

AeroLicence



AeroLicence Operator Registration

Prepared by:

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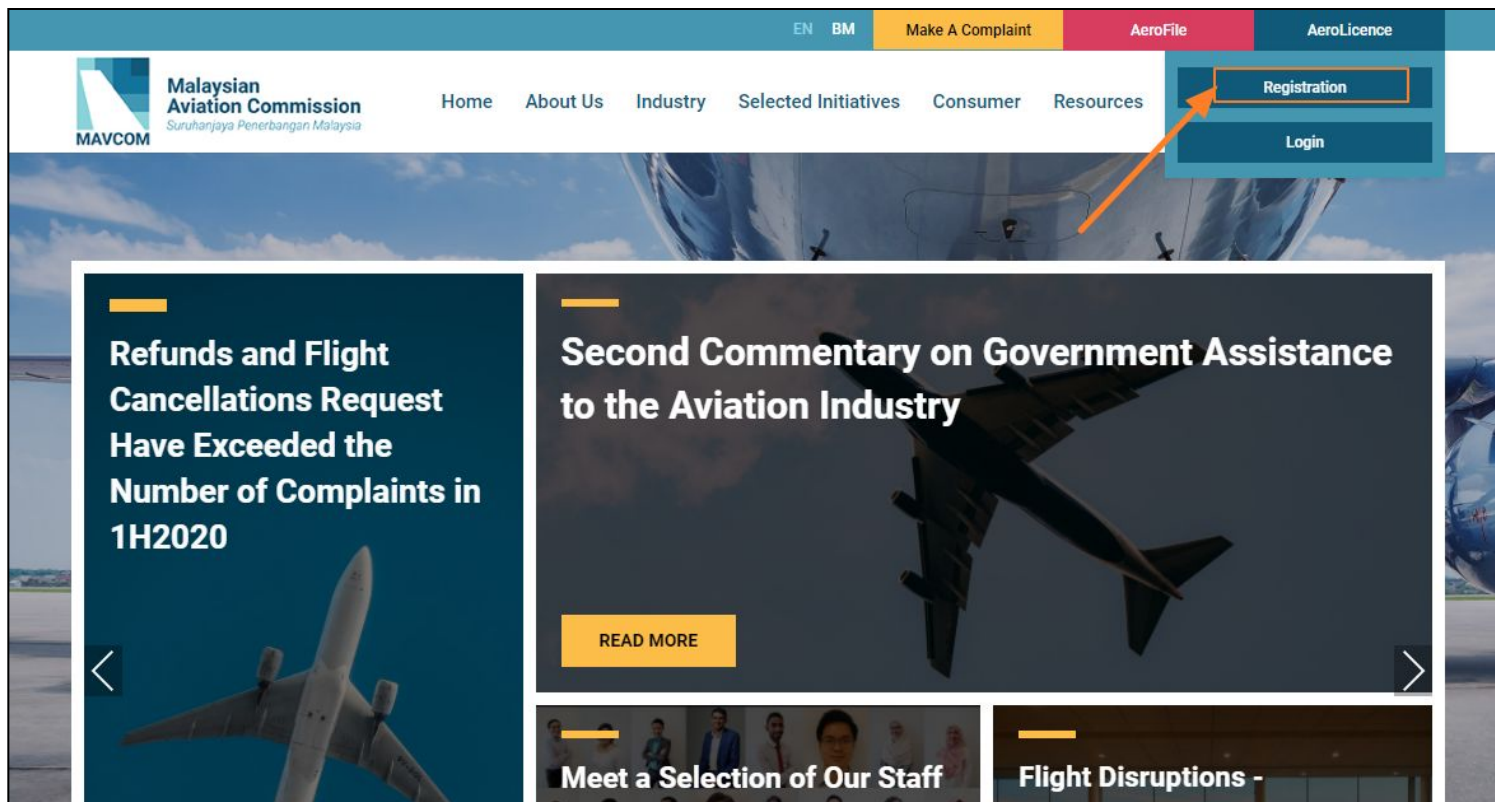
Before Registration

- Browser: Highly recommended that Google Chrome (latest version) with Incoognito mode is used to perform the registration submission.
- Please ensure the Pop-out is enabled and Allowed in your browser.
- Connectivity: Certain corporate firewall policies may have restrictive properties towards the AeroLicence's registration form!
 - *If this happens, it would be advisable to use personal mobile internet (ie. tethered) to the PC/laptop being used to perform the registration.*

Registration Process

To register:

- ❖ Navigate to **MAVCOM's website** <https://www.mavcom.my/en/home/>
- ❖ At the top right hand side of the page, mouse over on the **AeroLicence** button and then click on the **Registration** button.



The screenshot displays the MAVCOM website interface. At the top right, the 'AeroLicence' button is highlighted in red. Below it, a dropdown menu is visible, with the 'Registration' button highlighted in orange and the 'Login' button below it. The main navigation bar includes links for Home, About Us, Industry, Selected Initiatives, Consumer, and Resources. The MAVCOM logo is on the left. The main content area features a large banner with the text 'Refunds and Flight Cancellations Request Have Exceeded the Number of Complaints in 1H2020' and 'Second Commentary on Government Assistance to the Aviation Industry'. A 'READ MORE' button is present under the second article. Below the banner, there are sections for 'Meet a Selection of Our Staff' and 'Flight Disruptions -'.

Registration Page



AeroLicence

AeroLicence Registration

Please fill in the Registration form below for new license and permit applications. Mandatory fields are marked as (*) below:

*Applicant Name

*Applicant Position

*Company Name

*Business Registration Number

*Business Registered Date

*Financial Year End

*Phone

*Applicant Email

Fax

*Upload SSM Superform (Certified true copy)

 Or drop files

Submit



Registration Page *(cont)*

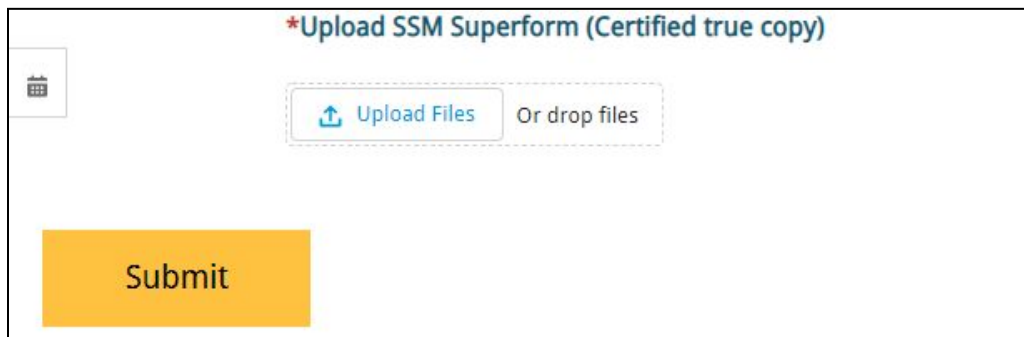
Please ensure all the mandatory fields are filled in *(Note : Fields marked as * are required fields)*

- ❖ **Applicant Name** –Name of the person who will be applying for the Licence / Permit through Community Portal later.
- ❖ **Applicant Position**
- ❖ **Company Name**
- ❖ **Business Registration Number** - Company's Business Registration Number (Must be a Locally registered Company in Malaysia)
- ❖ **Business Registered Date** – Date of Business Registration as specified in the SSM Form
- ❖ **Financial Year End** – Select from the picklist the date and month of when your Company's Financial Year Calendar Ends.
- ❖ **Phone**
- ❖ **Applicant Email**
- ❖ **Fax**
- ❖ **SSM Superform**



Required Attachment – SSM Superform

- ❖ Please attach your company's SSM Superform in the attachment section.
- ❖ Please ensure the attached SSM Superform is certified as true copy
- ❖ Only PDF file type is allowed
- ❖ Maximum file size is 2MB
- ❖ You may either drag the file from your local folder directly and drop it into the dotted line section or click on the "Upload File" button to select the file from your local folder.
- ❖ Once the document have been uploaded, and all required details have been entered, lastly click the **Submit** button to complete the registration submission.



The screenshot shows a web interface for uploading an SSM Superform. At the top, it says "*Upload SSM Superform (Certified true copy)". Below this, there is a calendar icon on the left. In the center, there is a dashed-line box containing an "Upload Files" button with an upward arrow icon and the text "Or drop files". At the bottom left of the interface, there is a prominent yellow "Submit" button.

Successful Submission

- ❖ In the event that the registration submission is successful, the applicant will be automatically directed to the Thank You page.
- ❖ The Operator shall also receive a verification email shortly as receipt of acknowledgement of the submission.

The screenshot displays the MAVCOM website interface. At the top, there are navigation links for 'EN', 'BM', 'Make A Complaint', and 'AeroFile'. The main header includes the MAVCOM logo and the text 'Malaysian Aviation Commission Suruhanjaya Penerbangan Malaysia'. A secondary navigation bar contains links for 'Home', 'About Us', 'Industry', 'Selected Initiatives', 'Consumer', 'Resources', 'Newsroom', and 'Contact Us'. The main content area features a large image of hands using a smartphone, with the word 'Consumer' prominently displayed. Below this, a sidebar on the left lists various consumer-related topics: 'Introduction', 'FlySmart', 'Before Your Flight', 'Airline information disclosure', 'Automatic add-ons', and 'Communication of changes in flight status'. The main content area shows the breadcrumb trail 'Industry / AeroLicence / Registration / Thank You' and a large 'Thank You' heading. Below the heading, a message reads: 'Thank you for your submission. Our team will review your feedback and get in touch with the relevant party.'

Unsuccessful Submission

Scenario A

- ❖ In the event any required field is empty and the applicant clicks on Submit, the missing fields on the registration form will be highlighted in red

The screenshot displays the AeroLicence Registration form with the following fields and their states:

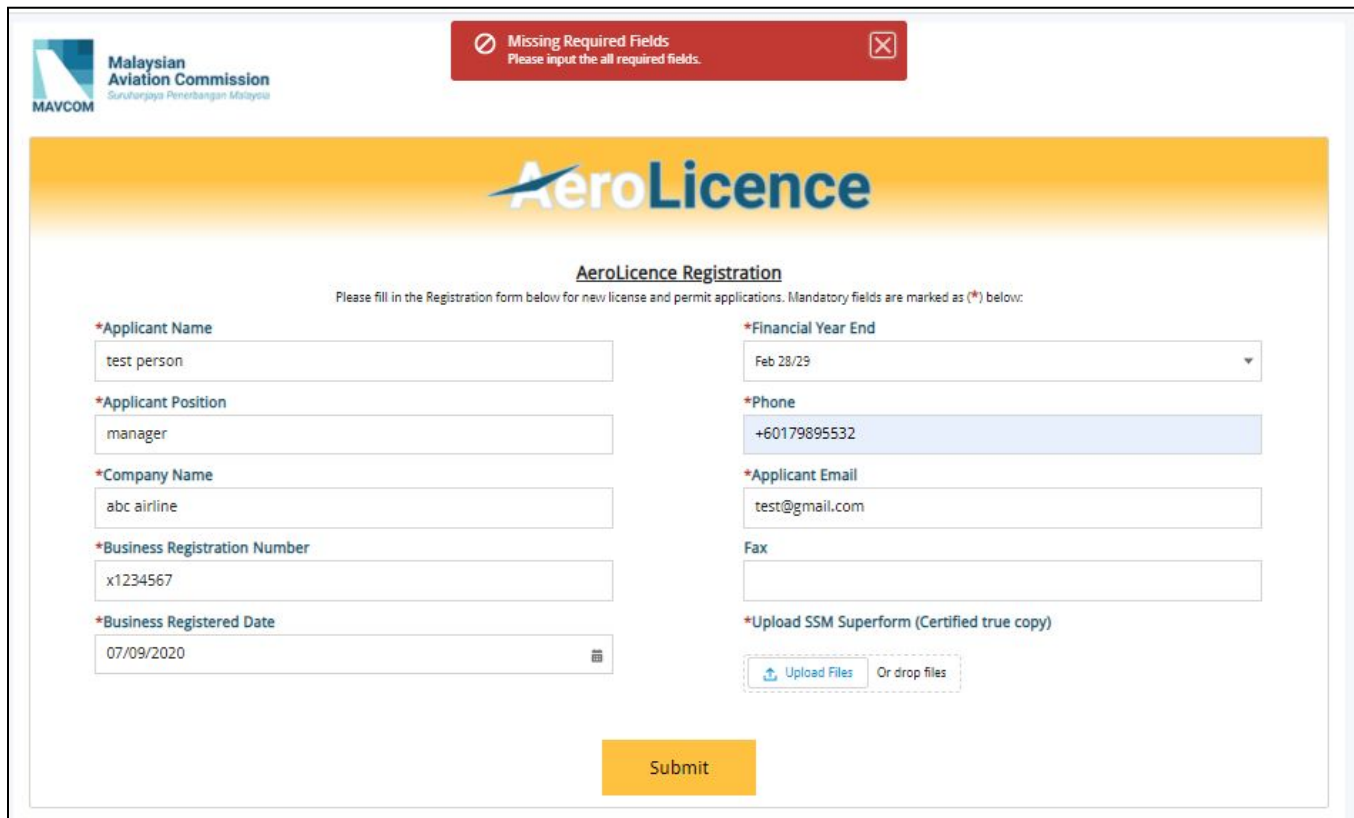
- *Applicant Name:** Contains "test person".
- *Applicant Position:** Empty, highlighted with a red border and "Complete this field." below it.
- *Company Name:** Contains "abc airline".
- *Business Registration Number:** Empty, highlighted with a red border and "Complete this field." below it.
- *Business Registered Date:** Empty, highlighted with a red border and "Complete this field." below it.
- *Financial Year End:** Dropdown menu with "--None--" selected, highlighted with a red border and "Complete this field." below it.
- *Phone:** Empty, highlighted with a red border and "Complete this field." below it.
- *Applicant Email:** Empty, highlighted with a red border and "Complete this field." below it.
- Fax:** Empty.
- *Upload SSM Superform (Certified true copy):** Includes "Upload Files" and "Or drop files" buttons.

A yellow "Submit" button is located at the bottom center of the form.

Unsuccessful Submission (cont)

Scenario B

- ❖ In the event when all the fields are filled in , but the SSM Superform is not uploaded and when the applicant clicks on Submit, an error message will appear on top of the registration form.



Malaysian Aviation Commission
MAVCOM
Surukongaya Penerbangan Malaysia

AeroLicence

AeroLicence Registration
Please fill in the Registration form below for new license and permit applications. Mandatory fields are marked as (*) below:

*Applicant Name test person	*Financial Year End Feb 28/29
*Applicant Position manager	*Phone +60179895532
*Company Name abc airline	*Applicant Email test@gmail.com
*Business Registration Number x1234567	Fax
*Business Registered Date 07/09/2020	*Upload SSM Superform (Certified true copy) Upload Files Or drop files

Submit

Contact Us

In the event the applicant has any trouble in submitting a registration, please contact us at aerollicence@mavcom.my .

Thank You



facebook.com/LavaProtocols



linkedin.com/company/lava-protocols



instagram.com/lavaprotocols



twitter.com/lavaconnect