



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA
(Agensi di bawah KPDNHEP)

USER MANUAL AND FREQUENTLY ASKED QUESTIONS

SSM BizTrust QR Code v1.0

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CHAPTER 1 INTRODUCTION

1.1 SUMMARY – SSM BIZTRUST QR CODE

SSM BizTrust is a business starter kit that serves as a digital identification for business entities registered with the SSM.

This business starter kit comes in a QR Code form that will display information such as the name and registration number of the business entity, status, and business URL address which aims to strengthen the compliance of business entities registered with the SSM through the provisions of the Acts administered by SSM.

The SSM BizTrust QR Code can only be scanned using the SSM's official mobile application, MySSM. The MySSM application can be downloaded for free via Apple App Store, Google Play Store, and Huawei AppGallery.

1.2 SUMMARY – MySSM APPLICATION

MySSM is the official mobile application of SSM that offers information access services related to business entities (Business Registration, Companies, and Limited Liability Partnerships) through the mobile device.

Modules of SSM e-Services offered in the MySSM application are:

- (a) e-Search;
- (b) e-Query;
- (c) e-Compound;
- (d) Status 308; and
- (e) SSM BizTrust.

1.3 SUMMARY – EZBIZ ONLINE PORTAL

The SSM Ezbiz Online is a portal for online business registration provided by the SSM and offers services such as:

- (a) New Business Registration;
- (b) Business Registration Renewal;
- (c) Business Information Changes;
- (d) Business Termination; and
- (e) Compound Services.

This portal (<https://ezbiz.ssm.com.my/>) is available 24 hours a day, and seven (7) days a week.

CHAPTER 2 USER MANUAL

This user manual is intended to assist users in relation to:

- (a) Steps to apply the SSM BizTrust QR Code as a new method to check the information of a business entity via the MySSM application;
- (b) Steps to download and upload the SSM BizTrust QR Code via the Ezbiz Online portal; and
- (c) Steps to update the business URL address information via the Ezbiz Online portal.

2.1 SSM BIZTRUST QR CODE VIA MySSM APPLICATION

2.1.1 Process Flow

2.1.1.1 Steps to download the MySSM application

STEPS	ACTIONS
1	Users can download the MySSM application via Apple App Store / Google Play Store / Huawei AppGallery. Click 'Get / Install' to download.

2	<p>The application's icon as shown will appear after downloading the MySSM application:</p> 
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2.1.1.2 Steps to scan the SSM BizTrust QR Code via MySSM

STEPS	ACTIONS
1	<p>Click the MySSM icon on the mobile device.</p> 
2	<p>The home screen and main navigation will be displayed.</p> <p>Click on the SSM BizTrust module.</p>

	
3	<p>The screen displays the introduction to SSM BizTrust QR Code.</p>  <p>Click 'Proceed' to scan.</p>
4	<p>Click the screen of the mobile device to scan the SSM BizTrust QR Code.</p>

	
5	Scan the QR Code displayed on the website / social media / Certificate of Registration (Form D) / Certificate of Renewal of Registration (Form E).

6	<p>A successful scan will display the registered information.</p>  <p>The screenshot shows a mobile application interface with a blue header containing a back arrow and the word 'Back', and a settings icon. The main content is a white card with a yellow border. At the top of the card is the name 'Hebat!'. Below it is the title 'MAKLUMAT ENITI'. The card contains the following information: 'No. Pendaftaran: 201803391955 (002910592-U)', 'Nama: STRIKERS BOWLING PRO SHOP', 'Status: Aktif', and 'Pautan (URL): @ https://www.facebook.com/3shorBatuu000'. At the bottom of the card, the date 'Sabtu, 29/08/2022' is displayed. The footer of the application shows 'Sistem Lesen Lesen 2022/08/29 10:00'.</p>
7	<p>For review purposes, compare the printed document with the information displayed on the mobile device. The information on the mobile device is proven authentic in SSM records.</p>
8	<p>A failed scan notification will be displayed if the situation involves:</p>

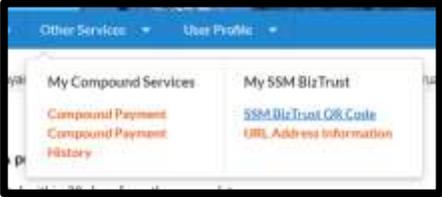
	<p>(a) The scanned QR code is different from the QR code issued by SSM; or</p> <p>(b) The QR codes are scanned using other than the MySSM application.</p>
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2.2 SSM BIZTRUST QR CODE VIA EZBIZ ONLINE PORTAL

2.2.1 Process Flow

2.2.1.1 Steps to download the SSM BizTrust QR Code via Ezbiz Online

STEPS	ACTIONS
1	<p>Login to your Ezbiz Online account using your User ID and password.</p> 

2	<p>Click 'Other Services' on the main menu page to go to the 'SSM BizTrust QR Code' option.</p> 
3	<p>Click the icon  to display the SSM BizTrust QR Code.</p> 
4	<p>Click 'Download' to download the SSM BizTrust QR Code.</p> 

2.2.1.2 Steps to upload the SSM BizTrust QR Code on the online platform

(1) INSTAGRAM

OPTION I

STEP	ACTIONS
1	Click 'Download' to download the SSM BizTrust QR Code (image in JPEG format) through Ezbiz Online Portal.
2	Log in to the registered business' Instagram account.
3	Click '+' to upload the SSM BizTrust QR Code to the Instagram Post.
4	Click 'Next' and write the caption.
5	Click 'Share' and the SSM BizTrust QR Code will be displayed.

OPTION II

STEP	ACTIONS
1	Click 'Download' to download the SSM BizTrust QR Code (image in JPEG format) through Ezbiz Online Portal.
2	Log in to the registered business' Instagram account.
3	Swipe right to upload the SSM BizTrust QR Code to the Instagram Story.
4	Click 'Send to' and the SSM BizTrust QR Code will be displayed.

(2) FACEBOOK PAGE

STEP	ACTIONS
1	Click 'Download' to download the SSM BizTrust QR Code (image in JPEG format) through Ezbiz Online Portal.
2	Log in to the registered business' Facebook Page.
3	Click 'News Feed' and click 'Photo' to select the SSM BizTrust QR Code image to upload to the Facebook Post.
4	Click 'Publish' and the SSM BizTrust QR Code will be displayed.
5	Click '...' and click 'Pin Post' to ensure that the post is always on top of the Facebook Page Timeline.

(3) WEBSITE

STEP	ACTIONS
1	Click 'Download' to download the SSM BizTrust QR Code (image in JPEG format) through Ezbiz Online Portal.
2	Upload the SSM BizTrust QR Code in the footer section either on the left or right side of the website.
Note: i. The method of uploading the SSM BizTrust QR Code depends on the type of website. It is recommended for the web developer to upload the SSM BizTrust QR Code; and	

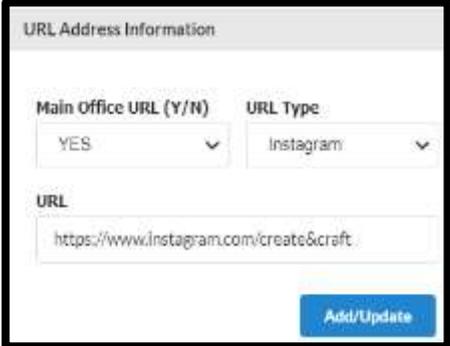
ii. The minimum scale of the QR code display is 3.0 cm square and is still readable if scanned.

2.3 UPDATE THE BUSINESS URL ADDRESS INFORMATION VIA EZBIZ ONLINE

2.3.1 Process Flow

2.3.1.1 Steps to update the business URL address information

STEPS	ACTIONS
1	<p>Log in to the Ezbiz Online account using your User ID and password.</p> 
2	<p>Click 'Other Services' on the main menu page to go to the 'URL Address Information'.</p>

	 <p>The screenshot shows a user profile interface. At the top, there are two tabs: 'Other Services' and 'User Profile'. Below the tabs, there are two main sections: 'My Compound Services' and 'My SSM BizTrust'. Under 'My Compound Services', there are three links: 'Compound Payment', 'Compound Payment', and 'History'. Under 'My SSM BizTrust', there are two links: 'SSM BizTrust QR Code' and 'URL Address Information'.</p>
3	<p>Select the desired name of the business (if any) and click 'Proceed'.</p>  <p>The screenshot shows a 'Registered Business' selection screen. It has a dropdown menu labeled 'Please Select' with the option '003080724-D CREATE & CRAFT ENTERPRISE' selected. Below the dropdown is a blue 'Proceed' button.</p>
4	<p>Fill up the information and click 'Add/Update'.</p>  <p>The screenshot shows a 'URL Address Information' form. It has two dropdown menus: 'Main Office URL (Y/N)' with 'YES' selected, and 'URL Type' with 'Instagram' selected. Below these is a text input field for 'URL' containing the address 'https://www.instagram.com/create&craft'. At the bottom right is a blue 'Add/Update' button.</p>

5	<p>The updated information will be displayed.</p>  <p>Users can update the business URL address information (if any) by:</p> <ol style="list-style-type: none"> i. Click '✎' to amend the URL business information; or ii. Click '🗑️' to delete the URL business information.
6	<p>The business URL address information will be displayed on the SSM BizTrust QR Code.</p> 

CHAPTER 3 FREQUENTLY ASKED QUESTION

3.1 General Information

3.1.1 Frequently Asked Questions Regarding The SSM BizTrust QR Code

NO.	QUESTIONS	ANSWERS
1.	What is SSM BizTrust?	SSM BizTrust is a business starter kit that is supplied in the form of a QR Code or digital seal and serves as digital identity verification and identification for business entities registered with SSM.
2.	Who is eligible for the SSM BizTrust QR Code?	Businesses registered with SSM, be it a physical business or online business.
3.	Can other QR code scanners be used to scan SSM BizTrust QR Code?	No, only the MySSM application has the functionality to scan the SSM BizTrust QR Code.
4.	How to update business URL address information on the SSM BizTrust QR Code?	Any business entity that wishes to update its business URL address information must be registered with SSM and have an Ezbiz Online account.
5.	How to add / update the business URL	Step 1: Log in to the Ezbiz Online. Step 2:

	<p>address to SSM BizTrust QR Code?</p>	<p>Click 'Other Services'. Step 3: Click 'My SSM BizTrust > URL Address Information'. Step 4: Select the desired business and click 'Proceed'. Step 5: Fill in the URL Address Information e-Form and click 'Add/Update'. Step 6: Click 'Preview'. Step 7: Click 'Update'. Step 8: Validate the information update by clicking 'Ok'.</p>
<p>6.</p>	<p>How to delete business URL address information on SSM BizTrust QR Code?</p>	<p>Step 1: Log in to the Ezbiz Online. Step 2: Click 'Other Services'. Step 3: Click 'My SSM BizTrust > URL Address Information'. Step 4: Click '' on the URL address of the business you want to delete. Step 5: Validate the action by clicking 'Ok'.</p>

7.	What action should be taken if the SSM BizTrust QR Code cannot be downloaded?	<p>Please wait for 24 hours and try to visit the Ezbiz Online portal again.</p> <p>If the problem still occurs, please contact: SSM Call Center 03-7721 4000 Fax 03-7721 4001 Email enquiry@ssm.com.my.</p> <p>Call Center operating hours: Monday-Sunday 8.00 am – 5.00 pm Closed during the Public Holidays</p>
8.	Will enforcement action be imposed if the SSM BizTrust QR Code is not displayed?	<p>No enforcement action will be taken.</p> <p>However, business entities and the public are encouraged to apply the SSM BizTrust QR Code through the MySSM application to help identify the validity of the corporate information of a business entity.</p>
9.	Can owners of Registration of Company (ROC) / Limited Liability Partnership (LLP)	For now, the SSM BizTrust QR code is only offered to entities registered under the Registration of Business Act 1956 (ROBA 1956).

	obtain the SSM BizTrust QR Code?	However, ROC / PLT business entities can obtain the SSM BizTrust digital seal through a free application on the portal https://biztrust.ssm.com.my/ .
10.	How much does it cost to download the SSM BizTrust QR Code?	No fees are charged.
11.	What information is contained in the SSM BizTrust QR Code?	The information contained in the SSM BizTrust QR Code are: (i) Name of business entities; (ii) Number of business entities; (iii) Status; and (iv) Business URL address.
12.	Where can the SSM BizTrust QR Code be displayed?	The SSM BizTrust QR Code can be displayed on: (i) Business platforms (i.e. websites, social media, business premises); or (ii) Promotional platforms (i.e. banner, business cards).

13.	How do I scan the SSM BizTrust QR Code through the MySSM application?	<p>Step 1: Click on the SSM BizTrust menu or icon on the MySSM home page.</p> <p>Step 2: Click 'Proceed'.</p> <p>Step 3: Click 'Tap screen to scan'.</p> <p>Step 4: Point the scanner at the QR Code.</p> <p>Step 5: After scanning, business information (name, registration number, status, and URL address) will be displayed.</p>
14.	Why does the QR Code scan output display the notification "QR Code is invalid"?	This notification will be displayed if the QR Code is not a QR Code obtained through the Ezbiz Online portal.
15.	Why does the QR Code scan output display the notification "No Internet Connection. Check your internet connection and try again."?	This notification will be displayed if the Internet network connection is unstable.

16.	How to upload the SSM BizTrust QR Code on social media (i.e. Instagram)?	<p>Option I</p> <p>Step 1: Download the SSM BizTrust QR Code through the Ezbiz Online portal.</p> <p>Step 2: Log in to the registered business Instagram account.</p> <p>Step 3: Click '+', choose 'Post', and upload the SSM BizTrust QR Code image.</p> <p>Step 4: Click '→' and write an appropriate caption.</p> <p>Step 5: Click '√' and the SSM BizTrust QR Code image will be displayed.</p> <p>Option II</p> <p>Step 1: Download the SSM BizTrust QR Code through the Ezbiz Online portal.</p> <p>Step 2: Log in to the registered business Instagram account.</p> <p>Step 3: Click '+', select 'Story', and upload the SSM BizTrust QR Code image.</p> <p>Step 4:</p>
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		<p>Click 'Your Story' and the SSM BizTrust QR Code image will be displayed.</p> <p>Step 5: Select the 'Story' as a 'Highlight' on the business' Instagram account.</p>
17.	How to upload the SSM BizTrust QR Code on social media (i.e. Facebook Page)?	<p>Step 1: Download the SSM BizTrust QR Code through the Ezbiz Online portal.</p> <p>Step 2: Log in to the registered business Facebook business page.</p> <p>Step 3: Click 'New Feed' and 'Photo' to upload the SSM BizTrust QR Code on the Facebook Post.</p> <p>Step 4: Click 'Publish' and the SSM BizTrust QR Code image will be displayed.</p> <p>Step 5: Click 'Pin to Post' to maintain the image on the Timeline Facebook page.</p>
18.	How to upload the SSM BizTrust QR Code to the business website?	<p>Step 1: Download the SSM BizTrust QR Code through the Ezbiz Online portal.</p>

		<p>Step 2:</p> <p>Upload the SSM BizTrust QR code in the appropriate section (i.e. on the footer section, on the 'About Us' tab).</p> <p>Note: The minimum scale of SSM BizTrust QR code display is 3.0 cm per square and readable if scanned.</p>
19.	Can the SSM BizTrust QR Code be displayed on a personal Facebook personal?	Owners are encouraged to use Facebook business page for the purpose of branding.
20.	If I do not have an online platform, can I display the SSM BizTrust QR Code at my business premise?	<p>Premises owners are encouraged to display SSM BizTrust QR Codes at their businesses' premises.</p> <p>Currently, the SSM BizTrust QR Code is only offered to business entities registered under the Registration of Businesses Act 1956 (ROBA 1956).</p>
21.	How to display the SSM BizTrust QR Code?	<p>Step 1:</p> <p>Download the SSM BizTrust QR Code through the Ezbiz Online portal.</p> <p>Step 2:</p>

		<p>Print the SSM BizTrust QR Code image and display it at the business premises.</p> <p>Note: The minimum scale of SSM BizTrust QR code display is 3.0 cm per square and readable if scanned.</p>
22.	Can the SSM BizTrust QR Code be displayed on websites / social media that are not owned by the business?	Not allowed.
23.	Why only the MySSM application can be used to scan the SSM BizTrust QR Code?	The MySSM app is a mobile application that integrates with the SSM database. As a result, the information is displayed in real-time.
24.	How to renew the SSM BizTrust QR Code?	<p>Information on the SSM BizTrust QR Code is synced with information on Ezbiz Online.</p> <p>Thus, if your business status is expired, owners are required to renew their business online to ensure the status remains active.</p>

25.	I conduct business online using two (2) different platforms (eg: Facebook, Instagram), can the business URL address information for both platforms be updated on the Ezbiz Online portal?	Yes, users are able to update an unlimited amount of business URL addresses on the Ezbiz Online portal.
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