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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

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Royal Malaysian Customs Department Vision



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

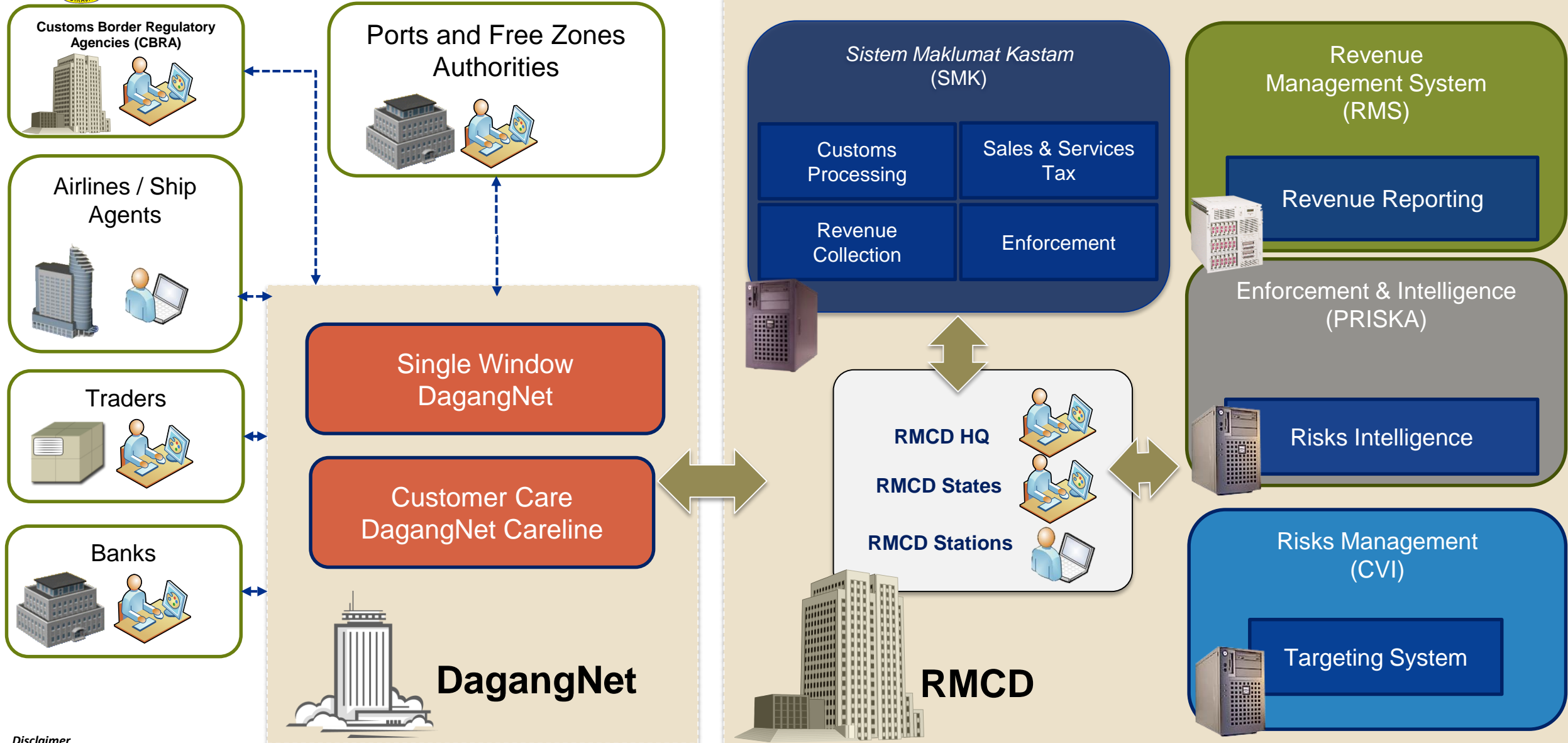
- Automated **paperless** processes
- Increased **efficiency**
- **Integrated** processes and functions

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Customs Today



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Definition



What does *u*Customs 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 .

*Source: Oxford Dictionary

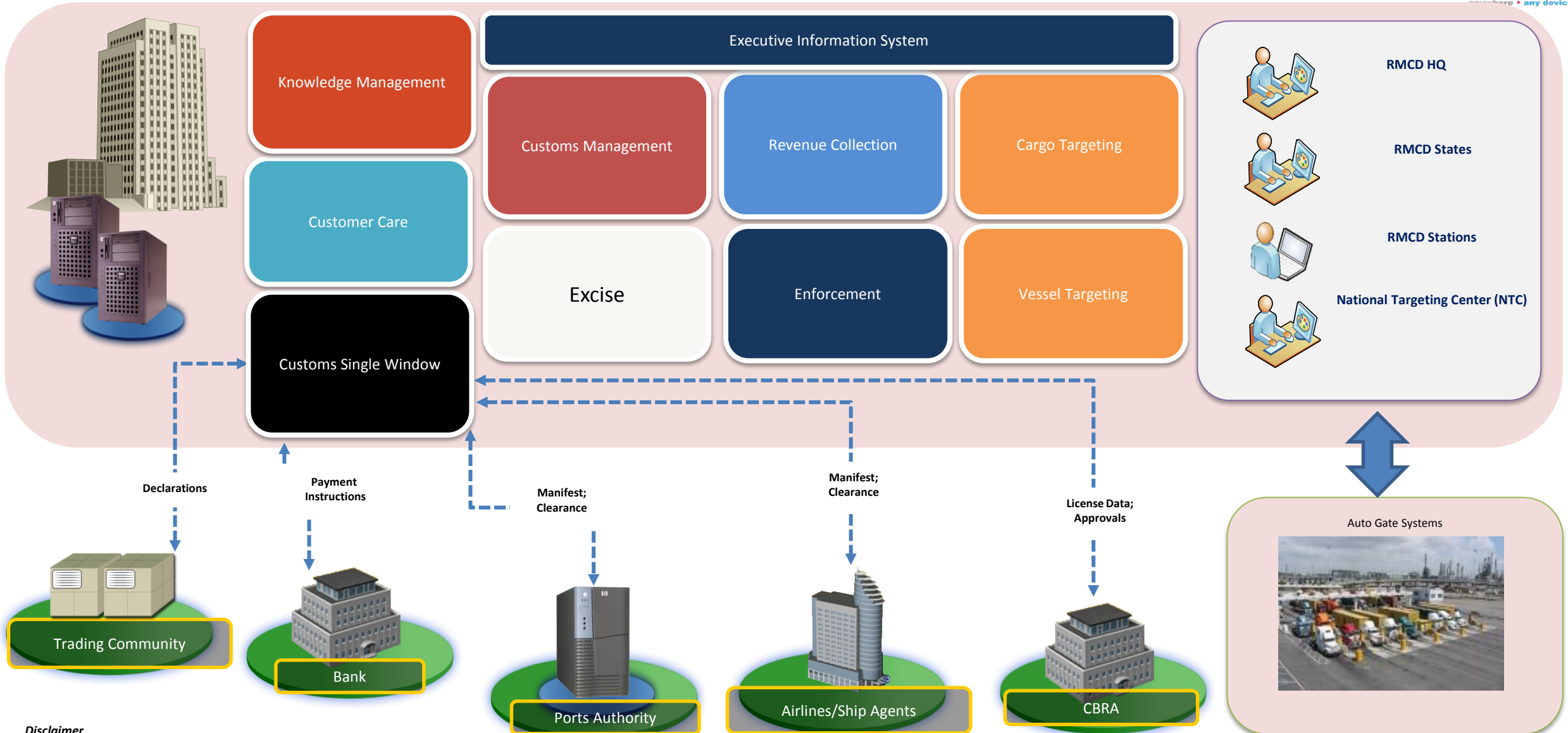


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Future uCustoms System high level architecture



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How will uCustoms impact me?



Automation of manual processes

National Single Window

Consistent operating procedures

Cost savings on transactions

**Ease of information/
data sharing**

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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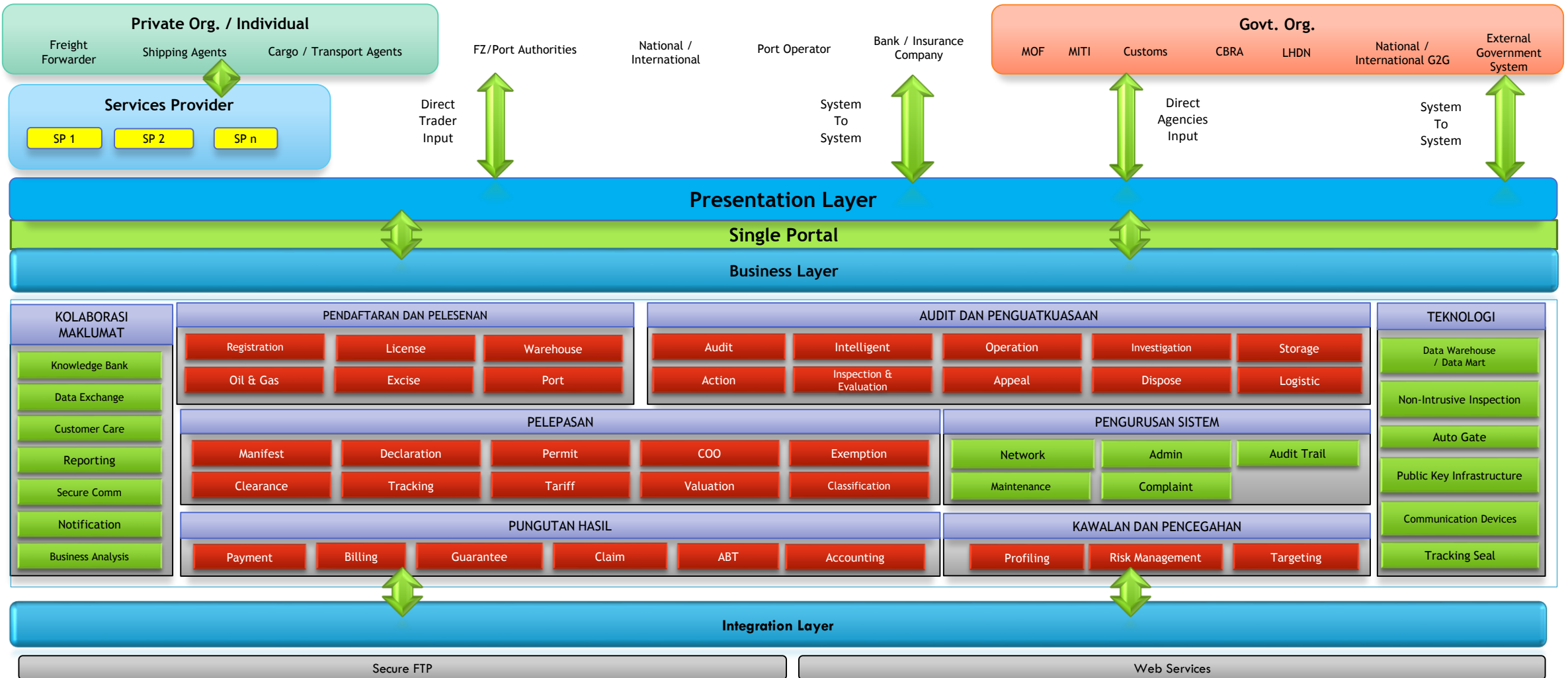
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uCustoms Scope



High Level Architecture uCustoms



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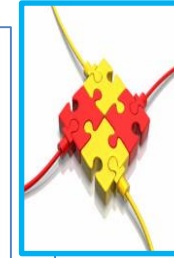
uCustoms salient features



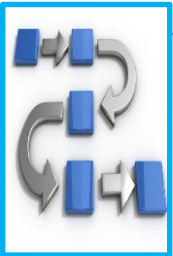
Single Gateway
Multiple Channel



Single Sign-On (SSO)



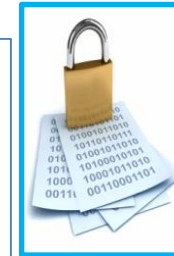
Integrated Application
Systems



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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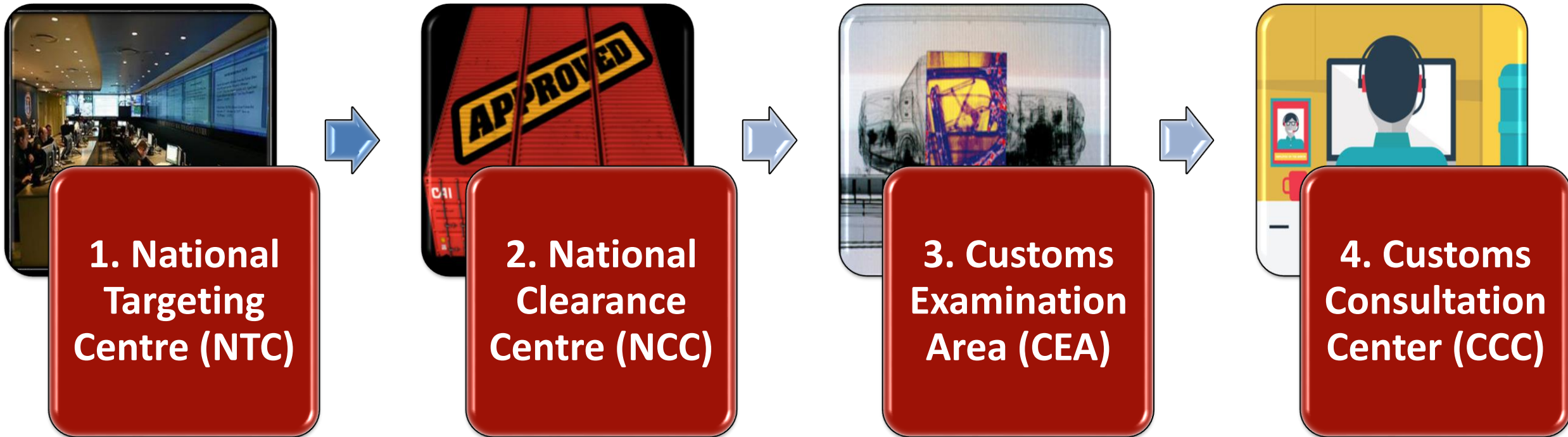
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uCustoms Strategic Centres



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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**

TARGET

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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.



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3. Customs Examination Area (CEA)



- Complex for **cargo clearance inspections** at all entrance and exits managed by the **Special Inter Agency Taskforce (SIAT)**



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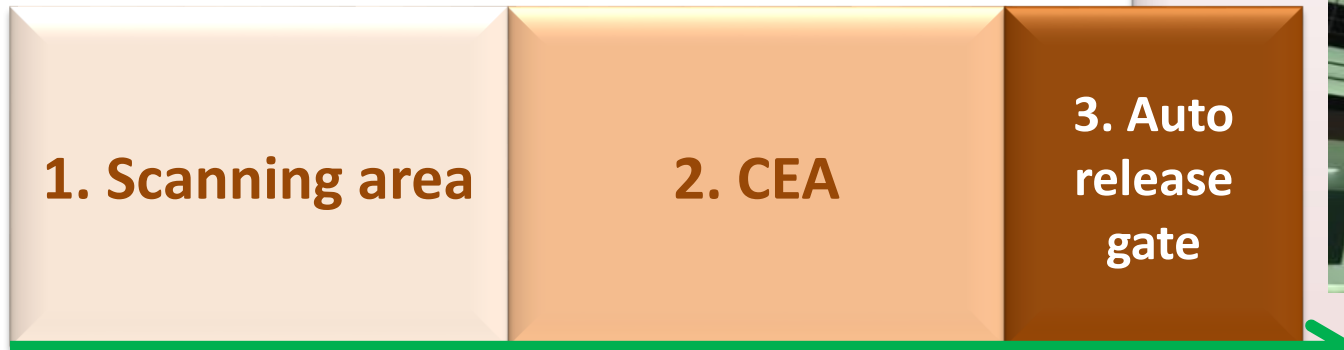
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3. Customs Examination Area (CEA)

CEA workflow Process

Malaysia



Malaysia

Export flow

Import flow



3. Auto
release
gate

2. CEA

1. Scanning area

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Locations: 17 Customs Examination Areas (Phase I)



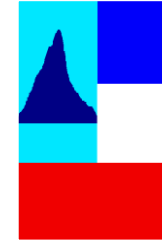
SELANGOR

- 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



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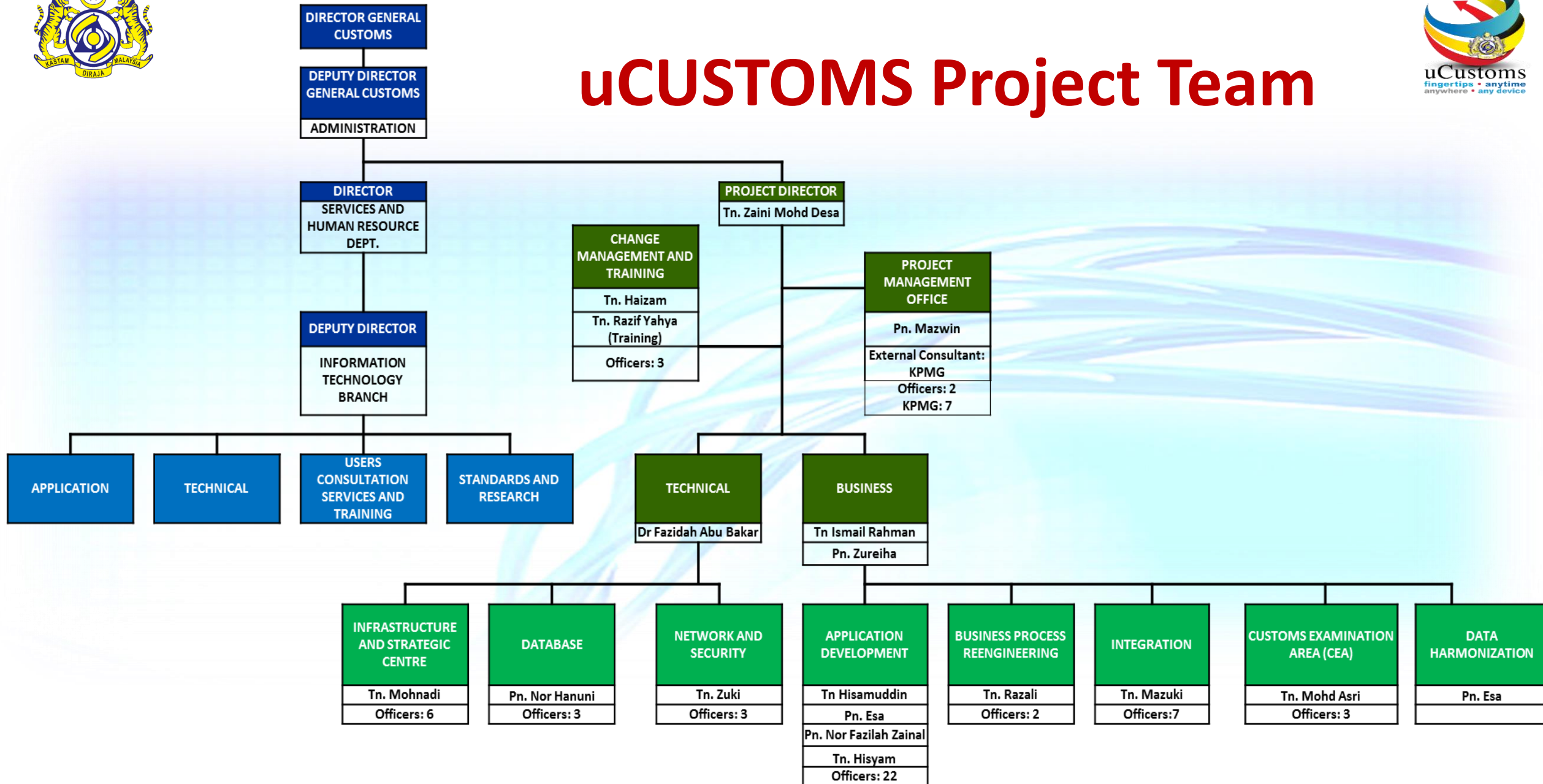
IMPLEMENTATION OF UCUSTOMS

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uCUSTOMS Project Team



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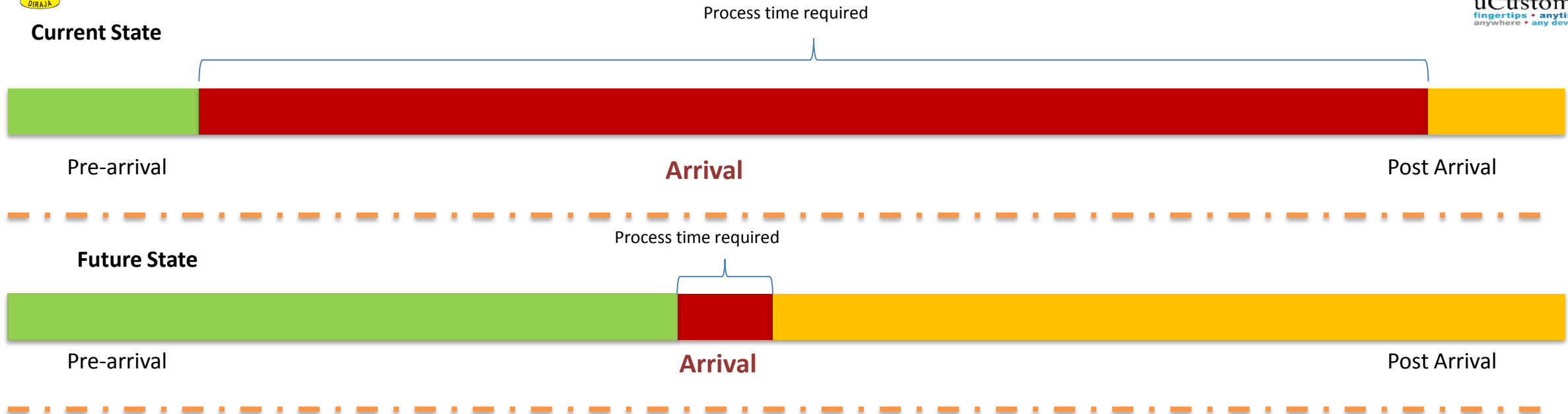
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Major outcome and impact



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

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uCustoms in a nutshell



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THANK YOU!

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