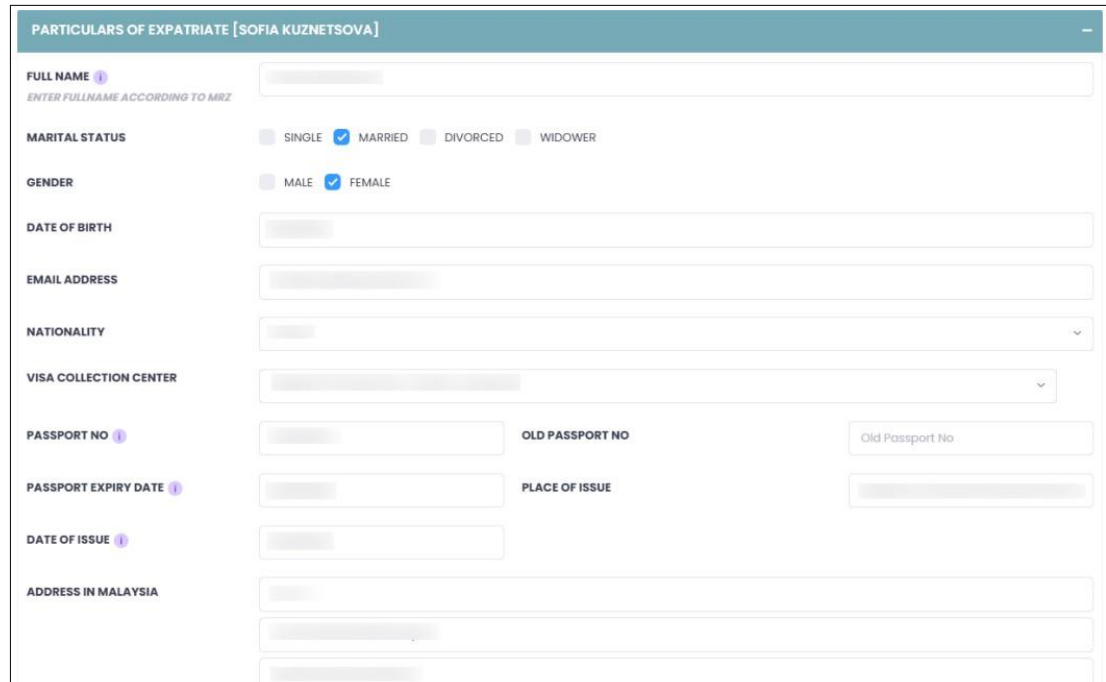
Screen 3C: Details of Employee Application.

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:

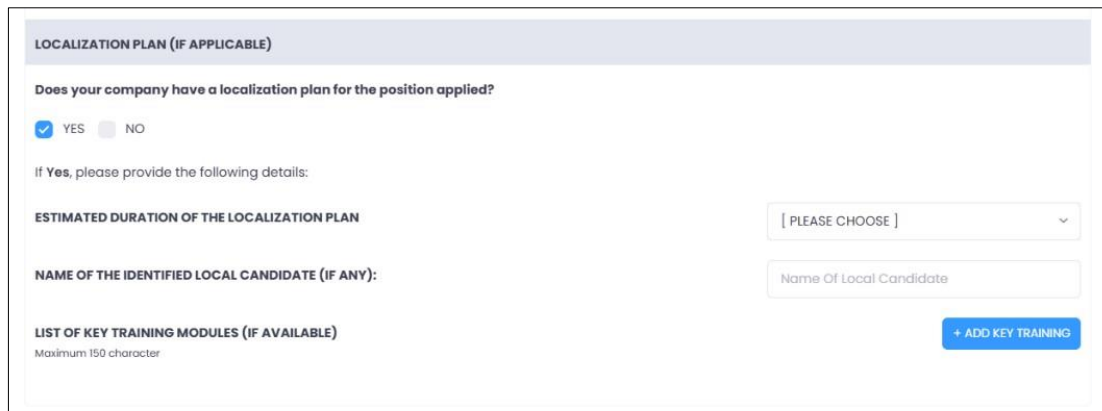
- i. Fill in all the particulars of the expatriate information section.



Screen 37: 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

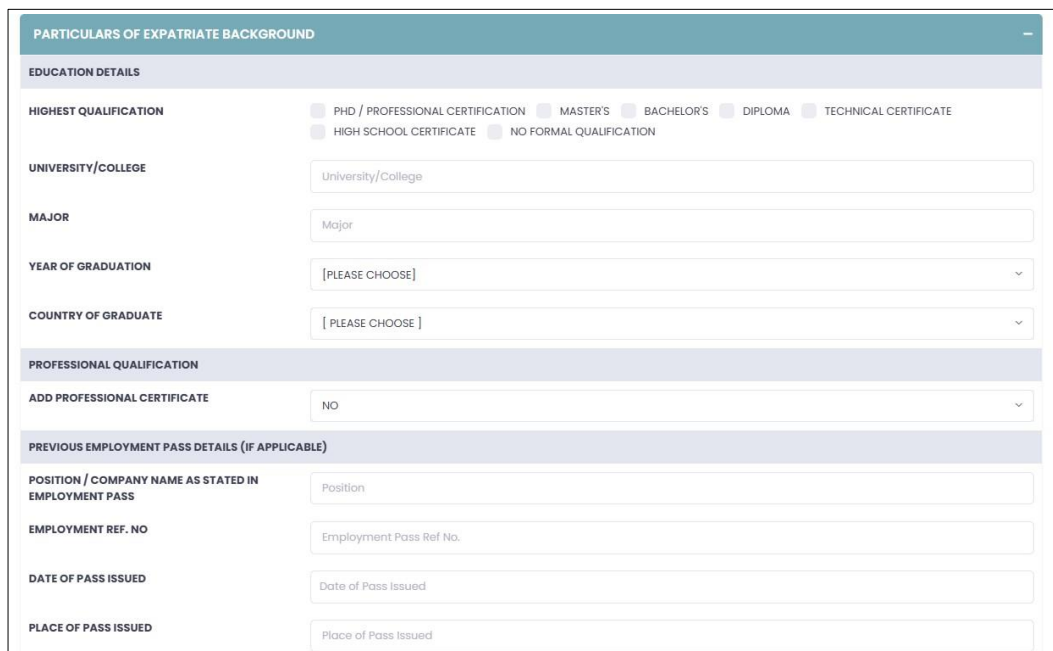
+ ADD KEY TRAINING

Screen 38: 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:

- Fill in all the particulars of the expatriate education.
- If you have a professional qualification, you may insert all the required information of the professional qualification section.
- 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 35: 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 40: Upload Applicant Photo.

2.2.4. Particulars of Application

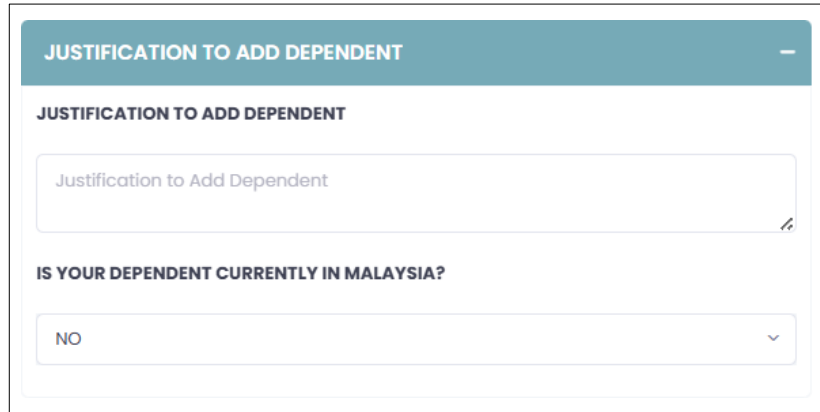
This section requires you to specify the **type of application** and confirm the **current location of the applicant**. Please follow the steps below to proceed:

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

Screen 41: 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.

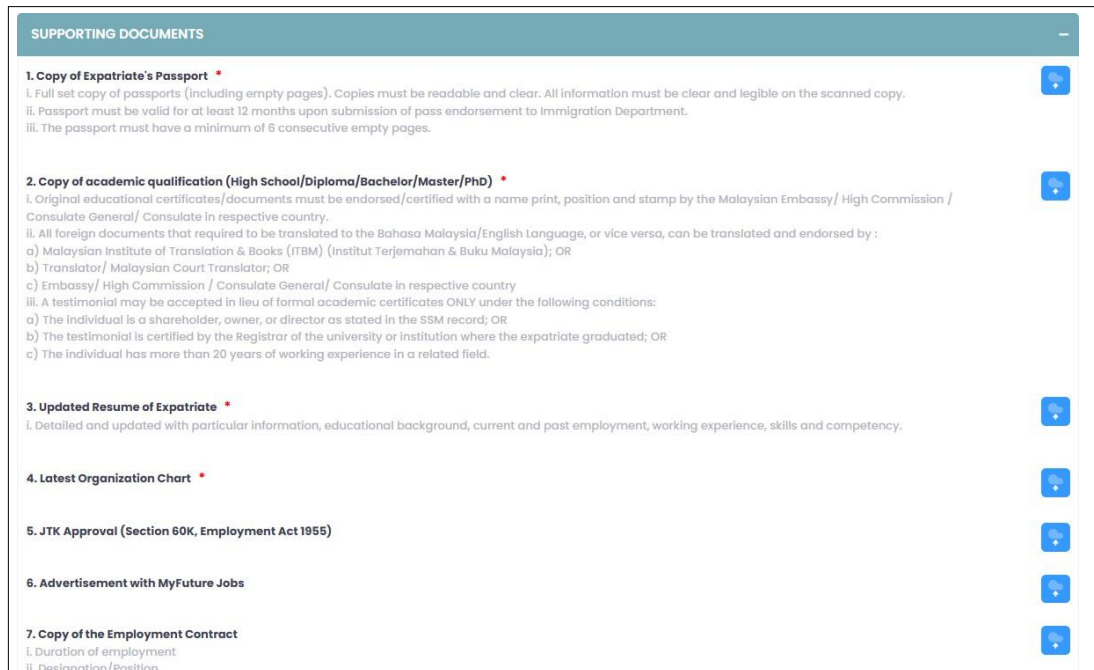


Screen 42: Justification To Add Dependent.

2.2.6. Uploading Supporting Documents

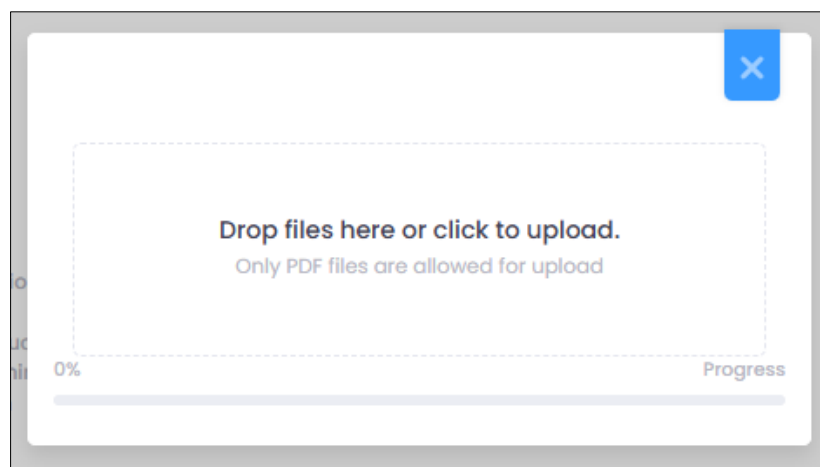
This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

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



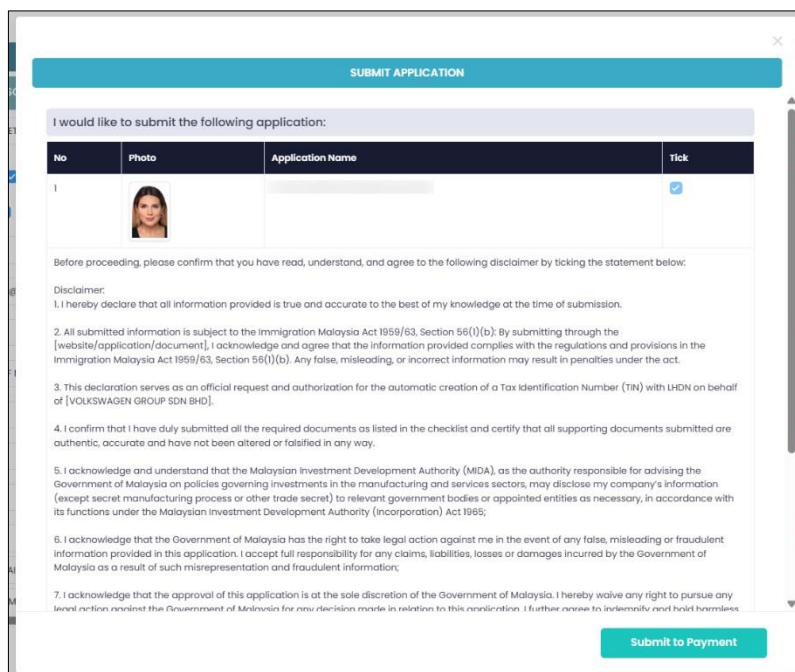
Screen 43: Supporting Documents Upload.

- 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 44: 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			☒

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 1985;
- 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

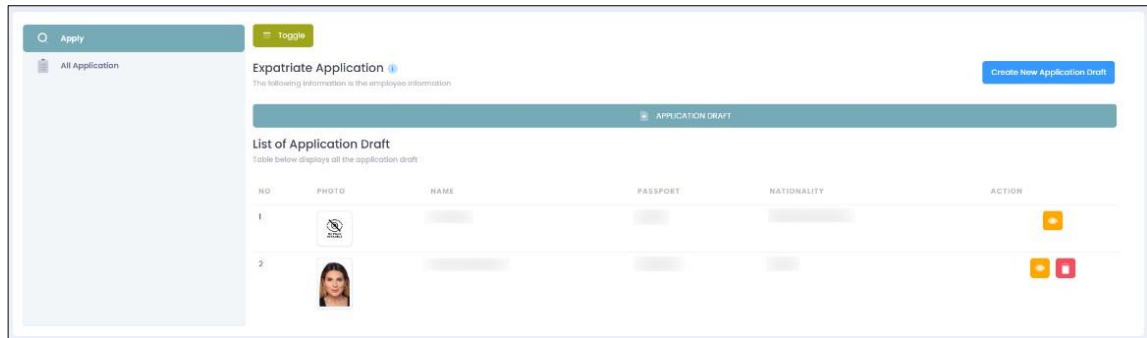
Screen 45: Application Submission Confirmation.

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

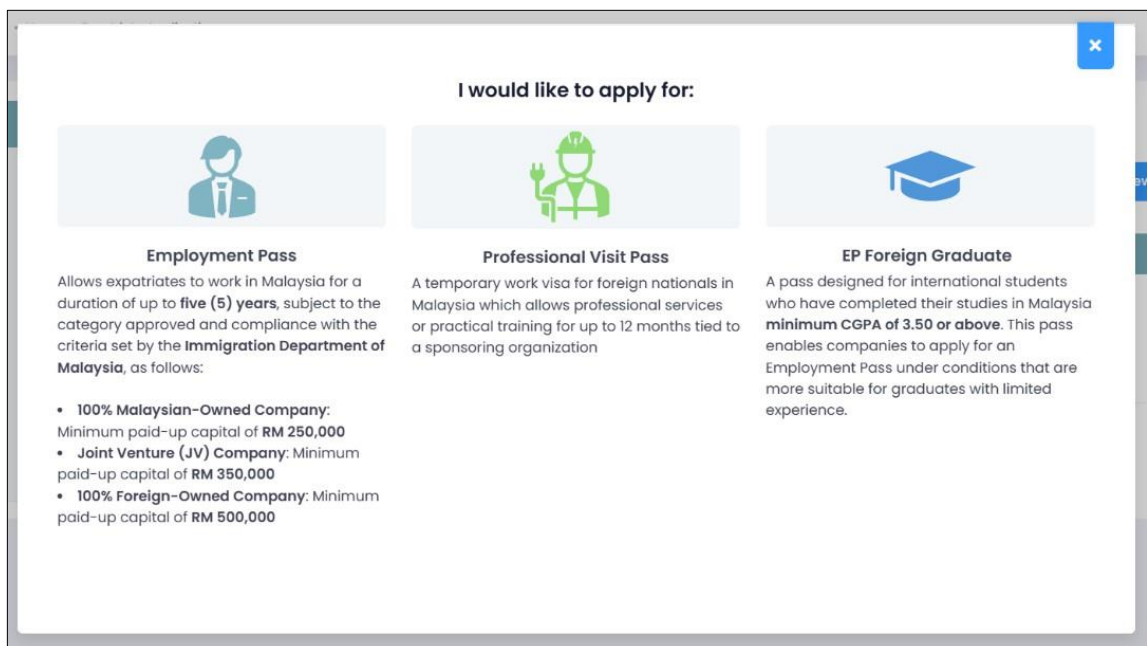
This section outlines the process for submitting a Professional Visit Pass (PVP) application. The organization may proceed with the application once the company registration has been approved. To create a PVP application, please follow the steps below:

- 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.



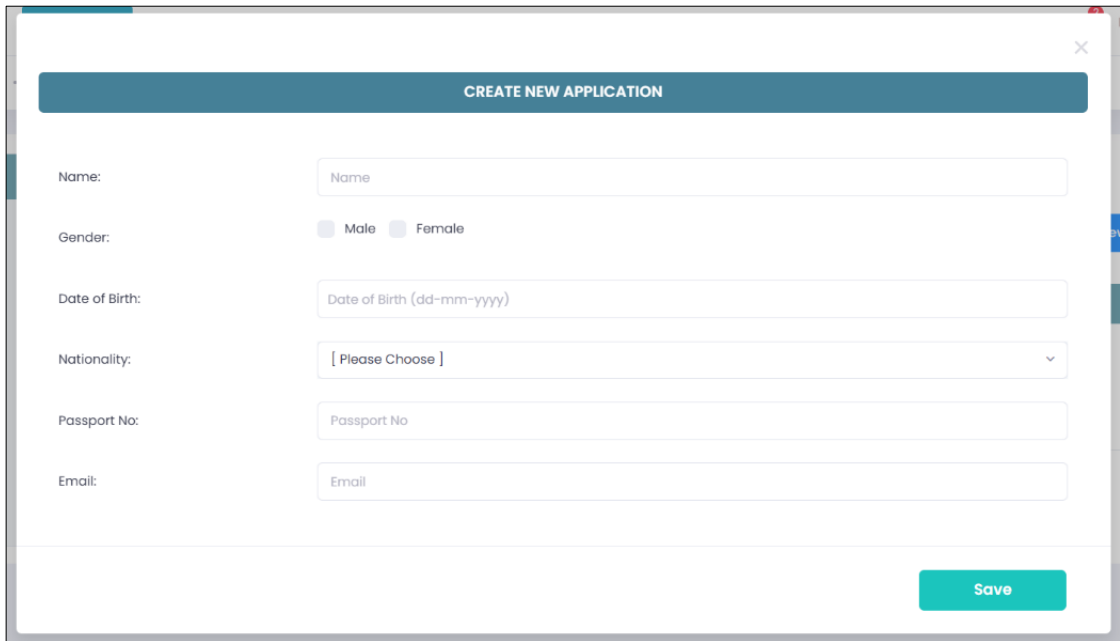
Screen 4C: List of Application.

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



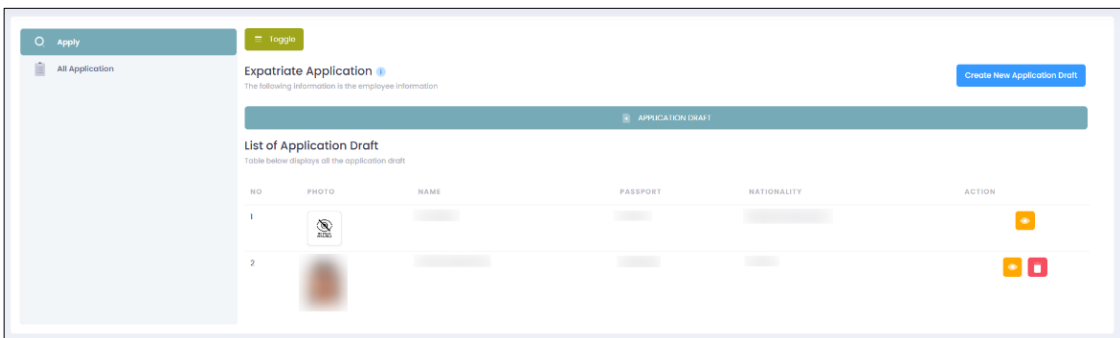
Screen 47: Type of Application.

- 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 48: 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 45: List of Application.

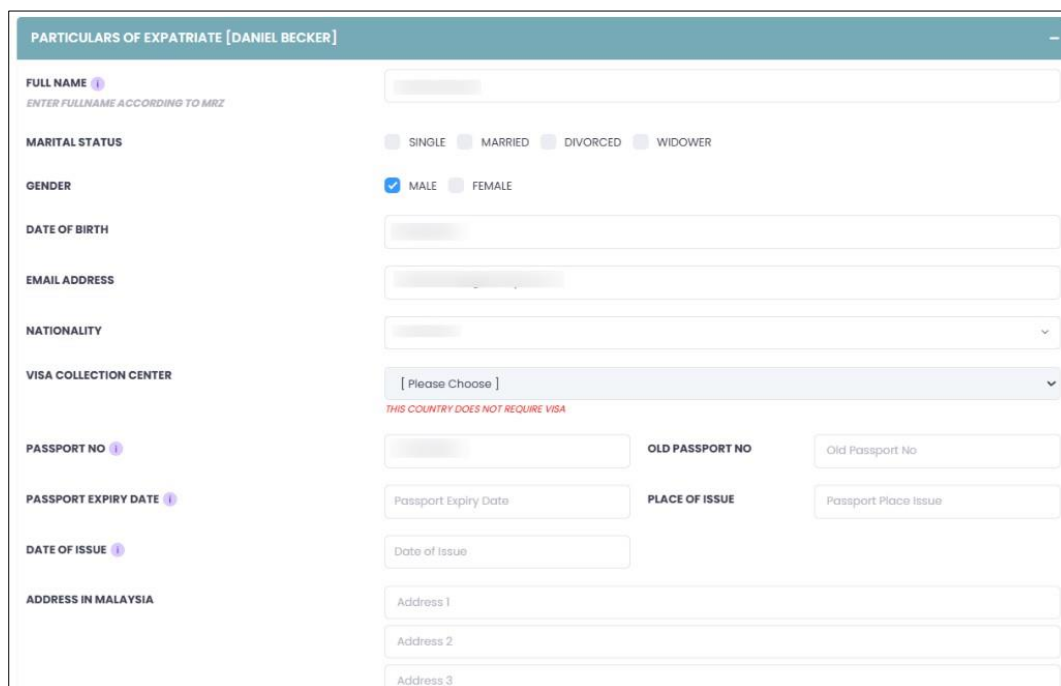
- x. Click on the **[EDIT DRAFT]** button to fill in more information on the main applicant.

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 50: 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

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 51: Particular of Applicant's Background.

2.3.3. Applicant Photo

The photo can be uploaded using two methods:

- Click the upload photo box to choose files from your gallery; or
- 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

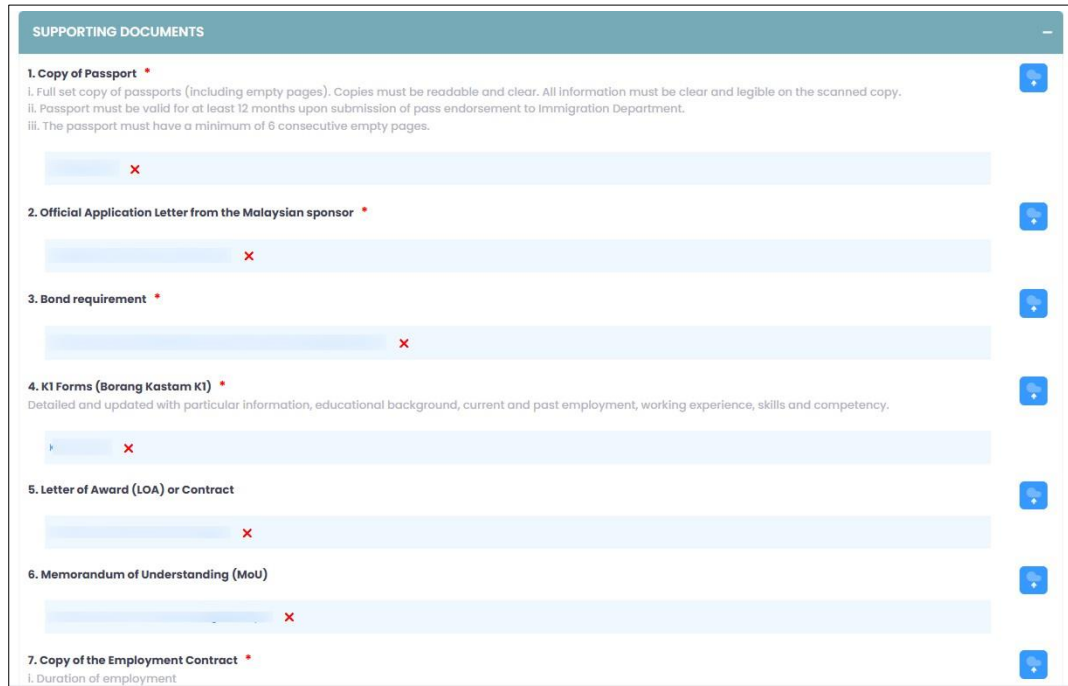
Screen 52: Upload Applicant Photo.

v1.3 Mar 2026

2.3.4. Uploading Supporting Documents

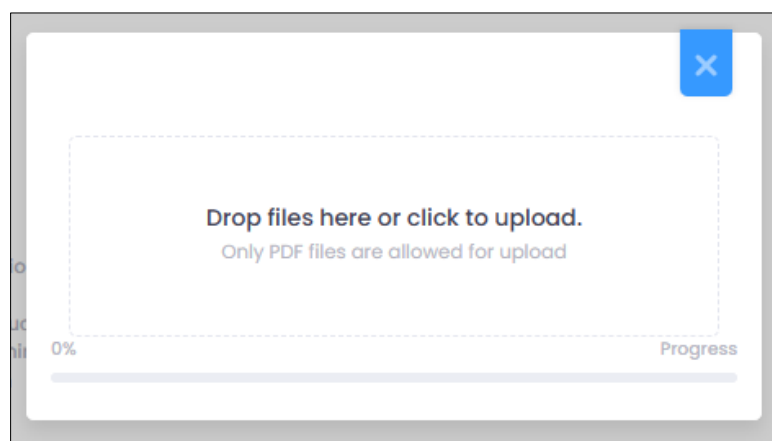
This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

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



Screen 53: Supporting Documents Upload.

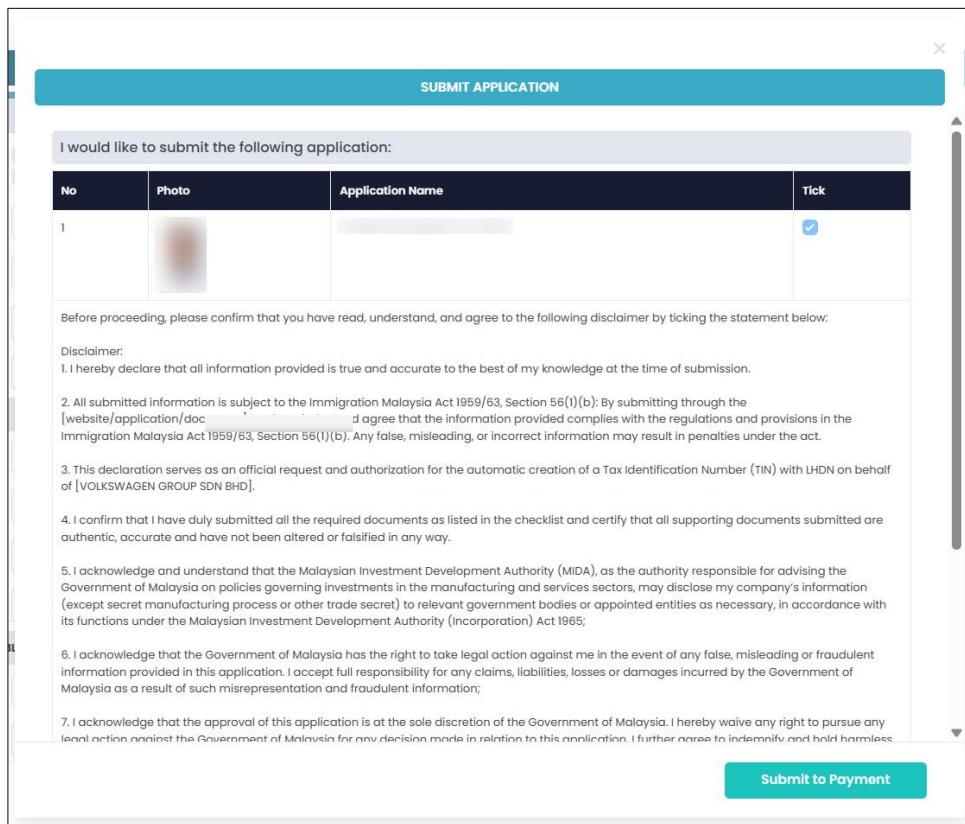
- ii. Follow the instructions provided in the upload box. You may **drag and drop** the file or click the box to manually select the file from your device.



Screen 54: 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			☒

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 55: 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.

Screen 5C: 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.

The screenshot shows a web interface titled "ADD DEPENDENT". Below the title, it says "To add New Application, you may add the application by using MRZ Generator." The interface is divided into three steps:

- Step 1:** "Click on [Choose File] to upload front page of passport copy". It shows a thumbnail of a passport.
- Step 2:** "Confirm the year of birth of applicant and click on [OK]". It shows a confirmation dialog box with "Yes" and "No" buttons.
- Step 3:** "Check the data extracted and click on [Generate information] once ready". It shows a form with extracted data and a "Generate information" button.

At the bottom, there are two buttons: "Yes, Proceed with MRZ Generator" (green) and "No, Thank you" (orange).

Screen 57: Add Dependent Application Form.

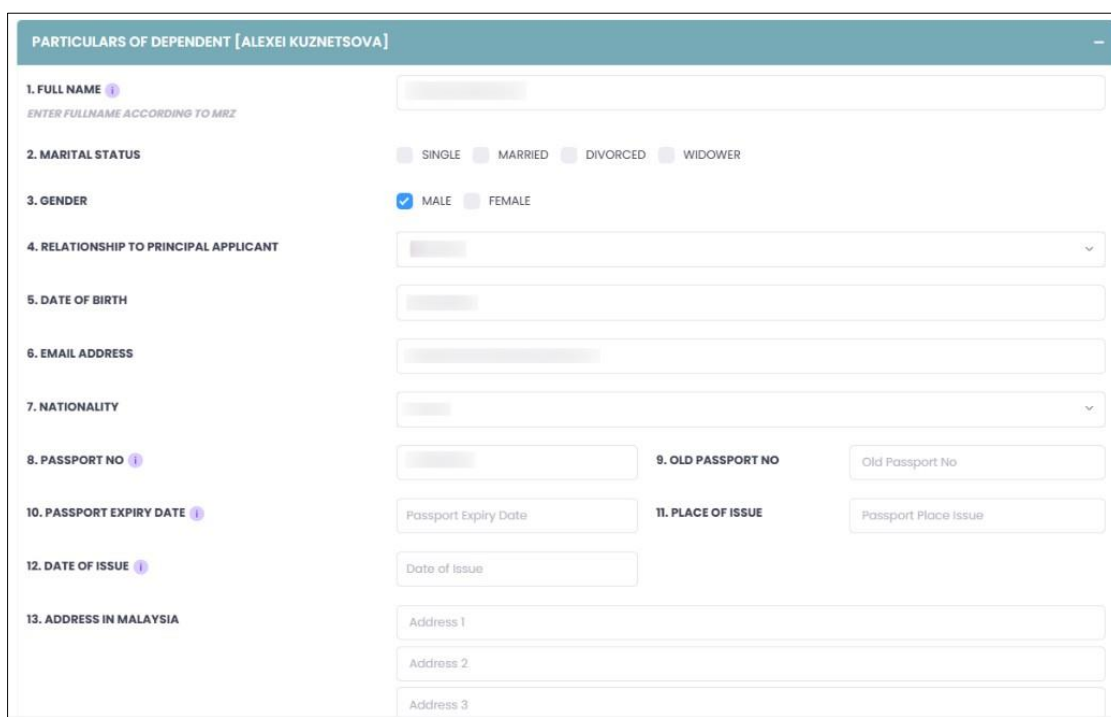
- iii. Alternatively, you can click on the **[No, Thank you]** button to fill in the field with your basic information for the principal manually.
- iv. Once all the fields are filled, click on the **[Save]** button to proceed and **[OK]** once a confirmation box appears.

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.

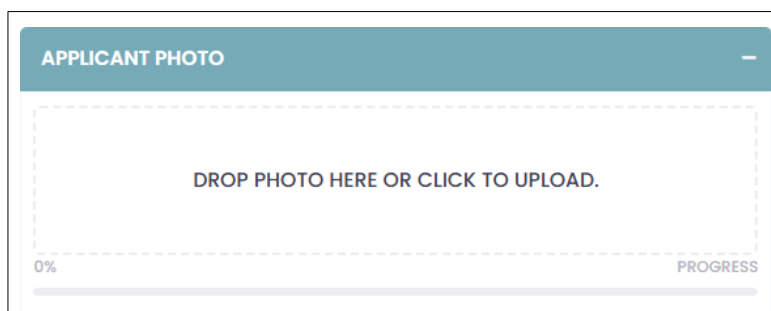


Screen 58: Particulars of Dependent Form.

2.4.2. Applicant Photo

The photo can be uploaded using two methods:

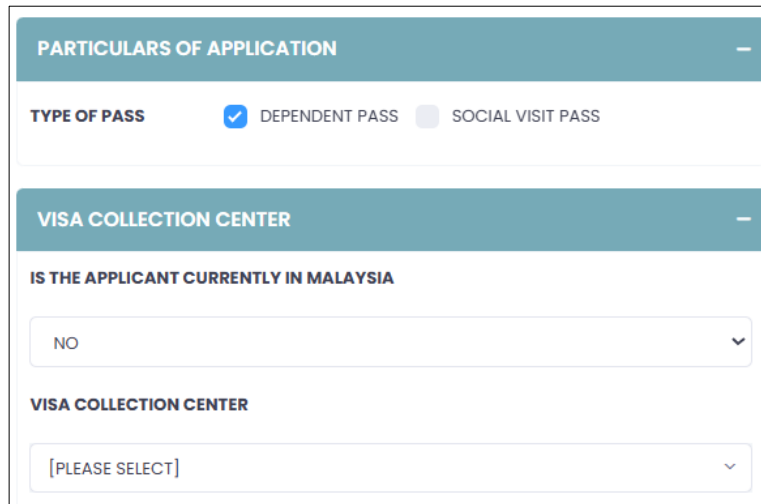
- i. Click on the upload photo box to choose files from your gallery; or
- ii. Drag and drop your photo directly inside the box.



Screen 55: Add Applicant Photo.

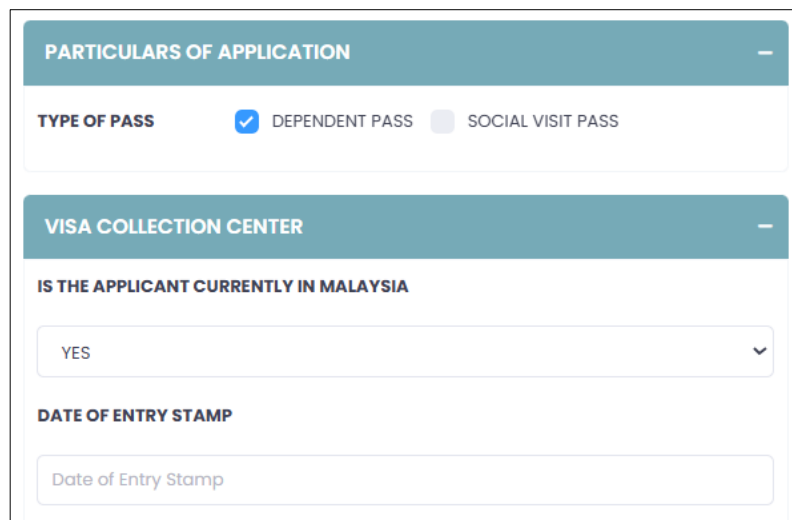
2.4.3. Particulars of Application

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



Screen C0: 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).



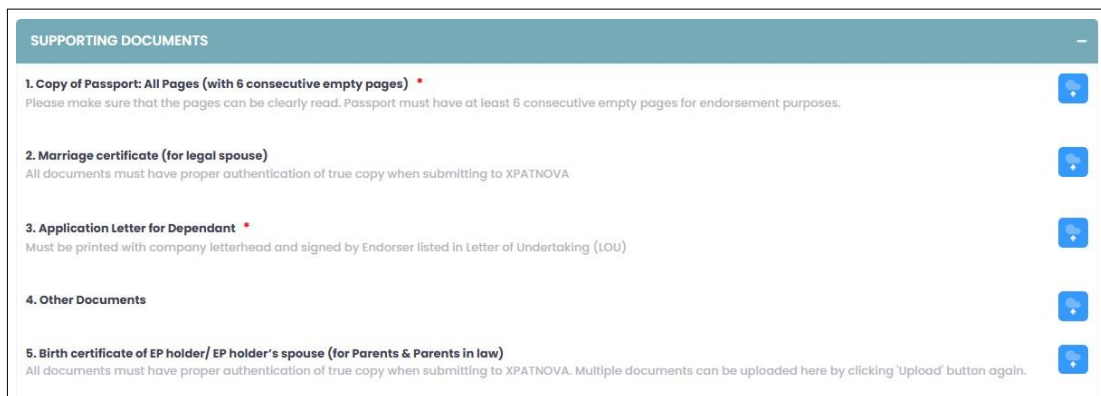
Screen C1: Particulars of Applicant and Visa Collection Center.

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

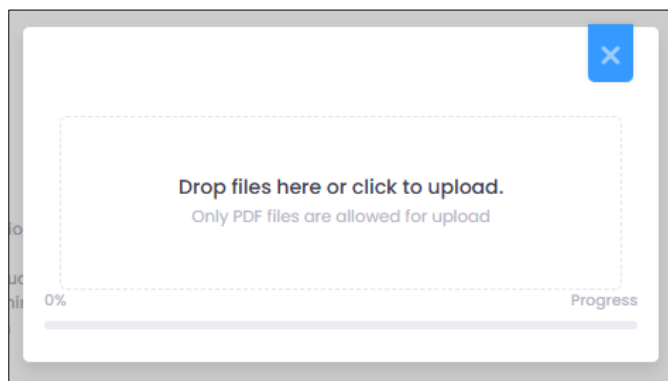
This section requires all mandatory supporting documents to be uploaded along with the application. Please follow the steps below:

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



Screen C2: 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 C3: Upload Supporting Documents.

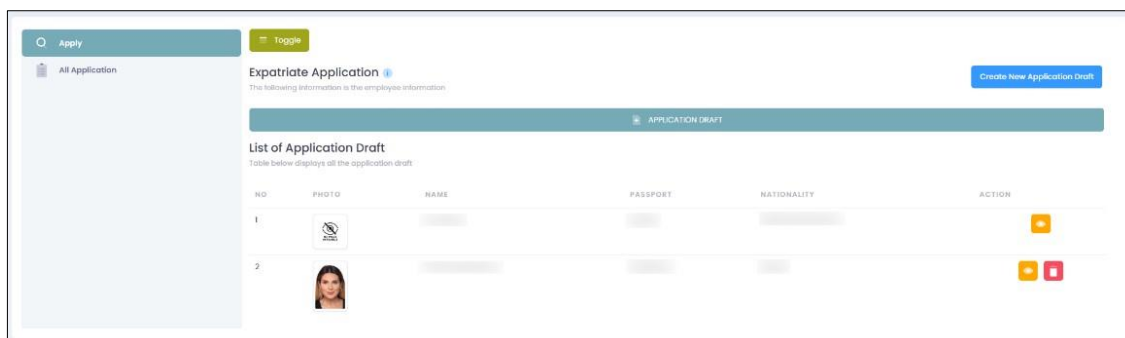
- iii. Once all the sections above have been completed, click on the **[Submit to Payment]** button to proceed to the next step.
- iv. If you wish to submit payment for the dependent separately from the principal applicant, you may proceed by clicking **[Submit to Payment]**.
- v. However, if you intend 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

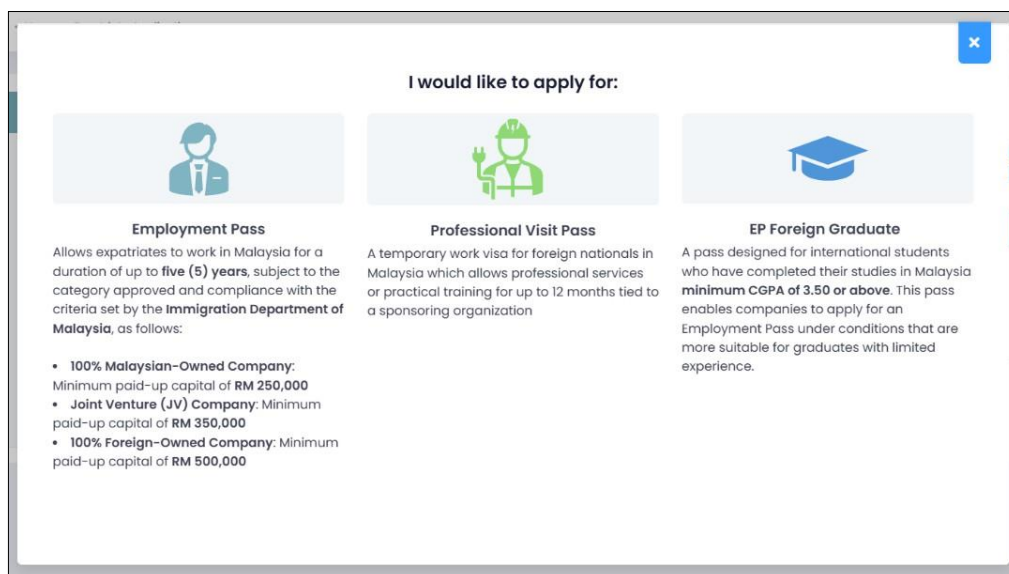
This section outlines the process for submitting an EP Foreign Graduan application. The organization may proceed with the application once the company registration has been approved. To create a EP Foreign Graduan application, please follow the steps below:

- 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 C4: List of Application.

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



Screen C5: 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:

Highest Qualification: ☐ Bachelor's ☐ Master's ☐ PhD / Professional Certification

CGPA:
CGPA minimum >= 3.50

Save

Screen CC: 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.

Expatriate Application

The following information is the employee information

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

Screen C7: List of Application.

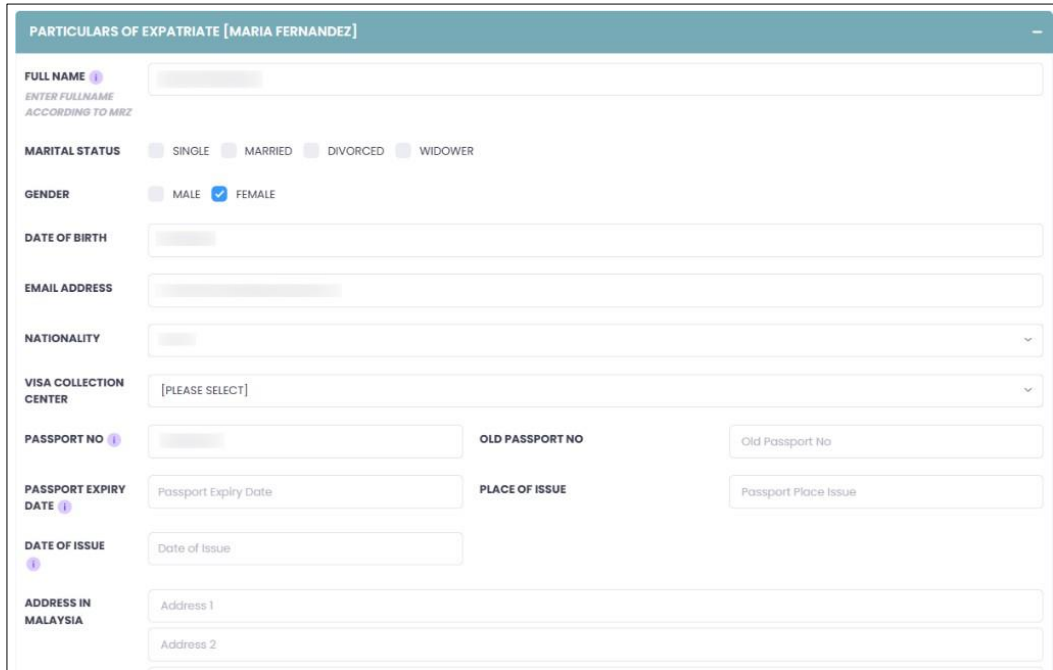
- x. Click on the **[EDIT DRAFT]** button to fill in more information on the main applicant.

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** Old Passport No

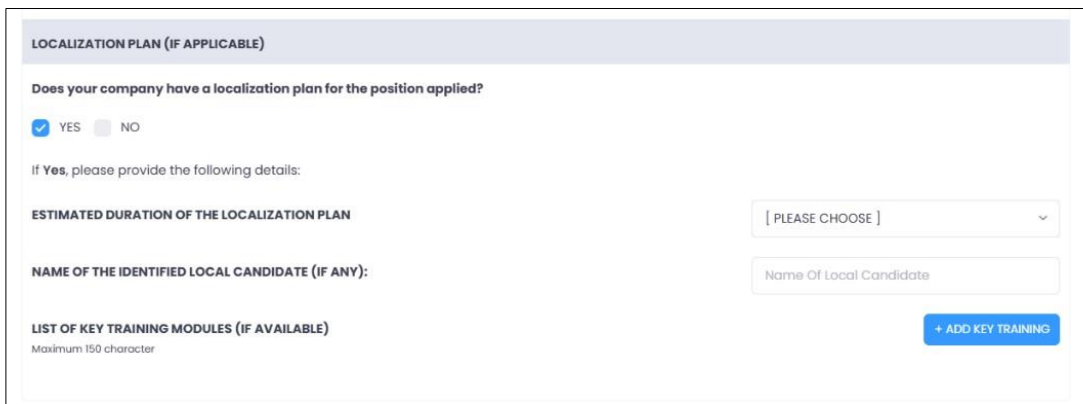
PASSPORT EXPIRY DATE Passport Expiry Date **PLACE OF ISSUE** Passport Place Issue

DATE OF ISSUE Date of Issue

ADDRESS IN MALAYSIA Address 1 Address 2

Screen C8: 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 C5: 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:

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

PARTICULARS OF EXPATRIATE BACKGROUND	
EDUCATION DETAILS	
HIGHEST QUALIFICATION	☐ BACHELOR'S ☒ MASTER'S ☐ PHD / PROFESSIONAL CERTIFICATION
UNIVERSITY/COLLEGE	University/College
MAJOR	Major
YEAR OF GRADUATION	[PLEASE CHOOSE]
CGPA CGPA MINIMUM ≥ 3.50	3.89
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 70: Particular of Applicant's Background.

2.5.3. Applicant Photo

The photo can be uploaded using two methods:

- Click the upload photo box to choose files from your gallery; or
- 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 71: 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:

- 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. Copy of Certificates of Academic Qualification (Bachelor/Master/PhD) *

i. Original educational certificates/documents must be endorsed/certified with a name print, position and stamp by the Malaysian Embassy/ High Commission / Consulate General/ Consulate in respective country.
ii. All foreign documents that required to be translated to the Bahasa Malaysia/English Language, or vice versa, can be translated and endorsed by :
a) Malaysian Institute of Translation & Books (ITBM) (Institut Terjemahan & Buku Malaysia); OR
b) Translator/ Malaysian Court Translator; OR
c) Embassy/ High Commission / Consulate General/ Consulate in respective country

3. Copy of Official Academic Transcript *

4. Resume of the Graduate *

i. Detailed and updated with particular information, educational background, current and past employment, working experience, skills and competency.

5. Latest Organization Chart

6. JTK Approval (Section 60K, Employment Act 1955)

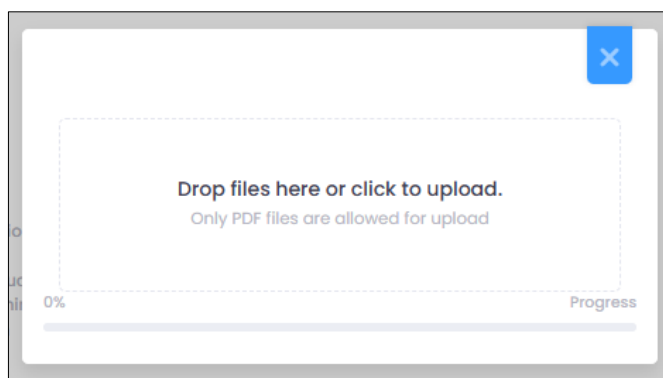
7. Advertisement with MyFuture Jobs

8. Copy of the Employment Contract *

i. Duration of employment
ii. Designation/Position
iii. Monthly salary
iv. Signature of employee and employer

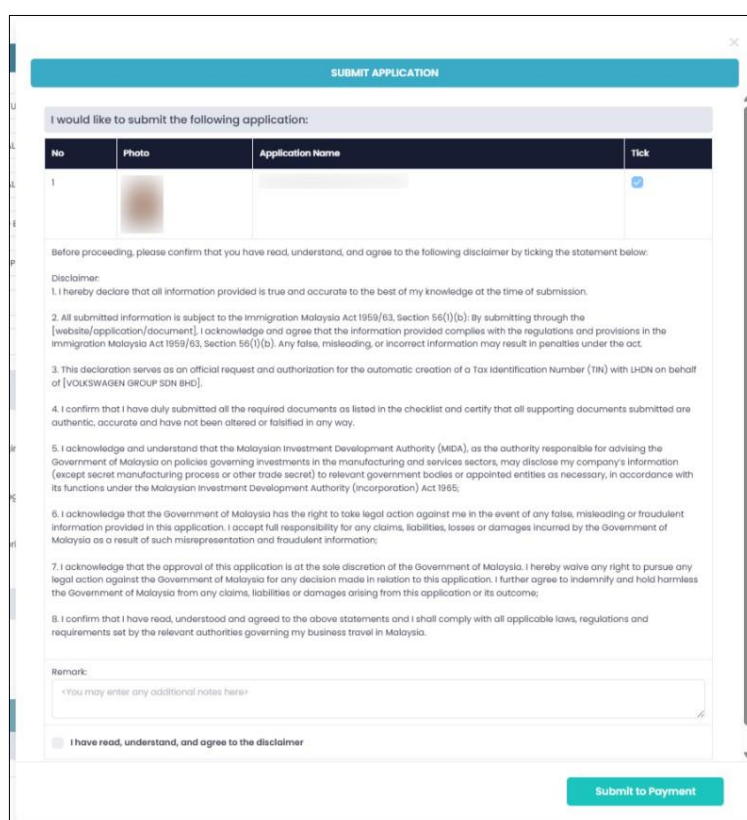
Screen 72: Particulars of Applicant's Background.

- 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 73: 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.



SUBMIT APPLICATION

I would like to submit the following application:

No	Photo	Application Name	Tick
1			☒

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 1985.
- 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 74: 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.

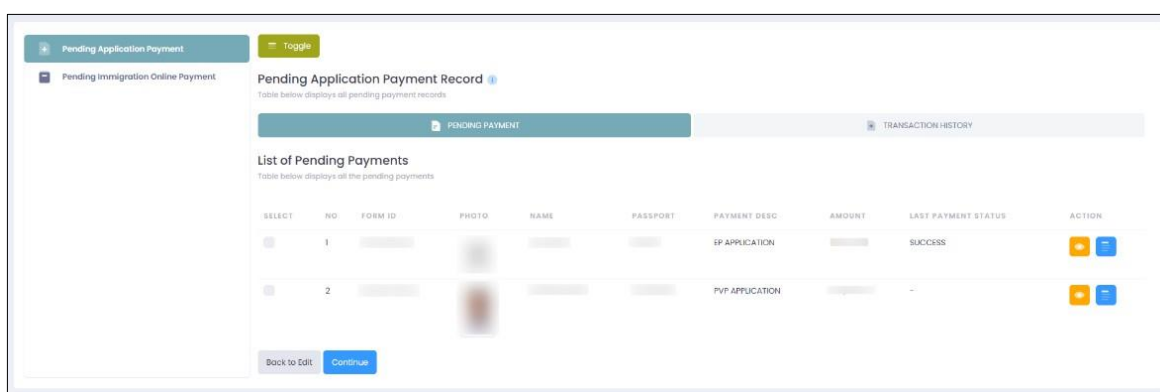
2.6. SUBMIT FOR PAYMENT

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 75: 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

PAYMENT FOR

APPLICATION CHARGES
(NOTE: THE AMOUNT STATED IS SOLELY FOR THE EXPATRIATE APPLICATION CHARGES. IMMIGRATION FEES ARE NOT INCLUDED)

BILLING INFORMATION

CONTACT NAME

PHONE NO

EMAIL

ADDRESS

CITY

COUNTRY: MALAYSIA

Cancel Pay Now

Screen 7C: 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 77: 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

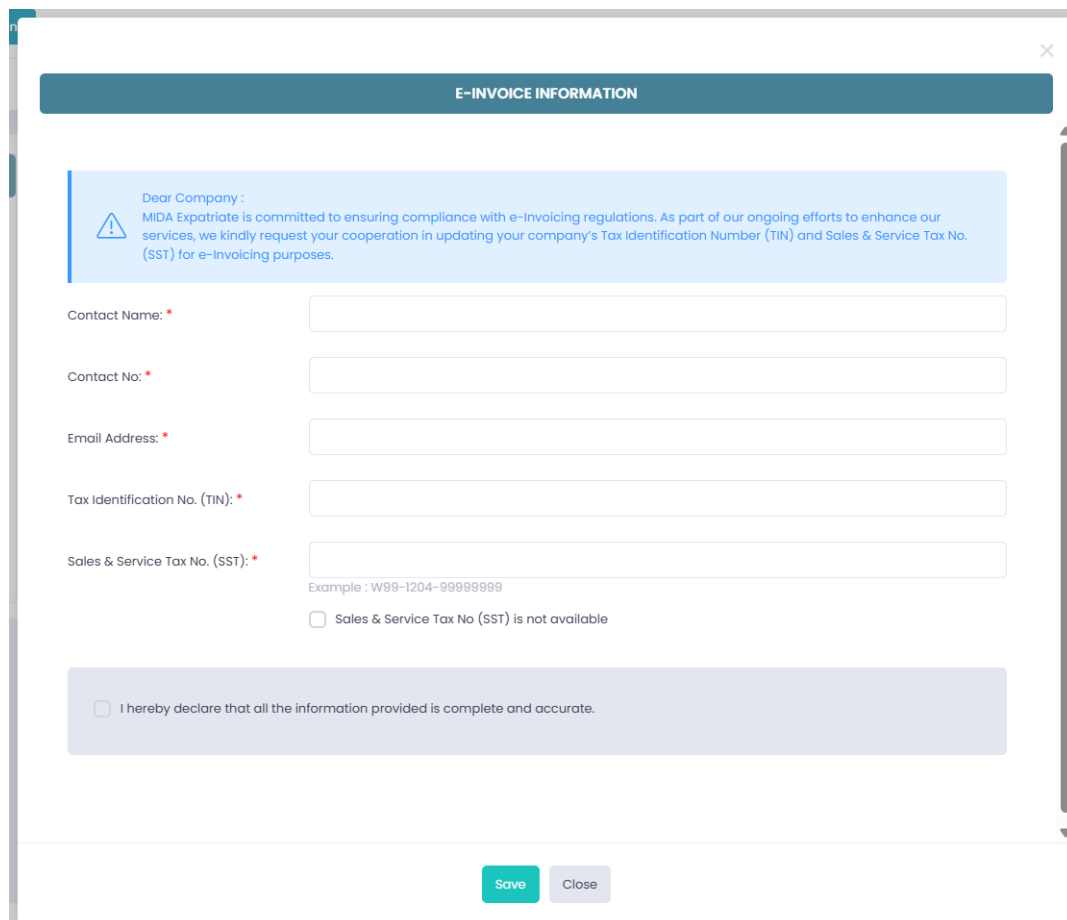
Companies may update their e-Invoice information during the payment submission process.

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



E-INVOICE INFORMATION

Dear Company :
MIDA Expatriate is committed to ensuring compliance with e-invoicing regulations. As part of our ongoing efforts to enhance our services, we kindly request your cooperation in updating your company's Tax Identification Number (TIN) and Sales & Service Tax No. (SST) for e-invoicing purposes.

Contact Name: *

Contact No: *

Email Address: *

Tax Identification No. (TIN): *

Sales & Service Tax No. (SST): *

Example : W99-1204-99999999

☐ Sales & Service Tax No (SST) is not available

☐ I hereby declare that all the information provided is complete and accurate.

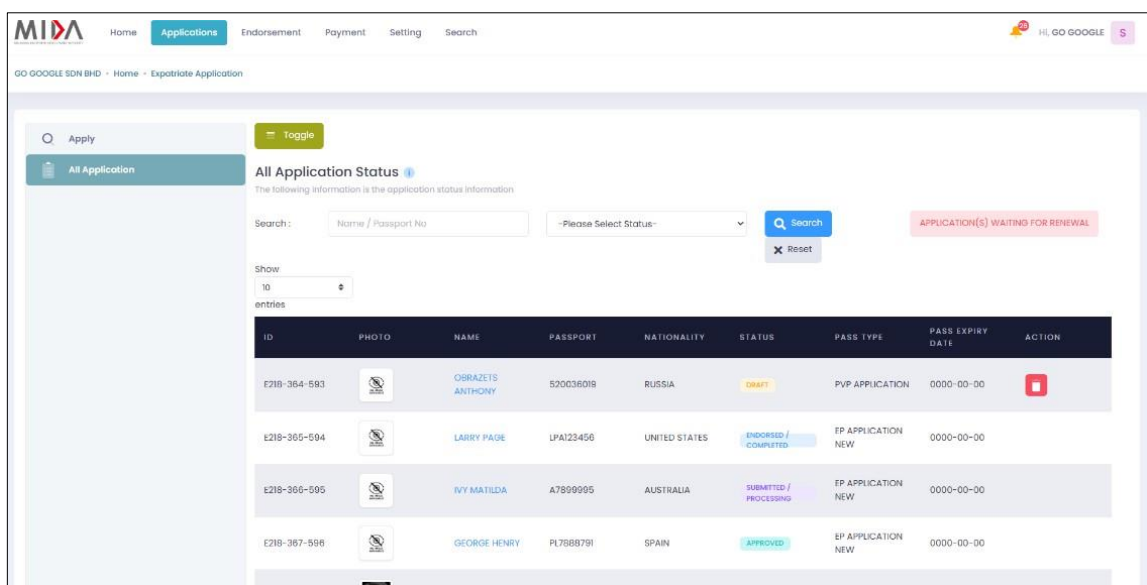
Save **Close**

Screen 78 E-Invoice Information Screen

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 features a top navigation bar with 'Home', 'Applications', 'Endorsement', 'Payment', 'Setting', and 'Search'. A side menu on the left includes 'Apply' and 'All Application'. The main content area shows a table of applications with the following data:

ID	PHOTO	NAME	PASSPORT	NATIONALITY	STATUS	PASS TYPE	PASS EXPIRY DATE	ACTION
E218-364-583		OBRAZETS ANTHONY	520036018	RUSSIA	DRAFT	PVP APPLICATION	0000-00-00	
E218-365-584		LARRY PAGE	LPAT23456	UNITED STATES	ENDORSED / COMPLETED	FP APPLICATION NEW	0000-00-00	
E218-366-595		IVY MATILDA	A7899995	AUSTRALIA	SUBMITTED / PROCESSING	FP APPLICATION NEW	0000-00-00	
E218-367-596		GEORGE HENRY	PL7888791	SPAIN	APPROVED	EP APPLICATION NEW	0000-00-00	

Screen 75: Check Application Status.

2.G. 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.

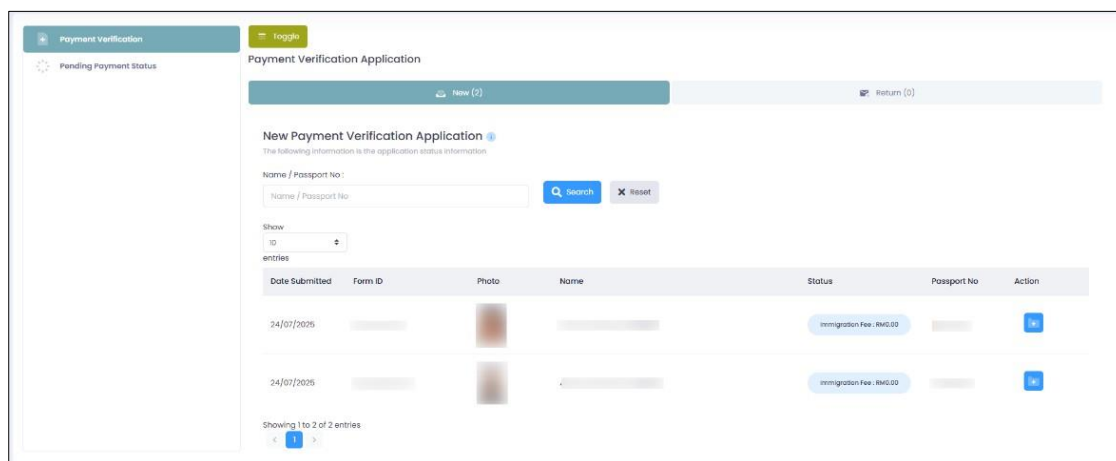
The company must then initiate both the **Payment Verification Process** and **Immigration Online Payment** steps to move forward with the endorsement.

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

2.G.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:

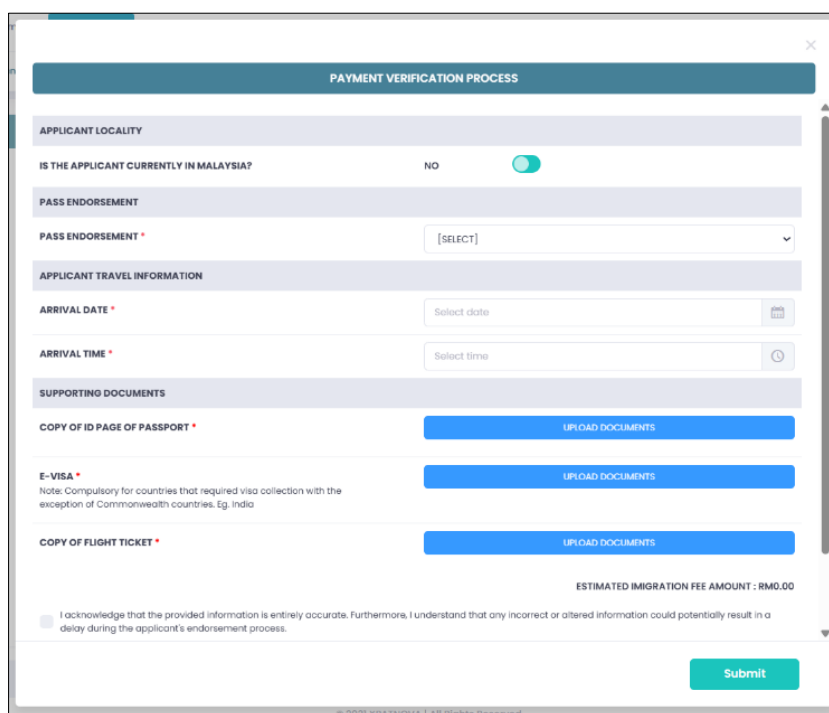
- Click on the **[Endorsement]** tab in the top navigation menu.
- Select the **[Payment Verification Application]** option from the dropdown menu.
- Locate the applicant you wish to process under **New Payment Verification Application** table listing and click on the **Action** button associated with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



Date Submitted	Form ID	Photo	Name	Status	Passport No	Action
24/07/2025				Immigration Fee - RM4.00		
24/07/2025				Immigration Fee - RM4.00		

Screen 80: New Payment Verification Application Lists.

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



PAYMENT VERIFICATION PROCESS

APPLICANT LOCALITY

IS THE APPLICANT CURRENTLY IN MALAYSIA? NO ☒

PASS ENDORSEMENT

PASS ENDORSEMENT * [SELECT]

APPLICANT TRAVEL INFORMATION

ARRIVAL DATE * [Select date]

ARRIVAL TIME * [Select time]

SUPPORTING DOCUMENTS

COPY OF ID PAGE OF PASSPORT * [UPLOAD DOCUMENTS]

E-VISA * [UPLOAD DOCUMENTS]
Note: Compulsory for countries that required visa collection with the exception of Commonwealth countries. Eg. India

COPY OF FLIGHT TICKET * [UPLOAD DOCUMENTS]

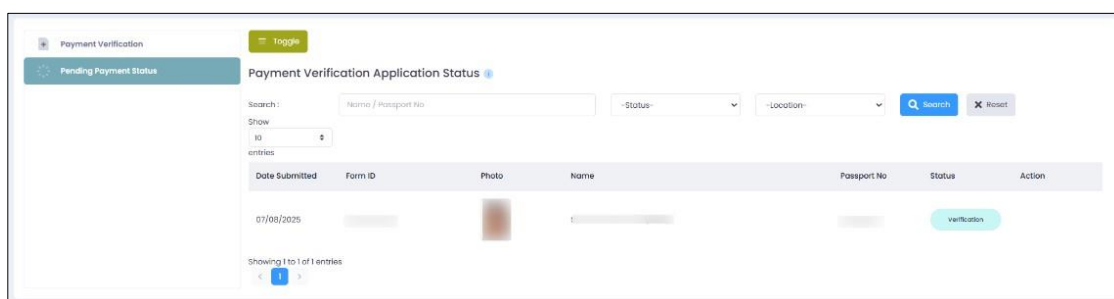
ESTIMATED IMMIGRATION FEE AMOUNT : RM0.00

☐ I acknowledge that the provided information is entirely accurate. Furthermore, I understand that any incorrect or altered information could potentially result in a delay during the applicant's endorsement process.

Submit

Screen 81: 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 application.
- ix. To monitor the application status, click on the **[Pending Payment Status]** in the side menu.



Payment Verification Toggle

Pending Payment Status

Payment Verification Application Status

Search: [Name / Passport No] [Status] [Location] **Search** **Reset**

Show [ID] entries

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

Showing 1 to 1 of 1 entries

Screen 82: List of Payment Verification Application Status.

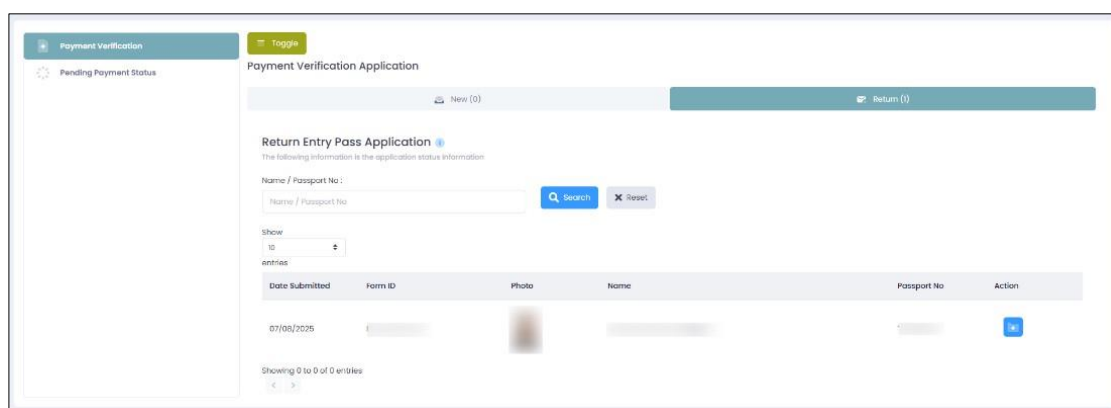
2.G.2. Immigration Online Payment

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:

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

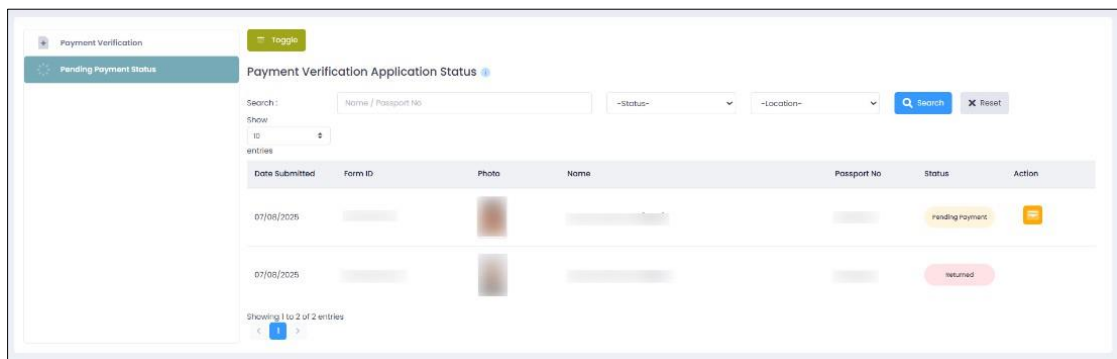


Screen 83: Payment Verification Application Lists.

- Update the required information in the **Payment Verification Process** form and click on the **[Submit]** button.
- 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:

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



Screen 84: 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.G.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.

Payment Verification Application Status

The following information is the application status information

Search: Search X Reset

Show entries

Date Submitted	Form ID	Photo	Name	Passport No	Status	Action
20/08/2025					Complete	View ePASS Yes

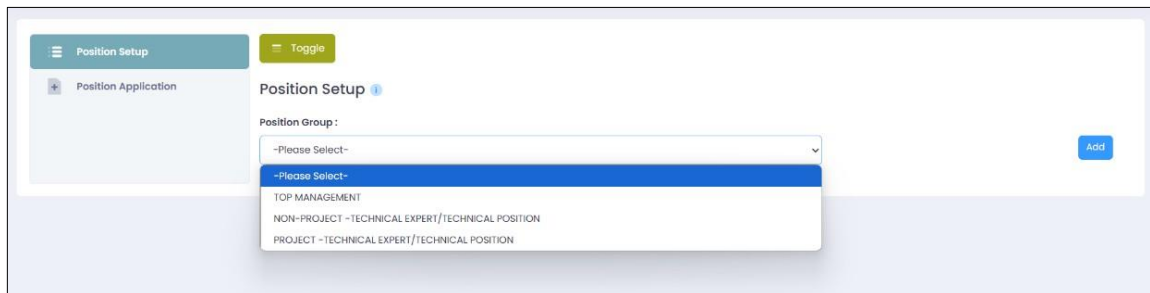
Showing 1 to 1 of 1 entries

Screen 85: View completed ePASS.

2.10. POSITION SETUP

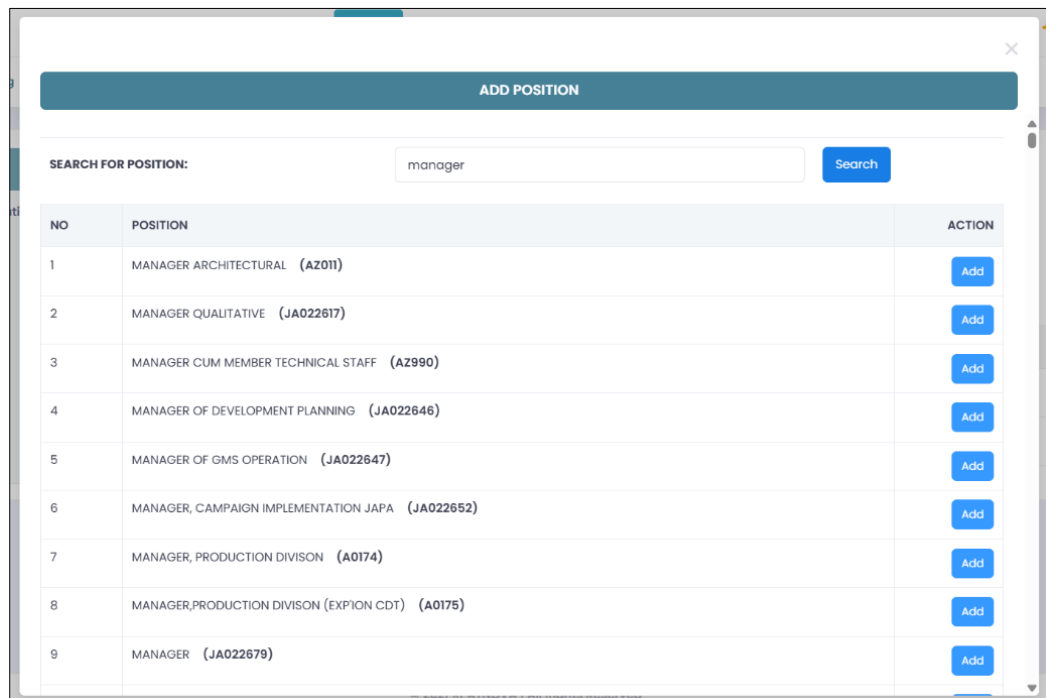
The applicant's position must be set up before it can be selected in the application form. To set up a position, follow the steps below:

- 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 86: Position Setup.

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



Screen 87: Select Position from Available List.

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

Position Setup

Position Application

Toggle

Position Setup

Position Group :

TOP MANAGEMENT

Add

NO	POSITION	ACTION
1	CHIEF ARCHITECTURAL (A3572)	Delete
2	MANAGER INTERNATIONAL AFFAIRS (A0357)	Delete

Screen 88: 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:

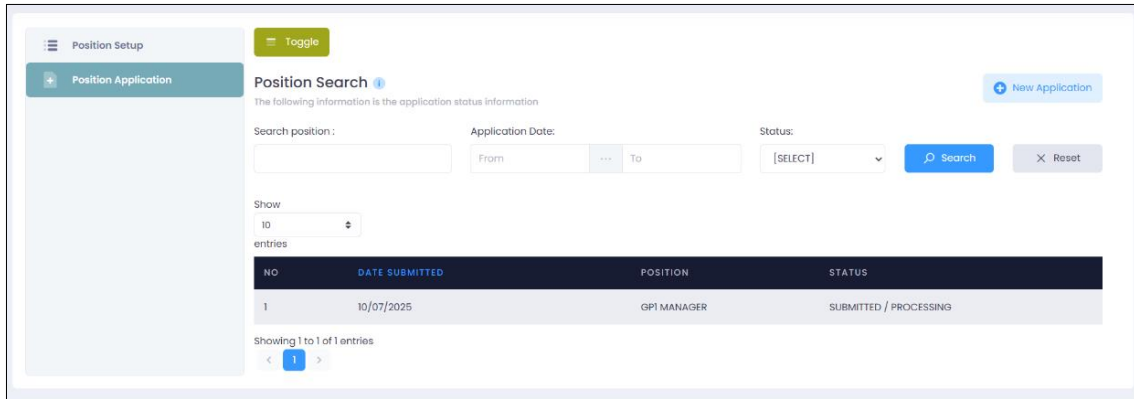
- i. Go to the **[Settings]** tab in the top menu.
- ii. In the left-side menu, select **[Position Application]**.
- iii. Click on the **[New Application]** button to initiate a new position request.

Screen 89: Apply New Position.

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

Screen 90: 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 MIDA Expatriate System. It includes a sidebar with 'Position Setup' and 'Position Application' options. The main area is titled 'Position Search' and contains search filters for 'Search position:', 'Application Date:' (From/To), and 'Status:'. A 'New Application' button is in the top right. Below the filters is a table with one entry.

NO	DATE SUBMITTED	POSITION	STATUS
1	10/07/2025	GPI MANAGER	SUBMITTED / PROCESSING

Showing 1 to 1 of 1 entries

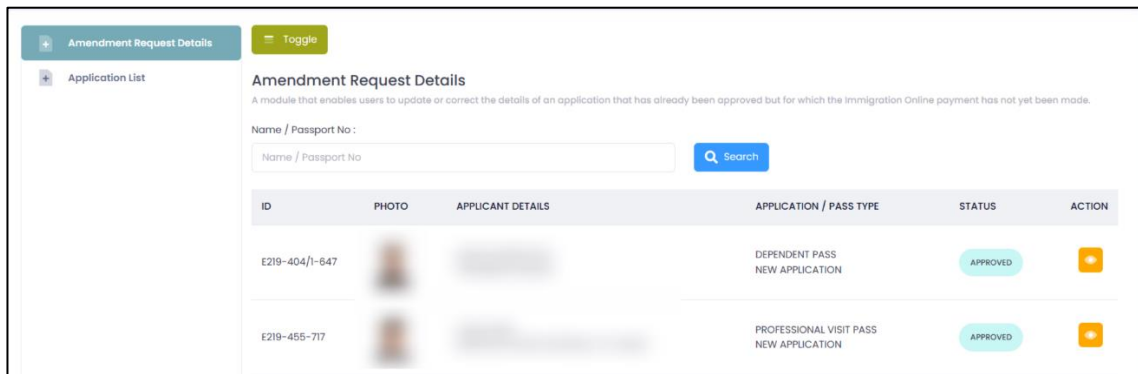
Screen 91: Position Application Form.

2.12. AMENDMENT DETAILS

If the company wishes to request an amendment to the application details, the amendment request can be submitted through the system. Amendment requests can only be requested by Approved applications.

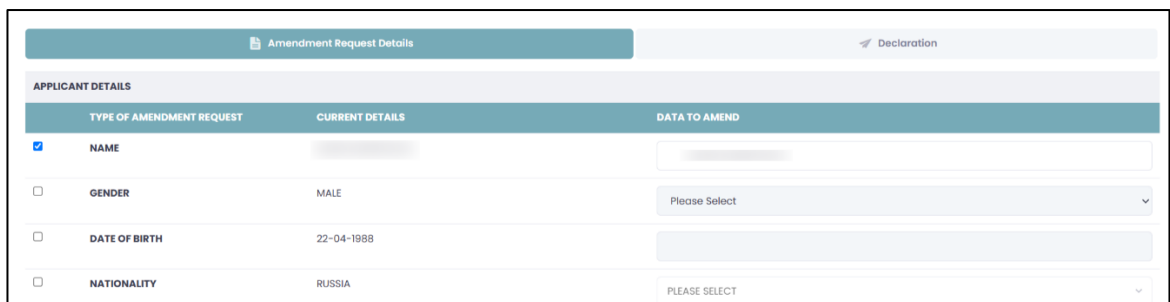
2.12.1 Amendment Request Details

- I. Go to the **[Amendment Details]** tab in the top menu.
- II. Search for the application that requires amendment by entering the Name or Passport No. in the search field.
- III. Click the **[Action]** button to view the application details and proceed with the amendment request.



Screen 92: Amendment Request Details Bin.

- IV. Select the checkbox for the details that require amendment.
- V. Enter the correct information in the **[Data to Amend]** field.



Screen 93: Amendment Request Details Form.

VI. Upload the required supporting document.

SUPPORTING DOCUMENT

1. JUSTIFICATION LETTER OF AMENDMENT REQUEST DETAILS ✕

JUSTIFICATION LETTER.PDF

2. FRONT PAGE COPY OF EXPATRIATE PASSPORT ✕

PASSPORT.PDF

3. APPROVAL LETTER

APPROVAL LETTER.PDF

4. EVDR

EVDR.PDF

5. DP11

DP11.PDF

Screen 94: Upload supporting document.

VII. Click the [**Declaration**] tab and tick the declaration checkbox.

VIII. Click the [**Submit**] button to complete the amendment request.

Amendment Request Details

Declaration

Please ensure information provided are all correct.

☒ I hereby declare that all information and documents furnished in this application are true and do not contain any false, untrue or inaccurate statement.

Submit

Are you sure want to submit this application?

Yes Cancel

Screen 95: Declaration tab.

2.12.2 View Amendment Request Details

I. Click the [**Application List**] tab to view applications that have previously submitted amendment.

Amendment Request Details

Application List

A module that enables users to update or correct the details of an application that has already been approved but for which the immigration Online payment has not yet been made.

Name / Passport No:

Name / Passport No

Search

ID	PHOTO	APPLICANT DETAILS	APPLICATION / PASS TYPE	AMENDMENT REQUESTED	STATUS	ACTION
E219-842-1193			PROFESSIONAL VISIT PASS NEW APPLICATION	1. Name 2. Date of birth 3. Nationality 4. Passport	VERIFICATION	
E219-843-1194			EMPLOYMENT PASS NEW APPLICATION	1. Name 2. Nationality 3. Passport 4. Visa Collection Center	VERIFICATION	

Screen 95: View amendment request details listing.