Disclaimer

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• Vision and Future Aspiration

• Scope and Features

• NTC: National Targeting System
  NCC: National Clearance Center
  CEA: Customs Examination Area
  CCC: Customs Consultation Center

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Royal Malaysian Customs Department Vision

Improves rating on trading across borders

Improves world ratings and standards

Exhibits transparency

Surge RMCD integrity

Towards World Class Customs Administration

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Future Aspirations

1. People
- Increased **productivity**
- **Capability and knowledge** development
- **Specialisation** of skill sets

2. Process
- **Effective, accurate and efficient** processes
- **Adopt world standardised** processes

3. Technology
- **Automated paperless** processes
- **Increased efficiency**
- **Integrated** processes and functions
Customs Today

Ports and Free Zones Authorities

- Customs Border Regulatory Agencies (CBRA)
- Airlines / Ship Agents
- Traders
- Banks

Sistem Maklumat Kastam (SMK)

- Customs Processing
- Sales & Services Tax
- Revenue Collection
- Enforcement

Revenue Management System (RMS)

- Revenue Reporting

Enforcement & Intelligence (PRISKA)

- Risks Intelligence

Risks Management (CVI)

- Targeting System

RMCD

- RMCD HQ
- RMCD States
- RMCD Stations

DagangNet

- Single Window DagangNet
- Customer Care DagangNet Careline

Customer Care

Risks Management

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What does uCustoms mean?
The “u” stands for “Ubiquitous” which is defined as “Present, accessible and, or found everywhere”

uCustoms is a fully integrated, Customs modernized solution that delivers ONE ‘Single Window’ for an end-to-end customs related processes.
Future uCustoms System high level architecture

Knowledge Management
Customer Care
Excise
Enforcement
Vessel Targeting
Cargo Targeting
Revenue Collection
Customs Management

Knowledge Management

Customer Care

Excise

Enforcement

Vessel Targeting

Cargo Targeting

Revenue Collection

Customs Management

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How will uCustoms impact me?

- Automation of manual processes
- Consistent operating procedures
- Ease of information/data sharing
- National Single Window
- Cost savings on transactions
- Enable working remotely

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uCustoms Scope
Covers 8 main clusters of Customs operations

1. Registration & Licensing
2. Clearance
3. Audit & Enforcement
4. Control & Prevention
5. Revenue & Accounting
6. Knowledge Management
7. System Management
8. Technology

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uCustoms Scope

High Level Architecture uCustoms

KOLABORASI MAKLUMAT
- Knowledge Bank
- Data Exchange
- Customer Care
- Reporting
- Secure Comm
- Notification
- Business Analysis

PENDAFTARAN DAN PELESENAN
- Registration
- License
- Warehouse
- Port
- Oil & Gas
- Excise

AUDIT DAN PENGUATKUASAAN
- Audit
- Intelligent Action
- Operation
- Inspection & Evaluation
- Investigation
- Storage
- Dispose
- Appeal
- Logistic

PELEPASAN
- Manifest
- Declaration
- Permit
- COO
- Exemption
- Tariff
- Valuation
- Classification

PUNGGUTAN HASIL
- Payment
- Billing
- Guarantee
- Claim
- ABT
- Accounting

KAVALAN DAN PENCEGAHAN
- Profiling
- Risk Management
- Targeting

TEKNOLOGI
- Data Warehouse / Data Mart
- Non-Intrusive Inspection
- Auto Gate
- Public Key Infrastructure
- Communication Devices
- Tracking Seal

Integration Layer
- Secure FTP
- Web Services

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uCustoms salient features

- Single Gateway
- Multiple Channel
- Single Sign-On (SSO)
- Integrated Application Systems
- End-to-end Solution
- Comply With International Standards
- Public Key Infrastructure (PKI)
- Access through an integrated network
- 1Gov*Net
- Community Based

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Significant Changes in uCustoms

- **Manifest**
  - Pre arrival Manifest
  - 24 hours before arrival by Sea
  - 2 hours before arrival by Flights

- **Self Declaration**
  - Self declaration and assessment
  - Embedded Integrated Tariff
  - Appoint Agents or Service Providers
  - Integrated system with selected agencies

- **Risk Assessment**
  - Risk Management System driven
  - Code: Red, Yellow and Green

- **Duty Payment**
  - Online payment
  - No payment counters except for Passengers

- **Physical Release**
  - Using the QR code pass gates
  - Physical inspection using online appointment
  - Physical inspections via SIAT (Single Inter-Agency Taskforce)

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Royal Malaysian Customs Department
- Vision and Future Aspiration

Overview & Introduction of uCustoms
- Scope and Features

Strategic Centers
- NTC: National Targeting System
  - NCC: National Clearance Center
  - CEA: Customs Examination Area
  - CCC: Customs Consultation Center

Project Implementation

Outcome
1. National Targeting Centre (NTC)

Main functions:

- Collection, sharing and provision of information
- Centralised analysis on information from Scanning Machines and CCTVs
- Analysis and risk assessment on profiling and ranking
- Determine NCC immediate actions
- Tracking and reporting
- Database Centre for information Circulations

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2. National Clearance Centre (NCC)

• 24 hours 7 days a week remotely control strategic centre for self-declaration business assessment and clearance for low-risk acknowledgment and handles medium and high risks declaration.

• Responsible for the manifest balancing centre

• The information will then be reviewed, assessed and refer to the respective stations.
3. Customs Examination Area (CEA)

- Complex for **cargo clearance inspections** at all entrance and exits managed by the **Special Inter Agency Taskforce (SIAT)**
3. Customs Examination Area (CEA)

CEA workflow Process

1. Scanning area
2. CEA
3. Auto release gate

Export flow

Import flow

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Locations: 17 Customs Examination Areas (Phase I)

**SELANGOR**
- Pelabuhan Utara (Northport)
- Pelabuhan Barat (Westport)
- Pelabuhan Selatan (Southport)
- Pelabuhan Asaniaga

**JOHOR**
- Pelabuhan Tanjung Pelepas
- Pelabuhan Pasir Gudang
- BSI, JB

**SABAH**
- Pelabuhan Sepanggar

**PULAU PINANG**
- North Butterworth Container Terminal (NBCT)
- Butterworth Container Terminal (BWCT)

**KLIA**
- Import/Eksport & Zon Perdagangan Bebas Kuala Lumpur International Airport

**PAHANG**
- Pelabuhan Kuantan

**SARAWAK**
- Pelabuhan Senari

**PERLIS**
- Kompleks Kargo Padang Besar

**KEDAH**
- Kompleks Kargo Bukit Kayu Hitam

**KELANTAN**
- Kompleks Kasrgo Rantau Panjang

**PERAK**
- Pengkalan Hulu

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4. Customs Consultation Centre (CCC)

Call: 1-300-888-500
IMPLEMENTATION OF UCUSTOMS
Human resources needs to be recalibrated as processes are reviewed
SW would reduce the amount of manpower needed at the point of import, but the resources would need to be diverted to the pre-arrival and post-arrival stages.

- **Pre-arrival**: Tactical Risk management, research, sense-making, targeting, intelligence, processing of high-risk declarations
- **Arrival**: Pre Arrival Clearance, Simplified Procedures (minimum info, SIAT), Self Assessment, Use Of Electronic Service
- **Post-arrival**: Risk profiling, business intelligence & analysis, procedure review, post-clearance audits
uCustoms in a nutshell
THANK YOU!