BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA

Foreign Exchange Policy System

User Guide – Public Portal

Chapter 6A: Public Report Submission, Handling & Monitoring

Applicable to all Public Users

Issued on: 12 January 2026

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PUBLIC REPORT

6A.1 SUBMIT PUBLIC REPORT

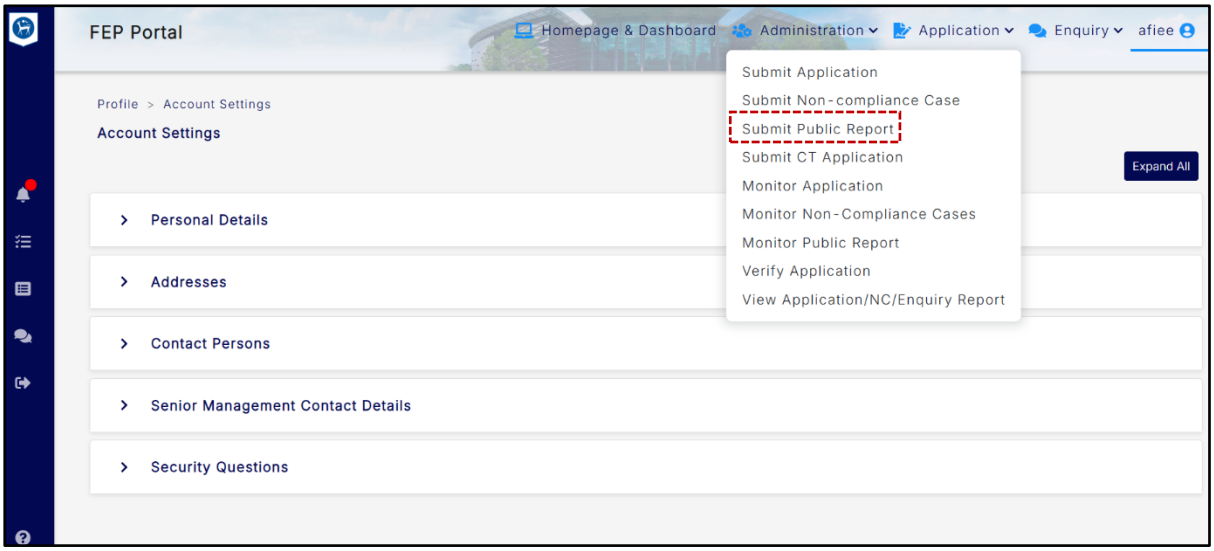
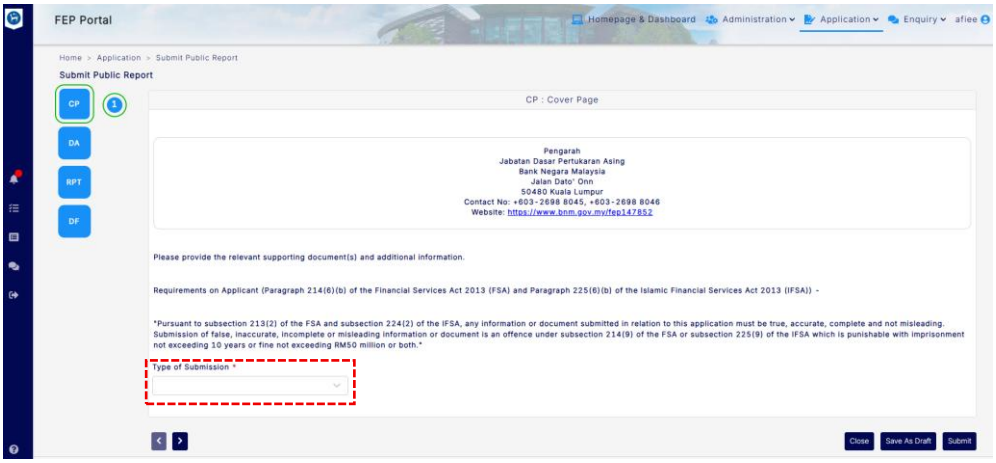
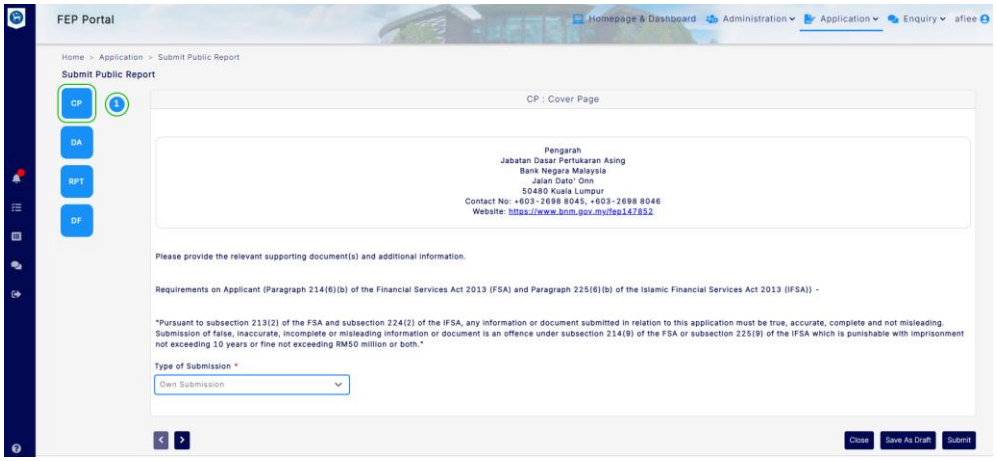


Figure 6A.1 - 1 Application – Submit Public Report

Applicant/Offender/Submitter may submit report to BNM via online submission at the FEP Portal – **Application – Submit Public Report** menu. The system allows a Public User to submit report for own submission or on behalf of an Applicant/Offender as a Third-Party Submitter.

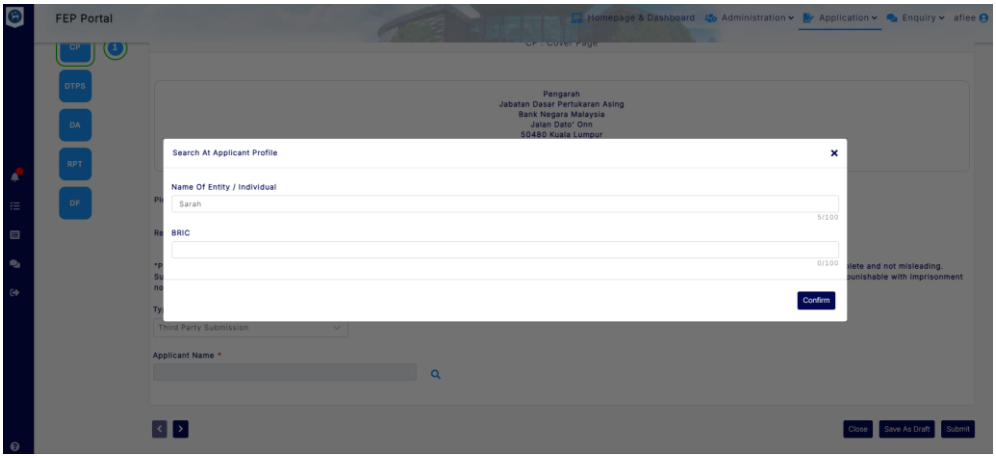


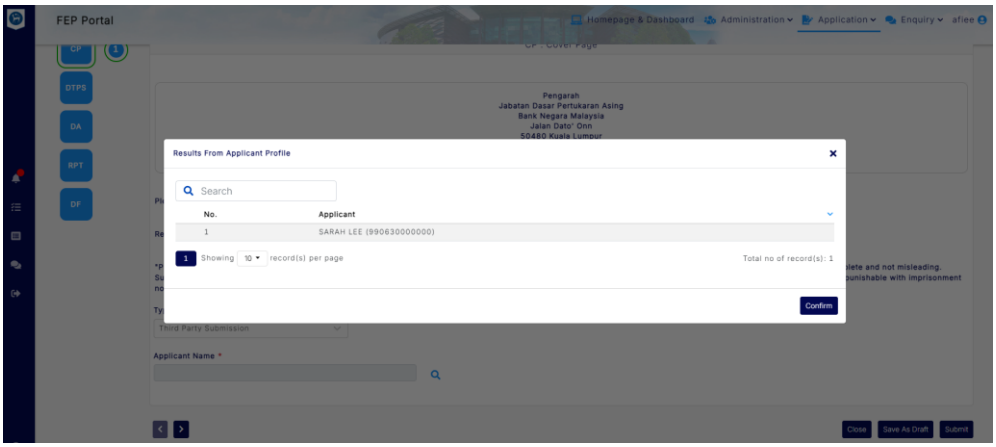
Figure 6A.1 - 2 Submit Public Report

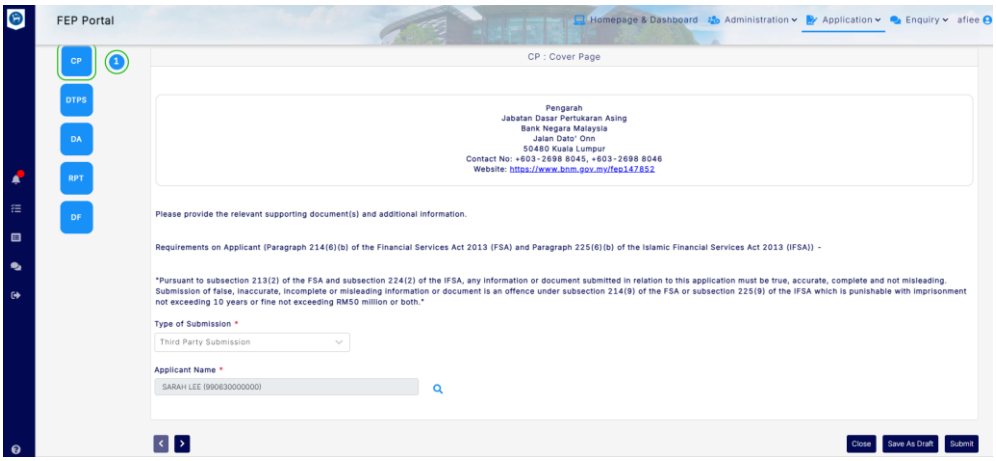
Cover Page	Cover page is a standard first page for every Applicant/ Offender/ Submitter to update and save in the system (Customer Information System - CIS). Note: Applicant/Offender/Submitter is required to select under **Type of Submission** whether the report is for **Own Submission** or **Third-Party Submission**.  • Own Submission  • For Third-Party Submission, **"Applicant Name"** field will be displayed and Submitter is required to provide the Applicant's name before user can proceed to the next screen. User can click on icon at Applicant Name and **"Applicant Name – Add"** screen will be displayed. User has to select and key-in valid input for at least one of the fields in order for system to be able to display the desired result. *Note:* *Applicant Name will only be displayed if the Applicant or Third-Party Submitter*

has configured the Applicant details under Manage Third-Party screen (please refer to Chapter 4: System Administration & Maintenance).

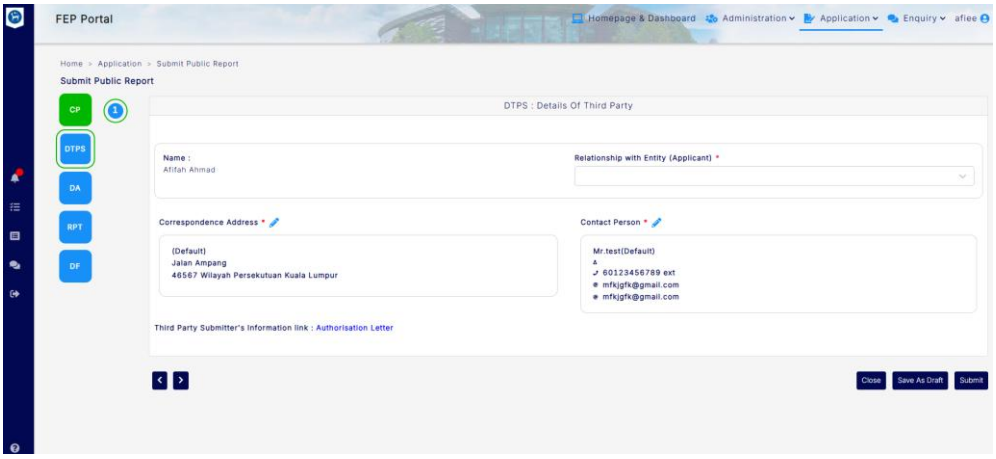








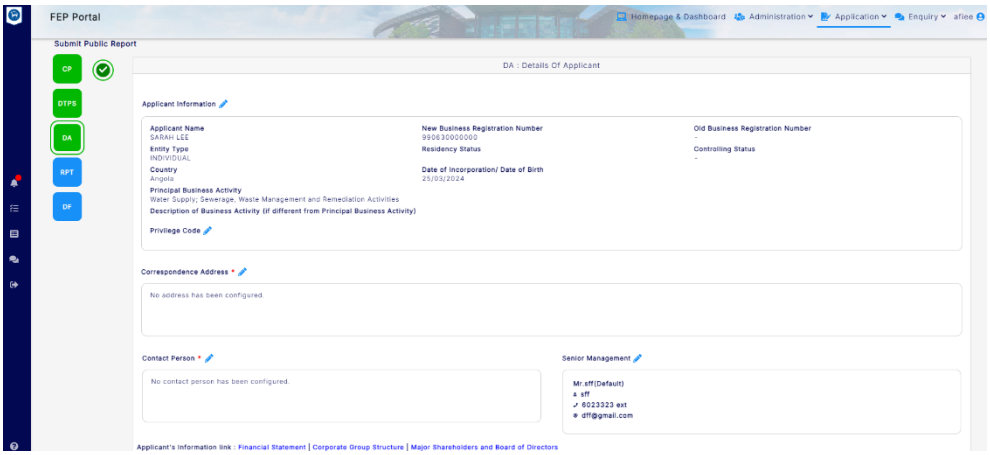
Details of Third – Party (DTPS)

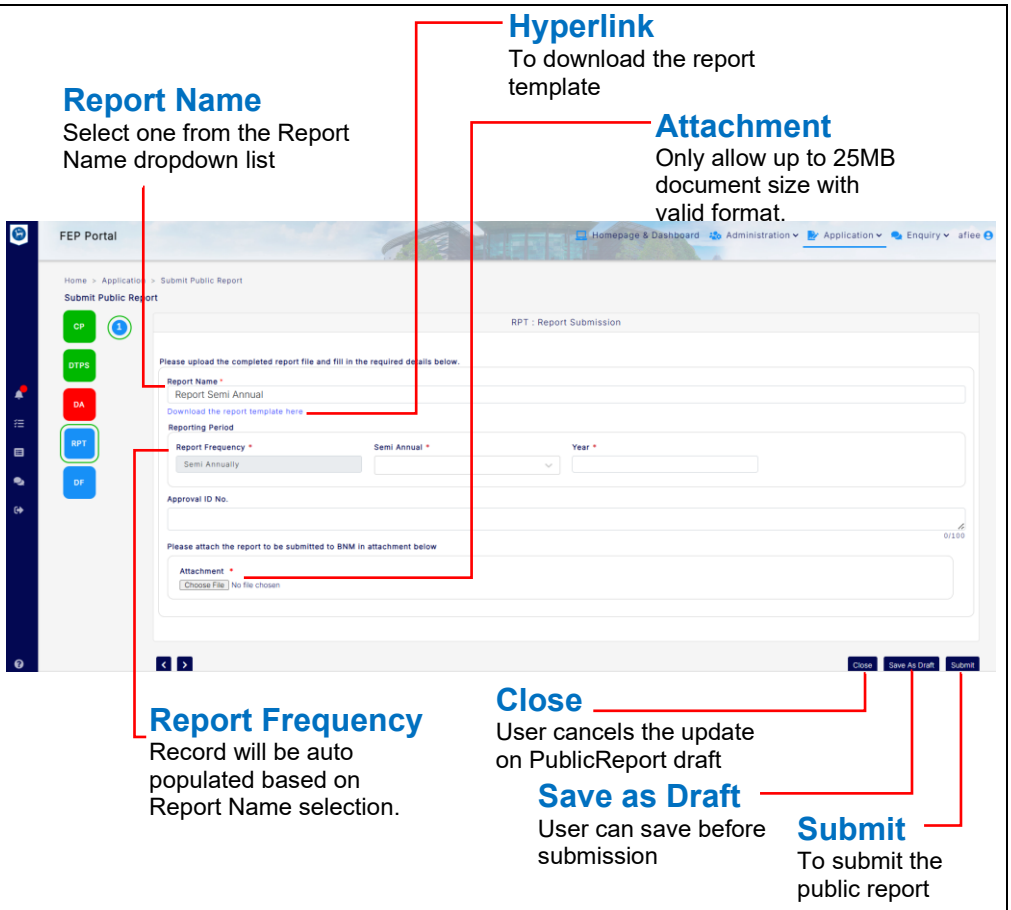


Only applicable when user selected "**Third-Party Submission**" at Type of Submission.

Note:
Third-Party Submitter can be a bank, law firm / legal counsel, accountant or any appointed entity/individual to submit and monitor a report on behalf of the Applicant/Offender.

- The following fields are mandatory fields for user to fill in:
    a. Correspondence Address:
        i. Address
        ii. Postcode
        iii. City/District
        iv. Country
        v. State
    b. Contact Person
        i. Name
        ii. Job Title
        iii. Phone Number
        iv. Primary Email Address

Details of Applicant	This section allows Applicant/Offender/Submitter to edit the necessary information and display details of the Applicant. Applicant/Offender/Submitter can amend the preferred details where applicable.  • The following fields are mandatory fields for user to fill in: a. Correspondence Address: i. Address ii. Postcode iii. City/District iv. Country v. State b. Contact Person i. Name ii. Job Title iii. Phone Number iv. Primary Email Address
Report Submission	Applicant/Offender/Submitter is required to select the relevant **Report Name** to be submitted and key in all details for the report submission. User is required to fill in all mandatory fields before moving on to the next page of form. If the report template is available, user can click on the hyperlink to download the report template.

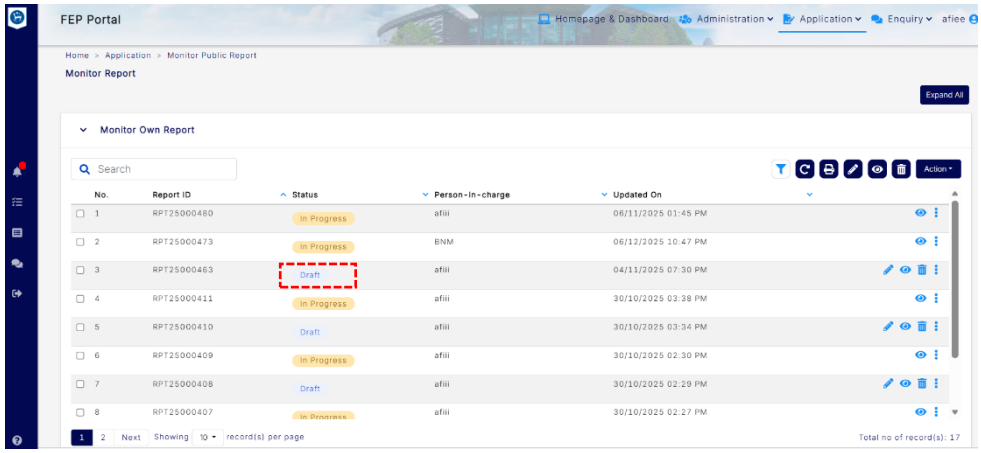
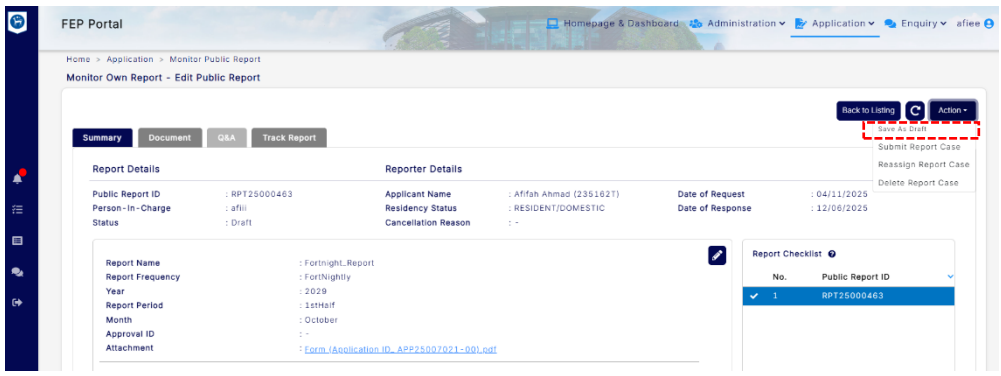


Based on the auto populated **Report Frequency**, the corresponding input field will be made available for the user to specify the applicable period:

- Annually – The system will present **Year** field
- Quarterly – The system will present a **Quarter** dropdown list and **Year** fields
- Monthly – The system will present a **Month** dropdown list and **Year** fields
- Semi-Annually – The system will present a **Semi-Annual** dropdown list and **Year** fields
- Fortnightly – The system will present **Fortnight** dropdown list, **Month** dropdown list and **Year** fields
- Ad-Hoc – The system will present a **Date** field for users to specify an exact date

Note:

- *The system will automatically cancel the report if the user uploads another report with the same Report Name, Frequency and Period.*
- *The user is only allowed to upload one report per submission.*
- *Users are advised to contact BNM if the users are not provided with report template and the template is not available for download.*

Save As Draft	System will display a message if user has successfully saved the record as draft after clicking on the **Save As Draft** button.  *Note:* *If user has clicked on Save as Draft, the public report will appear in the listing as Draft.*  
Submit	To submit the report, user is to click Action button and Submit Report Case. System will display a message with Public Report ID if the user has successfully submitted the public report. 

Close	User can click on the **Close** button from the **Submit Public Report** screen and the system will redirect user back to **Homepage & Dashboard** screen.

6A.2 MONITOR REPORT

6A.2.1 Monitor Own Reports

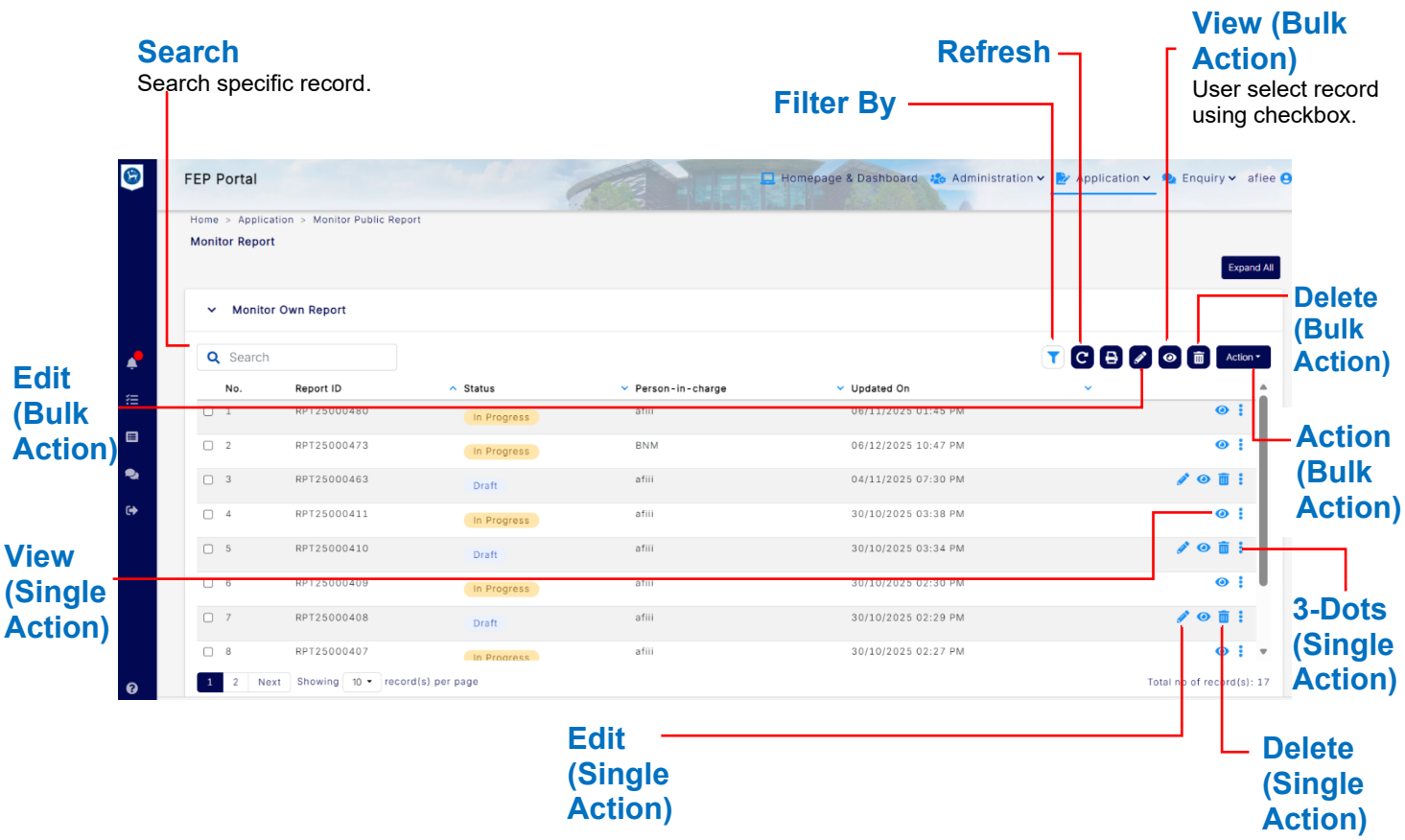
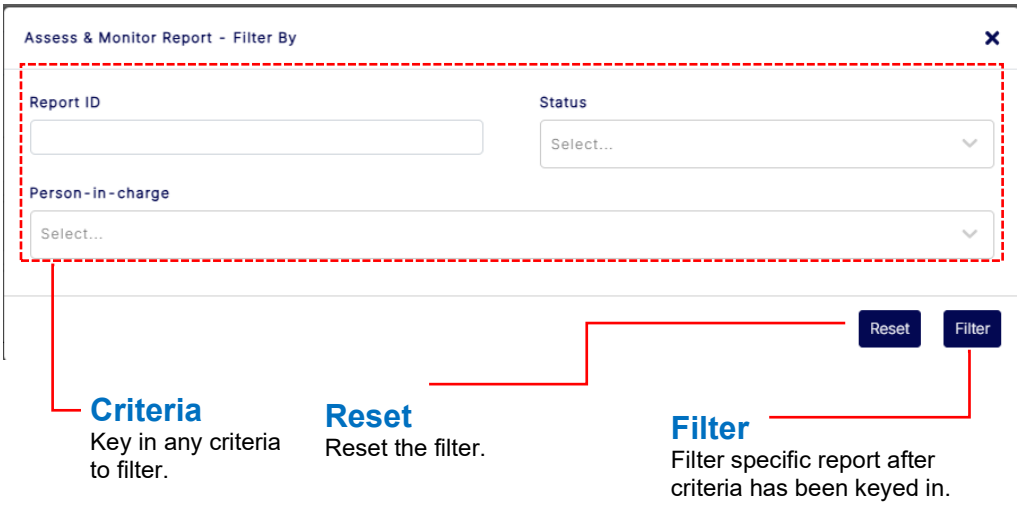
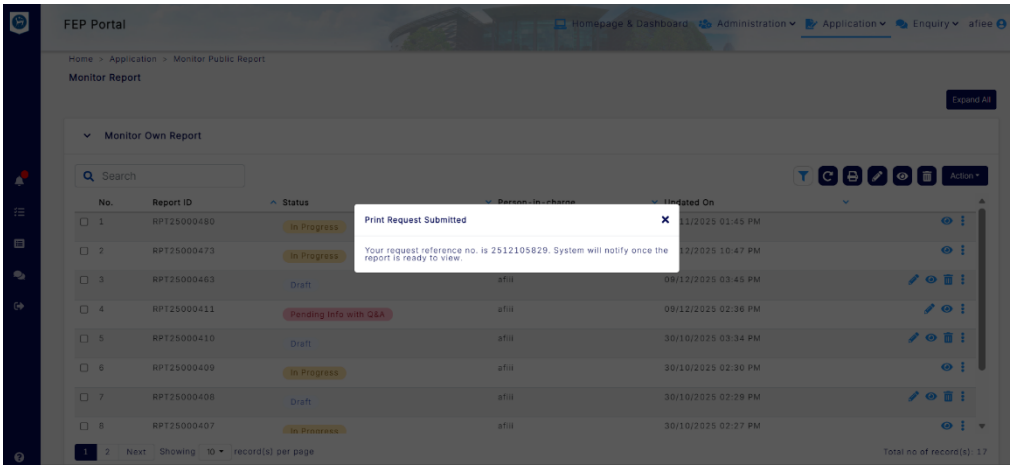


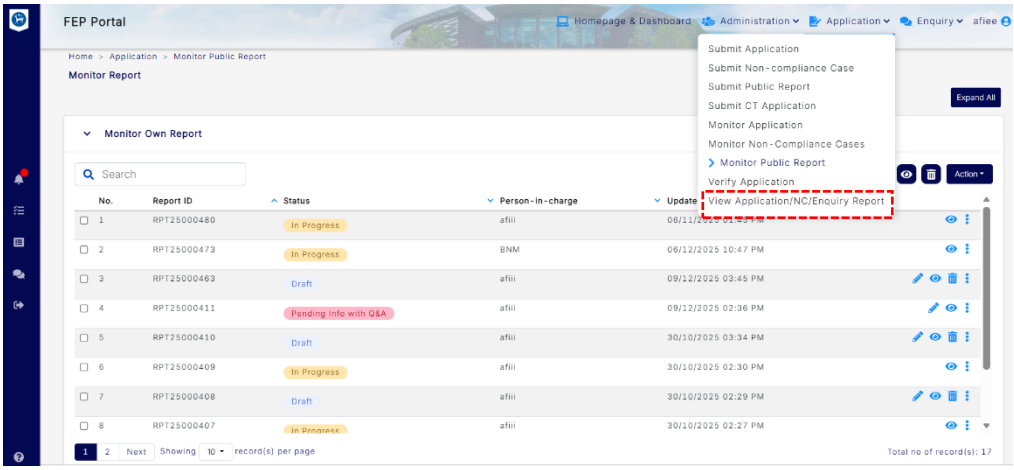
Figure 6A.2 - 1 Monitor Own Report Screen

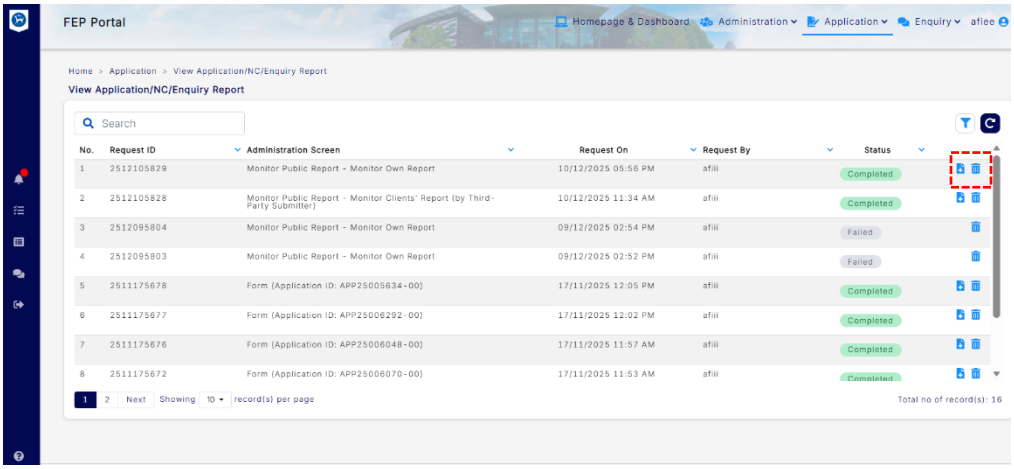
Status	The report under "Monitor Own Report" screen can be in the following status: • **Draft:** Status when users have saved the report but have yet to submit to BNM. • **In Progress**: Status when users have submitted the report by clicking on the **Submit** button. • **Pending Info with Q&A:** Status when BNM has sent a Q&A to the users and the users must respond to BNM via the **Q&A** tab.

	• **Completed:** Status when the public report has been reviewed and completed processing by BNM. • **Withdrawn:** Status when the users cancel the public report before BNM takes any action, including assignment. • **Cancelled:** Status when system automatically cancels public report when the users failed to respond to a Q&A after the response deadline set by BNM, or after BNM has approved a cancellation request by the users.
Filter	If Public user wants to filter the list of reports, user can click on icon and the **Assess & Monitor Report – Filter By** screen will be displayed.  *Note: For person-in-charge who has been removed from the system due to moving to other department, retired or resigned, please use search function to search for the relevant case.*
Print	• Public user can print the list of reports by clicking on the icon. The system will display a request reference number and will then notify the user when the report is ready to be viewed or downloaded. • For the Print function, the system will not print records selected through the Select All Option.



- Public user can either click on the link at **Notification** or go to **Application** menu – **View Application/NC/Enquiry Report** to access and download the report/print.
- Public users also may delete the report/print request using the Dustbin icon.





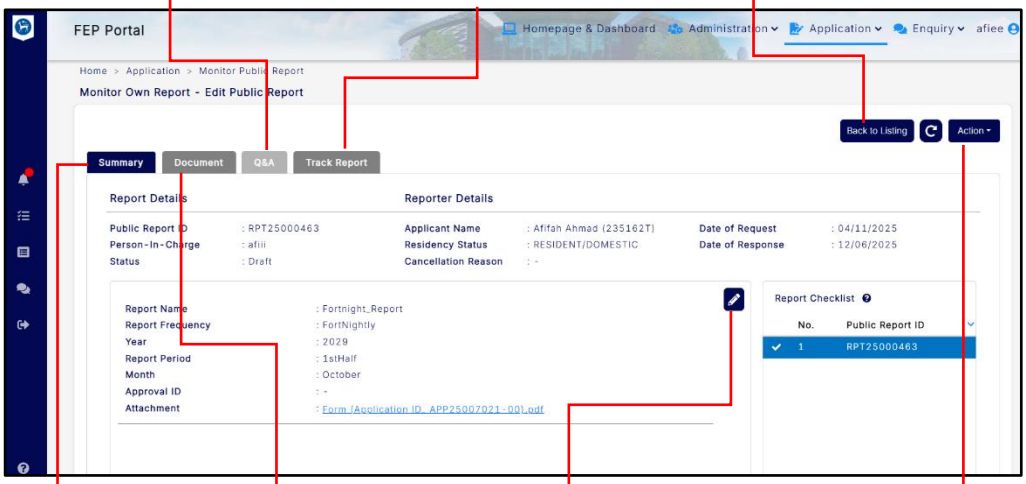
Edit (Single Action)

This function is for the users to perform a **single** action for a specific record when the status of the public report is **Draft**. User can click on icon and the summary screen of the public report will be displayed.

Q&A tab
***Note: Q&A tab is not available when status is Draft*

Track Report tab
Display tracking details of actions taken on public report.

Back To Listing
Return to listing page of public reports



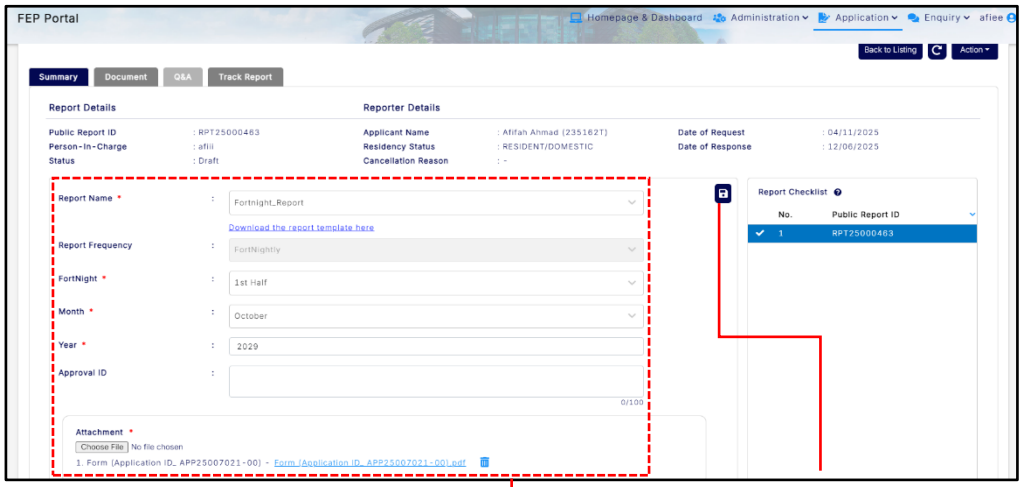
Summary tab
Display summary of public report.

Document tab
Display document of public report.

Edit
Edit public report details.

Action
Perform action such as Save as Draft, Submit Public Report, Print Public Report.
***Note: this action is only available when status is Draft.*

Users can edit public report details after clicking on icon. After editing the public report, users can click on icon to save the amended details.



Edit
Edit relevant details of public report.

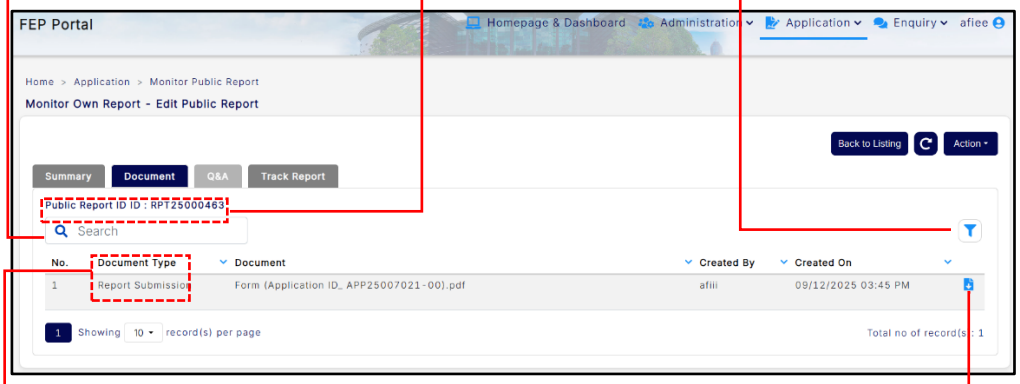
Save
Save the amended report details (if any changes have been made)

Users can click on the Document tab to display the document listings of the public report and user can perform the following actions from this screen:

Search
Search specific document.

Public Report ID
View document listing according to Public Report ID

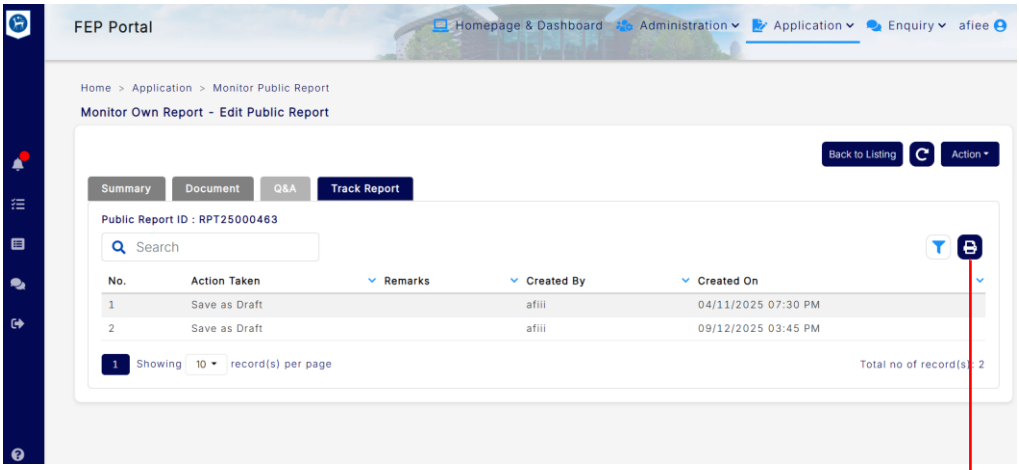
Filter
Filter specific document by criteria



Document Type
Document(s) that user may upload during Report Submission, if any

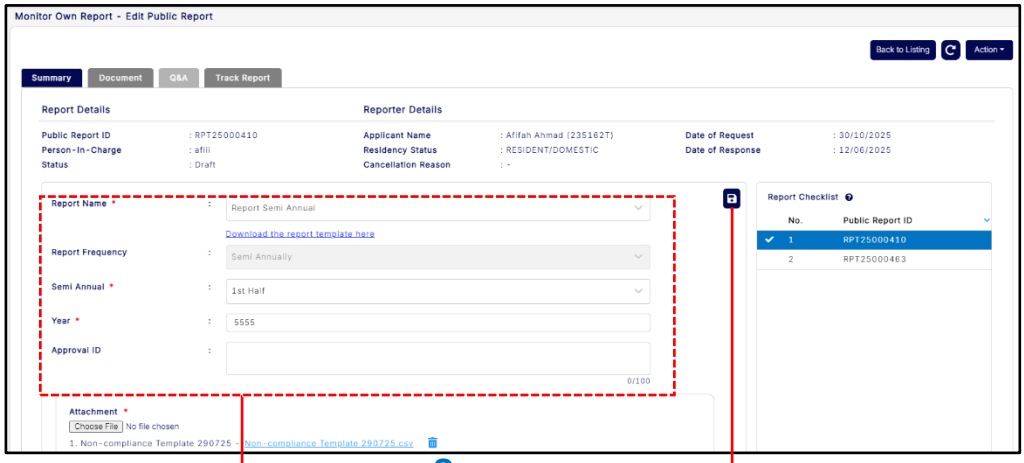
Download
Download the document to local drive.

Users can click on the Track Report tab to view the report tracking details and the user can perform the following actions from this screen:



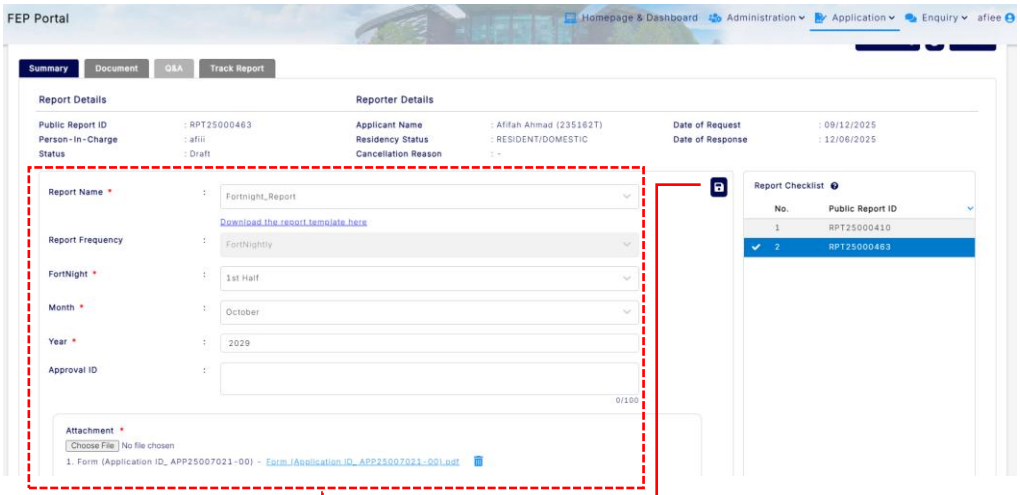
Print
Print Track Report and print preview screen will be displayed.

Edit (Bulk Action)	This function is for the User to perform **bulk** action for multiple records. Before user can perform the bulk action, the user is **required** to select the public reports by clicking on the checkbox. This function is only available when the status of the public report is **Draft**. Users can click on icon and the summary screen of the public report will be displayed. *Note:* *After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view the Summary, Document & Track Report of the case before performing the desired action.*   The public report details section will be displayed and Users are able to edit after clicking on icon. The Users can click on the Report ID at **Report Checklist** to edit other public report(s) in the list.



Edit
Edit relevant details of public report.

Save
Save the amended public report details (if any changes have been made).



Edit
Edit relevant details of public report.

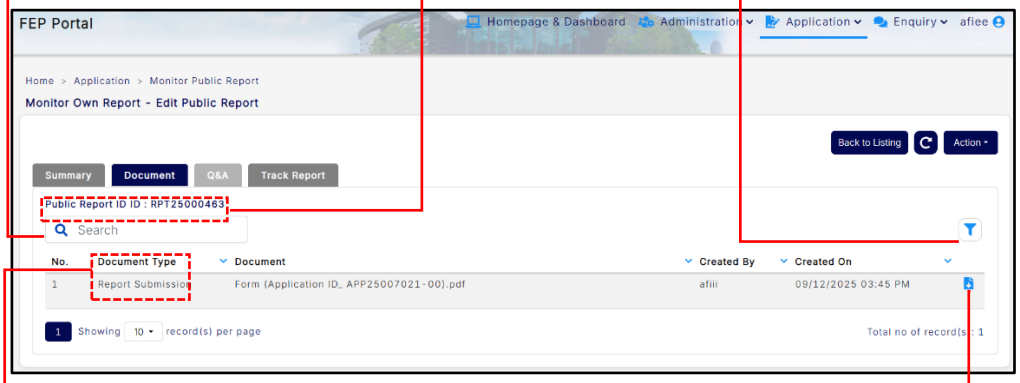
Save
Save the amended public report details (if any changes have been made)

User can also click on the **Document** tab to display the document listings of the public report, and the Users can perform the following actions from this screen:

Search
Search specific document.

Public Report ID
View document listing according to Public Report ID

Filter
Filter specific document by criteria

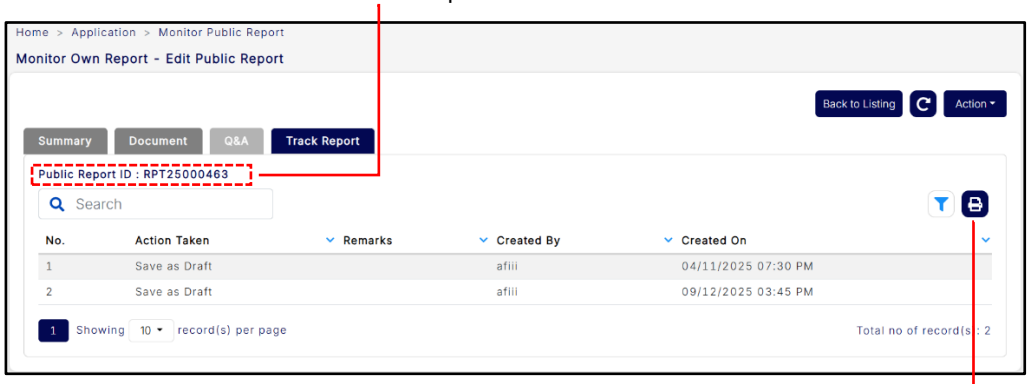


Document Type
Document(s) that user may upload during Report Submission, if any

Download
Download the document to local drive.

Users can click on **Track Report** tab to display public report tracking details and the Users can perform the following actions from this screen:

Public Report ID
View tracking details of action performed on the Public Report ID

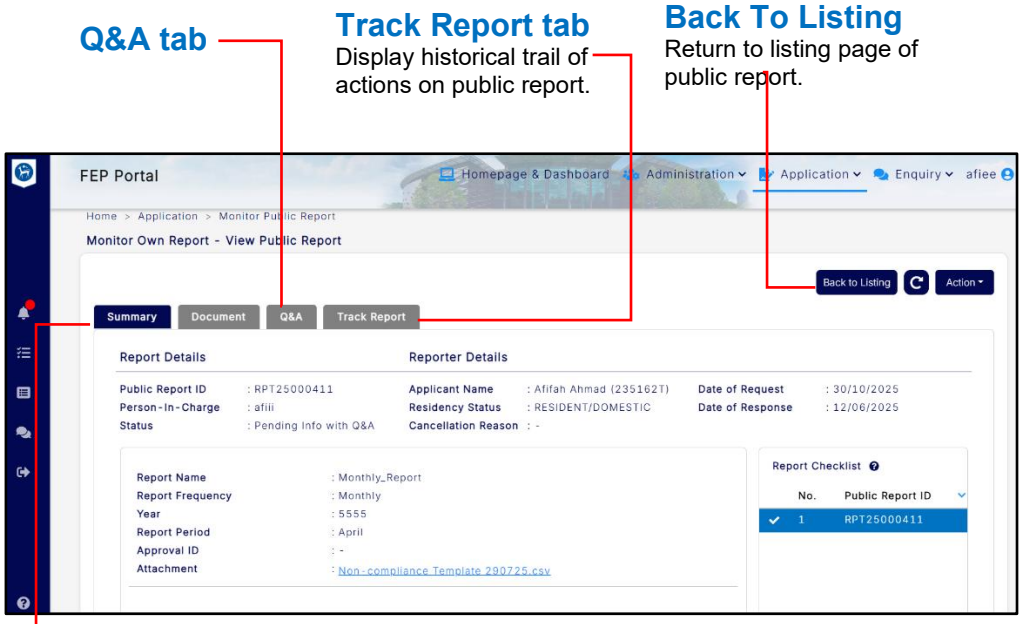


Print
Print Track Report and the print preview screen will be displayed

Pending Info with Q&A

This status means BNM has sent a Q&A to the Users and is pending response from the Users.

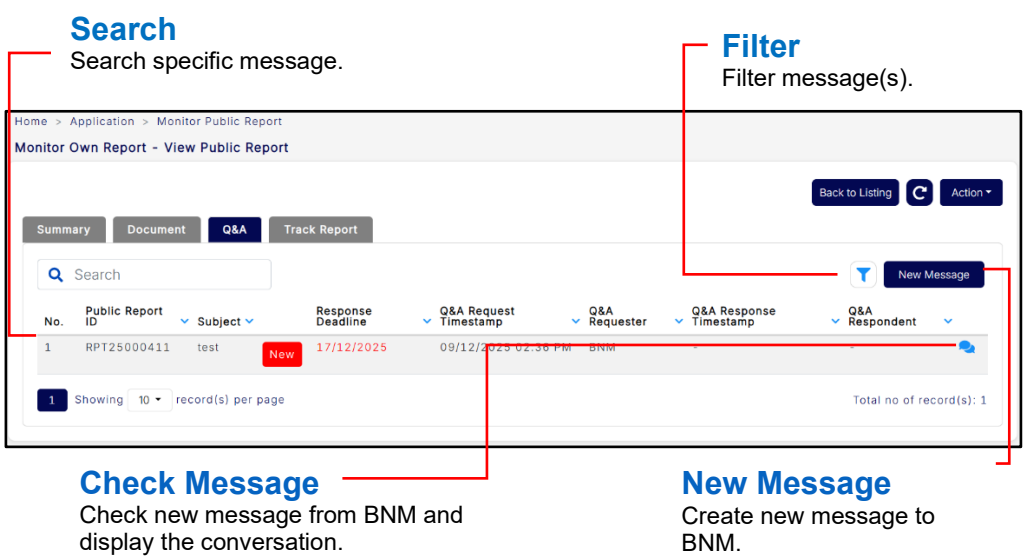
When status of public report is **Pending Info with Q&A**, Users can click on icon and the summary screen of the public report will be displayed.



Users can click on the **Q&A** tab to display the Q&A listings of the public report and user can perform the following actions from this screen:

Note:

Any new Q&A sent by BNM will be shown as **New** for Submitter's attention.



If Submitter wants to follow-up or communicates with BNM on the submitted public report, Users can click on **New Message** button and a new Message screen will be displayed.

Note:

- *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.*

Message Content
User may key in **Subject**, **Message** or attach a document at **Attachment(s)**.

Back to Inbox
Returns to Q&A listing page



Attachment
Maximum file size allowed is 25MB in valid format.

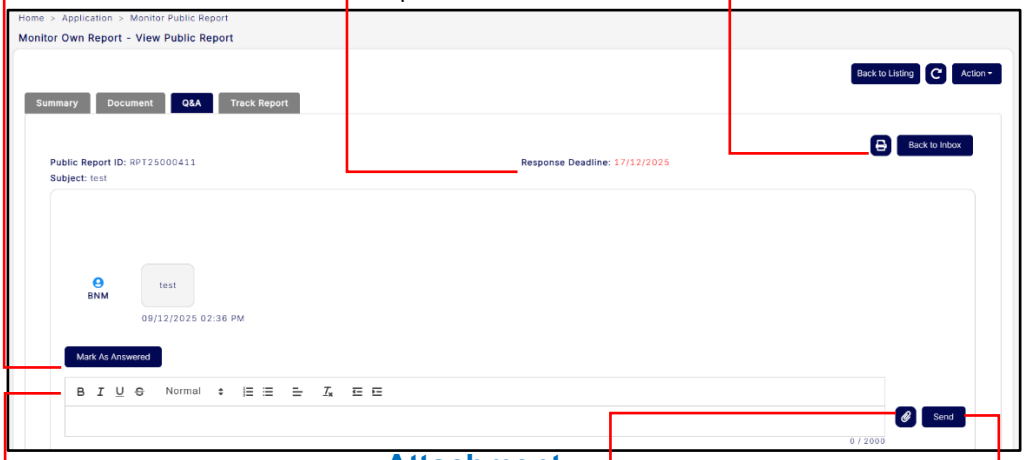
Send
Send new message to BNM

User can click on icon to display conversation, respond to any message(s) and check new message(s) from BNM.

Mark As Answer
Close Q&A after responding to BNM.

Response Deadline
User is required to respond to message from BNM by stipulated deadline

Print
Print the conversation.



Message Textbox
User may insert message

Attachment
Attach supporting /related document

Send
Send message to BNM

Note:

- *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.*

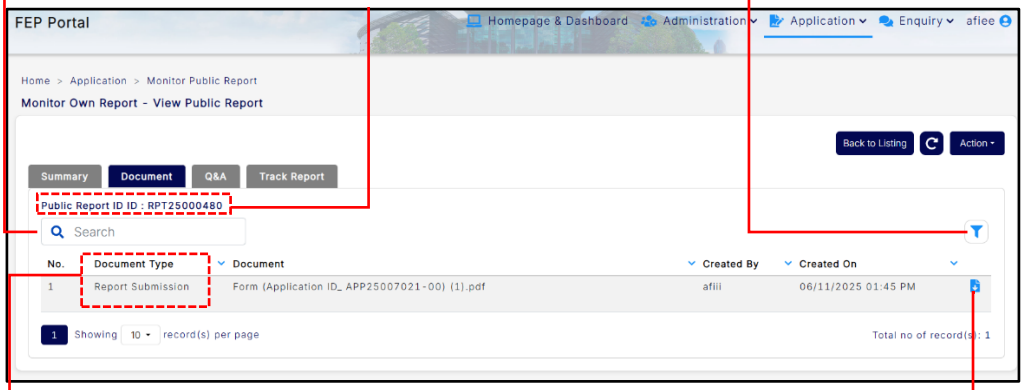
- *The system will automatically save any draft or changes to any draft Q&A in both the New Message and Conversation Message panels.*

User can click on the **Document** tab to display the document listings of the public report and perform the following actions from this screen:

Search
Search specific document.

Public Report ID
View document listing according to Public Report ID.

Filter
Filter specific document by criteria.

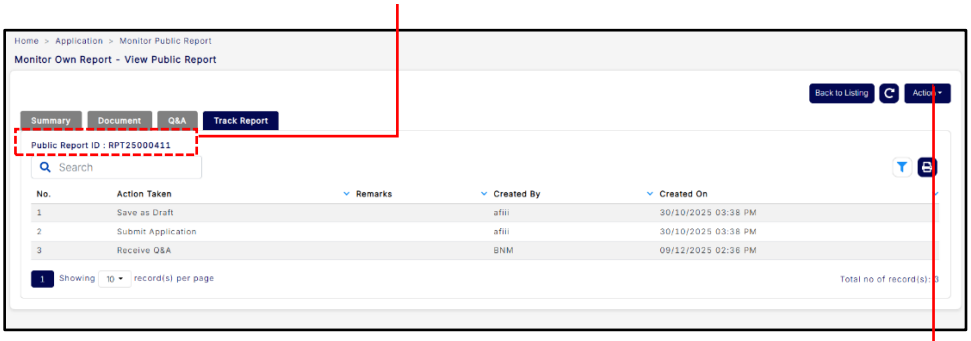


Document Type
Document(s) that user may upload or view during Q&A or Public Report Submission, if any.

Download
Download the document to local drive.

User can click on **Track Report** tab to display report tracking details and perform following actions from this screen:

Public Report ID
View historical trail of actions performed according to Public Report ID



Print
Print Track Public Report and print preview screen will be displayed.

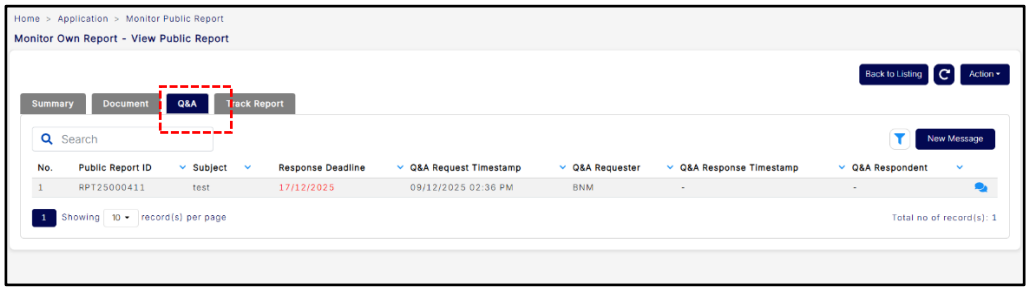
View (Single Action)

This function is for Users to perform **single** action to view details of a specific record and available at **any** stage of the public report.

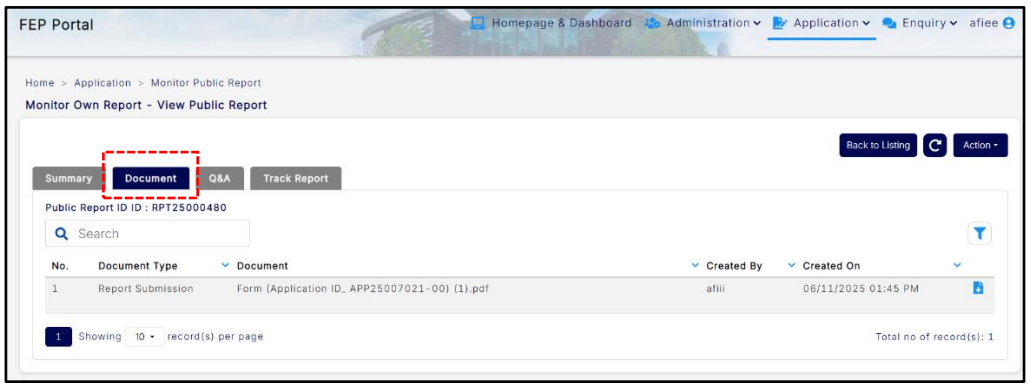
User is able to view public report by clicking on icon and the summary screen of public report will be displayed.

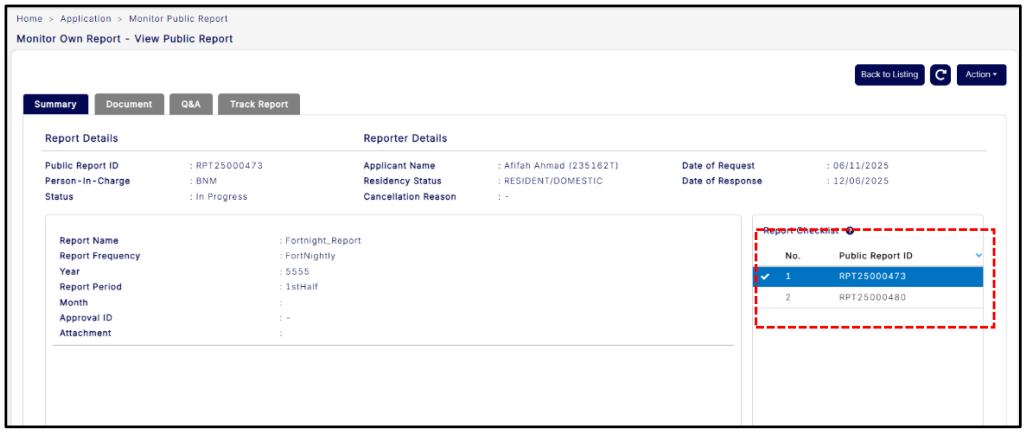


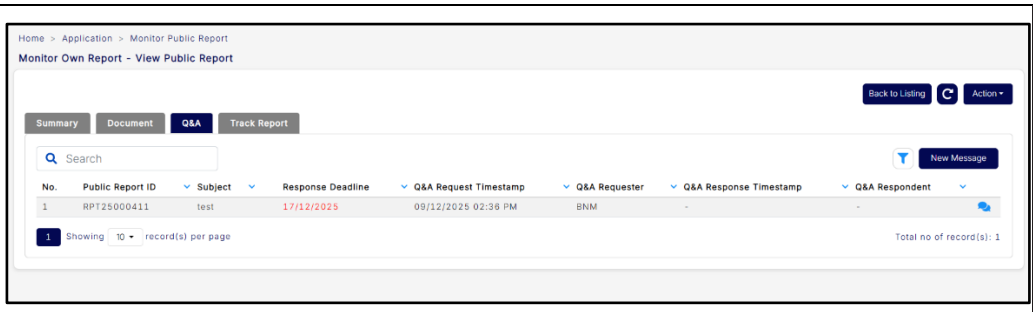
User is able to view Q&A listings of the public report by clicking on the **Q&A** tab.



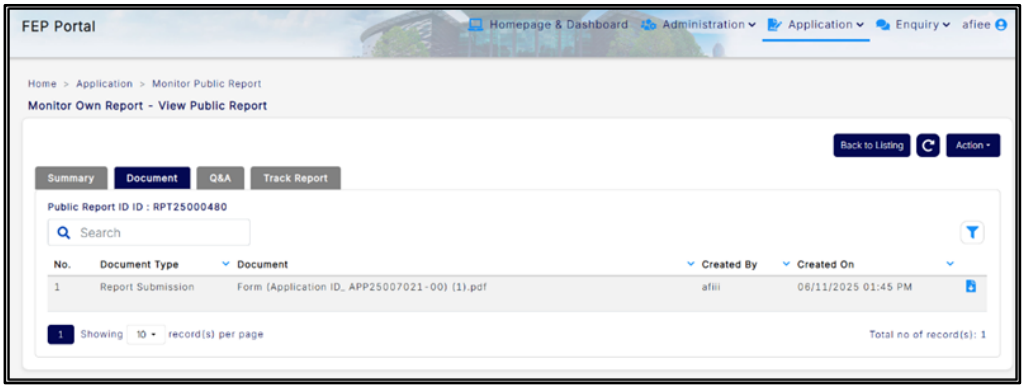
User is able to view document(s) listings of the public report by clicking on the **Document** tab.



	User is able to view track public report listings of the public report by clicking on the **Track Report** tab. 
View (Bulk Action)	This function is for Users to perform **bulk** action to view multiple records and is available at any stage of the public report. To perform this bulk action, user is **required** to select the relevant public reports by clicking on the checkbox. *Note:* *After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view Summary, Document, Q&A & Track Report of each case before performing desired action.*   User is able to view Q&A listings of the public report by clicking on the **Q&A** tab.



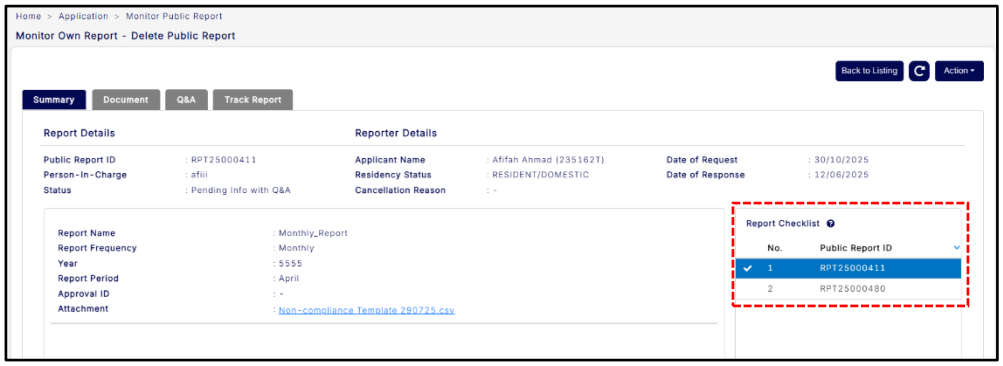
User is able to view document(s) listings of the public report by clicking on the **Document** tab.



User is able to view track public report listings of the public report by clicking on **Track Report** tab.



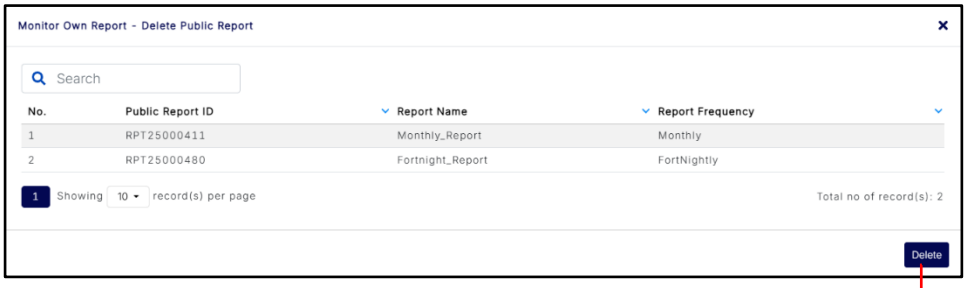
Delete (Single Action)	This function is for Users to perform **single** action to delete a specific record and is available when status of public report is **Draft**. User can click on icon and the summary screen of the public report will be displayed. User can click on **Action** button and select to **Delete Report Case** and **"Monitor Own Report – Delete Public Report"** screen will be displayed.  **Action** Select **Delete Report Case** under dropdown list to perform deletion.  **Delete** To confirm deletion of the public report
Delete (Bulk Action)	This function is for Users to perform **bulk** action to delete multiple records. To perform the bulk action, user is **required** to select the relevant public reports by clicking on the checkbox. This function is only available when status of public report is **Draft**. User can click on icon and the summary screen of the public report will be displayed. *Note:* *After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view Summary, Document, Q&A & Track Report of each case before performing desired action.*





Action
Select **Delete Report Case** under dropdown list to perform deletion.

User can click on the **Action** button and select **Delete Report Case** and **"Monitor Own Report – Delete Public Report"** screen will be displayed:



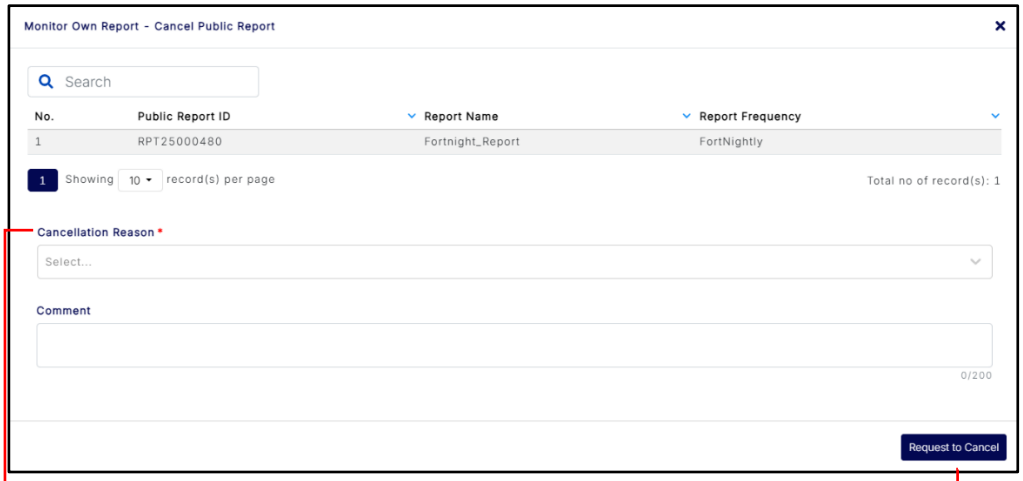
Delete
To confirm deletion of all the public reports.

3 Dots	This function is for Users to perform **single** action for a specific record and is available when status of public report is **In Progress**. Users can click on ⋮ icon and select **Cancel Public Report Case**. The summary screen of the public report will be displayed. The system will block the user from proceeding with the cancellation if there are any Q&A items that remain open.



Action

Select **Cancel Report Case** and **"Monitor Own Report – Cancel Public Report"** screen will be displayed.



Cancellation Reason

Mandatory for Users to key in the reason before submitting the cancellation request.

Submit Cancellation Request

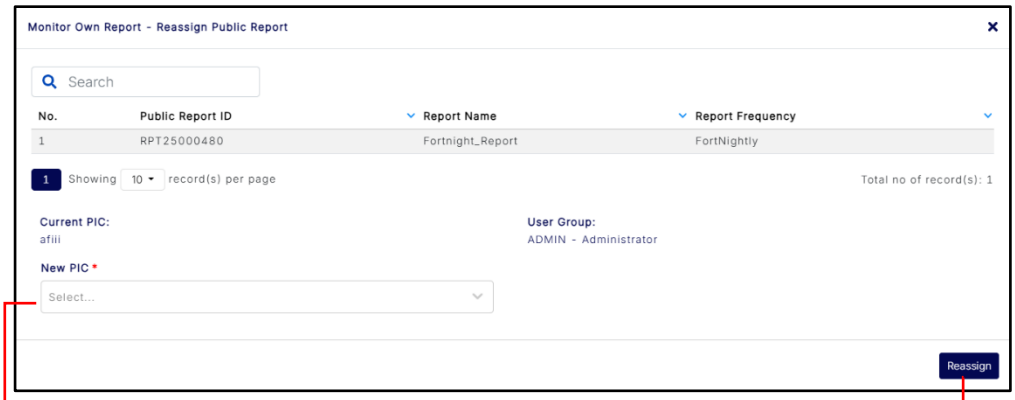
To submit cancellation request for a public report.

To reassign a case to a new Person In-Charge (PIC), Users can click on ⋮ icon and select **Reassign Public Report Case** and the summary screen of the public report will be displayed.



Action

Select **Reassign Report Case** and **"Monitor Own Report – Reassign Public Report"** screen will be displayed.



New PIC

Mandatory for Users to select new PIC from dropdown list.

Reassign

To confirm reassignment of the public report.

Action (Bulk Action)

This function is for Users to perform **bulk** action for multiple records. To perform the bulk action, users are **required** to select public reports by clicking on the checkbox.

Note:

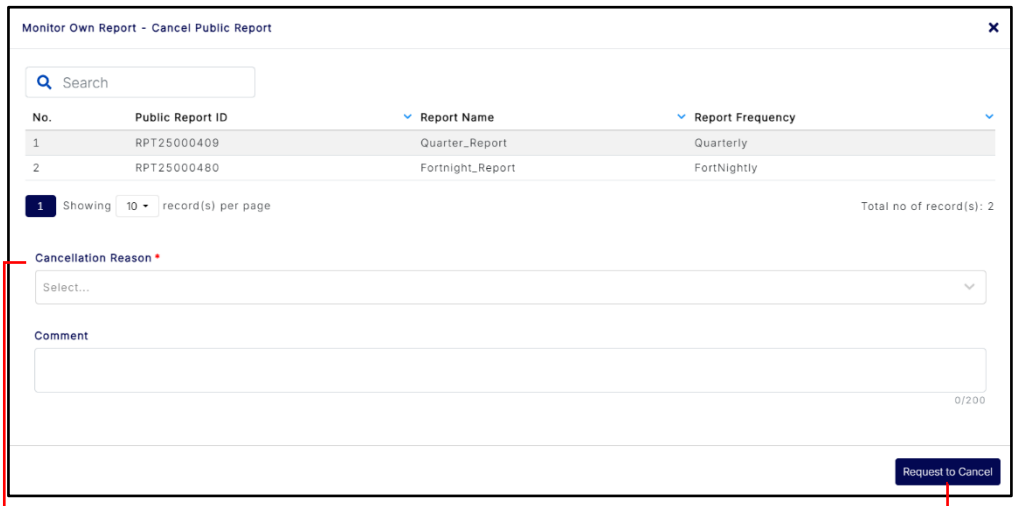
*After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view Summary, Document, Q&A & Track Report of each case before performing desired action.*





Action
Select **Cancel Report Case** and **"Monitor Own Report – Cancel Public Report"** screen will be displayed.

User can click on the **Action** button and select **Cancel Report Case** and **"Monitor Own Report – Cancel Public Report"** screen will be displayed.



Cancellation Reason
Mandatory for Users to indicate the reason before submitting the cancellation request.

Submit Cancellation Request
To submit cancellation request of the public report.

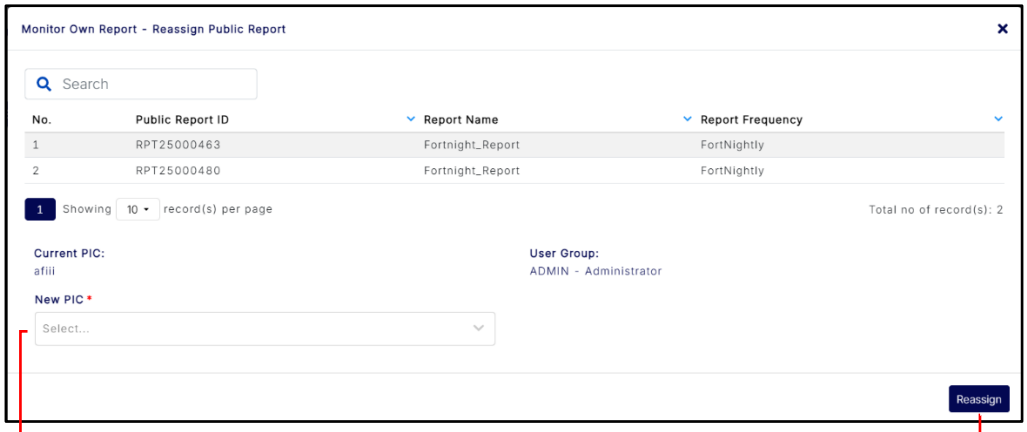
User can click on **Action** button and select **Reassign Report Case** and **"Monitor Own Report – Reassign Public Report"** screen will be displayed.





Action

Select **Reassign Report Case** and **"Monitor Own Report – Reassign Public Report"** screen will be displayed.



New PIC

Mandatory for Users to select new PIC from dropdown list to reassign the public report.

Reassign

To confirm reassignment of the public report.

6A.2.2 Monitor Clients' Report (by Third-Party Submitter)

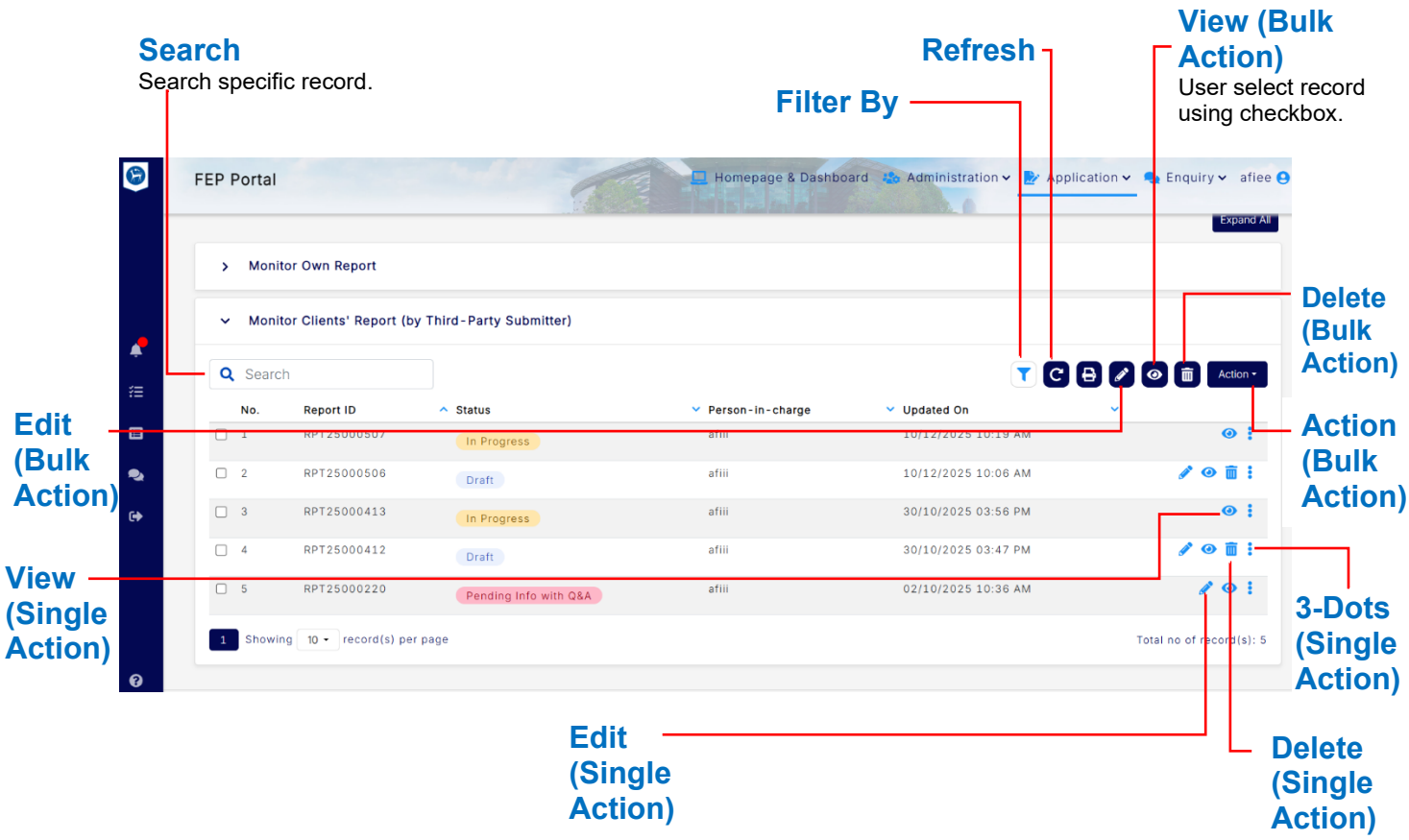
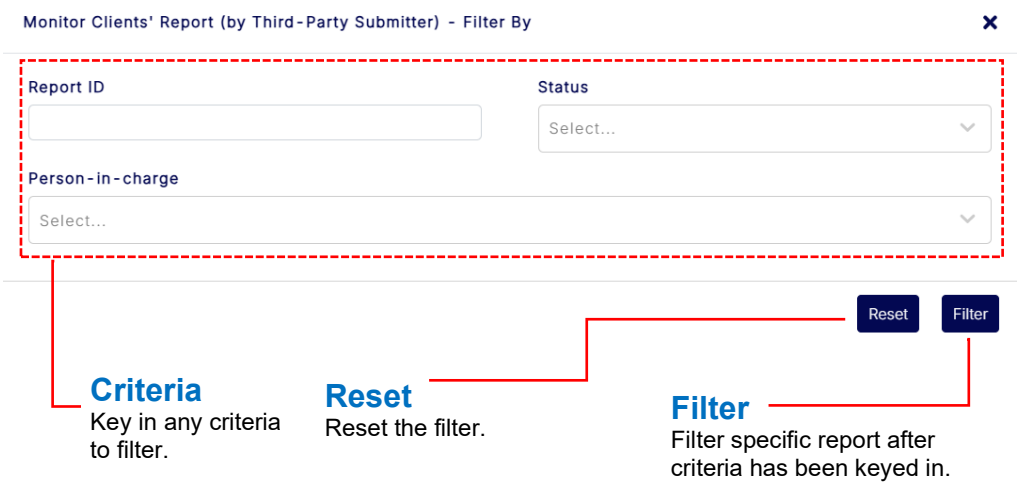
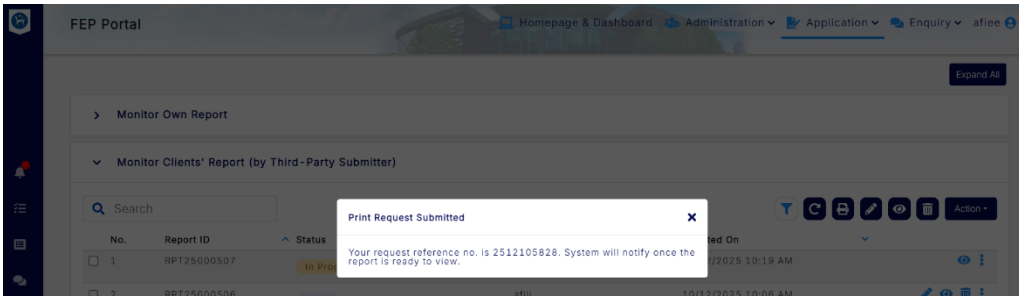
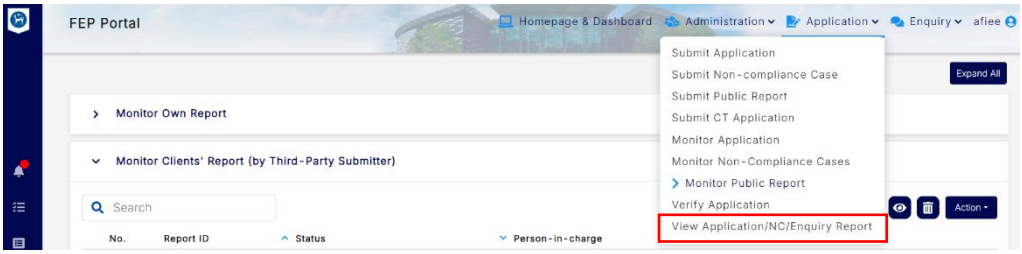
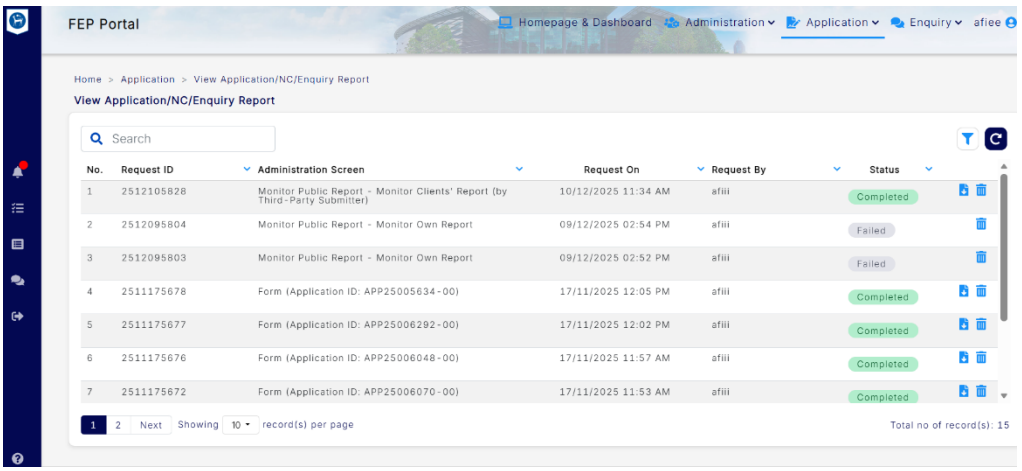


Figure 6A.2 - 2 Monitor Clients' Report (by Third-Party Submitter) Screen

Status	The report under "Monitor Clients' Report (by Third-Party Submitter)" screen can be in the following status: • **Draft:** Status when Users have saved the report but have yet to submit to BNM. • **In Progress**: Status when Users have submitted the report by clicking on the **Submit** button. • **Pending Info with Q&A:** Status when BNM has sent a Q&A to the Users and the Users must respond to BNM via the **Q&A** tab. • **Completed:** Status when the public report has been reviewed and completed processing by BNM. • **Withdrawn:** Status when the Users cancelled the public report before BNM takes any action, including assignment.

	• **Cancelled:** Status when system automatically cancelled public report when the Users fail to respond to a Q&A after the response deadline set by BNM, or after BNM has approved a cancellation request by the Users.
Filter	If Public user wants to filter the list of reports, user can click on icon and the **Monitor Clients' Report (by Third-Party Submitter) Report – Filter By** screen will be displayed.  *Note: For person-in-charge who has been removed from the system due to moving to another department, retired or resigned, please use search function to search the relevant case.*
Print	• Public user can print the list of reports by clicking on the icon and the system will display a request reference number and will then notify the user when the report is ready to be viewed or downloaded. • For the Print, the system will not print records selected through the Select All Option.  • Public user can either click on the link at **Notification** or go to **Application** menu – **View Application/NC/Enquiry Report** to access and download the report/print.





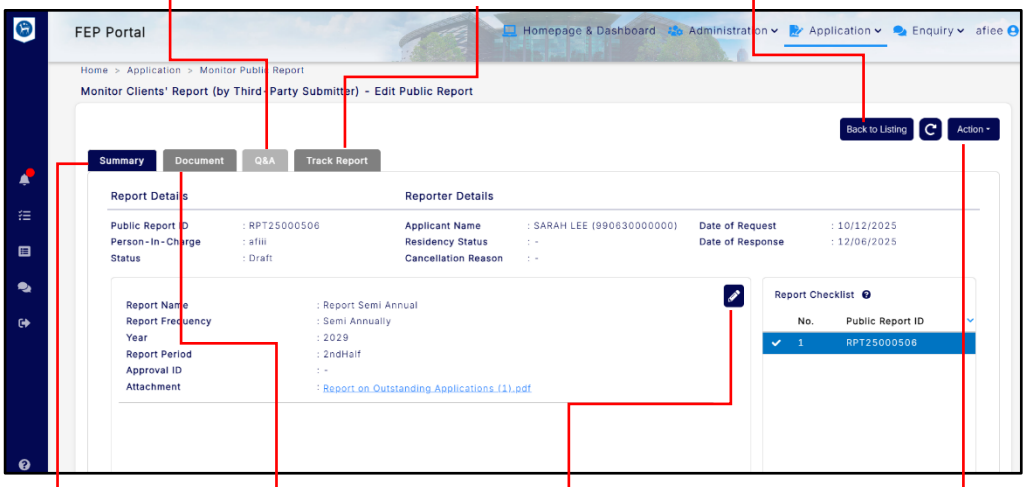
Edit (Single Action)

This function is for the Users to perform a **single** action for a specific record when the status of the public report is **Draft**. Users can click on icon, and the summary screen of the public report will be displayed.

Q&A tab
***Note: Q&A tab is not available when status is Draft*

Track Report tab
Display tracking details of actions taken on public report.

Back To Listing
Return to listing page of public reports



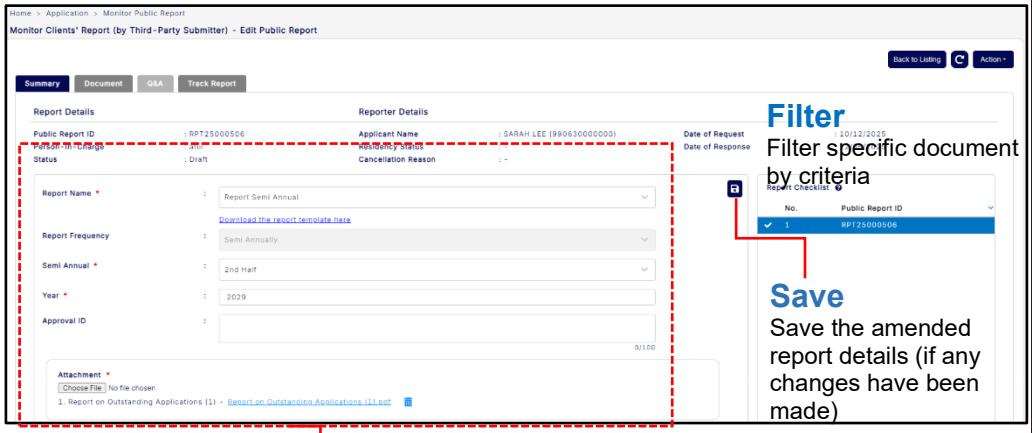
Summary tab
Display summary of public report.

Document tab
Display document of public report.

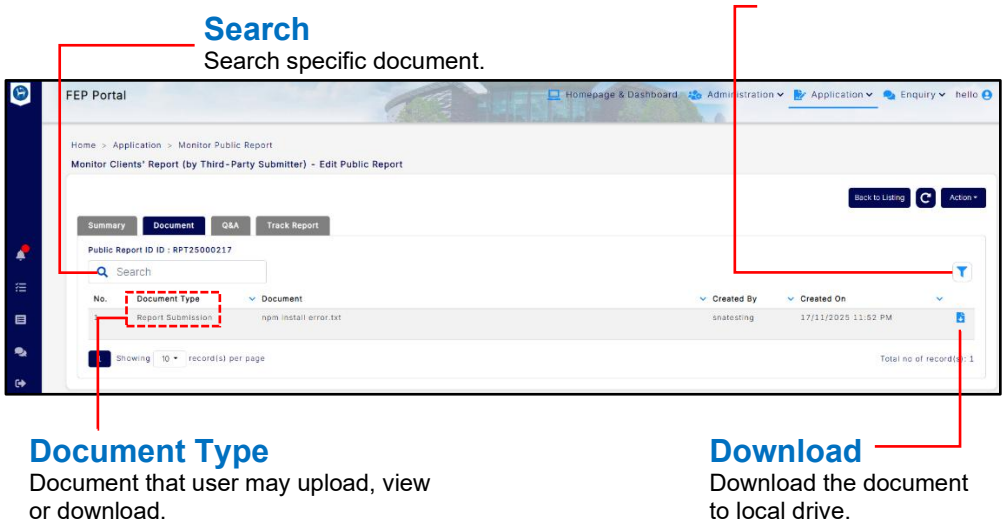
Edit
Edit public report.

Action
Perform action such as Save as Draft, Submit Public Report.
***Note: this action is only available when status is Draft.*

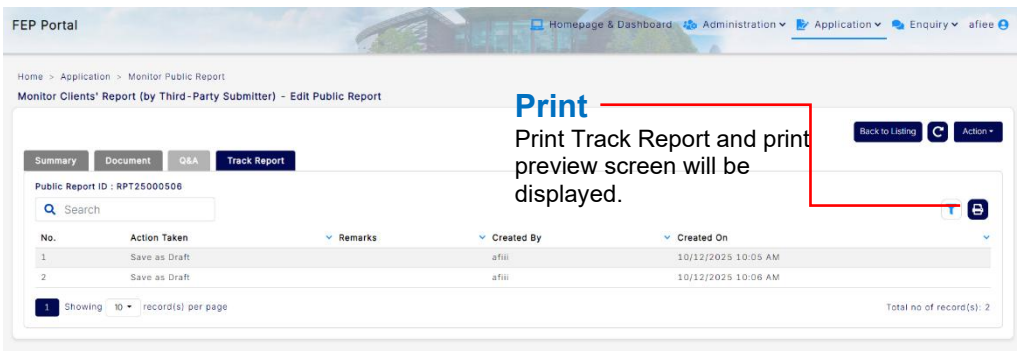
Users can edit public reports after clicking on icon. After editing the public report, users can click on **Save** icon to save amended details.

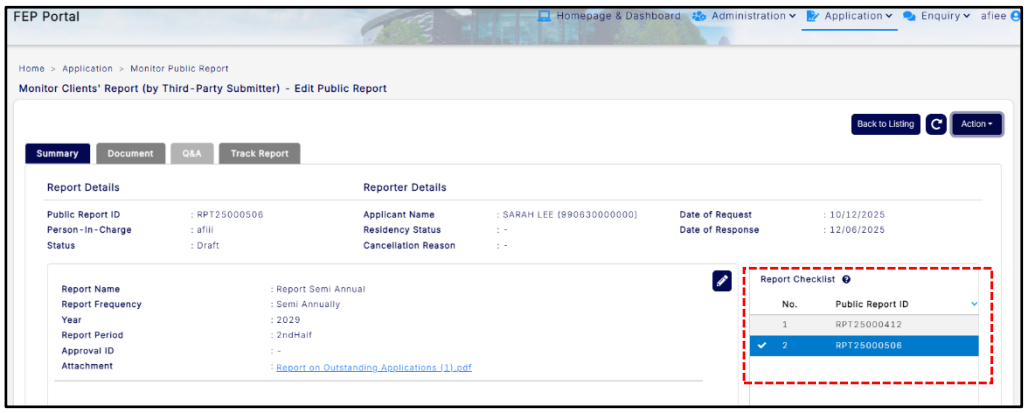


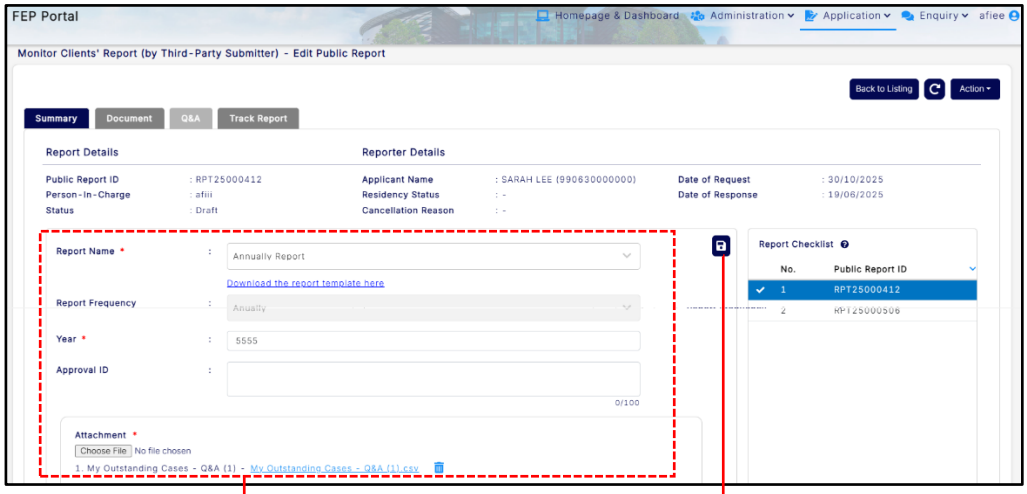
Users can click on the Document tab to display the document listings of the public report and user can perform the following actions from this screen:



Users can click on the Track Report tab to view the report tracking details and the user can perform the following actions from this screen:

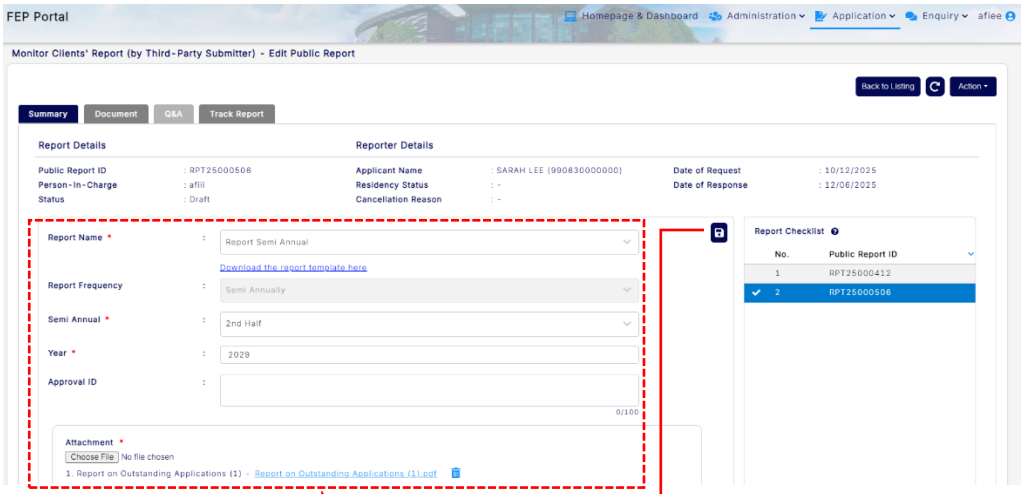


Edit (Bulk Action)	This function is for the Users to perform **bulk** action for multiple records. Before user can perform the bulk action, the user is **required** to select the public reports by clicking on the checkbox. This function is only available when the status of the public report is **Draft**. Users can click on icon, and the summary screen of the public report will be displayed. *Note:* *After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view the Summary, Document & Track Report of the case before performing the desired action.*   The report details section will be displayed, and Users is able to edit after clicking on icon. The Users can click on the Public Report ID at **Report Checklist** section to edit other public report(s) in the list.



Edit
Edit relevant details of public report.

Save
Save the amended public report details (if any changes have been made).



Edit
Edit relevant details of public report.

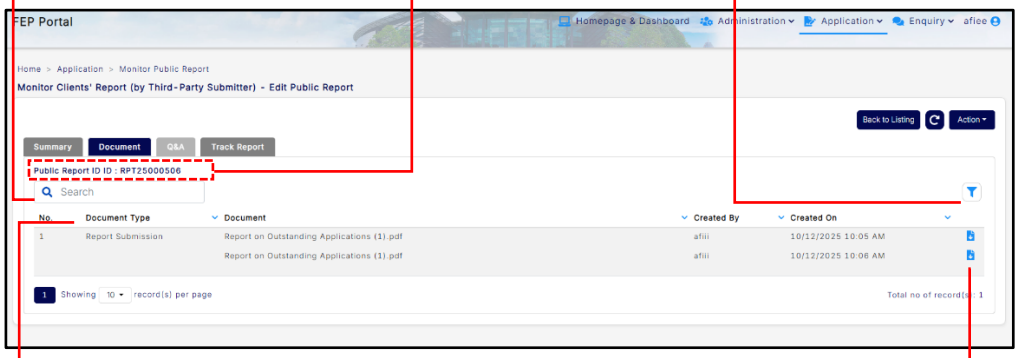
Save
Save the amended public report details (if any changes have been made)

Users can also click on the **Document** tab to display the document listings of the public report, and the Users can perform the following actions from this screen:

Public Report ID
View document listing according to Public Report ID

Filter
Filter specific document by criteria

Search
Search specific document.

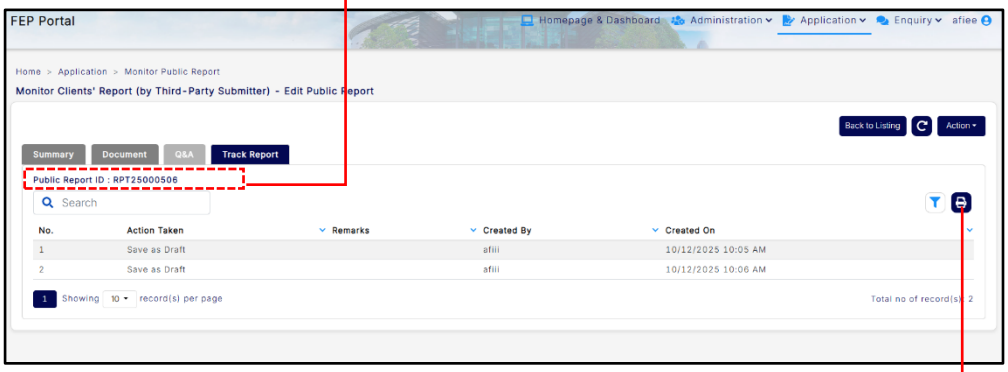


Document Type
Document(s) that user may upload during Public Report Submission, if any

Download
Download the document to local drive.

Users can click on **Track Report** tab to display public report tracking details and the Users can perform the following actions from this screen:

Public Report ID
View tracking details of action performed according to Public Report ID



Print
Print Track Report and the print preview screen will be displayed

Pending Info with Q&A

This status means BNM has sent a Q&A to the Users and is pending response from the Users.

When status of public report is **Pending Info with Q&A**, Users can click on icon and the summary screen of the public report will be displayed.

Q&A tab

Track Report tab
Display historical trail of actions performed on public report.

Back To Listing
Return to listing page of public report.



Summary tab
Display summary of public report.

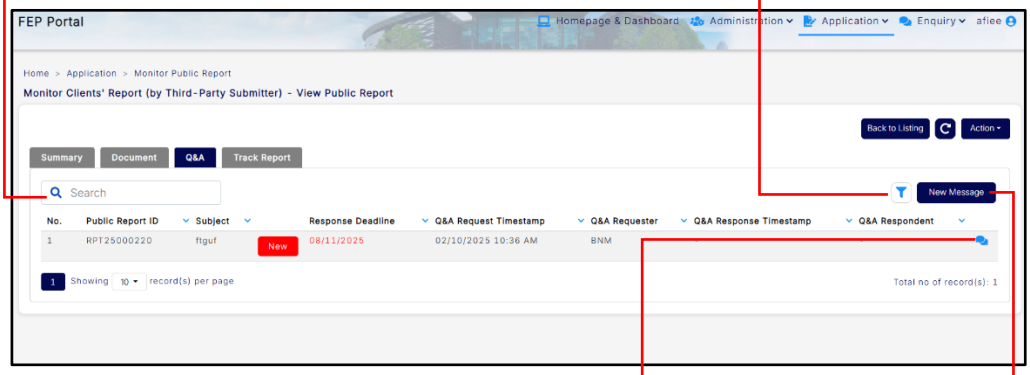
Users can click on the **Q&A** tab to display the Q&A listings of the public report and user can perform the following actions from this screen:

Note:

*Any new Q&A sent by BNM will be shown as **New** for User's attention.*

Search
Search specific message.

Filter
Filter message(s).



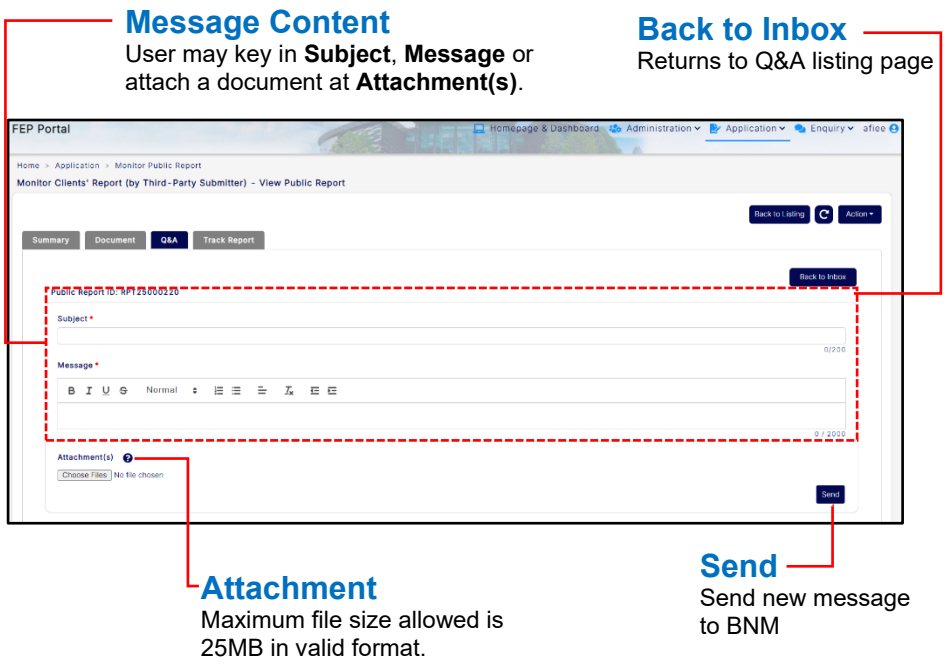
Check Message
Check new message from BNM and display the conversation.

New Message
Create new message to BNM.

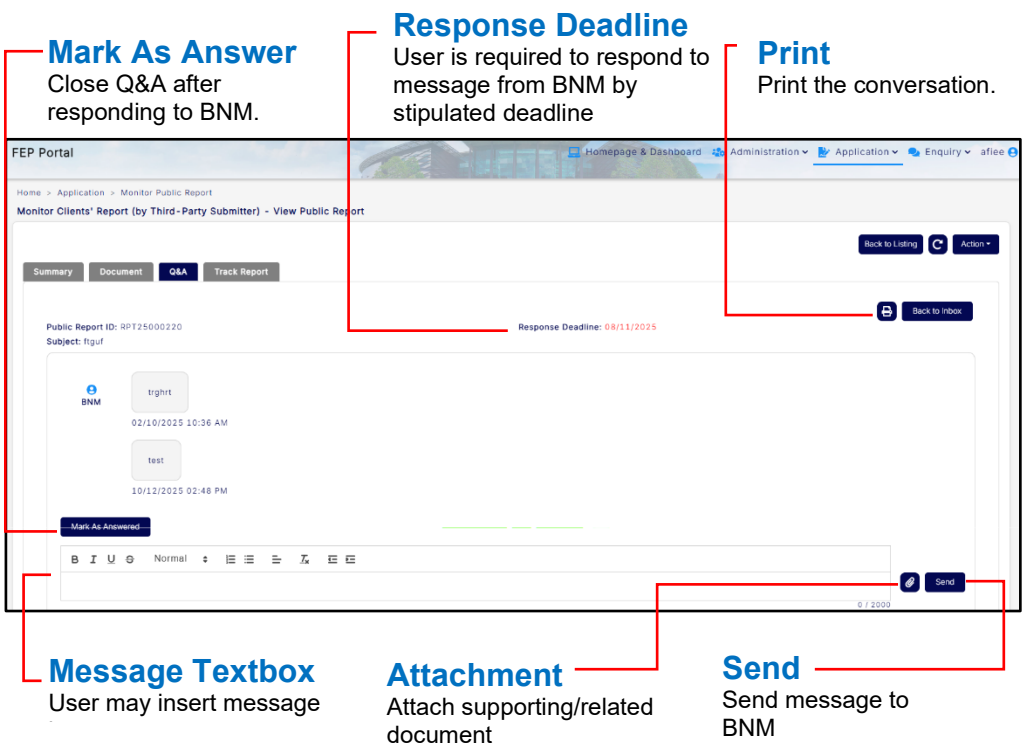
If Users wants to follow-up or communicates with BNM on the submitted public report, Users can click on **New Message** button and a new Message screen will be displayed.

Note:

- *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.*



Users can click on icon to display conversation, respond to any message(s) and check new message(s) from BNM.



Note:

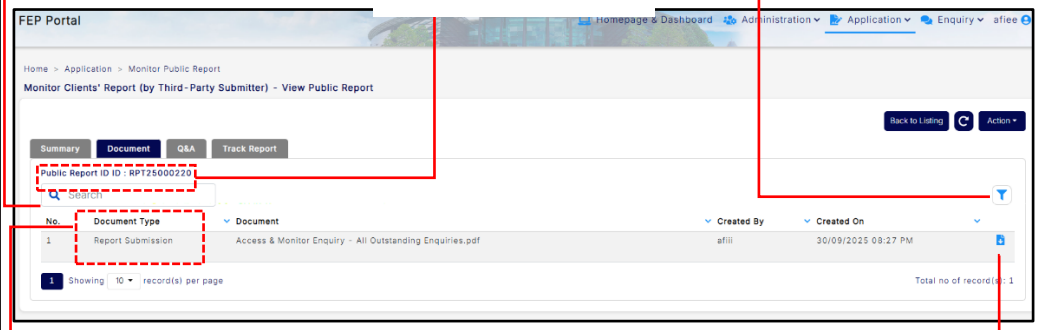
- *For Q&A text messages, users can apply additional text formatting options including **Bold**, Italic, Underline, Strikethrough, Text Style (Normal), Bulleted List, Numbered List, Indentation, Text Alignment (Left, Center, Right), and Clear Formatting.*
- *The system will automatically save any draft or changes of draft Q&A in both the New Message and Conversation Message panels.*

User can click on the **Document** tab to display the document listings of the public report and perform the following actions from this screen:

Search
Search specific document.

Public Report ID
View document listing according to Public Report ID.

Filter
Filter specific document by criteria.

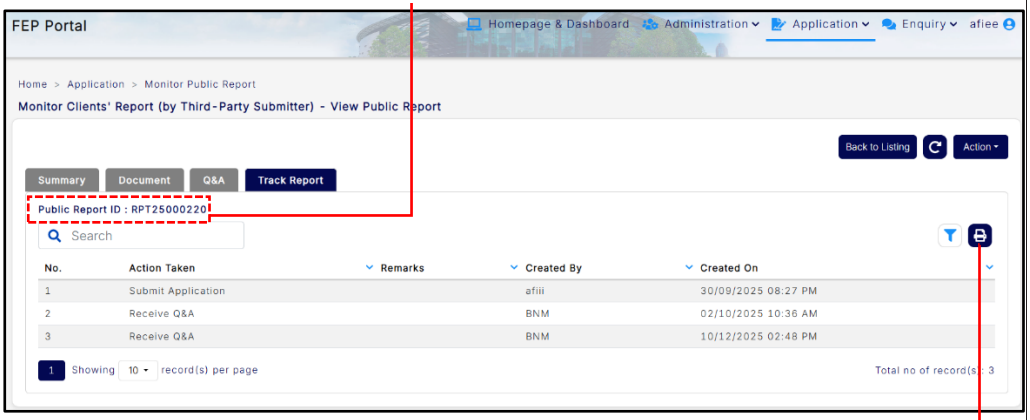


Document Type
Document(s) that user may upload or view during Q&A or Public Report Submission, if any.

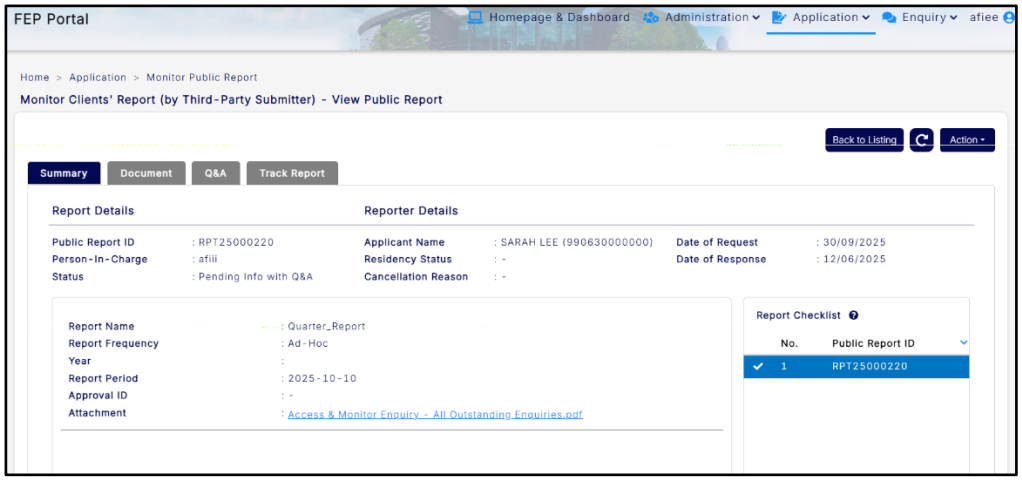
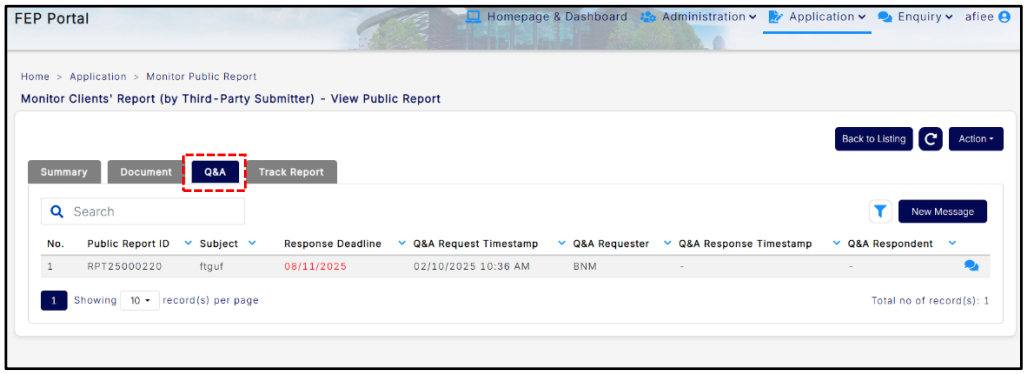
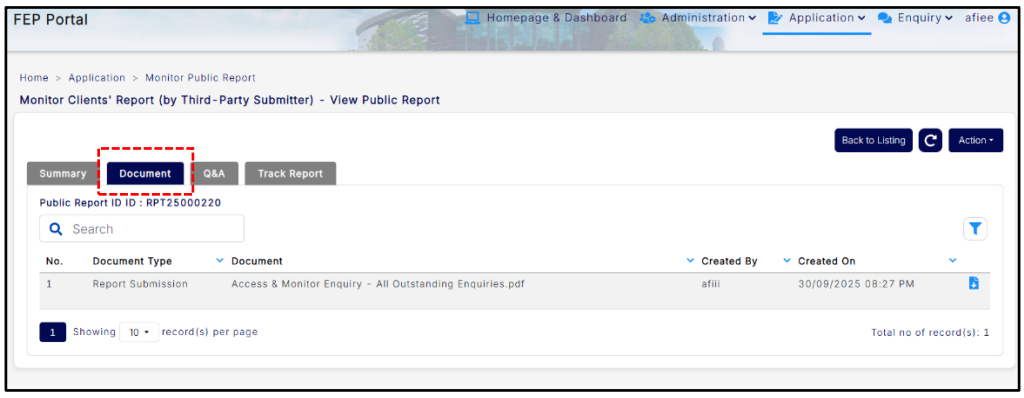
Download
Download the document to local drive.

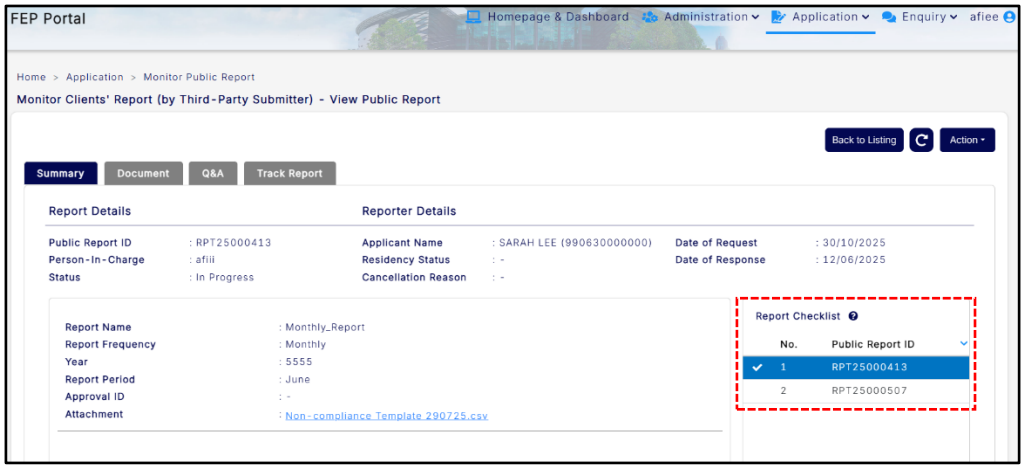
Users can click on **Track Report** tab to display report tracking details and perform following actions from this screen:

Public Report ID
View historical trail of actions performed according to Public Report ID



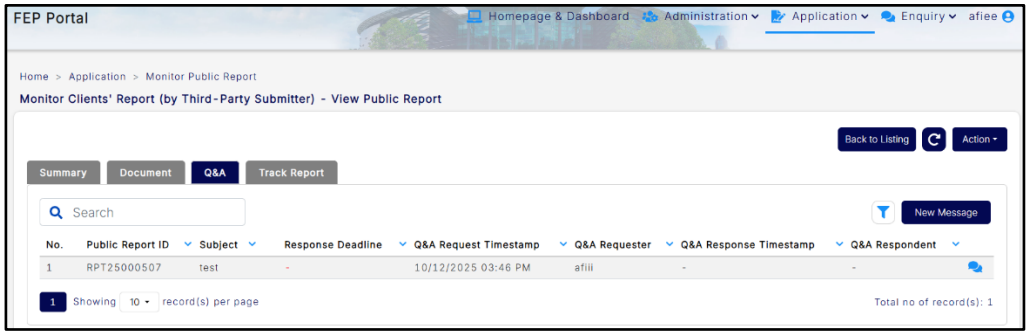
Print
Print Track Public Report and print preview screen will be displayed.

View (Single Action)	This function is for Users to perform **single** action to view details of a specific record and available at **any** stage of the public report. User is able to view public reports by clicking on icon and the summary screen of the public report will be displayed.  User is able to view Q&A listings of the public report by clicking on the **Q&A** tab.  User is able to view document(s) listings of the public report by clicking on the **Document** tab. 

	User is able to view track public report listings of the public report by clicking on the **Track Report** tab. 
View (Bulk Action)	This function is for Users to perform **bulk** action to view multiple records and is available at any stage of the public report. To perform this bulk action, user is **required** to select the relevant public reports by clicking on the checkbox. Note: After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view Summary, Document, Q&A & Track Report of each case before performing desired action. 



User is able to view Q&A listings of the public report by clicking on the **Q&A** tab.



User is able to view document(s) listings of the public report by clicking on the **Document** tab.



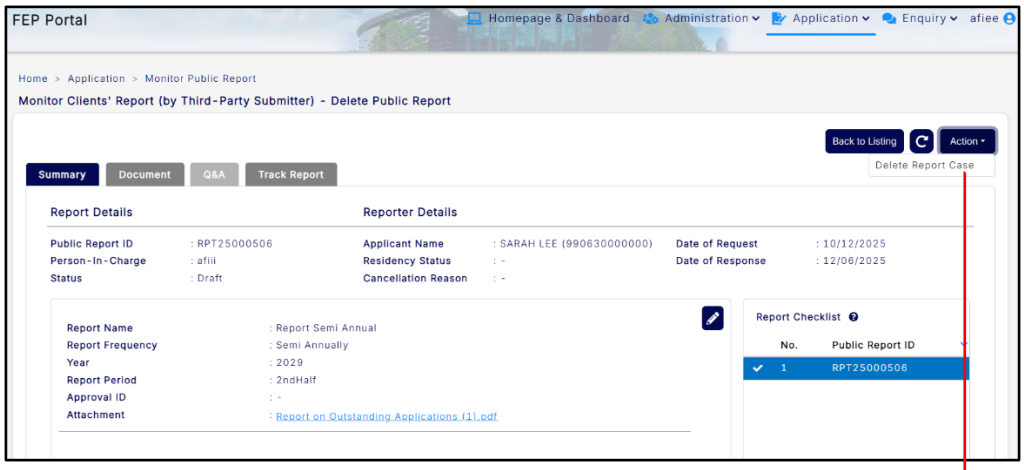
User is able to view track public report listings of the public report by clicking on **Track Report** tab.



Delete (Single Action)

This function is for Users to perform **single** action to delete a specific record and is available when status of public report is **Draft**. User can click on icon and the summary screen of the public report will be displayed.

User can click on **Action** button and select to **Delete Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Delete Public Report"** screen will be displayed.



Action
Select **Delete Report Case** under dropdown list to perform deletion.



Delete
To confirm deletion of the public report

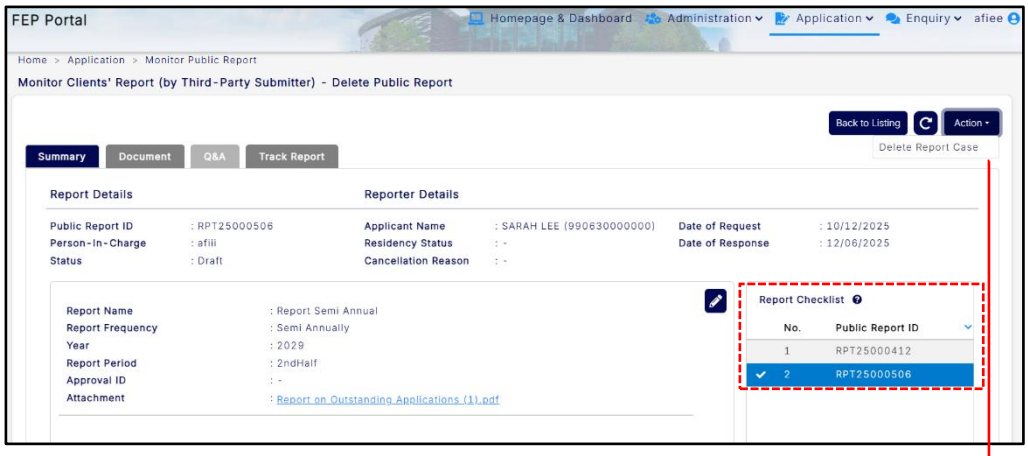
Delete (Bulk Action)

This function is for User to perform **bulk** action to delete multiple records. To perform the bulk action, user is **required** to select the relevant public reports by clicking on the checkbox.

This function is only available when status of public report is **Draft**. User can click on icon and the summary screen of the public report will be displayed.

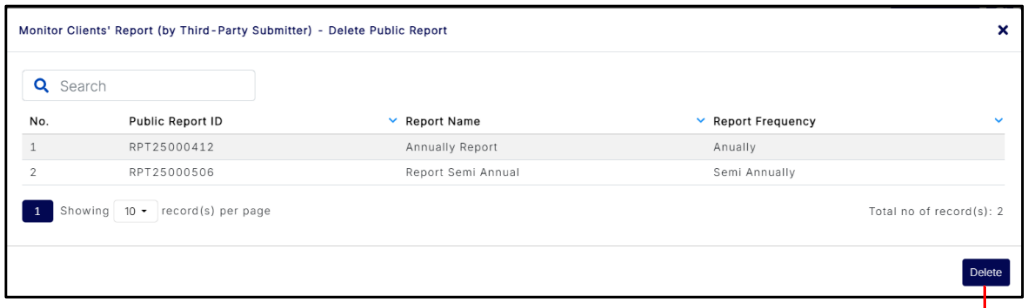
Note:
After selecting multiple public reports, Users can click on any Public Report ID at ***Report Checklist*** *section to view Summary, Document, Q&A & Track Report of each case before performing desired action.*





Action
Select **Delete Report Case** under dropdown list to perform deletion.

User can click on the **Action** button and select **Delete Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Delete Public Report"** screen will be displayed:



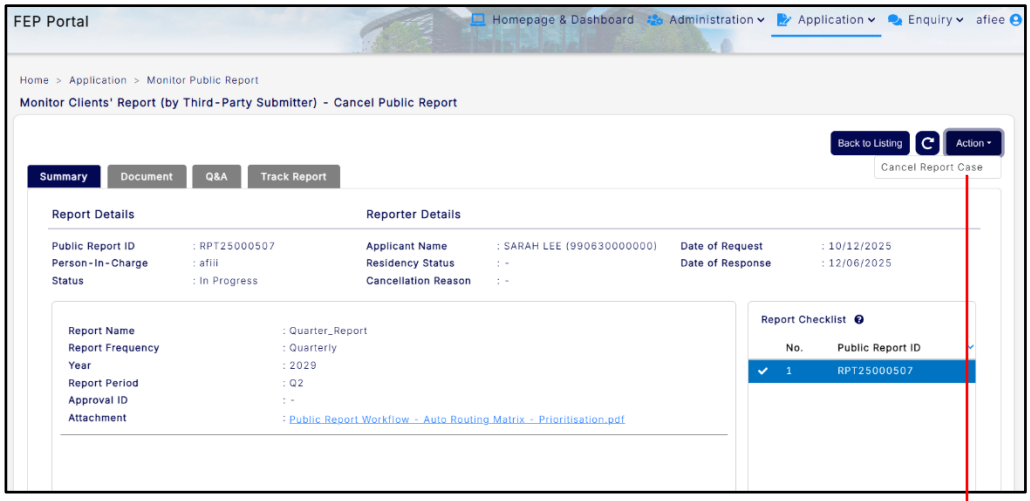
Delete
To confirm deletion of all the public reports.

3 Dots

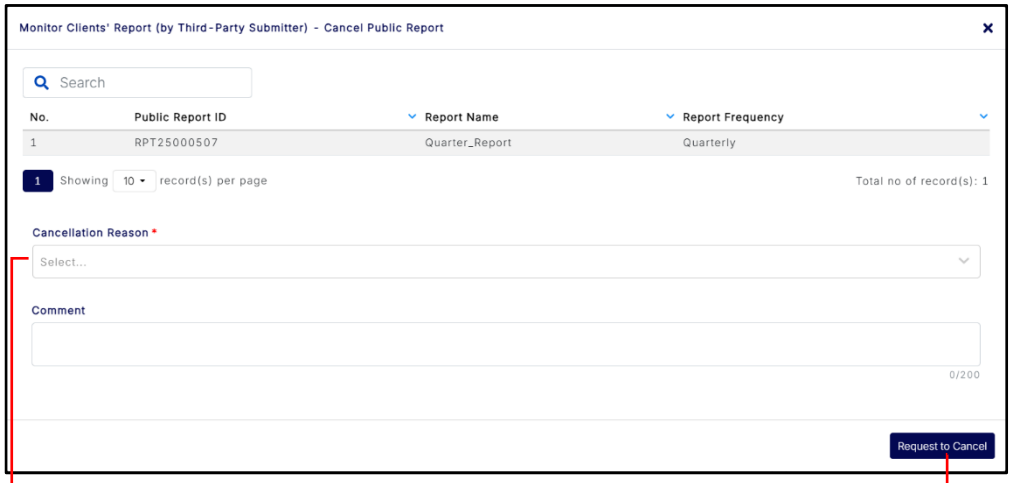
This function is for Users to perform **single** action for a specific record and is available when status of public report is **In Progress**.

Users can click on ⋮ icon and select **Cancel Public Report Case** and the summary screen of the public report will be displayed.

The system will block the user from proceeding with the cancellation if there are any Q&A items that remain open.



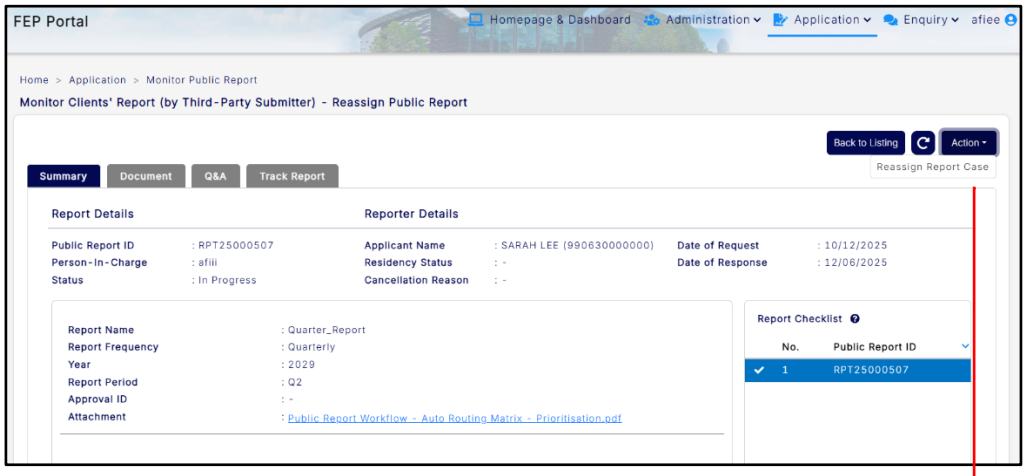
Action
Select **Cancel Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Cancel Report Case"** screen will be displayed.



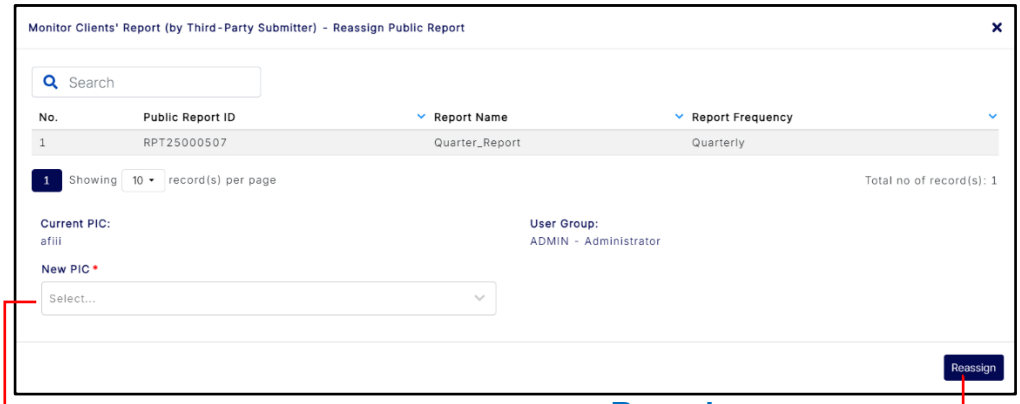
Cancellation Reason
Mandatory for Users to key in the reason before submitting the cancellation request.

Submit Cancellation Request
To submit cancellation request for a public report.

To reassign a case to a new Person In-Charge (PIC), Users can click on ⋮ icon and select **Reassign Public Report Case,** and the summary screen of the public report will be displayed.



Action
Select **Reassign Report Case** and **"Monitor Clients' Report (by Third-Party submitter) – Reassign Public Report"** screen will be displayed.



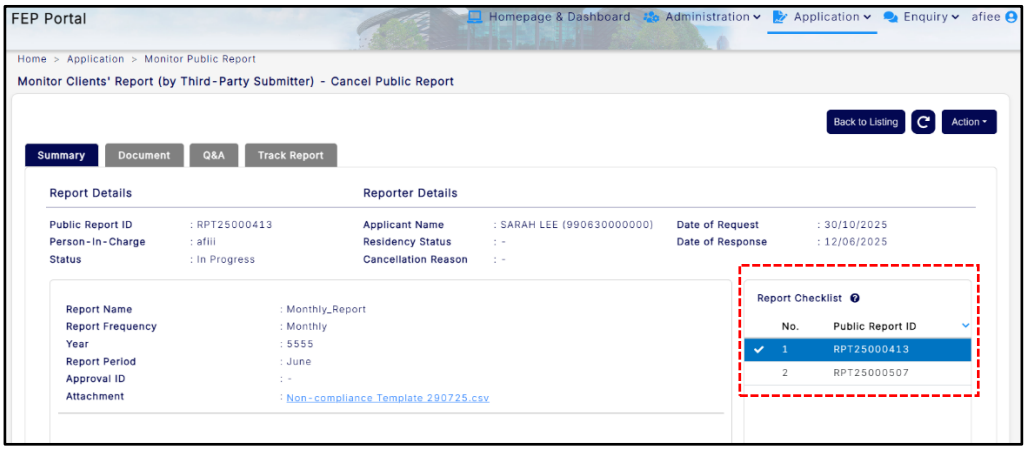
New PIC
Mandatory for Users to select new PIC from dropdown list.

Reassign
To confirm reassignment of the public report.

Action (Bulk Action)

This function is for Users to perform **bulk** action for multiple records. To perform the bulk action, users are **required** to select public reports by clicking on the checkbox.

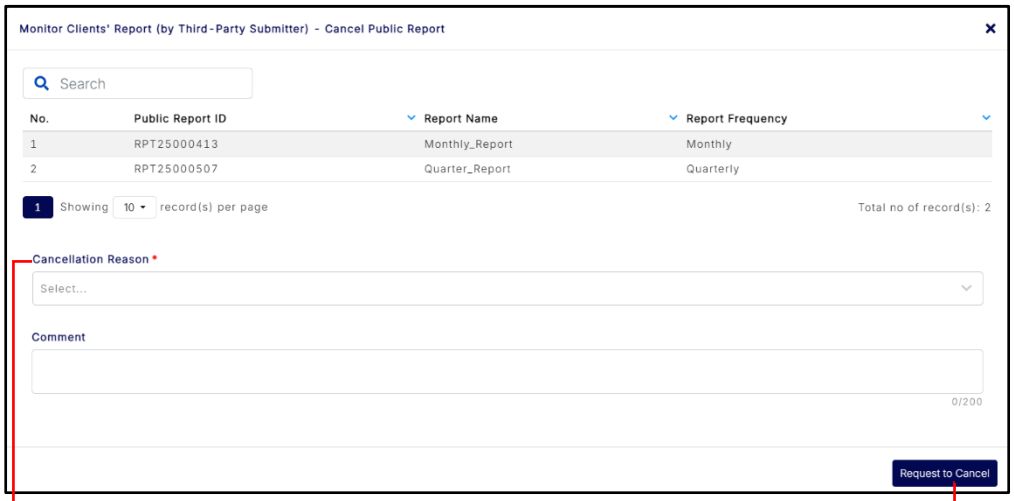
Note:
*After selecting multiple public reports, Users can click on any Public Report ID at **Report Checklist** section to view Summary, Document, Q&A & Track Report of each case before performing desired action.*





Action
Select **Cancel Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Cancel Public Report"** screen will be displayed.

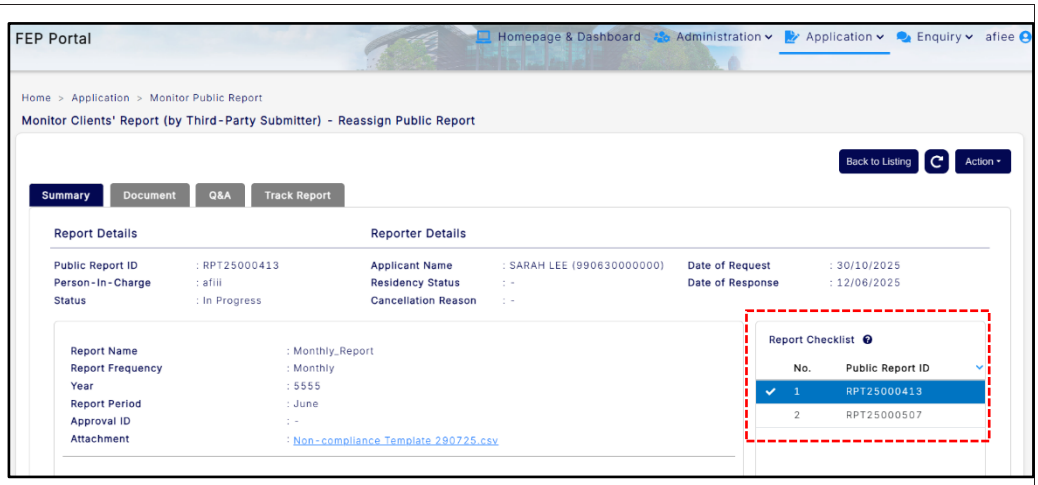
User can click on the **Action** button and select **Cancel Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Cancel Public Report"** screen will be displayed.

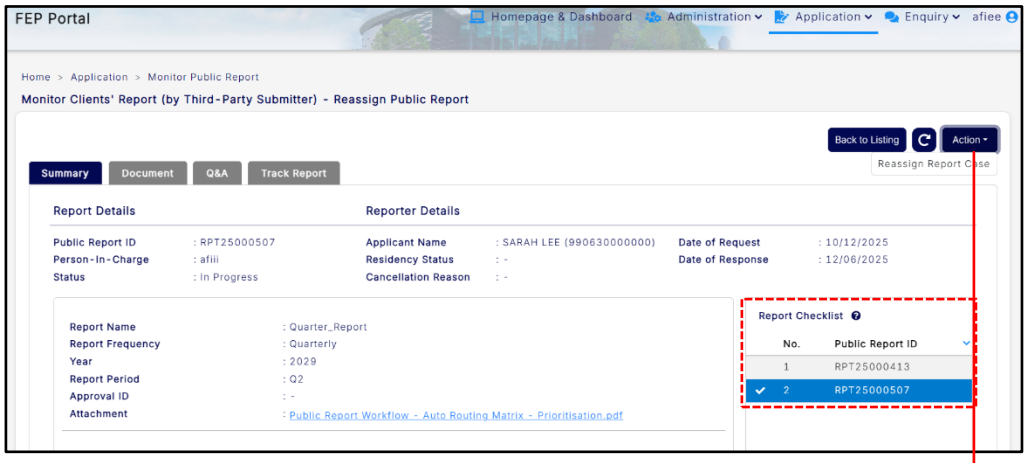


Cancellation Reason
Mandatory for Users to indicate the reason before submitting the cancellation request.

Submit Cancellation Request
To submit cancellation request of public report.

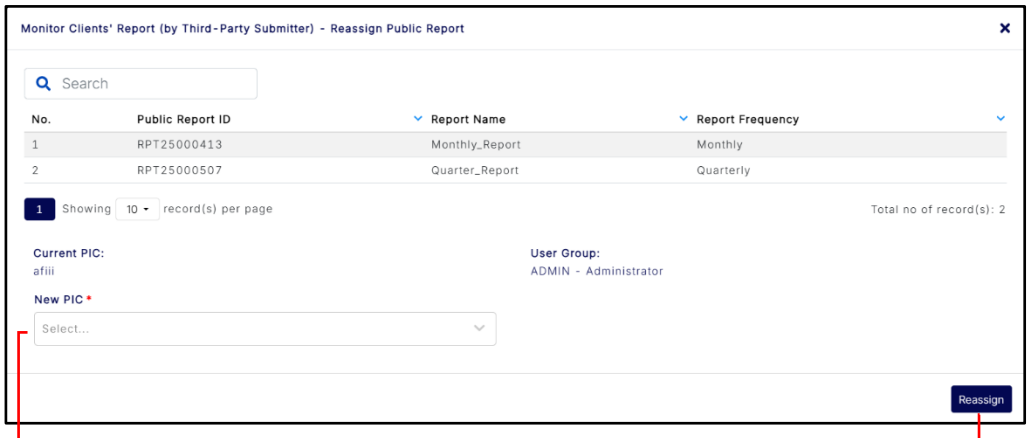
User can click on **Action** button and select **Reassign Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Reassign Public Report"** screen will be displayed.





Action

Select **Reassign Report Case** and **"Monitor Clients' Report (by Third-Party Submitter) – Reassign Public Report"** screen will be displayed.



New PIC

Mandatory for Users to select new PIC from dropdown list to reassign the public report.

Reassign

To confirm reassignment of the public report.