

FREQUENTLY ASKED QUESTIONS (FAQ):

A. ENDORSEMENT AT THE ESD SATELLITE CENTRE (ESC), KUALA LUMPUR INTERNATIONAL AIRPORT 1 (KLIA1)

1. Where is the ESD Satellite Centre (ESC)?

Answer: It is located at the Baggage Carousel Area, MTB Level 3, Kuala Lumpur International Airport (KLIA1), opposite of the RHB Bank Bureau de Change.

2. What are the operating hours for ESC, KLIA1?

Answer: The ESC, KLIA1 operates 24 hours a day, 7 days a week.

3. What type of services are available at the ESC?

Answer: The services offered at the ESC, KLIA1 will include Pass Printing for new Employment Pass (Category I, II), Dependent and Long Term Social Visit Pass (LT-SVP).

4. We have provided a copy of the flight ticket in the endorsement module. Is it necessary for the company to notify MYXpats if the applicant changes his or her flight schedule?

Answer: No, the company does not have to notify us. However, if there is a change of arrival location (e.g KLIA2), please refer to your respective company to arrange for delivery of the Pass.

5. The applicants have arrived at KLIA2. Can the applicants make their way to ESC, KLIA1 for the Pass printing?

Answer: No, only applicants arriving at KLIA1 may complete the Pass printing at ESC, KLIA1.

6. Is the applicant required to collect Visa with Reference (VDR) before entering Malaysia?

Answer: Yes, it will depend on the nationality's entry requirements. For further details, you may refer to this [link](#).

7. The applicant did not manage to collect the Visa with Reference (VDR) before entering Malaysia. Can he/she get the passport endorsed at ESC, KLIA1?

Answer: No, the applicant will not be able to complete the Pass printing at ESC, KLIA1 without the VDR. Please refer to your respective company to arrange for delivery of the Pass.

8. Our applicant did not visit ESC, KLIA1 and made his way out from KLIA1, what should we do?

Answer: Please refer to your respective company to arrange for delivery of the Pass.

B. DELIVERY OF ENDORSED PASS

1. Which company address will you deliver the Pass to?

Answer: The Pass will only be delivered to the company's correspondence address as registered in the ESD portal for security purposes.

2. Can we request for the delivery location (e.g our consultant office) to different address than our correspondence address for the Pass delivery?

Answer: No, the Pass will only be delivered to the company's correspondence address as registered in the ESD portal for security purposes.

3. To whom will the consignment be addressed to?

Answer: The consignment will be addressed to all FOUR (4) names registered in the Letter of Undertaking (LoU):

- a) Endorser
- b) Company Login ID User
- c) Submission officer 1
- d) Submission officer 2

4. Which courier service will MYXpats use for the Pass delivery?

Answer: The Pass will be delivered via Pos Malaysia.

5. What is the expected delivery time?

Answer: The pass will be delivered to the company via Pos Malaysia as follows:

- a) Klang Valley: Two (2) working days
- b) Other States: Three (3) working days
- c) Federal Territory of Labuan: Five (5) working days

The delivery will be arranged during working days, between 8:30 am to 5:30 pm.

6. Is there a way for me to know the time when the consignment will be delivered? What are the documents that we need to prepare?

Answer: A notification via email will be sent to the company to notify on the delivery date.

You will also receive a call from Pos Malaysia on the day of delivery. Kindly refer to the [Pos Malaysia website](#) to track the delivery status.

The representative in the LoU needs to be prepared with:-

- a) LoU identification (passport/IC)
- b) Applicant's original passport

7. I have received the consignment, what should I do next?

Answer: You may refer to steps below:

Step 1: The representative in the LoU will need to open the package immediately and ensure that the Pass and all the details are correct.

Step 2: Peel off the Pass and paste it on to the applicant's passport. The remaining Pass which is a Duplicate Copy (*Salinan Pendua*) is to be returned to the Pos Malaysia Officer right after. You may refer to Guidelines - Delivery of Endorsed Pass, Appendix A.

8. What will happen if none of the representative in the LoU is available to receive the consignment by Pos Malaysia?

Answer: In the event of unsuccessful delivery, the representative in the LoU will receive a note by the Pos Malaysia officer to notify of the unsuccessful delivery attempt.

Step 1: Kindly check the tracking system through Pos Malaysia for more information. The representative in the LoU must then collect the package at the Pos Malaysia assigned station.

Step 2: If the consignment is not collected within seven (7) days, Pos Malaysia will return the Pass to MYXpats Centre where MYXpats Centre will arrange for re-delivery. A RM50.00 delivery fee is applicable for each delivery attempt.

9. I did not collect the consignment after SEVEN (7) days, and it has been returned to MYXpats Centre. Can I walk in or secure an appointment with MYXpats for collection?

Answer: No, you are not allowed to physically collect the Pass. The consignment will be re-delivered to you. A RM50.00 delivery fee will be applicable for each delivery attempt.

10. How do I check the tracking of the package?

Answer: Kindly visit the [Pos Malaysia website](#) to track the delivery status.

11. What if I accidentally damage the Pass while trying to peel-off/paste into the passport?

Answer: If you accidentally damage the Pass, it will need to be re-printed. For this, please secure an appointment through MYHelp appointment and set the location to "MYXpats Centre".