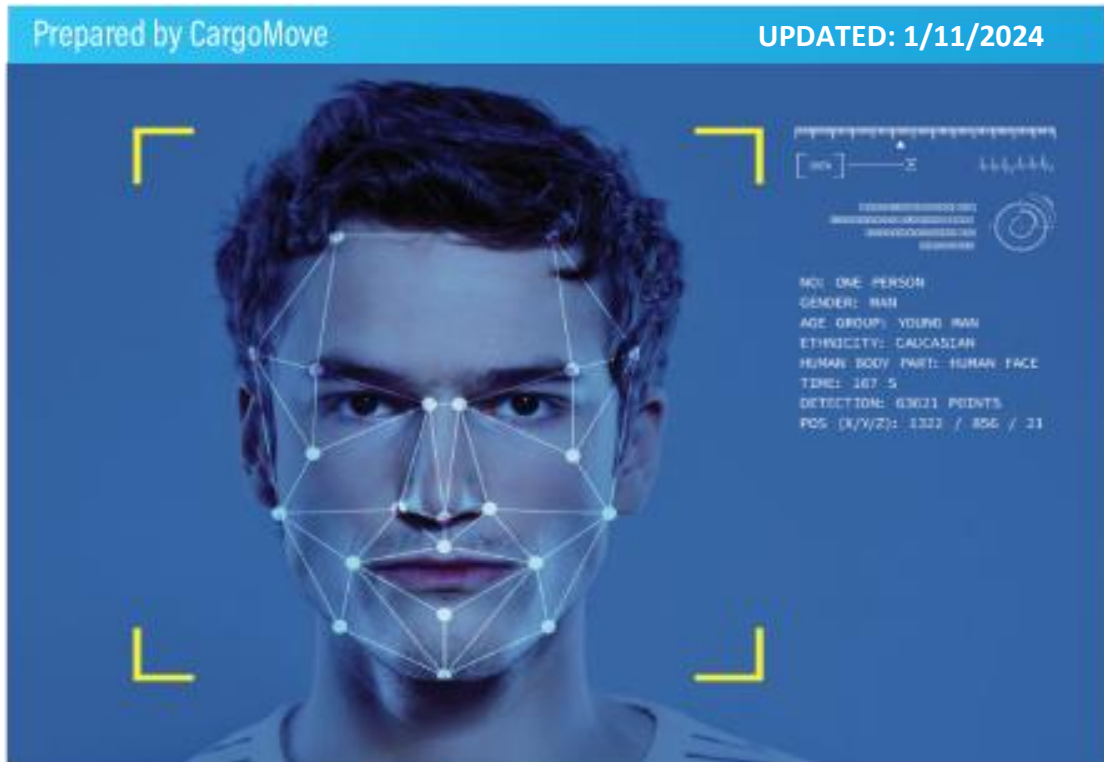


DIGITAL PORT PASS REGISTRATION GUIDELINE

GARIS PANDUAN DAFTAR SISTEM DIGITAL PORT PASS

Page | 1



Go to www.penangport.com.my



OR



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INTRODUCTION

Digital Port Pass is a system which enable port user to seamlessly apply port pass by integrating eFORM, eSAFETY & ePAYMENT. Objective of this system is to move towards digitalising all process in port terminal and utilizing facial recognition as identification to enhance the safety and data accuracy of every port user.

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DIGITAL PORT PASS REGISTRATION

All port user must register their company & all employees whom required port pass in the system. This guideline will shows how to submit registration for:

1. Company
2. Digital Port Pass Application

1.0 COMPANY REGISTRATION – REGISTER

All companies are required to register themselves into the Digital Port Pass system before applying port pass for their employees. We suggest that company administrator or person who handle port pass application for the company should handle company registration as he/she will be considered as admin in the system. To initiate registration, navigate to Digital Port Pass website: <https://digitalpass.cargomove.my/>

Page | 4

CargoMove
Digital Portpass

Sign In

Email *

Password *

Forgot Password ?

I'm not a robot

reCAPTCHA
Privacy - Terms

SIGN IN

Company Registration? [Register](#)

1. Click "Register" button to start company registration.

CargoMove
Digital Portpass

Registration is only to be done by the Administrator of the Company. Users of company need not apply for registration. They will be registered by the Administrator of company.

Company Details

Company Name

Company Registration Number

Company Type

Company Email

Password

Confirm Password

I agree to [terms and conditions](#).

I'm not a robot

reCAPTCHA
Privacy - Terms

REGISTER

Already have an account? [Sign In](#)

2. Fill up all details accurately. Your password should contain minimum 8 characters with uppercase letter, number & special character. Example: @Dmin1234

1.0 COMPANY REGISTRATION - REGISTER

3. Please select accurate 'Company Type'.

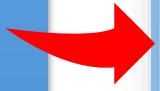
Forwarder: Forwarding agent, shipping agent, ship broker, etc.

General: Company related to cleaning, caterer, maintenance service, etc.

Haulier: Company that operates container truck

Port User: Company related to stevedore, crane operator, tug boat operator or based inside port terminal

Transporter: Company that operates cargo truck & not operates container truck

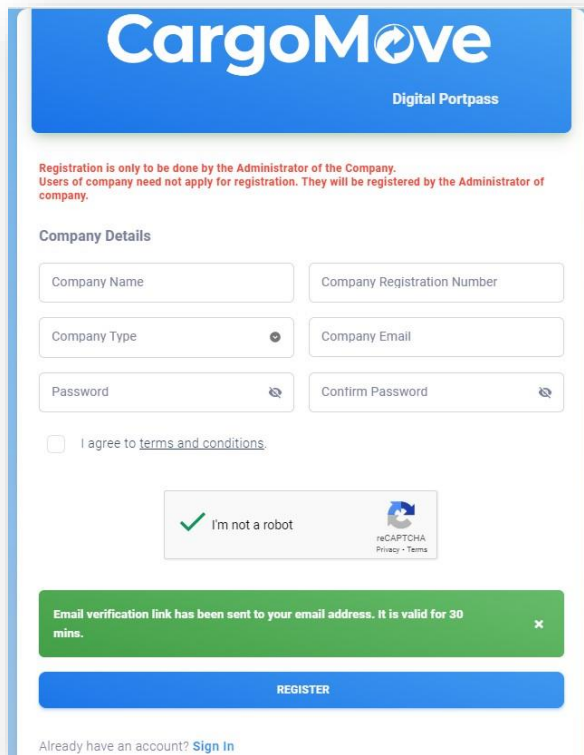


4. Once all details fill up, click "REGISTER" to submit company registration.

Notes: System will automatically capture company name, registration number & email address in capital letter. It is not an issue as long as spelling is accurate.



1.0 COMPANY REGISTRATION - REGISTER



CargoMove
Digital Portpass

Registration is only to be done by the Administrator of the Company.
Users of company need not apply for registration. They will be registered by the Administrator of company.


Company Details

Company Name Company Registration Number

Company Type Company Email

Password Confirm Password

I agree to [terms and conditions](#).

I'm not a robot 

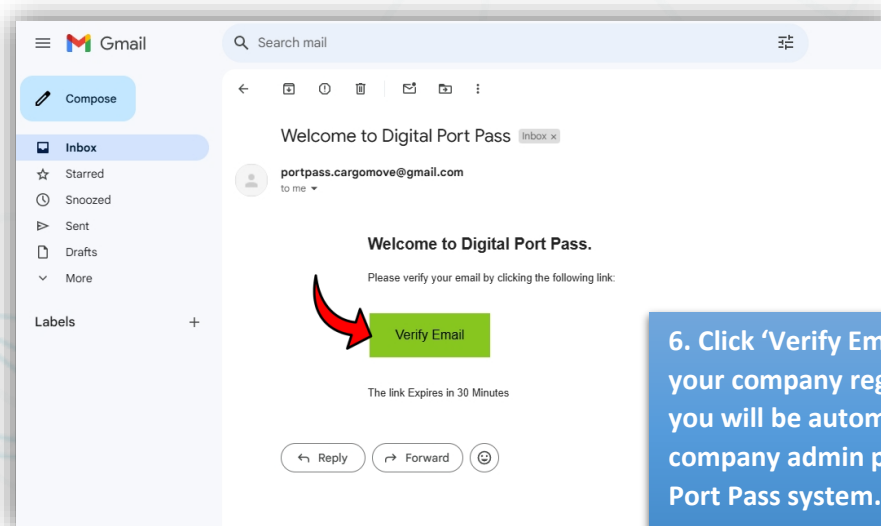
Email verification link has been sent to your email address. It is valid for 30 mins. ✕

REGISTER

Already have an account? [Sign In](#)

Page | 6

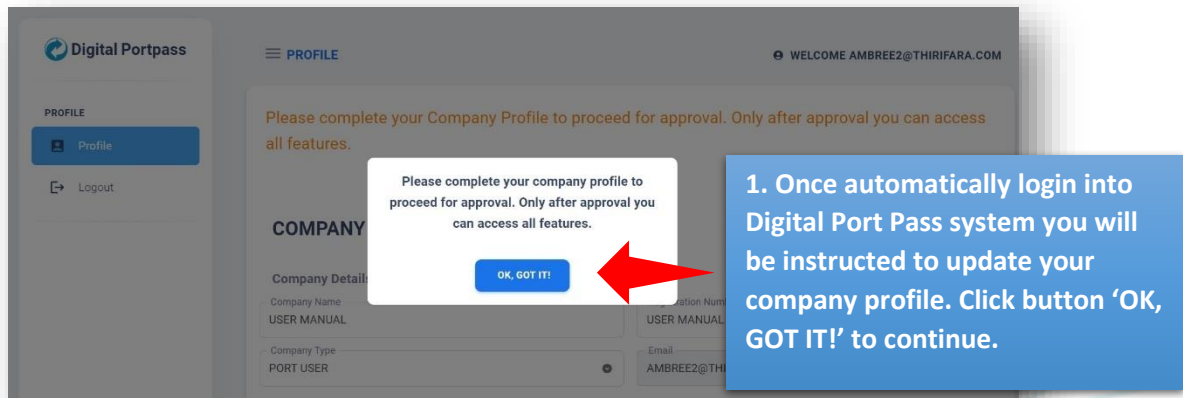
5. A verification email containing a unique link will be sent to the registered email address upon successful registration and will expired in 30 minutes. Please ensure you verified your email within the time period.



6. Click 'Verify Email' to complete your company registration and you will be automatically to your company admin profile in Digital Port Pass system.

1.1 COMPANY REGISTRATION – UPDATING COMPANY PROFILE

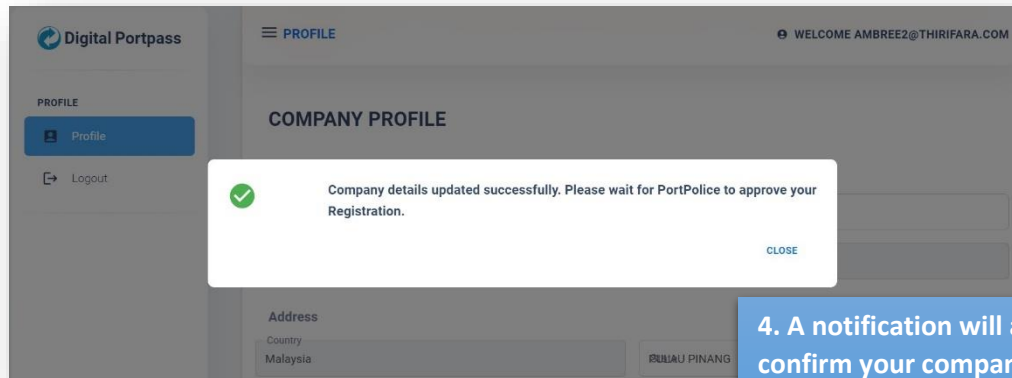
Page | 7



The screenshot displays the 'COMPANY PROFILE' form. The form includes sections for 'Company Details', 'Address', 'Contact Details', and 'Upload SSM/Company Registration'. The 'Company Details' section contains fields for Company Name, Company Type, Registration Number, and Email. The 'Address' section includes Country, State, City, and Postal Code. The 'Contact Details' section has fields for Full Name, Office, Contract Number, and Fax. A red arrow points from a blue callout box to the 'Contract Number' field. The callout box contains the text: "2. Fill up company admin details." At the bottom of the form, there is an 'UPDATE' button.

3. Upload latest company SSM certificate. Once all details fill up accurately, click button 'UPDATE'.

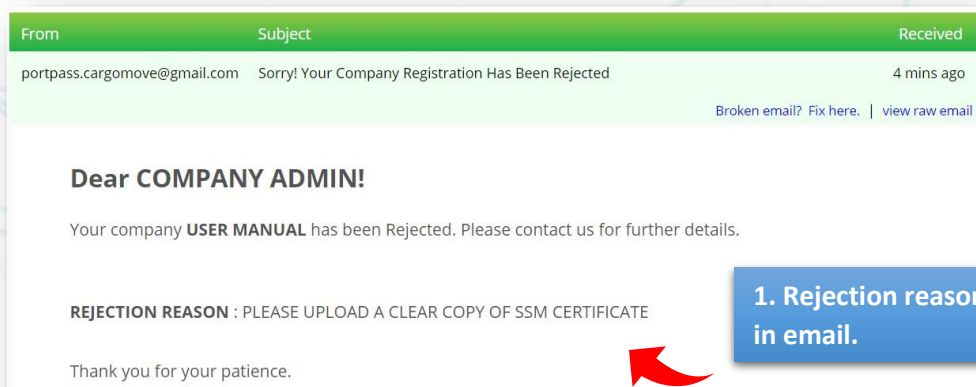
1.1 COMPANY REGISTRATION – UPDATING COMPANY PROFILE



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1.2 COMPANY REGISTRATION – CHECK COMPANY REGISTRATION STATUS (REJECTED)

If you received email update stating your company registration had been rejected, please check the reject reason. Log in to Digital Port Pass and amend your company details using the 'EDIT PROFILE' button.



1.2 COMPANY REGISTRATION – CHECK COMPANY REGISTRATION STATUS (REJECTED)

The screenshot shows the 'PROFILE' page in the Digital Portpass system. The user is logged in as 'WELCOME AMBREE2@THIRIFARA.COM'. The profile details are as follows:

COMPANYTYPE	PORT USER
CITY	BAYAN BARU
CONTACTNO	0123456789
FULLNAME	COMPANY ADMIN
STATE	PULAU PINANG

At the bottom of the profile, there are two status indicators: 'COMPANY' with a green checkmark and 'Active' status, and 'STATUS' with a red warning icon and 'Registration Rejected' status. Below this, a message reads: 'REJECTION REASON: PLEASE UPLOAD A CLEAR COPY OF SSM CERTIFICATE'. A blue 'EDIT PROFILE' button is located at the bottom right of the main content area. A red arrow points to this button.

2. Log in to Digital Port Pass and click button 'Edit Profile' to make amendment based on rejection reason.

The screenshot shows the 'PROFILE' page in the Digital Portpass system, now in edit mode. The user is logged in as 'WELCOME AMBREE2@THIRIFARA.COM'. The profile details are as follows:

COMPANY ADMIN	0123456789
Office	0412345678
Fax	

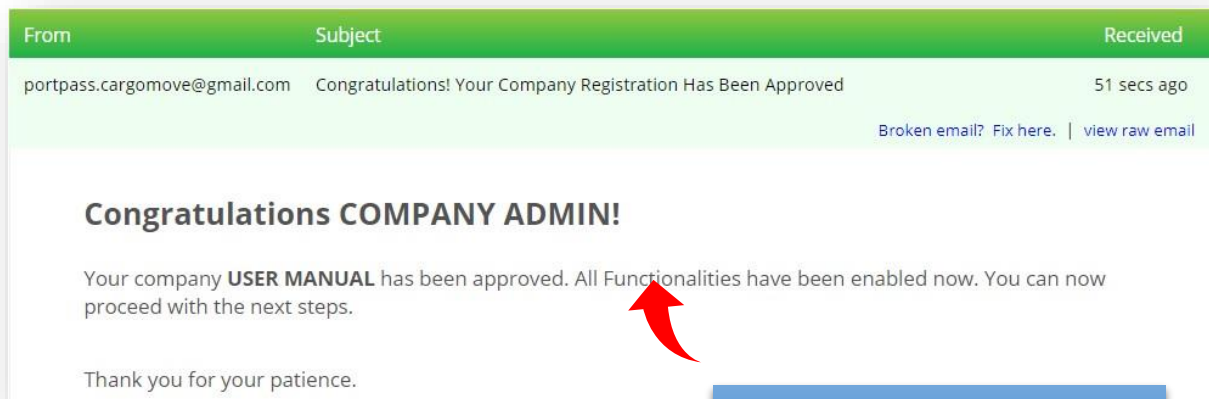
Below the form fields, there is a section for 'Upload SSM/Company Registration' with a file upload area. A PDF icon is visible in the upload area, and a 'VIEW FILE' link is below it. A blue 'UPDATE' button is located at the bottom right of the main content area. A red arrow points to this button.

3. Once you had done with the amendment, click button 'Update' and it will automatically re-submit your company registration.

1.3 COMPANY REGISTRATION – CHECK COMPANY REGISTRATION STATUS (APPROVED)

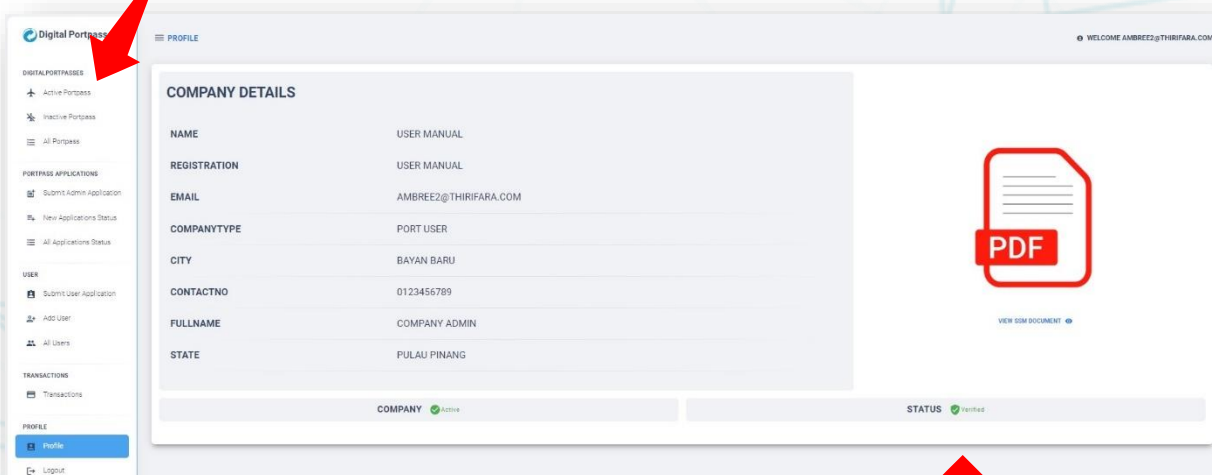
You'll receive an email update once your company registration is approved. Now you will have access as company admin in the Digital Port Pass system and have access to apply for a port pass for yourself & your employees.

Page | 10



1. Email notification for approved company registration

2. Access to all admin function in Digital Port Pass system is now available



3. Successfully approved company status now showed as 'Verified'

2.0 DIGITAL PORT PASS APPLICATION

To apply digital port pass, all employees or individuals must be added into the Digital Port Pass system by their company administrator. All individuals are required to have a valid individual email address & not sharing email or group email as this email address serve as unique individual ID in the system. All individuals may used personal email or company individual email address such as example below:

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- a) Personal email: john@gmail.com / john@yahoo.com / john@hotmail.com
- b) Company individual email: john@penangport.com / smith@shipping.com

2.1 DIGITAL PORT PASS APPLICATION – ADD USER

All employee who required port pass **MUST** to be added into the Digital Port Pass system. 'Add User' is a function in the Digital Port Pass to add employee into the registered company and submit their digital port pass application. This function will be done by the company admin. If the company admin want to submit digital port pass for him/herself, this process can be skip.

The screenshot shows the 'Add User' form in the Digital Port Pass system. The form includes fields for Company Name, Company Registration, Full Name, Contact No, Email, and Password. There is also an 'UPLOAD USER PROFILE PHOTO' button. A blue callout box at the top center contains the text: '2. Fill up your employee details. Please ensure email address is employee individual email. Password is set by company admin with minimum 8 character and must include uppercase letter, number & special character.' A red arrow points from this box to the 'Email' field. On the left side, a blue callout box contains the text: '1. On the left menu dashboard, click 'Add User' button.' A red arrow points from this box to the 'Add User' button in the left sidebar. At the bottom right, a blue callout box contains the text: '3. Once all details filled up, click on 'Add User' button to confirm. Your employee will receive an email verification link in their email.' A red arrow points from this box to the 'ADD USER' button at the bottom of the form.

1. On the left menu dashboard, click 'Add User' button.

3. Once all details filled up, click on 'Add User' button to confirm. Your employee will receive an email verification link in their email.

2.2 DIGITAL PORT PASS APPLICATION – USER VERIFY EMAIL

Employee who had been added into the system by their company admin will receive an email verification link. Employee need to verify their email as confirmation that they are the employee of the registered company. This process required employee to check the verification link in their individual email address.

Welcome to Digital Port Pass.
Please verify your email by clicking the following link:

[Verify Email](#)

The link Expires in 30 Minutes

1. Employee need to click on 'Verify Email', please ensure employee completed this action within 30 minutes.

Digital Portpass

ALL DIGITALPASS

WELCOME DEMO ACCOUNT

Expiry Start Date: Expiry Start Date

Expiry End Date: Expiry End Date

Search

10 entries per page

Order BY: DESCENDING

Sort By: DEFAULT

S. NO.	DIGITALPASS ID	IC NUMBER	TYPE OF PORT PASS	PURPOSE OF ENTRY	PASS EXPIRY DATE	STATUS
N/A	N/A	N/A	N/A	N/A	N/A	N/A

2. Employee will be automatically log-in into their Digital Port Pass account.

3. Employee/user dashboard menu are limited compared to company admin dashboard menu

User desktop view

2.2 DIGITAL PORT PASS APPLICATION – USER VERIFY EMAIL

4. In mobile view, click on the menu icon to open user dashboard menu

The screenshot shows a mobile user dashboard for 'ALL DIGITALPASS'. At the top, it says 'WELCOME DEMO ACCOUNT' and has a menu icon (three horizontal lines) on the left. Below this is a 'CLEAR ALL FILTERS' button. There are two date selection fields: 'Expiry Start Date' and 'Expiry End Date', both with dropdown arrows. Below these is a 'Search' input field. Further down, there are three more dropdown menus: '10 entries per page', 'Order BY DESCENDING', and 'Sort By DEFAULT'. At the bottom, there is a table header with three columns: 'S NO.', 'DIGITALPASS ID', and 'IC NUMBER'.

User mobile view

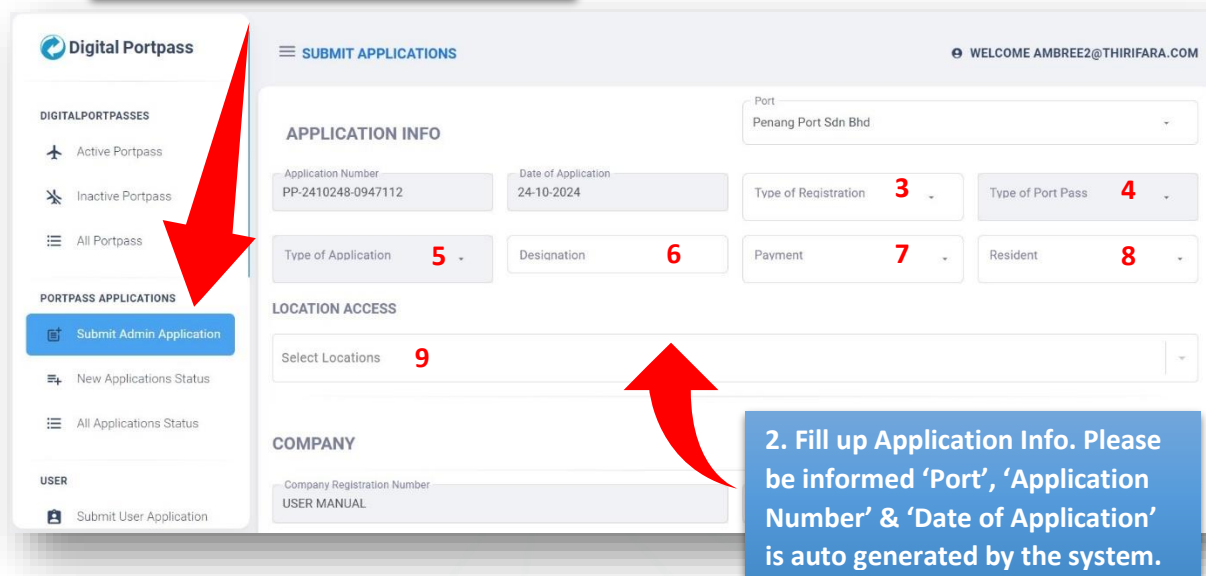
Now, you had completed your company registration & added your employee (user) into the Digital Port Pass system. In the next page, we will go through steps how to apply new port pass.

2.3 DIGITAL PORT PASS APPLICATION – SUBMIT ADMIN APPLICATION (e-FORM)

'Submit Admin Application' is a function to apply digital port pass for the admin him/herself. This function is useable by the company admin & owner operator who control the administration task by themselves. If you want to submit digital port pass application for your employee/user, please refer page ##

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1. Click 'Submit Admin Application' in the admin menu dashboard



3. Type of Registration

Port User – for company admin & employee
 Visitor – for visitor of your company
 Stevedore – for stevedore workers only

4. Type of Port Pass

YEARLY – valid for 1 year
 TEMPORARY – valid for 3 months
 DAILY – valid for 1 day

5. Type of Application

NEW – effective 1st September 2024, all expired port pass must apply as NEW

6. Designation – Applicant position in the company. Example: Driver/Operator/Crew

7. Payment – Effective 1st October 2024, digital port pass application only accept cashless pay

8. Resident

LOCAL – Select LOCAL for Malaysian or PR who possessed valid MyKad
 FOREIGNER – Select FOREIGNER for foreign worker who possessed valid working permit

2.3 DIGITAL PORT PASS APPLICATION – SUBMIT ADMIN APPLICATION

9. Location Access – Select location access for new port pass

NBCT - North Butterworth Container Terminal

BWCT - Butterworth Container Depot

PBCT- Prai Bulk Cargo Terminal

PW - Prai Wharves

SPCT - Swettenham Pier Cruise Terminal

BDS - Bagan Dalam Slipway

PSAH - Ferry Terminal (Butterworth)

PRTU - Ferry Terminal (Island)

PS - Penang Sentral

10. Fill up all Personal Details accurately

The screenshot shows the 'SUBMIT APPLICATIONS' page in the Digital Portpass system. The user is logged in as 'WELCOME AMBREE2@THIRIFARA.COM'. The 'PERSONAL DETAILS' section includes fields for IC No, Date of Birth, Gender, Full Name, Race/Religion, Work Permit Number (Foreigner), Work Permit Expiry, Contact Number, Office Number, Address, Your Email Address (AMBREE2@THIRIFARA.COM), Country (MALAYSIA), State, City, Postal Code, Purpose of Entry (11), and Vehicle Registration No. The 'DRIVING LICENSE' section includes a dropdown for Driving License and License Expiry. A red arrow points to the 'Purpose of Entry' field.

11. Purpose of Entry – Please state your purpose of entry. Example: Supervise operation

2.3 DIGITAL PORT PASS APPLICATION – SUBMIT ADMIN APPLICATION

12. Upload all required documents

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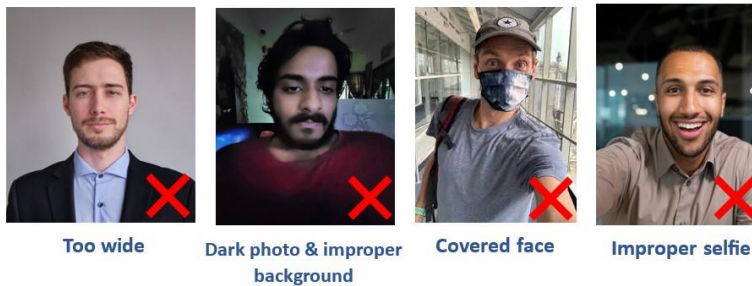
The screenshot shows the 'SUBMIT APPLICATIONS' page with a 'WELCOME AMBREE2@THIRIFARA.COM' message. The 'UPLOAD DOCUMENTS' section contains a grid of 12 options, each with an 'UPLOAD DOCUMENT' button and a red number:

LIVE PICTURE CAPTURE PICTURE 13*	MYKAD PHOTOCOPIES UPLOAD DOCUMENT 14*	COMPANY LETTER UPLOAD DOCUMENT 15*	DRIVING LICENSE UPLOAD DOCUMENT 16
E-VETTING PHOTOCOPIES UPLOAD DOCUMENT 17	WORK PERMIT PHOTOCOPIES UPLOAD DOCUMENT 18	OLD PASSPORT UPLOAD DOCUMENT 19	OLD PORT PASS UPLOAD DOCUMENT 20
POLICE REPORT UPLOAD DOCUMENT 21	PASSPORT PHOTOCOPIES UPLOAD DOCUMENT 22	OTHER DOCUMENT UPLOAD DOCUMENT 23	

(*) Compulsory document

13. Live Picture* – Capture a live photo using a webcam or phone camera (log in into Digital Port Pass on your phone browser), ensuring the image is clear and cropped appropriately. Port Police may reject applications with inappropriate or non-compliant photo. Ensure your photo follows all guidelines to avoid rejection.

Example of UNACCEPTABLE photos



Example of ACCEPTABLE photos



2.3 DIGITAL PORT PASS APPLICATION – SUBMIT ADMIN APPLICATION

14. MyKad Photocopies* – Upload a clear copy of your MyKad (front & back).

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15. Company Letter* – Upload authorization letter from your company with company stamp.

16. Driving License – Upload a clear copy of your driving license & GDL if any (front & back). This document is compulsory for a driver.

17. E-vetting Photocopies – Upload a clear copy of your e-vetting application/result. If you don't have e-vetting, you may proceed to apply port pass but **MUST** submit e-vetting application within 1 month from port pass application date.
Apply e-vetting here: <https://evetting.cgso.gov.my/>

18. Work Permit Photocopies – For foreign workers, upload a clear copy of valid work permit.

19. Old Passport – Upload a clear old passport photocopy for foreign worker.

20. Old Port Pass – Upload photo of expired port pass if any.

21. Police Report – Upload police report copy if have any records of E-Sikap.

22. Passport Photocopies – Upload a clear latest passport photocopy for foreign worker.

23. Other Document – Upload supporting documents if required.

2.3 DIGITAL PORT PASS APPLICATION – SUBMIT ADMIN APPLICATION

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Digital Portpass

WELCOME AMBREE2@THIRIFARA.COM

POLICE REPORT

PASSPORT PHOTOCOPIES

OTHER DOCUMENT

UPLOAD DOCUMENT

UPLOAD DOCUMENT

UPLOAD DOCUMENT

I agree to [Terms and Conditions](#).

I'm not a robot

reCAPTCHA

Privacy - Terms

SUBMIT

SAVE AS DRAFT

24. Once all documents required uploaded, tick check box and click 'Submit' to confirm your port pass application

Digital Portpass

WELCOME COMPANY ADMIN

CLEAR ALL FILTERS

Date of Application From: Date of Application To:

Search:

10 entries per page

Order BY: DESCENDING

Sort By: DEFAULT

S NO.	APPLICATION NUMBER	DATE OF APPLICATION	COMPANY NAME	FULL NAME	IC NO/ PP NO	TYPE OF APPLICATION	STATUS	NEXT ACTION
1	PP-2410243-1249074	24/10/2024	USER MANUAL	JOHN SMITH	999999-99-9999	NEW	Submitted	Wait For Approval

Application Submitted Successfully

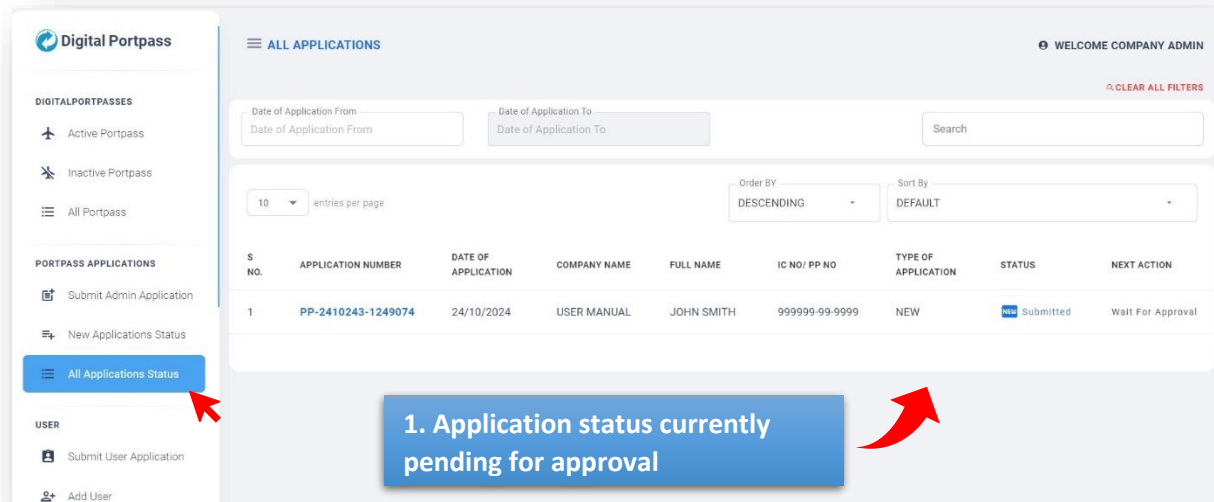
25. Successfully submitted application notice will appear

Once your new port pass application had been submitted, wait for port police approval. This process should take less than 2 working days.

2.4 DIGITAL PORT PASS APPLICATION – CHECK APPLICATION STATUS (APPROVED APPLICATION)

You will receive an email notification once you application approved/rejected. You may check application status in 'All Application Status' tab.

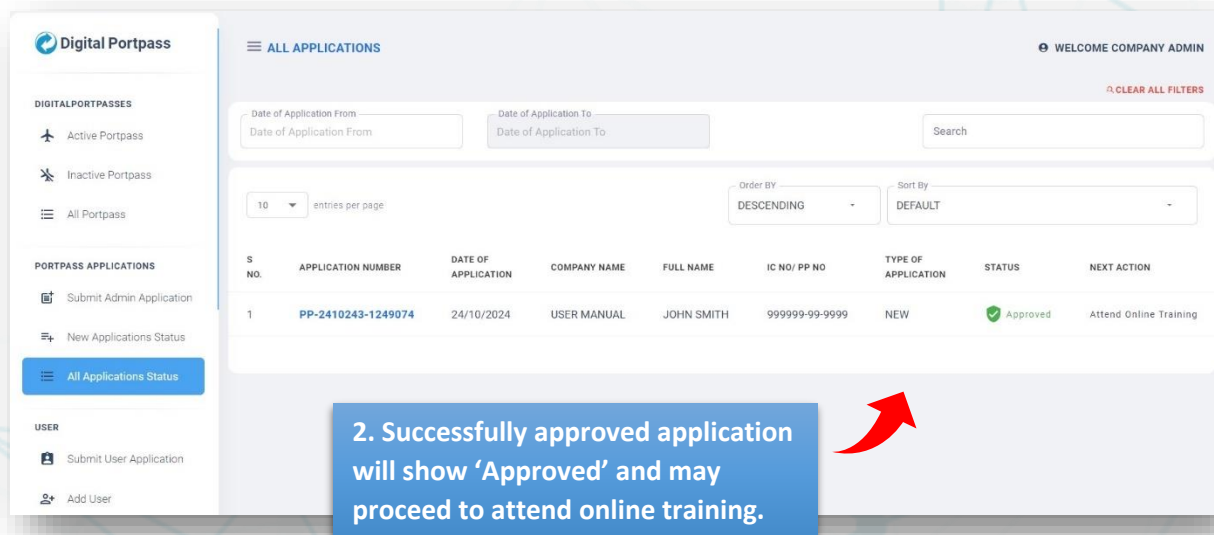
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The screenshot shows the 'ALL APPLICATIONS' page in the Digital Portpass system. The left sidebar has 'All Applications Status' highlighted with a red arrow. The main content area shows a table with one application entry. A blue callout box with a red arrow points to the 'Submitted' status in the table.

1. Application status currently pending for approval

S NO.	APPLICATION NUMBER	DATE OF APPLICATION	COMPANY NAME	FULL NAME	IC NO/ PP NO	TYPE OF APPLICATION	STATUS	NEXT ACTION
1	PP-2410243-1249074	24/10/2024	USER MANUAL	JOHN SMITH	999999-99-9999	NEW	Submitted	Wait For Approval



The screenshot shows the 'ALL APPLICATIONS' page in the Digital Portpass system. The left sidebar has 'All Applications Status' highlighted with a red arrow. The main content area shows a table with one application entry. A blue callout box with a red arrow points to the 'Approved' status in the table.

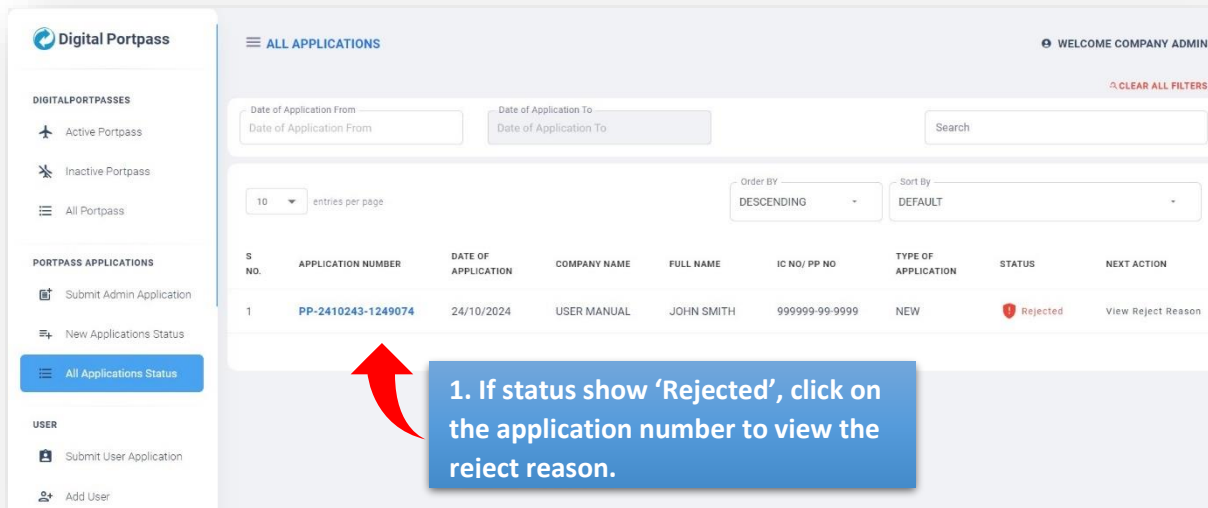
2. Successfully approved application will show 'Approved' and may proceed to attend online training.

S NO.	APPLICATION NUMBER	DATE OF APPLICATION	COMPANY NAME	FULL NAME	IC NO/ PP NO	TYPE OF APPLICATION	STATUS	NEXT ACTION
1	PP-2410243-1249074	24/10/2024	USER MANUAL	JOHN SMITH	999999-99-9999	NEW	Approved	Attend Online Training

2.5 DIGITAL PORT PASS APPLICATION – CHECK APPLICATION STATUS (REJECTED APPLICATION)

If your port pass application was rejected, check the rejection reason & may do correction by click on the 'Edit Application' button.

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Digital Portpass WELCOME COMPANY ADMIN

ALL APPLICATIONS

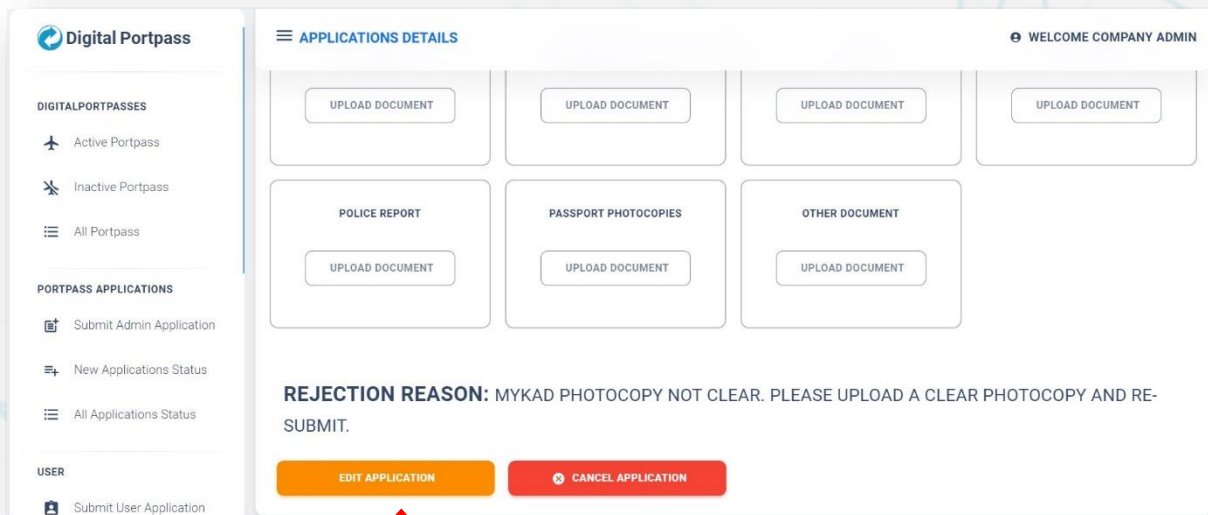
Clear All Filters

Date of Application From: Date of Application To: Search:

10 entries per page Order By: DESCENDING Sort By: DEFAULT

S NO.	APPLICATION NUMBER	DATE OF APPLICATION	COMPANY NAME	FULL NAME	IC NO/ PP NO	TYPE OF APPLICATION	STATUS	NEXT ACTION
1	PP-2410243-1249074	24/10/2024	USER MANUAL	JOHN SMITH	999999-99-9999	NEW	Rejected	View Reject Reason

1. If status show 'Rejected', click on the application number to view the reiect reason.



Digital Portpass WELCOME COMPANY ADMIN

APPLICATIONS DETAILS

UPLOAD DOCUMENT

POLICE REPORT

PASSPORT PHOTOCOPIES

OTHER DOCUMENT

REJECTION REASON: MYKAD PHOTOCOPY NOT CLEAR. PLEASE UPLOAD A CLEAR PHOTOCOPY AND RE-SUBMIT.

EDIT APPLICATION CANCEL APPLICATION

2. Scroll to bottom page and rejection reason will appear. Click on 'Edit Application' to make correction

2.6 DIGITAL PORT PASS APPLICATION – CHECK APPLICATION STATUS (EDIT REJECTED APPLICATION)

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1. Once done edit your application, click 'Update Application'. It will automatically re-submit your application.

2.7 DIGITAL PORT PASS APPLICATION – ATTEND ONLINE SAFETY TRAINING

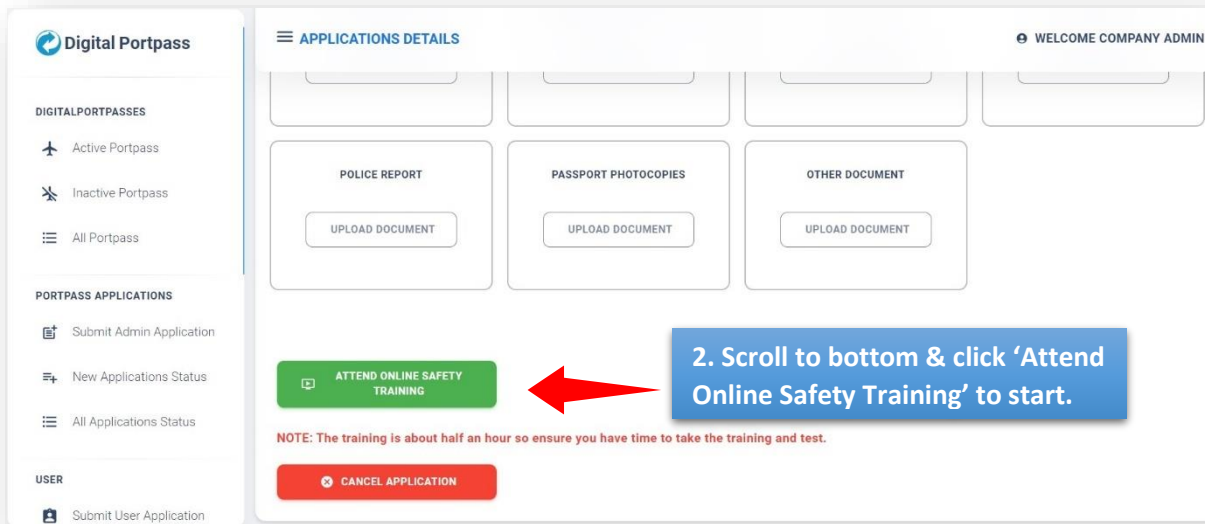
After port pass application approved, you will have to attend online safety training in the Digital Port Pass system & complete safety training examination.

S NO.	APPLICATION NUMBER	DATE OF APPLICATION	COMPANY NAME	FULL NAME	IC NO/ PP NO	TYPE OF APPLICATION	STATUS	NEXT ACTION
1	PP-2410243-1249074	24/10/2024	USER MANUAL	JOHN SMITH	999999-99-9999	NEW	Approved	Attend Online Training

1. In 'All Application Status' tab, click application number to get online training link

2.7 DIGITAL PORT PASS APPLICATION – ATTEND ONLINE TRAINING (e-SAFETY)

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After you had completed online safety training, you will have to answer 15 questions exam based on online the safety training video.

2.8 DIGITAL PORT PASS APPLICATION – SAFETY TRAINING EXAMINATION

Page | 23

Exam form will appear after you had completed safety training video. You are required to score minimum 12 correct answer to proceed. If failed, you will have to attend online safety training again.

The screenshot shows the 'Exam Form' interface within the Digital Portpass system. The page title is 'EXAMFORM APPLICATIONS' and the user is logged in as 'WELCOME COMPANY ADMIN'. The left sidebar contains navigation options for Digital Portpasses, Portpass Applications, and Users. The main content area displays four questions with radio button options for 'Yes (YA)' and 'No (TIDAK)'. The questions are:

1. Are you allowed to walk at operation area without any reason? (Adakah anda dibenarkan untuk berjalan di kawasan lapangan operasi tanpa sebarang urusan?)
 Yes (YA)
 No (TIDAK)
2. Is it allowed to exceed a speed of 25 km/h in the wharf or operation area? (Adakah anda boleh memandu melebihi 25km/j di kawasan dermaga/ operasi?)
 Yes (YA)
 No (TIDAK)
3. Can the Port Pass be shared among different individuals? (Adakah Pas Pelabuhan boleh dikongsi oleh beberapa individu?)
 Yes (YA)
 No (TIDAK)
4. Should the Port Pass be kept safely and used responsibly? (Adakah Pas Pelabuhan perlu dijaga dan digunakan dengan bertanggungjawab?)

The screenshot shows the 'Exam Form' interface with a 'Test Result' modal displayed. The modal contains the following information:

Test Result
Score: 15
Total Questions: 15
Total Percentage: 100.00%
Result: Passed
CLOSE

The background shows the exam questions, with question 13 selected: '13. Is it permissible to engage in disruptive behavior or activities within the port? (Adakah dibenarkan untuk terlibat dalam tingkah laku atau aktiviti yang mengganggu di dalam pelabuhan?)'. The 'No (TIDAK)' option is selected. A red arrow points to the 'SUBMIT' button at the bottom of the form. A blue callout box with white text says: '1. After finished answering the questions, click 'Submit' and result will appear.'

After you had successfully passed the examination, click 'Close' button and proceed to online payment.

3.0 DIGITAL PORT PASS APPLICATION – ONLINE PAYMENT (e-PAYMENT)

You may check application which need to proceed with payment by navigating to 'All Application Status'. You will find status of the application had changed to 'Pay Now'.

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Digital Portpass WELCOME COMPANY ADMIN

ALL APPLICATIONS

DATE OF APPLICATION FROM: [] DATE OF APPLICATION TO: [] SEARCH: []

10 entries per page ORDER BY: DESCENDING SORT BY: DEFAULT

S NO.	APPLICATION NUMBER	DATE OF APPLICATION	COMPANY NAME	FULL NAME	IC NO/ PP NO	TYPE OF APPLICATION	STATUS	NEXT ACTION
1	PP-2410243-1249074	24/10/2024	USER MANUAL	JOHN SMITH	999999-99-9999	NEW	Pay Now	Please Complete Payment

1. Click on the application number to get the payment link

Digital Portpass WELCOME COMPANY ADMIN

APPLICATIONS DETAILS

UPLOAD DOCUMENT

POLICE REPORT

PASSPORT PHOTOCOPIES

OTHER DOCUMENT

UPLOAD DOCUMENT

UPLOAD DOCUMENT

UPLOAD DOCUMENT

PAY NOW

DOWNLOAD INVOICE

CANCEL APPLICATION

2. Scroll to bottom & you will find button 'Pay Now' to proceed with online payment. You may also download invoice on the 'Download Invoice' button.

3. If you need to cancel the port pass application, you may do so by click on the 'Cancel Application'

3.0 DIGITAL PORT PASS APPLICATION – ONLINE PAYMENT

You may select preferred payment method as below. Choose payment method & click 'Pay' to proceed.

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Select Payment Method

Card Online Banking QR and e-Wallet

Please ensure all payment details are accurate.

By continuing, you have read and agree to the [Terms and Conditions & Privacy Policy](#).

Pay

Your transaction is secured with SSL encryption

CargoMove
Digital Portpass

✓

PAYMENT STATUS **SUCCESSFUL**

TRANSACTION ID 2464600511

Your Payment with Transaction ID 2464600511 was successful. Digital Portpass DPP0000077 has been issued.

Redirecting you in 7 seconds. If not redirected

[CLICK HERE](#)

3. You will receive this notification once payment success and your digital port pass will be generated

5.0 DIGITAL PORT PASS – SUBMIT USER APPLICATION

Company administrator can submit digital port pass application for their employee/user. This function can only be access in company administrator account. To start, go to admin dashboard and click 'Submit User Application'. Please ensure you had added your employee/user into the system before proceed with this step. Refer page 11 for 'Add User' process.

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1. In admin dashboard menu, click 'Submit User Application' and fill up Application Info

2. Type of Registration

Port User – for company admin & employee
 Visitor – for visitor of your company
 Stevedore – for stevedore workers only

3. Type of Port Pass

YEARLY – valid for 1 year
 TEMPORARY – valid for 3 months
 DAILY – valid for 1 day

4. Type of Application

NEW – effective 1st September 2024, all expired port pass must apply as NEW

5. Designation – Applicant position in the company. Example: Driver/Operator/Crew

6. Payment – Effective 1st October 2024, digital port pass application only accept cashless pay

7. Resident

LOCAL – Select LOCAL for Malaysian or PR who possessed valid MyKad
 FOREIGNER – Select FOREIGNER for foreign worker who possessed valid working permit

9. Location Access – Select location access for new port pass. Refer location list at page 15

5.0 DIGITAL PORT PASS – SUBMIT USER APPLICATION

Continue to fill up your employee personal details. Please take note on 'User's Email Address' and 'Country' section.

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The screenshot shows the 'APPLICATIONS DETAILS' page for a company admin. The sidebar on the left includes sections for 'USER' (with 'Submit User Application' highlighted), 'TRANSACTIONS', and 'PROFILE'. The main content area is titled 'APPLICATIONS DETAILS' and contains the following fields:

- PERSONAL DETAILS:**
 - IC No, Date of Birth (Date of Birth), Gender, Full Name
 - Race/Religion, Work Permit Number (Foreigner), Work Permit Expiry, Contact Number
 - Office Number, Address
 - User's Email Address **1**, Country MALAYSIA **2**, State, City
 - Postal Code, Purpose of Entry, Vehicle Registration No
- DRIVING LICENSE:**
 - Driving License (dropdown), License Expiry, License Expiry

1. User's Email Address – Fill up your employee/user individual email which was registered in 'Add User'

2. Country – If your employee/user is a foreigner, please select their country of origin accurately.

Next, proceed to scroll down and upload required documents.

5.0 DIGITAL PORT PASS – SUBMIT USER APPLICATION

From this section onwards, the process is similar to submit admin application (refer page 14 - 26) except live capture photo of employee/user is now can be **upload from saved file** in your device. Please ensure the photo uploaded is the latest update photo of your employee/user and complying with the guidelines.

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Submit Admin Application
New Applications Status
All Applications Status

WELCOME COMPANY ADMIN

APPLICATIONS DETAILS

UPLOAD DOCUMENTS

USER PASSPORT PHOTO
UPLOAD DOCUMENT

MYKAD PHOTOCOPIES
UPLOAD DOCUMENT

COMPANY LETTER
UPLOAD DOCUMENT

DRIVING LICENSE
UPLOAD DOCUMENT

E-VETTING PHOTOCOPIES
UPLOAD DOCUMENT

WORK PERMIT PHOTOCOPIES
UPLOAD DOCUMENT

OLD PASSPORT
UPLOAD DOCUMENT

OLD PORT PASS
UPLOAD DOCUMENT

POLICE REPORT
UPLOAD DOCUMENT

PASSPORT PHOTOCOPIES
UPLOAD DOCUMENT

OTHER DOCUMENT
UPLOAD DOCUMENT

Example of UNACCEPTABLE photos



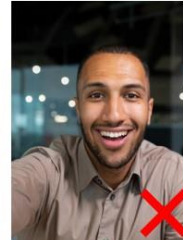
Too wide



Dark photo & improper background



Covered face



Improper selfie

Example of ACCEPTABLE photos

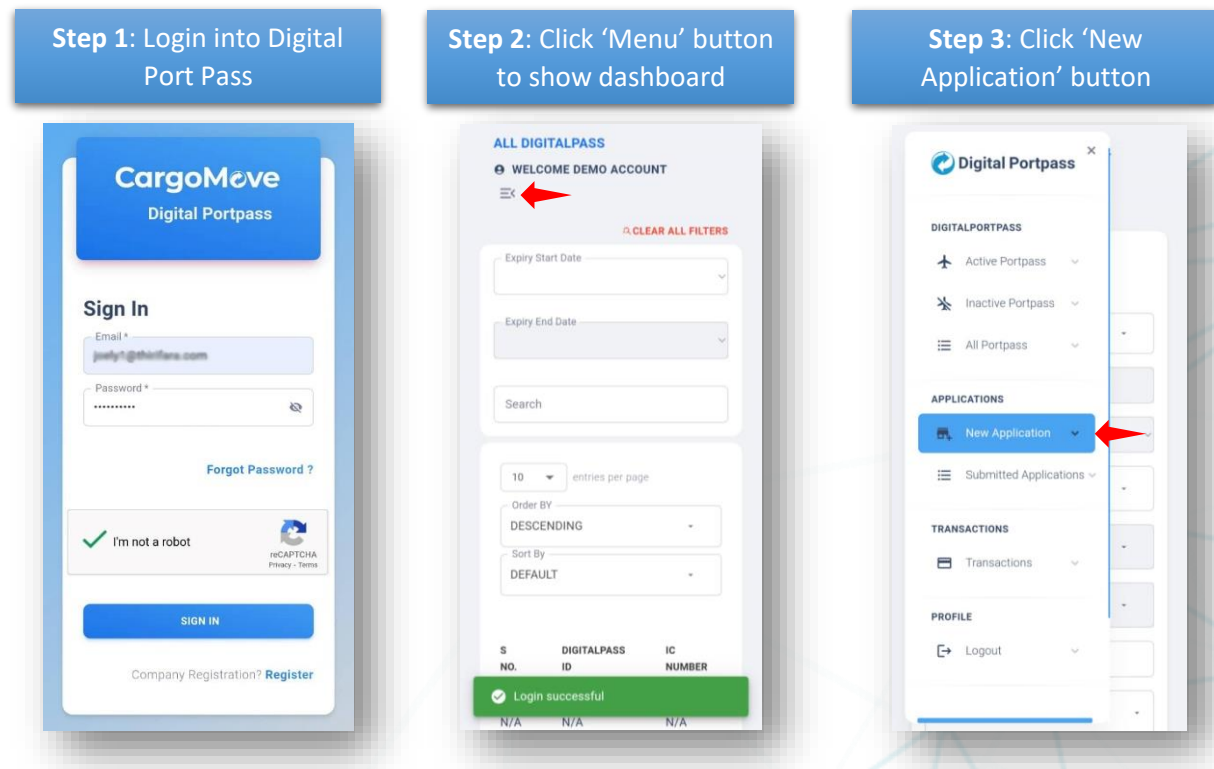


Please ensure the uploaded photo comply with this guideline. Port Police have the right to reject application if the photo uploaded is inappropriate

6.0 DIGITAL PORT PASS – EMPLOYEE/USER SUBMIT APPLICATION FOR THEMSELVES

Digital Port Pass system also allowed employee/user to apply new port pass for themselves. This process will require employee/user who had their email verified to login into Digital Port Pass system using their individual email & password which had been created by the company admin.

Page | 30



Refer page 14 - 26 to complete digital port pass application process. Employee/user are able to pay for their own port pass application OR company admin may take over the payment process from the admin menu dashboard once the employee had passed their safety examination by clicking on the employee 'Application Number'.

7.0 TRANSACTION – VIEW TRANSACTION HISTORY

Both company admin & employee/user are able to view transaction history in the Digital Port Pass. As a company admin, you're able to view all transaction for all employee while employee/user only able to view transaction history of their own port pass application.

S NO.	TRANSACTION ID	TYPE OF PORT PASS	TYPE OF APPLICATION	TYPE OF REGISTRATION	APPLICATION NUMBER	TOTAL AMOUNT	PAYMENT METHOD	TRANSACTION DATE	STATUS	DOWNLOAD
1	2464600511	PORT PASS - YEARLY	NEW	PORT USER	PP-1810245-1026088	RM 61.00	TNG-EWALLET	24/10/2024 04:35 PM	Success	
2	2464591312	PORT PASS - YEARLY	NEW	PORT USER	PP-1710247-1407323	RM 61.00	TNG-EWALLET	24/10/2024 04:30 PM	Success	
3	2437244769	PORT PASS - YEARLY	NEW	PORT USER	PP-0910240-1639161	RM 61.00	maybank2u	09/10/2024 04:48 PM	Success	
4	2437129471	PORT PASS - YEARLY	NEW	PORT USER	PP-0910241-1527579	RM 61.00	RPP_DuitNowQR	09/10/2024 03:41 PM	Failed	N/A
5	18543898	PORT PASS - YEARLY	NEW	PORT USER	PP-0410249-1037169	RM 61.00	cash	04/10/2024 10:48 AM	Success	
6	52023810	PORT PASS - YEARLY	NEW	PORT USER	PP-12546-183380	RM 61.00	cash	24/09/2024 01:34 AM	Success	
7	2389912083	PORT PASS - YEARLY	NEW	PORT USER	PP-15817-950267	RM 61.00	FPB_MESJ	13/09/2024 04:30 PM	Failed	N/A
8	2386908211	PORT PASS - YEARLY	NEW	PORT USER	PP-172146-863773	RM 61.00	FPB_MESJ	11/09/2024 05:30 PM	Success	
9	2386907098	PORT PASS - YEARLY	NEW	PORT USER	PP-172146-863773	RM 61.00	FPB_MESJ	11/09/2024 05:30 PM	Failed	N/A
10	2377344374	PORT PASS - DAILY	DAMAGE	VISITOR	PP-1927144-415552	RM 61.00	FPB_MESJ	06/09/2024 07:31 PM	Success	

To view transaction history and download your e-receipt, click 'Transaction' button at the menu dashboard. You may download e-receipt by using the download button.

PENANGPORT
A Member of MMC Group

PENANG PORT SDN. BHD. (283544-D)
LEVEL 5, 5130 TERMINAL PENANG SENTRAL
JALAN BAGAN DALAM, 12100 BUTTERWORTH, PENANG

Container: 04-3737063/7066/7041/7064/7065
Cargo: 04-3737154(M)/7168(E)/7131(I)/7169(R)
Marine: 04-3737154
Port Pass Office: 04-3737183

RECEIPT

TRANSACTION ID: 2466231573
APPLICATION NO.: PP-1810249-1059524
TRANSACTION DATE: 25/10/2024

SERVICE	SRV CODE	AMOUNT
PORT PASS - YEARLY	8093111025	61

NEW / PORT PASS - YEARLY / PORT USER

TOTAL AMOUNT (Excluding Tax): **RM 61.00**
TOTAL TAX AMOUNT: **RM 0.00**
ROUND AMOUNT: **RM 61.00**
TOTAL AMOUNT TO BE PAID: **RM 61.00**

DESCRIPTION	AMOUNT (RM)	TAX (RM)
0% - Sales & Service Tax (SST)	61.00	0.00
Total: 61.00		

PAYER
Name: [REDACTED]
Contact: [REDACTED]
Email: [REDACTED]
Address: [REDACTED]
Company: [REDACTED]

*This is a computer-generated document. No signature is required.

THANK YOU FOR YOUR PAYMENT!

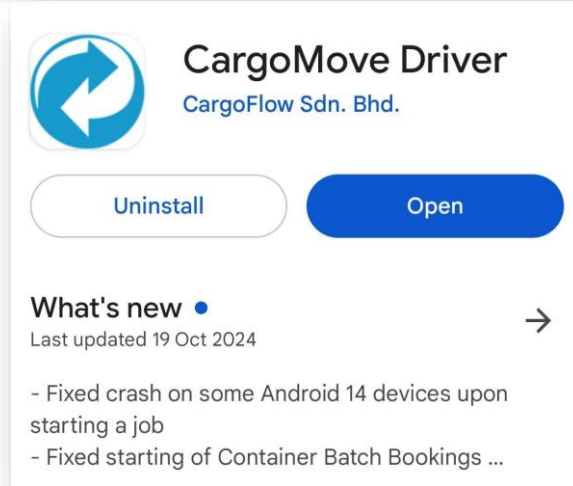
Receipt Sample

Note: After you had payment completed, please go to Port Pass Office to get your new digital port pass activated & update your physical port pass card.

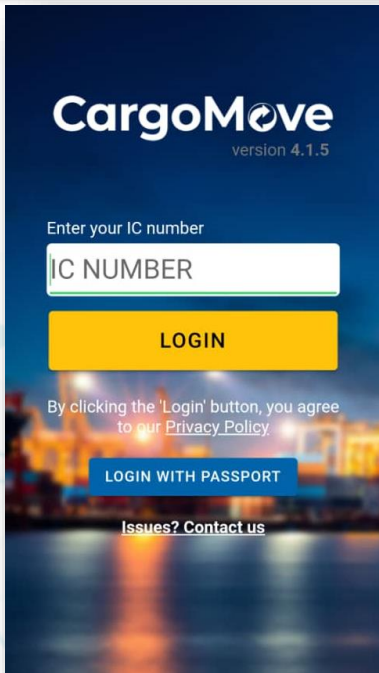
8.0 DOWNLOAD MOBILE APP

Your digital port pass is integrated with CargoMove Mobile App. This mobile app is used to generate QR code that can be use as your identification for access into port terminal. For haulier driver, CargoMove Mobile App also have function to serve as your digital gate pass where details of your job/booking are viewable in the mobile app.

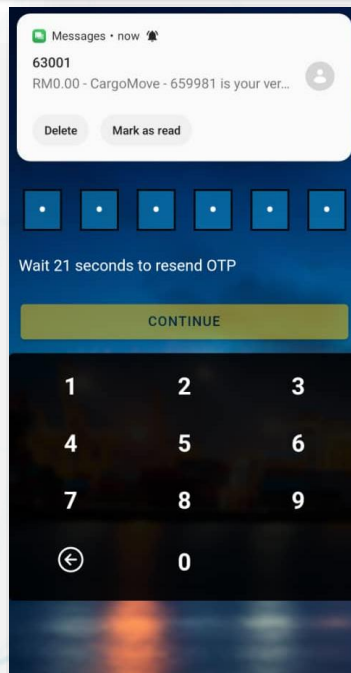
Step 1 - Install CargoMove mobile app. Available in PlayStore, AppleStore & Huawei App Gallery



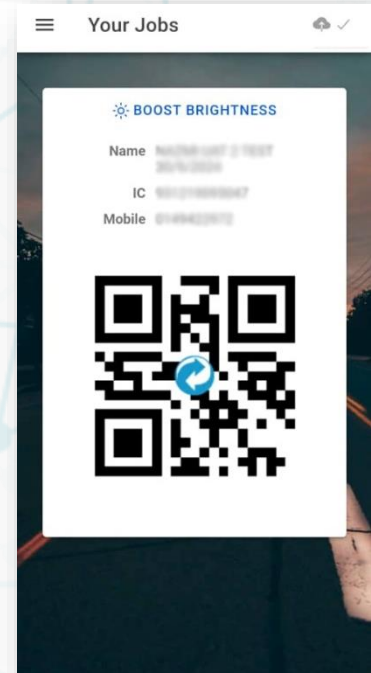
Step 2: Use your IC number to login



Step 3: Key in OTP number sent to your number



Step 4: QR code generated once login number



Port Pass Office Operating Hours:

Monday – Friday: 8:30 AM to 4:30 PM

Monday – Thursday Rest Break: 1:00 PM to 2:00 PM

Friday Rest Break: 12:30 PM to 2:45 PM

Closed: Weekends & Public Holidays

- **Customer Support General Line CargoFlow Sdn Bhd: 03-2771-2765**
- **Port Pass Office Penang Port: 04-3737183**
- **Nazmi, Operation Executive, Penang Port: +6014 9422972**

If you experience any issues, please contact us immediately.

Note: Port pass applications will be processed within 2 working days.