Operational Process Flow:

Step	Process	Description
Step 01	**Entrance Security Check**	Applicant undergoes a security check at the entrance gate
Step 02	**Token Collection**	Obtain a token for the required service. Token numbers will be issued via WhatsApp or in printed form.
Step 03	**Designated Waiting Area**	Applicant waits in the designated area
Step 04	**QMS Display**	QMS Token, which will be displayed on the designated area on TV Screen.
Step 05	**Service Counter**	The applicant will be called according to QMS Token, the designated counter will receive the documents, checked and Print Money Receipt
Step 06	**Payment**	Applicant proceed to the cash counter to make the payment
Step 07	**Completion**	Service is completed