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1.0 Introduction

1.1 What is ASSIST Portal?

ASSIST Portal is a self-service portal, a newly introduced medium of payment where contributing employers are able to submit Contribution Schedule and subsequently perform contribution payment via online starting from 1 January 2018.

1.2 What employers can do through the ASSIST Portal

An online medium where employers are able to:

1.2.1 Generate ACR (Acknowledgement Contribution Received) for Akta 4 and ECR (Employer Contribution Received) for Akta 800.

   a. The ACR and ECR can be generated respectively, by completing the Contribution Schedule provided in the ASSIST portal. The ACR and ECR serves as a reference when an employer makes a contribution payment, for Akta 4 and Akta 800 respectively, using the ASSIST portal, a collection bank or at any PERKESO office.

   b. Please be mindful that without the ACR (or ECR for EIS), no contribution payment can be made as the ACR (or ECR for EIS) acts to reconcile between the Contribution Schedule and the Contribution Payment made.

   c. The submission of Contribution Schedule via ASSIST portal and contribution payment with ACR (or ECR for EIS) will be effective from January 2018 onwards. Therefore, employers are not allowed to do physical submission of Contribution Schedule at any collection bank or PERKESO office from that date onwards.

   Please refer Section 4.1 to 4.3, for further details
1.2.2 Update profile: Employer and employees (existing & new)

Every employer registered with PERKESO are able to create and maintain their employer profile, such as the employer name, address, contact information/person and the profile of their employees.

With the ASSIST portal, employers are able to update their profile if there are any changes to the name of company (if required), address, contact information. Beside that employers are also allowed to add new employee records and updating the records when an employee has resigned.

*Please refer Section 3.3 for further details*

1.2.3 Make Contribution submission and payments (including arrears and short-pay)

Contribution submission is where an employer submits information of the employees who are eligible to contribute on monthly basis. The rate of contribution is subject to their salary based on PERKESO’s First and Second Schedule of Contribution. The submission of information can be made via text-files in the form of softcopy (CD or pendrive).

There are two options in making monthly contribution payments as described below:

Option 1: Employer enters data / information:

- Based on salary entered, the contribution amount is generated
- They no longer need to refer to Schedule 1 as the amount is automatically calculated and displayed.
- An ACR (or ECR for EIS) will then be generated by ASSIST.
- Proceed to perform online payment upon ACR (or ECR for EIS) generation.

Option 2: Upload contribution Text File

- ACR (or ECR for EIS) will be generated
- Proceed to online payment upon ACR (or ECR for EIS) generation

Besides monthly contribution, there are also cases where an employer needs to make an arrears payment and short-pay of contribution. Arrears is incurred when an employer fails to make monthly contributions on time thus making late payments for that particular month or previous months. Whereas short-payment is incurred when there is a deficit of payment or in other words, when the payment falls short of the actual contribution rate required.

Through the ASSIST portal, employers are now able to make monthly contributions, arrears or short-pay online.

*Please refer Section 4.1 to 4.4 and 5.1. to 5.2 , for further details*

1.2.4 Paying FCLB and making appeal against FCLB

Faediah Caruman Lewat Bayar (FCLB) is a form of liability imposed on employers who failed to make monthly contribution on time or delays the contribution payment required to
PERKESO. The rate of FCLB currently is fixed at 6% per annum for each day upon passing the stipulated timeline.

However, employers are allowed to appeal against FCLB imposed on them. Through ASSIST portal, employers are now able to appeal against FCLB.

Please refer Section 4.5 and 5.1 to 5.2 for further details

1.2.5 Paying Compound

Any employer that has contravened certain provisions under the Social Security Act (Akta Keselamatan Sosial Pekerja) such as failure to register as an employer or fails to make contribution for employees under payroll are subject to be served a compound notice.

Please refer Section 5.1 to 5.2 for further detail

All the above (i.e 1.2.1 to 1.2.5) which are previously done at PERKESO branch counters are now available online to employers anytime, anywhere at their convenience.

Employers no longer need to queue at the PERKESO branch counters.

1.3 The type of records that can be accessed by employers via ASSIST Portal are:

1. Employer Record
   - view & update profile
   - view contribution & payment history
   - FCLB view & appeal

2. Employee Record
   - view, add, update, remove

Please refer Section 3.3 for further details

1.4 How employers can enroll into ASSIST portal

1. Download Application Form from www.perkeso.gov.my
2. Fill up the form with Company Stamp and sign
3. Submit form to PERKESO office or email to idportal@perkeso.gov.my
4. Counter will generate User ID
5. Refer to your email, click url link and reset password
6. Complete enrolment. Start using ASSIST portal from 1 Jan 2018
1. Download the Application Form from PERKESO website: www.perkeso.gov.my or obtain from the physical form from any PERKESO branch counters.
2. Complete the form (show checklist: 1) Filled form 2) Company chop & sign).
3. Submit completed form to any PERKESO Branch counter. Alternatively, employer could email to idportal@perkeso.gov.my or email or fax to PERKESO office.
4. Counter will generate User ID and an automated email will be sent to employer inbox (please check your spam folder).
5. Refer to the email and click the link, follow on-screen instruction to reset password.
6. Upon completion of registration of enrolment into ASSIST Portal, employer can start using ASSIST Portal from 1 Jan 2018 onwards.

1.5 Recommended Operating System and Browser types
1. Recommended Operating System type is: Microsoft Windows
2. Recommended Web Browser:
   i. Google Chrome version 59 or above;
   ii. Microsoft Internet Explorer 11.0;
   iii. Mozilla Firefox version 54
3. Java script enabled.

2.0 Setting Up Your Profile as Employer
2.1 Basic Features
2.1.1 Employer Login Screen
Step 1: This is the employer login screen. To login, enter the login email and click next.
Step 2: The user may enter the password and then click on login button or click on back button to go to the previous screen.

Step 3: This is the screen after the employer successfully login. The employer could see the welcome screen after the user login.
2.1.2 User Change Password for Portal ID

Step 1: This screen is only shown in the first time login to the account. Enter the password and repeat it in the next column to confirm the password.

Once successful, the following screen will be displayed
2.1.3 Update Portal ID Information (One to Many)

This is for employers (Parent Employer) who would like to manage their own as well as their managed employers Portal ID information.

Step 1: Select Portal ID ‘Update’ from your Base (My Sites) main menu.

Step 2: Edit information of Parent Employer, if required.

Step 2: Click Save & Continue.
This screen displays Employer Management Information. Here Parent Employers are able to add managed employers, as detailed in the following steps.

Step 3: Click Add Draft Employer and a pop up Employer Management screen will be displayed.

Step 4: Search for employers using Employer Code (this is mandatory) and Registration Number.

Step 5: Click Search.
Step 6: Once the relevant employer is reflected in the Employer Information section, Click Save.

Step 7: A successful ‘Employer Mapping’ notification will be displayed. Users must now proceed to upload the ‘Letter of Authorization.’

Step 8: Click Close.
Step 9: The employer added will now appear in the Draft Employer Management Information section until the ‘Letter of Authorization’ is uploaded.

**Note:** If no ‘Letter of Authorization’ is uploaded, the employer(s) will remain in the Draft Employer Management Listing and cannot be managed by the Parent Employer.

Step 10: Click Continue.

Step 12: In the ‘Upload supporting Document’ pop up form, in the Description dropdown list select ‘Letter of Authorization’.

Step 13: Choose file to upload and add Remarks if required.

Step 14: Click Add Document.

Step 15: A document successfully uploaded notification will be displayed.

Step 16: Click Done.
Step 17: The added employer is now reflected in the ‘Employer Management Information’ section.

2.2 Security Measure (ISMS Requirement)

2.2.1 Password Lock

Employers who have attempted to enter their password three (3) times and fail, will be locked out of the system for 10 minutes.

Employers will be required to use the ‘Forgot Password’ feature found on the log in screen, as displayed below, to change/update their password.
2.2.2 Disabled Multiple Log-Ins
Concurrent and multiple log-ins to the ASSIST Portal using the same Portal ID via PC/Laptop/Mobile Devices has been disabled.
Employers can only log-in to the Portal using one device with one Portal ID, at any one time.

2.3 Profile Viewing
2.3.1 Employer Profile
Step 1: The user may access it via hover over the Profile tab and click on employer profile.

Step 2: The user is then able to search for the targeted employer via searching for the employer name or employer code.
Step 3: This is the screen after the search is completed. The user may proceed with viewing via clicking on the view button in the action column.

Step 4: This screen shows the employer profile for when the user click on view button in the action column.

NOTE: **Foreign Employee Information** feature has been added to **Employer Profile**

Step 5: The user may click on any “+” symbol to expand the view.
NOTE: **Industry Code** has been added in **Business Information** feature as shown above.
2.3.2 Contribution & Collection Information Screen for Employer

Step 1: To view the Contribution & Collection Information Screen, enter to the employer profile. (You may refer to Step 1 to Step 4 in displaying Employer Information above).

Step 2: Click on the Contribution & Collection Information tab to view.

Step 3: The user may click on any “+” symbol to expand the view.
Step 4: To view and print Contribution records via text file. Search records using Payment Status, Receipt Number, ACR Number etc.

Step 5: Click Search.

Step 6: Click on ‘Download Text File’ icon found in the Action column. You may also choose to View Details or Download Form 8A by clicking on the respective icons.

To view EIS Contribution & Collection information. Click on the EIS Contribution & Collection Information tab and repeat steps above.
2.3.3 View Document Listing

Step 1: To view the Document Listing Screen, enter to the employer profile. (You may refer to Step 1 to Step 4 in displaying Employer Information above).

Step 2: Click on the Document Listing tab to view.

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<thead>
<tr>
<th>No.</th>
<th>Module</th>
<th>Document</th>
<th>Description</th>
<th>Uploaded Date</th>
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<td>8A Form</td>
<td>27/11/2017</td>
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</tr>
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</table>

2.3.4 Employee Profile

Step 1: To view employee profile as a user. The user may access it via hover over the Profile tab and click on employee profile.

Step 2: The user is then able to search for the targeted employee via searching for the employee name, identification number or SSN number.
Step 3: This screen shows the employer profile for when the user click on view button in the action column.
## Employee Profile

### Employee Information

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<th>No.</th>
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<th>Identification No.</th>
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- **Date of Birth**: 99/99/9911
- **Gender**: Male
- **Race**: Malay
- **Occupation**: OFFICE CLERKS
- **Nationality**: Malaysia

### Employment Info

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2.2.5 Employee Profile (Foreign Employees)

Step 1: To view foreign employee profile as a user. The user may access it via hover over the Profile tab and click on employee profile.

Step 2: The user is then able to search for the targeted employee via searching for the SSFW No./Passport No./Immediate Previous Passport No./Working Permit No./Immediate Previous Working Permit No.

Step 3: This screen shows the employer profile for when the user click on view button in the action column.
2.3.5 Employee Profile (One to Many)

Parent Employers are able to view and manage employees of managed employers.

Step 1: To view employee profile as a Parent Employer. Click on 'Employee Profile' found under Profile on the main Base (My Sites) menu.

Step 2: The Parent Employer is now able to select employers managed from the ‘Employer Code’ dropdown list.

Step 3: The user is then able to search for an employee using Employee Name, Identification Number, SSN number, SSFW number, Passport number, Immediate Previous Passport number or Working Permit number.
Step 4: Click on the Search icon.

Step 5: This screen shows the employee selected.

Step 6: Click on the View icon on the Action column to view the employee profile.

Step 7: On the Employee Profile screen, the user is able to Search, View and Print employee records, i.e. SOCSO Employee Information, EIS Employment Information, Employment Information, employee SOCSO Contribution Information and employee EIS Contribution Information, as illustrated in the following screens.
Step 8: SOCSO Employment Info and EIS Employment Info.

### Employment Info

<table>
<thead>
<tr>
<th>No.</th>
<th>Employer Code</th>
<th>Employer Name</th>
<th>Employment Start Date</th>
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<th>Status</th>
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### EIS Employment Info

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Step 8: SOCSO Contribution records

### Contribution Information

**Employee Profile**

**Employee Name:**

MOHD NOR AZID BIN SAKAR

**National Identity Number:**

87838685359

**Contribution Month Year:**

From 2019 to 2019

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<td>06/01/2017</td>
<td>-</td>
<td>23.00</td>
</tr>
<tr>
<td>8</td>
<td>A3700868123K</td>
<td>TIFFANY HAIR AND BEAUTY SALON</td>
<td>07/01/2017</td>
<td>-</td>
<td>23.00</td>
</tr>
<tr>
<td>9</td>
<td>A3700868123K</td>
<td>TIFFANY HAIR AND BEAUTY SALON</td>
<td>08/01/2017</td>
<td>-</td>
<td>23.00</td>
</tr>
<tr>
<td>10</td>
<td>A3700868123K</td>
<td>TIFFANY HAIR AND BEAUTY SALON</td>
<td>09/01/2017</td>
<td>-</td>
<td>23.00</td>
</tr>
</tbody>
</table>
### Step 9: EIS Contribution records

#### Employee Profile

#### EIS Contribution Information

<table>
<thead>
<tr>
<th>No.</th>
<th>Employer Code</th>
<th>Employer Name</th>
<th>Contribution Month And Year</th>
<th>Salary</th>
<th>Contribution Amount(F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A07030090120K</td>
<td>TIFFANY HIR AND BEAUTY SALON</td>
<td>02.02.2018</td>
<td>-</td>
<td>4.00</td>
</tr>
<tr>
<td>2</td>
<td>A07030090120K</td>
<td>TIFFANY HIR AND BEAUTY SALON</td>
<td>04.02.2018</td>
<td>-</td>
<td>4.00</td>
</tr>
<tr>
<td>3</td>
<td>A07030090120K</td>
<td>TIFFANY HIR AND BEAUTY SALON</td>
<td>05.02.2018</td>
<td>1120.00</td>
<td>4.00</td>
</tr>
<tr>
<td>4</td>
<td>A07030090120K</td>
<td>TIFFANY HIR AND BEAUTY SALON</td>
<td>05.02.2018</td>
<td>-</td>
<td>4.00</td>
</tr>
<tr>
<td>5</td>
<td>A07030090120K</td>
<td>TIFFANY HIR AND BEAUTY SALON</td>
<td>06.02.2018</td>
<td>-</td>
<td>4.00</td>
</tr>
<tr>
<td>6</td>
<td>A07030090120K</td>
<td>TIFFANY HIR AND BEAUTY SALON</td>
<td>07.02.2018</td>
<td>-</td>
<td>4.00</td>
</tr>
</tbody>
</table>
2.4  Employer Change Password

Step 1: The employer could change the password by hover over the Profile tab, then select Change Password.

Step 2: The employer has to enter the old password once and the new password, retyping the new password, in order to change the password.
3.0 Registering as Employer

3.1 New Employer Registration

3.1.1 Employer Registration for Corporation (Bhd)

Upon login, go to My Sites on the top right and click Registration on the dropdown menu.

Please proceed with the following steps.
Step 1 : Select Allotment Employment code (AEC) “Yes” or “No”

If AEC Source selection is “YES”, proceed to step 2

If AEC Source selection is “NO”, skip to step 3

Step 2 : Select AEC Source either “Enforcement” or “Benefit”.
Step 3: Select “Corporation” under Business Entity field.

![Business Entity field](image)

Step 4: Select “Berhad” under Sub-Business Entity field

![Sub-Business Entity field](image)

**Note:** When Business Entity and Sub-Business Entity selection are “Corporation” and “Berhad” respectively, the field for Sub-Business Entity- List is disabled.

![Sub-Business Entity - List](image)

Step 5: Input Business Registration number and Click on the search icon (green box)

![Registration Number(BRN)](image)

Step 6: Select the option either “Before February 2017” or "February 2017 Onwards"

![Registered with SSM](image)

Step 7: Select either “Yes” or “No"

![Registering As A Branch?](image)

Step 8: “Tick” the check box for acknowledgement to agree contribute to EIS

![Acknowledgement](image)

Step 9: Fill up the necessary Industry’s Information fields and Induction Information.

**Note:** WDT is required if state “Sabah” or “Sarawak” is selected.
### Industry's Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Name</td>
<td></td>
</tr>
<tr>
<td>Postal Address</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>SOCSO Office Location</td>
<td>Pejabat PERKESO Negeri W.P Kuala Lumpur</td>
</tr>
</tbody>
</table>

- **Industry Address Same As Postal Address**: Unchecked
- **Industry Address**: SDA
- **State**: PR
- **City**:  
- **Postcode**: Please Select
- **P.O. Box**:  
- **Locked Bag No.**:  
- **WDT**:  

---

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Note: Tick on “Industry Address Same as Postal Address” if the Address is the same and proceed to 3.1.23.

Step 10: Click Save and Continue

3.1.2 Employer Registration for Corporation (LLP)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Corporation” under Business Entity field
Step 2: Select “Limited Liability Partnership” under Sub - Business Entity field

3.1.3 Employer Registration for Corporation (Sdn Bhd)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Corporation” under Business Entity field
Step 2: Select “Sendirian Berhad” under Sub - Business Entity field

3.1.4 Employer Registration for Partnership (Registered with Agency)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Partnership” under Business Entity field
Step 2: Select “Registered with Agency” under Sub - Business Entity field

3.1.5 Employer Registration for Partnership (Registered with SSM)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Partnership” under Business Entity field
Step 2: Select “Registered with SSM” under Sub - Business Entity field

3.1.6 Employer Registration for Partnership (Not Registered)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Partnership” under Business Entity field
3.1.7  Employer Registration for Sole Proprietor (Registered with Agency)
For the following sections details, refer to Section 3.1 except
Step 1 :  Select “Sole Proprietor/Individual Business” under Business Entity field
Step 2 :  Select “Registered with Agency” under Sub - Business Entity field

3.1.8  Employer Registration for Sole Proprietor (Registered with SSM)
For the following sections details, refer to Section 3.1 except
Step 1 :  Select “Sole Proprietor/Individual Business” under Business Entity field
Step 2 :  Select “Registered with SSM” under Sub - Business Entity field

3.1.9  Employer Registration for Sole Proprietor (Not Registered)
For the following sections details, refer to Section 3.1 except
Step 1 :  Select “Sole Proprietor/Individual Business” under Business Entity field
Step 2 :  Select “Not Registered” under Sub - Business Entity field

3.1.10  Employer Registration for Others (Business Representative)
For the following sections details, refer to Section 3.1 except
Step 1 :  Select “Other” under Business Entity field
Step 2 :  Select “Business Representative” under Sub - Business Entity field
Step 3: Select the option from drop-down list

3.1.11 Employer Registration for Others (Cooperative)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Other” under Business Entity field
Step 2: Select “Business Representative” under Sub-Business Entity field

**Note:** In this scenario, the field for Sub-Business Entity - List is disabled.

3.1.12 Employer Registration for Others (Embassy)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Other” under Business Entity field
Step 2: Select “Embassy” under Sub-Business Entity field

**Note:** In this scenario, the field for Sub-Business Entity - List is disabled.

**Note:** When “Embassy” for the Sub-Business Entity is selected, Registration Number (BRN) field is hidden.

3.1.13 Employer Registration for Others (Federal Government Agency)
For the following sections details, refer to Section 3.1 except
Step 1: Select “Other” under Business Entity field
Step 2: Select “Federal Government Agency” under Sub-Business Entity field
Step 3 : Select the option from drop-down list

Note : When “Federal Statutory Body” for the Sub-Business Entity is selected, Registration Number(BRN) field is hidden.

3.1.14 Employer Registration for Others (Federal Statutory Body)
For the following sections details, refer to Section 3.1 except
Step 1 : Select “Other” under Business Entity field
Step 2 : Select “Federal Statutory Body” under Sub - Business Entity field

Step 3 : Select the option from drop-down list

Note : When “Federal Statutory Body” for the Sub-Business Entity is selected, Registration Number(BRN) field is hidden.

3.1.15 Employer Registration for Others (IPTS)
For the following sections details, refer to Section 3.1 except
Step 1 : Select “Other” under Business Entity field
Step 2 : Select “IPTS” under Sub - Business Entity field
Note: In this scenario, the field for Sub-Business Entity - List is disabled.

Note: When “IPTS” for the Sub-Business Entity is selected, Registration Number(BRN) field is hidden.

3.1.16 Employer Registration for Others (Local Authority)

For the following sections details, refer to Section 3.1 except

Step 1: Select “Other” under Business Entity field

Step 2: Select “Local Authority” under Sub-Business Entity field

Step 3: Select the option from drop-down list

Note: When “Local Authority” for the Sub-Business Entity is selected, Registration Number(BRN) field is hidden.

3.1.17 Employer Registration for Others (NGO/Society)

For the following sections details, refer to Section 3.1 except

Step 1: Select “Other” under Business Entity field

Step 2: Select “NGO/Society” under Sub-Business Entity field

Step 3: Select the option from drop-down list
3.1.18 **Employer Registration for Others (State Government Agency)**

For the following sections details, refer to Section 3.1 except

Step 1 : Select “Other” under Business Entity field

Step 2 : Select “State Government Agency” under Sub - Business Entity field

![Image showing Business Entity and Sub-Business Entity fields]

Step 3 : Select the option from drop-down list

![Image showing Sub-Business Entity - List]

*Note: When “State Government Agency” for the Sub-Business Entity is selected, Registration Number(BRN) field is hidden.*

3.1.19 **Employer Registration for Others (State Statutory Body)**

For the following sections details, refer to Section 3.1 except

Step 1 : Select “Other” under Business Entity field

Step 2 : Select “State Statutory Body” under Sub - Business Entity field

![Image showing Business Entity and Sub-Business Entity fields]

Step 3 : Select the option from drop-down list

![Image showing Sub-Business Entity - List]

*Note: When “State Statutory Body” for the Sub-Business Entity is selected, Registration Number(BRN) field is hidden.*

3.2 **New Registration**

3.2.1 **New Employee Registration Form**

Step 1 : Click Add Employee button
Step 2: Fill up the Employee Information fields and Employee Application Status

Step 3: Click on Save button to proceed to the next screen
Step 4: Click on Save and Continue button

**Note 1:** The screen shot above shows the added Employee. There are two buttons under Action field “Remove” and “Edit”.
3.2.2 Foreign Employee: New Employee Registration Form

Step 1: Click Add Foreign Employee button

Step 2: Fill up the Employee Information fields and Employee Application Status

Step 3: Click on Save button to proceed to the next screen
Step 4: Click on Save and Continue button

Note 1: The screen shot above shows the added Employee. There are two buttons under Action field “Remove” and “Edit”.
3.2.3 Upload Documents and Preview Screen

Step 1: Click Add Document button

Step 2: Select Description from drop-down list

Step 3: Click Choose File and open the file to upload

Step 4: Type remark in the text box (if any)

Step 5: Click Add Document
Note 1: Repeat from step 1 if there are any more document uploading.

Step 6: Click Save and Continue button

Note 1: The screen shot below shows the document uploaded. There is button under Action field “Remove”.
Step 7: Click Submit

Step 8: Click Confirm

Step 9: Successfully registered and employer code is generated
### 3.3 Update

#### 3.3.1 Add New Employee

**Note:** When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.

**Step 1:** Search by (Employer Code or Employer Name)

**Step 2:** Click Search Button

**Step 3:** Click on the Edit Button in the Action column

**Step 4:** Click on Add employee
Step 5: Fill-up Employee Information

Step 6: Click Save
Step 7: Click Save and Continue

Step 8: Click Add Document

Step 9: Select Description from drop-down list

Step 10: Click Choose File and open the file to upload

Step 11: Type remark in the text box (if any)

Step 12: Click Add Document
Step 13 : Click Save and Continue

Step 14 : Click Submit
Step 15: Click Confirm

Step 16: Successfully New Employee has been added

Note: If ID or SSN number is duplicated and use different name then it will route to PERKESO office and need to wait PRKESO officer to approve.

3.3.2 Add New Employee using Contribution Text File
Step 1: Click on ‘Update Add New Employee By Upload File’ found in the ‘Update’ menu on the main menu bar.

Step 2: Search for employer using ‘Employer Code, Employer Name or BRN. Number’.

Step 3: Click on the ‘Search’ icon.
Step 4: Click on the ‘Edit’ icon found in the ‘Action’ column.

Step 5: Click ‘Upload File’.

Step 6: Click on ‘Choose File’ and select file to upload.
Step 7: A notification on ‘File has been successfully submitted’ will be displayed.

Step 8: Click ‘Save & Continue’.
Step 9: View Preview to review information and click ‘Submit’.

Step 10: A confirmation notification will be displayed. Click ‘Confirm’ to proceed.
Step 11: A successful submission notification will be displayed. Click ‘Ok’.

3.3.3 Add New Employee (Foreign Employee)

Note: When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.

Step 1: Search by (Employer Code or Employer Name)
Step 2: Click Search Button
Step 3: Click on the Edit Button in the Action column
Step 4: Go to New Foreign Employee(s) Listing and click on Add Foreign Employee
Step 5: Fill-up Employee Information. Identification Type for Foreign Employee can only be searched by SSFW No. and New Passport Number. Please refer to the screen below for searching drop down list.

Step 6: Click Save
Step 7: Click Save and Continue

**Note 1:** If information entered on the newly added Foreign Worker has been found in the system, the system will automatically reject the registration. This indicates that the Foreign Worker has previously been registered in the system. The employer will receive a notification on the rejection.

Step 8-16: Please refer to 3.3.1
3.4 Update (One to Many)

**Note:** One to Many provides an Employer, called the Parent Employer, the ability to use one Portal ID to manage other employers within the Employer Information Management feature.

For Employers (Parent Employers) to add new employees for managed employers.

### 1.1.1. Add New Employee

Step 1: In the Parent Employer profile, mouse over the Update menu and click on Update Add New Employee.

Step 2: Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.

Step 3: Click on the Search icon.
Step 4: Click on the Edit icon in the Action column of the selected Employer.

Step 5: Click on Add Employee.

Step 6: Fill-up Employee Information
Step 7: Click Save

Step 8: If there are no more employees to add. Click Save and Continue
The employee(s) added will be reflected here and the Parent Employer will be required to perform an EIS Employee Registration (Refer to 3.8.1).

Step 9: Click Save & Continue to proceed to Uploading Supporting Documents for SOCSO Registration.

Step 10: Click Add Document.
Step 1: Select Description (Others) from drop-down list.
Step 2: Click Choose File and select the file to upload.
Step 3: Enter remarks in the text box (if any)
Step 4: Click Add Document

The document uploaded will be reflected on the screen below.

Step 5: Click Save and Continue
Step 16: Preview submission to verify details. Click the Back buttons if amendments are required.

Step 17: Click Submit.

Step 18: Click Confirm.

Step 19: New Employee has been successfully added.
1.1.2. **Add Employee Resigned Date**

For Employers (Parent Employers) to update employee resigned date.

Step 1: In the Parent Employer profile, mouse over the Update menu and click on Update Employee Resigned Date.

Step 2: Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.

Step 3: Click on the Search icon.
Step 4: Click on the Edit icon in the Action column of the selected Employer.

<table>
<thead>
<tr>
<th>No.</th>
<th>Code</th>
<th>Name</th>
<th>Liability Date</th>
<th>Business Entity</th>
<th>Status</th>
<th>Status Reason</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E110048926F</td>
<td>BRANCH 1 SDN BHD</td>
<td>23/05/2019</td>
<td>Sole Proprietor / Individual Business</td>
<td>Active</td>
<td>Active</td>
<td>✓</td>
</tr>
</tbody>
</table>

Step 5: Choose “All” or “Specific”

Employee Selection
- All
- Specific

Employment Resign Date

**Note:** If ‘Specific’ is chosen follow Step 5 to Step 7. For ‘All’ follow Step 8.
Step 6: Select Employment Resign Date.

Note: Resigned employees are removed from active employees list.

Step 7: Click the Add icon on the selected employee(s) you want to resign.

Step 8: Click Save and Continue
Step 9: Choose Resign Date – for 'All' selected.

Step 10: Click Save & Continue.

Step 11: Click Add Document.
Step 12: Select Description (Others) from drop-down list.
Step 13: Click Choose File and select the file to upload.
Step 14: Enter remarks in the text box (if any)
Step 15: Click Add Document

The document uploaded will be reflected on the screen below.

Step 16: Click Save and Continue
Step 17: Preview submission to verify details. Click the Back buttons if amendments are required.

Step 18: Click Submit

Step 19: Click Confirm.

Step 20: Successfully Employee Resigned Date has been updated.
1.1.3. **Add Employee Information (Employer)**

For Employers (Parent Employers) to update employee information for managed employers.

**Step 1:** In the Parent Employer profile, mouse over the Update menu and click on Update Employee Information (Employer).

**Step 2:** Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.

**Step 2:** Click on the Search icon.

**Step 3:** Click on edit icon in the Action column of the selected Employer.
Step 4: Choose Employee to update from Employee Listing.

Step 5: Click on the edit icon in the Action column.

Step 6: Update employee information.
Step 7: Click Save.

The saved employee record will appear in the table as displayed below.
Step 8: Click Save and Continue

Step 9: Click Add Document.
Step 10: Select Description (Others) from drop-down list.
Step 11: Click Choose File and select the file to upload.
Step 12: Enter remarks in the text box (if any)
Step 13: Click Add Document

The document uploaded will be reflected on the screen below.

Step 14: Click Save and Continue
Step 15: Preview submission to verify details. Click the Back buttons if amendments are required.

Step 16: Click Submit

Step 17: Click Confirm.

Step 18: Employee Information update has been successfully submitted.
1.1.4. **Update Employer Information**

For Employers (Parent Employers) to update employer information for themselves and managed employers.

**Step 1:** In the Parent Employer profile, mouse over the Update menu and click on Update Employer Information.

**Step 2:** Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.

**Step 3:** Click on the Search icon.
Step 4: Click on the Edit icon of the selected employer in the Action column.
Step 5: Update Employer Information

Step 6: Click Save and Continue
Step 7: Click Add Document.

Step 8: Select Description (Others) from drop-down list.
Step 9: Click Choose File and select the file to upload.
Step 10: Enter remarks in the text box (if any)
Step 11: Click Add Document
The document uploaded will be reflected on the screen below.

**Step 12:** Click Save and Continue

**Step 13:** Preview submission to verify details. Click the Back buttons if amendments are required.

**Step 14:** Click Submit
Step 15: Click Confirm.

Step 16: Employer Information update has been successfully submitted.

1.1.5. Update Director/Owner Information

For Employers (Parent Employers) to update director or ownership information for themselves and managed employers.

Step 1: In the Parent Employer profile, mouse over the Update menu and click on Update Director/Ownership Information.

Step 2: Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.
Step 3: Click the Search icon.

Step 4: Click on the Edit icon in the Action column of the selected employer.

Step 5: Click Add Director/Owner

Step 6: Fill up the form.
Step 7: Click Save.

Step 8: Click Add Spouse

Step 9: Fill-up Spouse information
Step 10: Click Save

Step 11: Click Close button on top right, after saving.

Step 12: Click Save and Continue

Step 13: Click Add Document.
Step 14: Select Description (Others) from drop-down list.
Step 15: Click Choose File and select the file to upload.
Step 16: Enter remarks in the text box (if any)
Step 17: Click Add Document

The document uploaded will be reflected on the screen below.
Step 18: Click Save and Continue

Step 19: Preview submission to verify details. Click the Back buttons if amendments are required.

Step 20: Click Submit
Step 21: Click Confirm.

Step 22: Director/Owner Information update has been successfully submitted.

1.1.6. Add Supporting Documents

For Employers (Parent Employers) to add supporting documents for themselves and managed employers.

Step 1: In the Parent Employer profile, mouse over the Update menu and click on Update Add Supporting Documents.
Step 2: Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.

Step 3: Click the Search icon.

Step 4: Click on the Edit icon in the Action column.

**Update Add Supporting Document**

Step 5: Click Add Document.
Step 6: Select Description from drop-down list.
Step 7: Click Choose File and select the file to upload.
Step 8: Enter remarks in the text box (if any)
Step 9: Click Add Document

The document uploaded will be reflected on the screen below.
Step 10: Click Save and Continue

Step 11: Preview submission to verify details. Click the Back buttons if amendments are required.

Step 12: Click Submit
Step 13: Click Confirm.

Step 14: Supporting Documents have been successfully submitted.

1.1.7. Update Form 1A - Cessation as Employer

For Employers (Parent Employers) to update Form 1A – Cessation as Employer for themselves and managed employers.

Step 1: In the Parent Employer profile, mouse over the Update menu and click on Form 1A – Cessation as Employer (Discontinue Business).

Step 2: Search for the Employer by Employer Code, Employer Name, Business Registration No. (BRN) from the dropdown list or select Employer from the list displayed.
Step 3: Click the Search icon.

Step 4: Click on the Edit icon in the Action column.

Step 5: Click on the Edit Button in the Action column

Step 6: Choose the Status Request Change from the dropdown list.
If you choose Cancel, proceed to Step 6.
If you Choose Dormant or Winding Up, skip Step 6 and proceed to Step 8.

Step 6: Enter Cessation as Employer Effective From date.

Step 7: Click Save and Continue (Proceed to step 10)

Step 8: Enter Temporary closure/No employee from and Temporary closure/No employee till details
Step 9: Click on Save and Continue

Step 10: Enter Employment Resign Date

Step 11: Click Save and Continue

Step 12: Click Add Document
Step 13: Select Description from drop-down list
Step 14: Click Choose File and open the file to upload
Step 15: Type remark in the text box (if any)

Step 16: Click Add Document
Step 17: Click Save and Continue

Step 18: Preview and verify information.
Step 19: Click Submit
Step 20: Click Confirm

Step 21: Form 1A has been successfully routed to a PERKESO Officer.

3.5 Add Employee Resigned Date

**Note**: Once Employer click on the “Update Employee Information by Employer” menu, the Employer list will be shown automatically.

Step 1: Search by (Employer Code or Employer Name)
Step 2: Click on Search Button
Step 3: Click on the Edit Button in the Action column
Step 4: Choose “All” or “Specific”

**Note:** If Specific follow as step 5

Step 5: Search by (SSN/Identification No/Name)

Step 6: Choose Employment Resign Date
Step 7: Click Add on the employee list which you want to resign employee

Step 8: Click Save and Continue

Step 9: Choose Resign Date
Step 10: Click Add Document

Step 11: Select Description from drop-down list

Step 12: Click Choose File and open the file to upload

Step 13: Type remark in the text box (if any)

Step 14: Click Add Document
Step 15: Click Save and Continue

Step 16: Click Submit

Step 17: Click Confirm
Step 18: Successfully Employee Resigned Date has been updated

3.5.1 Add Employee Information (Employer)

Note: Once Employer click on the “Update Employee Information by Employer” menu, the Employer list will be shown automatically.

Step 1: Search by (Employer Code or Employer Name)
Step 2: Click Search Button
Step 3: Click on edit Button in the Action column
Step 4: Choose and Click on the edit button in the Action column from employee listing
Step 5: Click Save

(After you click save employee record should appear in the table as shown below)
Step 6: Click Save and Continue

Step 7: Click Add Document
Step 8: Select Description from drop-down list
Step 9: Click Choose File and open the file to upload
Step 10: Type remark in the text box (if any)
Step 11: Click Add Document

Step 12: Click Save and Continue
Step 13: Click Submit

Step 14: Click Confirm

Step 15: Successfully updated Employee Information

Note: If Liability date, ID type, SSN or Identification number changed, then it will route to PERKESO office and need to wait PRKESO officer to approve
3.6 Add Employee Information - Employer (Foreign Employee)

Step 1: Search by (Employer Code or Employer Name)

Step 2: Click Search Button

Step 3: Click on edit Button in the Action column

Step 4: Choose and Click on the edit button in the Action column from foreign employee listing

Step 5: After making the necessary changes, click Save
Step 6: Record should appear in the table as shown below. Click Save and Continue.
Step 7-14: Please refer to 3.3.4

3.6.1 Update Employer Information

Update Employer Information

**Note**: When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.

Step 1: Search by (Employer Name or Employer Code)

Step 2: Click on the search Button

Step 3: Click on the Edit Button in the Action column

Update Employer Information
Step 4: Change Employer Information

Employer Name:
DOORBELL MARRIAGE SDN BHD

Employer Code:
A00000000
### SOCSO Office Location

[Pejabat PERKESO Negeri WP Kuala Lumpur]

- **Industry Address Same As Postal Address**

- **Industry Address**
  - SDA

- **State**
  - Please Select

- **City**
  - Please Select

- **Postcode**
  - Please Select

- **P.O. Box**

- **Locked Bag No.**

- **WDT**

- **Telephone No.**

- **Mobile No.**

- **Fax No.**

- **Industry Code**
  - [04] ACTIVITIES OF MEMBERSHIP ORGANIZATIONS

- **Sub Industry Code List**
  - [04520] Activities of political organizations
Step 5: Click Save and Continue

ASSIST & SIP Employer Portal User Guide for PERKESO
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Step 6: Click Add Document

Step 7: Select Description from drop-down list

Step 8: Click Choose File and open the file to upload

Step 9: Type remark in the text box (if any)

Step 10: Click Add Document
Step 11: Click Save and Continue

Step 12: Click Submit

Step 13: Click Confirm
Step 14: Successfully Employer Information has been updated

Note: If BRN duplicated with Registered as Branch “No” is selected or Business type or Address is changed then it will route to PERKESO office and need to wait PRKESO officer to approve.

3.6.2 Update Director/Owner Information

Note: When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.

Step 1: Search by (Employer Name or Employer code)

Step 2: Click Search

Step 3: Click on the Edit Button in the Action column

Step 4: Click Add Director/Owner
Step 5: Fill-up the form
Step 6: Click Save
Step 7: Click add Spouse from New director/owner listing

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Record Found</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Record Found</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Record Found</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Spouse Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Record Found</td>
</tr>
</tbody>
</table>

SAVE & CONTINUE
Step 8: Fill-up Spouse information

Step 9: Click Save
Step 10: Click Close button from right above

Step 11: Click Save and Continue

<table>
<thead>
<tr>
<th>Director/Owner's Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ ADD DIRECTOR/OWNER</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Existing Director/Owner Listing</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Director/Owner Listing</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Director/Owner Information That Had Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Existing Director/Owner's Spouse That Had Added And Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

SAVE & CONTINUE
Step 12: Click Add Document

Step 13: Select Description from drop-down list

Step 14: Click Choose File and open the file to upload

Step 15: Type remark in the text box (if any)

Step 16: Click Add Document
Step 17: Click Save and Continue

![Supporting Document(s) Checklist]

<table>
<thead>
<tr>
<th>No.</th>
<th>Document</th>
<th>Description</th>
<th>Remarks</th>
<th>Uploaded Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>information</td>
<td>Others</td>
<td></td>
<td>30/11/2017</td>
<td></td>
</tr>
</tbody>
</table>

Step 18: Click Submit

![Director/Owner Added/Updated Listing]

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RAMSIK</td>
<td>55669186666</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Existing Director/Owner's Spouse Information That Had Added And Updated

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Spouse Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Record Found</td>
<td></td>
</tr>
</tbody>
</table>

New Director/Owner’s Spouse Information Listing

<table>
<thead>
<tr>
<th>No</th>
<th>Director Name</th>
<th>Spouse Name</th>
<th>Identification No.</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Record Found</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No.</th>
<th>Document</th>
<th>Description</th>
<th>Remarks</th>
<th>Uploaded Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FORM AD</td>
<td>Form D - Registration Certificate, Business Registration Act, 1956</td>
<td></td>
<td>16/04/2018</td>
</tr>
</tbody>
</table>
Step 19: Click Confirm

Step 20: Successfully Director/Owner Information has been updated.

3.6.3 Add Supporting Documents

Note: When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.

Step 1: Search by (Employer Name or Employer Code)
Step 2: Click Search
Step 3: Click on the Edit Button in the Action column
Step 4: Click Add Document

Step 5: Select Description from drop-down list
Step 6: Click Choose File and open the file to upload

Step 7: Type remark in the text box (if any)

Step 8: Click Add Document

Step 9: Click Save and Continue

Step 10: Click Submit

Step 11: Successfully document is uploaded
3.6.4 Update Form 1A - Cessation as Employer

Go to My Sites on the top right and click Registration on the dropdown menu. Then on Registration page go to Update and click Form 1A – Cessation as Employer (Discontinue Business) on the dropdown menu.

Please proceed with the following steps.

Step 1: Search by (Employer Name or Employer Code)

Step 2: Click on the search Button

Step 3: Click on the Edit Button in the Action column

Step 4: Choose Status Request Change
If you choose Cancel, proceed to Step 5:

If you Choose Dormant or Winding Up, Skip step 5 and proceed for step 6 directly.

Step 5: Fill Up Cessation as Employer Effective From

Step 6: Click Save and Continue (Proceed to step 9)
Step 7: Fill up Temporary closure/No employee from and Temporary closure/No employee till

Step 8: Click on Save and Continue

Step 9: Fill Up Employment Resign Date

Step 10: Click Save and Continue
Step 11: Click Add Document

Step 12: Select Description from drop-down list
Step 13 : Click Choose File and open the file to upload

Step 14 : Type remark in the text box (if any)

Step 15 : Click Add Document

Step 16 : Click Save and Continue

Step 17 : Click Submit
### Employer Status Change Application

- **Employer Status**: Active
- **Employer Status Reason**: [AU] Under Investigation
- **Change Employer Status To**: Winding Up

The industry has ceased being an employer under the Employees' Social Security Act 1969. Please provide the necessary information:

- Temporary closure/ No employee from: 01/04/2018
- Temporary closure/ No employee till: 30/04/2018

### Employee(s) that had added resigned date

<table>
<thead>
<tr>
<th>No</th>
<th>Identification Type</th>
<th>Identification No.</th>
<th>Name</th>
<th>Date of Birth</th>
<th>Gender (M/F)</th>
<th>Race</th>
<th>Employment Resign Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New IC No.</td>
<td>77007007777</td>
<td>MOHD</td>
<td>01/01/1980</td>
<td>Male</td>
<td>Melayu</td>
<td>07/03/2018</td>
</tr>
<tr>
<td>2</td>
<td>New IC No.</td>
<td>77007007779</td>
<td>RAM</td>
<td>07/07/1977</td>
<td>Male</td>
<td>-</td>
<td>07/03/2018</td>
</tr>
</tbody>
</table>

### Uploaded Supporting Document(s) Listing

<table>
<thead>
<tr>
<th>No</th>
<th>Document</th>
<th>Description</th>
<th>Remarks</th>
<th>Uploaded Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Salam Boss.docx</td>
<td>Letter Of SSM</td>
<td>cease</td>
<td>03/04/2018</td>
</tr>
<tr>
<td>2</td>
<td>Salam Boss.docx</td>
<td>Supporting Document For Cessation (e.g. Form 1A)</td>
<td></td>
<td>03/04/2018</td>
</tr>
</tbody>
</table>
Step 18: Click Confirm

Step 19: Successfully passed to UO, need to wait for PERKESO officer to approve.
3.7 Search

3.7.1 Search Pending Case for Additional Supporting Documents

*Note: When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.*

Step 1: Search By (Reference ID or Employer Code or Employer Name)

Step 2: Input the search query depending on the Search By criteria selected.

Step 3: Click the Search button
Step 4: Click on the Edit button in the Action column
3.7.2 Search Draft Case

Note: When you click on the “Update Add New Employee” menu, the list of Employer will be shown automatically.

Step 1: Search By (Reference ID or Employer Code or Employer Name)

Step 2: Input the search query depending on the Search By criteria selected.

Step 3: Click on the Search button
Step 4: Click on the Edit button in the Action column

3.8 EIS Update

3.8.1 New Registration for EIS

Step 1: Click on the Edit Button in the Action column

Note: When you click on the “New Registration For EIS” menu, the list of Employer will be shown automatically.

Step 2: “Tick” the check box for acknowledgement to agree contribute to EIS
Step 3: Click Save & Continue to proceed

Step 4: Click Add Document button
Step 5: Select Description from drop-down list

Step 6: Click Choose File and open the file to upload

Step 7: Type remark in the text box (if any)

Step 8: Click Add Document

Note: Repeat from step 1 if there are any more document uploading.

Step 9: Click Save and Continue button
Note: The screen shot below shows the document uploaded. There is button under Action field “Remove”.

Step 10 Click Submit

Step 11: Click Confirm
Step 12: Successfully registered and employer code is generated

Your Request New Registration SIP Has Been Submitted Successfully.

3.8.2 Update Add Employee Resigned Date of EIS

Step 1: Click on the Edit Button in the Action column

Note: When you click on the “Update Add Employee Resigned Date of EIS” menu, the list of Employer will be shown automatically.

Step 2: Choose “All” or “Specific”

Note: If Specific follows as step 3
Step 3: Search by (SSN/Identification No/Name)

Step 4: Choose Employment Resign Date

**NOTE:** Resigned employee will be removed from active employees list

Step 5: Click Add on the employee list which you want to resign employee
Step 6: Click Save and Continue

Step 7: Choose Resign Date

Step 8: Click Add Document
Step 9: Select Description from drop-down list
Step 10: Click Choose File and open the file to upload
Step 11: Type remark in the text box (if any)
Step 12: Click Add Document

Step 13: Click Save and Continue

Step 14: Click Submit
Step 15: Click Confirm

Step 16: Successfully Employee Resigned Date has been updated

3.8.3 Form 3 EIS – Cessation of Employer

Step 1: Click on the Edit Button in the Action column

Note: When you click on the “Form 3 EIS – Cessation of Employer” menu, the list of Employer will be shown automatically.

Step 2: At Employer Status Request Change, choose Domant EIS
Step 3: Insert temporary closure date range

Step 4: Click Save & Continue to proceed

Step 5: Choose “All” or “Specific”
Note: If Specific follows as step 6

Step 6: Search by (SSN/Identification No/Name)

Step 7: Choose Employment Resign Date

NOTE: Resigned employee will be removed from active employees list

Step 8: Click Add on the employee list which you want to resign employee
Step 9: Click Save and Continue

Step 10: Choose Resign Date

Step 11: Click Add Document
Step 12: Select Description from drop-down list
Step 13: Click Choose File and open the file to upload
Step 14: Type remark in the text box (if any)
Step 15: Click Add Document

Step 16: Click Save and Continue

Step 17: Click Submit
Step 18: Click Confirm

Step 19: Successfully update Cessation of Employer

3.9 EIS Listing

3.9.1 Induction Listing Information of EIS

Step 1: Select SOCSO Office Location from drop-down list
Step 2: Search by Day from drop-down list
Step 3: Input in the Date “From” and “To” fields
Step 4: Click Search Button
Note: This screen shot is based on searched by day

Step 5: Click Print

For the following step, refer to Section 3.4.1 Step 2 only and proceed to the following steps below.

Step 3: Search by Month
Step 4: Input the date in “year”, “From” and “To” field.
Step 5: Click on Search Button
For the following step, refer to Section 3.4.1 Step 2 only and proceed to the following steps below.

Step 3: Search by Year
Step 4: Input the date in “From” and “To” field.
Step 5: Click on Search Button

*Note: This screen shot is based on searched by day*
4.0 Making Contribution Payment (Akta 4)

4.1 Add Contribution

4.1.1 Regular Scenario

Submission of contribution at Employer’s Portal

Option 1 – Entering data

Step 1: Select CONTRIBUTION at My Sites Menu.

Step 2: Select Employer Contribution on the left hand menu. Then select sub menu Add Contribution (Portal)
Step 3: Select Contribution Month at the Employer Contribution Pending List

Step 4: Update Employee Contribution Details by clicking Action to key in the employee salary and the contribution rate will appear automatically.
Step 5: Select complete if all the employee(s) details updated accordingly.

If choose NOT to Save Draft please proceed to Step 11

Step 6: If choose to save the data entered, click Save Draft button.

Step 7: To resume data entry on saved draft, go to My Sites on the top right and click Contribution on the dropdown menu.

Then go to Search and click Add Contribution Draft on the dropdown menu.

Step 8: On Search Draft section, identify the saved draft on Case Create Date list and click edit button on Action column.
Step 9: On the Employer Contribution section, click Edit button on Action column.

Step 10: Resume data entry on the Employee Contributions Details by clicking Action to key in the employee salary and the contribution rate will appear automatically.

Step 11: Then click Back.
Step 12: Click Submit

Step 13: Click Confirm
Step 14: Select Print ACR

Option 2 – Text File submission
Step 1: Select CONTRIBUTION at My Sites Menu.

Step 2: Select Employer Contribution on the left hand menu. Then select sub menu Add Contribution (Portal)
Step 3: Select and click Text File

Step 4: Click Choose File button and click upload.
Step 5: Upon appearing total amount, click Save.

Step 6: Then click Back

Step 7: Click Submit
Step 8: Click Confirm

Step 9: Select Print ACR
4.2 Arrears Contribution

4.2.1 Regular Scenario

Submission of Arrears Contribution at Employer’s Portal

Step 1: Input valid Employer Code and click search

Step 2: Click on Arrears Contribution

Step 3: Select Contribution Month and click Select

Step 4: Update Employee Contribution Details by clicking action to key in the employee salary and the contribution rate will appear automatically.
Step 5: To Complete the submission, updating Employee(s) Contribution with key-in / edit details of:
  i. Status if applicable
  ii. Start/End Date if applicable
  iii. Amount (RM) if applicable New or different with the pre-populate amount.

Step 6: Click Back

Step 7: If to make any changes, click edit or remove at action tab.

Step 8: Click Submit and Confirm

Step 9: Print ACR Notice
ACKNOWLEDGEMENT CONTRIBUTION RECEIVED (ACR)

**EMPLOYER DETAILS**

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>A0000000</td>
<td>IRIAGE SDN BHD</td>
</tr>
<tr>
<td></td>
<td>TAMAN MERA, 41200 KLANG</td>
</tr>
<tr>
<td></td>
<td>SELANGOR</td>
</tr>
<tr>
<td></td>
<td>41200 KLANG</td>
</tr>
<tr>
<td></td>
<td>SELANGOR</td>
</tr>
</tbody>
</table>

**CONTRIBUTION DETAILS**

<table>
<thead>
<tr>
<th>Type</th>
<th>Period</th>
<th>Total Employee</th>
<th>Amount(RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>12/2017</td>
<td>2</td>
<td>206.40</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>206.40</td>
</tr>
</tbody>
</table>

Date: 19/12/2017

Computer generated receipt and requires no signature.
4.3 Short Payment Contribution

4.3.1 Regular Scenario

Submission of Short Contribution at Employer’s Portal

Step 1: Input valid Employer Code and click search

Step 2: Click on Short Contribution

Step 3: Select Contribution Month and click Select

Step 4: Update Employee Contribution Details by clicking action to key in the employee new salary and the contribution rate will appear automatically.

Step 5: To Complete the submission, Updating Employee(s) Contribution with key-in / edit details of:

i. Status if applicable
ii. Start/End Date if applicable
iii. The Short Payment (RM) will automatically cater.

Step 6: Click Back
Step 7: If to make any changes, click edit or remove at action tab.

Step 8: Click Submit and Confirm

Step 9: Print ACR Notice

4.4 Text File Submission

4.4.1 Regular Scenario
Submission of Contribution Data using Text File

Step 1: Click text file

Step 2: Choose file and click upload

Step 3: Successfully save

Step 4: Click Back

Step 5: If to make any changes, click edit or remove at action tab.

Step 6: Click Submit and Confirm

Step 7: Print ACR Notice.
4.5 FCLB

4.5.1 Submitting Follow Up Supporting Document for queries.

Note: To directly proceed for FCLB payment transaction without appeal, please refer Section 5.1 for detail steps.

Step 1: Click on the Follow Up Supporting Document.

Step 2: Click the action button

Step 3: Review case and click save and continue
Step 4: Click Add Document

Step 5: Select other and upload supporting document.

Step 6: Click Add Document

Step 7: Click Save
4.5.2 Requesting Appeal via Employer Portal

Step 1: Click on FCLB menu and select Request for Appeal

Step 2: Select FCLB Notice Id using the select button to add.

Step 3: Input remarks if needed.
Step 4: Click Save and Continue.

Step 5: Click Add Document and add supporting document.

This is a mandatory action.
Step 6: Click Save and Continue

Step 7: Review case after continue and click Submit.

Step 8: Download or Print Acknowledgement Letter.

4.5.3 Viewing FCLB Information
Step 1: Select FCLB Payment Information.
Step 2: Click on the View icon in the Action column.

Step 3: A pop up FCLB Payment Information window will be displayed.

For EIS FCLB Payment Information, click on the EIS Contribution and Collection tab and repeat Step 1 through 3.
4.6 FCLB (One to Many)

4.6.1 Requesting Appeal via Employer Portal

For Employers (Parent Employers) to make FCLB appeals for themselves and managed employers via the ASSIST Portal.

Step 1: Click on FCLB menu and select Request for Appeal

Step 2: Select managed Employer Code from the dropdown Employer Code list that displays all related employers.
Step 2: Check the select FCLB Notice Id and click Select. Click the View icon to view details.

Step 3: Input remarks if required.

Step 6: Click Save and Continue.
Step 7 : Click Add Document and add supporting document. 
This is a mandatory action.

Step 8 : Click Save and Continue
Step 9: Review case after continue and click Submit.

Step 10: Download or Print Acknowledgement Letter.

4.6.2 Submitting Follow Up Supporting Document for queries.

**Note: To directly proceed for FCLB payment transaction without appeal, please refer Section 5.2 for detailed steps.**

Step 1: Click on the Follow Up Supporting Document.

Step 2: Click the View icon of the Parent Employer or the selected managed employer.
Step 3: Review case and click Save & Continue

Step 4: Click Add Document

Step 5: Select ‘Other’ from the dropdown list and upload supporting document.
Step 6: Click Add Document

Follow Up Supporting Document

Step 7: Click Save

Step 8: Click Confirm
5.0 Making Payment via Portal (Akta 4)

5.1 Online Portal Payment

The employer is able to make payment for Contribution, FCLB and Compound through Online Portal Payment in ASSIST. By logging in using their Portal ID, the employer will be able to view the list of pending payments and perform those payments through online payment services such as FPX, Maybank2u, CIMB Clicks, RHB Now and so on.

Step 1: Select COLLECTION at My Sites Menu.

Step 2: Click menu Online Portal Payment.

Step 3: Tick the payments to be made.

Step 4: Click the Add to Cart button.
Step 5: Click on the Proceed to Summary button.

Step 6: Verify the contents if the payment cart.

Step 7: Click Continue button

Note 1: The type of business model selected will determine the bank/payment services available for the payment.

Note 2: The payment amount cannot be changed and is only determined by the total of the amount in the payment cart.
Step 8: Select the type of business model (Personal to Corporate or Corporate to Corporate).

Step 9: Select the bank/payment service to be used for the payment.

Step 10: Enter email address.

Step 11: Click on the Proceed button.

The employer will be redirected to the bank/payment service portal where the payment can be completed. The example shown in the images is the payment through FPX.
SIGN IN TO CONTINUE

User Id

Password

Sign in  Cancel
### Transaction Details

<table>
<thead>
<tr>
<th>FPX Transaction ID</th>
<th>Seller Order No</th>
<th>Transaction Amount</th>
<th>Fee Amount</th>
<th>GST Amount</th>
<th>Account Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1711262231080524</td>
<td>20171126223057_591</td>
<td>88.8</td>
<td>0.0</td>
<td>0.0</td>
<td>Savings Account</td>
</tr>
</tbody>
</table>

### Important Note:

1. This is not the final confirmation of your payment. Please check with your merchant for final status confirmation.
2. Please click on the "Continue with Transaction" button below and DO NOT close the browser until final receipt is displayed.

### Transaction Status

<table>
<thead>
<tr>
<th>Authorisation Number</th>
<th>Authorisation Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>15733223</td>
<td>Approved - 00</td>
</tr>
</tbody>
</table>

You will be redirected to the merchant’s page in 7 seconds.
Once the payment has been done through the external portal, the employer will be redirected to ASSIST portal. The status of the transaction will be displayed in the payment status section. If the transaction status is successful, the employer is able to download the receipt, as well as retrieve any FCLB notice generated as a result of late payment.

Step 12: Click on the Receipt button.

5.2 Online Portal Payment (to replace Dishonoured Cheque)

Users are now able to replace Dishonoured Cheques contribution payment with FPX payment method.
Step 1: Select Online Portal Payment

Step 2: View Dishonoured Cheque Information.

Step 3: Select dishonoured cheque and proceed with payment, following Steps 3 – 12 in Section 5.2.

5.3 FPX Pending Status

To view the status of your FPX payment transaction.

Step 1: Select ‘FPX Pending Status’ on the Collection main menu.

Step 2: Click on the View icon, found in the Action column, of the selected transaction.

Note: For FPX ‘Pending’ status, employers may submit a new contribution and proceed with payment.

Step 3: View FPX status.
Step 4: Click Back to close.

5.4 Online Portal Payment (One to Many)

The Parent Employer is able to make payment for managed employers for Contribution, FCLB and Compound through Online Portal Payment in ASSIST. By logging in using their Portal ID, the Parent Employer will be able to view the list of pending payments for all managed employers and perform those payments through online payment services such as FPX, Maybank2u, CIMB Clicks, RHB Now and so on.

Step 1: Select COLLECTION at My Sites Menu.

Step 2: Click menu Online Portal Payment.

Step 3: Search managed employer using Employer Code, Employer Name, ACR No., FCLB Notice ID, Compound No. from the dropdown list.
Step 4: Check payments to be made.

Step 5: Click Add to Cart.

Step 6: Payments added to the cart will be reflected in the Cart icon.
Step 7: Click on the Proceed to Summary button to review the Payment Cart.

Step 8: Click Continue.

**Note 1:** The type of business model selected will determine the bank/payment services available for the payment.

**Note 2:** The payment amount cannot be changed and is only determined by the total of the amount in the payment cart.

Step 9: Select the type of business model (Personal to Corporate or Corporate to Corporate).
Step 10: Select the bank/payment service to be used for the payment.

Step 11: Enter email address.

Step 12: Click on the Proceed button.

The employer will be redirected to the bank/payment service portal where the payment can be completed. The example shown in the images is the payment through FPX.
FPX BANK SIMULATOR

Transaction details

<table>
<thead>
<tr>
<th>FPX Transaction ID</th>
<th>Seller Order No</th>
<th>Transaction Amount</th>
<th>Fee Amount</th>
<th>GST Amount</th>
<th>Account Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1711262231080524</td>
<td>20171126223057_591</td>
<td>88.8</td>
<td>0.0</td>
<td>0.0</td>
<td>Savings Account</td>
</tr>
</tbody>
</table>

Important Note:
1. This is not the final confirmation of your payment. Please check with your merchant for final status confirmation.
2. Please click on the "Continue with Transaction" button below and DO NOT close the browser until final receipt is displayed.

Transaction Status

<table>
<thead>
<tr>
<th>Authorisation Number</th>
<th>Authorisation Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>15733223</td>
<td>Approved - 00</td>
</tr>
</tbody>
</table>

You will be redirected to the merchant's page in 7 seconds.
Once the payment has been done through the external portal, the employer will be redirected to ASSIST portal. The status of the transaction will be displayed in the payment status section. If the transaction status is successful, the employer is able to download the receipt, as well as retrieve any FCLB notice generated as a result of late payment.

Step 13: Click on the Receipt button.
5.5 Electronic Funds Transfer

5.5.1 EFT Registration

The employer is required to perform EFT Registration in order to make payment using EFT through the portal.

Step 1: Enter the required details in the mandatory fields.

Step 2: Click the Submit button.

Note 1: The success message will be displayed at the top of the screen.

Note 2: Once the EFT Registration is successful, the pending payments will be displayed at the EFT Payment page for the employer.
5.5.2 EFT Payment

As mentioned previously, EFT Payment for an employer will only be possible after EFT Registration has been performed by the employer.

Step 1: Tick on the payments records to be paid.

Step 2: Click the Continue button.

Step 3: Enter the EFT Payment details and upload the payment slip.

Step 4: Click on the Continue button.
Step 5: Perform Payment allocation if required.

**Note:** Refer to Section 5.1.4 Payment Allocation for more details about payment allocation.

Step 6: Click the Continue button.

The EFT payment will be submitted for review and approval by the CC EFT and CA EFT.

**Note:** The receipt for the payment will only be generated after the EFT payment has been approved by the CA EFT. The receipt will be emailed to the employer.

There are differences in the methods used to make EIS (Akta 800) contributions, compared to Akta 4, regarding usage, understanding and user acceptance involving the ‘Exception List’. 
5.5.3 EFT Payment (to replace Dishonoured Cheques)

Users are now able to replace Dishonoured Cheque contribution payment with EFT payment method.

Step 1: Select Payment from the Electronic Fund Transfer dropdown menu.

Step 2: View Dishonoured Cheque Information.

Step 3: Select dishonoured cheque and proceed with payment, following Steps 1 – 6 in Section 5.5.2.

5.6 Electronic Funds Transfer (One to Many)

5.6.1 EFT Registration

For Parent Employers to perform EFT Registration in order to make payment using EFT for managed employers via the ASSIST Portal.

Step 1: Click on Electronic Funds Transfer (EFT) on the main menu bar of SOCSO- Contribution. A list of all related employer and the Parent Employer will be displayed.

Step 2: Check the selected managed employer to register for EFT

Step 3: Fill up the necessary details.

Step 4: Click Submit.
Step 5: Edit EFT information of previously registered managed employer by clicking on the View icon on the Action Column.

Step 6: Click Save

Step 7: Click Submit.
Step 8: Click Confirm.

Note 1: The success message will be displayed at the top of the screen.

Note 2: Once the EFT Registration is successful, the pending payments will be displayed at the EFT Payment page for the employer.

5.6.2 EFT Payment

EFT Payment for an employer will only be possible after EFT Registration has been performed by the Parent Employer.

Step 1: Search managed employer using search by Employer Code, Employer Name, ACR No. from the dropdown menu.

Step 2: Click on the View icon to view payment details.

Step 3: Check the payments records to be paid.
Step 4: Click Add to Cart. Payments to be made is reflected in the Cart icon, as illustrated below.

Step 5: Click on Summary to review payment details.

Step 6: Click on the Cart icon to view the payment cart
Step 7: Click Continue.

Step 8: Enter the EFT Payment details and upload the payment slip.
Step 9: Click on the Continue button.

Step 10: Perform Payment allocation if required.

Note: Refer to Section 5.1.4 Payment Allocation for more details about payment allocation.
Step 11: Click the Continue.

Step 12: Click Print to submission.

The EFT payment will be submitted for review and approval by the CC EFT and CA EFT.

Note: The receipt for the payment will only be generated after the EFT payment has been approved by the CA EFT. The receipt will be emailed to the employer.

There are differences in the methods used to make EIS (Akta 800) contributions, compared to Akta 4, regarding usage, understanding and user acceptance involving the ‘Exception List’.

6.0 Making Contribution Payment (Akta 800-EIS)

6.1 Arrears/Short Contribution Submission

Submission of Arrears/Short Contribution via employer portal

Step 1: At employer login page, enter the login email and click next.
Step 2: Enter password and click login to proceed

![Login Page]

Step 3: Select Add Contribution (Data Entry) under Employer Contribution

![Add Contribution Screen]

Step 4: Select Arrears/Short Contribution to proceed
Step 5: Select Contribution Month and click Select

Step 6: Click Edit button to key in the Salary. The amount will be populated according to the input Salary amount. The user can choose to save the contribution record as a draft.
Step 7: Click complete to submit the contribution.

Step 7: The employer contribution information will be listed here. User may click edit icon to edit the contribution information, click trash bin icon to remove contribution.

Step 8: Select submit for contribution submission.

Step 9: If add more than one contribution, do similar step 1 to step 9.
Step 10: After contribution submitted, the user can click the Print ECR to download ECR.

Step 11: Select Process to Payment to make payment.
**Note 1:** The ECR generated can be emailed or downloaded for printing using the action buttons.

**Sample of ECR generated:**

<table>
<thead>
<tr>
<th>ECR No.</th>
<th>Employer Code</th>
<th>Employer Name</th>
<th>Medium</th>
<th>Contribution Month</th>
<th>Type</th>
<th>Total Employee(s)</th>
<th>Contribution Amount (RM)</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECR0001</td>
<td>E12345678901234</td>
<td>DHOPE MARRIAGE Sdn Bhd</td>
<td>SA</td>
<td>06/2018</td>
<td>Monthly</td>
<td>5</td>
<td>61.00</td>
<td>Complete</td>
</tr>
</tbody>
</table>

**Total Contribution Amount (RM) 61.00**
**EMPLOYER DETAILS**

**Code:** E:192001222A  
**Name:** D’HOPE MARRIAGE SDN BHD  
CHOPPER FIELD, BASE ROUND QUARTER  
HQ ARMY FORCE  
JOHOR  
84000 MIIAR  
JOHOR

---

**CONTRIBUTION DETAILS**

**Medium:** PORTAL

<table>
<thead>
<tr>
<th>TYPE</th>
<th>PERIOD</th>
<th>TOTAL EMPLOYEE</th>
<th>AMOUNT (RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>06/2018</td>
<td>5</td>
<td>61.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TOTAL</td>
<td>TOTAL 61.00</td>
</tr>
</tbody>
</table>

**Date:** 27/06/2018 16:21:30

**Remark:** ECR number will be available at bank counter the next operation day for submission of contribution before 6.00PM.

Computer generated receipt and requires no signatures.
6.1.1 Text File Submission

Submission of Contribution Data using Text File

Step 1: Select Add Contribution (Text File) under Employer Contribution

![Image of Add Contribution (Text File) button]

Step 2: Select Text File

![Image of Add Contribution form with Text File button]

Step 3: Click Choose File to browse for text file
Step 4: Select Upload

Step 5: Choose file and click upload

Step 6: Click Back

Step 7: Select Submit to Proceed.
Step 8: If add more than one text file, do similar step 2 to step 6.

Step 9: Select Print ECR to download ECR

Step 10: Select Proceed To Payment to make payment in EIS Collection.
6.1.2 Contribution Exception List

There are differences in the methods used to make EIS (Akta 800) contributions, compared to Akta 4, regarding usage, understanding and user acceptance involving the ‘Exception List’.

Due to EIS (Akta 800) being in the early stages of implementation, PERKESO requires all data that is submitted by employers to be clean and accurate (without the requirement of data cleansing and manual work).

This is not required for Akta 4 which has been in existence for over 40 years.

To check employee record that goes into exception list during contribution submission

Step 1: Under Employer Contribution menu, select Contribution Exception List
Step 2: The list of employee displayed as below

Step 3: Employer may search for the employee by key in the employee name and the contribution month and year

---

<table>
<thead>
<tr>
<th>No.</th>
<th>Exception List Errors</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wrong IC No</td>
<td>No. Kad Pengenalan Salah</td>
</tr>
<tr>
<td>2</td>
<td>Duplicate Contribution Record</td>
<td>Rekod Caruman Telah Wujud</td>
</tr>
<tr>
<td>3</td>
<td>Employee Not Eligible for EIS</td>
<td>Pekerja Tidak Layak SIP</td>
</tr>
<tr>
<td>4</td>
<td>Invalid Contribution Month</td>
<td>Bulan Carum Tidak Wujud</td>
</tr>
</tbody>
</table>

---
| 1 | **IC Not Found**  
No. KPPN tidak ditemui.  
**Wrong IC No**  
No. Kad Pengenalan Salah) | Employee KPPN No. information in textfile does not exist/not consistent with employee KPPN No. information in the system.  
Maklumat No. KPPN pekerja di dalam textfile tidak wujud/tidak sama dengan maklumat No. KPPN pekerja yang ada di dalam sistem. | Employee KPPN No. information does not exist in “Employee Listing”  
Maklumat No. KPPN pekerja tidak wujud di “Employee Listing”. | **Employers are required to register employee[s] that does not exist, in the “Update Add New Employee”**  
Majikan hendaklah daftar pekerja yang tidak wujud di "Update Add New Employee".  
If Akta 4 contribution payment has been made via textfile: -  
a. Employers are required to update employee information in "Auto-Registration Employee Information"  
b. Contribution payment can only be made during the following period.  
Sekiranya telah membuat bayaran caruman Akta 4 melalui textfile: -  
a. Majikan hendaklah mengemaskini maklumat pekerja di "Auto-Registration Employee Information".  
b. Bayaran caruman SIP hanya boleh |
<table>
<thead>
<tr>
<th>Employees are required to update with the correct employee KPPN No. in “Update Employee Information (Employer)” or in textfile.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Majikan hendaklah kemaskini No. KPPN pekerja yang betul di &quot;Update Employee Information (Employer)&quot; atau di textfile.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If the impact of the registration case conflicts with the system, the case will be escalated to the Approval Officer (RO/UO) for approval before the employer is able to make an EIS contribution payment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sekiranya kes impak pendataan konflik dengan sistem, kes akan dipanjangkan kepada Pegawai Pengesah (RO/UO) untuk kelulusan.</td>
</tr>
</tbody>
</table>

**Employee KPPN No. information in uploaded textfile is different from registration information in “Employee Listing”.**

**Maklumat No. KPPN pekerja di dalam textfile yang dimuatnaik berbeza dengan maklumat pendaftaran di “Employee Listing”.**
<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 2 | **Invalid Contribution Month**  
Bulan Carum Tidak Wujud | Contribution month information in textfile is stated as before EIS was enforced (1/1/18) OR the following month (advance)  
*Payment for the current month begins on the 16th of that month.  
Maklumat bulan carum di dalam textfile adalah sebelum tarikh SIP berkuatkuasa (1/1/18) atau bulan yang akan datang.  
*Bayaran untuk bulan semasa adalah mulai 16hb bulan tersebut. | Employers are required to update contribution months that are valid only.  
Majikan hendaklah kemaskini bulan carum yang layak dibayar sahaja. |
| 3 | **Duplicate Contribution Record**  
Rekod Caruman Telah Wujud | Contribution month information, employee KPPN No. and payment total is identical with ECR already generated.  
Maklumat bulan carum, No. KPPN pekerja dan jumlah bayaran adalah sama seperti ECR yang telah diwujudkan. | Employers are required to inform PERKESO to cancel the duplicate ECR.  
Majikan hendaklah memberitahu PERKESO untuk pembatalan ECR berkenaan. |
| 4 | **Employee Not Eligible for SIP**  
Pekerja Tidak Layak SIP | Employee KPPN No. information is not registered with EIS (Akta 800)  
Employee KPPN No. information does not exist in “EIS Employee Listing” | Employer is required to perform a new registration for the respective employee in “New Registration for EIS” |
<table>
<thead>
<tr>
<th>Employee KPPN No. information is registered with EIS (Akta 800) but no employment start date reflected.</th>
<th>Employee birth date information not updated. (Example: 1/1/1800)</th>
<th>Employer is required to update employee birth date information in “Update Employee Information (Employer)”.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee KPPN No. information registered to EIS (Akta 800) but employee resigned date is reflected.</td>
<td>Employee resigned date information entered.</td>
<td>Employer is required to perform a new registration for the respective employee in “Update Add New Employee”.</td>
</tr>
<tr>
<td>Employee start work date for EIS (Akta 800) not accurate.</td>
<td>Employee start work date for EIS (Akta 800) not accurate.</td>
<td>Employer is required to submit the accurate employee start work date at the nearest PERKESO branch.</td>
</tr>
</tbody>
</table>

**Maklumat No. KPPN pekerja tidak berdaftar SIP**

- Employee KPPN No. information is registered with EIS (Akta 800) but no employment start date reflected.

**Maklumat No. KPPN pekerja tidak wujud di "EIS Employee Listing"**

**Maklumat tarikh lahir pekerja tidak dikemaskini.**

(Contoh: 1/1/1800)

**Maklumat tarikh berhenti kerja telah dimasukkan.**

**Maklumat tarikh mula bekerja SIP tidak tepat.**
<table>
<thead>
<tr>
<th>Employer Code</th>
<th>Employer Name</th>
<th>Contribution Month and Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>D6400002536W</td>
<td>SHELLASTICA SDN BHD</td>
<td></td>
</tr>
</tbody>
</table>

Example: Exception Listing Below for WRONG IC NO.

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Employee Name</th>
<th>Error Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789101</td>
<td>Tan Dinh Yin</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789102</td>
<td>Mastura binti Ali</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789103</td>
<td>S. Kaliwasi A/P Mutthu</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789104</td>
<td>Ahmad Mahalir bin Dong Dang</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789105</td>
<td>Charles Wong Yan</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789106</td>
<td>Wong Yin Yin</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789107</td>
<td>Mary Zhuang Kong</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789108</td>
<td>Goh Wee Ping</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789109</td>
<td>Thomas Wang Wong</td>
<td>Employee Not Eligible for SIP</td>
</tr>
<tr>
<td>123456789110</td>
<td>Syahida binti Ibrahim Al</td>
<td>Wrong IC No.</td>
</tr>
</tbody>
</table>

In your Register Employee page as below, it is different between the IC number registered with the IC No. in the text file had been submitted. Therefore, the record is listed in the exception list.
6.1.3 Add Contribution Draft

Search for contribution draft

Step 1: Select Add Contribution Draft under Search in the EIS Contribution portal
Step 2: Select Edit to view the contribution draft

Step 3: To delete, click the trash bin icon.

Step 4: User will be able to view the case
6.2  FCLB EIS (One to Many)

6.2.1  Requesting Appeal via Employer Portal
For Parent Employers to make FCLB EIS appeals for managed employers via the ASSIST Portal.

Step 1: Click on EIS-Contributions (My Sites) then click on FCLB menu and select Request for Appeal.

Step 2: Select managed Employer Code from the dropdown Employer Code list that displays all related employers.
**Step 3:** Check the select FCLB Notice Id and click Select. Click the View icon to view details.

**Step 4:** Input remarks if required.

**Step 6:** Click Save and Continue.
Step 7: Click Add Document and add supporting document. This is a mandatory action.

Step 8: Click Save and Continue

Step 9: Review and click Submit.
Step 10: Download or Print Acknowledgement Letter.

6.2.2 Submitting Follow Up Supporting Document for queries.

*Note: To directly proceed for FCLB payment transaction **without appeal**, please refer Section 5.2 for detail steps.*

Step 1: Click on the Follow Up Supporting Document.

Step 2: Click the View icon of the Parent Employer or the selected managed employer.
Step 3: Review case and click Save & Continue

Step 4: Click Add Document

Step 5: Select ‘Other’ from the dropdown list and upload supporting document.
Step 6: Click Add Document

Step 7: Click Save

Step 8: Click Confirm
7.0 Making Payment via Portal (Akta 800-EIS)

7.1 Online Portal Payment

Select Online Payment Portal

Step 1: Tick one of the record

Step 2: Click Add To Cart

Step 3: Select Proceed To Summary
Step 4: Click Search Payment to add another payment to cart

Step 5: Click Clear List if user want to clear all the item in payment cart

Step 6: Click Continue to make payment via FPX

Step 7: In FPX Payment screen, select Business Model
Step 8: Select Bank List

Step 9: Enter Email Address to receive email notification

Step 10: Click Back to go back previous screen

Step 11: Click Proceed to proceed

Step 12: Enter User id and Password

Step 13: Click Sign In
Step 14: Select Account

Step 15: Click Confirm

Step 16: Click Continue with Transaction
Step 17: Click Receipt
7.2 EIS Online Portal Payment (One to Many)

The Parent Employer is able to make EIS payments for managed employers for Contribution, FCLB and Compound through Online Portal Payment in ASSIST. By logging in using their Portal ID, the Parent Employer will be able to view the list of pending payments for all managed employers and perform those payments through online payment services such as FPX, Maybank2u, CIMB Clicks, RHB Now and so on.

Step 1: Select EIS- COLLECTION at My Sites Menu.

Step 2: Click menu Online Portal Payment.
Step 3: Search managed employer using Employer Code, Employer Name, ACR No., FCLB Notice ID, Compound No. from the dropdown list.

Step 4: Check payments to be made.

Step 5: Click Add to Cart.

Step 6: Payments added to the cart will be reflected in the Cart icon.

Step 7: Click on the Proceed to Summary button to review the Payment Cart.
Step 8: Click Continue.

**Note 1:** The type of business model selected will determine the bank/payment services available for the payment.

**Note 2:** The payment amount cannot be changed and is only determined by the total of the amount in the payment cart.

Step 9: Select the type of business model (Personal to Corporate or Corporate to Corporate).
Step 10: Select the bank/payment service to be used for the payment.
Step 11: Enter email address.
Step 12: Click on the Proceed button.

The employer will be redirected to the bank/payment service portal where the payment can be completed. The example shown in the images is the payment through FPX.
Your account has been deducted

<table>
<thead>
<tr>
<th>Transaction details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FPX Transaction ID</strong></td>
</tr>
<tr>
<td>1711262231080524</td>
</tr>
</tbody>
</table>

**Important Note:**
1. This is not the final confirmation of your payment. Please check with your merchant for final status confirmation.
2. Please click on the "Continue with Transaction" button below and DO NOT close the browser until final receipt is displayed.

**Transaction Status**

- **Authorisation Number**: 15733223
- **Authorisation Result**: Approved - 00

You will be redirected to the merchant's page in 7 seconds.
Once the payment has been done through the external portal, the employer will be redirected to ASSIST portal. The status of the transaction will be displayed in the payment status section. If the transaction status is successful, the employer is able to download the receipt, as well as retrieve any FCLB notice generated as a result of late payment.

Step 13: Click on the Receipt button.
7.3 Electronic Funds Transfer

7.3.1 EFT Registration

The employer is required to perform EFT Registration in order to make payment using EFT through the portal.

Step 1: Enter the required details in the mandatory fields.

Step 2: Click the Submit button.

Note 1: The success message will be displayed at the top of the screen.

Note 2: Once the EFT Registration is successful, the pending payments will be displayed at the EFT Payment page for the employer.
7.3.2 EFT Payment

As mentioned previously, EFT Payment for an employer will only be possible after EFT Registration has been performed by the employer.

Step 1 : Tick on the payments records to be paid.

Step 2 : Click the Continue button.

Step 3 : Enter the EFT Payment details and upload the payment slip.

Step 4 : Click on the Continue button.

Step 5 : Perform Payment allocation if required.

Note : Refer to Section 5.1.4 Payment Allocation for more details about payment allocation.

Step 6 : Click the Continue button.
The EFT payment will be submitted for review and approval by the CC EFT and CA EFT.

**Note**: The receipt for the payment will only be generated after the EFT payment has been approved by the CA EFT. The receipt will be emailed to the employer.

**7.3.3 EFT Payment (One to Many)**

EFT Payment for an employer will only be possible after EFT Registration has been performed by the Parent Employer.
Step 1: Search managed employer using search by Employer Code, Employer Name, ACR No. from the dropdown menu.

<table>
<thead>
<tr>
<th>No.</th>
<th>Employer Code</th>
<th>Employer Name</th>
<th>Reference No.</th>
<th>Payment Type</th>
<th>Total Amount (RM)</th>
<th>Outstanding Amount (RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>02000003144Y</td>
<td>MUTIARA PUSAT KAMI ROTI</td>
<td>E00712019985302</td>
<td>EPF Contribution</td>
<td>5.00</td>
<td>5.00</td>
</tr>
<tr>
<td>2</td>
<td>61500010777P</td>
<td>KULI HIDAYAT ROTI</td>
<td>E00712019985306</td>
<td>EPF Contribution</td>
<td>2.60</td>
<td>2.60</td>
</tr>
<tr>
<td>3</td>
<td>61500010777P</td>
<td>KULI HIDAYAT ROTI</td>
<td>E00712019985309</td>
<td>EPF Contribution</td>
<td>2.60</td>
<td>2.60</td>
</tr>
<tr>
<td>4</td>
<td>61100009355P</td>
<td>MIREH KALI ROTI</td>
<td>E01211500555635</td>
<td>EPF Contribution</td>
<td>100.00</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Step 2: Click on the View icon to view payment details.
Step 3: Check the payments records to be paid.

Step 4: Click Add to Cart. Payments to be made is reflected in the Cart icon, as illustrated below.
Step 5: Click on Summary to review payment details.

Step 6: Click on the Cart icon to view the payment cart

Step 7: Click Continue.
Step 8: Enter the EFT Payment details and upload the payment slip.

Step 9: Click on the Continue button.
Step 10: Perform Payment allocation if required.

**Note: Refer to Section 5.1.4 Payment Allocation for more details about payment allocation.**

![Payment Allocation Table]

Step 11: Click the Continue.

![Payment Submission Confirmation]

Step 12: Click Print to submission.

The EFT payment will be submitted for review and approval by the CC EFT and CA EFT.

**Note: The receipt for the payment will only be generated after the EFT payment has been approved by the CA EFT. The receipt will be emailed to the employer.**

There are differences in the methods used to make EIS (Akta 800) contributions, compared to Akta 4, regarding usage, understanding and user acceptance involving the “Exception List”.