BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA

Foreign Exchange Policy System

User Guide – Public Portal

Chapter 7: Non-Compliance Case Submission & Monitoring

Applicable to all Public Users

Issued on: 15 August 2022

TABLE OF CONTENTS

NON-COMPLIANCE CASE SUBMISSION AND MONITORING 5

7.1. SUBMIT NON-COMPLIANCE CASE 5

7.1.1. FORM DATA ENTRY 5

7.1.2. UPLOAD NC FILE 14

7.2. MONITORING NON-COMPLIANCE CASE 19

7.2.1. MONITOR OWN NON-COMPLIANCE CASE 19

7.2.2. MONITOR CLIENTS' NON-COMPLIANCE CASES (THIRD-PARTY / FACILITATING AGENT) 39

NON-COMPLIANCE CASE SUBMISSION AND MONITORING

7.1. SUBMIT NON-COMPLIANCE CASE

Applicant/Offender/Submitter may submit non-compliance (NC) cases to BNM via online submission from the FEP Portal - **Application - Submit Non-Compliance Case** menu. The system allows a Public User to submit or create case as own submission or on behalf of an Applicant/Offender as a Third-Party Submitter.

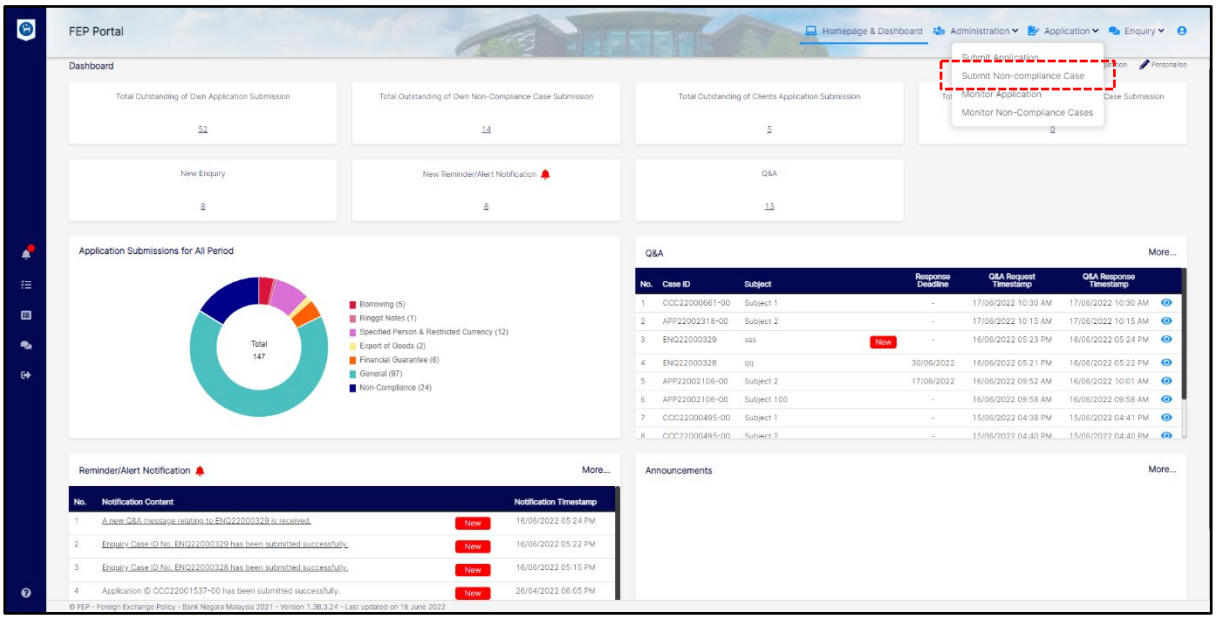


Figure 1 Submit Non-Compliance Case

7.1.1. FORM DATA ENTRY

Applicant/Offender/Submitter is able to submit NC case by selecting the applicable form and complete the form in the system.

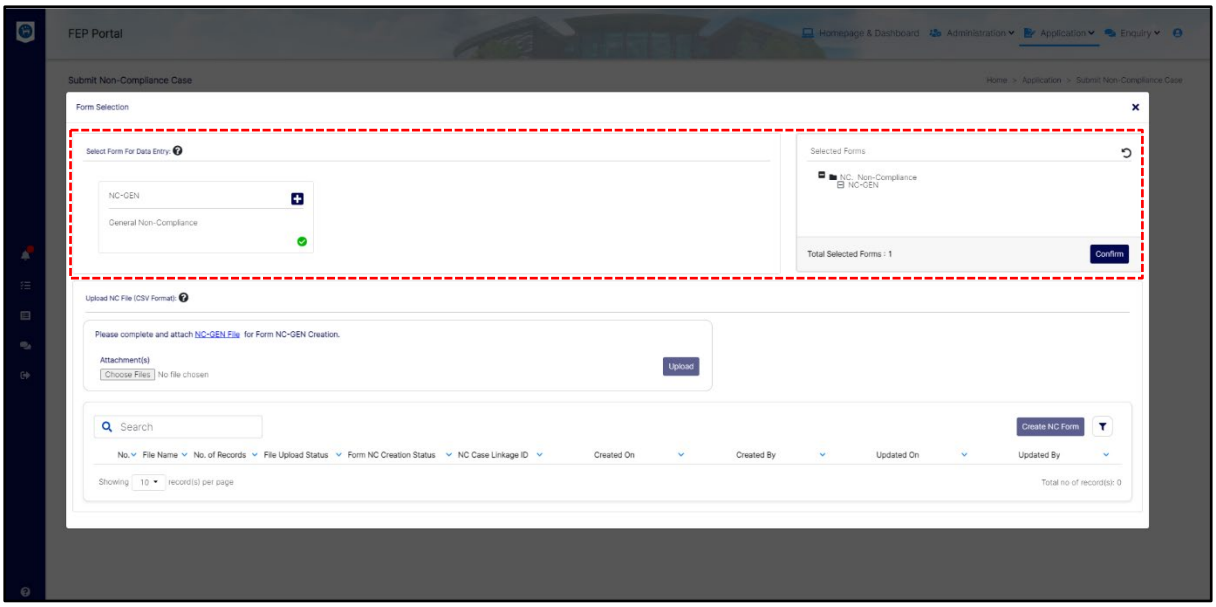
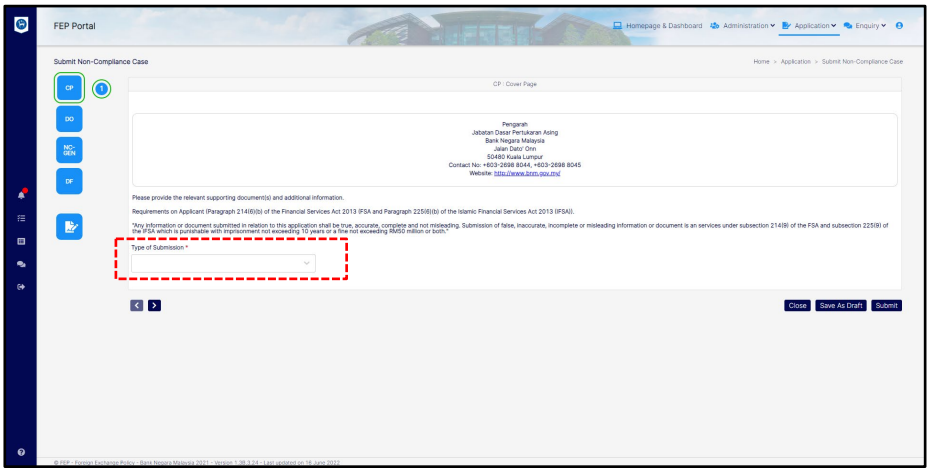
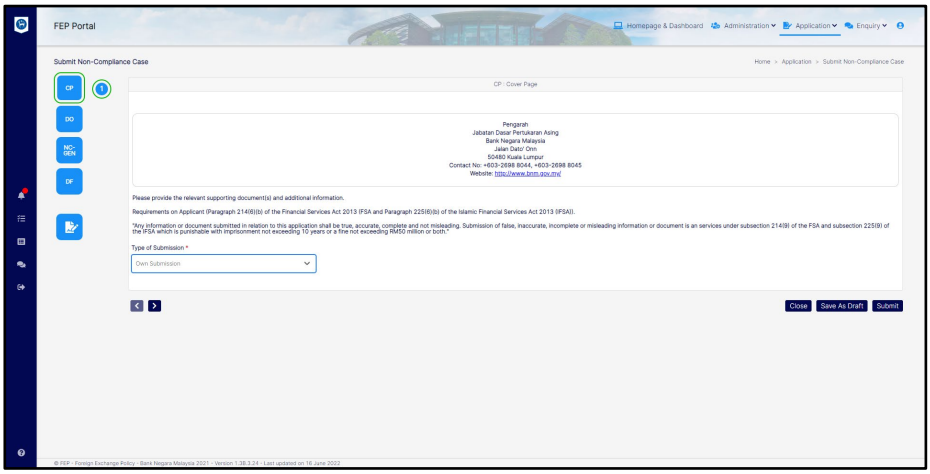


Figure 2 Submit Non-Compliance (Form Data Entry)

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) for Non-Compliance case submitted to BNM via online submission. Note: Applicant/Offender/Submitter is required to select under **Type of Submission** whether the application is for **Own Submission** or **Third-Party Submission**. If user selects Third-Party Submission, then user is required to provide Applicant Name before user can proceed to the next screen.



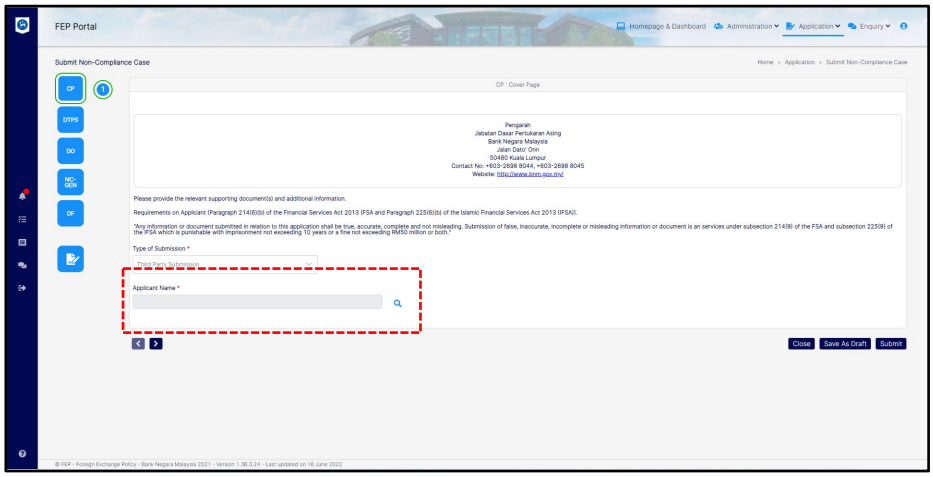
- Own Submission

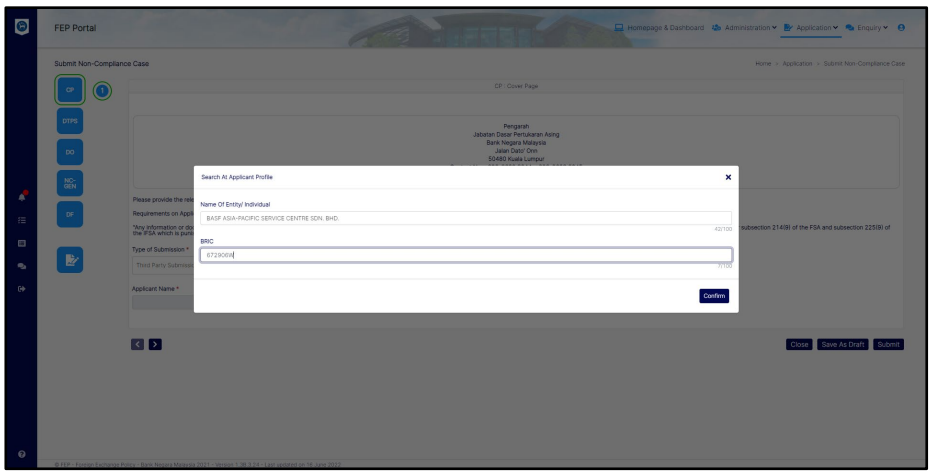


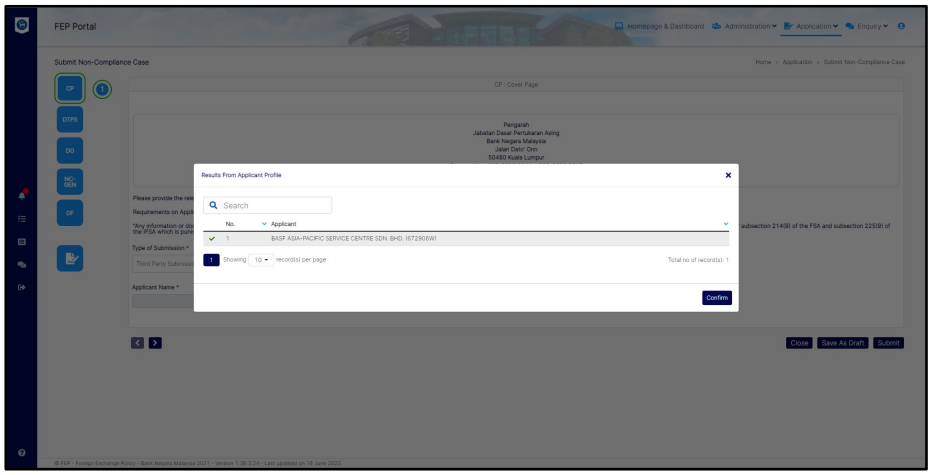
- For Third-Party Submission, **"Applicant Name"** field will be displayed and Submitter is required to provide the Applicant's name. User can click on 🔍 icon at Applicant Name and **"Applicant Name – Add"** screen will be displayed. User has to select and key-in valid input for at least one of the fields in order for system to be able to display the desired result.

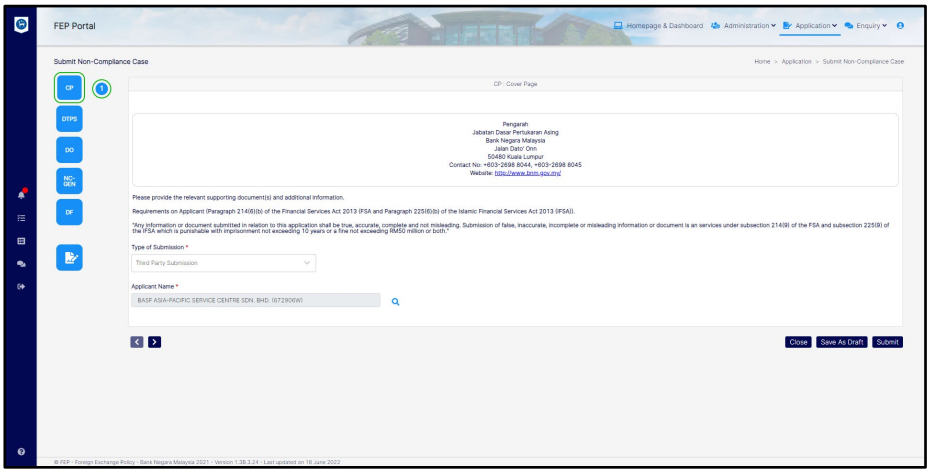
  Note:

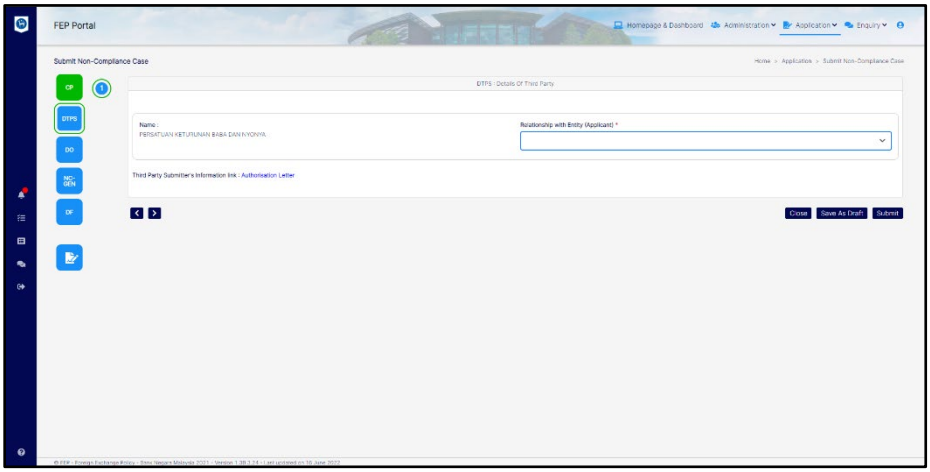
  Applicant Name will only be displayed if the Applicant or Third-Party Submitter has configured the Applicant details under Manage Third-Party screen (please refer to Chapter 4: System Administration & Maintenance).


FEP Portal
Submit Non-Compliance Case
Applicant Name *
Close
Save As Draft
Submit

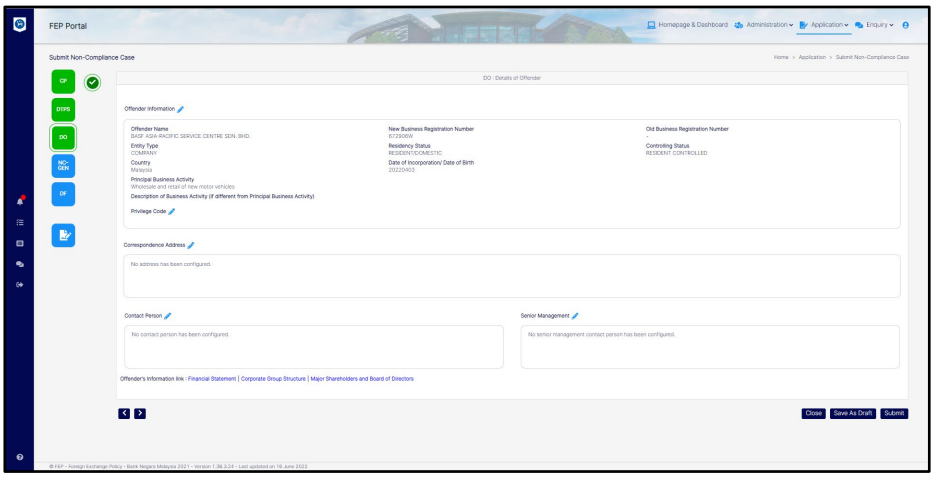

FEP Portal
Search At Applicant Profile
Name Of Entity/ Individual
BRIC
Confirm

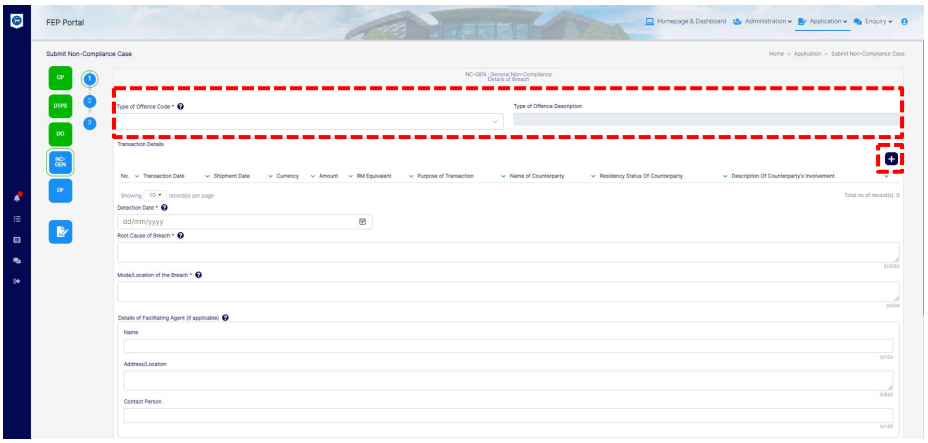

FEP Portal
Results From Applicant Profile
Search
No.
Applicant
Confirm

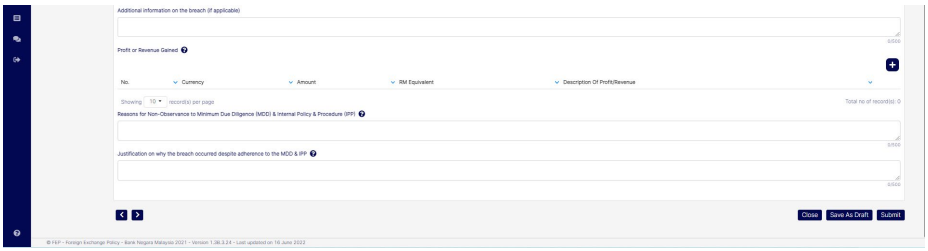
<table>
<tr><td></td><td>
</td></tr>
<tr><td>Details Of Third- Party (DTPS)</td><td>Only applicable when user selected “Third-Party Submission” at Type of Submission.

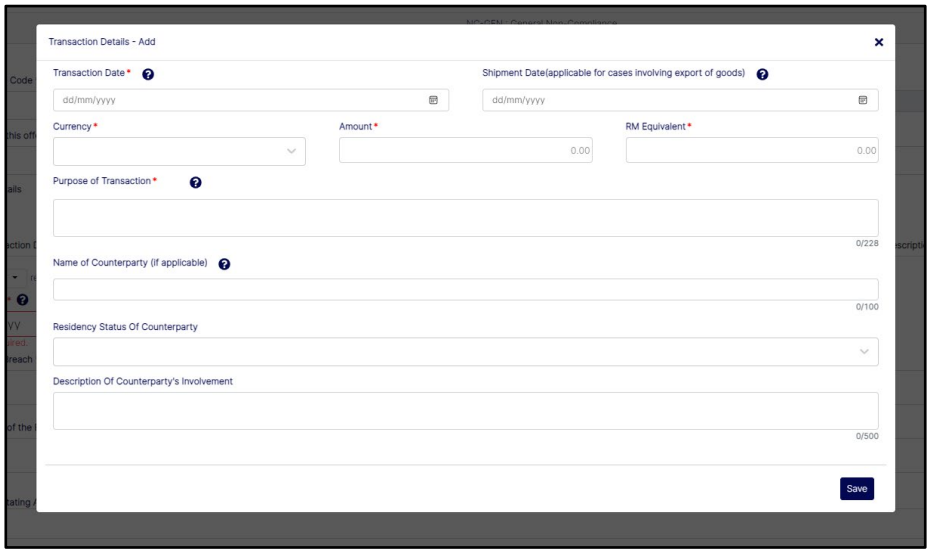


Note:
Third-Party Submitter can be a bank, law firm / legal counsel, accountant or any appointed entity/individual to submit and monitor an application or non-compliance case on behalf of the Applicant/Offender.</td></tr>
</table>

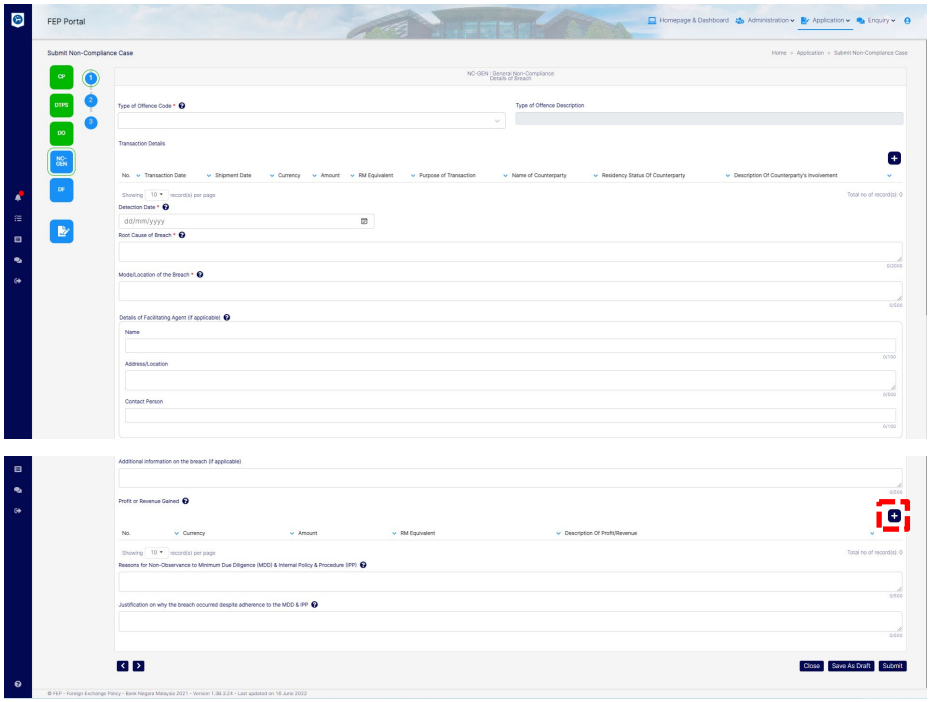
Details of Offender	This section allows Applicant/Offender/Submitter to edit the necessary information and display details of the Applicant. Applicant/Offender/Submitter can amend or change the preferred details where applicable. 
Section 1: Details of Breach	Applicant/Offender/Submitter is required to key-in all mandatory fields before moving on to the next page of the form. • At **"Type of Offence Code"** field, if Applicant/Offender selected **Notice 7**, Applicant/Offender is required to confirm **YES/NO** for an additional question, **"Is this offence related to repatriation of export proceeds exceeding permitted period?"** which will be displayed. • User can click on ⊕ icon and **"Transaction Details - Add"** screen will be displayed**.** Although it is optional for Applicant/Offender/Submitter to key-in inputs for this section, Applicant/Offender/Submitter is advised to provide the transaction details if applicable to enable assessment of the case. Applicant/Offender/Submitter is required to key-in inputs for all mandatory fields in the screen before clicking on the **Save** button.

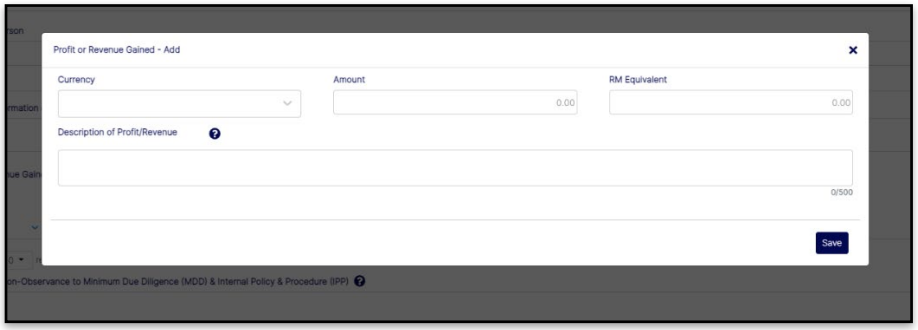




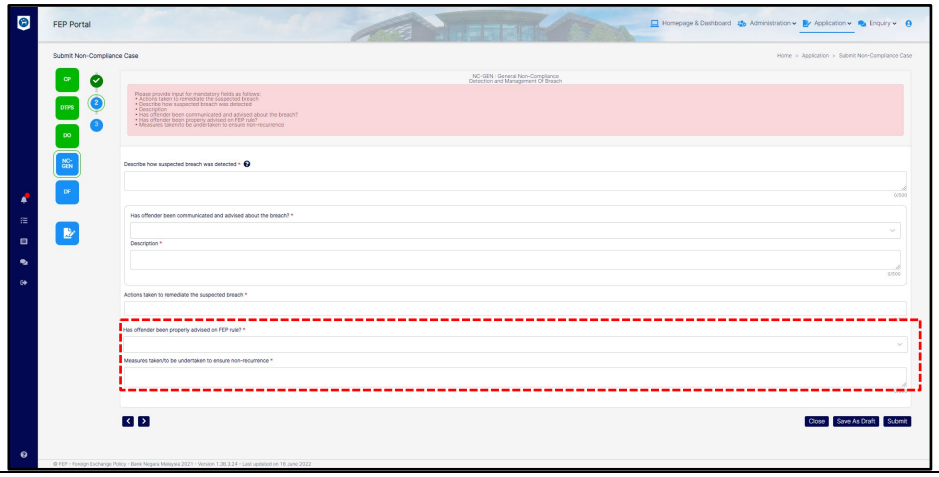
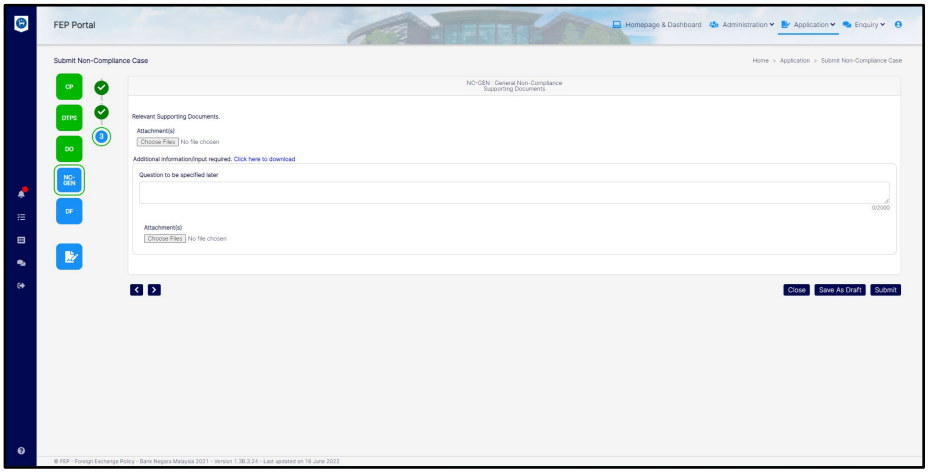


- User can click on + icon and **"Profit or Revenue Gained – Add"** screen will be displayed. It is optional for Applicant/Offender/Submitter to key-in inputs for this section. However, if Applicant/Offender/Submitter wants to provide the information, Applicant/Offender/Submitter is required to key-in inputs for all the fields in this screen before clicking on the **Save** button.

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


</td></tr>
<tr><td>Minimum Due Diligence (MDD) and Internal Policy Procedure (IPP)</td><td>This section is only applicable to submission(s) by an onshore bank or facilitating agent.

</td></tr>
<tr><td>Section 2: Detection and Management of Breach</td><td>Applicant/Offender/Submitter is required to key-in inputs for all mandatory fields before moving on to the next page of the form.
• If Applicant/Offender/Submitter has selected No at “Has offender been properly advised on FEP rule?” field,</td></tr>
</table>

	Applicant/Offender/Submitter is required to provide reasons and also key-in description of **"Measures taken/to be undertaken to ensure non-recurrence"**. Example of measures are – enhance internal standard operating procedure, enhance system to detect potential breach of rules, annual training for staff to create awareness of FEP rules, etc. 
Section 3: Supporting Documents	Applicant/Offender/Submitter is **not** required to key-in inputs for this section and can skip to next page of the form. Any hyperlink *'Click here to download'* in this section is for Applicant/Offender/Submitter to download the template and key-in the required information before attaching the template at the attachment section. 

7.1.2. UPLOAD NC FILE

Applicant/Offender/Submitter can upload the NC cases in csv file format via the FEP Public Portal for the system to generate multiple NC forms based on the csv file uploaded.

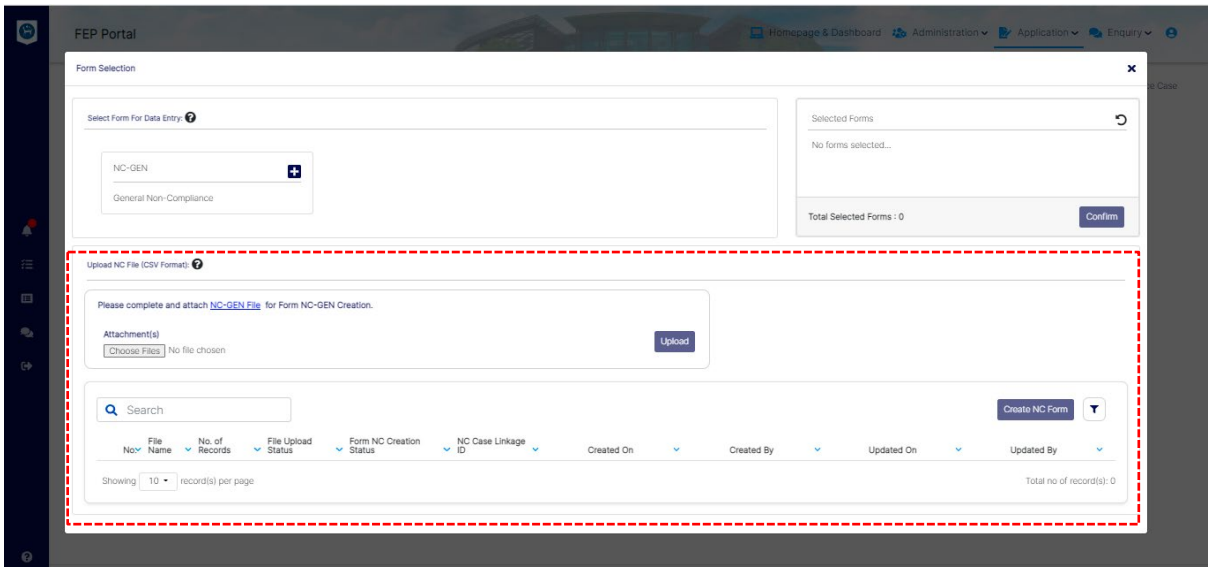
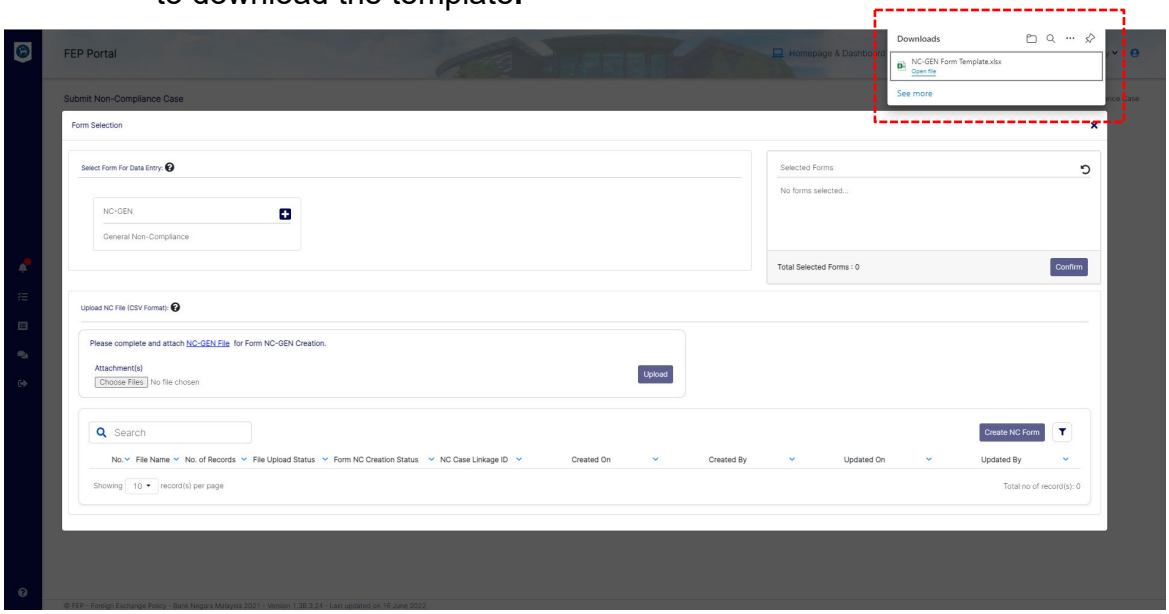
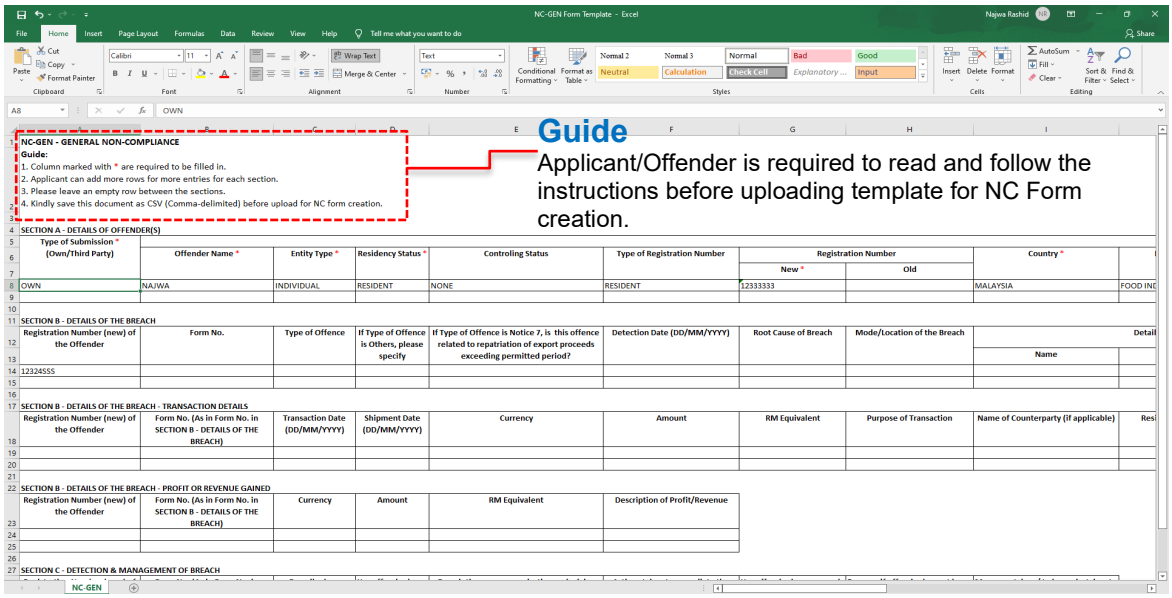


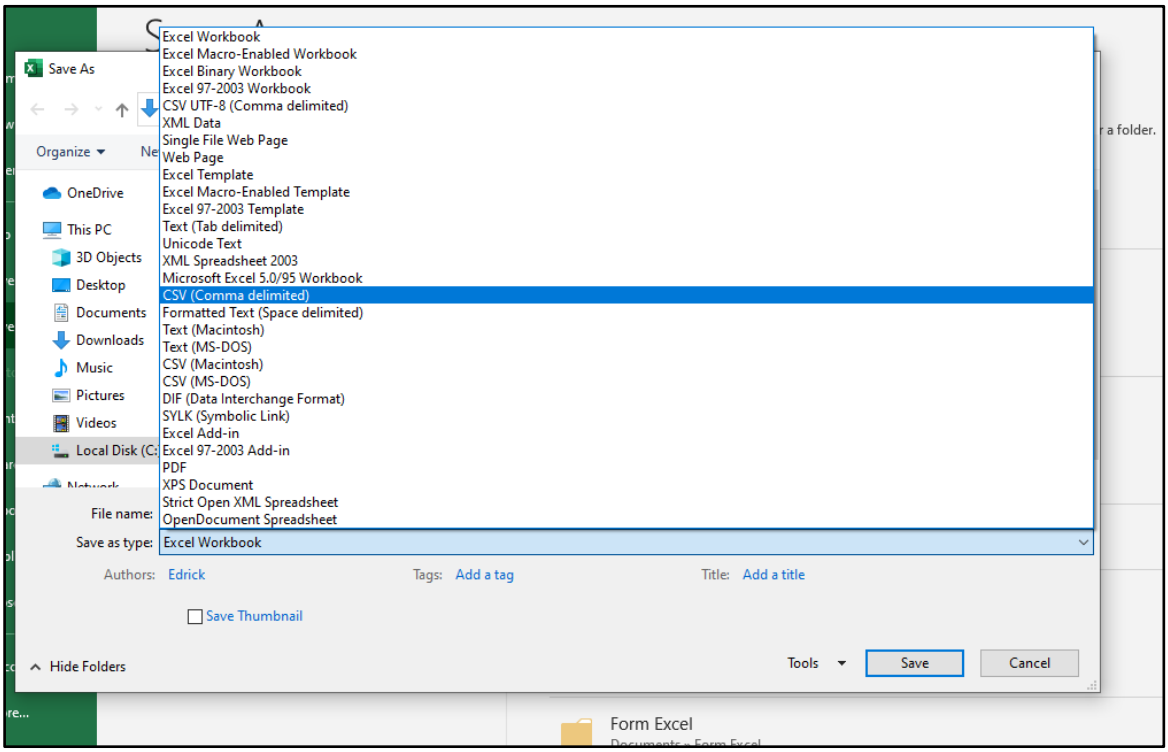
Figure 3 Submit Non-Compliance (via csv file upload)

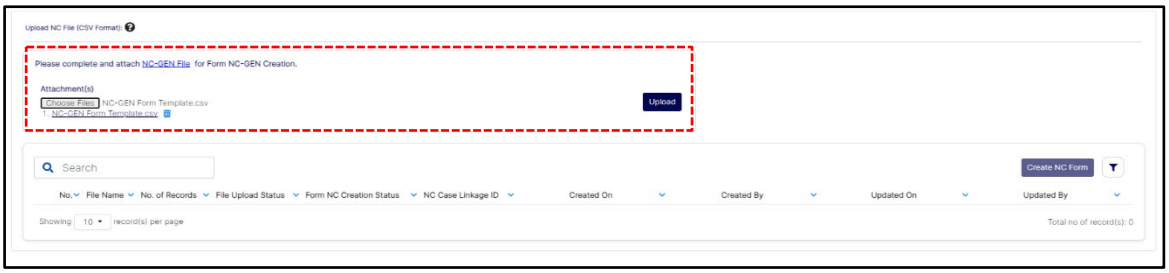
(a) Applicant/Offender/Submitter can click on the hyperlink ***'NC-GEN File'*** to download the template**.**



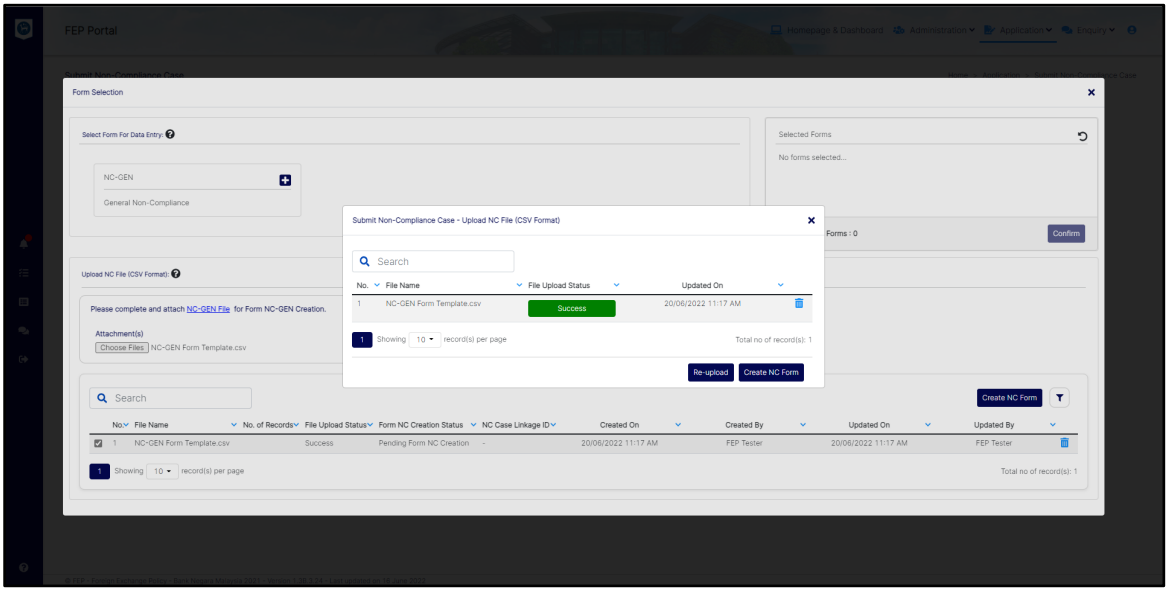
(b) Applicant/Offender/Submitter can open the downloaded Microsoft Excel file, ***'NC-GEN File'*** to edit the template before uploading the template into system. Applicant/Offender/Submitter is **required** to save this file as ***'.csv (Comma-delimited)'*** format before uploading the template by clicking on the button. Upload



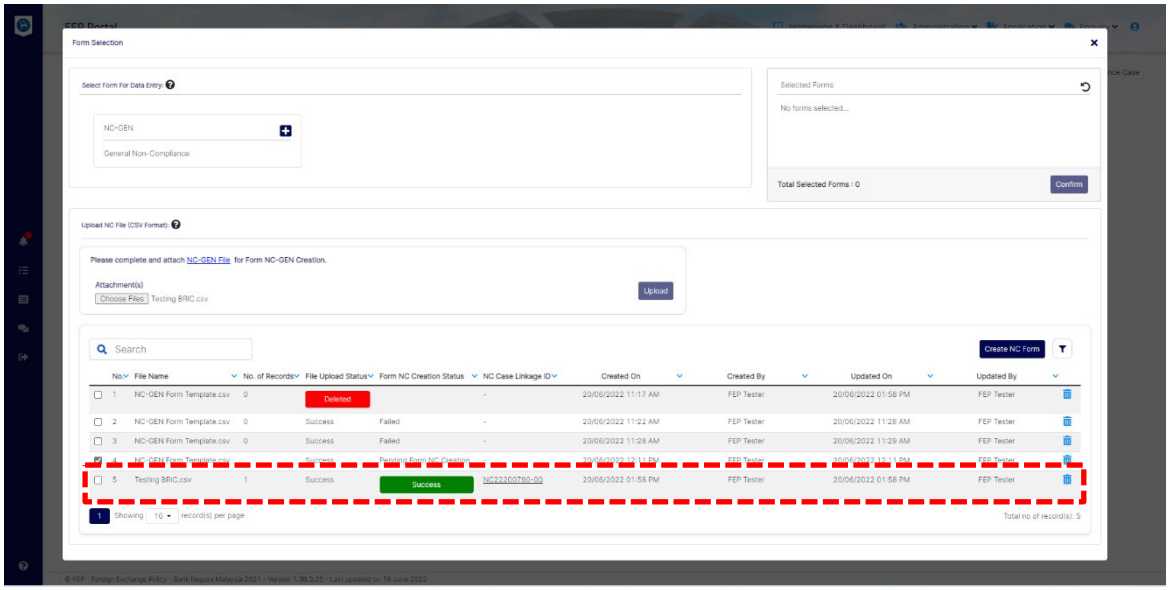


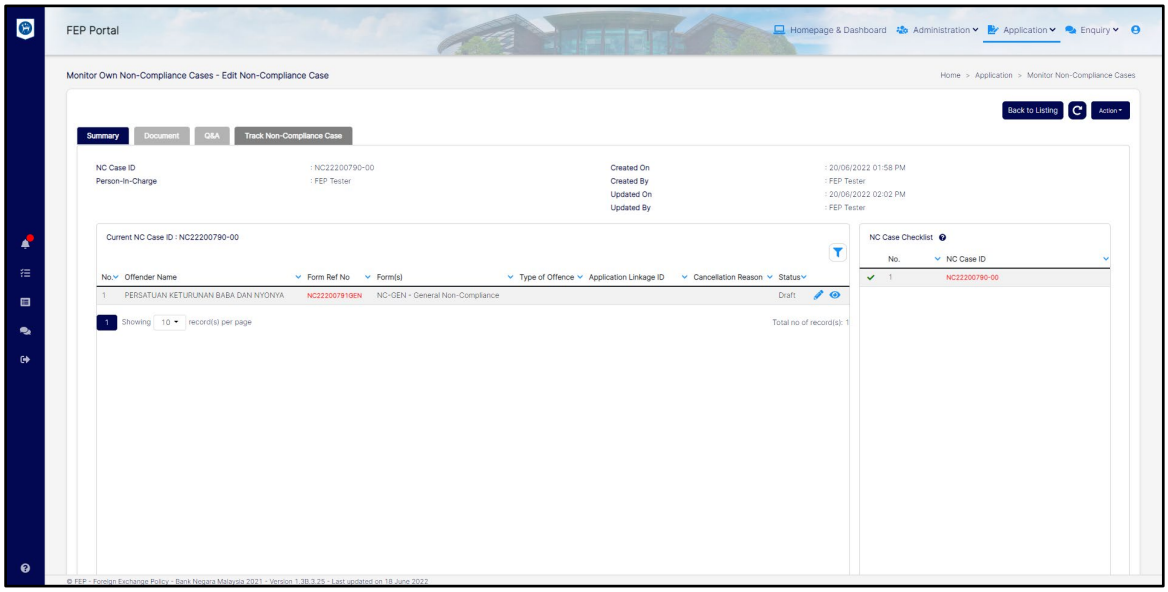


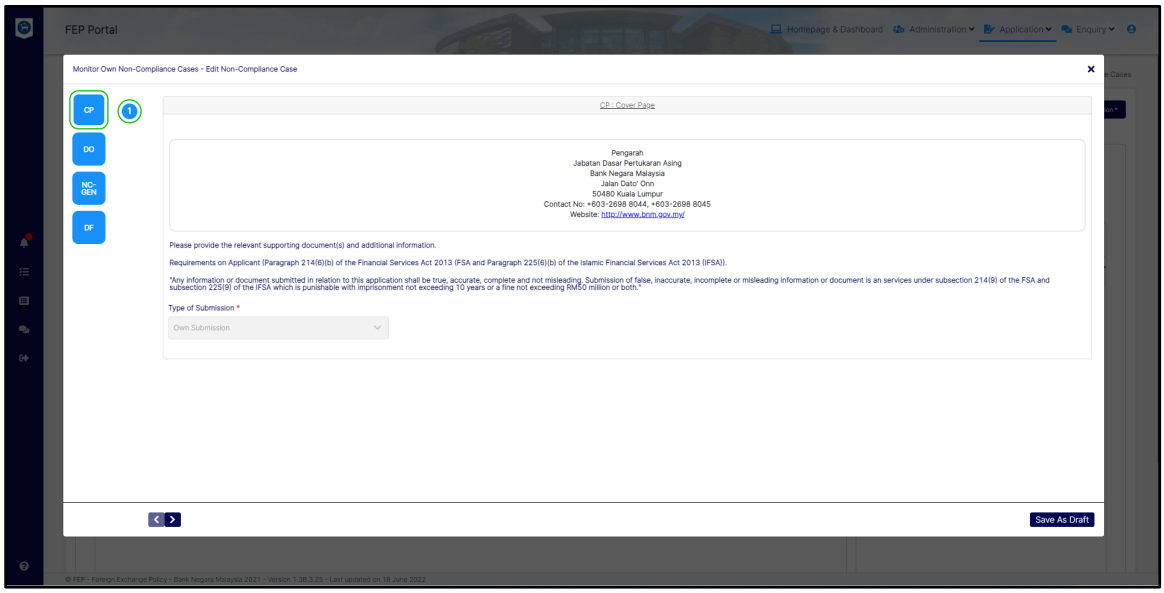
(c) Applicant/Offender/Submitter is able to see the '**File Upload Status**' and system will only be able to create NC forms from files with "**Success**" status when user clicks on the Create NC Form button. If the file upload status is "**Failed**", the Applicant/Offender is required to check the file and reupload the csv file by clicking on the Re-upload button.



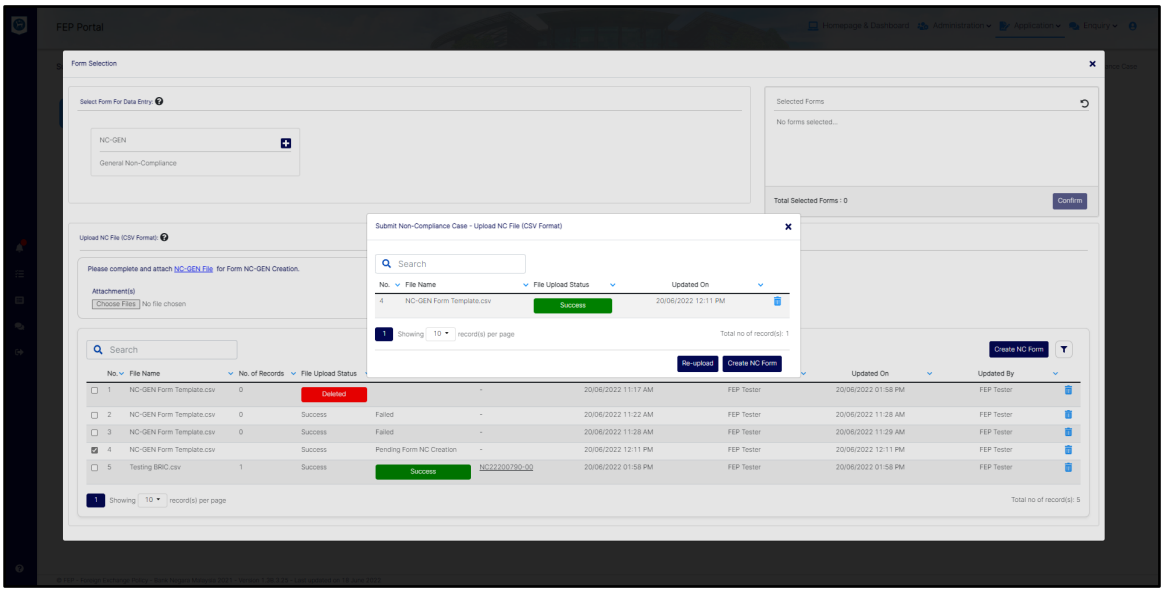
(d) The successful NC form(s) creation will be updated in the Upload NC File listing. Applicant/Offender/Submitter can monitor the NC cases using the NC Linkage ID and edit the NC cases before proceeding to click on the **Submit** button. User can click on the NC Linkage ID and the system will redirect user to the **"Monitor Own Non-Compliance Cases – Edit Non-Compliance Case"** screen and display the NC case which is in **Draft** status.


Form Selection
Select Form For Data Entry:
NC-GEN
General Non-Compliance
Selected Forms
No forms selected...
Total Selected Forms : 0
Confirm
Upload NC File (CSV Format)
Please complete and attach NC-GEN File for Form NC-GEN Creation.
Attachment(s)
Choose Files
Testing BRIC.csv
Upload
Search
Create NC Form
No.
File Name
No. of Records
File Upload Status
Form NC Creation Status
NC Case Linkage ID
Created On
Created By
Updated On
Updated By
NC-GEN Form Template.csv
Deleted
Failed
Success
Testing BRIC.csv
NC22200790-00
20/06/2022 01:58 PM
FEP Tester

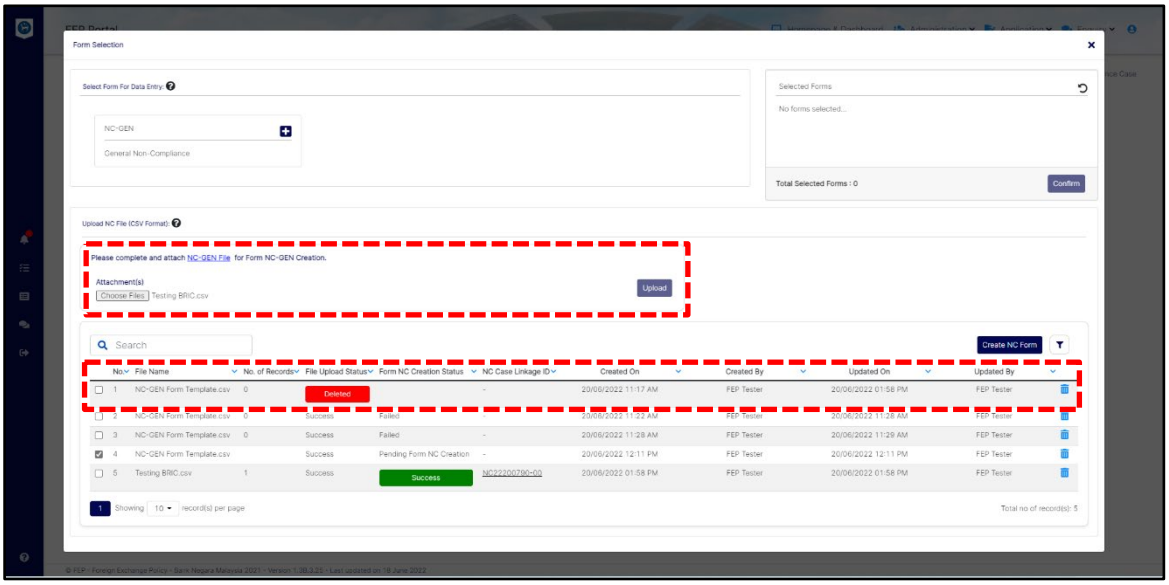

FEP Portal
Homepage & Dashboard
Administration
Application
Enquiry
Monitor Own Non-Compliance Cases - Edit Non-Compliance Case
Home > Application > Monitor Non-Compliance Cases
Back to Listing
Action
Summary
Document
Q&A
Track Non-Compliance Case
NC Case ID : NC22200790-00
Person-In-Charge : FEP Tester
Created On : 20/06/2022 01:58 PM
Created By : FEP Tester
Updated On : 20/06/2022 02:02 PM
Updated By : FEP Tester
Current NC Case ID : NC22200790-00
NC Case Checklist
No.
Offender Name
Form Ref No
Form(s)
Type of Offence
Application Linkage ID
Cancellation Reason
Status
PERSATUAN KETURUNAN BABA DAN NYONYA
NC22200791GEN
NC-GEN - General Non-Compliance
Draft
NC22200790-00


FEP Portal
Monitor Own Non-Compliance Cases - Edit Non-Compliance Case
CP
DO
NC-GEN
DF
CP : Cover Page
Pengarah
Jabatan Dasar Pertukaran Asing
Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur
Contact No: +603-2698 8044, +603-2698 8045
Website: http://www.bnm.gov.my
Please provide the relevant supporting document(s) and additional information.
Requirements on Applicant (Paragraph 214(6)(b) of the Financial Services Act 2013 (FSA and Paragraph 225(6)(b) of the Islamic Financial Services Act 2013 (IFSA)).
"Any information or document submitted in relation to this application shall be true, accurate, complete and not misleading. Submission of false, inaccurate, incomplete or misleading information or document is an services under subsection 214(9) of the FSA and subsection 225(9) of the IFSA which is punishable with imprisonment not exceeding 10 years or a fine not exceeding RM50 million or both."
Type of Submission *
Own Submission
Save As Draft

(e) If the file upload status is "**Pending Form NC Creation**", Applicant/Offender/Submitter can click on the checkbox and Create NC Form button. The status will change from **"Form NC Creation Status"** to **"Success"** once the system is able to create the NC forms.



(f) If the file upload status is **"Failed"**, Applicant/Offender/Submitter can delete the file(s) by clicking on icon and the status will be "**Deleted**" or user can upload/create new NC form(s) by attaching a new csv file at the attachment section.



7.2. MONITORING NON-COMPLIANCE CASE

7.2.1. MONITOR OWN NON-COMPLIANCE CASE

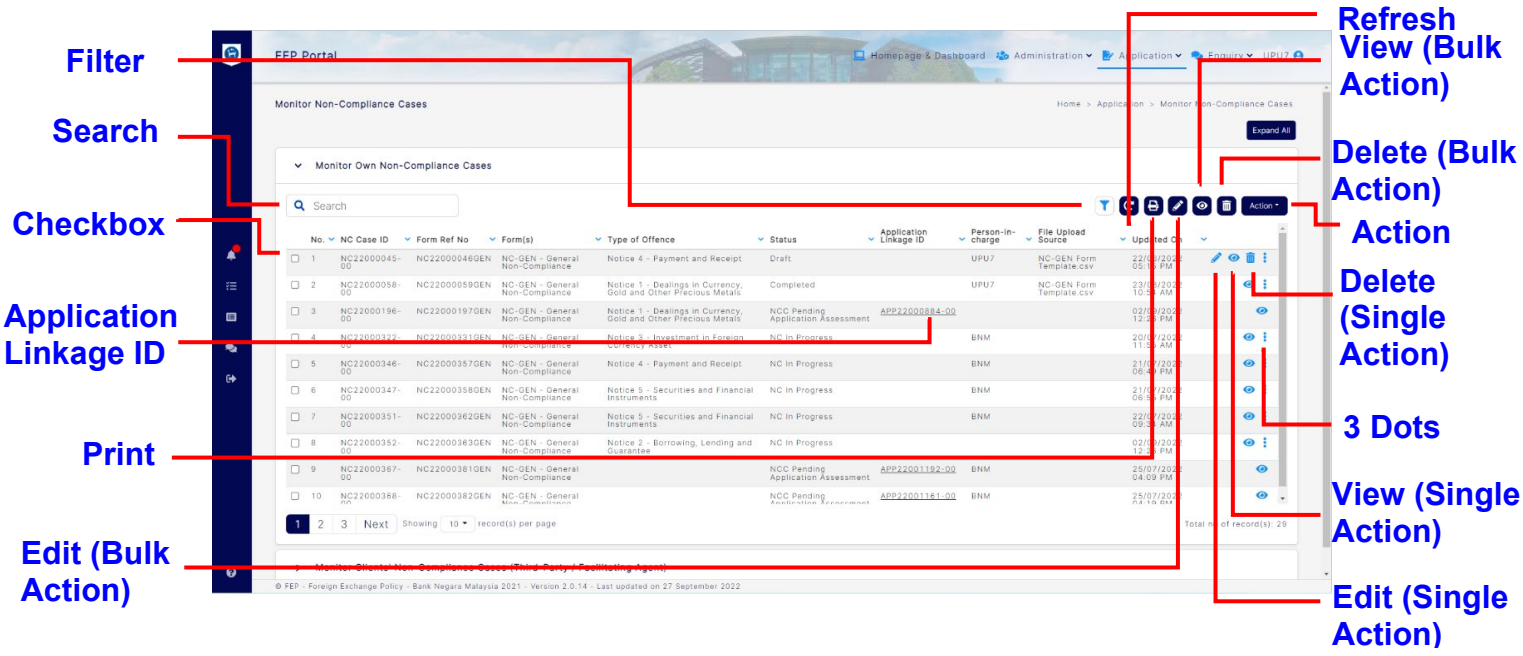
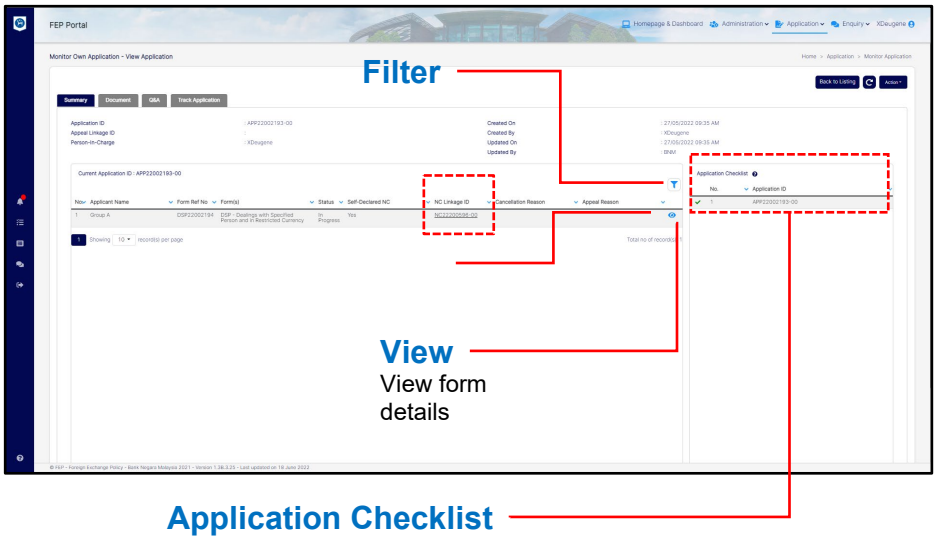
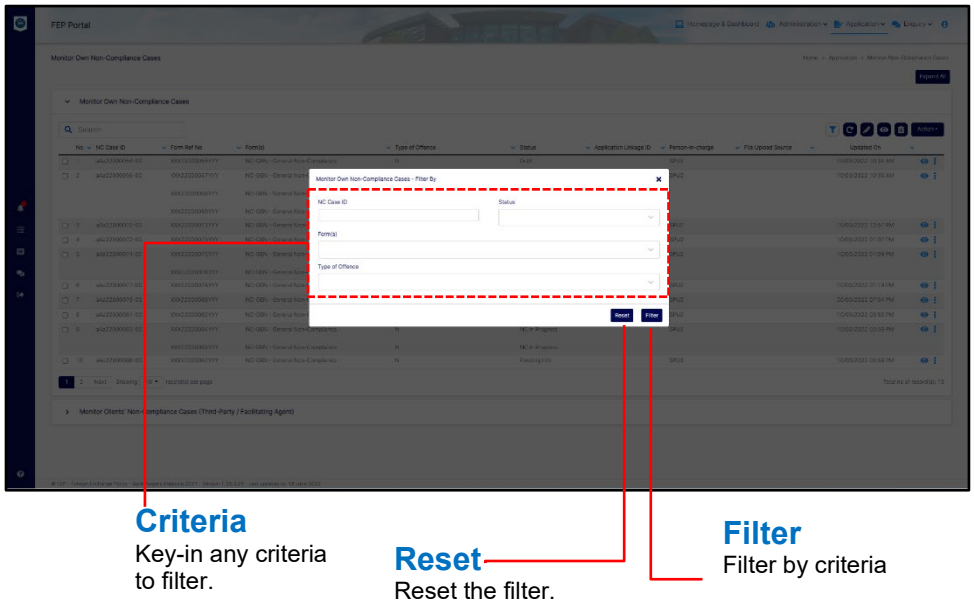


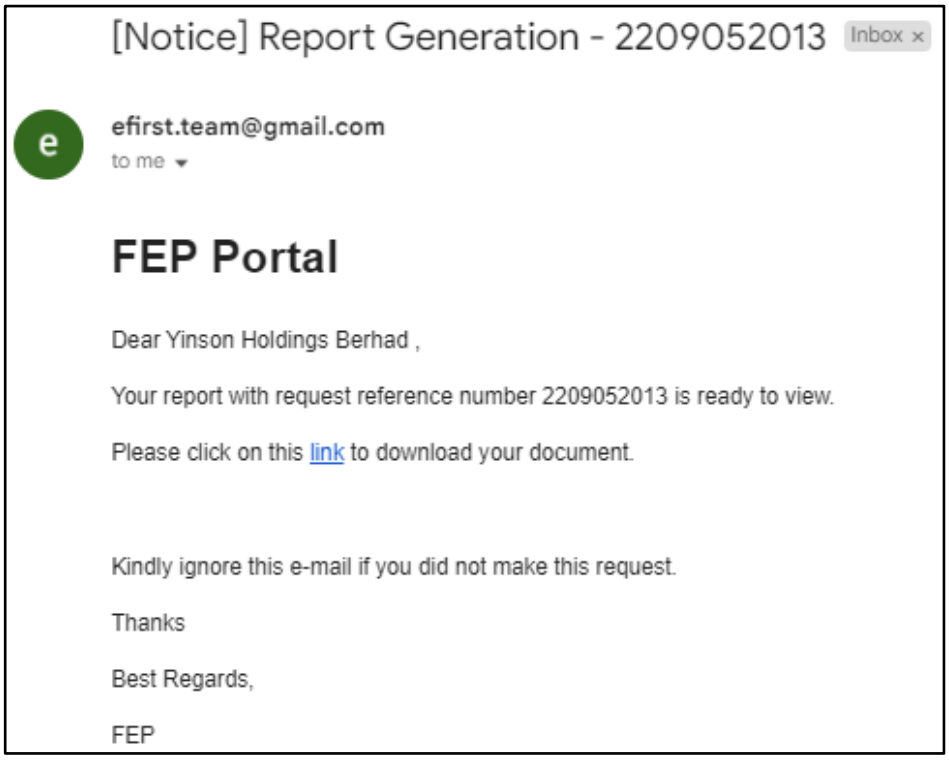
Figure 4 Monitor Own Non-Compliance

Available functions in **"Monitor Own Non-Compliance"** screen are as follows:

Status	The NC cases at **"Monitor Own Non-Compliance Cases"** screen can be in the following status: • **Draft:** ✓ Status after Applicant/Offender/Submitter has clicked on **Save As Draft** button at NC Submission. ✓ NC case(s) created via NC file upload. ✓ Partial NC Form created by BNM to Offender. • **In Progress:** Status when Applicant/Offender/Submitter has clicked on **Submit** button during NC Submission and the case has been submitted to BNM successfully. • **Pending Info:** Status when BNM pushed back a NC case to the Applicant/Offender/Submitter to edit the NC Case or provide additional information. • **Pending Info with Q&A:** Status when BNM sent an enquiry

	to the Applicant/Offender/Submitter and pending response via Q&A function. • **Withdrawn:** Status when a cancellation request was made by Applicant/Offender/Submitter before assignment to a specific assignee at BNM. • **Cancelled:** Status when cancellation request was made by Applicant/Offender/Submitter and approved by BNM. For NC cases, Applicant/Offender/Submitter will need to submit request via Q&A message to BNM at Q&A tab. • **Completed:** Status when the NC case is completed. • **Completed - Q&A:** Status when BNM sent an enquiry to Applicant/Offender/Submitter after NC case has been completed.
Application Linkage ID	Application Linkage ID will be available when Applicant/Offender/Submitter submits a NC case together with an application where Applicant/Offender/Submitter has made a self-declaration of non-compliance in the application form. User can click on this Application Linkage ID and system will direct user to "**Monitor Own Application – View Application"** screen. 

Filter	User can click on icon and **"Monitor Own Non-Compliance Cases – Filter By"** screen will be displayed.  **Criteria** Key-in any criteria to filter. **Reset** Reset the filter. **Filter** Filter by criteria
Print	User can click on icon to print the listing of **Monitor Own Non-Compliance Cases**. System will prompt message with Request No for request to print. To download this report, user also can access via **Application - View Enquiry/Application/NC**.  Print Request Submitted Your request reference no. is 2209233098. System will notify once the report is ready to view. User also will get a notification via email and portal-based notification once the report is ready to be downloaded. Email: • Notification and link will be sent.


[Notice] Report Generation - 2209052013 Inbox ×

e efirst.team@gmail.com
to me

FEP Portal

Dear Yinson Holdings Berhad ,

Your report with request reference number 2209052013 is ready to view.

Please click on this link to download your document.

Kindly ignore this e-mail if you did not make this request.

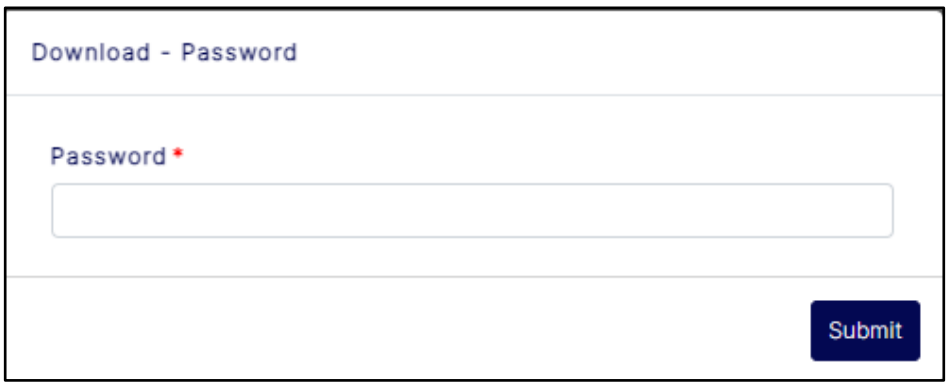
Thanks

Best Regards,

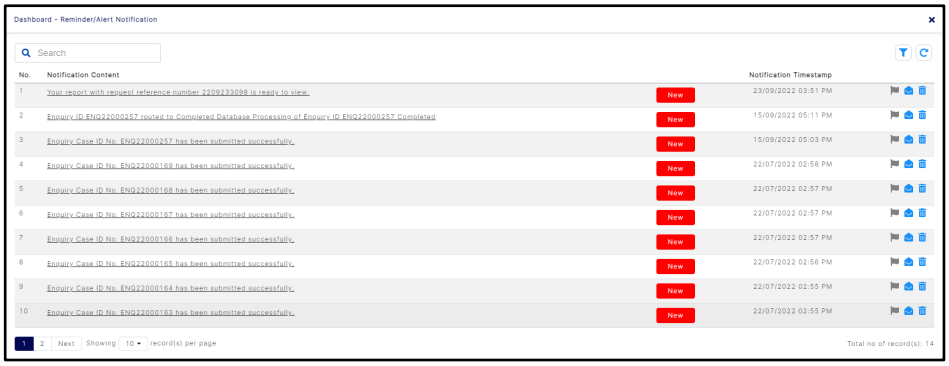
FEP

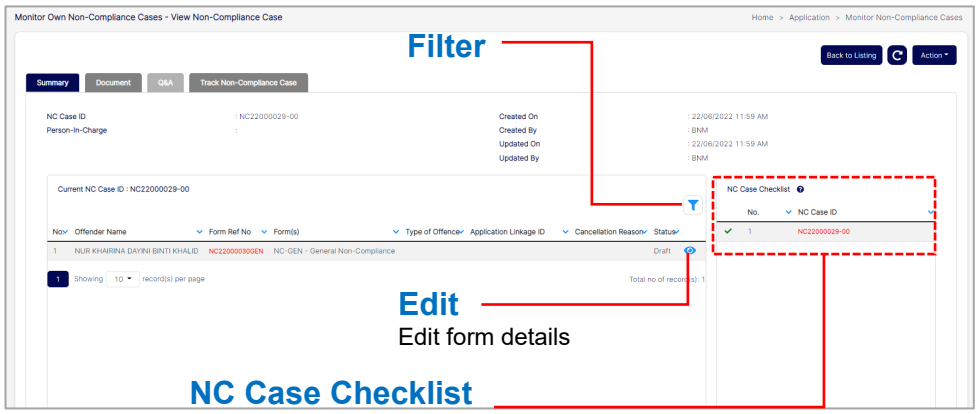
- User must use the password credential login to FEP portal to be able to download and print the report.

  Note:
  To print the report, user can proceed using any type of application to open the PDF file and proceed to print.





	Portal-Based: • Notification will be sent and user can click on the link to proceed download and print the report. Note: To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.  
View (Single Action)	This function is for Applicant/Offender/Submitter to perform a **single** action for a specific record. **<u>Summary tab</u>** User can click on icon and **"Monitor Own Non-Compliance Cases – View Non-Compliance Case – Summary"** screen will be displayed. User can download the form by clicking on the **Print** button and the PDF file will be downloaded. Note: To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.

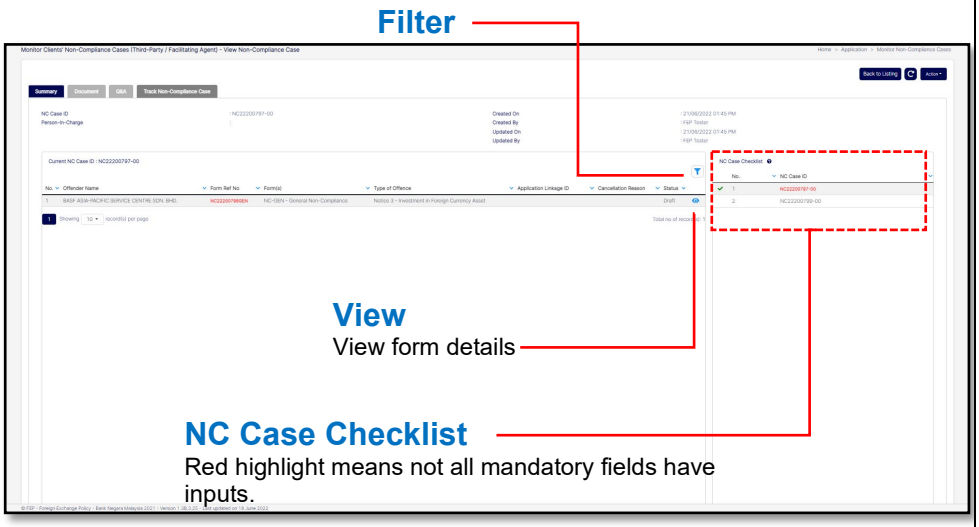


View (Bulk Action)

This function is for Applicant/Offender/Submitter to perform **bulk** action for multiple records.

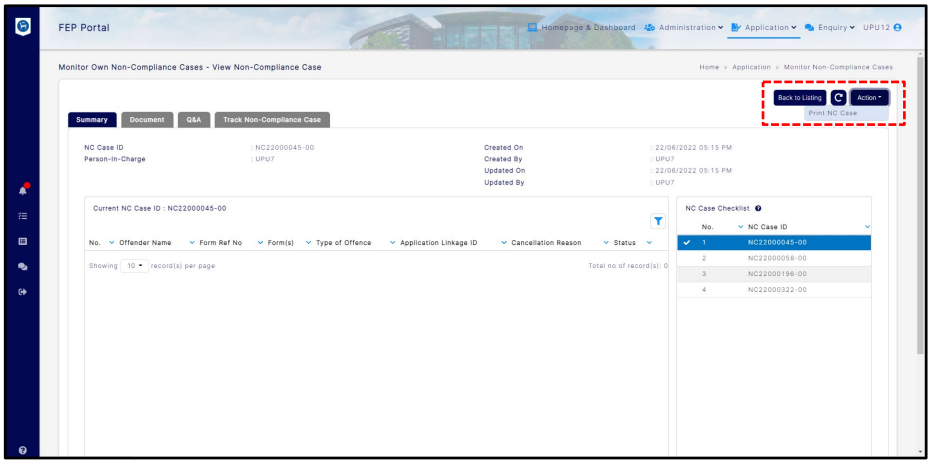
Summary tab

User can click on icon and **"Monitor Own Non-Compliance Cases – View Non-Compliance Case – Summary"** of NC case will be displayed. Before performing bulk action, Applicant/Offender/Submitter is **required** to click on the checkbox to select the desired NC case(s).



- User can download the form by clicking on the **Action** button and choose **Print NC Case**. The PDF file will be downloaded into the local PC.

  Note:
  To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.

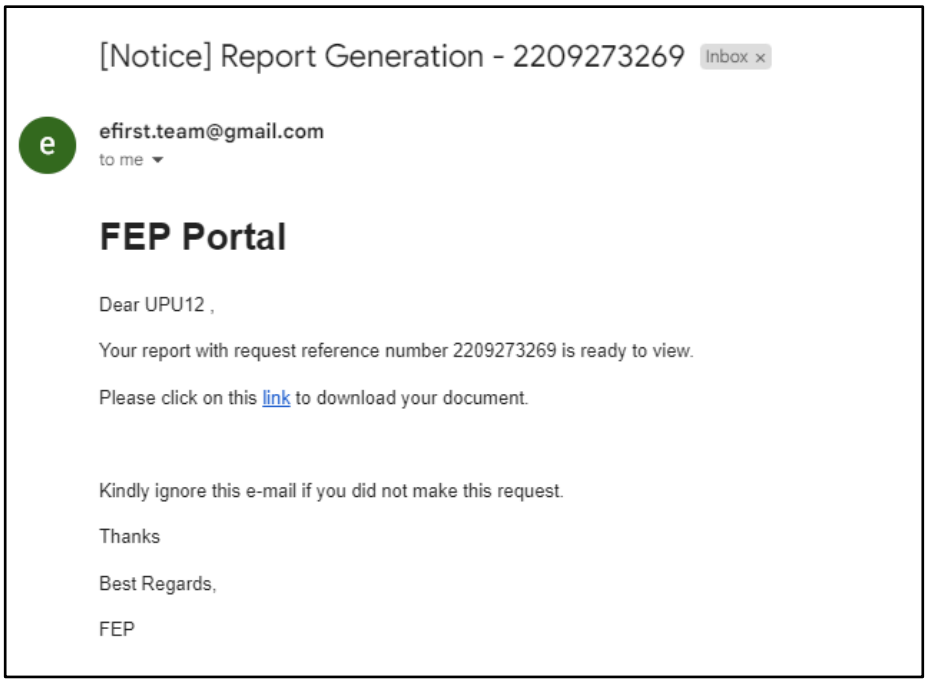


- System will prompt message with a Request No. for user's request to print report. To download this report, user also can access via **Application - View Enquiry/Application/NC**. User will also will get a notification via email and portal-based notification once the report is ready to be downloaded.



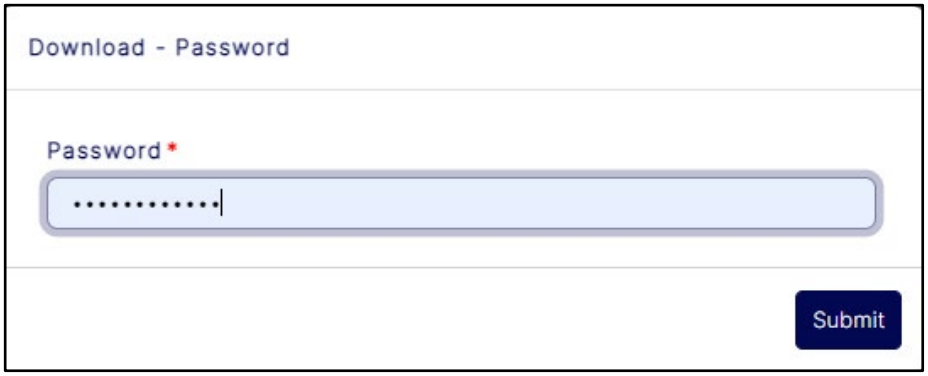
Email:

- Notification and link will be sent.

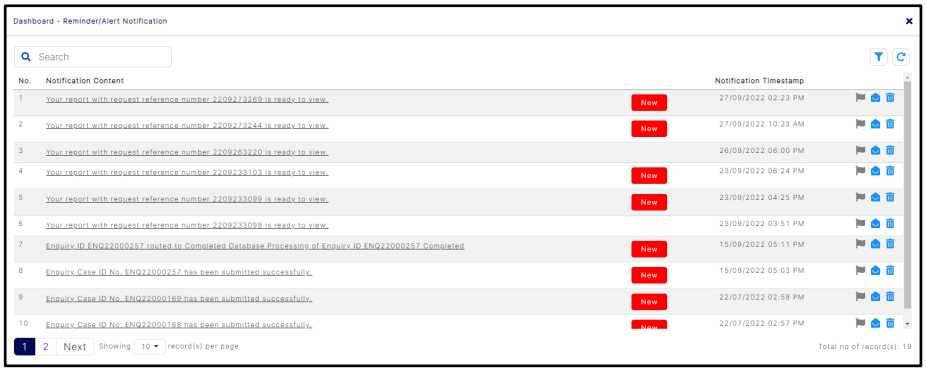
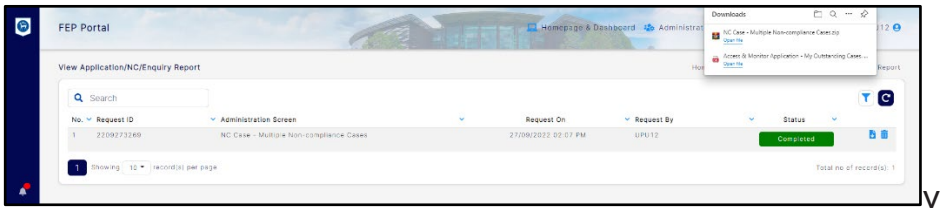


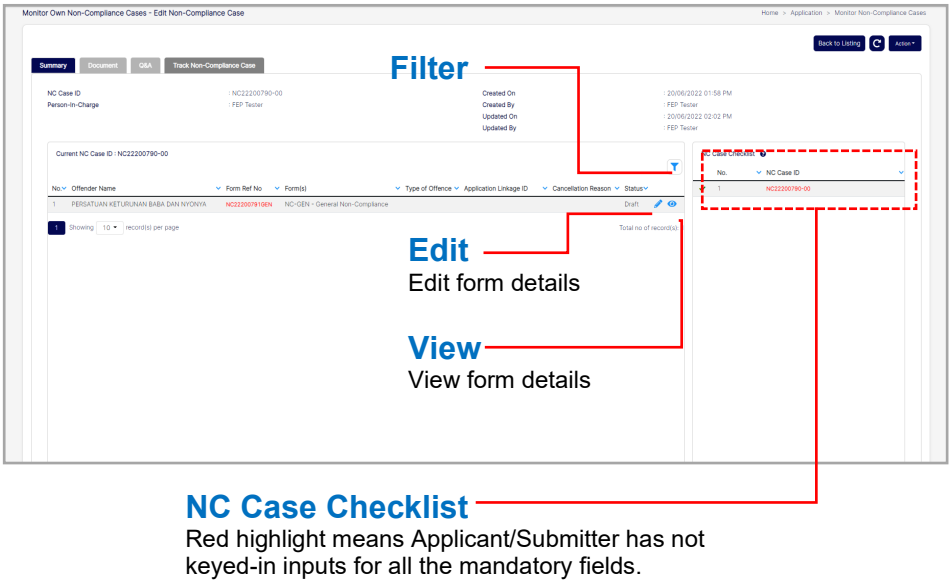
- User must use the password credential to login to FEP portal to proceed to download and print the report.

  Note:
  To print the report, user can proceed using any type of application to open the PDF file and proceed with printing the form.

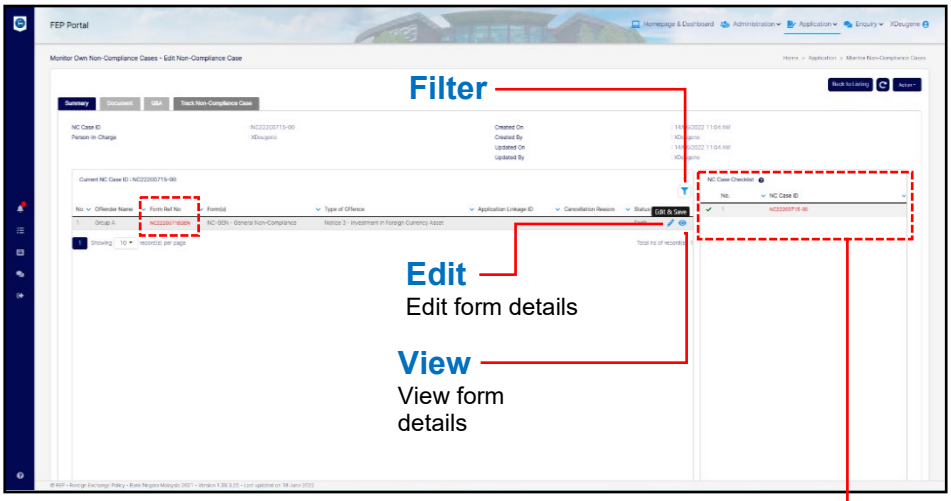




	Portal-Based: • Notification will be sent and user can click on the link to proceed to download and print the reports. Note: To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.   v
Edit (Single Action)	This function is for Applicant/Offender/Submitter to perform a **single** action on a specific NC case. **<u>Summary tab</u>** User can click on ✎ icon and **"Monitor Own Non-Compliance Case – Edit Non-Compliance Case – Summary"** screen will be displayed. • **"Monitor Non-Compliance Case – Edit Non-Compliance Case"** screen will be displayed and user is able to edit the details in the NC case by clicking on ✎ icon. • NC Case ID and/or Form Ref No (in the case of multiple forms) will be highlighted in **red** if Applicant/Offender/Submitter has missed out keying-in inputs for any mandatory field(s) in the

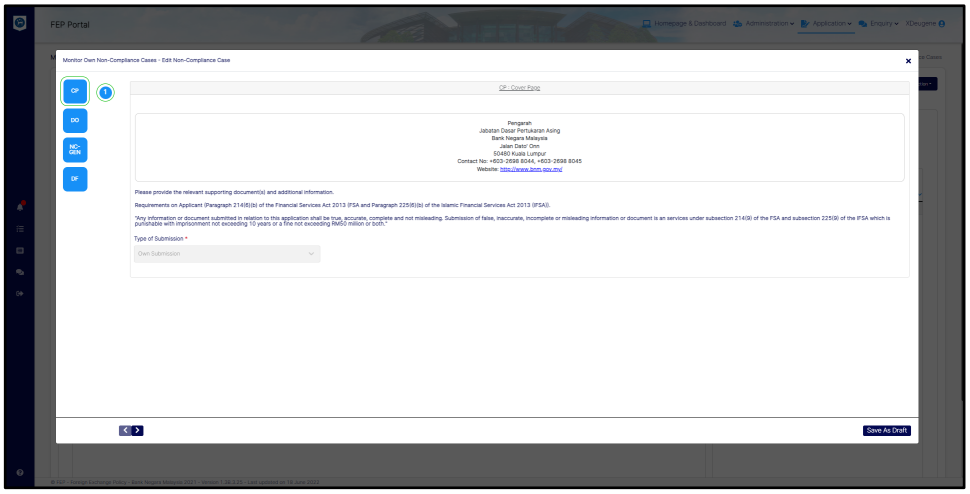
	form. 
Edit (Bulk Action)	This function is for Applicant/Offender/Submitter to perform **bulk** action for multiple records. Note: The edit function is only available when the status of the NC Case is **DRAFT** or **PENDING INFO**. Only the person in-charge of the NC Case can perform this action. **<u>Summary tab</u>** User can click on  icon and **"Monitor Own Non-Compliance Cases – Edit Non-Compliance Case – Summary"** screen will be displayed.

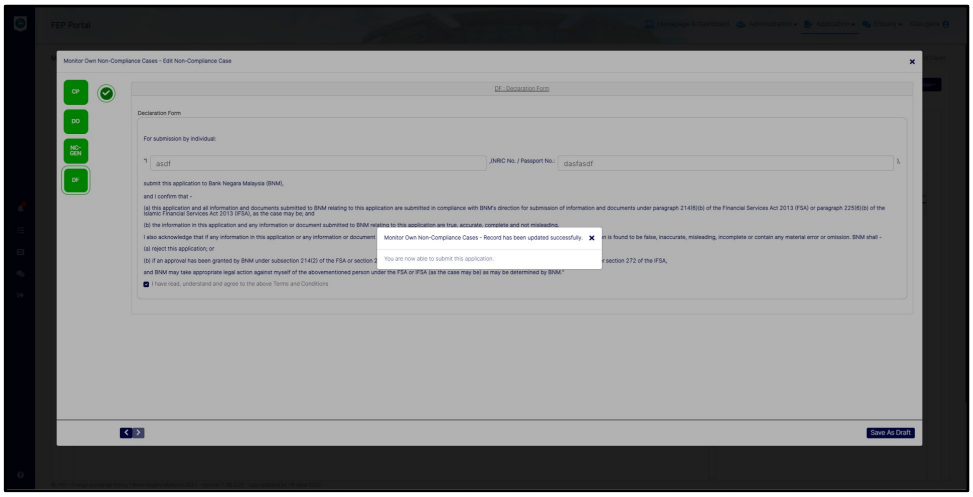
- NC Case ID and/or Form Ref No (in the case of multiple forms) will be highlighted in **red** if Applicant/Offender/Submitter has missed out keying-in inputs for any mandatory field(s) in the



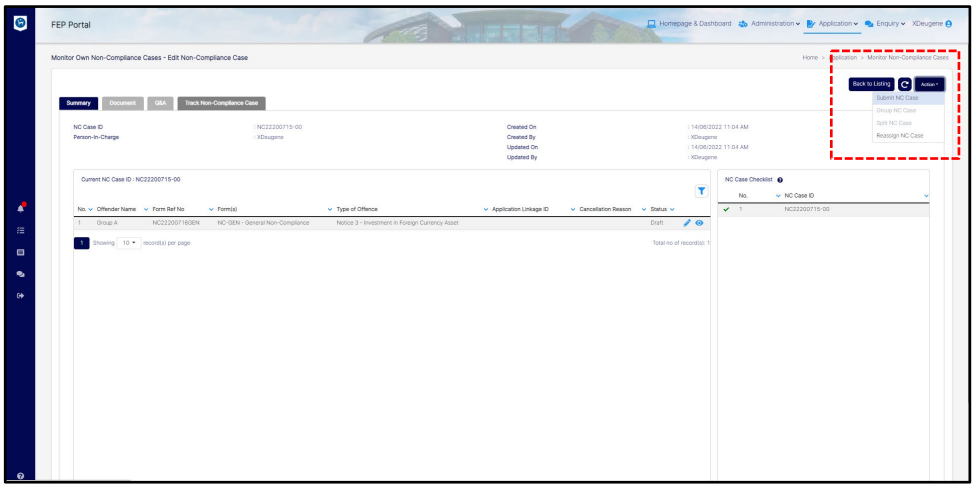
form.

- User can click on icon and **"Monitor Own Non-Compliance – Edit Non-Compliance Case"** screen will be displayed and user is able to edit the details in the form before submitting the NC Case.

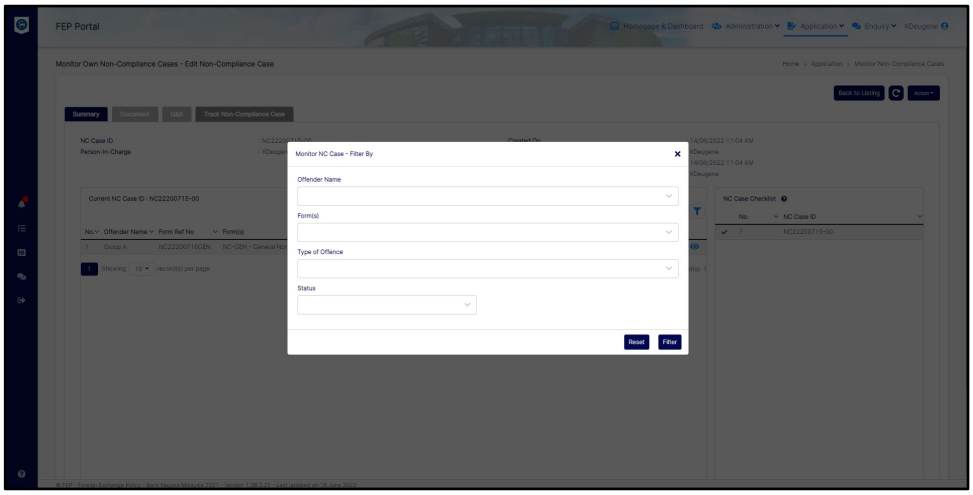




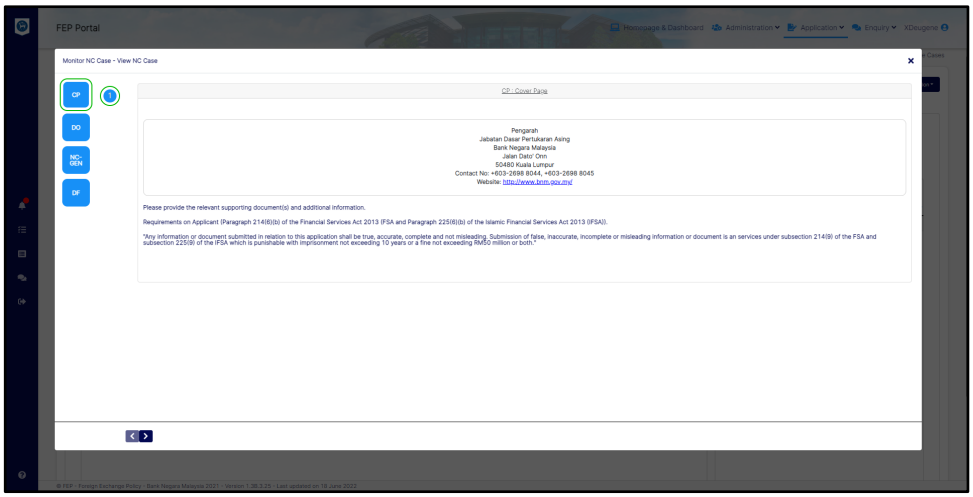
- After editing the details in the form, user can click on the Action button and proceed to select **Submit NC Case** or remain at **Draft** status for this NC Case.



- User can click on icon and **"Monitor Own Non-Compliance Case – Filter By"** screen will be displayed.

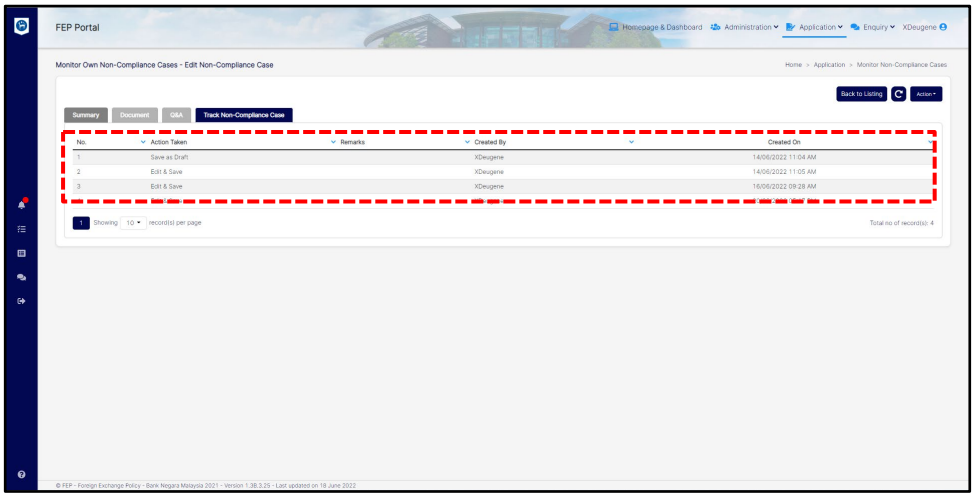


- User can click on icon and **"Monitor Own Non-Compliance Case – View Non-Compliance Case"** screen will be displayed and user is able to view the details in the form.



Track Non-Compliance Case tab

User can click on **Track Non-Compliance Case** tab and the screen will display the list of tracking details for the specific NC Case ID.

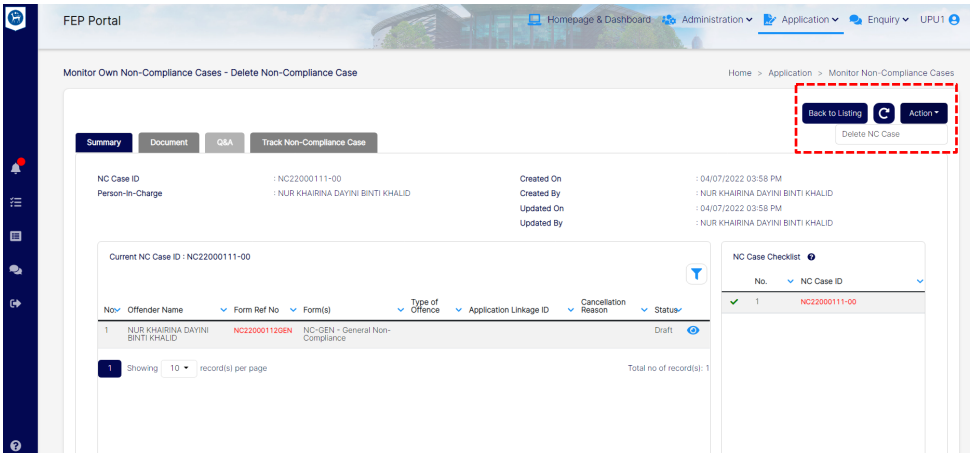


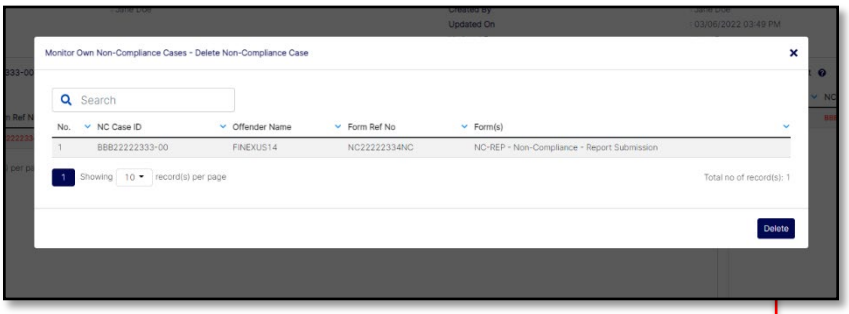
Delete (Single Action)

This function is for Applicant/Offender to perform a **single** action for a specific record.

Note:
Delete function will only be available when the status is **DRAFT**. Only person in-charge (PIC) of the NC case can perform this action.

User can click on the Action button and select **Delete NC Case** and **"Monitor Own Non-Compliance Cases – Delete Non-Compliance Case"** screen will be displayed.





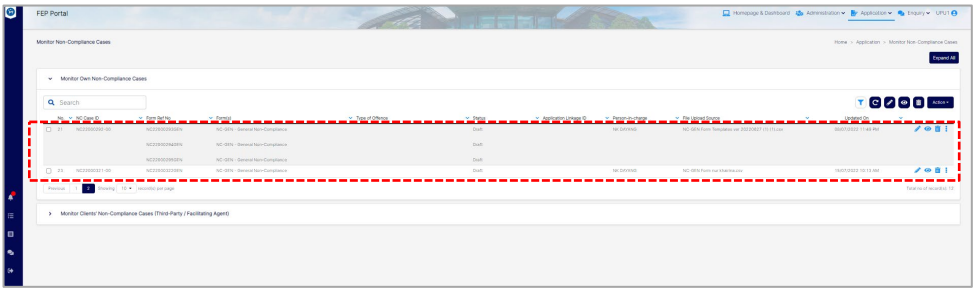
Delete
Confirm to delete the NC case

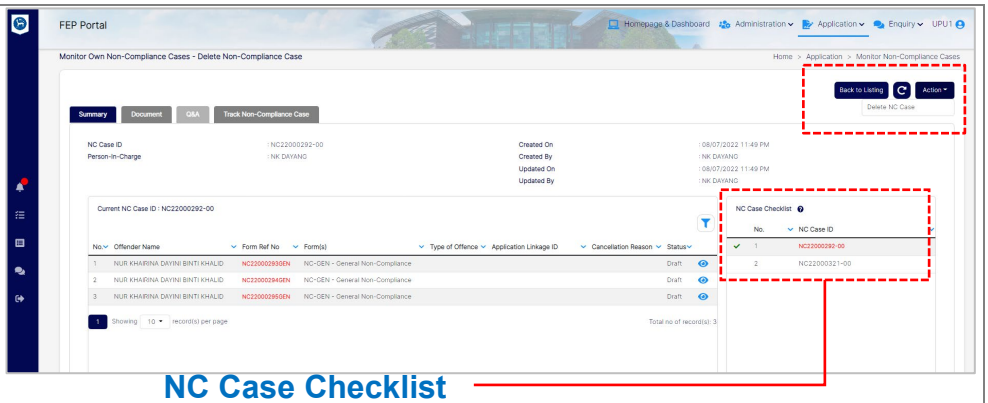
Delete (Bulk Action)

This function is for Applicant/Offender/Submitter to perform **bulk** action for multiple records. Before performing bulk action, Applicant/Offender/Submitter is **required** to click on the checkbox to select the desired NC case(s).

This function is only available when status of NC case is **Draft**. User can click on icon and Summary screen of the NC case will be displayed.

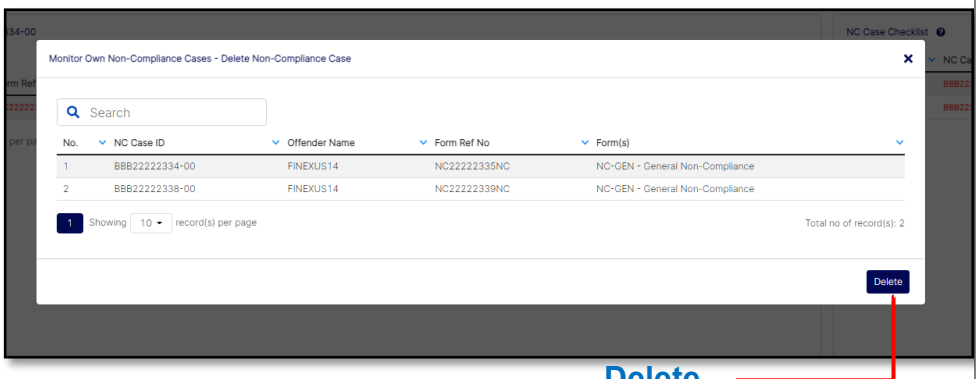
Note:
After selecting multiple NC cases, Applicant/Offender/Submitter can click any NC Case ID to view Summary, Document & Track NC Case at NC Checklist before performing desired action.



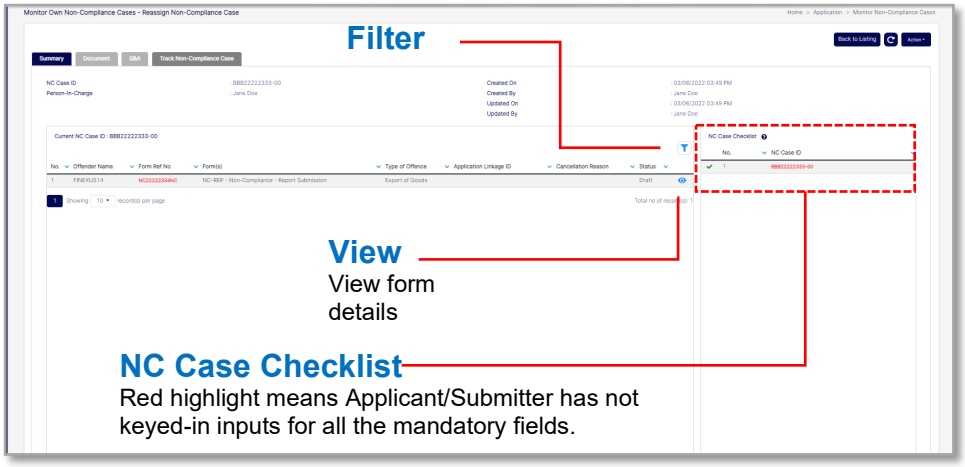


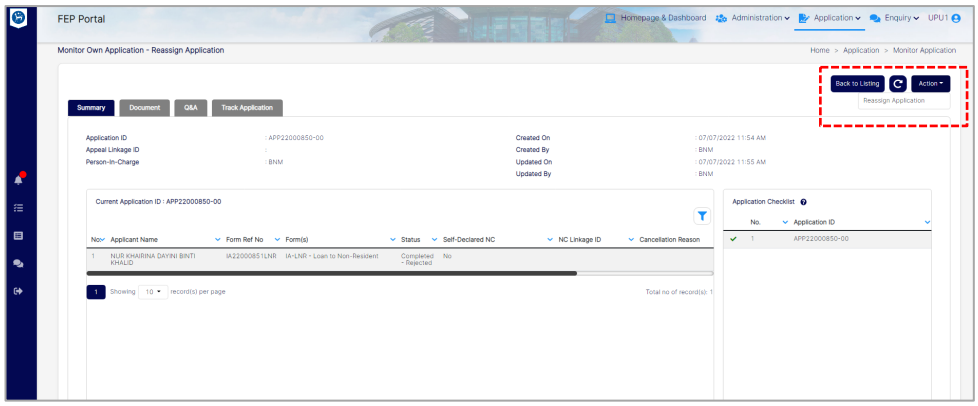
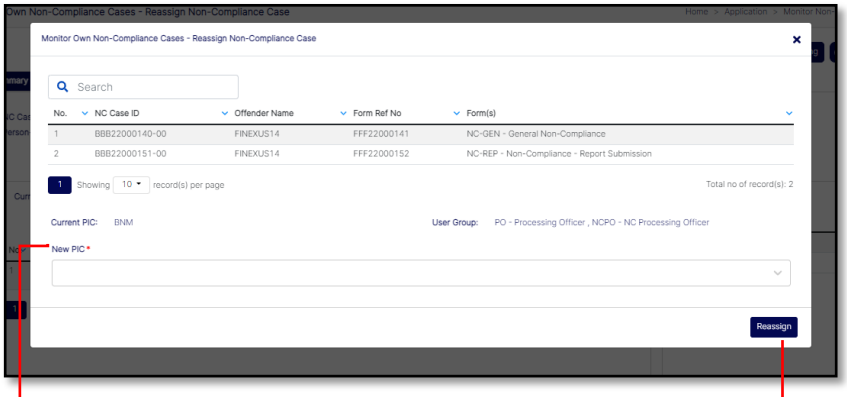
NC Case Checklist
Red highlight means Applicant/Submitter has not keyed-in inputs for all the mandatory fields.

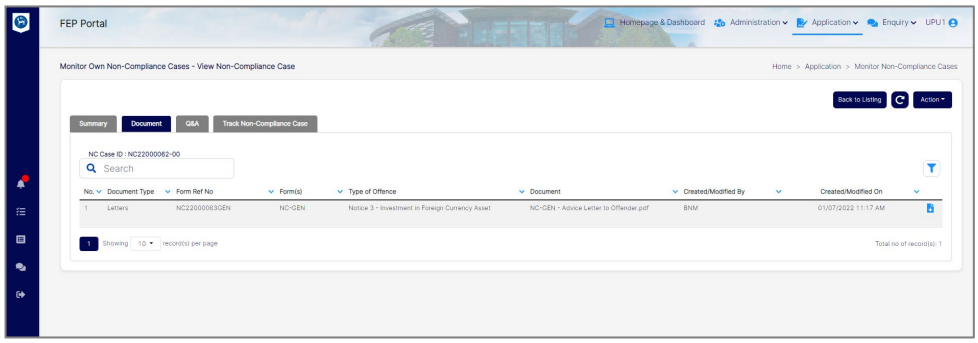
User can click on the Action button and select Delete NC Case. **"Monitor Own Non-Compliance Case – Delete Non-Compliance Case"** screen will be displayed.



Delete
To confirm delete all the NC cases.

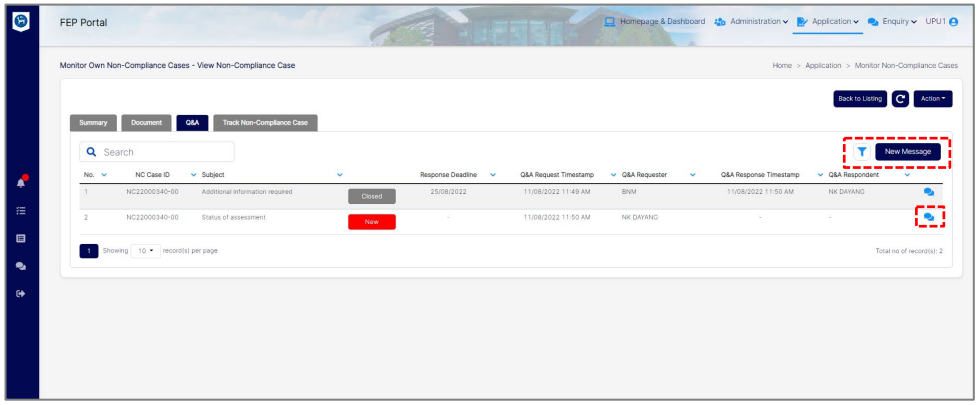
Reassign NC Case	This function is for Applicant/Offender/Submitter to perform a **single** action for a specific record. User can click on ⋮ icon and select **Reassign Non-Compliance Case** and **Summary** screen of the NC case will be displayed. 

	User can click on the Action button and select Reassign NC Case and **"Monitor Own Non-Compliance Cases – Reassign Non-Compliance Case"** will be displayed.   **New PIC** Mandatory for Applicant/Offender to select new person in-charge. **Reassign** To confirm reassignment of the NC case
Document tab	User can click on the **Document** tab for a specific NC Case ID and the screen will display a list of documents which user can filter by clicking on icon and add new document(s) by clicking on icon.

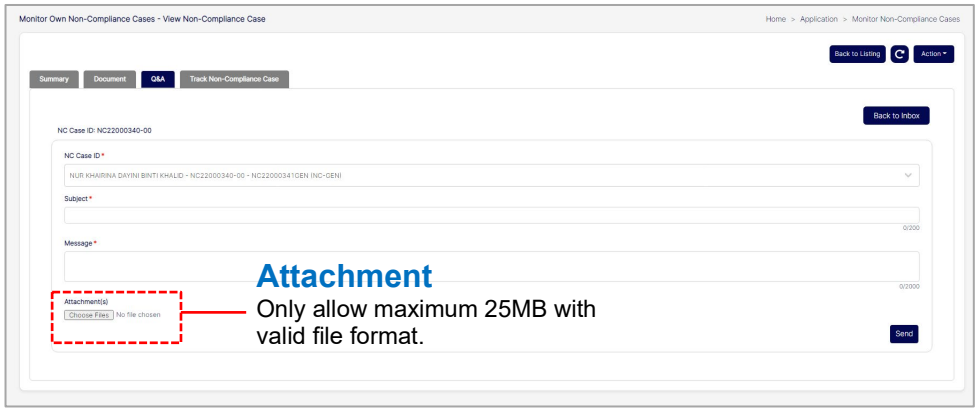


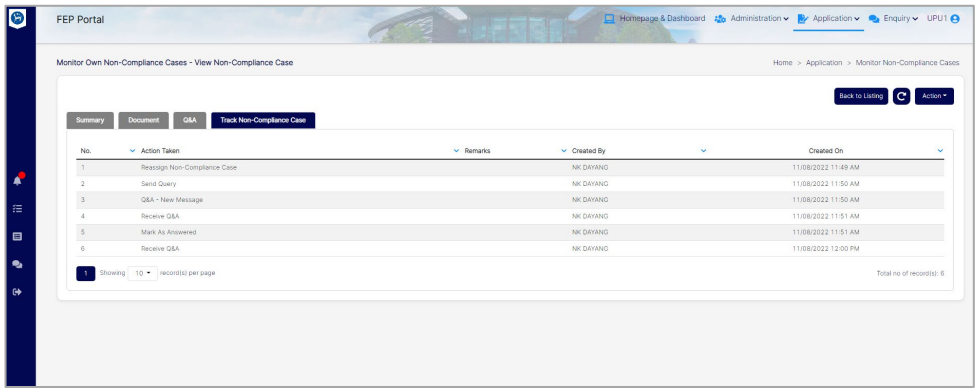
Q&A tab

User can click on the **Q&A** tab for a specific NC Case 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/Offender/Submitter is required to respond to BNM before the expiry date, **Response Deadline**, set by BNM.



- 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.



	• User can click on icon if Applicant/Submitter/Offender would like to respond or continue to message 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).
Track NC Case	User can click on the **Track Non-Compliance Case** tab and the screen will display a list of tracking details for a specific NC Case ID. 

7.2.2. MONITOR CLIENTS' NON-COMPLIANCE CASES (THIRD-PARTY / FACILITATING AGENT)

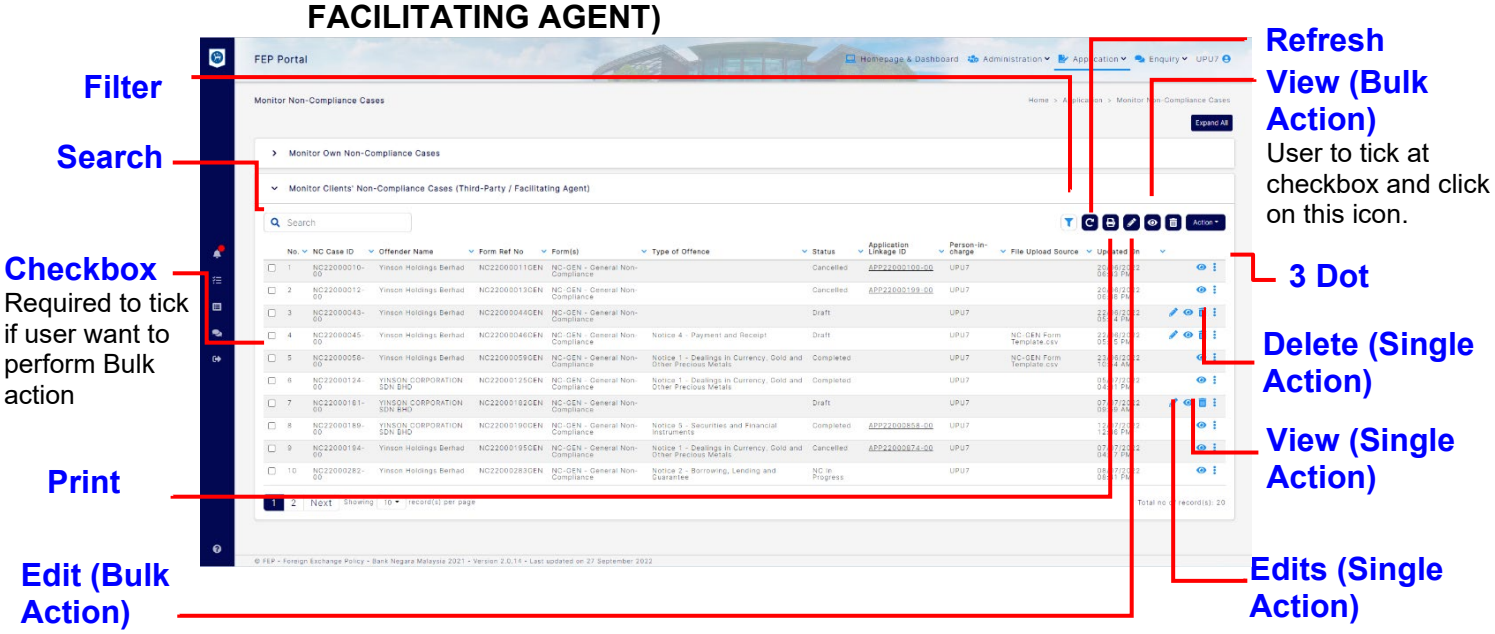
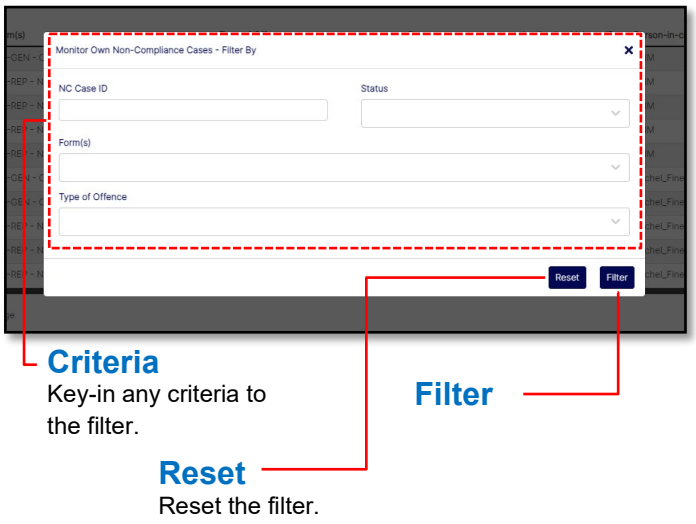
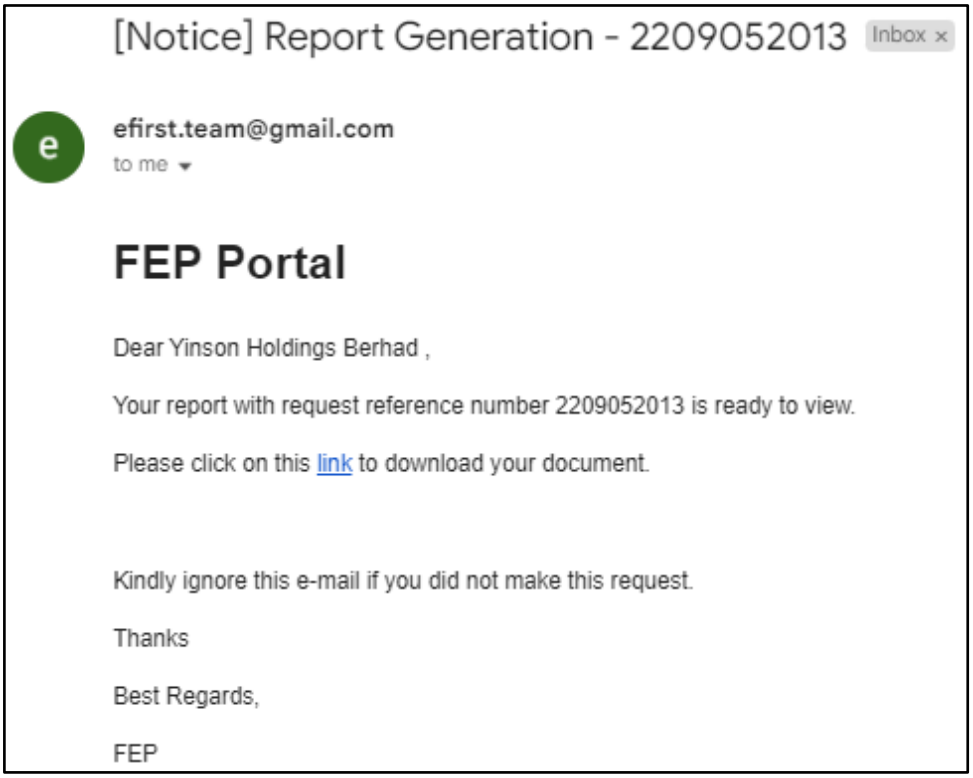


Figure 5 Monitor Clients' Non-Compliance Cases (Third-Party / Facilitating Agent)

Status	The NC Cases at **"Monitor Clients' Non-Compliance Cases (Third-Party / Facilitating Agent)"** screen can be in the following status: • **Draft:** ✓ Status after Submitter has clicked on **Save As Draft** button at NC Submission. ✓ NC case(s) created via NC file upload. ✓ Partial NC Form created by BNM to Offender. • **In Progress:** Status when Submitter has clicked on **Submit** button during NC Submission and the case has been submitted to BNM successfully. • **Pending Info:** Status when BNM pushed back a NC case to the Submitter to edit the NC Case or provide additional information. • **Pending Info with Q&A:** Status when BNM sent an enquiry to the Submitter and pending response via Q&A function. • **Withdrawn:** Status when a cancellation request was made by

	Submitter before assignment to a specific assignee at BNM. • **Cancelled:** Status when cancellation request was made by Submitter and approved by BNM. Submitter will need to submit request via Q&A message to BNM at Q&A tab. • **Completed:** Status when the NC case is completed. • **Completed – Q&A:** Status when BNM sent an enquiry to Submitter after NC case has been completed.
Filter	User can click on icon and **"Monitor Clients' Non-Compliance Cases (Third-Party/ Facilitating Agent) – Filter By"** screen will be displayed.  **Criteria** Key-in any criteria to the filter. **Filter** **Reset** Reset the filter.

Print	User can click on icon to print the listing of **Monitor Own Non-Compliance Cases**. System will prompt message with Request No for request to print. To download this report, user also can access via **Application – View Enquiry/Application/NC**.  User also will get a notification via email and portal-based notification once the report is ready to be downloaded. Email : • Notification and link will be sent.  • User must use the password credential to login to FEP portal to proceed to download and print the report. Note: To print the report, user can proceed using any type of application to open the PDF file and proceed with printing the form.



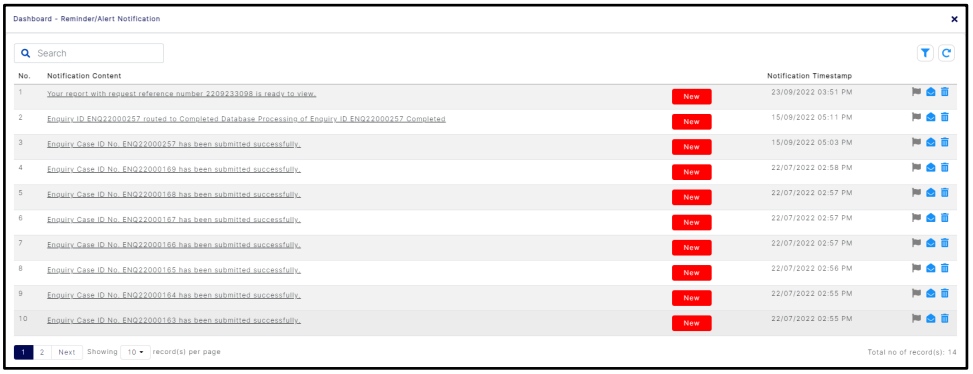


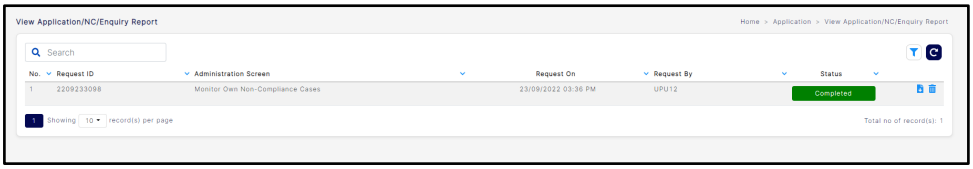
Portal-Based:

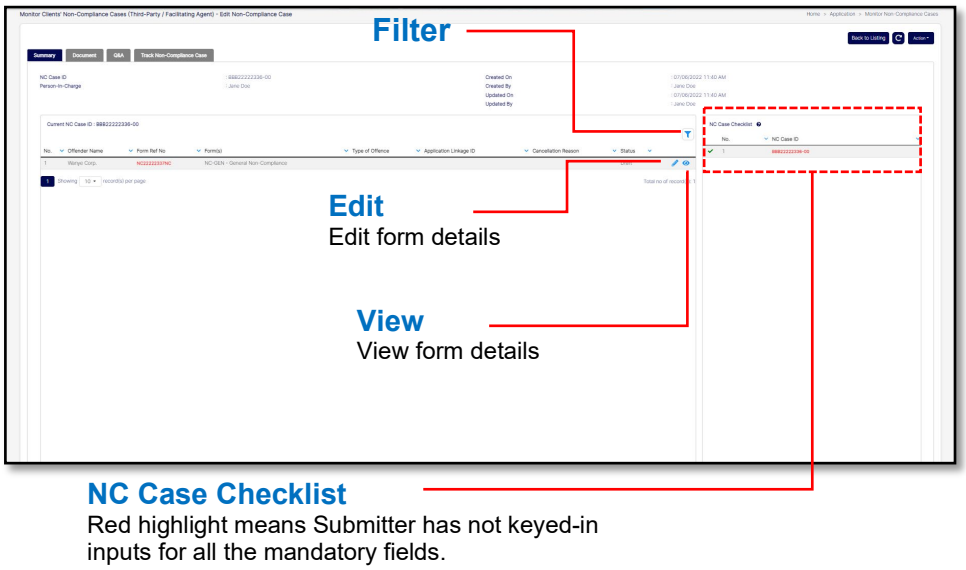
- Notification will be sent and user can click on the link to proceed download and print the report.

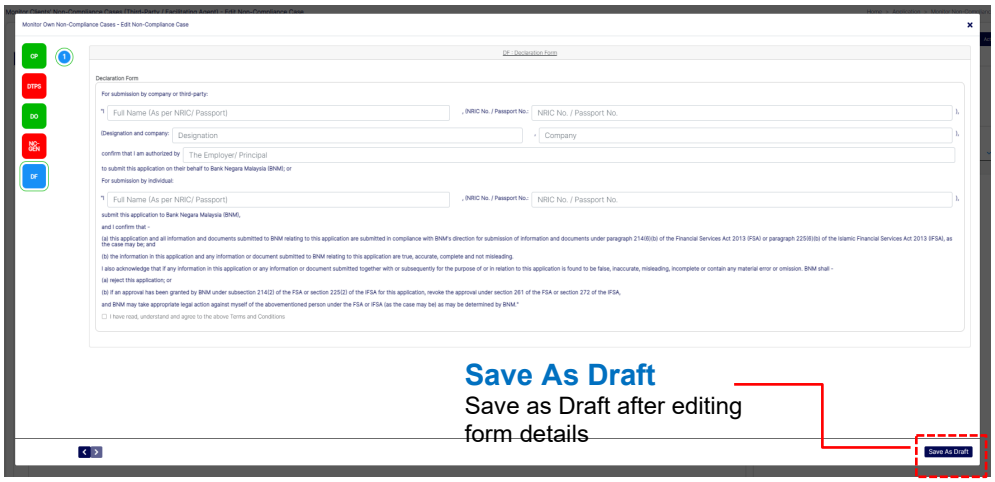
  Note:

  To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.



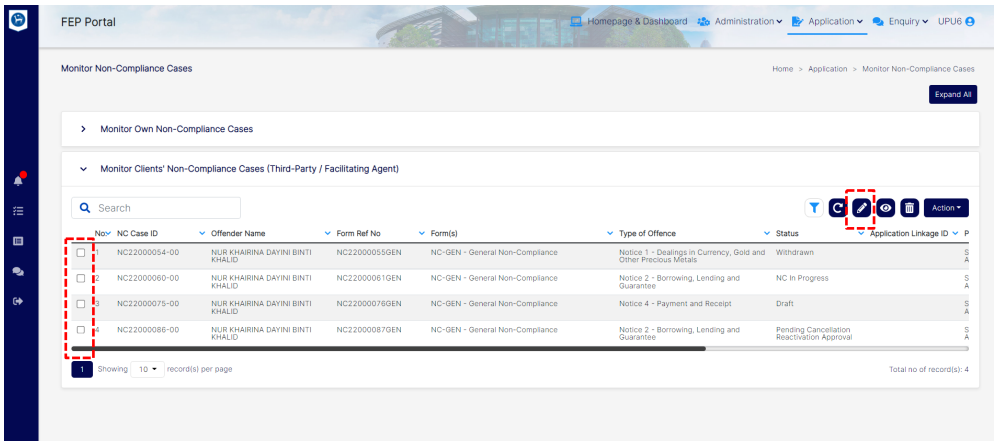


Edit (Single Action)	This function is for Applicant/Offender/Submitter to perform a **single** action for a specific record. Note: Edit function will only be available when the status is **DRAFT** or **PENDING INFO**. Only person in-charge (PIC) of the NC case can perform this action. **Summary tab** User can click on icon and the **Summary** of the NC case will be displayed. • NC Case ID and Form Ref No (in a case of multiple forms) will be highlighted in **red** if Submitter has missed out keying-in inputs for any mandatory field(s) in the form.  • User can click on icon (at Current NC Case ID) and **"Monitor Clients' NC Case (Third-Party Submitter / Facilitating Agent) – Edit NC Case"** screen will be displayed and user is able to edit the details in the form before submitting the application.



Edit (Bulk Action)

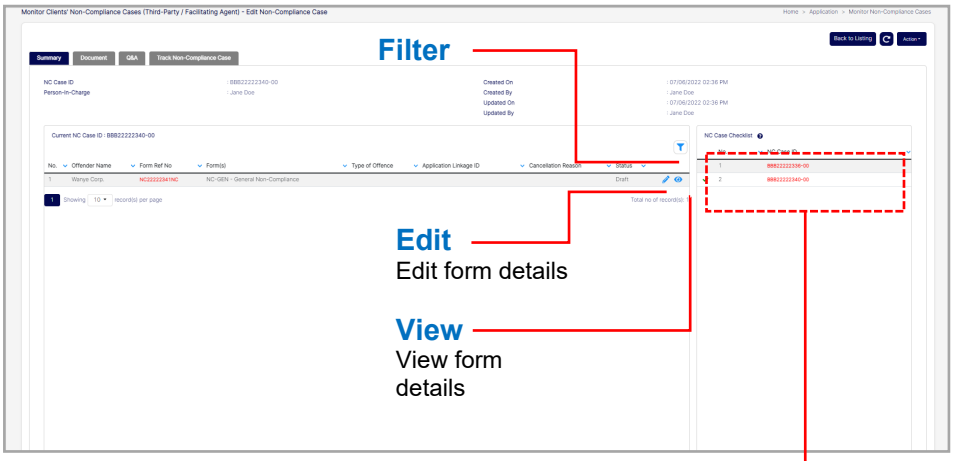
This function is for Submitter to perform **bulk** action for multiple records. Before performing bulk action, Submitter is **required** to click on the checkbox to select the desired NC case(s).



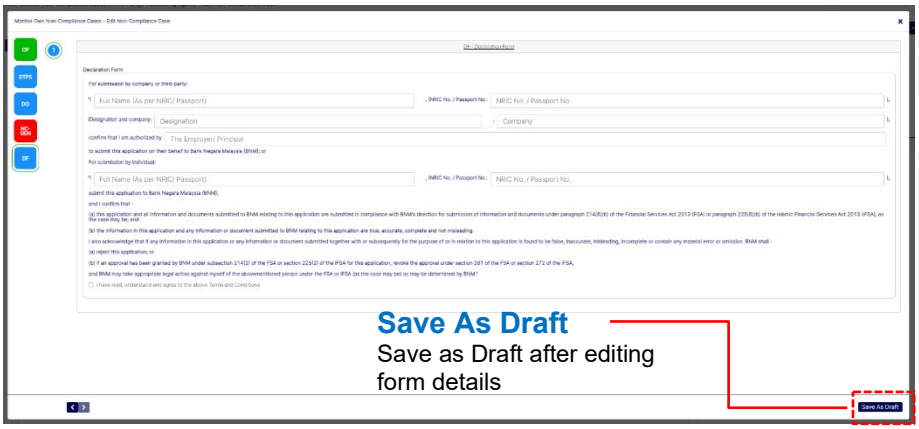
User can click on  icon and the Summary screen of the NC case will be displayed.

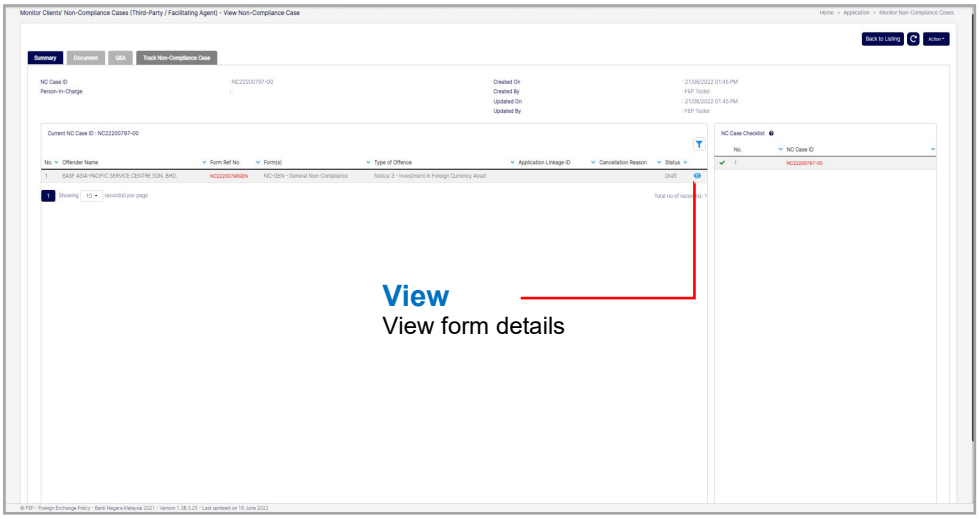
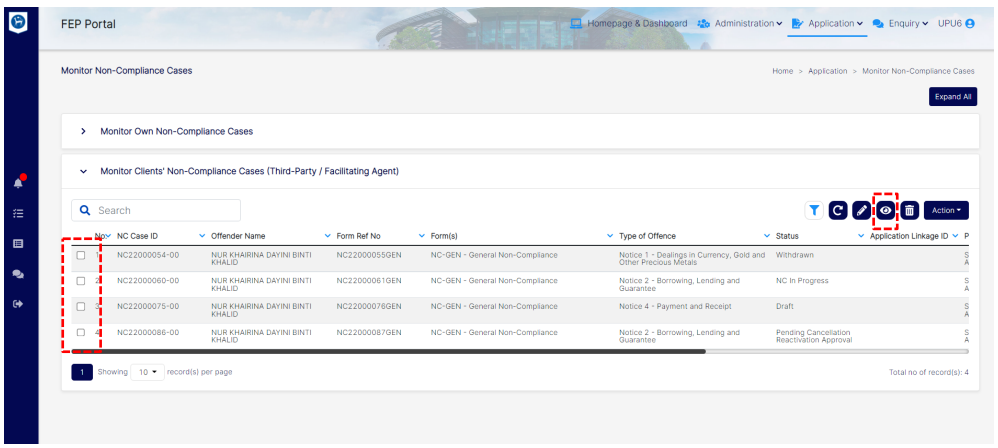
Note:
Edit function will only be available when the status is **DRAFT** or **PENDING INFO**. Only person in-charge (PIC) of the NC case can perform this action.

After selecting multiple NC cases, Submitter can click on any **NC Case ID** at **NC Checklist** to view **Summary, Document** and **Track NC Case** before performing the desired action.

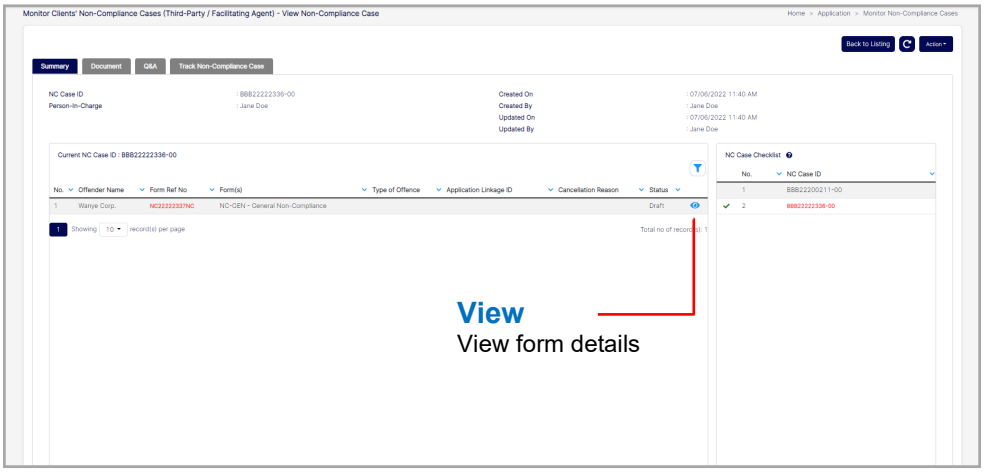


- User can click on icon (at Current NC Case ID) and **"Monitor Clients' NC Case (Third-Party Submitter / Facilitating Agent) – Edit NC Case"** screen will be displayed and user is able to edit the details in the form before submitting the NC case.



View (Single Action)	This function is for Submitter to perform **single** action for specific record and is available at **any** status of a NC case. User can click on icon and "**Monitor Clients' Non-Compliace Case (Third-Party / Facilitating Agent) – View Non-Compliance Case – Summary**" screen will be displayed. User can download the form by clicking on the **Print** button and the PDF file will be downloaded. Note: To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form. 
View (Bulk Action)	This function is for Submitter to perform **bulk** action for multiple records. Before performing bulk action, Submitter is **required** to click on the checkbox to select the desired NC case(s). 

User can click on icon and **"Monitor Clients' Non-Compliance Case (Third-Party / Facilitating Agent) – View Non-Compliance Case – Summary"** will be displayed.



- User can download the form by clicking on the **Action** button and choose **Print NC Case**. The PDF file will be downloaded into the local PC.

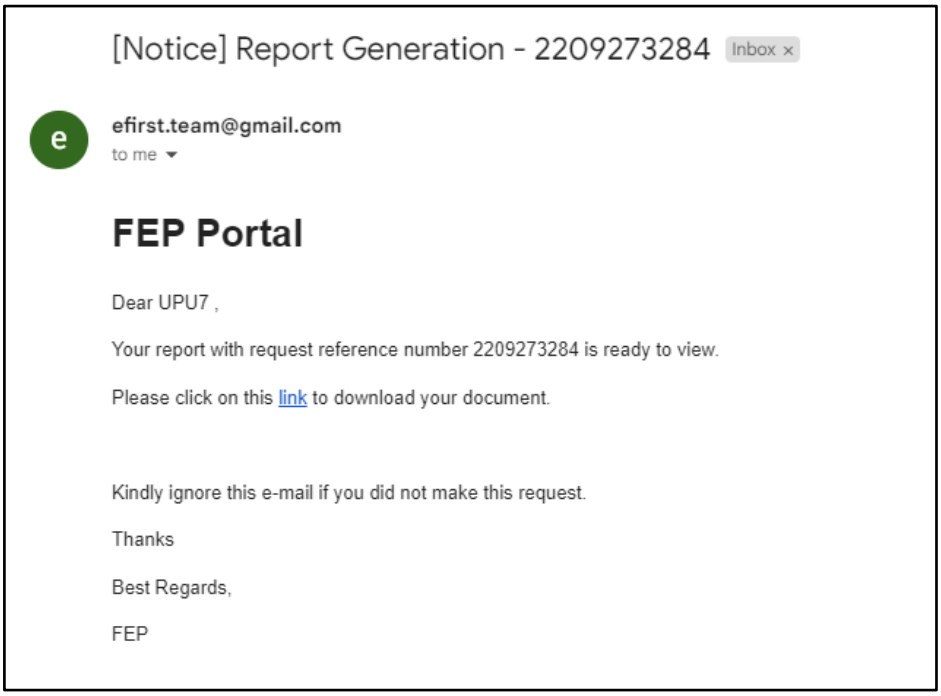
  Note:

  To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.



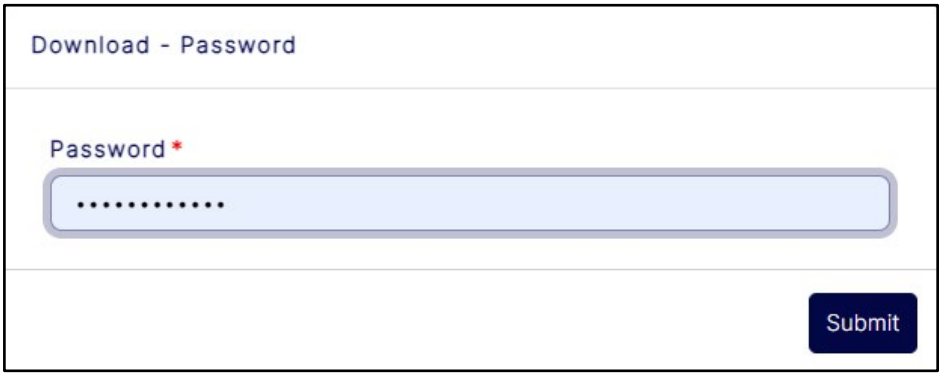
Email:

- Notification and link will be sent.



- User must use the password credential to login to FEP portal to proceed to download and print the report.

  Note:
  To print the report, user can proceed using any type of application to open the PDF file and proceed with printing the form.



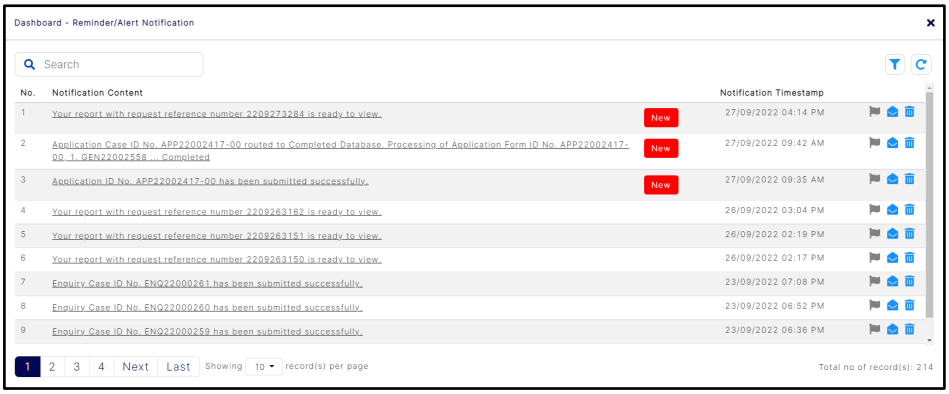


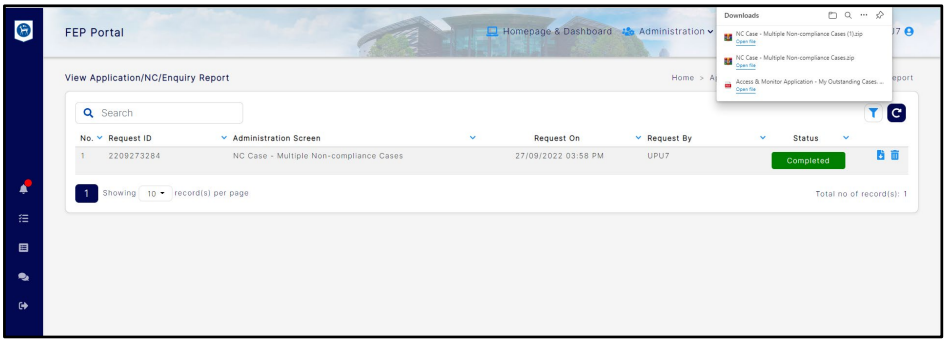
Portal-Based:

- Notification will be sent and user can click on the link to proceed to download and print the reports.

  Note:

  To print the report, user can proceed to use any type of application to open the PDF file and proceed with printing the form.

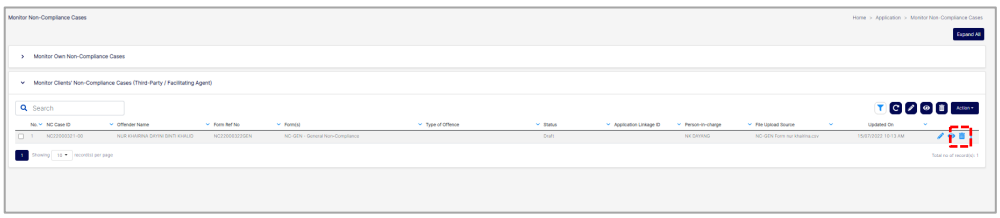




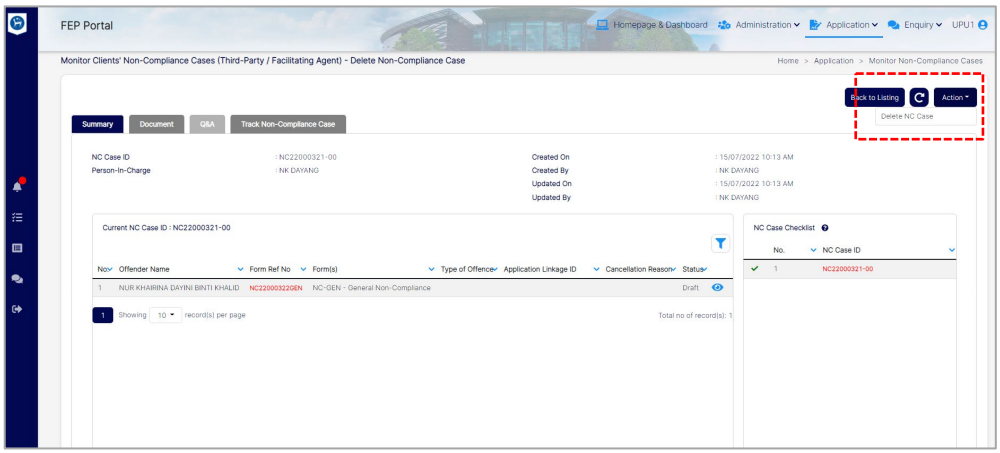
Delete (Single Action)

This function is for Submitter to perform **single** action for specific record and is available when NC case is in **Draft** status.

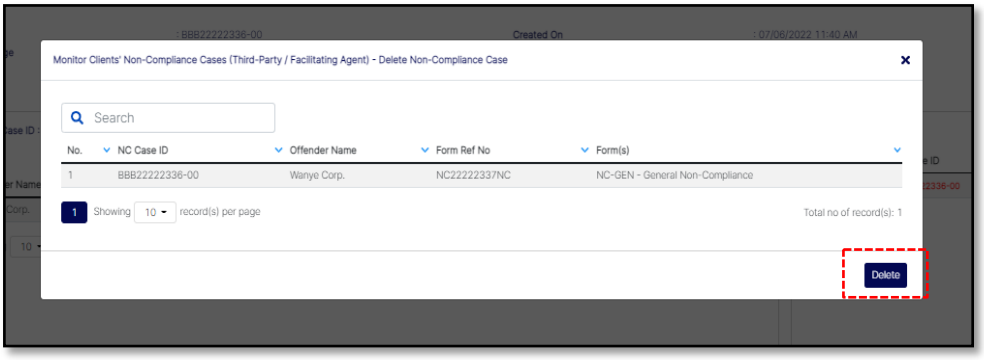
- User can click on icon to delete an existing NC case and **Summary** screen of the NC case will be displayed.



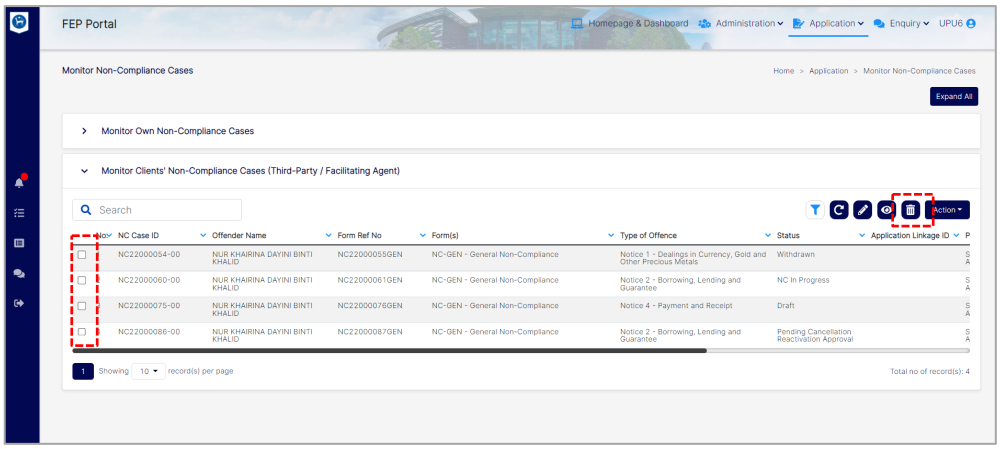
- User can click on Action the button, select **Delete NC Case** and "**Monitor Clients' Non-Compliance Cases - Delete Non-Compliance Case – Delete**" screen will be displayed.



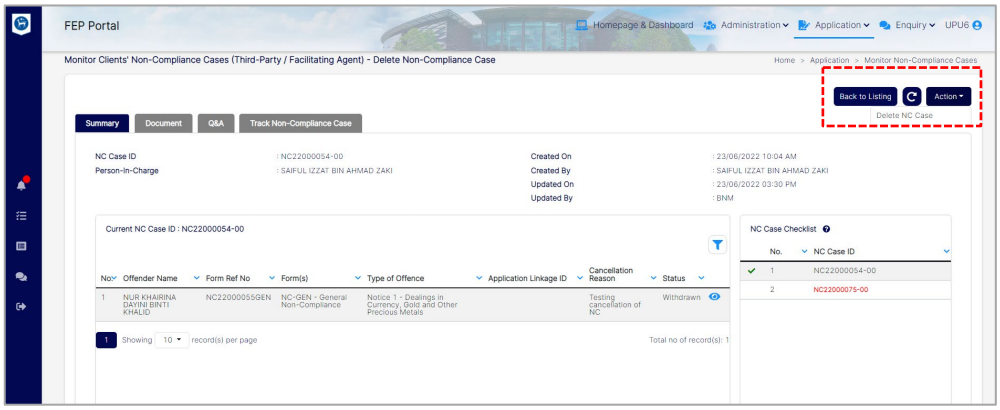
- **"Monitor Clients' Non-Compliance Cases (Third-Party / Facilitating Agent) – Delete NC Case"** screen will be displayed and user is able to delete the NC case by clicking on the **Delete** button. The NC case will be removed from the listing.



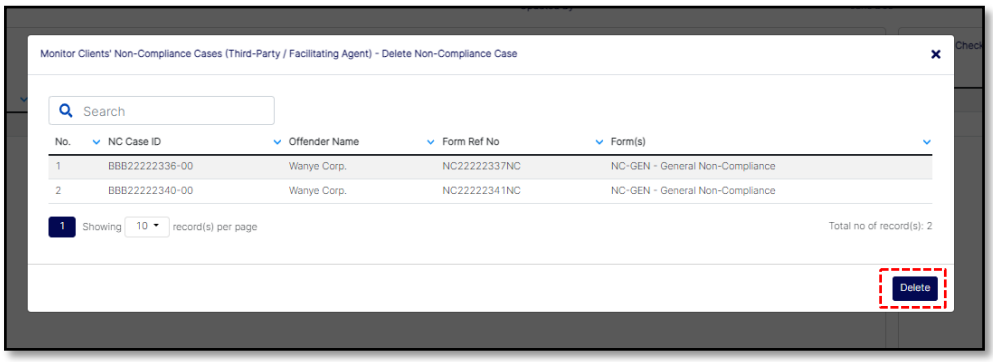
Delete (Bulk Action)	This function is for Submitter to perform **bulk** action for multiple records. Before performing bulk action, Submitter is **required** to click on the checkbox to select the desired NC case(s).



- This function only available when status of NC case is **Draft**. User can click on icon and **Summary** screen of the NC case will be displayed.



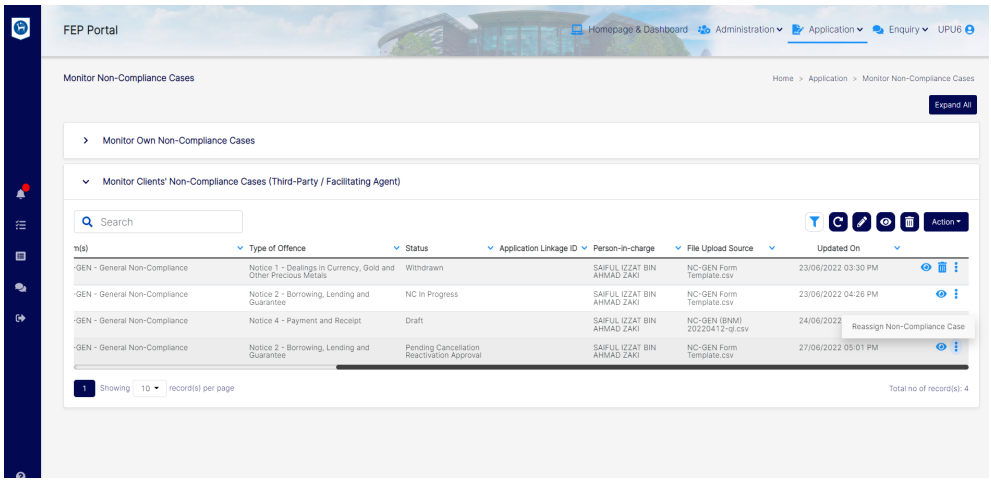
- User can click on the Action button, select **Delete NC Case** and **"Monitor Clients' Non-Compliance Cases – Delete NC Case"** screen will be displayed.



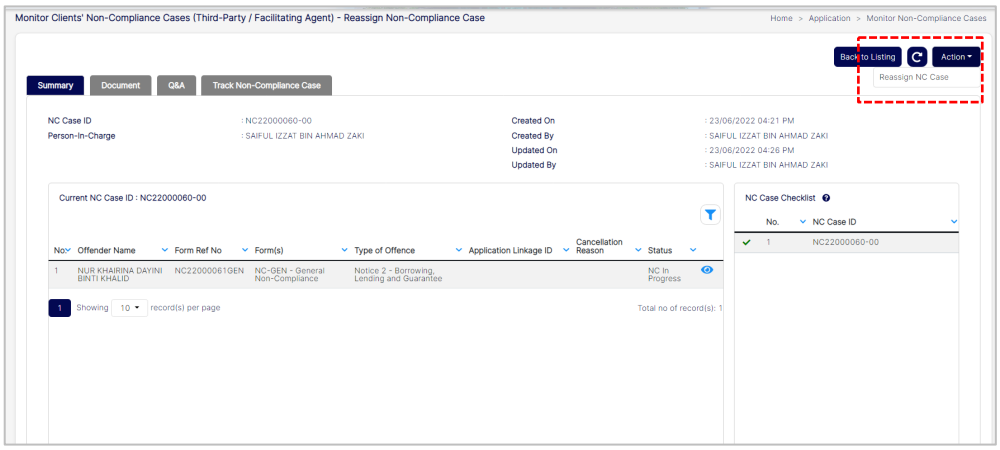
Reassign NC Case (Single Action)

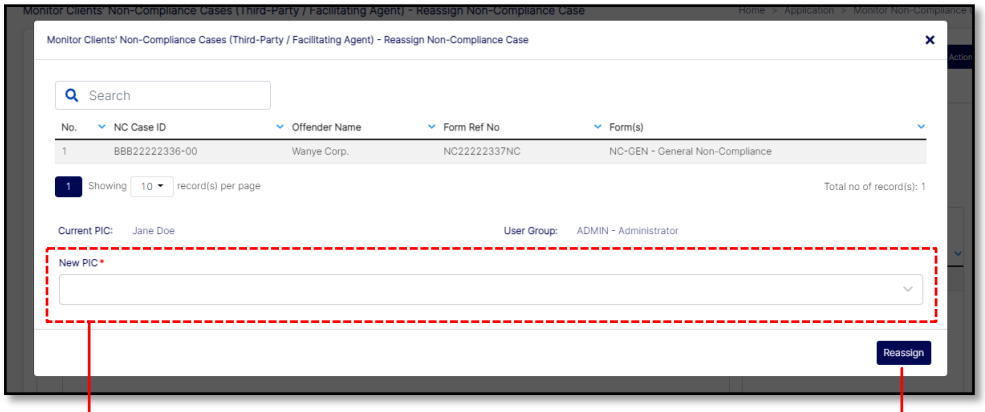
This function is for Submitter to perform a **single** action for a specific record and is available when status of NC case is **Draft**.

User can click on ⋮ icon, select **Reassign NC Case** and **Summary** screen of the NC case will be displayed.



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



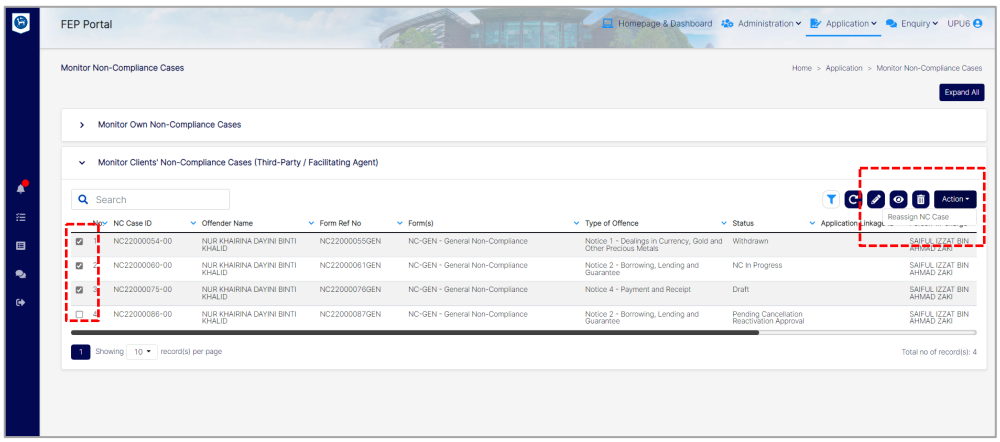


New PIC
Mandatory for Submitter to select new person in-charge.

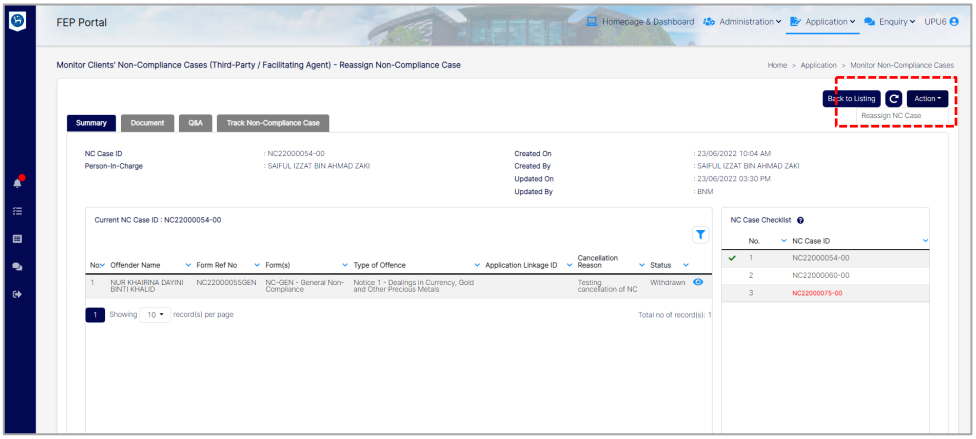
Reassign
Confirm reassignment to new PIC.

Reassign NC Case (Bulk Action)

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



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



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

