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HIGH LEVEL ILLUSTRATION OF uCUSTOMS PROCESS WORKFLOW - IMPORT

Payment
- Payment
- ABT Management
- Account Management
- Surety
- Drawback/Refunds & Claims

Clearance & Release
- Bonded warehouse/FZ/DFS
- Inward & Outward
- Transit
- Temporary Admission

Warehouse

Resource Planning

Systems Integration
- OGA/PIA
- Service Providers
- Traders
- Shipping Line
- ASEAN Single Window
- Port /Zone Authority
- Terminal Operators

Non Core, Change Management, Business Continuity, Reports & Technical and Security Support

Audit & Enforcement
- Quota
- Legal Affairs
- Post Clearance Audit
- Enforcement
- NCC

Clearance and release
- Auto Gate /NIIT
- Gate Pass
- Inspection
  "Including Confiscation"

NTC: Risk Management system
- Targeting & Selectivity
  - Vessels
  - Cargo
  - Passengers

Self Duty Calculation
- Journey/ Cargo/ myManifest
- myDeclaration
- myPermit/ Licensing/Approval

Self Assessment & Validation by NCC
- RMCD PORTAL
- Broker Affairs
- Registration

Integrated Tariff, Compound & Confiscation

RMCD PORTAL
- WCO&RKC compliant

WCO&RKC compliant

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HIGH LEVEL ILLUSTRATION OF uCUSTOMS PROCESS WORKFLOW - EXPORT

- Self Assessment & Validation by NCC
  - Journey/ Cargo/ myManifest
  - myDeclaration
  - myPermit/ Licensing/Approval
  - myCOO
  - Permit STA

- NTC: Risk Management system
  - Targeting & Selectivity
    - Vessels
    - Cargo
    - Passengers

- Audit & Enforcement
  - Enforcement
  - Post Clearance Audit
  - Legal Affairs

- Clearance and Release
  - Auto Gate /NIIT
  - Gate Pass

- Payment
  - Payment
  - ABT Management
  - Account Management
  - Surety
  - Drawback/Refunds & Claims

- Clearance & Release
  - Custom Examination Area
  - Appointment
  - Inspection *Including Confiscation

- Warehouse
  - Bonded warehouse/FZ/DFS
  - Inward & Outward
  - Transit
  - Temporary Admission

- Manufacturers/ Open Market

- Resource Planning

Integrated Tariff ,Compound & Confiscation

Systems Integration

- OGA/PIA
- Service Providers
- Traders
- Shipping Line
- ASEAN Single Window
- Port /Zone Authority
- Terminal Operators

Non Core, Change Management, Business Continuity, Reports & Technical and Security Support
Customs Acts 1967 Amendments

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Objective

Simplification and modernization of customs procedures to facilitate economic growth and sustain competitive position:

- **Seamless flow** of goods & people across borders
  - Simplified procedures
  - Risk management
  - Transaction to audit based control

- **Transparency** and predictability

- **Consistency** of application with other relevant laws

- **Transnational** organized crime

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Act Amendment in relation to uCustoms

1. Pre Arrival Declaration
2. Simplified Procedures
3. Self Assessment
4. Use of Electronic Service

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1. Pre-arrival declaration manifest submission

**Sea**
- At least 24 hours before arrival

**Air**
- At least 2 hours before arrival *
- * or such period as the Director General may determine

**Land**
- Not applicable

**Railway**
- Upon arrival
2. Simplified procedures

Eligibility

• Any accredited person determined by criteria specified by Customs

Special treatment

• Authorised Economic Operators (AEO)
• Privilege release on minimum information of duties/taxes
• Deferred payment Facilities
3. Self-assessment

Self declaration and assess

• **class of goods** to which such goods;

• and valued, weighed, measured or otherwise examined, for the purpose of **ascertaining** the customs **duties or taxes** (if any)

• Self-assessed declarations deemed to be **reassessed** by proper officer of customs
4. Use of electronic services

Electronic submission of declaration and assessment

- Related documents online

Electronic Authorization

- Public Key Infrastructure (PKI)

Electronic Payment

- Online payment
- No physical payment except for passengers declaration.
REGISTRATION AND SINGLE SIGN-ON (SSO)
Definition: Registration

It is one of the module to be developed as part of uCustoms supporting system solution to provide self-service ability on registration and user management for external user by implementing Single Sign-On (SSO).

The Process of registration and maintenance of all entities that intend to:

- **Engage** in import and export activities in Malaysia
- **Register** and **activate** their customs activities with Royal Malaysian Customs Department (RMCD).
All uCustoms Users shall register and gazette as authorized users

**Actors**

**Internal**
- Customs Officers
- System administrators

**CBRA**
- Other Government Agencies
- Permit Issuance Agencies

**External**
- Traders
- Brokers
- Licensee

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Definition: Single Sign-On (SSO)

Single Sign-On (SSO) is an authentication process that allows a user to access multiple applications through a single log-in. After the initial login, the user can switch applications without having to login again within uCustoms. System will verify user based on token given after login process successful.
Self Service Single Sign-On Sub Modules

1. User registration
2. Forgot password/login name
3. User management
Self-Service User Registration

1. Select Registration Category
2. Enter Personal Information
3. Upload Documents and Information
4. Submit Application
5. Approval/Rejection Notification
6. Activate ID via E-mail
7. Log in and change password
8. Submit Physically Authorised Letter from respective CBRA to the nearest station (BTM)
9. BTM to activate the account

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Self-Service User Registration

1. User registration
2. Forgot password/login name
3. User management

Screen shots

Member Area

Welcome,

Last Login:
2/13/2019 9:31:59 AM
Last Change Password:
2/11/2019 5:00:15 PM

Profile Management
Change Password

Account Information

Password Rules
- Must be between 6-12 characters
- Must include at least one number
- Must include at least one special character (~@#$%^&*_-)+/
- Must include at least one CAPITAL letter

Member Information

Welcome,

Last Login:
2/13/2019 9:31:59 AM
Last Change Password:
2/11/2019 5:00:15 PM

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Account Information

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1. Registered users forgot Password/Login name

2. Portal

3. Request reset password link

4. Verification by specific question and answer

5. Failed

6. Contact CCC

Screen shot

Having trouble signing in?
- I forgot my Password
- I forgot my Login Name and Password

I FORGOT MY PASSWORD
User Profile Management

1. Registered user logs in
2. Log in page and system direct user management
3. User management page
4. Enable to view, update and change profile
5. Enable to view last log in and change of password date/time

Screen shot

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AUTHORISATION
Authorisation Sub Modules

1. User Application
2. Existing Brokers or Licensees
3. User Authorization
Authorization for Organization Application

User update individual Profile → Update Company Profile → Auto verification via SSM& JPN → Auto Authorisation → Account Updated to Master Users

- Address
- Contact Information
- Sub user Information
- Transaction type
- Business stakeholders category/Function
- Tariff item

Manual Validation → Verify by customs → Account Activation

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Authorization for Organization Sub-users application

**MASTER USERS**

- Master User Authorise sub-users
- Validated by JPN
- Access to sub-users account management
- Create users account
- Create profile with default station, Port

**SUB USERS**

- Manage and update account
- Account activation
- Update Profile

Note:
By default, each organization can only authorized up to **20** sub-users only. Request if more sub-users are required

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Authorization for existing brokers and licensee

Master users enter license number → System auto-populate information → Update information → Verify and authorized by RMCD → Activation of the account → Account updated

License Information → Contact Information
Director Information → Condition Information

Note:
Refer to Licensing Module for New agents and licenses application

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License Application
|---------------|----------------|---------------------|-------------------------------------|

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1. Authorisation Economic Operator Application

1. Master users select AEO application
2. System auto-populate information
3. Update remaining information
4. Comply to compliant checklist
5. Review Application by AEO Secretariat
6. Company Audit by State Audit Company
7. Approval by AEO Panel
8. Register BG
9. Print Certificate
2. Windfall Levy

a. Application of Registration as producer of CPO and IPP

b. Submission return of windfall profit statement IPP

c. Submission return of windfall profit statement CPO

Scenario
2. Windfall Levy: Application for Registration As Producer of CPO and IPP

1. Master user select application
2. System auto-populate stored information
3. Applicants to update remaining information (WPA1)
4. Review application by State Licensing unit
5. Approval by State Licensing unit
6. Print certificate (WPA 2)
2. Windfall Levy:
Submit Return As Producer of CPO and IPP

1. Master user fill up the Windfall levy return (WPA3)
2. Submit WPA3
3. Calculate amount payable
4. Make payment online

Note:
Submission for
a. CPO: 14th day of the month
b. IPP: end financial year

CPO: 2,000 metric ton or more
IPP: 30 megawatt or more

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3. Licensing for Bonded and Licensed Warehouse

- a. Apply
- b. Renewal
- c. Suspend
- d. Cancellation
- e. Update and add new information
- f. Apply approval for additional facilities
- g. Periodic Inspection Report
- h. Production report
3. Licensing for Bonded and Licensed Warehouse

1. Select type
2. Create application for license
3. Upload document
4. Submit Application
5. Submit Hardcopy Document
6. Review & Approval Process
7. Approval Notification
8. Associate surety & License fee
9. Print license
4. Licensing for Agents

- a. Apply
- b. Renewal
- c. Suspend
- d. Cancellation
- e. Update and add new information
- f. Add clients (Importers/Exporters)
- g. Agent Passes

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4. Licensing application (Generic)

1. Select type
2. Create application for license
4. Upload document
4. Submit Application
6. Review and Approval Process
5. Submit hardcopy manually (if any)
7. Associate surety
8. Pay License fee (if any)
9. Print license
PERMIT MANAGEMENT

INTER-AGENCY COLLABORATION

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Permit Application and Validation

**Application Processing**
- Authorized Person
- Online Application
- Notification
- Synchronization
- Permit - Declaration

**Validation**
- Location
- Quota
- Report
- Expiry Date
- Tariff

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Permit Issuance by Cross Borders Regulatory Authorities (CBRA)

Integrated with uCustoms

65 CBRA’s
Permit Application and Validation

- a. Apply
- b. Renewal
- c. Cancellation
- e. Update and add new information
- f. Usage record
- g. Monitor
- h. Auto-reporting

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Permit Application and Validation: Process flow

**CBRA**
- Fill up application form
  - Pay Service fees (if any)
    - Approval by CBRA
      - Pay Permit fees (if any)

**RMCD**
- Fill declaration form
  - Re route to permit application form if permit is not available
    - Associate the Permit to the declaration
      - Auto deduction of quota permitted
        * whenever applicable

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Bank Guarantee and Letter of Guarantee
Bank Guarantee (BG) and Letter of Guarantee (LG) sub modules

1. Bond Surety
2. Bank and Letter of Guarantee
3. Third Party Bank Guarantee (BG)
4. Encashment
1. Bond Surety

1. Create and determine type of Bond Surety
2. Approval of pre-printed General Bond
3. Approval of pre-printed Undertaking Bond Form
4. Stamped & Legalized by Inland Revenue Board (IRB).
5. Scan and upload document
6. Approval and activate by State Surety Senior Officer
2. Bank and Letter of Guarantee

1. Present the original BG/LG
2. Enter data and upload document
3. Approval and activate by State Surety Officer (Senior)

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3. Third Party Bank Guarantee

1. Warehouse Operator assign registered BG to Importer
2. Warehouse Operator issue NOC to Importer
3. Review and submit by State Surety Senior Officer
4. Recommendation by Director of Customs Division (HQ)/Customs State Director
5. Approval by Director General/ Director of Customs Division (HQ)

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4. Encashment

1. Receive notification of bounced cheque from bank
2. Initiate encashment
3. Inform the bank about encashment
4. Close BG if Full encashment
5. Amend amount if partial encashment

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