



PELABUHAN KEMAMAN
MALAYSIA

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Kepada: Komuniti dan Pengguna Pelabuhan Kemaman
To: *Kemaman Port Users and Community*

PEKELILING PELABUHAN BIL. 02/ 2025
PORT CIRCULAR NO. 02/ 2025

**PELAKSANAAN SISTEM MALAYSIA
MARITIME SINGLE WINDOW (MMSW) DI
PELABUHAN KEMAMAN**

**IMPLEMENTATION OF THE MALAYSIA
MARITIME SINGLE WINDOW (MMSW)
SYSTEM AT KEMAMAN PORT**

Ini adalah untuk pemakluman kepada Komuniti Pelabuhan Kemaman berhubung pelaksanaan sistem *Malaysia Maritime Single Window (MMSW)* yang akan berkuatkuasa sepenuhnya di Pelabuhan Kemaman seperti ketetapan berikut:

This a notification to the Kemaman Port Community regarding the implementation of the Malaysia Maritime Single Window (MMSW) system, which will be fully enforced at Kemaman Port as per the following details :

Tarikh : 01 Mac 2025

Date : March 01, 2025

Pautan : <https://www.mmsw.gov.my>

Link : <https://www.mmsw.gov.my>

Skop : Pendaftaran Kapal, Perisytiharan Pra Ketibaan Kapal (PAN), Penjanaaan *Ship Call Number* (SCN), Perisytiharan FAL dan Kargo Berbahaya (DG), Pelepasan Ketibaan dan Izin Belayar, termasuk kebenaran daripada Agensi Kerajaan Yang Berkaitan (OGA).

Scope : Ship Registration, Pre-Arrival Notification (PAN), Ship Call Number (SCN) Generation, FAL Declaration and Dangerous Goods (DG), Arrival and Departure Clearance, including approvals from Other Government Agencies (OGA).

Agensi yang terlibat :

- i. Lembaga Pelabuhan Kemaman
- ii. Jabatan Laut Malaysia
- iii. Jabatan Imigresen Malaysia
- iv. Pejabat Kesihatan Pelabuhan
- v. Jabatan Kastam Diraja Malaysia
- vi. Jabatan Kimia Malaysia

Agencies involved :

- i. Kemaman Port Authority
- ii. Marine Department Malaysia
- iii. Immigration Department of Malaysia
- iv. Port Health Office
- v. Royal Malaysia Customs Department
- vi. Department of Chemistry Malaysia

Selaras dengan pelaksanaan ini, perisytiharan di portal e-DGPENS yang sedia ada akan ditamatkan penggunaannya bermula 08 Mac 2025.

In line with this implementation, the declaration on the existing e-DGPENS portal will be discontinued starting from March 08, 2025.

PEKELILING PELABUHAN BIL. 02/ 2025
PORT CIRCULAR NO. 02/ 2025

Sebarang isu berhubung operasi berkenaan perisytiharan PAN hendaklah diajukan kepada AMTSO Pelabuhan Kemaman iaitu En. Sahabudin bin Muhamad menerusi emel **sahabudin@lpktn.gov.my** dan nombor telefon 09-5858000 samb. 047.

*Any issues regarding PAN declarations should be directed to Kemaman Port AMTSO, Mr. Sahabudin bin Muhamad via email at **sahabudin@lpktn.gov.my** or phone number 09-5858000 ext. 047.*

Sebarang pertanyaan teknikal berhubung pelaksanaan ini bolehlah diajukan kepada Meja Bantuan MMSW menerusi e-mel **mmsw_support@dagangnet.com** dan nombor telefon 1300133133.

*Any technical inquires regarding this implementation can be directed to the MMSW Helpdesk via email at **mmsw_support@dagangnet.com** or phone number 1300133133.*

Bersama notis ini dilampirkan **Manual** dan **Soalan Lazim** berhubung penggunaan MMSW ini. Dokumen ini juga boleh didapati di pautan rasmi MMSW dan akan dikemas kini dari semasa ke semasa.

*Attached with this notice are the **Manual** and **Frequently Asked Question (FAQ)** regarding the use of MMSW. These documents can also be accessed on the official MMSW website and will be updated from time to time.*

Sekian, terima kasih.

Thank you.

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,



(HASNITA BINTI MOHD HANAPIAH)

Pengurus Besar / *General Manager*

Lembaga Pelabuhan Kemaman / *Kemaman Port Authority*



**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



II. Table of Contents

I. DOCUMENT CONTROL	1
II. Table of Contents	2
1. Introduction	3
2. Objective	3
3. Initiation of Fallback Procedure	4
4. Definitions	4
5. Responsibilities	5
6. Process and Functionality	6
7. Troubleshooting and Support	7
7.1. Agencies Detail	7
7.2. Agencies Service Level Agreement	8
8. Review and Amendment	9



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 mohdheimi@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	permitipj@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 ATA/ATD	24 Hours	6 Hours	2 Hours	30 mins
2	Malaysia Marine Department (JLM)	Approval of Ship Registration Approval for Outward Clearance				
		Approval of Company's Registration	2 Hours	2 Hours	2 Hours	30 mins
3	Royal Malaysian Customs Department (RMCD)	Approval for Inward Clearance	Auto-approval			
		Approval for Outward Clearance	Auto-approval			
		Approval for Inward Clearance	2 Hours	2 Hours	2 Hours	30 mins
		Approval for Inward Clearance	24 Hours	6 Hours	2 Hours	30 mins
4	Immigration Department of Malaysia (IMM)	Approval for Outward Clearance Physical Inspection	2 Hours	2 Hours	2 Hours	30 mins
			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.

FREQUENTLY ASKED QUESTIONS (FAQ)

MALAYSIA MARITIME SINGLE WINDOW (MMSW)

Module	No	Frequently Asked Questions	Response
MMSW General Information	1	Who owns MMSW?	MMSW is owned by the Ministry of Transport Malaysia (MOT).
	2	Which ports are going to implement MMSW?	MMSW is to be implemented at all ports in Malaysia (Federal, state and private jetties). The implementation is done in stages. MMSW to be implemented first in Port Klang.
	3	What is the link to access MMSW	The following link is used to access MMSW. https://www.mmsw.gov.my
	4	Is the usage of MMSW mandatory in Port Klang?	The usage of MMSW will become mandatory for Port Klang starting from 10 th June 2024.
	5	Is there any cost to use the MMSW?	No. There is currently no cost of using the MMSW.
	6	Are agencies' officers know if there is a submission being submitted in MMSW that requires their approval?	Agencies' officers will be notified via email if there is a submission in MMSW requires their approval.
	7	Are payments for the Light Dues and Port Charges available to be done in MMSW?	1. Currently not available. MMSW will send the data to MMDIS on the details of the vessel calling to the port for the MMDIS to prepare the Light Dues. Payment will need to be done at MMDIS. The users will need to attach the proof of payment in MMSW for vessel clearance. 2. Port charges will be made available to be prepared and paid from MMSW at later stage of the implementation.
	8	Can I use the handphone to access MMSW?	MMSW is not a native mobile phone application. However, limited functions are available in the mobile phone such as receiving the email.
	9	Is MMSW going to replace NSW implementation in Malaysia?	No. MMSW is for the vessel related operations only whereas the NSW is more than the vessel operations. But there is an integration between MMSW and NSW on the data that is required in both applications, such as the cargo details.

Module	No	Frequently Asked Questions	Response
	10	Are private jetties included in the scope of the MMSW implementation?	Current implementation of MMSW in Port Klang is excluding the vessels calling to the private jetties. Private jetties can apply the vessels clearance manually. Users will be notified once private jetties are ready to be included in MMSW implementation.
MMSW Introduction	11	What is MMSW?	MMSW stands for Malaysia Maritime Single Window. It is Central Digital Database and Common Data Source that will facilitate end-to-end information flow and creates value for port users, traders and logistics business, and government agencies for transport facilitation.
	12	What are the MMSW modules?	These are the modules in the MMSW: 1. Administrator - This module is for the administration of the MMSW such as system maintenance, user maintenance etc. 2. User Registration - This module is used to register new companies, creating user credentials, creating company branches and users in for the branches. 3. 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. 4. Ship Call Number (SCN) Generation - This module is for the shipping agents to apply for the Ship Call Number (SCN) for their vessels. 5. 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. 6. 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. 7. 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. 8. BI Dashboard and Reporting - High level information is available and can be viewed from this module. The data can then be converted into reports.
	13	Who are the stakeholders for MMSW?	The stakeholders for MMSW are as per the following: Government sector 1. Ministry of Transport

Module	No	Frequently Asked Questions	Response
User Registration			2. The port Authorities 3. Marine Department of Malaysia 4. Immigration Department of Malaysia 5. Port Health Department 6. Royal Malaysian Customs Department 7. Chemistry Department of Malaysia Private Sector 1. Shipping agents 2. Port/Terminal/private jetty operators
	14	Does MMSW require for installation to be done at user's premise?	MMSW is a cloud-based system, thus no installation is required to be done at user's premise. Users are only required to have a PC/laptop with internet connection to access MMSW.
	15	Do I need to register as new user in MMSW to use the system?	No. If you are currently user in Port Klang, MMSW will be generating a login ID and password for you. The ID will be emailed to you. Only new users registered after the implementation of MMSW will need to register in MMSW.
	16	Can the user ID be used for concurrent sessions in MMSW?	Yes.
Ship Registration	17	Can I maintain my own password in MMSW?	Yes. You can maintain/change your password from the MMSW application.
	18	Will there be a single Vessel ID for a vessel under MMSW?	IMO number is unique for a vessel. There will be a single Vessel ID assigned to a single IMO number. Vessel calling at any port within Malaysia will use the single Vessel ID in MMSW.
	19	Which agency approves the Vessel registration under MMSW?	The Marine Department of Malaysia is the agency approving the registration of the vessels in MMSW. The vessel ID will be generated by MMSW upon approval of the vessel registration by the Marine officer.
	20	What is the format of the Vessel ID generated by MMSW?	The current Vessel ID format used is maintained. There are two types of the vessel ID generated by MMSW: FPAxxxxxx – Foreign registered vessel. LMYxxxxxx – Local registered vessel.

Module	No	Frequently Asked Questions	Response
			The first char denotes either foreign registered vessel (F) or local registered vessel (L). The next 2 chars denote the country code of the country where the vessel being registered and followed by the 6 digits of running number.
	21	If I have my vessels currently registered with PKNET or with other authorities, do I need to register again in MMSW?	1. No. MMSW will do the vessel data migration for the vessels registered in PKNET or other systems to MMSW. You need to check that the vessel information in MMSW is correct. Contact the MMSW Support team should the information is not correct after the migration. 2. However, you must register the vessel in MMSW for a new vessel calling a maiden voyage after the implementation of the MMSW.
	22	If I have my vessel registered in MMSW in Port Klang, do I need to register again when MMSW is implemented in other ports?	No. Vessels only need to be registered once in MMSW to call/operate in any other ports in Malaysia.
	23	Will a vessel need multiple Vessel IDs to operate in other ports in Malaysia?	No. A vessel to operate in any ports in Malaysia will ONLY have a single Vessel ID to operate in any ports in Malaysia.
	24	How do I handle a vessel with different agents operate for different ports?	Vessel is allowed to have multiple agents to handle the operations at different port.
	25	Can I change the owner/charterer of the vessel after registered in MMSW?	You will need to contact MMSW Support personnel to have the particulars in the vessel profile to be changed.
	26	Can a vessel be deleted/cancelled in MMSW?	Yes. Cancellation on the vessel from MMSW can be done subject to the following: 1. To be done by the shipping agent. 2. All information pertaining to the vessel such as the SCN will be deleted as well.
	27	When I want to register my vessel, the system says that "The vessel is already registered". What should I do then?	You need to contact MMSW Support team and give the details of your vessel together with all the related documents of the vessel.
Ship Call Number Application/ Generation	28	Who generates the Ship Call Number (SCN)?	MMSW is the single entity generating the SCN in Malaysia. All ports are to use the SCN generated by MMSW for their operational needs.
	29	What is the format of the SCN?	The format is as follows: yyymmxxx where yy denotes year, m denotes month and xxx is the running number. The SCN number is a combination of numerical and character.
	30	Can the data be amended after the SCN has been approved?	1. Only certain data can be amended upon approval of the SCN such as the ETA and ETD of the vessel. ETA and ETD can be changed before the ATA is assigned.

Module	No	Frequently Asked Questions	Response
Pre-Arrival Notification			2. For the Last Port of Call (LPC) and Next Port of Call (NPC), currently you need to contact MMSW Support team to alter the data. MMSW is providing means for users to change the LPC and NPC from MMSW.
	31	If my vessel sails out from the port limit and then require coming back to berth on the same day, what should I do?	You need to apply SCN and the subsequent process for the second time that you are coming to the port limit to berth.
	32	If I am applying for a single call during the SCN application, but then I want to change to multiple call. Can I amend on the current SCN?	You need to cancel the SCN for the single call and to reapply the SCN for the vessel with a multiple call.
	33	If I am applying a multiple call for my vessel but due to operational needs, the vessel is only calling to a single port. What should I do?	There will be an impact on the K10 generated. You will be receiving a K10 Void status since the vessel did not call to the final port as per the SCN and thus, not ATD assigned to the vessel.
	34	What is the minimum timeline for PAN to be submitted?	1. Minimum 6 hours is the timeline for the submission of ePAN before the ATA (for long haul voyage). 2. Minimum 2 hours before the ATA. (short haul voyage)
	35	Can I submit less than 10 ports for the Last 10 Ports of Call in PAN module?	Yes. You can. But you need to put a remark if the number of ports is less than 10 ports.
	36	How can I input the data for the Last 10 Ports of Call?	1. You can input the data for the Last 10 Ports of Call either manually or by uploading from the Excel template provided. Please be reminded to put the latest last port of call on the first row of the list, followed by the next last port of call etc. 2. The first 3 rows in the Last 10 Ports of Call list will be copied onto the Port Health Form, under the Last 3 Ports of Call section.
Arrival/FAL Clearance	37	My vessel is coming for bunkering purpose. Should I use MMSW for the clearance process?	1. You will need to use MMSW for the clearance of your vessel even for the bunkering purpose. 2. MMSW will provide the details of the Port Operator and the code for bunkering purpose.
	38	Is there any sequence of approval by the agencies officer on FAL application?	No. For FAL, agencies' officers do not approve the application in any order.

Module	No	Frequently Asked Questions	Response
	39	How do I know if my FAL request is being approved by the officers?	You can use the Tracker (in the FAL Listing) for the latest status of the FAL request.
	40	When can I start to prepare the Arrival/FAL forms?	The Arrival/FAL Forms can be prepared after the approval of the ePAN application. Data in the ePAN are used/referred in the Arrival/FAL Forms.
Departure Clearance	41	Is there any sequence of approval by the agencies officer on Departure Clearance?	Yes. The sequence of the approval is according to the following agencies: 1. Immigration Department 2. Marine Department 3. Customs Department.
	42	What is the timeline after the generation of K10 by Customs that the vessel needs to leave the port?	48 hours after the K10 generation. If the ATD is not being updated in MMSW within 48 hours after K10 generation, then the K10 will become void. The user will need to re-apply the K10.
	43	Why can't I proceed with the Departure Clearance process in MMSW even after FAL has been approved?	The Actual Time of Arrival (ATA), Pilot On-Board (POB), ATB (Actual Time of Berth) and Berth Number must be updated by the port operator/port authority for the SCN to do the Departure Clearance.
	44	Will K10 need to be signed by the Customs Officer for the vessel clearance?	No. K10 will not be manually signed by any Customs officer.
Dashboard and Reporting	45	Can I download reports from MMSW?	You can view various statistics of your transactions in MMSW from the Dashboard and Reporting module. The report can be converted to Excel format for downloading.
MMSW Support	46	What are the numbers and email address to contact the support team for MMSW?	The following are the contact that you can call/email for MMSW support: Phone - 1300133133 – MMSW Careline Support Mobile - 0104475838 – MMSW WhatsApp Support Email - mmsw_support@dagangnet.com – MMSW email Support team. All the above numbers/email are available 24x7
	47	Since all ports will be using MMSW, are there any utilities in MMSW to assist user during the preparation of the declaration?	1. MMSW is providing various templates for which you can prepare the templates offsite and download the template in MMSW to save time. 2. The templates available are for the Last 10 Ports of Call (PAN), Crew Effect, Crew List, Passenger List, IMDG Cargo (FAL). 3. Other tools to assist user in the MMSW include the export to Excel for reporting, the Dashboard and Reporting module etc.
	48	Are there any supporting materials on the usage of MMSW?	1. User Guides are prepared and available in MMSW or other related web pages.

Module	No	Frequently Asked Questions	Response
			2. Video clips on certain topics in MMSW are also available for the users to refer.
	49	Are training sessions available after the implementation of MMSW?	Trainings are provided to the stakeholders before the implementation of MMSW. But training sessions can also be arranged after the implementation if required. Contact the MMSW Support team for further information on the matter.
MMSW SOP	50	If there is issue with MMSW, such as a technical issue or other issues that rendered for MMSW to not functionally, what is the next course of actions to be taken by the users/authorities?	Standard Operating Procedure (SOP) is available for MMSW. Please refer to the MMSW SOP to be followed when there is an issue with the MMSW.