

(User Manual)

Refund Process

Company View



1. To access the system, launch the Internet Browser and browse to Expatriate Services Division (ESD) System at https://esd.imi.gov.my/portal/

في يتي	Expat Servic Divisie MMGRATION DEPARTMENT O	riate :es on ekspatriat :MALAVSIA			LOGIN	/ REGISTER
	HOME ABOUT	IS EMPLOYERS	EXPATRIATES	LATEST NEWS	FAQ	DOWNLOADS
	IN COLLABORATION WITH		ats ALENTCORP		TEGORY 1 PATRATE	
EMPLO RECLAS (CATEG	YMENT PAS SICATION ORY I, II AN	SS DIII)	MA ANA	EMPI NEGORY 2 KPATRIATE	LOYMENT PASS	CATEGORY 3 KNOWLEDGE/

2. Fill in <LOGIN ID> and <PASSWORD>, and then click on [Log In] to access the system.





3. Once the homepage appears, click application to access the refund module.

Message	
MALAYSIA EXPATRIATE TALENT SERVICE CENTRE (MYXPATS): HELP US TO IMPROVE OUR SERVICES AND YOUR CUSTOMER EXPERIENCE	
Dear Valued Clients,	
Greetings from MYXpatsl	
We are pleased to share that the Malaysia Expatriate Talent Service Centre (MYXpats Centre) are extending the customer experience survey from 1st March to 1st April 2023. Through this survey, we aim to obtain your feedback regarding your experiences with MYXpats Centre. The survey results will be used for us to further improve on our existing services, practices, and processes.	
All information provided through this exercise will be kept strictly confidential. Any information submitted will only be referred to internally for the purpose of the survey.	
This survey consists of eleven (11) questions and should take no more than eleven (11) minutes to complete.	
Please reach out to us at helpdesk@myxpats.com my if you require further clarification or assistance.	
We thank you for your time and support, and we look forward to serving you better.	
Thank you,	
Yours sincerely, MYXpats Centre	

4. Click rejected for view rejected application.

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SAMPLE OF DOCUMENTS	1			COMPANY APPLICATION				
1. EMPLOYMENT PASS (EP)	s	EARCH (N	ME/PASSPI	DRT): Page: + 1/2 + 24 records found Add Application				
2. PROFESSIONAL VISIT PASS (PVP)	N	O. ID	РНОТО	NAME	PASSPORT	NATIONALITY	PASS EXPIRY	
3. DEPENDENT PASS (DP)	1	4781		YUEHUA WANG		CHINESE	01/11/2016	P
PAYMENT	2	4519	2 📡	RAN FEI		CHINESE	03/05/2016	4
1. PENDING PAYMENT (0)	3.	4543	н 戻	LARSEN KIM		DANISH	04/02/2022	P
2. TRANSACTION HISTORY (41)	4	4543	2 🔛	RABBETTS VERNON JOHN		BRITISH	11/01/2020	A
APPLICATION STATUS	5.	4559	8 🔛	SHUBHADA SURVE		INDIAN	13/03/2018	P
1. PROCESSING (0)	6.	4693	8 📄	ALEJO VILLAMOR JR		FILIPINO	12/05/2019	4
RETURNED (0) RETURNED FOR	7.	4761	5 戻	WANG YUEHUA		CHINESE	01/11/2018	P
SPECIAL PASS (0)	8	4789	5 📡	XIAO GUIPING		CHINESE	19/08/2017	P
2. APPROVED	9	4871	9 戻	GANADO RYAN		FILIPINO	27/10/2021	•
SPECIAL PASS (0)	1	. 4893	4 🔛	TSEKOVA ELENA GEORGIEVA		BULGARIAN	29/10/2022	P
3. REJECTED (2)	1	. 5451	з 📄	GANADO RYAN		FILIPINO	27/10/2023	P
4. APPEAL (0)	1	2. 5554	7 🔛	CAOAGAS ALPHA		FILIPINO	27/10/2023	A
5. REFUND (0)	1	6894	6 🔛	MARSHALL NOEL PRATAP		INDIAN	28/09/2022	A
ENDORSEMENT	1	1. 5995	1 📄	MARSHALL NOEL PRATAP		INDIAN	28/09/2020	A
1. APPROVED APPLICATION (0)	1	5. 6052	5 🕞	TSEKOVA ELENA GEORGIEVA		BULGARIAN	29/10/2020	P
2. PROCESSING		_		1				



5. Choose one application, to proceed Refund and click the refund button in Action Column.

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APPLICATION	1	No.	FORM ID	рното	APPLICANT NAME	NATIONALITY	PASSPORT	PASSTYPE	CURRENT STATUS	ACTION	
2. EMAIL NOTIFICATION		1.	E3201- 680053- 892537		NAGOUDA ANITA ANAND	INDIAN		Employment Pass	REJECTED	Refund	
3. NOTIFICATION ON PASS EXPIRY		2.	E3201- 555447- 434715		CAOAGAS ALPHA	FILIPINO		Employment Pass	REJECTED		
APPROVING AGENCY /										and the second	

6. The rejected application will be routed to the refund bin.

APPLICATION STATUS						
1. PROCESSING (0)						
 INTERVIEW (0) 						
 DOCUMENT SIGHTING (0) 						
RETURNED (1)						
 RETURNED FOR SPECIAL PASS (0) 						
2. APPROVED						
APPLICATION (1)						
 SPECIAL PASS (0) 						
3. REJECTED (3)						
4. APPEAL (0)						
5. REFUND (7)						



7. Application will be routed to Refund Tab, Click Upload in Action Column

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APPLICATION	Î	No.	FORM ID	рното	APPLICANT NAME	NATIONALITY	PASSPORT	PASSTYPE	CURRENT STATUS	ACTION	
2. EMAIL NOTIFICATION		1.	E545-449488- 734118		ZHANG BINGQI	CHINESE		Employment Pass	COMPLETED	Proof of payment	
3. NOTIFICATION ON PASS EXPIRY		2.	E545-471319- 160558		MANI THANGARAJ	INDIAN		Employment Pass	COMPLETED		
APPROVING AGENCY /		3.	E545-469306- 156586		RAJESH SHANMUGAN	INDIAN		Employment Pass	REFUND	Upload Cancel	
1. LIST OF APPLICANTS		4.	E545-439296- 95202		RAMAKRISHNAN ALAGARSAMY	INDIAN		Employment Pass	REFUND	Upload Cancel	
2. EMAIL NOTIFICATION		5.	E545-56822- 84264		SELVAM MANI	INDIAN		Employment Pass	REFUND	Upload Cancel	
		6.	E545-43305- 78539		PRATHAP RAVICHANDRAN	INDIAN		Employment Pass	COMPLETED	Proof of payment	
1. EMPLOYMENT PASS (FP)		7.	E545-43213- 78377		KARTHIK SUBRAMANIAM	INDIAN		Employment Pass	RETURN	Upload Cancel	

8. Click Upload in Action Column to upload documents.

E545-469306- 156586	RAJESH SHANMUGAN	INDIAN	Employment Pass	REFUND	Upload Cancel
E545-439296- 95202	RAMAKRISHNAN ALAGARSAMY	INDIAN	 Employment Pass	REFUND	Upload Cancel
E545-56822- 84264	SELVAM MANI	INDIAN	Employment Pass	REFUND	Upload Cancel

9. Once the documents are uploaded and click submit the application.



10. Once the documents are uploaded, the application will be submitted.

Upload Complete!

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GROUP OF COMPANIES	REFUND MODULE
Document Title	User Manual – ESD Online

11. The status of the application will change to **Processing** once submitted.

3.	E545-469306- 156586	RAJESH SHANMUGAN	INDIAN	Employment Pass	PROCESSING	

12. If the application is returned, the action change to Return, the company able to view the reason of the return (highlighted in blue)

7.	E545-43213- 78377		KARTHIK SUBRAMANIAM	INDIAN		Employment Pass	RETURN	Upload Cancel	
			×						
Please upload refund document (PDF only, max 10MB file size)									
			1. Bank Statement * Choose	File No file chose	n				
			2. MYXpats receipts/ Invoice	* Choose File No	file chosen				
	3. Request Form * Choose File No file chosen Refund form click here								
4. Notification Email Of Rejection * Choose File No file chosen									
				Submi	t				

THE END