

 TalentCorp <small>GROUP OF COMPANIES</small>	REFUND MODULE
Document Title	User Manual – ESD Online

(User Manual)

Refund Process

Company View

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



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

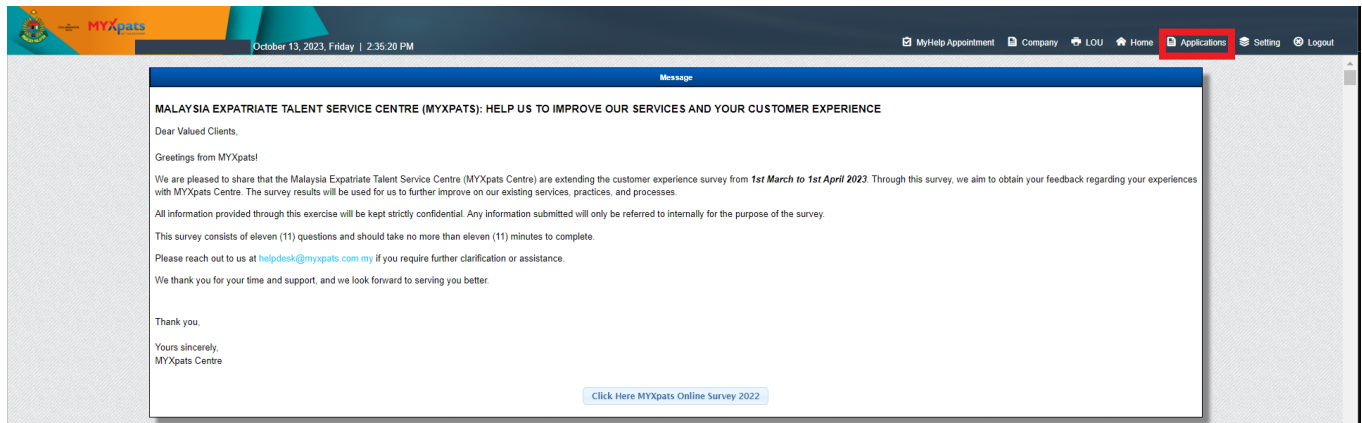
LOGIN / REGISTER

[Forgot password?](#)

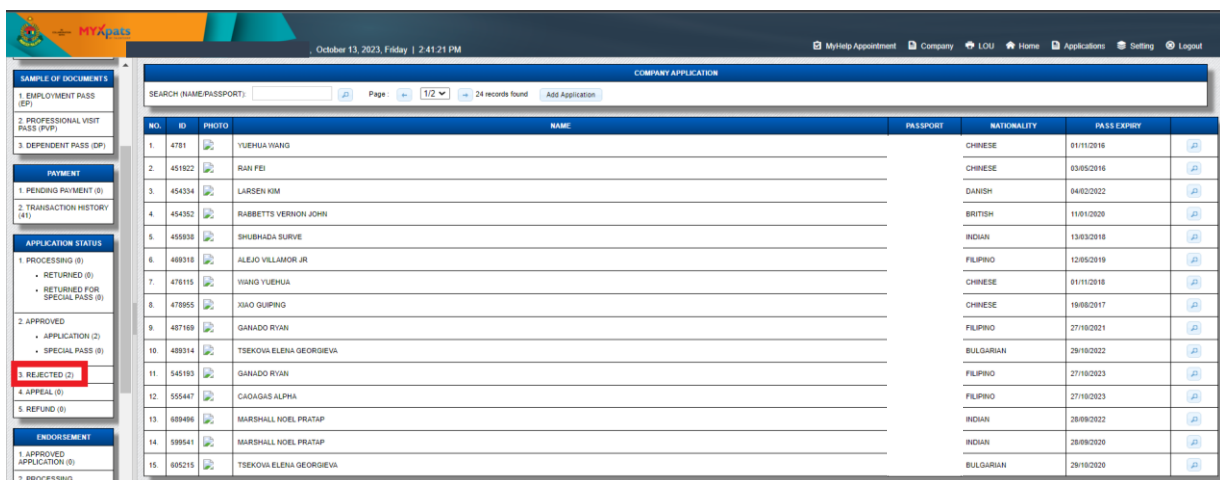
Enter your Login ID and Password to access the ESD system.
If your company does not have a Login ID, please Register.

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



- Click rejected for view rejected application.



October 13, 2023, Friday | 2:41:21 PM

MyHelp Appointment Company LOU Home Applications Setting Logout

COMPANY APPLICATION

SEARCH (NAME-PASSPORT): Page: 1/2 24 records found Add Application

NO.	ID	PHOTO	NAME	PASSPORT	NATIONALITY	PASS EXPIRY	
1.	4781		YUEHUA WANG		CHINESE	01/11/2016	
2.	451822		RAN FEI		CHINESE	03/05/2016	
3.	454334		LARSEN KIM		DANISH	04/02/2022	
4.	454352		RABBETTS VERNON JOHN		BRITISH	11/01/2020	
5.	455938		SHUBHAGA SURVE		INDIAN	13/03/2018	
6.	489318		ALEJO VILLAMOR JR		FILIPINO	12/05/2019	
7.	476115		WANG YUEHUA		CHINESE	01/11/2016	
8.	478955		XIAO GUIPING		CHINESE	19/08/2017	
9.	487189		GANADO RYAN		FILIPINO	27/10/2021	
10.	489314		TSEKOVA ELENA GEORGIEVA		BULGARIAN	29/10/2022	
11.	545193		GANADO RYAN		FILIPINO	27/10/2023	
12.	555447		CAXAGAA ALPHA		FILIPINO	27/10/2023	
13.	609496		MARSHALL NOEL PRATAP		INDIAN	28/09/2022	
14.	599541		MARSHALL NOEL PRATAP		INDIAN	28/09/2020	
15.	605215		TSEKOVA ELENA GEORGIEVA		BULGARIAN	29/10/2020	

APPLICATION STATUS

- 1. PROCESSING (0)
- 2. RETURNED (0)
- 3. RETURNED FOR SPECIAL PASS (0)
- 4. APPROVED
- 5. APPLICATION (2)
- 6. SPECIAL PASS (0)
- 7. **REJECTED (2)**
- 8. APPEAL (0)
- 9. REFUND (0)

ENDORSEMENT

- 1. APPROVED APPLICATION (0)
- 2. PROCESSING

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









 October 13, 2023, Friday 2:42:53 PM MyHelp Appointment Company LOU Home Applications Setting Logout									
APPLICATION	No.	FORM ID	PHOTO	APPLICANT NAME	NATIONALITY	PASSPORT	PASSTYPE	CURRENT STATUS	ACTION
1 LIST OF APPLICANTS	1.	E3201-680553-892537		NAGOURA ANITA ANAND	INDIAN		Employment Pass	REJECTED	Refund
2 EMAIL NOTIFICATION	2.	E3201-555447-434715		CAAGAS ALPHA	FILIPINO		Employment Pass	REJECTED	
3 NOTIFICATION ON PASS EXPIRY									
APPROVING AGENCY / REGULATORY BODY									

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




APPLICATION STATUS	
1. PROCESSING (0)	<ul style="list-style-type: none"> INTERVIEW (0) DOCUMENT SIGHTING (0) RETURNED (1) RETURNED FOR SPECIAL PASS (0)
2. APPROVED	<ul style="list-style-type: none"> APPLICATION (1) SPECIAL PASS (0)
3. REJECTED (3)	
4. APPEAL (0)	
5. REFUND (7)	

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

 October 13, 2023, Friday 2:45:05 PM MyHelp Appointment Company LOU Home Applications Setting Logout										
APPLICATION	No.	FORM ID	PHOTO	APPLICANT NAME	NATIONALITY	PASSPORT	PASSTYPE	CURRENT STATUS	ACTION	
1. LIST OF APPLICANTS	1.	ES45-449488-734115		ZHANG BINGQI	CHINESE		Employment Pass	COMPLETED	Proof of payment	
2. EMAIL NOTIFICATION	2.	ES45-471319-160558		MANI THANGARAJ	INDIAN		Employment Pass	COMPLETED		
3. NOTIFICATION ON PASS EXPIRY	3.	ES45-469306-156559		RAJESH SHANMUGAN	INDIAN		Employment Pass	REFUND	Upload	Cancel
APPROVING AGENCY / REGULATORY BODY	4.	ES45-439296-95202		RAMAKRISHNAN ALAGARSAMY	INDIAN		Employment Pass	REFUND	Upload	Cancel
	5.	ES45-56822-84264		SELVAM MANI	INDIAN		Employment Pass	REFUND	Upload	Cancel
1. LIST OF APPLICANTS UNDER AGENCY	6.	ES45-43305-78539		PRATHAP RAVICHANDRAN	INDIAN		Employment Pass	COMPLETED	Proof of payment	
	7.	ES45-43213-75377		KARTHIK SUBRAMANIAM	INDIAN		Employment Pass	RETURN	Upload	Cancel
2. EMAIL NOTIFICATION										
SAMPLE OF DOCUMENTS										
1. EMPLOYMENT PASS (EP)										

8. Click Upload in Action Column to upload documents.

ES45-469306-156559		RAJESH SHANMUGAN	INDIAN		Employment Pass	REFUND	Upload	Cancel
ES45-439296-95202		RAMAKRISHNAN ALAGARSAMY	INDIAN		Employment Pass	REFUND	Upload	Cancel
ES45-56822-84264		SELVAM MANI	INDIAN		Employment Pass	REFUND	Upload	Cancel

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

Upload Document

Please upload refund document (PDF only, max 10MB file size)

- Bank Statement * [Choose File](#) No file chosen
- MYXpats receipts/ Invoice * [Choose File](#) No file chosen
- Request Form * [Choose File](#) No file chosen
Refund form [click here](#)
- Notification Email Of Rejection * [Choose File](#) No file chosen
- Other Documents [Choose Files](#) No file chosen

Submit

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

Upload Complete!

OK

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

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

Message from Expatriate Service Division:
Please upload verification document

Please upload refund document (PDF only, max 10MB file size)

1. Bank Statement * No file chosen
2. MYXpats receipts/ Invoice * No file chosen
3. Request Form * No file chosen
Refund form [click here](#)
4. Notification Email Of Rejection * No file chosen
5. Other Documents No file chosen

THE END