

SIRIM QAS INTERNATIONAL SDN. BHD. 199601037981 (410334-X)

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SQASI/PCID/1/1-3

Date: 10 April 2023

Dear Valued Customer,

UTILISATION OF CUSTOMER PORTAL IN SIRIM CERTIFICATION AND INSPECTION SYSTEM (eSCIS)

We are pleased to announce that the **Online Application** and **Online Payment** modules are now ready for 100% utilization.

ONLINE APPLICATION

Through the Customer Portal, customers can apply for Product Certification and SIRIM Label.

We strongly encourage you to utilize the improved Customer Portal for application submission to enhance your experience with us further as the portal will bring the following advantages to you:

- 1. Ease of use in application submission
- 2. Faster quotation issuance than offline application
- 3. Direct access to **monitor progress** of applications
- 4. Effective and more organized product certification license management

ONLINE PAYMENT

The Customer Portal has been optimized to provide online payment method that will simplify your business transaction with us as it brings two important changes:

- 1. Customers no longer need to email payment evidence
- 2. Immediate issuance of receipt after payment

With increased speed and convenience, as well as easier tracking and safekeeping of payment records, we highly encourage 100% usage of Online Application and Online Payment.

We also encourage you to use this as transition period as SIRIM will move to **TOTAL online system by Q4 2023** in our effort to adopt green business practices whilst improving our customers experience and satisfaction.



ACB MSPO 05



















As such, we would like to invite you to visit eSCIS at https://escis.sirim.my and create your own eSCIS account now in order to use the Customer Portal.

Alternatively, you can visit eSCIS via SIRIM QAS International's official website at https://www.sirim-qas.com.my. At the homepage, click on 'Portal' and you will find a drop down list containing links to various customer portals. Please proceed to click on 'SIRIM Certification and Inspection System (eSCIS)'.

To our customers who are already utilizing the Customer Portal, we thank you for your support and cooperation. Your contribution is valuable for us to improve further.

For any enquiries or further explanation, please email your enquiries to askpci@sirim.my or contact our team based on the list provided in Annex 1. If you wish to refer to the user manual, it can be found at Annex 2, or at eSCIS homepage.

We hope you will proceed with using the Customer Portal the soonest for your future applications and payment, to reap the benefits it brings.

We thank you for your support and look forward to serve you in the forthcoming years.

Regards

Senior General Manager

Product Certification and Inspection Department

SIRIM QAS International Sdn. Bhd.

ANNEX 1
LIST OF QUERY NAVIGATORS YOU CAN CONTACT TO HELP YOU NAVIGATE THROUGH eSCIS CUSTOMER PORTAL:

No	Sector	Query Navigators		
		Name	Email	Phone Number
1	Chemical & Consumer	NORIZAH BINTI ABDUL MANAF	norizahm@sirim.my	+60 19-228 4342
2	Civil (Infrastructure & Concrete, Building & Innovation)	FARRAH FARDILLA BINTI JAMALUDDIN	fardilla@sirim.my	+603-5544 5948 / +011-3507 3481
3	Eco-Nano	NURNADHIAH NADHIRAH BINTI CHE ABAS	nnadhiah@sirim.my	+60 13-676 5200
4	Electrical	NORAINI BINTI CHE AHMAT	cnoraini@sirim.my	+603-55446498 / +6018-7892234
		ABD. MUTTALIB BIN V. H USMAN	muttalib@sirim.my	+603-55446937 / +60 19-691 5702
5	Engineering Inspection	NOR HAFIZAH BINTI ZAKARIA	nhafizahz@sirim.my	+6011-53119090
		SARAH BINTI MATAHA	sarahmataha@sirim.my	+603-5544 6309
6	Fire Protection	IRFAN BIN ABDULLAH KHALIT	irfan@sirim.my	+60 13-341 6306
7	Mechanical Components	LAILATUL BADRIAH BINTI MOHD RAZALI	lailatul@sirim.my	+603-5544 6480 / +6011-535 6447
8	Mechanical Materials	ZARINA BINTI MOHD NADZIR	mnzarina@sirim.my	+603-5544 5979 / +6013-303 8812
9	Water & Sewerage	MOHAMMAD IRFAN BIN NORHASNI	irfanhasni@sirim.my	+60 17-202 7263

Unsure of your sector ? Just email your queries to askpci@sirim.my. Thank you!





eSCIS Customer Portal

User Guide

2023 Version 2.0

Welcome to SIRIM QAS International

We provide innovative solutions through Testing, Inspection and Certification Services for our customers to be competitive globally.



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OVERVIEW

Welcome to eSCIS Customer Portal. This document is a functional reference on how to use the Customer Portal. Features available on the Customer Portal include:	
□ Submit New Application	
□ Submit application for Change Request, Consignment Application, Label Application, Other Application and Enquiry	
□ Dashboard	
☐ Download/View invoice and make payment	
☐ Download Receipt and view payment history	
☐ View File Listing, download Certificate and Agreement	

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LOGGING IN/OUT OF CUSTOMER PORTAL

- Go to eSCIS website : https://escis.sirim.my
 - ▶ Enter **Username** and **Password**. Click **Sign In.** The Customer Portal Home Page is displayed.
 - ► If forgot password, click on **Forgot Password?** Enter Username, Secret Question and Answer, click Submit. A new email will be sent with temporary password.
- eSCIS
 SIRIM Certification and Inspection System

 Welcome
 Please enter your username and password.

 Username
 Password

 Sign in

 New to eSCIS? Sign up now. Forgot Password?

- 2
- For first time login or login with a newly generated password will require Customers to create a secured password. The following Change Password prompt will display.
- ► Enter Old Password. (Note: Old password is your temporary password.)
- ► Enter New Password, Confirm Password.
- ► Select Secret Question. Enter Secret Answer. Click Update Password.

Update Password

Old Password*

New Password*

Confirm Password*

Secret Question*

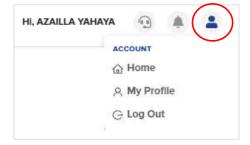
Select.

Show Password □

Update Password

Cancel

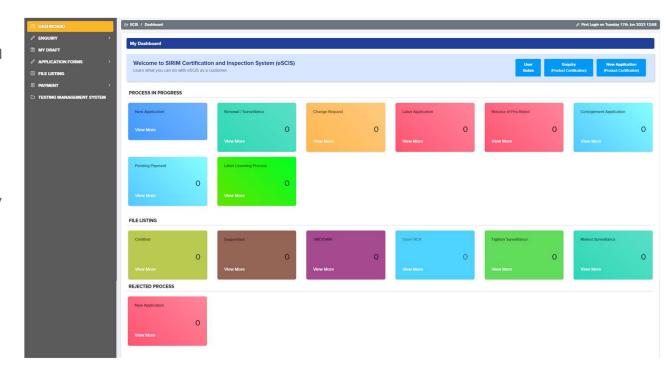
To logout, click on icon on the red circle. Then click **Log Out.**



HOME PAGE OVERVIEW

Menu:

- ▶ Dashboard contain Process in Progress, File Listing and Rejected Process
- ► Enquiry contain of Enquiry forms and Enquiry Listing.
- ► My Draft contain list of application form that has been drafted
- ► Application Forms contain application forms
- ► File Listing contain list of files
- ► Payment contain Pending Invoice and Payment History
- ► Testing Management System link to Testing Management System (TMS)



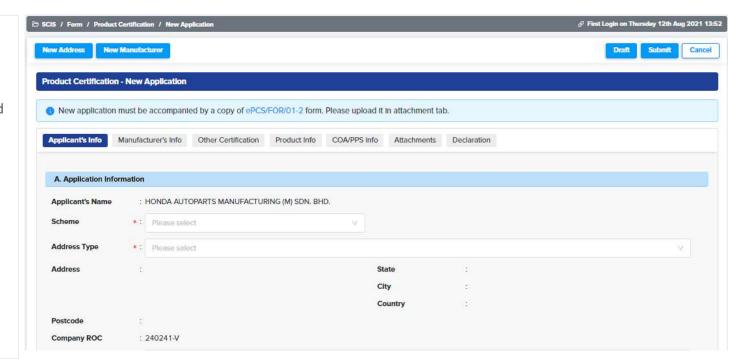
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NEW APPLICATION

- Customer can submit new application base on selected scheme i.e Product Certification, Green Engine, etc.
 - ► To begin, go to **Application Forms**, select Scheme i.e **Product Certification**. Choose form i.e **New Application**.



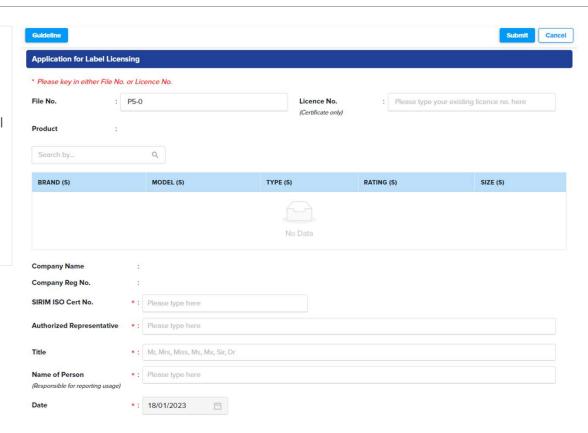
- Fill in the details and follow the instructions on each form. Please not that mandatory field is marked with asterisks *.
 - Click Draft to save the form as draft and continue later. To view drafted form, click on menu My Draft.
 - ▶ Upload necessary Attachment.
 - Once completed click Submit. The application will be submitted to respective SIRIM staff.
 - ➤ To monitor the progress, go to My Dashboard > Process in Progress. Click on New Application. The list of certification in progress will be displayed.



APPLICATION OF LABEL LICENSING

1

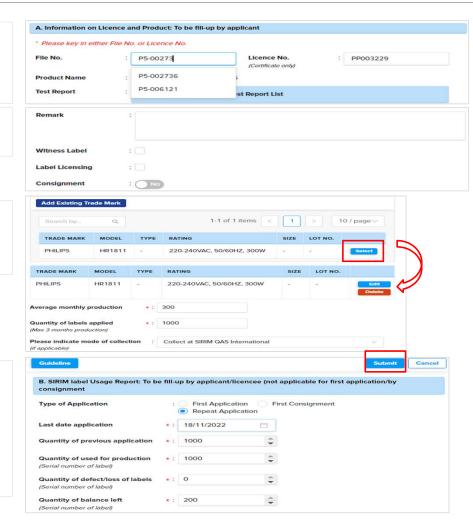
- ► Go to Application Forms > Product Certification > Application of Label Licensing.
- ► In the application form, type in **File No.** or **Licence No**. The File No. or Licence No will be listed in the dropdown list. Select the file, product details and company information will be auto populated.
- ▶ Fill in all the mandatory fields that marked with asterisks *.
- ► Upload necessary Attachment.
- Once completed click **Submit**. The application will be submitted to respective SIRIM staff.



APPLICATION OF LABEL FOR NON-CONSIGNMENT PRODUCT

- **1** ► Go to Application Forms > Product Certification > Application of Label.
 - ► In the application form, type in **File No.** or **Licence No**. The File No. or Licence No will be listed in the dropdown list. Select the file, product name and company information will be auto populated.
- Key in Remark. If you are applying for Label Licensing, tick Label Licensing checkbox.
- Select Trademark. The selected Trademark will be added to the below list.
 - ► Key in Average monthly production and Quantity of labels applied.
 - Indicate mode of collection.

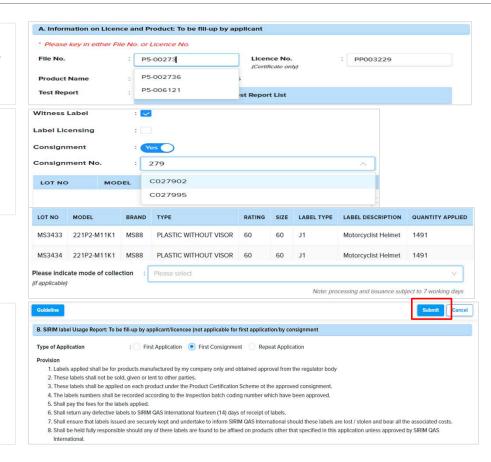
- Select Type of Application. If it is Repeat Application, key in all the mandatory fields.
 - ▶ Upload attachment if applicable.
 - ► Once completed, click **Submit.**
 - ► To monitor the progress, go to My **Dashboard** > **Process in Progress**. Click on **Label Application**. The list of label application in progress will be displayed.



APPLICATION OF LABEL FOR CONSIGNMENT PRODUCT

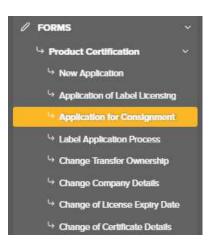
- Go to Application Forms > Product Certification > Application of Label.
 - ▶ In the application form, type in **File No**. or **Licence No**. The File No. or Licence No will be listed in the dropdown list. Select the file, product name and company information will be auto populated.
- ★ Key in Remark.
 - Select Yes for Consignment.
 - ► Select Consignment No. The Lot No info will be auto populated.
 - ▶ Indicate mode of collection.

- ► Select Type of Application as First Consignment.
- Upload attachment if applicable.
- ► Once completed, click **Submit.**
- ► To monitor the progress, go to My Dashboard > Process in Progress. Click on Label Application. The list of label application in progress will be displayed.



OTHER APPLICATION

- Customer can submit other application i.e Application for Consignment, Change Request Certificate Details or etc. via Customer Portal.
- 2
- ► Click Forms, select Scheme i.e Product Certification. Choose form i.e Application for Consignment. The form is displayed.
- ► Key in **File No**. Applicable file number is listed. Select respective file no. Some information related to the file is displayed.
- ▶ Fill in the details. Mandatory field marked with asterisks *.
- ► Upload Attachment.
- ▶ Once completed click **Submit**. The form will be submitted to respective SIRIM staff.



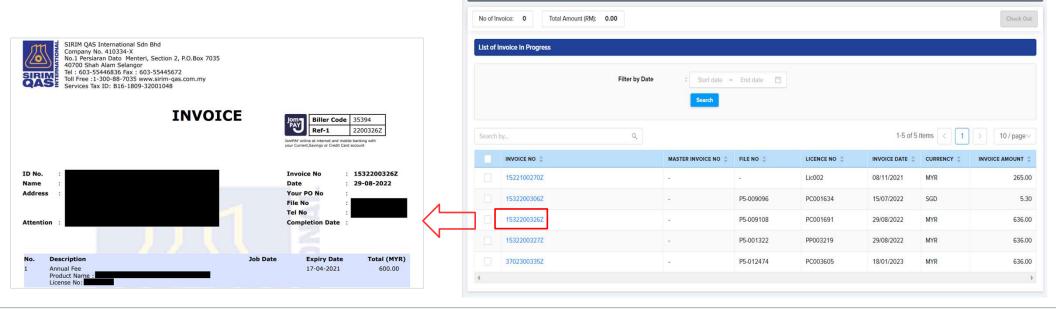
HOW TO VIEW INVOICE

- Menu Payment consist of Pending Invoice and Payment History. Customer can view invoice, make payment and view history of payment.
- To view invoice, go to **Payment > Pending Invoice**. List of Invoice in Progress is displayed.
 - ► Click on **Invoice No**. The invoice is displayed.

Note: Bad Debt will be displayed if invoice is overdue.

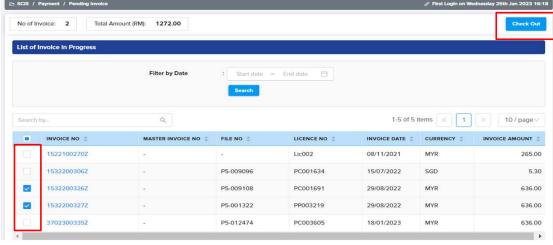


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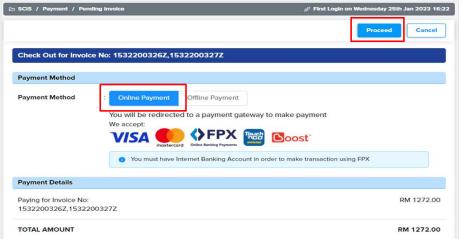
HOW TO MAKE PAYMENT – ONLINE PAYMENT

- To make online payment, click Payment > Pending Invoice. List of Invoice in Progress is displayed.
 - ➤ Select respective invoice by clicking on the checkbox next to the invoice no. Click **Check Out.** Payment Method page is displayed.



Choose Payment Method Online Payment. Then click Proceed.

You will be directed to the Payment Gateway page. Continue with the process in Payment Gateway.



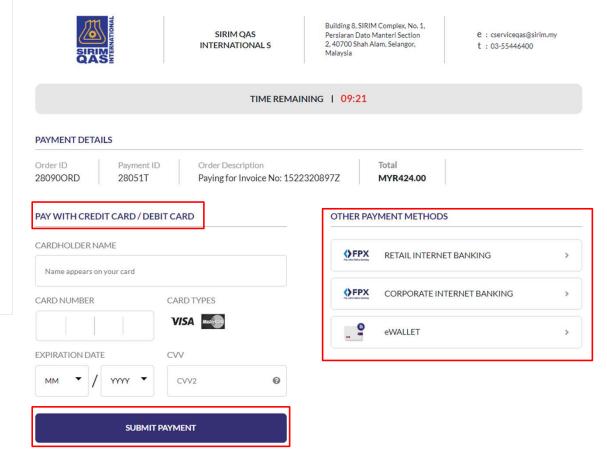
3

- ► Select payment methods Credit Card or Other Payment Methods i.e FPX or eWallet.
- ► If Pay with Credit Card/Debit Card, fill in required information base on selected payment method.
- ► Else if FPX or eWallet, select bank/eWallet.
- ► Click **Submit Payment.**

You will be directed the credit card/bank/eWallet webpage. Proceed with login and make payment.

If payment is successful, page will be directed back to eSCIS Customer Portal.

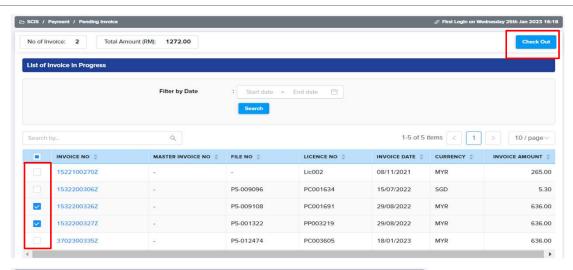
Go to **Payment History** to check the status and download the receipt for PAID invoice.



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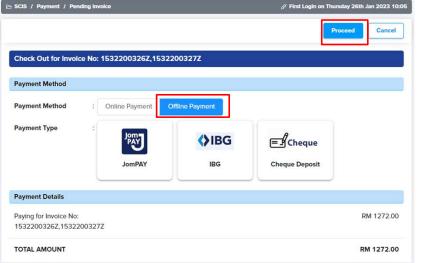
HOW TO MAKE PAYMENT – OFFLINE PAYMENT

- 1
- ► To make offline payment, click **Payment** > **Pending Invoice**. List of Invoice in Progress is displayed.
- ➤ Select respective invoice by clicking on the checkbox next to the invoice no. Click **Check Out.** Payment Method page is displayed.



2

- ► Choose Payment Method Offline Payment.
- ► Choose Payment Type i.e JomPAY or IBG or Cheque
- ► Click **Proceed**. You will be directed to respective payment page.

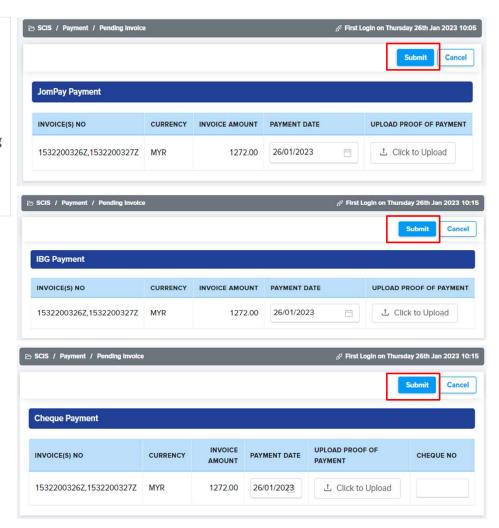


HOW TO MAKE PAYMENT – OFFLINE PAYMENT

3

- ▶ If JomPay, select Payment Date. Upload Proof of Payment. Click Submit.
- ▶ If IBG, select Payment Date. Upload Proof of Payment. Click Submit.
- ► If Cheque, select Payment Date. Enter Cheque No. Upload Proof of Payment. Click Submit.

Go to **Payment History** to check the status. Invoice status is updated to **Pending Verification**. Payment will be verified by SIRIM staff. After payment is verified, invoice status is updated to Paid.



VIEW PAYMENT HISTORY

1

- ► Go to Payment, select Payment History. Payment History is displayed.
- ► Click on **Receipt** to view the receipt.
- ► Click on **Invoice** to view the invoice.

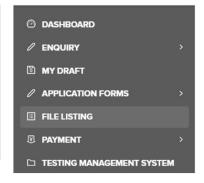




FILE LISTING

- 1 User can view the file information, download Licence and Agreement via File Listing.
 - ► Go to **File Listing**, File Listing is displayed.
 - ▶ To view file information, click on the **File No**.
 - ▶ To view/download Licence, click on Licence.
 - ► To view/download Agreement, click on **Agreement**.

Note: Customer is allowed to download licence only for Certified file and Expiry Date not overdue.

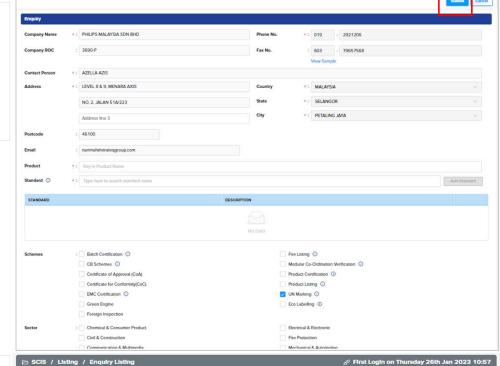




ENQUIRY

Enquiry allows user to submit enquiry for Product Certification or Engineering Inspection and view submitted enquiry.

- ► To submit enquiry, go to **Enquiry** > **Product Certification** or **Engineering Inspection**. Enquiry form is displayed.
- ► Fill in the form and click **Submit.**



2 Enquiry Listing allows user to view submitted enquiry.

- ► To view submitted enquiry, go to **Enquiry** > **Enquiry Listing**.
- ► Click **View.** The enquiry form is displayed.

