BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA

Foreign Exchange Policy System

User Guide – Public Portal

Chapter 6: Application Submission & Monitoring (Part 2)

Applicable to all Public Users

Updated on: 12 January 2026

TABLE OF CONTENTS

APPLICATION SUBMISSION AND MONITORING 1

6.3 MONITOR APPLICATION 1

6.3.1. MONITOR OWN APPLICATION 1

6.3.2. MONITOR CLIENT'S APPLICATION (BY THIRD-PARTY SUBMITTER) 33

APPLICATION SUBMISSION AND MONITORING (Part 2)

6.3 MONITOR APPLICATION

6.3.1 MONITOR OWN APPLICATION

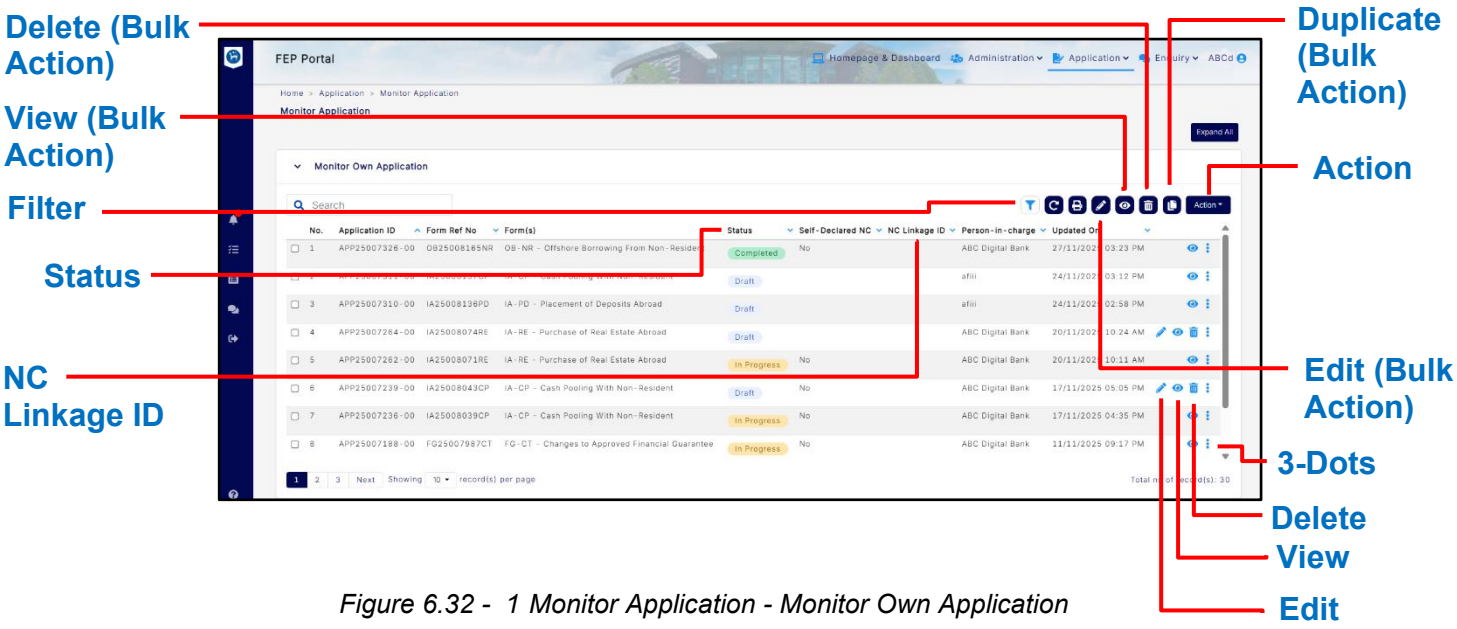
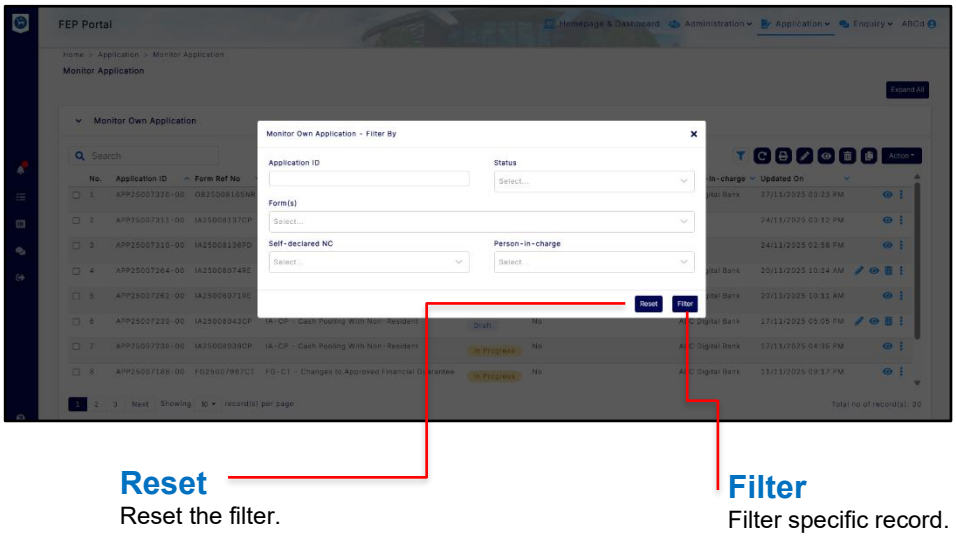
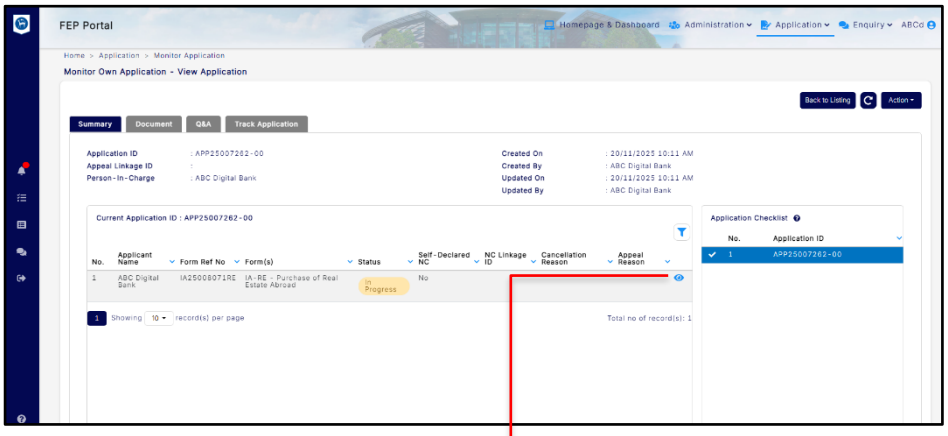
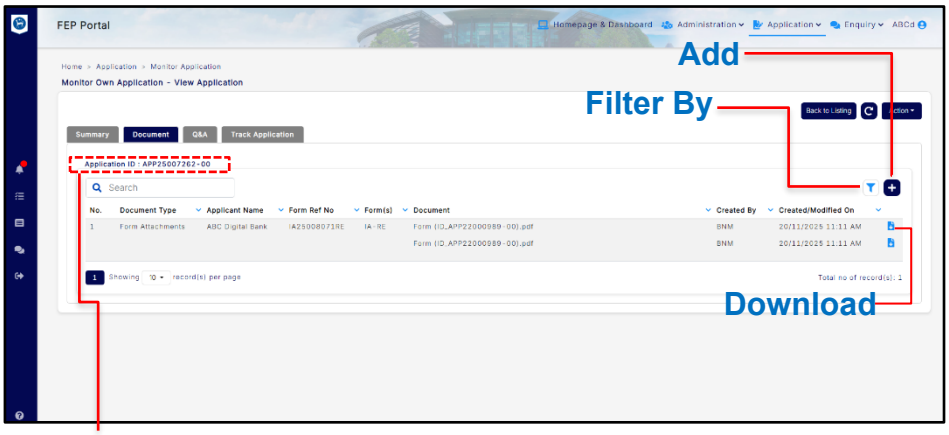


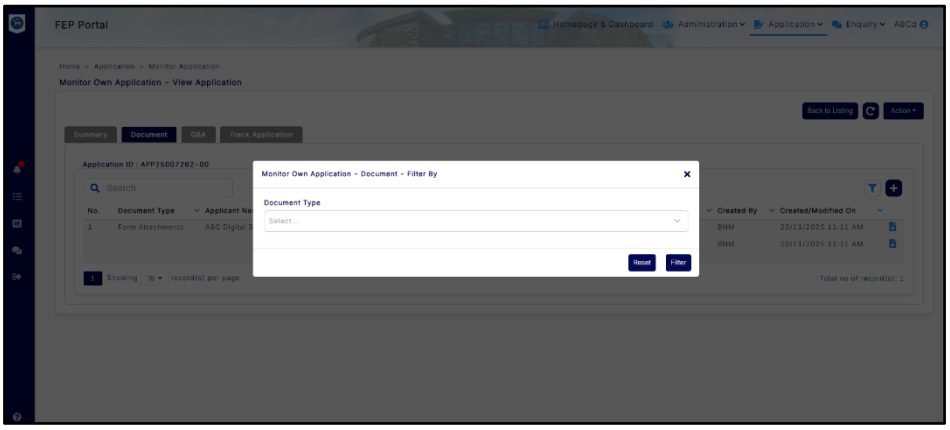
Figure 6.32 - 1 Monitor Application - Monitor Own Application

Available functions in "**Monitor Own Application"** screen are as follows:

Status	Application in "**Monitor Own Application**" screen can be categorised to the following status: • **Draft:** Status of application after Applicant/Submitter has clicked on **Save As Draft** button at Application Submission. • **In Progress**: Status when Applicant/Submitter has clicked on **Submit Application** button at Application Submission and application has been submitted to BNM successfully. • **Pending Info:** Status when BNM pushed back application case to the Submitter to edit the application Case or provide additional information. • **Pending Info with Q&A:** Status when BNM sent an enquiry to Applicant/Submitter and pending **response via Q&A** function.

	• **Pending Info for AIP:** Status when BNM pushed back application to Applicant/Submitter for amendment with BNM's "Approval In Principle". Also applicable when BNM sent an enquiry that requires Applicant/Submitter to provide a **response via Q&A** function**.** • **Withdrawn:** Status when the cancellation request was made by Applicant/Submitter before assignment to a specific assignee at BNM. • **Cancellation Request in Progress:** Status when Applicant/Submitter has sent or initiated a cancellation request to BNM. • **Cancelled:** Status when the **cancellation request** was made by Applicant/Submitter and **has been approved** by BNM **OR** auto cancellation of application when there was no response from Applicant/Submitter **after the pre-set expiry date at Q&A** sent by BNM. • **Completed – Rejected:** Status when the application is completed but rejected. • **Completed:** Status when the application is completed. • **Completed – Q&A:** Status when BNM sent an enquiry to Applicant/Submitter after the application has been completed.
Filter	User can click on icon and **"Monitor Own Application – Filter By"** screen will be displayed. Applicant/Submitter can filter the applications by criteria(s).  **Reset** Reset the filter. **Filter** Filter specific record.

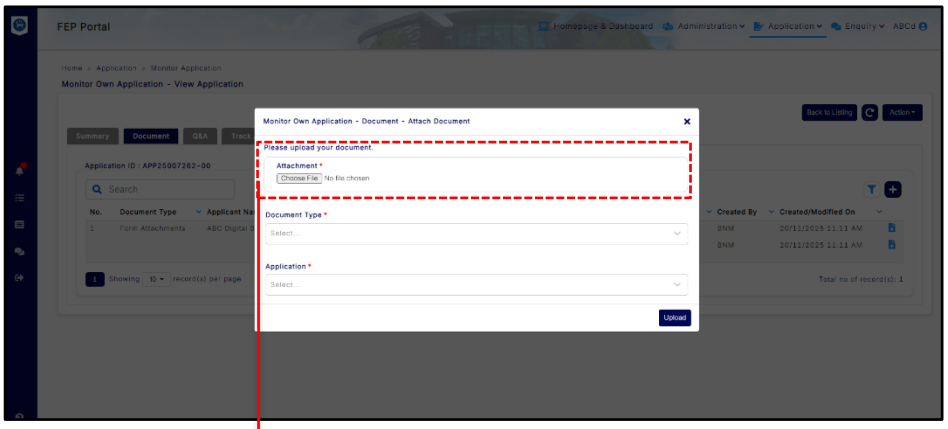
View (Single Action)	This function is for Applicant/Submitter to perform single action for a specific application. **Summary tab** User can click on icon and **"Monitor Own Application – View Application – Summary"** screen will be displayed.  **View** View form details
Document tab	User can click on the **Document** tab for a specific Application ID and the screen will display a list of documents which user can filter by clicking on icon or add new document(s) by clicking on icon.  **Application ID** After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the related document(s).



- User can click on icon and **"Monitor Own Application – Attach Document"** screen will be displayed.

  Note:

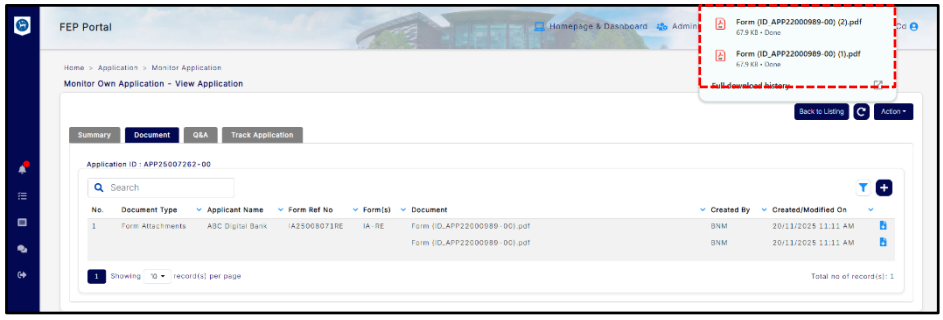
  ***Valid format for file upload**: Words Document (doc, docx), Excel Document (xls, xlsx), Power Point Document (ppt, pptx), PDF Document (pdf), CSV Document (csv), Text Document (txt), Picture (jpg, png) and Zip files (zip, rar, 7zip).*



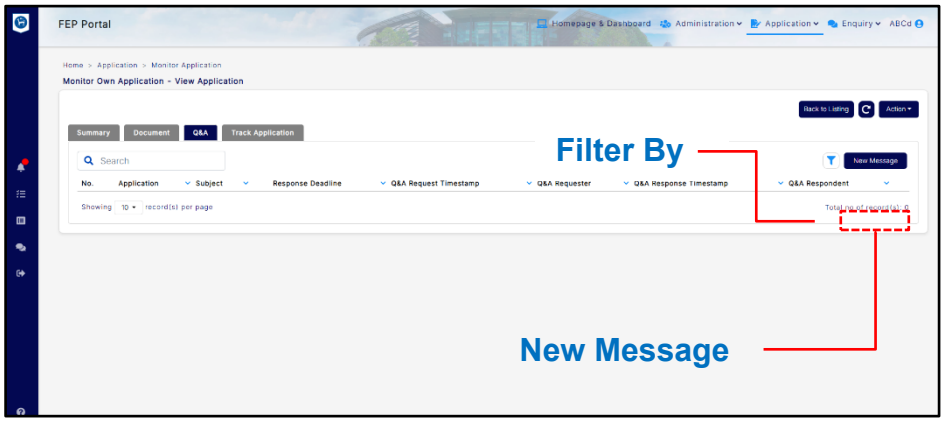
- All attached documents will be stored in **Document** tab and user can click on icon to download the document to local drive.

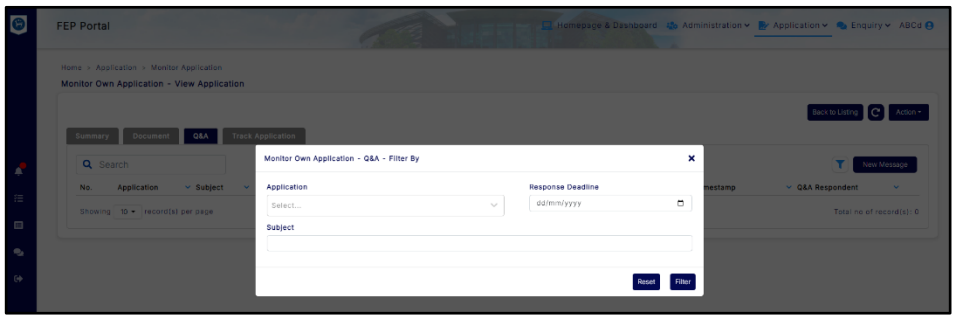
  Note:

  If the document is saved under the category "Others", it will not be visible to BNM and will only be for Applicant/Submitter's own reference and/or use.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>Q&A tab</td><td>User can click on the Q&A tab for a specific Application ID and the screen will display a list of Q&A where user is able to filter the messages by clicking on icon or initiate new Q&A by clicking on New Message button or respond to a Q&A by clicking on icon. Applicant/Submitter is required to respond to BNM before the expiry date, Response Deadline, set by BNM. Otherwise, the application will be auto-cancelled by system and the status will become Cancelled.

• User can click on icon and “Monitor Own Application – Filter By” screen will be displayed.




</td></tr>
</table>



- User can click on the **New Message** button to create a new Q&A message to BNM and click on the **Send** button to send the message. The Q&A message will be stored in the **Q&A** listings.
- For Q&A text messages, users can apply additional text formatting options including **Bold**, *Italic*, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting.
- The system will automatically save any Q&A entered as a draft in both the New Message and Conversation Message panels.





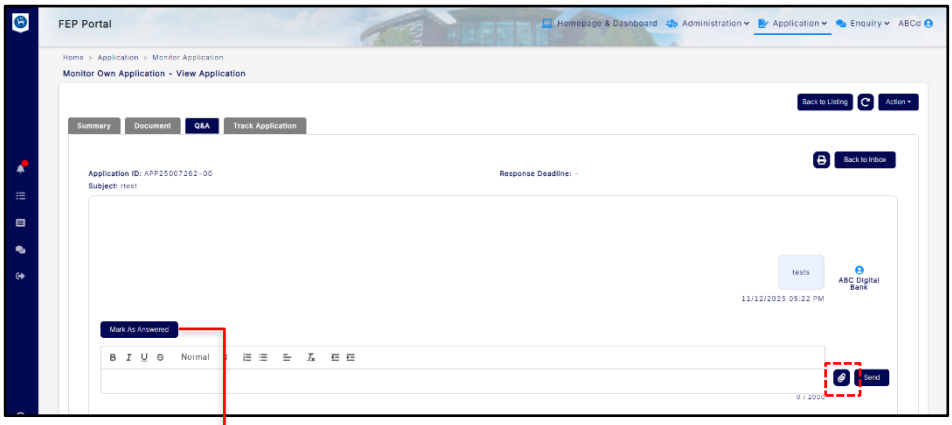
Attachment
Only allow maximum 25MB with valid file format.

Back to Inbox
Return to Q&A listing.

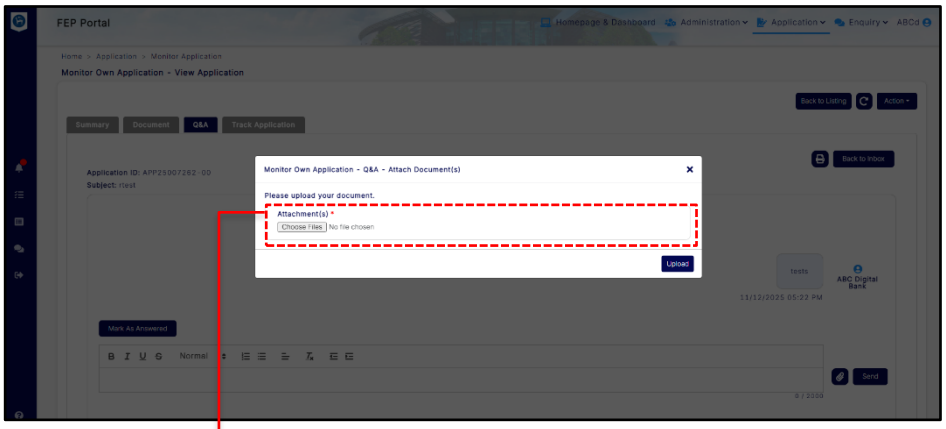
- User can click on icon if Applicant/Submitter would like to respond or continue to send message to BNM with the Q&A. User can also click on icon to upload any related or additional document.

  Note:
  Valid format for file upload: *Words Document (doc, docx), Excel Document (xls, xlsx), Power Point Document (ppt, pptx), PDF Document (pdf), CSV Document (csv), Text Document (txt), Picture (jpg, png) and Zip files (zip, rar, 7zip).*

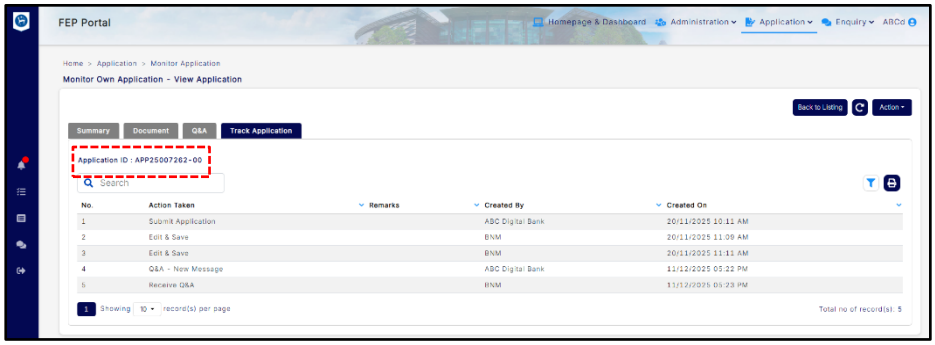
- User is advised to click on Mark as Answered button to close a Q&A session to avoid auto-cancellation by the system in the event it is a Q&A sent by BNM and has a preset expiry date for response.
- The **New Message** and **Reopen Discussion** buttons will be **disabled** once the status is Completed, Withdrawn or Cancelled.
- Public users will receive Q&A deadline notifications via email, based on the configuration set by the BNM FEP administrator

<table>
<tr><td></td><td>


Mark As Answered
To complete a Q&A session and message will be remarked as Closed at Q&A listing.



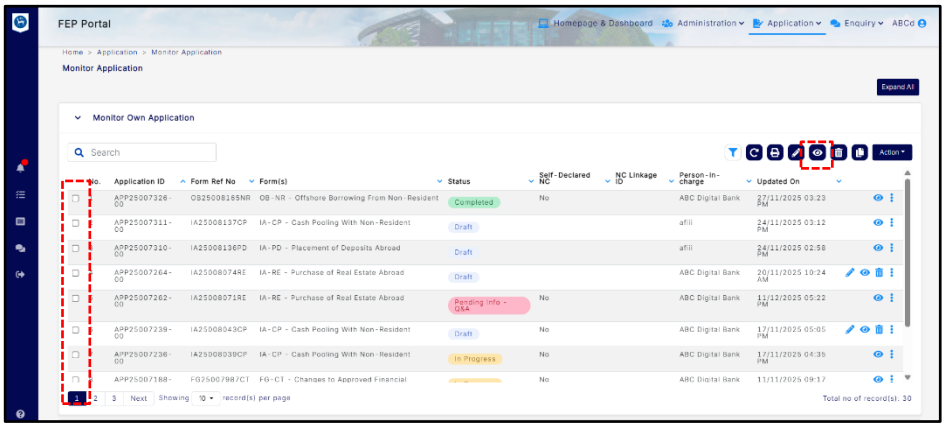
Attachment
Only allow maximum 25MB with valid file format.
</td></tr>
<tr><td>Track Application tab</td><td>User can click on the Track Application tab and the screen will display a list of application tracking details for a specific Application ID.



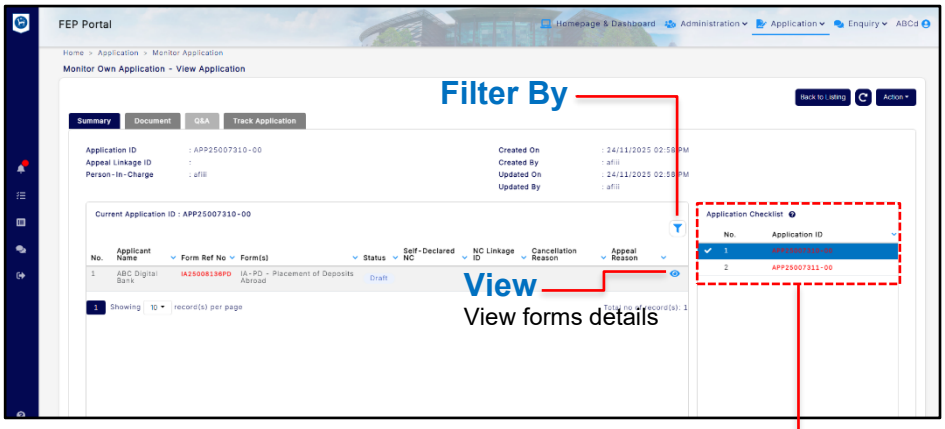
</td></tr>
<tr><td>View (Bulk Action)</td><td>This function is for Applicant/Submitter to perform bulk action for multiple applications at the same time.</td></tr>
</table>

Summary tab

User can click on icon and **"Monitor Own Application – View Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select the application(s) by clicking on the checkbox.



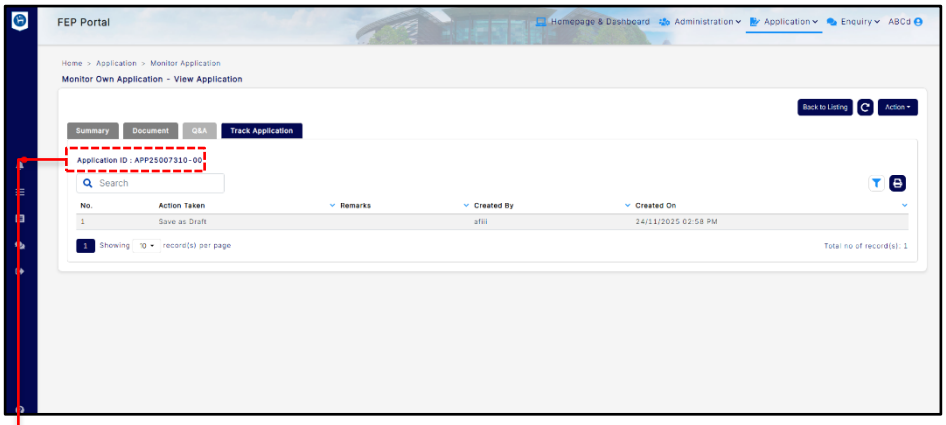
- **"Monitor Own Application – View Application"** screen will also be displayed and user is able to view the application details by clicking on icon.



Application Checklist
After selecting multiple application(s), Applicant/Submitter can click on any Application ID to perform desired action. Red indicator for an application means user has not keyed-in inputs for all mandatory fields (if the application is in **Draft** status).

Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID (refer Application Checklist).

<table>
<tr>
<td></td>
<td>


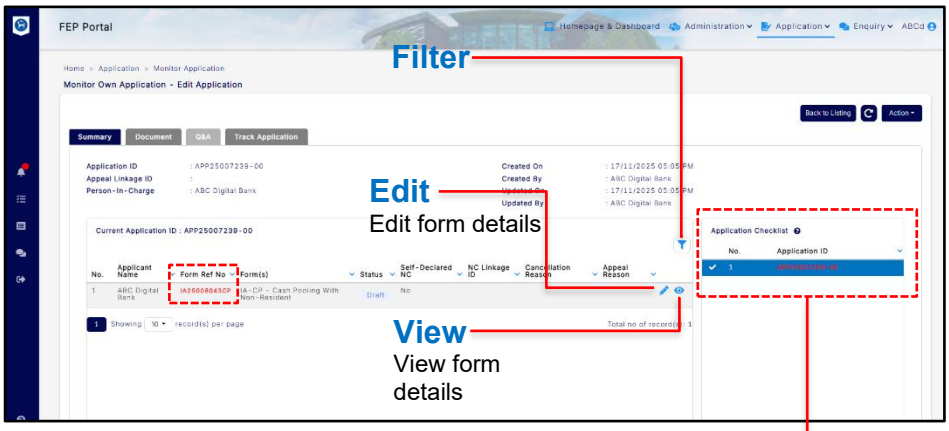
Application ID
After selecting multiple applications, Applicant/Submitter must click on any Application ID at Application Checklist to view the tracking details.
</td>
</tr>
<tr>
<td>Edit (Single Action)</td>
<td>
This function is for Applicant/Submitter to perform a single action for a specific application.

Note:
Edit function will only be available when the status is at DRAFT stage. Only person in-charge (PIC) of the application can perform this action.

<u>Summary tab</u>

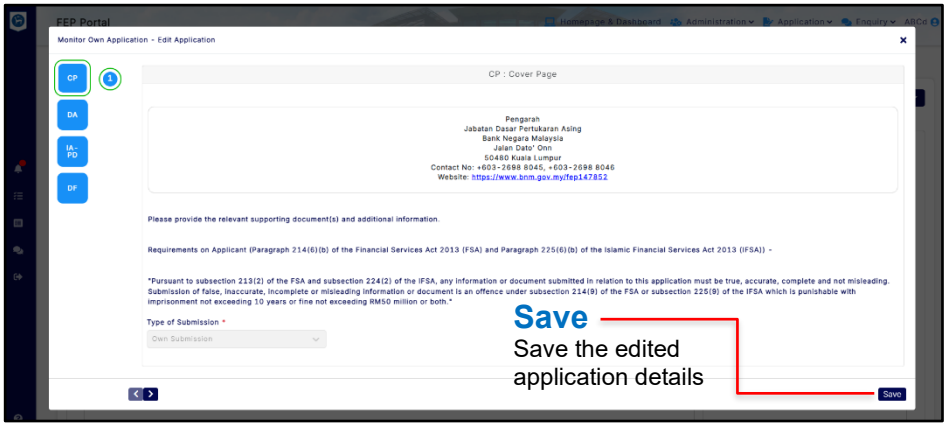
User can click on icon and “Monitor Own Application – Edit Application – Summary” screen will be displayed.

• Application ID or Form Ref No (in the case of multiple forms) will be highlighted in red if Applicant/Submitter has missed out to key-in input for any mandatory field(s) in the form.



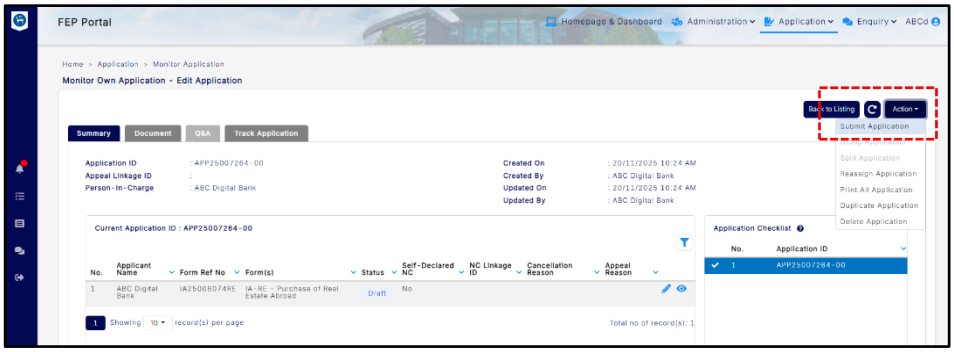
Application Checklist
Red highlight means user has not keyed-in inputs for all the mandatory fields in the application form.
</td>
</tr>
</table>

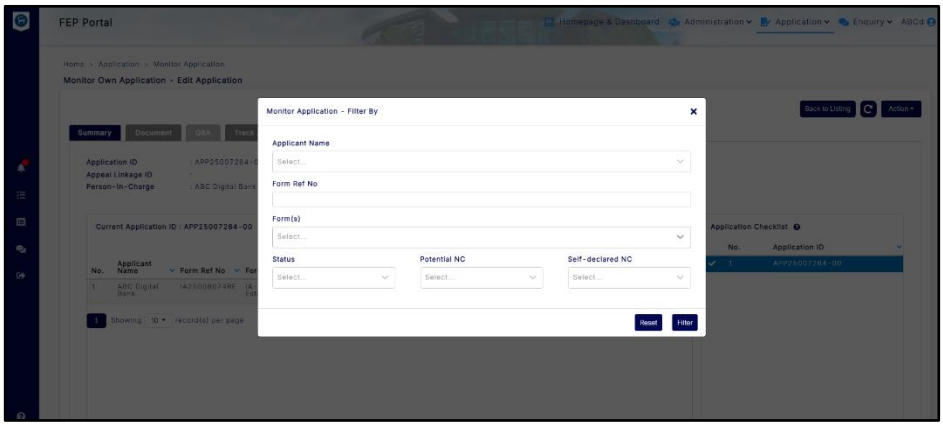
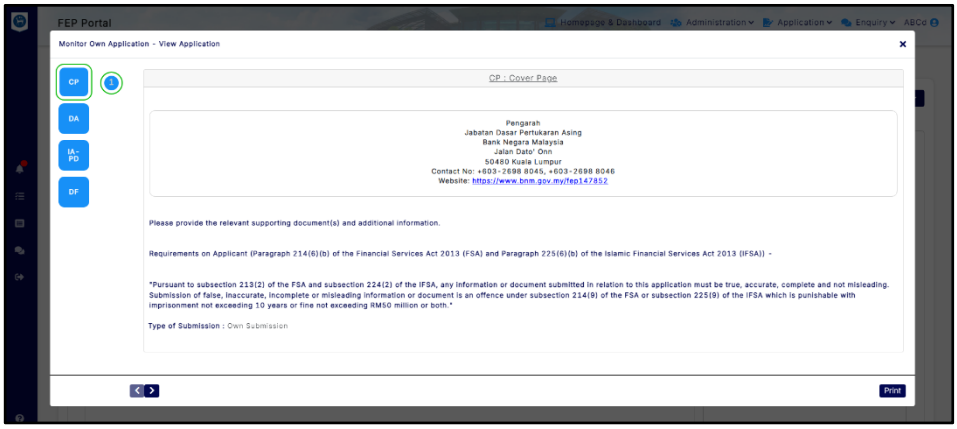
- User can click on icon and **"Monitor Own Application – Edit Application"** screen will be displayed and user is able to edit the application form details and proceed to submit the application.
- Edit form(s) with Pending Info status by click on pencil icon at the right of record and Click Save button.

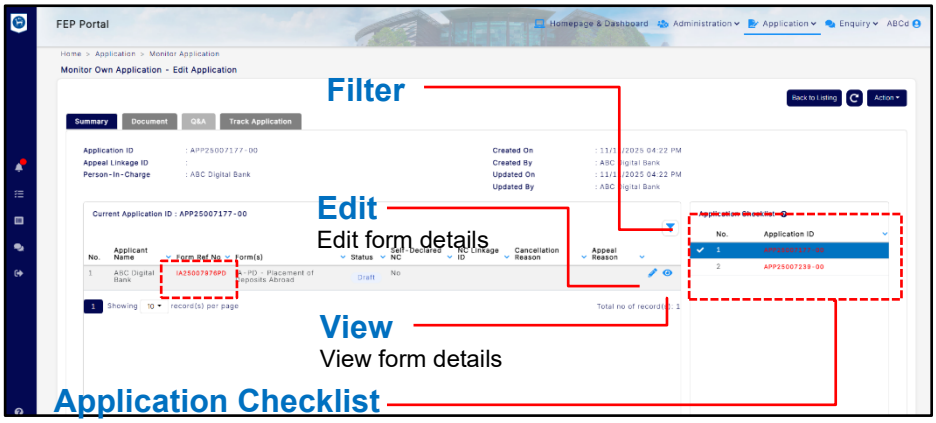


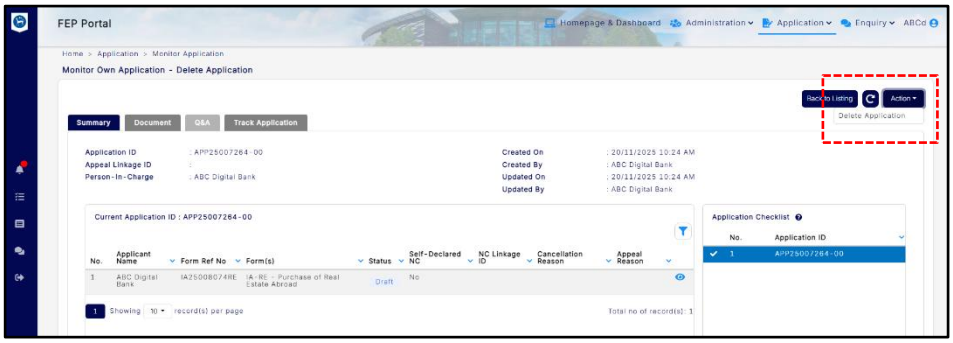


- After editing the application details, users can click on Action button and Applicant/Submitter can proceed to select **Submit Application**. Otherwise, the application status will remain as **Save As Draft**.

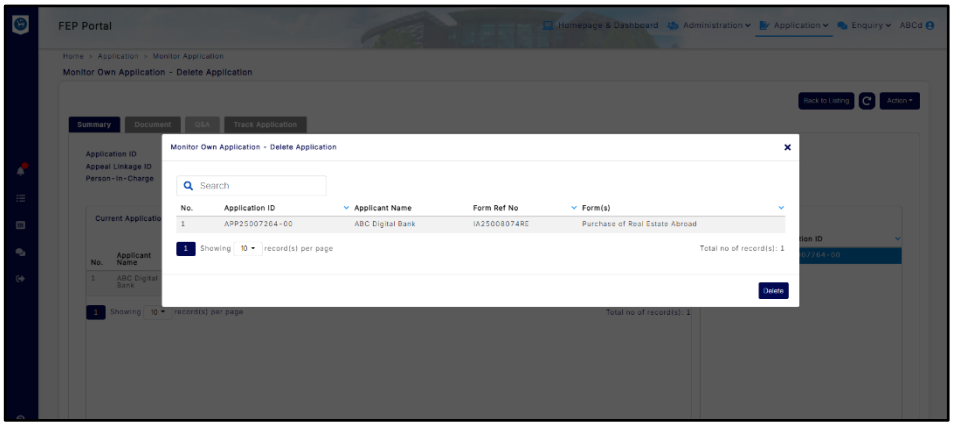


	• User can click on icon (Current Application ID) and **"Monitor Own Application – Filter By"** screen will be displayed.  • User can click on icon (Current Application ID) and **"Monitor Own Application – View Application"** screen will be displayed and user is able to view the application form details. 
Edit (Bulk Action)	This function is for Applicant/Submitter to perform bulk action for multiple applications. **<u>Summary tab</u>** User can click on icon and **"Monitor Own Application – Edit Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox. *Note:* *Edit function will only be available when the status is at **DRAFT stage**. Only person in-charge (PIC) of the application can perform this action.*

	• **"Monitor Own Application – Edit Application"** screen will also be displayed and user is able to edit the application details by clicking on icon. • Application ID or Form Ref No (for multiple forms) will be highlighted in **red** if Applicant/Submitter has missed out to key-in inputs for any mandatory field(s) in the form.  After selecting multiple application(s), Applicant/Submitter must click on any **Application Checklist** before performing desired action. Red highlight means user has not keyed-in all mandatory fields in this application. **[New] Pushback and Cancellation Handling for Grouped Application Forms** • The submitter is able to edit forms that have been pushed back by BNM (Pending Info status) for amendments. However, the option to delete the Application form shall remain disabled. • For push-back applications with grouped forms, submitter is able to view multiple forms with different statuses on the **Summary** screen. Please note that no changes are allowed for forms with status **Cancelled** or **Completed.**
Delete (Single Action)	Applicant/Submitter can click on icon to delete an existing application. *Note:* *Delete function will only be available when the status is at **DRAFT stage**. Only person in-charge (PIC) of the application can perform this action.* • **"Monitor Own Application – Delete Application"** screen will be displayed and user is able to delete the application by clicking on Action button.



- **"Monitor Own Application – Delete Application"** screen will also be displayed and user is able to delete the application. The application will be removed from the Monitor Own Application listing.



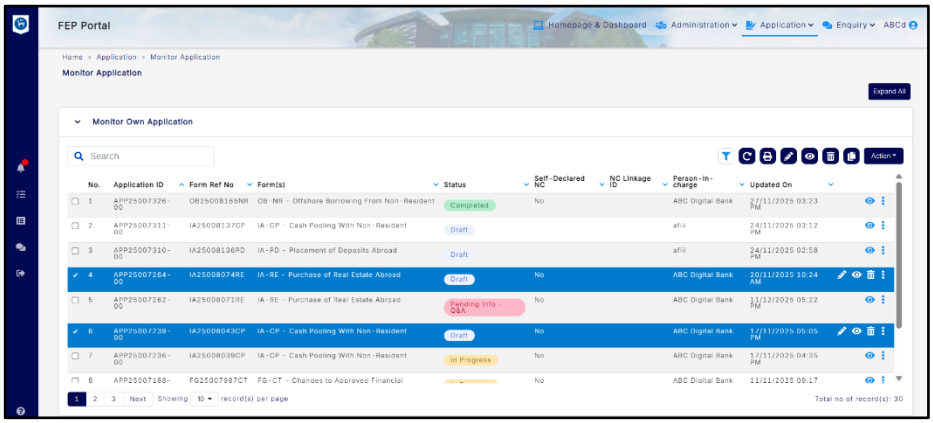
Delete (Bulk Action)

This function is for Applicant/Submitter to perform bulk action for multiple applications.

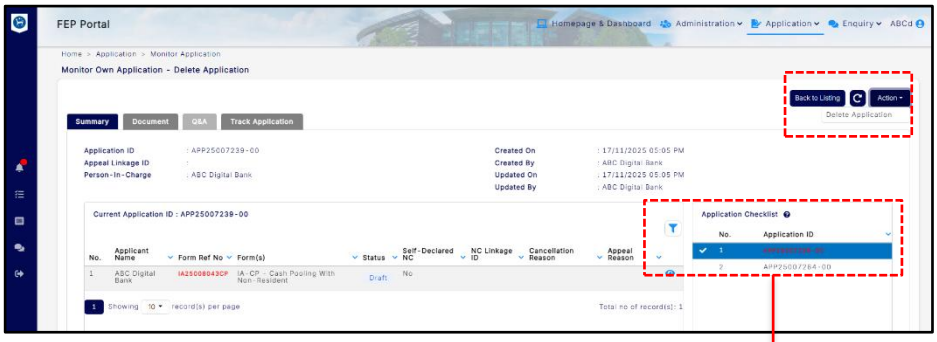
Note:
*Delte function will only be available when the status is at **DRAFT stage**. Only person in-charge (PIC) of the application can perform this action.*

Summary tab

User can click on icon and **"Monitor Own Application – Delete Application – Summary"** screen will be displayed. Before performing bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

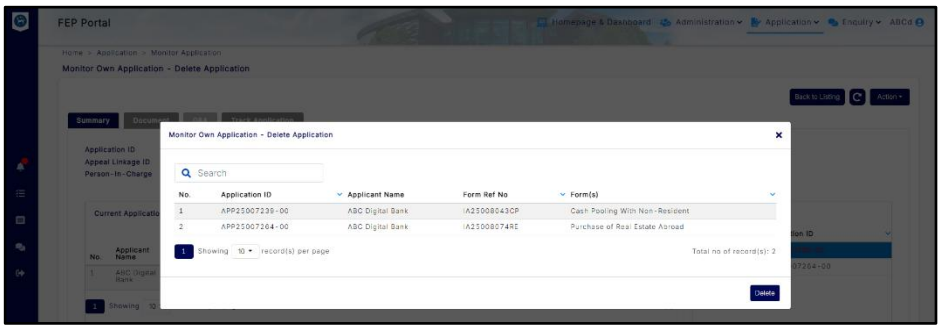


- **"Monitor Own Application – Delete Application"** screen will also be displayed and user is able to delete the application by clicking on the Action button.

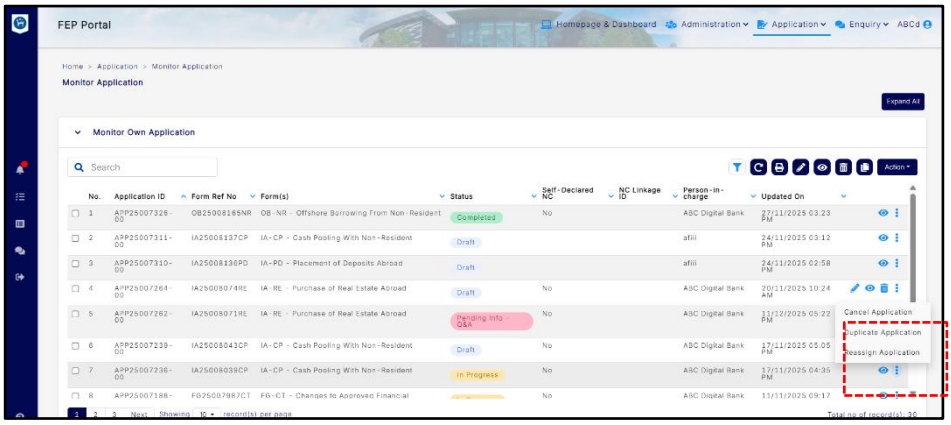


Application Checklist
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the Document, Q&A or Track Application tab.

- Upon successful deletion, the application will be removed from the **"Monitor Own Application"** listing.



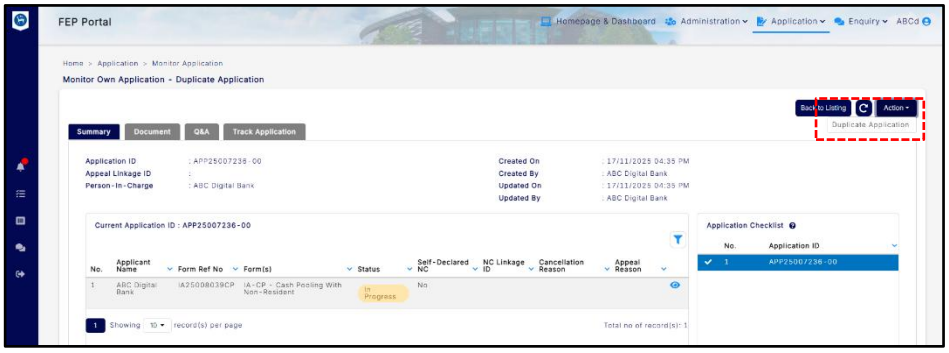
Duplicate Aplication (Single Action)	This function is for Applicant/Submitter to perform a single action for a specific application.



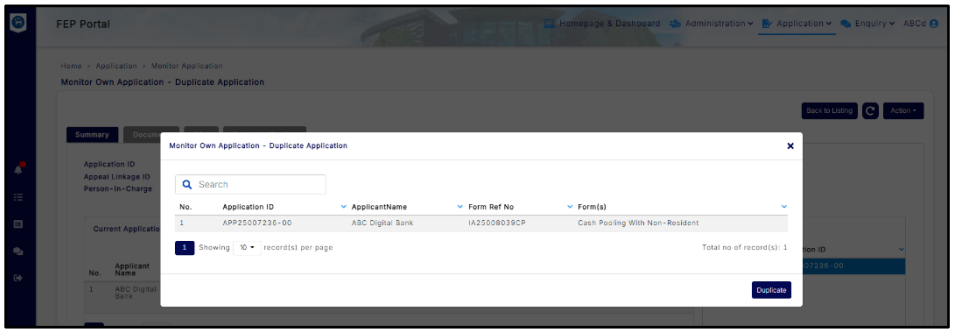
Summary tab

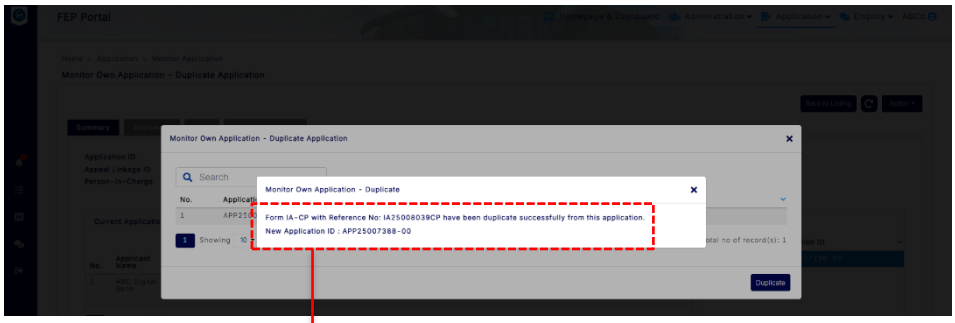
User can click on ⋮ icon and choose **Duplicate Application** and **"Monitor Own Application – Duplicate Application – Summary"** screen will be displayed.

- **"Monitor Own Application – Duplicate Application"** screen will be displayed and user is able to duplicate the application by clicking on Action button.



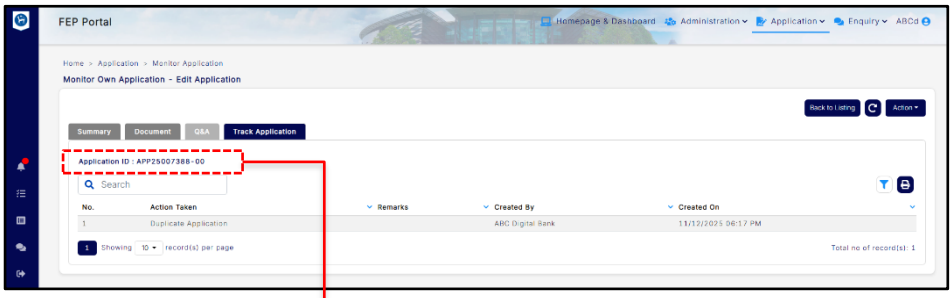
- **"Monitor Own Application – Duplicate Application"** screen will be displayed and user is able to duplicate the application. Upon successful duplication, a **new Application ID** for the duplicated application will be displayed for reference.





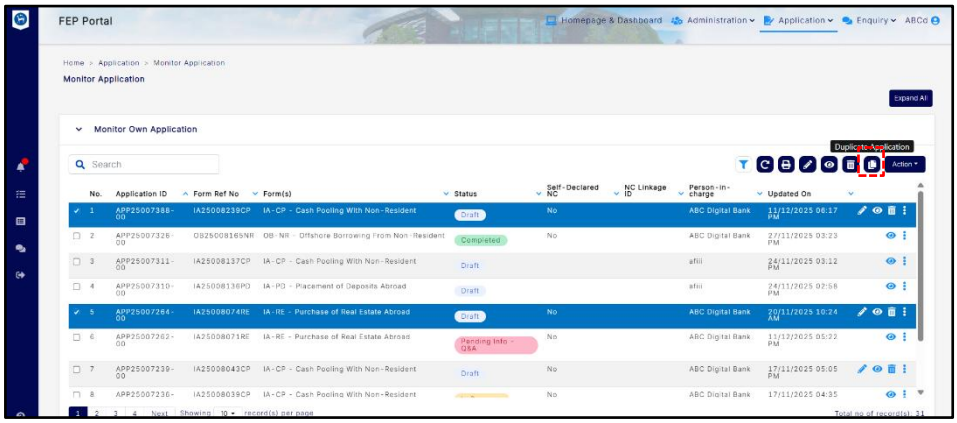
New Application ID
User can use this new Application ID for searching/tracking purpose.

- Applicant/Submitter can click on Back to Listing button at **Monitor Own Application** tab. At the **Search** box, user can key-in the **New Application ID** to find the application in the listing. All the duplicated aplications will be in **Draft** status.
- For the duplicated application, **New Application ID** and **Form Reference No** will be generated. Applicant/Submitter can **Edit**, **View**, **Delete**, **Duplicate Application** or **Reassign Application** before submission.
- The **Duplicate Application** action will be recorded at **Track Application** tab of the new duplicated application.

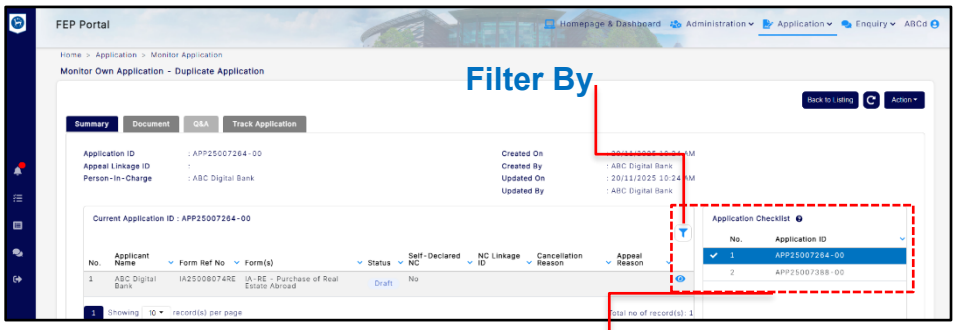


New Application ID

Duplicate (Bulk Action)	This function is for Applicant/Submitter to perform bulk action for multiple applications. **Summary tab** User can click on icon and **"Monitor Own Application – Duplicate Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

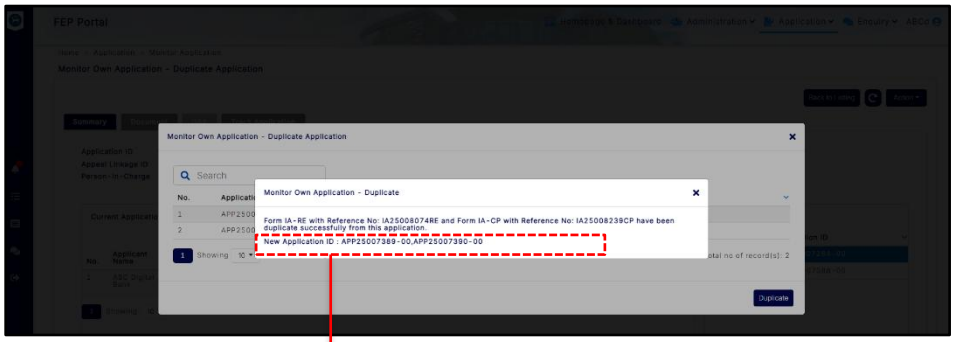


- **"Monitor Own Application – Duplicate Application"** screen will be displayed and user is able to duplicate the applications by clicking on the Action button.



After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the Document, Q&A or Track Application tab.

- **"Monitor Own Application – Duplicate Application"** screen will be displayed and user is able to duplicate the applications. Upon successful duplication, **new Application ID** for the duplicated applications will be displayed for Applicant/Submitter reference.



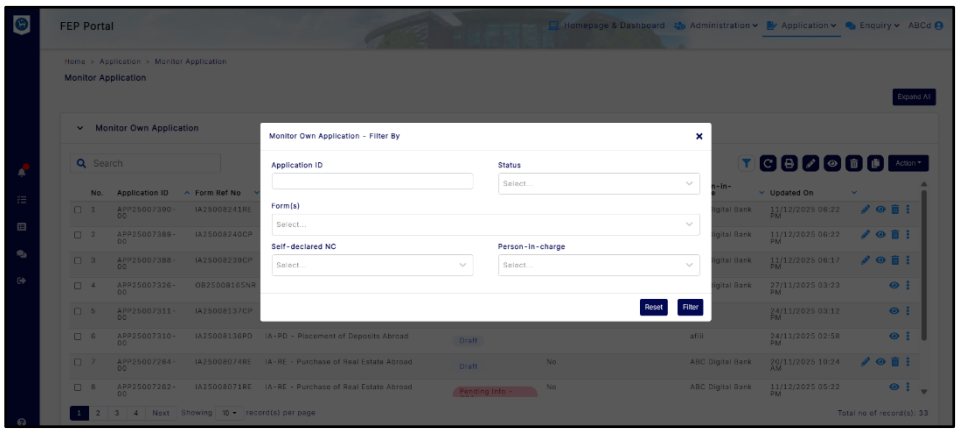
New Application ID

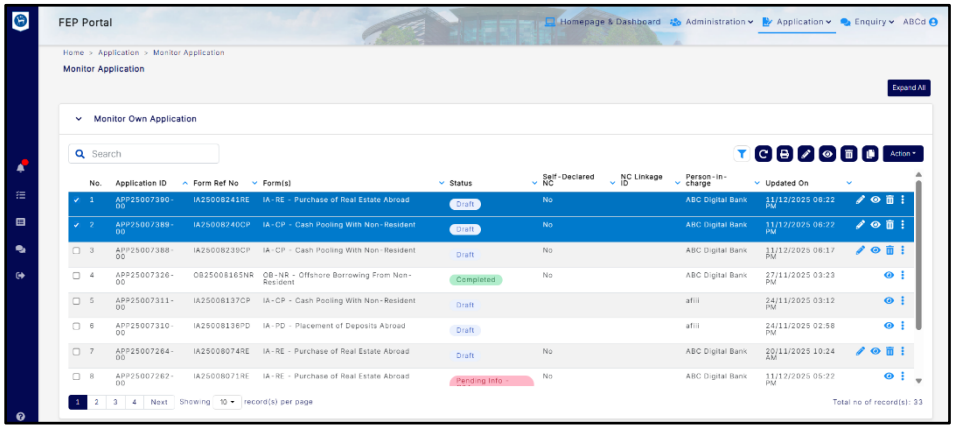
User can use this new Application ID for searching/tracking purpose.

- Applicant/Submitter can click on Back to Listing button at Monitor

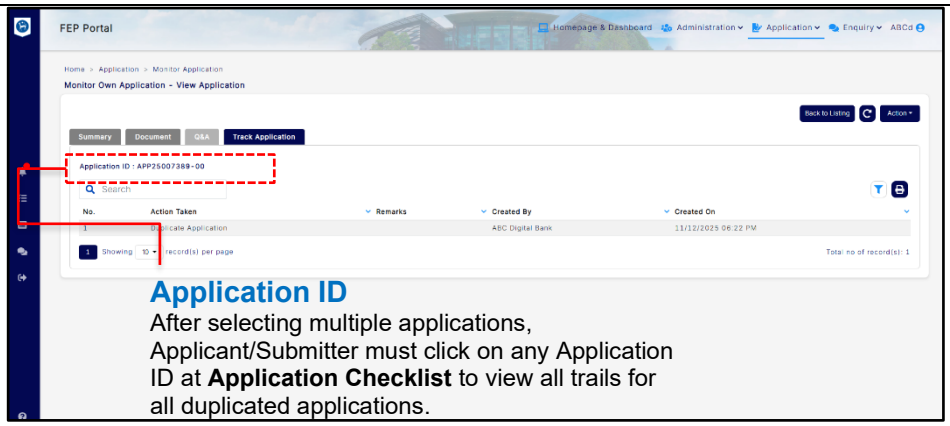
Own Application tab. At the **Search** box, Applicant/Submitter can insert/paste the **New Application ID** to find the application in the listing. All duplicated applications will be in **Draft** status.

- Applicant/Submitter also can use **Filter** function by clicking on icon to filter duplicated applications by **Draft** status and person-in-charge (PIC).
- For the duplicated applications, **New Application ID** and **Form Reference No** will be generated. Applicant/Submitter can **Edit, View, Delete, Duplicate Application** or **Reassign Application** before submission.





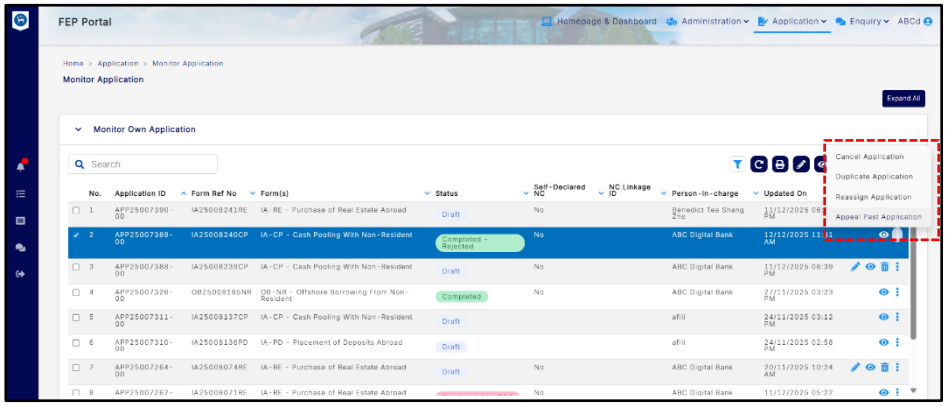
- The **Duplicate Application** action will be recorded at the Track Application tab.



Appeal Past Application

This function is for Applicant/Submitter to perform single action for a specific application.

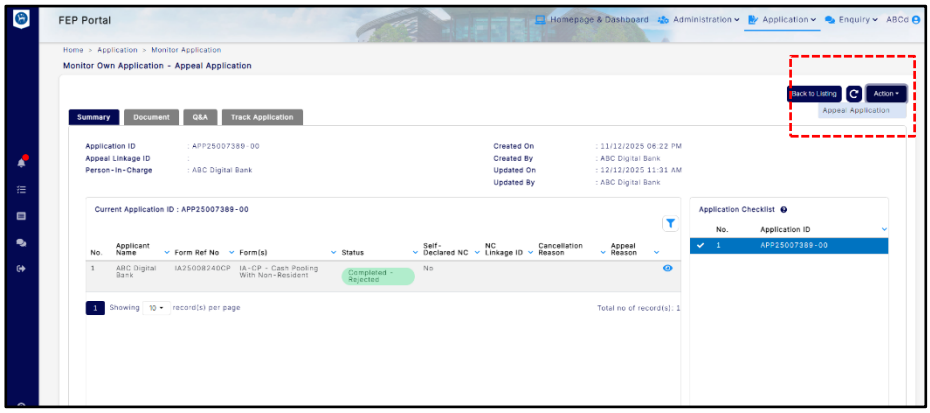
Note:
*Appeal Past Application will only be available and applicable when the status is at **COMPLETED – REJECTED status**. Only person in-charge (PIC) of the application can perform this action.*



Summary tab

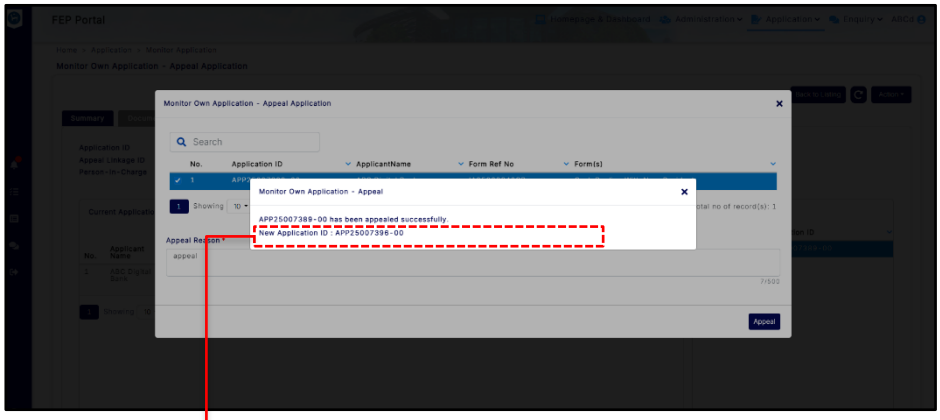
User can click on ⋮ icon and choose **Appeal Past Application** and **"Monitor Own Application – Appeal Past Application – Summary"** screen will be displayed.

- **"Monitor Own Application – Appeal Application"** screen will be displayed and user is able to appeal on the application by clicking on the Action button.



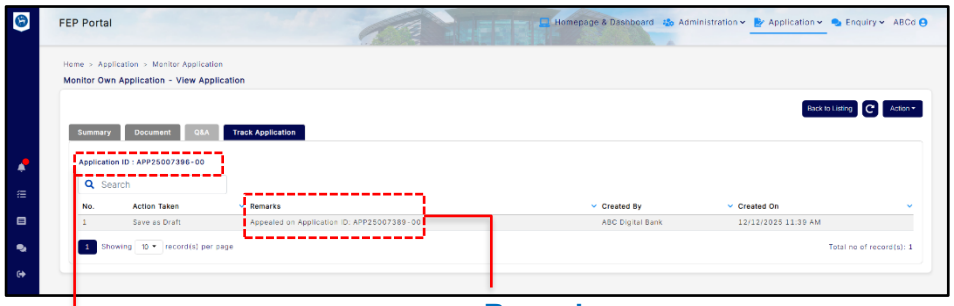
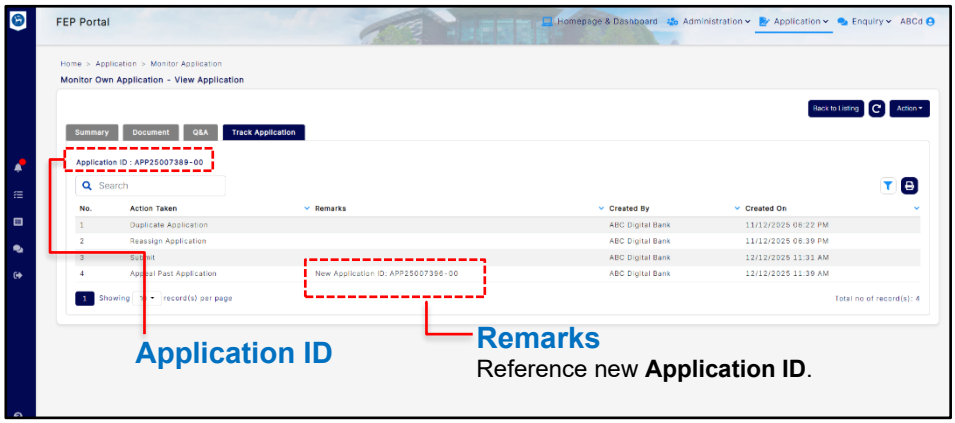
- **"Monitor Own Application – Appeal Application"** screen will be displayed and user is able to appeal on the application which was rejected. Applicant/Submitter is **required** to provide reason for the appeal before submitting the appeal.
- Upon successful submission, a new Application ID will be displayed for reference. The appeal will be treated as a new application submission.

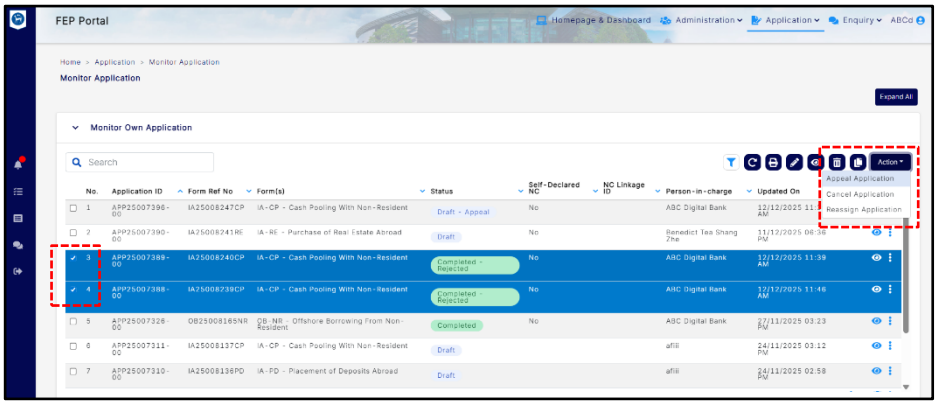
  Note:
  For any appeal case, Applicant/Submitter is required to provide additional justification to support the application. Any re-submission without new information will not justify an appeal and may not be considered.



New Application ID
User can use this new Application ID for searching/tracking purpose.

- Applicant/Submitter can click on Back to Listing button at Monitor Own Application screen. At the **Search** box, user can insert/paste the **New Application ID** to find the application in the listing. All appeal applications will be in **Draft** status before submission.
- For any appeal case, a new **Application ID** and **Form Reference No**

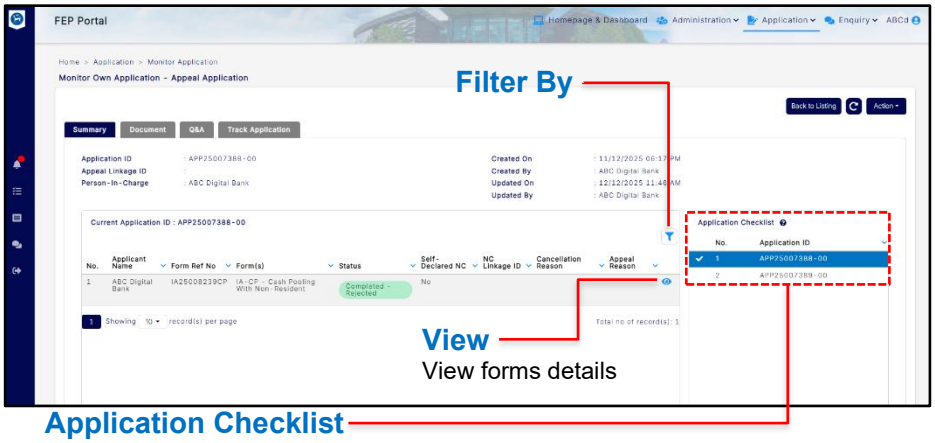
	will be generated. Applicant/Submitter can **Edit, View, Delete, Duplicate Application** or **Reassign Application** before submission. • The **Appeal** action will be recorded as a new record under **Track Application** tab with Remarks as Appeal on previous **Application ID**.  Appeal with remarks and Action Taken as **Save As Draft**. **Track Application tab** User can click on the **Track Application** tab and a screen will display a list of application tracking details for the specific Application ID. The **Appeal** action will be recorded as a new record with remarks referencing a new **Application ID**.  Reference new **Application ID**.
Appeal Application (Bulk Action)	This function is for Applicant/Submitter to perform bulk action for multiple applications. *Note:* *Appeal Past Application will only be applicable when the status is at **COMPLETED – REJECTED stage**. Only person in-charge (PIC) of the application can perform this action.*



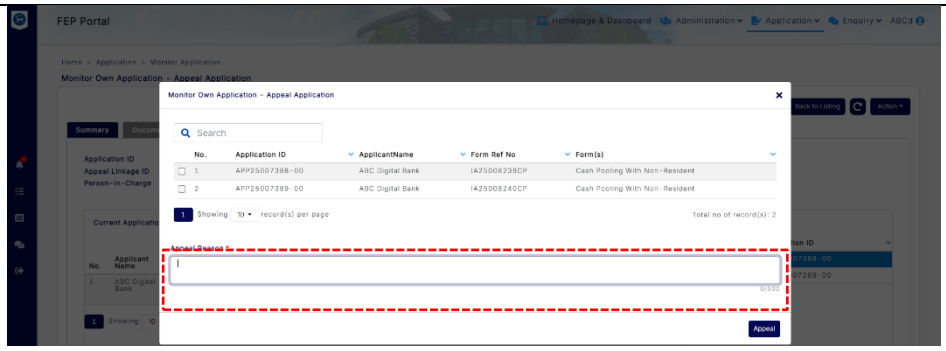
Summary tab

User can click on Action button and choose **Appeal Application** and **"Monitor Own Application – Appeal Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

- **"Monitor Own Application – Appeal Application"** screen will be displayed and user is able to appeal the application by clicking on the Action button.

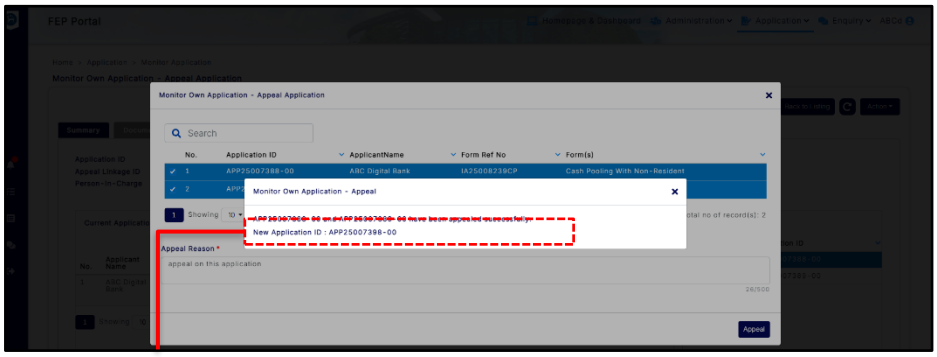


- **"Monitor Own Application – Appeal Application"** screen will be displayed and user is able to appeal on the application which has been rejected. Applicant/Submitter is **required** to provide reason(s) for the appeal before submitting the appeal.



- Upon successful submission, a new Application ID will be displayed for reference. The appeal will be treated as a new application submission.

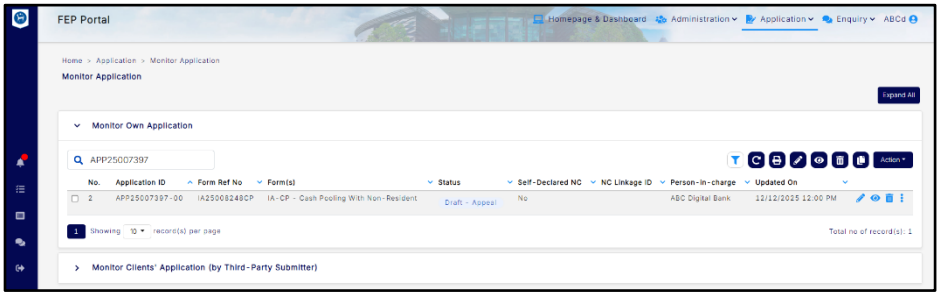
  Note:
  For any appeal case, Applicant/Submitter is required to provide additional justification to support the application. Any re-submission without new information will not justify an appeal and may not be considered.

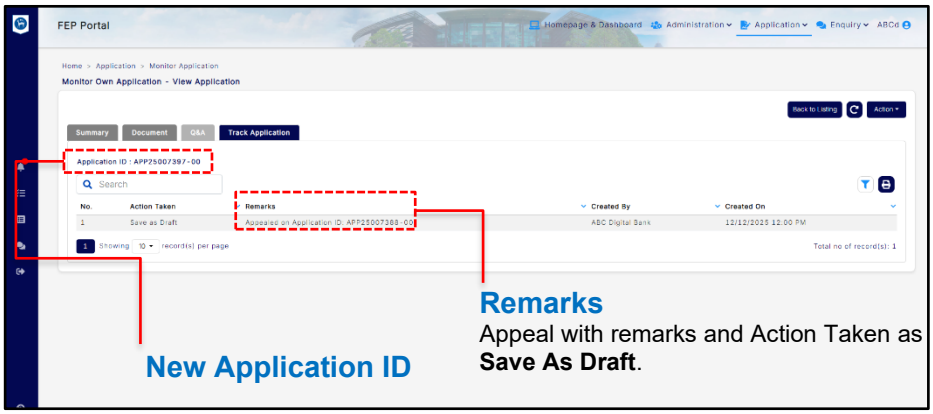
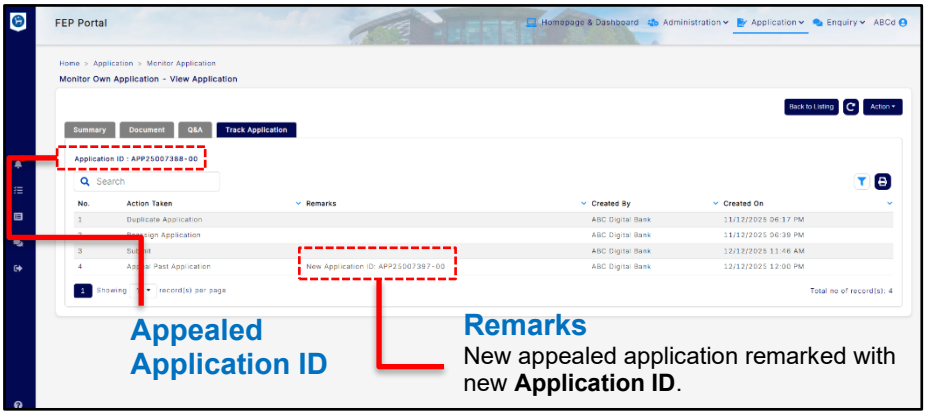


New Application ID
User can use this new Application ID for searching/tracking purpose.

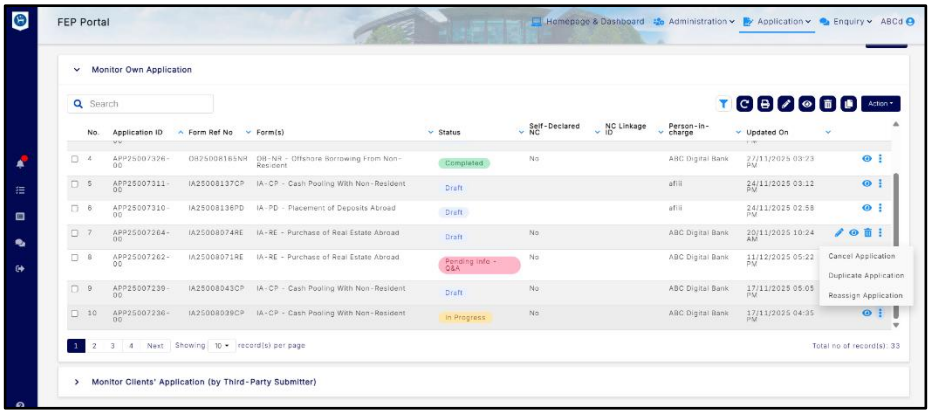
- Applicant/Submitter can click on at Back to Listing Monitor Own Application screen. At the **Search** box, user can insert/paste the **New Application ID** to find the application in the listing. All the appeal aplications will be in **Draft** status before submission.

- For new appeal case, a new **Application ID** and **Form Reference No** will be generated. Applicant/Submitter can **Edit, View, Delete, Duplicate Application** or **Reassign Application** before submission.



	• The **Appeal** action will be recorded as a new record under **Track Application** tab with Remarks as Appeal on previous **Application ID**.  **Track Application tab** User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. The **Appeal** action will be recorded as a new record with remark referencing a new **Application ID**. 
Cancel Application (Single Action)	This function is for Applicant/Submitter to perform single action for a specific application. Applicant/Submitter can initiate a cancellation request to **Cancel Application** that was successfully submitted to BNM. • If the application has not been assigned, the application status will change from **"In-Progress"** to **"Withdrawn"**. However, if the application has been assigned, then the person in-charge (PIC) at BNM will have to assess and approve the cancellation request where the status of the application will change from **"Cancellation Request In Progress"** to **"Cancelled"**. • Applicant/Submitter can track who initiated the cancellation from the

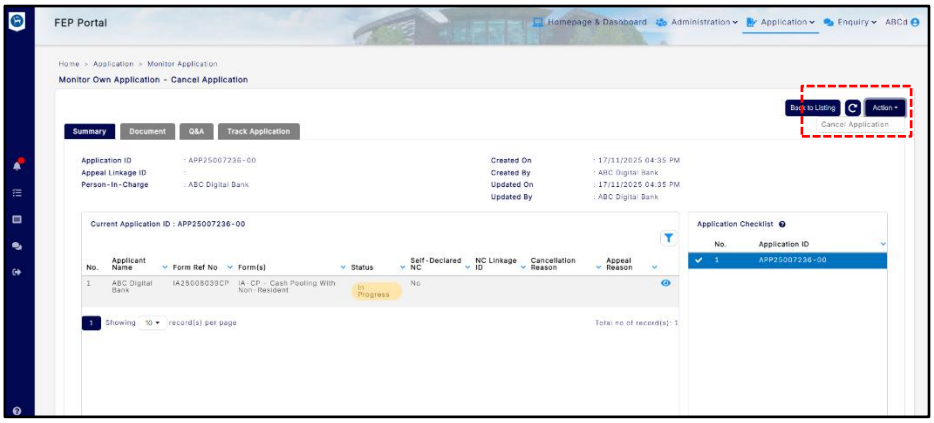
Track Application tab.



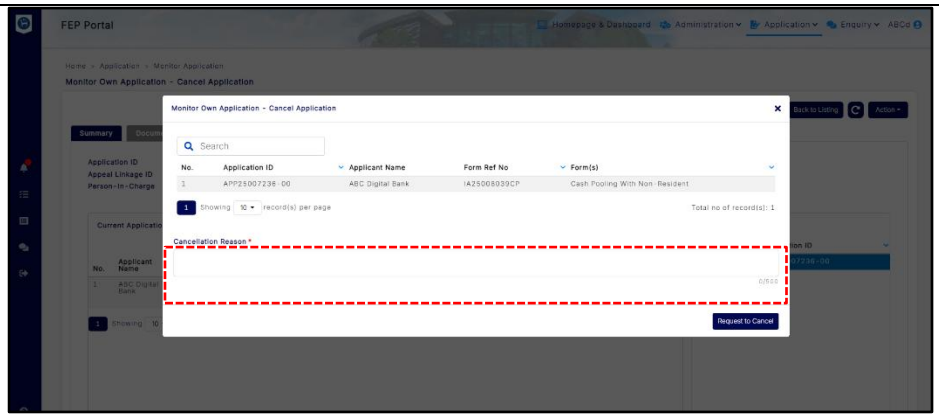
Summary tab

User can click on ⋮ icon and choose **Cancel Application** and "**Monitor Own Application – Cancel Application – Summary"** screen will be displayed.

- **"Monitor Own Application – Cancel Application"** screen will be displayed and user is able to cancel the application by clicking on the button. Action



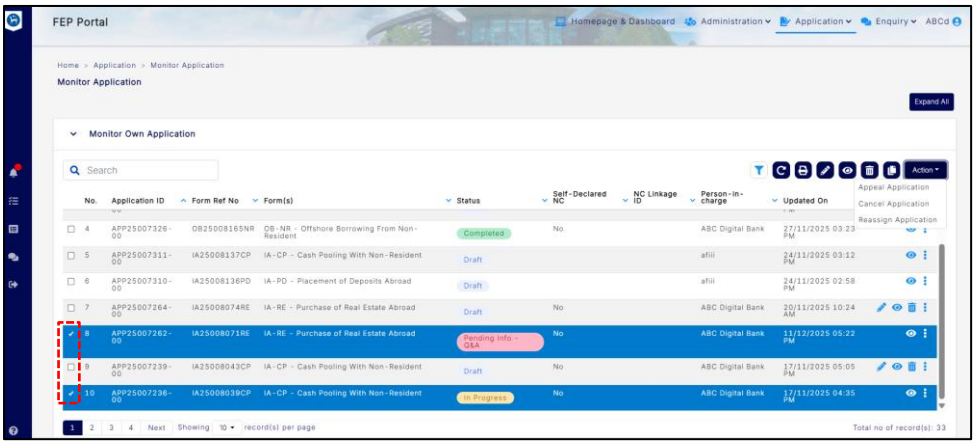
- **"Monitor Own Application – Cancel Application"** screen will be displayed and Applicant/Submitter is **required** to provide cancellation reason(s) before proceeding to cancel the application.

<table>
<tr>
<td></td>
<td>


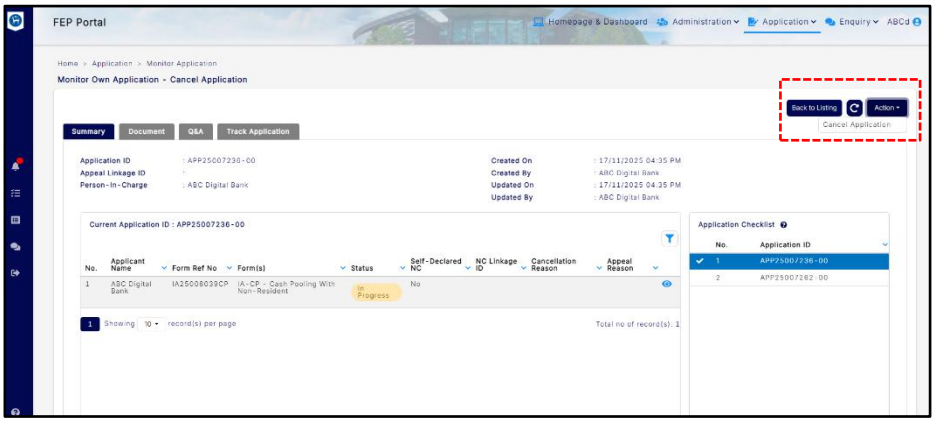
<u>Track Application tab</u>

User can click on the Track Application tab and the screen will display a list of application tracking details for a specific Application ID. The cancellation request is captured in the list.
</td>
</tr>
<tr>
<td>Cancel Application (Bulk Action)</td>
<td>This function is for Applicant/Submitter to perform bulk action for multiple applications.

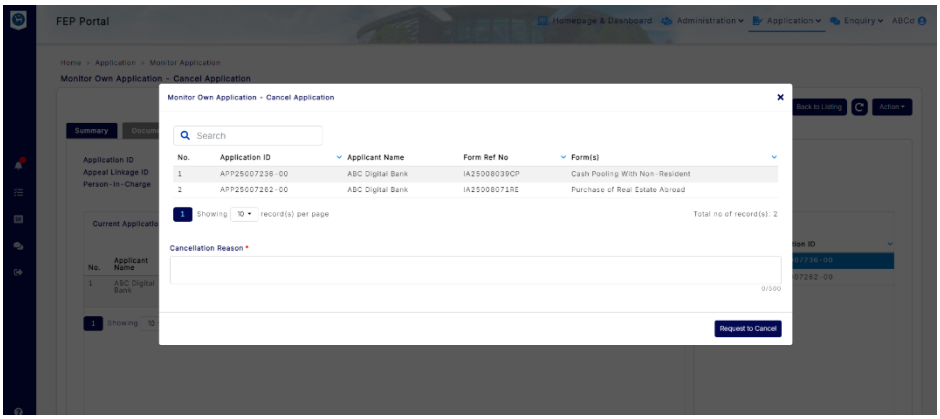
User can click on the Action button and “Monitor Own Application– Cancel Application – Summary” screen will be displayed. Before performing bulk action, Applicant/Submitter is required to select application(s) by clicking on the checkbox.



• “Monitor Own Application – Cancel Application” screen will be displayed and user is able to cancel the application by clicking on the Action button.
</td>
</tr>
</table>

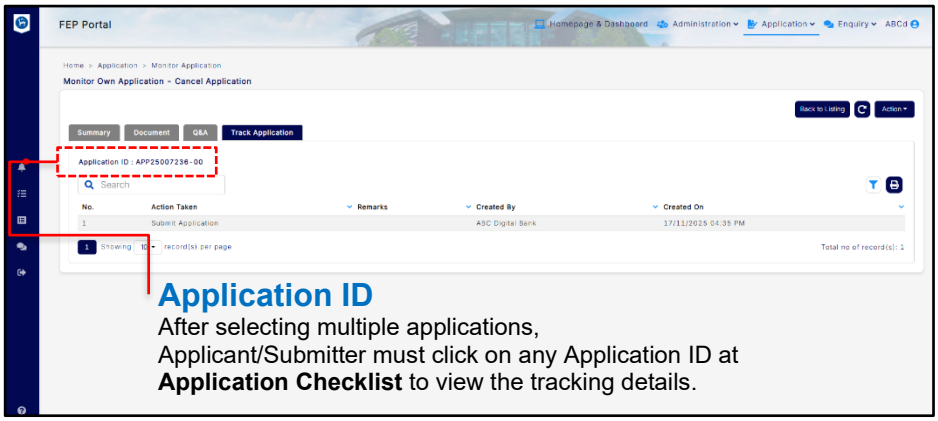


- **"Monitor Own Application – Cancel Application"** screen will be displayed and user is able to cancel the application by clicking on **Request to Cancel** and status of the application will be changed to **"Cancellation Request In Progress"**

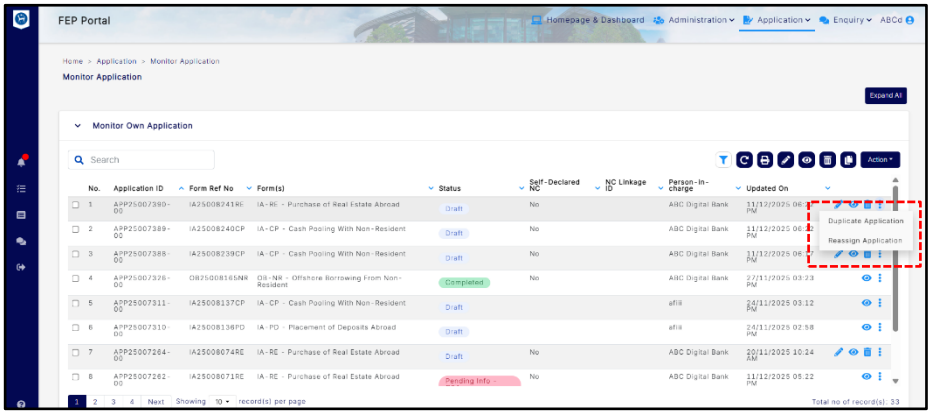


Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for a specific Application ID. The cancellation request is recorded in the list.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>Reassign Application (Single Action)</td><td>This function is for Applicant/Submitter to perform single action for a specific application.

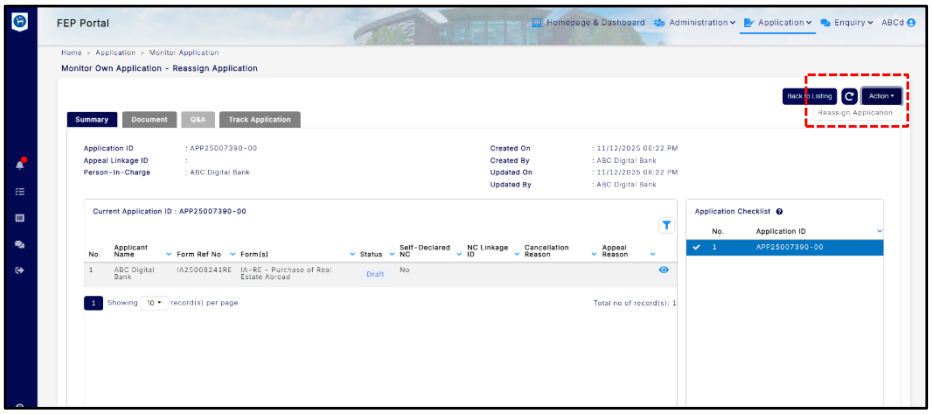
Note:
Only the current person in-charge (PIC) of the application is ABLE to perform reassignment of her/his case to a new PIC and the status shall remain unchanged.



<u>Summary tab</u>

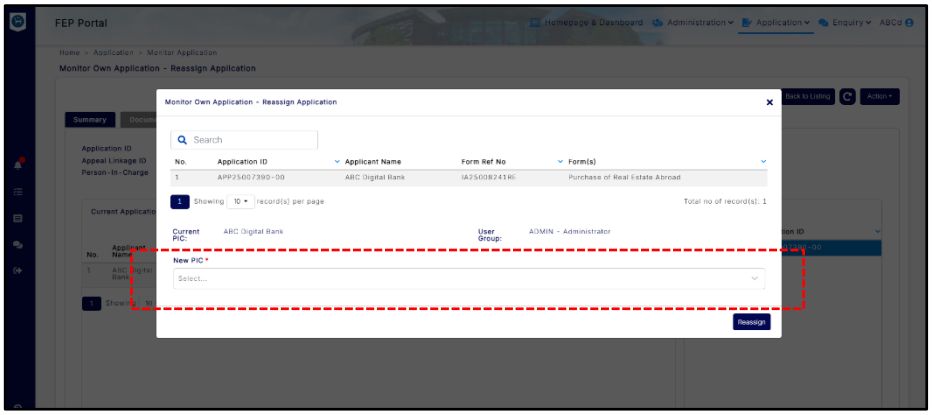
User can click on ⋮ icon and choose Reassign Application and “Monitor Own Application – Reassign Application – Summary” screen will be displayed.

• “Monitor Own Application – Reassign Application” screen will be displayed and user is able to reassign the application to the new PIC by clicking on the Action button.</td></tr>
</table>



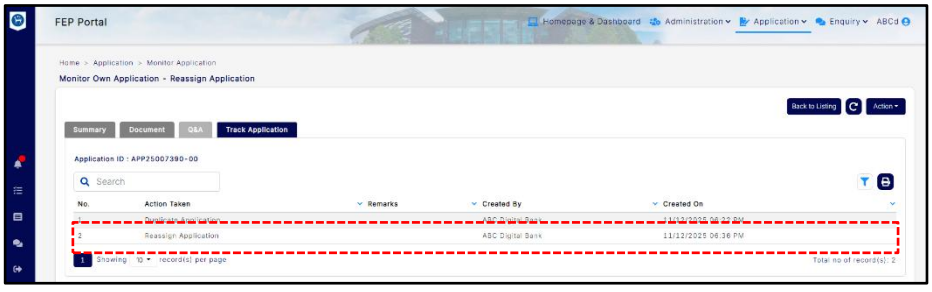
- **"Monitor Own Application – Reassign Application"** screen will be displayed and Applicant/Submitter is **required** to choose a **New PIC** before proceeding to reassign the application.

Note:
New PIC must be a registered user for the same Applicant, and this function is only applicable for Applicant who are non-individuals.



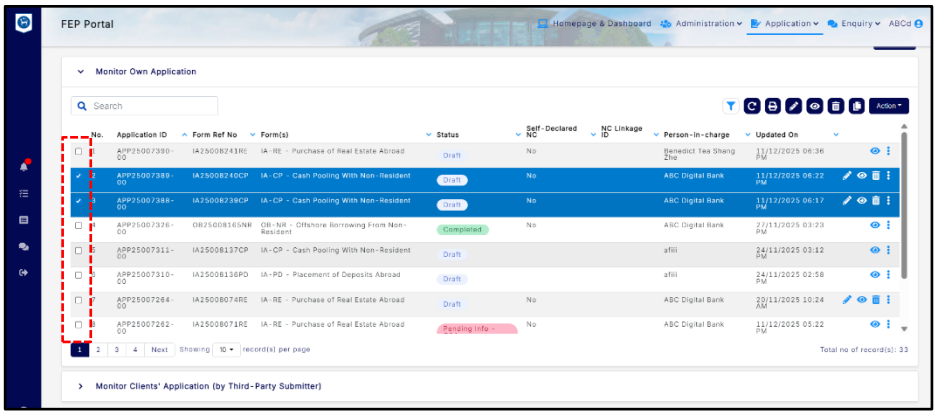
Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. The reassignment is recorded in the list of **Action Taken**.



Reassign Application (Bulk Action)

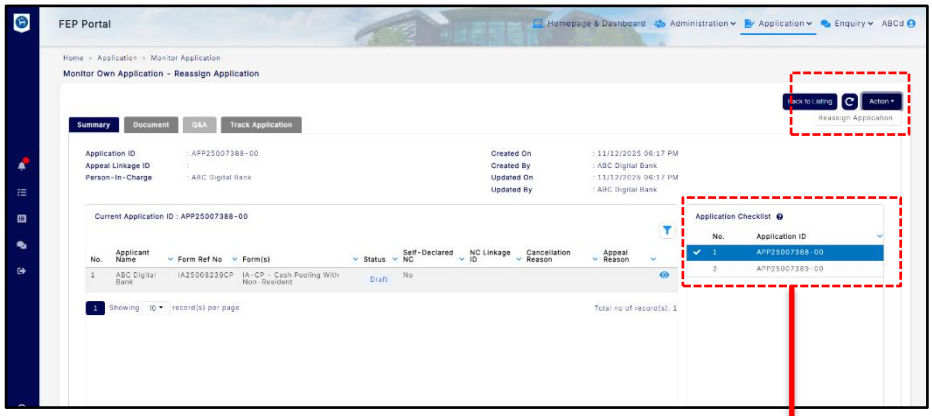
This function is for Applicant/Submitter to perform bulk action for multiple applications.



Summary tab

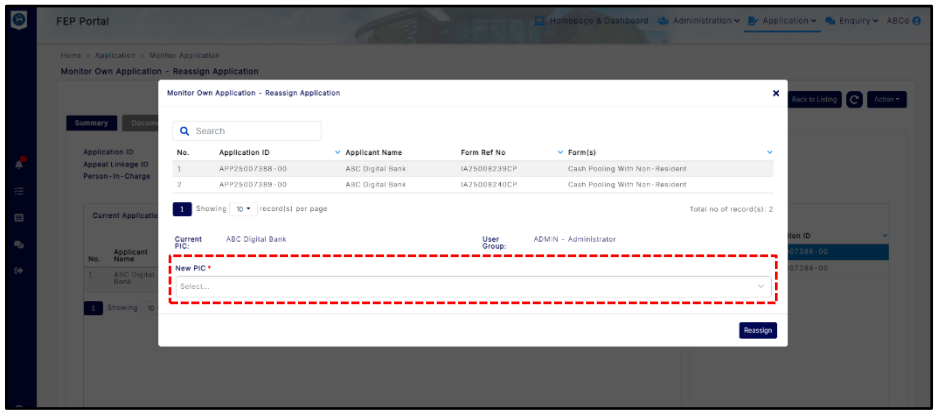
User can click on button Action and choose **Reassign Application** and **"Monitor Own Application – Reassign Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

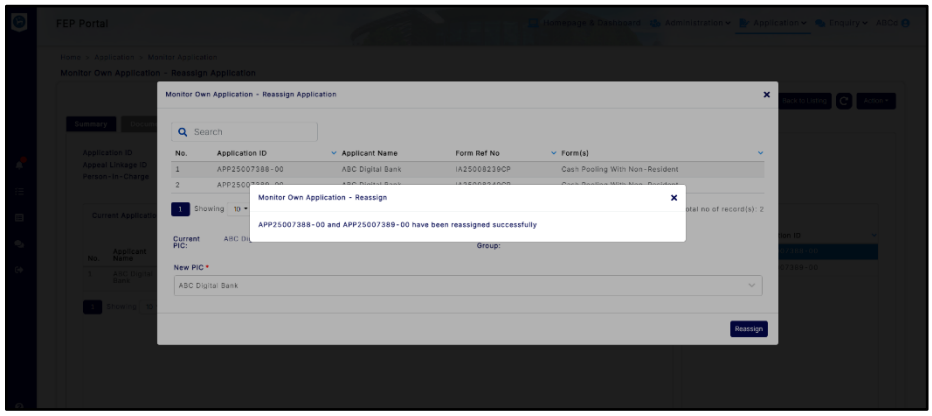
- **Monitor Own Application – Reassign Application** screen will be displayed and user is able to reassign the application to the new PIC by clicking on the button. Action



Application Checklist
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the Document, Q&A or Track Application tab.

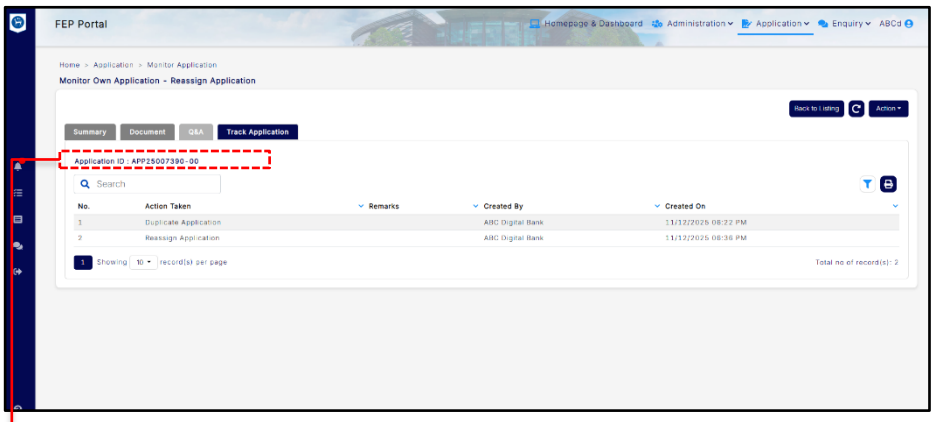
- **"Monitor Own Application – Reassign Application"** screen will be displayed and Applicant/Submitter is **required** to choose a **New PIC** before proceeding to reassign the application.





Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID as selected by Applicant/Submitter at **Application Checklist** in **Summary** tab. The reassignment of application will be recorded in the list of **Action Taken**.



Application ID
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the tracking details.

6.3.2 MONITOR CLIENT'S APPLICATION (BY THIRD-PARTY SUBMITTER)

In this section, Public User is playing the role as a Third-Party Submitter who can monitor clients' application(s). The screen design and functions are similar to paragraph 6.3.1 Monitor Own Application.

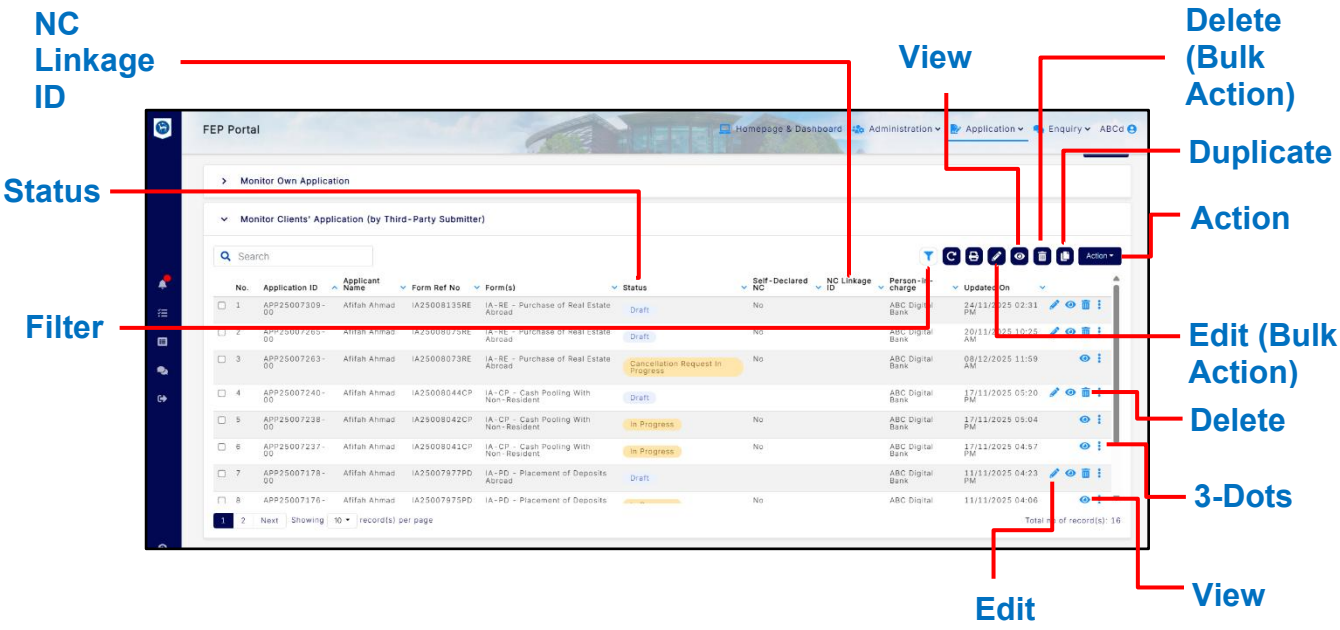
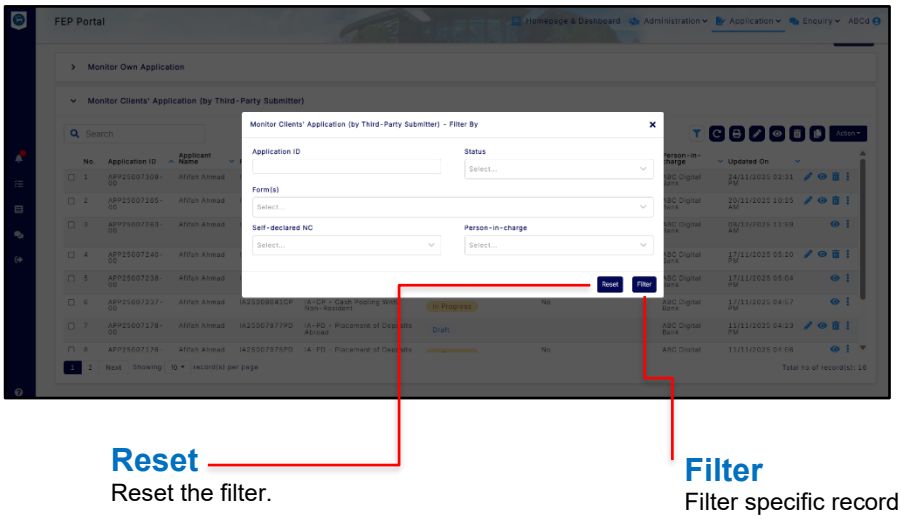


Figure 6.3.2 - 1 Monitor Application – Monitor Clients' Application (by Third Party Submitter)

Available functions in "**Monitor Clients' Application"** screen are as follows:

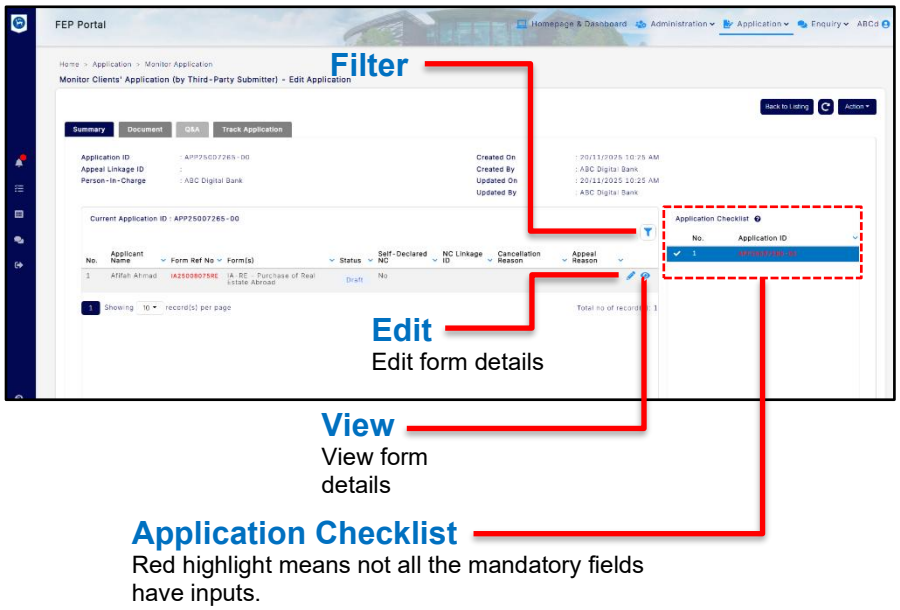
Status	There are 10 possible status for **Monitor Clients' Application** as follows: • **Draft:** Status when Applicant/Submitter has clicked on **Save As Draft** button at Application Submission. • **In Progress**: Status when Applicant/Submitter has clicked on **Submit** during Application Submission and application has been submitted to BNM successfully. • **Pending Info:** Status when BNM pushed back application case to the Submitter to edit the application Case or provide additional information. • **Pending Info with Q&A:** Status when BNM has sent an enquiry that requires Applicant/Submitter to **respond via Q&A** function**.** • **Pending Info for AIP:** Status when BNM push back application to

	Applicant/Submitter for amendment with BNM's decision as "Approval In Principle" or BNM has sent an enquiry that requires Applicant/Submitter to **respond via Q&A** function. • **Withdrawn:** Status when cancellation request was made before assignment of application by BNM and system will **auto-cancel** the application. • **Cancellation Request In Progress:** Status when Applicant/Submitter has **sent** or **initiated** a cancellation request to BNM. • **Cancelled:** Status when cancellation request by Applicant/Submitter **has been approved** by BNM **OR** auto-cancelled by the system when Applicant/Submitter fails to respond to a BNM Q&A message **after the expiry date that was pre-set at Q&A** function. • **Completed – Rejected:** Status when the application has been **completed with rejection**. • **Completed:** Status when the application is **completed**.
Filter	User can click on icon and **"Monitor Clients' Application (by Third-Party Submitter) – Filter By"** screen will be displayed. Applicant/Submitter can filter the applications by criteria.  **Reset** Reset the filter. **Filter** Filter specific record.
Edit (Single Action)	This function is for Applicant/Submitter to perform single action for a specific application. *Note:* *Edit function will only be available when the status is at **DRAFT stage**. Only the person in-charge (PIC) of the application can perform this action.*

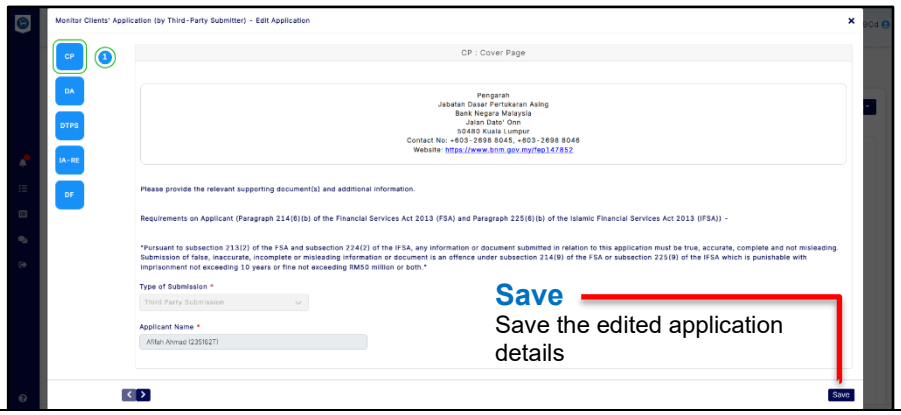
Summary tab

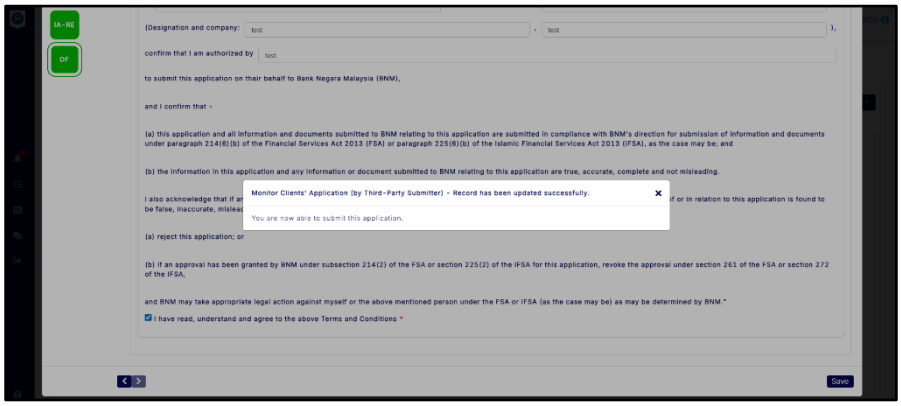
User can click on icon and **"Monitor Clients' Application (by Third-Party Submitter) – Edit Application – Summary"** screen will be displayed.

- Application ID and Form Ref No (for one application ID with multiple forms) will be highlighted in **red** if Applicant/Submitter has missed out in keying-in inputs for any mandatory field(s) in the form.

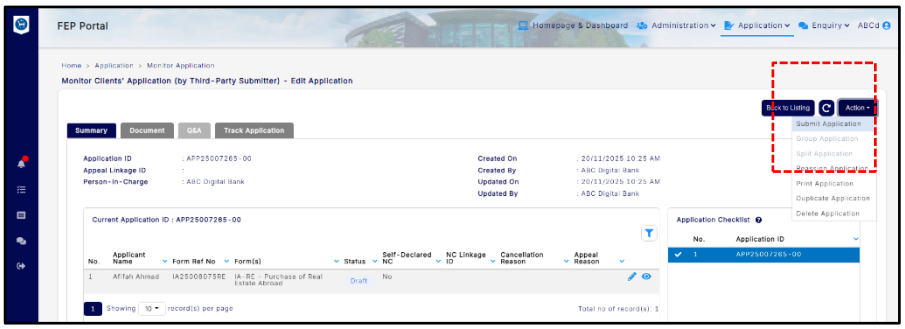


- User can click on icon (at Current Application ID) and **"Monitor Clients' Application (by Third-Party Submitter) - Edit Application"** screen will be displayed and user is able to edit the application details in the form before proceeding to submit the application.

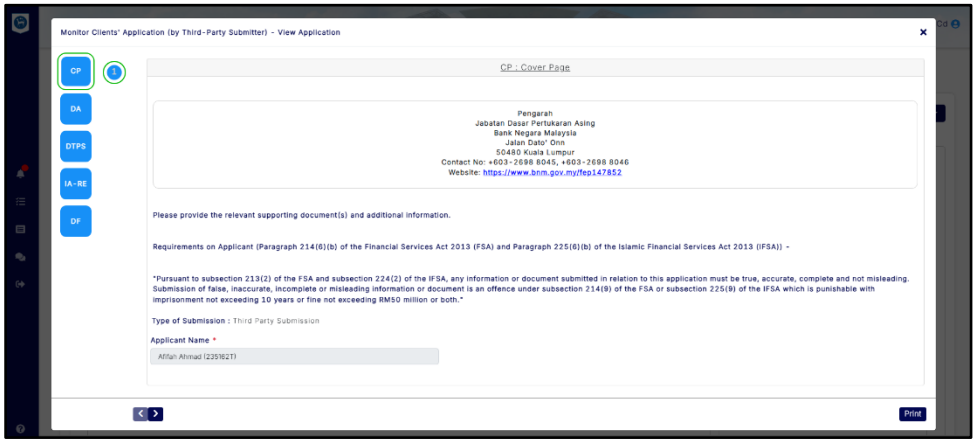




- After editing the application details, user can click on the Action button and Applicant/Submitter can proceed to **Submit Application** or remain **Save As Draft** for this application.

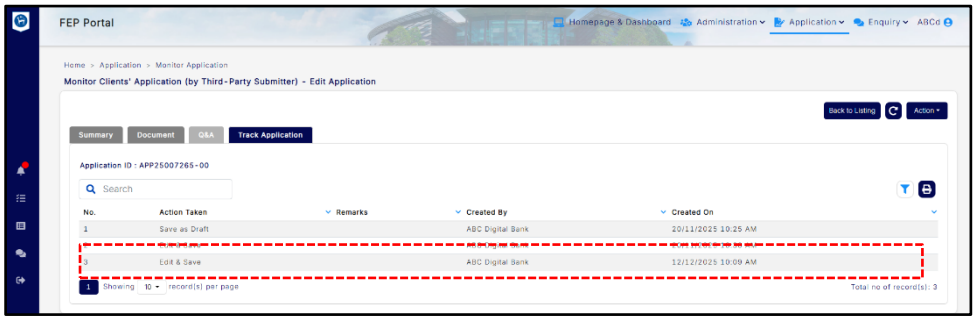


- User can click on icon and **"Monitor Clients' Application (by Third-Party Submitter) – View Application"** screen will be displayed.



Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. Editing action on the application will be recorded in the list.



Edit (Bulk Action)

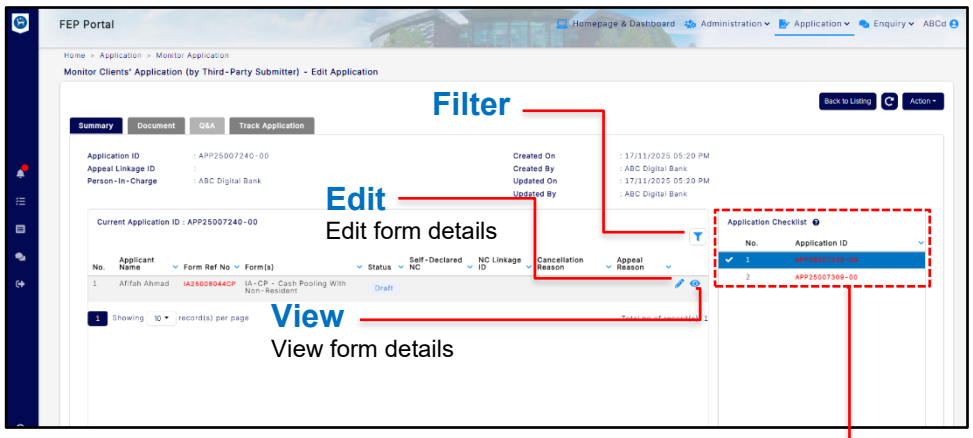
This function is for Applicant/Submitter to perform bulk action for multiple applications.

Summary tab

User can click on icon and **"Monitor Clients' Application (by Third-Party Submitter) – Edit Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

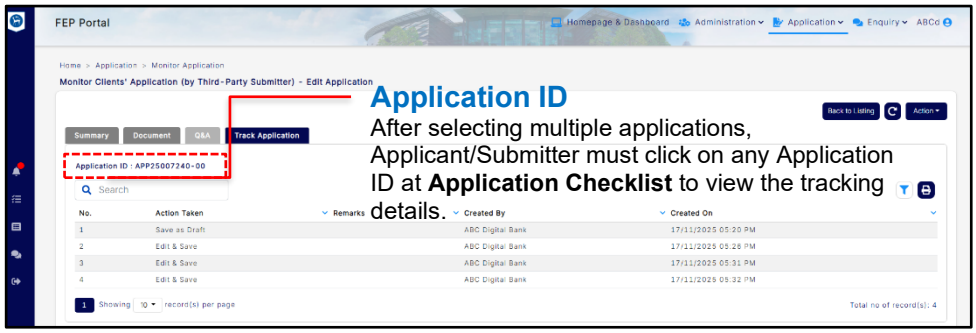
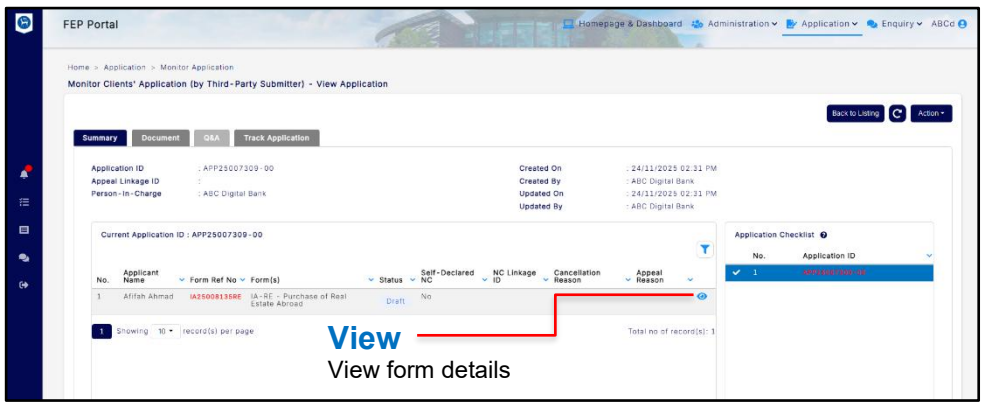
Note:
*Edit function will only be available when the status is at **DRAFT stage**. Only the person in-charge (PIC) of the application can perform this action.*

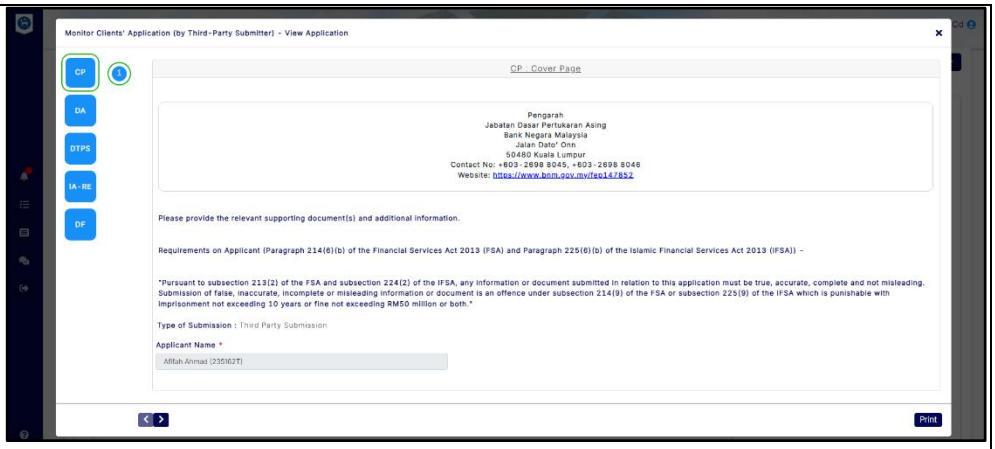
- **"Monitor Clients' Application (by Third-Party Submitter) – Edit Application"** screen will be displayed and user is able to edit the application details by clicking on icon.
- Application ID and Form Ref No (one application ID with multiple forms) will be highlighted in **red** if Applicant/Submitter has missed out any mandatory field(s) in the form.



Application Checklist

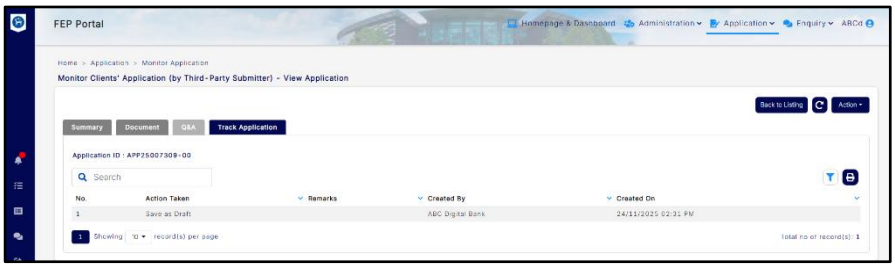
After selecting multiple applications, Applicant/Submitter must click on any **Application Checklist** before performing desired action. Red highlight means not all mandatory fields has inputs.

	[New] Pushback and Cancellation Handling for Grouped Application Forms • The submitter is able to edit forms that have been pushed back by BNM (Pending Info status) for amendments. However, the option to delete the Application form shall remain disabled. • For push-back application with grouped forms, submitter is able to view multiple forms with different statuses on the **Summary** screen. Please note that no changes are allowed for forms with status **Cancelled** or **Completed**: **Track Application tab** User can click on the **Track Application** tab and the screen will display a list of application tracking details for a specific Application ID. The editing made on the application will be recorded in the list 
View (Single Action)	This function is for Applicant/Submitter to perform a single action for a specific application. **Summary tab** User can click on icon and "**Monitor Clients' Application (by Third-Party Submitter) – View Application – Summary**" screen will be displayed. 



Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID.



Document Tab

Document tab

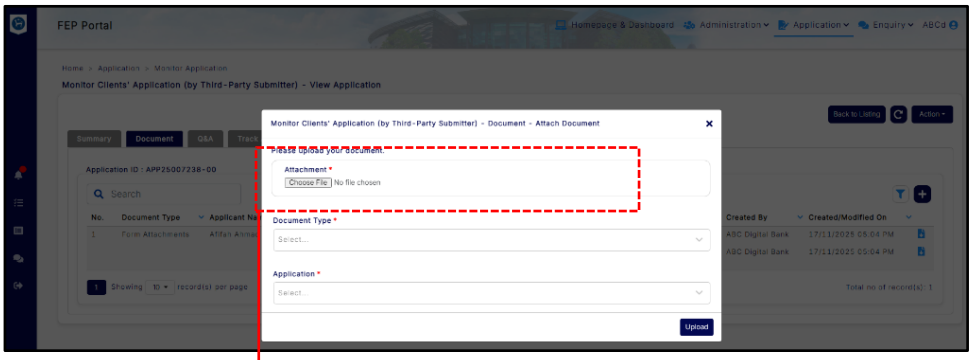
User can click on the **Document** tab for a specific Application ID and the screen will display a list of documents where user is able to filter by clicking on icon or add new document(s) by clicking on icon.





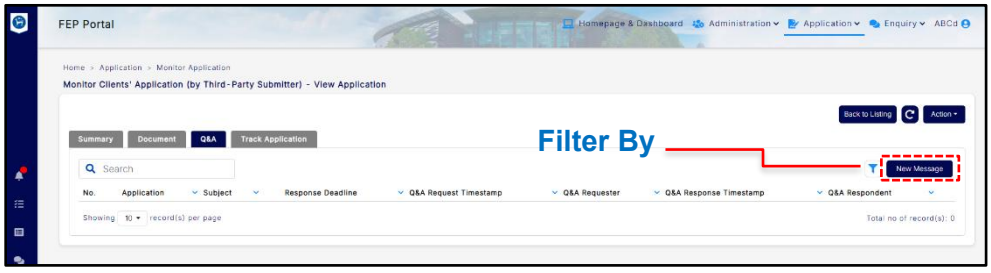
<table>
<tr><td></td><td>

User can click on  icon and “Monitor Clients’ Application – Attach Document” screen will be displayed.

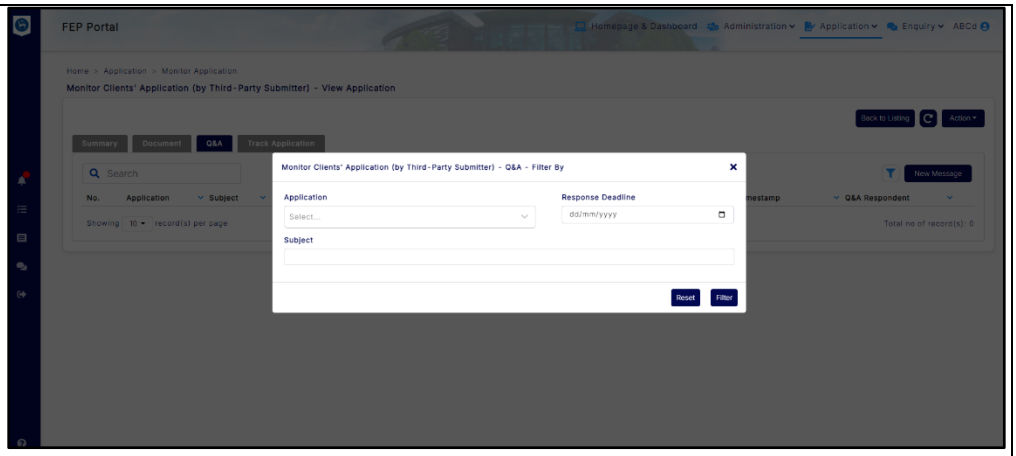


Note:
Valid format for file upload: Words Document (doc, docx), Excel document (xls, xslx), Power Point document (ppt, pptx), PDF Document (pdf), CSV document (csv), Text Document (txt), Picture (jpg, png) and Zip file (zip, rar, 7zip).
</td></tr>
<tr><td>Q&A Tab</td><td>
User can click on the Q&A tab for a specific Application ID and the screen will display a list of Q&A where user is able to –

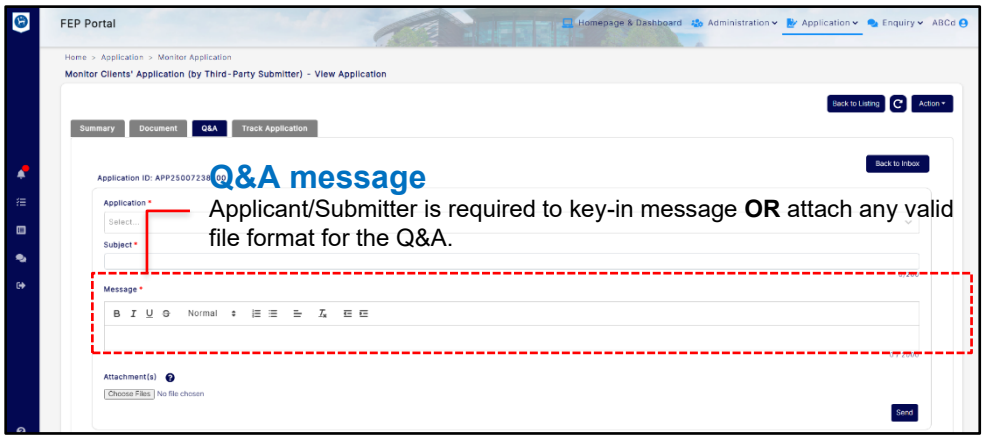
filter the messages by clicking on  icon;
initiate new Q&A by clicking on  button; or
respond to a Q&A by clicking on icon.

Applicant/Submitter is required to respond to BNM before the expiry date, Response Deadline, set by BNM . Otherwise, the application will be auto-cancelled by system and the status will become Cancelled.


</td></tr>
</table>



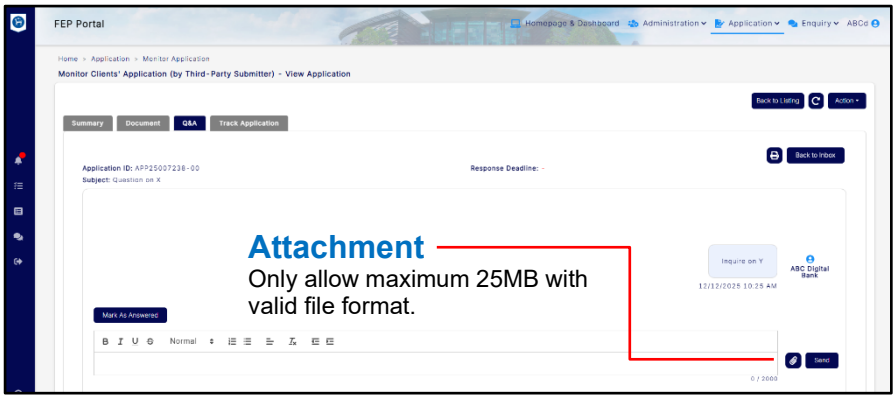
- User can click on the **New Message** button to create a new Q&A to BNM and click on the **Send** button to send the message. The Q&A message will be stored in the **Q&A** listings.
- For Q&A text messages, users can apply additional text formatting options including Bold, Italic, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting.
- The system will automatically save any Q&A entered as a draft in both the New Message and Conversation Message panels.



- User can click on icon if Applicant/Submitter would like to respond or continue to message BNM with the Q&A function. User can also click on icon to upload any related or additional document.

  Note:

  Valid format for file upload: Words Document (doc, docx), Excel document (xls, xslx), Power Point document (ppt, pptx), PDF Document (pdf), CSV document (csv), Text Document (txt), Picture (jpg, png) and Zip file (zip, rar, 7zip).



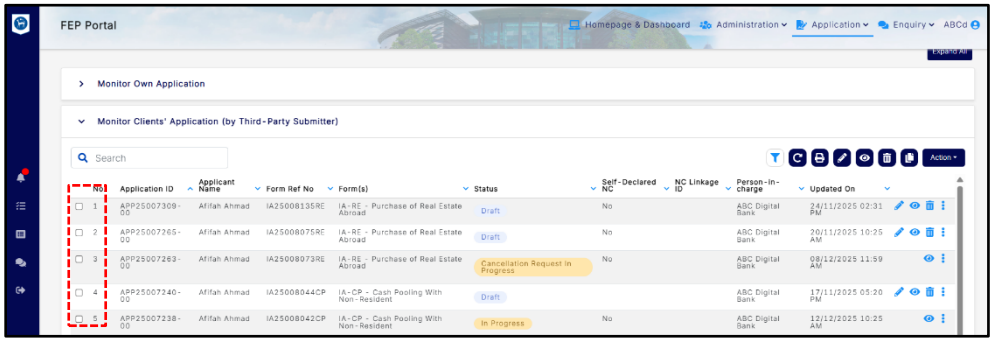
- The **New Message** and **Reopen Discussion** buttons will be **disabled** once the status is Completed, Withdrawn or Cancelled.
- Public users will receive Q&A deadline notifications via email, based on the configuration set by the BNM FEP administrator.

View (Bulk Action)

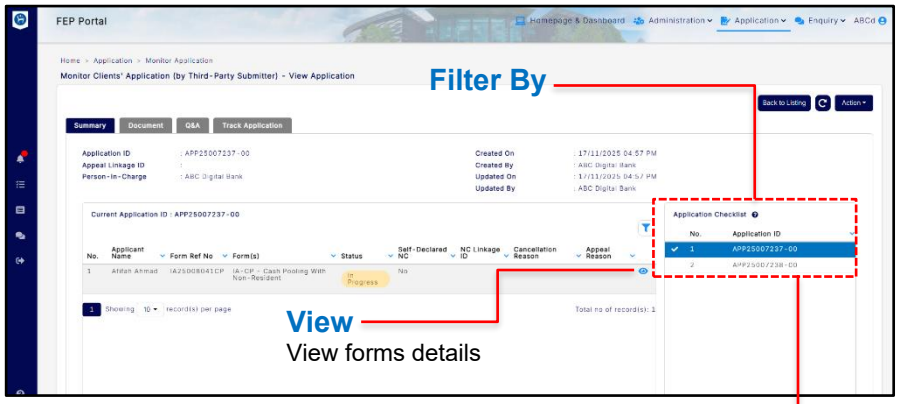
This function is for Applicant/Submitter to perform bulk action for multiple applications.

Summary tab

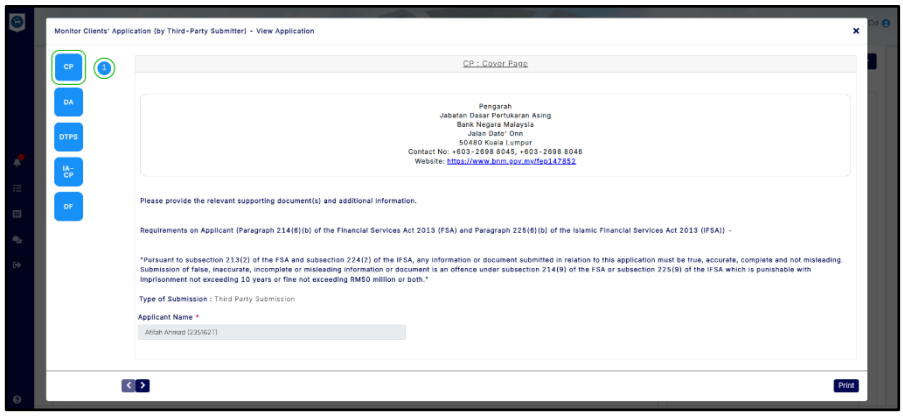
User can click on icon and **"Monitor Clients' Application (by Third-Party Submitter) – View Application – Summary"** screen will be displayed. Before performing bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.



- **"Monitor Clients' Application (by Third-Party Submitter) – View Application"** screen will be displayed and user is able to view the application details by clicking on icon.

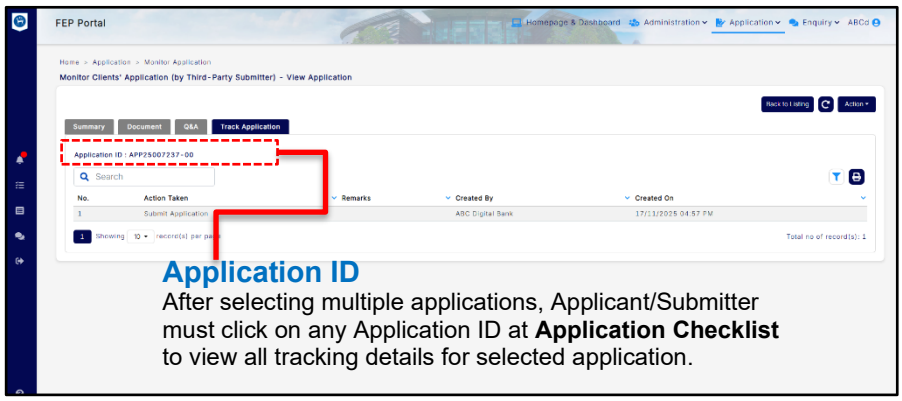


Application Checklist
After selecting multiple application(s), Applicant/Submitter can click on any Application ID before performing desired action. Red highlight at the ID means not all mandatory fields have inputs.



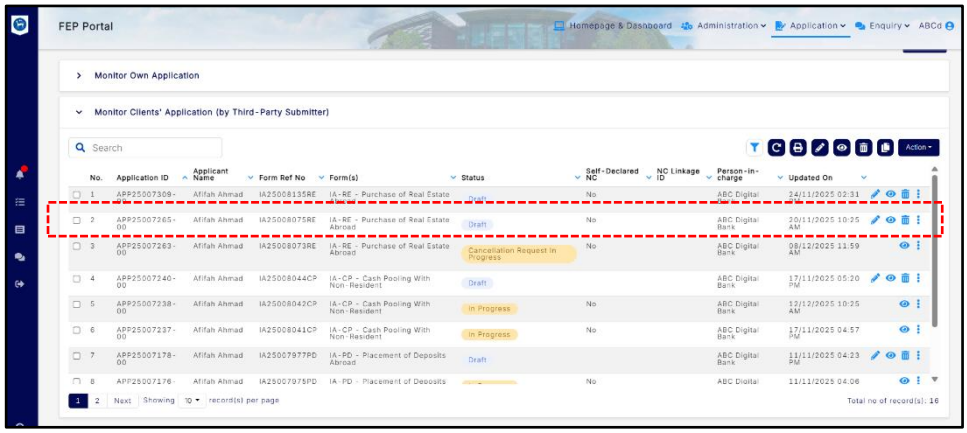
Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID.

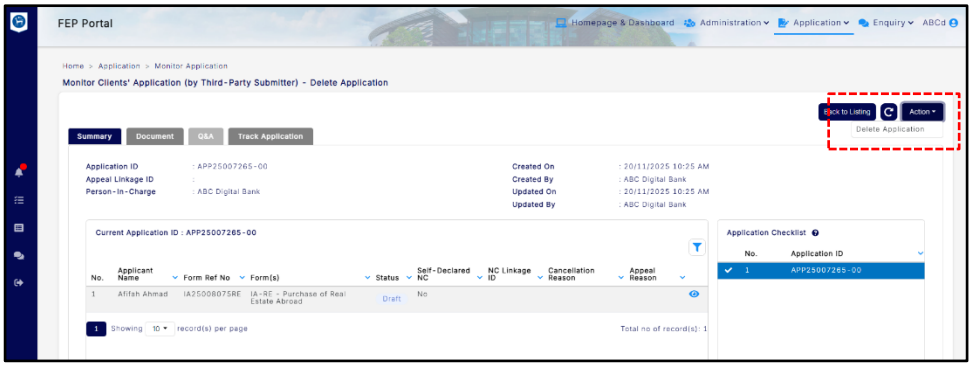


Delete (Single Action)	User can click on icon to delete an existing application. Note: **Delete** function will only be available when status is at **DRAFT stage**. Only

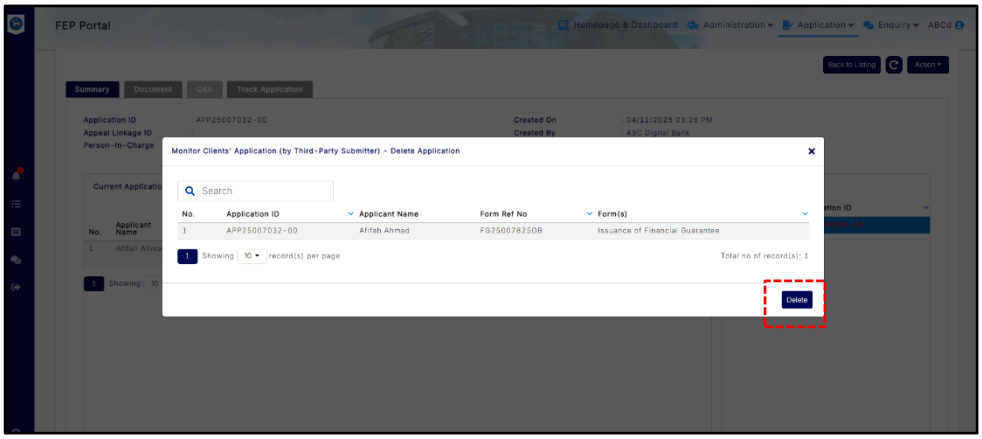
person in-charge can perform this action.



- **"Monitor Clients' Application (by Third-Party Submitter) – Delete Application"** screen will be displayed and user is able to delete the application by clicking on the Action button.

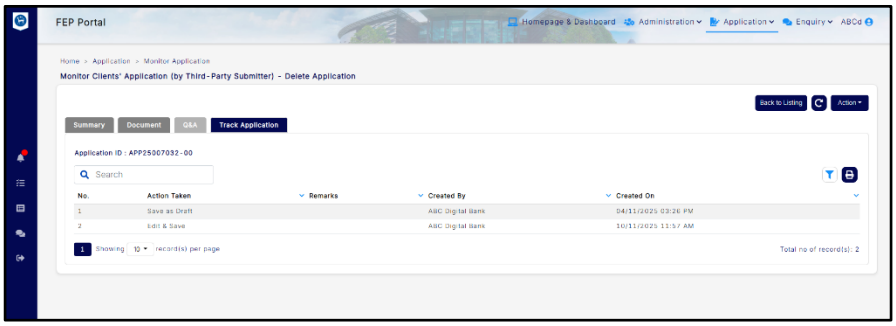
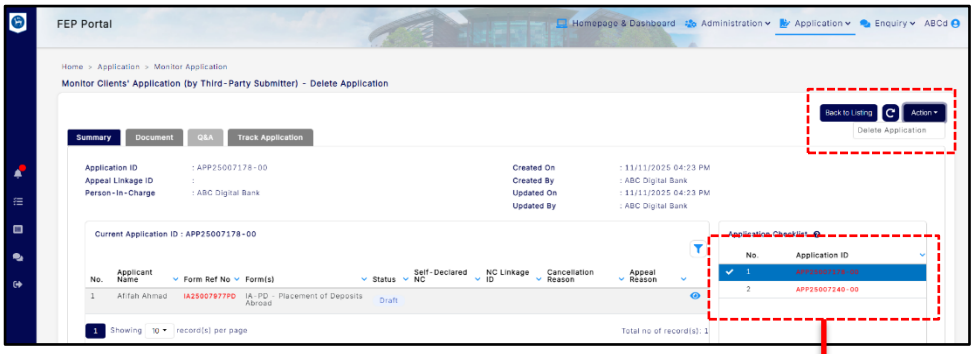


- Upon successful deletion, the application will be removed from the **Monitor Clients' Application** listing.

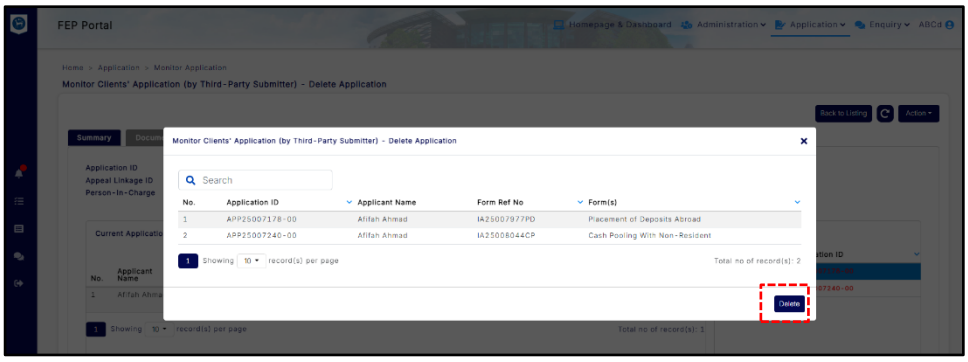


Track Application tab

User can click on the **Track Application** tab and the screen will display a list

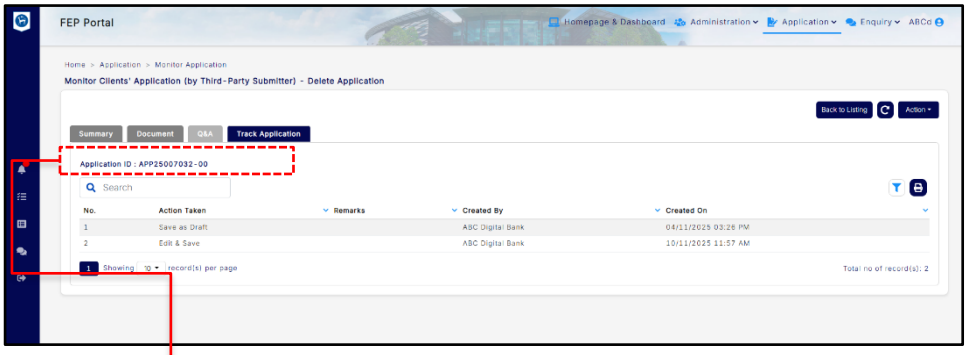
	of application tracking details for the specific Application ID. The delete action will be recorded in the list. 
Delete Application (Bulk Action)	This function is for Applicant/Submitter want to perform bulk action for multiple applications. **<u>Summary tab</u>** User can click on 🗑 icon and **"Monitor Clients' Application (by Third-Party Submitter) – Delete Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox. *Note:* ***Delete** function will only be available when status is at **DRAFT stage**. Only person in-charge can perform this action.* • **"Monitor Clients' Application (by Third-Party Submitter) – Delete Application"** screen will be displayed and user is able to delete the application by clicking on the Action button and choose **Delete Application**.  **Application Checklist** After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the Document, Q&A or Track Application tab. • **"Monitor Clients' Application (by Third-Party Submitter) – Delete Application"** screen will be displayed and user is able to delete the

application.



Track Application tab

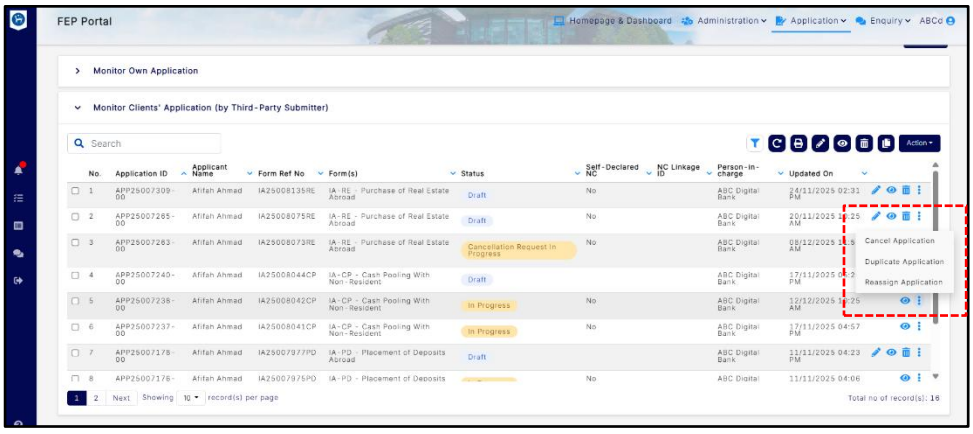
User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID.



Application ID
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the tracking details.

Duplicate Aplication (Single Action)

This function is for Applicant/Submitter to perform single action for a specific application.

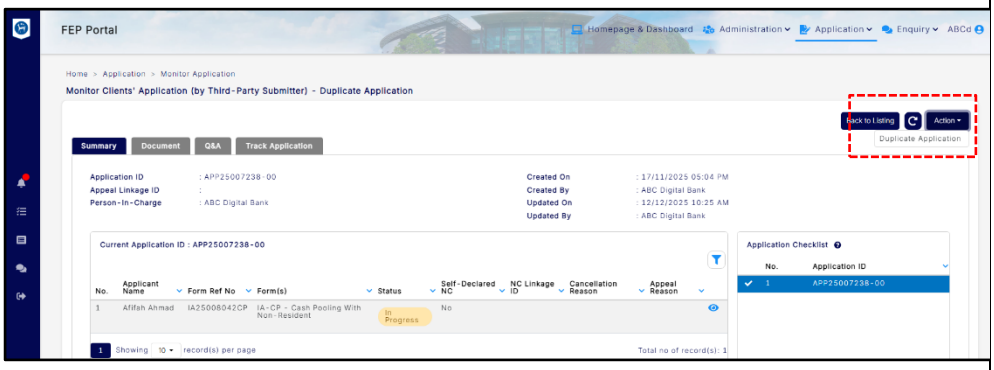


Summary tab

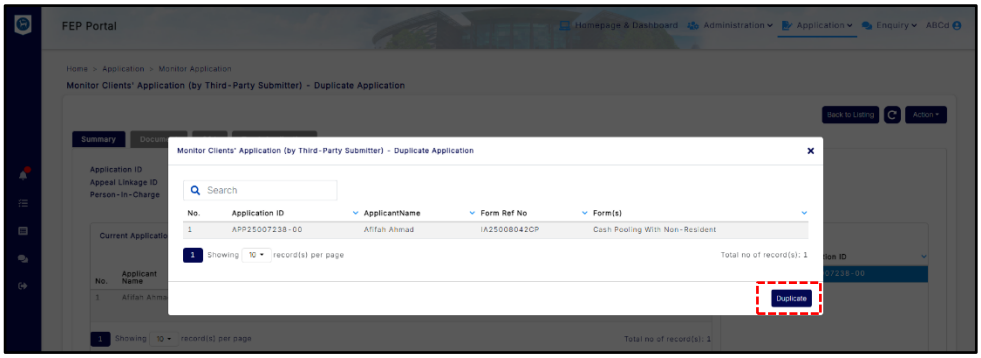
User can click on ⋮ icon and choose **Duplicate Application** and

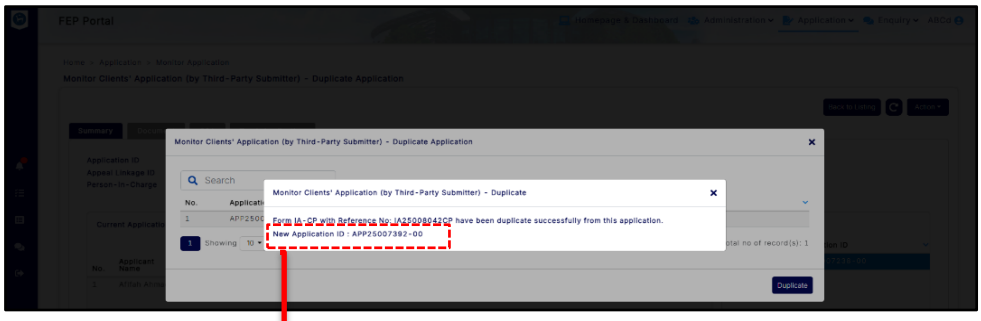
"Monitor Clients' Application (by Third-Party Submitter) – Duplicate Application – Summary" screen will be displayed.

- **"Monitor Clients' Application (by Third-Party Submitter) – Duplicate Application"** screen will be displayed and user is able to duplicate the application details by clicking on the Action button.



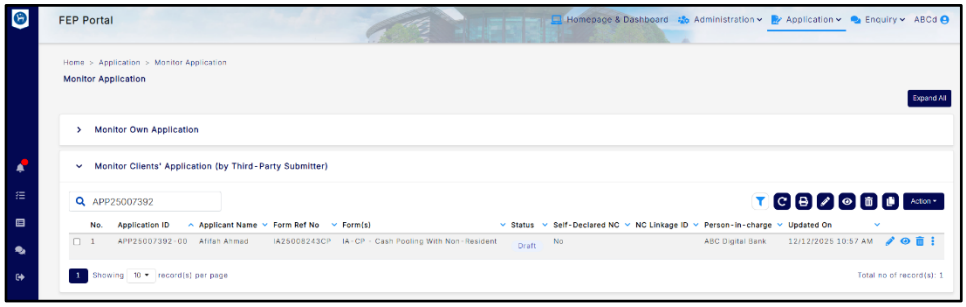
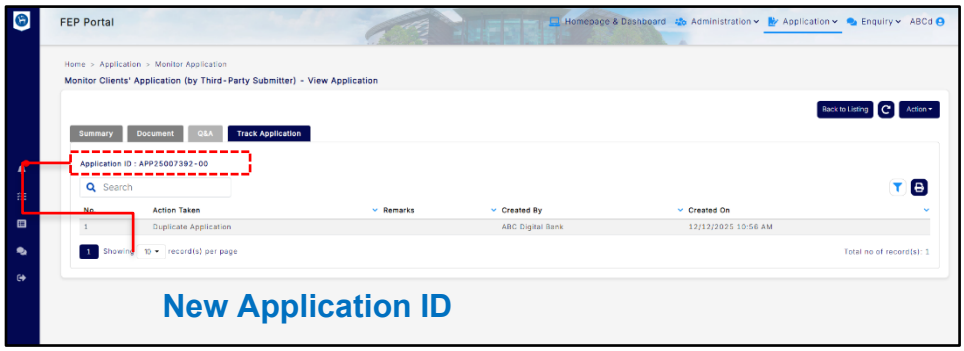
- **"Monitor Clients' Application (by Third-Party Submitter) – Duplicate Application"** screen will be displayed and user is able to duplicate the application. Upon successful duplication, a **new Application ID** for the duplicated application will be displayed as reference.

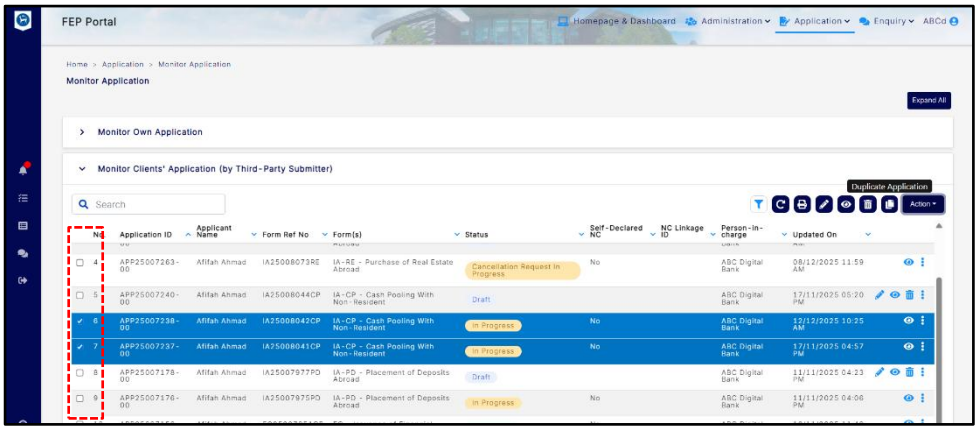




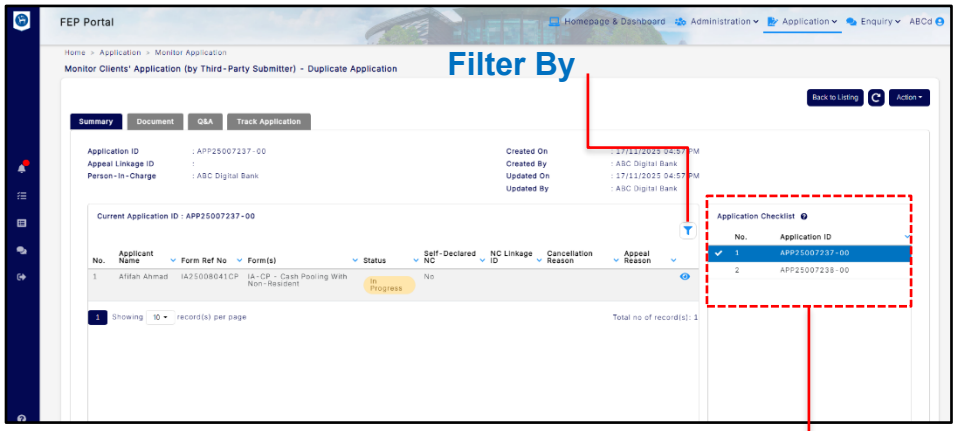
New Application ID
User can use this new Application ID for searching/tracking purpose.

- Applicant/Submitter can click on Back to Listing button to return to Monitor Clients' Application (by Third-Party Submitter) tab. At the **Search**

	box, user can insert/paste the **New Application ID** to find the application in the listing. All the duplicated aplication will be in **Draft** status before submission. • For the duplicated application, **New Application ID** and **Form Reference No** will be generated. Applicant/Submitter can **Edit, View, Delete, Duplicate Application or Reassign Application** before submission.  • The **Duplicate Application** action will be recorded as **new** duplicated record under **Track Application** tab. 
Duplicate Application (Bulk Action)	This function is for Applicant/Submitter to perform bulk action for multiple applications. **<u>Summary tab</u>** User can click on  and **"Monitor Clients' Application (by Third-Party Submitter) – Duplicate Application – Summary"** screen will be displayed. Before performing bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

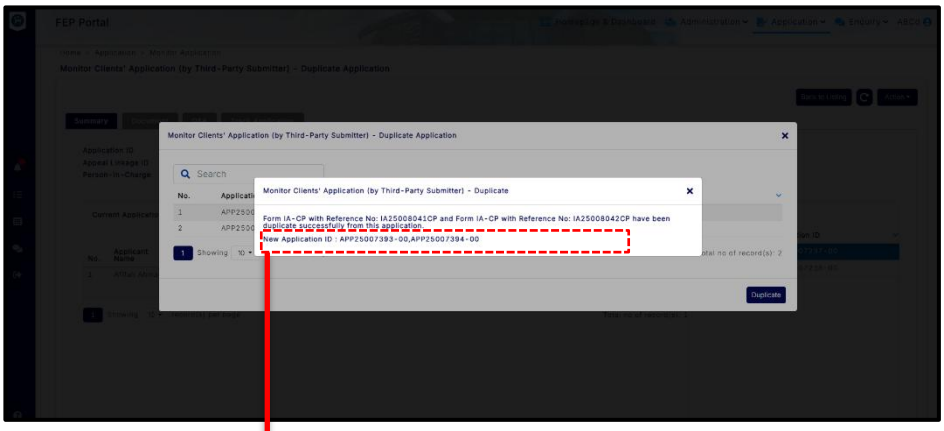


- **"Monitor Clients' Application (by Third-Party Submitter) – Duplicate Application"** screen will be displayed and user is able to duplicate the application by clicking on the Action button.



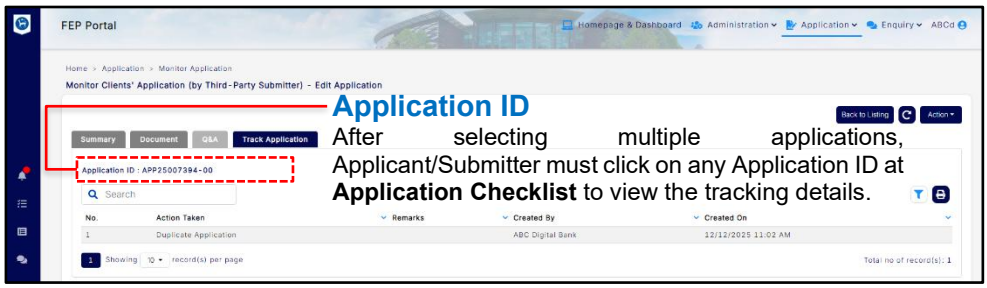
Application Checklist
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the Document, Q&A or Track Application tab.

- **"Monitor Clients' Application (by Third-Party Submitter) – Duplicate Application"** screen will be displayed and user is able to duplicate the application. Upon successful duplication, a **new Application ID** for the duplicated application will be displayed for reference.



Track Application tab

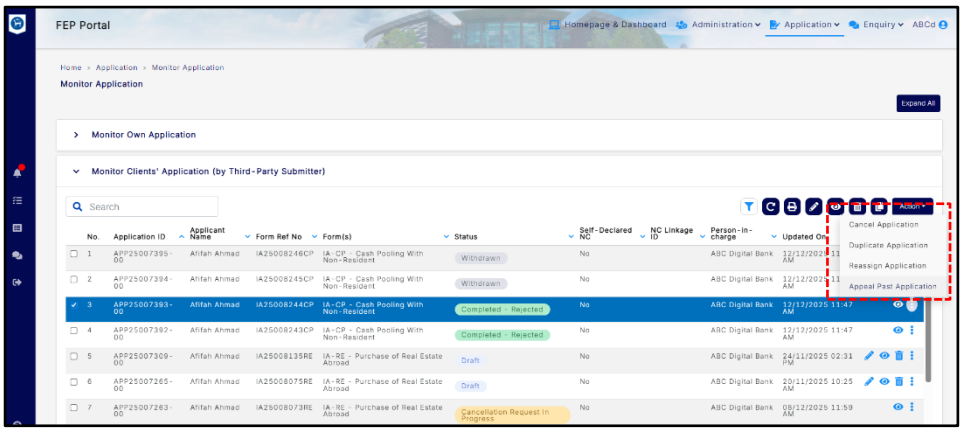
User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID.



Appeal Past Application (Single Action)

This function is for Applicant/Submitter to perform a single action for a specific application.

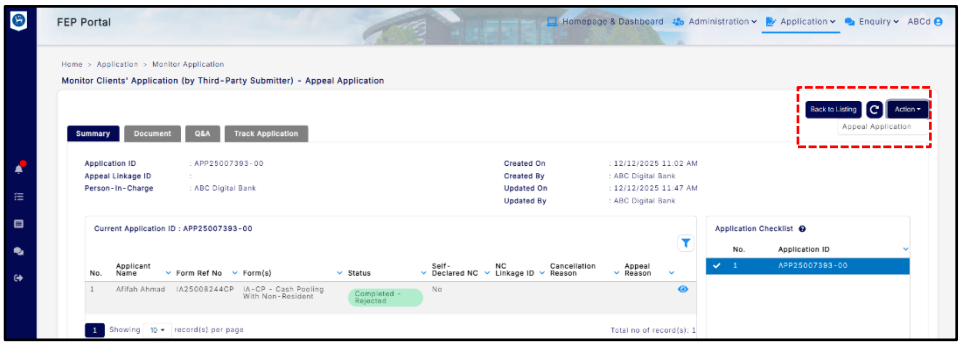
Note:
*Appeal Past Application will only be available and applicable when the status is at **COMPLETED – REJECTED stage**. Only person in-charge (PIC) of the application can perform this action.*



Summary tab

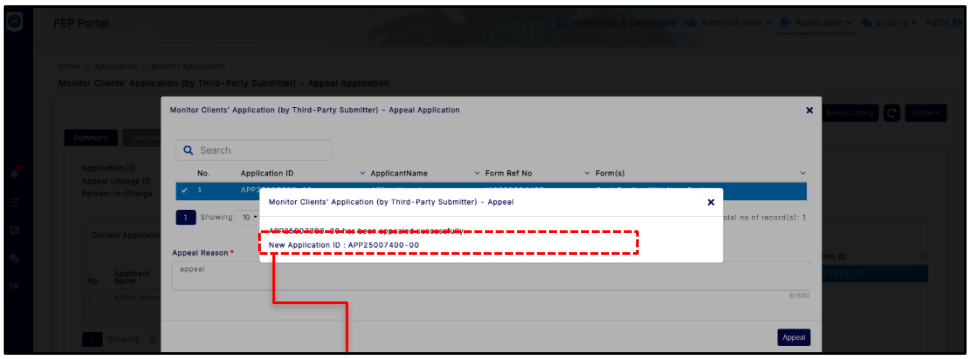
User can click on ⋮ icon and choose **Appeal Past Application** and **"Monitor Clients' Application (by Third-Party Submitter) – Appeal Past Application – Summary"** screen will be displayed.

- **"Monitor Clients' Application (by Third-Party Submitter) – Appeal Application"** screen will be displayed and user is able to appeal on a rejected application by clicking on the Action button.

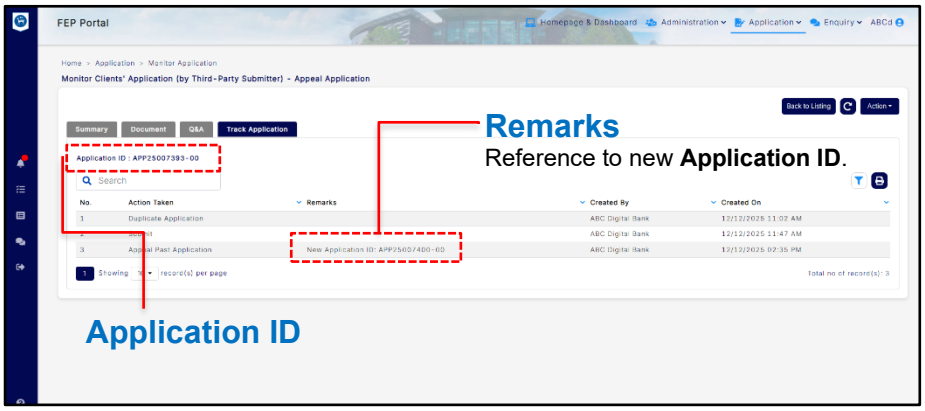


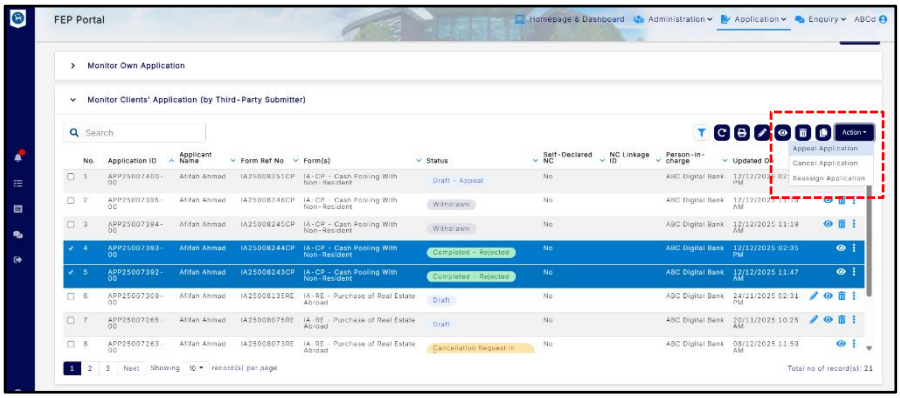
- **"Monitor Clients' Application (by Third-Party Submitter) – Appeal Application"** screen will be displayed and Applicant/Submitter is **required** to provide reason for appeal before proceeding to appeal on the application.
- Upon successful submission, a new Application ID will be displayed for reference. The appeal will be treated as a new application submission.

Note:
For any appeal case, Applicant/Submitter is required to provide additional justification to support the application. Any re-submission without new information will not justify an appeal and may not be considered.



New Application ID
User can use this new Application ID for searching/tracking purpose.

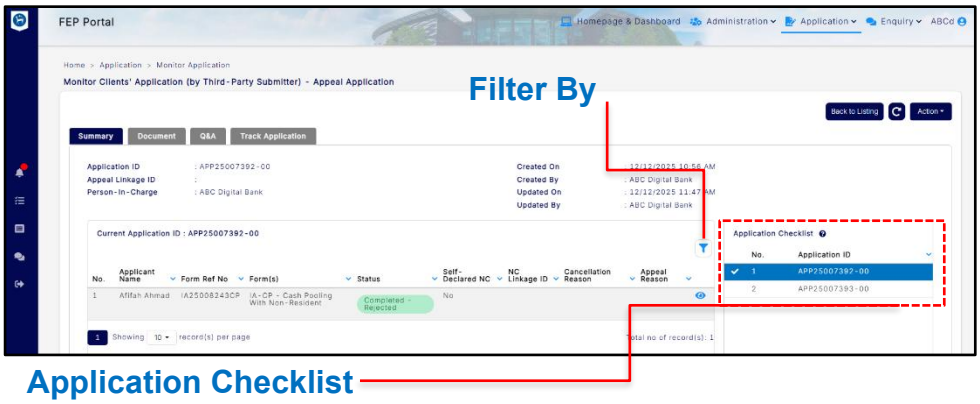
	• Applicant/Submitter can click on the Back to Listing button to return to **Monitor Clients' Application (by Third-Party Submitter)** tab. At the **Search** box, user can insert/paste the **New Application ID** to find the application in the listing. All appeals will be in **Draft** status before submission. • For the appeal application (Draft), a **New Application ID** and **Form Reference No** will be generated. Applicant/Submitter can **Edit, View, Delete, Duplicate Application or Reassign Application** before submission. • The **Appeal Application** action will be recorded at the **Track Application** tab with reference to the **previous Application ID** at the Remarks column. **Track Application tab** User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. 
Appeal Past Application (Bulk Action)	This function is for Applicant/Submitter to perform bulk action for multiple applications. Note: Appeal Past Application will only be available and applicable when the status is at **COMPLETED – REJECTED stage**. Only person in-charge (PIC) of the application can perform this action.



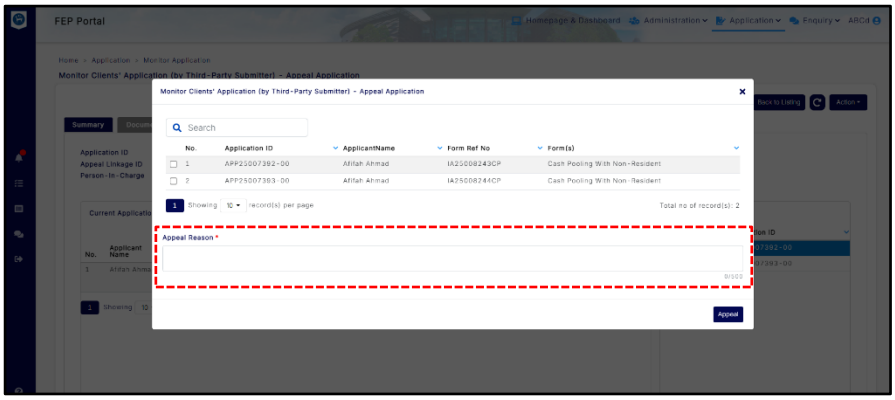
Summary tab

User can click on Action button and choose **Appeal Past Application** and **"Monitor Clients' Application (by Third-Party Submitter) – Appeal Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

- **"Monitor Clients' Application (by Third-Party Submitter) – Appeal Application"** screen will be displayed and user is able to appeal the application details by clicking on the Action button.

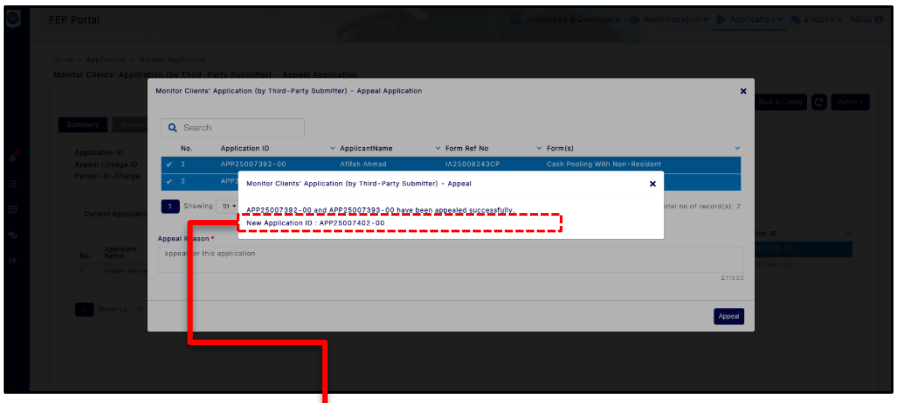


- **"Monitor Clients' Application (by Third-Party Submitter) – Appeal Application"** screen will be displayed and user is able to appeal on the rejected applications and Applicant/Submitter is **required** to provide reason for appeal before proceeding to submit the appeal.



- Upon successful submission, a new Application ID will be displayed for reference. The appeal will be treated as a new application submission.

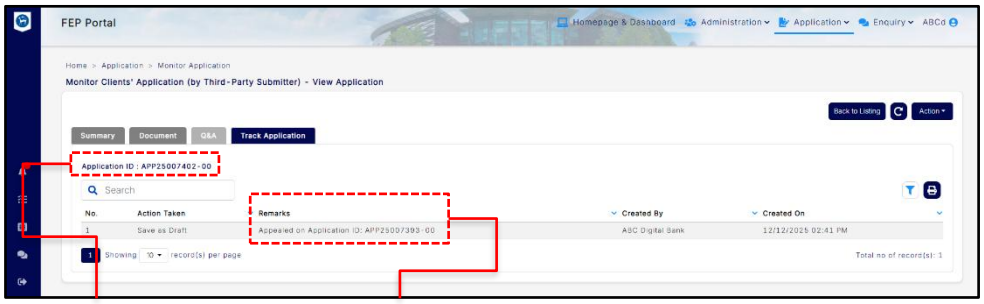
  Note:
  For any appeal case, Applicant/Submitter is required to provide additional justification to support the application. Any re-submission without new information will not justify an appeal and may not be considered.



New Application ID
User can use this new Application ID for searching/tracking purpose.

- Applicant/Submitter can click on Back to Listing button to return to **Monitor Clients' Application** tab. At the **Search** box, user can insert/paste the **New Application ID** to find the application in the listing. All the appeal application(s) will be in **Draft** status.
- For the new appeal application (Draft), a **New Application ID** and **Form Reference No** will be generated. Applicant/Submitter can **Edit, View, Delete, Duplicate Application** or **Reassign Application** before submission.

- The Appeal Application action will be recorded in **Track Application** tab and with remarks referencing the **previous Application ID**.

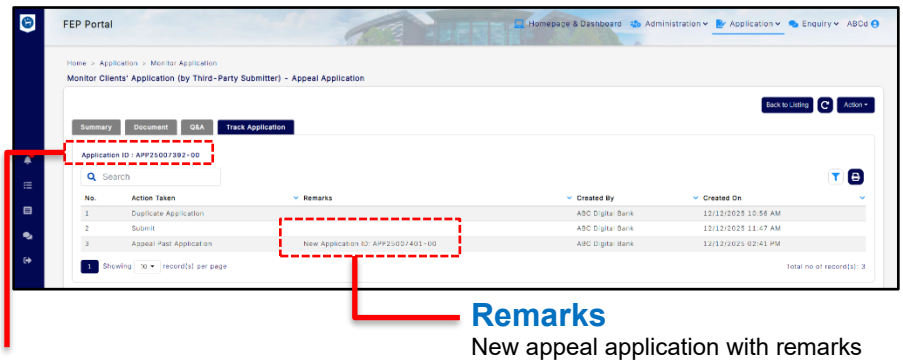


New Application ID

Remarks
Appeal application with remarks at Action Taken column indicated as **Save As Draft** and appealed from **previous Application ID**.

Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID.

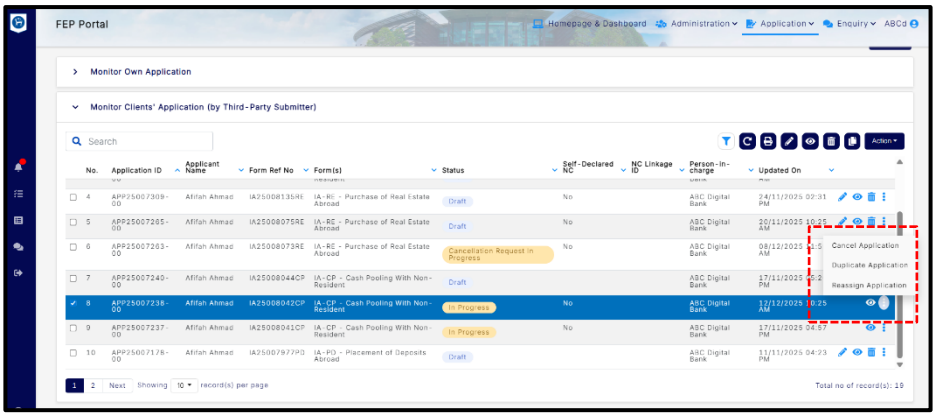


Application ID
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the tracking details.

Remarks
New appeal application with remarks referencing new **Application ID**.

Cancel Application (Single Action)

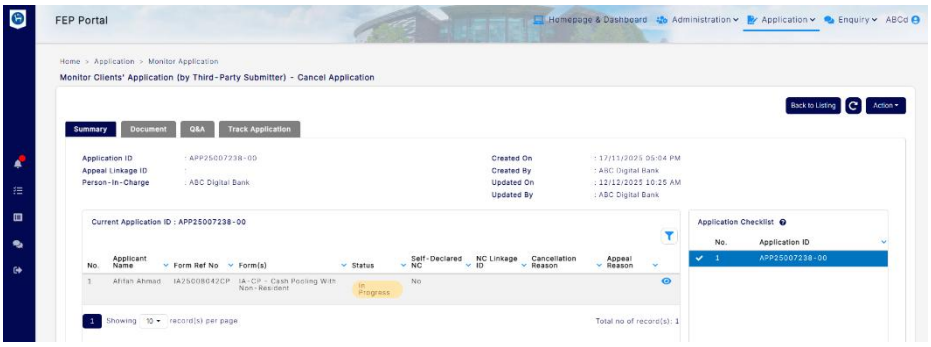
This function is for Applicant/Submitter to perform single action for a specific application.



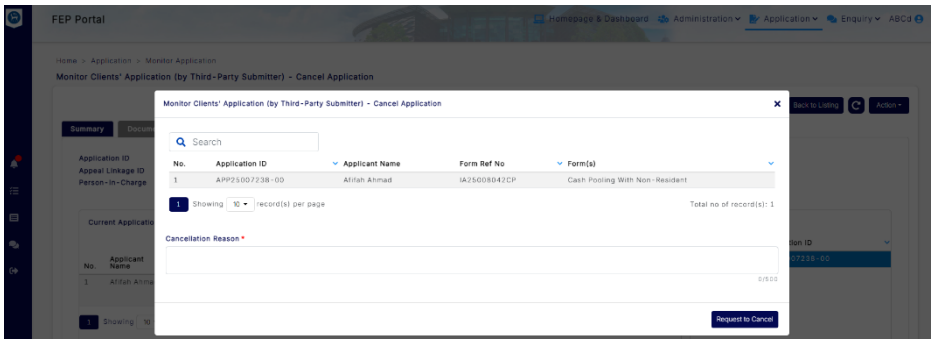
Summary tab

User can click on ⋮ icon and choose **Cancel Application** and **"Monitor Clients' Application – Cancel Application – Summary"** screen will be displayed.

- **"Monitor Clients' Application – Cancel Application"** screen will be displayed and user is able to cancel the application by clicking on the Action button.

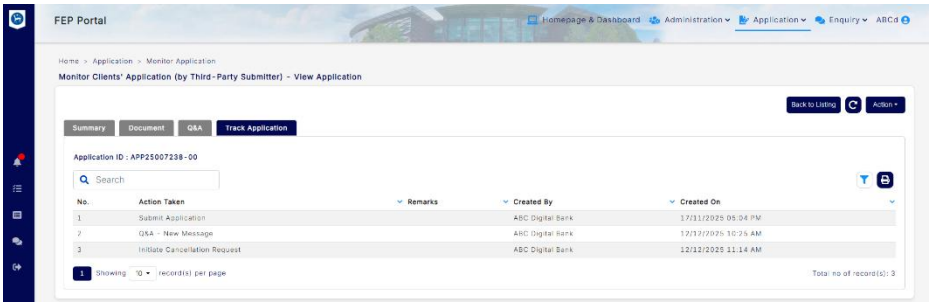


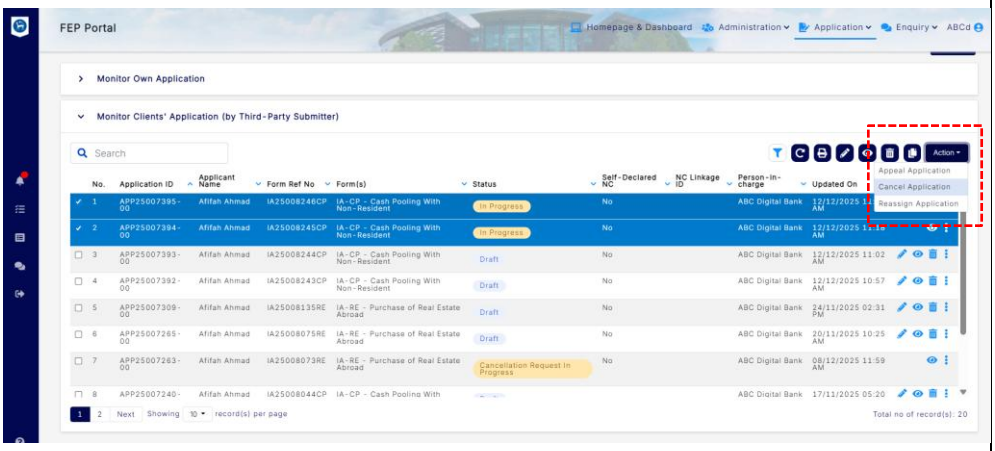
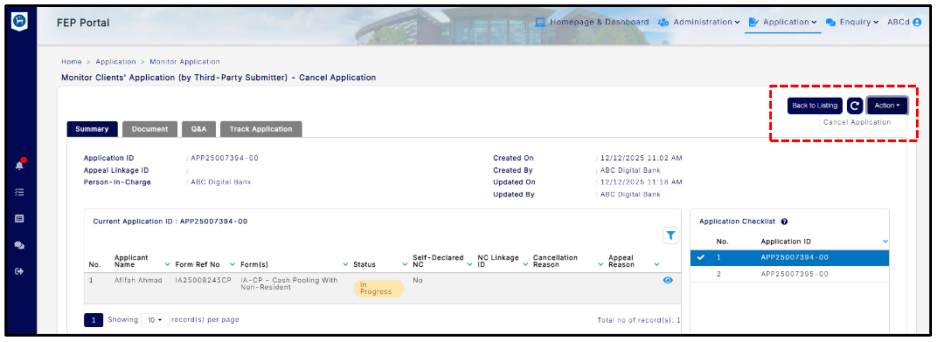
- **"Monitor Clients' Application – Cancel Application"** screen will be displayed and user is **required** to provide reason(s) for cancellation before proceeding to cancel the application.

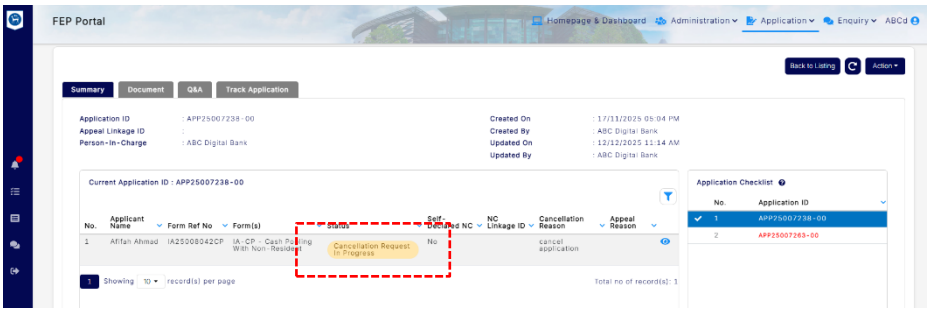


Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID.

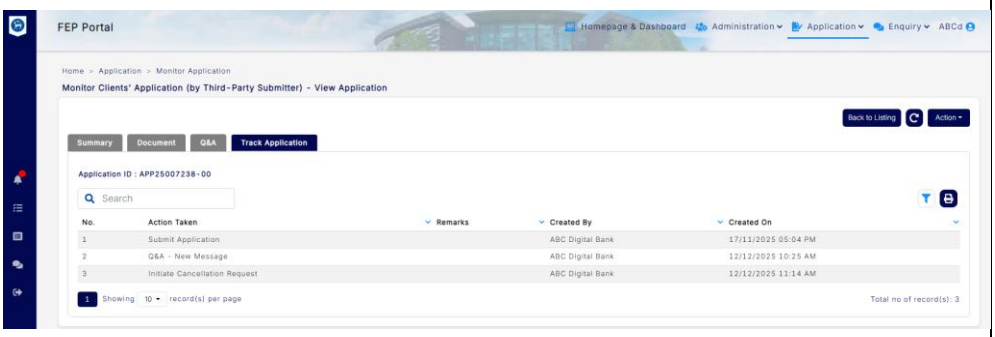


Cancel Application (Bulk Action)	This function is applicable if Applicant/Submitter wants to perform bulk action for multiple applications. User can click on the Action button and **"Monitor Clients' Application – Cancel Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.  • "Monitor Clients' Application – Cancel Application" screen will be displayed and user is able to cancel the application details by clicking on the Action button.  • **"Monitor Clients' Application – Cancel Application"** screen will be displayed and user is able to cancel the application details by clicking on **Request to Cancel** and the status of the application will be changed to **"Cancellation Request in Progress"**.



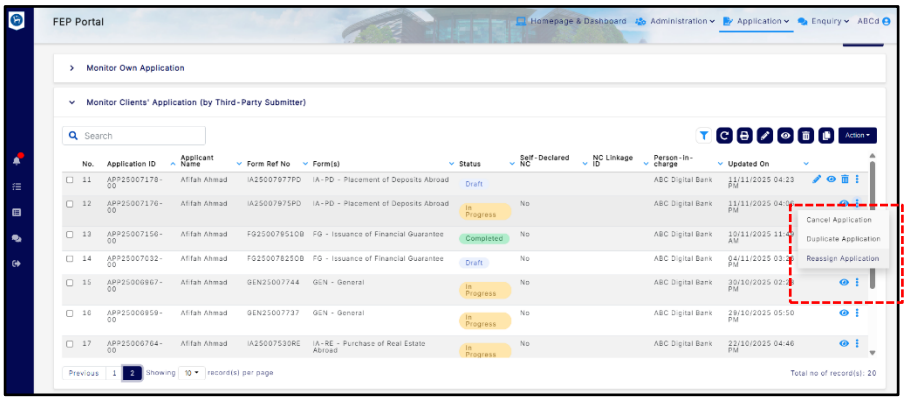
Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. The cancellation details will be recorded in the list.



Reassign Application (Single Action)

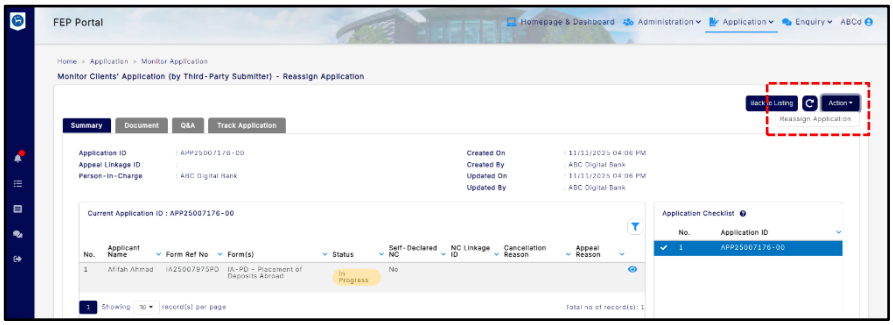
This function is for Applicant/Submitter to perform single action for a specific application.



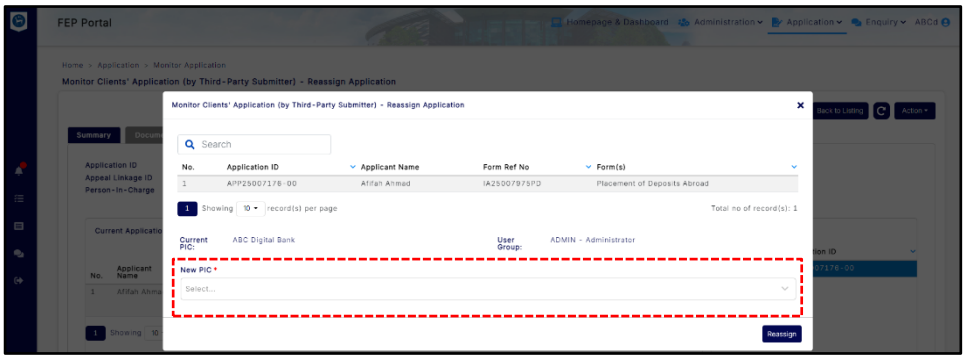
Summary tab

User can click on ⋮ icon and choose **Reassign Application** and **"Monitor Clients' Application (by Third-Party Submitter) – Reassign Application – Summary"** screen will be displayed.

- **"Monitor Clients' Application (by Third-Party Submitter) – Reassign Application"** screen will be displayed and user is able to reassign the application to a new PIC by clicking on the Action button.

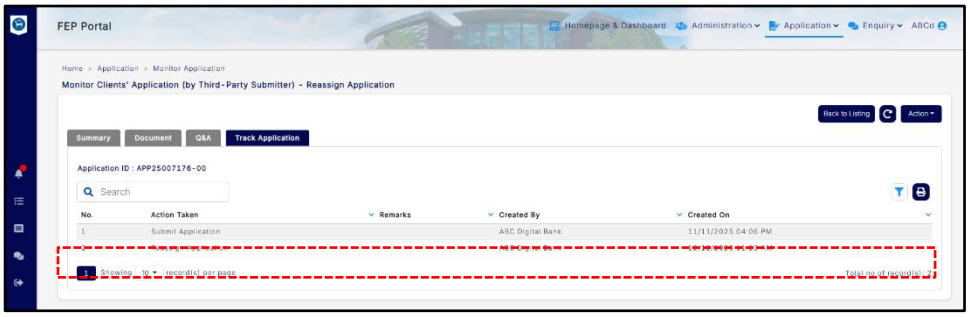


- **"Monitor Clients' Application (by Third-Party Submitter) – Reassign Application"** screen will be displayed and Applicant/Submitter is **required** to select a new PIC before proceeding to reassign the application.

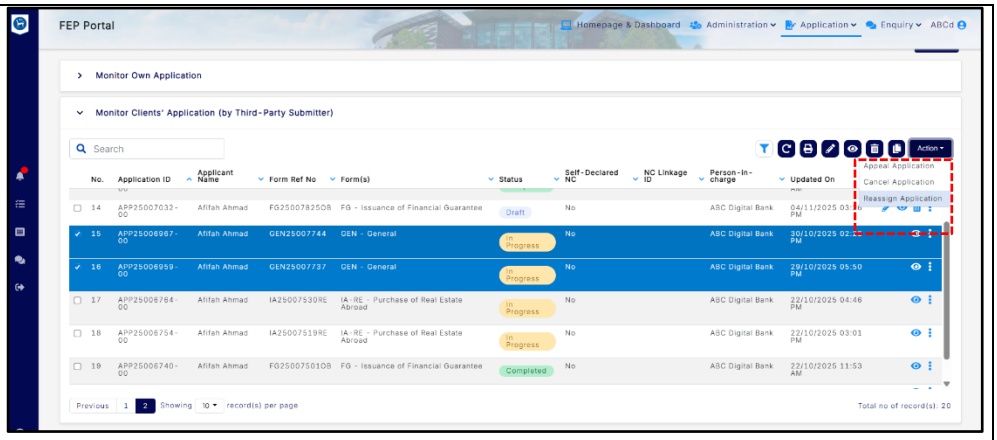


Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. The reassignment details will be recorded in the list.



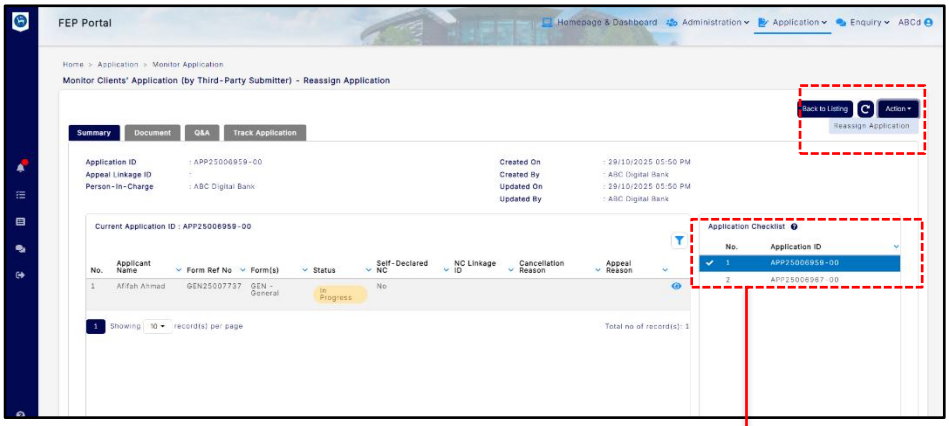
Reassign Application (Bulk Action)	This function is for Applicant/Submitter to perform bulk action for multiple applications.



Summary tab

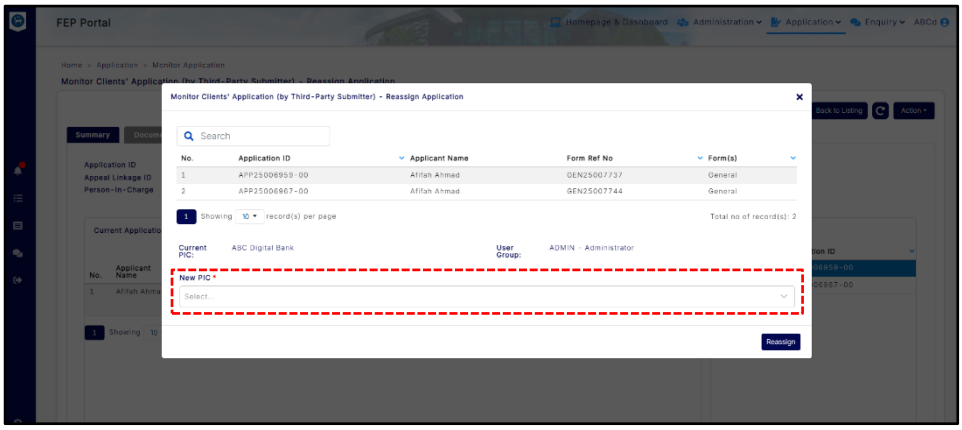
User can click on the Action button and choose **Reassign Application** and **"Monitor Clients' Application – Reassign Application – Summary"** screen will be displayed. Before performing the bulk action, Applicant/Submitter is **required** to select application(s) by clicking on the checkbox.

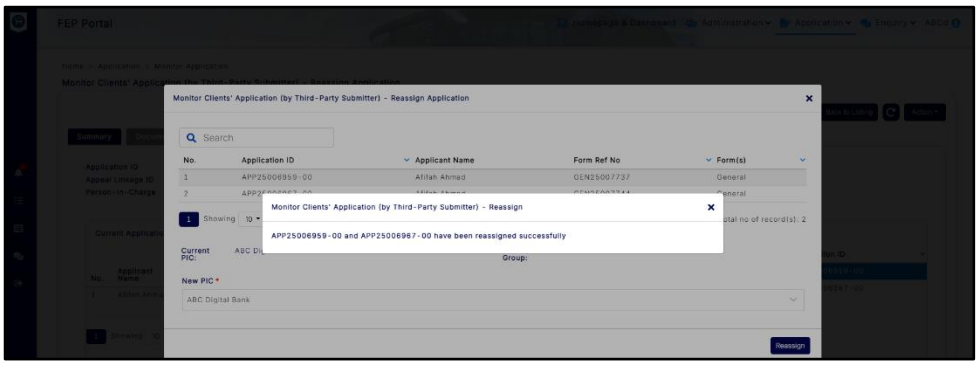
- **"Monitor Clients' Application – Reassign Application"** screen will be displayed and user is able to reassign the application to a new PIC by clicking on the Action button.



Application Checklist
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the Document, Q&A or Track Application tab.

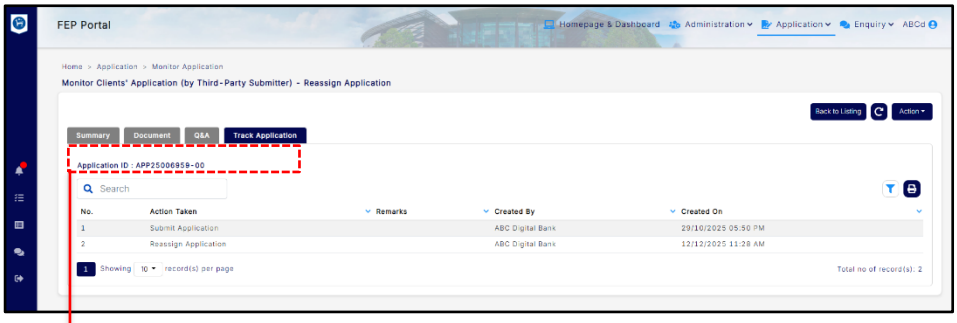
- **"Monitor Clients' Application – Reassign Application"** screen will be displayed and Applicant/Submitter is **required** to choose a **new PIC** before proceeding to reassign the application(s).





Track Application tab

User can click on the **Track Application** tab and the screen will display a list of application tracking details for the specific Application ID. The reassignment details will be recorded in the listing.



Application ID
After selecting multiple applications, Applicant/Submitter must click on any Application ID at **Application Checklist** to view the tracking details.