



USER GUIDELINE FOR SSM CUSTOMER

NEW PROCESS ON REFUND APPLICATION

EFFECTIVE 1 OCTOBER 2025

VERSION 1.0

(Publication Date: 29 September 2025)

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1. INTRODUCTION

1.1. Purpose of the Document

This user guideline prepared is to help customers of Suruhanjaya Syarikat Malaysia (SSM) understand on how to apply for refunds using the new Refund Form via Revenue Management System (RMS) Public Portal.

All refund applications must be submitted online through the RMS portal. This new online process replaces the previous manual form and email submission method, offering more convenient ways for customers to request refunds. There are two (2) refund methods available for SSM customers as follows:

- i. Submission refund request through Refund Form; and
- ii. Submission refund request through “My Transaction” – this refund request applicable **ONLY** for customers who perform payment transactions with the following portal starting 1 October 2025.
 - (a) Xcess;
 - (b) iSPARS;
 - (c) Asset Management System (AMS);
 - (d) System Pengurusan Store (SPS); and
 - (e) E-Perolehan (EP).

1.2. Scope

This document provides step-by-step guidance for customers to:

- i. Log in to the RMS Public Portal
- ii. Complete and submit the e-Refund Form or search transaction from customer My Transaction List.
- iii. Upload required documents
- iv. Track refund status after submission

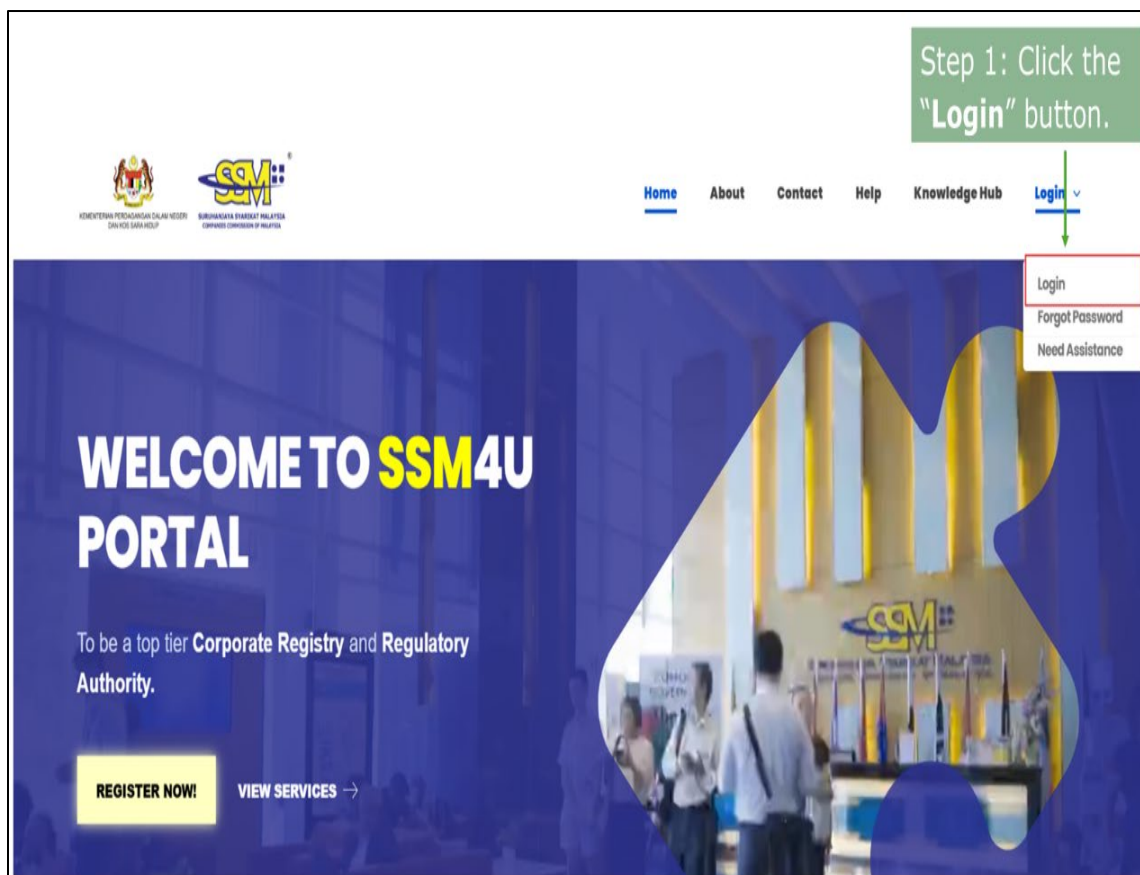
2. ACCESSING THE RMS PUBLIC PORTAL

This section explains how to access the RMS platform from the SSM4U website and navigate to the Refund Form.

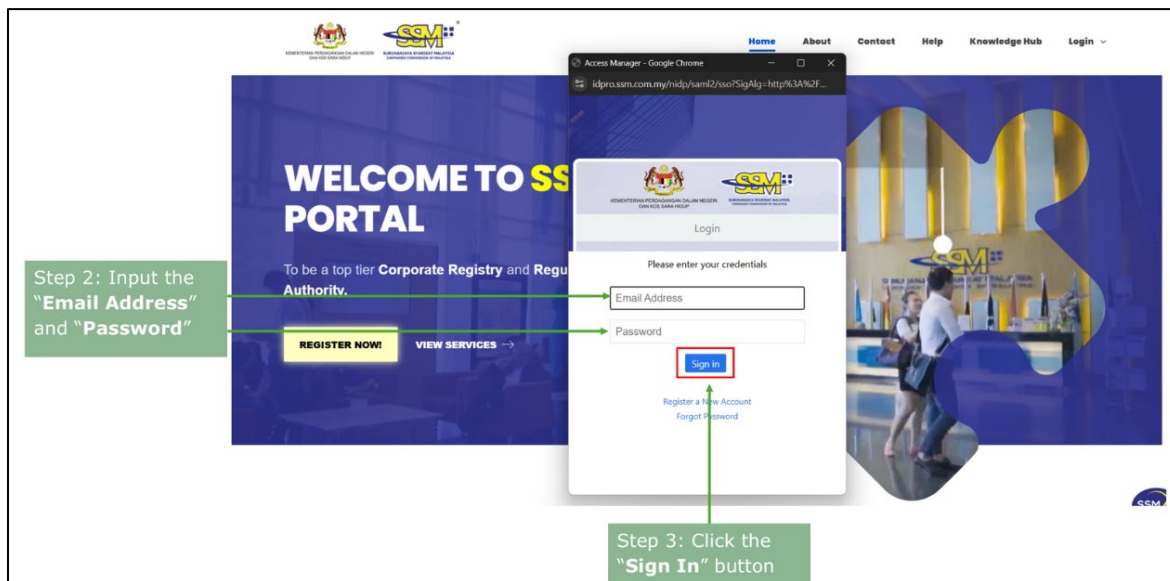
To begin your refund application, you must first log in to the RMS Public Portal using your registered credentials.

2.1. Login

1. Browse SSM4U website at <https://ssm4u.com.my/> and click **Login** button.



2. Enter the Email Address and Password.

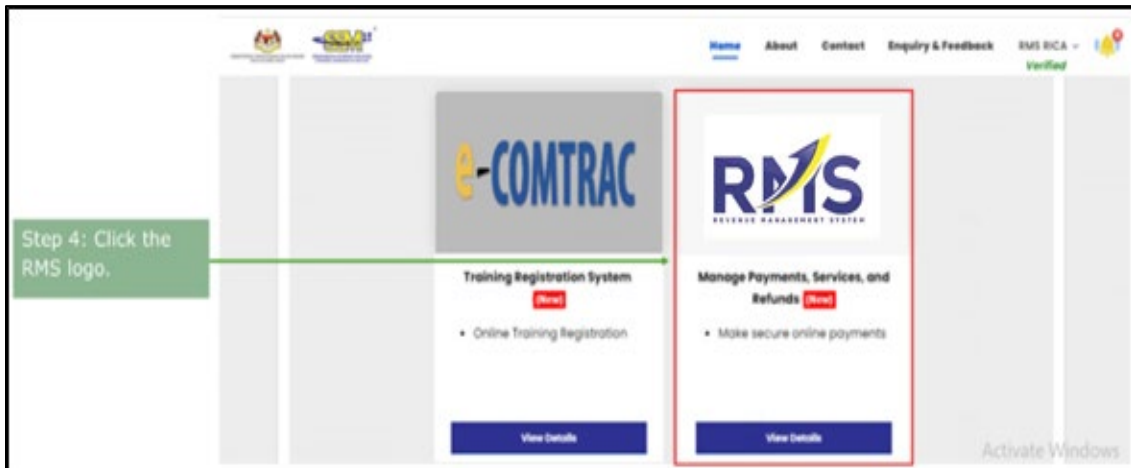


3.

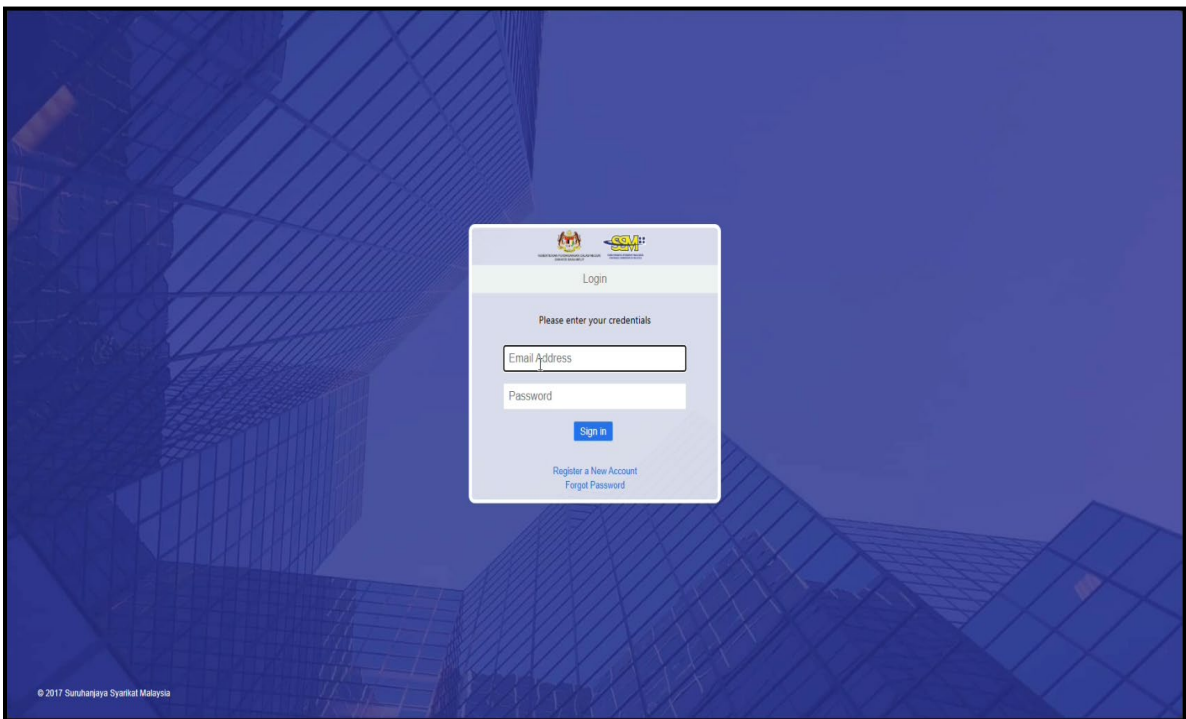
Notes:

- i. Click the "Forgot Password" to reset the password.
- ii. Click the "Register a New Account" to create a new account. No further documents are required upon registration of new user.

4. Scroll down and click the RMS logo to be redirected to the RMS page.



5. Once on the RMS page, log in to SSM's Revenue Management System Public Portal.

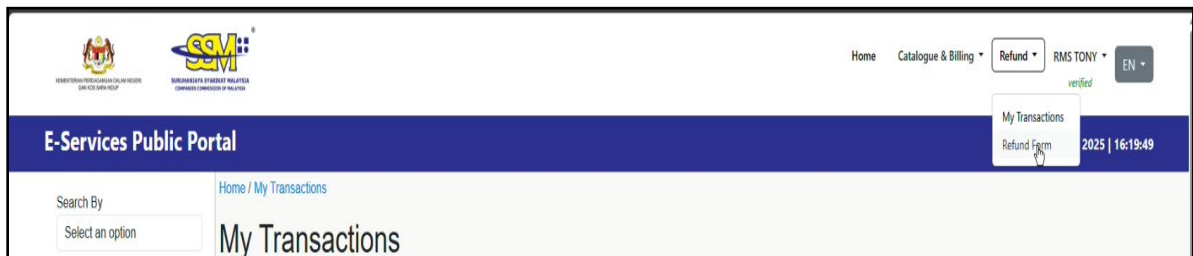


3. APPLICATION VIA REFUND FORM.

3.1. Submission refund request through "Refund Form".

This section walks you through the step-by-step process of completing and submitting the e-Refund Form. Be sure to enter accurate and complete information in each part of the form to avoid delays in processing.

From the dashboard, click on the "Refund" menu and then select "Refund Form".

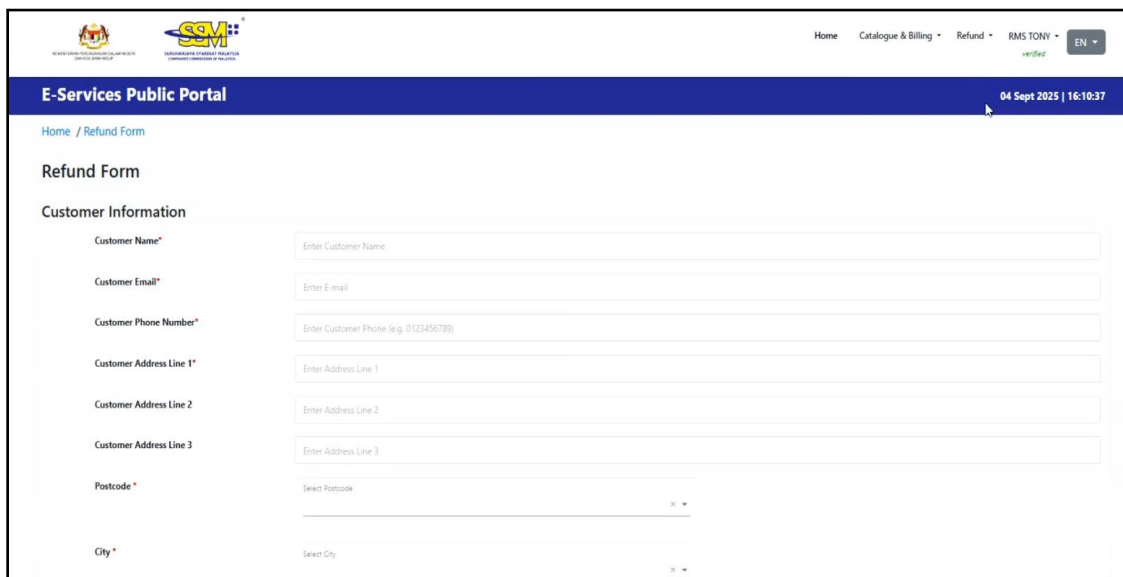


3.1.1. Customer Information.

This section captures your personal contact information, which is used for identity verification and communication throughout the refund process.

Please provide:

- i. Full Name
- ii. Email Address
- iii. Phone Number
- iv. Residential Address



The screenshot shows the 'Refund Form' on the 'E-Services Public Portal'. The form is titled 'Refund Form' and is under the 'Customer Information' section. It contains the following fields:

- Customer Name* (Text input)
- Customer Email* (Text input)
- Customer Phone Number* (Text input)
- Customer Address Line 1* (Text input)
- Customer Address Line 2 (Text input)
- Customer Address Line 3 (Text input)
- Postcode* (Text input with a dropdown arrow)
- City* (Text input with a dropdown arrow)

The top navigation bar includes links for Home, Catalogue & Billing, Refund, and RMS TONY. The date and time displayed are 04 Sept 2025 | 16:10:37.

Note: Ensure the email address and phone number are valid and accessible.

3.1.2. Receipt Information.

Here, you will enter details related to the payment for which you are requesting a refund. These details are usually found in your receipt issued by SSM.

Please provide:

- Receipt Number - customer can furnish more than one (1) transaction ID if it's related to double payment.
- Receipt Amount
- Reference Number
- Transaction ID – customer can furnish more than one (1) transaction ID if it's related to double payment.
- Entity Name
- Entity Type (e.g.: Individual/Company Number/LLP)
- Entity Number (e.g.: IC Number/Co. Registration No)

***Refer the image below.*

Receipt Information	
Receipt No. *	<input type="text" value="Enter Receipt No."/>
Receipt Amount *	<input type="text" value="Enter Receipt Amount"/>
Reference No. *	<input type="text" value="Enter Reference No."/>
Transaction ID	<input type="text" value="Enter Transaction ID"/>
Entity Name *	<input type="text" value="Enter Entity Name"/>
Entity Type *	<input type="text" value="Select Entity Type"/>
Entity No. *	<input type="text" value="Enter Entity No."/>

Note: Customer will need to key in all the payment details in the field provided in the screen. Kindly refer to your customer receipt issued by SSM.

3.1.3. Payment Items.

In this section, you are required to enter details of the payment item(s) related to your refund request.

- You must fill in the relevant payment information as stated in your official receipt, including the item description, quantity and related financial values.
- Ensure the information matches your original receipt exactly.
All fields must be completed for the refund request to be processed.
- If there are multiple items, repeat the entry process for each item you are claiming a refund for.

Payment Items								
No.	Item Description *	Qty *	Unit Fee (RM) *	Tax (RM)	Incentive Code	Discount / Incentive (RM)	Gross Amount (RM)	Net Amount (RM)
1	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="1"/>
<input type="button" value="+ Add Item"/>								
TOTAL								0.00

3.1.4. Payee Bank Information.

SSM requires your bank information details to process the refund application.

Please provide us with the following information:

- i. Bank Name
- ii. Bank Account Number
- iii. Account Holder's Name
- iv. Identity Type (e.g., NRIC, Passport)
- v. Identity Number

Payee Bank Information					
No.	Bank Name *	Bank Account No. *	Account Holder Name *	Identity Type *	Identity Number *
1	<input type="text" value="Select Bank Name"/>	<input type="text" value="e.g., 123456789"/>	<input type="text" value="e.g., John Doe"/>	<input type="text" value="Select Identity Type"/>	<input type="text" value="Enter Identity Number"/>

Note: Ensure that all bank information is accurate to avoid failed transactions or delays.

3.1.5. Receipt & Supporting Documents.

Customers are required to upload your payment receipt and any other supporting documents relevant to your refund request. Kindly make sure your attachments are in readable format.

Upload requirements:

- i. Official Receipt (mandatory);
- ii. Supporting documents or any additional proof of payment (optional)

Receipt & Supporting Document	
No.	File Upload
1	<div> <input type="text" value="No file chosen"/> <input type="button" value="Choose Files"/> </div> <div> <input type="button" value="+ Add File"/> </div>

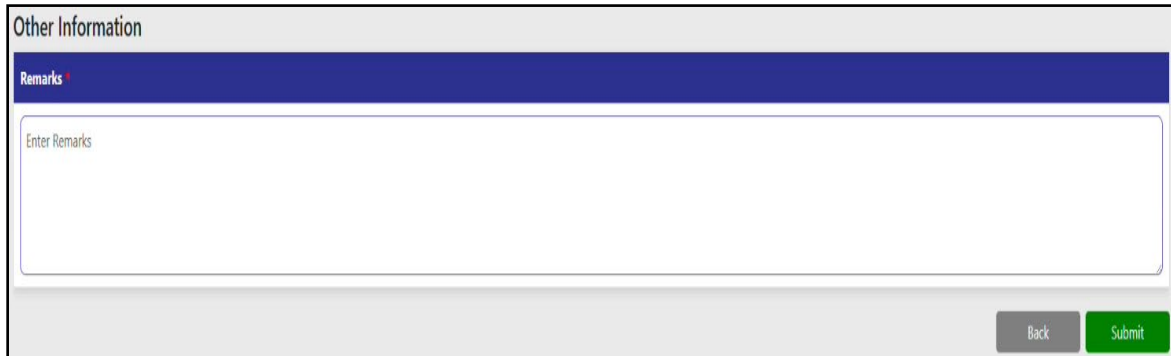
0.00 MB / 5 MB
Remaining: 10 MB

Note: Ensure the uploaded files are clear and readable. Unreadable files may cause your refund request to be rejected due to uncomplete refund document submission

3.1.6. Other Information.

This section may include optional fields such as:

- i. Remarks or justifications for refund
- ii. Additional notes (if any).



Note: Use this space if your refund request needs explanation or clarification.

3.1.7. Submitting the Refund Request.

After completing all sections:

- i. Review all entered information
- ii. Confirm that the uploaded documents are correct
- iii. Click the "Submit" button
- iv. A confirmation screen will appear, and a confirmation email will be sent to your registered email address

Processing Time: Up to 30 working days, depending on the nature of your refund and verification process.

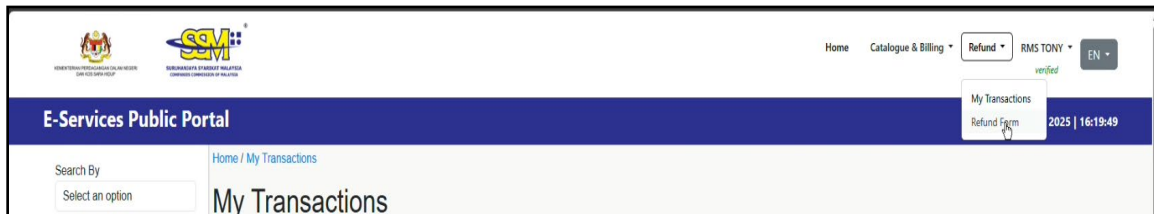


4. APPLICATION VIA MY TRANSACTION.

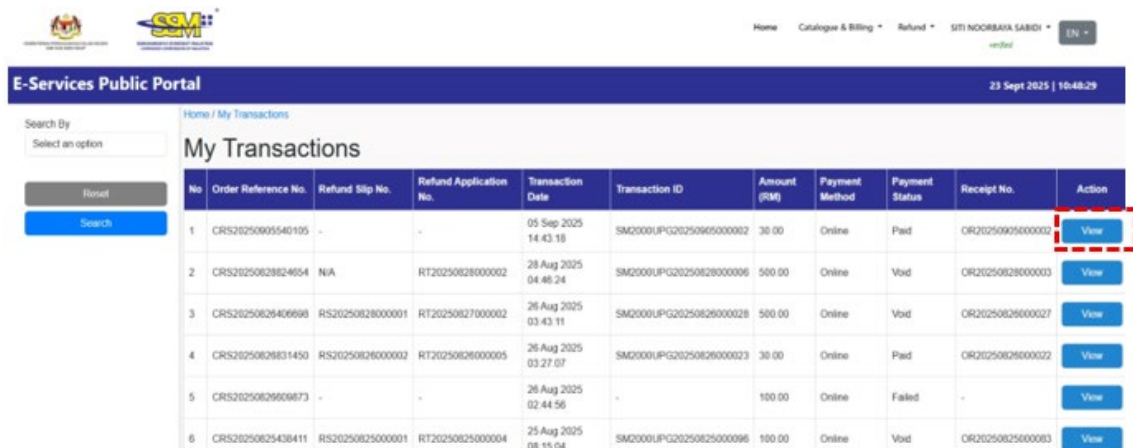
4.1. Submission refund request through "My Transaction".

Select "My Transactions" under the "Refund" dropdown and you will see the list of history payment transaction made through the following portal:

- (a) Xcess;
- (b) iSPARS;
- (c) Asset Management System (AMS);
- (d) System Pengurusan Store (SPS); and
- (e) E-Perolehan (EP).



Click the "View" button of the selected transaction for refund, and the user will be redirected to the Direct Refund Application (Appeal) detail page.



The screenshot shows the E-Services Public Portal interface with the 'My Transactions' page. A table lists transactions with columns: No, Order Reference No., Refund Slip No., Refund Application No., Transaction Date, Transaction ID, Amount (RM), Payment Method, Payment Status, Receipt No., and Action. The first transaction is highlighted, and its 'View' button is circled in red.

No	Order Reference No.	Refund Slip No.	Refund Application No.	Transaction Date	Transaction ID	Amount (RM)	Payment Method	Payment Status	Receipt No.	Action
1	CR520250905540105	-	-	05 Sep 2025 14:43:18	SM2000UPG20250905000002	30.00	Online	Paid	CR20250905000002	View
2	CR520250828624054	N/A	RT20250828000002	28 Aug 2025 04:48:24	SM2000UPG20250828000006	500.00	Online	Void	CR20250828000003	View
3	CR520250826406698	RS20250828000001	RT20250827000002	26 Aug 2025 03:43:11	SM2000UPG20250826000028	500.00	Online	Void	CR20250826000027	View
4	CR520250826831450	RS20250826000002	RT20250826000005	26 Aug 2025 03:27:07	SM2000UPG20250826000023	30.00	Online	Paid	CR20250826000022	View
5	CR520250826603673	-	-	26 Aug 2025 02:44:56	-	100.00	Online	Failed	-	View
6	CR520250825438411	RS20250825000001	RT20250825000004	25 Aug 2025 08:15:04	SM2000UPG20250825000006	100.00	Online	Void	CR20250825000003	View

4.1.1. Direct Refund Application.

E-Services Public Portal
10 Sept 2025 | 13:52:53

Home / My Transactions / Refund Direct Application

Direct Refund Application (Appeal)

Order Information
STATUS: PAID

Source System	Order Reference No.	Transaction ID
CRS	CRS20250910128952	SM2000UPG20250910000017
Customer Name	Customer Phone	Customer Email
Muhammad Ali	0123456789	ainiwahidah168@gmail.com
Address Line 1	Address Line 2	Address Line 3
1	Jalan Merdeka	Taman Merdeka
Postcode	City	State
56100	Cheras	WILAYAH PERSEKUTUAN KUALA LUMPUR

Payment Items

Search Entity No :

No.	Item Description	Entity No.	Select Refund	Unit Fee (RM)	Qty	Incentive Code	Discount / Incentive (RM)	Tax (%)	Tax (RM)	Gross Amount (RM)	Net Amount (RM)
1	Late Fee- Order Wdn/Cancel/Set Aside WU. Petition CA2016 (WU5)- Private Com. (>6m but <= 12m)	ENT001	<input checked="" type="checkbox"/>	150.00	1	N/A	0.00	0	0.00	150.00	150.00
TOTAL											150.00

Payment Information

Payer Email:

Payment Method

☒ Online
☐ Europay, MasterCard, and Visa Terminal
☐ Physical Collection

No.	Transaction ID	Payment Status	Payment Date	Amount (RM)
1	SM2000UPG20250910000	Transaction successful	10 Sep 2025	150.00
Total Amount (RM):				150.00

Receipt Information

No.	Receipt No.	Filename	Generated Date	Receipt Status	Reprint Count
1	OR20250910000017	SSM-Receipt-OR20250910000017.pdf	10 Sep 2025	Active	0

4.1.2. Payee Bank Information.

SSM requires your bank information details to process the refund application.

Please provide us with the following information:

- i. Bank Name
- ii. Bank Account Number
- iii. Account Holder's Name
- iv. Identity Type (e.g., NRIC, Passport)
- v. Identity Number

Payee Bank Information					
No.	Bank Name *	Bank Account No. *	Account Holder Name *	Identity Type *	Identity Number *
1	<input type="text" value="Select Bank Name"/> <small>Bank account name is required.</small>	<input type="text" value="e.g. 123456789"/>	<input type="text" value="e.g. John Doe"/> <small>Bank Account Holder is required.</small>	<input type="text" value="Select Identity Type"/> <small>Identity type is required.</small>	<input type="text" value="Enter Identity Number"/> <small>Identity number is required.</small>

Note: Ensure that all bank information is accurate to avoid failed transactions or delays.

4.1.3. Receipt & Supporting Documents.

Customers are required to upload your payment receipt and, if applicable, any other supporting documents relevant to your refund request.

Upload requirements:

- i. Official Receipt (mandatory).
- ii. Supporting documents or any additional proof of payment (optional).

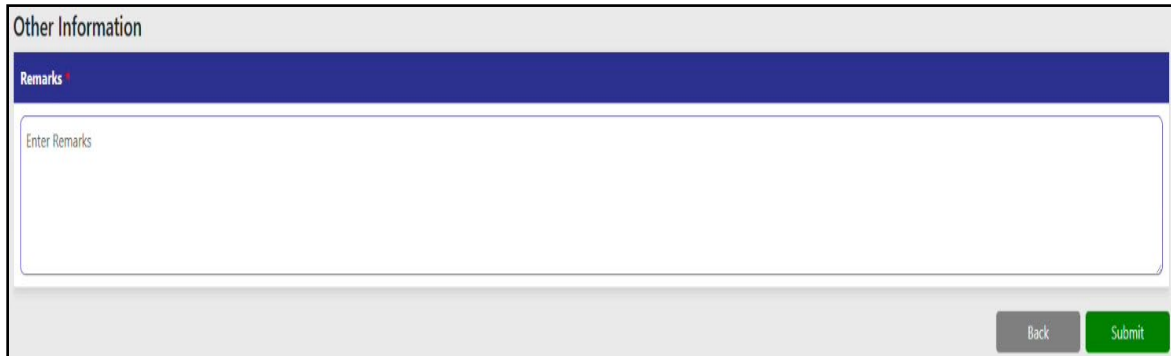
Receipt & Supporting Document	
No.	File Upload *
1	<input type="text" value="No file chosen"/> <input type="button" value="Choose Files"/> <input type="button" value="+ Add File"/>

0.00 MB / 5 MB
Remaining: 10 MB

4.1.4. Other Information.

This section may include optional fields such as:

- i. Remarks or justifications for refund
- ii. Additional notes (if any).



Note: Use this space if your refund request needs explanation or clarification.

4.1.5. Submitting the Refund Request.

After completing all sections:

- i. Review all entered information
- ii. Confirm that the uploaded documents are correct
- iii. Click the "Submit" button
- iv. A confirmation screen will appear, and a confirmation email will be sent to your registered email address

Processing Time: Up to 30 working days, depending on the nature of your refund and verification process.



5. REFUND CHECKING STATUS.

5.1. Notification of Refund Status.

After submitting your refund request, you will receive updates via email. Please regularly check your registered email inbox for the following notification:

- i. Submission confirmation – customer shall receive an acknowledgement after submission in the system.

----- Forwarded Message -----

From: rmsadmin@ssm.com.my <rmsadmin@ssm.com.my>
To: "fadhil_nasarudin@yahoo.com" <fadhil_nasarudin@yahoo.com>
Sent: Thursday, September 18, 2025 at 12:00:06 PM GMT+8
Subject: Acknowledgement of Refund Application - RT20250918000007

Assalamualaikum and Greetings,

Dear Sir/Madam,

Please be informed that your refund application has been received by the Companies Commission of Malaysia (SSM). The case reference number for this application is **RT20250918000007**.

This application will be processed within 30 working days from the date of receipt, subject to the receipt of all complete supporting documents.

If you have any further inquiries, you may contact us via email at enquiry@ssm.com.my / refund@ssm.com.my by stating the case reference number for reference.

Your cooperation and attention are highly appreciated.

Thank you.

Assalamualaikum dan Salam Sejahtera,

Tuan/Puan,

Dimaklumkan bahawa permohonan bayaran balik tuan/puan telah diterima oleh Suruhanjaya Syarikat Malaysia (SSM). Nombor rujukan kes bagi permohonan ini ialah **RT20250918000007**.

Permohonan ini akan diproses dalam tempoh 30 hari bekerja dari tarikh penerimaan, tertakluk kepada penerimaan semua dokumen sokongan yang lengkap.

Sekiranya terdapat sebarang pertanyaan lanjut, tuan/puan boleh menghubungi kami melalui emel di enquiry@ssm.com.my / refund@ssm.com.my dengan menyatakan nombor rujukan kes sebagai rujukan.

Kerjasama dan perhatian tuan/puan amat dihargai.

Sekian, terima kasih.

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

ii. Status updates (e.g., under review, approved, rejected).

----- Forwarded Message -----

From: "rmsadmin@ssm.com.my" <rmsadmin@ssm.com.my>
To: "fadhil_nasarudin@yahoo.com" <fadhil_nasarudin@yahoo.com>
Sent: Tuesday, September 9, 2025 at 04:30:07 PM GMT+8
Subject: Approval of Refund Application - RT20250909000003

Assalamualaikum and Greetings,

Dear Sir/Madam,

Please be informed that your refund application with reference number **RT20250909000003** has been approved by the Approving Body (BYM).
 The approved refund amount is **RM 1010**. The payment will be processed within the stipulated timeframe and credited to the account specified in your application. Any delays will be communicated from time to time.
 If you have any further inquiries, please contact us via email at enquiry@ssm.com.my / refund@ssm.com.my by quoting your case reference number for reference.
 Thank you.

Assalamualaikum dan Salam Sejahtera,

Tuan/Puan,

Dimaklumkan bahawa permohonan bayaran balik tuan/puan dengan nombor rujukan RT20250909000003 telah diluluskan oleh Badan Yang Meluluskan (BYM).
 Jumlah bayaran balik yang telah diluluskan adalah sebanyak RM 1010. Bayaran akan diproses dalam tempoh yang ditetapkan dan dikreditkan ke akaun yang telah dinyatakan dalam permohonan. Sebarang kelewatan akan dimaklumkan dari semasa ke semasa.
 Sekiranya tuan/puan mempunyai sebarang pertanyaan lanjut, sila hubungi kami melalui emel di enquiry@ssm.com.my / refund@ssm.com.my dengan menyatakan nombor rujukan kes sebagai rujukan.
 Sekian, terima kasih.

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

iii. Any required follow-up actions

All notifications will be sent from the RMS system to the email address you used during login.

-END-