

No	Process Flow		Document	Process time	Cost
1	Importer prepares necessary documents, including: - Certificate of Origin (COO) documentation from FTA Countries (if applicable)		COO	3 working days	No cost
	Collecting shipping documents from banks (if applicable) Apply import permit from PIAs if applicable		Shipping documents Import Permit	3 working days Pre-arrival	
2	PIA approve Import Permit (if	f applicable)	Import Permit	5 working days	RM5 (DNT) PIA's own fees
	Note: Total no of agencies: 25				
	Live implementation: 19				
	Paperless:	16			
	Coming on board:	4 – under development			
		(1 Peninsular, 3 Sarawak)			
		2 – Awaiting instruction from MOF			
3	a) Importer instructs Forwarding Agent to clear cargo (together with supporting documents such as Bill of Lading, Permit, Invoice & Packing List) * Forwarding Agent perform document preparation if instructed by Importer * Forwarding Agent submit K1 electronically (CUSDEC) through SMK-DNT interface.		Bill of Lading Permit Invoice Packing List	1 day (all documents in order and for normal clearance) Preparation: 1 hour	No cost
	b) Forwarding Agent pre	pare K1 and IID	K1		
	c) Forwarding Agent app	ly Permit (if applicable)	IID Permit		

No	Prod	cess Flow	Document	Process Time	Cost
4	a)	Shipping Agent send electronic manifest (e-manifest) (Ocean Bill of Lading) to Customs and Port Operator within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act. In practice, they are allowed to submit much earlier.	e-manifest	Pre-arrival	EDI charges – RM30 per B/L
	b)	Shipping Agent to release Delivery Order for exchange of original Bill of Lading.	Delivery Order Bill of Lading	1 hour	
	c)	Shipping Agent submit DG Declaration (if dangerous goods)	DG Declaration	1 hour	
					RM110 per B/L
					RM0.88 per kb.
5	regis	toms computer system automatically processes & sters K1 and sends response back to Forwarding nt with registration number	K1 Form	Response time: 5 – 20 min.	EDI charges: RM0.88 per kb. (RM5 per K1) Forwarding charges: RM100 – RM150 per consignment (Based on the volume)
6	for C	toms receives Form K1 and supporting documents customs clearance. Basic supporting documents: Invoice, Packing List	K1 form Invoice Packing List	1 hour	No cost
	ii) C	ond Delivery Order. Other supporting documents such as Permit,	Delivery Order		

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7	For those consignments claiming Treasury/LMW exemption, K1 and supporting documents have to be submitted to Customs Import Branch, North Port for the verification of exemption.	K1, Treasury Exemption Letter	15 - 30 min. depending on number of items	No cost
8	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes: i) Verification of particulars declared against supporting documents; ii) Instruction for physical inspection if necessary; iii) Classification/Valuation; iv) Approval	K1 Form Invoice Packing List Delivery Order Permit COO CJ5/CJ5A	5 - 20 min	No cost
9	Physical inspection of cargo by Customs (if necessary)	K1 Form	1 hour	No cost
10	If no physical inspection, Customs will grant approval in SMK.	K1 Form, PIA Permit	2 - 5 min. 30 min. with physical inspection	No cost
11	Customs receipts the K1 and Senior Customs Officer signs off the K1 Form to authorize release of cargo. (Applicable for parallel transactions) If paperless transaction: i) Auto-release after payment of duty/tax ii) Printing of Customs Official Receipt (COR)	K1 Form COR	2 - 5 min.	

No	Process Flow		Document	Process Time	Cost
12	a) b) c)	Port Operator received documents from Forwarding Agent Port Operator verify/received goods from vessel Port Operator collect Port Charges	IID K1	30 min per IID	Port charges: as per tariff
13	a)	Forwarding Agent pays import duty on behalf of Importer via: i) Electronic Fund Transfer (which is only available during banking hours); ii) Duty Net (24 x 7, through CIMB); or iii) Manual (through cheque or bank draft)	EFT Message: PAYORD, CREMUL, CREADV Manual: bank draft or cheque	a) EFT: 20-60 min. (different from Bank to Bank) b) Duty Net: Real time Basis c) Manual: 30 min.	EFT charges: RM15 per B/L Actual charge: RM15 per transaction
	b) c)	Forwarding Agent pays port charges to Port Operator - attach K1/ Delivery Order & other documents Forwarding Agent obtain Gate Pass for cargo from Port/ Terminal	IID IID K1 Gate Pass	30 min. per IID	Port Charges (based on the cargo) As per tariff
	d) e)	Forwarding Agent collect goods Verification of cargo and documents by Customs and Security at gate	IID K1/Permit Gate Pass		

Legend (Import Flow):

- PIAs Permit Issuing Authorities
- FTA Free Trade Agreement
- MOF Ministry of Finance, Malaysia
- K1 Form Customs declaration form for import
- DNT Dagang Net Technologies (e-service provider)
- SMK-DNT Electronic data interchange system used by Customs for export declaration
- IID Integrated Import Document
- SMK Sistem Maklumat Kastam
- LMW Licensed Manufacturing Warehouses
- * EFT * Electronic Fund Transfer (applicable to only 8 banks)

*Participating banks: 1-8

- 1. Maybank;
- 2. CIMB Bank;
- 3. PBB;
- 4. RHB Bank;
- 5. EON Bank;
- 6. Alliance Bank;