



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA



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CORPORATE REGISTRY SYSTEM (CRS)

External User Manual

Over the Counter (ROC-OTC)

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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.

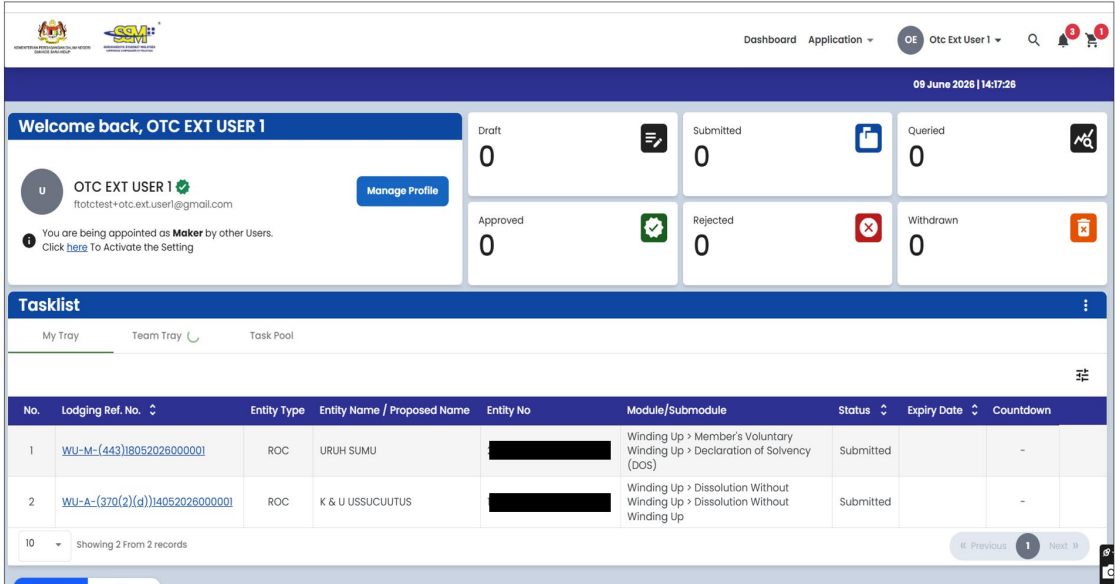
The manual includes an overview of system functions, user roles, navigation, and key procedures.

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

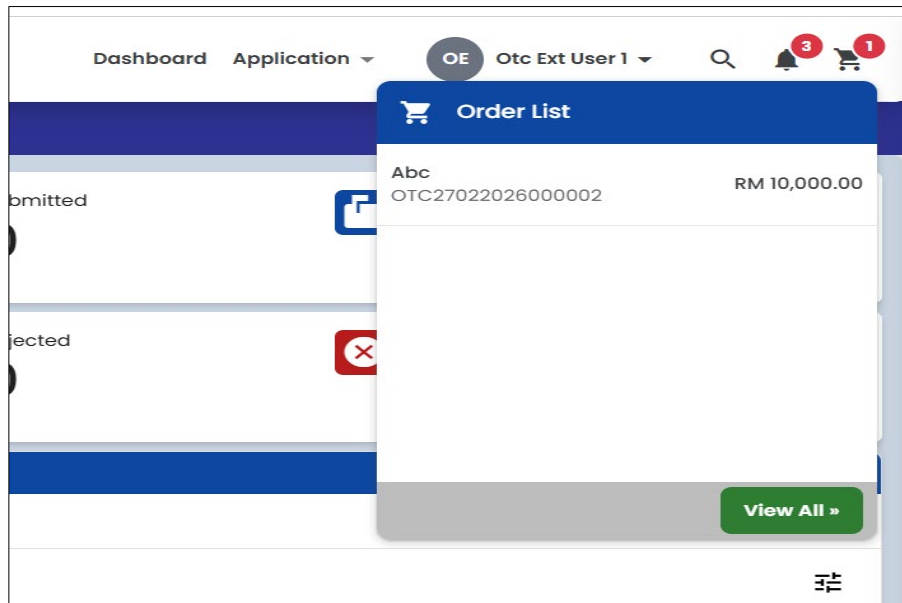
2. Payment Services

2.1 Access CRS to Pay Lodgement's fee after Pre-lodgement

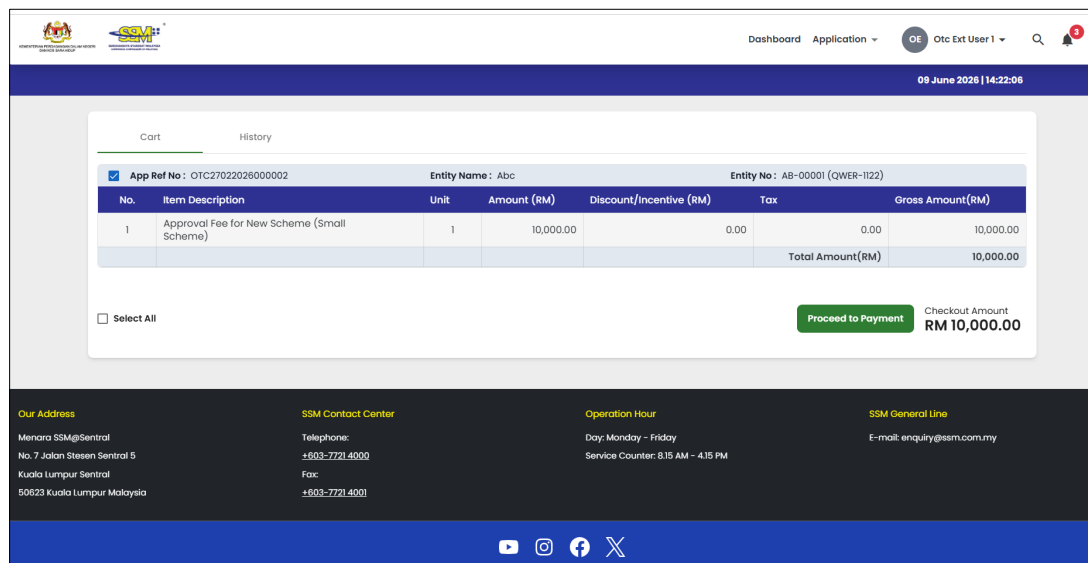
This process occurs when a payment request is generated from a pre-lodgement submission and the lodger (public user) receives an email notification to make the payment.

Field Num.	Description
1.	From the Dashboard, go to the Payment Cart icon in the navigation bar.  The screenshot shows the CRS Dashboard for 'OTC EXT USER 1'. The top navigation bar includes 'Dashboard', 'Application', and 'Otc Ext User 1'. The main content area features a 'Welcome back, OTC EXT USER 1' message with a 'Manage Profile' button. Below this is a 'Tasklist' section with a table showing 2 records. The table columns are: No., Lodging Ref. No., Entity Type, Entity Name / Proposed Name, Entity No., Module/Submodule, Status, Expiry Date, and Countdown. The first record is for 'WU-M-(443)18052026000001' with status 'Submitted'. The second record is for 'WU-A-(370(2)(d))14052026000001' with status 'Submitted'.

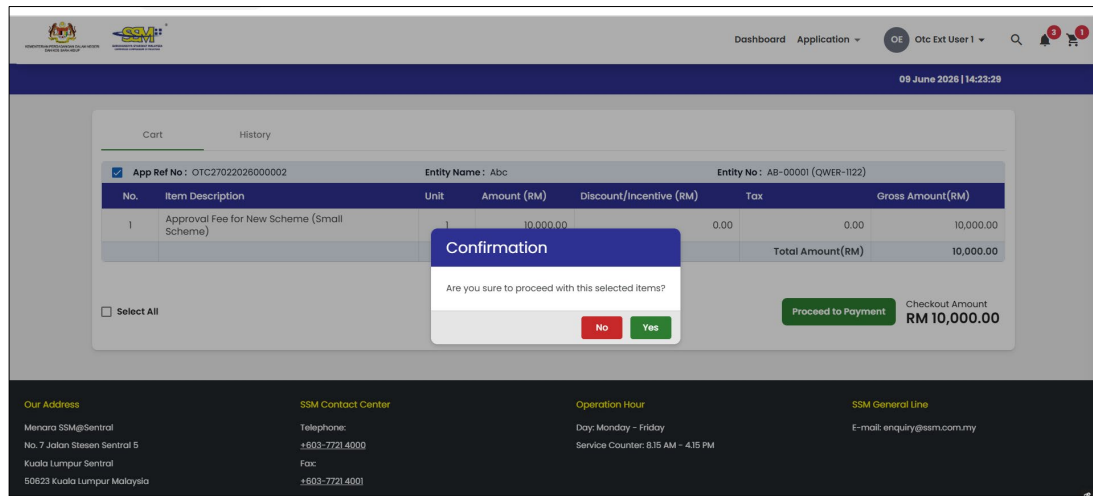
- Click the **Payment cart. The** system displays the Order List. Next, click **View All**.



- Tick the checkbox for the respective payment in the Cart list and the system will enable the **Proceed to Payment** button.



4. Click the **Proceed to Payment** button. The system displays a confirmation pop-up. Click **Yes** button.



Dashboard Application OE Otc Ext User 1 09 June 2026 | 14:23:29

Cart History

App Ref No : OTC27022026000002 Entity Name : Abc Entity No : AB-00001 (QWER-1122)

No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount(RM)
1	Approval Fee for New Scheme (Small Scheme)	1	10,000.00	0.00	0.00	10,000.00
Total Amount(RM)						10,000.00

Confirmation

Are you sure to proceed with this selected items?

☐ Select All

Checkout Amount RM 10,000.00

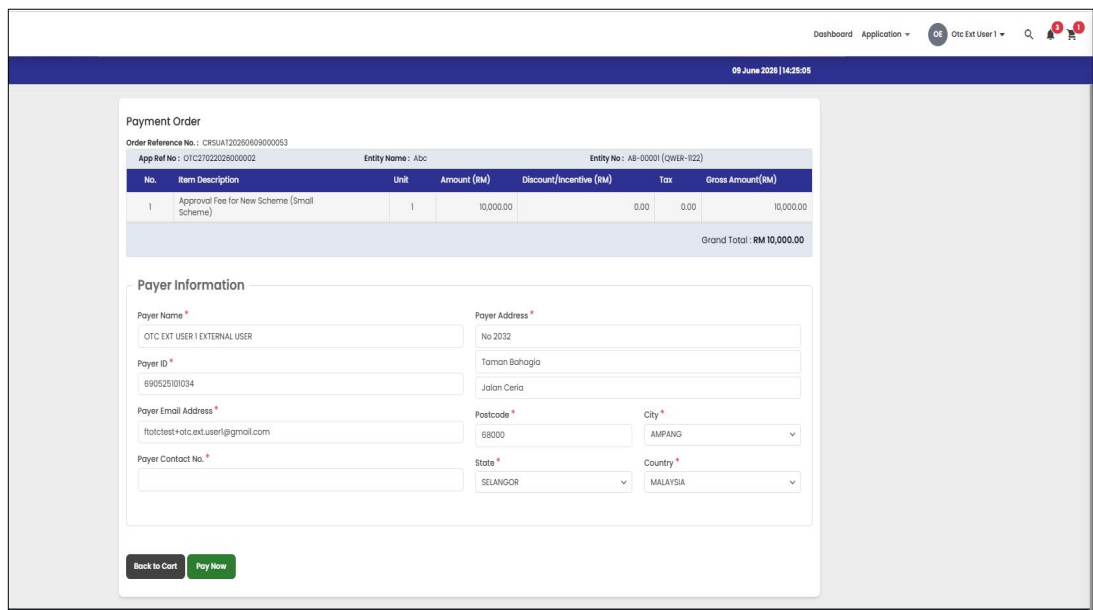
Our Address: Menara SSM@Sentral, No. 7 Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50623 Kuala Lumpur, Malaysia

SSM Contact Center: Telephone: +603-7721.4000, Fax: +603-7721.4001

Operation Hour: Day: Monday - Friday, Service Counter: 8:35 AM - 4:15 PM

SSM General Line: E-mail: enquiry@ssm.com.my

5. The system redirects the user to Payment Order page. The user must complete all required fields. Click the **Pay Now** button.



Dashboard Application OE Otc Ext User 1 09 June 2026 | 14:25:05

Payment Order

Order Reference No.: CRSUA12026060000053

App Ref No : OTC27022026000002 Entity Name : Abc Entity No : AB-00001 (QWER-1122)

No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount(RM)
1	Approval Fee for New Scheme (Small Scheme)	1	10,000.00	0.00	0.00	10,000.00
Grand Total : RM 10,000.00						

Payer Information

Payer Name *
OTC EXT USER | EXTERNAL USER

Payer ID *
690525101034

Payer Email Address *
hotatest+otc.ext.user@gmail.com

Payer Contact No. *

Payer Address *
No 2032
Taman Bahagia
Jalan Ceria

Postcode *
68000

City *
AMPANG

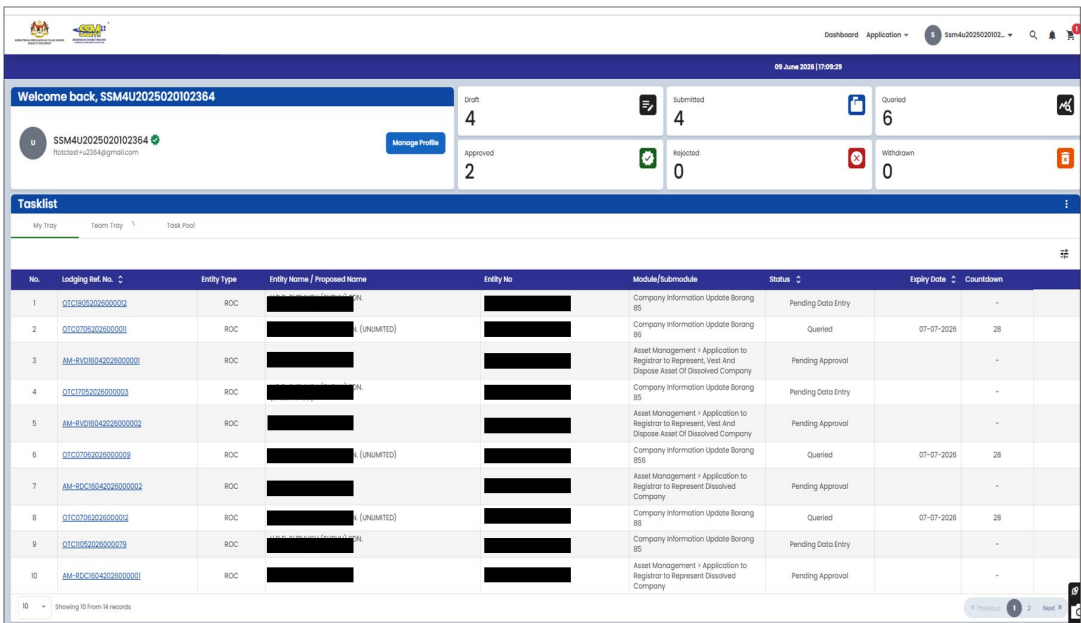
State *
SELANGOR

Country *
MALAYSIA

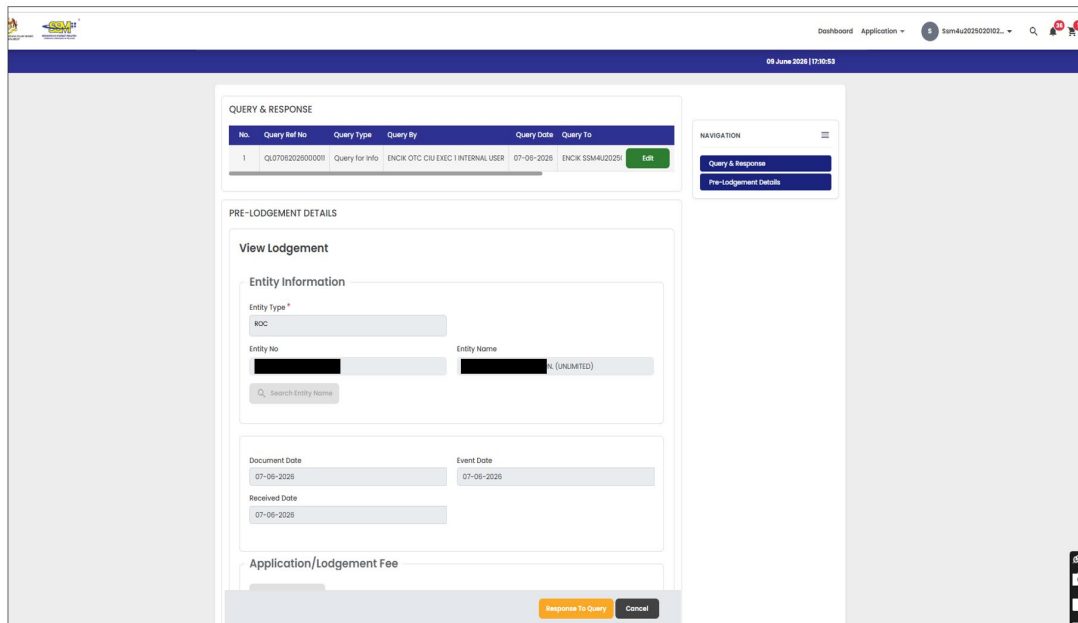
6. The user will be able to make the payment and the payment status will change to successful.

2.2 Access CRS to Pay Lodgement's fee When Additional Payment Applicable After Application Has Been Queried

This scenario happens when the Data Entry admin issues a query to the public user and imposes an additional fee. The lodger must respond to the query first before the system redirects the user to payment cart.

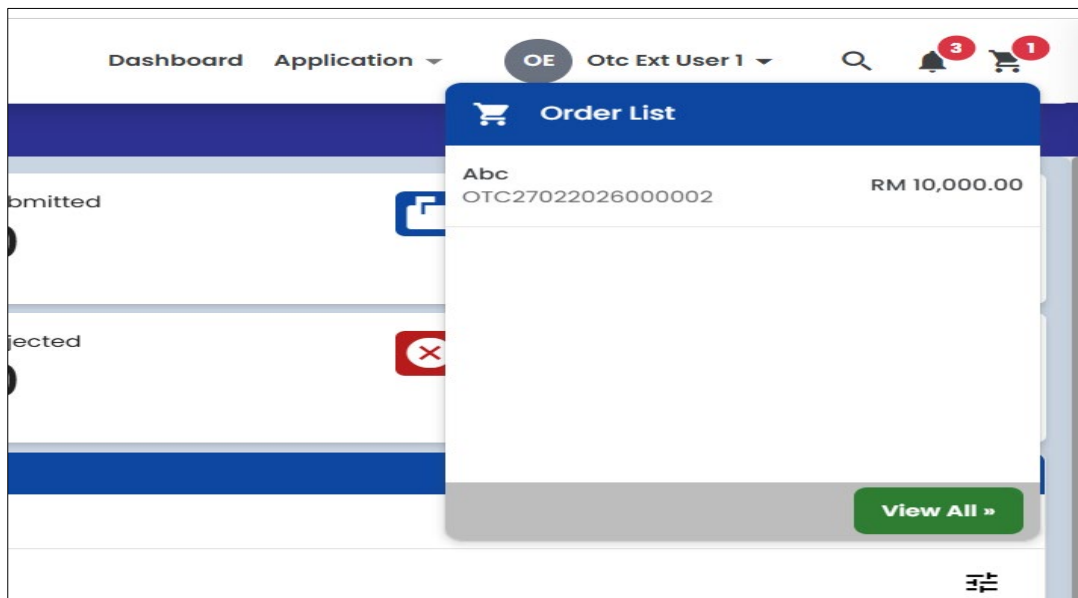
Field Num.	Description
1.	From the Dashboard, go to the Tasklist. 
2.	Go to My Tray , filter the respective application.
3.	The system redirects to form application.
4.	Go to Tab Query & Response section >click Edit to enter Remark.

5. Click **Response Query** and system redirects user to Payment Cart and lodger shall proceed to make payment.



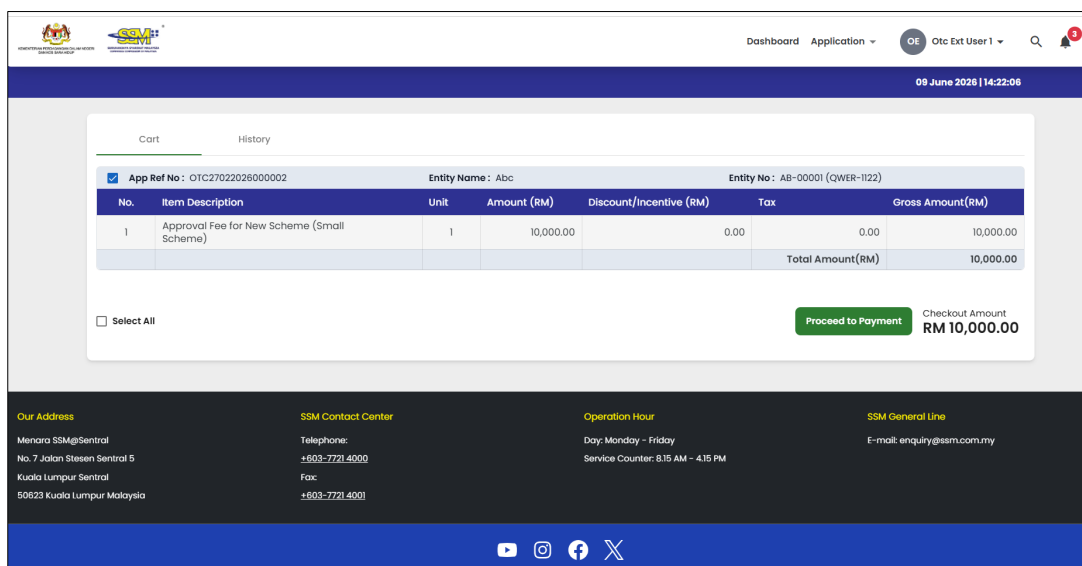
The screenshot shows the 'QUERY & RESPONSE' section of the system. It features a table with columns: No., Query Ref No., Query Type, Query By, Query Date, and Query To. The first row shows a query with reference number Q0705202000001, type 'Query for info', and is executed by 'ENCIK OTC CIU EXEC 1 INTERNAL USER' on 07-06-2020. Below the table is the 'PRE-LODGE DETAILS' section, which includes 'View Lodgement' information such as Entity Type (KOC), Entity No., Entity Name, Document Date, Event Date, Received Date, and Application/Lodgement Fee. A 'Response To Query' button is visible at the bottom right.

6. Click the **Payment cart. The** system displays the Order List pop-up. Next, Click **View All**.



The screenshot shows an 'Order List' pop-up window. It displays a single order with the name 'Abc', order number 'OTC27022026000002', and a total amount of 'RM 10,000.00'. At the bottom right of the pop-up, there is a green button labeled 'View All »'. The background shows a blurred view of the main system interface.

7. Tick the checkbox for the respective payment in the Cart list and the system will enable the **Proceed to Payment** button.



Dashboard Application OE Otc Ext User 1 09 June 2026 | 14:22:06

Cart History

☒ App Ref No : OTC27022026000002 Entity Name : Abc Entity No : AB-00001 (QWER-1122)

No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount(RM)
1	Approval Fee for New Scheme (Small Scheme)	1	10,000.00	0.00	0.00	10,000.00
Total Amount(RM)						10,000.00

☐ Select All **Proceed to Payment** Checkout Amount RM 10,000.00

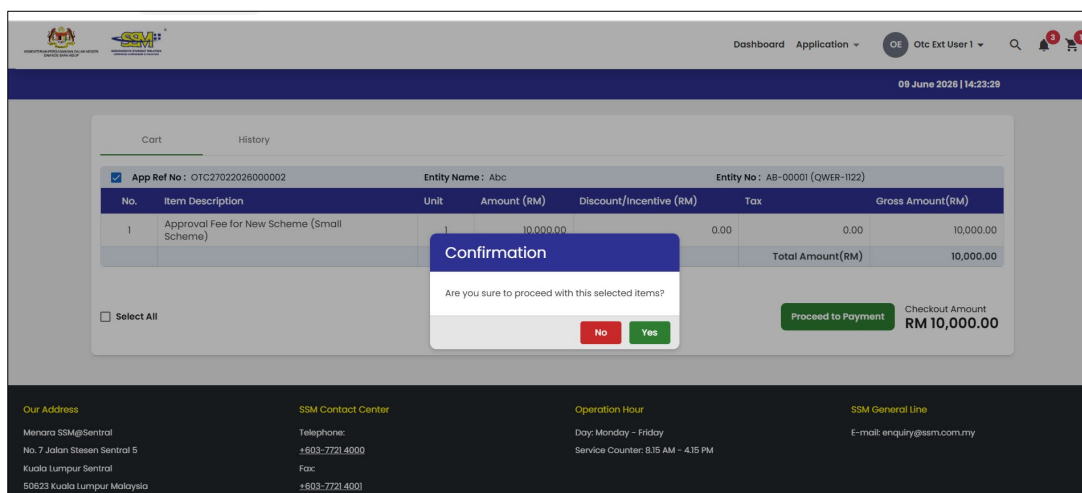
Our Address
Menara SSM@Sentral
No. 7 Jalan Stesen Sentral 5
Kuala Lumpur Sentral
50623 Kuala Lumpur Malaysia

SSM Contact Center
Telephone:
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Fax:
+603-7721 4001

Operation Hour
Day: Monday - Friday
Service Counter: 8:15 AM - 4:15 PM

SSM General Line
E-mail: enquiry@ssm.com.my

8. Click the **Proceed to Payment** button. The system displays a confirmation pop-up. Click **Yes** button.



Dashboard Application OE Otc Ext User 1 09 June 2026 | 14:22:29

Cart History

☒ App Ref No : OTC27022026000002 Entity Name : Abc Entity No : AB-00001 (QWER-1122)

No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount(RM)
1	Approval Fee for New Scheme (Small Scheme)	1	10,000.00	0.00	0.00	10,000.00
Total Amount(RM)						10,000.00

☐ Select All **Proceed to Payment** Checkout Amount RM 10,000.00

Our Address
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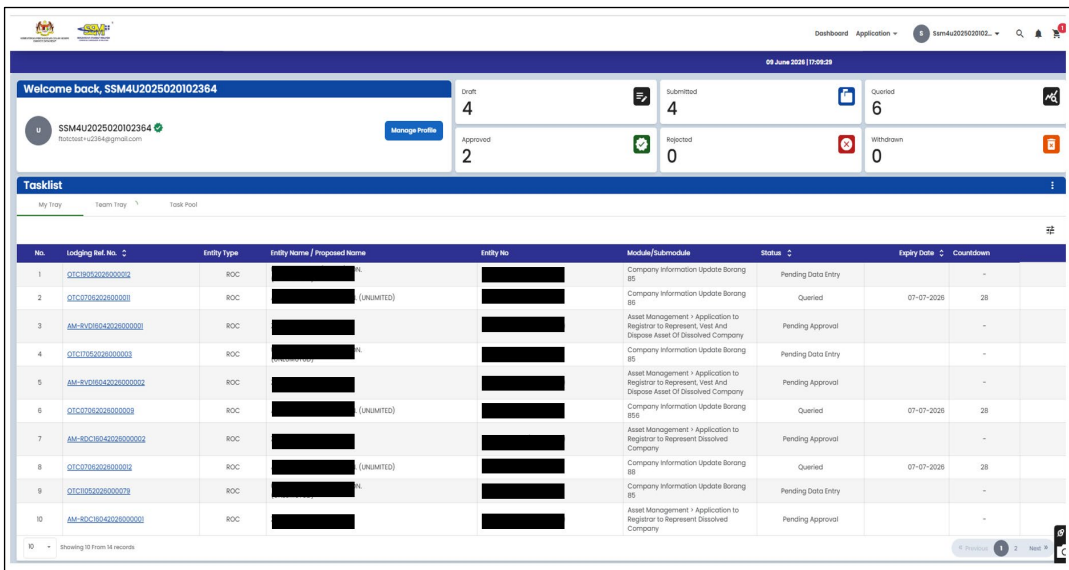
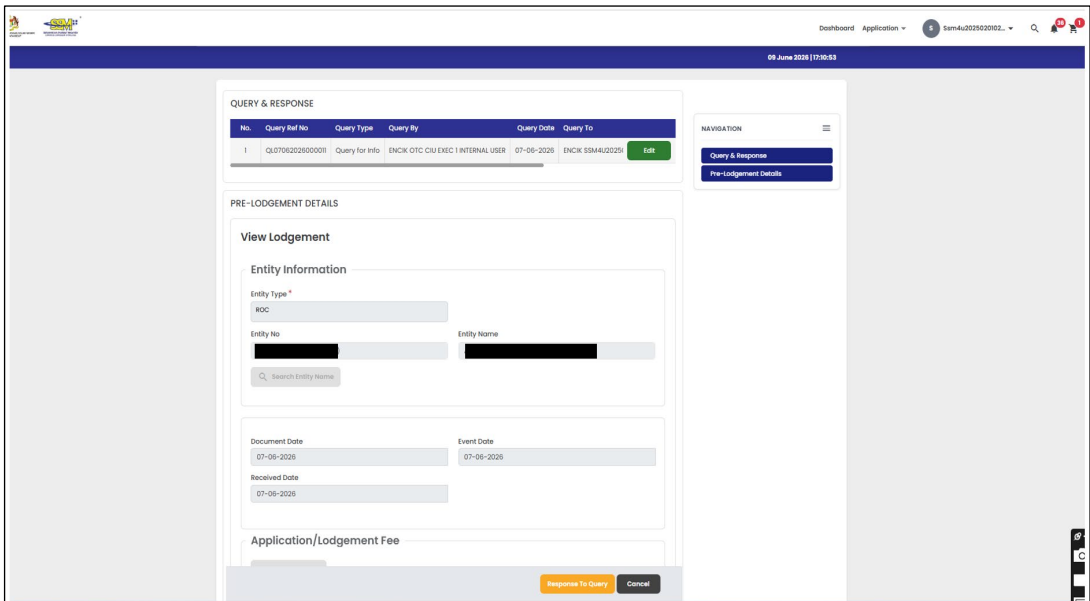
SSM General Line
E-mail: enquiry@ssm.com.my

9. The system redirects the user to Payment Order page. The user must complete all required fields. Click the **Pay Now** button.

10. System redirects to Payment Gateway and choices of payment method can be selected/used by user.

3. Response To Query

3.1 Response To Query

Field Num.	Description
1.	From the Dashboard, go to the Tasklist. 
2.	Go to My Tray , filter the respective application.
3.	System redirects to the form application.
4.	Go to Tab Query & Response section >click Edit to enter Remark.
	
5.	Click the Response Query button. The user's response is submitted successfully and the workflow is returned to the Data Entry Admin.

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.*