



**InvestMalaysia**

[investmalaysia.mida.gov.my](http://investmalaysia.mida.gov.my)

# Technical Support

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Learn About the System

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## Chapter 1 Introduction

This user manual will walk you through the process of logged the issue or problem into the system by providing step-by-step instructions with illustrations to help you understand each step.

### 1.1 Intended User

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This user manual is targeted for:

- External User

### 1.2 Web Browser

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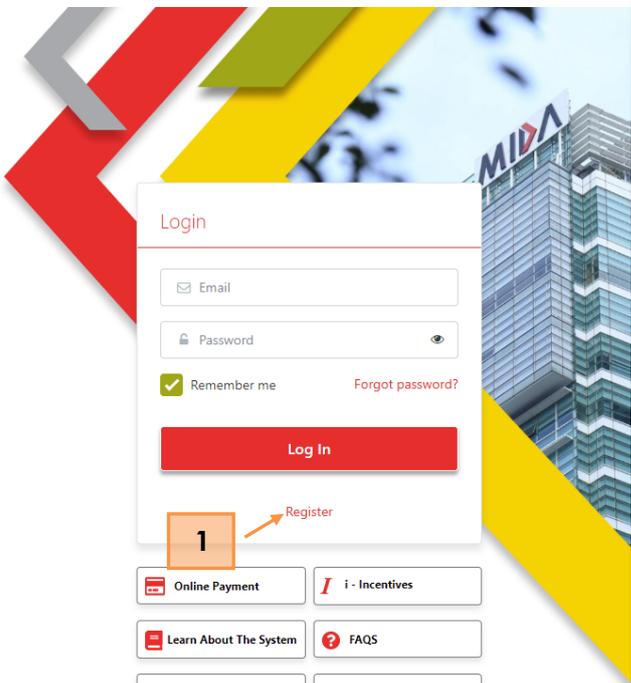
Best viewed in 1024 x 768 using Google Chrome or Mozilla Firefox. This website is mobile responsive.

### 1.3 Url

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<https://investmalaysia.mida.gov.my>

## 1.4 User Registration

### Import Duty and/or Sales Tax Exemption and MIDA's Confirmation Letter

Application for **import duty, sales tax and/or exemption** machinery/equipment/raw materials/components for the following:

- Import duty and/or sales tax exemption on **machinery/equipment** for selected activities in **Agriculture Sector**
- Import duty and/or sales tax exemption on **machinery/equipment for Selected Services** Sectors which include Research & Development (R&D), Private Higher Education Institution, Private Higher Training Institution (science, technical or vocational) and Tourism Project without accommodation
- Import duty and/or sales tax exemption on **raw materials/components (other than HS Code 72 - 7316) for Manufacturing Sector**
- Import duty and/or sales tax exemption on **raw materials/components (Iron and Steel under HS Code 72 - 7316) for Manufacturing Sector**

Application for MIDA's Confirmation Letter [*Surat Pengesahan MIDA (SPM)*] for the purpose of claiming import duty and/or sales tax exemption from Royal Malaysian Customs Department on machinery/equipment/spare parts/prime movers/container trailers for the following:

- Manufacturers in Principal Customs Area (PCA)**
- Companies Engaged in Hotel Business**
- Haulage Operators**
- Aerospace Maintenance, Repair & Overhaul (MRO) Companies**

Login

👁

Remember me
 Forgot password?

Log In

1

➔ Register

📄 Online Payment

I i - Incentives

📖 Learn About The System

❓ FAQs

🎧 Technical Support

✉ Enquiry / Feedback

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1. Click on the **'Register'** link. Create Account page will be displayed.

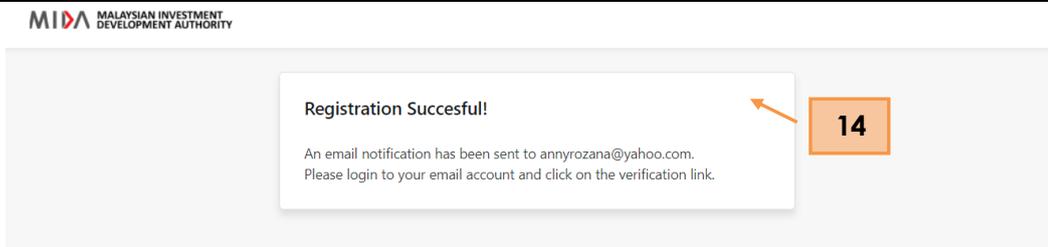
The screenshot shows the MIDA registration form with the following fields and callouts:

- 2**: Name \*
- 3**: Designation \*
- 4**: Email \*
- 5**: Password \*
- 6**: Confirm Password \*
- 7**: Phone Number \*
- 8**: Address \*
- 9**: Country \*
- 10**: State \*
- 11**: City \*
- 12**: Postcode \*
- 13**: Register button

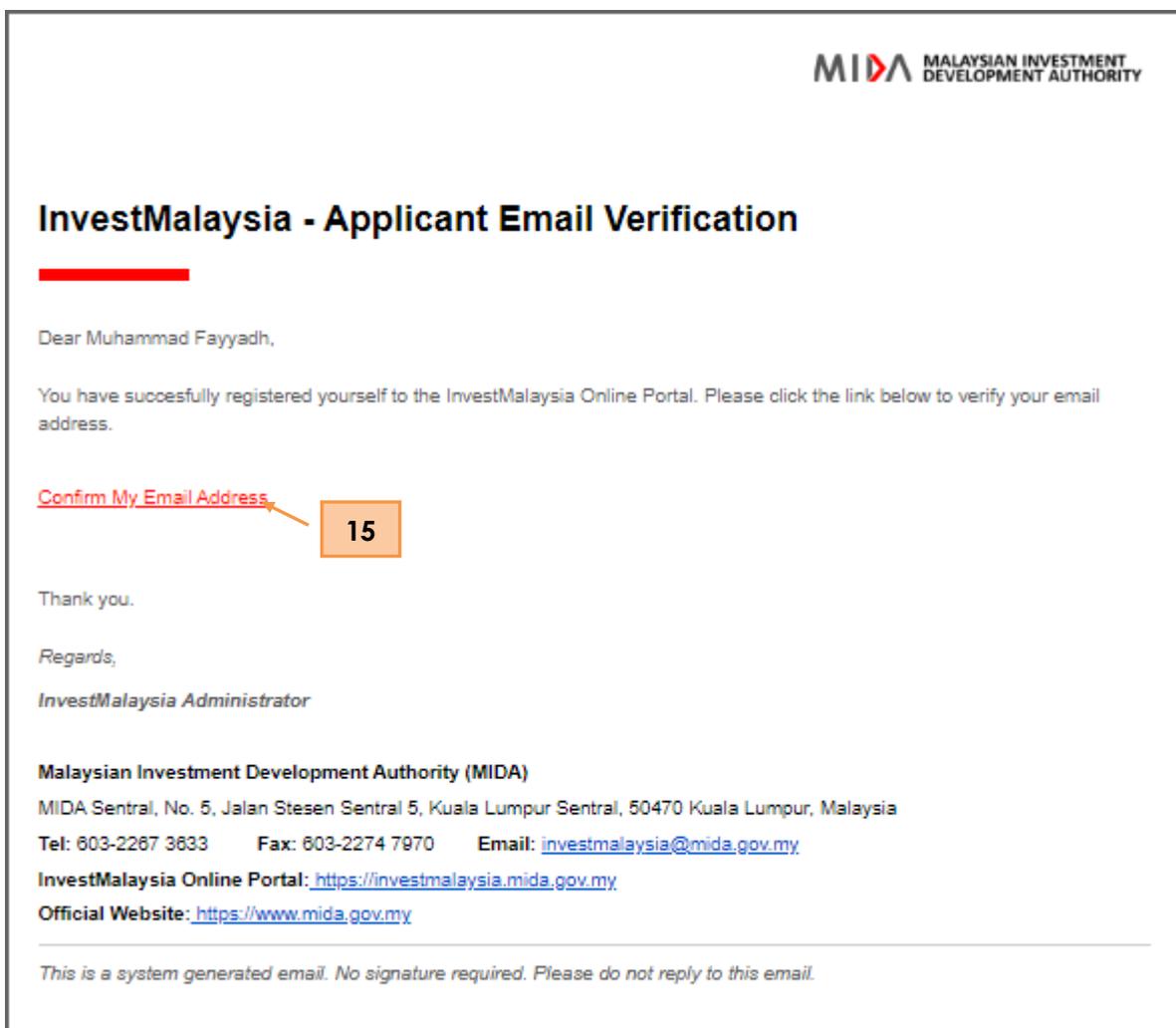
Enter your details such as: (All fields are mandatory)

2. Name \*
3. Designation \*
4. Email \*
5. Password \*
6. Confirm Password \*
7. Phone Number \*
8. Address \*

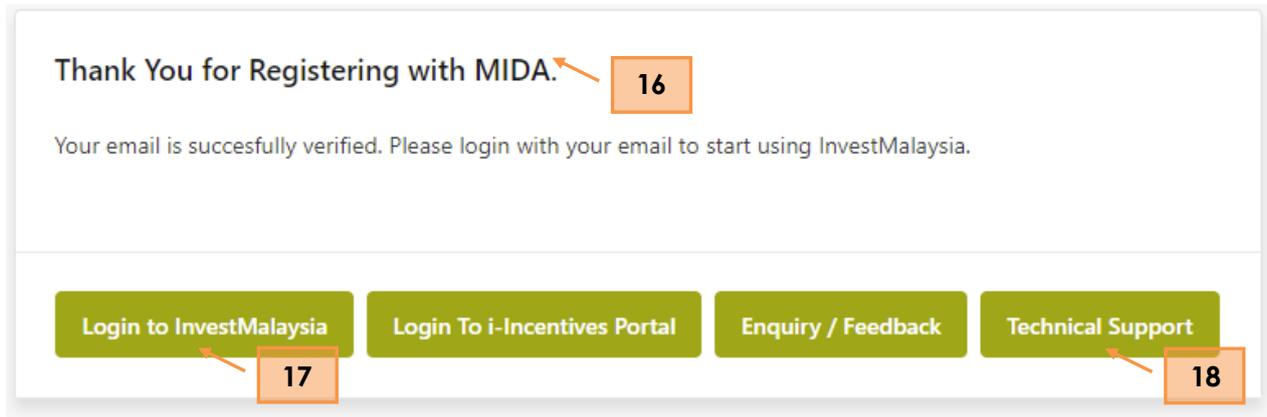
- 9. Country \*
- 10. State \*
- 11. City \*
- 12. Postcode \*
- 13. Click **'Register'** button.



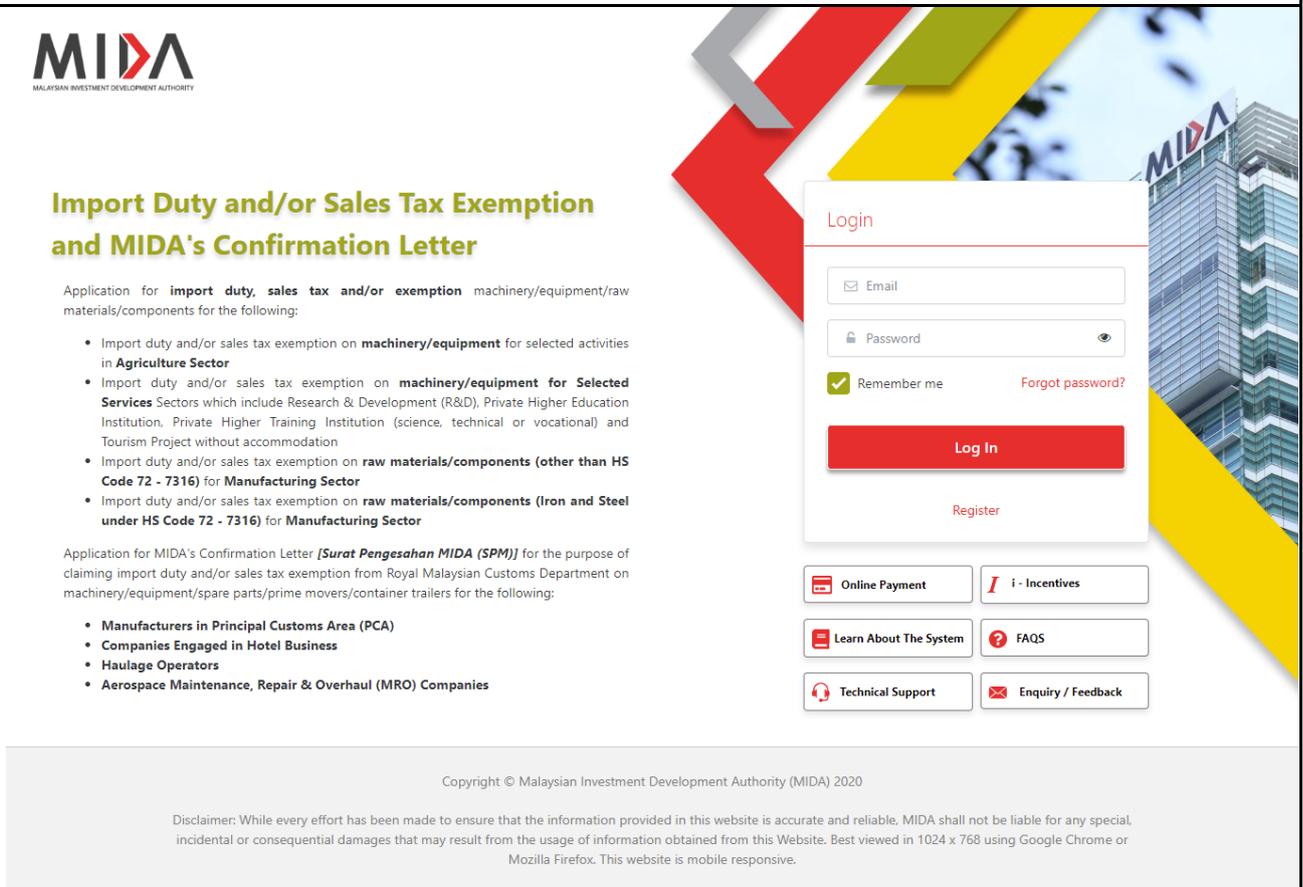
14. The system will display a success message and send an email with the verification link.



15. Click on the “**Confirm My Email Address**” link.



16. The system will display a success message.



17. Click on [Login to InvestMalaysia](#). The system will redirect to the InvestMalaysia landing page.



## 1.5 Forgot Password

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### Import Duty and/or Sales Tax Exemption and MIDA Confirmation Letter

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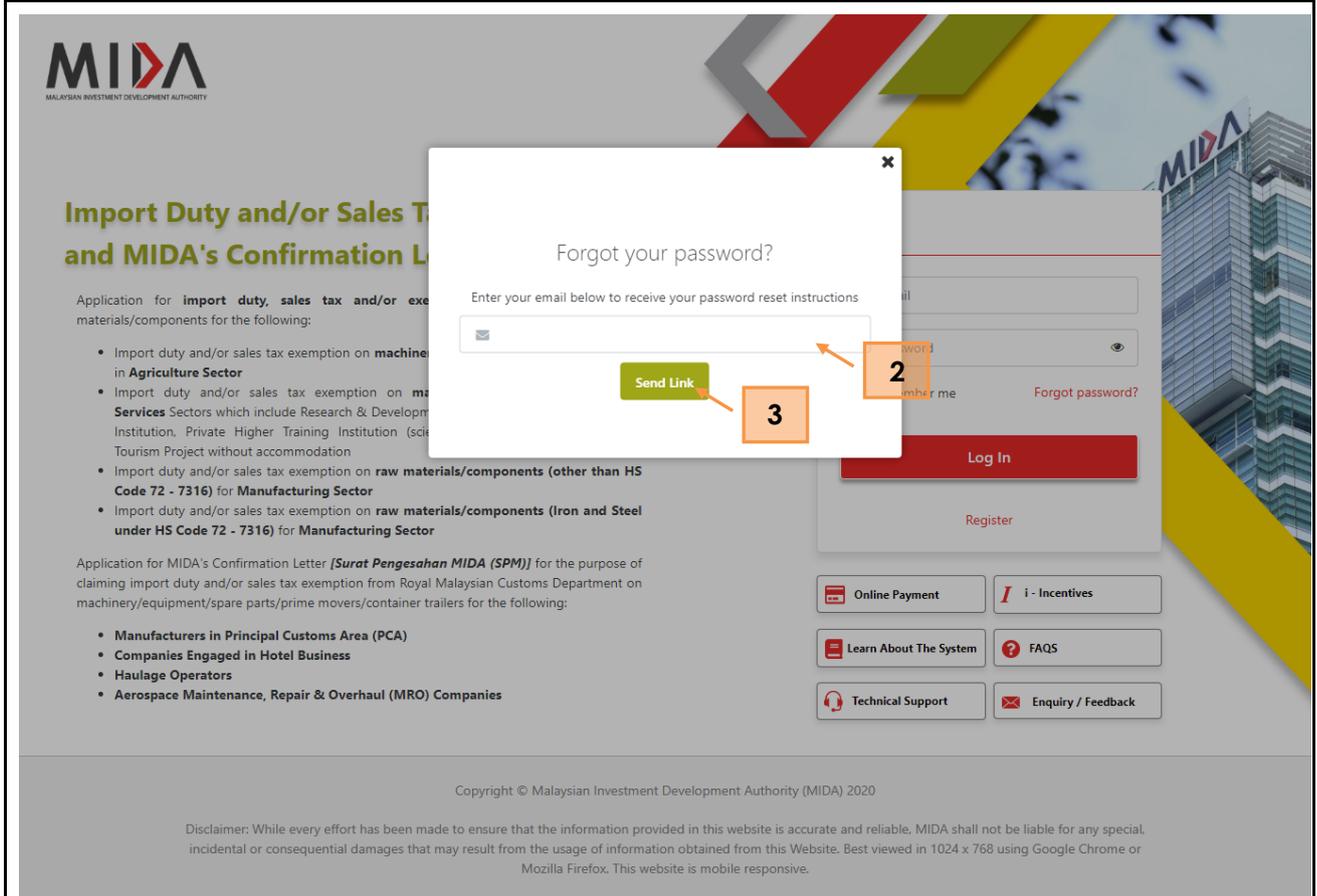
### Technical Support

Provide technical assistance and support for an issue related to online application, internal application and infrastructure.

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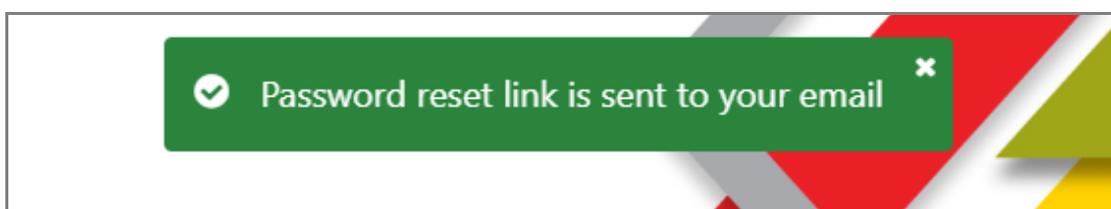
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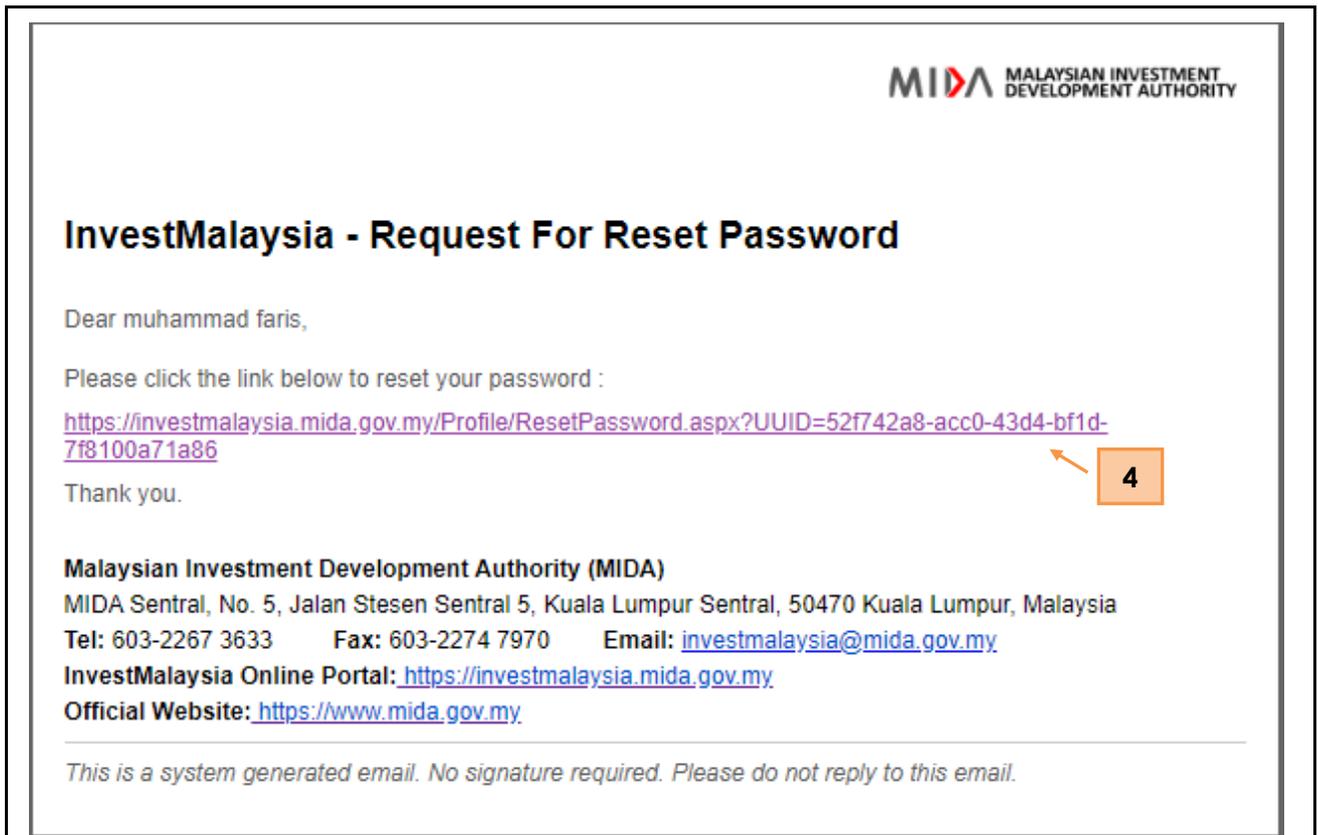
1. Click 'Forgot Password?' . The system will display and popup screen.



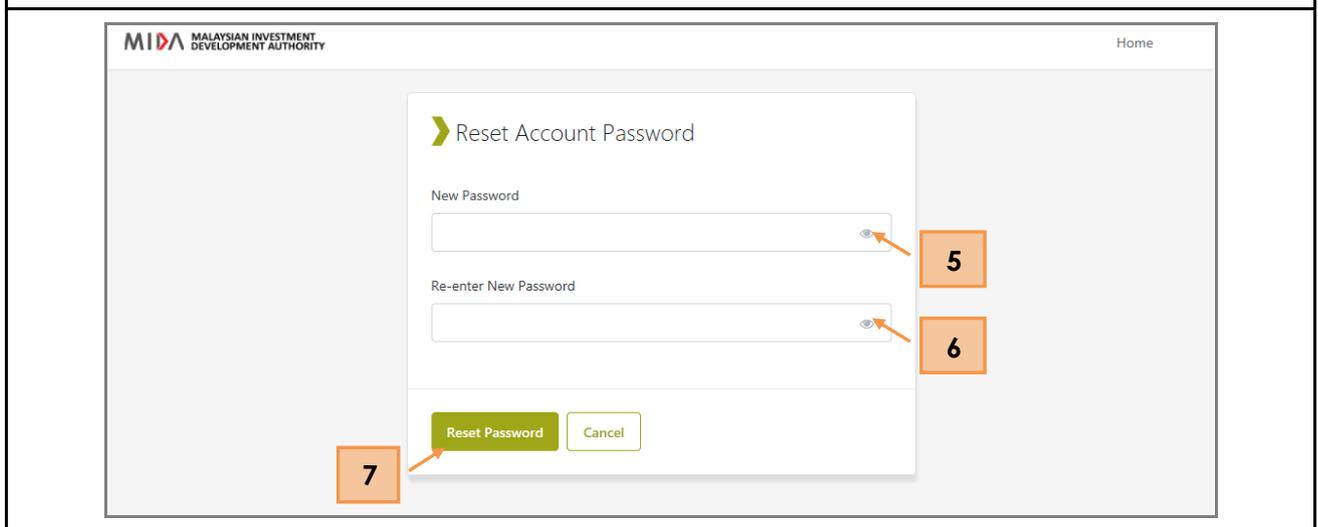
2. Enter your **email address** (must use the email that have been registered).

3. Click 'Send Link' button an email notification will be sent to your email.





4. Go to your email account. Click on the link and **Reset Account Password** page will be displayed.

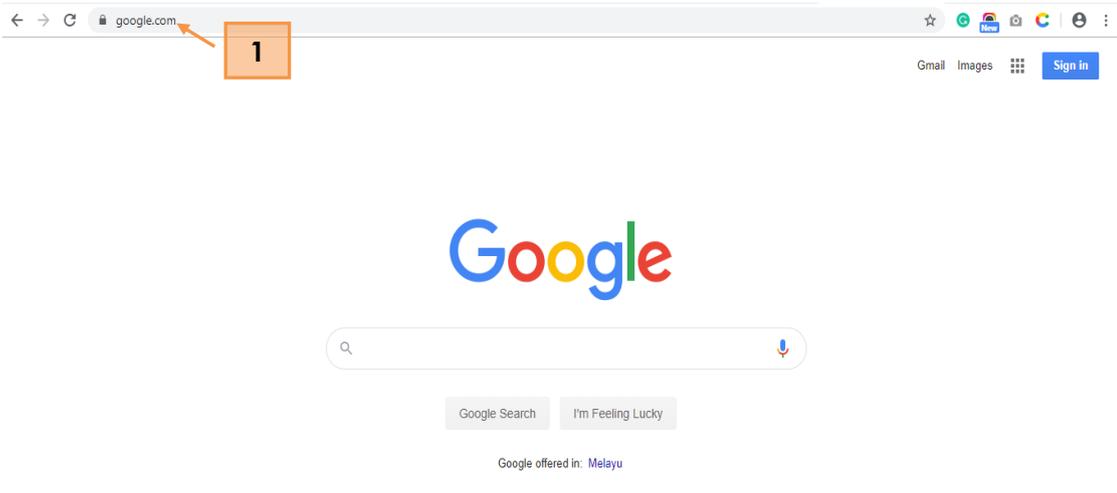


5. Enter your new password; and
6. Re-enter new password.
7. Click '**Reset Password**' button. The system will redirect to '**InvestMalaysia**' login page.

## 1.6 How to Log In

### 1.6.1 Option 1 – Login From InvestMalaysia

**Precondition:** You have been registered with the Invest Malaysia.



1. Open a web browser. Insert URL: <http://investmalaysia.mida.gov.my>

**MIDA Online Application**  
A single gateway portal to access applications, company profile and MIDA promotional events.

**Login**

Email

Password

Remember me [Forgot password?](#)

**Log In** **Register**

[Learn About the System](#)

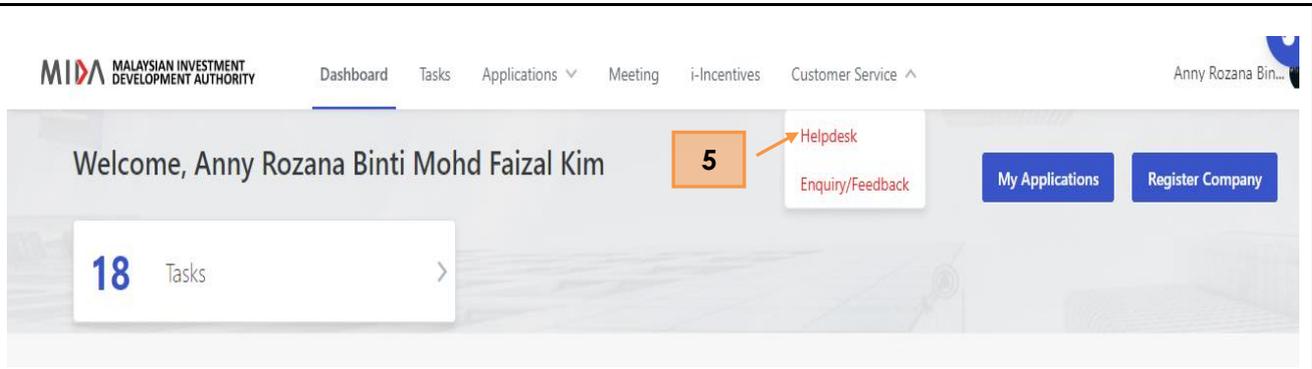
Annotations: 2 (Email), 3 (Password), 4 (Log In)

## List of Online Applications

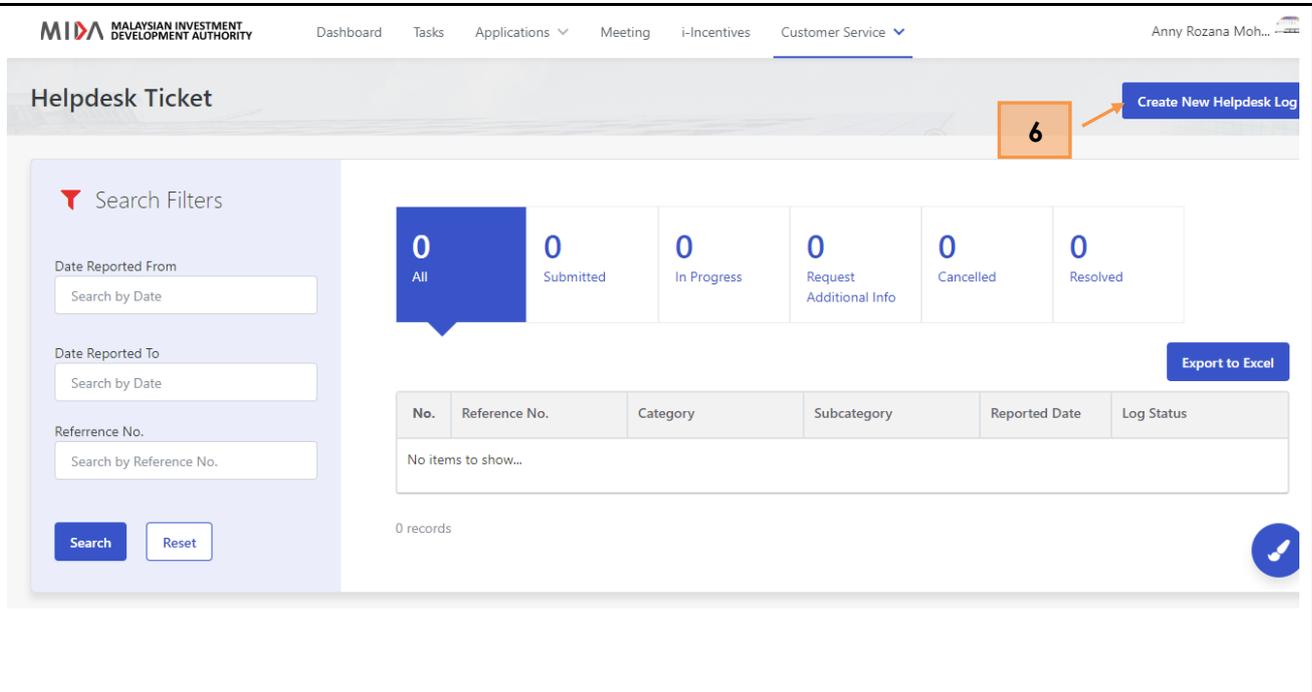
- Notes:
- Submissions received after 3.00 PM on a working day will be evaluated on the following working day.
  - Application with incomplete information will not be accepted and will be returned to the applicant company.

<p><b>Manufacturing Licence (e-ML)</b></p> <p>A company engaging in any manufacturing activities with shareholders' fund of RM2.5 million and above, OR employing 75 and above full-time employees is required to apply for a Manufacturing Licence.</p>	<p><b>Exempted From Manufacturing Licence (ICA10)</b></p> <p>A company engaging in any manufacturing activities with shareholders' fund not exceeding RM2.5 million; AND/OR employing not more than 75 full-time employees may apply for an exemption from Manufacturing Licence.</p>	<p><b>PERMIT (PDA 2)</b></p> <p>A company engaging in any activities to refine crude petroleum, to produce petroleum/petrochemical products and to process natural gas is required to apply for a Permit under the Petroleum Development Act 1974.</p>
<p><b>Incentive (e-Incentive)</b></p> <p>A company may apply for tax incentives under the Promotion of Investments Act 1986 or Income Tax Act 1967 subject to the fulfilment of the criteria.</p>	<p><b>Expatriate Post (EP)</b></p> <p>A company may apply for expatriate post based on requirement of applicant's business plan subject to the fulfilment of the criteria.</p>	<p><b>Grant</b></p> <ul style="list-style-type: none"> <li>• A company engaging in strategic manufacturing or selected services activities may apply for grants under the High Impact Fund subject to the fulfilment of the criteria.</li> <li>• An existing company with at least 60% Malaysian equity engaging in manufacturing or services activities may apply for grants under the Domestic Investment Strategic Fund (DISF) subject to the fulfilment of the criteria.</li> </ul>
<p><b>Domestic Sales</b></p> <p>A company operating in Free Industrial Zones (FIZ) or with Licensed Manufacturing Warehouse (LMW) status may apply for exemption to sell up to 40% of their production in the domestic market subject to the fulfilment of the criteria.</p>	<p><b>R&amp;D/ IILS/ DIILS Status</b></p> <ul style="list-style-type: none"> <li>• A company may apply for R&amp;D Status to fulfill the definition as Contract R&amp;D Company/R&amp;D Company subject to the fulfilment of the criteria.</li> <li>• An integrated logistics service provider may apply for International Integrated Logistics Status (IILS) / Digital International Integrated Logistics Status (DIILS) subject to the fulfilment of the criteria.</li> </ul>	<p><b>RE/RO Status</b></p> <p>A company may apply for Regional Office/Representative Office (RE/RO) Status subject to the fulfilment of the criteria.</p>
<p><b>Post Approval/Post Incentive</b></p> <p>A company may apply for post approval/post incentive application should the company require to make any amendments on their manufacturing license/tax incentive/grants/expatriate post conditions or extension on project implementation subject to the existing guidelines.</p>	<p><b>Additional Product for IPC/RDC</b></p> <p>A company undertaking International Procurement Centres (IPC)/Regional Distribution Centres (RDC) may apply to include additional products subject to the subject to the existing guidelines.</p>	<p><b>Confirmation Letter for Exemption (SPM)</b></p> <p>A company undertaking manufacturing and selected services activities may apply for MIDA Confirmation Letter [Surat Pengesahan MIDA (SPM)] for the purpose of claiming import duty and/or sales tax exemption from Royal Malaysian Customs Department on machinery/equipment/spare parts/prime movers/container trailers subject to the fulfilment of the criteria.</p>
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2. Enter username (must use the email that has been registered);
3. Enter password; and
4. Click the **[Log In]** button . The system will redirect to the **'Dashboard'** page

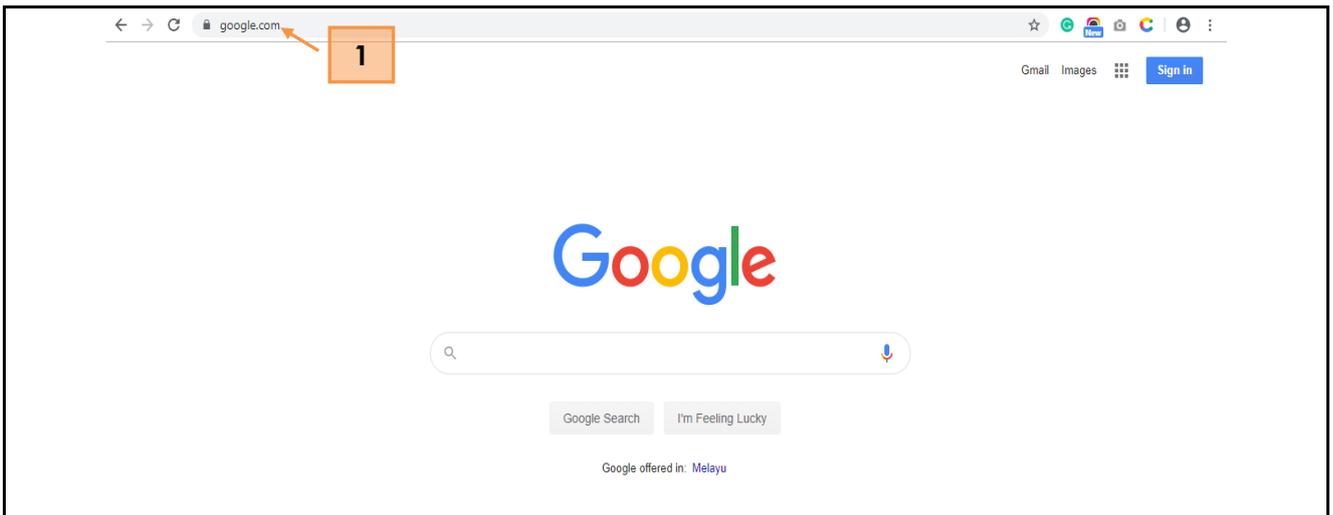


5. On the **Customer Service** menu, click **Helpdesk**.



### 1.6.2 Option 2 – Login From Customer Landing Page

**Pre-condition:** You have been registered with the InvestMalaysia.



1. Open a web browser. Insert URL: <http://investmalaysia.mida.gov.my>



### MIDA Online Application

A single gateway portal to access applications, company profile and MIDA promotional events.

**Login**

Email

Password

Remember me [Forgot password?](#)

**Log In** **Register**

[Learn About the System](#)



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2. Click on **Technical Support** link. The system will redirect to the **'Technical Support'** login page.

MIDA Head Office is located at:

MIDA Sentral  
 No.5, Jalan Stesen Sentral 5  
 Kuala Lumpur Sentral  
 50470 Kuala Lumpur  
 Malaysia  
 Tel: 603 2267 3633  
 Fax: 603 2274 7970  
 Email: investmalaysia@mida.gov.my  
 GPS Code: 3.13297, 101.68396

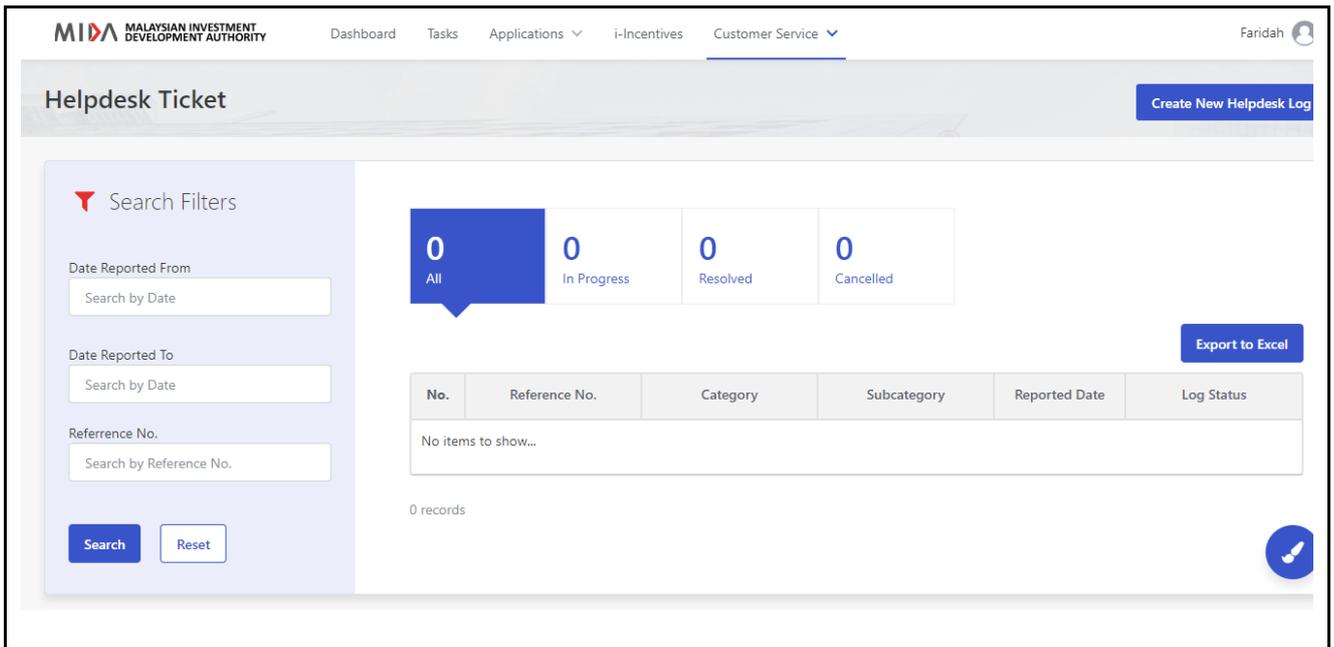
Or you can visit any of our [Worldwide Network](#) or [Regional Offices](#) near you.

Home | [MIDA Payment Channel](#) | [e-Services](#) | [Forms and Guidelines](#) | [FAQs](#) | [Enquiry & Feedback](#)

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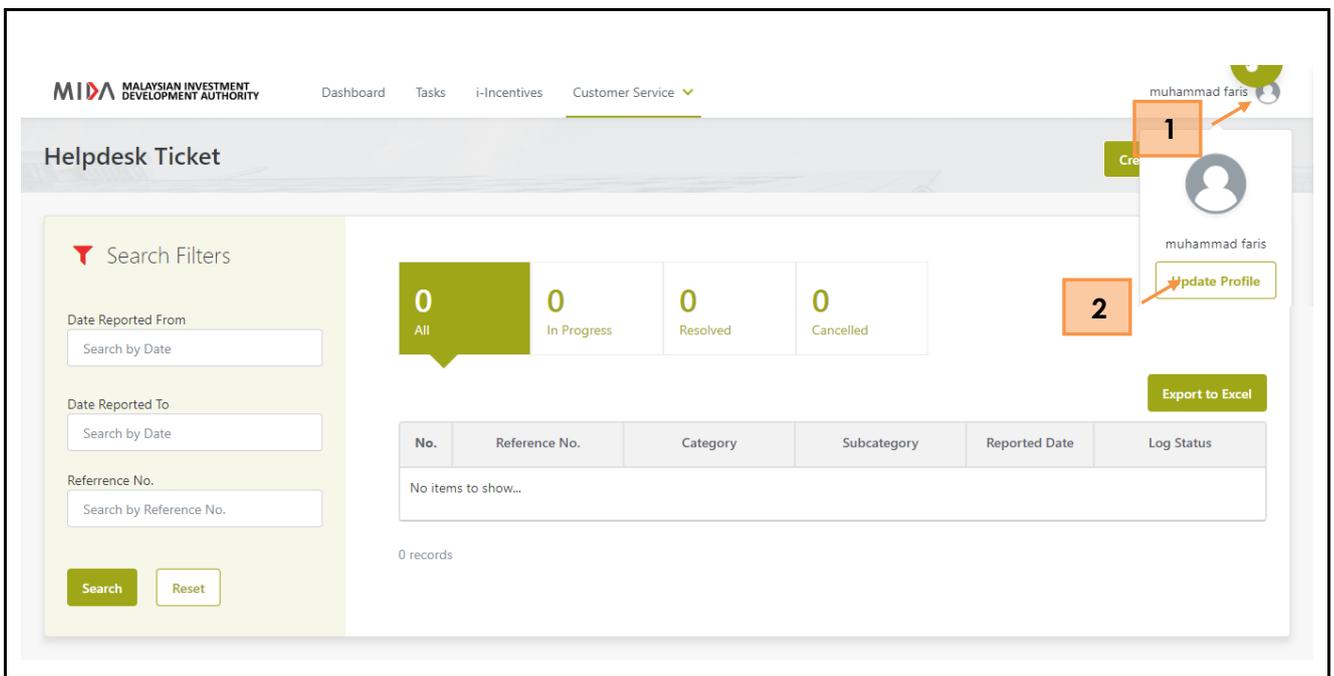
Powered by eTRANS

3. Enter username (must use the email that has been registered);
4. Enter password; and
5. Click the **[Log In]** button. The system will redirect to the **'Helpdesk Search'** page.



### 1.7 Change Password

**Precondition:** Logged in to the system. Refer **Section 1.6 (How to Log in)**.



1. On top menu bar, click on the name.
2. Click **Update Profile**.

**MIDA MALAYSIAN INVESTMENT DEVELOPMENT AUTHORITY** Dashboard Tasks i-Incentives Customer Service muhammad faris

muhammad faris  
publicusermida@gmail.com

### User Profile

Title \*  Name \*

Identification Type  Identity Card/Passport No.

Designation  Email \*  Phone No. \*

Address \*

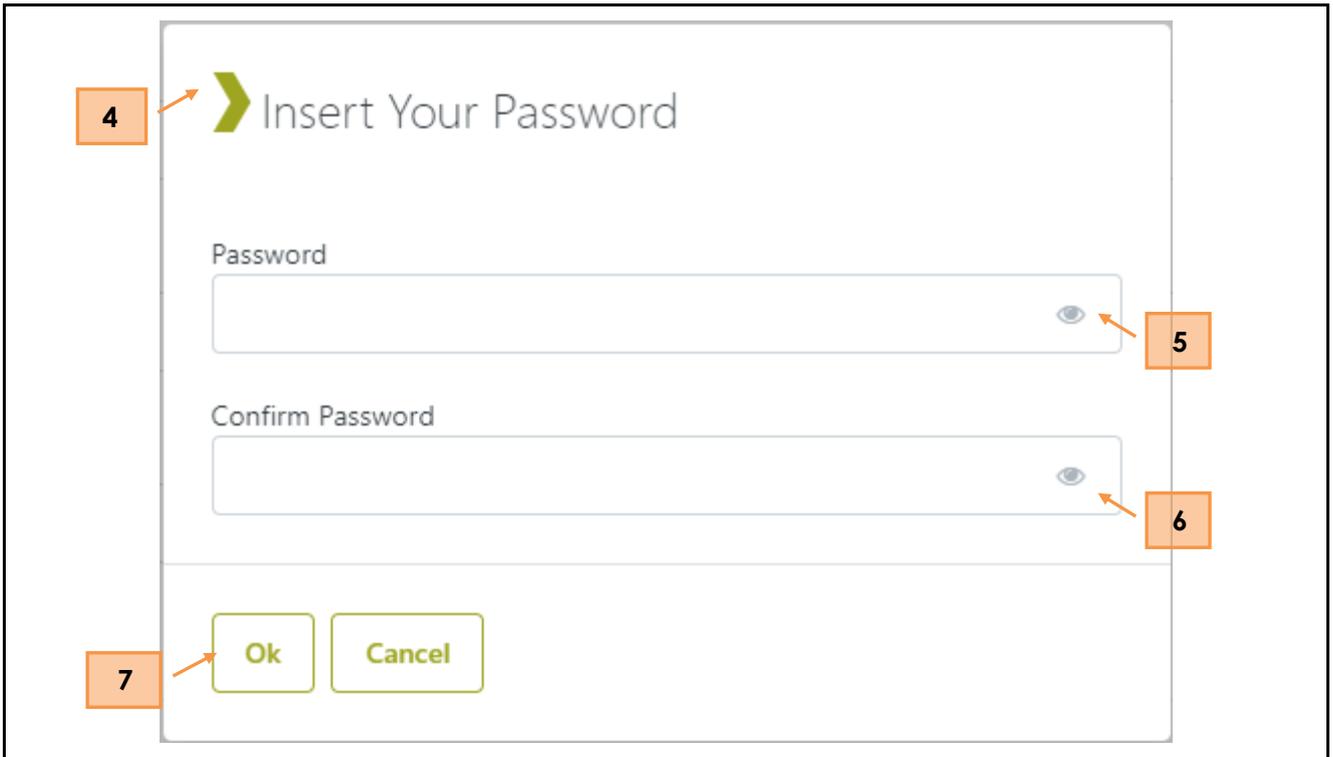
Region \*  Country \*

State \*  City \*

Postcode \*

**3**

3. Click **Change Password** button.



4. The system will prompt pop up screen to enter password.
5. Enter the new password.
6. Re-enter the new password.

7. Click  button to continue.



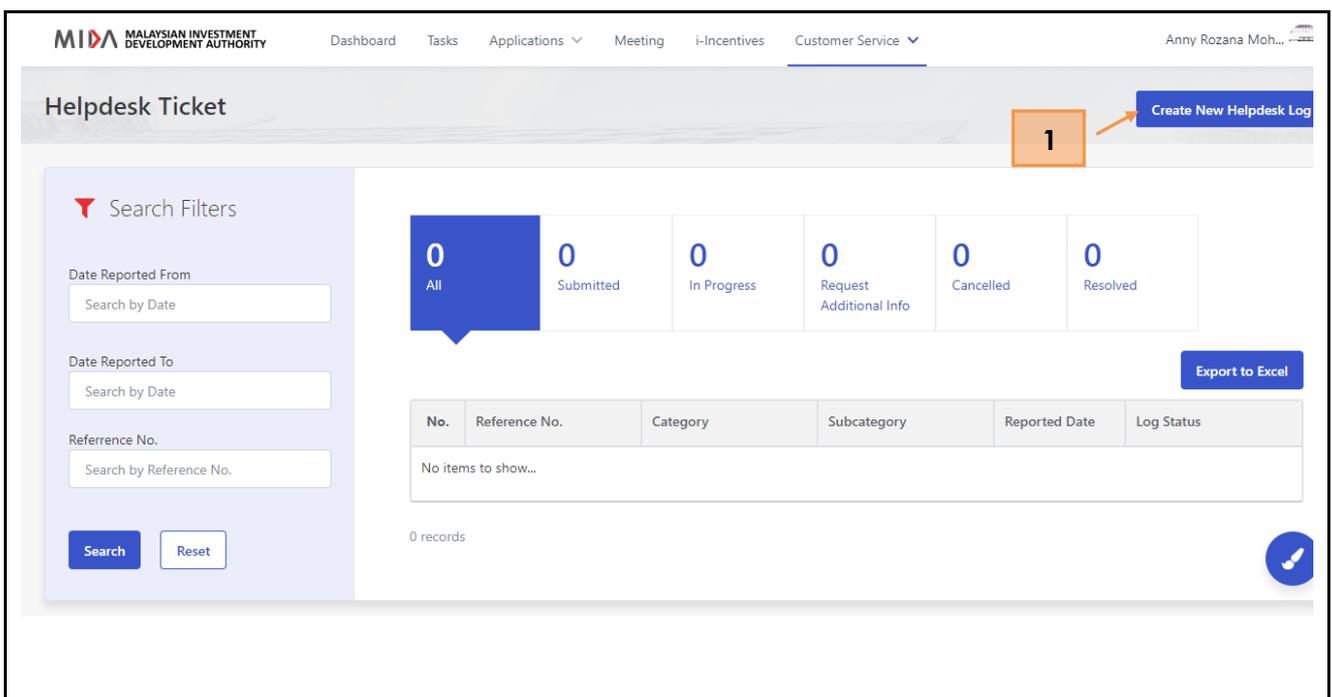
8. The system will display a success message.

## Chapter 2 Technical Support

### 2.1 Create Log

**Pre-condition:**

- i. You have been registered with the InvestMalaysia. Refer to the **Section 1.4 (User Registration)**.
- ii. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.



1. Click **Create New Helpdesk Log** button to create helpdesk log.

**2**

**3**

**4** Next

2. The system will redirect to the **Personal Details** page. The Personal Details information will be displayed based on the registered user profile.

3. Please select **Company** from the dropdown list if the user id associated with more than one company.

4. Click **Next** button.

The screenshot shows the 'Create New Ticket' form in the MIDA system. The form is titled 'Create New Ticket' and includes a progress sidebar on the left with two steps: 'A Personal Details' and 'B Ticket Details'. The main form area is titled 'Ticket Details' and contains the following fields and buttons:

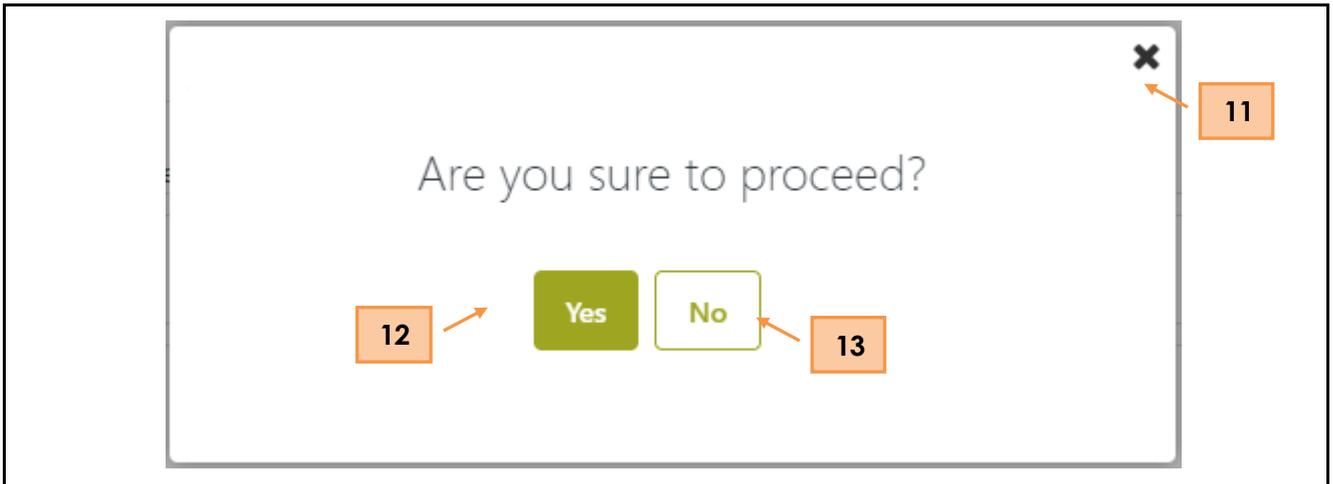
- Category \***: A dropdown menu with the text '- Select Category -'. Callout 5 points to this field.
- Subcategory \***: A dropdown menu with the text '- Select Subcategory -'. Callout 6 points to this field.
- Problem Description \***: A text input field. Callout 7 points to this field.
- Attachment**: A section with a file upload area containing the text 'Drop a file here or browse to upload'. Callout 8 points to this text. Below the upload area is a list showing 'No items to show...'. Callout 9 points to the 'Add' button next to the upload area.
- Buttons**: A 'Back' button at the bottom left and a 'Submit' button at the bottom right. Callout 10 points to the 'Submit' button.

At the bottom of the attachment section, there is a note: 'Please upload a file. Drag and drop or click on Add button. Note : the size of file should be less than 10 MB'.

5. Select the **Category** from the dropdown list.
6. Select the **Subcategory** from the dropdown list.
7. Enter the problem encountered at the **Problem Description** field.
8. Click on the '**browse to upload**' link to search files from your local directory.

9. Click  button to upload the file.

10. Click  button.



11. The system will prompt confirmation message

12. Click  button to proceed with the submission.

13. Click  button to discard the action.



14. The system will display a success message and reference no. will be generated.

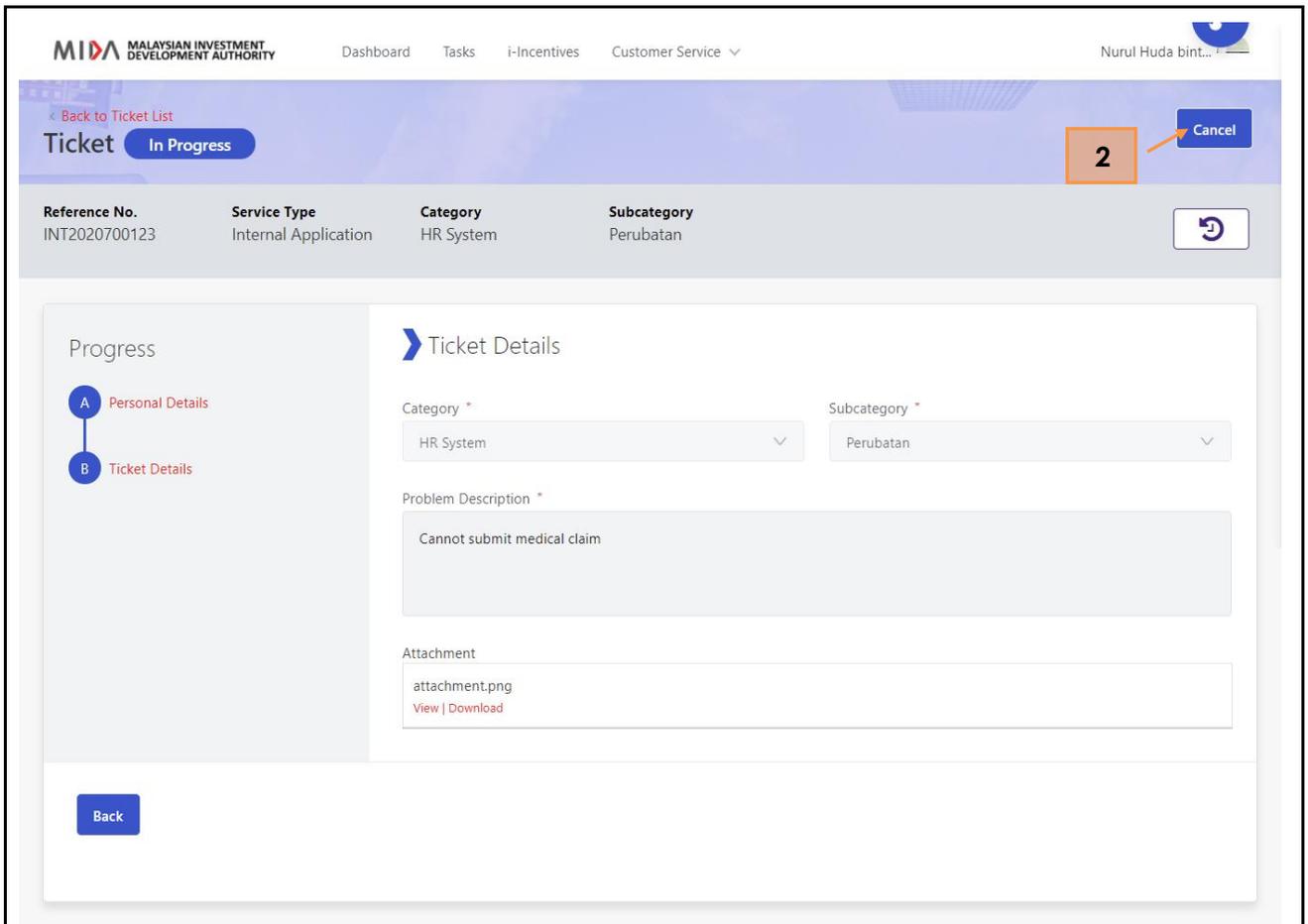
## 2.2 Cancel Log

### Pre-condition:

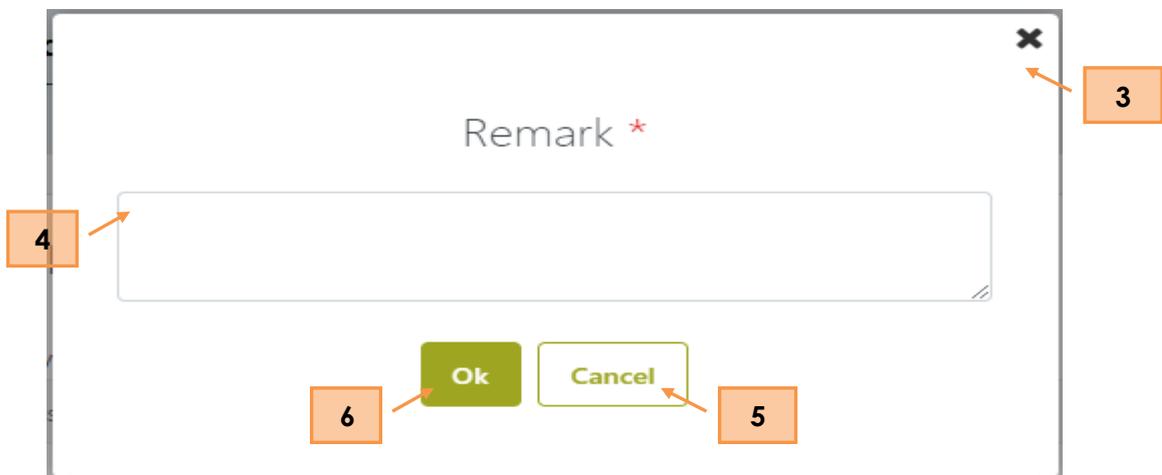
- i. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.
- ii. You can cancel the log reported if the Support Officer or Internal Vendor has yet process the log.

The screenshot shows the MIDA Helpdesk Ticket interface. On the left, there are search filters for 'Date Reported From', 'Date Reported To', and 'Reference No.'. The main content area features a summary of ticket counts: 1 All, 1 In Progress, 0 Resolved, and 0 Cancelled. Below the summary is a table with one record. The table has columns for No., Reference No., Category, Subcategory, Reported Date, and Log Status. The record shows No. 1, Reference No. INT2020700123, Category HR System, Subcategory Perubatan, Reported Date 08/07/2020, and Log Status In Progress. An orange box highlights the number '1' in the table, and an arrow points to the Reference No. link.

1. Click on the **Reference No.** link. The system will redirect to the ticket detail page.



2. Click  button.



3. The system will display pop up message.

4. Enter any **Remark**.

5. Click  button to proceed.

6. Click  button to discard action.

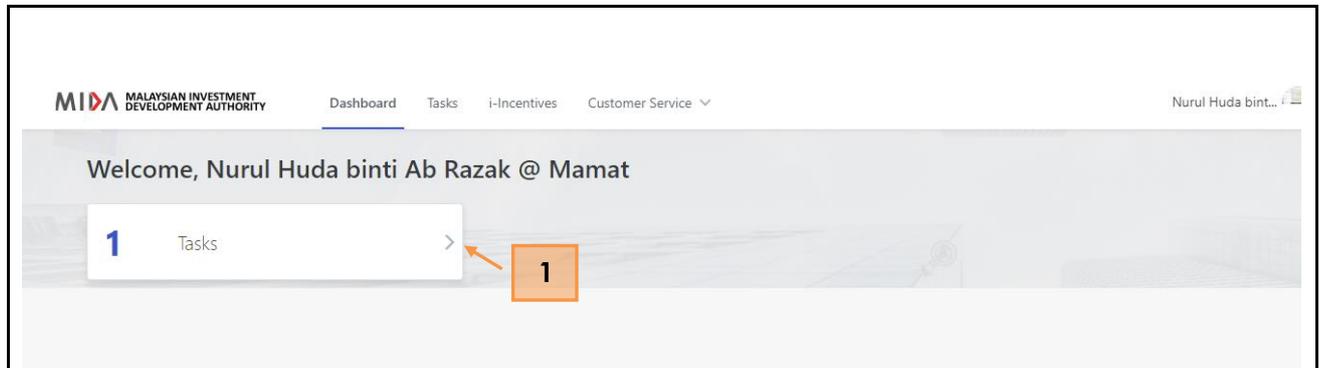


7. The system will display a success message.

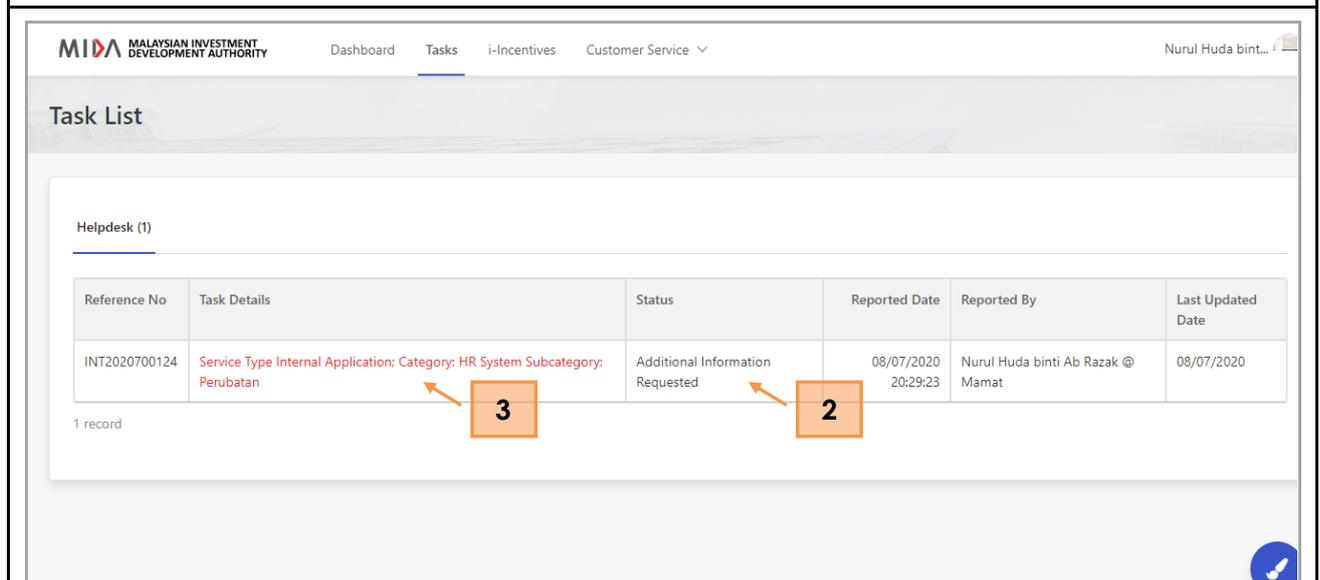
## 2.3 Submit Additional Info

### Pre-condition:

- i. You have received an email notification requesting for additional information.
- ii. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.



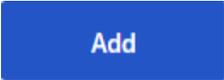
1. At the Dashboard, click on the **Tasks** to view the task details.

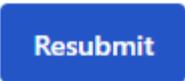


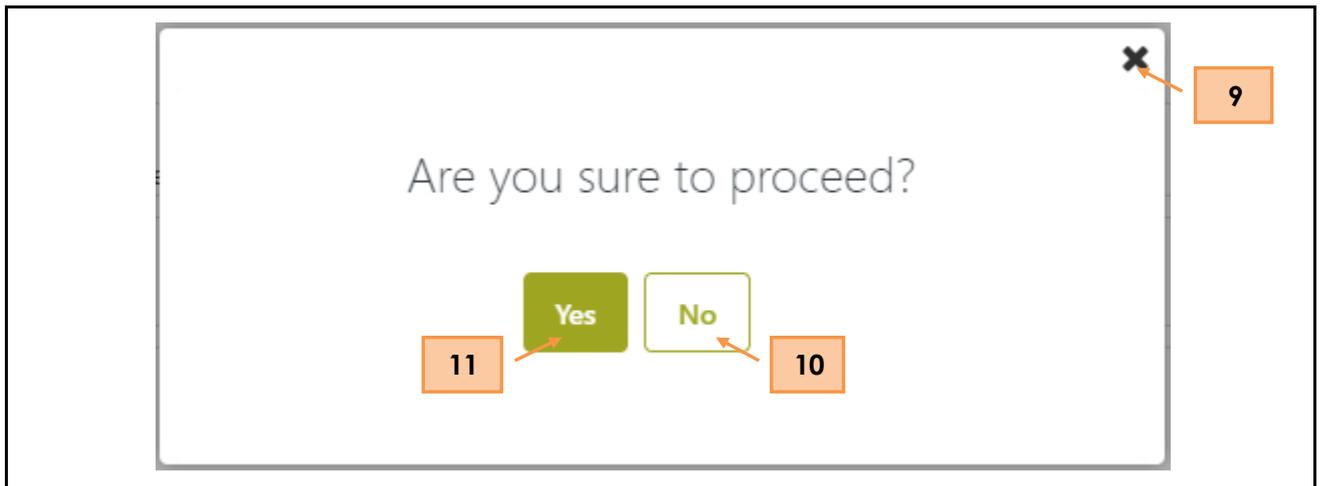
2. The system will redirect to the **Task List** page. The log status display as **Additional Information Requested**.
3. Click on the **Task Details** link to view the details.

The screenshot displays the MIDA Ticket Management System interface. At the top, the header includes the MIDA logo, navigation links (Dashboard, Tasks, i-Incentives, Customer Service), and the user's name (Nurul Huda bint...). The main content area is titled 'Ticket' and shows 'Additional Info Requested'. Below this, a summary bar provides ticket details: Reference No. INT2020700124, Service Type Internal Application, Category HR System, Subcategory Perubatan, and Response Due Date 08/07/2020. The main section is divided into 'Progress' and 'Ticket Details'. The 'Progress' sidebar shows steps A (Personal Details) and B (Ticket Details). The 'Ticket Details' section includes dropdown menus for Category (HR System) and Subcategory (Perubatan), a 'Problem Description' field containing 'Cannot submit medical claim', and an 'Attachment' section with a file named 'employee.png'. The 'Attachment' section features a 'Drop a file here or browse to upload' area, an 'Add' button, and a 'Resubmit' button. Numbered callouts (4-8) highlight the 'Comment' icon, the 'Problem Description' field, the 'Drop a file here or browse to upload' text, the 'Add' button, and the 'Resubmit' button.

4. Click on **Comment** to view remarks from the Helpdesk Officer.
5. Add additional info as requested at the **Problem Description** field.
6. Click on the **'browse to upload'** to search files from your local directory.

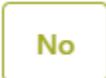
7. Click  button to upload the file.

8. Click  button to submit the log.



9. The system will display pop up message

10. Click  button to proceed.

11. Click  button to discard action.



12. The system will display a success message.

## 2.4 Search Log

### Pre-condition:

- i. Logged in to the system. Refer to the **Section 1.6 (How to Log In)**.

The screenshot displays the MIDA Helpdesk Ticket system interface. At the top, the MIDA logo and navigation menu are visible. The main content area is titled 'Helpdesk Ticket' and includes a 'Create New Helpdesk Log' button. On the left, there is a 'Search Filters' panel with three search criteria: 'Date Reported From', 'Date Reported To', and 'Reference No.', each with a corresponding search input field. Below these fields are 'Search' and 'Reset' buttons. A status bar at the top of the main content area shows the following counts: 'All' (2), 'In Progress' (1), 'Resolved' (0), and 'Cancelled' (1). Below the status bar is a table with 2 records. The table has columns for 'No.', 'Reference No.', 'Category', 'Subcategory', 'Reported Date', and 'Log Status'. The first record has Reference No. INT2020700124, Category HR System, Subcategory Perubatan, Reported Date 08/07/2020, and Log Status In Progress. The second record has Reference No. INT2020700123, Category HR System, Subcategory Perubatan, Reported Date 08/07/2020, and Log Status Cancelled. An 'Export to Excel' button is located to the right of the table. A '2 records' indicator is shown below the table. A blue circular icon with a pencil is in the bottom right corner of the table area.

1. By default, the system will show total individual logs submitted for the current year. The user shall monitor the log status from here.

2. The search the logs by entering the following search criteria:-

- i. Date Reported From
- ii. Date Reported To
- iii. Reference No.

3. Click  button to search log based on filter criteria that has been entered. A list of matched records will be displayed.

4. Click  button to clear all filter criteria.

5. Click  button to export all records into excel format.