

| No | Process Flow | Document | Process Time | Cost |
|----|-----------------------------------------------------------------------------------------------------------|----------------------|------------------------------------|----------------------------------|
| 1 | Importer issues purchase order to exporter. An LC advise is issued by the bank (for applicable shipments) | Purchase Order | 2 Working Days (LC Advise) | No cost |
| | | Letter of Credit | | |
| 2 | Exporter prepares commercial invoice (after the order is confirmed) | Invoice | 1 Day (Document Preparation) | No cost |
| | | | Overall – 2 days | |
| 3 | Forwarding Agent receives instruction from exporter for cargo clearance | Shipping instruction | Within 1 day | No cost |
| 4 | Forwarding Agent applies for Export Permit from PIA (if applicable) | Invoice | Within 1 day | RM30 per shipment |
| | •Export Permit can be done in advance | | | |
| 5 | Forwarding Agent prepare K2 Form and submit to Customs through SMK-DNT Net interface. | Invoice | 2 days | RM30 per permit (FAMA) and |
| | | | | RM35 (EDI charges) |
| 6 | PIA approves export permit (if applicable) | Export permit | 2 days | RM35 (EDI charges) |

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| 7 | Forwarding Agent books space through Shipping Agent | Loading Instruction | * | No cost |
| 8 | Forwarding Agent submits request of transport to transport company | | | No cost |
| 9 | Shipping Agent issues shipping instruction to Jetty/port Operator | Shipping instruction | | No cost |
| 10 | Transport company receives request of transport from Forwarding Agent | | | An average for 10 ton: Rm8/km |
| | Transport company picks up cargo from Exporter's premise and delivers to Jetty/port Operator's warehouse | | | |
| 11 | The relevant Government Agency will carry out cargo inspection or endorsement of the export permit if required | Export Permit | | No cost |
| 12 | Customs computer system automatically processes & registers K2 and sends response back to forwarding agent with registration number | - | | No cost |
| 13 | Customs receives Form K2, invoice and export permit (if applicable) for Customs clearance. | K2 Invoice | | No cost |
| * - | 7-13 activities : Within 1 day | Export Permit | | |

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|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------------|--------------------------------------|--|
| 14 | Assessment of goods by Senior Customs Officer which includes the following processes: a) Verification of particulars declared against supporting documents; b) Instruction for physical inspection if necessary; c) Classification/Valuation. | K2 Invoice Export Permit | 5-20 mins | No cost | |
| 15 | Physical inspection if necessary will be carried out in Jetty/port Operator's warehouse by Customs officer and in the presence of Forwarding Agent. | K2 Invoice | 30 mins | No cost | |
| 16 | Senior Customs Officer grants approval/release to the K2 in SMK and hardcopy. | K2 hardcopy K2 SMK | 2 – 5 mins | No cost | |
| 17 | Forwarding Agent pays port charges to LPK and handling charges to Jetty/port Operator | K2 Monthly bill | 1 min. | Port Charges : RM 2.00/ tonnes | |
| 18 | Jetty/port operator verifies processed K2 and after tallying proceed to load cargo onto the local craft. | K2 Tender Ships | 45 minutes to 1 hour per container | No cost | |
| 19 | Shipping agent submits export manifest manually to Customs within 7 days after local craft departure. | Manifest | 8 hours | No cost | |

Legend (Export Flow):

- 1. SA Shipping Agent
- FA Forwarding Agent
 LC Letter of Credit
- 4. PIA Permit Issuing Agencies