



KEMENTERIAN PENGANGKUTAN  
MALAYSIA

# MMSW USER GUIDE

## For Government Officers

# MALAYSIA MARITIME SINGLE WINDOW (MMSW)

AGENCY NAME	:	PORT KLANG AUTHORITY
NAME OF MAIN AGENCY	:	MINISTRY OF TRANSPORT MALAYSIA
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## I. DOCUMENT DESCRIPTION

User Guide document serves as a detailing guide detailing the process of any systems. This user guide is prepared for the MMSW system, especially for the Government Officers, covering modules in Release 1 and Release 2. It's a guide that enables the officers to understand them with the necessary know-how to operate the MMSW, ensuring a smooth and efficient operation of MMSW by the officers. This document is essential for the officers involved in the operation of the MMSW system, providing a clear understanding of how the systems will behave and operate.

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## VII. ACRONYMS AND ABBREVIATIONS

No	Acronyms	Description
1	ATA	Actual Time of Arrival
2	ATD	Actual Time of Departure
3	BPA	Bintulu Port Authority
4	DNT	Dagang Net Technologies Sdn Bhd
5	ETA	Estimated Time of Arrival
6	ETB	Estimated Time of Berthing
7	ETD	Estimated Time of Departure
8	IDM	Immigration Department of Malaysia
9	IMO	International Maritime Organization
10	JPA	Johor Port Authority
11	KPA	Kemaman Port Authority
12	KtnPA	Kuantan Port Authority
13	MDM	Marine Department of Malaysia
14	MMSW	Malaysia Maritime Single Window
15	MSSP	A managed security service provider
16	MSW	Maritime Single Window
17	MOT	Ministry of Transport
18	MT	Mother Tanker
19	MV	Mother Vessel
20	P & I	Protection and Indemnity
21	PKA	Port Klang Authority
22	PPC	Penang Port Commission
23	PSA	Principal Shipping Agent
24	SCN	Ship Call Number

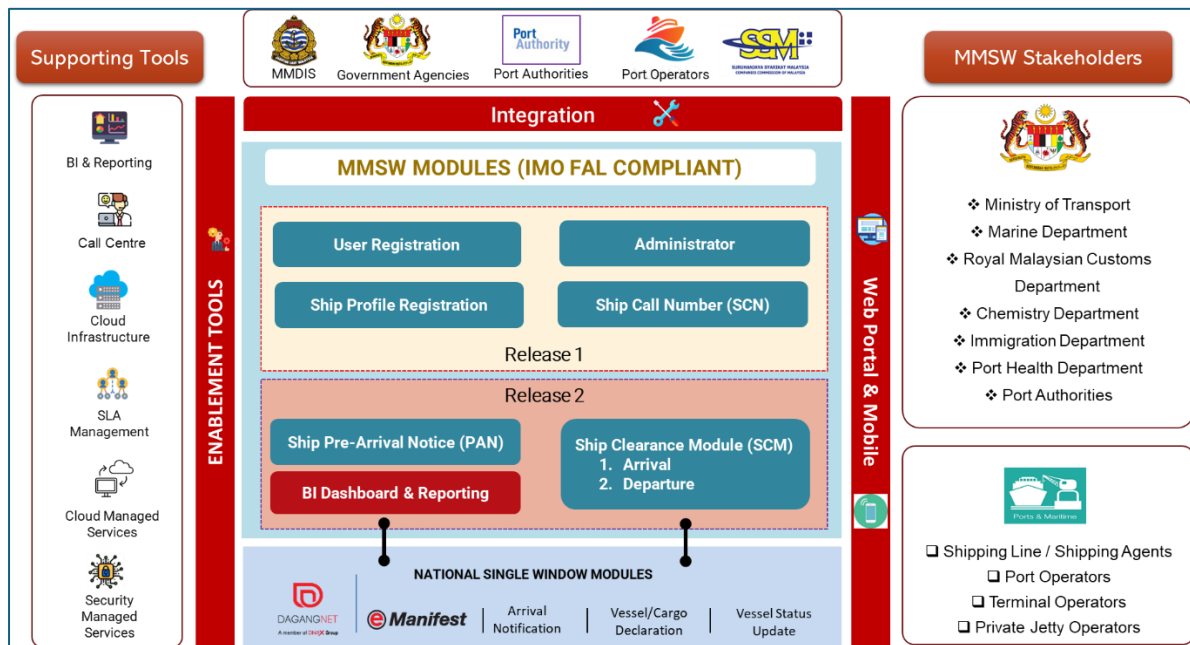
# 1. GENERAL INFORMATION

## 1.1 System Overview

In maritime business, there are various formalities involved such as redundant administrative work and manual documents exchange. The Maritime Single Window (MSW) concept enables all the entities involved in the maritime business process to input the data and information for all the stakeholders only once. In other words, MMSW is a single point of data entry for documentary requirements and procedures in maritime transport. Hence, it has significantly changed the process of information exchange between transport stakeholders, particularly in maritime transport and seaport business. Implementation of MSW as a single-entry point has the potential to harmonize and standardize the information exchange between commercial and administrative stakeholders and to provide fast, reliable, paperless, and efficient transactions.

MMSW includes the process integration of all stakeholders in the entire seaport ecosystem in Malaysia. The primary goal of the MMSW is to eliminate data redundancy in a way that the entered data is instantly visible in other systems, according to the set level of authorization and authentication.

The following diagram illustrates the system architecture of MMSW, the stakeholders for the MMSW, the supporting tools for MMSW and the touch points for the integration with other systems in maritime industry.



**Figure 1: MMSW Architecture Diagram**

The following table summarizes the functions of the modules, supporting tools, integration touch points and the stakeholders of MMSW.

### 1.1.1 MMSW Modules

MMSW has a few modules developed with different functions. The following table illustrates the modules for MMSW.

**Table 1: MMSW Modules and their Functions**

Module	Description
Administrator	This module is for the administration of the MMSW such as system maintenance, user maintenance etc.
User Registration	This module is used to register new company, creating user credentials, creating company branches and users in for the branches.
Ship Profile Registration	This module is used to register new vessels, amending the current ship profile as well as deleting the vessel ID from MMSW.
Ship Call Number (SCN) Generation	This module is for the shipping agents to apply for the Ship Call Number (SCN) for their vessels.
Ship Pre-Arrival Notice	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.
Arrival Clearance Module	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
Departure Clearance Module	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.
BI Dashboard and Reporting	High level information is available and can be viewed from this module. The data can then be converted into reports.

### 1.1.2 MMSW Stakeholders

The stakeholders for MMSW are those from the Public as well as Private sectors. The following table illustrates the Public and Private sectors.

**Table 2: The Stakeholders of MMSW**

Sector	Description
Government Agencies	<p>These are the list of Government agencies involved in the port operations in Malaysia.</p> <ol style="list-style-type: none"> <li>1. Ministry of Transport</li> <li>2. Marine Department of Malaysia</li> <li>3. Port Operators <ol style="list-style-type: none"> <li>a. Port Klang Authority</li> <li>b. Johor Port Authority</li> <li>c. Penang Ports Commission</li> <li>d. Kuantan Port Authority</li> <li>e. Kemaman Port Authority</li> <li>f. Melaka Port Authority</li> <li>g. Sabah Port Authority</li> <li>h. Kuching Port Authority</li> <li>i. Miri Port Authority</li> <li>j. Bintulu Port Authority</li> <li>k. Rajang Port Authority</li> </ol> </li> <li>4. Government Agencies <ol style="list-style-type: none"> <li>a. Royal Malaysia Customs Department</li> <li>b. Immigration Department of Malaysia</li> <li>c. Port Health Office</li> <li>d. Chemistry Department of Malaysia</li> <li>e. Royal Malaysian Police Department</li> </ol> </li> </ol>
Private Sector	<p>These are main players under the MMSW that involved in the applications for SCN, PAN and those involve in the operation of the ports in Malaysia.</p> <ol style="list-style-type: none"> <li>1. Shipping Agents/Lines</li> <li>2. Port/Terminal operators</li> <li>3. Jetty operators</li> </ol>

### 1.1.3 Supporting Tools

No system can run on its own without the tools or systems to support it operationally. The following table illustrates the tools or the support systems to support MMSW.

**Table 3: MMSW Supporting Systems/Tools**

Tools/Support System	Description
BI & Reporting	This is the engine used by MMSW to display the dashboard and generating the reports.
Call Centre	This is the MMSW support team to support the daily operations of MMSW. This center is available on 24x7 basis.
Cloud Infrastructure	This is the collection of hardware and software elements such as computing power, networking, storage, and others needed to run the MMSW.
SLA Management	The ongoing process of ensuring all provided services and processes are in alignment with the agreed-upon service level targets stipulated by the contract.
Cloud Managed Services	This is an application, service, or ecosystem in the cloud that a third-party organization manages. Cloud managed services include IT tasks, such as engineering on demand, operations management, 24/7 help desk support and hosting and implementation.
Security Managed Services	A managed security service provider (MSSP) offers network security services to an organization. As a third party, an MSSP can alleviate the strain on IT teams, as well as free up crucial time the organization needs to support and expand operations.

#### 1.1.4 Integration

MMSW needs to integrate with other systems run either by the Government or private entities to share data pertaining to vessels' information for their calling or departing to/from any ports in Malaysia. The following table illustrates the touch points for the integration between MMSW and other systems.

**Table 4: Integration Touch Points of MMSW**

Systems	Description
MMDIS	The Malaysia Marine Department Information System (MMDIS) is the system developed and run by Marine Department of Malaysia.
Government Agencies	These are Government agencies with the systems to be integrated with MMSW.
Port Authorities	There are certain Port Authorities in Malaysia with their backend system to support the operation of the ports.

Systems	Description
	Examples of the backend system owned and run by the Port Authorities are PKNET (Port Klang Authority) and eGateway (Johor Port Authority)
Port Operators	Data from MMSW needs to be shared with the Port Operators or Terminal Operators for their operational needs and invoicing.
National Single Windows Modules	This is the system owned by the Government of Malaysia that offer services for the shipping agents to apply for the SCN. The integration between MMSW and NSW will enable of the data to be shared between these two systems.

## 1.2 Project References

This User Guide is prepared based on MMSW implementation guidelines. Requirement Gathering, discussion and walkthrough sessions with the stakeholders were used for the preparation of this document.

## 1.3 Helpdesk/Points of Contact Information

Should any user face some issue, query or trouble with regards to the usage of the MMSW, the user can get in touch with the personnel from the MMSW Support team from Dagang Net Technologies Sdn Bhd (DNT).

The table below details out the contact number and email address to contact the contact center. The contact center is available on 24x7 basis.

**Table 5: MMSW Support Contact Information**

Point of Contact	Contact Number	E-mail
MMSW Support Careline Number	1300133133	<a href="mailto:mmsw_support@dagangnet.com">mmsw_support@dagangnet.com</a>
MMSW Support WhatsApp	010-4475838	<a href="mailto:mmsw_support@dagangnet.com">mmsw_support@dagangnet.com</a>

## 2. ABOUT THIS DOCUMENT

### 2.1 Objective

The purpose of this document is to provide an overview of the MMSW system. It provides detailed instructions for day-to-day operational tasks to the government officers associated with the MMSW application.

This document explains the various modules of the MMSW system and how to use the MMSW system. The main objective of this document is to introduce the MMSW application to various users and list all entities that can use the application.

### 2.2 Scope

This document explains the various modules of the MMSW system and how to use the MMSW system.

### 2.3 Target Audience

This document is meant for the officers of the Government agencies involved in the operations of vessels arriving to and departing from any ports in Malaysia.

### 2.4 Organization of the Manual

The different sections of the User Guide consist of the following:

**Table 6: Sections in the Users' Guide**

Sections	Description
<b>Sections 1</b>	These sections detail the general information like System Overview, Points of Contact Information/Help Desk, General information about the MMSW system, Information about the document.
<b>Section 2</b>	This section is on the information of the document, the objectives, scope and the target audience.
<b>Section 3</b>	This section details the user access level that can be set in MMSW.
<b>Section 4</b>	This section guides the users on how to get started with MMSW, the application link to access, login, Forgot Password, Change Password and Logout procedures.
<b>Section 5</b>	This section details the System Interface details of the application like the Header, Menu Bar and Work Area. It also lists the Common buttons and icons used in the application.

<b>Sections</b>	<b>Description</b>
<b>Section 6</b>	This section details the Other Interface Elements in the application like Export to Excel, Sort functionality etc. It also details the mandatory field conventions used in the application.
<b>Section 7</b>	This section details the System menu (i.e. Modules and Sub Modules of the system) and Exiting the System.
<b>Section 8</b>	This section guides the officers on the MMSW's Ship Registration Module, including the approval sections needs to be performed by the officers.
<b>Section 9</b>	This section guides the users on the MMSW's Pre-Arrival Notification module, including the approval section by the Port Authority Officers or Marine Department officers.
<b>Section 10</b>	This section guides the officer approval of the Arrival Clearance/FAL request sent by the shipping agents. Apart from approving the request, the officers also have the privilege to reject or to instruct for the vessel to be physically inspected or quarantined. The officers also have the authority to reject the request.
<b>Section 11</b>	This section guides the officer on the approval of the Departure Clearance request sent by the shipping agents. Apart from approving the request, the officers also have the privilege to reject the request.
<b>Section 12</b>	This section consists of the list of the error messages available in MMSW and how the officers/users can solve the issues with regards to the errors.

## 3 SYSTEM SUMMARY

### 3.1 User Access Levels

Access to different modules and screens is provided only to the authorized users/respective stakeholders.

Different Users of the system are as per the following table:

**Table 7: Users of the MMSW System**

No	Stakeholders
1	Ministry of Transport Officers
2	Marine Department of Malaysia Officers
3	Port Authority Officers
4	Immigration Department of Malaysia Officers
5	Royal Malaysian Customs Department's Officers
6	Port Health Officers
7	Chemistry Department Officers
8	Port Operator Officers
9	Terminal Operator Officers
10	Private Jetty Officers
11	Shipping Agents

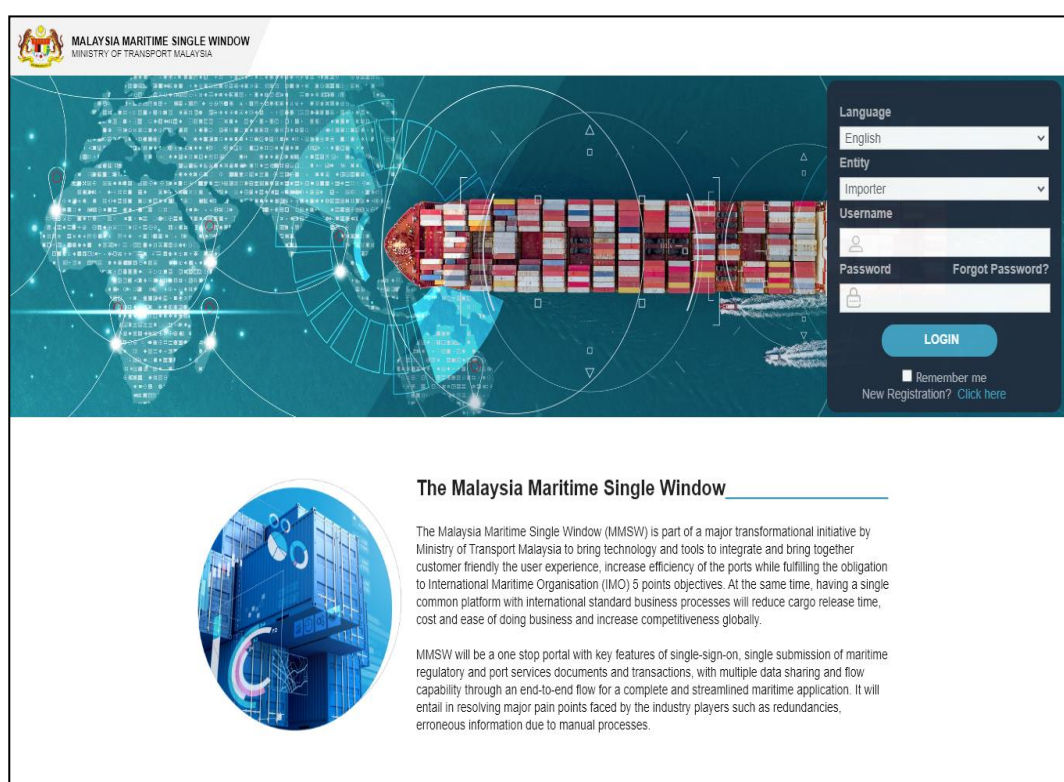
## 4 GETTING STARTED

### 4.1 Log-in Procedure

Registered stakeholders who already have their User ID and Password can login to MMSW as shown below:

- i. From the web browser, type the MMSW URL <https://mmsw.gov.my> and press the **<ENTER>** key. The MMSW login screen is displayed as shown in the figure below:

**Note: The supported web browser are Google Chrome, Microsoft Edge, Mozilla Firefox and Internet Explorer.**



**Figure 2: MMSW Landing Page**

- ii. The application supports two languages viz. English and Bahasa Malaysia. Users can select any one of the languages from the Language dropdown before logging in to the application. On selecting language as Bahasa Malaysia, the application will display all text in local Bahasa Malaysia language.
- iii. Select the Entity name with which user has registered from the Entity dropdown list. Enter the valid Username and Password in the respective text boxes, and click the **<Login>** button as shown in the screen below:

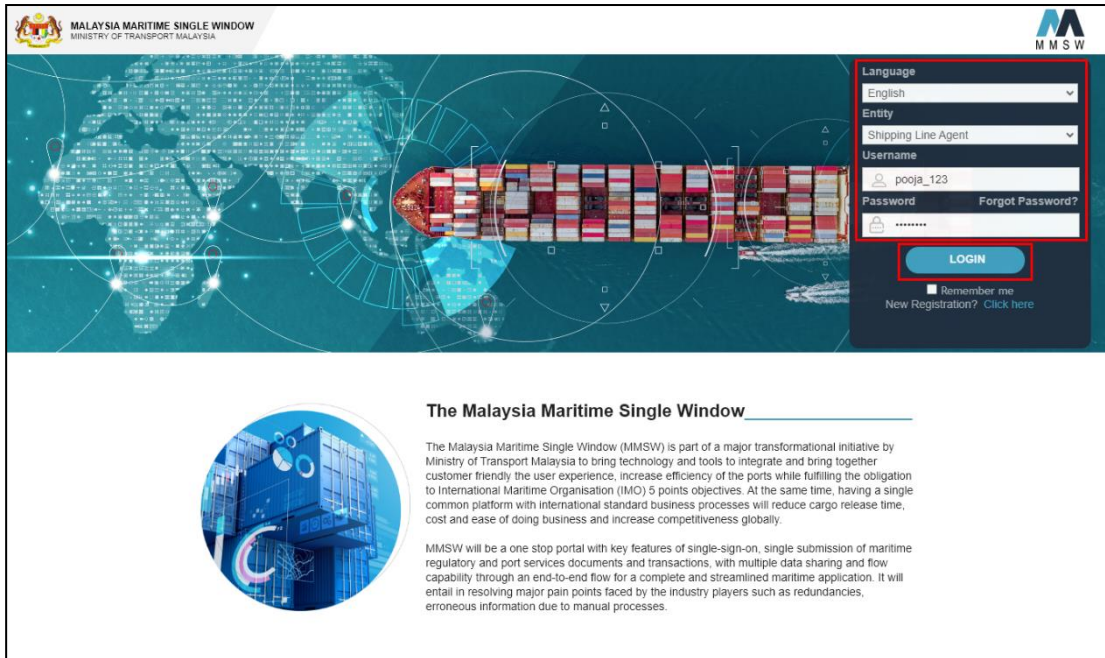


Figure 3: MMSW Login-in Details Page

- iv. The Home Page will be displayed upon successful login. The Home Page being displayed will depend on the login ID and password used by the user.

**Note: When user logs into the application for the first time, system asks user to accept the terms and conditions and to change the password**

## 4.2 Forgot Password

When a registered stakeholder forgets the password then the below steps can be followed:

- i. On the login page of MMSW, click the **Forgot Password?** link as shown in the screen below:

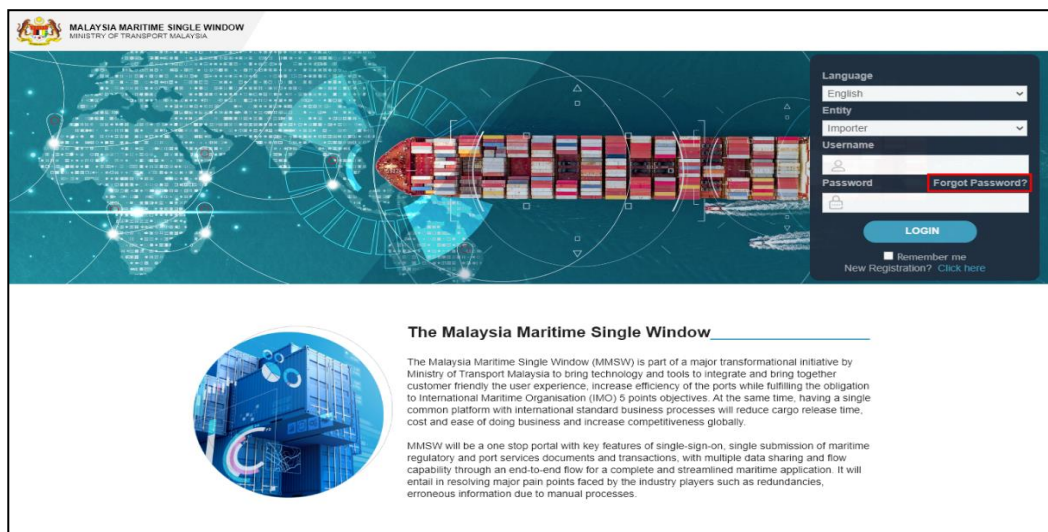
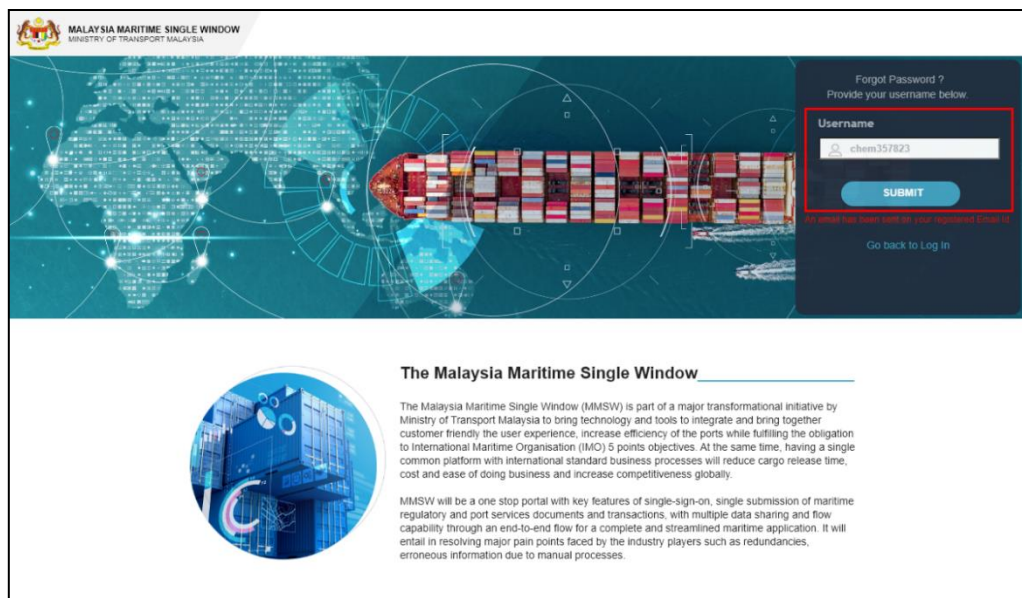


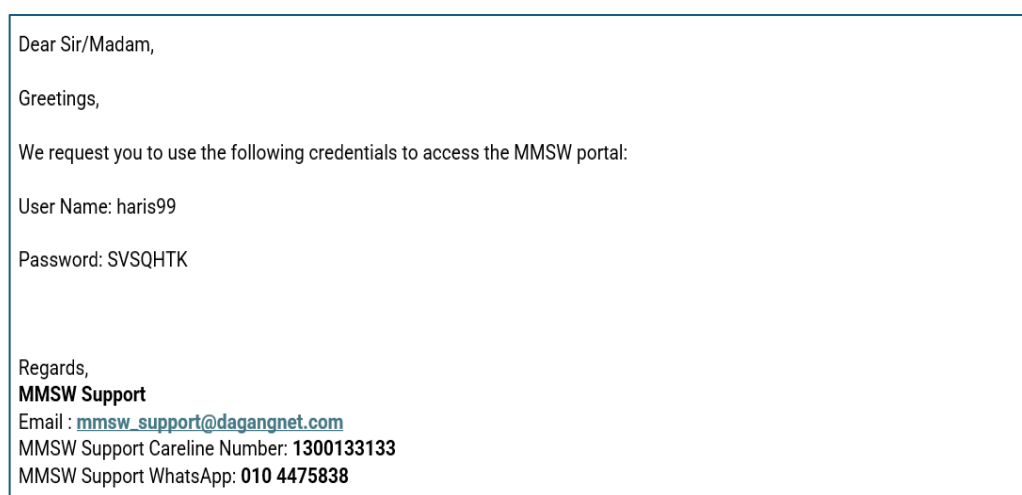
Figure 4: MMSW Forgot Password Page

- ii. This will display the below screen where the user will need to enter the Username and click the **<Submit>** button:



**Figure 5: MMSW Forgot Password Submit Menu**

- iii. The user will then receive an email message that in the user's registered email ID as shown in the screen below with the new system-generated password.



**Figure 6: Forgot email from MMSW**

- iv. The user can then use the login ID with the new password to login to MMSW.

### 4.3 Change Password

It is advisable that the user changes the log in password at regular intervals. To change the password, the user should follow the steps mentioned below:

- i. Login into the MMSW application using appropriate login credentials. In the MMSW Home Page, click the **Welcome → Change Password** menu as shown in the figure below:

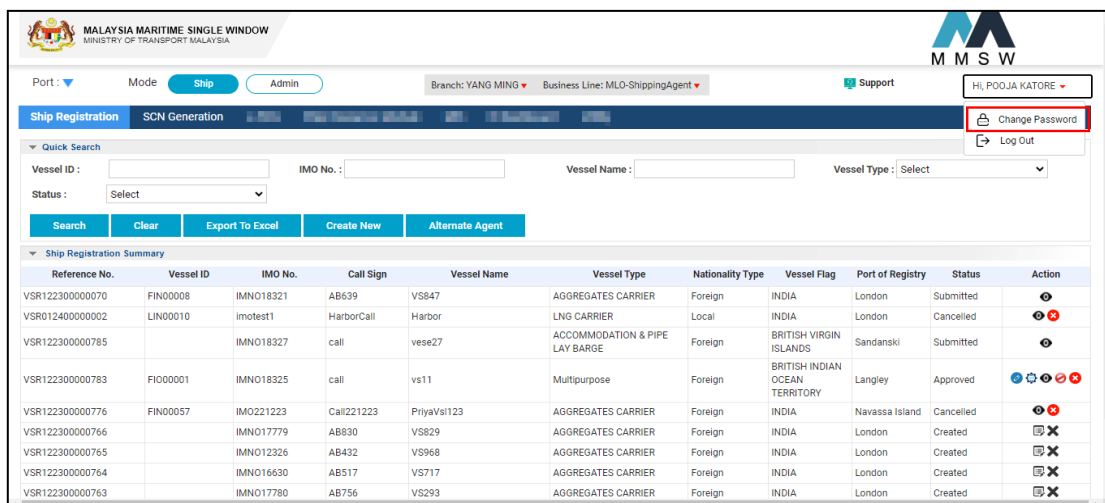


Figure 7: MMSW Change Password Menu

- ii. Change Password screen appears as shown in the figure below:

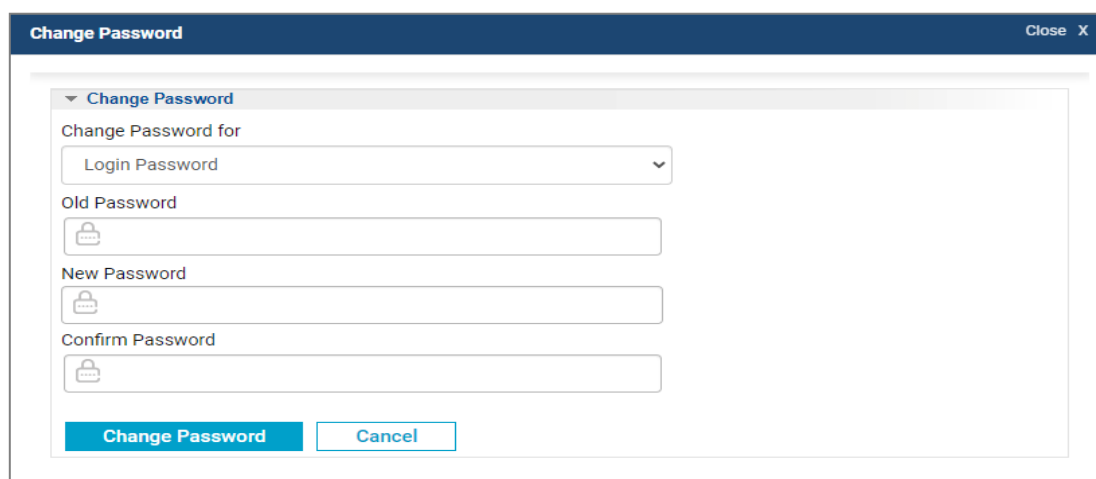
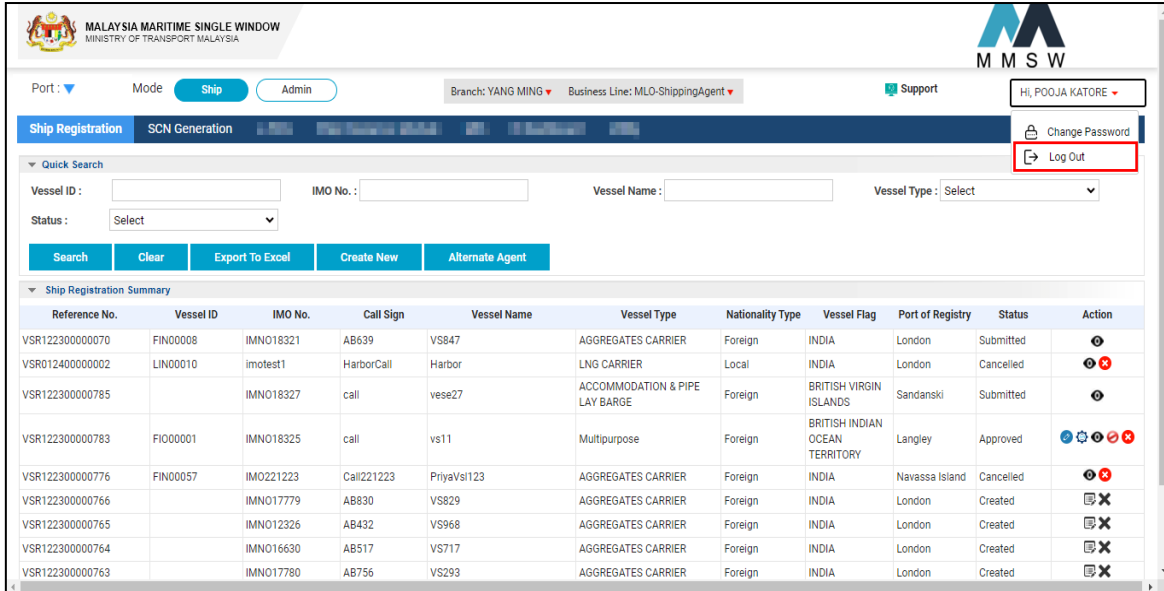


Figure 8: Change Password Screen

- iii. While entering the new password, the user needs to follow the instructions given on the screen.
- iv. Enter the old and new password and click the **<Change Password>** button. A confirmation pop-up appears on the screen saying, "Your password has been changed successfully".
- v. User will be redirected to login page then needed to login back.
- vi. Henceforth user needs to login with the new password.

#### 4.4 Logout Procedure

On clicking the **Welcome** → **Log Out** menu, the user will be logged out from the application and the Login page will be displayed.



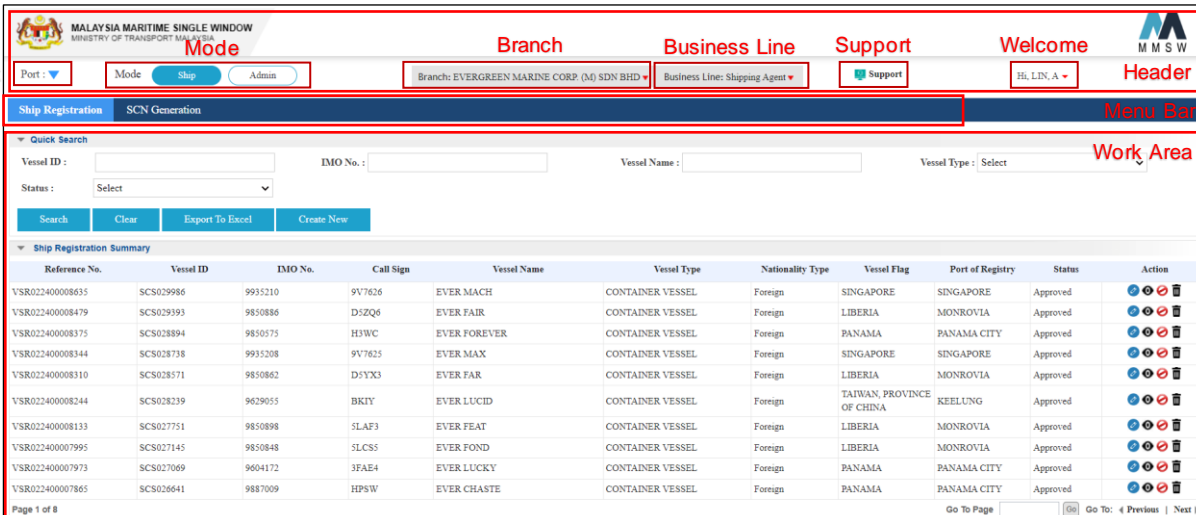
The screenshot shows the MMSW user interface. At the top right, there is a user profile dropdown menu with the text "HI, POOJA KATORE". A red box highlights the "Log Out" option in this menu. Below the header, there are navigation tabs for "Ship Registration" and "SCN Generation". A "Quick Search" section contains input fields for "Vessel ID", "IMO No.", "Vessel Name", and "Vessel Type", along with a "Status" dropdown. Below this are buttons for "Search", "Clear", "Export To Excel", "Create New", and "Alternate Agent". The main content area displays a "Ship Registration Summary" table with columns for Reference No., Vessel ID, IMO No., Call Sign, Vessel Name, Vessel Type, Nationality Type, Vessel Flag, Port of Registry, Status, and Action.

Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Status	Action
VSR12230000070	FIN00008	IMNO18321	AB639	VS847	AGGREGATES CARRIER	Foreign	INDIA	London	Submitted	
VSR012400000002	LIN00010	imotest1	HarborCall	Harbor	LNG CARRIER	Local	INDIA	London	Cancelled	
VSR122300000785		IMNO18327	call	vese27	ACCOMMODATION & PIPE LAY BARGE	Foreign	BRITISH VIRGIN ISLANDS	Sandanski	Submitted	
VSR122300000783	FIO00001	IMNO18325	call	vs11	Multipurpose	Foreign	BRITISH INDIAN OCEAN TERRITORY	Langley	Approved	
VSR122300000776	FIN00057	IMO221223	Call221223	PriyaVsl123	AGGREGATES CARRIER	Foreign	INDIA	Navassa Island	Cancelled	
VSR122300000766		IMNO17779	AB830	VS829	AGGREGATES CARRIER	Foreign	INDIA	London	Created	
VSR122300000765		IMNO12326	AB432	VS968	AGGREGATES CARRIER	Foreign	INDIA	London	Created	
VSR122300000764		IMNO16630	AB517	VS717	AGGREGATES CARRIER	Foreign	INDIA	London	Created	
VSR122300000763		IMNO17780	AB756	VS293	AGGREGATES CARRIER	Foreign	INDIA	London	Created	

Figure 9: Logout Menu

## 5 SYSTEM INTERFACE

The following sections will elaborate on the system interfaces available in the MMSW system.



The screenshot shows the MMSW System Interface. The interface is divided into three main sections: Header, Menu Bar, and Work Area.

**Header:** Contains the Malaysia Maritime Single Window logo, Ministry of Transport Malaysia, and navigation options: Port (dropdown), Mode (Ship, Admin), Branch (EVERGREEN MARINE CORP. (M) SDN BHD), Business Line (Shipping Agent), Support, and Welcome (Hi, LIN, A). The MMSW logo is also present in the top right.

**Menu Bar:** Includes Ship Registration, SCN Generation, and Menu Bar.

**Work Area:** Features a Quick Search section with fields for Vessel ID, IMO No., Vessel Name, and Vessel Type, along with a Status dropdown and buttons for Search, Clear, Export To Excel, and Create New. Below this is a Ship Registration Summary table.

Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Status	Action
VSR022400008635	SCS029986	9935210	9V7626	EVER MACH	CONTAINER VESSEL	Foreign	SINGAPORE	SINGAPORE	Approved	[Icons]
VSR022400008479	SCS029393	9850886	D5ZQ6	EVER FAIR	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	[Icons]
VSR022400008375	SCS028894	9850575	H3WC	EVER FOREVER	CONTAINER VESSEL	Foreign	PANAMA	PANAMA CITY	Approved	[Icons]
VSR022400008344	SCS028738	9935208	9V7825	EVER MAX	CONTAINER VESSEL	Foreign	SINGAPORE	SINGAPORE	Approved	[Icons]
VSR022400008310	SCS028571	9850862	D5YX3	EVER FAR	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	[Icons]
VSR022400008244	SCS028239	9629055	BKIY	EVER LUCID	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	[Icons]
VSR022400008133	SCS027751	9850898	SLAF3	EVER FEAT	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	[Icons]
VSR022400007995	SCS027145	9850848	SLCS5	EVER FOND	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	[Icons]
VSR022400007973	SCS027069	9604172	3FAE4	EVER LUCKY	CONTAINER VESSEL	Foreign	PANAMA	PANAMA CITY	Approved	[Icons]
VSR022400007865	SCS026641	9887009	HPSW	EVER CHASTE	CONTAINER VESSEL	Foreign	PANAMA	PANAMA CITY	Approved	[Icons]

Figure 10: MMSW System Interface

As seen in the above figure, the screen is divided into 3 parts namely Header, Menu Bar, and Work Area.

### 5.1 Header

The Header comprises the topmost row of the screen:

- i. **Port:** The user can navigate between the Ports using this dropdown menu.
- ii. **Mode:** The user can navigate between modules using this dropdown menu.
- iii. **Branch:** Displays the name of the Branch the user belongs to.
- iv. **Business Line:** The user can switch easily between the Business Lines selected for that organization e.g. Shipping Agent etc. Only those Business Lines that were selected by the user while registration of a new user will be seen. For more details, refer to the [Section 8 - User Registration module](#).
- v. **Support:** Click this link to access the helpdesk portal.
- vi. **Welcome:** Displays the name of the user who is logged in the application. On clicking this link, the Change Password and Log Out menus are displayed.
  - a. **Change Password:** On clicking this link, the Change Password screen is displayed. Refer to the [Section 4.3 - Change Password](#) section to change the Password.
  - b. **Log Out:** On clicking this link, the user will be logged out from the application, and the Login page will be displayed.

## 5.2 Menu Bar

Modules are placed in the Menu Bar in a row below the Header as shown in the screen above. All modules under the MMSW can be accessible from this Menu Bar. The modules available in the MMSW Release 1 are Ship Registration and SCN Generation.














## 5.3 Work Area

The Work Area is placed below the Menu Bar. When you select the screen from the Menu Bar, the selected screen is displayed in the Work Area.

## 5.4 Common Buttons and Icons

Following are the common buttons and icons used in the MMSW system:

**Table 8: MMSW Common Buttons and Icons**

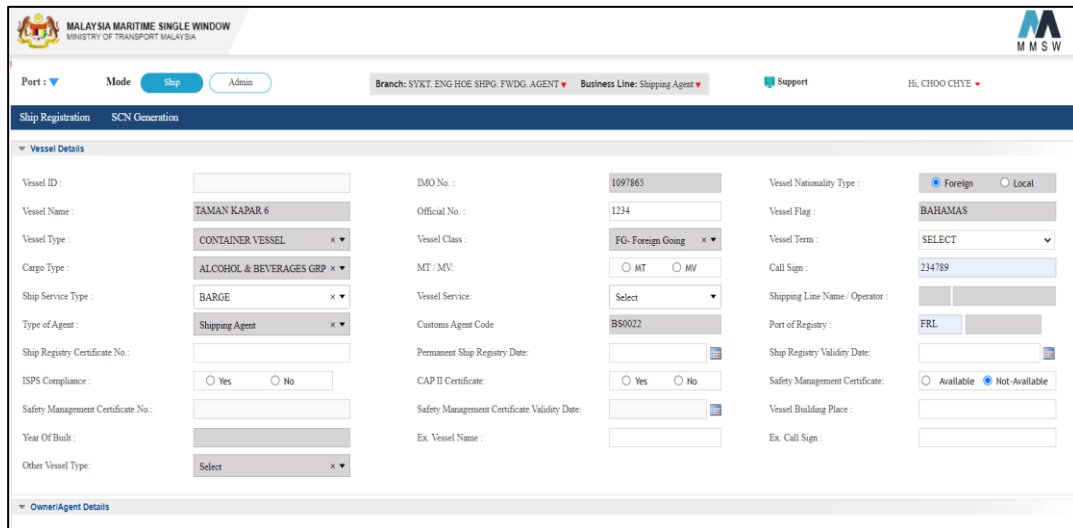
Button/Icon	Description
	View
	Activate
	Update Vessel Details or Update ETA/ETD
	Suspend
	View Rejection Remarks
	Cancel Vessel ID or Cancel SCN
	Edit
	Delete
	Add New Row
	Delete Row
	Reset
	Role
	eDocket

## 6 OTHER INTERFACE ELEMENTS

This section provides details about other interface elements.

### 6.1 Mandatory fields

- i. All fields in the application having a **dark grey background** are mandatory as shown in the following figure:



The screenshot shows the 'Ship Registration' form in the MMSW system. The form is divided into sections: 'Vessel Details' and 'Owner/Agent Details'. In the 'Vessel Details' section, the following fields are highlighted in dark grey, indicating they are mandatory: Vessel Name (TAMAN KAPAR 6), Vessel Type (CONTAINER VESSEL), Cargo Type (ALCOHOL & BEVERAGES GRP), Ship Service Type (BARGE), Type of Agent (Shipping Agent), Vessel Class (FG- Foreign Going), MT / MV (radio buttons), Vessel Service (Select), Customs Agent Code (BS0022), Vessel Nationality Type (Foreign), Vessel Flag (BAHAMAS), Vessel Term (SELECT), Call Sign (234789), Shipping Line Name / Operator, Port of Registry (FRL), Ship Registry Validity Date, CAP II Certificate (radio buttons), Safety Management Certificate Validity Date, and Ex. Vessel Name. Other fields like Vessel ID, IMO No., Official No., Vessel ID, Vessel Flag, Vessel Term, Call Sign, Shipping Line Name / Operator, Port of Registry, Ship Registry Validity Date, ISPS Compliance, Safety Management Certificate No., Year of Built, Other Vessel Type, Permanent Ship Registry Date, CAP II Certificate, Safety Management Certificate, Vessel Building Place, and Ex. Call Sign are not highlighted.

**Figure 11: MMSW Screen Mandatory Fields (Highlighted in Dark Colour)**

- ii. If you click the **<Save>** button before capturing information in the mandatory fields, a message box or message on top of the screen will be displayed as shown in the below screenshot. The listed messages as per the screenshot below are corresponding to the mandatory fields that are not being filled-in when saving the application.



The screenshot shows a 'Message' pop-up dialog box with a 'Close X' button in the top right corner. The message text lists the following error messages for mandatory fields that were not filled in:

- Please enter Shipping Line Name / Operator.
- Please enter Port Of Registry.
- Please enter Year Of Built.
- Please enter Charterer City.
- Please enter PSA Code.
- Please enter PSA Name.
- Please select Position of Bridge.
- Please enter Gross Tonnage.
- Please enter Vessel Capacity.
- Please select Other Vessel Type.
- Please enter Name of P & I Club.
- Please enter P & I Validity Upto.
- Please Upload Ship Registry Certificate Document
- Please Select Document Expiry Date for Ship Registry Certificate
- Please Upload Tonnage Certificate Document
- Please Select Document Expiry Date for Tonnage Certificate
- Please Upload Load Line Certificate Document
- Please Select Document Expiry Date for Load Line Certificate
- Please Upload Class Certificate Document
- Please Select Document Expiry Date for Class Certificate

An 'Ok' button is located at the bottom right of the message box.

**Figure 12: Save Button Pop-up Message when Mandatory Fields not Filled.**

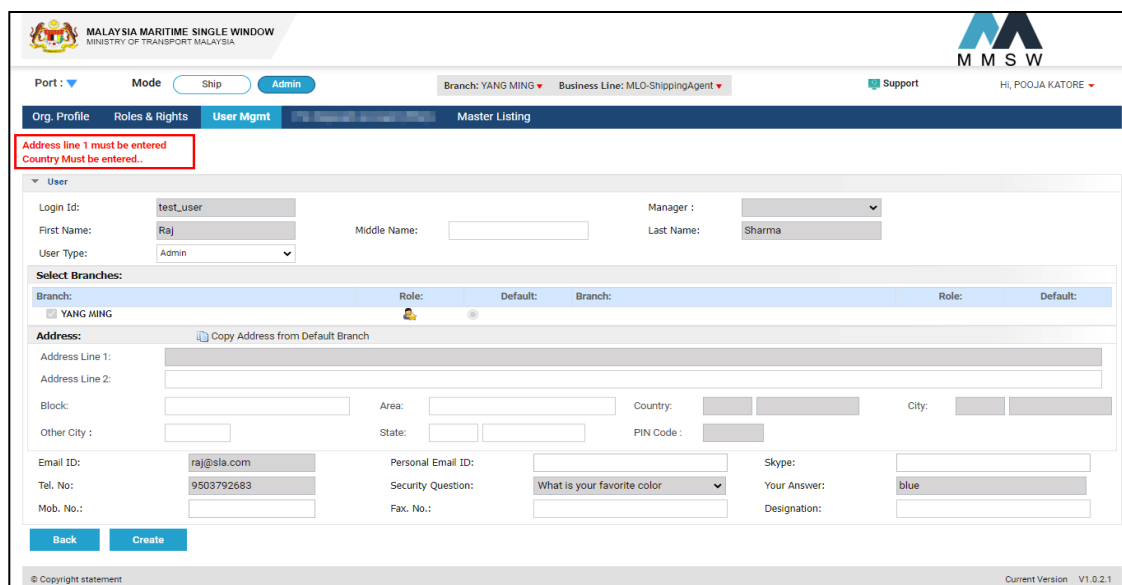


Figure 13: MMSW System Interface's Error Message

## 6.2 Report Generation

The records available or saved in the MMSW application can be exported to an Excel file format and downloaded on the local hard drive in the downloads folder. The **<Export To Excel>** button is located in all the Quick Search screens as shown below:

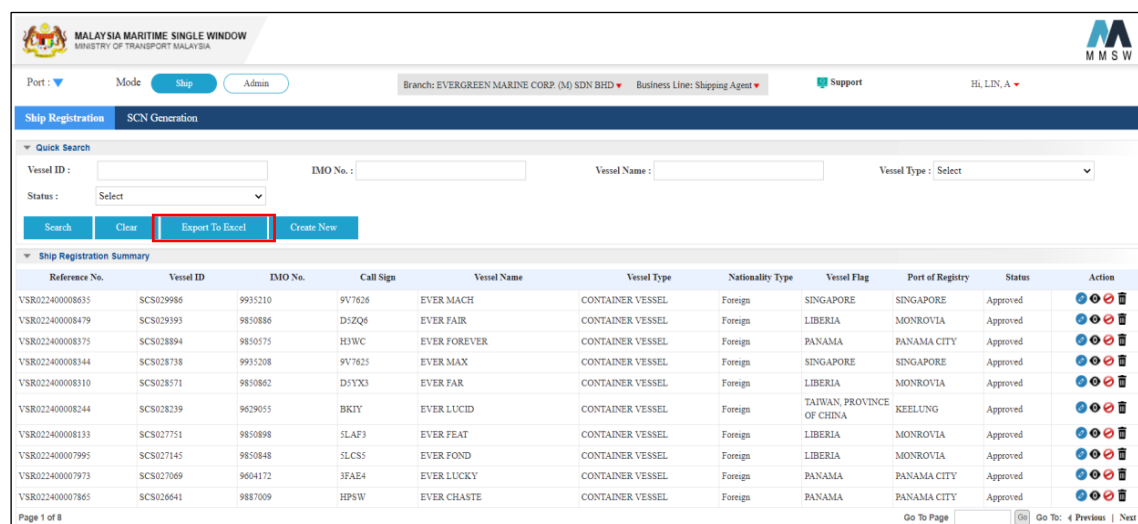
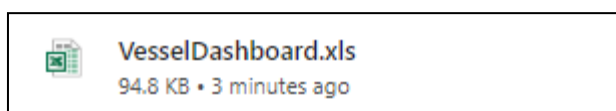


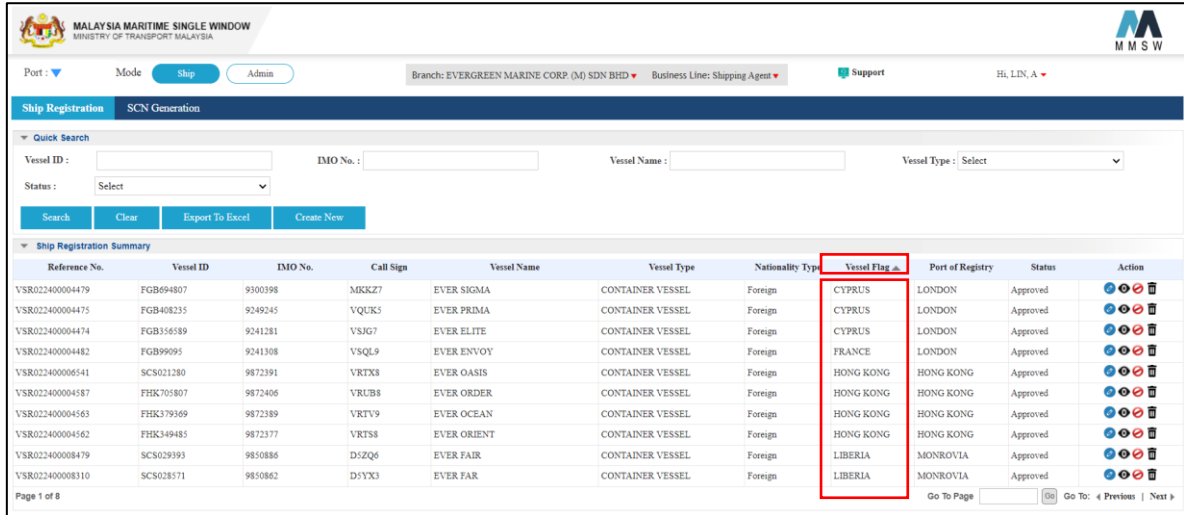
Figure 14: MMSW Button to Export Data to Excel Format

Click the **<Export To Excel>** button to export the records to an Excel file format. The Excel file is downloaded to the **Downloads** folder as shown below:



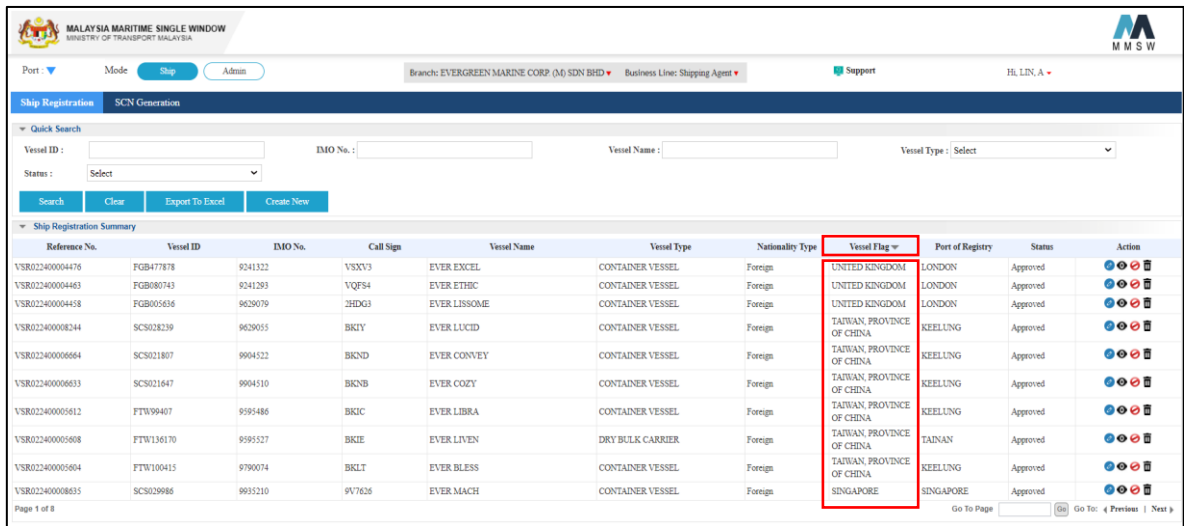
### 6.3 Sort Functionality

In Quick Search screens, when you click on the column name (highlighted in the following figure), the system will display the records in an ascending or descending order as shown below:



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag ▲	Port of Registry	Status	Action
VSR022400004479	FGB694807	9300398	MKKZ7	EVER SIGMA	CONTAINER VESSEL	Foreign	CYPRUS	LONDON	Approved	
VSR022400004475	FGB408235	9249245	VQKJ5	EVER PRIMA	CONTAINER VESSEL	Foreign	CYPRUS	LONDON	Approved	
VSR022400004474	FGB356589	9241281	VSJG7	EVER ELITE	CONTAINER VESSEL	Foreign	CYPRUS	LONDON	Approved	
VSR022400004482	FGB99095	9241308	VSQJ9	EVER ENVOY	CONTAINER VESSEL	Foreign	FRANCE	LONDON	Approved	
VSR022400006541	SCS021280	9872391	VRTX3	EVER OASIS	CONTAINER VESSEL	Foreign	HONG KONG	HONG KONG	Approved	
VSR022400004587	FHK705807	9872406	VRUB8	EVER ORDER	CONTAINER VESSEL	Foreign	HONG KONG	HONG KONG	Approved	
VSR022400004563	FHK379569	9872389	VRTV9	EVER OCEAN	CONTAINER VESSEL	Foreign	HONG KONG	HONG KONG	Approved	
VSR022400004562	FHK349485	9872377	VRTS8	EVER ORIENT	CONTAINER VESSEL	Foreign	HONG KONG	HONG KONG	Approved	
VSR022400008479	SCS029393	9850886	DSZQ6	EVER FAIR	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	
VSR022400008310	SCS028571	9850862	DSYX3	EVER FAR	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	

Figure 15: MMSW Listing with Sorted Vessel Flag (Ascending)



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag ▼	Port of Registry	Status	Action
VSR022400004476	FGB477878	9241322	VSXV3	EVER EXCEL	CONTAINER VESSEL	Foreign	UNITED KINGDOM	LONDON	Approved	
VSR022400004463	FGB080743	9241293	VQFS4	EVER ETHIC	CONTAINER VESSEL	Foreign	UNITED KINGDOM	LONDON	Approved	
VSR022400004458	FGB005636	9629079	JHDG3	EVER LISSOME	CONTAINER VESSEL	Foreign	UNITED KINGDOM	LONDON	Approved	
VSR022400008244	SCS028239	9629055	BKTY	EVER LUCID	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	
VSR022400006664	SCS021807	9904522	BKND	EVER CONVEY	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	
VSR022400006633	SCS021647	9904510	BKNB	EVER COZY	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	
VSR022400005612	FTW99407	9595486	BKIC	EVER LIBRA	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	
VSR022400005608	FTW136170	9595527	BKIE	EVER LIVEN	DRY BULK CARRIER	Foreign	TAIWAN, PROVINCE OF CHINA	TAINAN	Approved	
VSR022400005604	FTW100415	9790074	BKLT	EVER BLESS	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	
VSR022400008635	SCS029986	9935210	9V7626	EVER MACH	CONTAINER VESSEL	Foreign	SINGAPORE	SINGAPORE	Approved	

Figure 16: MMSW Listing with Sorted Vessel Flag (Descending)

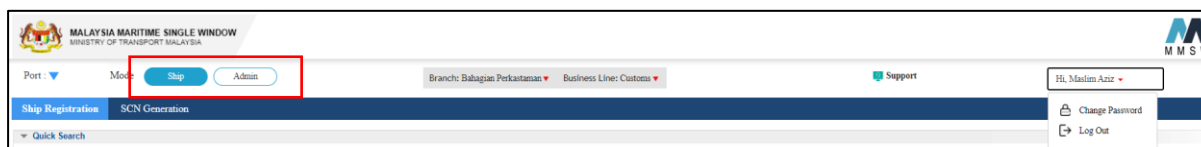
The ascending ▲ icon in the column name indicates that records are sorted in ascending order.

The descending ▼ icon in the column name indicates that records are sorted in descending order.

## 7 HOME PAGE

### 7.1 System Menu

The Modules and Sub Modules of the MMSW application are as follows:



**Figure 17: MMSW Modules**

The table below explains the modules in MMSW:

**Table 9: MMSW Modules and their Sub-modules**

Mode	Modules	Description
Ship	Ship Registration	Shipping Agents to register the vessels
	SCN Generation	Module to apply for the Ship Call Number
	Pre-Arrival Notification	Module to notify the Port Authority/Marine Department Officers on the ship arrival
	Arrival Clearance	Module to apply for the Ship Clearance during the ship arrival
	Departure Clearance	Module to apply for the Ship Clearance during before the ship departure.
Admin	Organization Profile	Update View Branches Create Branch
	Roles & Rights	Create View
	User Management	View Users Create User
	Master Listing	Master Listing

### 7.2 Exit System

To exit from the system the user has to log out. On clicking the **Welcome → Log Out** menu, the user will be logged out from the application and the Login page will be displayed.

## 8 SHIP REGISTRATION MODULE

The ship must be registered before entering the port with the central authority Marine Department. The Marine department will generate a Vessel ID. Vessel ID is valid for all ports in Malaysia. You can generate multiple types of Vessel ID's.


This module allows the Shipping Agent/Marine Department to perform the following operations:

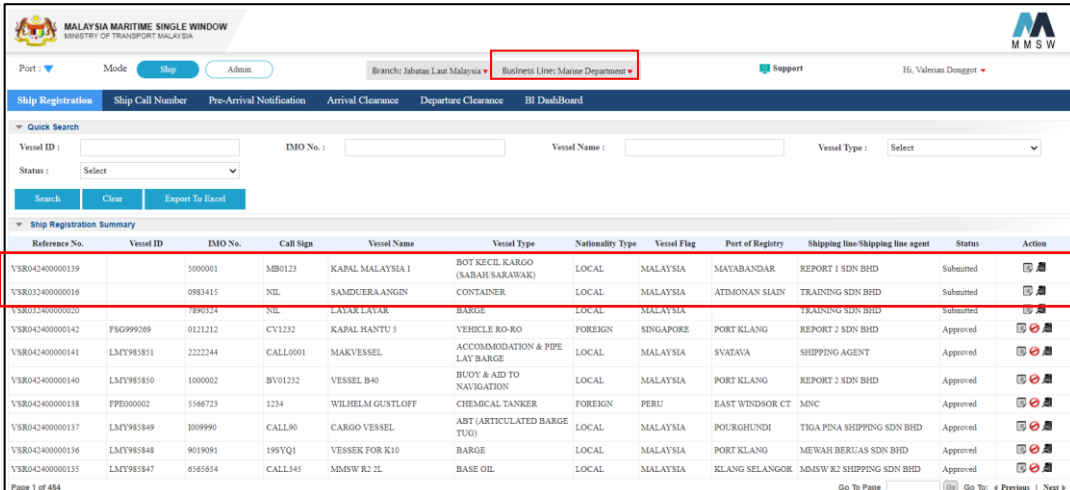
- Shipping Agent, to submit the Ship Registration request to the Marine Department.
- Shipping Agent to view vessel Details, update vessel details, suspend vessel temporarily, reactivate suspended vessel and cancel Vessel ID.
- Marine Department to Approve/Reject the Ship Registration request.
- Marine Department to Suspend the vessel and reactivate the suspended vessel.





















### 8.1 Approve/Reject Ship Registration – Port Authority/Marine Department

➤ **Access Path: Ship Registration → Ship Registration**

**To Approve the ship registration request, Marine Department Officer has to perform the following steps:**

- Login as Marine Department Officer using the login ID assigned.
- Navigate to Ship Registration → Ship Registration → Pre-Arrival Notification screen.
- Search the record based on SCN number or by using Previous/Next links.
- Click Edit (  ) icon to view the Ship Registration request send by the Shipping Agent.



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Shipping Line/Shipping Agent	Status	Action
YSR042400000139		5000001	MB0123	KAPAL MALAYSIA 1	BOT KECIL KARGO (SABAH SARAWAK)	LOCAL	MALAYSIA	MAYABANDAR	REPORT 1 SDN BHD	Submitted	 
YSR032400000016		0983415	NIL	SAMDUCERAANGIN	CONTAINER	LOCAL	MALAYSIA	ATDMONAN SAIN	TRAINING SDN BHD	Submitted	 
YSR032400000020		7890324	NIL	LAYAK LAYAK	BARGE	LOCAL	MALAYSIA		TRAINING SDN BHD	Submitted	 
YSR042400000142	FG999269	0121212	CV1232	KAPAL HANTU 5	VEHICLE RO-RO	FOREIGN	SINGAPORE	PORT KLANG	REPORT 2 SDN BHD	Approved	 
YSR042400000141	LMTY985851	2222244	CALL0001	MAKVESSEL	ACCOMMODATION & PIPE LAY BARGE	LOCAL	MALAYSIA	SVATAVA	SHIPPING AGENT	Approved	 
YSR042400000140	LMTY985850	1000002	BV01232	VESSEL B40	BUOY & AID TO NAVIGATION	LOCAL	MALAYSIA	PORT KLANG	REPORT 2 SDN BHD	Approved	 
YSR042400000138	FPED00002	5586723	1234	WILHELM GUSTLOFF	CHEMICAL TANKER	FOREIGN	PERU	EAST WINDSOR CT	MNC	Approved	 
YSR042400000137	LMTY985849	1009990	CALL90	CARGO VESSEL	ABT (ARTICULATED BARGE TUG)	LOCAL	MALAYSIA	POURGHUNDI	TIGA PINA SHIPPING SDN BHD	Approved	 
YSR042400000136	LMTY985848	9019091	195YQ1	VESSEK FOR K10	BARGE	LOCAL	MALAYSIA	PORT KLANG	MEWAH BERUAS SDN BHD	Approved	 
YSR042400000135	LMTY985847	6585854	CALL345	MMSW R2 2L	BASE OIL	LOCAL	MALAYSIA	KLANG SELANGOR	MMSW R2 SHIPPING SDN BHD	Approved	 

**Figure 18: Ship Registration Status at Marine's Department Screen**

- Marine Department can edit the record and approve/reject the request as shown below:

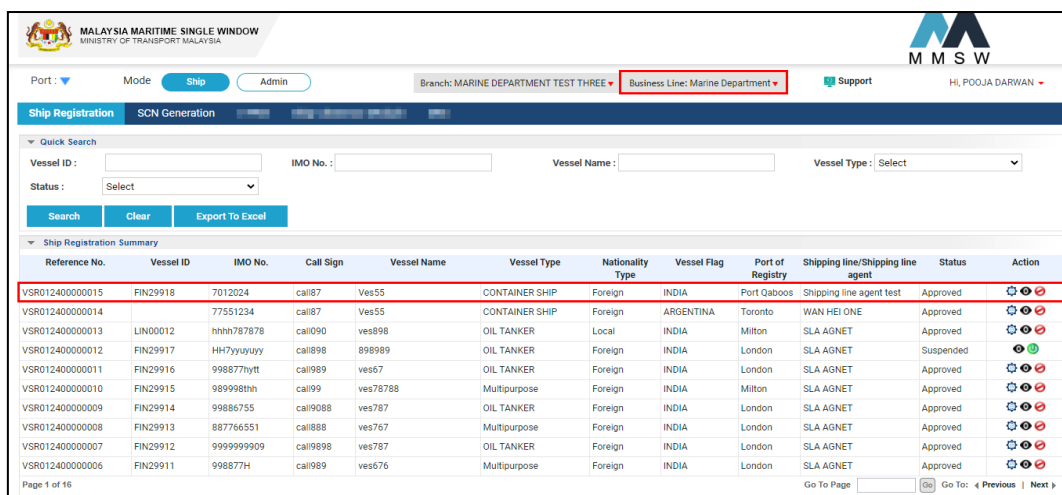
The screenshot displays the 'Ship Registration' form in the MMSW system. The form is divided into several sections:

- Header:** Includes 'Port', 'Mode' (Ship/Admin), 'Branch: MARINE DEPARTMENT TEST THREE', and 'Business Line: Marine Department'.
- Vessel Details:** Fields for Vessel ID, Name (Ves55), Type (CONTAINER SHIP), Class (FG- Foreign Going), Agency (Shipping Agent), and various certificates (ISPS, Safety Management, CAP II).
- Owner/Agent Details:** Fields for Owner Name (Ramesh S), Charterer Name (Ravi M), and Ship Agent Name (Shipping line agent test).
- Vessel Dimension:** Fields for Air Draft (76.000 MTS), Beam (77.000 MTS), Depth (87.000 MTS), and other dimensions.
- Insurance Details:** Fields for Classification Society (MV), Name of Hull Insurance Company, and Hull Insurance Company Validity.
- P & I Details:** A table with columns for Name of P & I Club, P & I Validity Upto, Local Correspondent P & I Clubity, and Action.
- Attach Documents:** Fields for Ship Registry Certificate, Tonnage Certificate, Load Line Certificate, Class Certificate, and Others, each with a 'Choose file' button.
- Footer:** Buttons for 'Back', 'Approve', and 'Reject'.

Figure 19: Ship Registration Approve/Reject Button



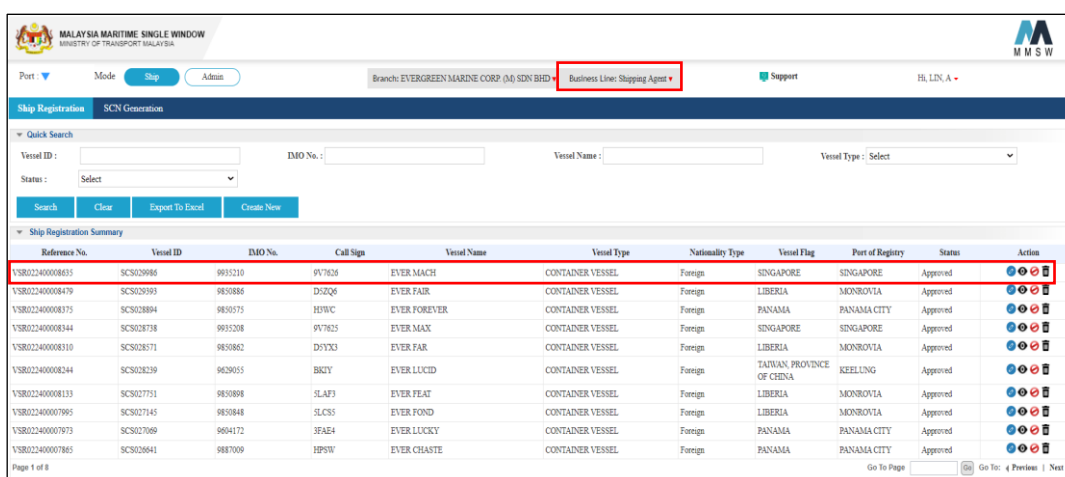
***If the vessel is foreign registered, the Vessel ID name will start with the letter “F” and for local registered vessel, the Vessel ID will start with the letter “L”. This is followed by 2-digit country code where the vessel is registered and 6-digit running numbers.***



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Shipping line/Shipping line agent	Status	Action
VSR01240000015	FIN29918	7012024	cal87	Ves55	CONTAINER SHIP	Foreign	INDIA	Port Gaboos	Shipping line agent test	Approved	
VSR01240000014		77551234	cal87	Ves55	CONTAINER SHIP	Foreign	ARGENTINA	Toronto	WAN HEI ONE	Approved	
VSR01240000013	LIN00012	hhhh787878	cal090	ves998	OIL TANKER	Local	INDIA	Milton	SLA AGNET	Approved	
VSR01240000012	FIN29917	Hh7yyuyuyy	cal898	898989	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Suspended	
VSR01240000011	FIN29916	998877hiytt	cal989	ves67	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	
VSR01240000010	FIN29915	989988thh	cal99	ves78788	Multipurpose	Foreign	INDIA	Milton	SLA AGNET	Approved	
VSR01240000009	FIN29914	99886755	cal9088	ves787	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	
VSR01240000008	FIN29913	887766551	cal888	ves767	Multipurpose	Foreign	INDIA	London	SLA AGNET	Approved	
VSR01240000007	FIN29912	9999999909	cal9898	ves787	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	
VSR01240000006	FIN29911	998877H	cal989	ves676	Multipurpose	Foreign	INDIA	London	SLA AGNET	Approved	

Figure 20: Approved Status for Ship Registration Listing (Marine View)

- vi. The approved request will be displayed in the Search screen of the Shipping Agent Login as shown below:



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Status	Action
VSR02240000863	SCS02998	9935210	9V7826	EVER MACH	CONTAINER VESSEL	Foreign	SINGAPORE	SINGAPORE	Approved	
VSR02240000849	SCS02993	9830886	D12Q6	EVER FAIR	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	
VSR022400008375	SCS028894	9830375	H7W/C	EVER FOREVER	CONTAINER VESSEL	Foreign	PANAMA	PANAMA CITY	Approved	
VSR022400008344	SCS028738	9835208	9V7825	EVER MAX	CONTAINER VESSEL	Foreign	SINGAPORE	SINGAPORE	Approved	
VSR022400008310	SCS028571	9830862	D5YX3	EVER FAR	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	
VSR022400008244	SCS028239	9629055	BRZY	EVER LUCID	CONTAINER VESSEL	Foreign	TAIWAN, PROVINCE OF CHINA	KEELUNG	Approved	
VSR022400008183	SCS027751	9830898	SLAF3	EVER FEAT	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	
VSR022400007995	SCS027145	9830848	SLC53	EVER FOND	CONTAINER VESSEL	Foreign	LIBERIA	MONROVIA	Approved	
VSR022400007973	SCS027069	9694172	3FAE4	EVER LUCKY	CONTAINER VESSEL	Foreign	PANAMA	PANAMA CITY	Approved	
VSR022400007885	SCS026841	9887009	HP9W	EVER CHASTE	CONTAINER VESSEL	Foreign	PANAMA	PANAMA CITY	Approved	

Figure 21: Approved Status for Ship Registration Listing (Shipping Agent View)

- vii. If the Ship Registration request is rejected, it can be edited and resend by the Shipping Agent to the Marine Department again.

## 8.2 Vessel ID Cancellation

If a vessel is sold, then it is required to cancel the Vessel ID, if someone else wants to register the same vessel. Using the old Vessel ID will show previous owner details hence it is required to cancel the Vessel ID.

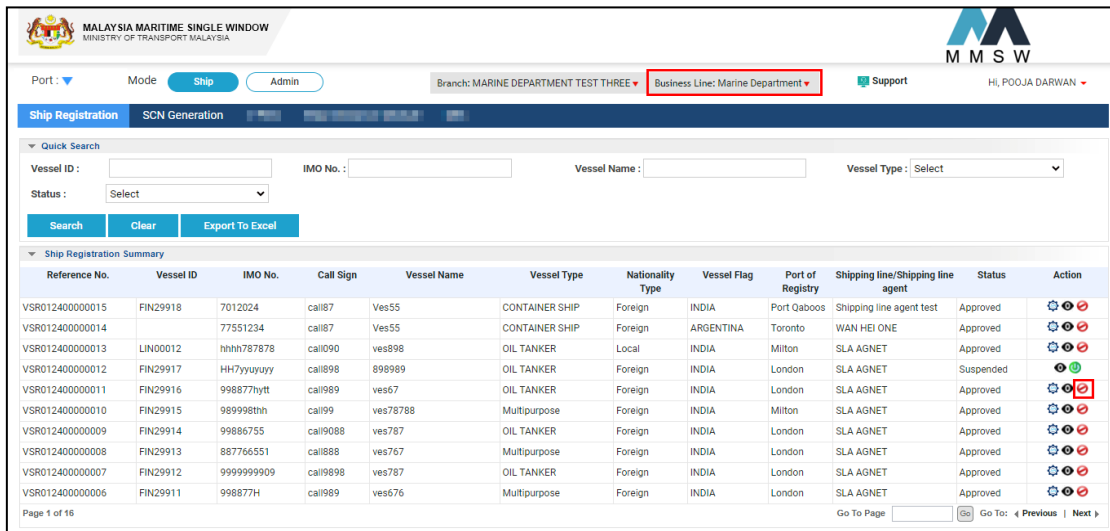
On cancelling the Vessel ID, the Marine Department is informed of the same.

### 8.3 Vessel ID Suspension – by Marine Department

Ship Registration requests which are submitted to the Marine Department and have the status Approved can be suspended by the Marine Department.

When the Marine Department suspends the vessel, only he can reactivate. The Shipping Agent cannot activate the vessel. The Shipping Agent must contact the Marine department and resolve the issue and then activate the vessel again.

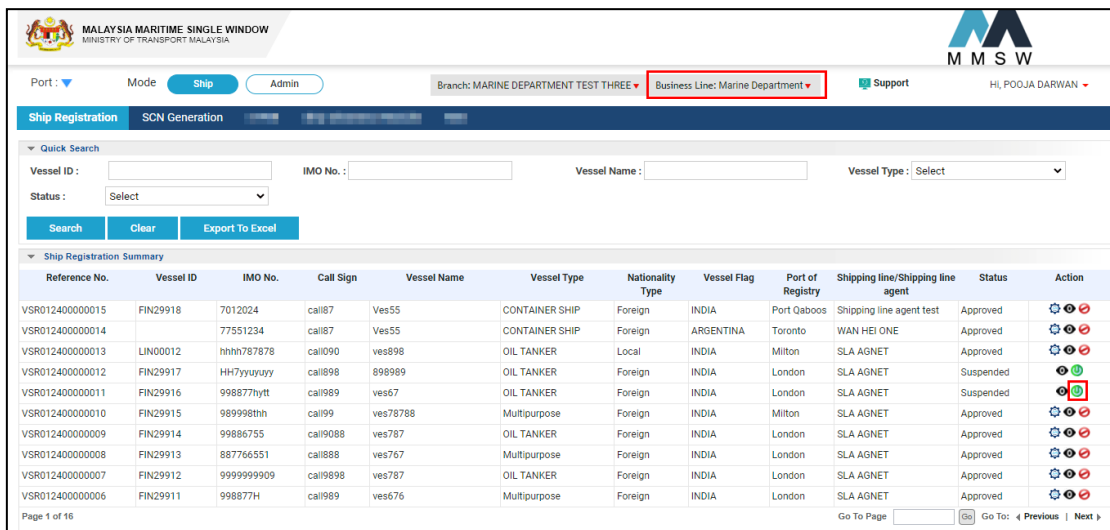
To suspend the vessel, click the Suspend (🛑) icon in the screen as shown below:



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Shipping line/Shipping line agent	Status	Action
VSR012400000015	FIN29918	7012024	call87	Ves55	CONTAINER SHIP	Foreign	INDIA	Port Qaboos	Shipping line agent test	Approved	⚙️ 🛑 🚫
VSR012400000014		77551234	call87	Ves55	CONTAINER SHIP	Foreign	ARGENTINA	Toronto	WAN HEI ONE	Approved	⚙️ 🛑 🚫
VSR012400000013	LIN00012	hhhh787878	call090	ves898	OIL TANKER	Local	INDIA	Milton	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000012	FIN29917	HH7yyuyuyy	call898	898989	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Suspended	🛑 🚫
VSR012400000011	FIN29916	998877hytt	call989	ves67	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000010	FIN29915	989998thh	call99	ves78788	Multipurpose	Foreign	INDIA	Milton	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000009	FIN29914	99886755	call9088	ves787	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000008	FIN29913	887766551	call888	ves767	Multipurpose	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000007	FIN29912	999999909	call9898	ves787	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000006	FIN29911	998877H	call989	ves676	Multipurpose	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫

Figure 22: Button to Suspend Vessel ID (by Marine Department)

To activate suspended vessel, click the Activate (🔌) icon in the screen as shown below:



Reference No.	Vessel ID	IMO No.	Call Sign	Vessel Name	Vessel Type	Nationality Type	Vessel Flag	Port of Registry	Shipping line/Shipping line agent	Status	Action
VSR012400000015	FIN29918	7012024	call87	Ves55	CONTAINER SHIP	Foreign	INDIA	Port Qaboos	Shipping line agent test	Approved	⚙️ 🛑 🚫
VSR012400000014		77551234	call87	Ves55	CONTAINER SHIP	Foreign	ARGENTINA	Toronto	WAN HEI ONE	Approved	⚙️ 🛑 🚫
VSR012400000013	LIN00012	hhhh787878	call090	ves898	OIL TANKER	Local	INDIA	Milton	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000012	FIN29917	HH7yyuyuyy	call898	898989	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Suspended	🛑 🔌 🚫
VSR012400000011	FIN29916	998877hytt	call989	ves67	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Suspended	🛑 🔌 🚫
VSR012400000010	FIN29915	989998thh	call99	ves78788	Multipurpose	Foreign	INDIA	Milton	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000009	FIN29914	99886755	call9088	ves787	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000008	FIN29913	887766551	call888	ves767	Multipurpose	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000007	FIN29912	999999909	call9898	ves787	OIL TANKER	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫
VSR012400000006	FIN29911	998877H	call989	ves676	Multipurpose	Foreign	INDIA	London	SLA AGNET	Approved	⚙️ 🛑 🚫

Figure 23: Button to Reactivate the Vessel ID (Marine Department)

## 9 E-PAN (PRE-ARRIVAL NOTIFICATION) MODULE

➤ Access Path: Ship → Pre-Arrival Notification → Pre-Arrival Notification

**This module allows the Shipping Agent/Port Authority/Marine Department to perform the following operations:**

- i. Shipping Agent, to submit the e-PAN request to the Port Authority or Marine Department. (Based on the "Parent Authority" dropdown selection in Admin → Org Profile of respective Port/Terminal Operator Login).
- ii. Port Authority or Marine Department to approve/reject the e-PAN request.




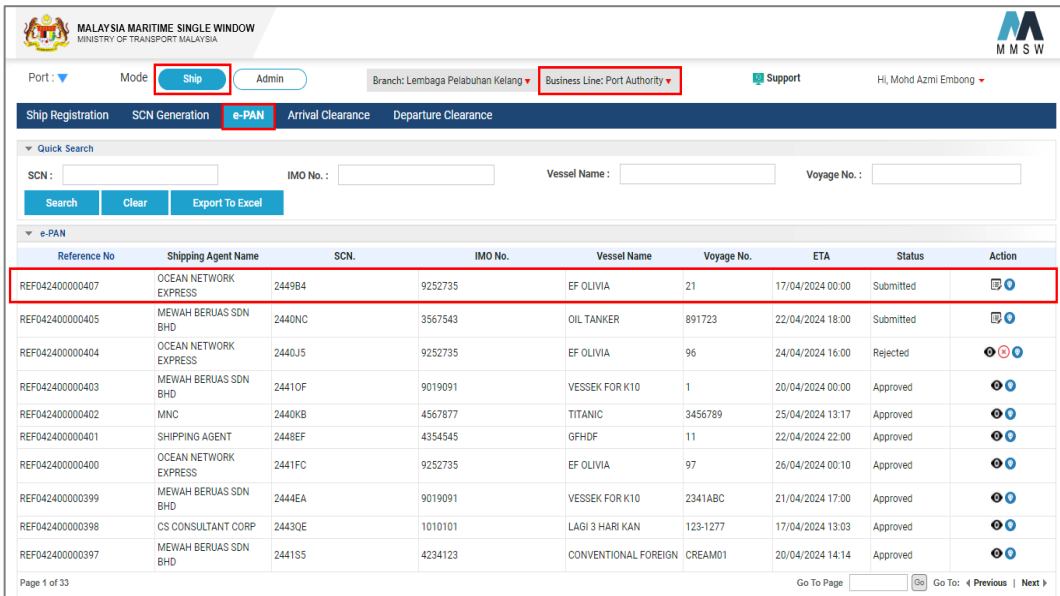
***One e-PAN request can be applied for one SCN only. If user tries to create another e-PAN request for the same SCN, "SCN already used for other e-PAN request" message is displayed.***





















### 9.1 Approve/Reject e-PAN Request – Port Authority/Marine Department

➤ Access Path: Ship → Pre-Arrival Notification → Pre-Arrival Notification

**To Approve the e-PAN Request Port Authority/Marine Department has to perform the following steps:**

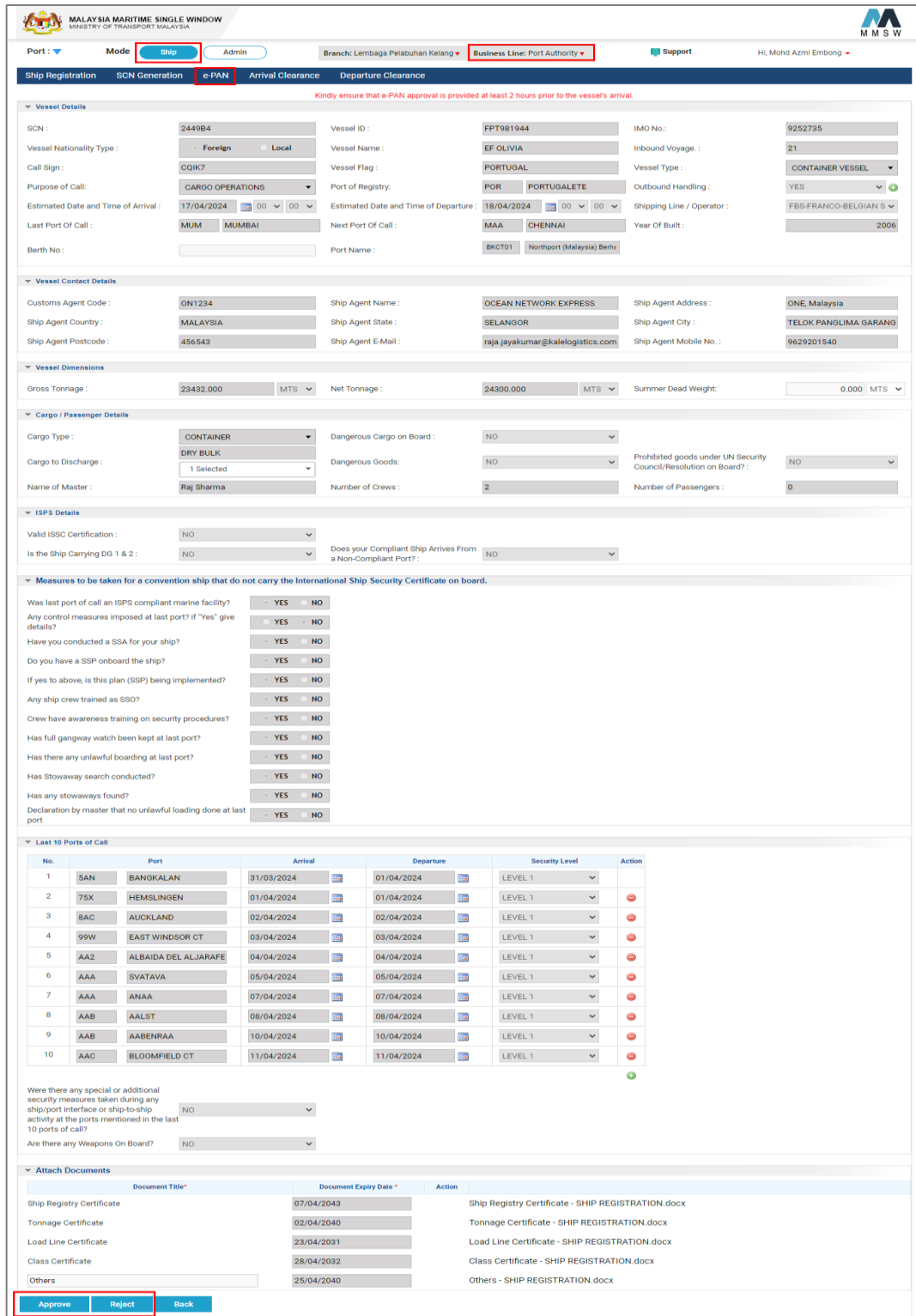
- v. Login as Port Authority/Marine Department.
- vi. Navigate to Ship → Pre-Arrival Notification → Pre-Arrival Notification screen.
- vii. Search the record based on SCN number or by using Previous/Next links.
- viii. Click Edit (  ) icon to view the e-PAN request send by the Shipping Agent.



Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Voyage No.	ETA	Status	Action
REF042400000407	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	21	17/04/2024 00:00	Submitted	 
REF042400000405	MEWAH BERUAS SDN BHD	2440NC	3567543	OIL TANKER	891723	22/04/2024 18:00	Submitted	 
REF042400000404	OCEAN NETWORK EXPRESS	2440J5	9252735	EF OLIVIA	96	24/04/2024 16:00	Rejected	 
REF042400000403	MEWAH BERUAS SDN BHD	24410F	9019091	VESSEK FOR K10	1	20/04/2024 00:00	Approved	 
REF042400000402	MNC	2440KB	4567877	TITANIC	3456789	25/04/2024 13:17	Approved	 
REF042400000401	SHIPPING AGENT	2448EF	4354545	GFHDF	11	22/04/2024 22:00	Approved	 
REF042400000400	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	97	26/04/2024 00:10	Approved	 
REF042400000399	MEWAH BERUAS SDN BHD	2444EA	9019091	VESSEK FOR K10	2341ABC	21/04/2024 17:00	Approved	 
REF042400000398	CS CONSULTANT CORP	2443QE	1010101	LAGI 3 HARI KAN	123-1277	17/04/2024 13:03	Approved	 
REF042400000397	MEWAH BERUAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	CREAM01	20/04/2024 14:14	Approved	 

**Figure 24: Screen to View and Select the ePAN submitted by Shipping Agent**

- ix. Verify the details and Approve/Reject the request by clicking the <Approve> and <Reject> buttons respectively as shown below:



**MALAYSIA MARITIME SINGLE WINDOW**  
MINISTRY OF TRANSPORT MALAYSIA

Port:  Mode: **Ship** Admin Branch: Lembaga Pelabuhan Kelang Business Line: Port Authority Support Hi, Mohd Azmi Embong

Ship Registration SCN Generation **e-PAN** Arrival Clearance Departure Clearance

Kindly ensure that e-PAN approval is provided at least 2 hours prior to the vessel's arrival.

**Vessel Details**

SCN: 2449B4 Vessel ID: FPT981944 IMO No.: 9252735  
 Vessel Nationality Type:  Foreign  Local Vessel Name: EF OLIVIA Inbound Voyage: 21  
 Call Sign: CQIK7 Vessel Flag: PORTUGAL Vessel Type: CONTAINER VESSEL  
 Purpose of Call: CARGO OPERATIONS Port of Registry: POR PORTUGALETE Outbound Handling: YES  
 Estimated Date and Time of Arrival: 17/04/2024 00:00 Estimated Date and Time of Departure: 18/04/2024 00:00 Shipping Line / Operator: FBS-FRANCO-BELGIAN S  
 Last Port Of Call: MUM MUMBAI Next Port Of Call: MAA CHENNAI Year Of Built: 2006  
 Berth No: Port Name: BKCT01 Northport (Malaysia) Berh

**Vessel Contact Details**

Customs Agent Code: ON1234 Ship Agent Name: OCEAN NETWORK EXPRESS Ship Agent Address: ONE, Malaysia  
 Ship Agent Country: MALAYSIA Ship Agent State: SELANGOR Ship Agent City: TELOK PANOLIMA GARANG  
 Ship Agent Postcode: 456543 Ship Agent E-Mail: raja.jayakumar@kalelogistics.com Ship Agent Mobile No.: 9629201540

**Vessel Dimensions**

Gross Tonnage: 23432.000 MTS Net Tonnage: 24300.000 MTS Summer Dead Weight: 0.000 MTS

**Cargo / Passenger Details**

Cargo Type: CONTAINER Dangerous Cargo on Board: NO  
 Cargo to Discharge: DRY BULK Dangerous Goods: NO Prohibited goods under UN Security Council/Resolution on Board?: NO  
 Name of Master: Raj Sharma Number of Crews: 2 Number of Passengers: 0

**ISPS Details**

Valid ISCC Certification: NO  
 Is the Ship Carrying DG 1 & 2: NO Does your Compliant Ship Arrives From a Non-Compliant Port?: NO

**Measures to be taken for a convention ship that do not carry the International Ship Security Certificate on board.**

Was last port of call an ISPS compliant marine facility?  YES  NO  
 Any control measures imposed at last port? If "Yes" give details?  YES  NO  
 Have you conducted a SSA for your ship?  YES  NO  
 Do you have a SSP onboard the ship?  YES  NO  
 If yes to above, is this plan (SSP) being implemented?  YES  NO  
 Any ship crew trained as SSO?  YES  NO  
 Crew have awareness training on security procedures?  YES  NO  
 Has full gangway watch been kept at last port?  YES  NO  
 Has there any unlawful boarding at last port?  YES  NO  
 Has Stowaway search conducted?  YES  NO  
 Has any stowaways found?  YES  NO  
 Declaration by master that no unlawful loading done at last port  YES  NO

**Last 10 Ports of Call**

No.	Port	Arrival	Departure	Security Level	Action
1	SAN BANGKALAN	31/03/2024	01/04/2024	LEVEL 1	
2	75X HEMSLINGEN	01/04/2024	01/04/2024	LEVEL 1	
3	8AC AUCKLAND	02/04/2024	02/04/2024	LEVEL 1	
4	99W EAST WINDSOR CT	03/04/2024	03/04/2024	LEVEL 1	
5	AA2 ALBAIDA DEL ALJARAFE	04/04/2024	04/04/2024	LEVEL 1	
6	AAA SVATAVA	05/04/2024	05/04/2024	LEVEL 1	
7	AAA ANAA	07/04/2024	07/04/2024	LEVEL 1	
8	AAB AALST	08/04/2024	08/04/2024	LEVEL 1	
9	AAB AABENRAA	10/04/2024	10/04/2024	LEVEL 1	
10	AAC BLOOMFIELD CT	11/04/2024	11/04/2024	LEVEL 1	

Were there any special or additional security measures taken during any ship/port interface or ship-to-ship activity at the ports mentioned in the last 10 ports of call?  NO  
 Are there any Weapons On Board?  NO

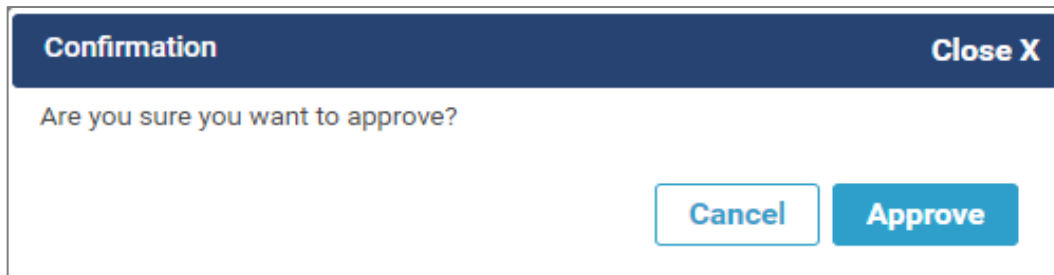
**Attach Documents**

Document Title*	Document Expiry Date *	Action
Ship Registry Certificate	07/04/2043	Ship Registry Certificate - SHIP REGISTRATION.docx
Tonnage Certificate	02/04/2040	Tonnage Certificate - SHIP REGISTRATION.docx
Load Line Certificate	23/04/2031	Load Line Certificate - SHIP REGISTRATION.docx
Class Certificate	28/04/2032	Class Certificate - SHIP REGISTRATION.docx
Others	25/04/2040	Others - SHIP REGISTRATION.docx

**Approve** **Reject** **Back**

Figure 25: Screen on ePAN Details for Approval/Rejection

- x. On clicking the <Approve> button, the following dialog is displayed:



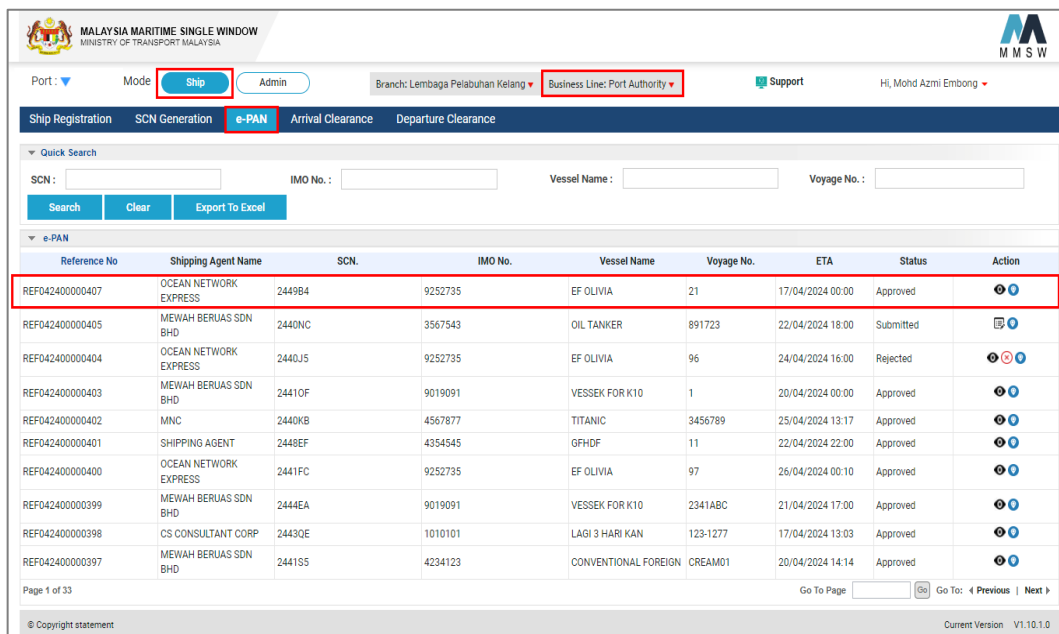
**Figure 26: Message for Confirmation before ePAN Approval.**

- xi. On clicking the <Approve> button in above dialog, the following message is displayed:




**Figure 27: Confirmation Message that the ePAN has been Approved.**

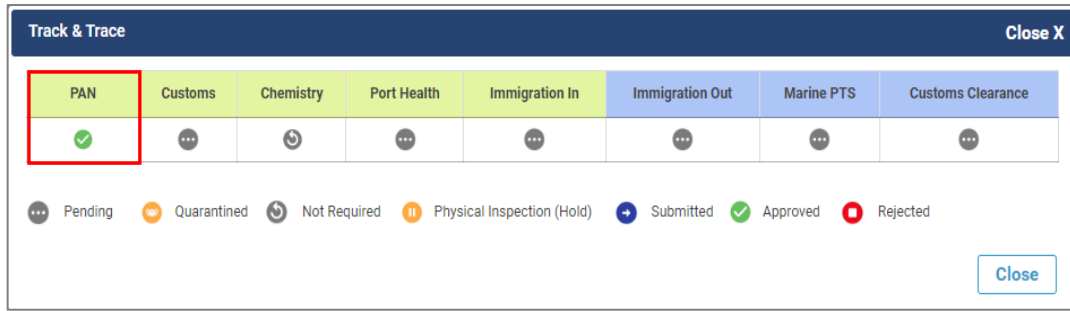
- xii. Click the <Ok> button. The search screen will be displayed with Approved status as shown below:



Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Voyage No.	ETA	Status	Action
REF042400000407	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	21	17/04/2024 00:00	Approved	
REF042400000405	MEWAH BERUAS SDN BHD	2440NC	3567543	OIL TANKER	891723	22/04/2024 18:00	Submitted	
REF042400000404	OCEAN NETWORK EXPRESS	2440J5	9252735	EF OLIVIA	96	24/04/2024 16:00	Rejected	
REF042400000403	MEWAH BERUAS SDN BHD	24410F	9019091	VESSEK FOR K10	1	20/04/2024 00:00	Approved	
REF042400000402	MNC	2440KB	4567877	TITANIC	3456789	25/04/2024 13:17	Approved	
REF042400000401	SHIPPING AGENT	2448EF	4354545	GFHDF	11	22/04/2024 22:00	Approved	
REF042400000400	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	97	26/04/2024 00:10	Approved	
REF042400000399	MEWAH BERUAS SDN BHD	2444EA	9019091	VESSEK FOR K10	2341ABC	21/04/2024 17:00	Approved	
REF042400000398	CS CONSULTANT CORP	2443QE	1010101	LAGI 3 HARI KAN	123-1277	17/04/2024 13:03	Approved	
REF042400000397	MEWAH BERUAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	CREAM01	20/04/2024 14:14	Approved	

**Figure 28: Screen on the Listing of the Approved ePAN Applications.**

- xiii. If a record is rejected, Shipping Agent can view the record with Resubmit and View Rejection Remarks buttons.
  - a. By clicking Resubmit button, Shipping Agent can edit the record and resubmit the request again to the Port Authority/Marine Department for approval.
- xiv. If record is approved, PAN column in Tracker screen will have Approved  icon.



**Figure 29: Tracker Screen Showing the Status of ePAN Application.**

## 10 ARRIVAL CLEARANCE/FAL MODULE

➤ Access Path: Ship → Arrival Clearance → FAL

**This module allows the Shipping Agent/Immigration/Port Health to perform the following operations:**

- i. Shipping Agent, to submit the Arrival Clearance/FAL request to the Immigration and Port Health.
- ii. Immigration and Port Health, to approve/reject the Arrival Clearance/FAL request.



***Only one FAL record can be created for a SCN. If user tries to create another FAL request for the same SCN, "SCN already exist" message will be displayed.***

### 10.1 Approve/Reject Arrival Clearance/FAL Request – Immigration

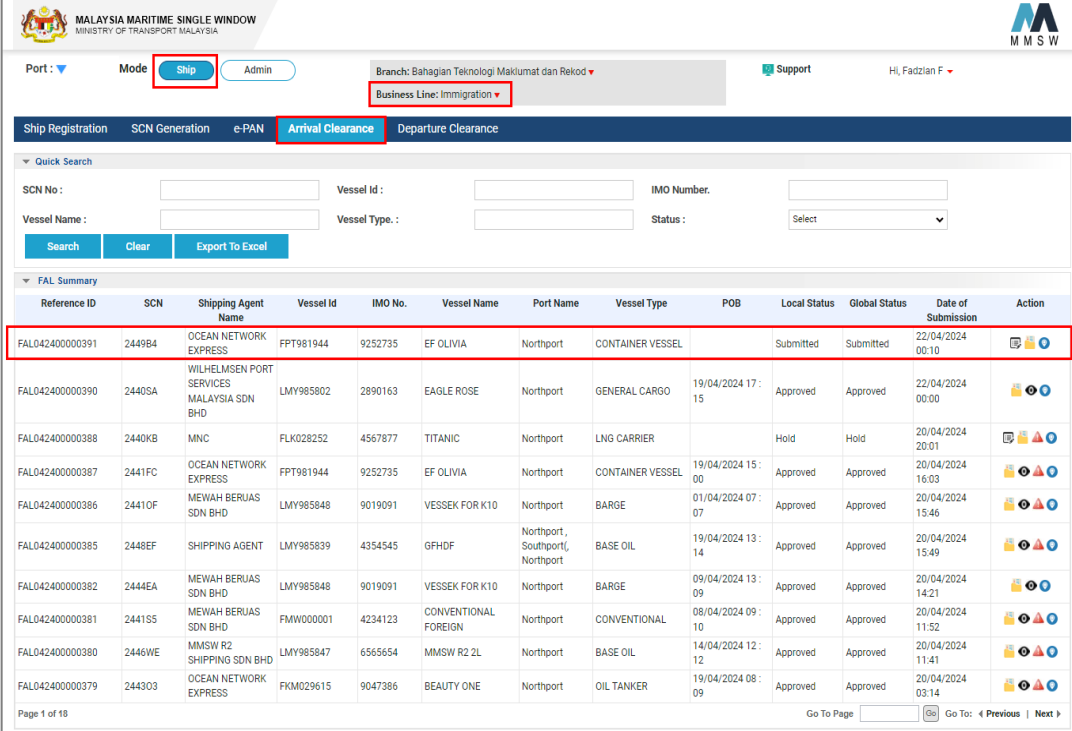


***The sequence of who will approve the request first is not mandatory. Immigration or Port Health anyone can approve the request first.***

➤ Access Path: Ship → Arrival Clearance → FAL

**To approve/reject the Arrival Clearance/FAL Request, Immigration has to perform the following steps:**

- i. Login as Immigration.
- ii. Navigate to **Ship → Arrival Clearance → FAL** screen.
- iii. Search the record based on SCN number or by using Previous/Next links.
- iv. The record will be shown with Submitted status in Immigration Login as shown below:



The screenshot shows the 'Arrival Clearance' section of the MMSW interface. It features a search bar with fields for SCN No., Vessel Name, Vessel Id, IMO Number, and Vessel Type. Below the search bar is a table titled 'FAL Summary' with columns: Reference ID, SCN, Shipping Agent Name, Vessel Id, IMO No., Vessel Name, Port Name, Vessel Type, POB, Local Status, Global Status, Date of Submission, and Action. The first row is highlighted in red, indicating a submission awaiting approval.























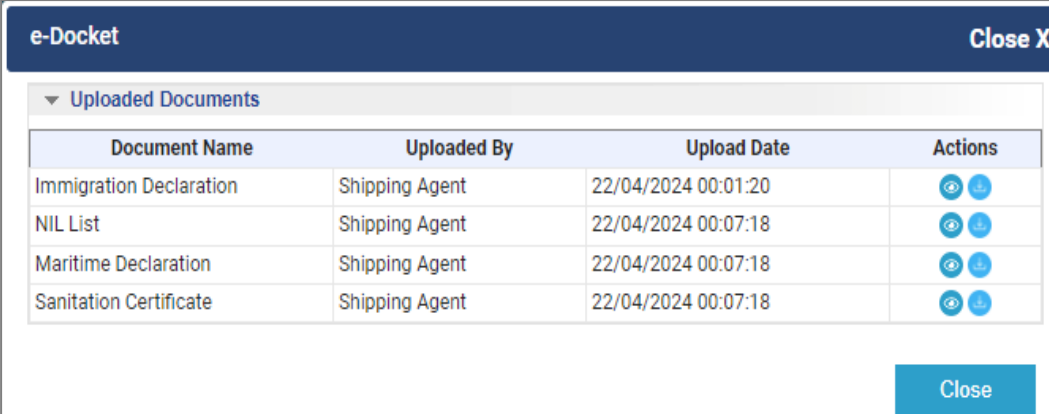
Reference ID	SCN	Shipping Agent Name	Vessel Id	IMO No.	Vessel Name	Port Name	Vessel Type	POB	Local Status	Global Status	Date of Submission	Action
FAL042400000391	2449B4	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL		Submitted	Submitted	22/04/2024 00:10	 
FAL042400000390	2440SA	WILHELMSSEN PORT SERVICES MALAYSIA SDN BHD	LMY985802	2890163	EAGLE ROSE	Northport	GENERAL CARGO	19/04/2024 17:15	Approved	Approved	22/04/2024 00:00	 
FAL042400000388	2440KB	MNC	FLK028252	4567877	TITANIC	Northport	LNG CARRIER		Hold	Hold	20/04/2024 20:01	 
FAL042400000387	2441FC	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL	19/04/2024 15:00	Approved	Approved	20/04/2024 16:03	 
FAL042400000386	2441OF	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	01/04/2024 07:07	Approved	Approved	20/04/2024 15:46	 
FAL042400000385	2448EF	SHIPPING AGENT	LMY985839	4354545	GFHDF	Northport, Southport, Northport	BASE OIL	19/04/2024 13:14	Approved	Approved	20/04/2024 15:49	 
FAL042400000382	2444EA	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	09/04/2024 13:09	Approved	Approved	20/04/2024 14:21	 
FAL042400000381	2441SS	MEWAH BERUAS SDN BHD	FMW000001	4234123	CONVENTIONAL FOREIGN	Northport	CONVENTIONAL	08/04/2024 09:10	Approved	Approved	20/04/2024 11:52	 
FAL042400000380	2446WE	MMSW R2 SHIPPING SDN BHD	LMY985847	6565654	MMSW R2 2L	Northport	BASE OIL	14/04/2024 12:12	Approved	Approved	20/04/2024 11:41	 
FAL042400000379	244303	OCEAN NETWORK EXPRESS	FKM029615	9047386	BEAUTY ONE	Northport	OIL TANKER	19/04/2024 08:09	Approved	Approved	20/04/2024 03:14	 

Figure 30: Listing of the FAL Submissions Awaiting for Approval

v. e-Docket (  ) screen shows all the documents uploaded by Shipping Agent while submitting the request.

Documents not supported by browser are showed with greyed (  ) icon.



The screenshot shows the 'e-Docket' window with a 'Close X' button in the top right. Under the 'Uploaded Documents' section, there is a table with columns: Document Name, Uploaded By, Upload Date, and Actions. The table lists four documents: Immigration Declaration, NIL List, Maritime Declaration, and Sanitation Certificate, all uploaded by the Shipping Agent on 22/04/2024. Each row has two action icons: a blue 'edit' icon and a blue 'delete' icon.









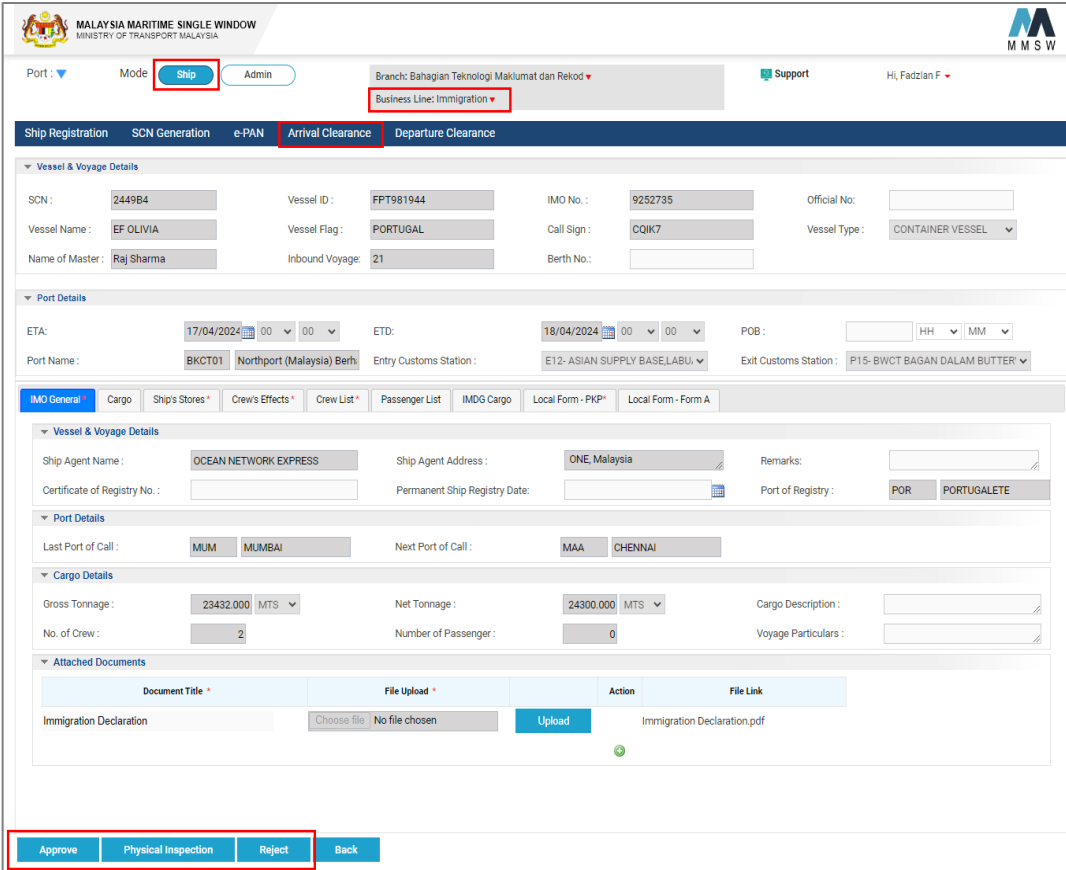
Document Name	Uploaded By	Upload Date	Actions
Immigration Declaration	Shipping Agent	22/04/2024 00:01:20	 
NIL List	Shipping Agent	22/04/2024 00:07:18	 
Maritime Declaration	Shipping Agent	22/04/2024 00:07:18	 
Sanitation Certificate	Shipping Agent	22/04/2024 00:07:18	 

Figure 31: List of the Documents up-loaded by the Shipping Agent

vi. Click Edit (  ) icon to view the Arrival Clearance/FAL request send by the Shipping Agent.



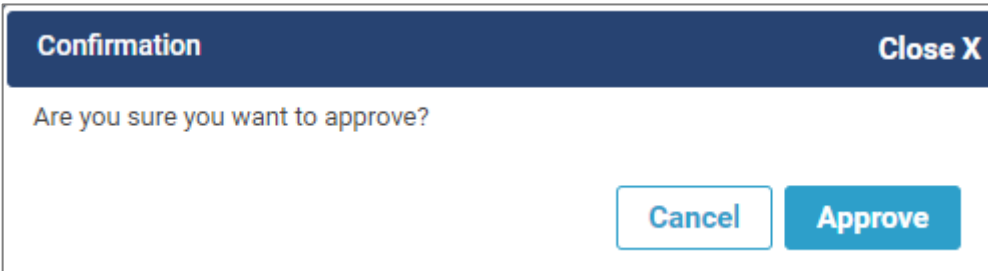
The screenshot displays the MMSW interface for a FAL application. Key elements include:

- Mode:** Ship (highlighted in red)
- Business Line:** Immigration (highlighted in red)
- Navigation:** Ship Registration, SCN Generation, e-PAN, Arrival Clearance (highlighted in red), Departure Clearance
- Vessel & Voyage Details:**
  - SCN: 2449B4, Vessel ID: FPT981944, IMO No.: 9252735, Official No.: [Empty]
  - Vessel Name: EF OLIVIA, Vessel Flag: PORTUGAL, Call Sign: CQIK7, Vessel Type: CONTAINER VESSEL
  - Name of Master: Raj Sharma, Inbound Voyage: 21, Berth No.: [Empty]
- Port Details:**
  - ETA: 17/04/2024 00:00, ETD: 18/04/2024 00:00, POB: [Empty] HH, MM
  - Port Name: BKCT01 Northport (Malaysia) Berh, Entry Customs Station: E12-ASIAN SUPPLY BASE LABU, Exit Customs Station: P15-BWCT BAGAN DALAM BUTTER
- IMO General:**
  - Ship Agent Name: OCEAN NETWORK EXPRESS, Ship Agent Address: ONE, Malaysia, Remarks: [Empty]
  - Certificate of Registry No.: [Empty], Permanent Ship Registry Date: [Empty], Port of Registry: POR, PORTUGALETE
  - Last Port of Call: MUM, MUMBAI, Next Port of Call: MAA, CHENNAI
  - Gross Tonnage: 23432.000 MTS, Net Tonnage: 24300.000 MTS, Cargo Description: [Empty]
  - No. of Crew: 2, Number of Passenger: 0, Voyage Particulars: [Empty]
- Attached Documents:**

Document Title	File Upload	Action	File Link
Immigration Declaration	Choose file No file chosen	Upload	Immigration Declaration.pdf
- Bottom Buttons:** Approve, Physical Inspection, Reject, Back (all highlighted in red)

**Figure 32: Details of the FAL Application Submitted by the Shipping Agent**

- vii. Immigration will verify all information particularly Crew and Passenger details.
- viii. Immigration can either click the **<Approve>**, **<Physical Inspection>** or **<Reject>** button, and approve, physical inspect or reject the request.
- ix. On clicking **<Physical Inspection>** button, Remarks dialog will be displayed. Enter the Remarks and click the **<Save>** button.  
Vessel will be put on Hold and **<Physical Inspection>** button will be replaced with **<Quarantine>** button.
- x. After Quarantine, **<Quarantine>** button will disappear and only **<Approve>**, **<Reject>** and **<Back>** buttons will be visible.
- xi. On clicking the **<Approve>** button the following dialog will be displayed:



The confirmation dialog box contains the following text and elements:

- Title Bar:** Confirmation (Close X)
- Message:** Are you sure you want to approve?
- Buttons:** Cancel, Approve

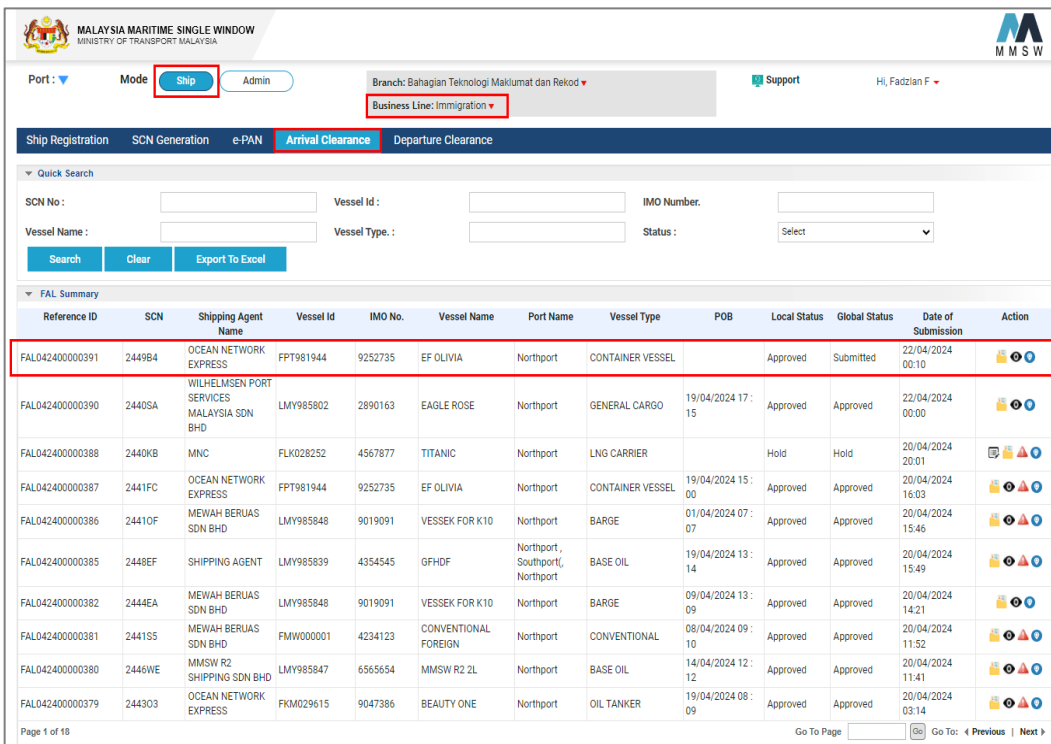
**Figure 33: Confirmation Message for the FAL Approval**

- xii. On clicking the **<Approve>** button in the above dialog the record approved successfully message will be displayed as shown below:



**Figure 34: Message on the Successful Approval by Officer**

- xiii. On clicking the **<Ok>** button record with Local status Approved will be displayed on the search page as shown below:



Reference ID	SCN	Shipping Agent Name	Vessel Id	IMO No.	Vessel Name	Port Name	Vessel Type	POB	Local Status	Global Status	Date of Submission	Action
FAL042400000391	2449B4	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL		Approved	Submitted	22/04/2024 00:10	
FAL042400000390	2440SA	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	LMY985802	2890163	EAGLE ROSE	Northport	GENERAL CARGO	19/04/2024 17:15	Approved	Approved	22/04/2024 00:00	
FAL042400000388	2440KB	MNC	FLK028252	4567877	TITANIC	Northport	LNG CARRIER		Hold	Hold	20/04/2024 20:01	
FAL042400000387	2441FC	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL	19/04/2024 15:00	Approved	Approved	20/04/2024 16:03	
FAL042400000386	2441OF	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	01/04/2024 07:07	Approved	Approved	20/04/2024 15:46	
FAL042400000385	2448EF	SHIPPING AGENT	LMY985839	4354545	GFHDF	Northport, Southport, Northport	BASE OIL	19/04/2024 13:14	Approved	Approved	20/04/2024 15:49	
FAL042400000382	2444EA	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	09/04/2024 13:09	Approved	Approved	20/04/2024 14:21	
FAL042400000381	2441SS	MEWAH BERUAS SDN BHD	FMW000001	4234123	CONVENTIONAL FOREIGN	Northport	CONVENTIONAL	08/04/2024 09:10	Approved	Approved	20/04/2024 11:52	
FAL042400000380	2446WE	MMSW R2 SHIPPING SDN BHD	LMY985847	6565654	MMSW R2 2L	Northport	BASE OIL	14/04/2024 12:12	Approved	Approved	20/04/2024 11:41	
FAL042400000379	2443O3	OCEAN NETWORK EXPRESS	FKM029615	9047386	BEAUTY ONE	Northport	OIL TANKER	19/04/2024 08:09	Approved	Approved	20/04/2024 03:14	

**Figure 35: Listing of the FAL Application being Approved by Marine Officer**

- xiv. In Immigration Login, two statuses are present in Listing screen, Local Status and Global Status.
- **Local Status** - Status of action taken by Government agencies.
  - **Global Status** - Overall request status.
- xv. On rejecting request, FAL request will be sent back to Shipping Agent. Shipping Agent will rectify and send it again to approving authorities (i.e. Immigration/Port Health). Accordingly, Immigration/Port Health will decide whether to Physical inspect /Quarantine /Approve /Reject.

- xvi. If request is approved by Immigration, then in Tracker Immigration In icons will show Approved ( ✓ ) icon.

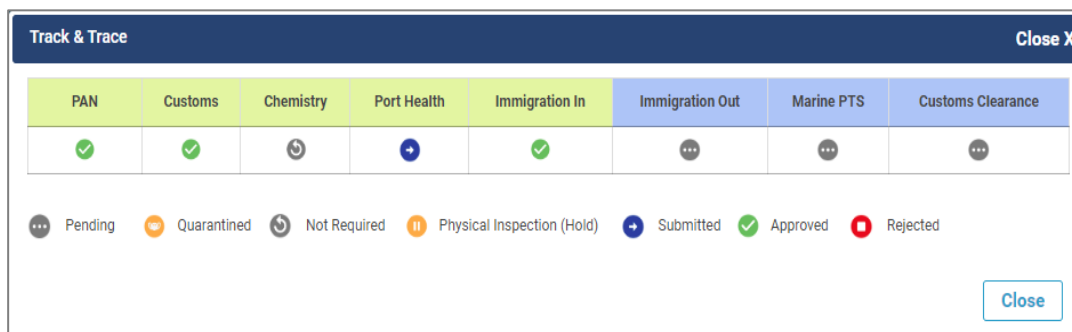



Figure 36: Tracker Showing the Current Status of the FAL Application

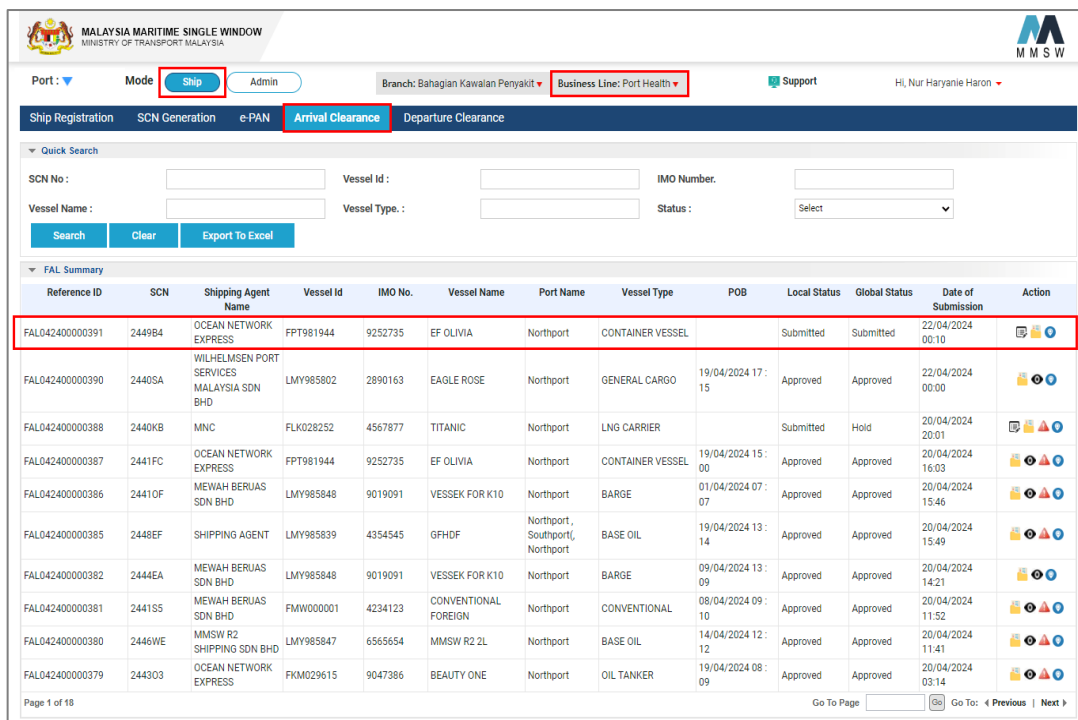
## 10.2 Approve/Reject Arrival Clearance/FAL Request – Port Health Department

 **The sequence of who will approve the request first is not mandatory. Immigration or Port Health Officers can approve the request in no particular sequence.**

➤ **Access Path: Ship → Arrival Clearance → FAL**

**To approve/reject the Arrival Clearance/FAL Request, Port Health has to perform the following steps:**

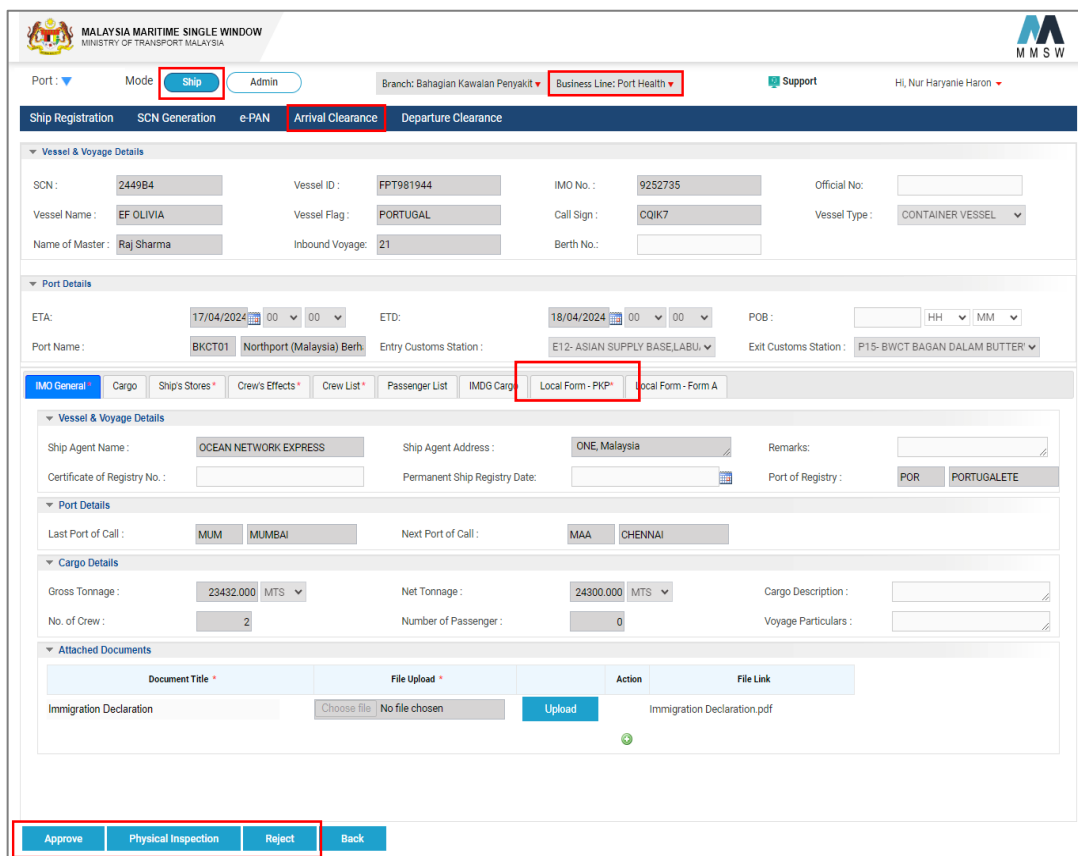
- i. Login as Port Health.
- ii. Navigate to **Ship → Arrival Clearance → FAL** screen.
- iii. Search the record based on SCN number or by using Previous/Next links.
- iv. The record will be displayed with Submitted status in Port Health login as shown below:



Reference ID	SCN	Shipping Agent Name	Vessel Id	IMO No.	Vessel Name	Port Name	Vessel Type	POB	Local Status	Global Status	Date of Submission	Action
FAL04240000391	2449B4	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL		Submitted	Submitted	22/04/2024 00:10	
FAL04240000390	2440SA	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	LMY985802	2890163	EAGLE ROSE	Northport	GENERAL CARGO	19/04/2024 17:15	Approved	Approved	22/04/2024 00:00	
FAL04240000388	2440KB	MNC	FLK028252	4567877	TITANIC	Northport	LNG CARRIER		Submitted	Hold	20/04/2024 20:01	
FAL04240000387	2441FC	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL	19/04/2024 15:00	Approved	Approved	20/04/2024 16:03	
FAL04240000386	24410F	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	01/04/2024 07:07	Approved	Approved	20/04/2024 15:46	
FAL04240000385	2448EF	SHIPPING AGENT	LMY985839	4354545	GFHDF	Northport, Southport, Northport	BASE OIL	19/04/2024 13:14	Approved	Approved	20/04/2024 15:49	
FAL04240000382	2444EA	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	09/04/2024 13:09	Approved	Approved	20/04/2024 14:21	
FAL04240000381	2441S5	MEWAH BERUAS SDN BHD	FMW000001	4234123	CONVENTIONAL FOREIGN	Northport	CONVENTIONAL	08/04/2024 09:10	Approved	Approved	20/04/2024 11:52	
FAL04240000380	2446WE	MMSW #2 SHIPPING SDN BHD	LMY985847	6565654	MMSW R2 2L	Northport	BASE OIL	14/04/2024 12:12	Approved	Approved	20/04/2024 11:41	
FAL04240000379	244303	OCEAN NETWORK EXPRESS	FKM029615	9047386	BEAUTY ONE	Northport	OIL TANKER	19/04/2024 08:09	Approved	Approved	20/04/2024 03:14	

Figure 37: List of the FAL Requests Awaiting for the Approval

- v. Click Edit (  ) icon to view the Arrival Clearance/FAL request send by the Shipping Agent.



**Vessel & Voyage Details**

SCN: 2449B4 Vessel ID: FPT981944 IMO No.: 9252735 Official No.:  
 Vessel Name: EF OLIVIA Vessel Flag: PORTUGAL Call Sign: COIK7 Vessel Type: CONTAINER VESSEL  
 Name of Master: Raj Sharma Inbound Voyage: 21 Berth No.:

**Port Details**

ETA: 17/04/2024 00:00 ETD: 18/04/2024 00:00 POB: HH MM  
 Port Name: BKCT01 Northport (Malaysia) Berth Entry Customs Station: E12- ASIAN SUPPLY BASELABU Exit Customs Station: P15- BWCT BAGAN DALAM BUTTER

**IMO General** Cargo Ship's Stores Crew's Effects Crew List Passenger List IMDG Cargo **Local Form - PKP** Local Form - Form A

**Vessel & Voyage Details**

Ship Agent Name: OCEAN NETWORK EXPRESS Ship Agent Address: ONE, Malaysia Remarks:  
 Certificate of Registry No.: Permanent Ship Registry Date: Port of Registry: POR PORTUGALETE

**Port Details**

Last Port of Call: MUM MUMBAI Next Port of Call: MAA CHENNAI

**Cargo Details**

Gross Tonnage: 23432.000 MTS Net Tonnage: 24300.000 MTS Cargo Description:  
 No. of Crew: 2 Number of Passenger: 0 Voyage Particulars:

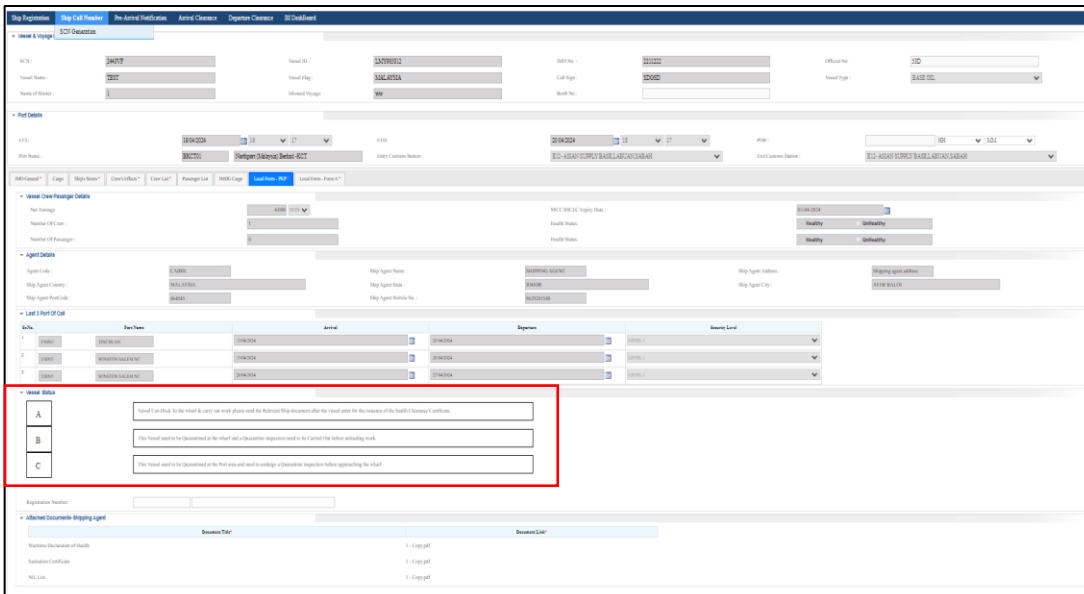
**Attached Documents**

Document Title	File Upload	Action	File Link
Immigration Declaration	Chosse file   No file chosen	Upload	Immigration Declaration.pdf

Approve Physical Inspection Reject Back

Figure 38: Details of the FAL Requests Awaiting for the Approval

- vi. Click on the Local Form – PKP Tab as highlighted above. The following screen will be shown upon clicking the Local Form – PKP tab.






**Figure 39: Details of the FAL Request in the Local Form – PKP.**

Port Health will also follow the same Approve/Physical Inspection/Reject mechanism as Immigration.




But in **Local Form - PKP** tab, Port Health must select **Vessel Status A/B/C**. Without selecting Vessel Status A/B/C, Port Health can only reject the request.

- **None selected** - Only **<Reject>** button is enabled.
  - **On selecting A** - Only **<Approve>** button is enabled.
  - **On selecting B** - Only **<Physical Inspection>** and **<Reject>** buttons are enabled.
  - **On selecting C** - Only **<Physical Inspection>** and **<Reject>** buttons are enabled.
- vii. On selecting Vessel Status B or C, “Quarantine Status” dropdown is displayed for selecting “Quarantine Status”.
  - viii. On approving request directly, only one Health Certificate is generated as shown below (The same can be viewed in e-Docket in Generated Certificates Section).

Serial No.: 100595	Serial No.: 100595
 GOVERNMENT OF MALAYSIA	 GOVERNMENT OF MALAYSIA PORT HEALTH OFFICE
Name of Vessel : EF OLIVIA	The Port Officer, Marine Department,
Agent : OCEAN NETWORK EXPRESS	
Date Issued : 22/04/2024	Port Clearance for the Vessel : EF OLIVIA
Time Issued : 00:54:08	can be issued.
SSCC/SSCEC Dated : 22/04/2027	
Issued At : Lembaga Pelabuhan Kelang	
Last Port of Call : MUMBAI	Date : 22/04/2024 Time : 00:54:10
	PORT HEALTH OFFICER Nur Haryanie Haron

**Figure 40: Sample of the Health Certificate Generated by MMSW**

- ix. In case Port Health does Physical Inspection or Quarantine and then approves, then in that case following two Certificates are generated:
- Health Certificate
  - Free Pratique Certificate (When Physical Inspection or Quarantine is done this certificate is generated after approval)

Serial No.: 100637	Serial No.: 100637
 GOVERNMENT OF MALAYSIA PRATIQUE	 GOVERNMENT OF MALAYSIA PRATIQUE
s.s / m.v. : OCEAN LINER	I hereby certify that s.s. / m.v OCEAN LINER from SVATAVA which arrived on the 24/04/2024 16:17:00 day of April 2024 is on this port granted permission to commence operation.
From : SVATAVA	Date : 23/04/2024
Arrived : 24/04/2024 16:17:00	Time Issued : 19:56:33
Pratique : 20:25:45	
Time Anchored : .....	Name of Officer : Nur Haryanie Haron
Time Boarded : .....	Port Health Officer,
	Designation : Manager
	Note : This certificate should be exhibited to the Pilot (if any) removing the ship from the Quarantine Anchorage.

**Figure 41: Sample of the Free Pratique Certificate Generated by MMSW**

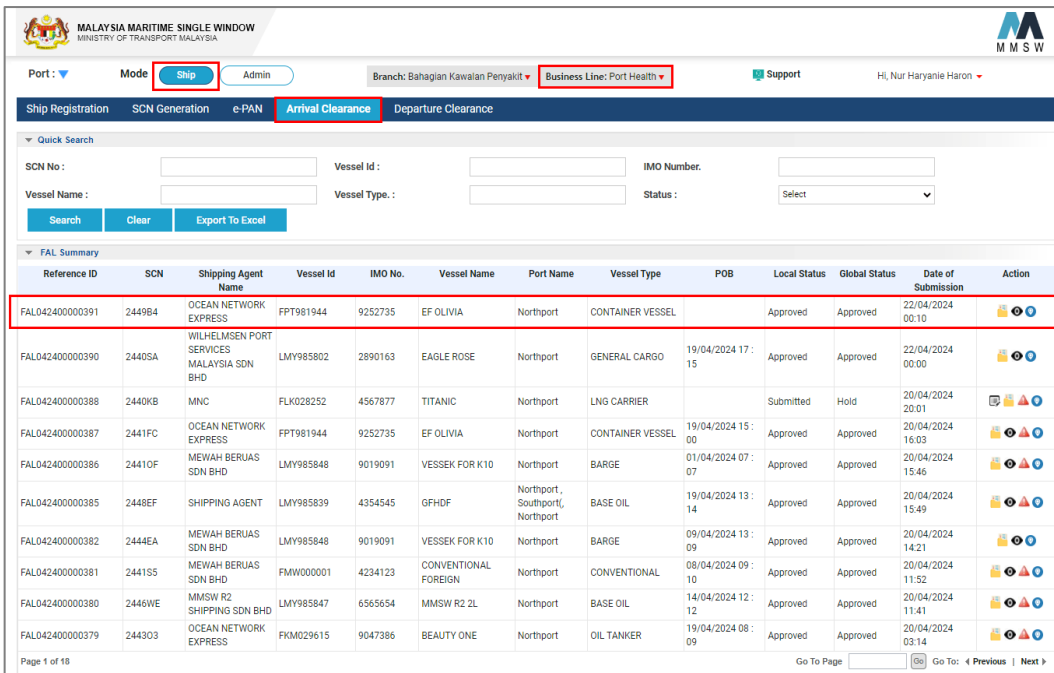
- x. After Physical Inspection, direct Approval or Reject can be done, or after Physical Inspection, Quarantine can be done and then Approve/Reject.
- xi. Vessel Status A/B/C can be selected only first time once and Physical Inspection/Quarantine action can be performed. It is disabled after selecting first time and performing action.

- xii. On approving the request record approved successfully message is displayed as shown below:




**Figure 42: Confirmation Message on the Approval of the FAL Request by the Port Health Officer**

- xiii. On clicking the <Ok> button record with Approved Local and Global Status is displayed as shown below:



Reference ID	SCN	Shipping Agent Name	Vessel Id	IMO No.	Vessel Name	Port Name	Vessel Type	POB	Local Status	Global Status	Date of Submission	Action
FAL042400000391	2449B4	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL		Approved	Approved	22/04/2024 00:10	
FAL042400000390	2440SA	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	LMY985802	2890163	EAGLE ROSE	Northport	GENERAL CARGO	19/04/2024 17:15	Approved	Approved	22/04/2024 00:00	
FAL042400000388	2440KB	MNC	FLK028252	4567877	TITANIC	Northport	LNG CARRIER		Submitted	Hold	20/04/2024 20:01	
FAL042400000387	2441FC	OCEAN NETWORK EXPRESS	FPT981944	9252735	EF OLIVIA	Northport	CONTAINER VESSEL	19/04/2024 15:00	Approved	Approved	20/04/2024 16:03	
FAL042400000386	2441OF	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	01/04/2024 07:07	Approved	Approved	20/04/2024 15:45	
FAL042400000385	2448EF	SHIPPING AGENT	LMY985839	4354545	GFHDF	Northport, Southport, Northport	BASE OIL	19/04/2024 13:14	Approved	Approved	20/04/2024 15:49	
FAL042400000382	2444EA	MEWAH BERUAS SDN BHD	LMY985848	9019091	VESSEK FOR K10	Northport	BARGE	09/04/2024 13:09	Approved	Approved	20/04/2024 14:21	
FAL042400000381	2441SS	MEWAH BERUAS SDN BHD	FMW000001	4234123	CONVENTIONAL FOREIGN	Northport	CONVENTIONAL	08/04/2024 09:10	Approved	Approved	20/04/2024 11:52	
FAL042400000380	2446WE	MMSW R2 SHIPPING SDN BHD	LMY985847	6565654	MMSW R2 2L	Northport	BASE OIL	14/04/2024 12:12	Approved	Approved	20/04/2024 11:41	
FAL042400000379	2443O3	OCEAN NETWORK EXPRESS	FKM029615	9047386	BEAUTY ONE	Northport	OIL TANKER	19/04/2024 08:09	Approved	Approved	20/04/2024 03:14	

**Figure 43: Listing of the FAL Request Approved by Health Officer**


- xiv. In Search screen, Remark Summary (  ) icon displays Remarks Summary (e.g. physical inspection/quarantine remarks) entered by Immigration, Port Health, and other entities.
- xv. When Global Status is set to "Approved", Departure Clearance can be done.

# 11 DEPARTURE CLEARANCE MODULE

➤ Access Path: Ship → Departure Clearance → Departure Clearance

**This module allows the Shipping Agent/ Immigration/Marine Department/Customs to perform the following operations:**

- i. Shipping Agent, to submit the Departure Clearance request to the Immigration/Marine Department/Customs.
- ii. Immigration/Marine Department/Customs to approve/reject the Departure Clearance request in sequence.

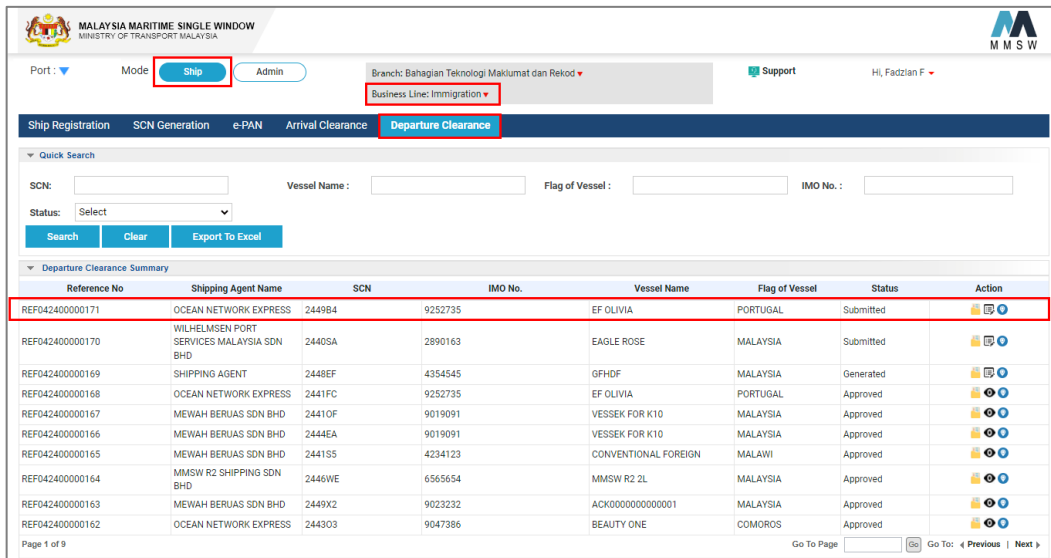
 ***In Departure Clearance there is sequence in which request is approved. The approval sequence is as per the following: First is the approval by the Immigration Department, followed by Marine Department and finally by Customs Department.***

## 11.1 Approve/Reject Departure Clearance Request – Immigration Department

➤ Access Path: Ship → Departure Clearance → Departure Clearance

**To Approve the Departure Clearance Request, Immigration has to perform the following steps:**

- i. Login to Immigration account.
- ii. Navigate to Ship → Departure Clearance → Departure Clearance screen.
- iii. Search the record based on SCN number or by using Previous/Next links.
- iv. Record will be displayed with Submitted status as shown below:

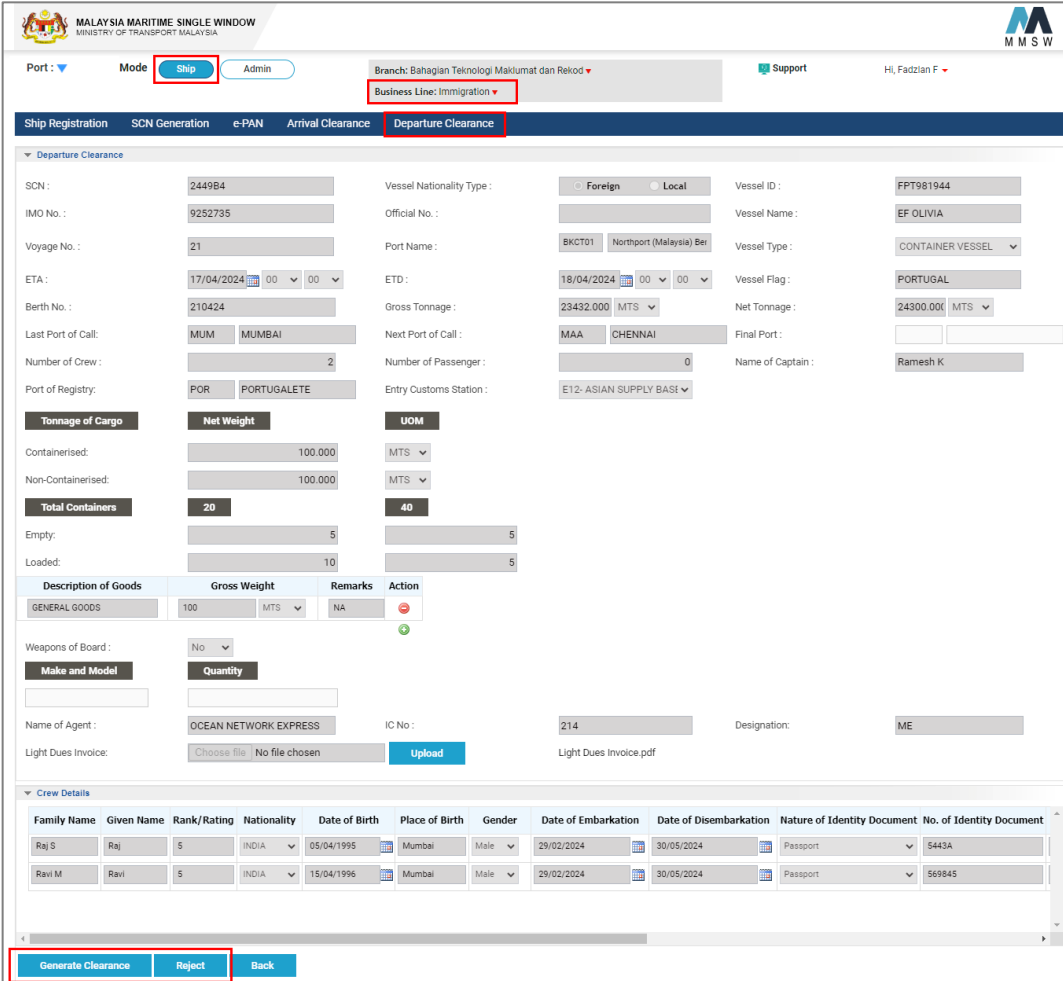


Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Flag of Vessel	Status	Action
REF042400000171	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	PORTUGAL	Submitted	
REF042400000170	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	2440SA	2890163	EAGLE ROSE	MALAYSIA	Submitted	
REF042400000169	SHIPPING AGENT	2448EF	4354545	GFHDF	MALAYSIA	Generated	
REF042400000168	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	PORTUGAL	Approved	
REF042400000167	MEWAH BERJAS SDN BHD	24410F	9019091	VESSEK FOR K10	MALAYSIA	Approved	
REF042400000166	MEWAH BERJAS SDN BHD	2444EA	9019091	VESSEK FOR K10	MALAYSIA	Approved	
REF042400000165	MEWAH BERJAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	MALAWI	Approved	
REF042400000164	MMSW R2 SHIPPING SDN BHD	2446WE	6556654	MMSW R2 2L	MALAYSIA	Approved	
REF042400000163	MEWAH BERJAS SDN BHD	2449X2	9023232	ACK0000000000001	MALAYSIA	Approved	
REF042400000162	OCEAN NETWORK EXPRESS	244303	9047386	BEAUTY ONE	COMOROS	Approved	

**Figure 44: Listing of the Departure Request Awaiting Approval by Immigration Officer**

- v. Click the Edit (  ) icon to view the Departure Clearance request send by the Shipping Agent.

The following screen will be displayed:



**Departure Clearance**

SCN: 2449B4 | Vessel Nationality Type: Foreign | Vessel ID: FPT981944  
 IMO No.: 9252735 | Official No.: | Vessel Name: EF OLIVIA  
 Voyage No.: 21 | Port Name: EKCT01 Northport (Malaysia) Ber | Vessel Type: CONTAINER VESSEL  
 ETA: 17/04/2024 00:00 | ETD: 18/04/2024 00:00 | Vessel Flag: PORTUGAL  
 Berth No.: 210424 | Gross Tonnage: 23432.000 MTS | Net Tonnage: 24900.000 MTS  
 Last Port of Call: MUM MUMBAI | Next Port of Call: MAA CHENNAI | Final Port: |  
 Number of Crew: 2 | Number of Passenger: 0 | Name of Captain: Ramesh K  
 Port of Registry: POR PORTUGALETE | Entry Customs Station: ET2-ASIAN SUPPLY BASE

**Tonnage of Cargo** | **Net Weight** | **UDM**

Containerised: 100.000 MTS | Non-Containerised: 100.000 MTS  
**Total Containers** | **20** | **40**

Empty: 5 | Loaded: 10

Description of Goods	Gross Weight	Remarks	Action
GENERAL GOODS	100 MTS	NA	

Weapons of Board: No

**Make and Model** | **Quantity**

Name of Agent: OCEAN NETWORK EXPRESS | IC No: 214 | Designation: ME  
 Light Dues Invoice: Choose file No file chosen Upload | Light Dues Invoice.pdf

**Crew Details**

Family Name	Given Name	Rank/Rating	Nationality	Date of Birth	Place of Birth	Gender	Date of Embarkation	Date of Disembarkation	Nature of Identity Document	No. of Identity Document
Raj S	Raj	5	INDIA	05/04/1995	Mumbai	Male	29/02/2024	30/05/2024	Passport	5443A
Ravi M	Ravi	5	INDIA	15/04/1996	Mumbai	Male	29/02/2024	30/05/2024	Passport	569845

**Generate Clearance** | **Reject** | **Back**

Figure 45: Details of the Departure Request Viewed by Immigration Officer

- vi. Verify whether the information is correct.
- vii. Click the **<Generate Clearance>** button. Generated Clearance successfully message will be displayed, and Immigration Clearance certificate will be generated. This certificate is displayed only in Immigration account not in any other stakeholders account (not even shipping agent).

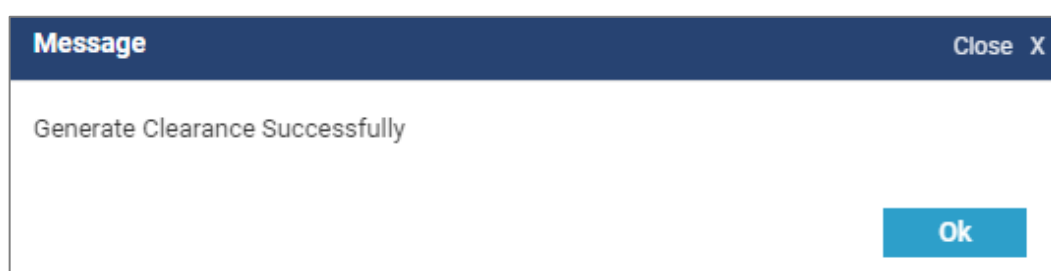


Figure 46: Confirmation Message on the Generation Clearance by Immigration Officer

- viii. On clicking the <Ok> button, search screen will be displayed with record status Generated as shown below:

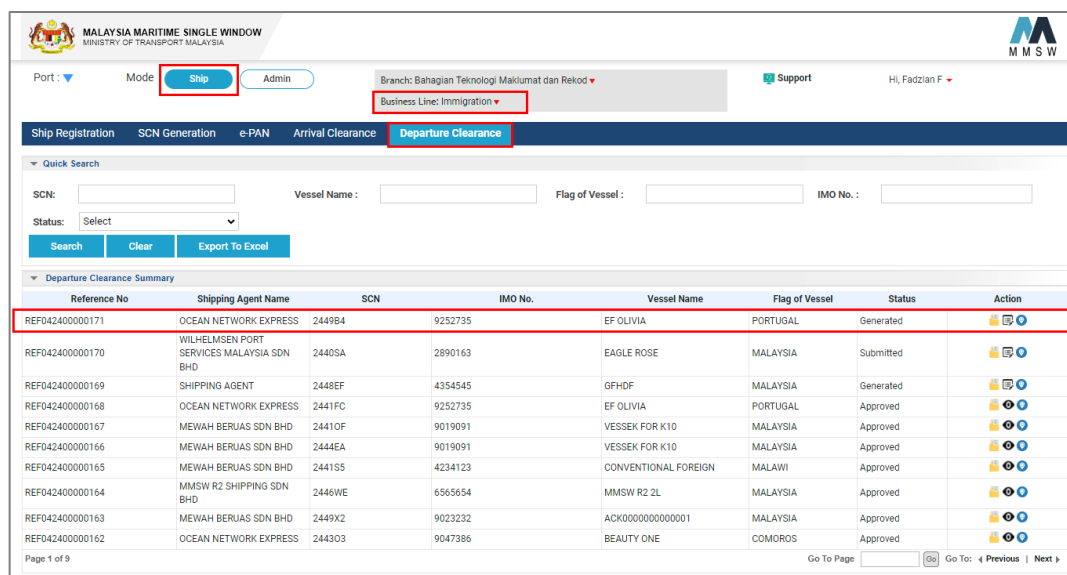


Figure 47: Listing of the Vessel with the Clearance Generation being Approved.

- ix. Immigration will be able to download the Clearance Certificate in e-Docket (📁) as shown below:

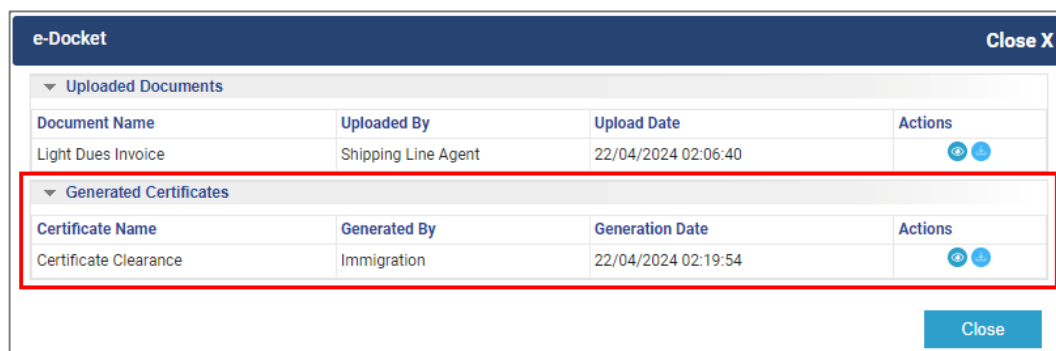


Figure 48: eDocket for the Immigration to Download the Certificate Clearance

- x. The Officer can edit the record from Search screen by clicking the Edit (📄) icon, the officer will be asked for signed and stamped Immigration Clearance certificate as shown below:

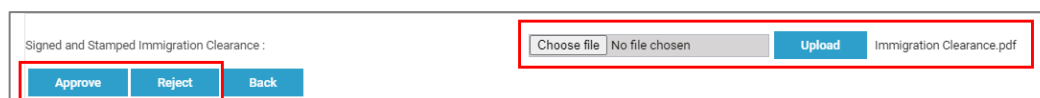


Figure 49: Screen to Upload the Signed Clearance Certificate

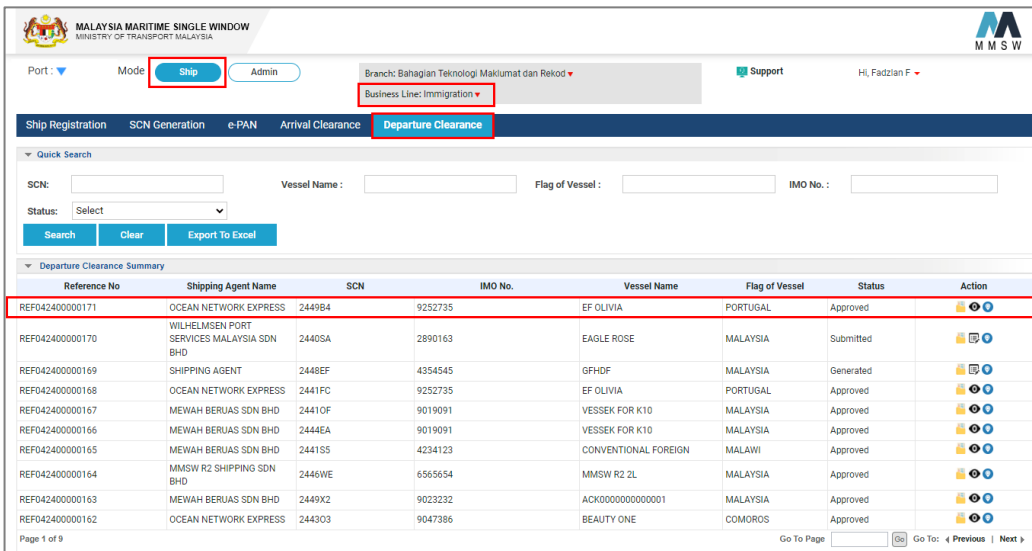
- xi. The officer must download the generated Immigration Clearance certificate from e-Docket (📁), take printout, sign, and stamp it and again upload it.
- xii. The officer can approve or reject the request by clicking the <Approve> and <Reject> button respectively.

- xiii. If a request is rejected, it is sent back to the Shipping Agent. Shipping Agent can rectify the issues and resend it back to Immigration for Departure Clearance.
- xiv. Immigration can approve the request by clicking the **<Approve>** button.
- xv. On clicking the **<Approve>** button, record approved successfully message will be displayed as shown below:



**Figure 50: Message on the Successful Approval of the Clearance Request**

- xvi. On clicking the **<Ok>** button, search screen will be displayed with Approved status record as shown below:



Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Flag of Vessel	Status	Action
REF04240000171	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	PORTUGAL	Approved	
REF04240000170	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	2440SA	2890163	EAGLE ROSE	MALAYSIA	Submitted	
REF04240000169	SHIPPING AGENT	2448EF	4354545	GFHDF	MALAYSIA	Generated	
REF04240000168	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	PORTUGAL	Approved	
REF04240000167	MEWAH BERUAS SDN BHD	2441OF	9019091	VESSEK FOR K10	MALAYSIA	Approved	
REF04240000166	MEWAH BERUAS SDN BHD	2444EA	9019091	VESSEK FOR K10	MALAYSIA	Approved	
REF04240000165	MEWAH BERUAS SDN BHD	2441SS	4234123	CONVENTIONAL FOREIGN	MALAWI	Approved	
REF04240000164	MMSW R2 SHIPPING SDN BHD	2446WE	6565654	MMSW R2 2L	MALAYSIA	Approved	
REF04240000163	MEWAH BERUAS SDN BHD	2449X2	9023232	ACK0000000000001	MALAYSIA	Approved	
REF04240000162	OCEAN NETWORK EXPRESS	244303	9047386	BEAUTY ONE	COMOROS	Approved	

**Figure 51: Listing of the Departure Request Approved by Immigration Officer**

## 11.2 Approve/Reject Departure Clearance Request - Marine Department

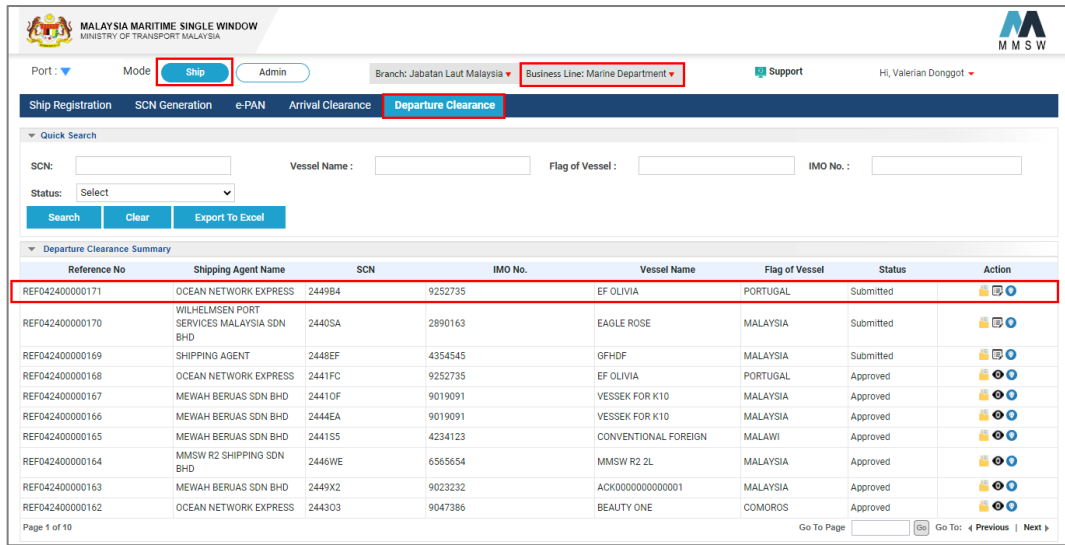
- **Access Path: Ship → Departure Clearance → Departure Clearance**

After Immigration, the Marine Department is the next approver for Departure Clearance.

**To Approve the Departure Clearance Request, Marine Department has to perform the following steps:**

- i. Login as Marine Department
- ii. Navigate to **Ship → Departure Clearance → Departure Clearance** screen.

- iii. Search the record based on SCN number or by using Previous/Next links. Status of the record will be submitted as shown below:



The screenshot shows the 'Departure Clearance Summary' table in the MMSW system. The table lists various shipping records with columns for Reference No, Shipping Agent Name, SCN, IMO No, Vessel Name, Flag of Vessel, Status, and Action. The first row is highlighted in red, indicating a record that is 'Submitted'.
































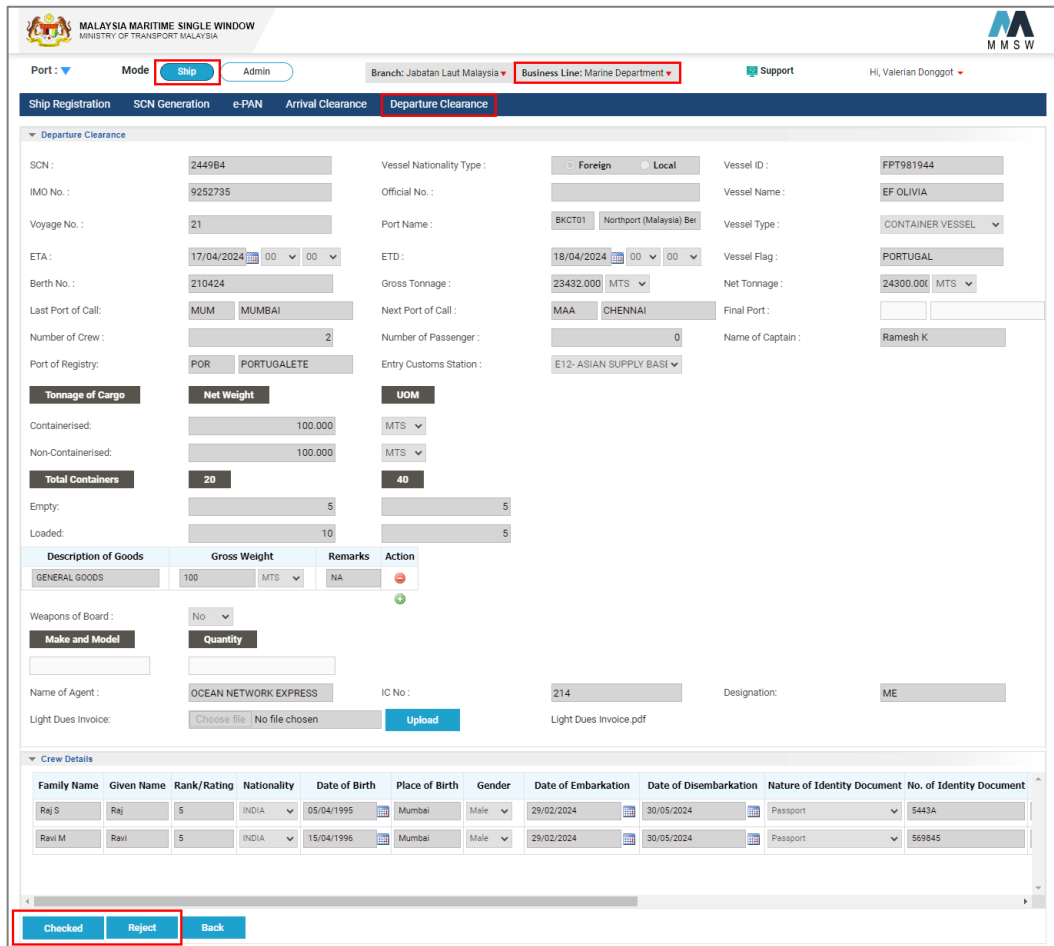


Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Flag of Vessel	Status	Action
REF04240000171	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	PORTUGAL	Submitted	  
REF04240000170	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	2440SA	2890163	EAGLE ROSE	MALAYSIA	Submitted	  
REF04240000169	SHIPPING AGENT	2448EF	4354545	GFHDF	MALAYSIA	Submitted	  
REF04240000168	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	PORTUGAL	Approved	  
REF04240000167	MEWAH BERJAS SDN BHD	24410F	9019091	VESSEK FOR K10	MALAYSIA	Approved	  
REF04240000166	MEWAH BERJAS SDN BHD	2444EA	9019091	VESSEK FOR K10	MALAYSIA	Approved	  
REF04240000165	MEWAH BERJAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	MALAWI	Approved	  
REF04240000164	MMSW R2 SHIPPING SDN BHD	2446WE	6565654	MMSW R2 2L	MALAYSIA	Approved	  
REF04240000163	MEWAH BERJAS SDN BHD	2449X2	9023232	ACK000000000001	MALAYSIA	Approved	  
REF04240000162	OCEAN NETWORK EXPRESS	244303	9047386	BEAUTY ONE	COMOROS	Approved	  

Figure 52: Listing of the Departure Request Awaiting Approval

- iv. Click Edit (  ) icon to view the Departure Clearance request send by the Shipping Agent. The following screen will be displayed:



The screenshot shows the 'Departure Clearance' details form in the MMSW system. The form is divided into several sections: Vessel Information, Tonnage of Cargo, Description of Goods, and Crew Details. The 'Vessel Information' section includes fields for SCN, IMO No, Voyage No, ETA, Birth No, Last Port of Call, Port of Registry, Vessel Nationality Type, Official No, Port Name, Gross Tonnage, Net Tonnage, Vessel ID, Vessel Name, Vessel Type, Vessel Flag, Net Tonnage, Final Port, and Name of Captain. The 'Tonnage of Cargo' section includes fields for Containerised, Non-Containerised, Total Containers, Empty, and Loaded. The 'Description of Goods' section includes a table with columns for Description of Goods, Gross Weight, Remarks, and Action. The 'Crew Details' section includes a table with columns for Family Name, Given Name, Rank/Rating, Nationality, Date of Birth, Place of Birth, Gender, Date of Embarkation, Date of Disembarkation, Nature of Identity Document, and No. of Identity Document.

Description of Goods	Gross Weight	Remarks	Action
GENERAL GOODS	100 MTS	NA	 

Family Name	Given Name	Rank/Rating	Nationality	Date of Birth	Place of Birth	Gender	Date of Embarkation	Date of Disembarkation	Nature of Identity Document	No. of Identity Document
Raj S	Raj	5	INDIA	05/04/1995	Mumbai	Male	29/02/2024	30/05/2024	Passport	5443A
Ravi M	Ravi	5	INDIA	15/04/1996	Mumbai	Male	29/02/2024	30/05/2024	Passport	569845

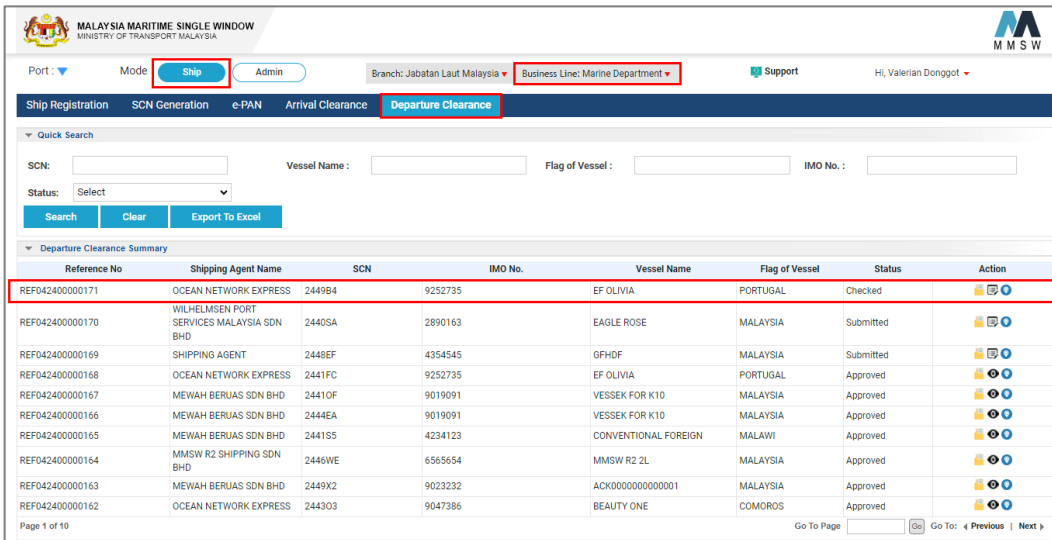
Figure 53: Details of the Departure Request Awaiting Approval by Marine Officer































- v. There is a two-step verification process in the Marine Department. The first one is verification (to be done by the Verifier) and second one is the Approval process to approve or to reject the application (to be done by the Approver).
- vi. The Marine Department assigned for the verification process will verify all information and click the **<Checked>** button.
- vii. Record checked successfully message will be displayed as shown below:



**Figure 54: Message on the Confirmation of the Departure Request Checked**

- viii. On clicking the **<Ok>** button, record will be displayed with Checked status in search screen as shown below:




Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Flag of Vessel	Status	Action
REF042400000171	OCEAN NETWORK EXPRESS	244984	9252735	EF OLIVIA	PORTUGAL	Checked	  
REF042400000170	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	2440SA	2890163	EAGLE ROSE	MALAYSIA	Submitted	  
REF042400000169	SHIPPING AGENT	2448EF	4354545	GFHDF	MALAYSIA	Submitted	  
REF042400000168	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	PORTUGAL	Approved	  
REF042400000167	MEWAH BERUAS SDN BHD	2441OF	9019091	VESSEK FOR K10	MALAYSIA	Approved	  
REF042400000166	MEWAH BERUAS SDN BHD	2444EA	9019091	VESSEK FOR K10	MALAYSIA	Approved	  
REF042400000165	MEWAH BERUAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	MALAWI	Approved	  
REF042400000164	MMSW R2 SHIPPING SDN BHD	2446WE	6565654	MMSW R2 2L	MALAYSIA	Approved	  
REF042400000163	MEWAH BERUAS SDN BHD	2449X2	9023232	ACK0000000000001	MALAYSIA	Approved	  
REF042400000162	OCEAN NETWORK EXPRESS	244303	9047386	BEAUTY ONE	COMOROS	Approved	  

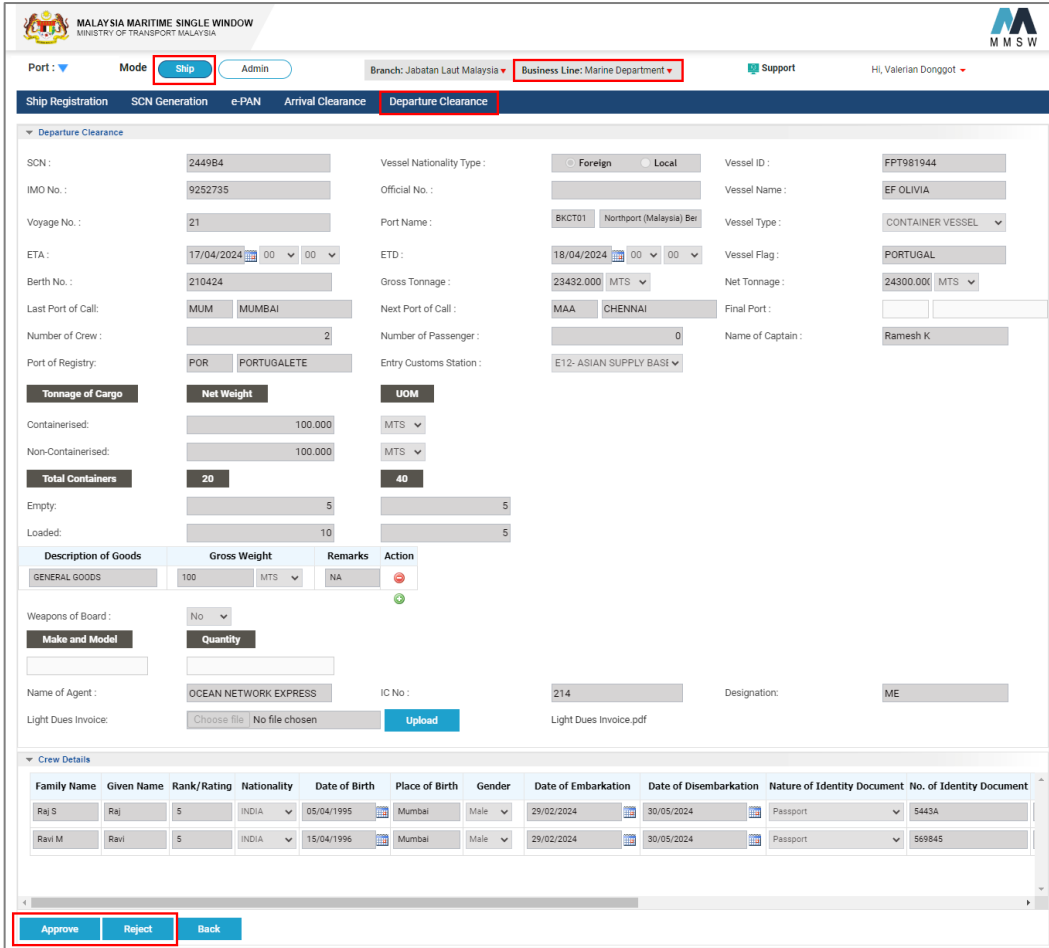
**Figure 55: List of the Departure Clearance Being Checked by Marine Officer**

- ix. Once the application is verified, the Marine Officer with the Approver privilege will need to login to the system for the approver process.



**Depending on the arrangement of the operation by the Marine Department, the same officer can have both the privileges to do the verification and approval processes.**

- x. Again, click the Edit (  ) icon in search screen and click the **<Approve>** button as shown below:



**Departure Clearance**

SCN: 2449B4 Vessel Nationality Type: Foreign Local Vessel ID: FFT981944  
 IMO No.: 9252735 Official No.: Vessel Name: EF OLIVIA  
 Voyage No.: 21 Port Name: BKCT01 Northport (Malaysia) Ber Vessel Type: CONTAINER VESSEL  
 ETA: 17/04/2024 00:00 ETD: 18/04/2024 00:00 Vessel Flag: PORTUGAL  
 Berth No.: 210424 Gross Tonnage: 23432.000 MTS Net Tonnage: 24300.000 MTS  
 Last Port of Call: MUM MUMBAI Next Port of Call: MAA CHENNAI Final Port:  
 Number of Crew: 2 Number of Passenger: 0 Name of Captain: Ramesh K  
 Port of Registry: POR PORTUGALETE Entry Customs Station: E12- ASIAN SUPPLY BASE

**Tonnage of Cargo** **Net Weight** **UOM**

Containerised: 100.000 MTS  
 Non-Containerised: 100.000 MTS  
**Total Containers** **20** **40**

Empty: 5 5  
 Loaded: 10 5

Description of Goods	Gross Weight	Remarks	Action
GENERAL GOODS	100 MTS	NA	

Weapons of Board: No  
**Make and Model** **Quantity**

Name of Agent: OCEAN NETWORK EXPRESS IC No.: 214 Designation: ME  
 Light Dues Invoice: Choose file No file chosen Upload Light Dues Invoice.pdf

**Crew Details**

Family Name	Given Name	Rank/Rating	Nationality	Date of Birth	Place of Birth	Gender	Date of Embarkation	Date of Disembarkation	Nature of Identity Document	No. of Identity Document
Raj S	Raj	5	INDIA	05/04/1995	Mumbai	Male	29/02/2024	30/05/2024	Passport	5443A
Ravi M	Ravi	5	INDIA	15/04/1996	Mumbai	Male	29/02/2024	30/05/2024	Passport	56984S

Approve Reject Back

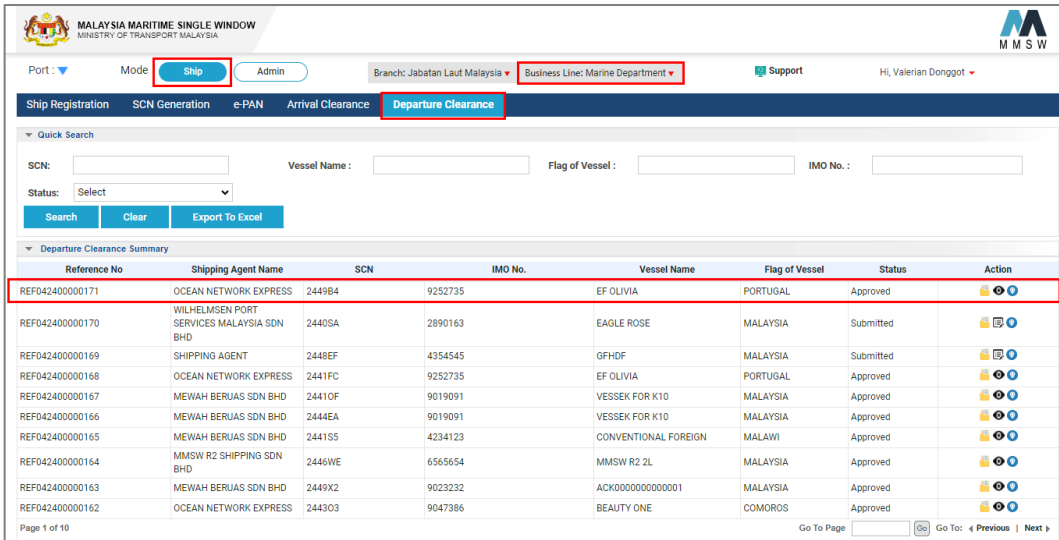
Figure 56: Details of the Departure Request Awaiting Approval from Marine Officer

- xi. Record approved successfully message will be displayed as shown below:



Figure 57: Confirmation Message on the Approval of the Departure Request


- xii. On clicking the <Ok> button, record will be displayed with approved status in search screen as shown below:

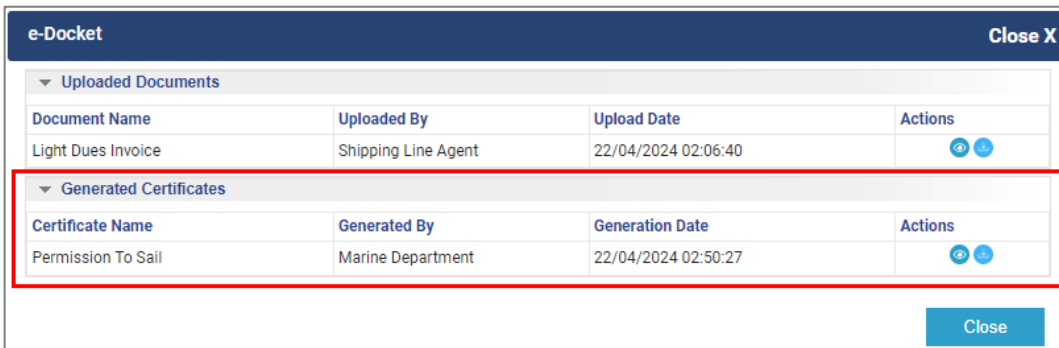


The screenshot shows the 'Departure Clearance' section of the MMSW interface. It features a search bar with fields for SCN, Vessel Name, Flag of Vessel, and IMO No. Below the search bar is a table titled 'Departure Clearance Summary' with columns: Reference No, Shipping Agent Name, SCN, IMO No., Vessel Name, Flag of Vessel, Status, and Action. The first row is highlighted in red, showing a record with Reference No REF042400000171, Shipping Agent Name OCEAN NETWORK EXPRESS, SCN 2449B4, IMO No. 9252735, Vessel Name EF OLIVIA, Flag of Vessel PORTUGAL, and Status Approved.

Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Flag of Vessel	Status	Action
REF042400000171	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	PORTUGAL	Approved	
REF042400000170	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	2440GA	2890163	EAGLE ROSE	MALAYSIA	Submitted	
REF042400000169	SHIPPING AGENT	2448EF	4354545	GFHDF	MALAYSIA	Submitted	
REF042400000168	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	PORTUGAL	Approved	
REF042400000167	MEWAH BERUAS SDN BHD	2441OF	9019091	VESSEK FOR K10	MALAYSIA	Approved	
REF042400000166	MEWAH BERUAS SDN BHD	2444EA	9019091	VESSEK FOR K10	MALAYSIA	Approved	
REF042400000165	MEWAH BERUAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	MALAWI	Approved	
REF042400000164	MMSW R2 SHIPPING SDN BHD	2446WE	6565654	MMSW R2 2L	MALAYSIA	Approved	
REF042400000163	MEWAH BERUAS SDN BHD	2449X2	9023232	ACK00000000000001	MALAYSIA	Approved	
REF042400000162	OCEAN NETWORK EXPRESS	244303	9047386	BEAUTY ONE	COMOROS	Approved	

Figure 58: List of the Departure Request with Approved Status

- xiii. On completing both verification process, a Permission to Sail certificate is generated and displayed in e-Docket (  ) as shown below:



The screenshot shows the 'e-Docket' interface with a 'Generated Certificates' section highlighted in red. It contains a table with columns: Certificate Name, Generated By, Generation Date, and Actions. The first row shows 'Permission To Sail' generated by 'Marine Department' on '22/04/2024 02:50:27'.

Certificate Name	Generated By	Generation Date	Actions
Permission To Sail	Marine Department	22/04/2024 02:50:27	

Figure 59: eDocket View for Marine Officer to Download the Permission to Sail Cert

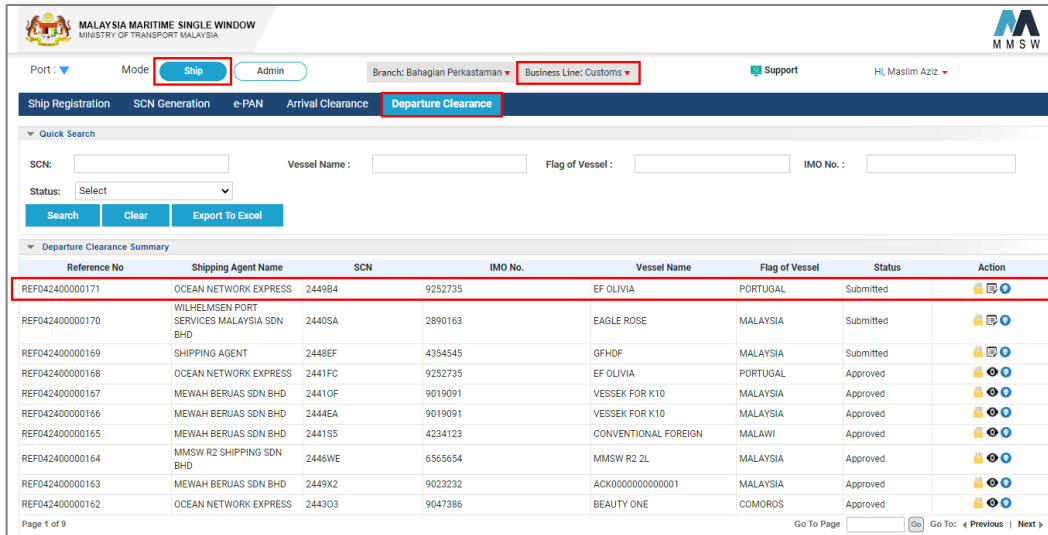
### 11.3 Approve/Reject Departure Clearance Request – Customs Department

- Access Path: Ship → Departure Clearance → Departure Clearance.

After the Marine Department, Customs is the next approver for Departure Clearance.

**To Approve the Departure Clearance Request, Customs has to perform the following steps:**

- i. Login as Customs.
- ii. Navigate to **Ship → Departure Clearance → Departure Clearance** screen.
- iii. Search the record based on SCN number or by using Previous/Next links. Status of the record will be submitted as shown below:



The screenshot shows the 'Departure Clearance Summary' table in the MMSW system. The table lists various shipping agents and their vessels. The first row is highlighted in red, indicating a request awaiting approval.































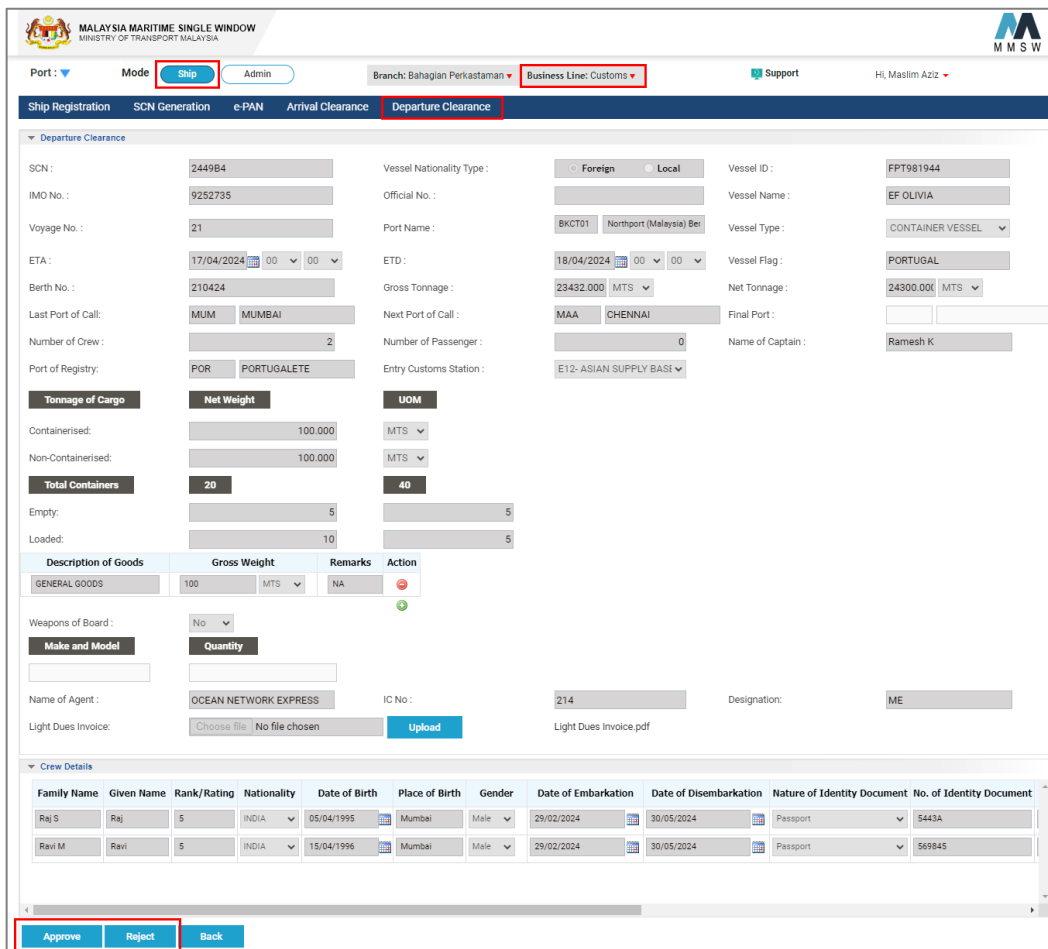
Reference No	Shipping Agent Name	SCN	IMO No.	Vessel Name	Flag of Vessel	Status	Action
REF04240000171	OCEAN NETWORK EXPRESS	2449B4	9252735	EF OLIVIA	PORTUGAL	Submitted	  
REF04240000170	WILHELMSEN PORT SERVICES MALAYSIA SDN BHD	2440SA	2890163	EAGLE ROSE	MALAYSIA	Submitted	  
REF04240000169	SHIPPING AGENT	2448EF	4354545	GFHDF	MALAYSIA	Submitted	  
REF04240000168	OCEAN NETWORK EXPRESS	2441FC	9252735	EF OLIVIA	PORTUGAL	Approved	  
REF04240000167	MEWAH BERJAS SDN BHD	2441OF	9019091	VESSEK FOR K10	MALAYSIA	Approved	  
REF04240000166	MEWAH BERJAS SDN BHD	2444EA	9019091	VESSEK FOR K10	MALAYSIA	Approved	  
REF04240000165	MEWAH BERJAS SDN BHD	2441S5	4234123	CONVENTIONAL FOREIGN	MALAWI	Approved	  
REF04240000164	MMSW R2 SHIPPING SDN BHD	2446WE	6565654	MMSW R2 2L	MALAYSIA	Approved	  
REF04240000163	MEWAH BERJAS SDN BHD	2449X2	9023232	ACK0000000000001	MALAYSIA	Approved	  
REF04240000162	OCEAN NETWORK EXPRESS	244303	9047386	BEAUTY ONE	COMOROS	Approved	  

Figure 60: Listing of the Departure Request Awaiting Approval from Customs

- iv. Click the Edit (  ) icon to view the Departure Clearance request send by the Shipping Agent.

The following screen will be displayed:



The screenshot shows the 'Departure Clearance' details form in the MMSW system. The form contains various fields for vessel information, cargo details, and crew information. The 'Approve' button is highlighted in red.

**Departure Clearance Details:**

- SCN: 2449B4
- IMO No.: 9252735
- Voyage No.: 21
- ETA: 17/04/2024 00:00:00
- Birth No.: 210424
- Last Port of Call: MUM MUMBAI
- Number of Crew: 2
- Port of Registry: POR PORTUGALETE
- Vessel Nationality Type:  Foreign  Local
- Official No.:
- Port Name: BKCT01 Northport (Malaysia) Ber
- ETD: 18/04/2024 00:00:00
- Gross Tonnage: 23432.000
- Next Port of Call: MAA CHENNAI
- Vessel ID: FPT981944
- Vessel Name: EF OLIVIA
- Vessel Type: CONTAINER VESSEL
- Vessel Flag: PORTUGAL
- Net Tonnage: 24300.000
- Final Port:
- Name of Captain: Ramesh K
- Entry Customs Station: E12- ASIAN SUPPLY BASE

**Tonnage of Cargo:**

Tonnage of Cargo	Net Weight	UOM
Containerised: 100.000	100.000	MTS
Non-Containerised: 100.000	100.000	MTS
<b>Total Containers</b>	<b>20</b>	<b>40</b>
Empty:	5	5
Loaded:	10	5

**Description of Goods:**

Description of Goods	Gross Weight	Remarks	Action
GENERAL GOODS	100	MTS	NA

**Crew Details:**

Family Name	Given Name	Rank/Rating	Nationality	Date of Birth	Place of Birth	Gender	Date of Embarkation	Date of Disembarkation	Nature of Identity Document	No. of Identity Document
Rej S	Rej	5	INDIA	05/04/1995	Mumbai	Male	29/02/2024	30/05/2024	Passport	5443A
Ravi M	Ravi	5	INDIA	15/04/1996	Mumbai	Male	29/02/2024	30/05/2024	Passport	569845

**Buttons:** Approve, Reject, Back

Figure 61: Details of the Departure Request Awaiting Approval from Customs

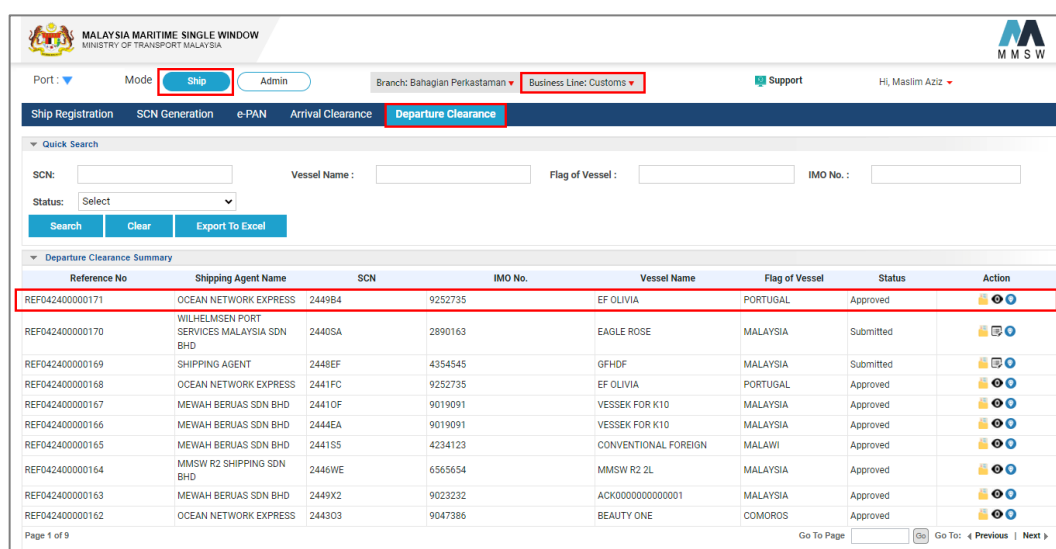
- v. Verify all the information and click the <Approve> or <Reject> button.

- vi. On clicking the **<Approve>** button, Record approved successfully message is displayed as shown below:



**Figure 62: Confirmation Message on the Approval of the Departure Request by Customs**

- vii. On clicking the **<Ok>** button, search screen will be displayed with approved status as shown below:









**Figure 63: Listing of the Departure Request Bring Approved by Customs**

- viii. If the request is Rejected, an email notification will be sent to the it will be sent to the Shipping Agent. Shipping Agent can rectify the issues and resend the application back to Immigration.
- ix. The application will then be routed to the Marine Department and then to Customs for approval (i.e. the entire approval cycle must be repeated).
- x. On approving the request, K10 (Customs No. 10) report will be generated. Example of the K10 generated by MMSW is shown as per the diagram below.



JABATAN KASTAM DIRAJA MALAYSIA/ROYAL MALAYSIAN CUSTOMS DEPARTMENT LAPORAN PELEPASAN PELABUHAN/LAPANGAN TERBANG REPORT OF PORT/AIRPORT CLEARANCE					
Kapal Tempatan. Sila nyatakan jenis Local Craft. Please specify the type		Pesawat udara. Sila nyatakan jenis, tujuan dan no. kelulusan CAAM Aircraft. Please specify the type, purpose and CAAM approval no.		KASTAM No.10 Custom No.10	
				Kapal. Sila nyatakan jenis Vessel. Please specify the type 16	
1. Nama kapal Pesawat Udara Kapal Tempatan Name of Vessel/Aircraft/Local Craft  SYAWAL HARI KE7		2.No. Pelayaran/ No. Pendaftaran Penerbangan Voyage No./Aircraft Registration No.  5		Tarikh dan Waktu Terima Date and Time of Receipt  No. Pendaftaran Registration No.	
3. Negara didaftarkan Country of registration  PANAMA		4. Tarikh ketibaan/Tarikh Berlepas Date of Arrival/Date of Departure  21/04/2024 25/04/2024		Stesen/Station  B10- WISMA KASTAM, F	
5. Masa Ketibaan/Berlepas Time of Arrival/Departure  10:04 10:04		6.Operator Pelabuhan Pemilik Jeti/ Lapangan Terbang Port Operator/Jetty Owner/Airport		7.No. Giliran Berlepas Arrival/Departure location berth No  67	
8.No. Panggilan Kapal/Ship Call No (SCN FPA992676 2443LE		9. Pelabuhan Dituju/Lapangan Terbang Terakhir/Lapangan Terbang Terakhir Next Port/Airport of Call/ Last Port/Airport of Call  MEL SYD		10. Berat kasar kapal yang didaftarkan Gross Registered ton of vessel/ Gross Tonnage  3,500.00	
11. Berat bersih kapal pesawat udara yang didaftarkan Nett registered ton of vessel Maximum take-off weight of aircraft  3,000.00		12. Nama dan Alamat Ejen Name and Address of Agent LAILATUL QADAR SHIP 45 JALAN SEMARAK 1 BANDAR BARU BANTING		14. Jumlah penumpang kapal/pesawat udara Number of passengers of vessel/aircraft  1  AZRINA	
15. Berat kargo dimuatkan/dipunggah Tonnage of cargo loaded/unloaded		Berat Bersih Net Weight		Unit Ukuran Unit of Measure	
Kontena Containerized		3,000.00		MTS	
Bukan Kontena Non-Containerized		0.00		MTS	
17. Perihal barang/ Description of Goods		Berat kasar Gross		Catatan Remarket	
GOODS		3000		NIL	
18. Senjata, Senjata api dan Peluru Weapon, Firearms and Ammunition		19. Nama pengperakuan/ Name of declarant		20. No. Kad Pengenalan atau Pasport/ IC or Passport No. 123456789	
Buatan dan model Make and Model		21. Jawatan Designation Manage		22. Saya dengan ini mengesahkan bahawa perakuan ini betul dan lengkap I hereby certify that this declaration is true and complete	
Kuantiti Quantity		UNTUK KEGUNAAN RASMI/FOR OFFICIAL USE		Pengesahan Ketibaan/Pelepasan Pelabuhan atau Lapangan Terbang Confirmation of Arrival/Port or airport Clearance	
				Tarikh/Date Proper Officer of Customs	
				Pegawai Kastam yang hak	

Figure 64: Sample of the K10 Form Generated by MMSW

- xi. The K10 will be displayed in e-Docket (📁) as shown below:

e-Docket				Close X
▼ Uploaded Documents				
Document Name	Uploaded By	Upload Date	Actions	
Light Dues Invoice	Shipping Line Agent	22/04/2024 02:06:40	 	
▼ Generated Certificates				
Certificate Name	Generated By	Generation Date	Actions	
Permission To Sail	Marine Department	22/04/2024 02:50:27	 	
K 10	Customs	22/04/2024 03:06:03	 	
<a href="#">Close</a>				

**Figure 65: eDocket View for Customs to Download the K10 Form**

- xii. In e-Docket (  ), user can view Permission to Sail and K 10 reports as shown in above screenshot.
- xiii. In Shipping Agent Login, status will be shown as Approved and in e-Docket (  ) user can view Permission to Sail and K 10 reports.
- xiv. K10 Certificate is valid only for 48 hours after generation by the MMSW.
- xv. If the agent fails to take the vessel out of the Port limits within 48 hours of the K10 generation, then this K10 Certificate will become invalid, and the agent needs to re-submit the Departure Clearance request to Customs. (No need for Immigration and Marine Department checks/approval in this case).
- xvi. Next time while submitting the request Shipping Agent cannot make change in any fields (All fields in Departure Clearance will be disabled second time).
- xvii. If next time Customs approves the request, a new K10 certificate will be generated.
- xviii. After 48 hours agent cannot download the K10 certificate. It will be locked after 48 hours.
- xix. K10 certificate is required to be displayed at Port physically for leaving the Port premises.
- xx. The status of record will be shown as Approved in Shipping Login Account.

## 12 ERROR MESSAGES IN MMSW

The following tables describe the error messages generated by MMSW should the user and the activities done by the users that caused the error. To ease the users to understand the error messages, the error messages are divided into the module/sub-modules in MMSW.

### 12.1 User Registration Module

**Table 10: Error Messages under User Registration Module**

No	Error Message	Activity that caused the error
1	Business Email ID is not in correct format for Organization	Incorrect Business Email ID was entered by the user
2	Phone no. should be numeric. Only (0-9,-,+,(,)) allowed	Less than 10 digits of the phone number was entered by the user.
3	ROB/ROC Code already exists	ROB/ROC Code which is already exist was entered by the user.
4	Invalid format. Please enter 2 characters followed by 4 digits.	Invalid Customs Agent Code was entered.
5	State name not found.	Invalid state name was entered.
6	City name not found.	Invalid city name was entered.
7	Username Already Exists.	Username which was entered is already exist when the <b>&lt;Check Availability&gt;</b> button clicked.
8	Please Select Document	The user clicked on <b>&lt;Upload&gt;</b> button without selecting document in document section.
9	1. Please Enter Organization Name. 2. Please Enter Phone No. 3. Please Enter Address Line 1. so on....	The user clicked on <b>&lt;Submit&gt;</b> button without filling any fields.
10	Invalid Captcha.	The user entered incorrect Captcha.

### 12.2 Branch Creation Sub-Module

**Table 11: Error Messages under Branch Creation Sub-Module**

No	Error Message	Activity that caused the error
1	Invalid format. Please enter 2 characters followed by 4 digits.	Invalid Customs Agent Code was entered.
2	Branch's alternate email is not in correct format.	Incorrect Email ID was entered.

No	Error Message	Activity that caused the error
3	State name not found.	Incorrect state name was entered.
4	City name not found.	Incorrect city name was entered.
5	Username Already Exists.	Username which was entered is already exist when the <b>&lt;Check Availability&gt;</b> button clicked.
6	Incorrect Email Id Format.	Incorrect Email ID was entered.
7	<ol style="list-style-type: none"> <li>1. Branch's email is not in correct format.</li> <li>2. Branch's alternate email is not in correct format.</li> </ol>	The <b>&lt;Create&gt;</b> button was clicked without entering any of the field.

### 12.3 Roles & Rights Sub-Module

Table 12: Error Messages under Roles and Rights Sub-Module

No	Error Message	Activity that caused the error
1	<ol style="list-style-type: none"> <li>1. Please fill role name</li> <li>2. Please fill role description</li> <li>3. Please select at least one right from the list.</li> <li>4. Please select at least one sub-module from list.</li> </ol>	The <b>&lt;Create&gt;</b> button was clicked without entering any of the field.

### 12.4 Ship Registration Module

Table 13: Error Messages under Ship Registration Module

No	Error Message	Activity that caused the error
1	Ship is already registered.	IMO Number being entered is already exist.
2	Vessel Flag does not exist.	Incorrect Vessel Flag was entered.
3	Shipping Line/Operator Code Does Not Exist.	Incorrect Shipping Line/Operator Code was entered.
4	Please enter Valid Year of Built.	Invalid Year of Built was entered.
5	Owner Country does not exist.	Incorrect owner country was entered.
6	Owner State does not exist.	Incorrect owner state was entered.
7	Owner City does not exist.	Incorrect owner city was entered.
8	Charterer Country does not exist.	Incorrect charterer country was entered.
9	Charterer State does not exist.	Incorrect charterer state was entered.
10	Charterer City does not exist.	Incorrect charterer city was entered.

No	Error Message	Activity that caused the error
11	Are you sure you want to delete details?	<Delete> icon was clicked after adding two rows in repeater of P & I Details.
12	At least One P&I Details Required.	<Delete> icon was clicked without selecting P & I Details.
13	Are you sure you want to delete attach documents details?	<Delete> icon of Attach Documents was clicked.
14	<ol style="list-style-type: none"> <li>1. Please Upload Ship Registry Certificate Document.</li> <li>2. Please Select Document Expiry Date for Ship Registry Certificate.</li> <li>3. Please Upload Tonnage Certificate Document.</li> <li>4. Please Select Document Expiry Date for Tonnage Certificate.</li> <li>5. Please Upload Load Line Certificate Document.</li> <li>6. Please Select Document Expiry Date for Load Line Certificate.</li> <li>7. Please Upload Class Certificate Document.</li> <li>8. Please Select Document Expiry Date for Class Certificate.</li> <li>9. Please Enter Document Title.</li> </ol>	<Add> button of repeater was clicked without entering mandatory fields of Attach document.
15	Maximum 25 rows can be added.	<Add> button in repeater is clicked after the 25 <sup>th</sup> rows of the attach document.
16	File Size Should Not Exceed 2MB	Attachment document with size greater than 2 MB was uploaded.

## 12.5 SCN Generation Module

Table 14: Error Messages under SCN Generation Module

No	Error Message	Activity that caused the error
1	Kindly Register the vessel first in Ship Registration	Vessel ID which is submitted but not approved yet was entered.
2	Kindly Register the vessel first in Ship Registration	Inactive Vessel ID was entered.
3	Vessel ID Is Cancelled Kindly Generate a New Vessel ID	Vessel ID which is being cancelled was entered.

No	Error Message	Activity that caused the error
4	Invalid Vessel ID	Incorrect Vessel ID was entered.
5	Port Selection Limit Reached	Port Name selected exceeds the maximum allowed under the Port Authority.
6	ETD shall be greater than the ETA date and time	ETD less than ETA was entered.

## 12.6 Organization Profile Module

**Table 15: Error Messages under Organization Profile Module**

No	Error Message	Activity that caused the error
1	Please enter Phone No. for Organization	Phone No was not provided while saving the data.
2	Business Email ID is not in correct format for Organization	Incorrect Business Email ID format was saved.
3	State name not found.	Invalid state name was entered.
4	City name not found.	Invalid city name was entered.
5	Please Select Document	<b>&lt;Upload&gt;</b> button was clicked without selecting document in Document Section.
6	Please Enter Document No.	<b>&lt;Upload&gt;</b> button was entered without entering NRIC/Passport No.
7	Please Select Document	<b>&lt;Upload&gt;</b> button without was clicked without selecting document in Select Document.

-----<End of Document>-----

This user manual shall be updated as and when required.