

## FREQUENTLY ASKED QUESTIONS (FAQ)

### MALAYSIA MARITIME SINGLE WINDOW (MMSW)

Module	No	Frequently Asked Questions	Response
MMSW General Information	1	Who owns MMSW?	MMSW is owned by the Ministry of Transport Malaysia (MOT).
	2	Which ports are going to implement MMSW?	MMSW is to be implemented at all ports in Malaysia (Federal, state and private jetties). The implementation is done in stages. MMSW to be implemented first in Port Klang.
	3	What is the link to access MMSW	The following link is used to access MMSW. <a href="https://www.mmsw.gov.my">https://www.mmsw.gov.my</a>
	4	Is the usage of MMSW mandatory in Port Klang?	The usage of MMSW will become mandatory for Port Klang starting from 10 <sup>th</sup> June 2024.
	5	Is there any cost to use the MMSW?	No. There is currently no cost of using the MMSW.
	6	Are agencies' officers know if there is a submission being submitted in MMSW that requires their approval?	Agencies' officers will be notified via email if there is a submission in MMSW requires their approval.
	7	Are payments for the Light Dues and Port Charges available to be done in MMSW?	<ol style="list-style-type: none"> <li>1. Currently not available. MMSW will send the data to MMDIS on the details of the vessel calling to the port for the MMDIS to prepare the Light Dues. Payment will need to be done at MMDIS. The users will need to attach the proof of payment in MMSW for vessel clearance.</li> <li>2. Port charges will be made available to be prepared and paid from MMSW at later stage of the implementation.</li> </ol>
	8	Can I use the handphone to access MMSW?	MMSW is not a native mobile phone application. However, limited function is available in the mobile phone such as receiving the email.
	9	Is MMSW going to replace NSW implementation in Malaysia?	No. MMSW s for the vessel related operations only whereas the NSW is more than the vessel operations. But there is an integration between MMSW and NSW on the data that is required in both applications, such as the cargo details.

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MMSW Introduction	10	What is MMSW?	MMSW stands for Malaysia Maritime Single Window. It is Central Digital Database and Common Data Source that will facilitate end-to-end information flow and creates value for port users, traders and logistics business, and government agencies for transport facilitation
	11	What are the MMSW modules?	<p>These are the modules in the MMSW:</p> <ol style="list-style-type: none"> <li>1. <b>Administrator</b> - This module is for the administration of the MMSW such as system maintenance, user maintenance etc.</li> <li>2. <b>User Registration</b> - This module is used to register new companies, creating user credentials, creating company branches and users in for the branches.</li> <li>3. <b>Ship Profile Registration</b> - This module is used to register new vessels, amending the current ship profile as well as deleting the vessel ID from MMSW.</li> <li>4. <b>Ship Call Number (SCN) Generation</b> - This module is for the shipping agents to apply for the Ship Call Number (SCN) for their vessels.</li> <li>5. <b>Ship Pre-Arrival Notice</b> - This module is for shipping agent to send the arrival notice to the Port Authority or Marine Department of Malaysia on their vessels that are about to arrive.</li> <li>6. <b>Arrival Clearance Module</b> - This module is for the shipping agents to submit the regulatory Forms required by the Malaysia Maritime Law to the authorities during the arrival of their vessels. The module will also be used by the Government Officers to access information on the vessels that are arriving at the port.</li> <li>7. <b>Departure Clearance Module</b> - This module is for the shipping agents to submit the regulatory Forms required by the Malaysia Maritime Law to the authorities for the departure of their vessels. The module will also be used by the Government Officers to access information on the vessels that are departing from the port.</li> <li>8. <b>BI Dashboard and Reporting</b> - High level information is available and can be viewed from this module. The data can then be converted into reports.</li> </ol>
	12	Who are the stakeholders for MMSW?	<p>The stakeholders for MMSW are as per the following:</p> <p>Government sector</p> <ol style="list-style-type: none"> <li>1. Ministry of Transport</li> <li>2. The port Authorities</li> <li>3. Marine Department of Malaysia</li> <li>4. Immigration Department of Malaysia</li> </ol>

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			5. Port Health Department 6. Royal Malaysian Customs Department 7. Chemistry Department of Malaysia  Private Sector 1. Shipping agents 2. Port/Terminal/private jetty operators
	13	Does MMSW require for installation to be done at user's premise?	MMSW is a cloud-based system, thus no installation is required to be done at user's premise. Users are only required to have a PC/laptop with internet connection to access MMSW.
User Registration	14	Do I need to register as new user in MMSW to use the system?	No. If you are currently user in Port Klang, MMSW will be generating a login ID and password for you. The ID will be emailed to you. Only new users registered after the implementation of MMSW will need to register in MMSW.
	15	Can the user ID be used for concurrent sessions in MMSW?	Yes.
	16	Can I maintain my own password in MMSW?	Yes. You can maintain/change your password from the MMSW application.
Ship Registration	17	Will there be a single Vessel ID for a vessel under MMSW?	IMO number is unique for a vessel. There will be a single Vessel ID assigned to a single IMO number. Vessel calling at any port within Malaysia will use the single Vessel ID in MMSW.
	18	Which agency approves the Vessel registration under MMSW?	The Marine Department of Malaysia is the agency approving the registration of the vessels in MMSW. The vessel ID will be generated by MMSW upon approval of the vessel registration by the Marine officer.
	19	What is the format of the Vessel ID generated by MMSW?	The current Vessel ID format used is maintained. There are two types of the vessel ID generated by MMSW: FPAxxxxxx – Foreign registered vessel. LMYxxxxxx – Local registered vessel.  The first char denotes either foreign registered vessel (F) or local registered vessel (L). The next 2 chars denote the country code of the country where the vessel being registered and followed by the 6 digits of running number.

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	20	If I have my vessels currently registered with PKNET or with other authorities, do I need to register again in MMSW?	<ol style="list-style-type: none"> <li>1. No. MMSW will do the vessel data migration for the vessels registered in PKNET or other systems to MMSW. You need to check that the vessel information in MMSW is correct. Contact the MMSW Support team should the information is not correct after the migration.</li> <li>2. However, you must register the vessel in MMSW for a new vessel calling a maiden voyage after the implementation of the MMSW.</li> </ol>
	21	If I have my vessel registered in MMSW in Port Klang, do I need to register again when MMSW is implemented in other ports?	No. Vessels only need to be registered once in MMSW to call/operate in any other ports in Malaysia.
	22	Will a vessel need multiple Vessel IDs to operate in other ports in Malaysia?	No. A vessel to operate in any ports in Malaysia will ONLY have a single Vessel ID to operate in any ports in Malaysia.
	23	How do I handle a vessel with different agents operate for different ports?	Vessel is allowed to have multiple agents to handle the operations at different port.
	24	Can I change the owner/charterer of the vessel after registered in MMSW?	You will need to contact MMSW Support personnel to have the particulars in the vessel profile to be changed.
	25	Can a vessel be deleted/cancelled in MMSW?	<p>Yes. Cancellation on the vessel from MMSW can be done subject to the following:</p> <ol style="list-style-type: none"> <li>1. To be done by the shipping agent.</li> <li>2. All information pertaining to the vessel such as the SCN will be deleted as well.</li> </ol>
Ship Call Number Application/ Generation	26	Who generates the Ship Call Number (SCN)?	MMSW is the single entity generating the SCN in Malaysia. All ports are to use the SCN generated by MMSW for their operational needs.
	27	What is the format of the SCN?	<p>The format is as follows:</p> <p><b>yymxxx</b> where yy denotes year, m denotes month and xxx is the running number. The SCN number is a combination of numerical and character.</p>
	28	Can the data be amended after the SCN has been approved?	Only certain data can be amended upon approval of the SCN such as the ETA and ETD of the vessel.
	29	If my vessel sails out form the port limit and then require coming back to berth on the same day, what should I do?	You need to apply SCN and the subsequent process for the second time that you are coming to the port limit to berth.
	30	If I am applying for a single call during the SCN application, but then I want to change	You need to cancel the SCN for the single call and to reapply the SCN for the vessel with a multiple call.

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		to multiple call. Can I amend on the current SCN?	
	31	If I am applying a multiple call for my vessel but due to operational needs, the vessel is only calling to a single port. What should I do?	There will be an impact on the K10 generated. You will be receiving a K10 Void status since the vessel did not call to the final port as per the SCN and thus, not ATD assigned to the vessel.
Pre-Arrival Notification	32	What is the minimum timeline for PAN to be submitted?	<ol style="list-style-type: none"> <li>1. Minimum 6 hours is the timeline for the submission of ePAN before the ATA (for long haul voyage).</li> <li>2. Minimum 2 hours before the ATA. (short haul voyage)</li> </ol>
	33	Can I submit less than 10 ports for the Last 10 Ports of Call in PAN module?	Yes. You can. But you need to put a remark if the number of ports is less than 10 ports.
Arrival/FAL Clearance	34	Is there any sequence of approval by the agencies officer on FAL application?	No. For FAL, agencies' officers do not approve the application in any order.
	35	How do I know if my FAL request is being approved by the officers?	You can use the Tracker (in the FAL Listing) for the latest status of the FAL request.
Departure Clearance	36	Is there any sequence of approval by the agencies officer on Departure Clearance?	<p>Yes. The sequence of the approval is according to the following agencies:</p> <ol style="list-style-type: none"> <li>1. Immigration Department</li> <li>2. Marine Department</li> <li>3. Customs Department.</li> </ol>
	37	What is the timeline after the generation of K10 by Customs that the vessel needs to leave the port?	48 hours after the K10 generation. If the ATD is not being updated in MMSW within 48 hours after K10 generation, then the K10 will become void. The user will need to re-apply the K10.
	38	Why can't I proceed with the Departure Clearance process in MMSW even after FAL has been approved?	The Actual Time of Arrival (ATA), Pilot On-Board (POB), ATB (Actual Time of Berth) and Berth Number must be updated by the port operator/port authority for the SCN to do the Departure Clearance.
Dashboard and Reporting	39	Can I download reports from MMSW?	You can view various statistics of your transactions in MMSW from the Dashboard and Reporting module. The report can be converted to Excel format for downloading.
MMSW Support	40	What are the numbers and email address to contact the support team for MMSW?	<p>The following are the contact that you can call/email for MMSW support:</p> <p>Phone - <b>1300133133</b> – MMSW Careline Support  Mobile - <b>0104475838</b> – MMSW WhatsApp Support  Email - <b>mmsw_support@dagangnet.com</b> – MMSW email Support team.</p>

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			All the above numbers/email are available 24x7
	41	Since all ports will be using MMSW, are there any utilities in MMSW to assist user during the preparation of the declaration?	<ol style="list-style-type: none"> <li>1. MMSW is providing various templates for which you can prepare the templates offsite and download the template in MMSW to save time.</li> <li>2. The templates available are for the Last 10 Ports of Call (PAN), Crew Effect, Crew List, Passenger List, IMDG Cargo (FAL).</li> <li>3. Other tools to assist user in the MMSW include the export to Excel for reporting, the Dashboard and Reporting module etc.</li> </ol>
	42	Are there any supporting materials on the usage of MMSW?	<ol style="list-style-type: none"> <li>1. User Guides are prepared and available in MMSW or other related web pages.</li> <li>2. Video clips on certain topics in MMSW are also available for the users to refer.</li> </ol>
	43	Are training sessions available after the implementation of MMSW?	Trainings are provided to the stakeholders before the implementation of MMSW. But training sessions can also be arranged after the implementation if required. Contact the MMSW Support team for further information on the matter.
MMSW SOP	44	If there is issue with MMSW, such as a technical issue or other issues that rendered for MMSW to not functionally, what is the next course of actions to be taken by the users/authorities?	Standard Operating Procedure (SOP) is available for MMSW. Please refer to the MMSW SOP to be followed when there is an issue with the MMSW.