FAQ e-COMTRAC

GENERAL

1. **What is e-COMTRAC?**

   e-COMTRAC is an online training registration system provided by SSM to allow user to register and pay for corporate training programmes.

2. **What can I do with e-COMTRAC?**

   You can use e-COMTRAC to register and pay for corporate training programmes by SSM.

3. **How to use the e-COMTRAC?**

   Step 1. Go to https://e-comtrac.ssm.com.my

   Step 2. If you are a new e-COMTRAC user (i.e. first-time login), click "Sign Up" button. Key in the "Registration Information" and click "Register" button.
   *Important Note: Registration for training programme does not require ID activation.

   Or

   Step 2. If you are an existing e-COMTRAC user, you may login to e-COMTRAC system with valid Username and Password.

4. **Why use e-COMTRAC?**

   e-COMTRAC is available for your usage 7 days a week. You can perform training registration and payment simultaneously from the comfort of your home or elsewhere, as long as the internet connection is available.

   Reduce waiting time to register and pay manually.

   Payment can be made online via FPX Mastercard or Visa.

5. **Who can register as e-COMTRAC user?**

   Anyone who wishes to register for COMTRAC's training programmes.

6. **Is the e-COMTRAC system available at all time?**

   The system is available 7 days a week.

7. **How do I access the e-COMTRAC system?**

   e-COMTRAC can be accessed via https://e-comtrac.ssm.com.my/.

8. **Who should I contact if I encounter any problem regarding e-COMTRAC system?**

   If you encounter any problem or have any enquiry regarding e-COMTRAC system, please contact –

   (a) SSM Contact Centre at 03-7721 4000;
   (b) You may also fax your enquiry to 03-7721 4001; or
   (c) email to enquiry@ssm.com.my

   Contact Centre operating hours:

Day	Time
Monday-Friday	9.00 a.m-5.30 p.m.
Saturday, Sunday and Public Holiday	Close

9. **I'm an e-COMTRAC Online user but I forgot my password. How do I get a new password?**

   Please click Forgot Password to retrieve a new password.

10. **How do I change registered email address for e-COMTRAC Online Account?**

    User need to visit the nearest SSM counters and bring along MyKad for this purpose.

    or

    Email the application using the latest/active email enquiryrob@ssm.com.my with the following documents:

    i.   A copy of MyKad/MyPR;
    ii. A clear picture with the applicant holding an identity card; and
    iii. Any official documents such as driving license/ Passport/ Birth certificate/ utility bill or other official documents.

PAYMENT METHOD

11. **What are the payment methods available for e-COMTRAC System?**

    The Payment methods are as follows:

    (a) Credit Card (Visa and Mastercard)

(b) Debit Card (Visa and Mastercard)
(c) Direct Banking

12. **Are all types of credit cards acceptable for e-COMTRAC System?**

e-COMTRAC system only accept major local and foreign issued credit card via Mastercard or Visa.

13. **What should I do if my payment was successful, but the status in e-COMTRAC system shows unpaid?**

Please login your ID in e-COMTRAC system. If the status is still unchanged, you may contact:

(a) SSM Contact Centre at 03-7721 4000;
(b) You may also fax your enquiry to 03-7721 4001; or
(c) email to enquiry@ssm.com.my.

14. **How to confirm that the payment made is successful?**

Receipt or Tax Invoice will appear on the payment notification screen; you can print the receipt and keep for your reference. Email will be sent to you to notify that your payment is successful.

15. **Where can I reprint my receipt?**

To reprint the receipt, you can log on to the e-COMTRAC system and click "My Payment History" icon.

16. **How to review successful registration transaction?**

To review successful registration transaction, please click e-COMTRAC "My Training List" and select "Payment success".

Contact Us

- Call Centre for related enquiry: +603 7721 4000
- E-mail for general enquiry: enquiry@ssm.com.my

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