SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

CORPORATE REGISTRY SYSTEM

SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

CORPORATE REGISTRY SYSTEM (HT4 – CRS)

External User Manual

FINANCE

Version 1.0

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1. Introduction

This comprehensive guide is designed to help users navigate the system and effectively utilise its features and functions. It includes step-by-step instructions, supported by illustrations, to assist users in completing key tasks within the system.

The manual includes an overview of system functions, user roles, navigation and key procedures.

Users must have valid CRS access and the appropriate permissions to perform the transactions.

2. Module Overview

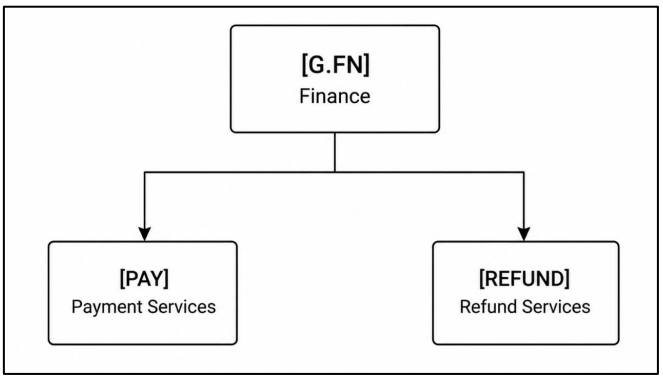


Figure 1: Functional Diagram (for public users)

User Role

Registered external users (company secretaries, agents and public users) who:

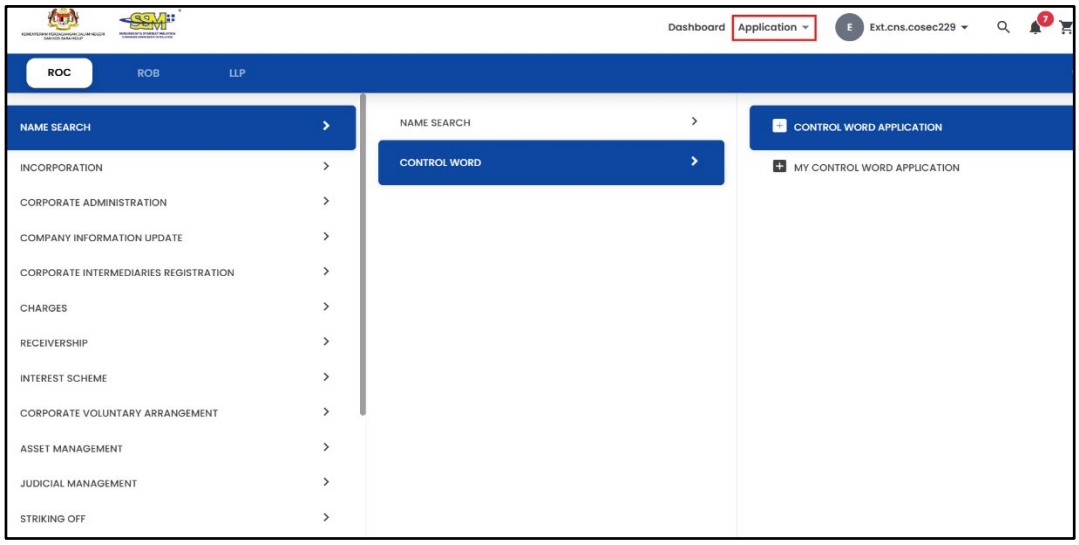
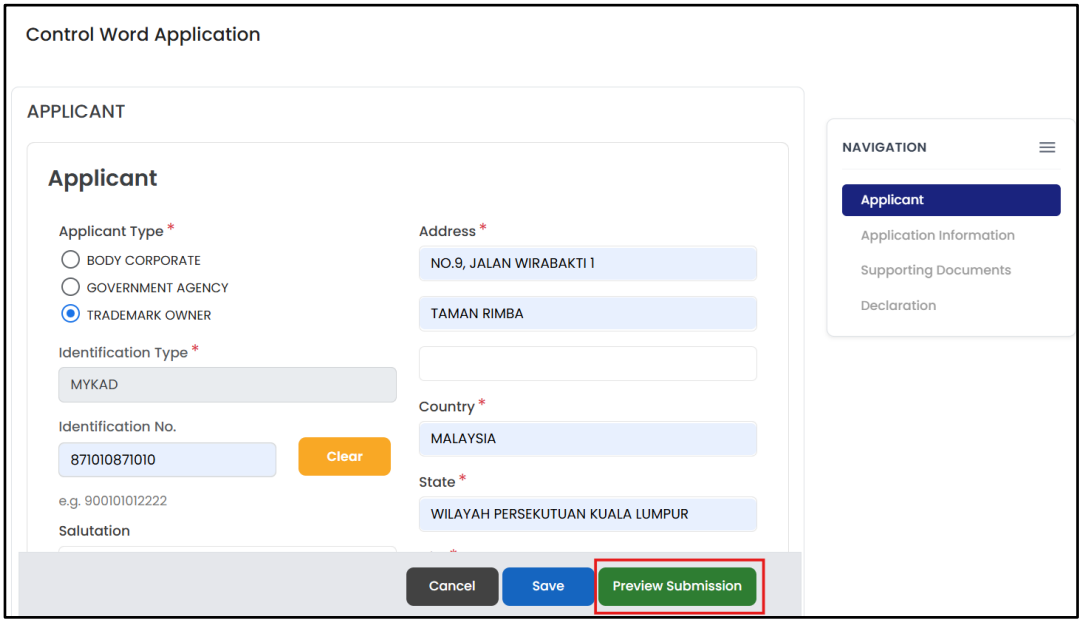
a. Are active in **SSM4U**;

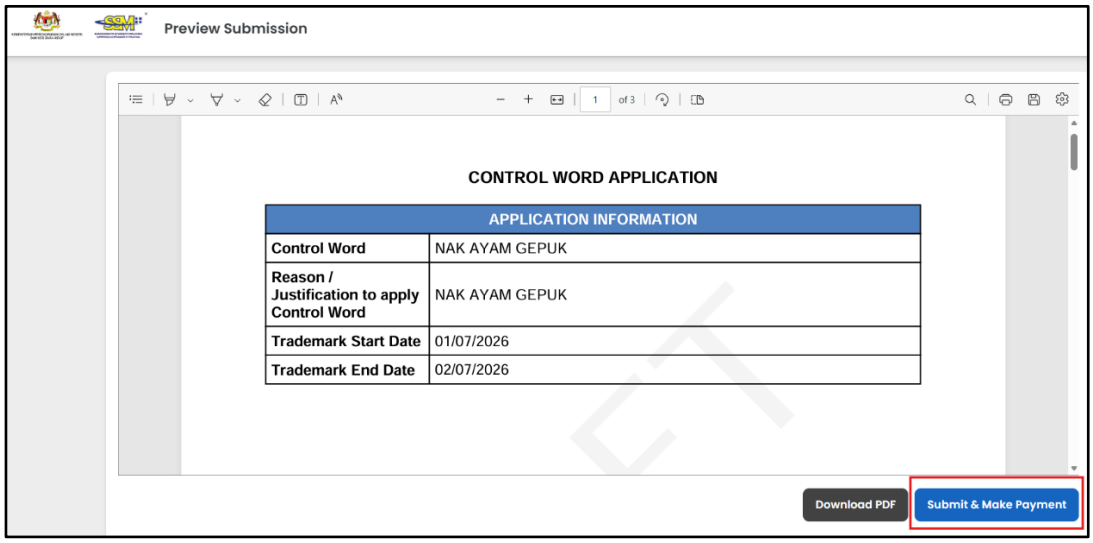
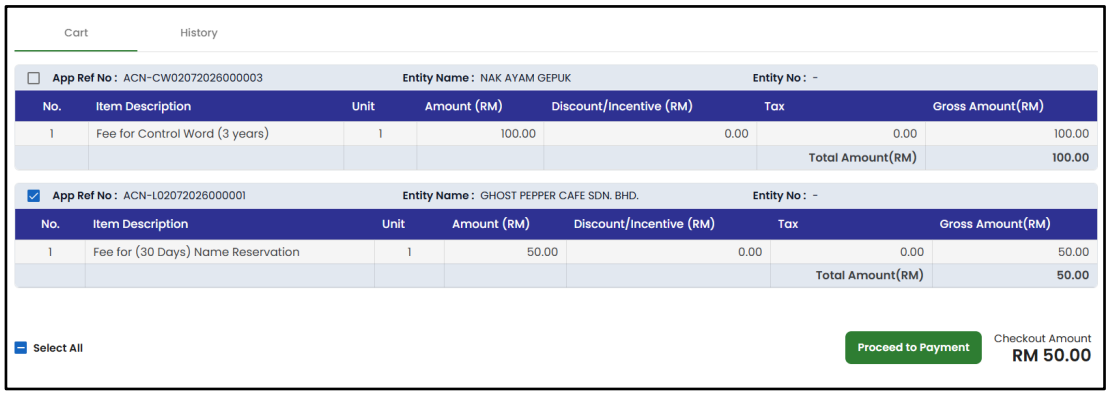
b. Have been verified; and

c. Have a valid SSM Practising Certificate for their entities (for company secretaries)

3. Payment Services

3.1 Submit and Make Payment

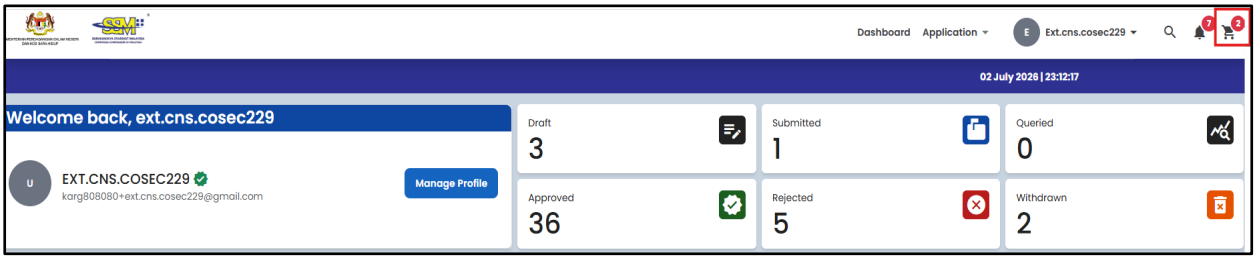
Field Num.	Description
1.	From the **Dashboard**, click the **Application** menu and select the specific CRS application you want to proceed with. 
2.	Complete the application form, then click **Preview Submission** to continue. 

Field Num.	Description
3.	Click **Submit and Make Payment** to proceed to the **Payment Cart** screen. **Note:** Applications are automatically added to your **Payment Cart** upon clicking the **Submit and Make Payment** button. 
4.	The **Payment Cart** screen will be displayed as shown below. Proceed to Section **4.2: Payment Cart** to complete your transaction. 

3.2 Payment Cart

The **Payment Cart** screen displays all submissions that are ready for payment. Upon accessing this screen, the application status will automatically update to **Pending Payment** in your task list.

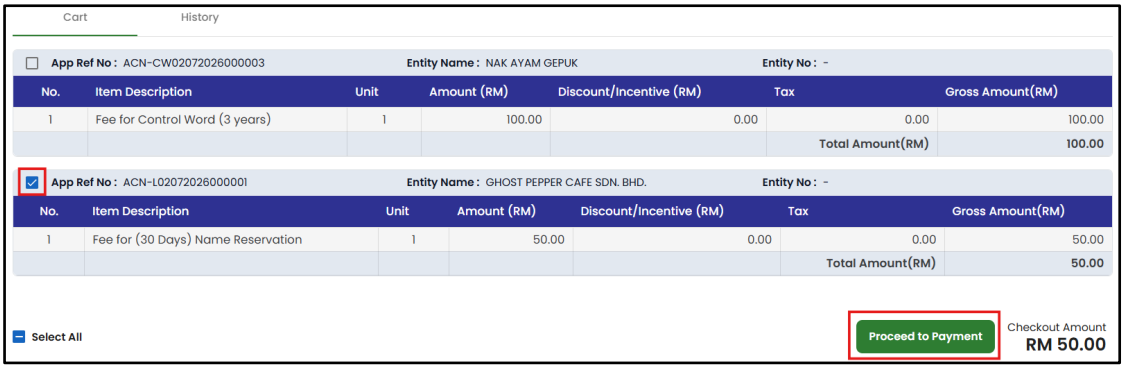
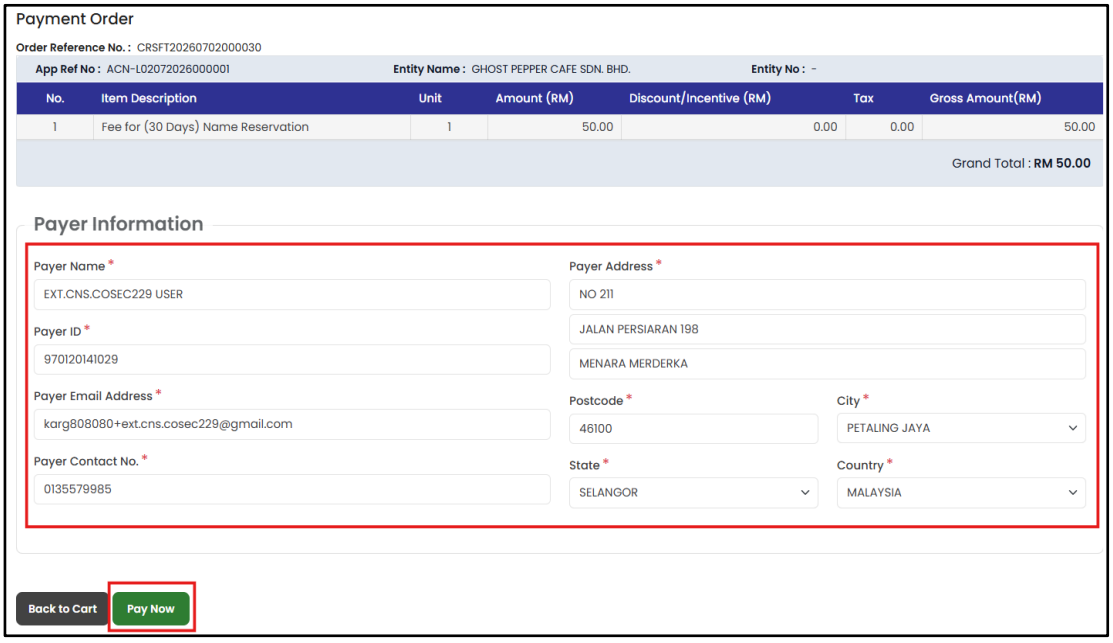
💡 **Tip:** After clicking **Submit and Make Payment**, you can choose to complete your transaction immediately or pay later. You can access this screen at any time by clicking the **Cart** icon in the top-right corner of the **Dashboard**,as highlighted below.

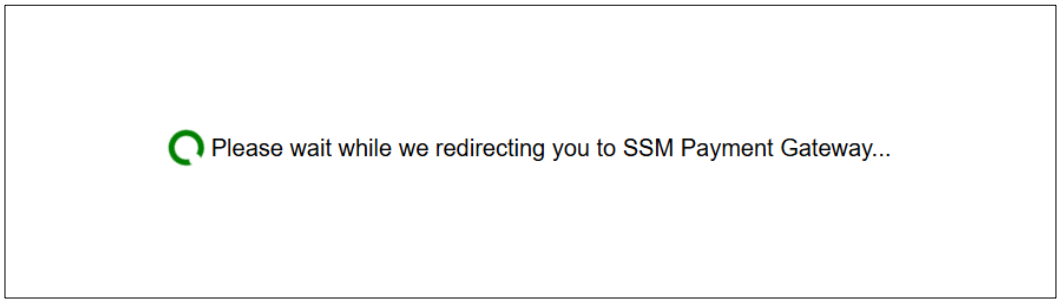


3.2.1 Pay Later

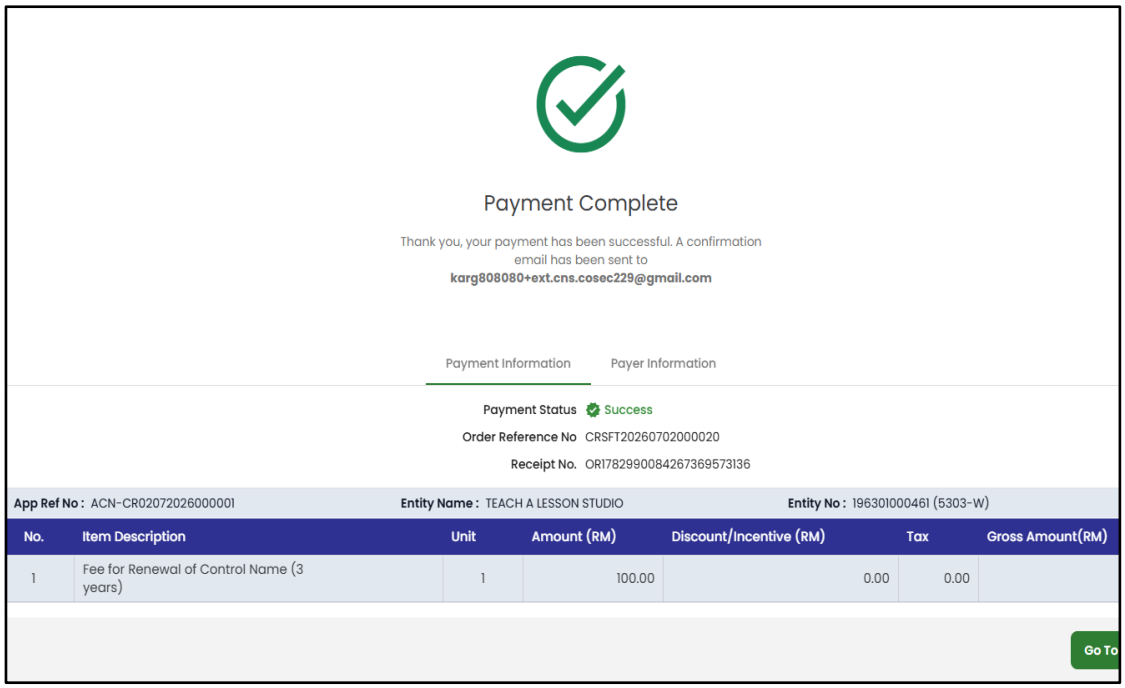
Field Num.	Description
1.	If you choose to pay later, you must complete the payment before the date shown in the **Expiry Date** column of your **Task list**. ⚠️ **Important Note:** If the **Expiry Date** has passed, the application will be automatically purged from both your **task list** and **Payment Cart**, requiring you to create and submit a new application. Tasklist My Tray / Team Tray / Task Pool No. | Lodging Ref. No. | Entity Type | Entity Name / Proposed Name | Entity No | Module/Submodule | Status | Expiry Date | Countdown 1 | DRAFT30062026000012 | ROC | - | - | Incorporation > ROC Incorporation of Local Company (Guaranteed Incorporation) | Draft | 14-07-2026 | 12 2 | ACN-CW02072026000003 | ROC | NAK AYAM GEPUK | - | Control Word > New Application Of Control Name | Pending Payment | 03-07-2026 | 1 3 | ACN-CN30062026000001 | ROC | LALALAND KIDS STORE SDN. BHD. | 202501500703 (5002537-V) | Name Search > Change of Company Name | Pending Approval | | - 10 Showing 3 From 3 records « Previous 1 Next »

3.2.2 Pay Immediately

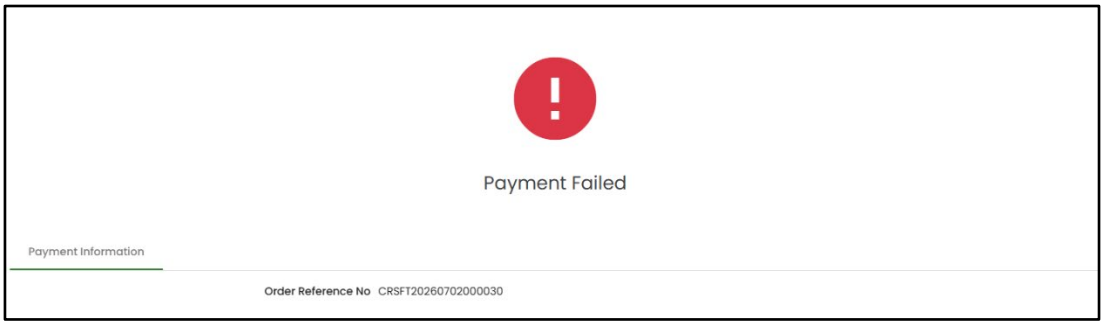
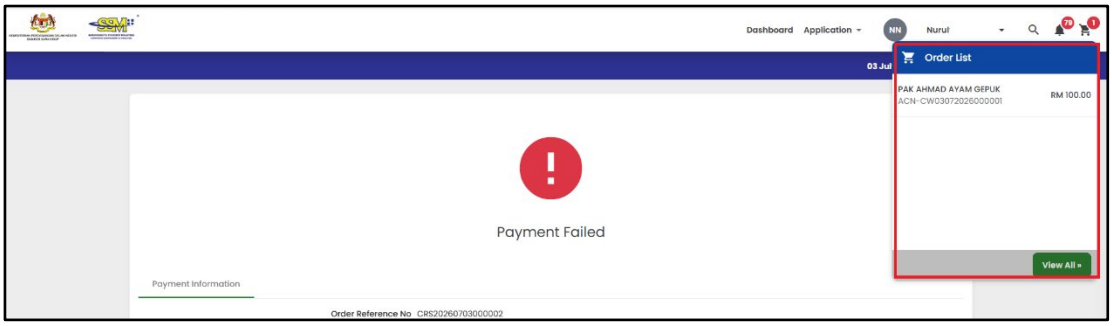
Field Num.	Description
1.	If you choose to make the payment immediately, select the item(s) you wish to pay for and click **Proceed to Payment.** 
2.	The system will display the **Payment Order** screen containing the **Payment Details** and **Payer Information** sections. The fields are auto-populated based on your profile but remain fully editable. **Note:** All information fields are mandatory.  Review your details and click the **Pay Now** button.

Field Num.	Description
3.	Upon clicking **Pay Now**, you will be redirected to the secure external **SSM Payment Gateway** screen. Please follow the external on-screen instructions to authorise your payment. 
4.	Once the payment transaction is processed by the gateway, you will be redirected back to the CRS system, where one of the following scenarios will occur: **a. Payment Successful** (refer to section 4.2.3) **b. Payment Failed** (refer to section 4.2.4)

3.2.3 Payment Successful

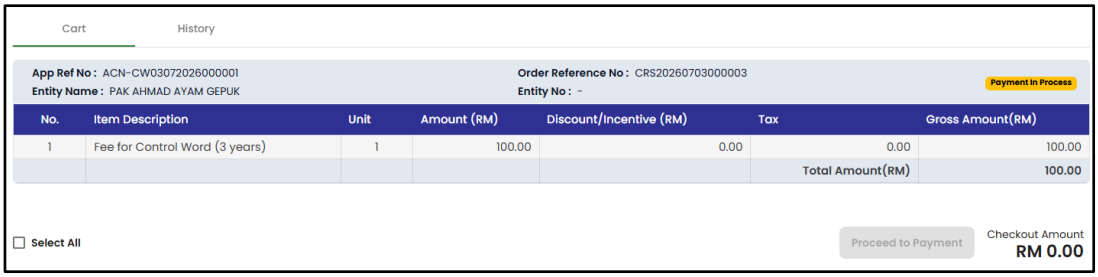
Field Num.	Description
1.	Upon a successful transaction, the **Payment Complete** screen will be displayed and a confirmation email will automatically be sent to your registered email address. 
2.	You can view the receipt in **Payment History**. Refer to section **4.2.5 Payment History.**

3.2.4 Payment Failed

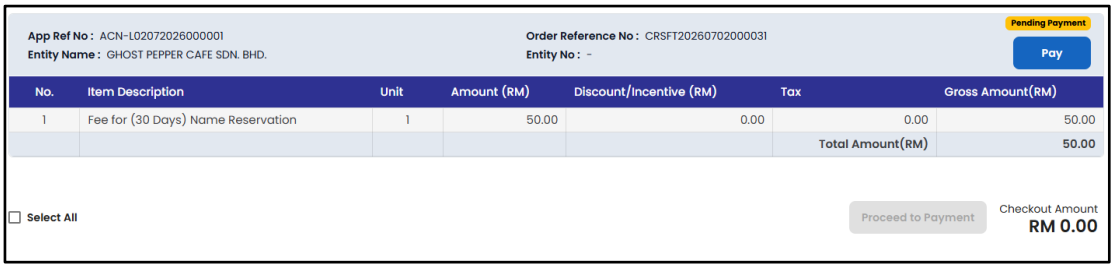
Field Num.	Description
1.	If the transaction fails (e.g., timeout, insufficient funds or cancelled by the user), the **Payment Failed** screen will be displayed. 💡 **What to do next:** Your application will remain safely stored in your **Payment Cart**. Proceed to Step 2 to re-attempt the payment before the **Expiry Date** has passed. 
2.	To re-attempt the payment, click the **Cart** icon in the top-right corner of the screen. 

3. The **Payment Cart** screen will be displayed.

Note: If a "**Payment in Process**" status is displayed, the system is still verifying the previous attempt with the bank. Please wait approximately **30 minutes** before trying again.



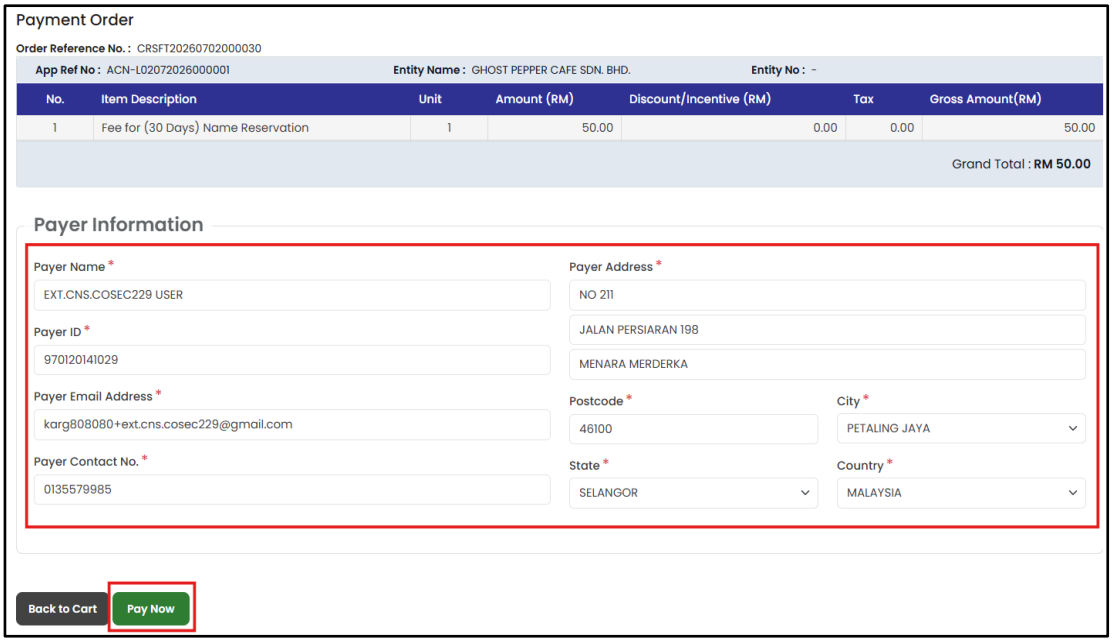
4. After 20-30 minutes, click **Pay** to re-attempt thepayment for a second time.



5. The system will display the **Payment Order** screen containing the **Payment Details** and **Payer Information** sections.

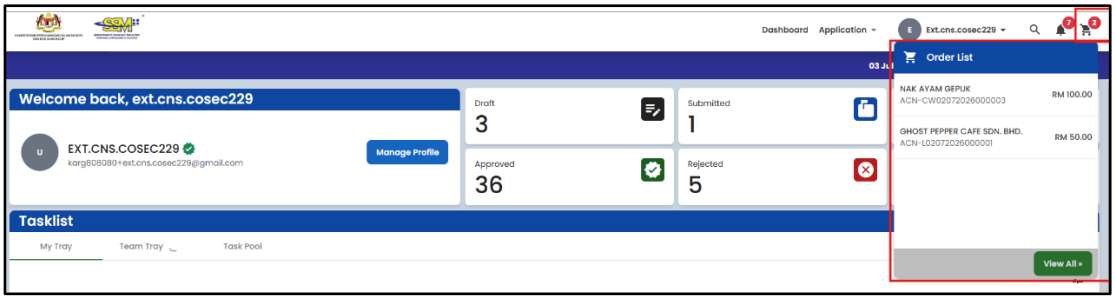
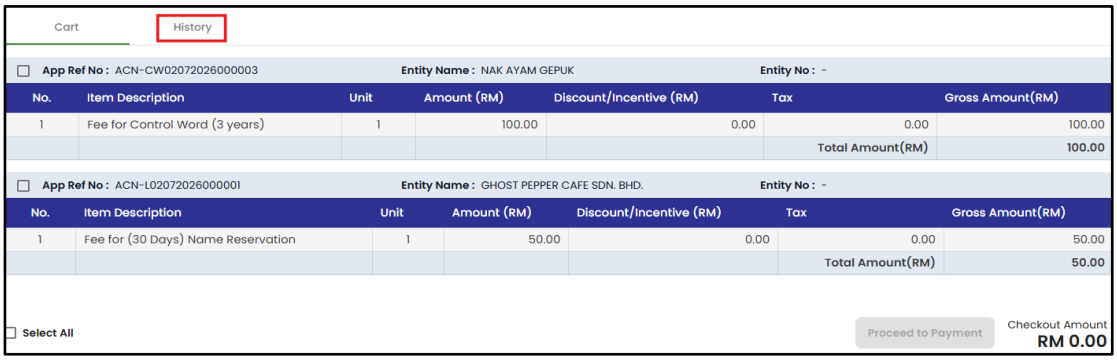
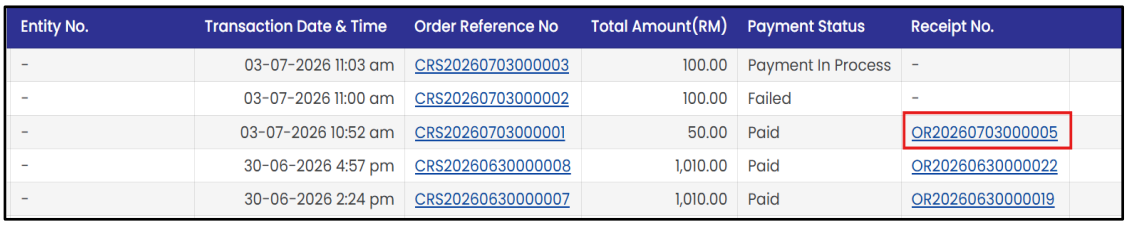
The fields are auto-populated based on your profile but remain fully editable.
Note: All information fields are mandatory.

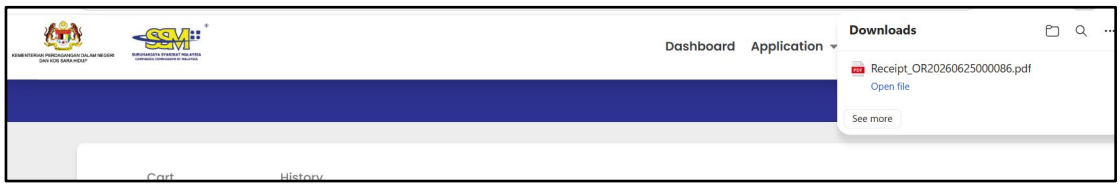
Review your details and click the **Pay Now** button.



6. Follow the remaining payment completion steps as outlined in **Section 4.2.2 Pay Immediately** (Step 3 onwards).

3.2.5 Payment History

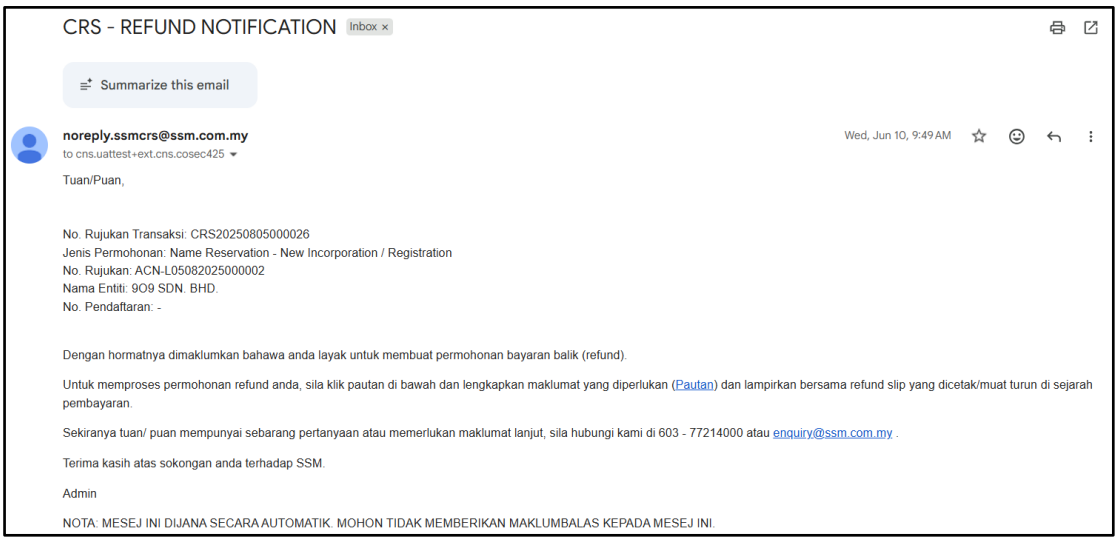
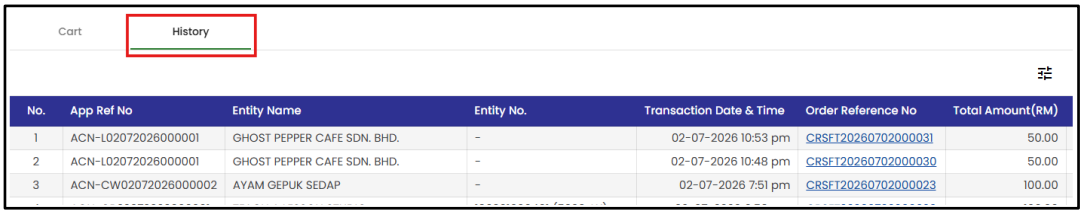
Field Num.	Description
1.	**Access the Payment Cart.** Click the Cart icon in the top-right corner of the screen. From the options presented, click the **View All** button or select any item in your **Order List**. 
2.	**Navigate to History** Once the **Payment Cart** screen opens, click the **History** tab. 
3.	**Locate your Receipt** On the **Payment History** screen, scroll horizontally to the right until you find the **Receipt No**. column.  Entity No. | Transaction Date & Time | Order Reference No | Total Amount(RM) | Payment Status | Receipt No. - | 03-07-2026 11:03 am | CRS20260703000003 | 100.00 | Payment In Process | - - | 03-07-2026 11:00 am | CRS20260703000002 | 100.00 | Failed | - - | 03-07-2026 10:52 am | CRS20260703000001 | 50.00 | Paid | OR20260703000005 - | 30-06-2026 4:57 pm | CRS20260630000008 | 1,010.00 | Paid | OR20260630000022 - | 30-06-2026 2:24 pm | CRS20260630000007 | 1,010.00 | Paid | OR20260630000019

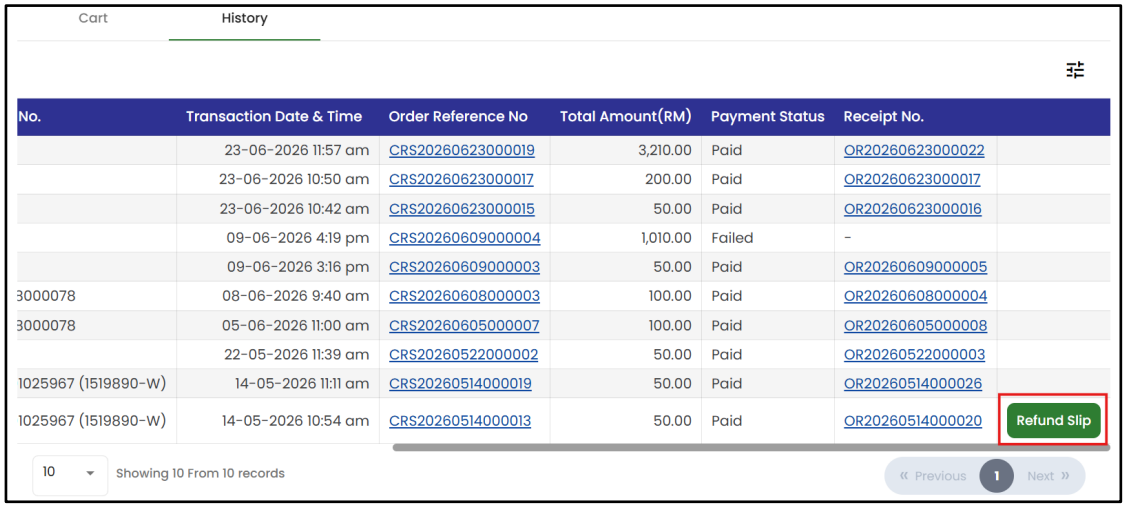
Field Num.	Description
4.	**Download the File** Find the transaction you need and click its **Receipt No.** link. The receipt file will be downloaded automatically to your computer. 

4. Refund Services

If you are eligible for a refund, please follow these threesteps to complete your refund application.

4.1 Generate Refund Slip

Field Num.	Description
1.	**Check your Email.** Once your request has been reviewed, you will receive an **email notification** confirming whether your refund is eligible to be processing.  CRS - REFUND NOTIFICATION Inbox × Summarize this email noreply.ssmcrs@ssm.com.my Wed, Jun 10, 9:49 AM to cns.uattest+ext.cns.cosec425 Tuan/Puan, No. Rujukan Transaksi: CRS20250805000026 Jenis Permohonan: Name Reservation - New Incorporation / Registration No. Rujukan: ACN-L05082025000002 Nama Entiti: 9O9 SDN. BHD. No. Pendaftaran: - Dengan hormatnya dimaklumkan bahawa anda layak untuk membuat permohonan bayaran balik (refund). Untuk memproses permohonan refund anda, sila klik pautan di bawah dan lengkapkan maklumat yang diperlukan (Pautan) dan lampirkan bersama refund slip yang dicetak/muat turun di sejarah pembayaran. Sekiranya tuan/ puan mempunyai sebarang pertanyaan atau memerlukan maklumat lanjut, sila hubungi kami di 603 - 77214000 atau enquiry@ssm.com.my . Terima kasih atas sokongan anda terhadap SSM. Admin NOTA: MESEJ INI DIJANA SECARA AUTOMATIK. MOHON TIDAK MEMBERIKAN MAKLUMBALAS KEPADA MESEJ INI.
2.	**Navigate to Payment History.** To access your payment history, follow the same steps as those used to view a receipt. Refer to Steps 1 to 3 in Section **4.2.5: Payment History** and then continue with the steps below.  Cart History No. App Ref No Entity Name Entity No. Transaction Date & Time Order Reference No Total Amount(RM) 1 ACN-L02072026000001 GHOST PEPPER CAFE SDN. BHD. - 02-07-2026 10:53 pm CRSFT20260702000031 50.00 2 ACN-L02072026000001 GHOST PEPPER CAFE SDN. BHD. - 02-07-2026 10:48 pm CRSFT20260702000030 50.00 3 ACN-CW02072026000002 AYAM GEPUK SEDAP - 02-07-2026 7:51 pm CRSFT20260702000023 100.00

Field Num.	Description
3.	**Locate and Click the Refund Slip** On the **Payment History** screen, scroll to the right of the data table to locate your refund slip. Click the **Refund Slip** button and the file will be downloaded automatically to your computer.  ⚠️ **Important**: You must upload the downloaded **RefundSlip01** and complete the required information in the Revenue Management System to submit the refund application.

***Disclaimer**: The information contained in this guide is intended to assist users in understanding the processes and procedures relating to the use of the Corporate Registry System (CRS). The Companies Commission of Malaysia (SSM) reserves the right to revise, update and/or amend the contents of this guide from time to time without prior notice. Users are advised to refer to the relevant provisions of law, circulars, guidelines, practice notes and practice directives that are currently in force. Users may refer to SSM's official website at www.ssm.com.my.*