

# Guide to eSubmission : Change of Mailing Address

If you have just changed your mailing address, remember to update your profile via eSubmission. Visit our page at <https://customerportal.iwk.com.my/>. You may choose not to log in to the Customer Portal to submit your request for a Change of Mailing Address. This function is available both before and after logging in.

*Jika anda baru sahaja menukar alamat surat-menyurat anda, sila kemaskinikan profil anda melalui eSubmission. Lawati laman web di <https://customerportal.iwk.com.my/>. Anda boleh memilih sama ada untuk log masuk atau tidak ke Portal Pelanggan untuk mengemukakan permintaan anda bagi Penukaran Alamat Surat-Menyurat. Fungsi ini tersedia sebelum atau selepas log masuk.*

1. Click on e-Submission  
Klik 'e-Submission'

The screenshot shows the 'e-Submission' portal interface. At the top, there's a navigation bar with 'PAY BILL', 'E-SUBMISSION', 'FAQ', and 'ENQUIRY'. The main content area is titled 'Step 1: Register Details'. It contains several input fields: 'Name\*' (with a sub-field 'your Full Name'), 'Email Address\*' (with a sub-field 'Your Email Address'), 'Role\*' (a dropdown menu showing '- Ownership -'), 'Contact Number\*' (with a sub-field '01234567890/CountryCode12345678'), 'Type of e-Submission\*' (a dropdown menu showing 'R03 Change of Mailing Address'), and 'Beverage Account No. (IBAN)\*' (with a sub-field 'e.g. 1234567'). There is a 'LOGOUT YOUR BANK ID' button and a 'RESET' button. On the right side, there's a 'HI THERE!' section with instructions to fill in the form. Below that, there's a 'Change Mailing Address' section with a list of steps: 1. Complete the eSubmission by selecting Type of eSubmission: R03 Change of Mailing Address; 2. Ensure all fields are completed with valid details; 3. Confirmation of change will be emailed to you approximately in 3 to 5 working days. There's also a 'Change Ownership' section with similar instructions. A note at the bottom says '\* denotes required fields'.

2. Select R03 Change of Mailing Address from the drop down list

*Pilih 'R03 Change of Mailing Address' dari pilihan yang sedia ada*

3. Fill up all the field details accordingly before click PROCEED

*Lengkapkan semua butiran dan klik 'PROCEED'*

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The screenshot shows the 'e-Submission' interface. At the top, there are navigation links: 'CUSTOMER PORTAL', 'PAY BILL', 'E-SUBMISSION', 'FAQ', and 'ENQUIRY'. The main heading is 'e-Submission'. Below this, a progress bar shows three steps, with step 2 'Change Details' highlighted. The form is titled 'R03 CHANGE OF MAILING ADDRESS' and includes a sub-heading 'Application to change mailing address. Fill up all the required field(s) and click "Confirm" to proceed.' and a note '\* denotes required fields'. The form fields are: Name (Ay Bee Cee), Role (Tenaat), Email Address (aybeecee@hotmail.com), Mobile Phone Number (123456789), Sewerage Account No. (SAN) (47553029), MAILING ADDRESS (Street, Address 1, Address 2, Address 3, Postcode, City, State), and Description. At the bottom, there are 'CONFIRM' and 'RESET' buttons.

4. Fill in your new contact details eg: email address, mobile number and mailing address

*Sila lengkapkan butiran maklumat baharu anda, contohnya: alamat e-mel, nombor telefon bimbit dan alamat surat-menyurat.*

5. Click CONFIRM to proceed with submission. An email notification will be sent to your email address.

*Klik CONFIRM untuk meneruskan penghantaran. Notifikasi melalui emel akan dihantar ke alamat emel anda.*

Now, just sit back and relax and your details will be updated approximately within 5 working days. Simply log in to Customer Portal to add the Sewerage Account Number to view the details.

*Butiran anda akan dikemaskini dalam masa 5 hari bekerja. Sila log masuk ke Portal Pelanggan dan tambahkan Nombor Akaun Pembetungan untuk akses butiran lanjut.*