



**KEMENTERIAN PENGANGKUTAN
MALAYSIA**

MMSW STANDARD OPERATING PROCEDURE (SOP)

MALAYSIA MARITIME SINGLE WINDOW (MMSW)

AGENCY NAME	:	PORT KLANG AUTHORITY
NAME OF MAIN AGENCY	:	MINISTRY OF TRANSPORT MALAYSIA
DOCUMENT DATE	:	13th JUNE 2024
DOCUMENT VERSION	:	1.0

Version 0.1

I. DOCUMENT CONTROL

Version No.	Date	Amendment Summary	Prepared by
0.1	13 th June 2024	First Draft	Che Zalman Bin Che Noh

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1. Introduction

The Malaysia Maritime Single Window (MMSW) is an advanced, integrated online platform meticulously designed to streamline the submission and processing of maritime-related documentation and information. Technological advances have significantly impacted daily business operations, with the Internet becoming the primary channel for electronic transactions. MMSW aims to help logistics players improve operational inefficiencies in their supply chains. However, reliance on the Internet can pose risks if MMSW becomes inaccessible due to various issues. To mitigate this, community-wide fallback procedures must be in place to ensure the continued movement of cargo, consignments, and containers during partial or full-service disruptions. MMSW operates from a data center with 99.9% uptime guarantees and necessary fail-over facilities. Terminal Operators' systems, interfaced with MMSW, also require high availability. If disruptions occur, fallback procedures will revert to the respective organization and processes.

2. Objective

The primary and fundamental objective of the fallback procedures for MMSW will entail to the users the necessary follow-through procedures that are needed to be executed and followed in the event of any service disruption attributed to the inaccessibility to MMSW or its service components.

3. Initiation of Fallback Procedure

Any partial or full system service disruption on the part of MMSW would necessitate these procedures to be executed, regardless of the types of cargo, consignments, or containers in question. The fallback procedures shall come into play if the service disruption at either the core components of MMSW or the sphere of Terminal Operators' systems is identified to be sixty (60) minutes or more. The implementation of the fallback procedures shall coincide with the live implementation date (i.e., 10th July 2024) of the arrival clearance and departure clearance modules of MMSW.

4. Definitions

No.	Description	
1	MMSW	Malaysian Maritime Single Window
2	Stakeholders	All parties involved in maritime single window operations such shipping agent, port authority, Port Health, Immigration, Marine department and Customs.
3	Documentation	All forms, certificates, permits, and other documents required for maritime operations.

5. Responsibilities

No.	Organization's	Functions
1.	Ministry of Transports	MMSW system administrator
2.	Shipping Agents	To ensure timely and accurate submission of required documentation.
3.	Marine Department of Malaysia	Process, verify, reject and approve the application of vessel registration
4.	Chemistry	upload (depend on the requirement) and auto approve inspection report.
5.	Port Health	Issuing the health certificate and Pratique.
6.	Port Authority	Process, verify, reject and approve the application of Pre-Arrival Notification
7.	Port Operator	To issuing the ATA, POB, ATB/Birth No. & ATD
8.	Immigration Department of Malaysia	Process, Physical inspection, quarantine, reject & approve crew and passenger.
9.	Royal Malaysian Customs	Auto acknowledge arrival clearance and to process, reject and approve for K10.

6. Process and Functionality

No.	Agencies	User Reg	Vessel Reg	SCN	PAN	Arrival	Departure	Reporting
1	Ministry of Transports	X						X
2	Shipping Agent	X	X	X	X	X	X	X
3	Port Operator	X		X				X
4	Port Authority	X		X	X			X
5	Immigration	X					X	X
6	Marine Department	X	X		X	X	X	X
7	Port Health	X				X		X
8	Chemistry	X				X		X
9	Customs	X				X	X	X

Ministry of Transports	MOT will function as Malaysian Maritime Single Window (MMSW) administrator
Shipping Agent	To perform the arrival and departure clearance upon the vessel come in and out.
Port Operator	Upon the vessel arrival, the port operator will issue the actual time arrival, pilot on board, ATB/ birth no, and actual time departure.
Port Authority	Issuing the approval for ePAN.
Immigration	To conduct the physical inspection, quarantine, as well as approval for crew and passenger.
Marine Department	Process, verify, reject and approve the application of vessel registration
Port Health	Issuing the health certificate and Pratique
Chemistry	upload and auto approve inspection report.
Customs	Auto acknowledge arrival clearance and to process, reject and approve for K10.

7. Troubleshooting and Support

7.1. Agencies Details

No	Agency's Name	Officer In Charge	Phone Number	Mobile Number	Email Address	Operation Hours
1	Port Klang Authority	Officer on duty	03-31688211	012-331 2477	mtso_isps@pka.gov.my mohdhelmi@pka.gov.my	24 hours
2	Marine Department of Malaysia					
3	Royal Malaysian Customs Department	Mohamad Faizul Bin Abdul Latiff Maslim Bin Abd Aziz Siti Norhairin Bt Puhari		012-677 6774 013-713 3248 012-248 8802	faizul.latiff@customs.gov.my maslim.aziz@customs.gov.my hairin.puhari@customs.gov.my	
4	Immigration Department (Westport)	PIK Nurul Azuwa PIK Mohd Firdaus	03-31011570		imiwestport@gmail.com	0700 hrs – 1500 hrs
	Immigration Department (Northport)	PIK Mohd Firdaus	03-31763 472		nortport@imi.gov.my	
5	Port Health Department (Northport)	PPKP - En Faisal PPKP - En Akmal	03-31654006	011-2723 7376 011-3171 9549	Utama- shipping.pkpklang@moh.gov.my	
	Port Health Department (Westport)	PPKP - En Rosdi PPKP - En Ariff	03-31014275	018-777 6185 018-668 9686	perkapalanbarat@gmail.com	
6	Chemistry Department	Norshahida Samsuri	03-79853116	013-227 9688	permitpj@kimia.gov.my norshahida@kimia.gov.my	
7	Dagang Net Technologies Sdn Bhd	MMSW Support Team	1300133133	010-447 5838	mmsw_support@dagangnet.com	24 hours

7.2. Agencies Service Level Agreement

No	Agencies	Activity	Voyage Time/Service Level Agreement			
			72 hours and above	Between 24 - 72 hours	Between 12 - 24 hours	Between 2 - 12 hours
1	Port Klang Authority (PKA)	Approval of ePAN	24 Hours	6 Hours	2 Hours	30 mins
		ATA/ATD				
2	Malaysia Marine Department (JLM)	Approval of Ship Registration				
		Approval for Outward Clearance	2 Hours	2 Hours	2 Hours	30 mins
3	Royal Malaysian Customs Department (RMCD)	Approval of Company's Registration	Auto-approval			
		Approval for Inward Clearance	Auto-approval			
		Approval for Outward Clearance	2 Hours	2 Hours	2 Hours	30 mins
4	Immigration Department of Malaysia (IMM)	Approval for Inward Clearance	24 Hours	6 Hours	2 Hours	30 mins
		Approval for Outward Clearance	2 Hours	2 Hours	2 Hours	30 mins
		Physical Inspection	30 Mins	30 Mins	30 Mins	30 Mins
5	Port Health Department (MOH)	Approval for Inward Clearance	24 Hours	6 Hours	2 Hours	30 mins
6	Department of Chemistry Malaysia	Approval for Inward Clearance	N/A	N/A	N/A	N/A
7	Port Operator	ATA/POB/ATB/Berth No./ATD				

Notes:

- Access the "Support" section on the MMSW portal for FAQs and user guides.
- Contact the MMSW helpdesk via email or phone for assistance.
- Log any issues encountered through the "Report an Issue" feature.
- Provide detailed information to facilitate troubleshooting.

8. Review and Amendment

This SOP will be reviewed and amended as necessary to ensure it remains relevant and effective. Any amendments will be communicated to all stakeholders promptly.