

No	Process Flow	Document	Process time	Cost
1	Importer prepares necessary documents, including : -COO documentation from FTA Countries (if applicable)	COO		
	- Apply import permit from PIAs if applicable	Import permit	Pre-arrival	No cost
2	PIA approve Import Permit (if applicable)	Import Permit		RM 5 (DNT) PIA's own
	Note: Total no of agencies: 25			Fees
	Live implementation: 19			
	Paperless: 16			
	Coming on board: 4 – under development (1 peninsular, 3 Sarawak)			
	2 – Awaiting instruction from MOF			
3	Importer instructs forwarding agent to clear cargo (together with supporting documents such as invoice and permit)	Invoice Permit		No cost
	FA perform Document preparation if instructed by Importer			
3a	Forwarding agents submit K1 electronically (CUSDEC) through SMK-DNT interface.	K1	Response Time : 5 – 20 min	K1 : RM 0.60 per set EDI charges: RM 0.88 per KB (RM 5 per K1) Forwarding charges :
4 C17/10	Shipping agents send manifest to Customs and Jetty/port Operator manually within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act. In practice, they of allowed to submit much earlier.	Manifest	Pre-arrival	2

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5	Jetty/port Operator unloads cargo from local craft to warehouse.			
6	Forwarding agent informs OGA of the arrival of cargo & that the approval of the import permit has been approved  OGA physical inspection done at the relevant warehouse	K1 form	OGA inspection time : 30 min	No Cost
7	If no physical inspection, OGA will grant approval in SMK.	K1form,	2 - 5 min	No cost
		PIA Permit		
8	Customs computer system automatically processes & registers K1 and sends response back to forwarding agent with registration number	-	-	No cost
9	Customs receives Form K1 and supporting documents for Customs clearance.  a) Basic supporting documents : invoice. b) Other supporting documents such as permit, Certificate of Origin, CJ5/CJ5A depending on transaction type.	K1 form Invoice Permit COO CJ5/CJ5A	2 – 5 min	No cost
10	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes:  a) Verification of particulars declared against supporting documents;  b) Instruction for physical inspection if necessary;  c) Classification/Valuation,  d) Verification of exemption/preferential rate claimed.	K1 form Invoice Delivery Order Permit COO CJ5/CJ5A	5 - 20 min	No cost

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11	Physical inspection if necessary will be carried out in Jetty/port Operator's warehouse by Customs officer and in the presence of Forwarding Agent.	K1 form Invoice	½ hour	No cost
12	Senior Customs Officer grants approval to the K1 in SMK and hardcopy for duty payment. In case the cargo does not subject to duty/tax, customs release will be granted.	K1 form K1 SMK	2 – 5 min	No cost
13	Forwarding agent pays import duty on behalf of Importer via:  a) Electronic Fund Transfer (which is only available during banking hours);  b) Duty Net (24 x 7, through CIMB); or c) 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 for EFT : RM 8.00 per transaction  Actual charge: Rm15 per transaction
14	Forwarding pay port charges to Klang Port Authority			RM 2.00/ton
15	Forwarding pay handling charges to Jetty/port Operator			
16	Forwarding Agent contacts transport company and arranges for transport. Upon confirmation, processed K1 will be passed to the transport company. Lorry will be sent to pick up the cargo.			

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17	Jetty/port operator verifies processed K1 submitted by lorry driver and after tallying proceed to load cargo onto the lorry.	Processed K1			c
18	After loading, lorry driver will proceed with Customs Gate Release by submitting processed K1 to Customs Officer at the Exit Gate and delivers cargo to importer.				D

## **Legend (Import Flow):**

SA – Shipping Agent

- 1. FA Forwarding Agent
- 2. PO Port Operator
- 3. PIA Permit Issuing Agencies
- 4. COO Certificate of Origin
- 5. LPK Lembaga Pelabuhan Klang (Klang Port Authority)