CJP Online User Manual
(Public Users)

Version 1.1

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1   Purpose of the Document

This document is prepared to guide users on how to use the Malaysia Customs CJP Online System (CJP Online). This is a step-by-step tour procedure, for the purpose of giving users the look and feel of the final product.

2   Available Menu in the CJP Online System

Following are the available menu in the system:

No	Menu Level 1	Menu Level 2	Menu Level 3	Description /Remark
1	Home			First page you visited after you login.
2	Company Information	Company Profile		To view the company profile and available valid license for this company for Tax Return submission.
3	User Information	User Profile		To allow user to change password
4	Sales Tax	Sales Tax License		To view your sales Tax license information and available Tax schedule for submission.
		Tax Return Maintenance	Tax Return (Draft)	To view your saved Draft Status Sales Tax submission
			Tax Return (Submitted)	To view your saved Submitted Status Sales Tax submission that ready for payment.
			Tax Return (Paid)	To view your Paid Status Sales Tax submission.
		Penalty	Penalty Status	
			Installment Status	
		Payment	Payment Request	To select all the Sales Tax submission for online payment.
			Payment Status/History	To view the status and detail of your online payment.
			Payment Receipt	To print the receipt for the payment you have made.

		Exemption	CJ10 Credit Application	To apply for CJ10 credit deduction before submitting Sales Tax Return.
		Exemption Maintenance	Exemption (Saved)	To retrieve saved CJ10 Credit application for submission
			Exemption (Applied)	To view applied CJ10 Credit application
			Exemption (Approved/Rejected)	To view the status of the CJ10 Credit application.
5	Service Tax	Service Tax License		To view your Service Tax license information and available Tax schedule for submission.
		Tax Return Maintenance	Tax Return (Draft)	To view your saved Draft Status Service Tax submission
			Tax Return (Submitted)	To view your saved Submitted Status Service Tax submission that ready for payment.
			Tax Return (Paid)	To view your Paid Status Service Tax submission.
		Penalty	Penalty Status	
			Installment Status	
		Exemption	CJ10 Credit Application	
		Exemption Maintenance	Exemption(Saved)	
			Exemption(Applied)	
			Exemption(Approved/Reject)	
		Payment	Payment Request	To select all the Service Tax submission for online payment.
			Payment Status/History	To view the status and detail of your online payment.
			Payment Receipt	To print the receipt for the payment you have made.

6	User Administration	User Registration		To register new user in the system. Only user with Administrator Level able to access to this function.
		List of Users		To reset user password, to update user information, to deactivate and to activate user information. Only user with Administrator Level able to access to this function.
7	Logout			To logout from the system.

3   Procedure to Login to CJP Online System

1. Open the Windows Internet Explorer, Type the URL address https://cjponline.customs.gov.my/ to access to CJP Online system. To login to the CJP Online system, click Login button (Figure 1.1) on the left hand side menu and a pop-up window (Figure 1.2) will be displayed.
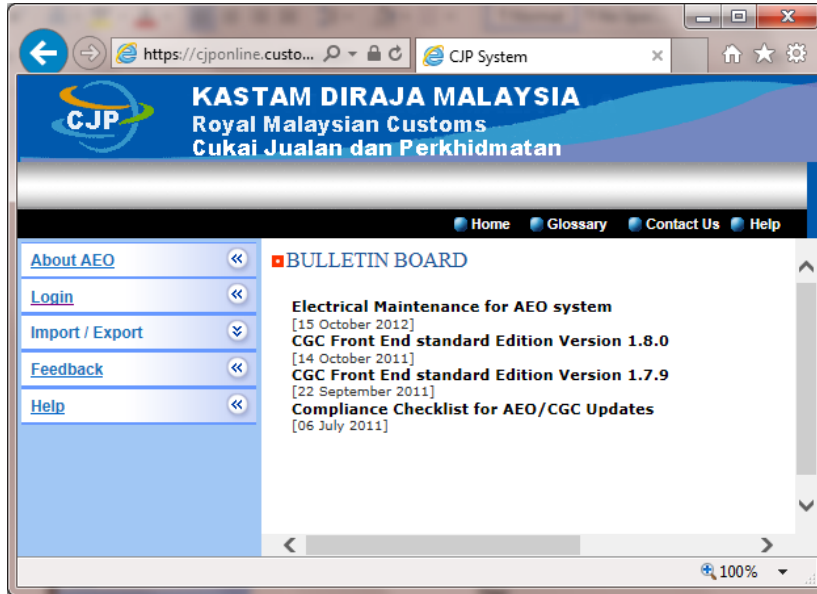
Figure 1.1 - CJP Online Homepage
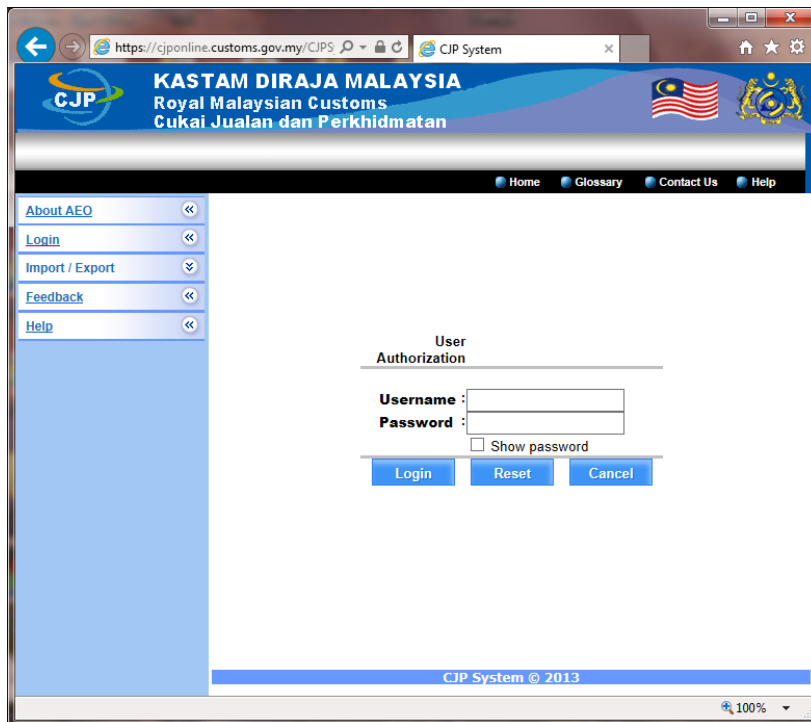
Figure 1.2 - CJP Online User Login

2. The user will be directed to the CJP Online main page (https) (Figure 1.3 – 1.4) by key in correct user name, password (Please obtain your User name from ***Jabatan Kastam Diraja Malaysia***).

Current Menu Level - > Home
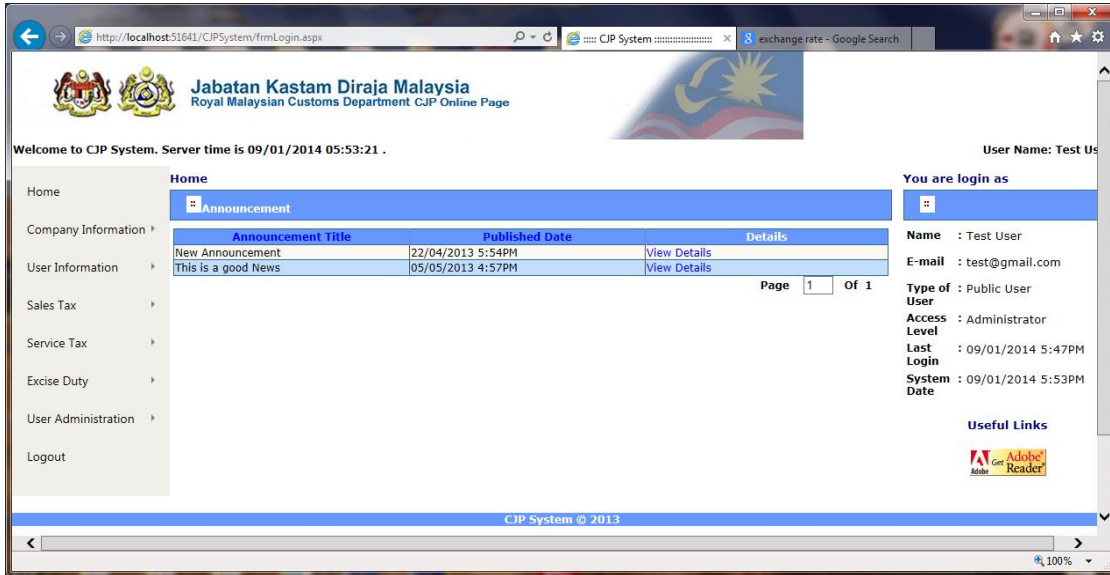
Figure 1.3 - CJP Online Main page (Company administrator user only)
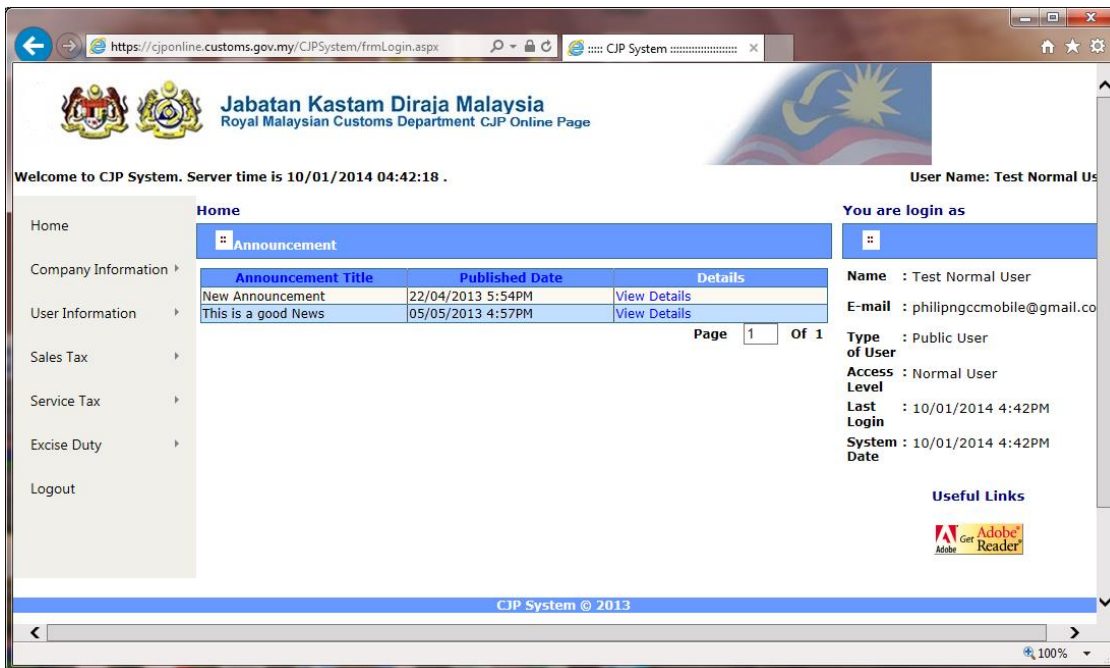
Figure 1.4 - CJP Online Main page (Company normal user only)

4 To View Available Active License for the Company

1. Click Menu [*Company Information*]-> [*Company Profile*]. (Figure 2.1)

Figure 2.1 – Company Profile page

2. To view the license, please select the radio button of the licence you want to view. Click *[View Detail]* button to display the license information.

5 Sales Tax

5.1 To View Sales Tax License Information and Sales Tax Return Schedule

1. Click Menu [*Sales Tax*]-> [*Sales Tax Licence*]. (Figure 2.2)

Figure 2.2 – Sales Tax License Information

2. Click the [Backward] and [Forward] button to navigate through the available Tax Schedule

5.2 To Apply CJ10 Credit System Application for Sales Tax Return

1. Click Menu [*Sales Tax*]-> [*Sales Tax Licence*]. (Figure 2.2) or go to menu [*Sales Tax*]-> [Exemption]-> [CJ10 Credit Application].
2. You are allowed to apply CJ10 Credit Deduction if your Licence have Credit System enable and it is still active (Not expire). In the sample above (Figure 2.2) you will see Credit System is "*Yes (01/01/2013 – 01/12/2014)*"
3. Select the radio button of the. Click *[Apply CJ10]* button to apply for CJ10 Credit Deduction. (Figure 2.3)

Figure 2.3 – CJ10 Credit System Application Screen

4. Press the [Add] button to create the detail (Figure 2.3)

Figure 2.4 – CJ10 Credit System Detail Screen

5. Please fill in the detail information for CJ10 (Figure 2.4) before pressing the [Add] button.
    Following are the field description and criteria:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Tariff Code	Numeric	10	Yes	Must be a valid Tariff code Eg: 7318150020
2	Goods Description	Alphanumeric	70	No	
3	Price	Decimal	11,2	Yes	With no more than two decimal places and must be more than 0. Maximum value can be entered: 999,999,999.99

6. Click on the magnifying glass on the right side of Tariff Code to search for frequently used added Tariff Code. (Figure 2.5)

Figure 2.5–Tariff Code Search Screen

Following are the field description and criteria for Figure 2.5:-

No	Field Name	Type	Size	Mandatory	Remark (Example)
1	Tariff Code	Numeric	10	No	Must be a valid Tariff code Eg: 7318150020
2	Product Description	Alphanumeric	70	No	

7. You may search Tariff Code with the filtering criteria before pressing the [Search] button.
8. To choose the Tariff Code, click on the hyperlink at the Tariff Code column. If no result is return, press Close to return to previous screen Figure 2.4.
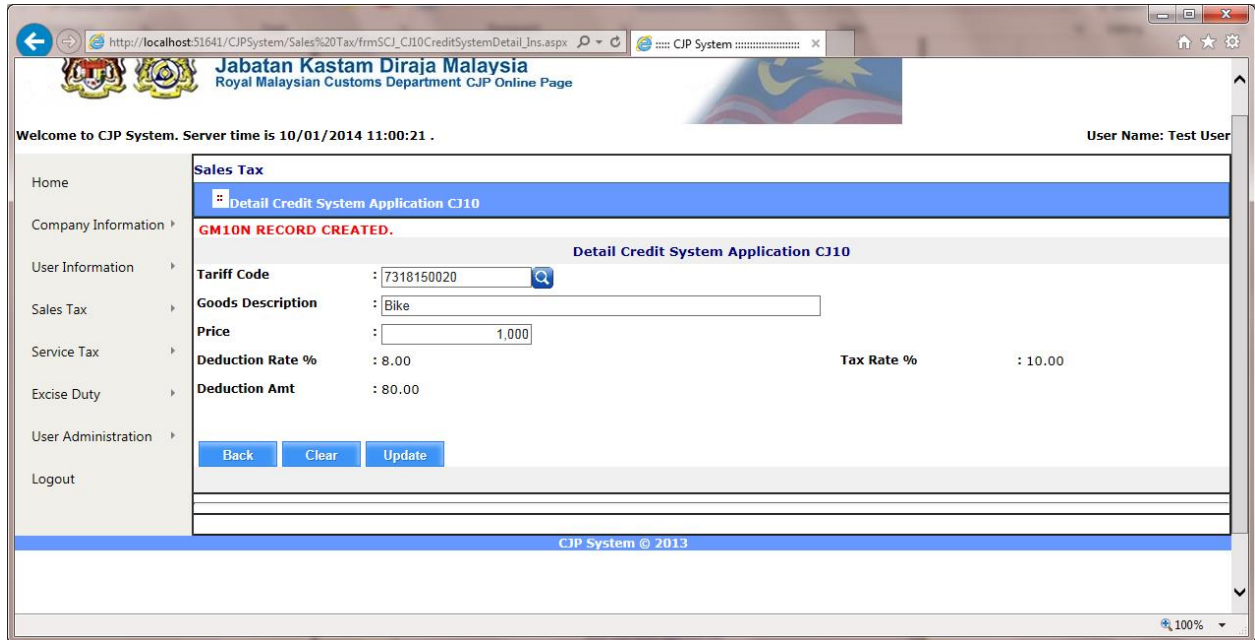
Figure 2.6 – CJ10 Credit System Detail Screen

9. After select a valid Tariff Code and key in the price and good description, click on the [Add] button at Figure 2.5 and your will see the message Record Created. If mandatory field is not enter, it will be highlighted in red. Press [Back] button to return to previous screen (Figure 2.7).

Figure 2.7 – CJ10 Credit System Header Screen

10. You may edit or delete the Detail that you have entered. (Figure 2.7)

11. To submit the CJ10 application, you need to press the [Save] (Figure 2.7) and then follow by pressing the [Submit] button at Figure 2.8. A confirmation will be prompt to ask whether you want to submit the CJ10 application. Submitted CJ10 will change status from Draft to Submitted.

Figure 2.8 – To submit CJ10 Application.

12. If you decide to submit CJ10 later, draft CJ10 will appear under the menu [Sales Tax]-[Exemption Maintenance]-[Exemption (Saved)]
13. If you have submitted your CJ10, submitted CJ10 will appear under the menu [Sales Tax]-[Exemption Maintenance]-[Exemption (Applied)]
14. If your CJ10 has been approved/rejected, approved CJ10 will appear under the menu [Sales Tax]-[Exemption Maintenance]-[Exemption (Approved/Rejected)]. Figure 2.9
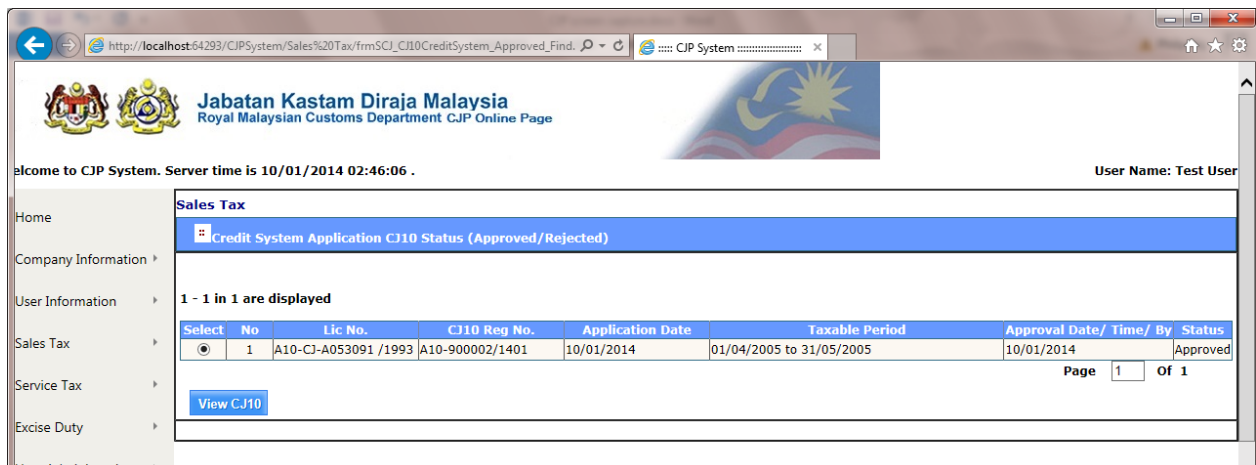
Figure 2.9 – To view status of CJP10

5.3   To Submit Sales Tax Return

1. Click Menu [*Sales Tax*]-> [*Sales Tax Licence*]. (Figure 3.0)
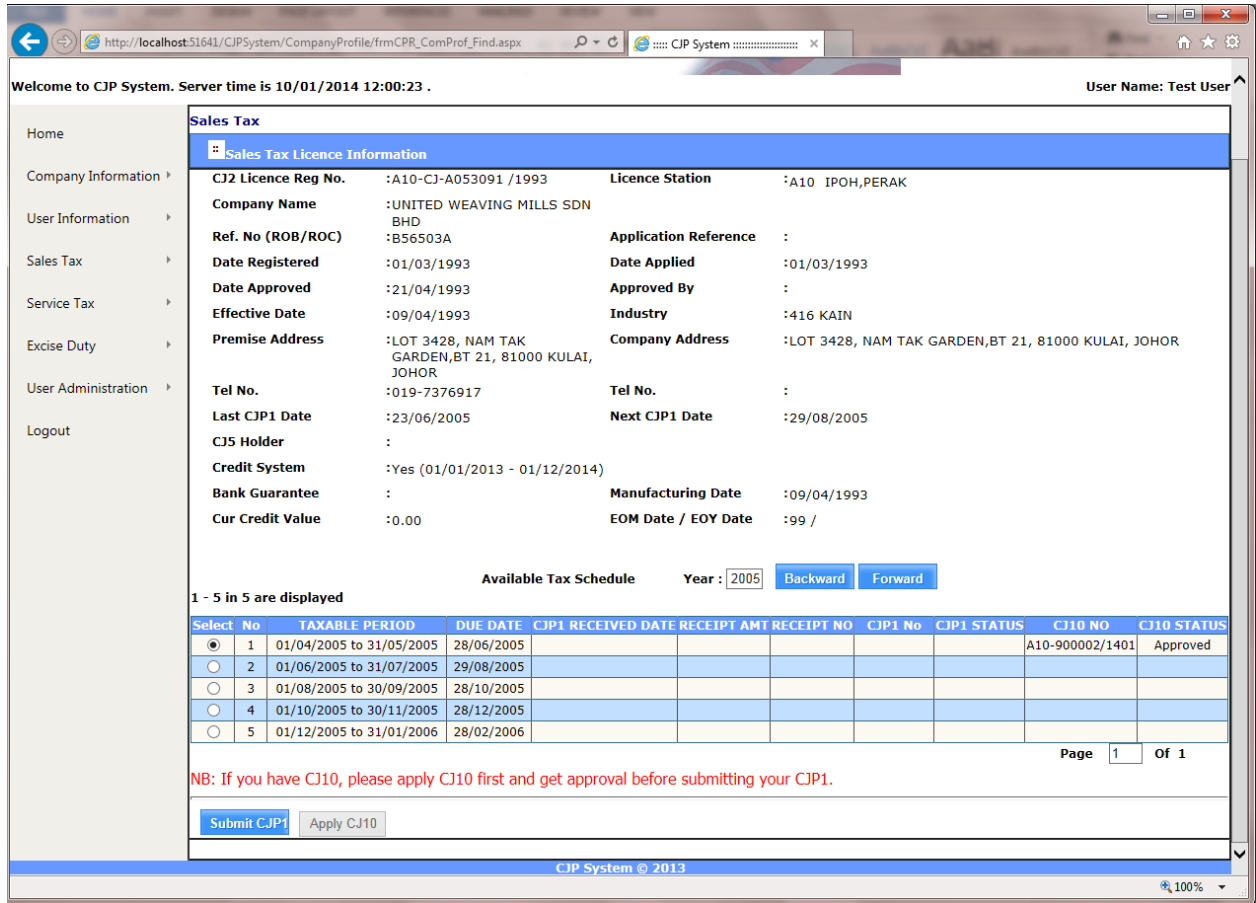
Figure 3.0 – Sales Tax License Information

2. Select the radio button at Figure 3.0, then press the [Submit CJP1] button.
3. Please fill in the header information for Sales Tax CJP1 form (Figure 3.1), then follow by pressing the [Add] button to add the detail of the Sales Tax CJP1.

    Following are the field description and criteria for Sales Tax Header:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Export Sales	Decimal	11,2	No	With no more than two decimal places and must be equal or more than 0. Maximum value can be entered: 999,999,999.99
2	Local Sales (Exempted Goods) CJP(2)	Decimal	11,2	No	
3	Exempted Sales	Decimal	11,2	No	
4	Sales to CJ5 Holder	Decimal	11,2	No	
5	Total Credit Notes	Decimal	11,2	No	

Figure 3.1 – Sales Tax License CJP1 Form header

4. Press the [Add] button to create the detail of Sales Tax Return at Figure 3.1.

Figure 3.2 – Sales Tax License CJP1 Form detail

5. Please fill in the detail information for Sales Tax CJP1 (Figure 3.2) before pressing the [Add] button.

   Following are the field description and criteria:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Tariff Code	Numeric	10	Yes	Must be a valid Tariff code Eg: 7318150020
2	Goods Description	Alphanumeric	70	No	
3	Good Sold Amount	Decimal	11,2	At least one need to have value	With no more than two decimal places and must be equal or more than 0. Maximum value can be entered: 999,999,999.99
4	Own Use Amount	Decimal	11,2		
5	Leased Amount	Decimal	11,2		
6	Work Done Amount	Decimal	11,2		

6. Click on the magnifying glass on the right side of Tariff Code to search for frequently used added Tariff Code. (Figure 3.3)

Figure 3.3–Tariff Code Search Screen

Following are the field description and criteria for Figure 3.3:-

No	Field Name	Type	Size	Mandatory	Remark (Example)
1	Tariff Code	Numeric	10	No	Must be a valid Tariff code Eg: 7318150020
2	Product Description	Alphanumeric	70	No	

7. Click on the magnifying glass on the right side of Tariff Code to search for
8. You may search Tariff Code with the filtering criteria before pressing the [Search] button.
9. To choose the Tariff Code, click on the hyperlink at the Tariff Code column. If no result is return, press Close to return to previous screen Figure 3.3.
10. After select a valid Tariff Code and key in the price and good description, click on the [Add] button at Figure 3.5 and your will see the message Record Created. If mandatory field is not enter, it will be highlighted in red (Figure 3.4). Press [Back] button to return to previous screen. (Figure 3.6). A Summary will be shown at the bottom of page.
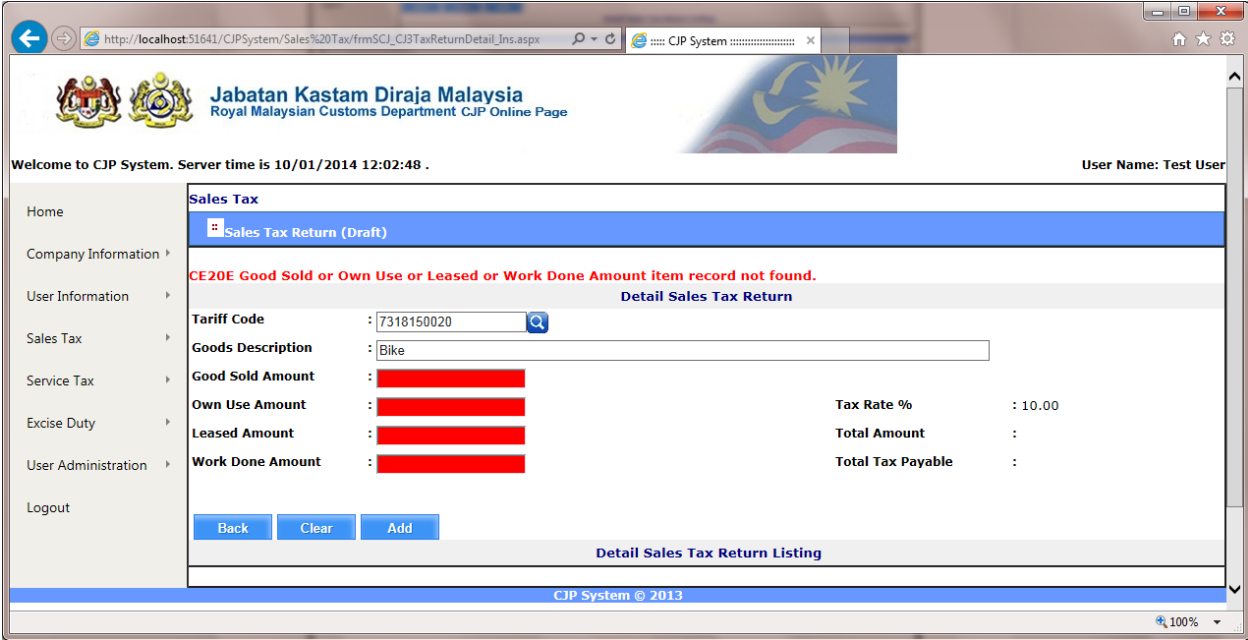
Figure 3.4–Mandatory Field for Sales Tax Return Detail

Figure 3.5– After creation of Sales Tax Return Detail
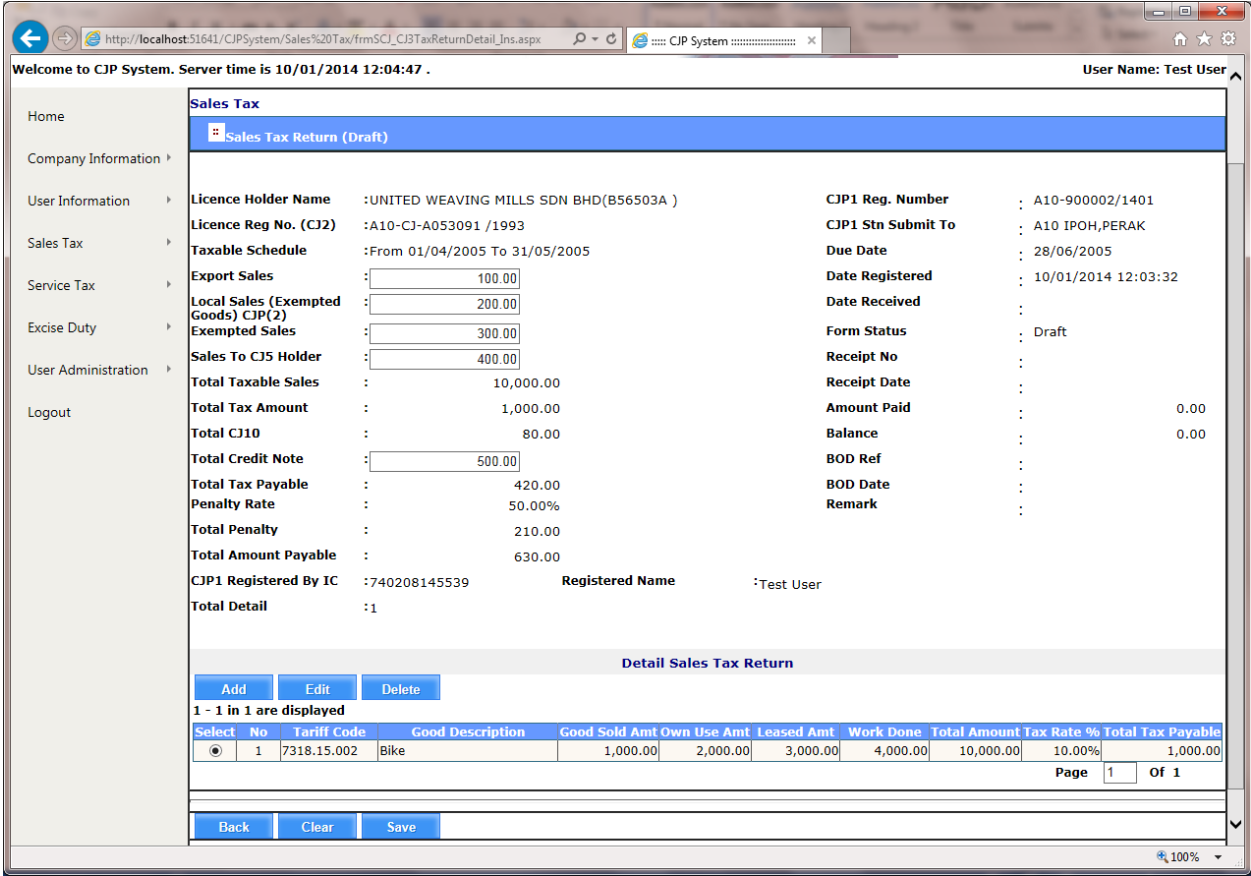
Figure 3.6– CJP1 Header for Sales Tax

11. You may edit or delete the Detail that you have entered. (Figure 3.6)
12. To submit the CJP1 Form, you need to press the [Save] (Figure 3.6) and then follow by pressing the [Submit] button at Figure 3.7. A confirmation will be prompt to ask whether you want to submit the CJP1 Form. Submitted CJP1 Form for Sales Tax it will change status from Draft to Submitted.
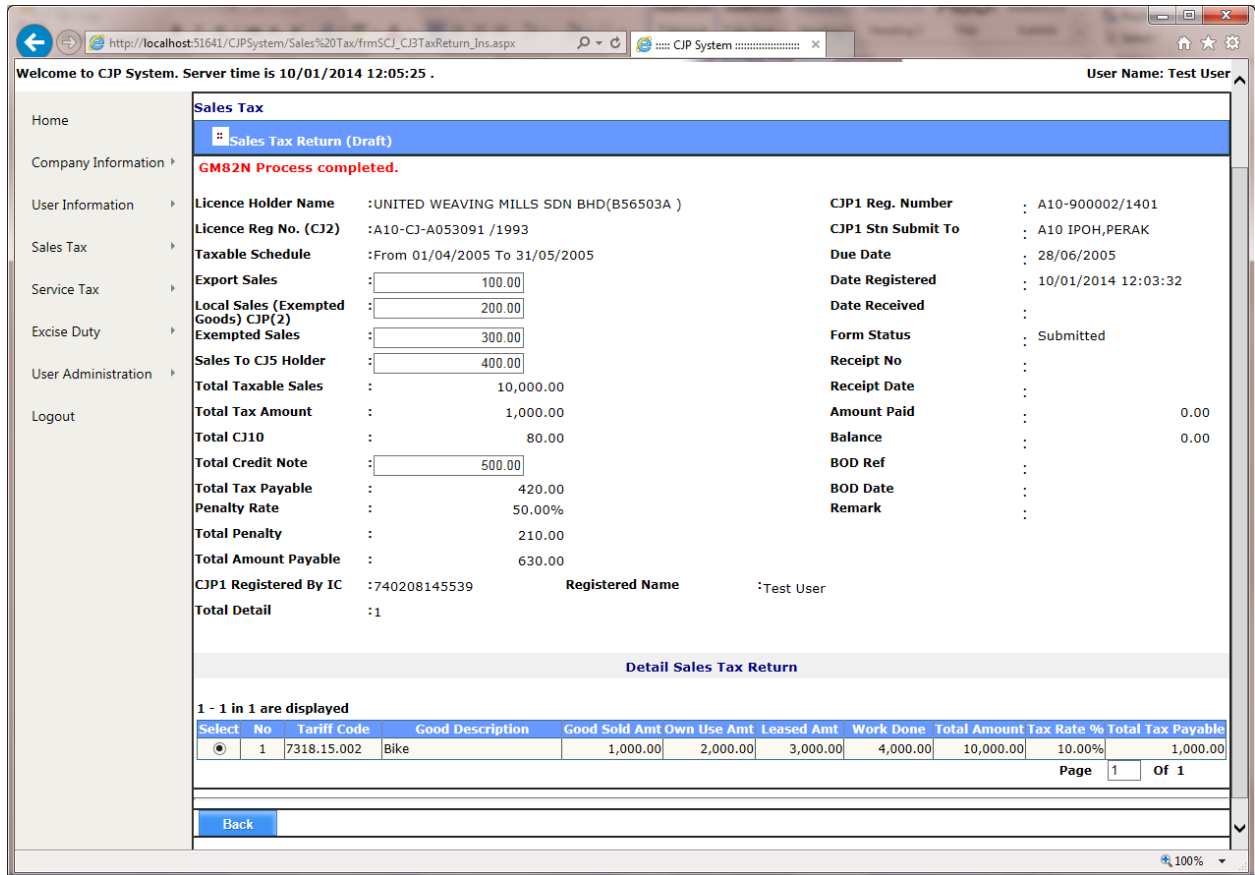
Figure 3.7– To submit CJP1 form for Sales Tax

13. If you decide to submit CJP1 later, draft CJP1 will appear under the menu [Sales Tax]-[Tax Return Maintenance]-[Tax Return (Draft)]

14. If you have submitted your CJP1, submitted CJP1 will appear under the menu [Sales Tax]-[Tax Return Maintenance]-[Tax Return (Submitted)] Figure 3.8

15. If your CJP1 has been paid, it will appear under the menu [Sales Tax]-[Tax Return Maintenance]-[Tax Return (Paid)].
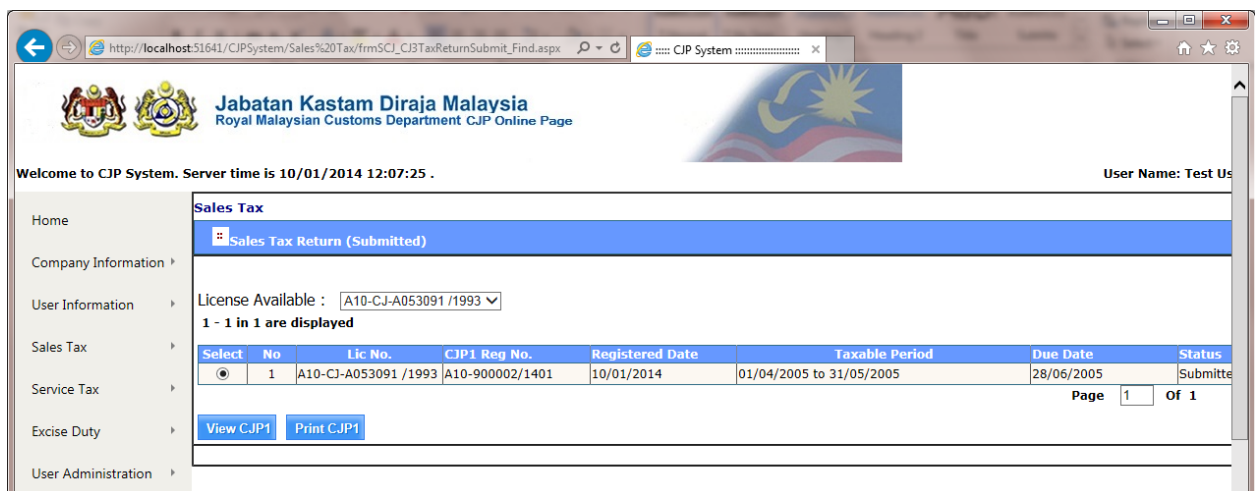
Figure 3.8– Submitted CJP1 form for Sales Tax

16. To view the CJP1 form in pre-printed form, please click on the [Print CJP1] button. (Figure 3.9)

Figure 3.9–CJP1 form for Sales Tax

1. To print current page of CJP1 form, please click on the [Print Current Page] or click on [Print All Pages] to print all. For Print All Pages, you will be prompted with instruction for each pages that you need to be printed on top of the pre-printed form. System will automatically adjust 5 record per page for you to fit in the form. Please remove the browser header and footer manually, set margin to 0 and choose A4 paper size before printing the form.
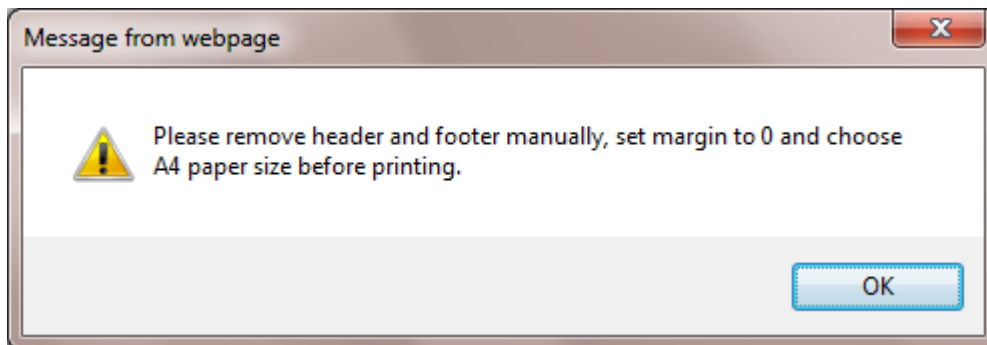
5.4 To Pay the CJP1 Sales Tax Return Using Online Payment Gateway

1. If you have submitted your CJP1, submitted CJP1 will appear under the menu [Sales Tax]-[Tax Return Maintenance]-[Tax Return (Submitted) Figure 3.8

2. Select the radio button of the CJP1 form that you would like to pay and click on [View CJP1] button.
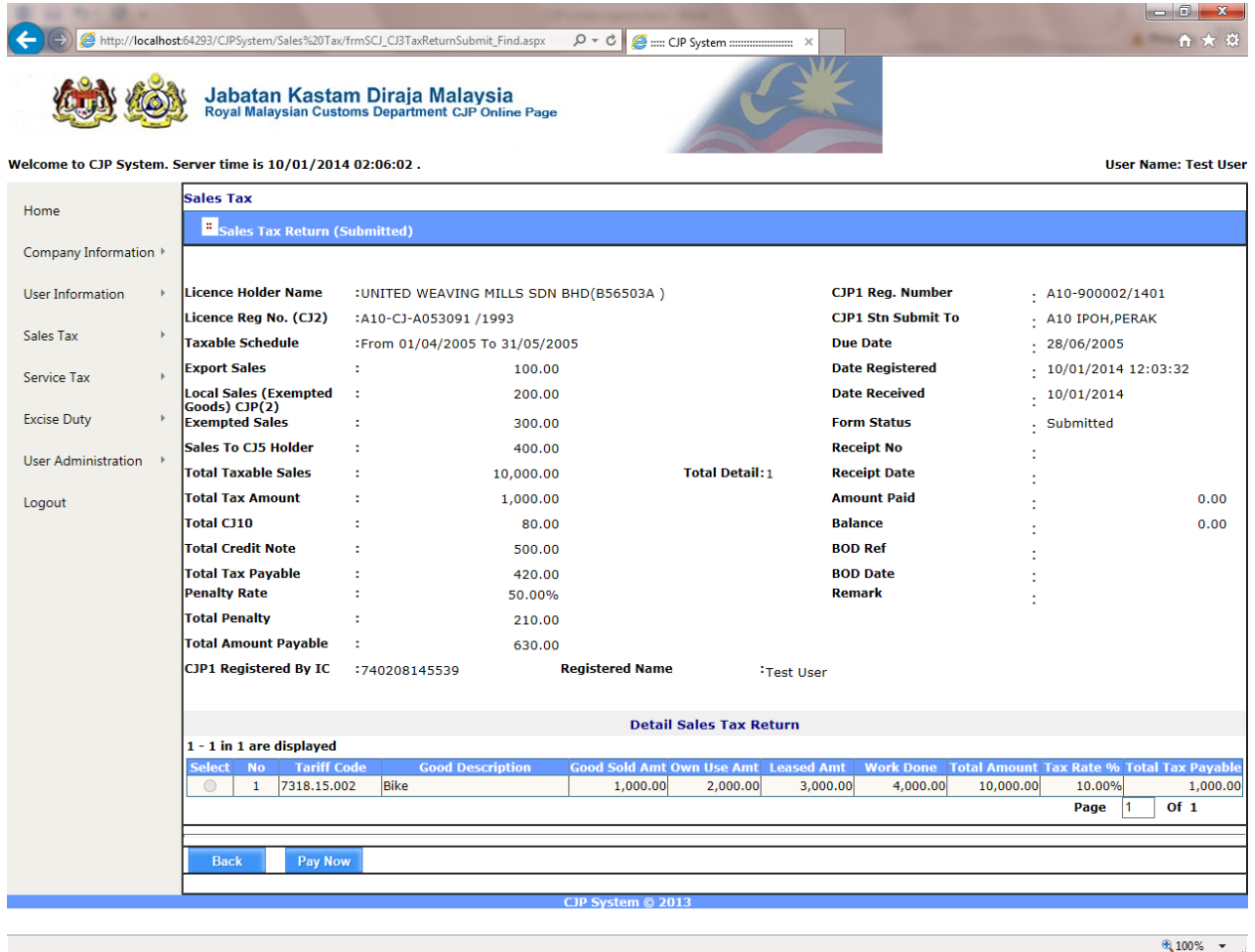
Figure 4.0 – CJP1 form ready for payment

3. Click on the [Pay Now] button. Make sure your CJ10 Application has been approved before you submit your CJP1 form. If CJP1 form is submitted before the CJ10 approval, the pending CJ10 application will be cancelled.
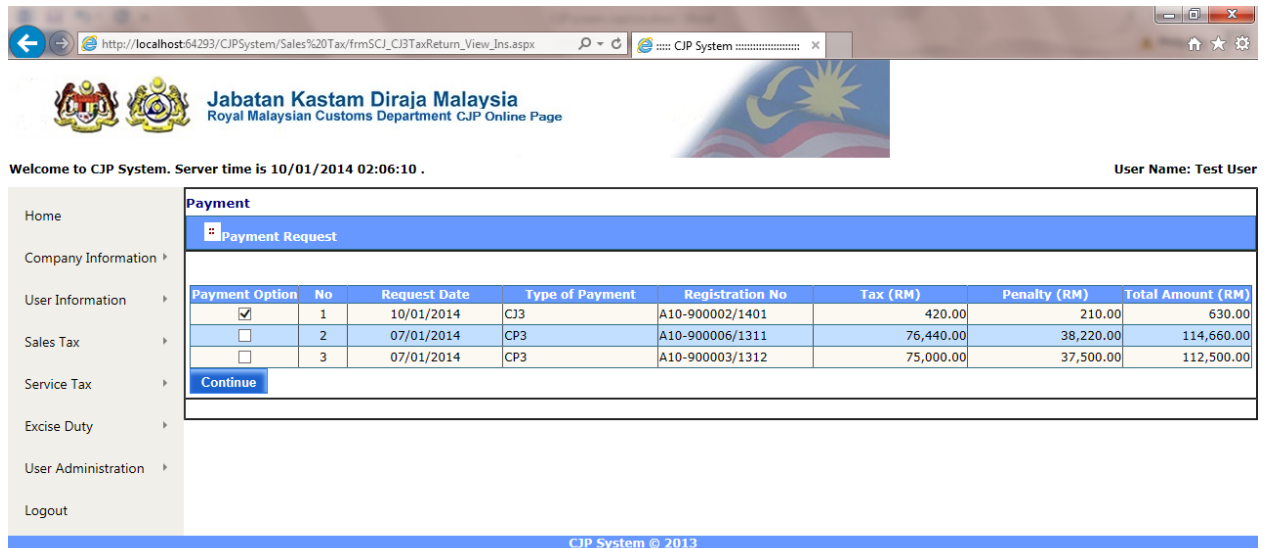
Figure 4.1 – Payment request selection

4. Tick the Form that you would like to make payment and click the [Continue] button. (Figure 4.1)
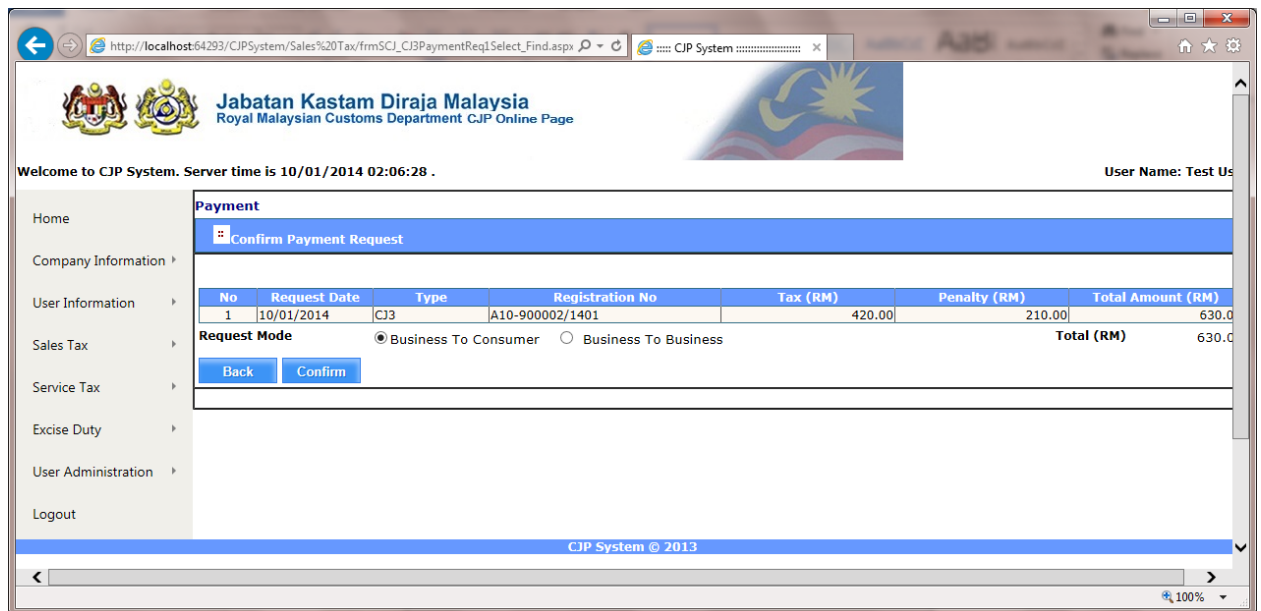
Figure 4.2 – Payment confirmation

5. Press the [Confirm] button and you will be prompt whether you are sure to proceed to online payment gateway
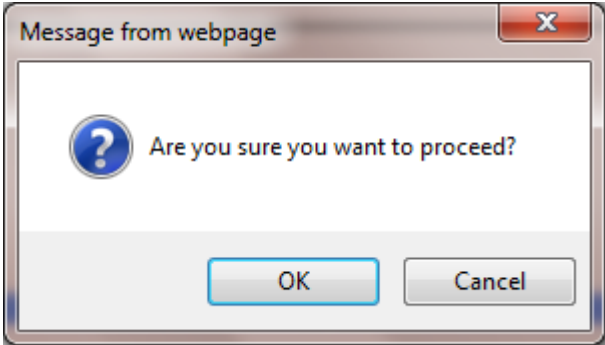
Figure 4.3 – Confirmation before proceeding to online gateway

6. Press the [Confirm] button and you will be prompt whether you are sure to proceed to online payment gateway
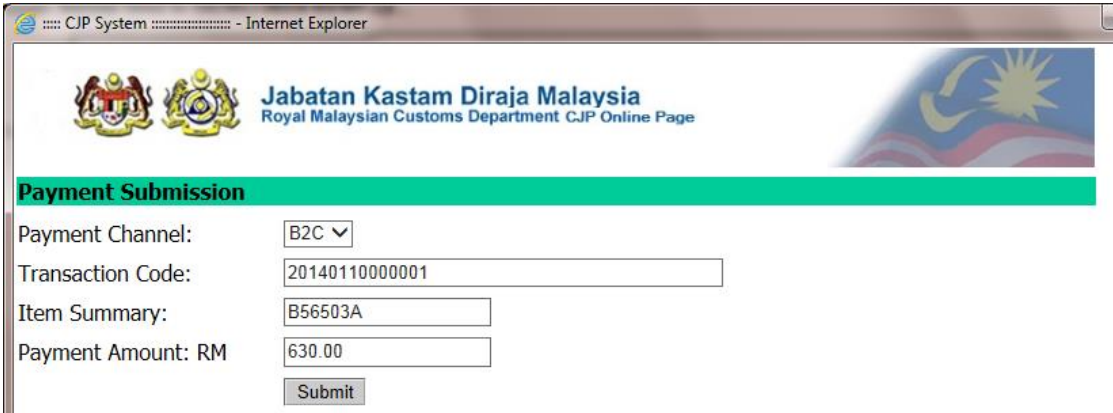
Figure 4.4 – Online Payment Gateway Step 1

7. Press the [Submit] button to continue.
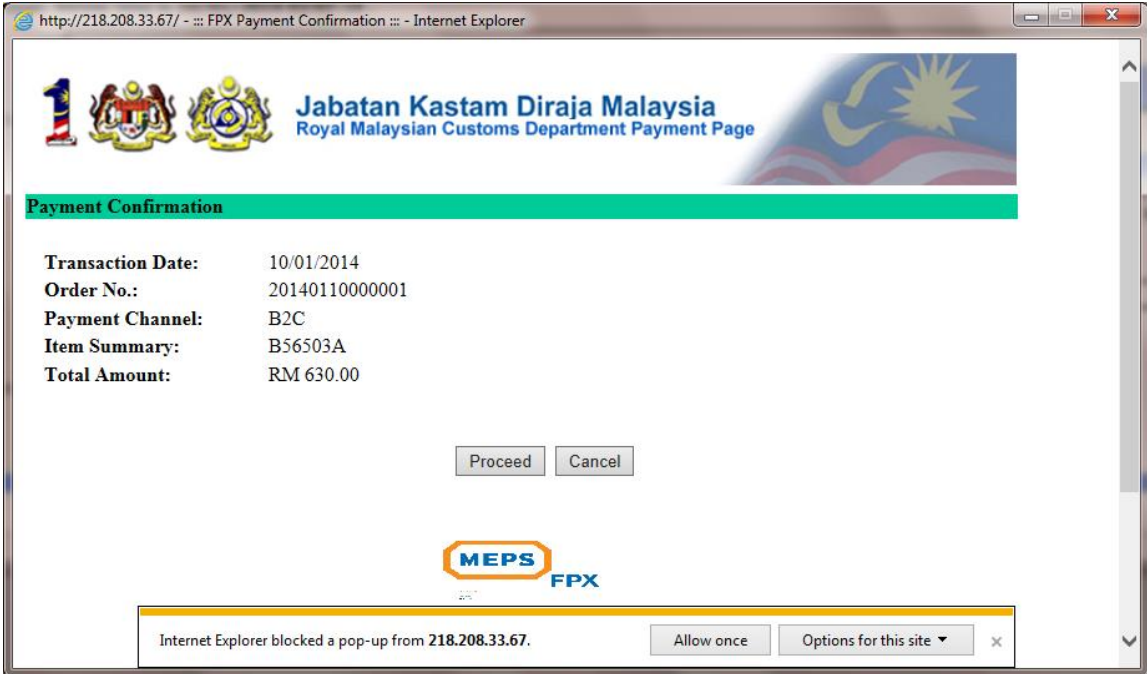
Figure 4.5 – Online Payment Gateway Step 2

8. Make sure your pop up blocker is off or set to always allow this website to pop up before you continue. Click [Proceed] button to continue. Figure 4.5
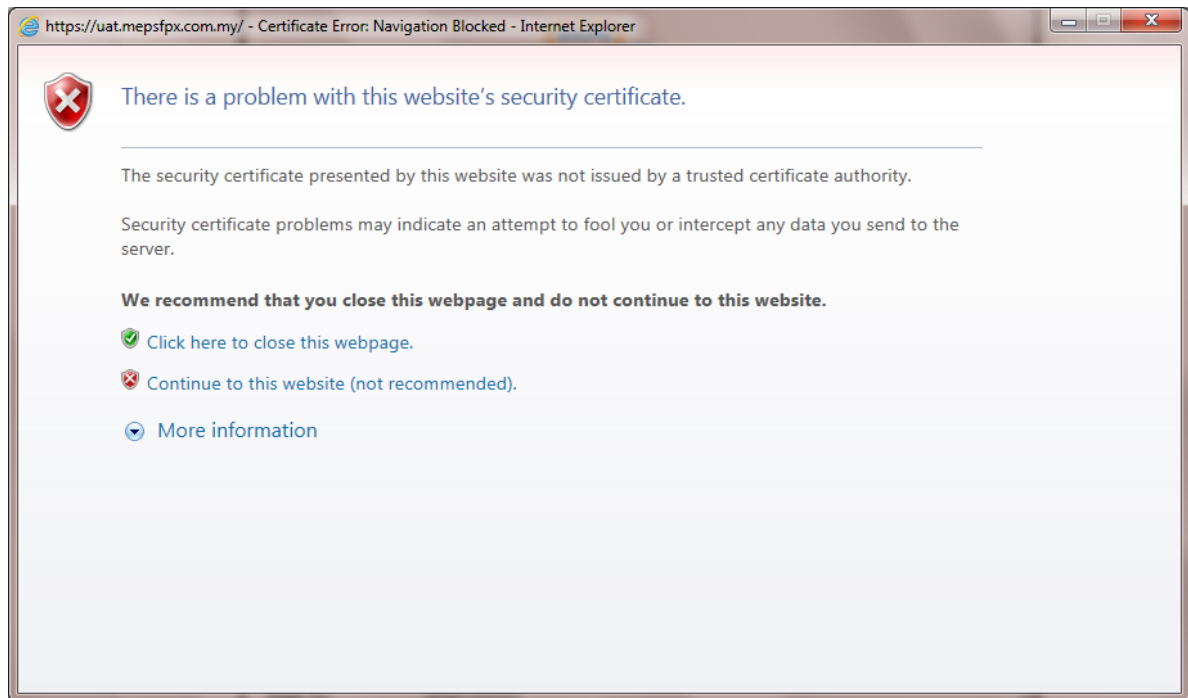
Figure 4.6 – Online Payment Gateway Step 3

9. If you receive this certificate warning, please click [Continue to this website] to continue. Figure 4.6
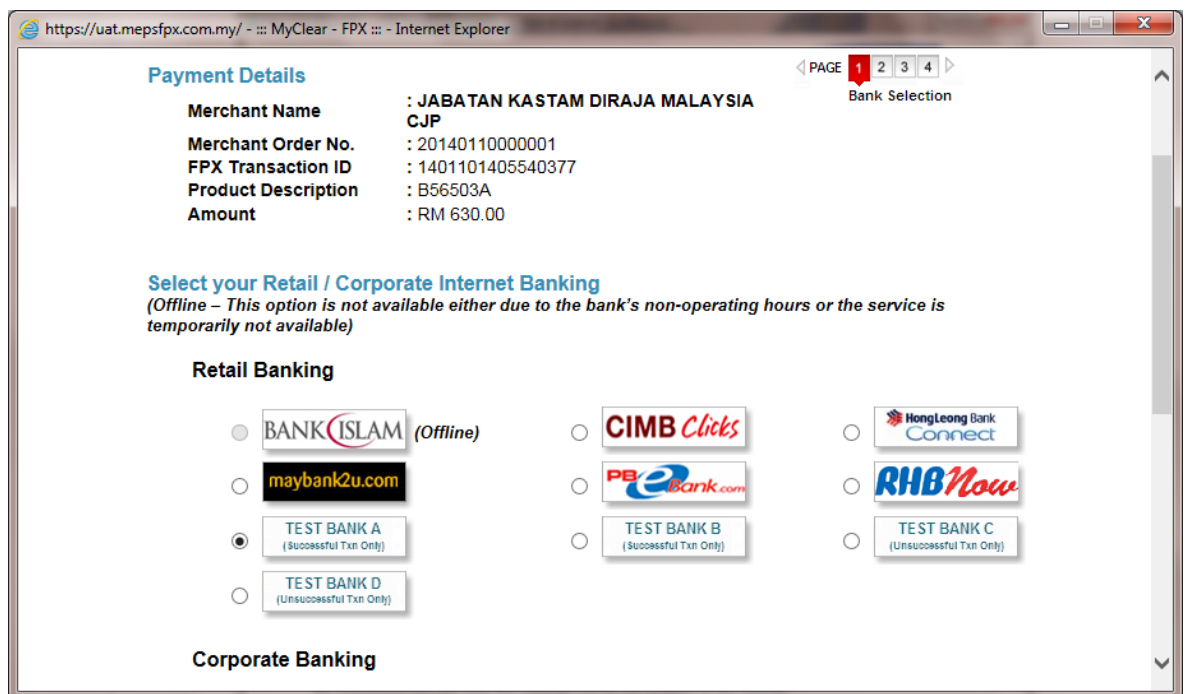
Figure 4.7 – Online Payment Gateway Step 4

10. Please choose your bank of choice before click the [Continue] button to bring you to your own online banking website. Figure 4.7

11. Please login using your own bank username and password and confirm the transaction amount. Once you are done, you will be prompt the complete transaction page. Click [Click Here to Complete Your Transaction] Figure 4.8

Figure 4.8 – Online Payment Gateway Step 5

Figure 4.9 – Online Payment Gateway Step 6

12. You will receive the complete transaction pages, please click [Continue] at the bottom of the page to continue. Figure 4.9
13. The last step you will see the following page at our website to indicate the Payment Request has been completed successfully. Click [OK] to close the screen. Figure 5.0
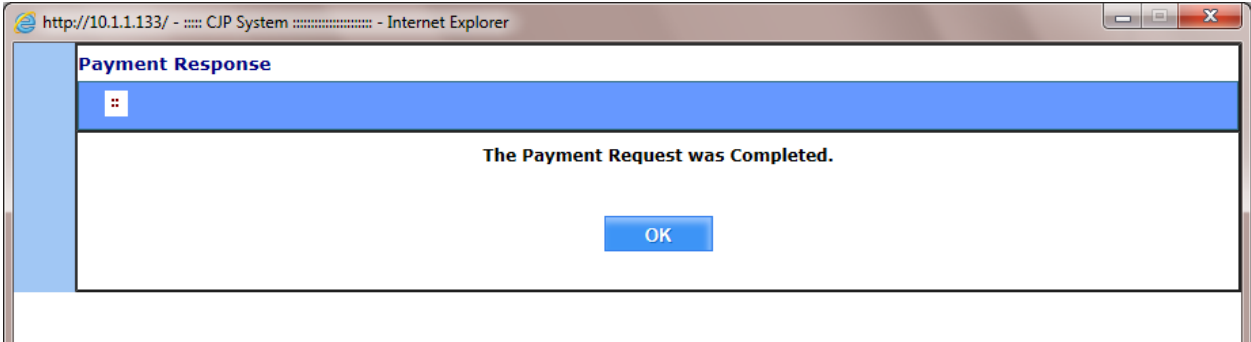
Figure 5.0 – Online Payment Gateway Step 7

5.5 To View the Status of Your Payment Request

1. To view the status of your payment request, please go to menu [Sales Tax]-[Payment]-[Payment Status/History] Figure 5.1

Figure 5.1 – Payment Status/History

2. To view the detail of your payment request, select the radio button of the transaction that you wish to view and click on the [Detail] button. Figure 5.2

Figure 5.2 – Payment Status/History Detail

5.6 To Print Your Official Payment Receipt

1. To print official payment receipt, please go to menu [Sales Tax]-[Payment]-[Payment Receipt] Figure 5.3

Figure 5.3 – Payment Receipt

2. To Preview the receipt, select the radio button of the transaction that you wish to preview and click on the [Preview] button. (Figure 5.3). You are require to turn off the pop up blocker before printing or previewing the receipt. Preview receipt is not an official receipt. Figure 5.4. To exit the preview, click on the cross button of the open window.

Figure 5.4 – Preview Receipt

3. To print the receipt, select the radio button of the transaction that you wish to preview and click on the [Print] button. Figure 5.3

Figure 5.5 –Original Copy of Receipt

4. The first printed copy will be original copy (Figure 5.5) and subsequent 2ⁿᵈ and 3ʳᵈ printed copy will be duplicated copy (Figure 5.6). You are only allow to print 3 times.

Figure 5.6 –Duplicate Copy of Receipt

5.7 To View Historical Paid Penalty Record

1. To view historical paid penalty record, please go to menu [Sales Tax]-[Penalty]-[Penalty Status] Figure 5.7
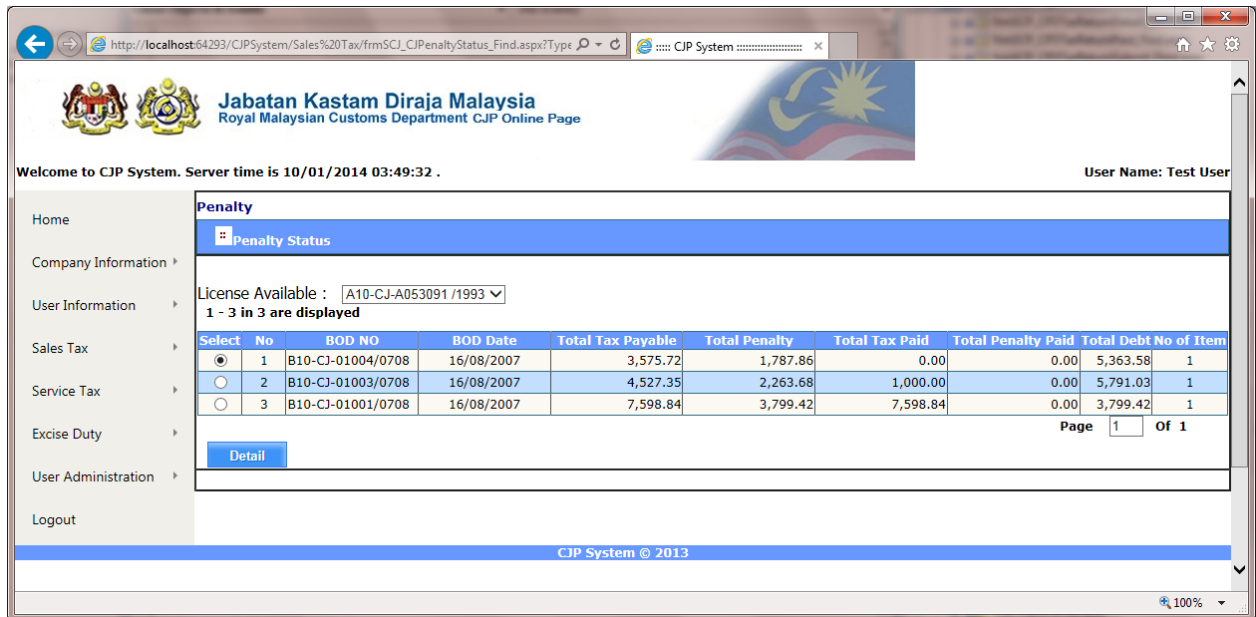
Figure 5.7 – Penalty Status

2. To view detail of historical paid penalty record, please select the radio button and click the [Detail] button Figure 5.7

Figure 5.8 – Detail Penalty Status

5.8   To View Historical Paid Installment Record

1. To view the historical paid installment transaction, please go to menu [Sales Tax]-[Penalty]-[Installment Status] Figure 5.9

Figure 5.9 – Installment Status

2. To view detail of historical paid installment transaction, please select the radio button and click the [Detail] button. Figure 5.9
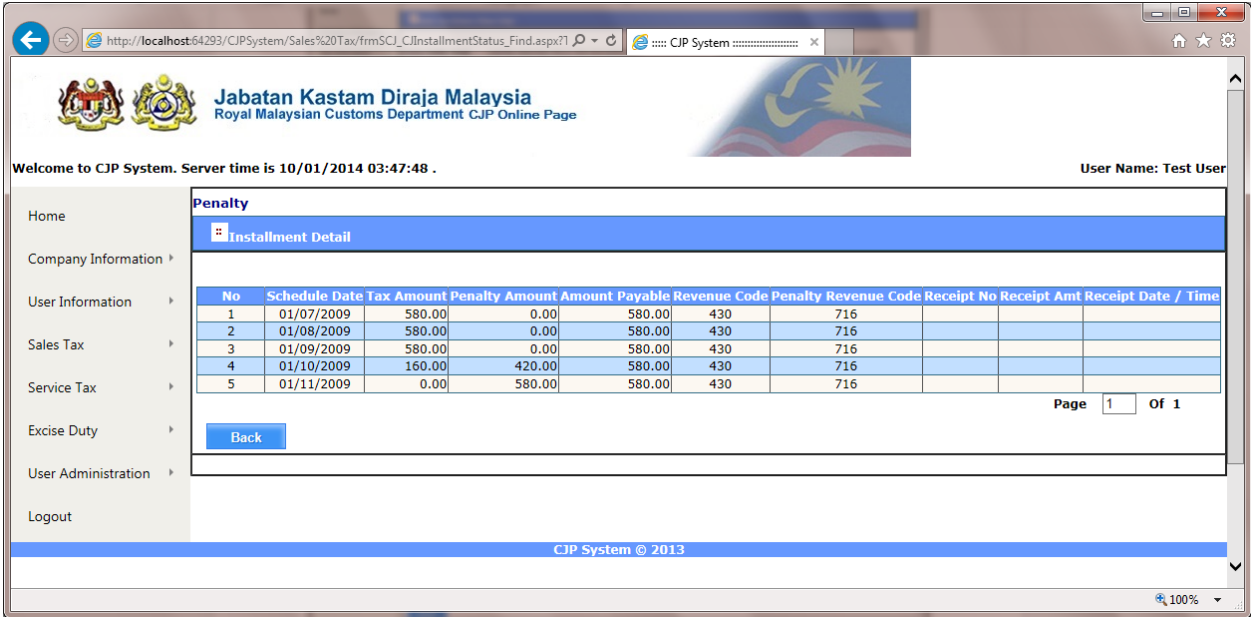
Figure 6.0 – Detail Installment Status

6   Service Tax

6.1   To View Service Tax License Information and Service Tax Return Schedule

1.   Click Menu [*Service Tax*]-> [*Service Tax Licence*]. (Figure 6.1) Please tick the license that you would like to view and click [View Detail] button (Figure 6.2).

Figure 6.1 – Service Tax License Profile Selection
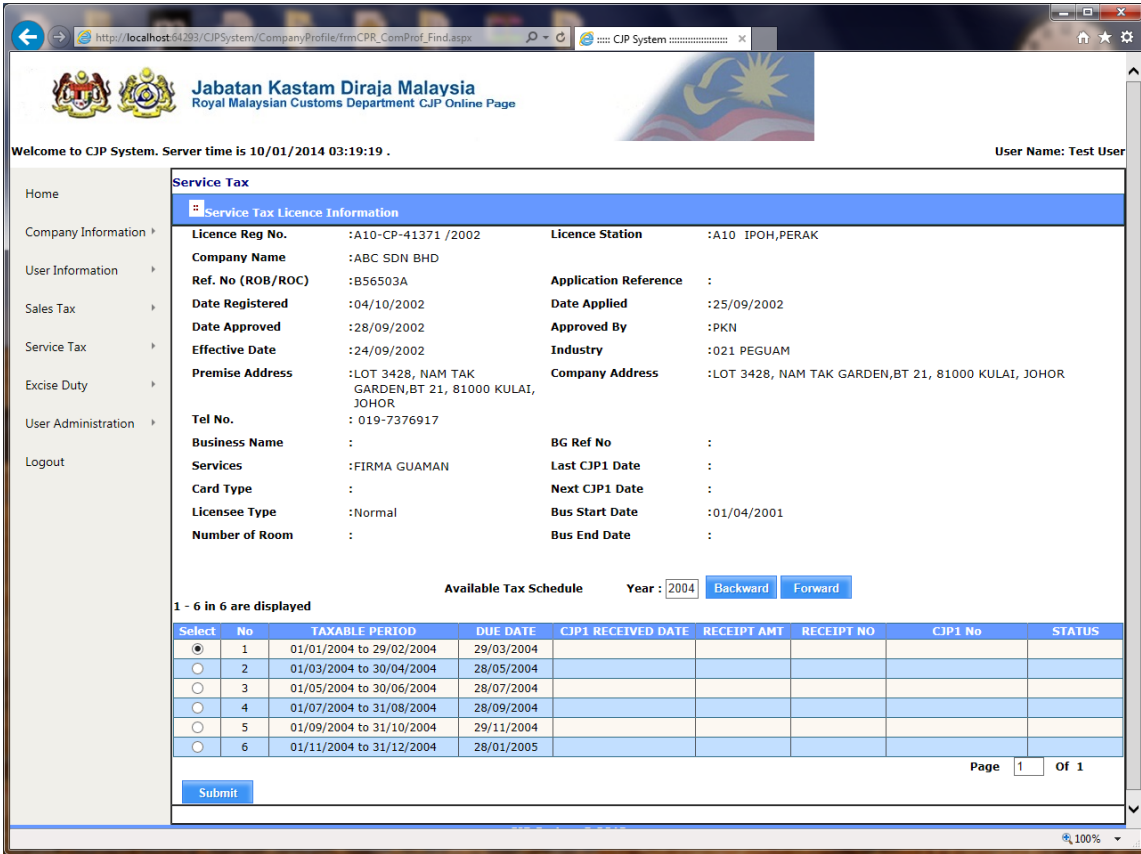
Figure 6.2 – Service Tax License Information

2. Click the [Backward] and [Forward] button to navigate through the available Tax Schedule

6.2   To Submit Service Tax Return

1.   Click Menu [*Service Tax*]-> [*Service Tax Licence*]. (Figure 6.3)

Figure 6.3 – Service Tax License Information

2.   Select the radio button at Figure 6.3, then press the [Submit CJP1] button.
3.   You will see the header information for Service Tax CJP1 form (Figure 6.4), then follow by pressing the [Add] button to add the detail of the Service Tax CJP1.

Figure 6.4 – Service Tax License CJP1 Form header

4. Press the [Add] button to create the detail of Service Tax Return at Figure 6.5.
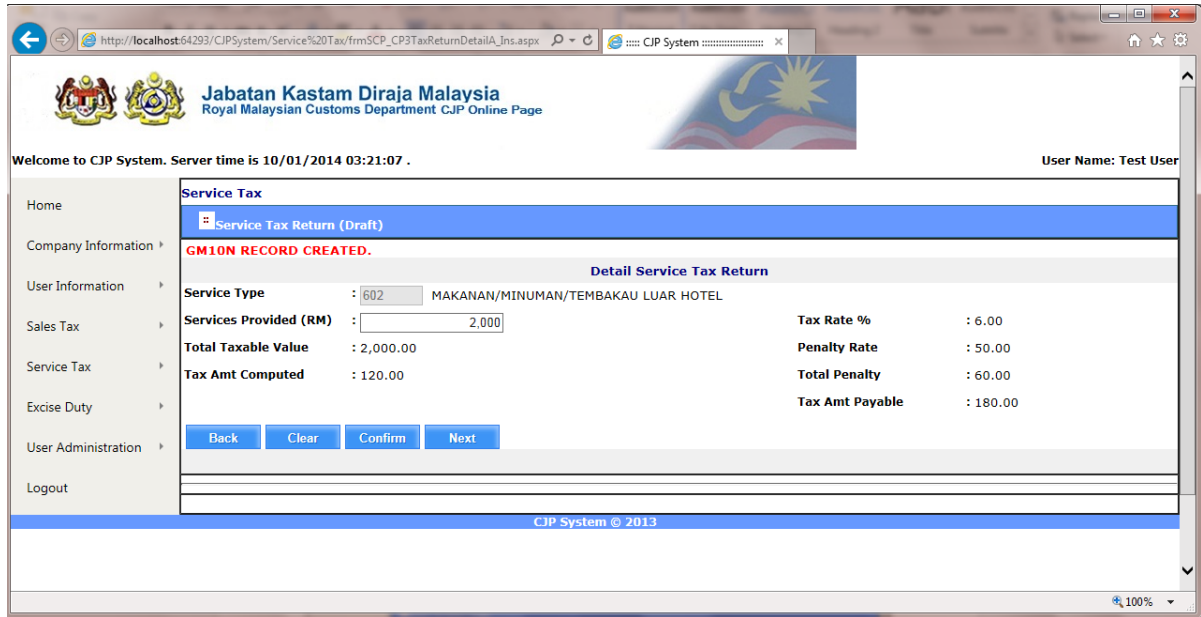

Figure 6.5 – Service Tax License CJP1 Form detail (Hotel Services)

5. Please fill in the detail information for Service Tax CJP1 (Figure 6.5) before pressing the [Confirm] button. The above example is for Hotel Services.

   Following are the field description and criteria:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Services Provided (RM)	Decimal	11,2	No	With no more than two decimal places and must be equal or more than 0. Maximum value can be entered: 999,999,999.99
2	Complementary Room	Decimal	4,0	No	No decimal places. Maximum value can be entered: 9,999

6. To save, click on the [Confirm] button and you will receive Record Created message (Figure 6.6)
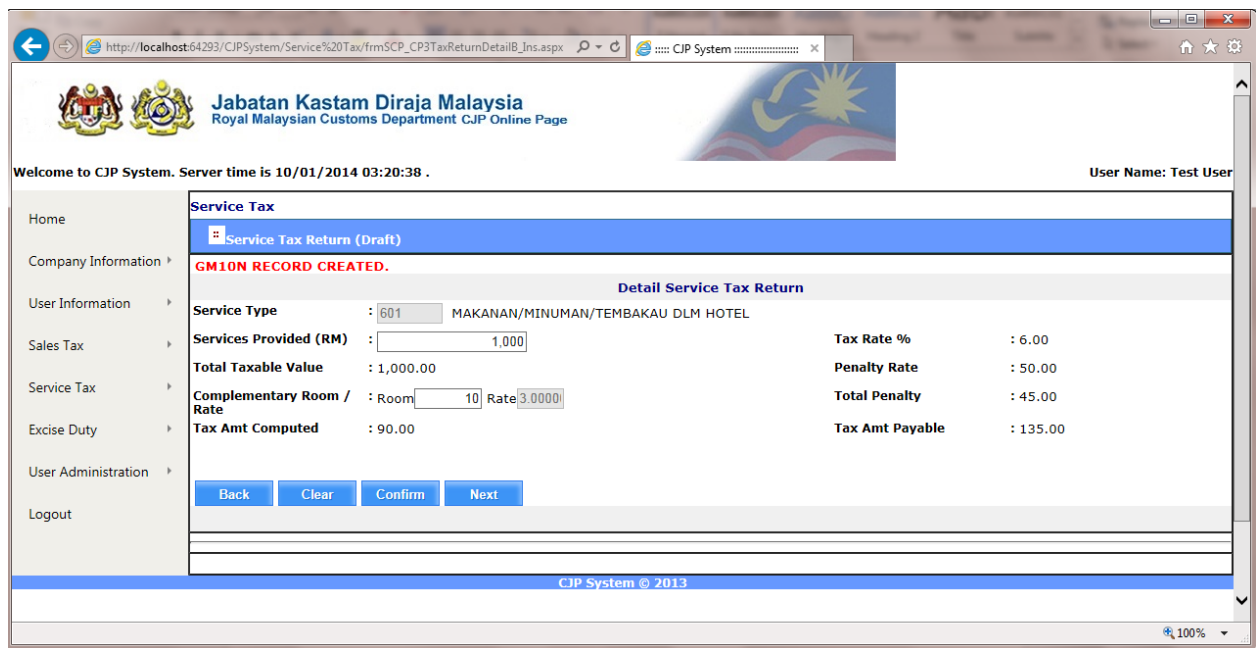
Figure 6.6 – Service Tax License CJP1 Form detail (Hotel Services)

7. Click on the [Next] button to move update the next services entry (Figure 6.6)
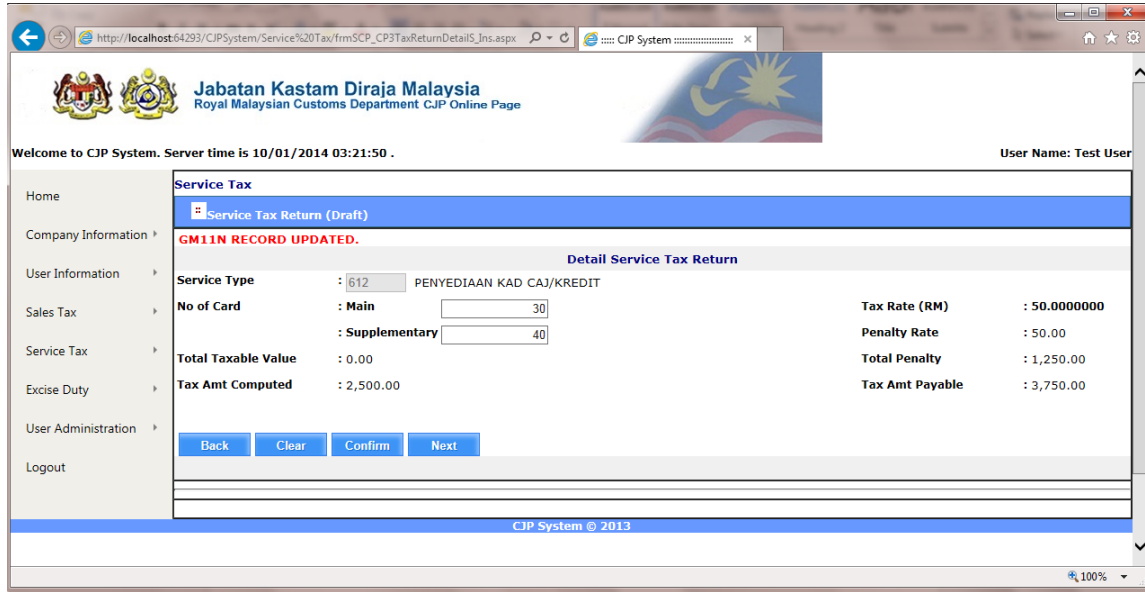
Figure 6.7 – Service Tax License CJP1 Form detail (Credit Card Services)

8. Please fill in the detail information for Service Tax CJP1 (Figure 6.7) before pressing the [Confirm] button. The above example is for Credit Card Services.

   Following are the field description and criteria:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Main	Decimal	8,0	No	With no decimal places and
2	Supplementary	Decimal	8,0	No	must be equal or more than 0. Maximum value can be entered: 99,999,999

9. To save, click on the [Confirm] button and you will receive Record Created message (Figure 6.8)
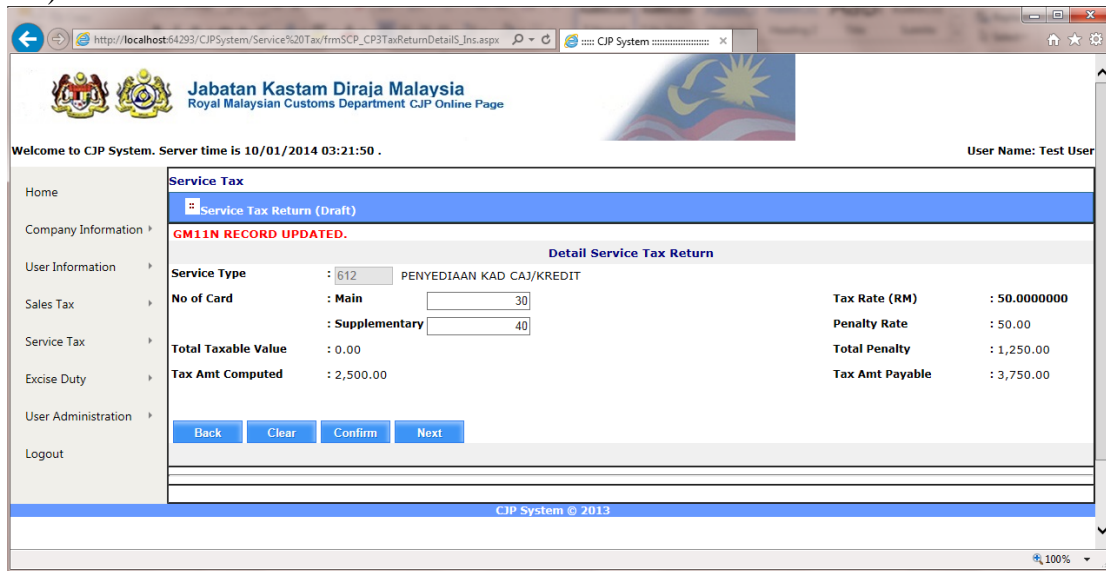
Figure 6.8 – Service Tax License CJP1 Form detail (Credit Card Services)

10. Click on the [Next] button to move update the next services entry (Figure 6.8)

Figure 6.9 – Service Tax License CJP1 Form detail (General Services)

11. Please fill in the detail information for Service Tax CJP1 (Figure 6.9) before pressing the [Confirm] button. The above example is for General Services.

    Following are the field description and criteria:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Services Provided (RM)	Decimal	11,2	No	With no more than two decimal places and must be equal or more than 0. Maximum value can be entered: 999,999,999.99

12. To save, click on the [Confirm] button and you will receive Record Created message (Figure 6.9)
13. Click on the [Next] button to move update the next services entry (Figure 6.9)

Figure 7.0– CJP1 Header for Service Tax

14. You may edit or delete the Detail that you have entered. (Figure 7.0)
15. To submit the CJP1 Form, you need to press the [Save] (Figure 7.0) and then follow by pressing the [Submit] button at Figure 7.1. A confirmation will be prompt to ask whether you want to submit the CJP1 Form. Submitted CJP1 Form for Service Tax it will change status from Draft to Submitted.
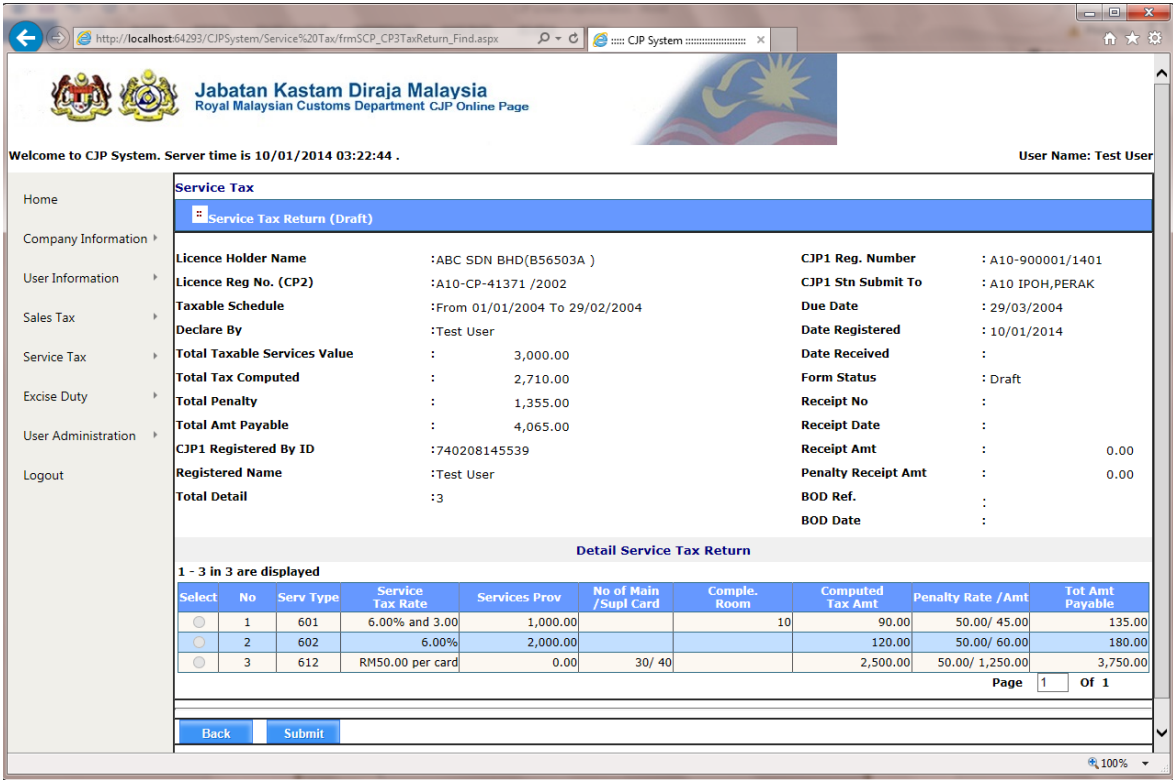
Figure 7.1– To submit CJP1 form for Service Tax
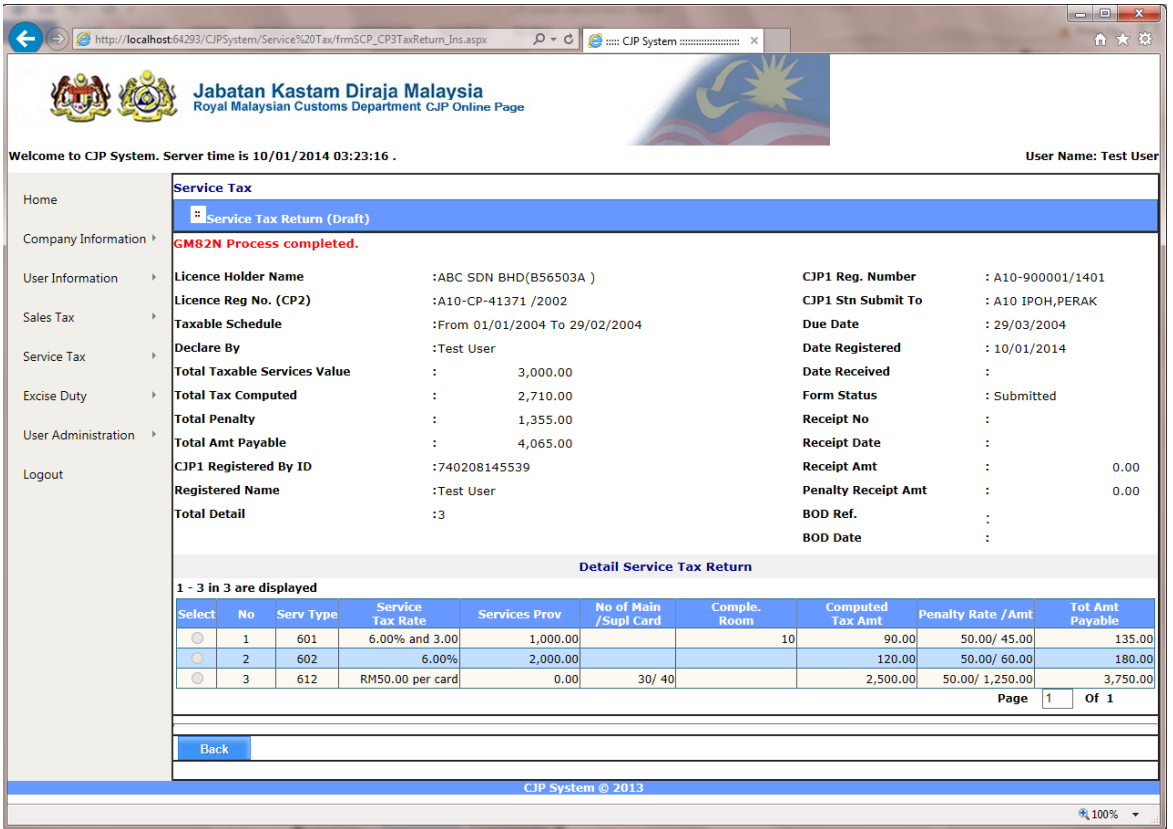
Figure 7.2–CJP1 form for Service Tax submitted successfully

16. If you decide to submit CJP1 later, draft CJP1 will appear under the menu [Service Tax]-[Tax Return Maintenance]-[Tax Return (Draft)] Figure 7.3
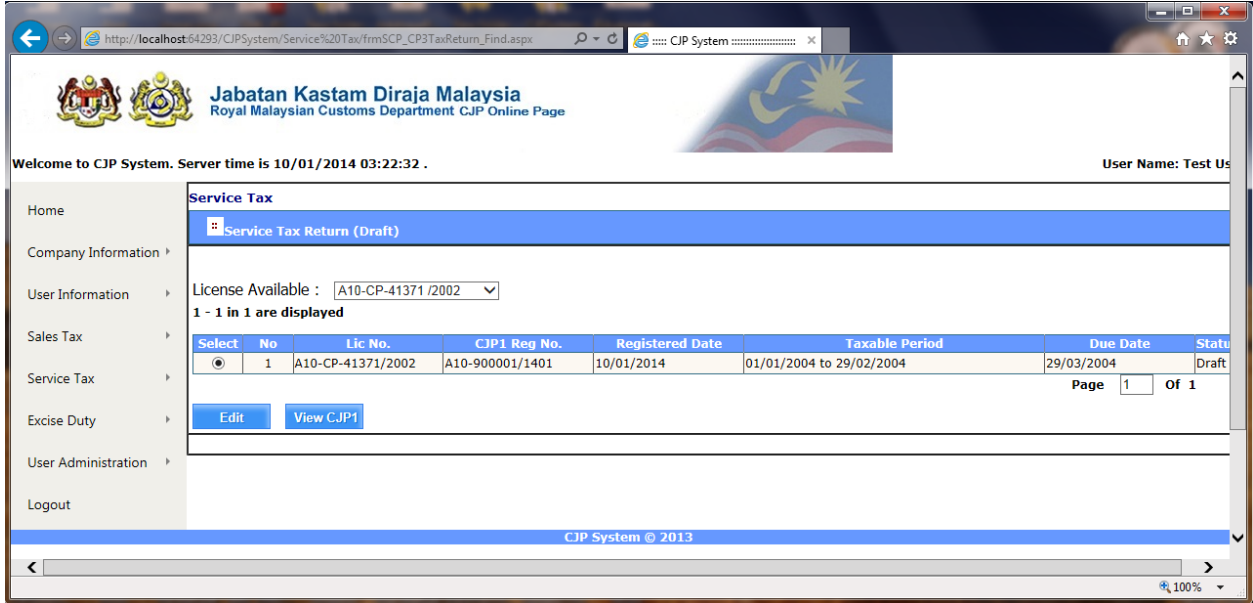
Figure 7.3–CJP1 form for Service Tax (Draft)

17. If you have submitted your CJP1, submitted CJP1 will appear under the menu [Service Tax]-[Tax Return Maintenance]-[Tax Return (Submitted)] Figure 7.4
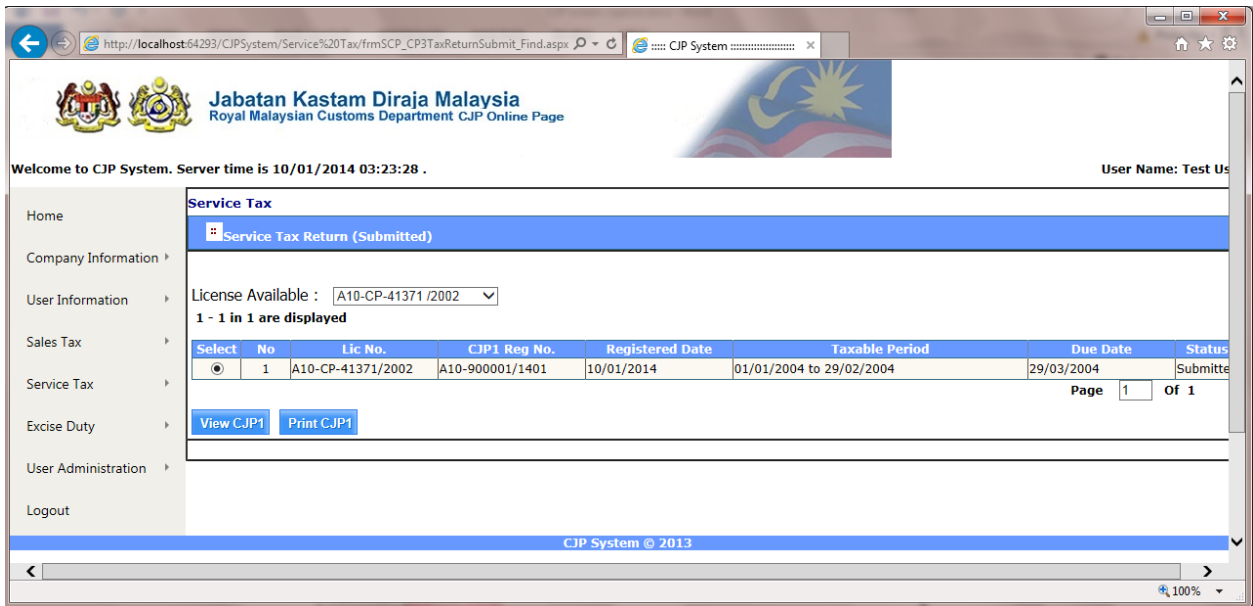
Figure 7.4– Submitted CJP1 form for Service Tax

18. If your CJP1 has been paid, it will appear under the menu [Service Tax]-[Tax Return Maintenance]-[Tax Return (Paid)].
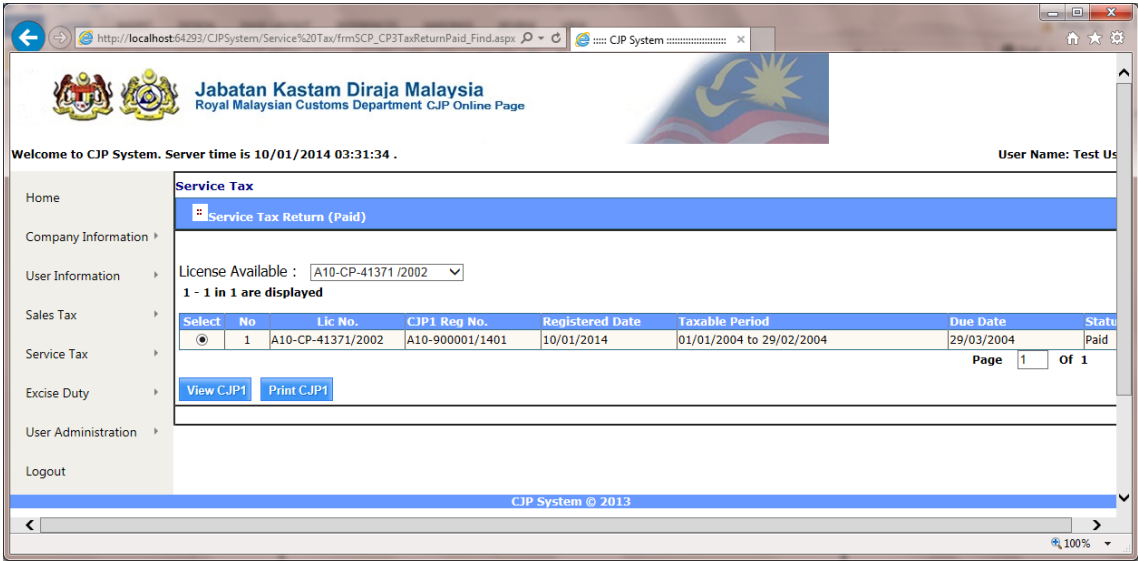
Figure 7.4a– Paid CJP1 form for Service Tax

19. To view the CJP1 form in pre-printed form, please click on the [Print CJP1] button. (Figure 7.5)

Figure 7.5–CJP1 form for Service Tax

20. To print current page of CJP1 form, please click on the [Print Current Page] or click on [Print All Pages] to print all. For Print All Pages, you will be prompted with instruction for each pages that you need to be printed on top of the pre-printed form. System will automatically adjust 5 record per page for you to fit in the form. Please remove the browser header and footer manually, set margin to 0 and choose A4 paper size before printing the form.
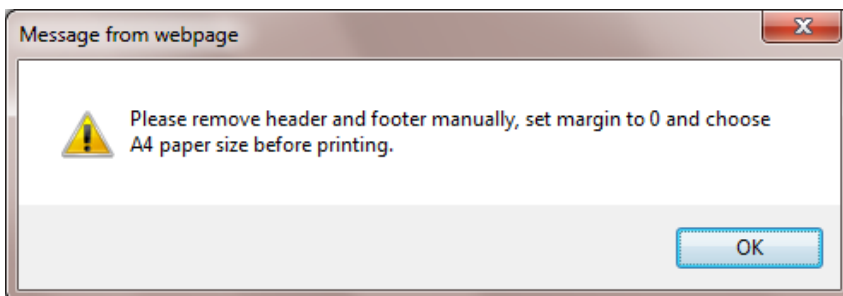
6.3 To Pay the CJP1 Service Tax Return Using Online Payment Gateway

1. If you have submitted your CJP1, submitted CJP1 will appear under the menu [Service Tax]-[Tax Return Maintenance]-[Tax Return (Submitted) Figure 7.4

2. Select the radio button of the CJP1 form that you would like to pay and click on [View CJP1] button. Figure 7.6

Figure 7.6 – CJP1 form ready for payment
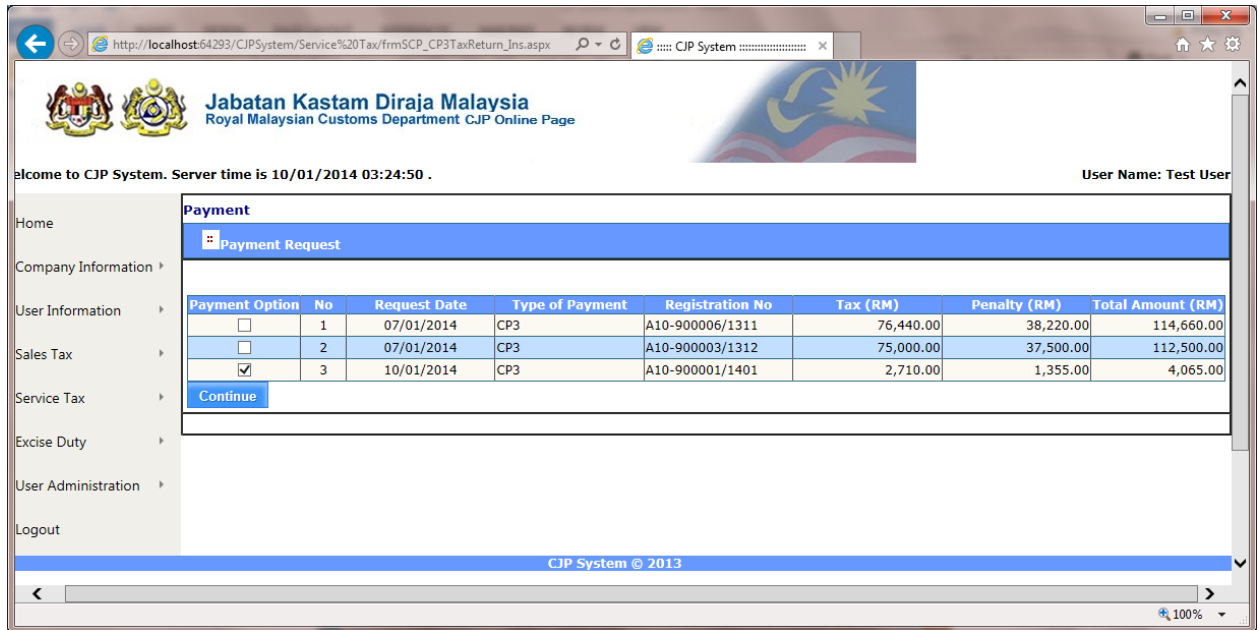
3. Click on the [Pay Now] button.

Figure 7.7 – Payment request selection

4. Tick the Form that you would like to make payment and click the [Continue] button. (Figure 7.7)

Figure 7.8 – Payment confirmation

5. Press the [Confirm] button and you will be prompt whether you are sure to proceed to online payment gateway Figure 7.9.
Note: Please make sure your browser pop up blocker is off or set to always allow this website to pop up before you continue.
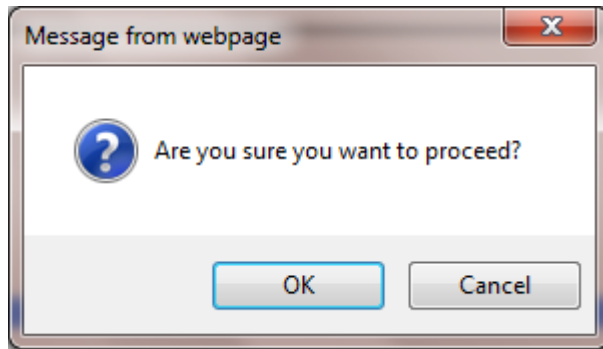
Figure 7.9 – Confirmation before proceeding to online gateway

6. Press the [Confirm] button and you will be prompt whether you are sure to proceed to online payment gateway

Figure 8.0 – Online Payment Gateway Step 1

7. Make sure your pop up blocker is off or set to always allow this website to pop up before you continue. Click [Proceed] button to continue. Figure 8.0
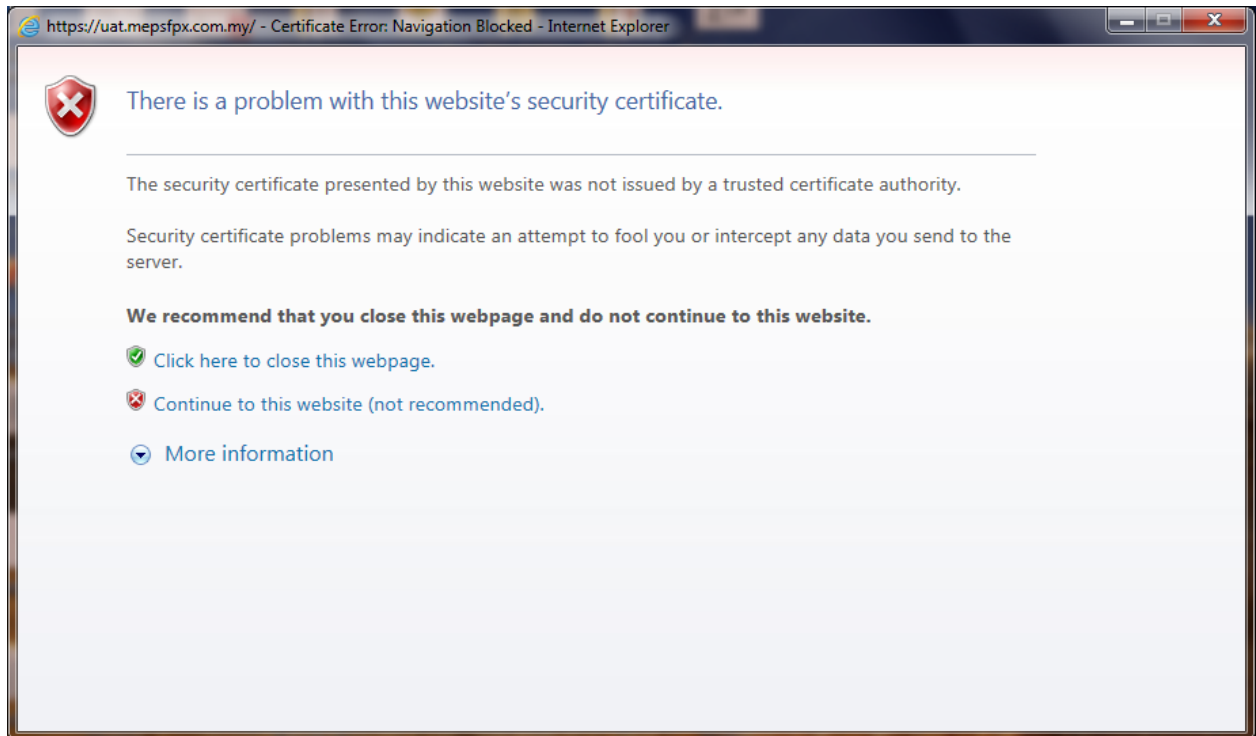
Figure 8.1 – Online Payment Gateway Step 2

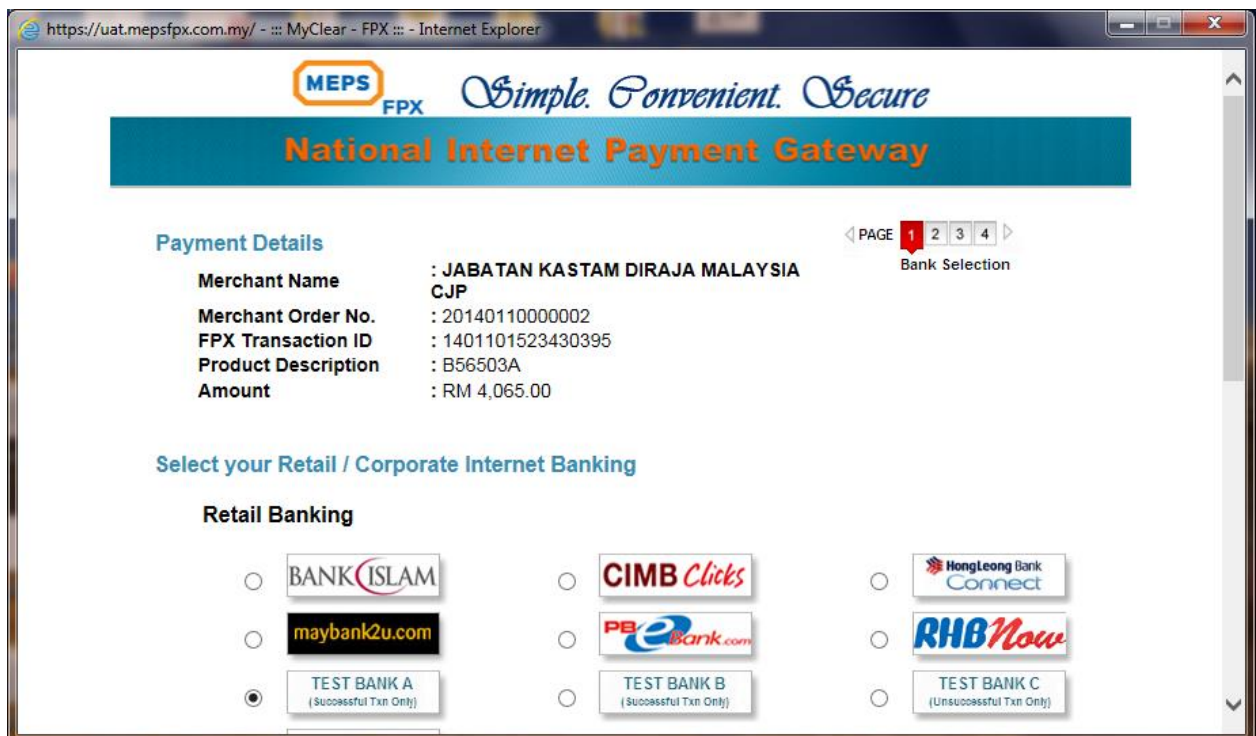8. If you receive this certificate warning, please click [Continue to this website] to continue. Figure 8.1

Figure 8.2 – Online Payment Gateway Step 3

9. Please choose your bank of choice before click the [Continue] button to bring you to your own online banking website. Figure 8.2

10. Please login using your own bank username and password and confirm the transaction amount. Once you are done, you will be prompt the complete transaction page. Click [Click Here to Complete Your Transaction] Figure 8.3

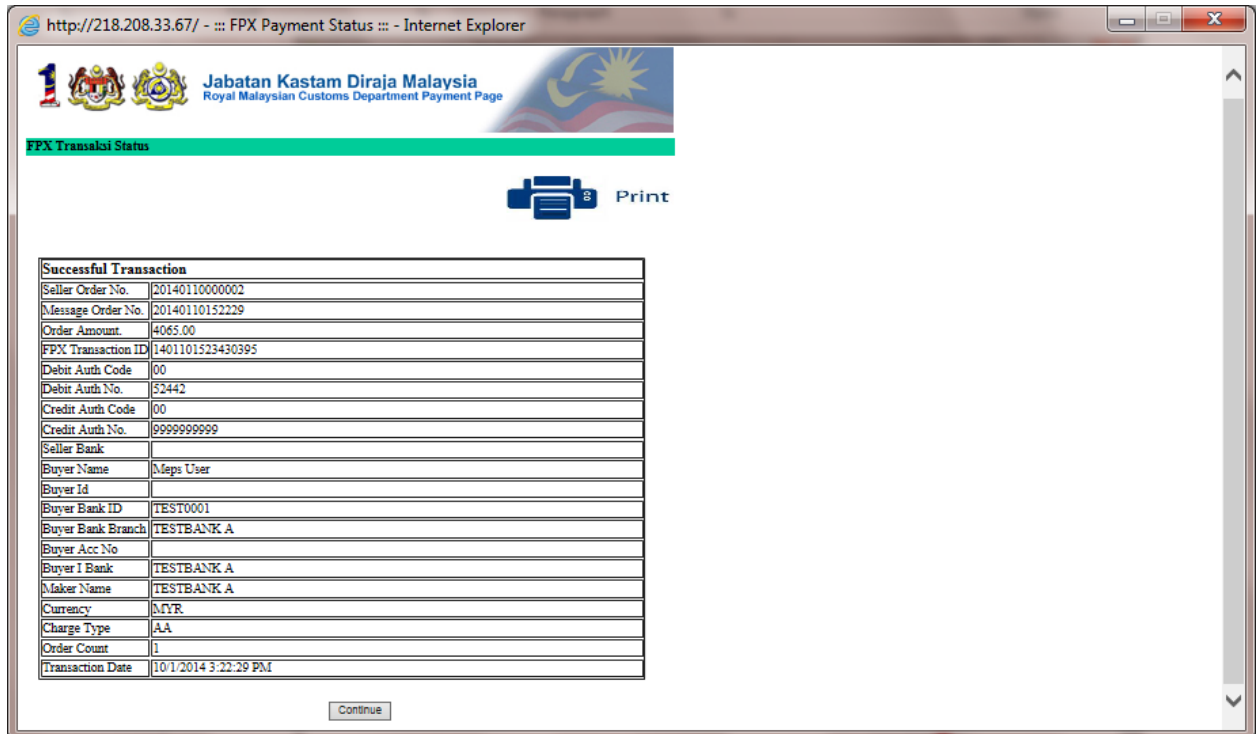Figure 8.3 – Online Payment Gateway Step 4

Figure 8.4 – Online Payment Gateway Step 5

11. You will receive the complete transaction pages, please click [Continue] at the bottom of the page to continue. Figure 8.4

12. The last step you will see the following page at our website to indicate the Payment Request has been completed successfully. Click [OK] to close the screen. Figure 8.5
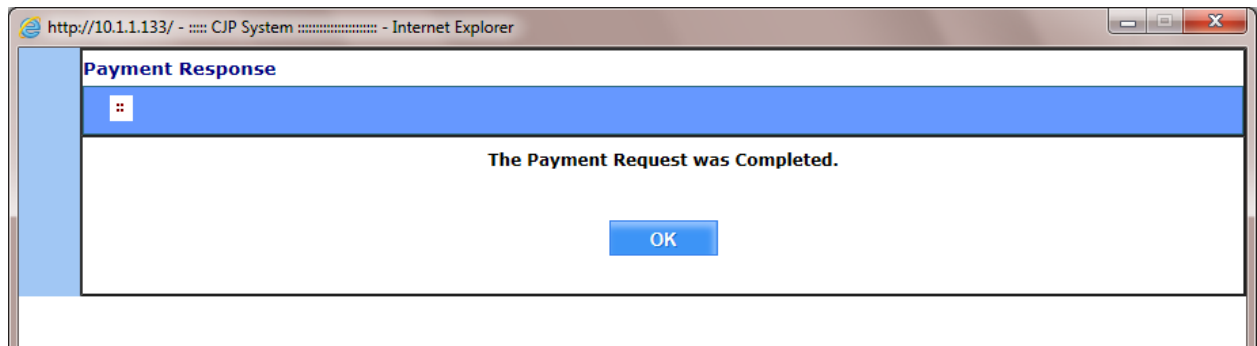

Figure 8.5 – Online Payment Gateway Step 6

6.4 To View the Status of Your Payment Request

1. To view the status of your payment request, please go to menu [Service Tax]-[Payment]-[Payment Status/History] Figure 8.6
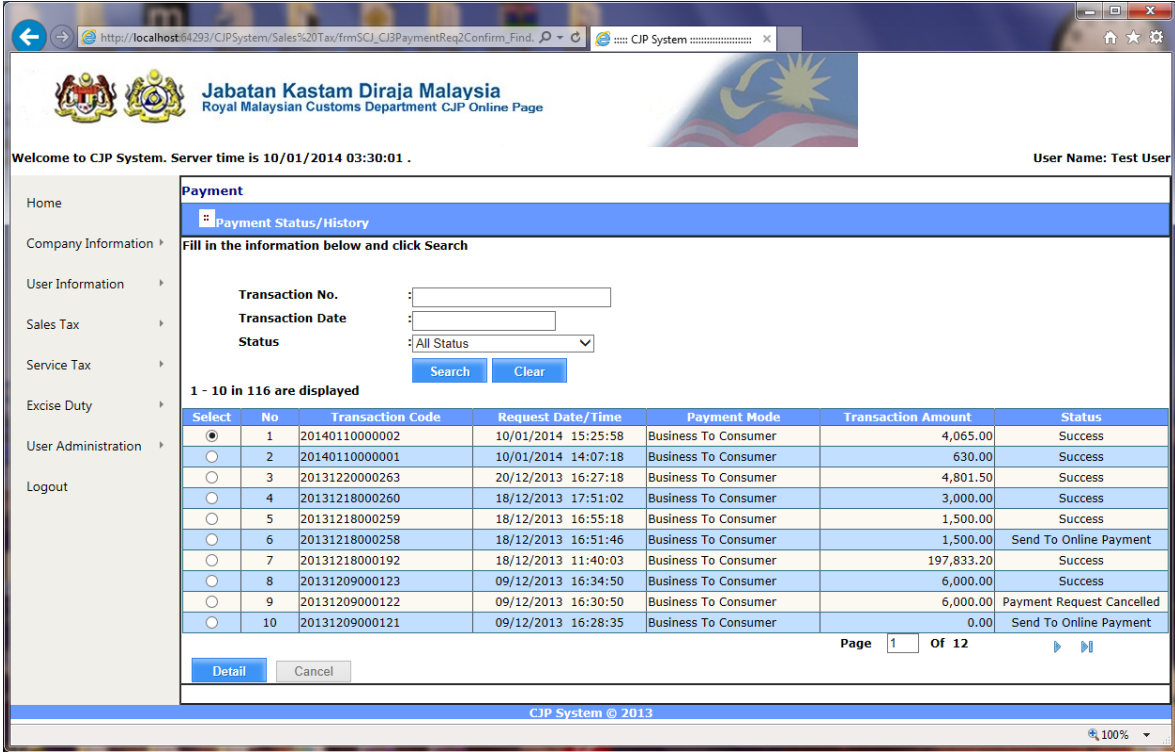
Figure 8.6 – Payment Status/History

2. To view the detail of your payment request, select the radio button of the transaction that you wish to view and click on the [Detail] button. Figure 8.6
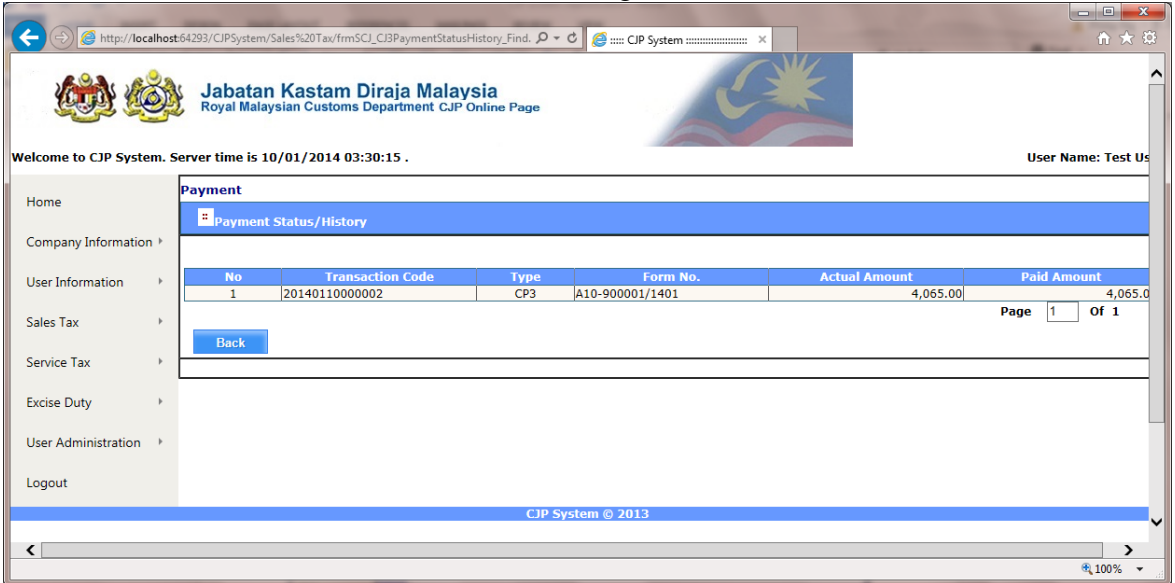

Figure 8.6 – Payment Status/History Detail

6.5 To Print Your Official Payment Receipt

1. To print official payment receipt, please go to menu [Service Tax]-[Payment]-[Payment Receipt] Figure 8.7

Figure 8.7 – Payment Receipt

2. To Preview the receipt, select the radio button of the transaction that you wish to preview and click on the [Preview] button. (Figure 8.7). You are require to turn off the pop up blocker before printing or previewing the receipt. Preview receipt is not an official receipt. Figure 8.8. To exit the preview, click on the cross button of the open window.

Figure 8.8 – Preview Receipt

3. To print the receipt, select the radio button of the transaction that you wish to preview and click on the [Print] button. Figure 8.9
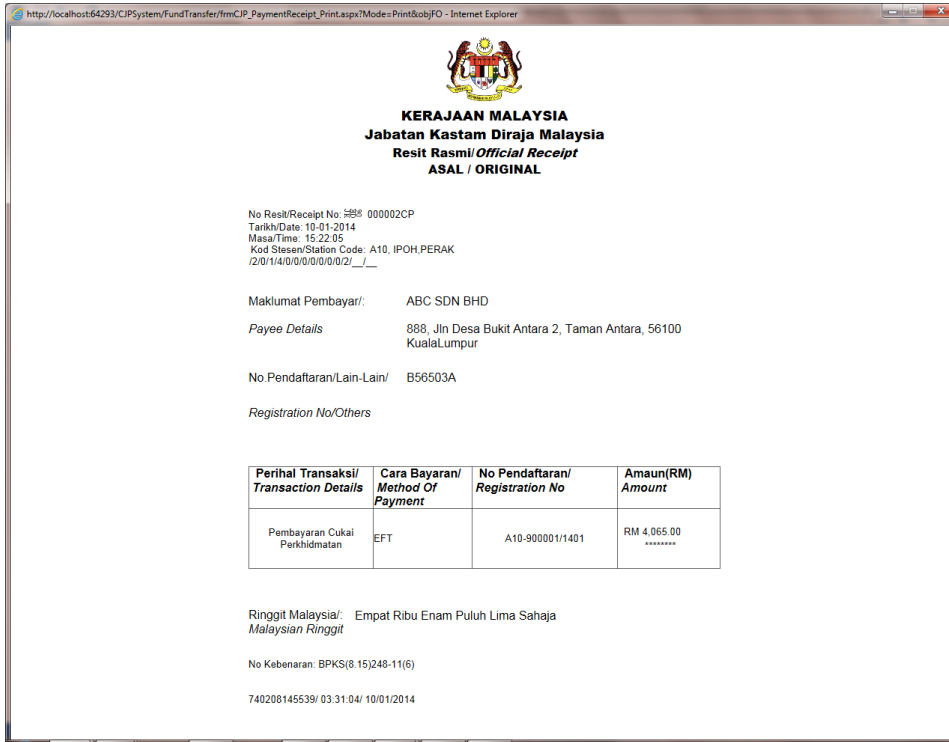
Figure 8.9 –Original Copy of Receipt

4. The first printed copy will be original copy (Figure 8.9) and subsequent 2nd and 3rd printed copy will be duplicated copy (Figure 9.0). You are only allow to print 3 times.

Figure 9.0 –Duplicate Copy of Receipt

6.6 To View Historical Paid Penalty Record

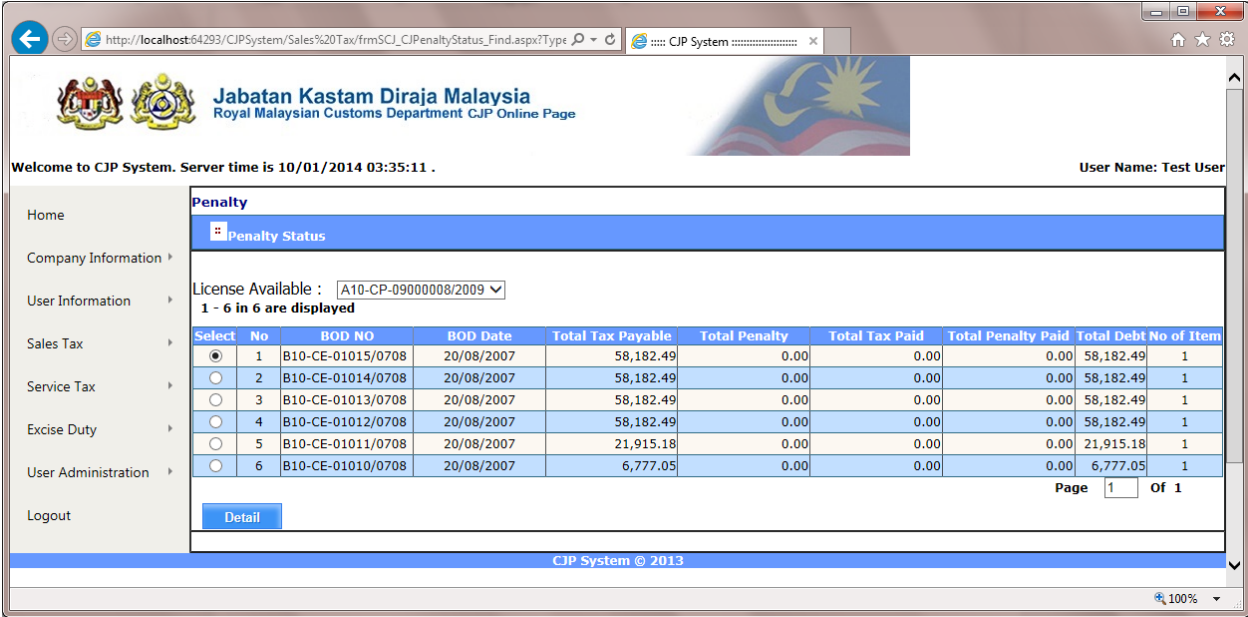1. To view historical paid penalty record, please go to menu [Service Tax]-[Penalty]-[Penalty Status] Figure 9.1

Figure 9.1 – Penalty Status

2. To view detail of historical paid penalty record, please select the radio button and click the [Detail] button Figure 9.1
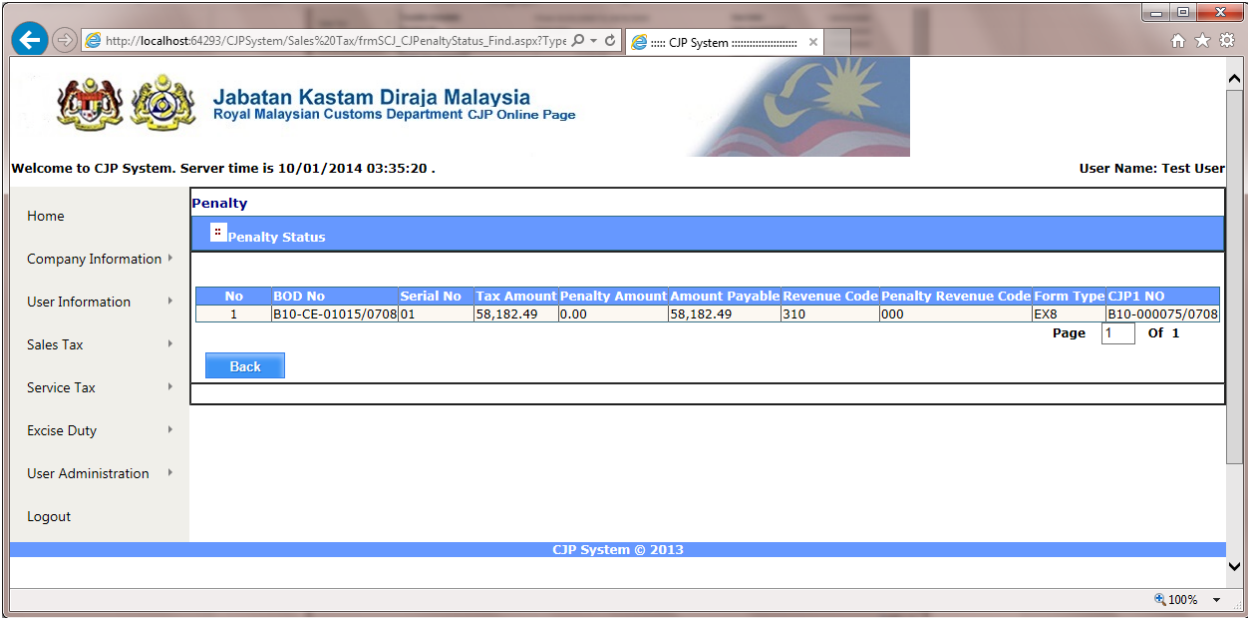

Figure 9.2 – Detail Penalty Status

6.7 To View Historical Paid Installment Record

1. To view the historical paid installment transaction, please go to menu [Service Tax]-[Penalty]-[Installment Status] Figure 9.3
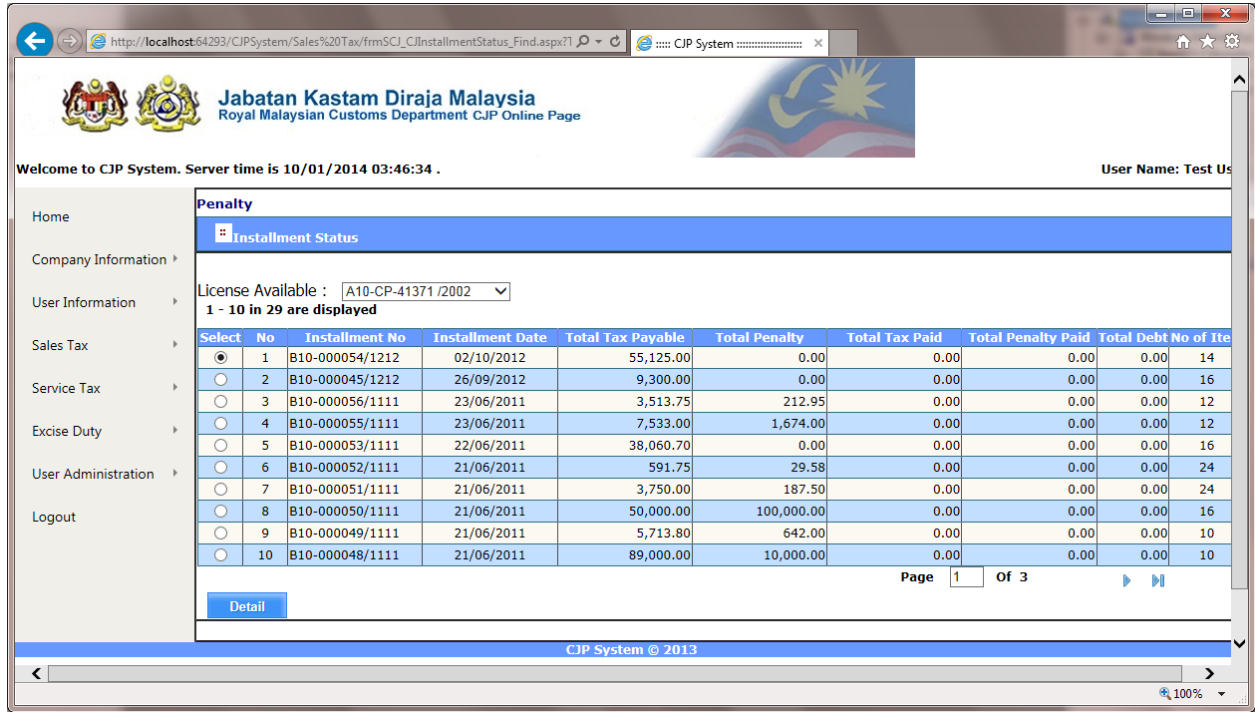

Figure 9.3 – Installment Status

2. To view detail of historical paid installment transaction, please select the radio button and click the [Detail] button. Figure 9.3
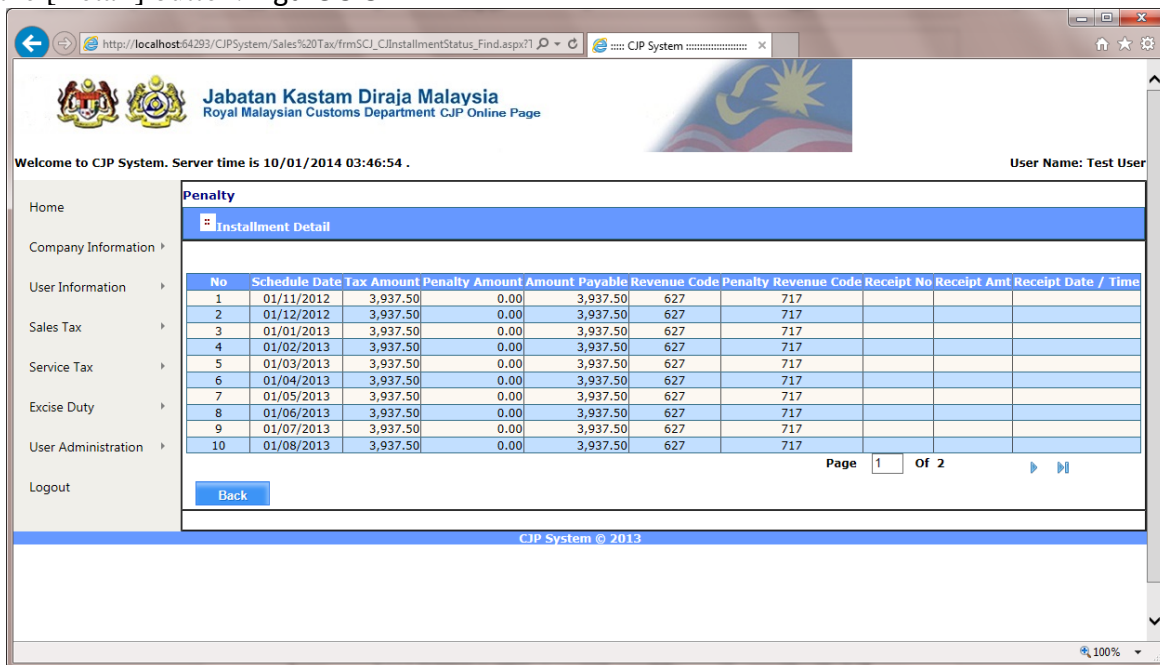

Figure 9.4 – Detail Installment Status

7 User Administration

7.1 To Create Internal CJP Online User ID

1. Administrator of the company may create own user id for internal staff, please go to menu [User Administration]-[User Registration] Figure 9.5

Figure 9.5 – User Registration

2. Please fill in the detail information for new user (Figure 9.5) before pressing the [Register] button. Following are the field description and criteria:-

No	Field Name	Type	Size	Mandatory	Condition (Example)
1	Level of User			Yes	Normal User or Administrator of the company.
2	IC No	Numeric	12	Yes	IC number of the user. Example: 740214145596
3	User Name	Alphanumeric	100	Yes	Name of the user
4	Email address	Alphanumeric	50	Yes	Must be valid email.
5	Telephone No. (Office)	Numeric	12	No	
6	Telephone No. (H/P)	Numeric	12	No	

7.2 To Update Profile/Activate/Suspend/Reset Password of CJP Online User

1. Administrator of the company may update the user profile for internal staff, please go to menu [User Administration]-[List of Users] Figure 9.6
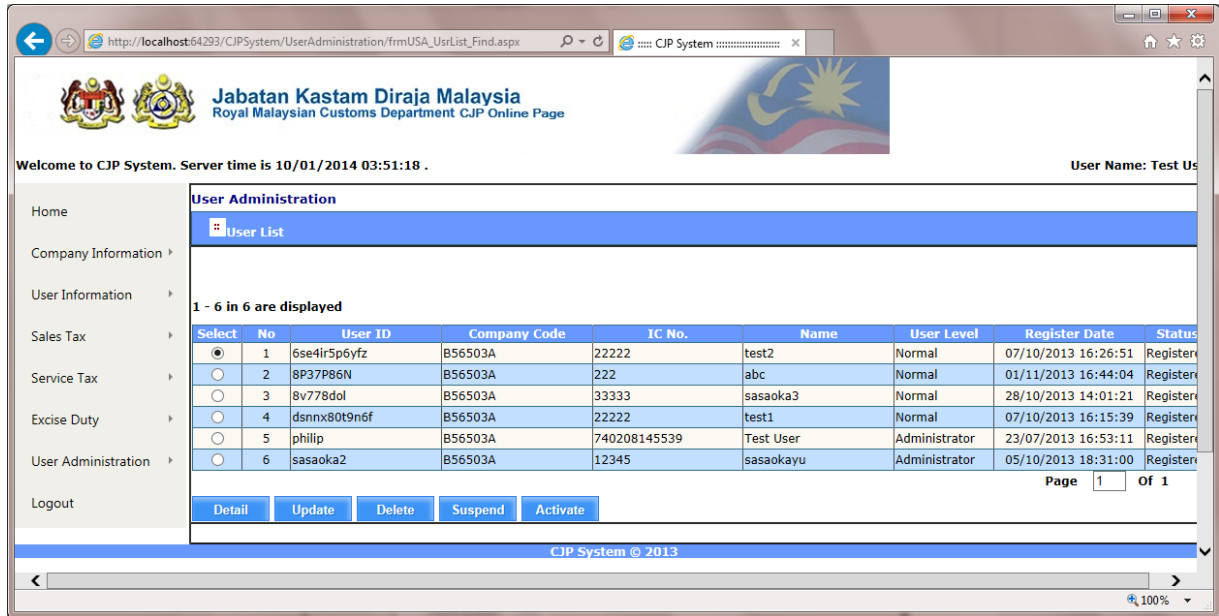

Figure 9.6 – List of Users

2. User may reset password (Figure 9.7), update user profile (Figure 9.8), delete user ID, Suspend account and activate the account using this function. (Figure 9.9),

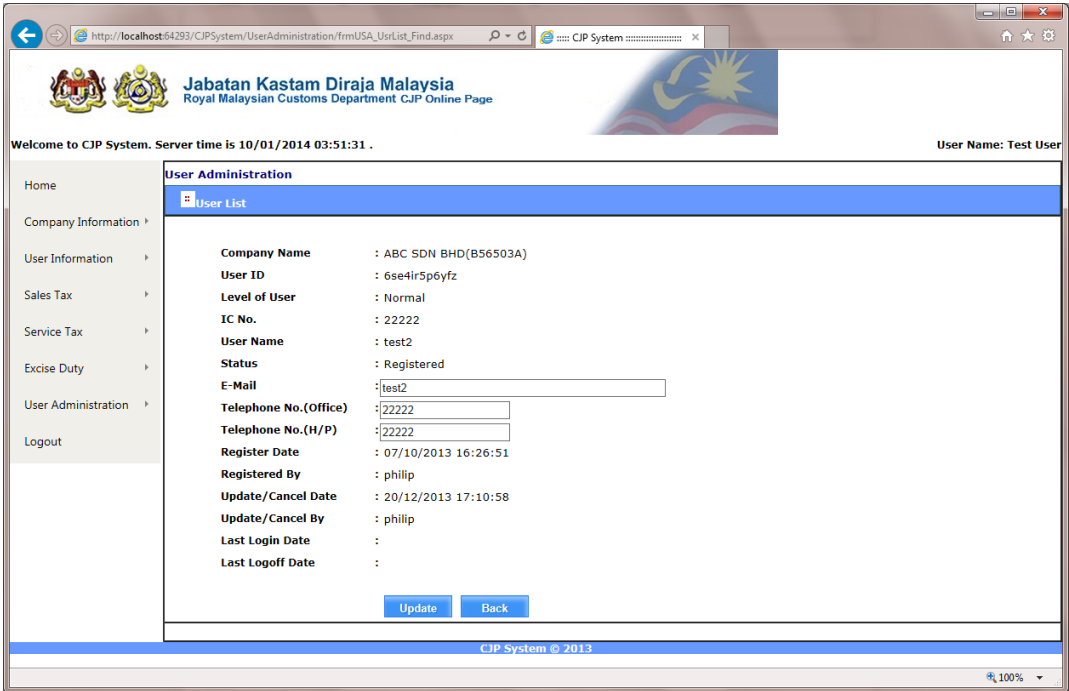Figure 9.7 – Detail button to Reset Password
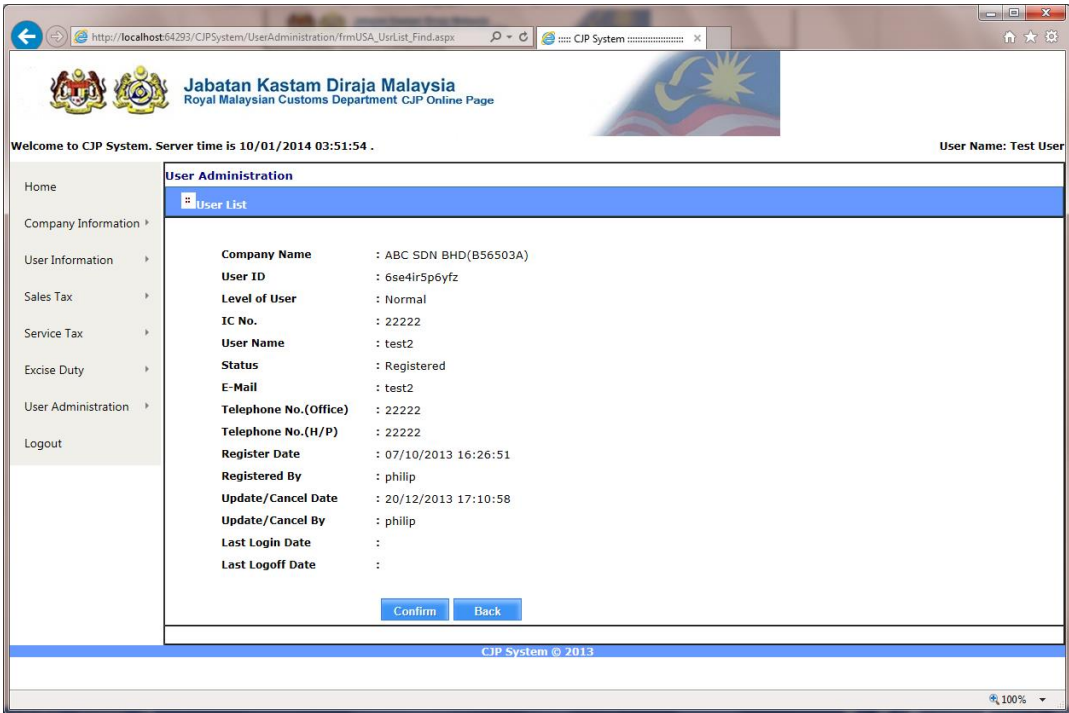
Figure 9.8 – Update button is to change User email and phone number

Figure 9.9 – Deletion, Suspend or Activate confirmation