I. IMPORT FLOW: FOR FULL CONTAINER LOAD (PORT KLANG)

1. Importer
   - Documents preparation including (if applicable)
     - COO documentation from FTA
   - Application of Import Permit
     - Collecting shipping documents from bank

2. PIAs
   - Approval of Import Permit

3. Forwarding Agent
   - Received instruction for cargo clearance
     - including Document preparation (if applicable)

4. PIAs
   - Prepare RFD and CMO
   - Pay port charges
   - Advise haulier on container pick up and pass the Gate pass to haulier

5. Shipping Agent / Freight Forwarders
   - Exchange Bill of Lading for Delivery Order
   - Submit Manifest to Customs / Port Operators

6. PIAs
   - To submit discharge list to Port Operator. 6 hrs prior vessels arrival

7. PIAs
   - Physical inspection if applicable

8. PIAs
   - Make Duty Payment thru
     - Electronic
     - Manual

9. PIAs
   - Grant Approval in SMK

10. PIAs
    - Verify shipping agent release container
    - Verify container release by Customs and issue gate pass to FA

11. PIAs
    - Grant Approval in SMK

12. PIAs
    - Physical inspection if necessary

13. PIAs
    - Approval / release K1

14. PIAs
    - Cargo release at port gate

15. PIAs
    - Advise shipping Agents on container

16. PIAs
    - Haulier prepare CDA
    - Haulier prepare empty container
    - Pick up container out of port
    - Send container to importer premises or warehouse
    - Depot Advise shipping agents upon receipt of empty container

17. PIAs
    - Haulier prepare CDA

18. PIAs
    - Haulier prepare CDA

19. PIAs
    - Haulier prepare CDA

20. PIAs
    - Haulier prepare CDA

21. PIAs
    - Haulier prepare CDA

PROCESS INVOLVING NSW SYSTEM

A: Documents Preparation
B: Customs Clearance & Tech Control
C: Ports & Terminal Handling
D: Inland Transportation & Handling
## II b. IMPORT TIMING

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>Total</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents Preparation</td>
<td>Customs Clearance &amp; Technical Control</td>
<td>Ports &amp; Terminal Handling</td>
<td>Inland Transportation &amp; Handling</td>
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</tr>
<tr>
<td>9 days</td>
<td>1 day</td>
<td>2 days</td>
<td>2 days</td>
<td>14 days</td>
<td>MALAYSIA by World Bank</td>
</tr>
<tr>
<td>2 days</td>
<td>1 day</td>
<td>11/2 day</td>
<td>1- 2 days</td>
<td>51/2 – 61/2 days</td>
<td>MPC/DNT/OTHERS</td>
</tr>
<tr>
<td>3 days</td>
<td>1-2 days(^a)</td>
<td>2 days(^b)</td>
<td></td>
<td>2 days</td>
<td>8 – 9 days</td>
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</table>

Note:
- a Depending on availability of SMK Dagang Net system
- b Including inspection by PIAs
<table>
<thead>
<tr>
<th>No</th>
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<th>Cost</th>
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</table>
| 1  | Importer prepares necessary documents, including:  
- COO documentation from FTA Countries (if applicable)  
- Collecting shipping documents from banks (if applicable)  
- Apply import permit from PIAs if applicable                                                                                                                                                                                                                               | COO               | 3 Working Days    |                           |
|    |                                                                                                                                                                                                                                                                                                                                           | Shipping Documents | 3 Working Days    |                           |
|    |                                                                                                                                                                                                                                                                                                                                           | Import permit     | Pre-arrival       |                           |
| 2  | PIA approve Import Permit (if applicable) (note: 19 PIAs are electronic, of which 15 are paperless and 3 will be onboard)                                                                                                                                                                                                                  | Import Permit     |                   | RM 10 (DNT) PIA's own Fees |
| 3  | Importer instructs forwarding agent to clear cargo (together with supporting documents such as bill of lading, permit, invoice & packing list)  
FA perform Document preparation if instructed by Importer                                                                                                                                                                                                                     | Bill of lading     | 1 day (all documents in order and for normal clearance) | No cost                  |
|    | Permit  
Invoice  
Packing list                                                                                                                                                                                                                                                                                                             |                   |                   |                           |
<p>| 4  | Forwarding agents submit K1 electronically (CUSDEC) through SMK-DNT interface.                                                                                                                                                                                                                                                            | K1                | Preparation : 1 hr|                           |</p>
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<tbody>
<tr>
<td>5</td>
<td>Forwarding agent obtains delivery order (DO), including from shipping agent (that is, exchange Bill of Lading for DO).</td>
<td>Delivery order</td>
<td>20 mins</td>
<td>Collection of DO charge – P.Klang free Klang – RM30 per DO Shah Alam – RM50 Subang and Petaling Jaya – RM80 document fee Others - RM 100 RM80 per B/L (RM130 for Freight Forwarders – Agency Fee) EDI fee (RM30) per B/L</td>
</tr>
<tr>
<td>6</td>
<td>Shipping agents submits Discharge list to Port Operator, 6 hours prior to vessel arrival</td>
<td>Discharge List</td>
<td>Pre-arrival</td>
<td>No cost</td>
</tr>
<tr>
<td>7</td>
<td>Customs computer system automatically processes &amp; registers K1 and sends response back to forwarding agent with registration number</td>
<td>K1 form</td>
<td>Response Time : 5 – 20 min</td>
<td>K1 : RM 0.60 per set EDI charges: RM 1.20 per kB (RM 5 per K1) Forwarding charges : RM 120 – RM 160 per container</td>
</tr>
<tr>
<td>8</td>
<td>Risk assessment on K1 done by Customs Verification Initiative (CVI) Unit at Customs Headquarter to identify high risk consignments.</td>
<td>-</td>
<td>Electronic : Manual : 5</td>
<td>Process of doing - no cost</td>
</tr>
<tr>
<td>No</td>
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<td>Cost</td>
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</tr>
<tr>
<td>9</td>
<td>Forwarding agent informs OGA of the arrival of container &amp; that the approval of the import permit has been approved. OGA physical inspection done after customs clearance.</td>
<td>K1 form</td>
<td>OGA inspection time : 30 min</td>
<td>Movement charge (RM130/200) RM10 per box (Labour charge)</td>
</tr>
<tr>
<td>10</td>
<td>If no physical inspection, OGA will grant approval in SMK.</td>
<td>K1 form, PIA Permit</td>
<td>2 - 5 min</td>
<td>No cost</td>
</tr>
<tr>
<td>11</td>
<td>Customs receives Form K1 and supporting documents for Customs clearance. a) Basic supporting documents: invoice, packing list and Delivery Order (no D/O in case of EDO). b) Other supporting documents such as permit, Certificate of Origin, CJ5/CJ5A depending on transaction type. (Applicable to parallel transactions only – not applicable in Paperless)</td>
<td>K1 form Invoice Packing List Delivery Order Permit COO CJ5/CJ5A BG/G Bond</td>
<td>2 – 5 min</td>
<td>No cost</td>
</tr>
<tr>
<td>12a</td>
<td>For those consignments claiming Treasury/LMW exemption, K1 and supporting documents have to be submitted to Import Branch, North Port for the verification of exemption.</td>
<td>K1, Treasury Exemption Letter</td>
<td>15 - 30 min depending on number of items</td>
<td>No cost</td>
</tr>
<tr>
<td>12b</td>
<td>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;</td>
<td>K1 form Invoice Packing List Delivery Order Permit COO</td>
<td>5 - 20 min</td>
<td>No cost</td>
</tr>
<tr>
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| 12c | Physical / CVI inspection involves the following processes:  
  a) Preparation for inspection such as submitting SSR to port operator, moving container to inspection bay and engaging “carpenter” to open container.  
  b) Actual physical /CVI inspection  
  * CVI if applicable | K1 form  
Invoice  
Packing List | a) Preparation: 1 – 2 hour  
b) Actual inspection: 1-2 hour | EMC charges:  
20’: RM130  
40’: RM200  
Labour fee:  
RM 10 – RM 30 |
| 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 | 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:  
  a) Auto-release after payment of duty/tax;  
  b) Printing of Customs Official Receipt (COR) | K1 form  
COR | 2 - 5 min | |
| 15 | Forwarding agent prepare Request For Delivery (RFD) and submit to Shipping agent. Shipping agent will advise on Container Movement Order (CMO) to indicate where the empty container is to be returned to. Forwarding agent send RFD to Haulier.  
(Applicable to parallel transactions only – not applicable in electronic) | RFD  
CMO | | |
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<tbody>
<tr>
<td>16a</td>
<td>Port Operator verifies that shipping agent has released container through Delivery Order or Electronic DO (EDO)</td>
<td>Delivery Order Electronic DO</td>
<td>1-2 mins 10-15 secs</td>
<td>No cost</td>
</tr>
<tr>
<td>16b</td>
<td>Port Operator verifies that the container has been released by Customs. Verification of release is based on Customs GCS release or release made in port system by Customs officer (manual)</td>
<td>Customs GCS Release Gate-pass/EIR</td>
<td>10-15 secs 2 mins</td>
<td>No cost</td>
</tr>
<tr>
<td></td>
<td>Port Operator issues Gatepass/ EIR (Equipment Interchange Receipt) to Forwarding Agent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16c</td>
<td>Forwarding agent pay port charges to Port Operator. Supporting document required is port pass / Mykad for biometric verification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16d</td>
<td>FA then advise the haulier/transport company to pick the container and passes the Gate pass to the haulier. Haulier then book window hour of collection through port system</td>
<td>Gate-pass/EIR Online</td>
<td>1 hour 1 min</td>
<td>No cost</td>
</tr>
<tr>
<td>16e</td>
<td>Haulier received gate pass</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Haulier/Transport company picks the container out of yard / interchange</td>
<td>Gate-pass/EIR</td>
<td>20-40 mins</td>
<td>No cost</td>
</tr>
<tr>
<td>18</td>
<td>Port operator releases container out of port and issues EIR (Equipment Interchange Receipt) to Haulier/transport company</td>
<td>Gate-pass/EIR</td>
<td>5 mins</td>
<td>No cost</td>
</tr>
<tr>
<td>19</td>
<td>Customs and Port operator check documents (K1 form, EIR &amp; permit) for release at the gate from haulier</td>
<td>Gate-pass/EIR</td>
<td>30-60 secs</td>
<td>No cost</td>
</tr>
<tr>
<td>20</td>
<td>Port operator advise shipping agents when container is delivered to haulier/ transport company</td>
<td>EDI CODECO or online report</td>
<td>30 – 60 mins (hourly)</td>
<td>No cost</td>
</tr>
<tr>
<td>No</td>
<td>Process Flow</td>
<td>Document</td>
<td>Process Time</td>
<td>Cost</td>
</tr>
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<td>----</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tbody>
</table>
| 21 | Haulier/Transport company sends container to Importer premises or warehouse (this can be immediately upon pick-up, or Haulier may send the container to their own warehouse first)  
Haulier returns empty container to pre-designated depot  
Depot Advise shipping agents upon receipt of empty container | CDA            | 24 hrs       |      |
|    |                                                                                           | Empty Back Form | 24 hrs       |      |
Legend (Export and Import Flow):

- PIAs - Permit Issuing Authorities
- CMO- Container Movement Order
- RFD- Request For Delivery
- K2 Form- Customs declaration form for export
- 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
- CEPT- Common Effective Preferential Tariff
- FMM- Federation of Malaysian Manufacturers