ROYAL MALAYSIAN CUSTOMS DEPARTMENT

USER MANUAL

uCustoms

USER MANUAL
PHASE 1 – ASSESSMENT (EXTERNAL USER)
11th February 2017 / Issue 1.2

DOCUMENT CONTROL

Distribution List	
Company's Name	**Recipient's Name**
Royal Malaysian Customs Department	Project Management Office
Brilliance Information Sdn. Bhd.	Project Team Project Library

Deliverable Item	Yes
Configuration Item	No

Revision History				
Date	Version	Issue	Change Description (Chapter/Section/Page changes)	Created/Changed By
04.07.2015	0.1	First Draft		ICS
24.07.2015	1.0	First Issue	Implemented QC Feedback	ICS
08.09.2015	1.1	Second Draft	Implemented Brinfo's Feedback	ICS
11.02.2017	1.2	Second Issue	Implemented following Change Requests referring to the application from 06/02/2017 to 10/02/2016. CR-APP-0074 - REG - Port Customs Station Profile	ICS

References

Document Number	Document Description
13.03.06	SDS Phase 1 Assessment Module

Abbreviations

Abbreviation	Expansion
AR	Assessment Request
LMW	Licensed Manufacturing Warehouse
HS Code	Harmonized System Codes
RMS	Risk Management System
UOM	Unit of Measurement
CR	Change Request
DFS	Duty Free Shop

Definitions

Brinfo	Referring to Brilliance Information Sdn. Bhd.
ICS	Referring to Inspection and Control Services
MicroClear®	Referring to MicroClear® System
uCustoms	Referring to uCustoms Application

Preface

About this Manual

This User Manual helps to understand and use the Assessment Module of uCustoms. It describes the features of Assessment Module, and explains the procedures to be followed for performing the system functions in the Assessment Module.

Prerequisites

The course assumes the attendees are to have basic knowledge on Customs operations and familiarity with the business terms related to Customs activities. Although this is not an absolute requirement, lack of basic Customs knowledge and familiarity may affect the learning rate of the course.

The uCustoms application is a standardized Web Application. Once the attendee learns the basic functions, using similar features will become easy and intuitive.

During the training, fictitious accounts will be provided for various type of users based on their specific roles.

Intended Users and their Roles

Assessment	
Users	**User Role Description**
Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator	1. Accept Assessment Request. 2. Refer Assessment Request for Appeal. 3. Create and Submit Voluntary Amendment Request. 4. Accept Voluntary Amendment Request. 5. Upload and Submit Document Review Requests. 6. Associate Surety Transaction Details.

Typographical Conventions Used in Manual

The following table lists the typographical conventions used in this document.

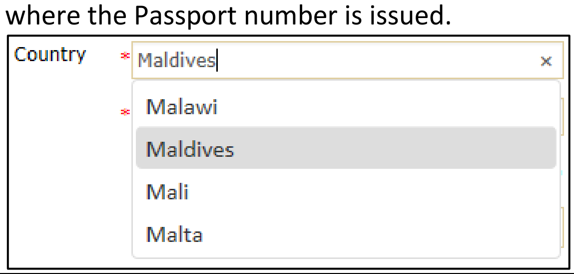
Formatting Convention	Type of Information
Buttons, Form names, List names, Section names, Subsection names, Column names, Menus, Submenus, Figure Numbers, Cross References appear in title case and are bold-faced.	Commands and Screen elements. Example: On the Government Stakeholders submenu, click **New**.
Blue text underlined.	URLs, links and hyperlinks. Example: http://www.customs.gov.my/en
Note: <text> Bold Note font and the text highlighted with grey.	Note refers to additional information related to the described content. Example: **Note**: Click the message count to navigate directly to the Inbox instead of viewing the message count details.
<*Field Name*:> - Italic	Field labels. Example: Enter the *Full Name*.
<**Glossary Term**> - Bold, Title Case	Glossary terms. Example: **Consignee** – A person or company to whom commodities are shipped.
Enter and select	Example: Enter and select the name of the Country from where the Passport number is issued. 
Split Image	If the image is long, then for better visibility of screen elements, the image is split into parts and the figure caption is added to the last part of the image.

TABLE OF CONTENTS

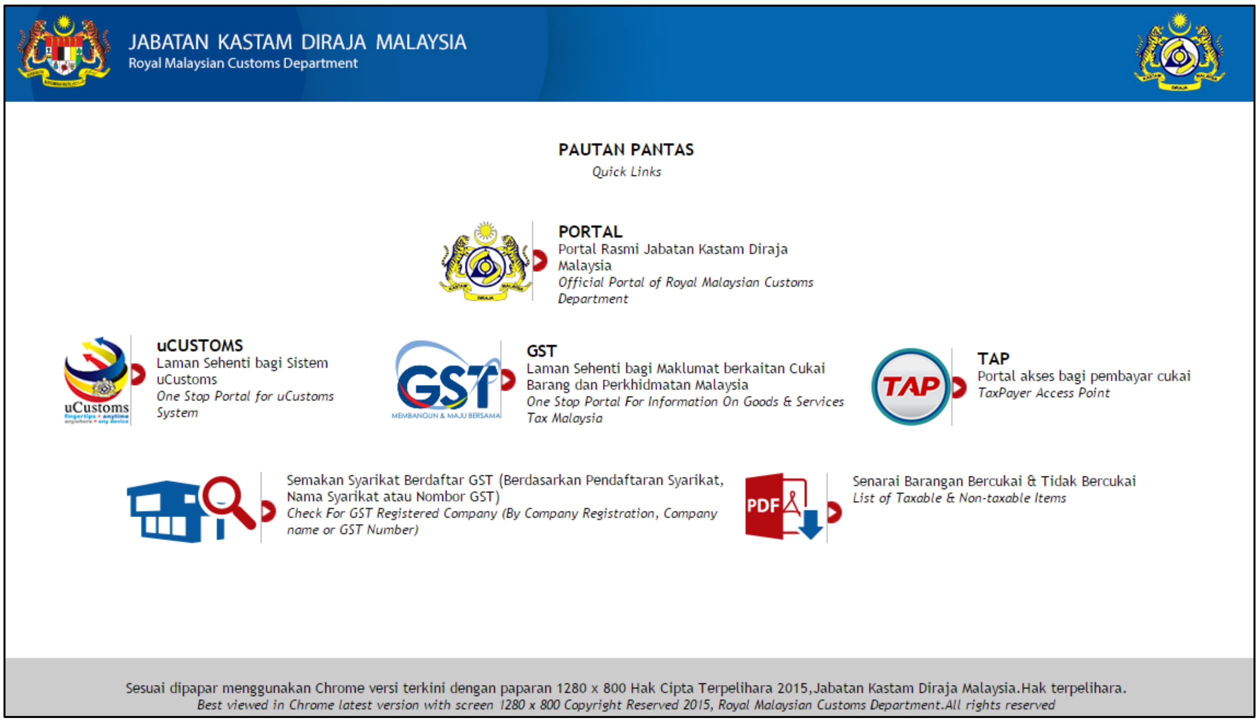
LIST OF TABLES

LIST OF FIGURES

GETTING STARTED

Registered user can login to uCustoms by entering the Customs URL in the address bar of the web browser.

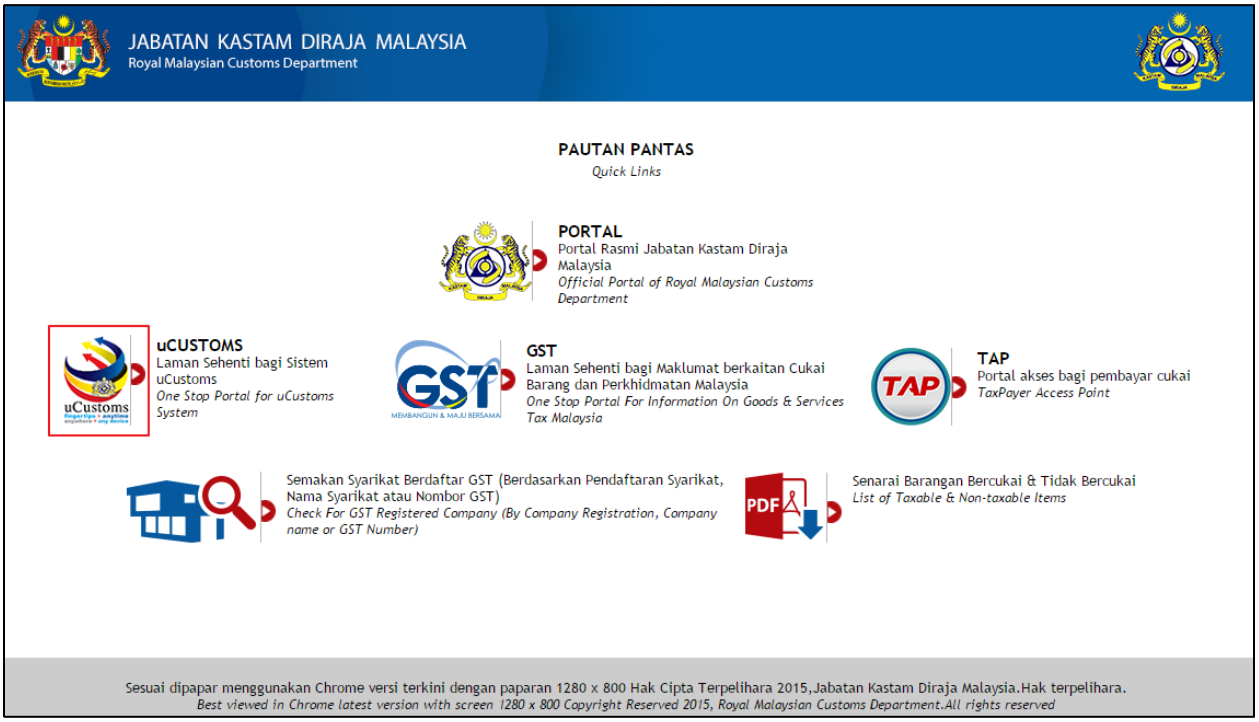
The **RMCD** home page appears as shown below:



Logging in

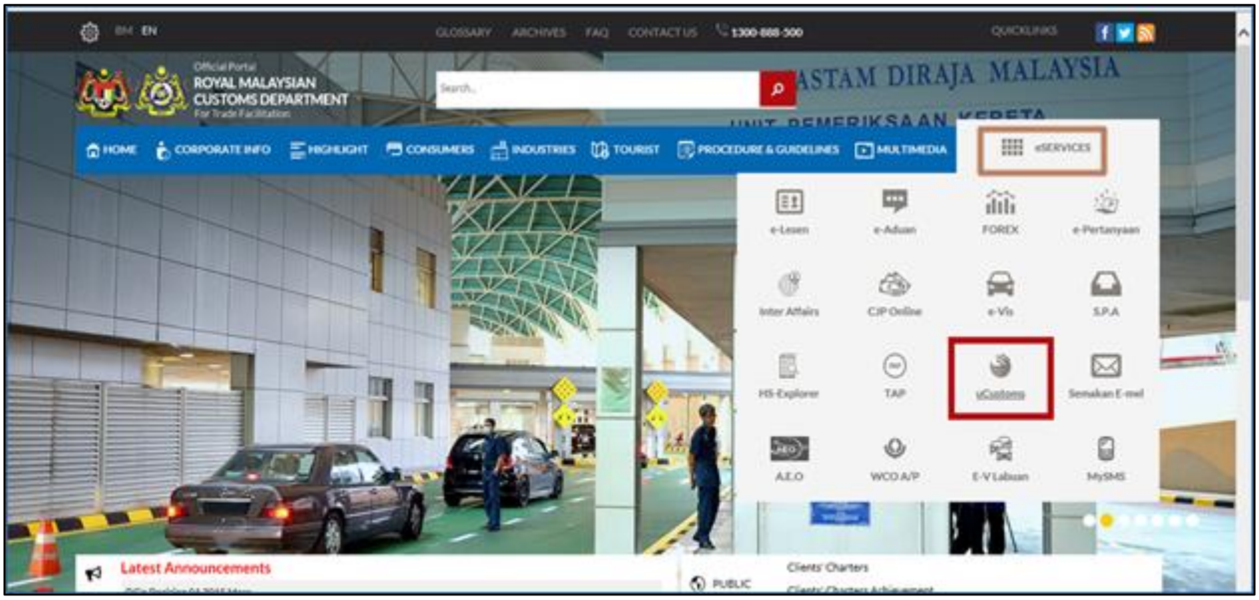
To login to uCustoms:

1. On the **RMCD** home page, click **uCUSTOMS** as shown below.

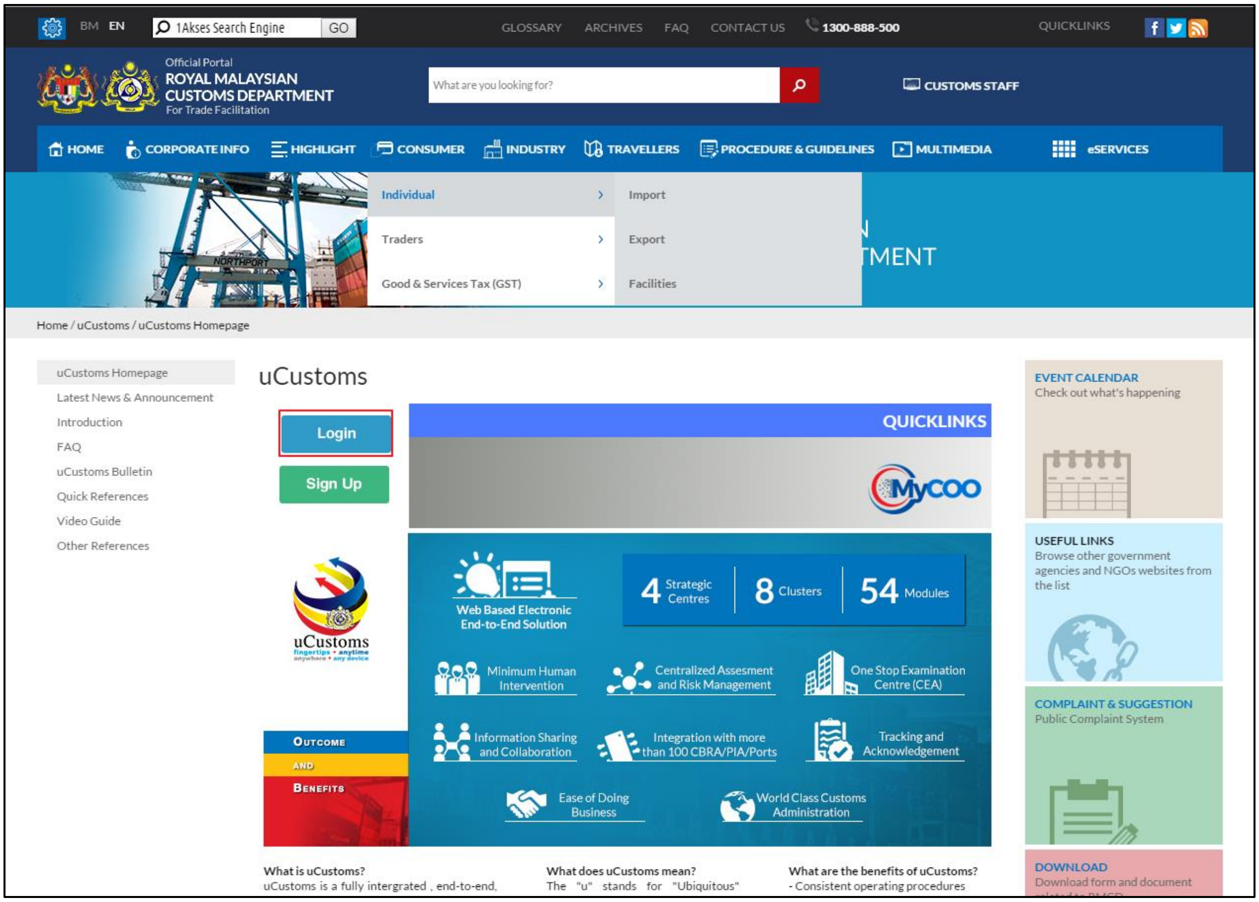


Or

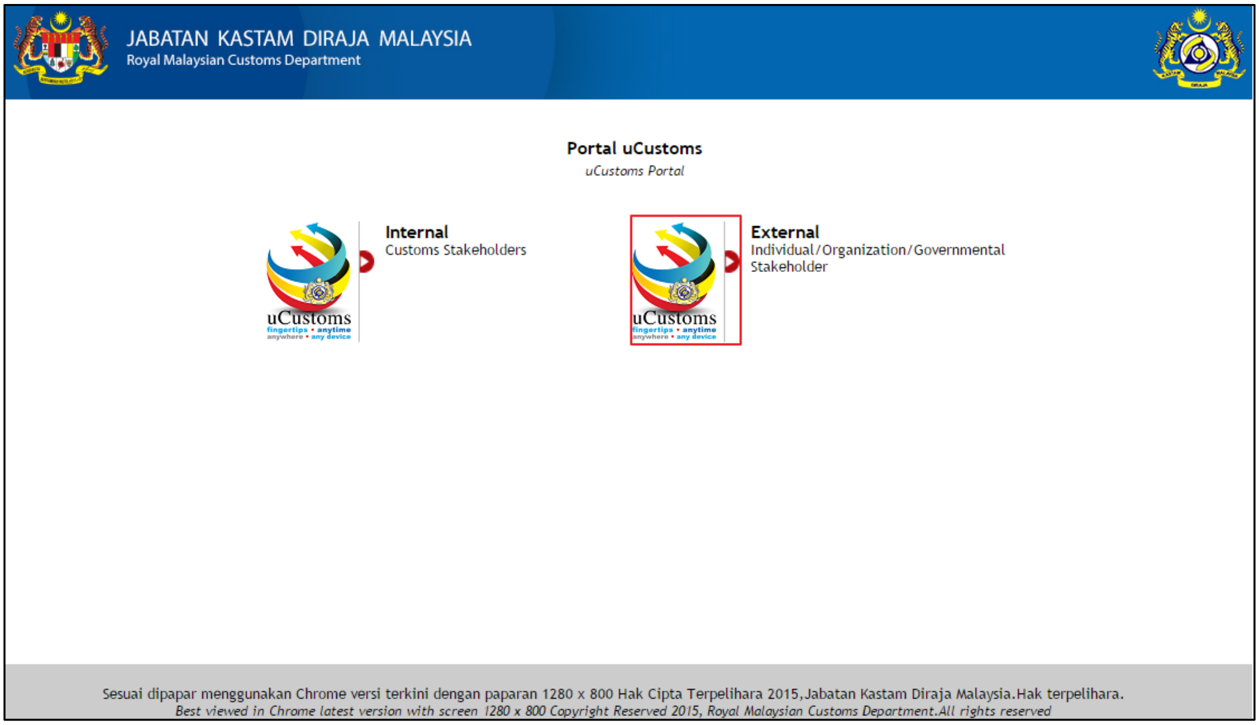
2. On the **RMCD** portal, select **eSERVICES** menu and then click **uCustoms** as shown below.



3. On the **uCustoms** home page, click **Login** as shown below.



Portal uCustoms page appears as shown below.



4. Click the **External Stakeholders** logo to sign in as an External User.

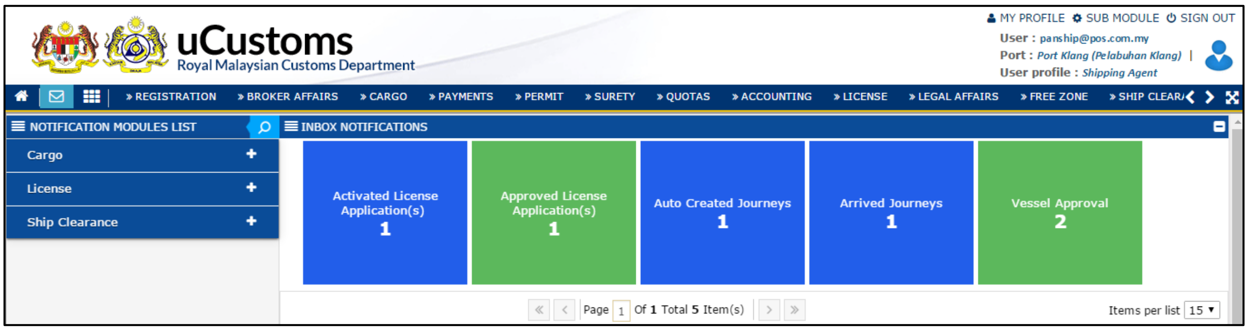
   The following **RMCD** sign in page appears.

5. Enter the *Login ID* for example, jpatil@agility.com.

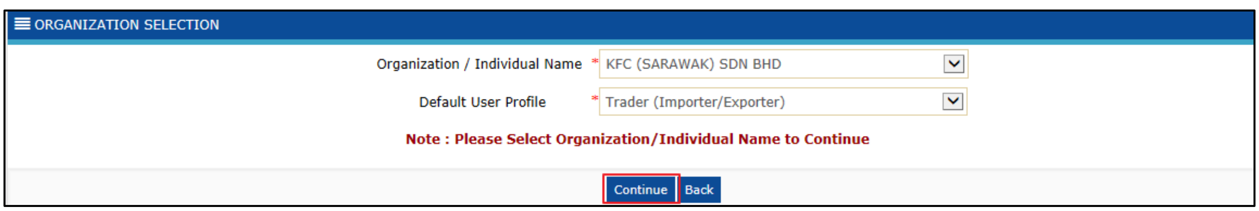
6. Enter the *Password*.

7. Click **Sign in**.

   If the Stakeholder (Individual or Organization) is registered with only one *Login ID*, then after login, the uCustoms home page appears as shown below.



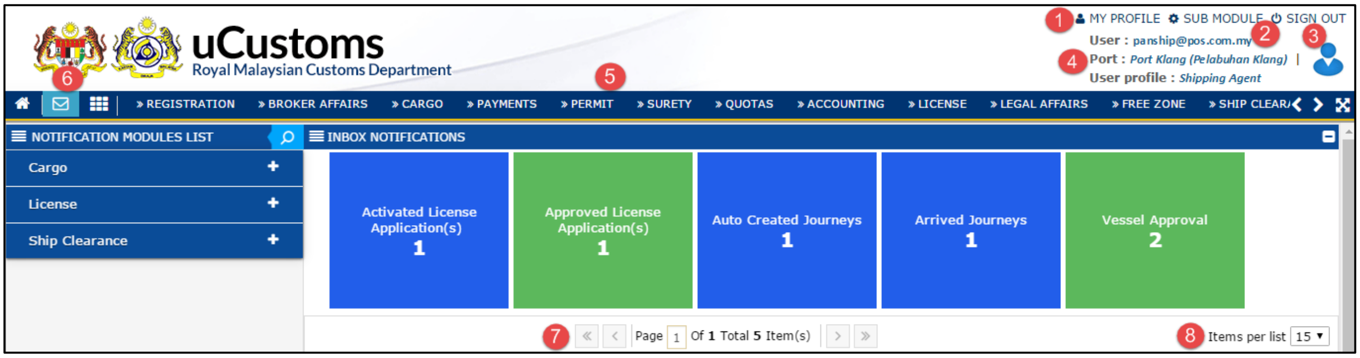
   If the Stakeholder is registered with more than one organization, or if the *Login ID* is the same for an Individual or Organization Stakeholder, then the following **Organization Selection** form appears.



8. Select the *Organization / Individual* Name and *Default User Profile* from the respective drop-down lists and click **Continue** to proceed to the uCustoms home page.

uCustoms Home Page

The uCustoms home page is shown below.



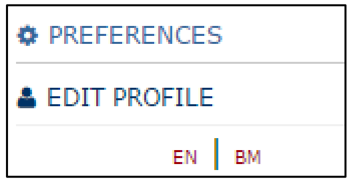
1	My Profile
2	Sub Module
3	Sign out
4	User Details
5	Menu Bar
6	Mailbox
7	Page Navigation
8	Items per List

The uCustoms home page features are listed below:

- My Profile,
- Sub Module,
- Sign Out,
- User Details,
- Menu Bar,
- Mailbox,
- Page Navigation, and
- Items per List.

I. My Profile

On the home page, click MY PROFILE to view additional options, such as Preferences, Edit Profile and the option to switch languages as shown below.

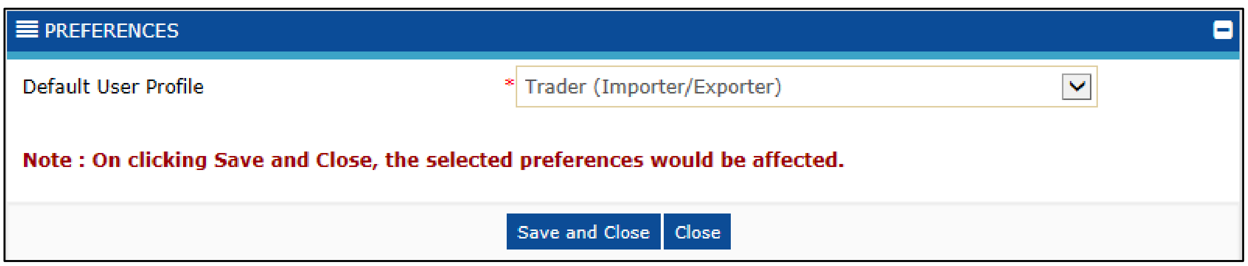


Preferences

To edit the preferences:

1. Click PREFERENCES.

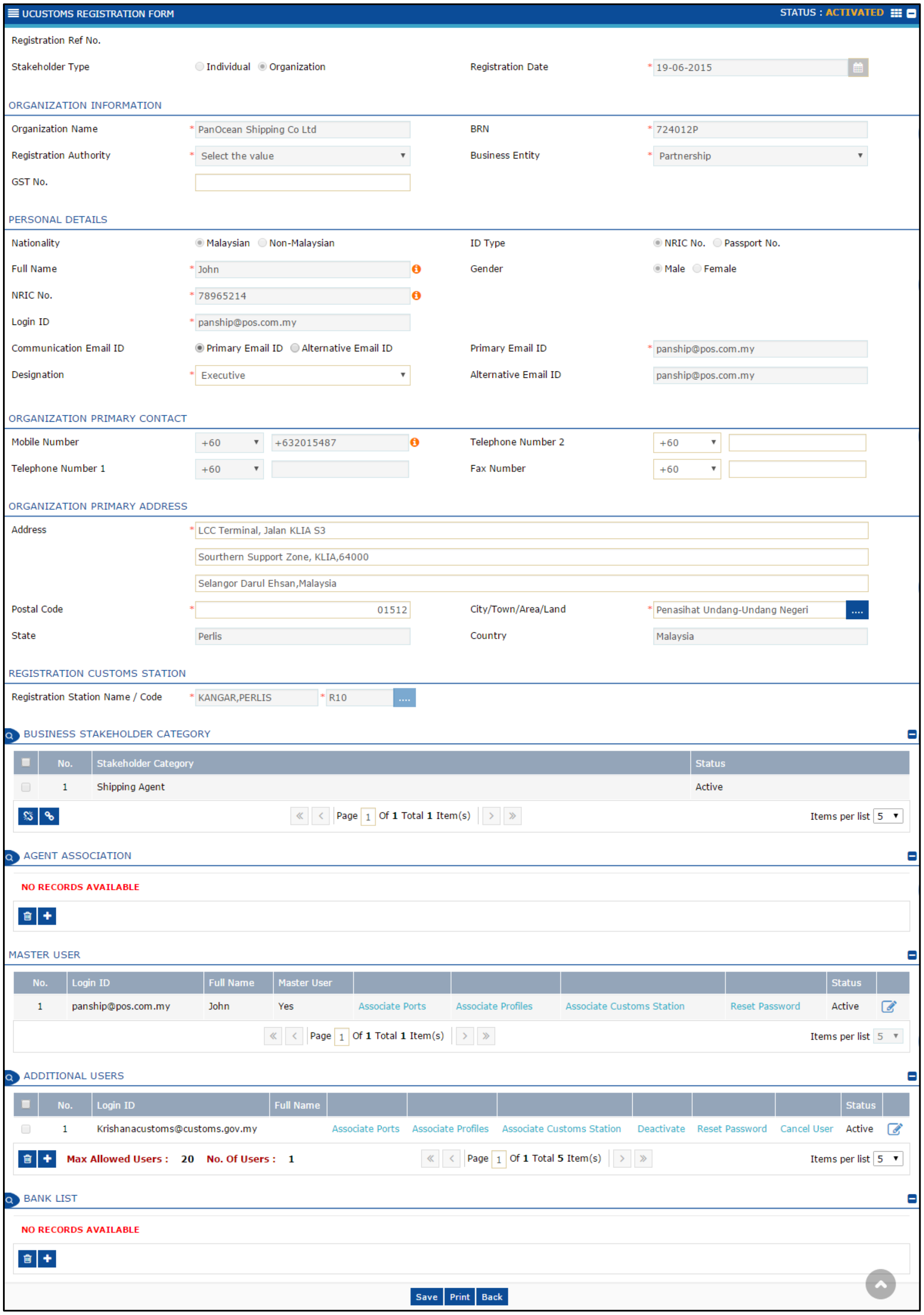
   The **Preferences** pop-up window appears as shown below.



2. Click **Save** and **Close**.

Edit Profile – This link allows user to view and / or edit the profile-related details. To edit the profile details:

1. Click EDIT PROFILE.
2. Make the required changes in the respective **Registration Form**.



UCUSTOMS REGISTRATION FORM — STATUS : ACTIVATED

Registration Ref No.

Stakeholder Type: Individual / Organization

Registration Date: * 19-06-2015

ORGANIZATION INFORMATION

Organization Name: * PanOcean Shipping Co Ltd

BRN: * 724012P

Registration Authority: * Select the value

Business Entity: * Partnership

GST No.

PERSONAL DETAILS

Nationality: Malaysian / Non-Malaysian

ID Type: NRIC No. / Passport No.

Full Name: * John

Gender: Male / Female

NRIC No.: * 78965214

Login ID: * panship@pos.com.my

Communication Email ID: Primary Email ID / Alternative Email ID

Primary Email ID: * panship@pos.com.my

Designation: * Executive

Alternative Email ID: panship@pos.com.my

ORGANIZATION PRIMARY CONTACT

Mobile Number: +60 +632015487

Telephone Number 2: +60

Telephone Number 1: +60

Fax Number: +60

ORGANIZATION PRIMARY ADDRESS

Address: * LCC Terminal, Jalan KLIA S3
Sourthern Support Zone, KLIA,64000
Selangor Darul Ehsan,Malaysia

Postal Code: * 01512

City/Town/Area/Land: * Penasihat Undang-Undang Negeri

State: Perlis

Country: Malaysia

REGISTRATION CUSTOMS STATION

Registration Station Name / Code: * KANGAR,PERLIS * R10

BUSINESS STAKEHOLDER CATEGORY

	No.	Stakeholder Category	Status
	1	Shipping Agent	Active

Page 1 Of 1 Total 1 Item(s) — Items per list 5

AGENT ASSOCIATION

NO RECORDS AVAILABLE

MASTER USER

No.	Login ID	Full Name	Master User					Status	
1	panship@pos.com.my	John	Yes	Associate Ports	Associate Profiles	Associate Customs Station	Reset Password	Active	

Page 1 Of 1 Total 1 Item(s) — Items per list 5

ADDITIONAL USERS

	No.	Login ID	Full Name							Status	
	1	Krishanacustoms@customs.gov.my		Associate Ports	Associate Profiles	Associate Customs Station	Deactivate	Reset Password	Cancel User	Active	

Max Allowed Users : 20 No. Of Users : 1 — Page 1 Of 1 Total 5 Item(s) — Items per list 5

BANK LIST

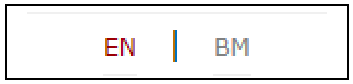
NO RECORDS AVAILABLE

Save Print Back

3. Click **Save**.

   The profile changes are saved successfully.

Switch Language: By default, the application's content appears in English (EN). To view the content in Bahasa Melayu, click **BM**.



II. Sub Module

This includes the MYCOO link.

III. Sign Out

Click SIGN OUT to sign out of uCustoms.

IV. User Details

The User details display the Login ID and the User Profile as shown below.

Login Id – Displays the logged in user's ID.

User profile – The user's role is displayed based on the profile configuration.

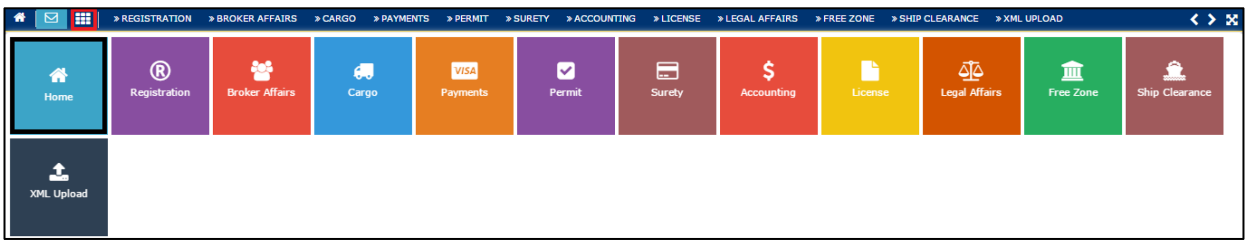
V. Menu Bar

To access a menu:

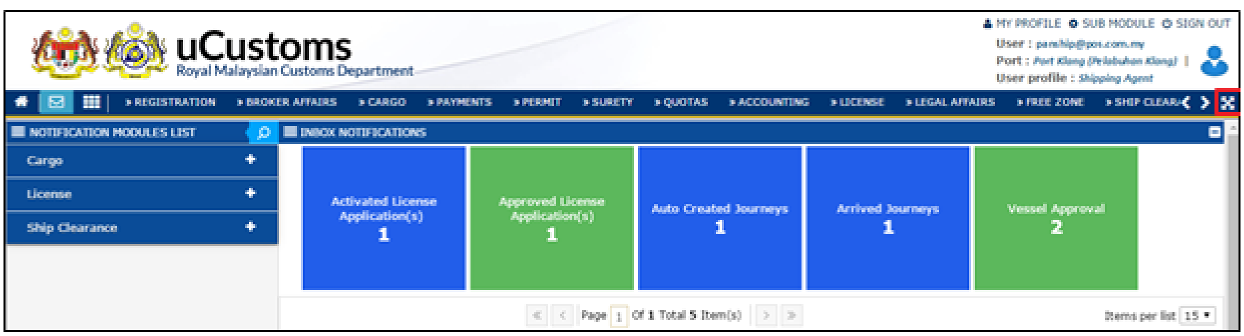
- Click the particular menu on the menu bar as shown below.

Or

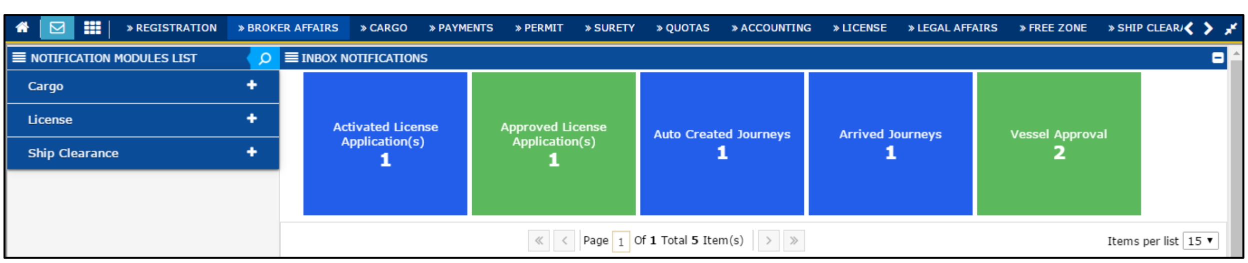
- Click to view the pictorial list of menus accessible to the profile as shown below.



On the home page, click to hide the header as shown below.



The home page appears as shown below.

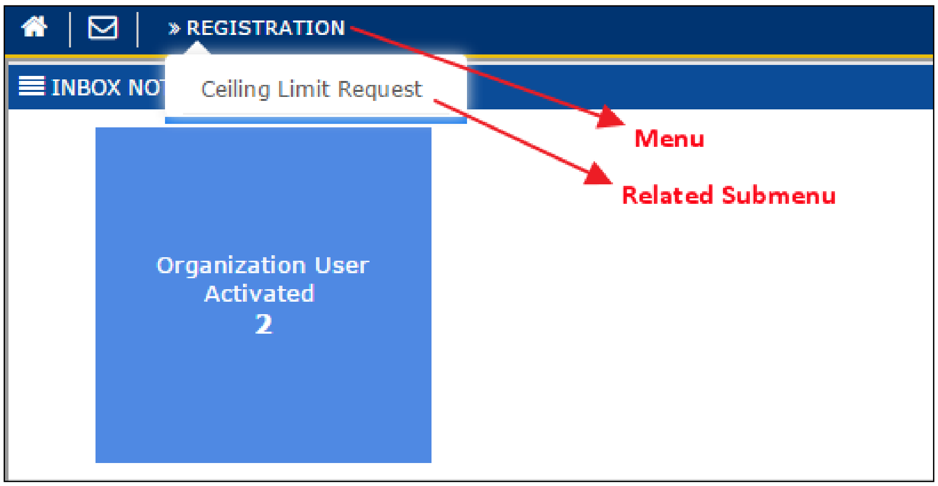


Note: To view the header again, click .

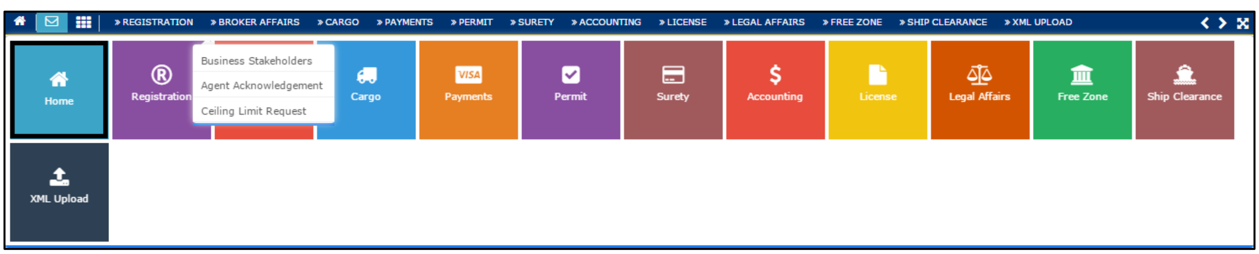
Submenu

To access a submenu:

- Click the menu to view the list of submenus in an expandable list as shown below and then click the submenu.



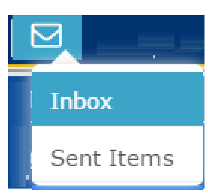
The list of submenus can also be viewed through the pictorial list as shown below.



VI. Mailbox

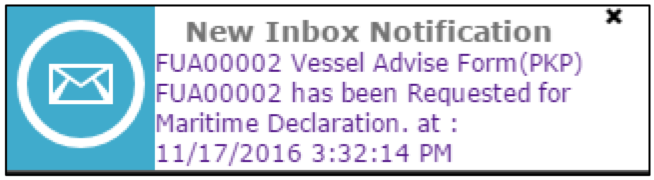
Mailbox allows user to view all the messages received from and sent to other uCustoms users.

On the home page, click ✉ to view the Mailbox options as shown below.



Inbox

- Inbox is displayed by default on the Home page once the user logs in to uCustoms. Whenever a new message is received or sent, system displays an alert as shown below.

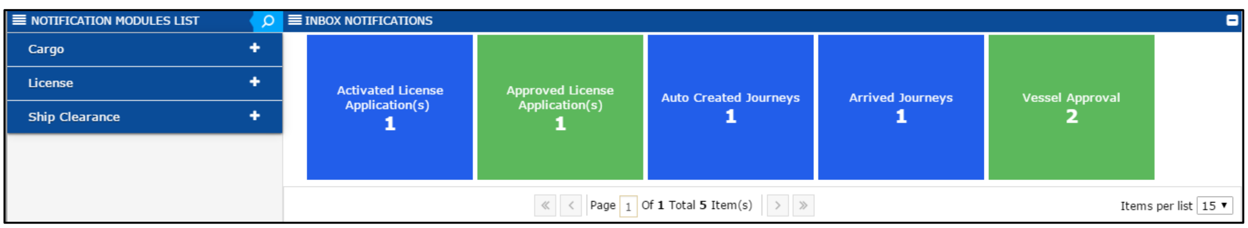


- Click the message to view the details.

  Or

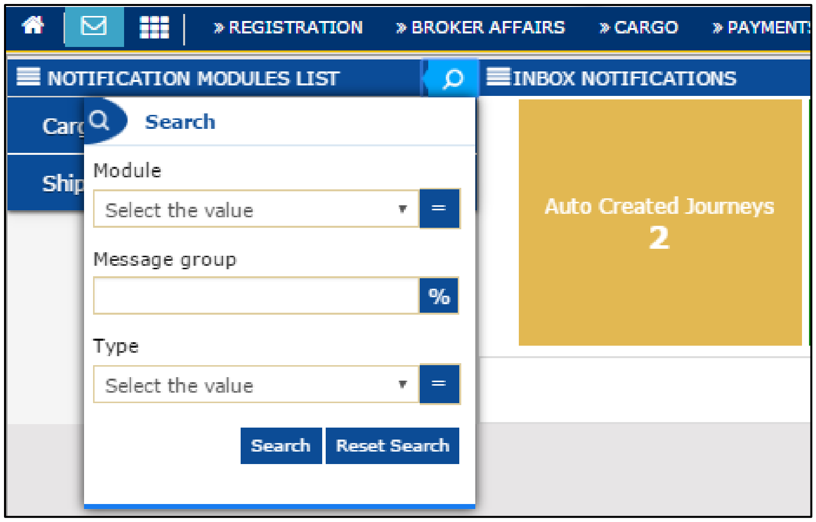
- Click and then click **Inbox** submenu.

  The Notification Modules List and Inbox Notifications appear as shown below.

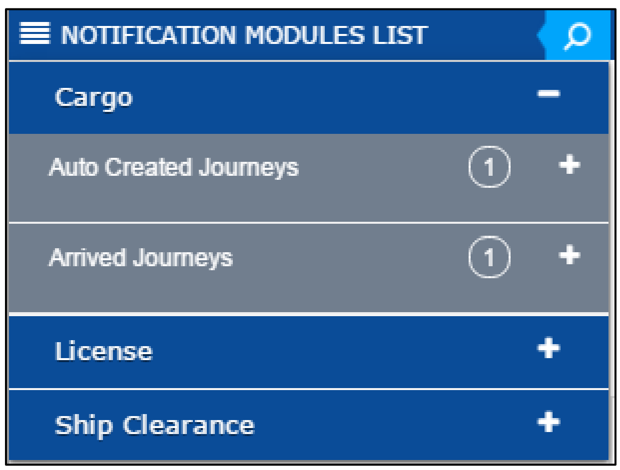


Notification Modules List

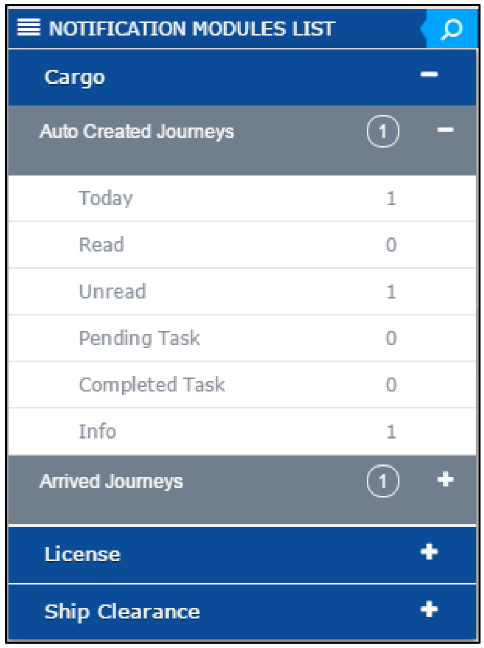
- It specifies the list of modules for which notifications have been received or sent.
- Click to search the notifications for a specific module as shown below.



- Click to view the Message Groups for which notifications are available for a module as shown below.



- Click to collapse the **Notification Modules List**.
- In the Message Group, click to view the details such as the number of Read messages, Unread messages, Pending Task, Completed Task and the Total count of Read and Unread messages as shown below.

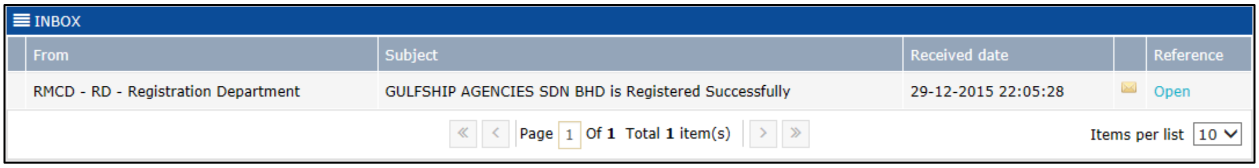


- Click − to collapse the Message Group details.

Inbox Notifications

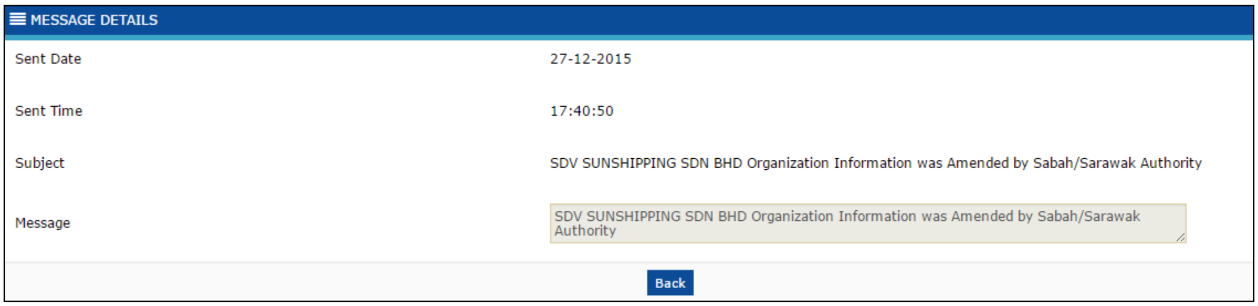
- The messages received are grouped as per different Message Types.
- Clicking the Message Group flips and shows the Message Count for each Message Type, which includes details such as the number of messages received on that day, the number of Read messages, Unread messages, Pending Task, Completed Task and the Total count of Read and Unread messages as shown below.

- Click the message count to view the messages received in the message group as shown below.



- To view the message details, click .

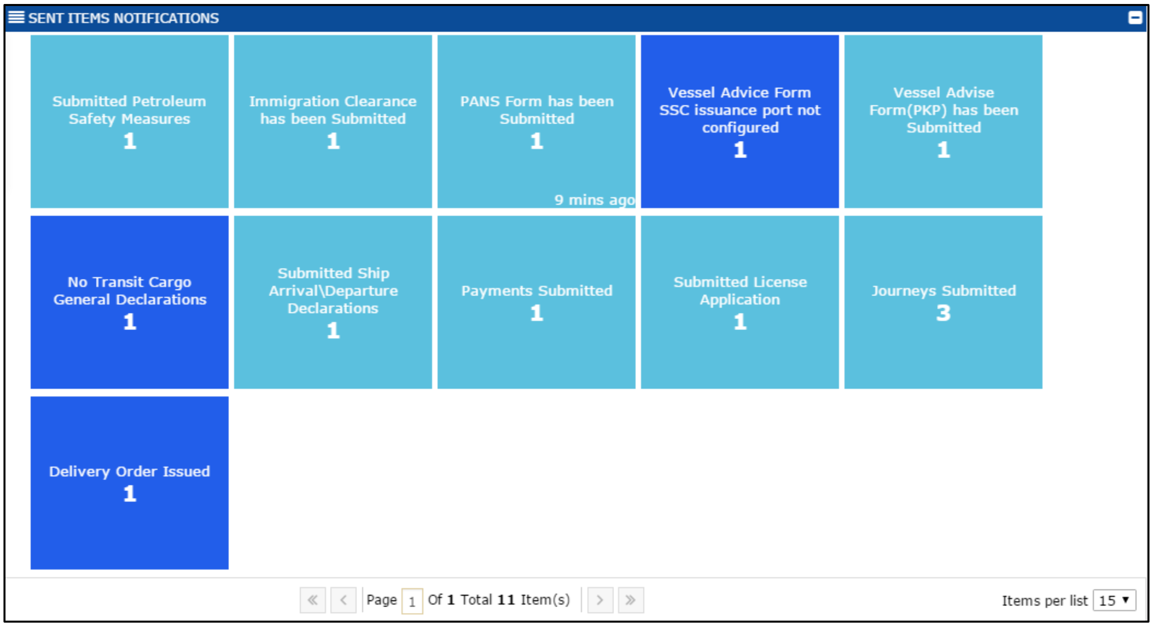
  The **Message Details** appears as shown below.



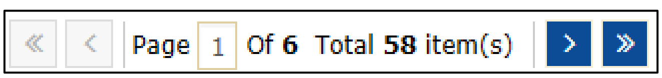
- Click **Back** to navigate back to the **Inbox**.
- In the **Inbox** click the Reference to navigate to the relevant form and view further details or perform an action.

Sent Items

To view sent messages, click and then click **Sent Items**. The **Sent Items Notifications** appear as shown below.



VII. Page Navigation

uCustoms displays ten (10) records per page, with the rest of the records displayed on the remaining pages. While navigating through the record pages, page navigation links will appear 

which are located below the list of records. Click to move to the next page, or to navigate to the previous page. To navigate to first page of the records list, click and to navigate to last page of the records list, click . To directly navigate to a page, enter the page number and then press TAB.

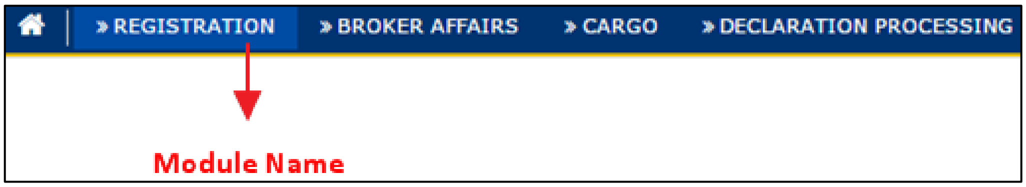
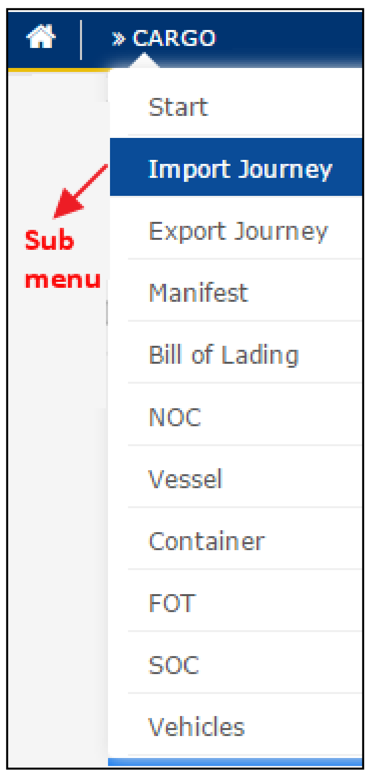
VIII. Items per List

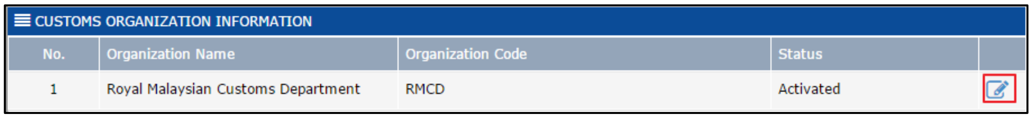
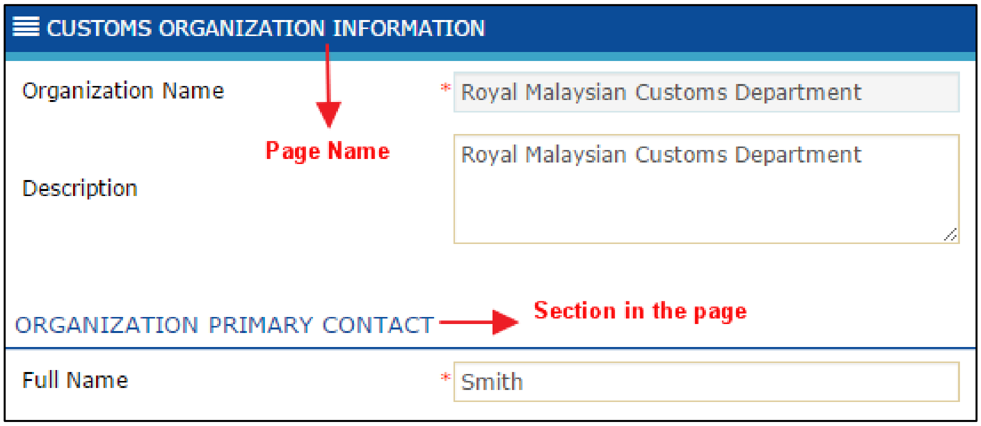
The number of items listed per page can be selected from the drop-down list 

. The page refreshes with the selected number of items.

UCUSTOMS USABILITY CONVENTIONS

The common conventions used in uCustoms are explained in this section. The following table lists the common features of uCustoms:

Identification	Description
Identify the Module	 Used to identify the module or menu name. The module name is highlighted when any process within its sub-module is being executed. A menu bar is located below the uCustoms logo on the home page. The menu bar shows all the modules accessible to the user.
Identify Sub-menu	 Used to identify the submenu. The submenu bar is displayed as an expandable list below the menu bar. All the

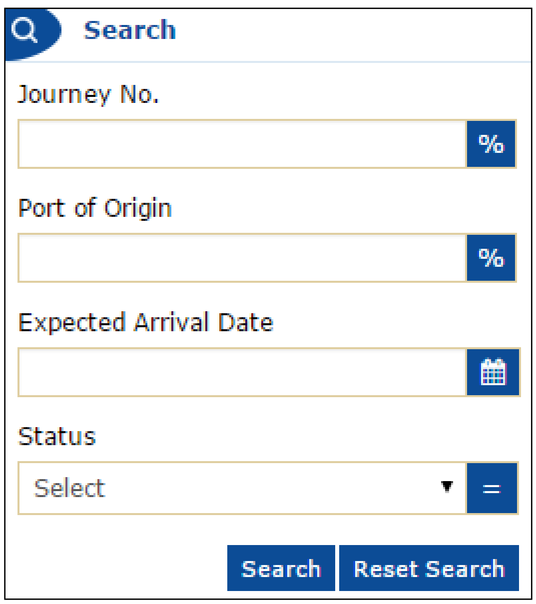
Identification	Description
	submenus available in a particular menu are displayed on clicking that menu.
View/edit record details	 To view or edit any record details, click corresponding to the particular record.
Identify page or screen	 Any page header or screen title indicates the page or screen name. The sections on the page are also seen in the above image. The section header shows the section name.

COMMON FEATURES

uCustoms includes some common features across all modules. Functions for these features are same throughout the application. These common features are grouped and described with their functions below.

Search

uCustoms allows searching for a particular record by entering the keyword(s) associated with that record. User can search a record by entering the keyword(s) in the **Search** window located on the left side of the submenu, main list or sub list.



To search:

- Enter or select any or all the search parameters in the respective search fields and click **Search**.

  The search results appear which help the user to easily navigate to the required record.

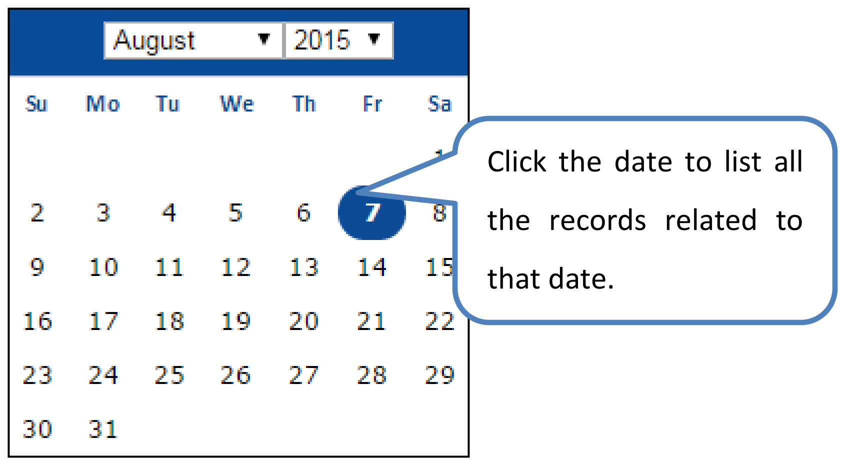
- Click **Reset Search** to clear the search parameters and reset the list or sub list.

To perform a smart search (i.e. search by entering partial characters):

- In % fields, enter the values followed by '%'.
- In = fields, enter or select the exact values.
- In fields, filter the records by selecting the date from the calendar.

Calendar

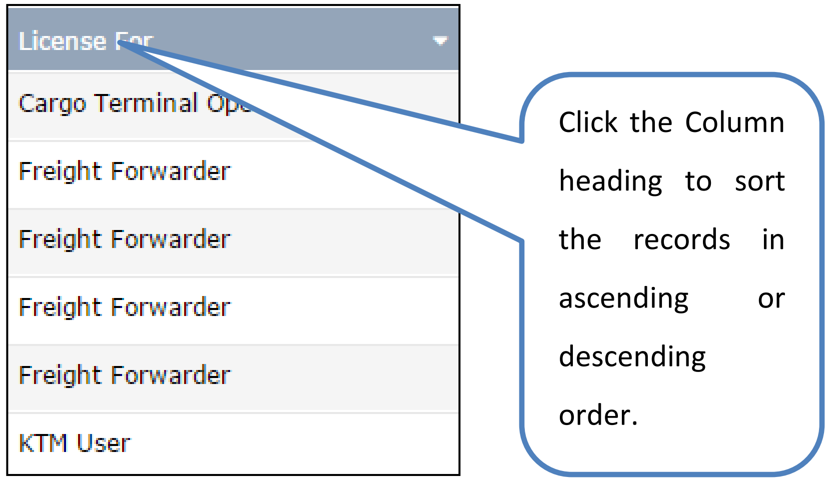
Calendar helps to fetch the records based on the selected Day, Month, and Year. The downward pointing arrow icon ▼ on the calendar helps the user to select the required year and month.



Note: By default, the current date is highlighted in the calendar.

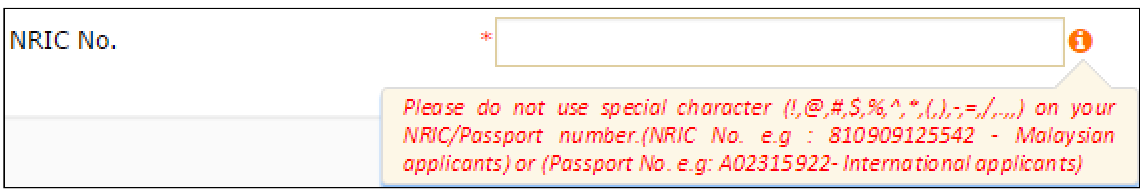
Sort

Sort function in uCustoms enables the user to sort the records in ascending or descending order. Click the column heading in a list to sort the records.

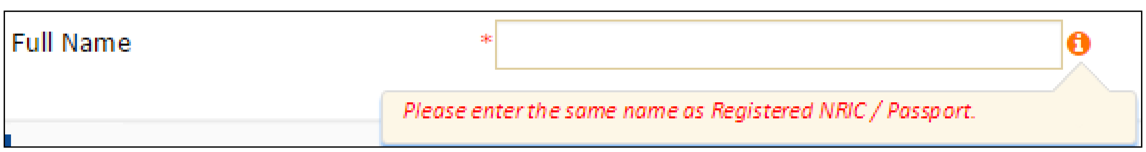


ScreenTip

ScreenTip is provided in some of the forms to help the user to understand the type of characters to be used in that field as shown below.

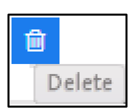


The screentip can also be used to indicate certain validations as shown below.



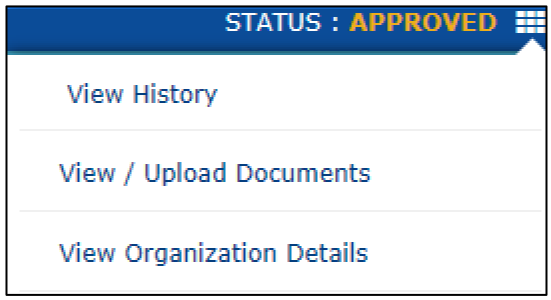
ToolTip

ToolTip helps the user to view the names of controls used across the application. Rest the mouse on the controls to view its details as shown below.



Link Repository

The Link Repository helps to view all the links associated to the current form page or section. To navigate to the Link Repository, click Link Repository icon. The link(s) associated to that form page or section is displayed in an expandable list as shown below.



To add details in a link, click the link. The corresponding pop-up window appears.

Common Icons in uCustoms

Following are the common icons in uCustoms:

Icon	Description
	Open icon: Used to open a record.
	New icon: Used to create a new record.
	Link Repository icon: Consists of all the links associated to the module.
%	Smart search: Used to perform a smart search by entering partial characters.
=	Exact search: Used to perform exact search by selecting or entering the exact details.
	Calendar icon: Used to open the calendar window to select a date.
	Close icon: Used to close a window.
«	Navigation icon: Used to navigate to the first page of the list or sub list.
<	Navigation icon: Used to navigate to the previous page of the list or sub list.
>	Navigation icon: Used to navigate to the next page of the list or sub list.
»	Navigation icon: Used to navigate to the last page of the list or sub list.
	Navigation icon: Used to navigate to the beginning of the form.
	Associate icon: Used to associate record(s).
	Disassociate icon: Used to disassociate record(s).
	Save icon: Used to save the details.
	Save Selection icon: Used to save the selected records for association.

Icon	Description
	Delete icon: Used to delete record(s).
	Duty Details icon: Used to view the applicable duties and taxes.
	Download icon: Used to download sample documents.
	Download Template icon: Used to download the template.
	Search icon: Used to search items in a list.
	Screentip icon: Used to provide additional information about a field.
Delete	Tooltip icon: Used to provide additional information about a field.
	Collapse Form icon: Used to collapse a form.
	Expand Form icon: Used to expand a form.
	Collapse List icon: Used to collapse a list.
	Expand List icon: Used to expand a list.

1. ASSESSMENT - INTRODUCTION

Assessment module deals with all the processes involved in allocation of Assessment requests, review of Assessment requests for commercial invoice items and Document Review requests.

The Assessment process is performed for the commercial invoice items by Verification Supervisor or Officer. Once the Assessment is completed, duty is recalculated and a notification is sent to the Trader, Forwarding Agent, Data Entry Officer, Warehouse Operator, Excise Warehouse Operator, Port Operator, Duty Free Shop (DFS) Operator, Free Zone Operator or Licensed Manufacturing Warehouse (LMW) Operator to pay the duties or taxes and then to proceed for Clearance or Release process.

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator receives the Assessment Request(s) to perform any of the following:

- Accept the Assessment Request or Voluntary Amendment Request;
- Upload the required documents for review; and
- Associate Surety.

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can create Voluntary Amendment request to add new item or to edit the existing item or to delete the item which are newly added. The Declaration details can be amended only within 14 days from the submission date. Voluntary Amendment Request can be created only for the Green channel Declarations.

1.1 Roles and Functionality Matrix

Following is the mapping of the different roles to the activities they perform:

	Responsibilities					
Roles	Accept Assessment Request	Refer for Appeal Assessment Request	Create and Submit Voluntary Amendment Request	Accept Voluntary Amendment Request	Upload and Submit Document Review Requests	Associate Surety Transaction
Trader/Forwarding Agent/ Data Entry Operator/ Warehouse Operator/ Excise Warehouse Operator/ Port Operator/ DFS Operator/ Free Zone Operator/ LMW Operator	✓	✓	✓	✓	✓	✓

Table 1.1-1: Roles and Functionality Matrix

1.2 Features Available in Assessment Module

The features available in Assessment module include:

- Accept Assessment Request.
- Refer Assessment Request for Appeal.
- Create and Submit Voluntary Amendment Request.
- Accept Voluntary Amendment Request.
- Upload and Submit Document Review Requests.
- Associate Surety Transaction Details.

A. Trader/Forwarding Agent/ Data Entry Operator/ Warehouse Operator/ Excise Warehouse Operator/ Port Operator/ DFS Operator/ Free Zone Operator/ LMW Operator

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can accept the details specified by Verification Officer or Verification Supervisor and pay the additional duties and Charges or disagree with NCC officer decision and can request for Appeal.

The features accessible to the Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator are explained in the following sections.

1.3 Accept Assessment Request

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator is notified to accept the assessment request once the Assessment Request is completed by Verification Supervisor or Verification Officer. If the Assessment Request is accepted the Payment process is initiated to pay the final duties or taxes and if required, associate Sureties. To Accept the Assessment Request:

1. In the **Inbox Notifications**, click **Completed Assessment Request(s)** message as shown below.

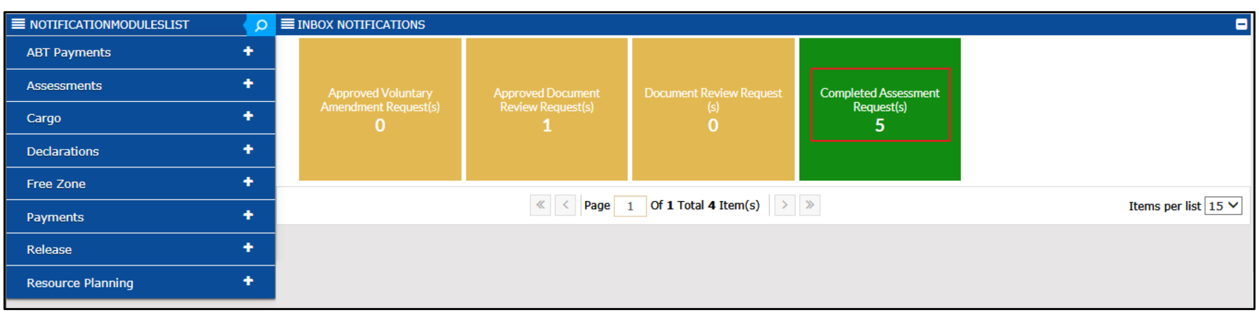


Figure 1.3-1: Completed Assessment Request(s) – Inbox Notifications

Note: **Inbox Notifications** page appears by default after login. All the notifications received are grouped as per the message type, displaying the number of messages received in each group.

The **Assessment Request Completed List Inbox** appears with From, Subject, Received Date and Reference columns as shown below.

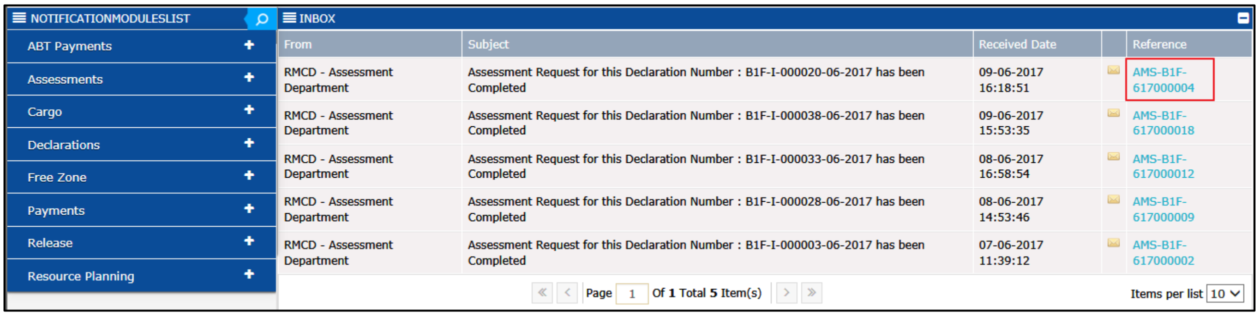


Figure 1.3-2: Assessment Completed – List Inbox

2. Click the Reference number of the Assessment Completed request.

   The **Assessment Request Details** form appears with *Assessment Completed* status as shown below.

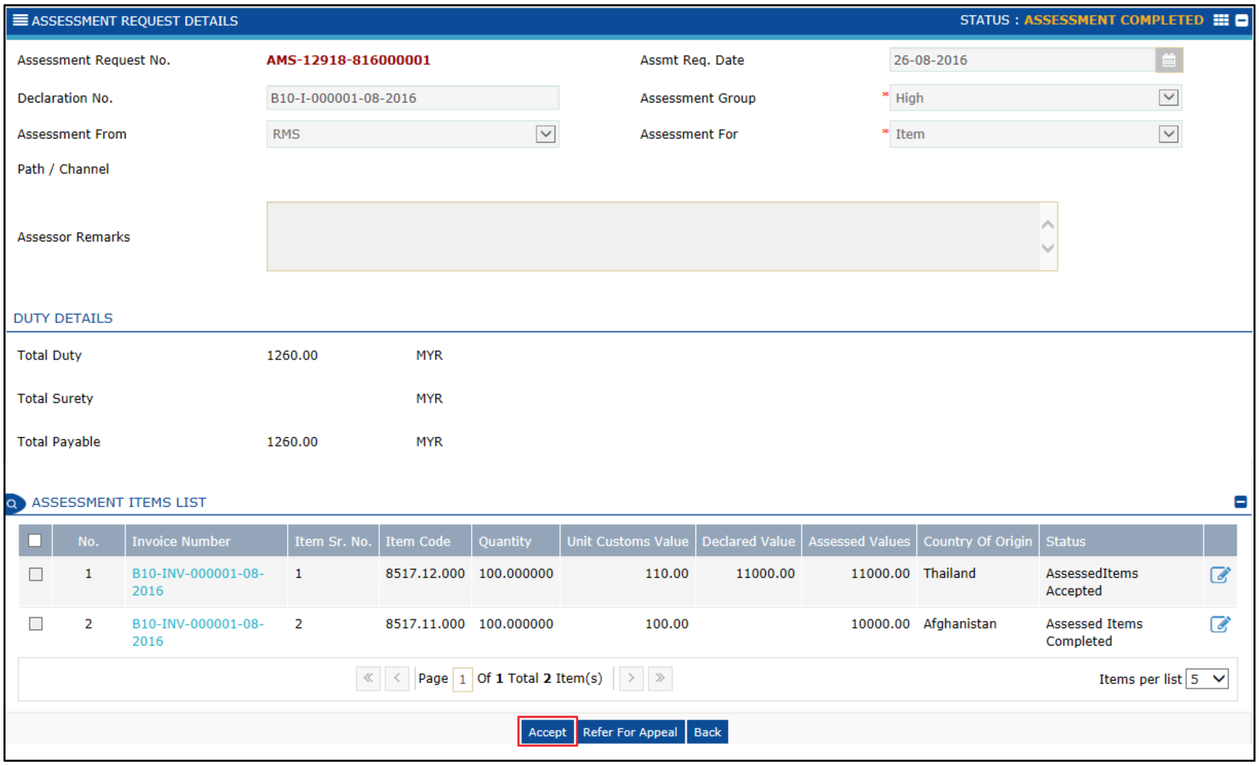


Figure 1.3-3: Assessment Request Details – Accept

3. Click **Accept** to accept the Assessment Request.

   The **Assessment Request Details** form refreshes with *Assessment Accepted* status as shown in **Figure 1.3-4**.

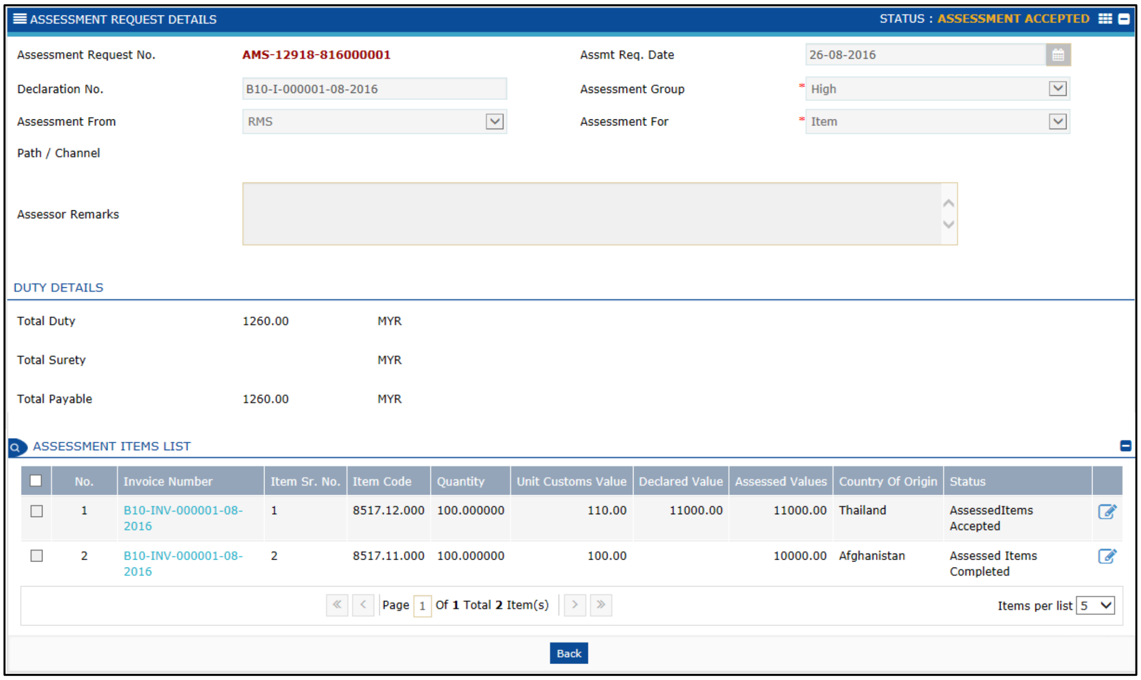


Figure 1.3-4: Assessment Request – Accepted

Note: For transit declaration, if source/destination is DFS, once trader accepts the assessment request, an inbound or outbound form is auto created for DFS.

1.4 Refer Assessment Request for Appeal

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can request for appeal, if disagree with the assessment done by the Verification Officer or Supervisor. If the Assessment Request is referred for Appeal, then Appeal process is initiated. To Refer the Assessment Request for Appeal:

1. In the **Inbox Notifications**, click **Completed Assessment Request(s)** message as shown in **Figure 1.4-1**.

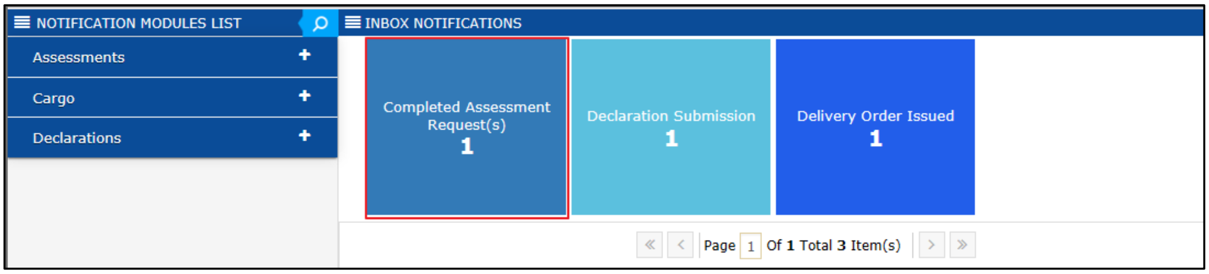


Figure 1.4-1: Completed Assessment Request(s) – Inbox Notifications

Note: **Inbox Notifications** page appears by default after login. All the notifications received are grouped as per the message type, displaying the number of messages received in each group.

The **Assessment Completed List Inbox** appears with From, Subject, Received Date and Reference columns as shown below.

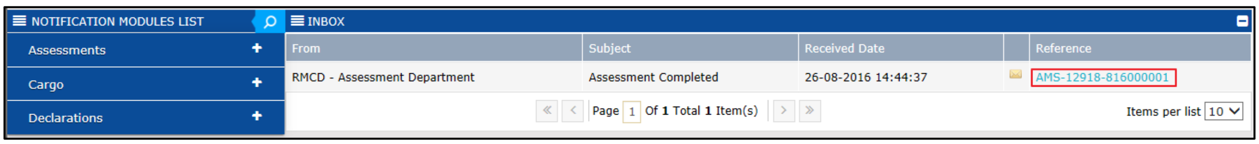


Figure 1.4-2: Assessment Completed – List Inbox

2. Click the Reference number of the Assessment Completed request.

   The **Assessment Request Details** form appears with *Assessment Completed* status as shown in **Figure 1.4-3**.

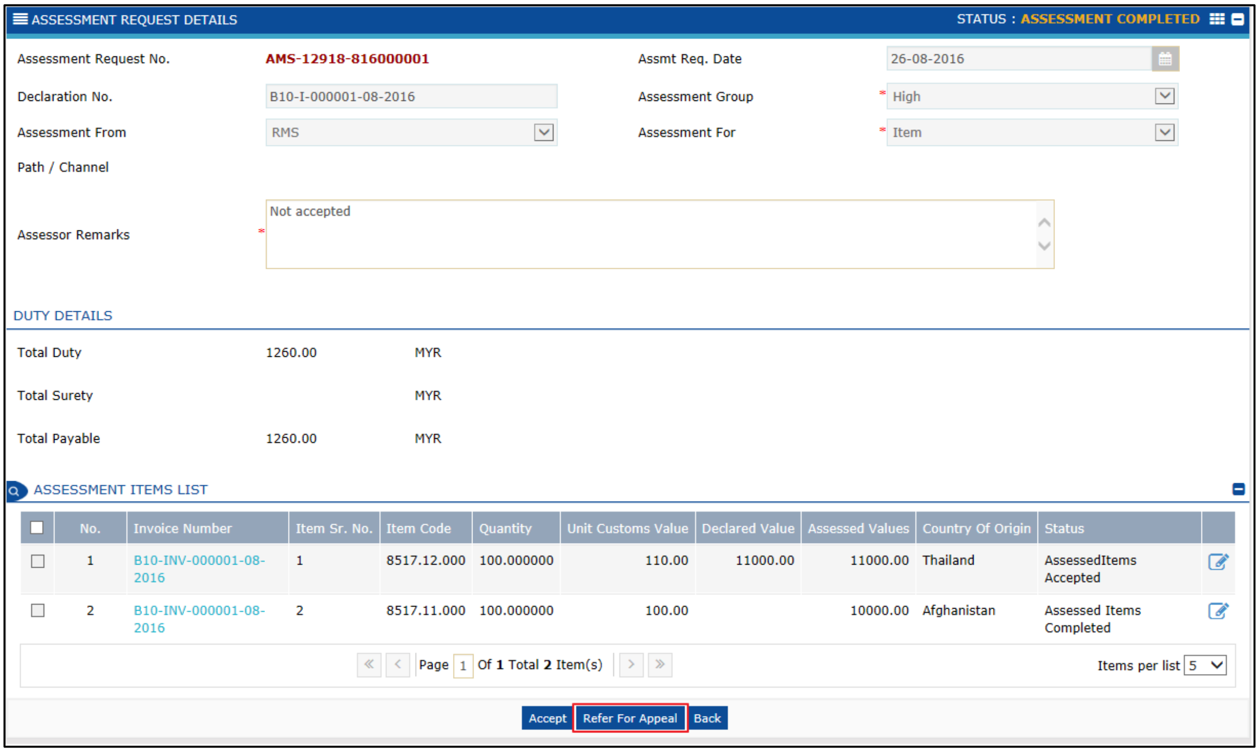


Figure 1.4-3: Assessment Request Details – Refer for Appeal

3. Enter the *Assessor Remarks* related to the Appeal request and click **Refer For Appeal**.

   The **Assessment Request Details** form refreshes with *Requested for Appeal* status as shown in **Figure 1.4-4**.

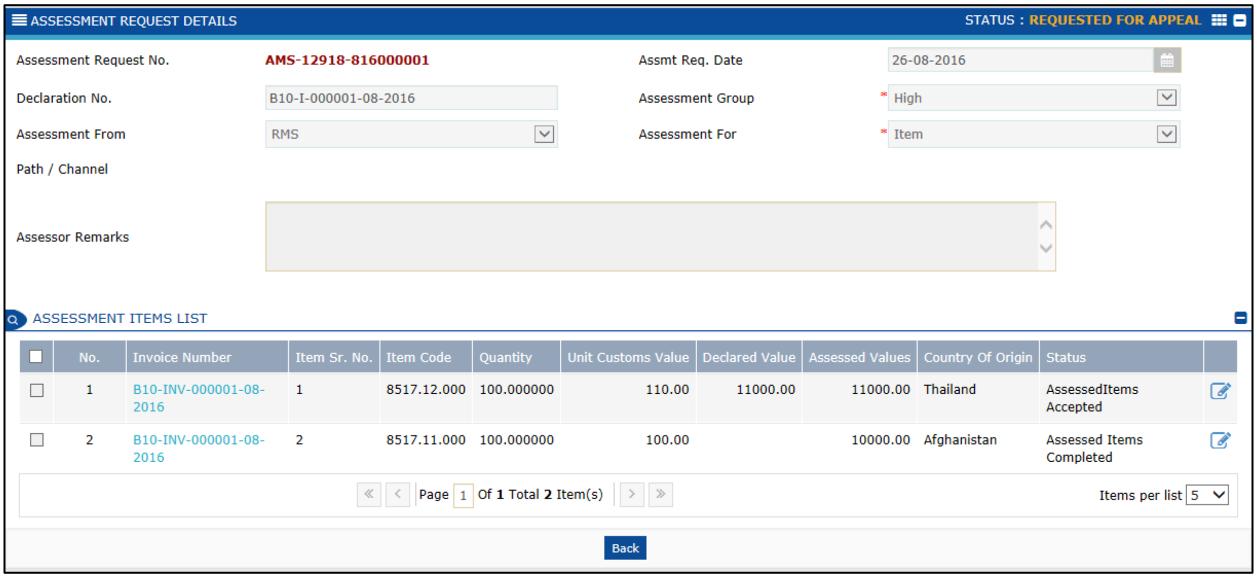


Figure 1.4-4: Assessment Request Details – Requested for Appeal

Note: A notification is sent to the Appeal Officer to initiate the Appeal process.

1.5 Create and Submit Voluntary Amendment Request

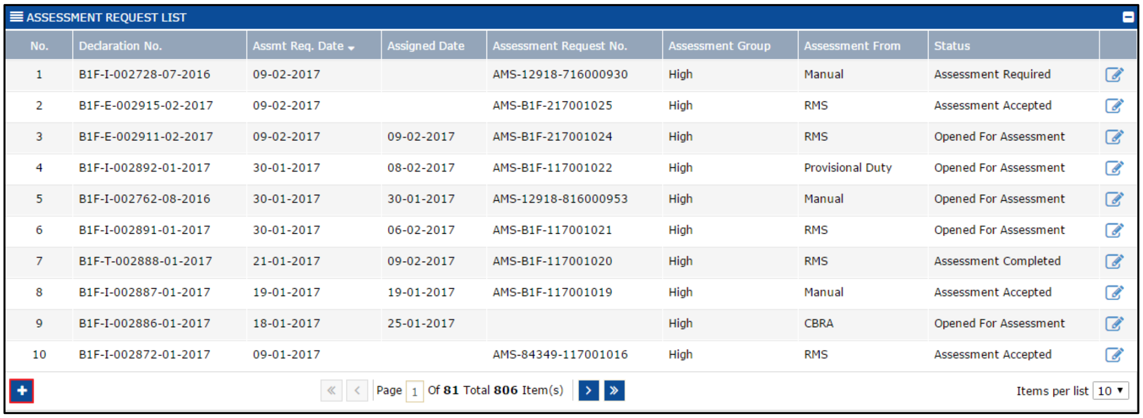
Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can create Voluntary Amendment request to add new item details or to edit the existing item details. The Declaration details can be amended only within 14 days from the submission date. Voluntary Amendment Request can be created only for Green channel declarations.

- If the Voluntary Amendment request is filed, then Declaration cannot be released physically till the Amendment request is completed.
- Voluntary Amendment Request can be submitted within 14 days from Declaration submission date, only if it is not yet physically released.
- During the Voluntary Amendment process new items can be added or existing items can be edited or deleted.
- Amendment Request Item can have additional duties.

To Create and Submit the Voluntary Amendment Request:

1. On the **Assessment** menu, click **Assessment Requests** submenu.

   The **Assessment Request List** appears as shown below.



ASSESSMENT REQUEST LIST

No.	Declaration No.	Assmt Req. Date	Assigned Date	Assessment Request No.	Assessment Group	Assessment From	Status
1	B1F-I-002728-07-2016	09-02-2017		AMS-12918-716000930	High	Manual	Assessment Required
2	B1F-E-002915-02-2017	09-02-2017		AMS-B1F-217001025	High	RMS	Assessment Accepted
3	B1F-E-002911-02-2017	09-02-2017	09-02-2017	AMS-B1F-217001024	High	RMS	Opened For Assessment
4	B1F-I-002892-01-2017	30-01-2017	08-02-2017	AMS-B1F-117001022	High	Provisional Duty	Opened For Assessment
5	B1F-I-002762-08-2016	30-01-2017	30-01-2017	AMS-12918-816000953	High	Manual	Opened For Assessment
6	B1F-I-002891-01-2017	30-01-2017	06-02-2017	AMS-B1F-117001021	High	RMS	Opened For Assessment
7	B1F-T-002888-01-2017	21-01-2017	09-02-2017	AMS-B1F-117001020	High	RMS	Assessment Completed
8	B1F-I-002887-01-2017	19-01-2017	19-01-2017	AMS-B1F-117001019	High	Manual	Assessment Accepted
9	B1F-I-002886-01-2017	18-01-2017	25-01-2017		High	CBRA	Opened For Assessment
10	B1F-I-002872-01-2017	09-01-2017		AMS-84349-117001016	High	RMS	Assessment Accepted

Page 1 Of 81 Total 806 Item(s) Items per list 10

Figure 1.5-1: Assessment Request List – New

2. In the **Assessment Request List**, click to create Voluntary Amendment Request.

   The **Voluntary Amendment Request** form appears as shown below.

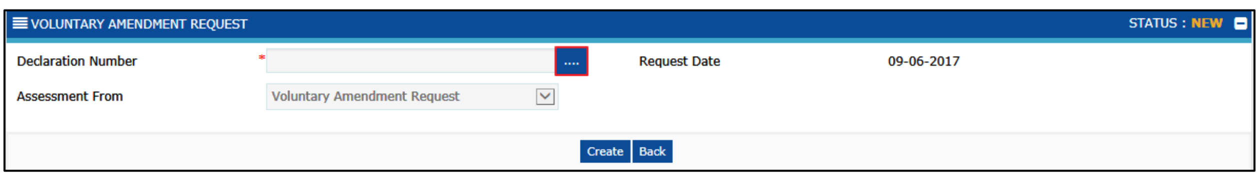


Figure 1.5-2: Voluntary Amendment Request – Browse

3. System auto-displays the *Status* as *New* indicating that the process has started.

4. Click to browse and select the *Declaration No.*

   The **Declarations List** appears as shown below.

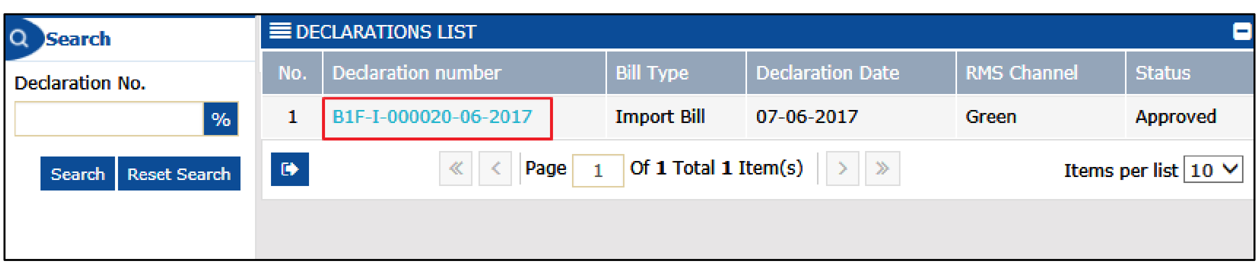


Figure 1.5-3: Declarations List

5. Select the corresponding *Declaration Number* from the **Declarations List**.

   The **Voluntary Amendment Request** form appears with the selected *Declaration No*. as shown below**.**

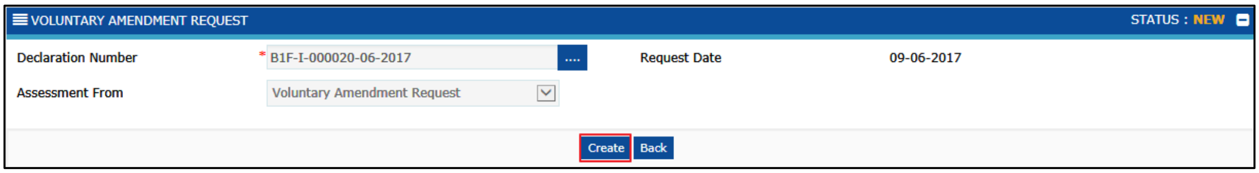


Figure 1.5-4: Voluntary Amendment Request – Create

6. System auto-displays the *Request Date* by default.
7. System auto-displays the *Assessment From* as Voluntary Amendment Request from the drop-down list.
8. Click **Create**.

   The **Assessment Request Details** form refreshes with new fields, **Assessment Items List** section and *Assessment Required* status as shown below.

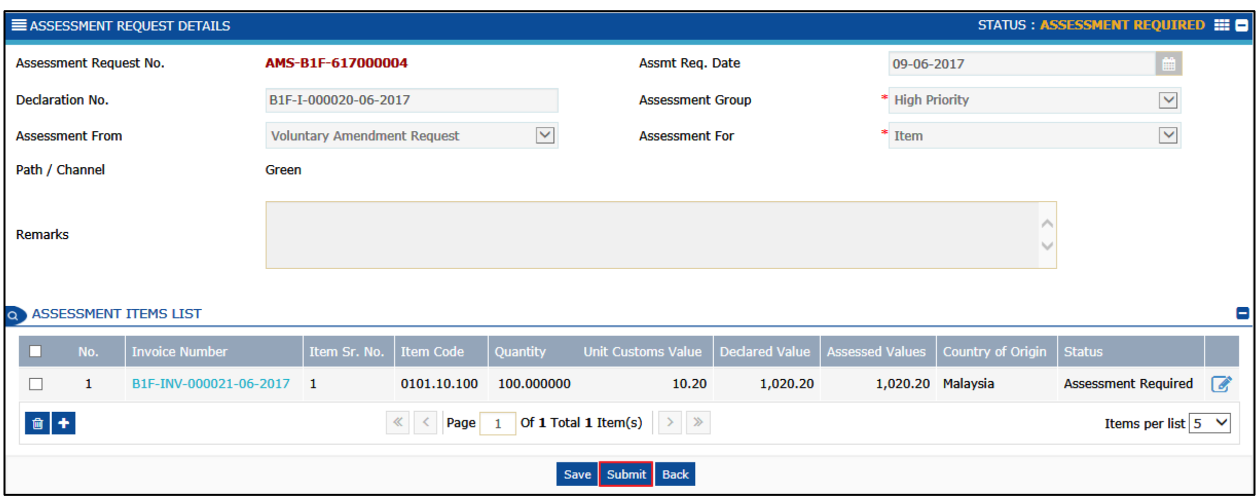


Figure 1.5-5: Voluntary Amendment Request – Submit

9. Click **Submit**.

   System prompts to confirm the voluntary amendment request as shown below.

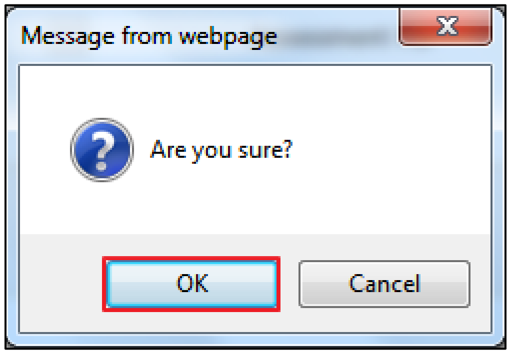


Figure 1.5-6: Confirm Request

10. Click **OK** to confirm.

11. The **Assessment Request Details** form to enter Remarks.

    Enter *Remarks* and click **Submit** as shown below.

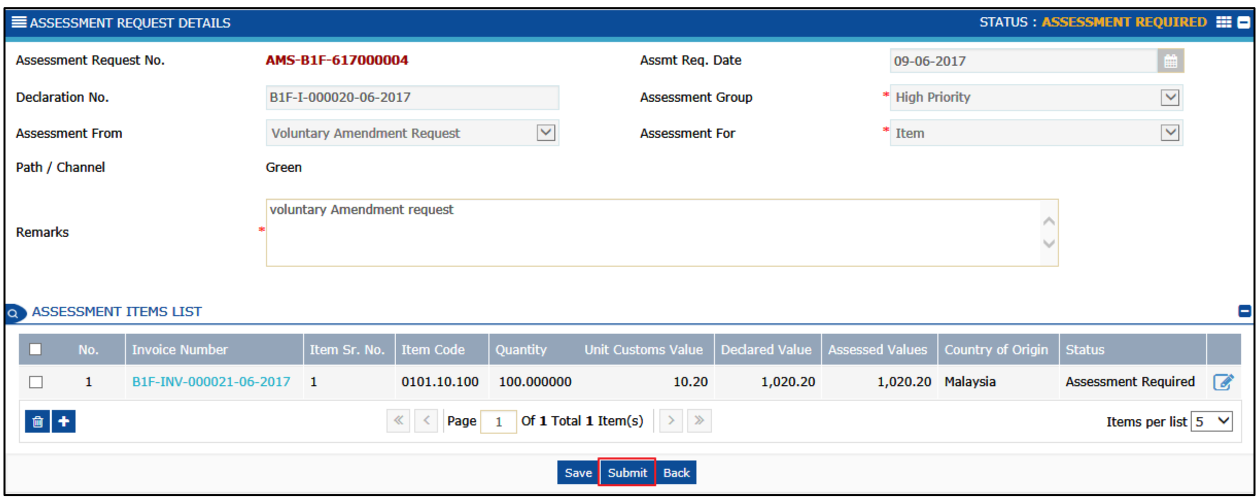


Figure 1.5-7: Assessment Request Details – Remarks

System prompts again to confirm the request.

12. Click **OK** to confirm

    The **Assessment Request Details** form refreshes with *Assessment Submitted* status as shown in **Figure 1.5-6**.

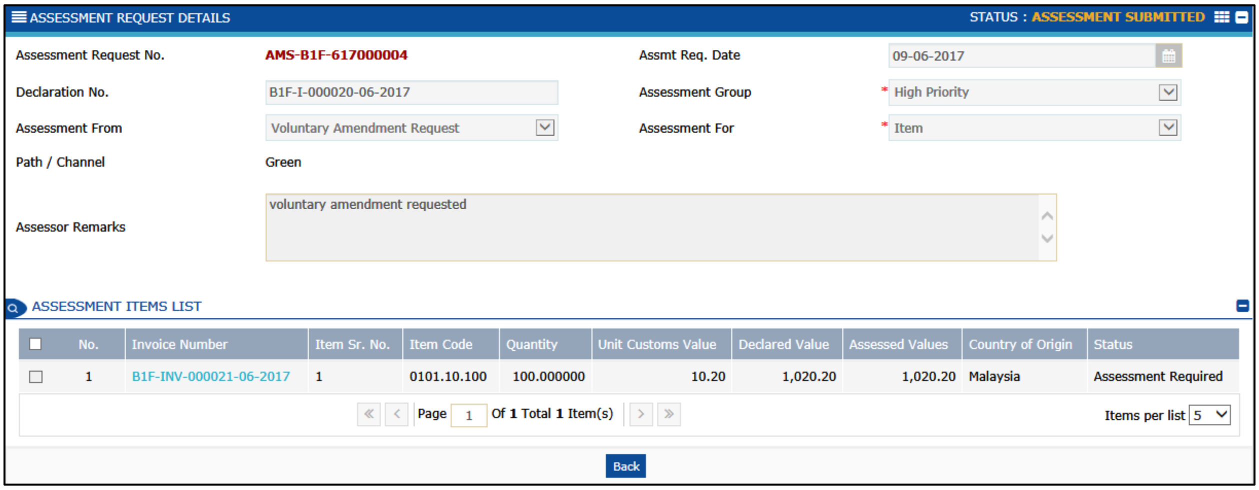


Figure 1.5-8: Assessment Request Details – Assessment Submitted

Note: A notification is sent to Verification Supervisor for acceptance of Voluntary Amendment Request. Once the Voluntary Amendment Request is accepted and completed by the Verification Supervisor, then a notification is sent to the Trader for acceptance.

1.6 Accept Voluntary Amendment Request

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator receives the Voluntary Amendment Request for acceptance once it is verified and accepted by the Assessment Supervisor or Assessment Officer. To Accept the Voluntary Amendment Request:

1. In the **Inbox Notifications,** click **Completed Assessment Request(s)** message as shown below.

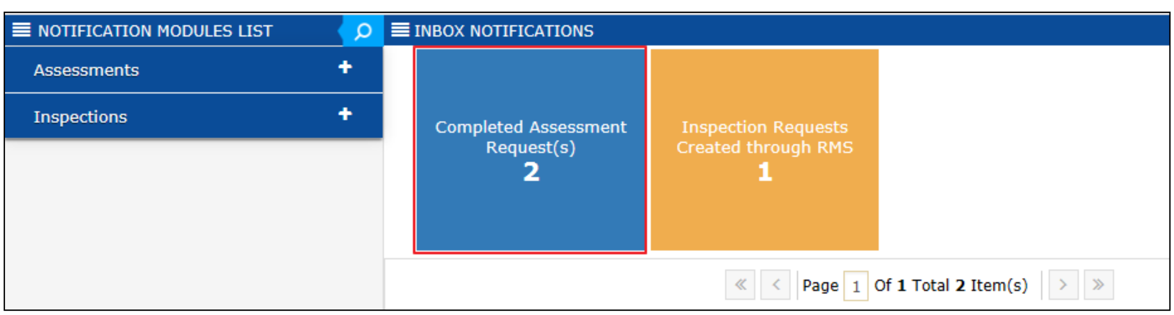


Figure 1.6-1: Completed Assessment Request(s) – Inbox Notifications

Note: **Inbox Notifications** page appears by default after login. All the notifications received are grouped as per the message type, displaying the number of messages received in each group.

The **Completed Assessment Request List Inbox** appears with From, Subject, Received Date and Reference columns as shown below.

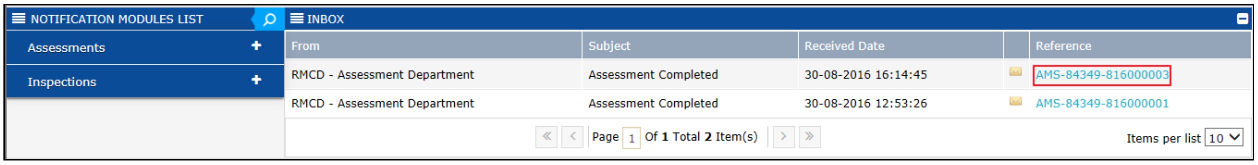


Figure 1.6-2: Assessment Completed – List Inbox

2. Click the [Reference](#) number of the Voluntary Assessment Completed request.

The **Assessment Request Details** form appears with *Assessment Completed* status as shown below.

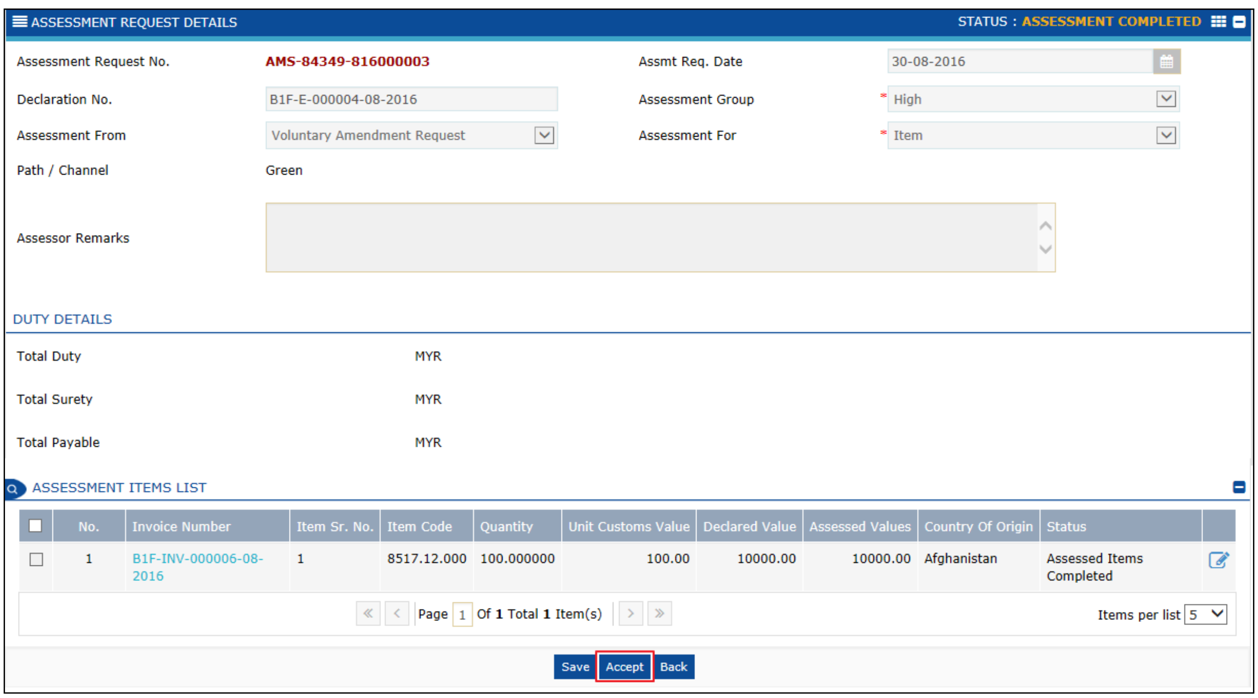


Figure 1.6-3: Assessment Request Details – Accept

3. Click **Accept**.

The **Assessment Request Details** form refreshes with *Assessment Accepted* status as shown below.

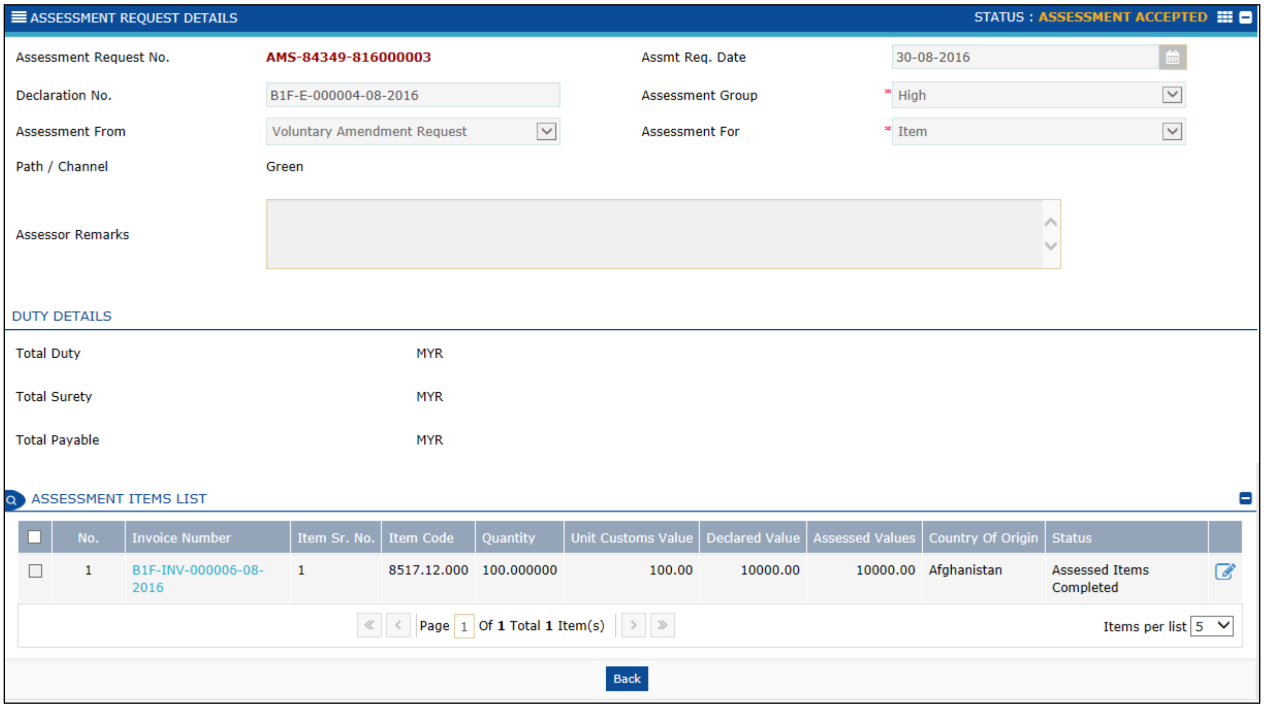


Figure 1.6-4: Assessment Request Details – Assessment Accepted

1.7 Upload and Submit Document Review Requests

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can upload the documents requested by Verification Supervisor or Verification Officer. To Upload and Submit the Document Review Requests:

1. In the **Inbox Notifications**, click **Document Review Request(s)** message as shown in **Figure 1.7-1**.

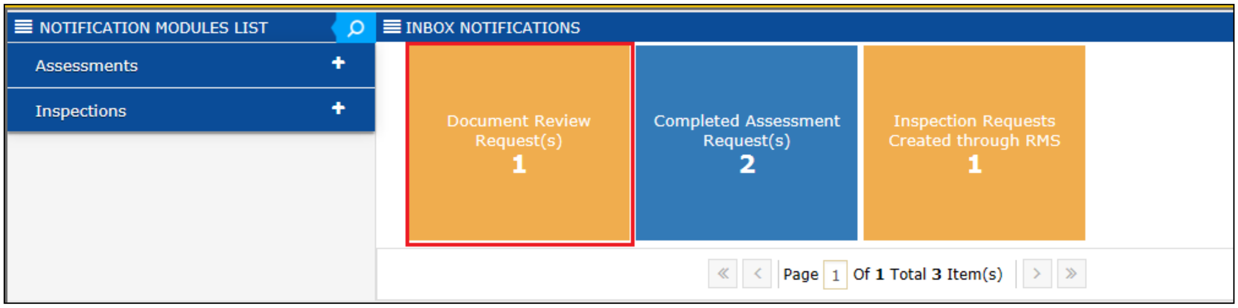


Figure 1.7-1: Document Review Request(s) – Inbox Notifications

Note: **Inbox Notifications** page appears by default after login. All the notifications received are grouped as per the message type, displaying the number of messages received in each group.

The **Document Review Request List Inbox** appears with From, Subject, Received Date and Reference columns as shown below.

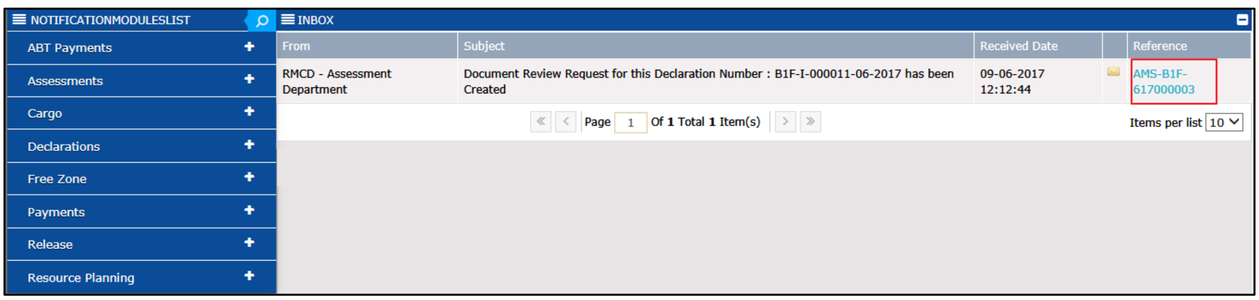


Figure 1.7-2: Document Review Request Created – List Inbox

2. Click the Reference number of the Document Review Request.

   The **Assessment Request Details** form appears as shown below.

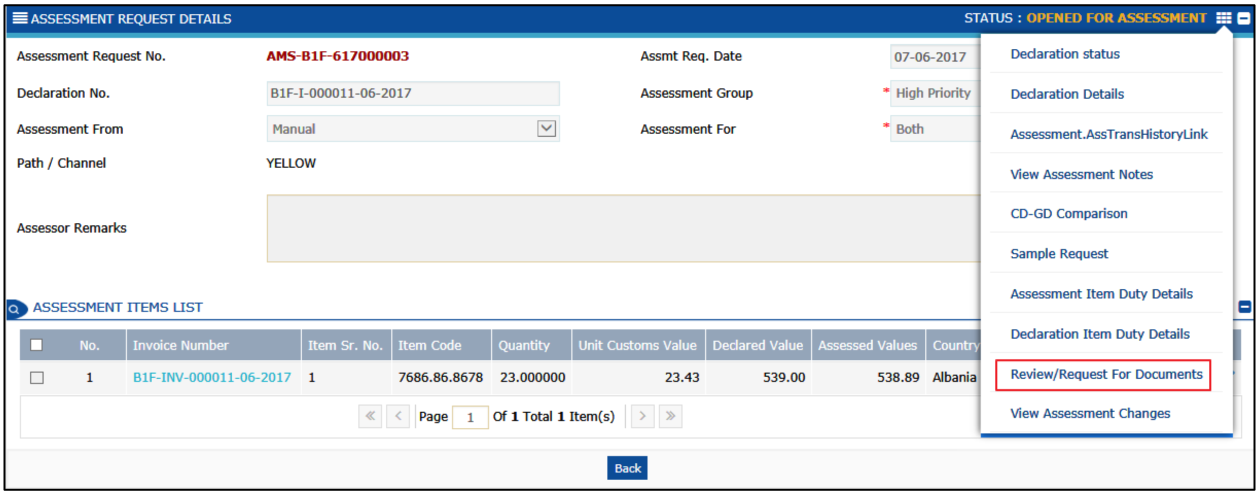


Figure 1.7-3: Assessment Request Details – Review/Request for Documents

3. In the **Assessment Request Details** form, click and then click Review/Request For Documents.

   The **Document Review Requests** form appears with *Created* status as shown below.

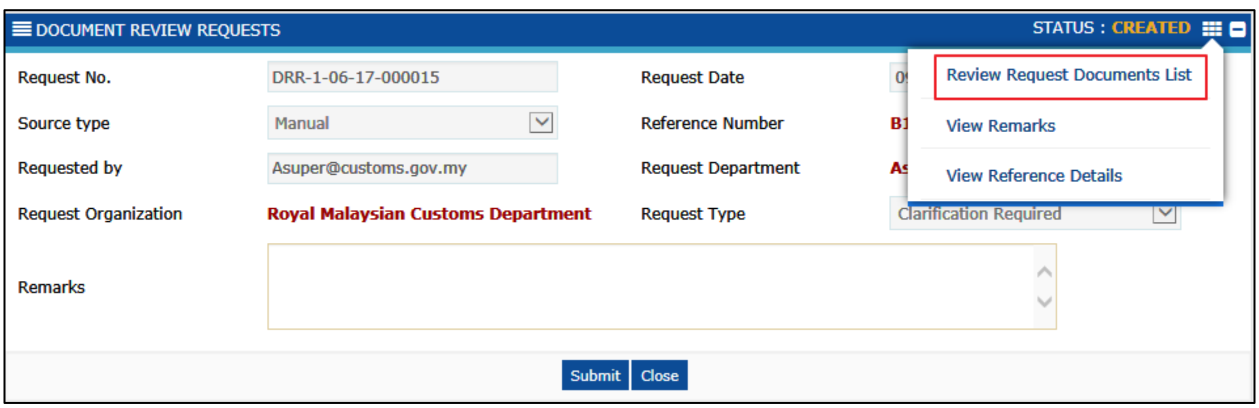


Figure 1.7-4: Document Review Requests – Created

4. In **Document Review Requests** form, click to navigate to the Link Repository. All the links associated to the form are displayed in an expandable list.
   - Review Request Documents List.
   - View Remarks.
   - View Reference Details.

Note:

- For more details on View Remarks refer section,
- For more details on View Reference Details refer section,

5. Click and then click Review Request Documents List.

   The **Upload Documents** form appears as shown below**.**

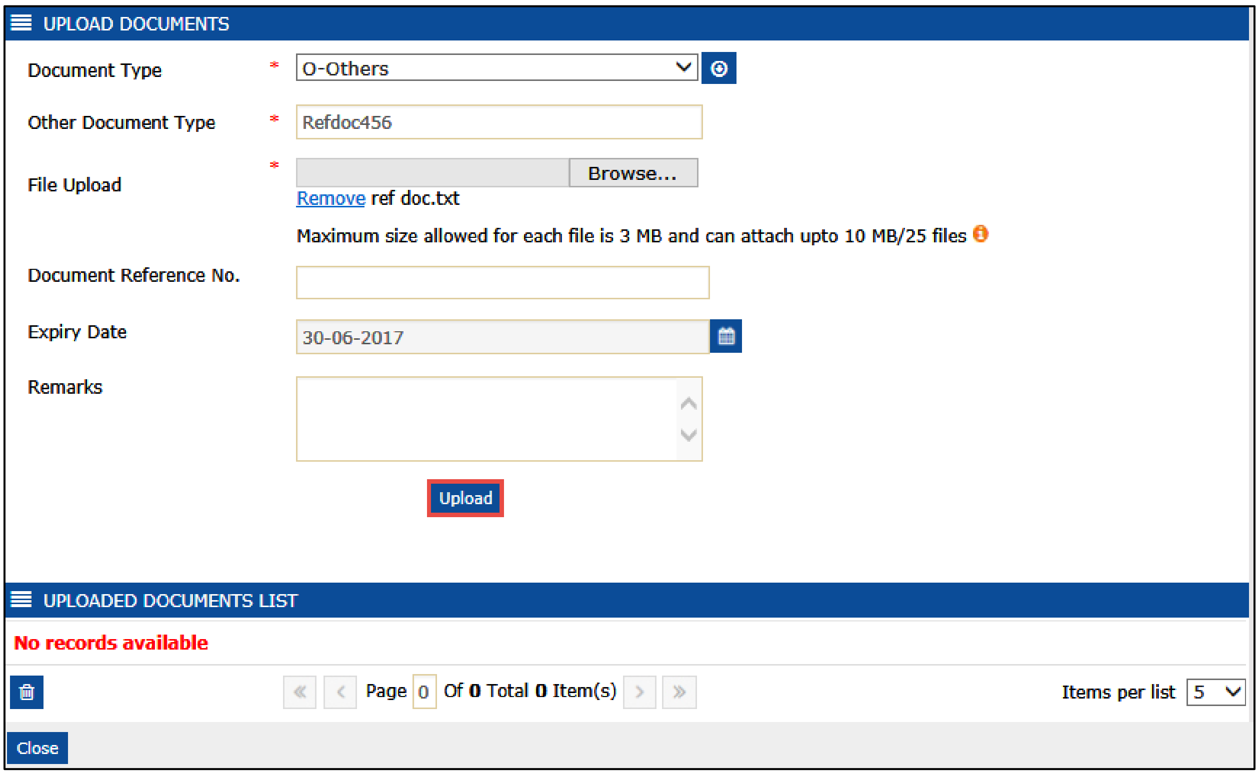


Figure 1.7-5: Upload Documents

6. Enter or select the fields described in the following table.

No.	Field Name	Description
1.	*Document Type*	Select the Document Type from the drop-down list.
2.	*Other Document Type*	Enter the Other Document Type, if *Document Type* is selected as O-Others.
3.	*File Upload*	Click Browse... and select the document to be uploaded. **Note**: Maximum file size allowed for each file is 3 MB and

No.	Field Name	Description
		can attach up to 10 MB/25 files.
4.	*Document Reference No.*	Enter the document reference number.
5.	*Expiry Date*	Click to select the Expiry Date from the Calendar. **Note**: *Expiry Date* should be greater than the current date.
6.		
7.	*Remarks*	Enter Remarks if any.

Table 1.7-1: Upload Documents

7. Once all the required details are entered, click **Upload** to upload the file.

   The uploaded file is displayed in the **Uploaded Document List** section as shown below.

Note: View/Download link allows viewing and downloading the selected document**.**

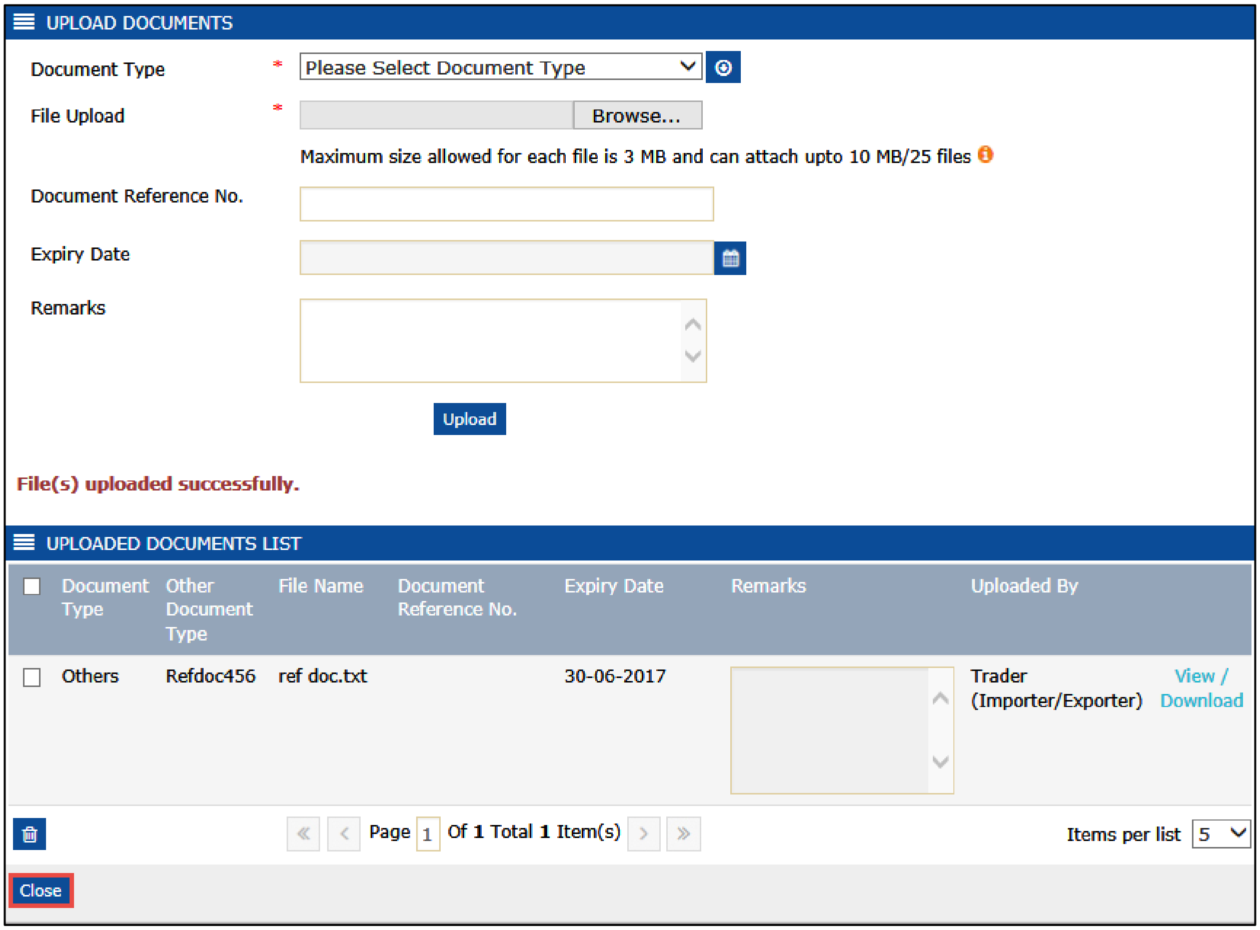
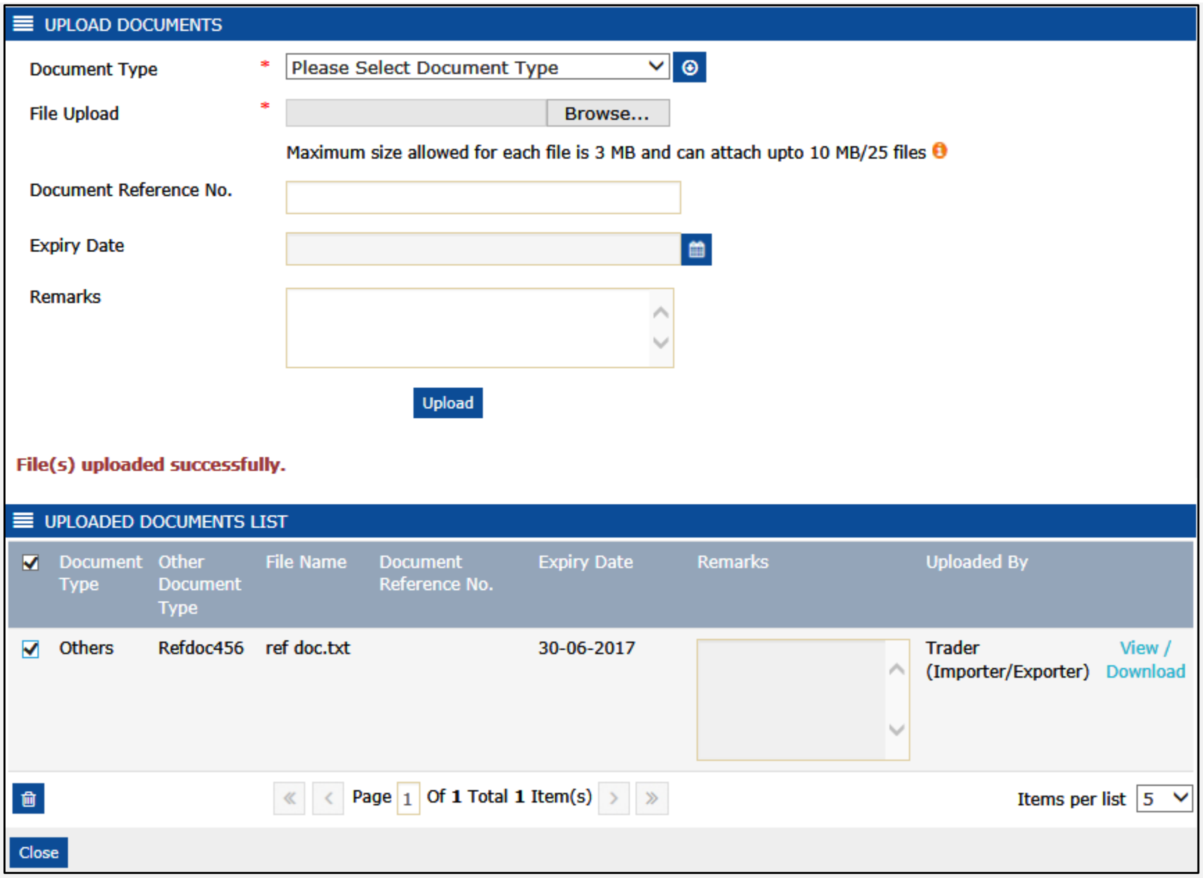


Figure 1.7-6: Uploaded Documents List

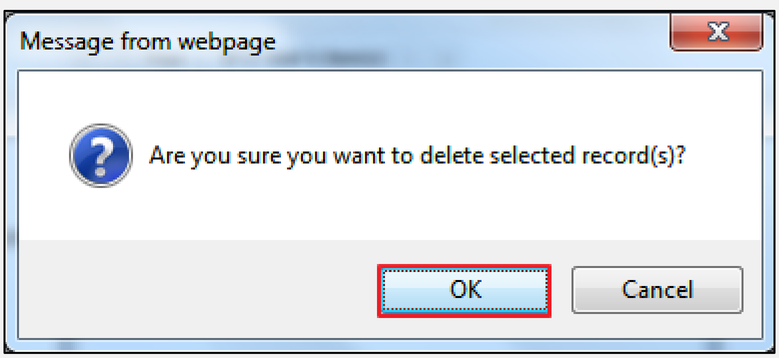
8. Click **Close** to navigate back to the **Document Review Requests** form.

Note: To delete the Uploaded Documents:

- In the **Uploaded Document List** section, select the check box corresponding to the *Document Type* to be deleted.
- Click to delete the uploaded documents as shown in **Figure 1.7-8**.



- System prompts to confirm the deletion as shown below.



- Click **OK** to delete or click **Cancel** to discard the action.

9. In the **Document Review Requests** form, click **Submit** as shown in **Figure 1.7-10**.

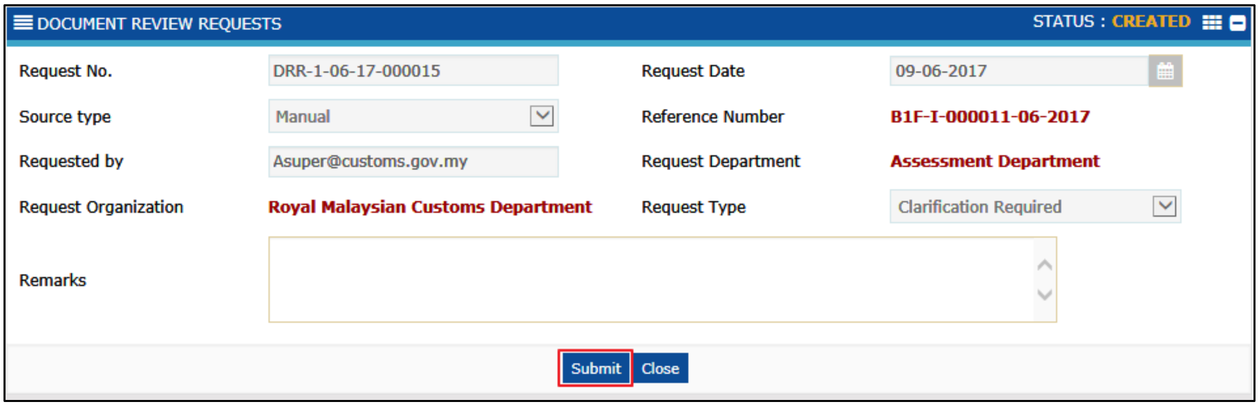


Figure 1.7-7: Document Review Requests – Submit

The **Document Review Requests** form refreshes with *Submitted* status as shown below.

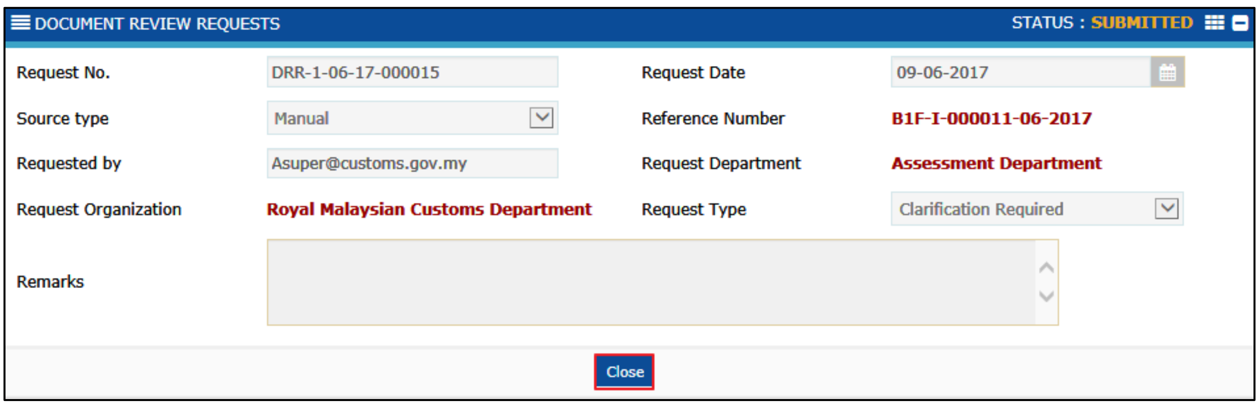


Figure 1.7-8: Document Review Requests – Submitted

1.7.1 View Remarks

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can view the Reference Declaration Details. Following are the steps to view the remarks Details:

1. In the **Document Review Requests** form, click and then click View Remarks.

   The **Declaration Processing** form appears with *Approved* status as shown below.

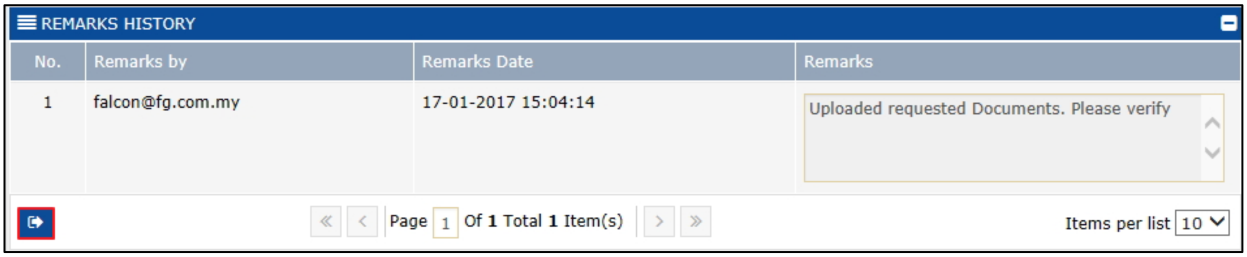


Figure 1.7-9: Remarks History pop-up window

2. Click to close the **Remarks History** pop-up window.

1.7.2 View Reference Details

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator can view the Reference Declaration Details. To view the Reference Details:

1. In the **Document Review Requests** form, click and then click View Reference Details.

   The **Declaration Processing** form appears with *Approved* status as shown below.

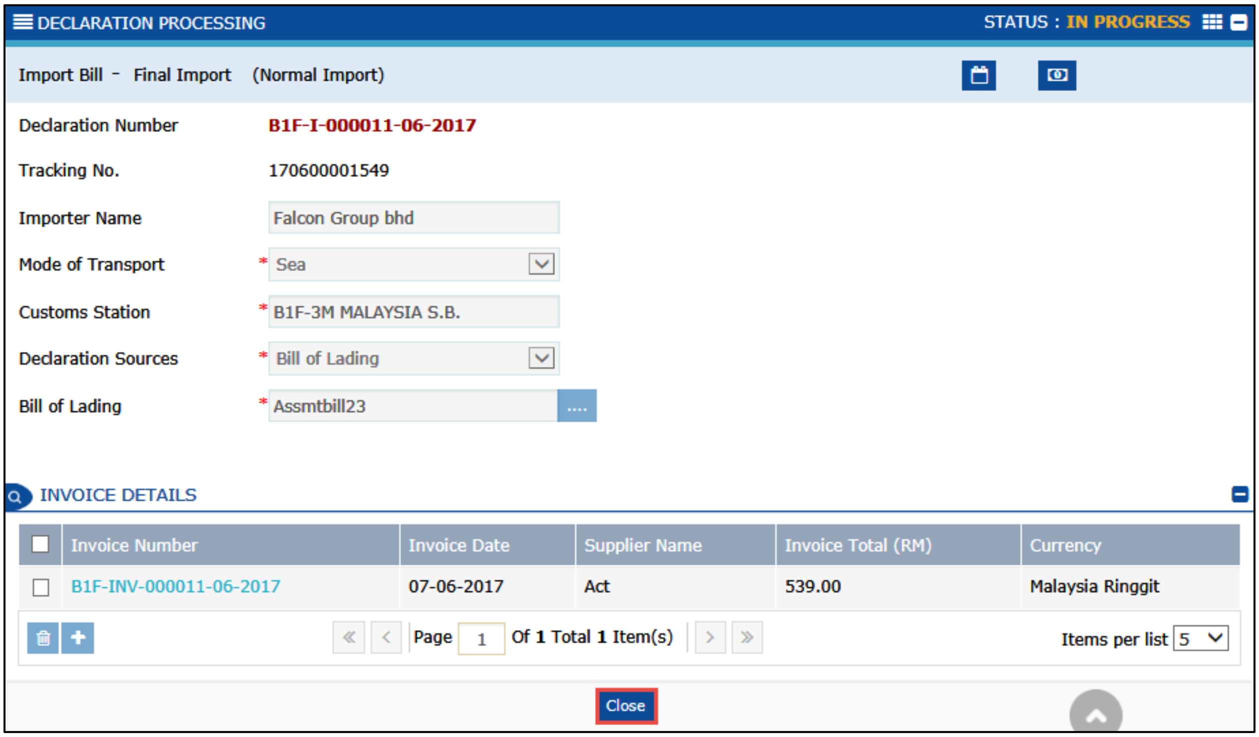


Figure 1.7-10: Declaration Processing Form

2. Click **Close** to close the **Declaration Processing** form.

1.8 Associate Surety Transactions

Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator associates the Surety for the created Sample Request. To Associate the Surety Transactions:

1. In the **Assessment Request Details** form, click and then click Surety Details as shown in **Figure 1.8-1**.

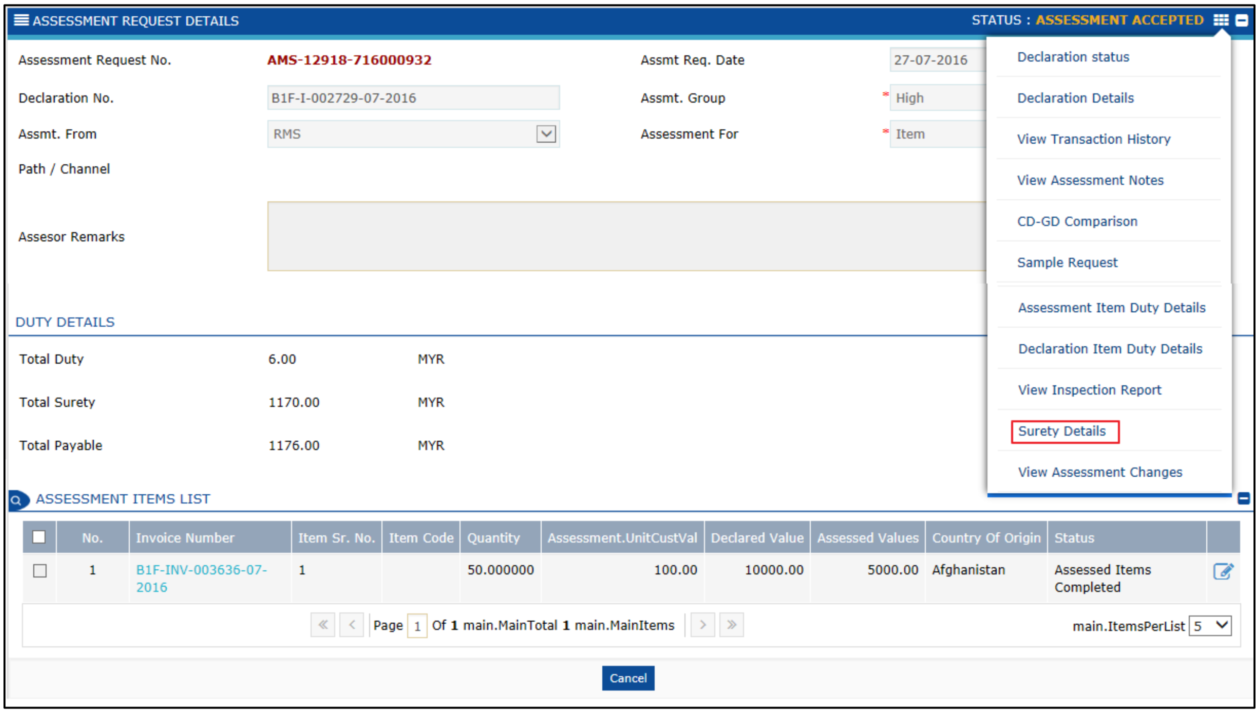


Figure 1.8-1: Assessment Request Details – Surety Details

The **Surety Transaction** form appears as shown below.

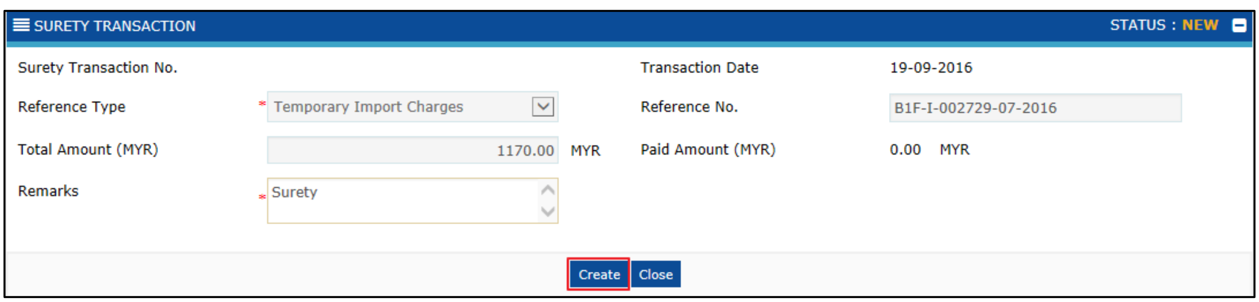


Figure 1.8-2: Surety Transaction – Create

2. Enter or select the fields as described in the below table:

No.	Field Name	Description
1.	*Status*	System auto-displays the Status as *New* indicating that the process has started.
2.	*Surety Transaction No.*	System auto-generates the Surety Transaction Number once the Surety transaction details are created.
3.	*Transaction Date*	System auto-displays the Transaction Date as Current Date by

No.	Field Name	Description
		default and it cannot be edited.
4.	*Reference Type*	System auto-displays the Reference Type by default.
5.	*Reference No.*	System auto-displays the Reference Number as Declaration Number by default.
6.	*Total Amount(MYR)*	System auto-displays the Total Amount to be paid.
7.	*Paid Amount(MYR)*	System auto-displays the Paid Amount once the amount is paid.
8.	*Remarks*	Enter the Remarks if any.

Table 1.8-1: Surety Transaction Details

3. Once all the required details are entered, click **Create**.

   The **Surety Transaction** form refreshes with *Created* status as shown below.

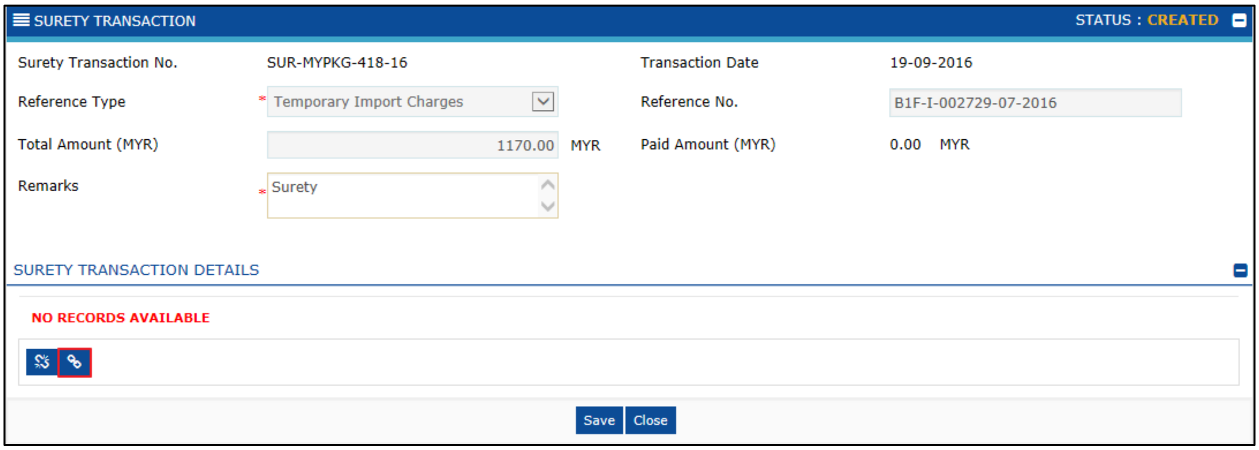


Figure 1.8-3: Surety Transactions – Associate Surety Transaction Details

4. In the **Surety Transaction Details** section, click to associate the Surety.

   The **Surety List** appears as shown in **Figure 1.8-4**.

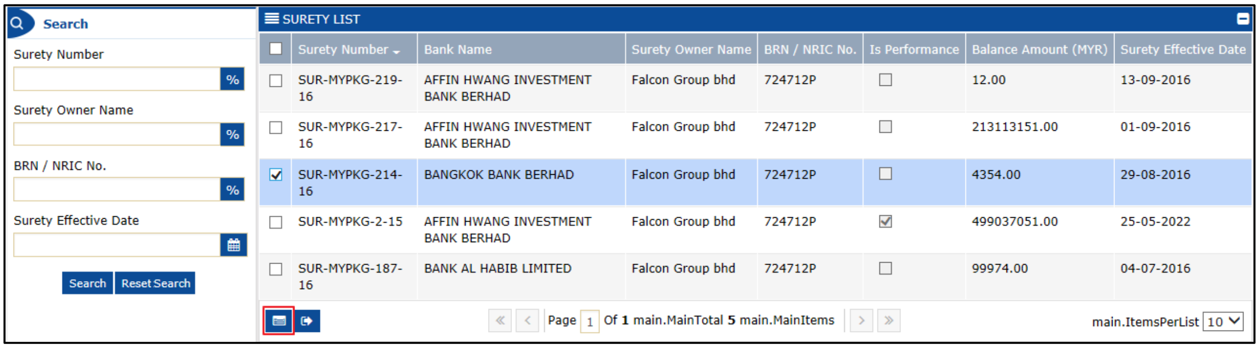


Figure 1.8-4: Surety List – Save Selection

5. Select the check box in the **Surety List** or enter the *Surety Number, Surety Owner Name, BRN/NRIC No.* or *Surety Effective Date* in the search panel, and click **Search**.

   The available Sureties are filtered based on the search criteria provided.

6. In the **Surety List**, select the check box corresponding to the *Surety Number* and click to save the selection.

   The **Surety Transaction** form appears with the associated **Surety Transaction Details** as shown below.

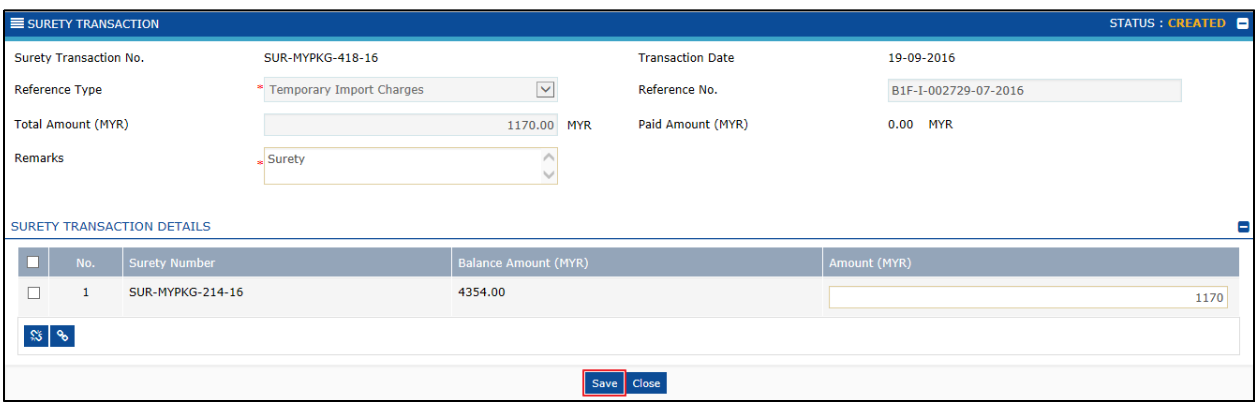


Figure 1.8-5: Surety Transaction – Save

7. In **Surety Transaction Details** section, enter the Surety *Amount (MYR)*.

8. Click **Save**.

   The **Surety Transaction** form refreshes with *Modified* status as shown in **Figure 1.8-6.**

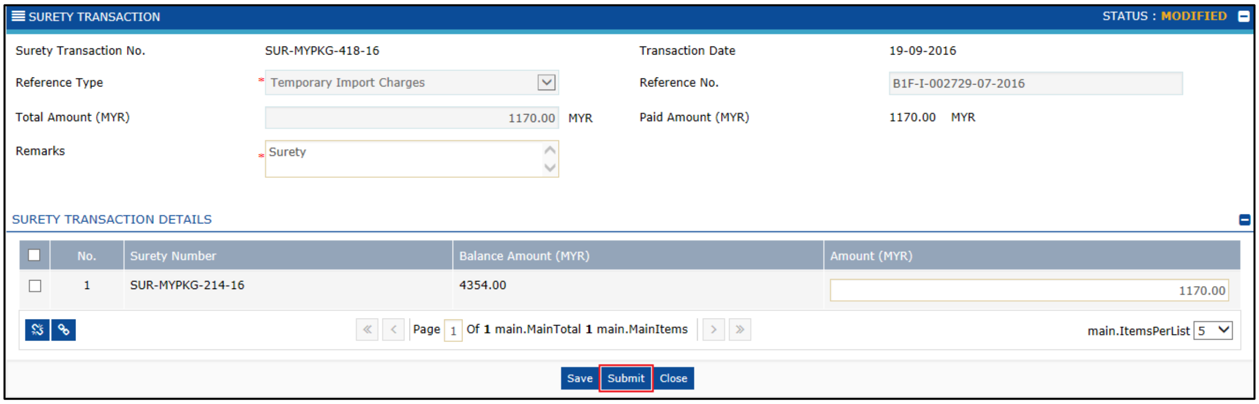


Figure 1.8-6: Surety Transaction – Submit

9. Click **Submit**.

   The **Surety Transaction** form refreshes with *Submitted* status as shown below.

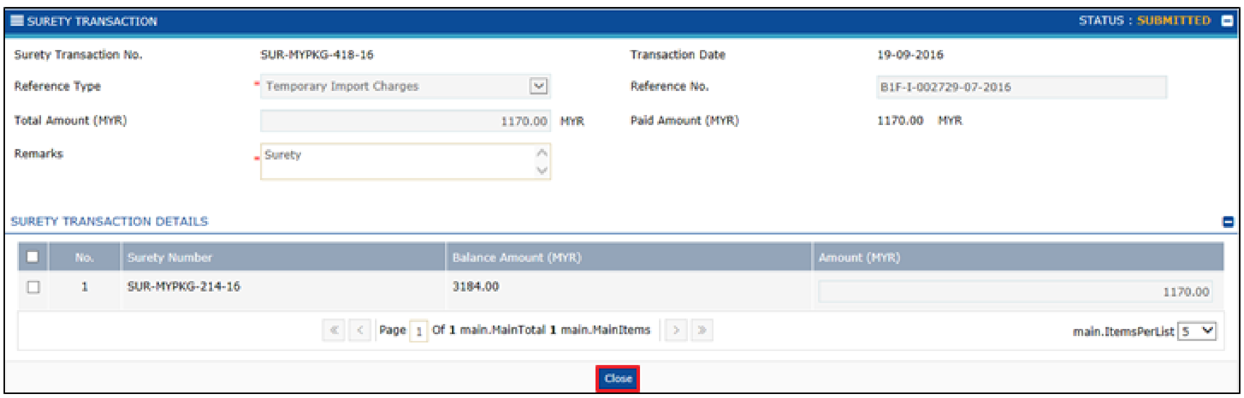


Figure 1.8-7: Surety Transaction – Close

10. Click **Close** to navigate back to **Assessment Request Details** form.

1.9 Module Summary

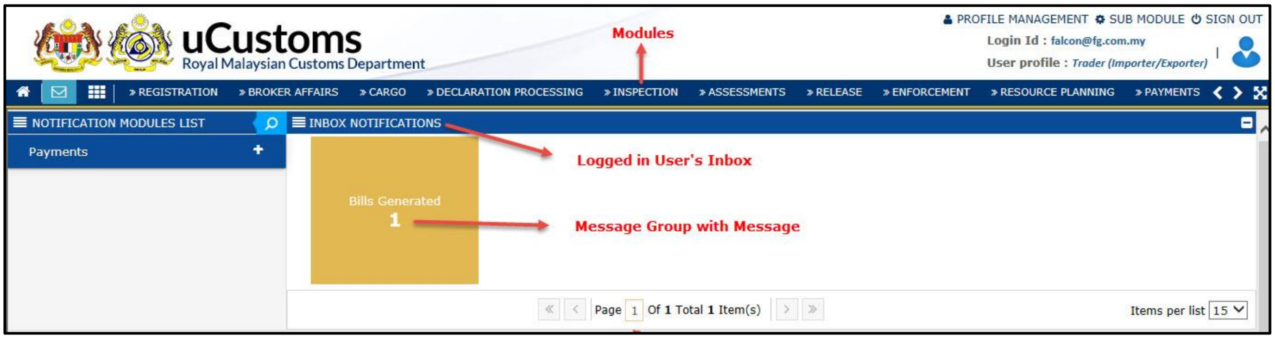
This module provides detailed description of all the functions performed by the Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator. Following is a summary of the activities detailed in this chapter:

- Accept Assessment Request.

- Refer Assessment Request for Appeal.
- Create and Submit Voluntary Amendment Request.
- Accept Voluntary Amendment Request.
- Upload and Submit Document Review Requests.
- Associate Surety Transaction Details.

QUICK REFERENCE

uCustoms Window



The Fundamentals

To Search: Specify the search criteria in the fields and click **Search**.

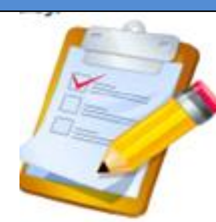
To Sign Out: Click SIGN OUT located at the top of the screen.

To Sign in as a Different User: Sign out and then on the logon window, enter the alternative user information in the fields and logon.

To Change User Preferences: Click Profile Management. In the expandable list, click Preferences. In the **Preferences** window, user can change *Default User Profile*.

To Edit Profile Details: Click Profile Management. In the expandable list, click Edit Profile. User can make the required changes in the Registration form.

Common Features



Open a record: Click to open a record.

Sort a column: Click the Column heading to sort the records in ascending or descending order.

Delete a record: Select the record to be deleted from the list and click .

User Types and Characteristics

Following Stakeholders can access the Assessment module:

1. Trader, Forwarding Agent, Data Entry Operator, Warehouse Operator, Excise Warehouse Operator, Port Operator, DFS Operator, Free Zone Operator or LMW Operator
    - Accept Assessment Request.
    - Refer Assessment Request for Appeal.
    - Create and Submit Voluntary Amendment Request.
    - Accept Voluntary Amendment Request.
    - Upload and Submit Document Review Requests.
    - Associate Surety Transaction Details.

Functions

How to Accept Assessment Request?
In the **Inbox Notifications**→Click **Completed Assessment Request(s)** message →Click the Reference number →In the **Assessment Request Details** form →Click **Accept**.
The **Assessment Request Details** form status changes from *Assessment Completed* to *Assessment Accepted*.

How to Refer Assessment Request for Appeal?
In the **Inbox Notifications**→Click **Completed Assessment Request(s)** message →Click the Reference number of the Assessment Request →In the **Assessment Request Details** form→Click **Refer for Appeal**.
The **Assessment Request Details** form status changes from *Assessment Completed* to *Requested for Appeal*.

How to Create and Submit Voluntary Amendment Request?
On the **Assessment** menu →Click **Assessment Requests** submenu. In the **Voluntary Amendment Request** form→ Click to browse and select the *Declaration Number*. In the **Declarations List,** select the corresponding *Declaration Number*.
The **Voluntary Amendment Request** form appears with the selected *Declaration Number*→In the **Voluntary Amendment Request** form →Enter all the mandatory details → Click **Create**.
The **Voluntary Amendment Request** form refreshes with new fields, **Assessment Items List** section and *Assessment Required* status.
In the **Voluntary Amendment Request** form→Enter all the mandatory details→Click **Submit**.
The **Voluntary Amendment Request** form status changes from *Assessment Required* to *Assessment Submitted*.

How to Accept Voluntary Amendment Request?
In the **Inbox Notifications**→Click **Completed Amendment Request(s)** message →Click the Reference number→ In the **Assessment Request Details** form →Click **Accept**.
The **Voluntary Amendment Request** form status changes from *Assessment Completed* to *Assessment Accepted*.

How to Upload and Submit Document Review Requests?
In the **Inbox Notifications** →Click **Document Review Request(s)** →Click the Reference number →In the **Assessment Request Details** form →Click and then click Review/Request For Documents to upload the required documents**.** In the **Document Review Requests** form**,** click to view the following links:

- Review Request Documents List.
- View Remarks.
- View Reference Details.

To submit the Document Review Request:
In the **Document Review Requests** form → click **Submit**.
The **Document Review Requests** form status changes from *Created* to *Submitted*.

How to Associate Surety Transactions?

In the **Assessment Request Details** form, click and then click Surety Details. In the **Surety Transaction** form →Enter all the mandatory details →Click **Create.**
The **Surety Transaction** form status changes from *New* to *Created*.

In the **Surety Transaction Details** section, click to associate the Surety. In the **Surety List**, select the corresponding *Surety Number* check box record in the **Surety List** or enter the *Surety Number, Surety Owner Name, BRN/NRIC No.* or *Surety Effective Date* in the search panel, and click **Search**.
The available Sureties are filtered based on the search criteria provided.

In the **Surety List** →Select the check box corresponding to the *Surety Number* and click to save the selection.
The **Surety Transaction** form refreshes with the associated Surety Transaction Details.
On the **Surety Transaction** form →In the **Surety Transaction Details** section →Enter the *Surety Amount (MYR)* →Click **Save**.
The **Surety Transaction** form status changes from *New* to *Modified*.
→In the **Surety Transaction** form →Click **Submit**.
The **Surety Transaction** form status changes from *Modified* to *Submitted*.

GLOSSARY

Assessment – It is the verification related to correctness of classification, value, rate of duty, exemption notification or any other relevant particulars having bearing on correct assessment of duty on imported or exported goods. Such verification is done selectively on the basis of the output of the Risk Management System (RMS).

Forwarding Agent - Forwarding Agent is a logistics provider who works to dispatch shipments through various carriers and also acts on behalf of a Trader.

INDEX