MySST User Manual
(Public Users)

Release 1
Version 1. 0

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Purpose of the Document

This document is prepared to guide SST registrant on how to use the Malaysian Sales and Service Tax System (MySST) at https://www.mysst.customs.gov.my .

This is a step-by-step procedure, for the purpose of giving guidelines to users.

1.   Available Menu in the MySST System

Following are the available menu in the system:

No	Menu Level 1	Sub Menu (Level 2)	Sub Menu (Level 3)	Description/Remark
1	Main Page			First page you visited when you open https://www.mysst.customs.gov.my .
2	Registration Status			To query your SST registration status
3	New Registration			To make a new registration
4	SST (login)	Dashboard		To view your basic taxpayer information

	User Manual	
JABATAN KASTAM DIRAJA MALAYSIA	**Doc Ref : EITS/CMMI/ENG/RSD/UM**	**Version : 1-0**
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Public Page of MySST System

1.0 Main Page of MySST

1. Open web browser Google Chrome (latest version), type the URL address https://www.mysst.customs.gov.my to access to MySST system. Visitor will be able to view the main page of MySST System. Refer figure 1.0.

Figure 1.0 Main page

1.1 About MySST

1. About SST tab: This tab is explain about what is MySST. This tab consist two modules which are Understanding SST and Background. Refer figure 1.1.1.
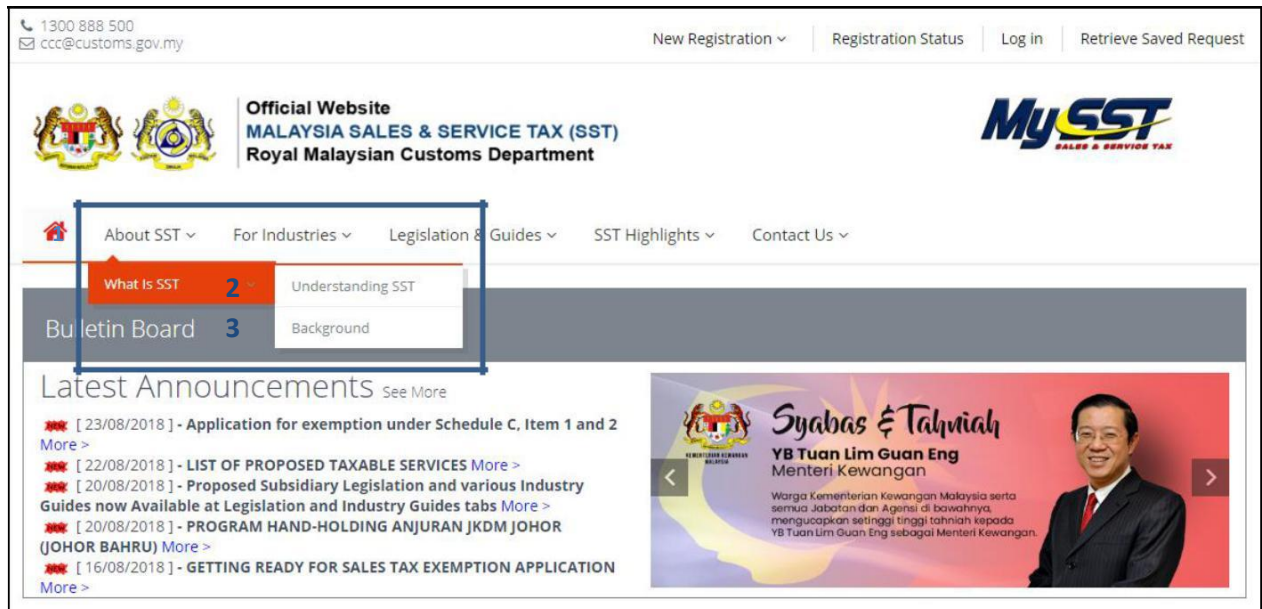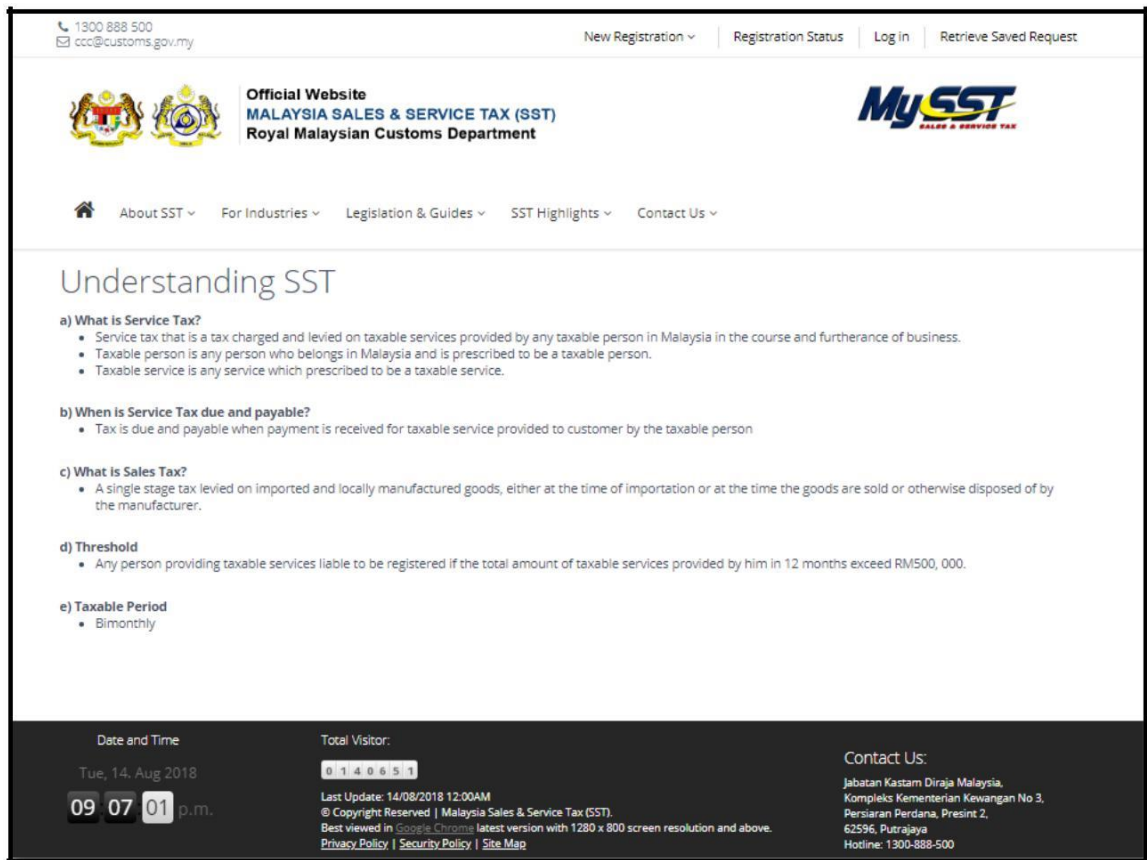

Figure 1.1.1 About MySST

2. Understanding SST page will explain Sales tax and Service Tax. Refer figure 1.1.2.

Figure 1.1.2 Understanding SST

3. Background Page will explain background history about how Sales tax and Service tax created. Refer Figure 1.1.3.

Figure 1.1.3 Background.

1.2 For Industries

1. For Industries tab: this tab will provide Industries Information. This tab consist 7 modules. Refer figure 1.2.1
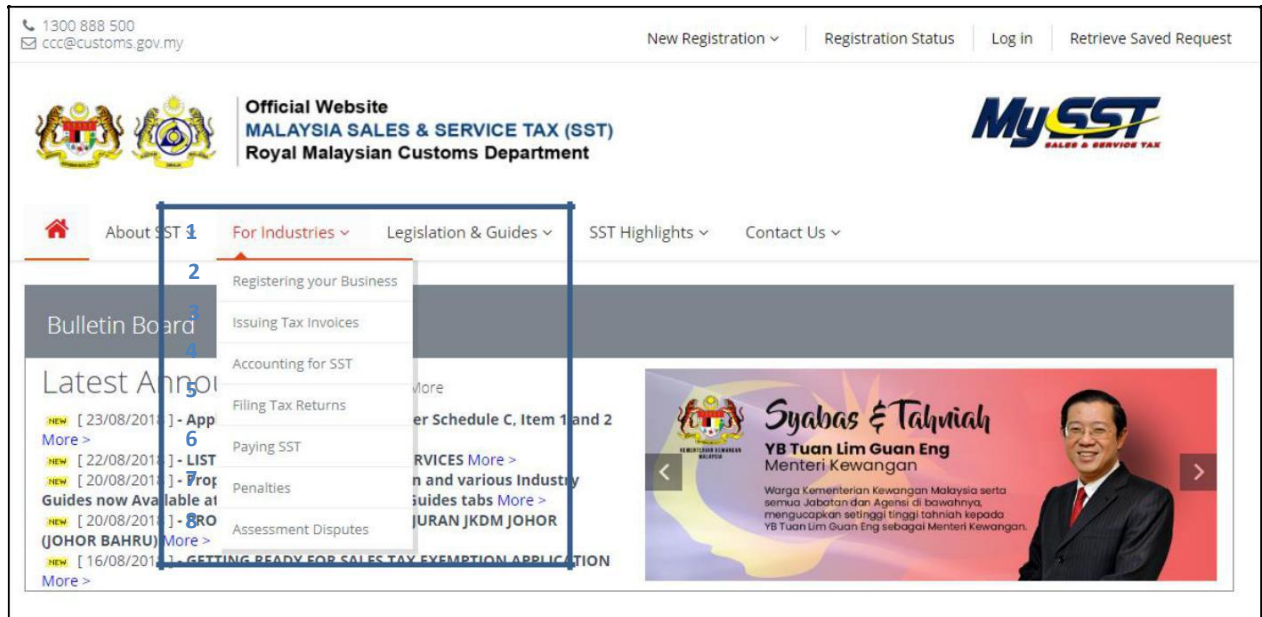
Figure 1.2.1 For Industries

2. Registering your Business Page will explain about Sales tax and Service tax. Refer Figure 1.2.2.

Figure 1.2.2 Registering your Business

3. Issuing Tax Invoices Page will explain how to issuing tax invoices for both tax. Refer Figure 1.2.3.

Figure 1.2.3 Issuing Tax Invoices

4. Accounting for SST Page will explain about calculation for both tax. Refer Figure 1.2.4.

Figure 1.2.4 Accounting for SST

5. Filling tax Returns Page will explain about filling tax returns for both tax. Refer Figure 1.2.5.

Figure 1.2.5 Filling tax Returns

6. Paying SST Page will explain about method of paying SST for both tax. Refer Figure 1.2.6.

Figure 1.2.6 Paying SST

7. Penalties Page will explain about penalties for both tax toward users. Refer Figure 1.2.7.

Figure 1.2.7 Penalties

8. Assessment Disputes Page will explain about the assessment for both tax. Refer Figure 1.2.8.

Figure 1.2.8 Assessment Disputes

1.3 Legislation & Guides

1. Legislation & Guides Tab: this tab will provide some information about legislation and guides. It is contains 6 modules. Refer figure 1.3.1
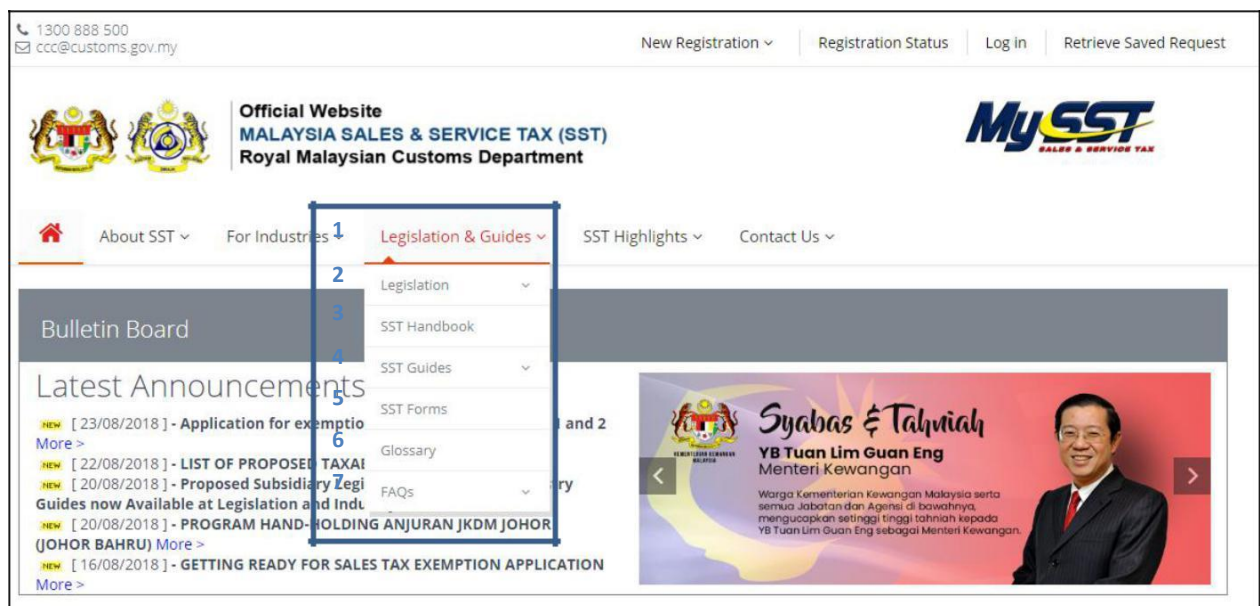
Figure 1.3.1 System Guides

2. Legislation module contains a few submodule which are SST Act, SST Regulations and SST Orders. Refer to figure 1.3.2
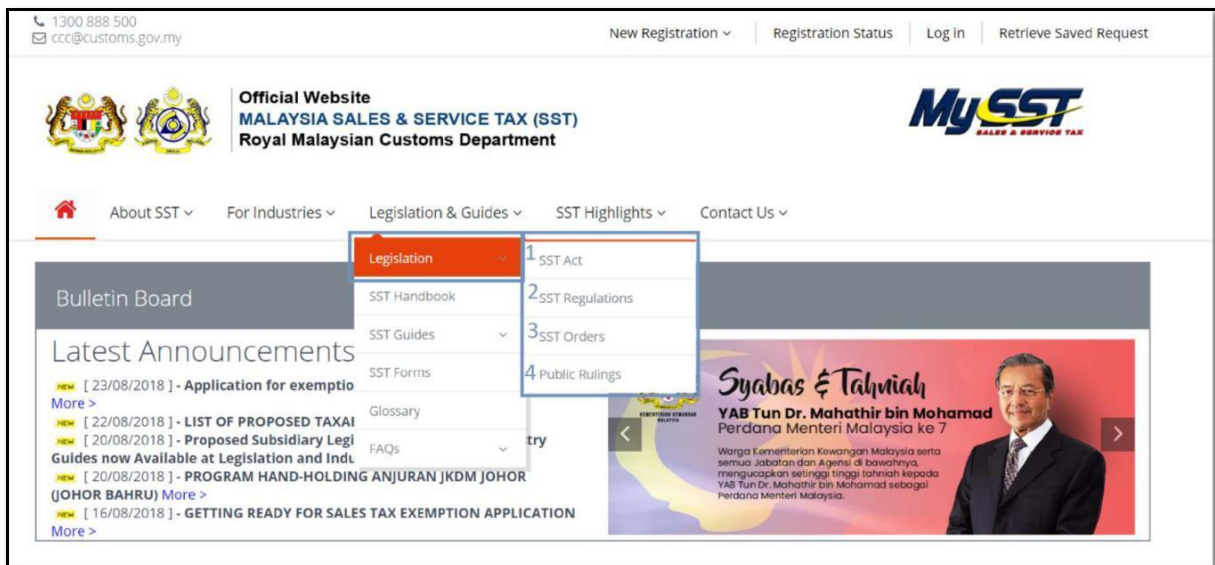
Figure 1.3.2 Legislations

3. Legislation: SST Act submodule will provide information about Bill (Draft) that related Sales Tax and Service Tax 2018 (SST). Refer to figure 1.3.3
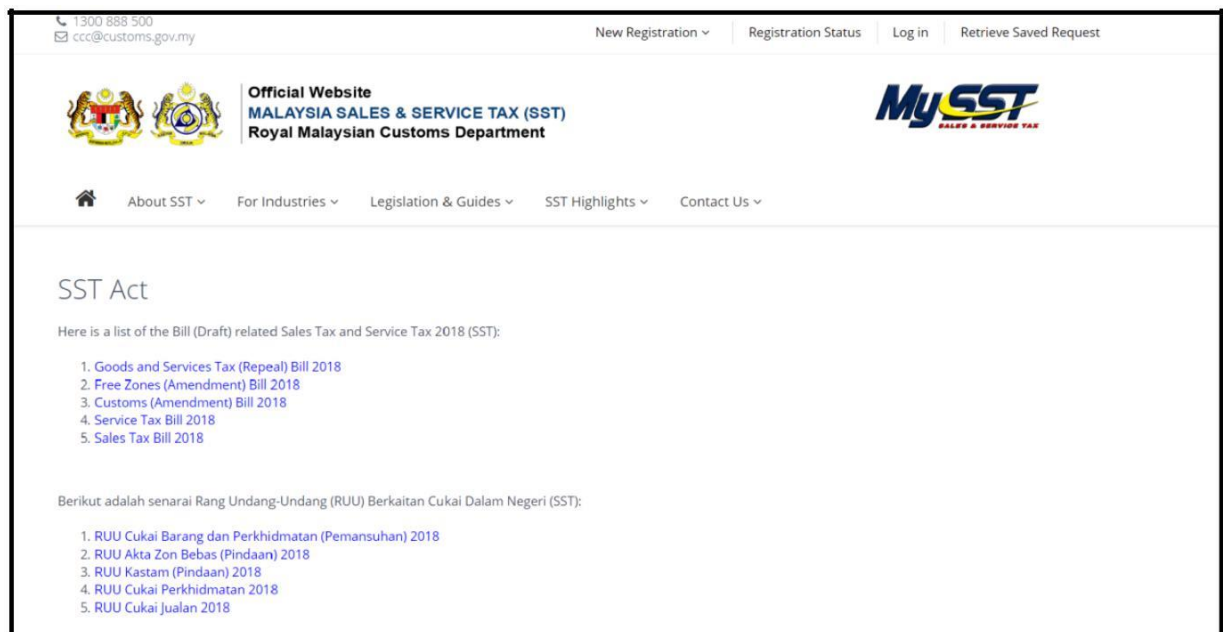
Figure 1.3.3 Legislation (SST Act)

4. Legislation: SST Regulations submodule will provide information about regulations that will apply to users for the both tax which are for Sales Tax and Service Tax. Refer to figure 1.3.4
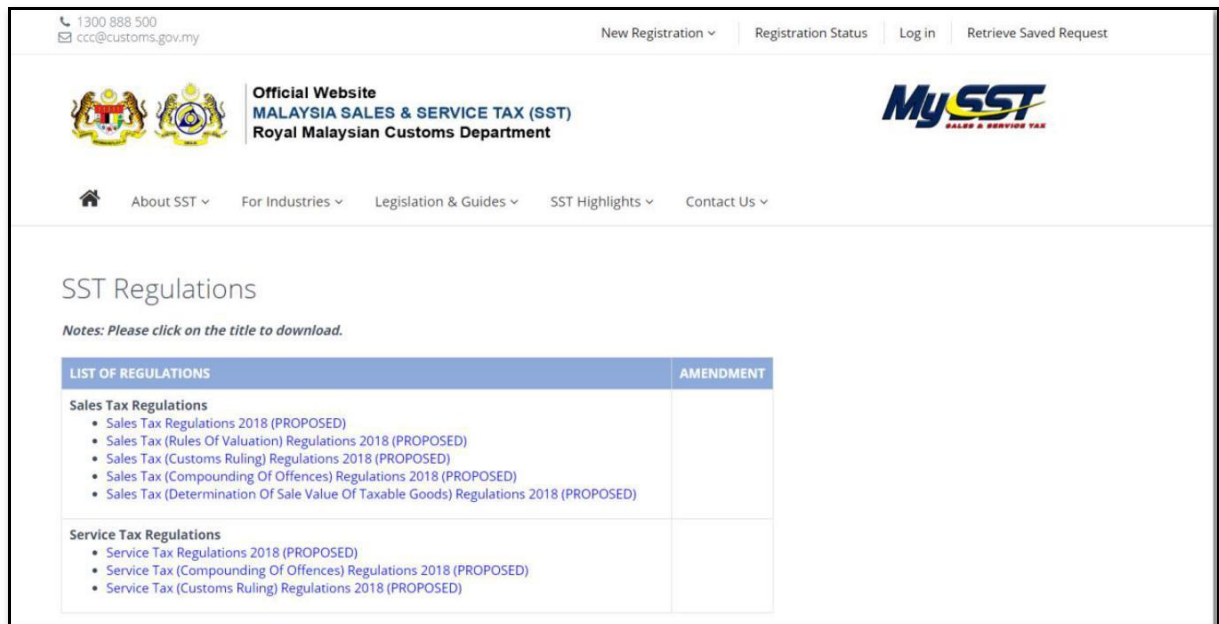
Figure 1.3.3 Legislation (SST Regulations)

5. Legislation: SST Orders submodule will provide information about orders that will apply to user for Sales Tax and Service Tax. Refer to figure 1.3.4
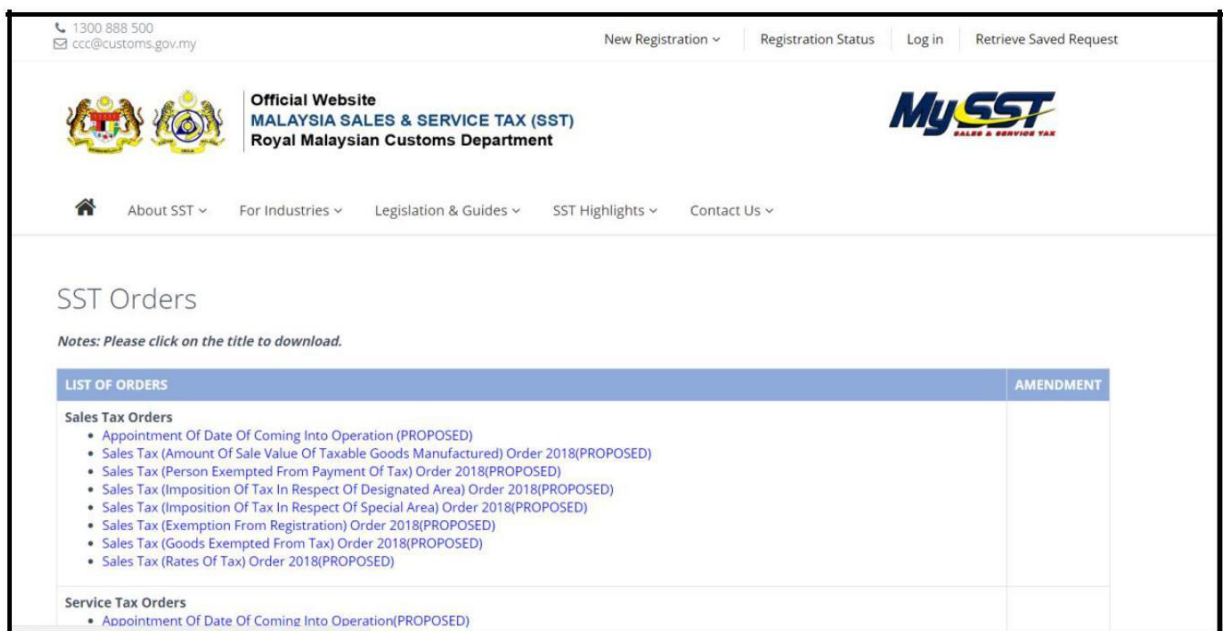
Figure 1.3.4 Legislation (SST Orders)

6. SST Guides module contains a few submodule which are General Guide, Industry Guides, Specific Guides and System Guides. Refer to figure 1.3.5
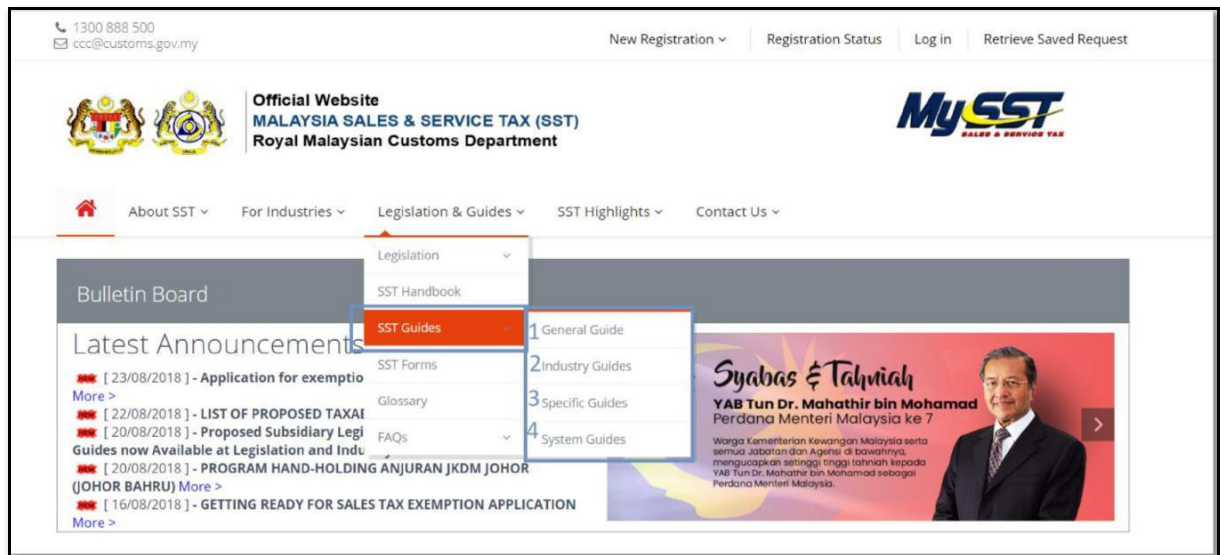
Figure 1.3.5 SST Guides

7. SST Guides: Industry Guides submodule will provide a few information about Sales Tax Industry Guides and Service Tax Industry Guides. Refer to figure 1.3.6
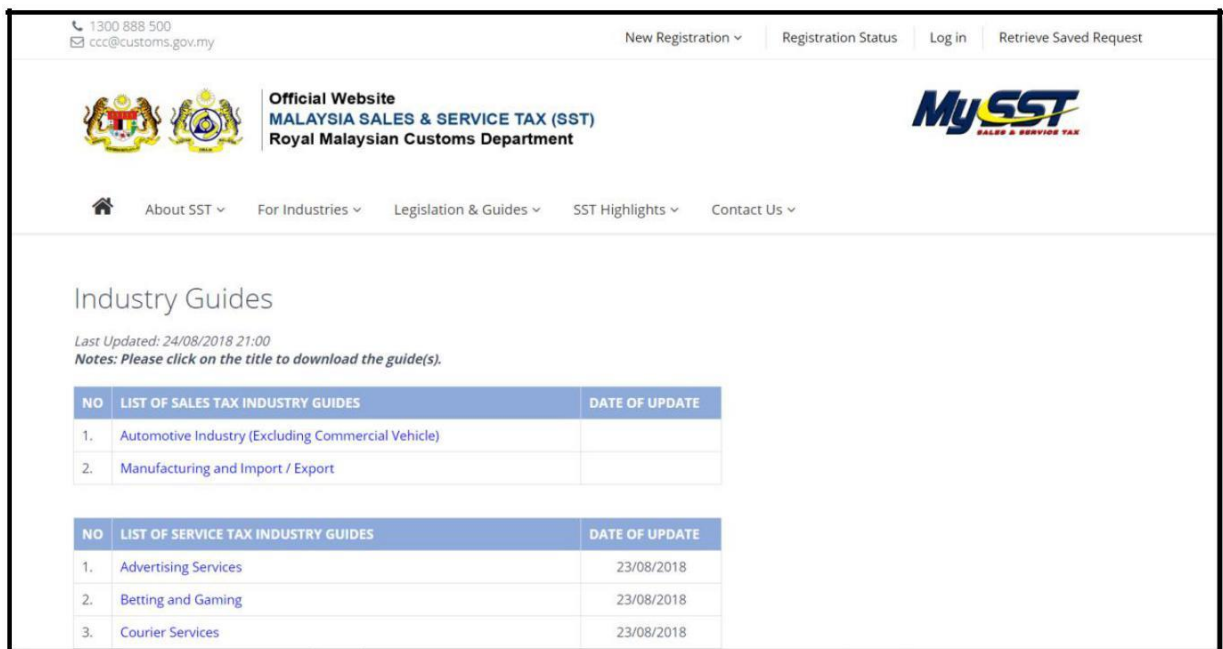
Figure 1.3.6 SST Guides (Industry Guides)

8. SST Guides: Specific Guides submodule provide information about Sales and Service Tax Specific Guides. It only have transitional rules. Refer to figure 1.3.7
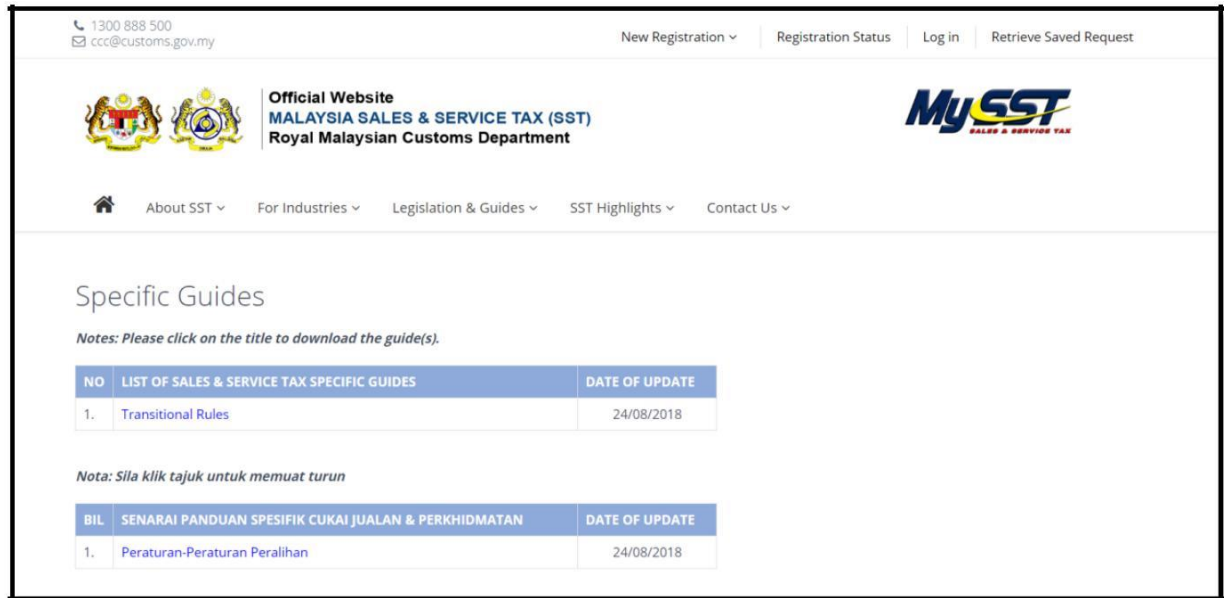
Figure 1.3.7 SST Guides (Specific Guides)

9. SST Guides: System Guides submodule will provide a few information about how to deal with system when user have a few problem to use this system. Refer to figure 1.3.8
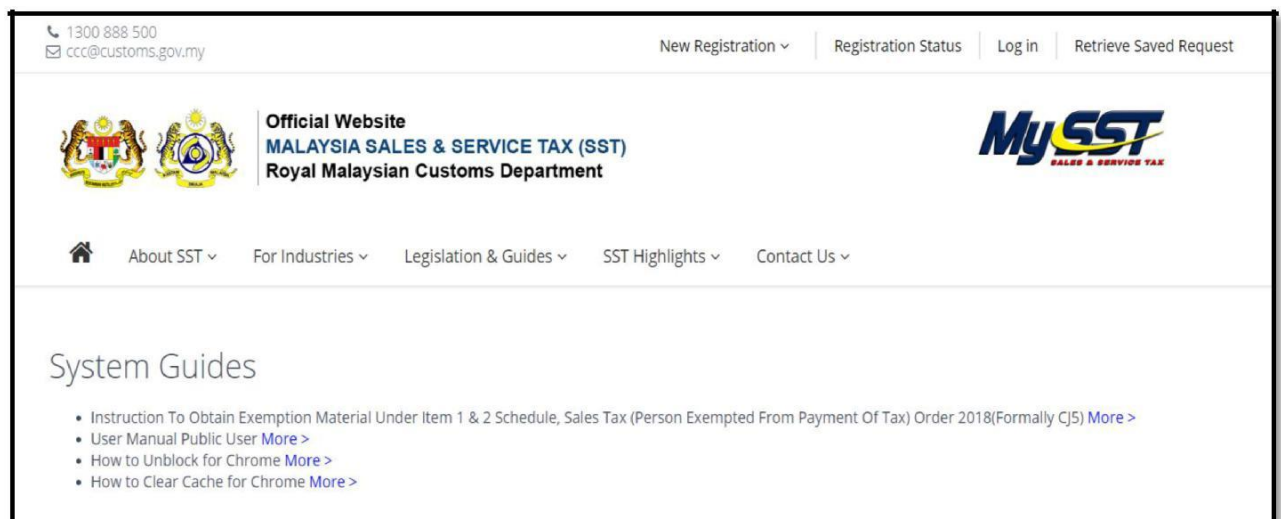
Figure 1.3.8 SST Guides (System Guides)

10. SST Forms module will explain more details about every form that related with Sales Tax Exemption Application. Refer to figure 1.3.9

Figure 1.3.9 SST Form

11. FAQs module have 2 submodule which are General and Business. Refer to figure 1.3.10

Figure 1.3.10 FAQs

12. FAQs: General submodule will provide information about general info about SST for Sales Tax and Service Tax. Refer to 1.3.11

Figure 1.3.11 FAQs (General)

1.4 SST Highlights

1. SST Highlights Tab: this tab will provide some information about SST's latest information. It is contains 3 modules. Refer figure 1.4.1
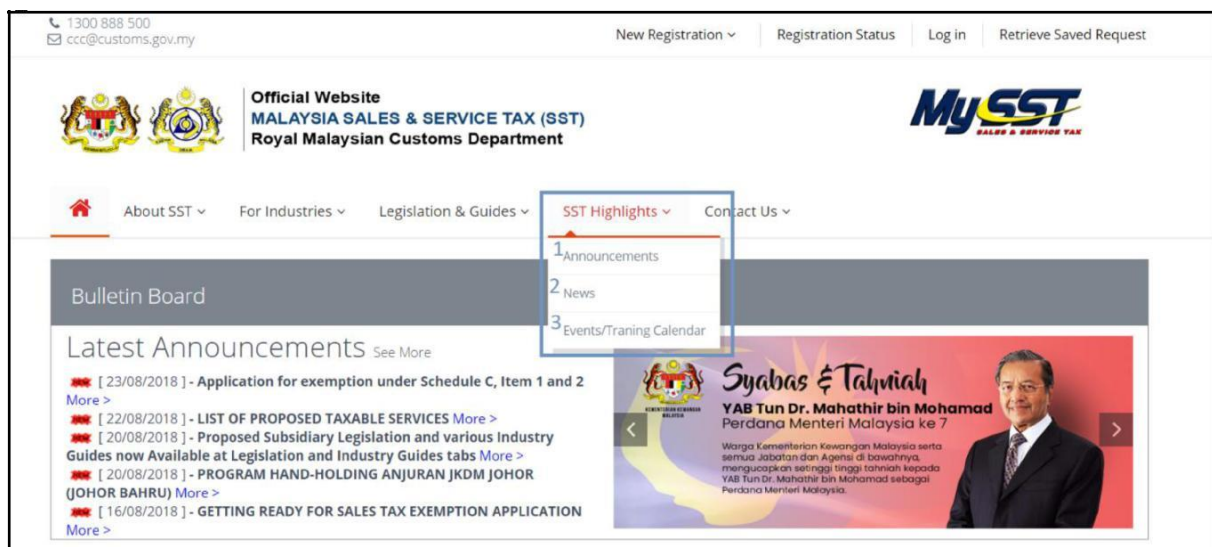
Figure 1.4.1 SST Highlights

2. Announcements module will listed about all the latest announcements about SST. Refer to figure 1.4.2

Figure 1.4.2 Announcements

1.5 Contact Us

1. Contact Us Tab: this tab will provide a few way on how user can contact JKDM. It is contains 4 modules. Refer figure 1.5.1
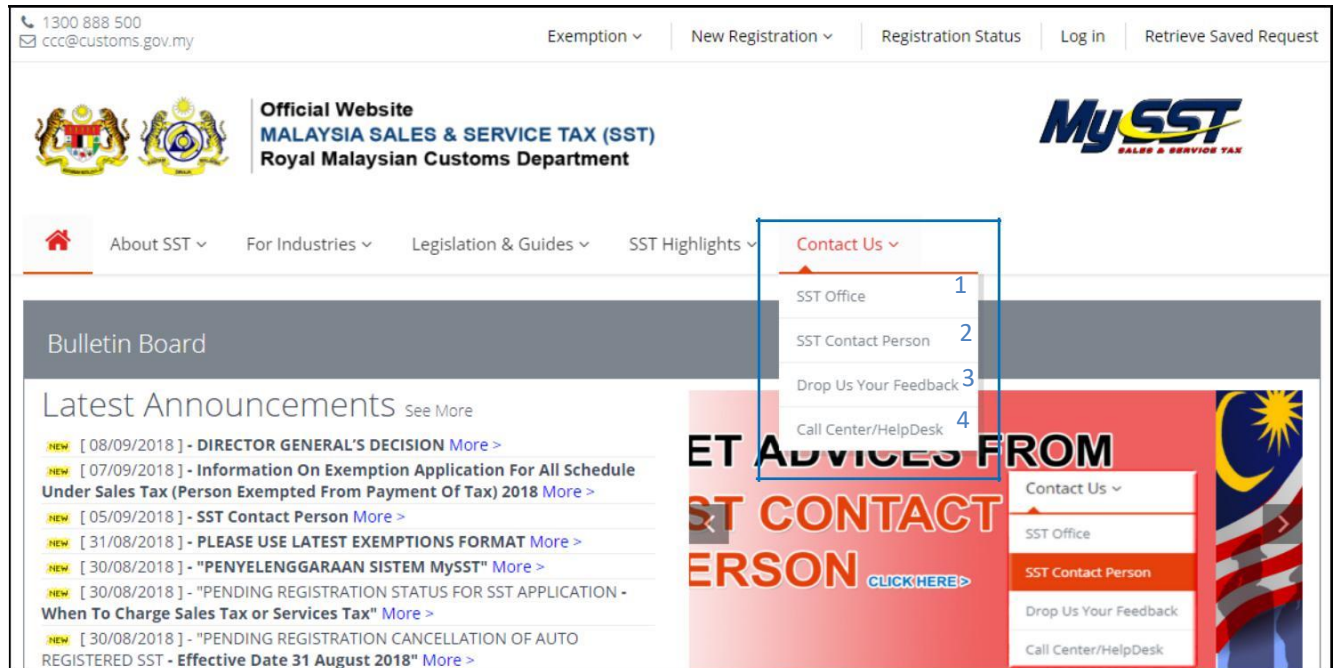
Figure 1.5.1 Contact Us

2. SST Office module will listed all location the SST Office in Malaysia that provided with telephone no. , fax no. and State. Refer to figure 1.5.2

Figure 1.5.2 SST Office

3. Call Center/Helpdesk module is explain about a few information for user who need to call customs center/helpdesk for help. Refer to figure 1.5.3

Figure 1.5.3 Call Center/HelpDesk

1.6 How to check your Registration Status

1. Registration Status Tab: This tab will bring visitors to Registration Status Page, for visitors to check their registration status. Refer Figure 1.6.1 and Figure 1.6.2.

Figure 1.6.1 Registration Status tab

Figure 1.6.2 Registration Status page

1. Choose one of the dropdown selection which are:
    1. GST Number
    2. Business Registration Number (BRN)
    3. Name of Registered Business

2. Enter Selection
    Example:
    i.   Visitor select GST Numbers from the selection choices.
    ii. Visitor insert GST number.
    iii.

3. Click Submit button to check registration status.

4. If the visitor already registered in MySST , a pop up 'SST REGISTRATION STATUS' message will appear, check email for further details. Refer figure 1.6.3.
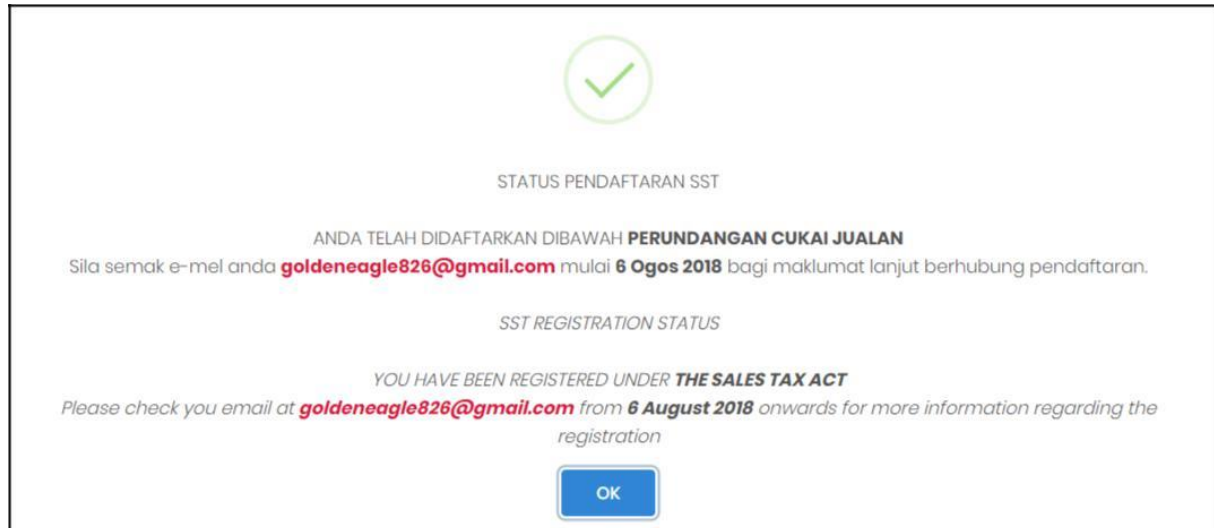
Figure 1.6.3 Registration Status.

5. If the visitor is not registered in MySST system, a pop up 'No Record Found' message will appear. Refer Figure 1.6.4.

Figure 1.6.4 Record not Found

2. Procedure to Apply a New Registration

    a) For new registrant, visitor need to fill up all the required information.
        1. New Registration Tab: This tab will bring visitors to New Registration Page, for visitors to register their application.
        2. Under New Registration tab, visitor can apply for :
- Sales Tax Registration
- Service Tax Registration

Figure 2.1: Main Page

Figure 2.2: SST Type

2.1 Sales Tax

a) For Part A: Business Particular, No 1 and No 2 is an optional to fill up.

1. No. 1 a) Insert GST Registration No in the field provided with 12 in numeric format.

2. If users insert less than 12, a popup window will display. Refer to figure 2.1.3

3. A successful pop up window will display for registrant who already registered in to the system after key in GST Registration No as refer to figure 2.1.2. Click button OK and it will directly go to main page.

4. No. 1 b) Insert Tourism Tax Registered No. in the provided field with maximum 15 in alphanumeric format.

5. No. 1 c) Insert Income Tax Reference No. in the provided field with maximum 13 in alphanumeric format.

6. No. 2 Insert Customs Audit Reference No. in the provided field with maximum 15 in alphanumeric format as refer to figure 2.1.1

Figure 2.1.1 Application Sales Tax. Part A: Business Particulars

(No. 1 - 2)
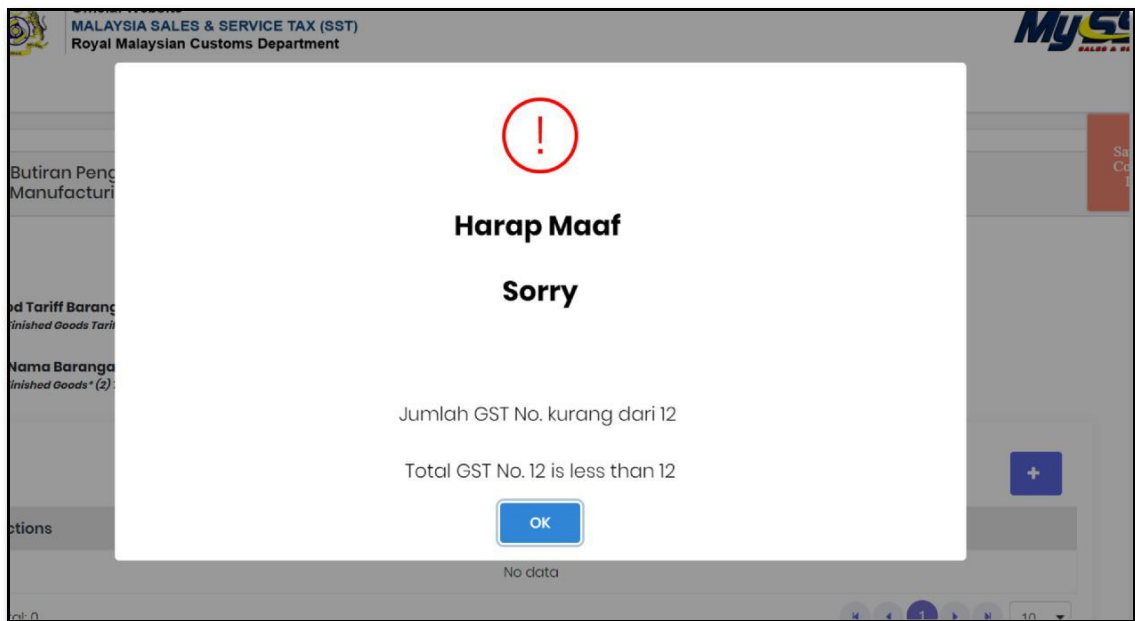
Figure 2.1.2 GST No. is less than 12
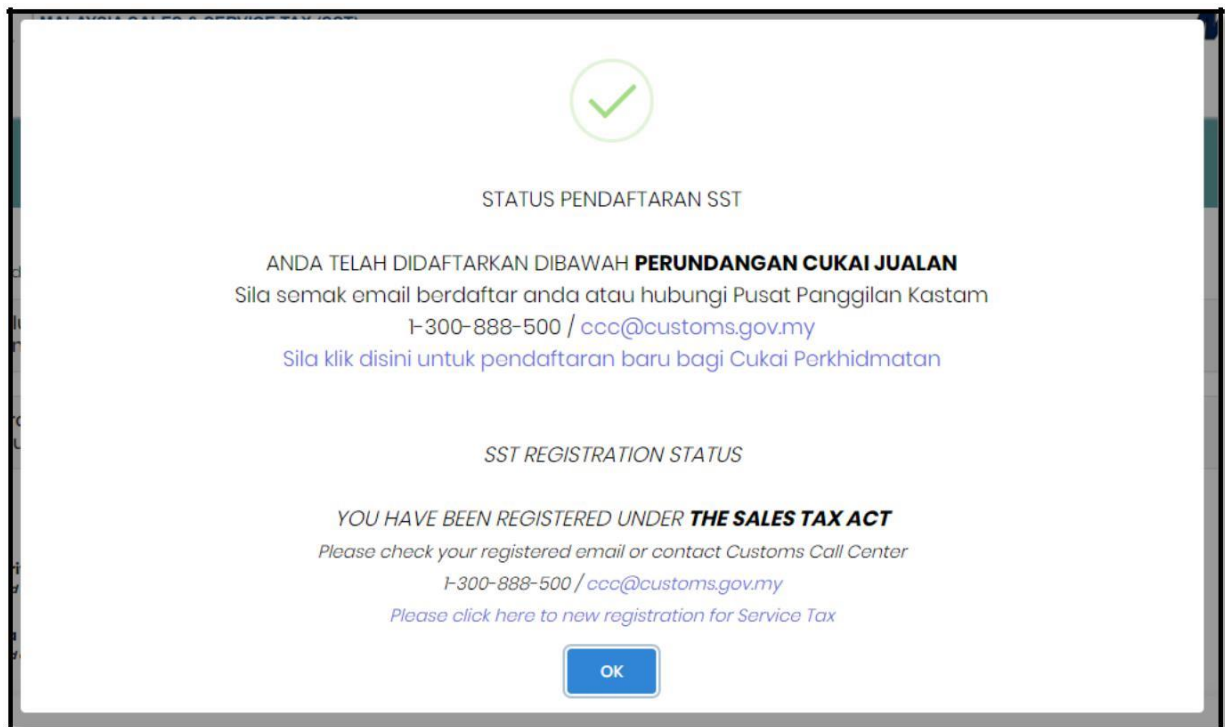
Figure 2.1.3 Already registered

b) For Part A: Business Particular, No 3 is optional to fill in and No 4 is required to fill in.

1. For No 3, user need to click on the box if the application is due to the registered manufactured business and fill in the required details which are date of replacement, previous registration no with maximum 18 alphanumeric format and previous registration name. Refer to figure 2.1.4

2. (**|**) symbol is mandatory to fill in.

3. Required to choose Business Type in field no. 4. Refer to figure 2.1.5

4. If user click to choose Others in Business Type, user need to choose the related choices. Refer to figure 2.1.6

Figure 2.1.4 Application Sales Tax. Part A: Business Particulars

(No. 3)

Figure 2.1.5 Application Sales Tax. Part A: Business Particulars

(No. 4)

Figure 2.1.6 No. 4 (Others)

c) For Part A: Business Particular, No. 5 until No.7 is required to fill up.

1. No. 5, required to fill in the Business Registration No. / Identity Card No. in the field provided.

2. No. 6, required to fill in the Name of Registration Business in the provided field

3. Required to fill in Address of Registered Business in the provided field. Refer to figure 2.1.7

4. For postcode, click on pick button to search and click on select postcode as refer to figure 2.1.8

5. No. 7, click on box that provided if Trade Name user same with Address of Registered Business as refer to figure 2.1.7 if else need to fill in.

Figure 2.1.7 Application Sales Tax. Part A: Business Particulars

(No. 5 - 7)

Figure 2.1.8 Postcode

d) For Part A: Business Particular, No. 8 and No. 9 are required to fill up (if any).

1. Fill in the Others Place of Manufacturing Address if any in field 8 with click on add button.
2. Required to fill in Premise Name and Address. After completing the detail click on save button as refer to figure 2.1.10
3. Field 9, click on box that provided if Correspondence Address of Business user same with Address of Registered Business as refer to figure 2.1.9 if else need to fill in.

Figure 2.1.9 Application Sales Tax. Part A: Business Particulars
(No. 8 - 9)

Figure 2.1.10 create new premise

e) For Part A: Business Particular, No. 10, No. 12 and No. 13 are required to fill up. But for No.11 are optional to fill in if required.

1. No. 10, required to fill in Telephone No in the provided field with maximum 14 in numeric format.

2. No. 11, Fax No is optional to fill in. Depend on user.

3. No. 12, required to fill in Email Address with @ in the provided field.

4. Button Save and Continue Later can be use after user completing their details until No. 12 with insert email address and confirmation email address. Refer to figure 2.1.11

5. Click on submit button and popup window will display about Application SST Reference Number and user's station name as refer to figure 2.1.12

6. User must remember SST Reference Number in order to retrieve data that already submitted.

7. Before No. 12, user cannot use this button as refer to 2.1.12.

8. No. 13, optional to fill in details of Director / Owner with click on add button. Refer to figure 2.1.13

9. Fill in all the required information :

   i. Required to fill in Name of Director

   ii. Required to fill in Address

   iii. Required to fill in Telephone No with maximum 14 in numeric format

   iv. Required to select in Identity Type either Identity Card (IC) or Passport Number (NP)

     v.   If choose Identity card, required to fill IC number with maximum 12 in numeric format

     vi.   If choose Passport Number, required to fill in NP number with maximum 12 in alphanumeric format

     vii.   For nationality, it will auto generate if user choose IC but if user choose NP, user need to fill in by themselves

     viii. Required to fill in Appointed Date

10. Click on save button after completing the form as refer to figure 2.1.14
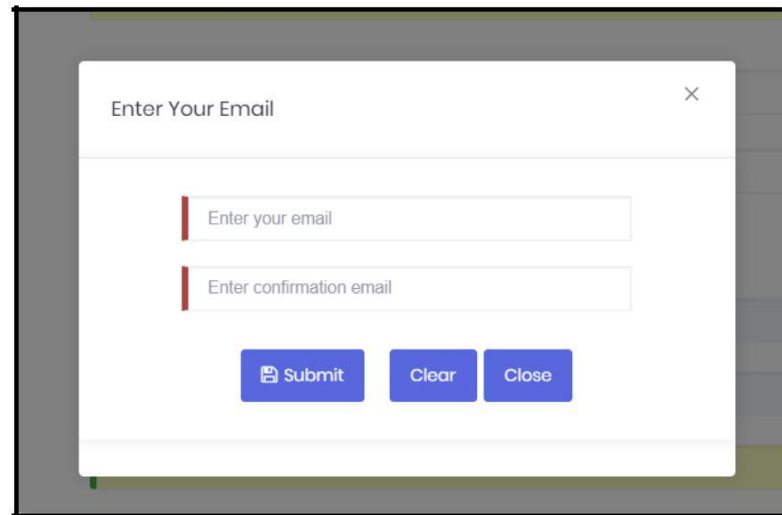
Figure 2.1.11Email Address
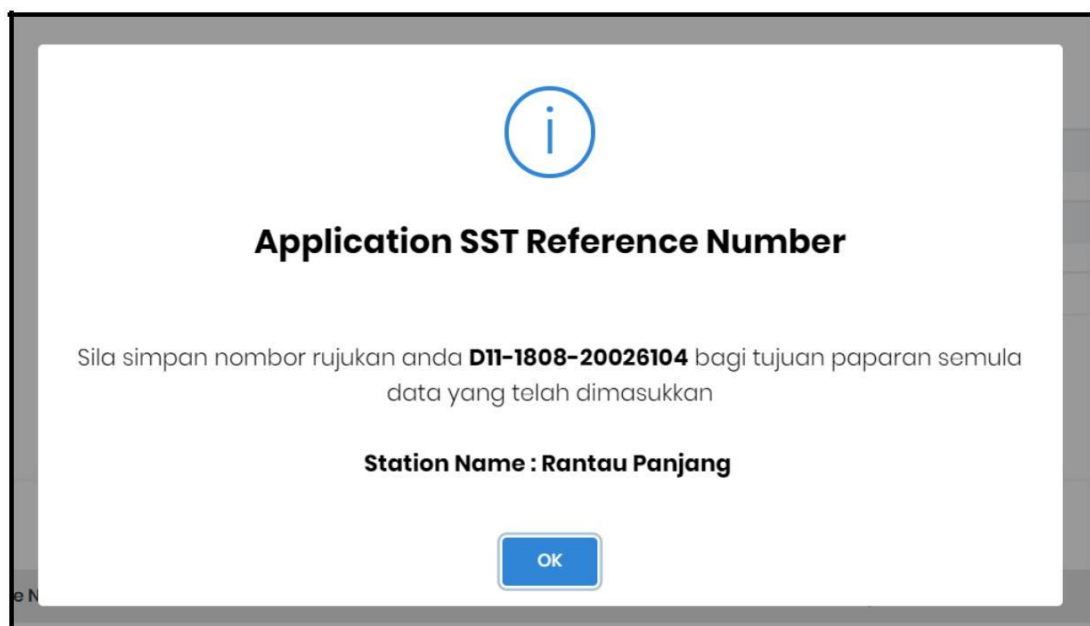
Figure 2.1.12 Application for SST Reference number

Figure 2.1.13 create new director

Figure 2.1.14 Create new Director

f) For Part B: Manufacturing / Service Details, No. 14 (a) is required to fill in.

1. No. 14 a), to fill in Finished Goods and tariff Code user need to click on add button as refer to figure 2.1.15

2. Click on add button and popup window for add Tariff code will display. User need to fill in all the required detail and click on save button to save the information as refer to figure 2.1.16
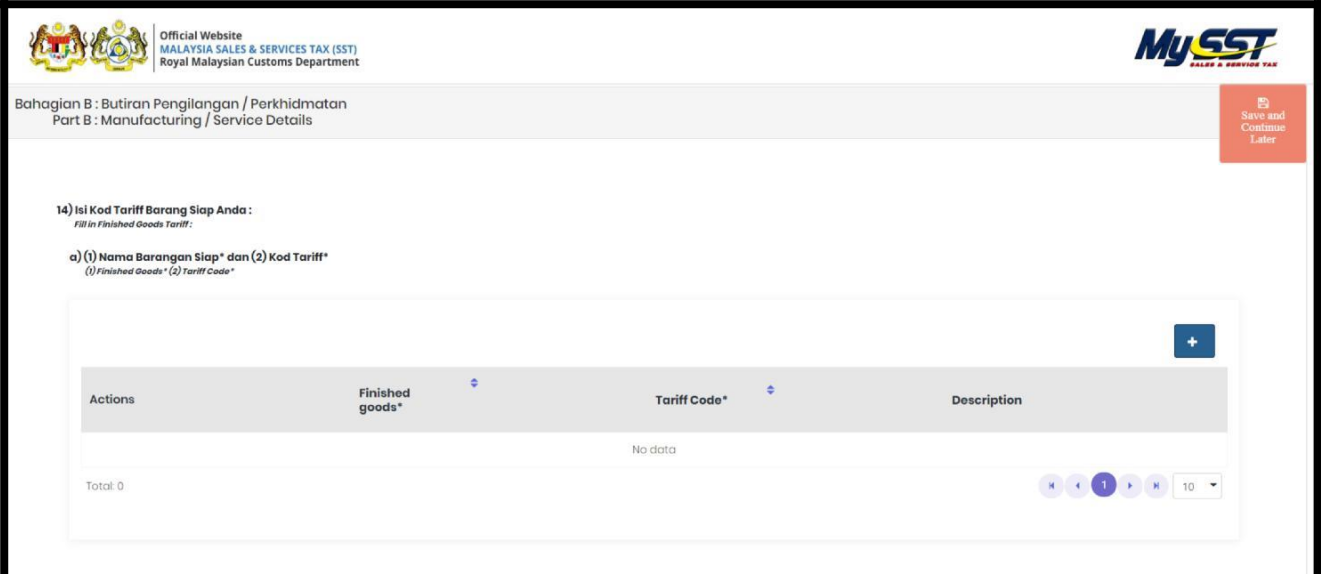
Figure 2.1.15 Part B: Details of Manufacture / Service
(No. 14(a))

Figure 2.1.16 Tariff Code

g) For Part B: Manufacturing / Service Details, No. 14 (a) is required to fill in for Subcontract Work. No. 14 (b) and No. 15 are required to fill in.

1. Click on the box to fill in details for Subcontractor Word and click on add button as refer to figure 2.1.17
2. Fill in all the required information as refer to figure 2.1.18
3. Required to insert data in Business Commencement Date in No. 15(a)
4. Required to insert data in Manufacturing / Service Commencement Date in No. 15 (b)
5. Required to insert data in Date of Achieving Sale Value of Taxable Goods/ Wage/ Value of Taxable Service in No. 15 (c)
6. User must insert date for No. 15 (a) and No. 15 (b) first before insert No. 15 (c). Cannot directly insert in No. 15 (c) without fill in No. 15 (a) and No. 15 (b).
7. Required to insert data in Goods sold or Disposed of By (RM) refer to figure 2.1.17

Figure 2.1.17 Part B: Details of Manufacture / Service
(No. 14(b) - 15)

Figure 2.1.18 Create Tariff

h)   For Part B: Manufacturing / Service Details, No. 16 until No. 18 is required to fill in.

1. For 'Goods sold or Disposed by', state all the data in boxes provided. Refer to figure 2.1.19

2. Insert local sales in (%).

3. Insert Export in (%).

4. Insert Sales to Designated Area/ Special Area in (%)

5. Insert Others in (%)

6. Total for Goods sold or Disposed By should be 100%, cannot be more or less than 100%. If not, popup window will display as refer to figure 2.1.20

7. Insert data in "Financial Year End Month" in the box provided.

8. Click on dropdown button to view and select list of "Financial Year End Month" as Figure 2.1.20

Figure 2.1.19 Part B: Details of Manufacture / Service
(No. 17 – No. 18)

Figure 2.1.20 Part B: Total of Goods sold or Disposed by (%)

i)   For Part C: Declarations, No. 19 are required to fill in.

1.   Tick on the box in the applicant's declaration, where I hereby…..
2.   Date will be automatic generate from real time date.
3.   Insert name in Name of Applicant in the box provided.
4.   Insert Identity Card/Passport No. in Identity Card / Passport No. in the box provided.
5.   Insert data in Designation in box provided.
6.   Insert number in Telephone No. in the box provided with 11 in numeric format.
7.   Insert email of applicant in Email Address in the box provided.
8.   After user complete fill-in all data in the box, click on **Submit** button to submit data. Refer to figure 2.1.21
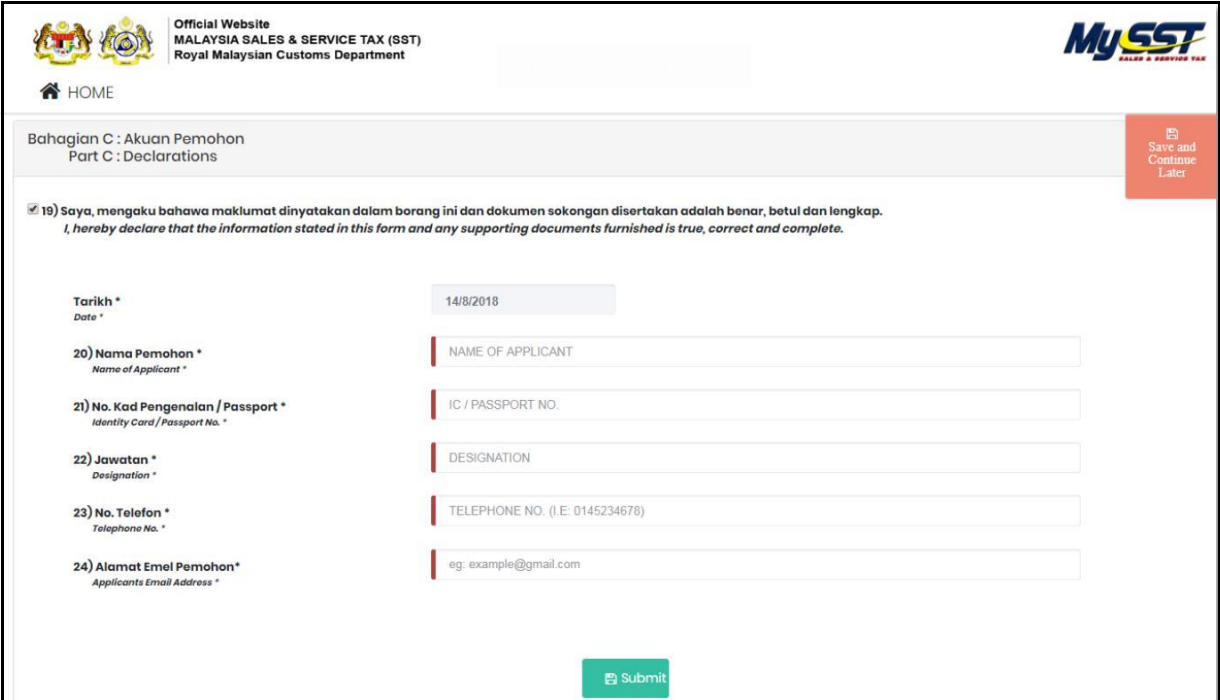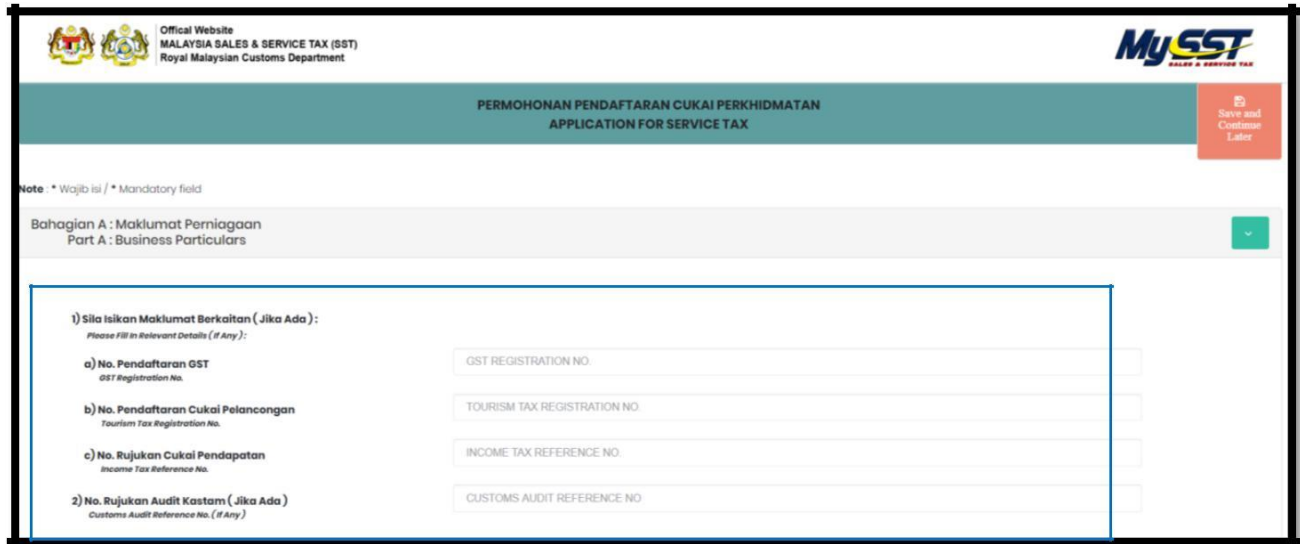
Figure 2.1.21 Applicant's Declaration

2.2 Service Tax

a) For Part A: Business Particular, No 1 and No 2 is an optional to fill up.

7. No. 1 a) Insert GST Registration No in the field provided with 12 in numeric format.

8. If user insert less than 12, a popup window will display. Refer to figure 2.2.2

9. A successful pop up window will display for registrant who already registered in to the system after key in GST Registration No as refer to figure 2.2.3. Click button OK and it will directly go to main page.

10. No. 1 b) Insert Tourism Tax Registered No. in the provided field with maximum 15 in alphanumeric format.

11. No. 1 c) Insert Income Tax Reference No. in the provided field with maximum 13 in alphanumeric format.

12. No. 2 Insert Customs Audit Reference No. in the provided field with maximum 15 in alphanumeric format as refer to figure 2.2.1

Figure 2.2.1 Application Service Tax. Part A: Business Particulars

(No. 1 - 2)

Figure 2.2.2 GST No. is less than 12
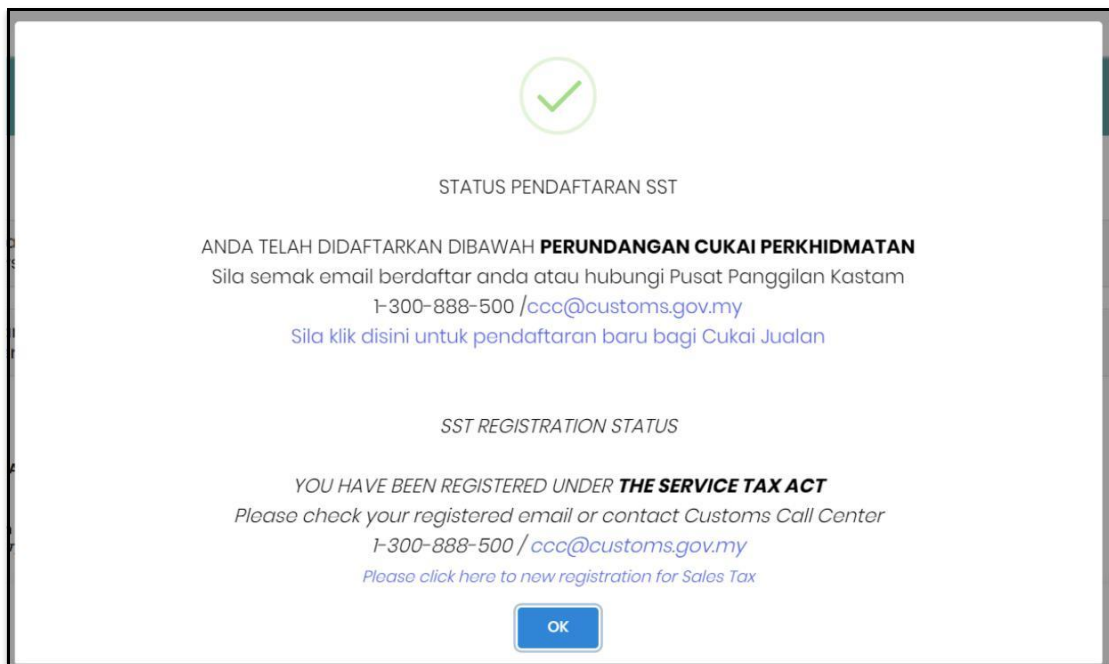
Figure 2.2.3 Already registered

b) For Part A: Business Particular, No 3 is optional to fill in and No 4 is required to fill in.

5. For No 3, user need to click on the box if the application is due to the registered manufactured business and fill in the required details which are date of replacement, previous registration no with maximum 18 alphanumeric format and previous registration name. Refer to figure 2.2.4

6. (**|**) symbol is mandatory to fill in.

7. Required to choose Business Type in field no. 4. Refer to figure 2.2.5

8. If user click to choose Others in Business Type, user need to choose the related choices. Refer to figure 2.2.6

Figure 2.2.4 Application Service Tax. Part A: Business Particulars

(No. 3)

Figure 2.2.5 Application Service Tax. Part A: Business Particulars

(No. 4)

Figure 2.2.6 No. 4 (Others)

c) For Part A: Business Particular, No. 5 until No.7 is required to fill up.

6. No. 5, required to fill in the Business Registration No. / Identity Card No. in the field provided.

7. No. 6, required to fill in the Name of Registration Business in the provided field

8. Required to fill in Address of Registered Business in the provided field. Refer to figure 2.2.7

9. For postcode, click on pick button to search and click on select postcode as refer to 2.2.8

10. No. 7, click on box that provided if Trade Name user same with Address of Registered Business in No.6 as refer to figure 2.2.7 if else need to fill in.

Figure 2.2.7 Application Sales Tax. Part A: Business Particulars
(No. 5 - 7)
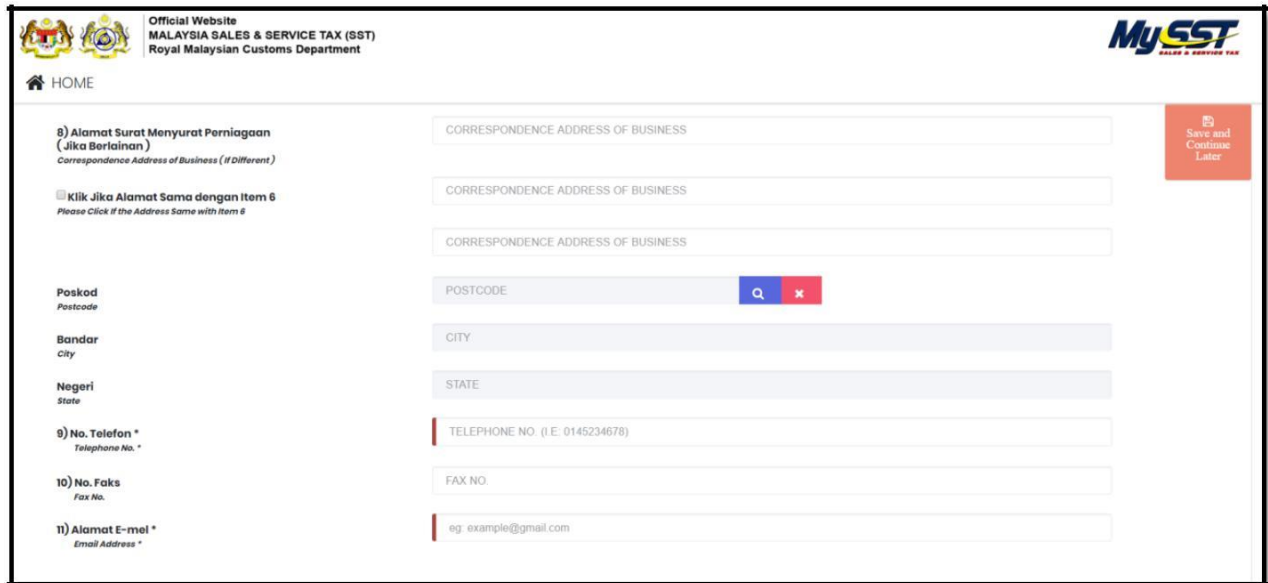
Figure 2.2.8 Postcode

d) For Part A: Business Particular, No. 8 until No. 11 are required to fill up except No.10.

1. Click on box that provided if Correspondence Address of Business user same with Address of Registered Business as refer to figure 2.2.9 if else need to fill in.
2. Required to fill in Telephone No. in the field provided with 14 in numeric format.
3. Optional to fill in Fax No. in the field provided.
4. Required to fill in Email Address with @ in the field provided.

Figure 2.2.9 Application Service Tax. Part A: Business Particulars

(No. 8 - 11)

e) For Part A: Business Particular, No. 12 are required to fill up.

1. Button Save and Continue Later can be use after user completing their details until No. 11 with insert email address and confirmation email address. Refer to figure 2.2.10.
2. Click on submit button and popup window will display about Application SST Reference Number and user's station name as refer to figure 2.2.11
3. User must remember SST Reference Number in order to retrieve data that already submitted.
4. Before No. 11, user cannot use this button as refer to 2.2.11
5. No. 12, required to fill in details of Director / Owner with click on add button. Refer to figure 2.2.12.
6. Fill in all the required information :

    ix.   Required to fill in Name of Director

    x.   Required to fill in Address

    xi.   Required to fill in Telephone No with maximum 14 in numeric format

    xii.   Required to select in Identity Type either Identity Card (IC) or Passport Number (NP)

xiii. If choose Identity card, required to fill IC number with maximum 12 in numeric format

xiv. If choose Passport Number, required to fill in NP number with maximum 12 in alphanumeric format

xv. For nationality, it will auto generate if user choose IC but if user choose NP, user need to fill in by themselves

xvi. Required to fill in Appointed Date

7. Click on save button after completing the form as refer to figure 2.2.13
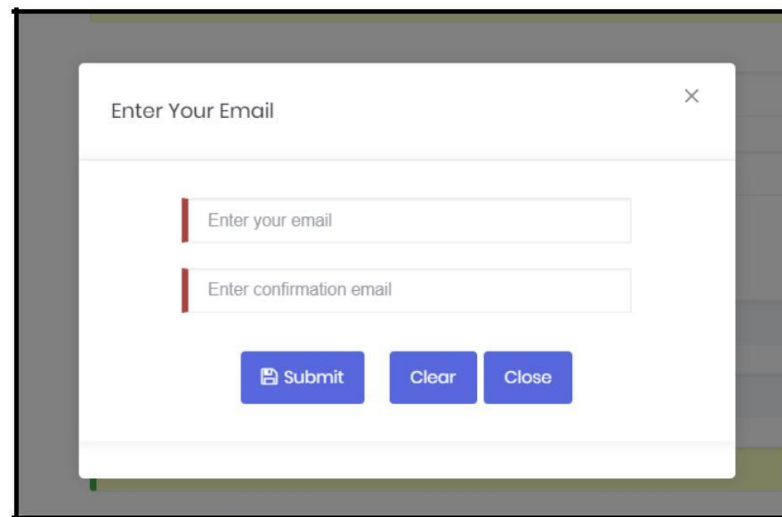
Figure 2.2.10 Email Address
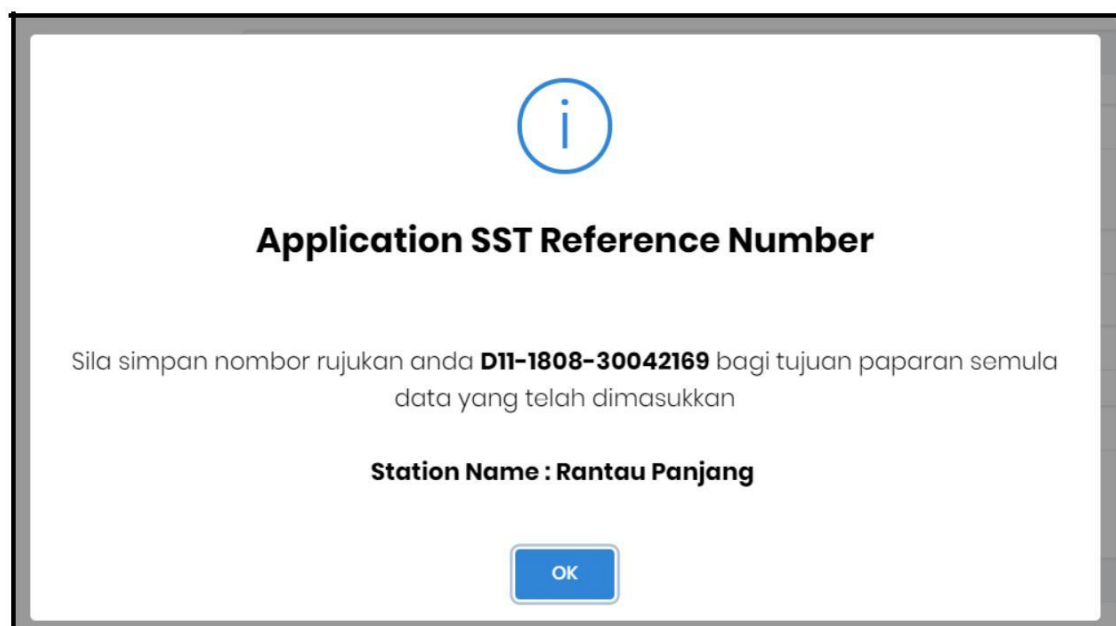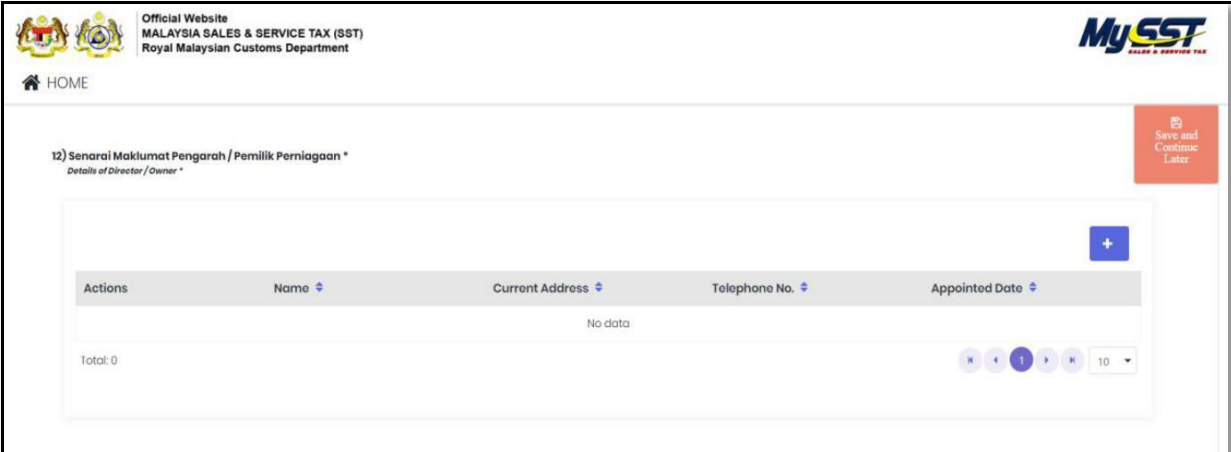
Figure 2.2.11 Application for SST Reference number
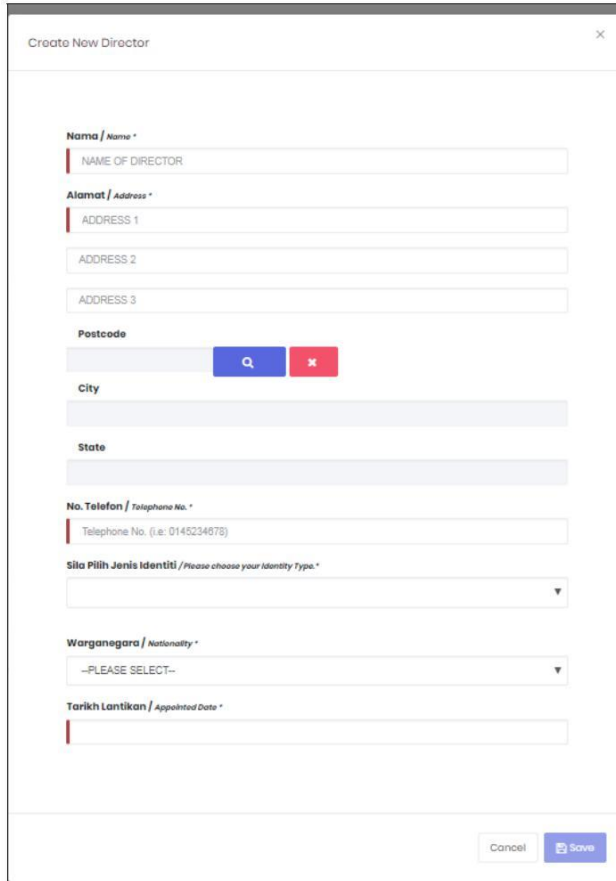
Figure 2.2.12 Application Service Tax. Part A: Business Particulars

(No. 12)

Figure 2.2.13 Create new Director

f) For Part B: Manufacturing / Service Details, No. 13 (a) is required to fill in.

1. No. 13 a), to fill in Service Group and Service Type Code in the box provided refer to Figure 2.2.14

2. Click on add button and popup window for add Tariff code will display. User need to fill in all the required detail and click on save button to save the information as refer to figure 2.2.15

Figure 2.2.14 Part B: Details of Manufacture / Service
(No. 13(a))
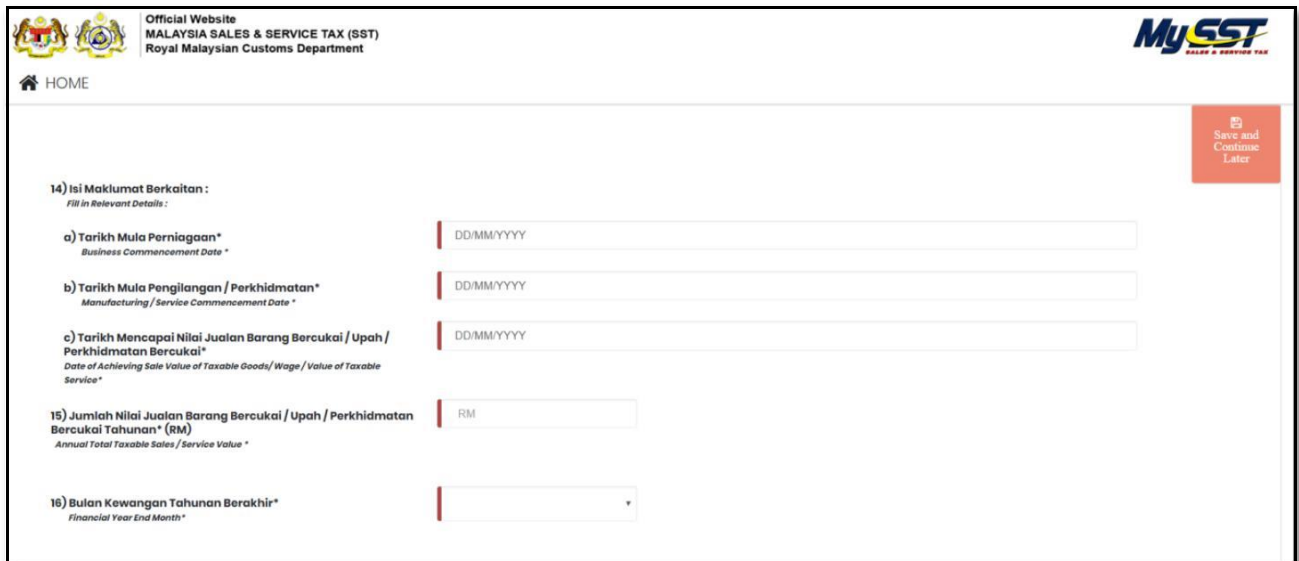
Figure 2.2.15 Service Type Code

g) For Part B: Manufacturing / Service Details, No. 14 until No. 16 are required to fill in.

1. Required to insert data in Business Commencement Date in No.14 (a)

2. Required to insert data in Manufacturing/ Service Commencement Date in No. 14 (b)

3. Required to insert data in Date of Achieving Sale Value of Taxable Goods/ Wage/ Value of Taxable Service in No. 14 (c)

4. User must insert date for No. 14 (a) and No. 14 (b) first before insert No. 14 (c). Cannot directly insert in No. 14 (c) without fill in No. 14 (a) and No. 14 (b).

5. Required to insert Annual total Taxable Sales/ Service value (RM).

6. Required to insert data in Financial Year End Month in the box provided refer to figure 2.2.16

Figure 2.2.16 Part B: Details of Manufacture / Service
(No. 14 - 16)

h) For Part C: Declarations, No. 19 are required to fill in.

   9. Tick on the box in the applicant's declaration, where I hereby…..
   10. Date will be automatic generate from real time date.
   11. Insert name in Name of Applicant in the box provided.
   12. Insert Identity Card/Passport No. in Identity Card / Passport No. in the box provided.
   13. Insert data in Designation in box provided.
   14. Insert number in Telephone No. in the box provided with 11 in numeric format.
   15. Insert email of applicant in Email Address in the box provided.
   16. After user complete fill-in all data in the box, click on *Submit* button to submit data. Refer to figure 2.2.17

Figure 2.2.17 Applicant's Declaration

3.   Procedure to Login to MySST System (SST Registrant)

1. For existing GST registrant, they will receive an email from MySST containing:
   i.   The URL to MySST landing page
   ii.   User ID
   iii. Temporary password to login the system.
   iv.   Two attachments that are *Surat Iringan* and *Surat Kelulusan.*

   Refer Figure 3.1 for email sample.

Figure 3.1: Email Received By SST Registrant

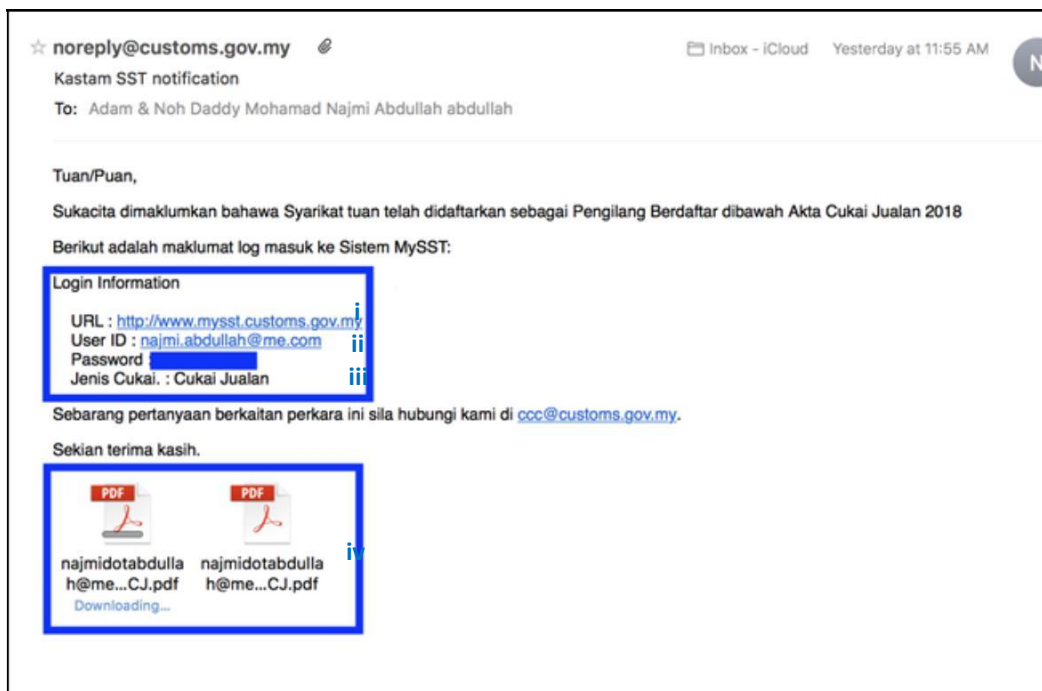2. Click on Login tab in Main Page. Refer figure 3.2

Figure 3.2 Main Page

3. Please click on Search button to insert SST Registration Number in the box provided. (Refer Figure 3.3 Login Page).
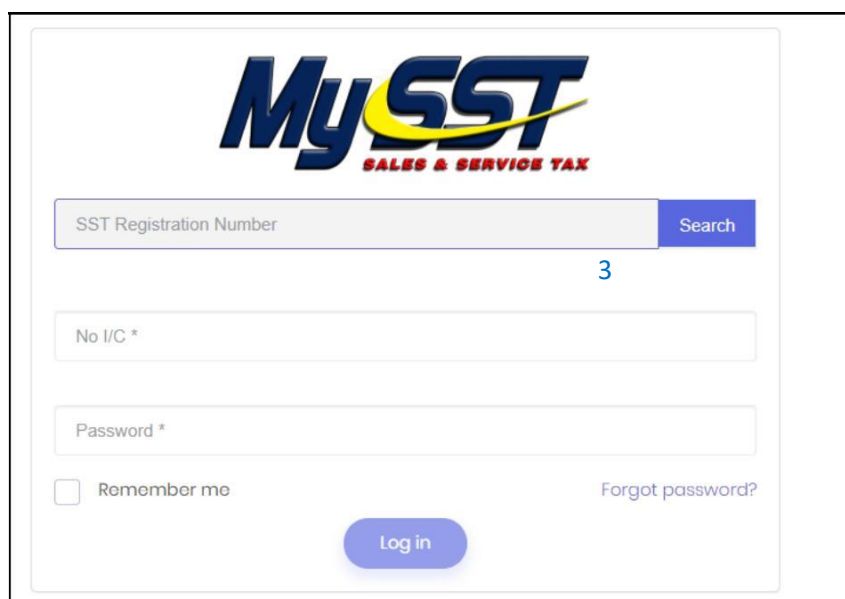
Figure 3.3 Login Page

4. Please insert SST Registration No. Refer Figure 3.4.

Figure 3.4: SST Registration No.

5. Click Save button to Save and click Cancel button to Cancel.
6. If the SST Registration Number is available in the MySST system, the system will display the SST Registration Number.
7. Insert email address and password received in the email (Refer Figure 3.1. and Figure 3.5).
8. Click on Log in button to login in MySST system.
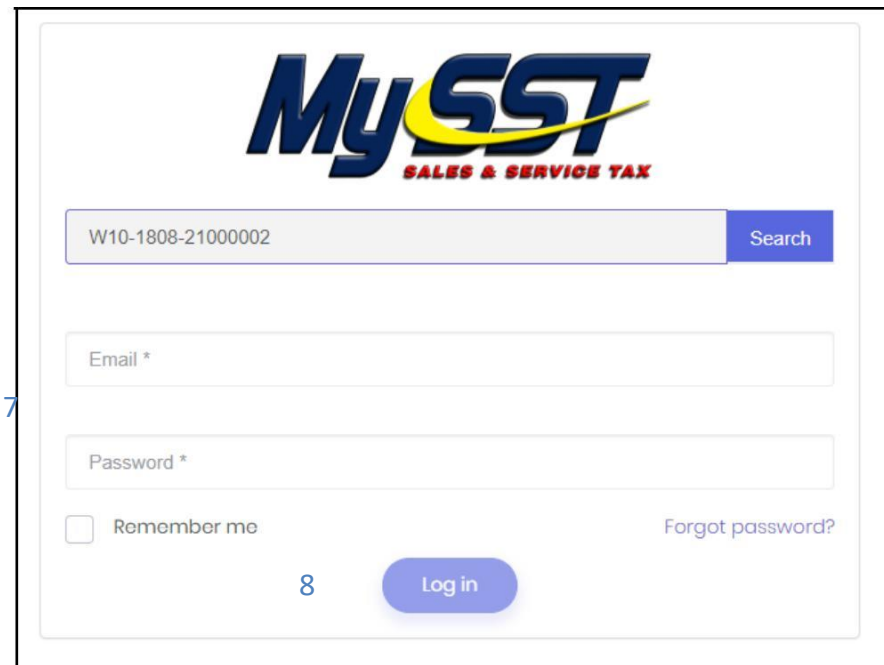
Figure 3.5 Login Page

9. If the SST Registration number is not available in the system, a pop up message will appear as in Figure 3.6.

Account will be block if user insert wrong password in 5 consecutive times. Need to wait for 5 minutes to try again or just do forgot password
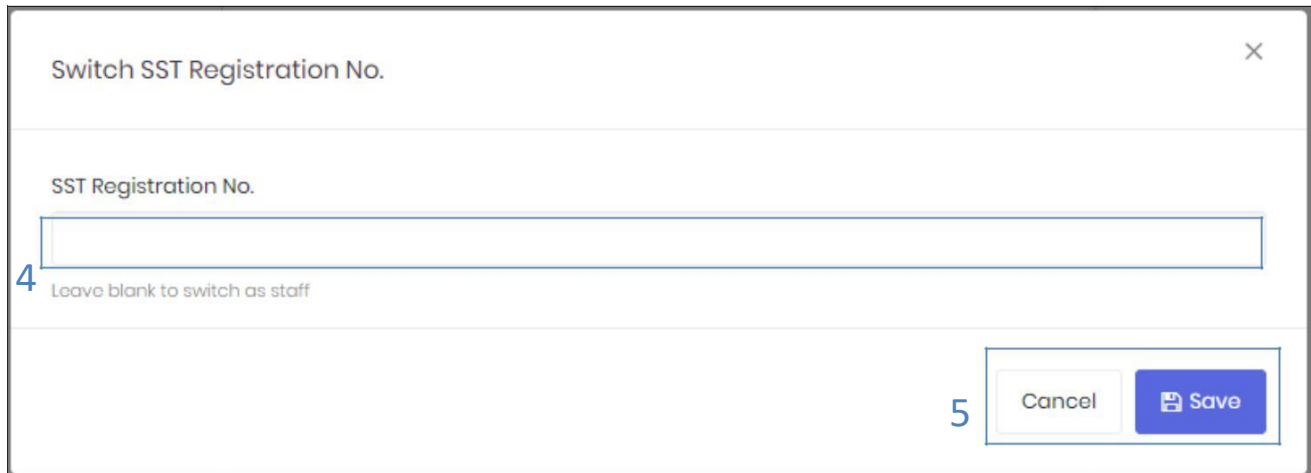

Figure 3.6 Pop Up Display No SST Registration Record Found

3.1 Forgot Password?

1. If forgot password, click on Forgot Password link on the right corner as Figure 3.1.1 and insert your Email Address.

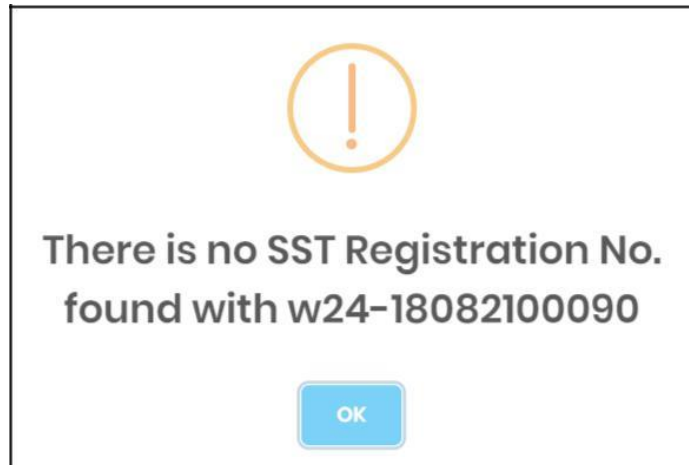2. Refer figure 3.1.2 Email Address. The password reset link will be sent to your email to reset your password. If you don't get an email within a few minutes, please re-try.

Figure 3.1.1 Forgot Password

Figure 3.1.2 Email Address

3. Insert your new password in the box password
    provided. (Refer Figure 3.1.3 Change Password)

    Format : Minimum 8, Maximum 12, Number (1-8), Alphanumeric & special character (@).

4. Repeat the same new password to ensure it is match.
    (Refer Figure 3.1.3 Change Password)

    Format : Minimum 8, Maximum 12, Number (1-8), & Alphanumeric & special character (@).

5. Click Submit button to submit password and click Back button to go previous page.

Figure 3.1.3 Change Password

4. Dashboard

4.1 Public User

1. Once admin user log in to MySST, a popup window will appear. It informs user to update Company Information. Refer to figure 4.1.1
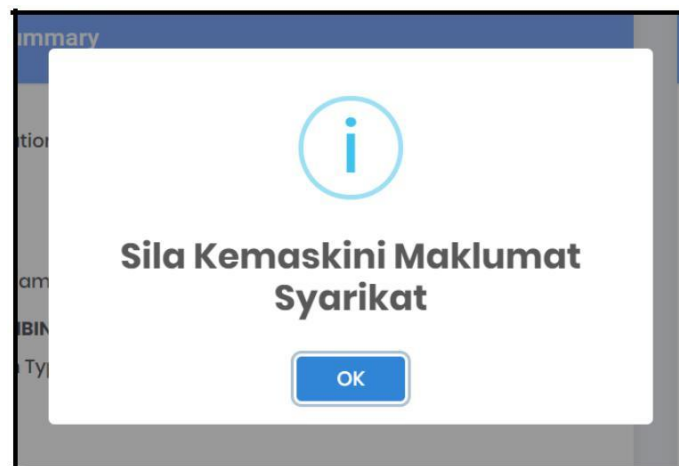

Figure 4.1.1 popup update Company Information

2. User need to click on OK button. It will directly go to Registration Information page.

3. User need to update all the related information inside registration info based on user needs.

4. For Part A, user need to update all the related information. Refer to figure 4.1.2

5. After done update Part A, click update and proceed to Part B. Refer to figure 4.1.3

6. After done update Part B, click update and proceed to Director. Refer to figure 4.1.4

7. For Director, to add Director, user need to click on Add button. A popup create new Director window will appear. User need to add the details and click on save to save all the information. Refer to figure 4.1.5

8. After done update Director, proceed to Service Type. Refer to figure 4.1.6

9. To add new Service Type, click on add button. A popup Create new Service type window will display. Update all the required information and click on save button to save all the information. Refer to figure 4.1.7

10. After done update Service Type, proceed to Agreement. On Agreement page, user need to click only one from the listed in radio button. Refer to figure 4.1.8

11. If user choose to click on 'Saya tidak mengilang barang bercukai atau tidak layak didaftarkan.' A popup window will display. Refer to figure 4.1.9. Click Ok button on popup window and directly go to main page. Refer to figure 4.1.10

12. If user choose other than No.11 above, user just need to click save and it will directly go to main page admin user. Refer to figure 4.1.10

Figure 4.1.2 Registration Information page (Part A)

Figure 4.1.3 Registration Information page (Part B)

Figure 4.1.4 Registration Information page (Director)

Figure 4.1.5 Create New Director

Figure 4.1.6 Registration Information page (service Type)

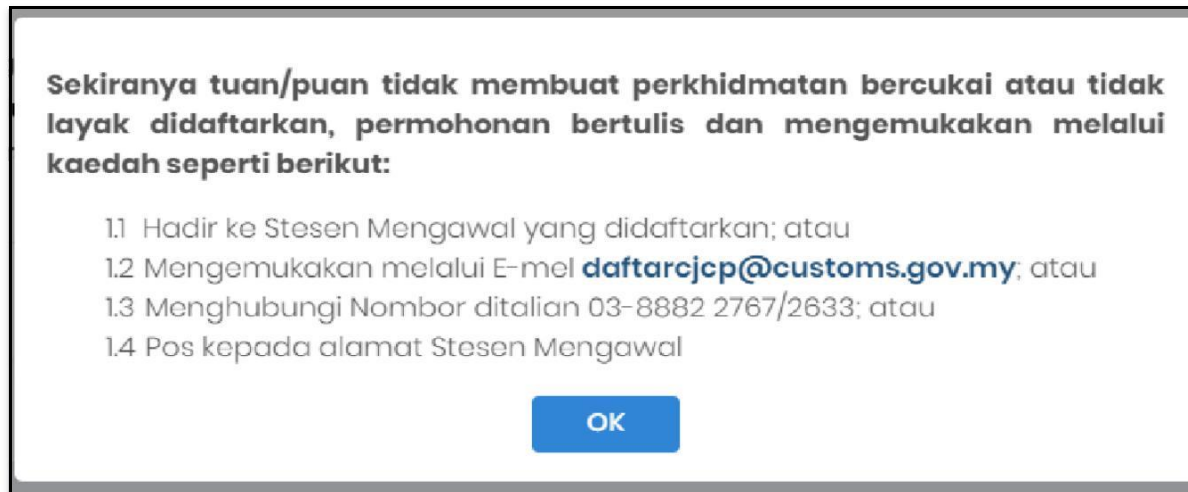Figure 4.1.7 Create New Service Type

Figure 4.1.8 Agreement

Figure 4.1.9 popup for 'Saya tidak mengilang barang bercukai atau tidak layak didaftarkan.'
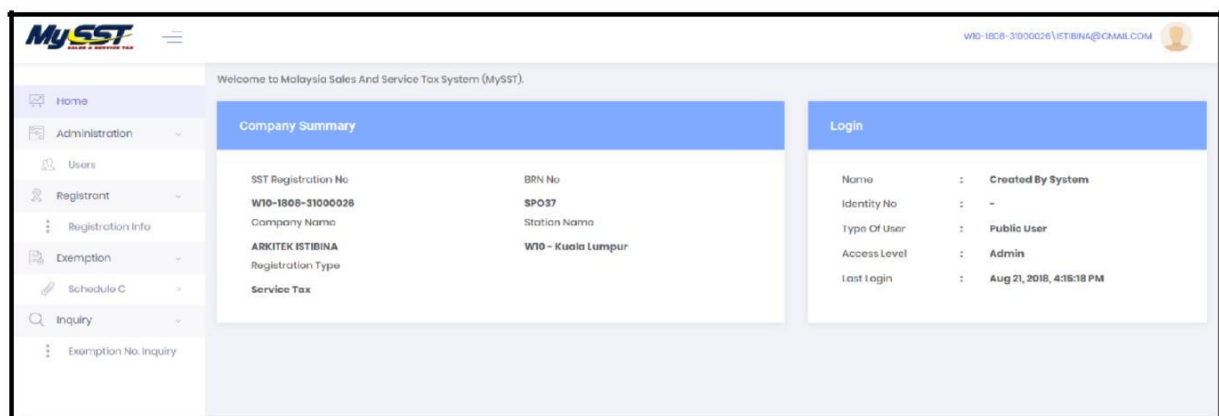

Figure 4.1.10 Main page Admin User

Administration- Users

1. User should click Administration – Users to manage user for example to create new user, edit user and delete user. Refer Figure 4.1.11

2. If admin user want to edit or delete user, admin need to click actions button. Refer Figure 4.1.12

3. If admin want to create users, admin need to click "Create new user" button. Admin has limit to add five user only for create new user. Admin must fill in all the required field refer Figure 4.1.13 and choose roles for users refer Figure 4.1.14
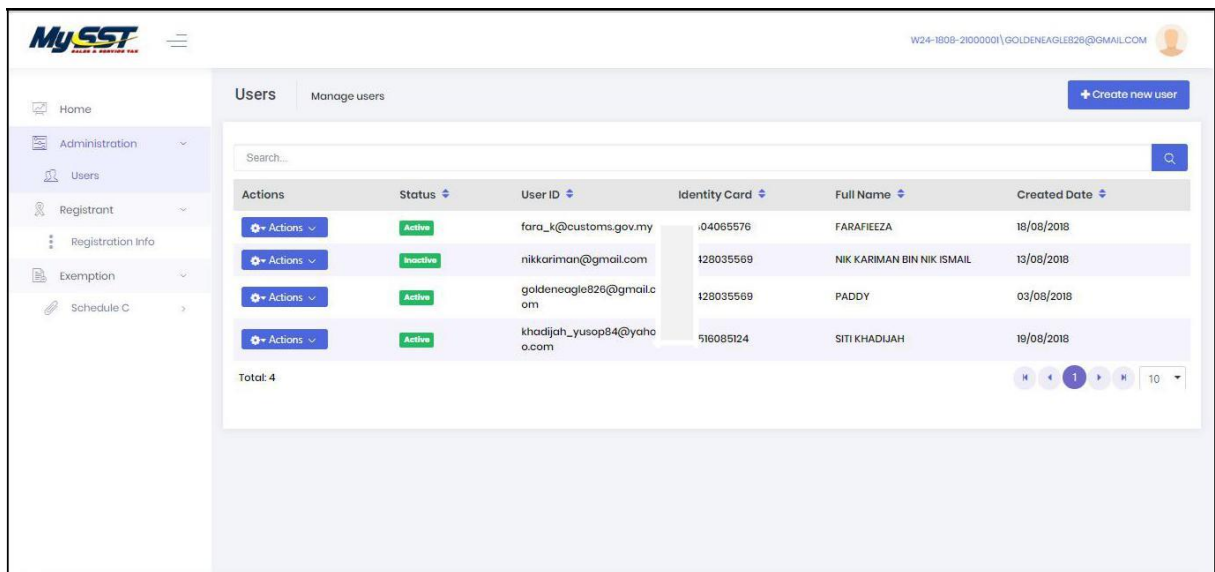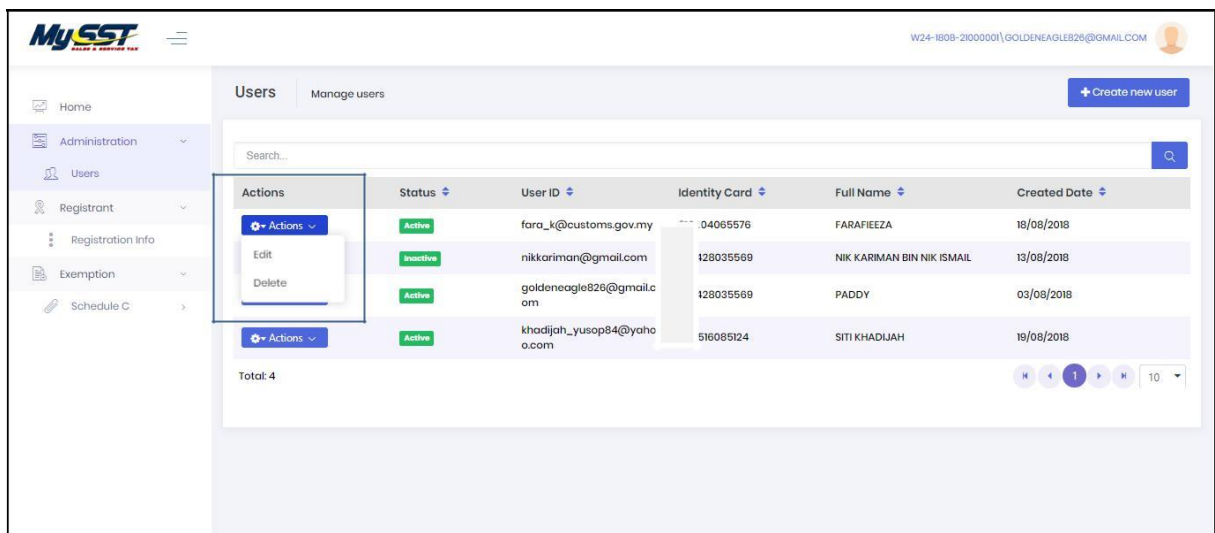

Figure 4.1.11 Admin Users

Figure 4.1.12 Actions

Figure 4.1.13 Create New User

Figure 4.1.14 Roles User

5. Auto Save Button
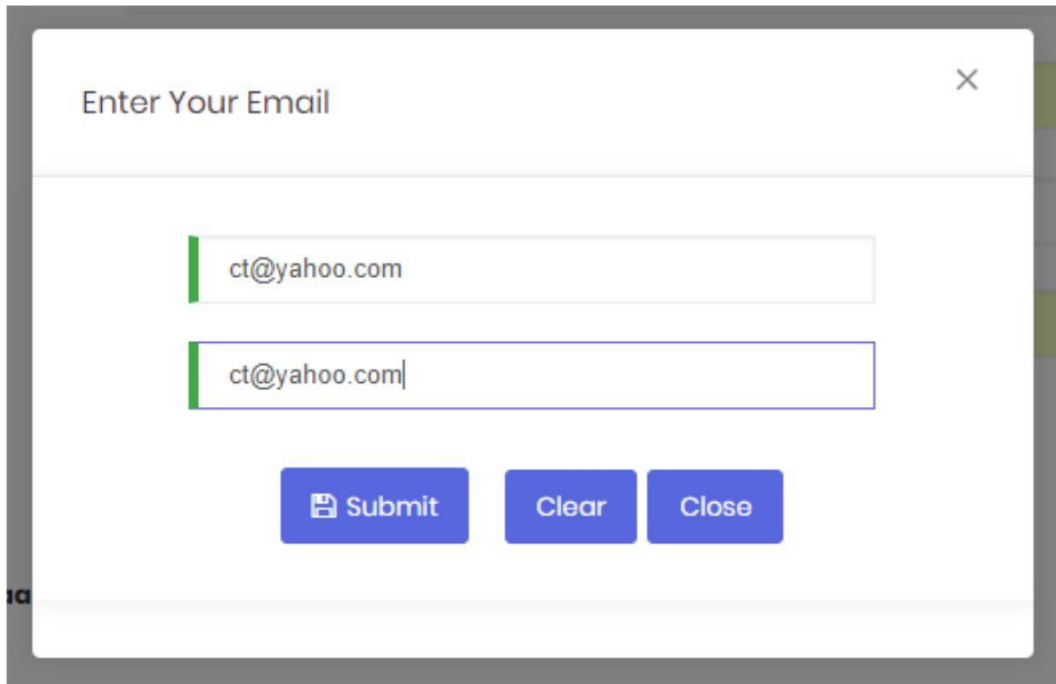
5.1   Save and Continue Later

1.   Save and Continue Later icon is a facility to enable user to save application as a draft at any section in the application form. The record will be save for 14 days only. Save and Continue Later icon is shown in figure 5.1.1.

2.   When user click on the Save and Continue Later icon, the system will prompt a pop up screen to enter your email and verify the same email in the field provided as Figure 5.1.2

3.   Pop up message of "Application SST Reference Number" displayed after user submit email to save and continue later for previous draft form for Retrieve Saved Request.

    Note :

    User advised to take a note of Reference Number stated for example '*D11-1808-20032117*' to be used for Retrieve Saved Request. Figure 5.1.3
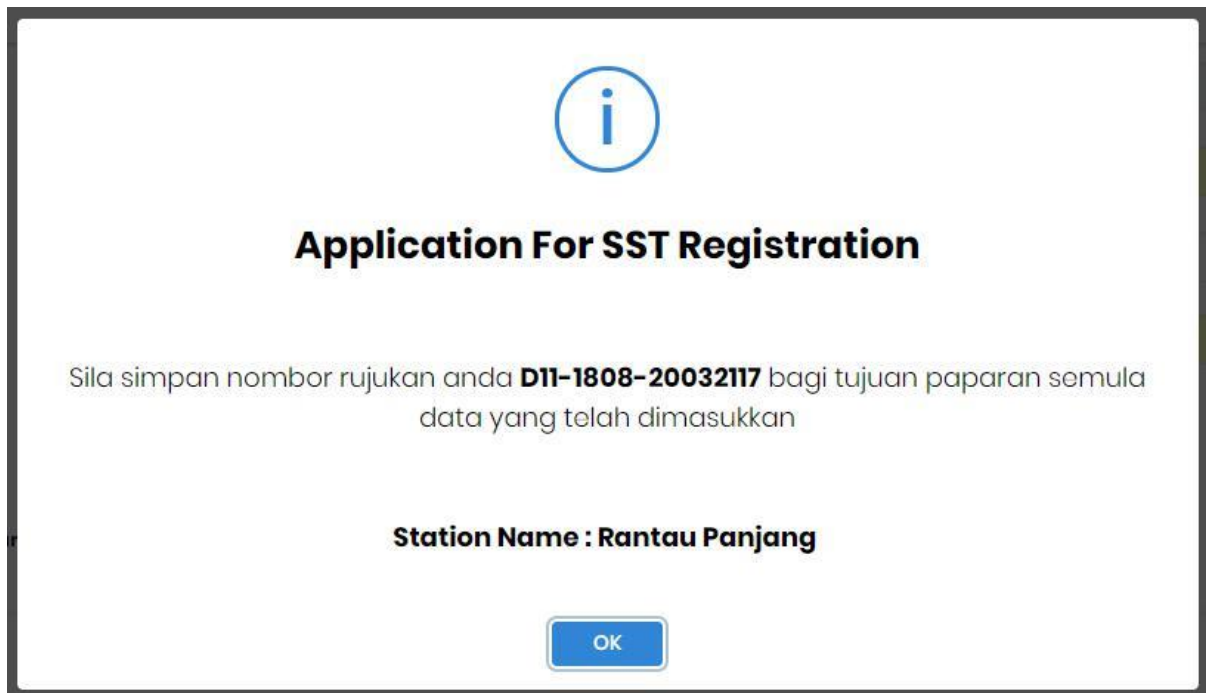

Figure 5.1.1 Save and Continue Later

Figure 5.1.2 Enter Your Email

Figure 5.1.3 Application SST Reference Number

5.2 Retrieve Saved Request

1. Click on "Retrieve Saved Request" icon at the top right menu on MySST homepage or "Retrieve Saved Request" icon as Figure 5.2.1.
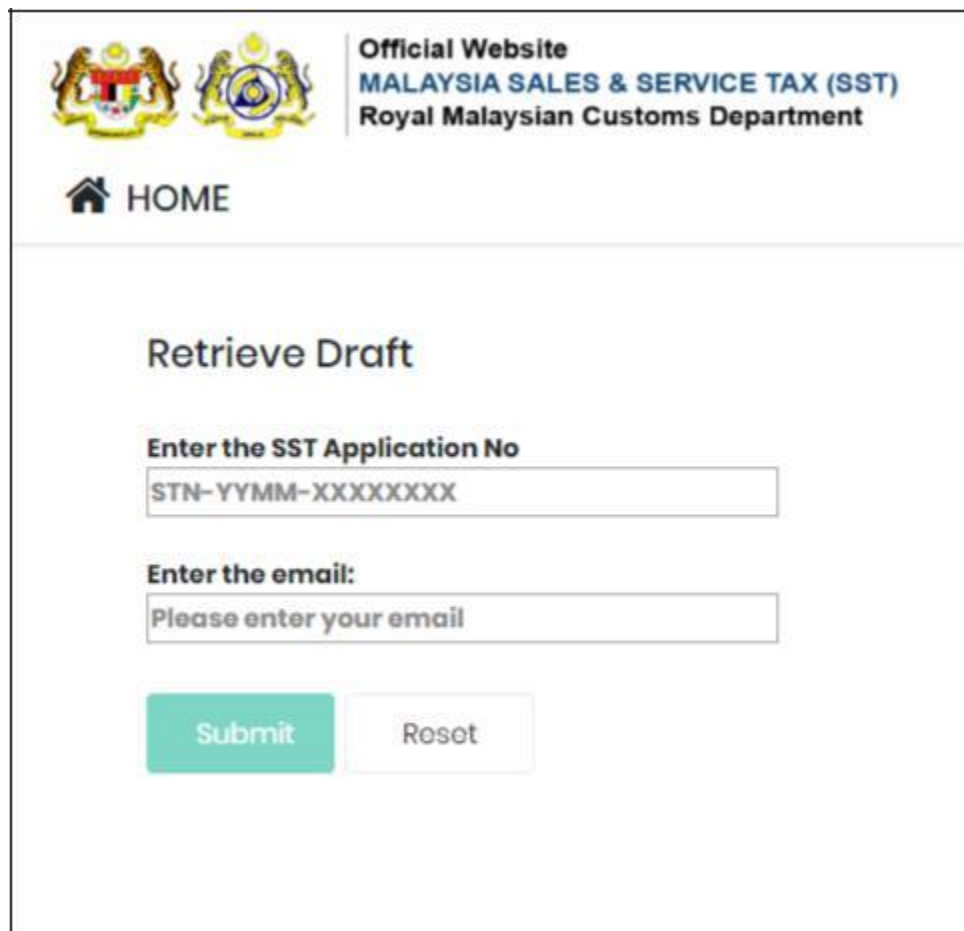

Or

Figure 5.2.1

2. On Retrieve Draft, enter SST Application Number that are stated in pop up message of Application SST Reference Number after submit the email confirmation for saved draft, that can be obtain from Figure 5.2.2 and enter email to retrieve previous draft form that were save and continue later previously for further action. Figure 5.2.3

Figure 5.2.3 Retrieve Draft

3. After submit for Retrieve Draft, then previous draft form which is saved can be retrieved by user to be view or update and submit completed form. For draft, the duration only within 14 days and after 14 days, the draft will be automatically abort. Figure 5.2.3

Figure 5.2.4 Retrieve Draft Form