

ROYAL MALAYSIAN CUSTOMS DEPARTMENT



USER MANUAL

uCustoms
USER MANUAL
PHASE 1 – INSPECTION (EXTERNAL USER)
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References

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13.03.07	SDS Phase 1 Inspection Module



Abbreviations

Abbreviation	Expansion
OGA	Other Government Agency
PSA	Principal Shipping Agent
RMS	Risk Management System
SA	Shipping Agent
SIAT	Special Inter Agency Team

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 Inspection Module of uCustoms. It describes the features of Inspection Module, and explains the procedures to be followed for performing the system functions in the Inspection 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

Inspection	
Users	User Role Description
Trader	<ol style="list-style-type: none">1. Create Sample Request.<ol style="list-style-type: none">i. Associate or Disassociate Sample Request Details.2. Submit Sample Request.3. Submit Surety for the Sample Request.<ol style="list-style-type: none">i. View History.ii. View Reference Details.iii. Associate Surety Details.4. Register the Sample Request.



Inspection	
Users	User Role Description
	<ol style="list-style-type: none">5. Complete the Sample Request.6. Acknowledge the Sample Request.7. Create Sample Request Delegation.
Forwarding Agent	<ol style="list-style-type: none">1. Create Sample Request.2. Submit Sample Request.3. Submit Surety for the Sample Request.4. Register the Sample Request.5. Complete the Sample Request.6. Acknowledge the Sample Request.



Typographical Conventions Used in Manual

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

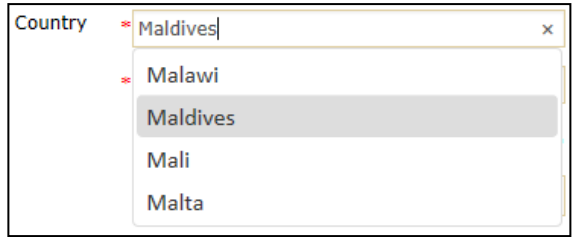
Formatting/Writing Convention	Type of Information
Buttons, Form names, List names, Section names, Subsection names, Column names, Menus, Submenus, Figure Numbers and Cross References appear in Title Case and are bold-faced.	Commands and Screen elements. Example: On the Government Stakeholders submenu, 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 <i>Full Name</i> .
<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.



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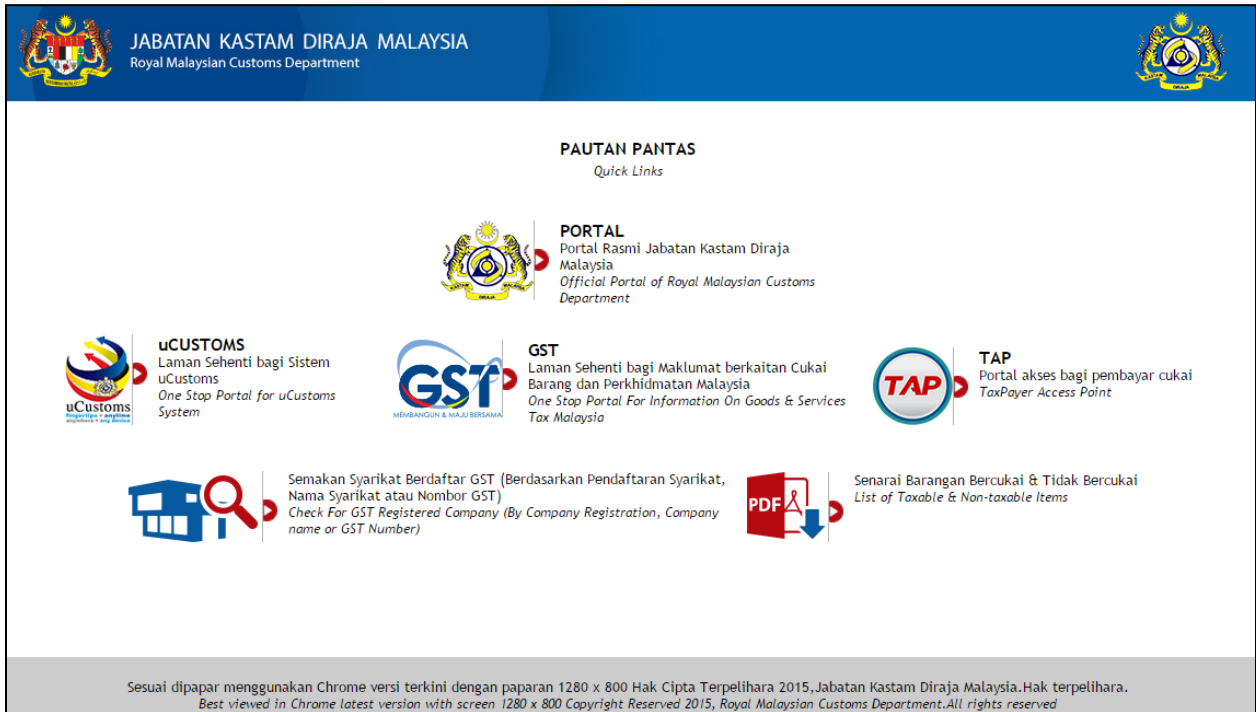
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GETTING STARTED

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:

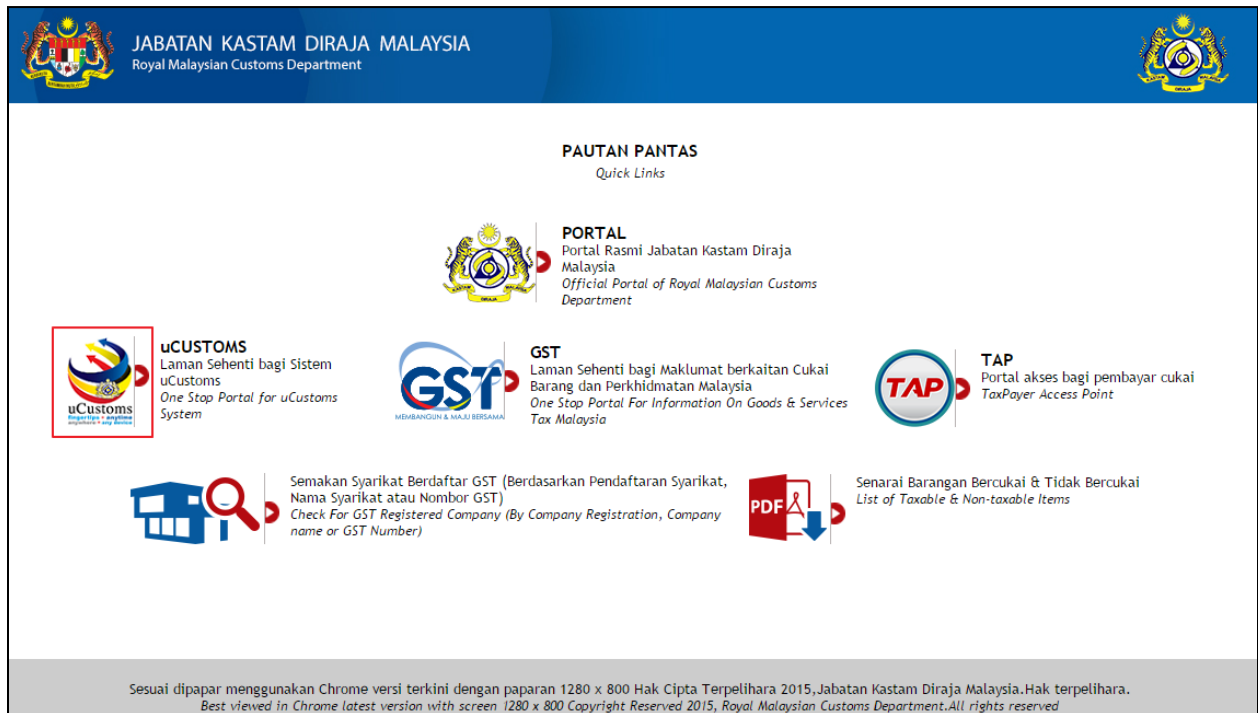




Logging in

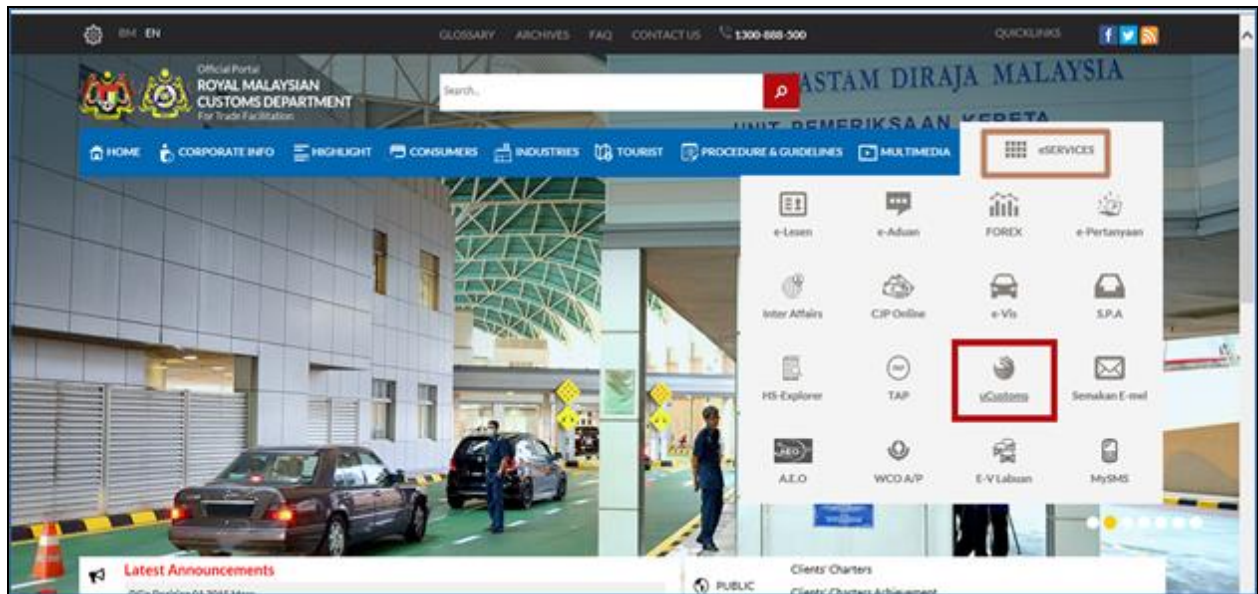
To login to uCustoms:

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

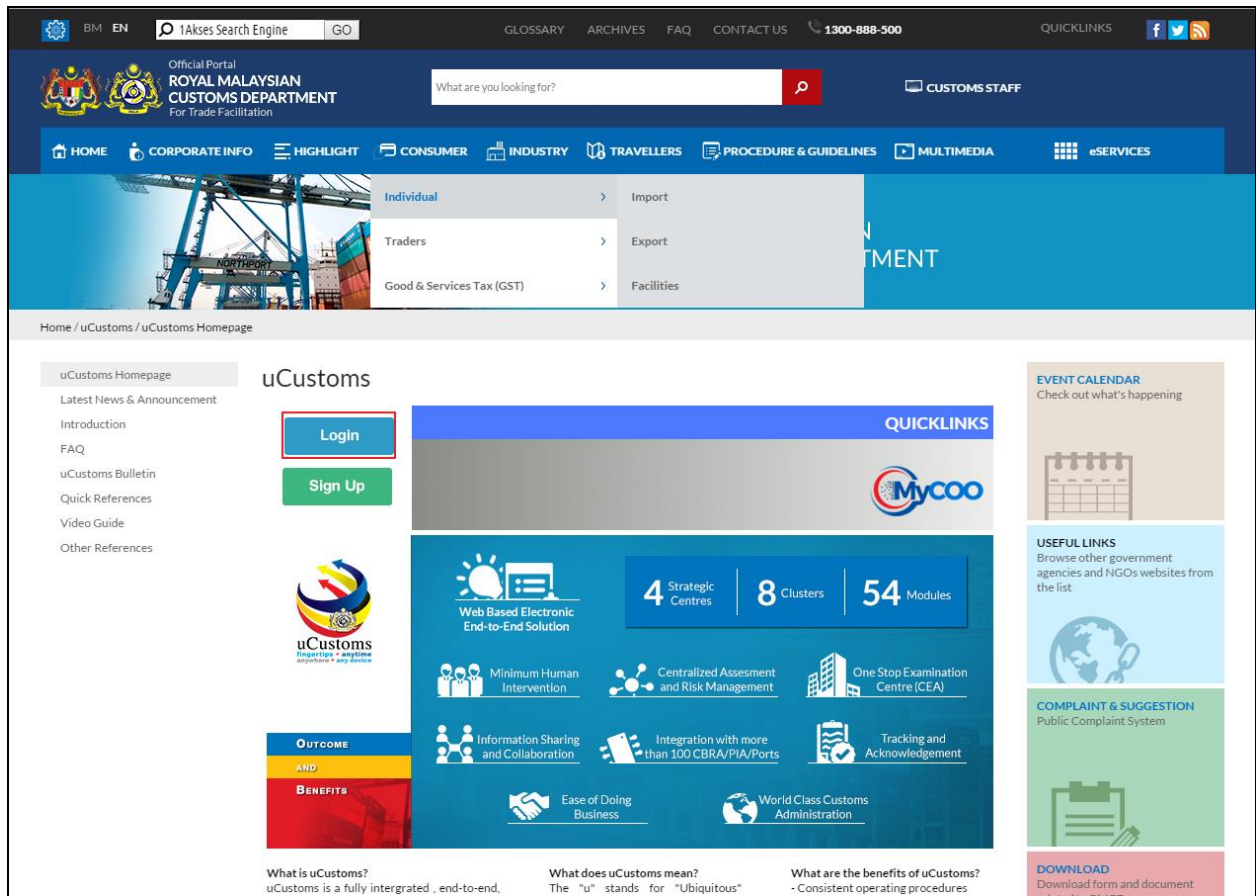


Or

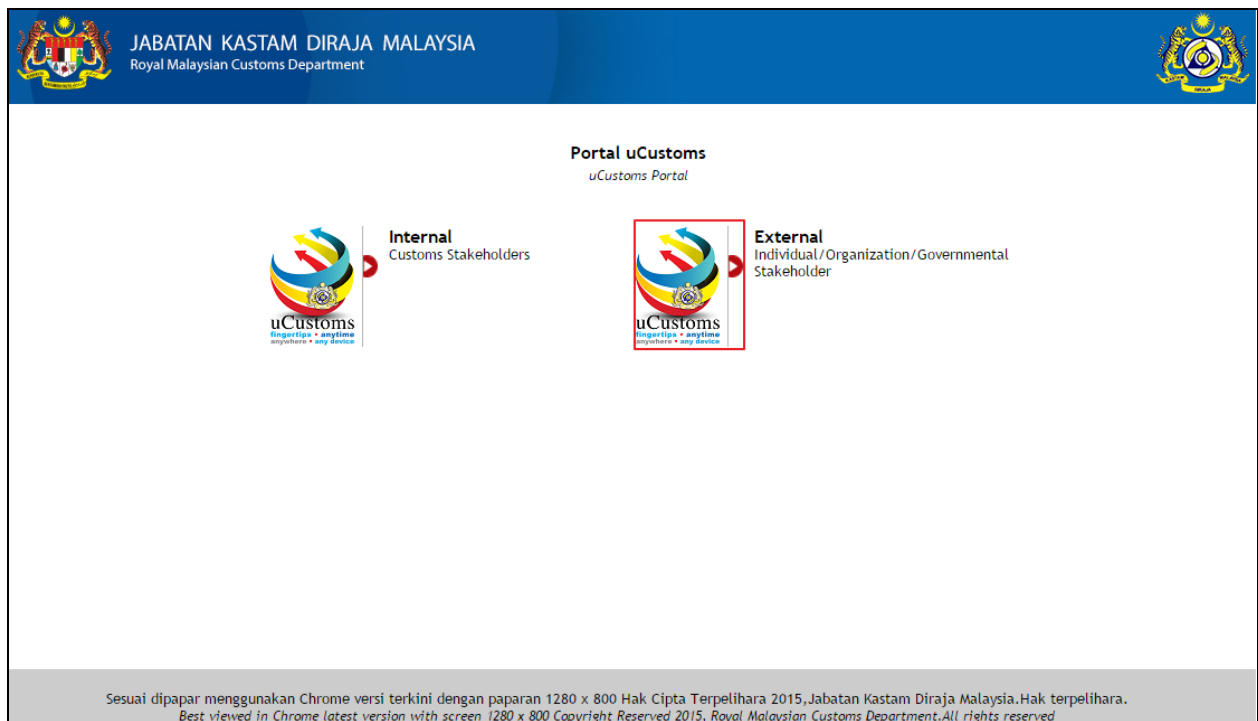
2. On the **RMCD** portal, select **eSERVICES** menu and then click **uCustoms** as shown below.



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

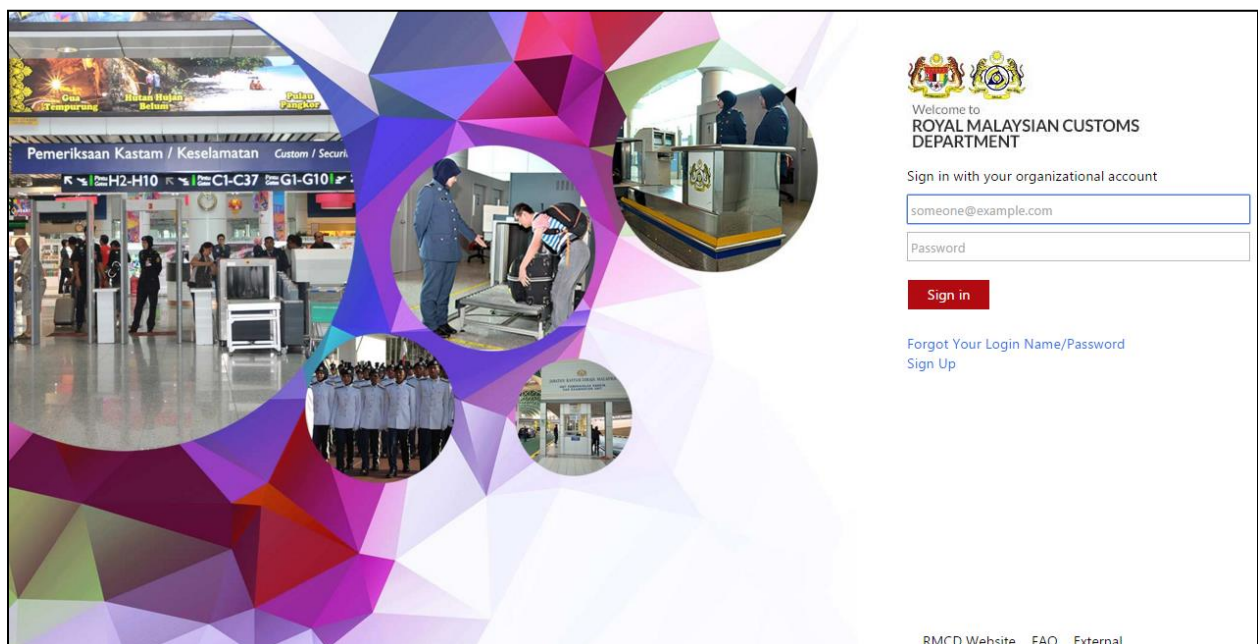


Portal uCustoms page appears as shown below.



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

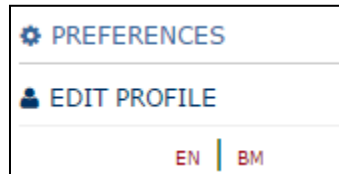
The uCustoms home page features are listed below:

- 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  to view additional options, such as Preferences, Edit Profile and the option to switch languages as shown below.

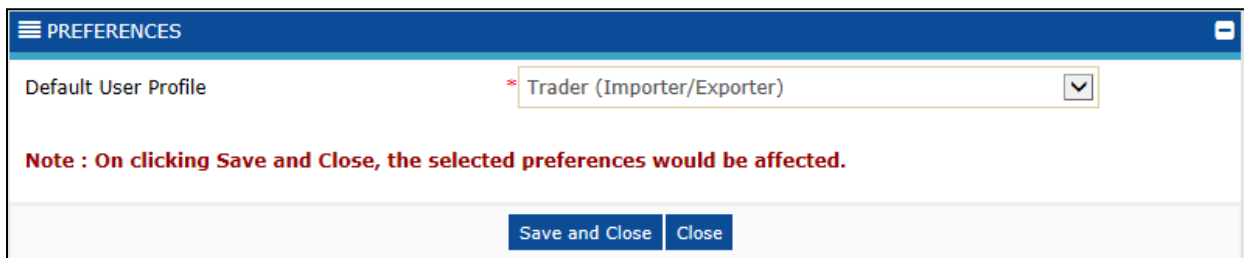


Preferences

To edit the preferences:

1. Click .

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




2. Select the *Default User Profile* from the drop-down list.

Note: *Default User Profile* can be changed only if multiple profiles are associated to the user.

3. 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 .
2. Make the required changes in the respective **Registration Form**.



UCUSTOMS REGISTRATION FORM STATUS : ACTIVATED

Registration Ref No. _____

Stakeholder Type ☐ Individual ☒ Organization Registration Date

ORGANIZATION INFORMATION

Organization Name BRN
Registration Authority Business Entity
GST No.

PERSONAL DETAILS

Nationality ☒ Malaysian ☐ Non-Malaysian ID Type ☒ NRIC No. ☐ Passport No.
Full Name Gender ☒ Male ☐ Female
NRIC No.
Login ID
Communication Email ID ☒ Primary Email ID ☐ Alternative Email ID Primary Email ID
Designation Alternative Email ID

ORGANIZATION PRIMARY CONTACT

Mobile Number Telephone Number 2
Telephone Number 1 Fax Number

ORGANIZATION PRIMARY ADDRESS

Address

Postal Code City/Town/Area/Land
State Country

REGISTRATION CUSTOMS STATION

Registration Station Name / Code

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	Associate Ports	Associate Profiles	Associate Customs Station	Reset Password	Status
1	panship@pos.com.my	John	Yes					Active

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

ADDITIONAL USERS

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

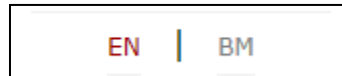
Save Print Back



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  link.

III. Sign Out

Click  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

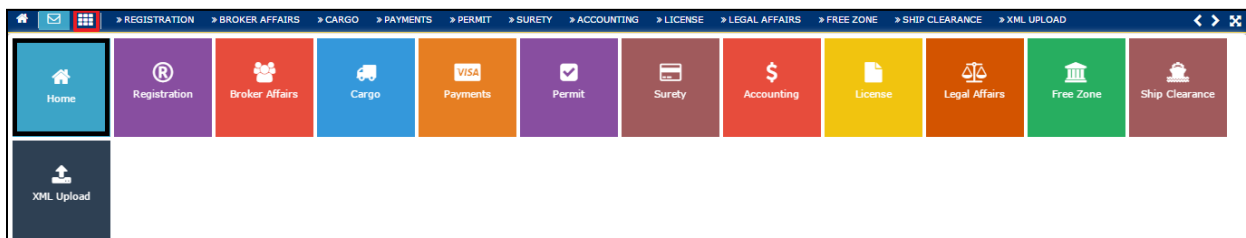
To access a menu:

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

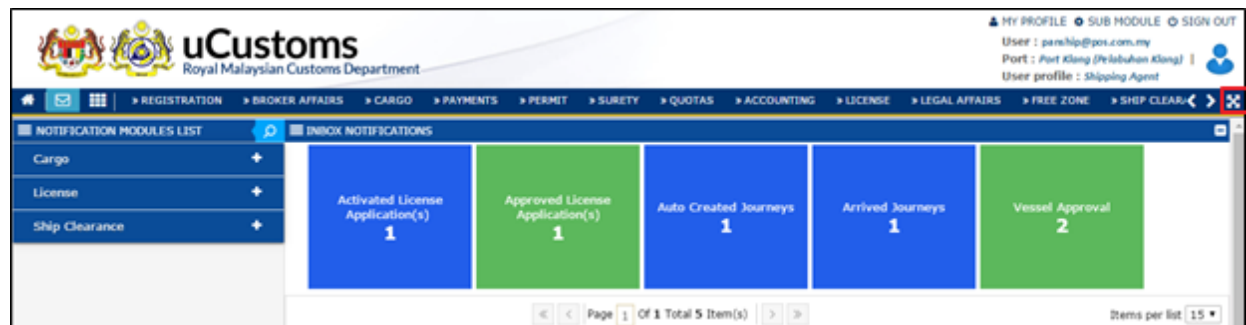


Or

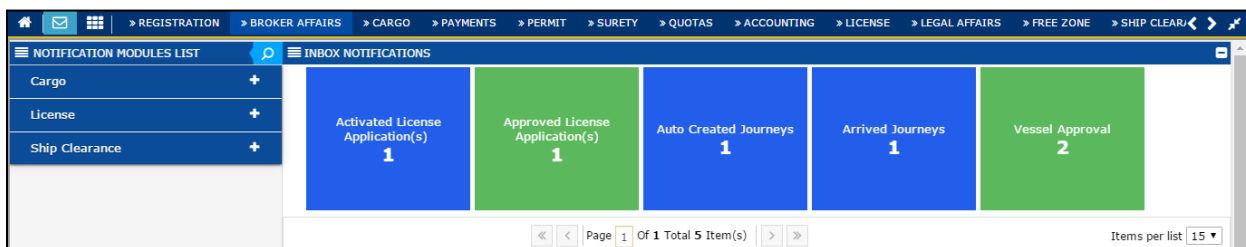
- Click to view the pictorial list of menus accessible to the profile as shown below.



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



The home page appears as shown below.



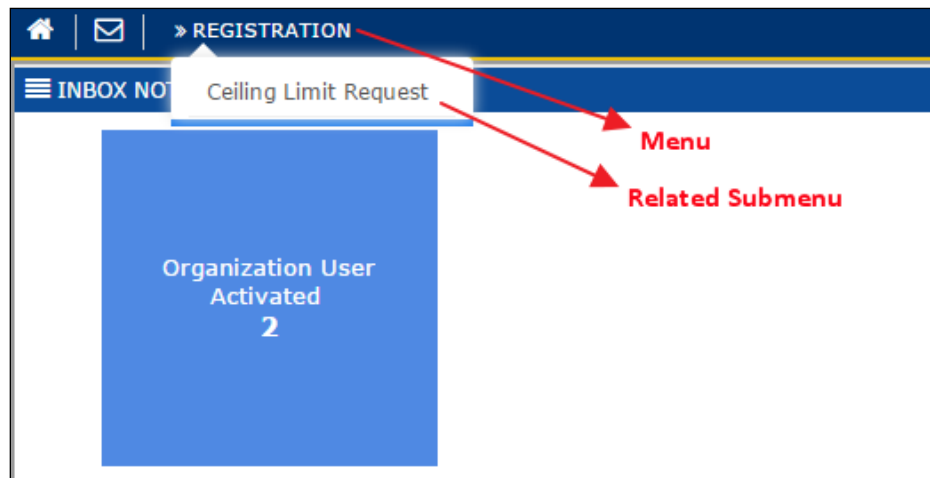
Note: To view the header again, click .



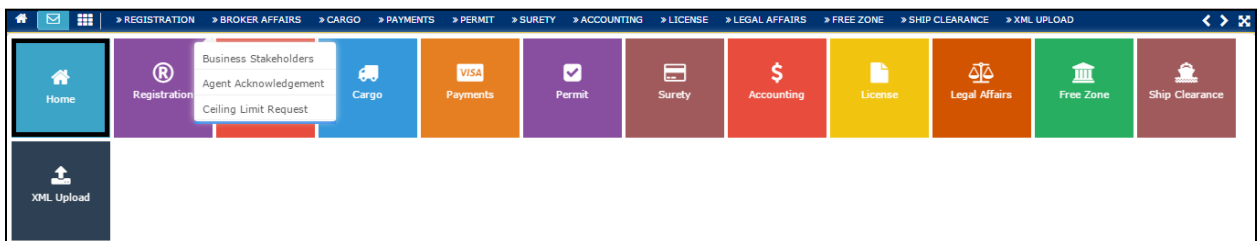
Submenu

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.




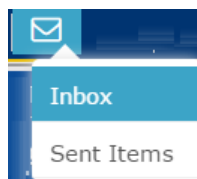
The list of submenus can also be viewed through the pictorial list as shown below.



VI. Mailbox

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

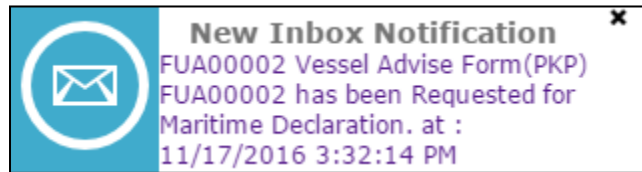
On the home page, click  to view the Mailbox options as shown below.






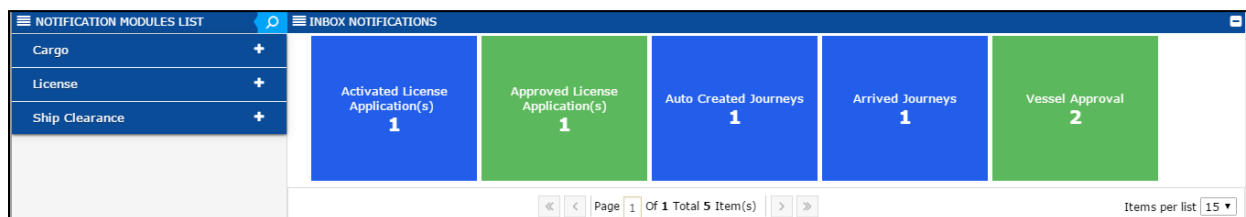
Inbox

- 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.




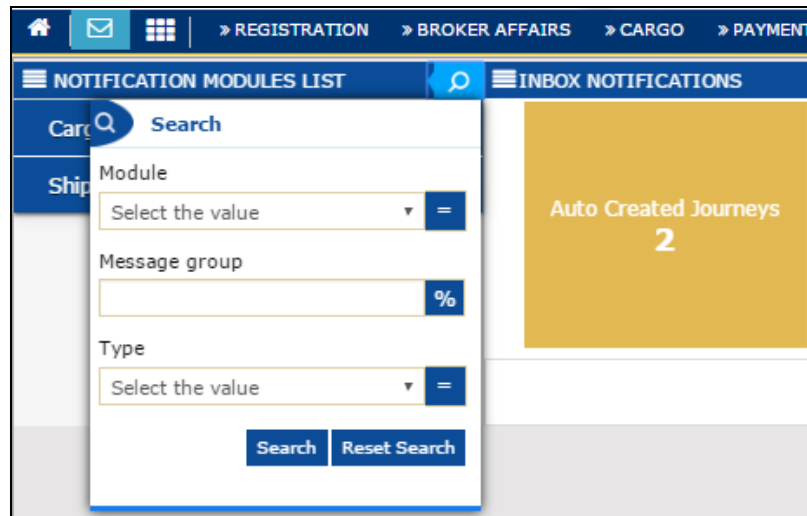
- Click the message to view the details.
- Or
- Click  and then click **Inbox** submenu.


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.

NOTIFICATION MODULES LIST		
Cargo		–
Auto Created Journeys	1	+
Arrived Journeys	1	+
License		+
Ship Clearance		+

- 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.



NOTIFICATION MODULES LIST	
Cargo	–
Auto Created Journeys	1 –
Today	1
Read	0
Unread	1
Pending Task	0
Completed Task	0
Info	1
Arrived Journeys	1 +
License	+
Ship Clearance	+

- 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.

INBOX NOTIFICATIONS													
Activated Surety 3	<table><tr><td>Today</td><td>1</td></tr><tr><td>Read</td><td>1</td></tr><tr><td>Unread</td><td>0</td></tr><tr><td>Pending Task</td><td>0</td></tr><tr><td>Completed Task</td><td>0</td></tr><tr><td>Info</td><td>1</td></tr></table>	Today	1	Read	1	Unread	0	Pending Task	0	Completed Task	0	Info	1
Today	1												
Read	1												
Unread	0												
Pending Task	0												
Completed Task	0												
Info	1												

« < Page 1 Of 1 Total 2 Item(s) > »

Items per list 15 ▼

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



INBOX			
From	Subject	Received date	Reference
RMCD - RD - Registration Department	GULFSHIP AGENCIES SDN BHD is Registered Successfully	29-12-2015 22:05:28	Open
Page 1 Of 1 Total 1 item(s)			Items per list 10

- To view the message details, click .

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

MESSAGE DETAILS	
Sent Date	27-12-2015
Sent Time	17:40:50
Subject	SDV SUNSHIPPING SDN BHD Organization Information was Amended by Sabah/Sarawak Authority
Message	<div>SDV SUNSHIPPING SDN BHD Organization Information was Amended by Sabah/Sarawak Authority</div>
Back	

- 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


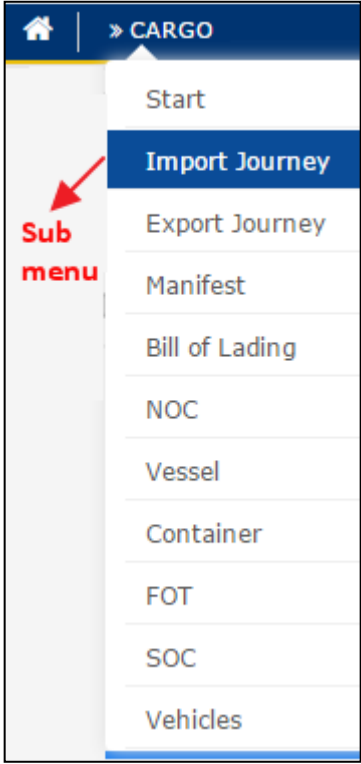
The number of items listed per page can be selected from the drop-down list .

The page refreshes with the selected number of items.

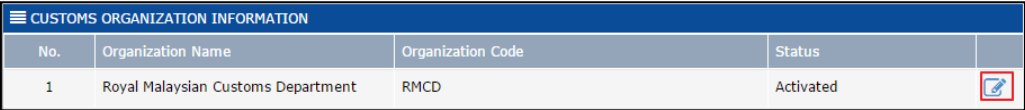

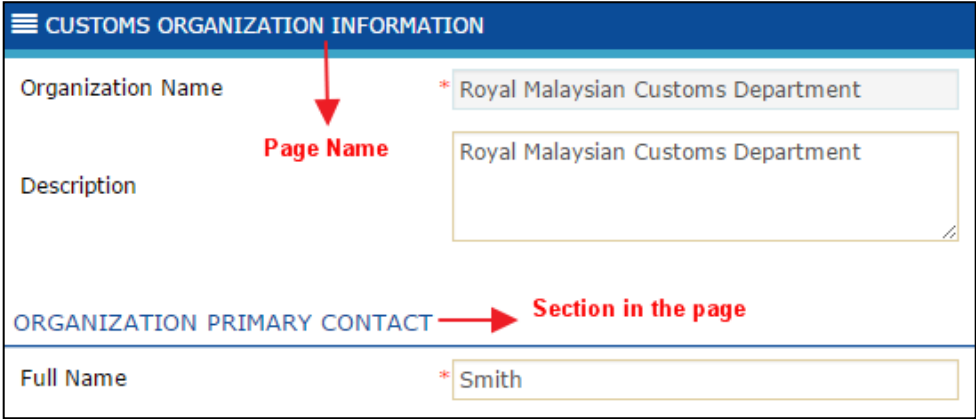


UCUSTOMS USABILITY CONVENTIONS

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	 <p>Used to identify the module or menu name. The module name is highlighted when any process within its sub-module is being executed.</p> <p>A menu bar is located below the uCustoms logo on the home page. The menu bar shows all the modules accessible to the user.</p>
Identify Sub-menu	 <p>Used to identify the submenu.</p>



Identification	Description
	The submenu bar is displayed as an expandable list below the menu bar. All the submenus available in a particular menu are displayed on clicking that menu.
View/edit record details	<div></div> <p>To view or edit any record details, click  corresponding to the particular record.</p>
Identify page or screen	<div></div> <p>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.</p>



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.

The image shows a search window titled "Search" with a magnifying glass icon. It contains four search criteria: "Journey No." with a text input field and a percentage icon (%), "Port of Origin" with a text input field and a percentage icon (%), "Expected Arrival Date" with a date picker icon, and "Status" with a dropdown menu showing "Select" and a search icon. At the bottom, there are two buttons: "Search" and "Reset Search".

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.

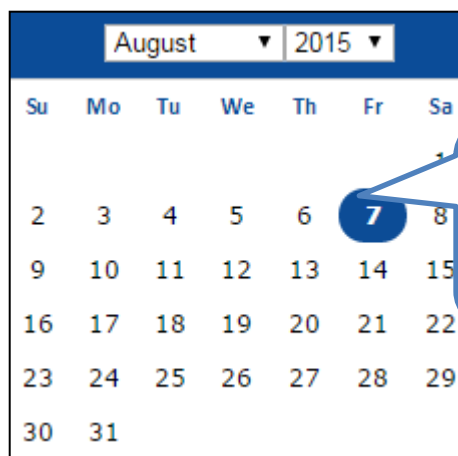
To perform a smart search (i.e. search by entering partial characters):



- 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.



License For

Cargo Terminal Op

Freight Forwarder

Freight Forwarder

Freight Forwarder

Freight Forwarder

KTM User

Click the Column heading to sort the records in ascending or descending order.

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.

NRIC No. *

Please do not use special character (!, @, #, \$, %, ^, *, (,), -, =, /, \, ., ~) on your NRIC/Passport number. (NRIC No. e.g : 810909125542 - Malaysian applicants) or (Passport No. e.g: A02315922- International applicants)

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

Full Name *

Please enter the same name as Registered NRIC / Passport.


ToolTip

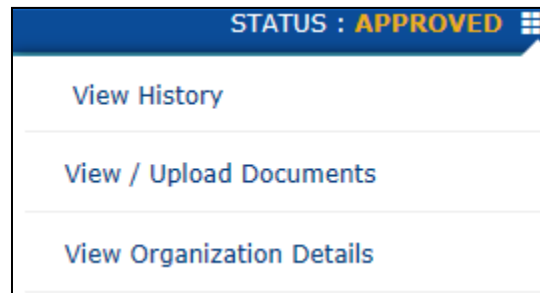
ToolTip helps the user to view the names of controls used across the application. Rest the mouse on the controls to view its details as shown below.





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.
	Screen tip icon: Used to provide additional information about a field.
	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. INSPECTION - INTRODUCTION

Inspection module deals with all the processes involved during the physical inspection of goods. The Inspection process deals with the Inspection request created by Inspector Supervisor, assigning the Inspection request to one or more Special Inter Agency Team (SIAT) members and re-inspection of goods that are already inspected.

Inspection request is created in the System either manually or automatically through Risk Management System (RMS) on submission of the Manifest or Declaration.

Sample Request

Sample Request is created and submitted to the Inspector Supervisor for acceptance. The submitted request can be assigned to any Inspector, Inspection Team Lead or authorized Other Government Agency (OGA) users who are available in the shift. The assigned Sample Request is again sent to Trader or the Forwarding Agent, if the request is created by Trader or Forwarding Agent.

Note:

- If the Sample Request is requested by Trader or Forwarding Agent, then Draw Sample is initiated by default.
- If the Sample Request is created by Trader or Forwarding Agent and submitted with Surety, then Inspector Supervisor receives the request in *Surety Submitted* state and assigns the Sample Request to SIAT Members (Inspector, Inspection Team Lead, or Authorized OGA), Trader or Forwarding Agent for drawing the sample.

Once the Sample Request is assigned to any of the Inspectors, Inspection Team Lead, authorized OGA, Trader or Forwarding Agent, the request is received by the respective assigned officer to register the sample and submit it to the Initiator.

Note:

- If the Sample Requested For is selected as 'Draw Sample' and assigned to Inspector or Inspection Team Lead, then once the Sample is drawn, the sample request is registered in the System.



- If the Sample Requested For is selected as 'Draw Sample' and assigned to OGA user, then the Sample Request is sent for lab analysis or it is submitted by selecting the Sample State option as Returned, Disposed, or Kept as evidence.
 - The Sample Request is kept as evidence only if the Sample Request is created by OGA.
 - The Sample Request is returned or disposed when the Sample Request is created by Classification or Valuation Officers.
 - The Sample Request is returned when the request is created by Trader or Forwarding Agent.

Once the Sample Request is completed by the Initiator, a notification is sent to Trader or Forwarding Agent for acknowledgement.

Trader can delegate the Bill of Lading to the Forwarding Agent. Once the Bill of Lading is delegated, Forwarding Agent can initiate and complete the Sample Request.



1.1 Roles and Functionality Matrix

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

Roles	Responsibilities						
	Create Sample Request	Submit Sample Request	Submit Surety for the Sample Request	Register Sample Request	Complete Sample Request	Acknowledge Sample Request	Create Sample Request Delegation
Trader	✓	✓	✓	✓	✓	✓	✓
Forwarding Agent	✓	✓	✓	✓	✓	✓	✗

Table 1.1-1: Roles and Functionality Matrix

1.2 Features in Inspection Module

The features available in Inspection Module include:

- Create Sample Request.
 - Associate or Disassociate Sample Request Details.
 - View History.
 - View Reference Details.
- Submit Sample Request.
- Submit Surety for the Sample Request.
 - View History.
 - View Reference Details.
 - Associate Surety Details.
- Register the Sample Request.
- Complete the Sample Request.
- Acknowledge the Sample Request.
- Create Sample Request Delegation.



- Create Sample Request.
- Submit Sample Request.
- Submit Surety for the Sample Request.
- Register the Sample Request.
- Complete the Sample Request.
- Acknowledge the Sample Request.



A. Trader

The features accessible to the Trader are explained in the following sections.

1.3 Create Sample Request

Traders can initiate the Sample Request and by default Draw Sample is initiated. The Sample Request is created and then submitted to an Inspector Supervisor for acceptance. Inspector Supervisor can assign the Sample Request to any of the SIAT members such as Inspector, Inspection Team Lead or Authorized OGA who are available in the active shift.

Note: If the Trader or Forwarding Agent creates a Sample Request along with the Surety, the Inspector Supervisor receives that request in *Submitted* state and assigns them to the SIAT Members (Inspector, Inspection Team Lead or Authorized OGA) for drawing the Sample.

To Create Sample Request:

1. On the **Inspection** menu, click **Sample Request** submenu.

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

Figure 1.3-1: Sample Request List

2. In the **Sample Request List**, click .

The **Sample Request Form** appears as shown in **Figure 1.3-2**.



Figure 1.3-2: Sample Request Form-Create

3. Enter or select the fields as described in the following table.

No.	Field Name	Description
1.	<i>Status</i>	System auto-displays the status as <i>New</i> indicating the process has started. Note: The status changes to <i>Created</i> , <i>Submitted</i> , <i>Submitted to Initiator</i> , <i>Completed</i> and <i>Acknowledged</i> based on the Sample Request.
2.	<i>Sample Request No.</i>	System auto-generates the Sample Request number once the Sample Request Form is created.
3.	<i>Request Date/Time</i>	System auto-displays the current date by default. Request Date or Time field refers to the date and time when the Sample Request is created.
4.	<i>Request Source</i>	System auto-displays the Request Source based on the request initiated. This field is disabled by default. Note: <ul style="list-style-type: none"> If the Sample Request is requested by Trader, then the <i>Request Source</i> is displayed as Trader. If the Sample Request is requested by Forwarding Agent, then the <i>Request Source</i> is displayed as Forwarding Agent.
5.	<i>BL/AWB/WB No.</i>	Enter and select the BL or AWB or WB number.
6.	<i>Submitted Date/Time</i>	System auto-displays the submitted date or time, once the Sample Request Form is submitted to the Inspector Supervisor.
7.	<i>Completed Date/Time</i>	System auto-displays the completed date or time, once the sample request is completed.
8.	<i>Sample Condition</i>	System auto-displays the sample condition based on the request



No.	Field Name	Description
		initiated. This field is disabled by default. Note: By default, 'Draw Sample' is displayed for Trader and Forwarding Agent.
9.	<i>Sample Instructions</i>	Enter the Sample Instructions.
10.	<i>Sampling Remarks</i>	Enter the Sampling remarks, if any.

Table 1.3-1: Sample Request Form

4. Once the required details are entered, click **Create**.

The **Sample Request Form** refreshes with *Created* status and **Sample Request Details** section as shown below.

SAMPLE REQUEST FORM STATUS : **CREATED**

Sample Request No. **INS-SR-B1F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No. **3434**

Submitted Date/Time Completed Date/Time

Sample Condition *** Draw Sample**

Sample Instructions **Create Sample Request**

Sampling Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

SAMPLE REQUEST DETAILS

NO RECORDS AVAILABLE

Save Submit Back

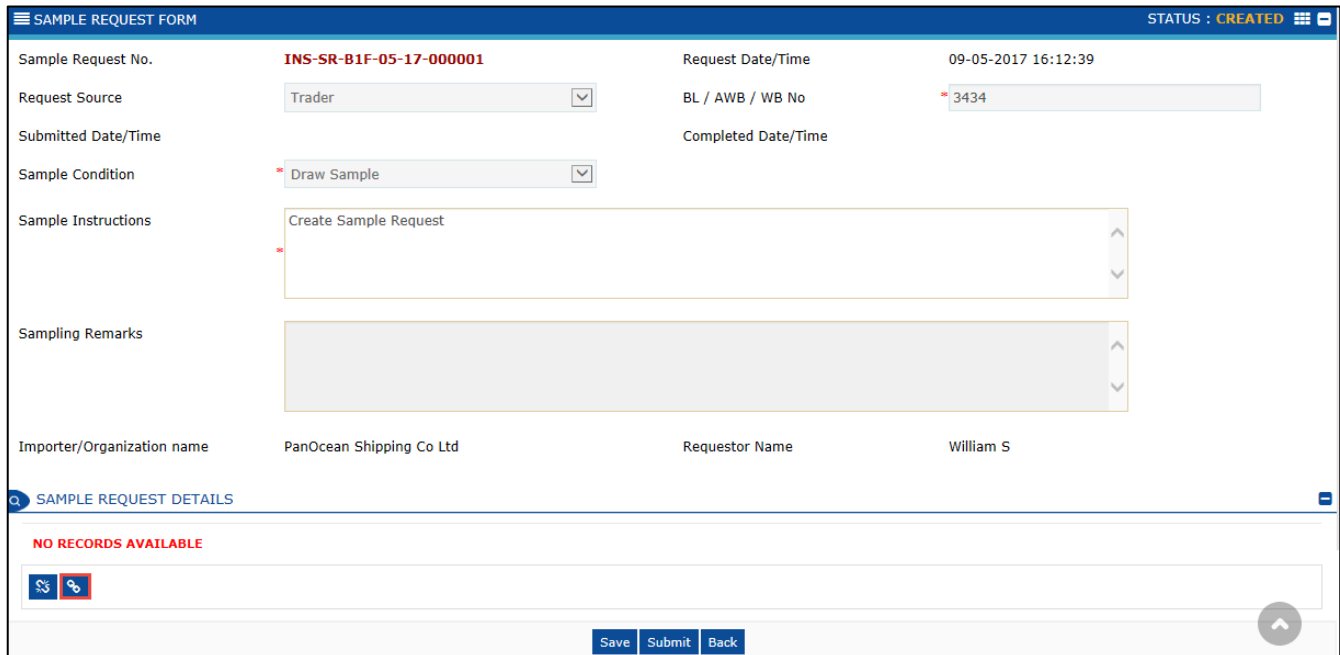
Figure 1.3-3: Sample Request Form – Created

1.3.1 Associate/Disassociate Sample Request Details

Trader can associate the item for which sampling is required. It is mandatory to associate the Sample Request details. To Associate the Sample Request Details:



1. In the **Sample Request Details** section, click  to associate the sample request details as shown below.



SAMPLE REQUEST FORM STATUS : **CREATED**

Sample Request No. **INS-SR-B1F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No **3434**

Submitted Date/Time Completed Date/Time

Sample Condition **Draw Sample**


Sample Instructions
Create Sample Request

Sampling Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

SAMPLE REQUEST DETAILS

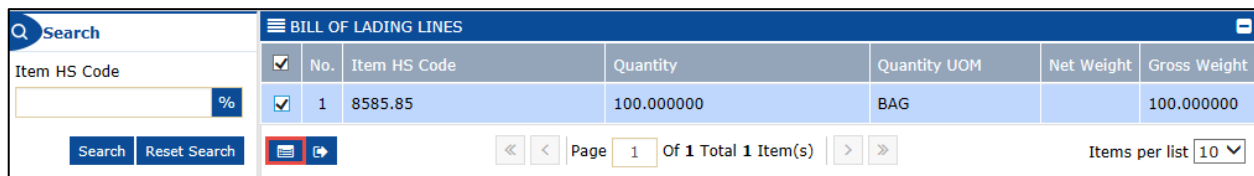
NO RECORDS AVAILABLE



Save Submit Back

Figure 1.3-4: Sample Request Details-Associate

The **Bill of Lading Lines** pop-up window appears as shown below.



Search

Item HS Code %

Search Reset Search

BILL OF LADING LINES

<input checked="" type="checkbox"/>	No.	Item HS Code	Quantity	Quantity UOM	Net Weight	Gross Weight
<input checked="" type="checkbox"/>	1	8585.85	100.000000	BAG		100.000000


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

Figure 1.3-5: Bill of Lading Lines Pop-up Window

2. Select the required *Item Code* from the **Bill of Lading Lines**, or enter or select the *Item Code* in the search panel, and click **Search**.

The available item codes are filtered based on the search criteria provided.

Note: Item Codes are automatically displayed by the System.

3. In the **Bill of Lading Lines**, select the check box corresponding to the *Item HS Code* and click  to save the selection.



The selected *Item HS Code* is displayed in the **Sample Request Details** section as shown below.

SAMPLE REQUEST FORM STATUS : **CREATED**

Sample Request No. **INS-SR-B1F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No **3434**

Submitted Date/Time Completed Date/Time

Sample Condition **Draw Sample**

Sample Instructions Create Sample Request

Sampling Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	100.000000			100.000000	70

Save **Submit** **Back**

Figure 1.3-6: Sample Request Form – Associated

4. In the **Sample Request Details** section, enter the *Quantity* and click **Save**.

Note:

Quantity should not be more than the *Available Quantity*.

Trader can disassociate the item. To disassociate the Sample Request Details:

1. In the **Sample Request Details** section, select the check box corresponding to the *Item HS Code* that needs to be disassociated as shown in **Figure 1.3-7**.



The screenshot shows the 'SAMPLE REQUEST FORM' interface. At the top, the status is 'MODIFIED'. The form contains the following fields:


- Sample Request No.: **INS-SR-B1F-05-17-000001**
- Request Date/Time: **09-05-2017 16:12:39**
- Request Source: **Trader** (dropdown)
- BL / AWB / WB No: **3434**
- Submitted Date/Time: (empty)
- Completed Date/Time: (empty)
- Sample Condition: **Draw Sample** (dropdown)
- Sample Instructions: **Create Sample Request** (text area)
- Sampling Remarks: (empty text area)
- Importer/Organization name: **PanOcean Shipping Co Ltd**
- Requestor Name: **William S**

Below the form is a 'SAMPLE REQUEST DETAILS' table:

<input checked="" type="checkbox"/>	No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
<input checked="" type="checkbox"/>	1	8585.85	100.000000			100.000000	70

At the bottom of the form are buttons for 'Save', 'Submit', and 'Back'. The page name is 'SampleReq'.

Figure 1.3-7: Sample Request Details - Disassociate

- Click  to disassociate the selected Sample Request Details.

System prompts to confirm the disassociation as shown below.

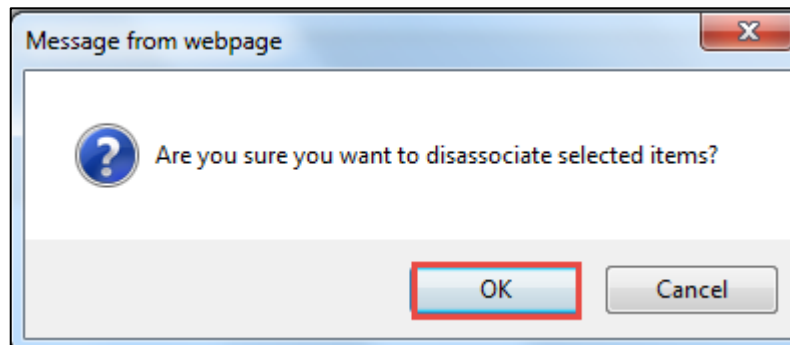



Figure 1.3-8: Confirm Disassociate

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



Click  to view the Link Repository associated with **Sample Request Form**. These links are provided to view history or reference details for the **Sample Request Form**. The available links are displayed in an expandable list as listed below.

- View History.
- View Reference Details.

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG	100.000000		70.000000

Figure 1.3-9: Sample Request Form-Link Repository

1.3.1.1 View History

Trader can view history of the Sample Request. To view the history:

1. In the **Sample Request Form**, click  and then click [View History](#).

The **Sample Request Transaction History** pop-up window appears as shown in **Figure 1.3-10**.









SAMPLE REQUEST TRANSACTION HISTORY						
<input type="checkbox"/>	No.	Sample Request No.	Login ID	Updated Date And Time	Requested Date	Status
<input type="checkbox"/>	1	INS-SR-B1F-05-17-000001	falcon@fg.com.my	09-05-2017 16:22:12	09-05-2017	Modified
<input type="checkbox"/>	2	INS-SR-B1F-05-17-000001	falcon@fg.com.my	09-05-2017 16:14:22	09-05-2017	Created
<div>   Page <input type="text" value="1"/> Of 1 Total 2 Item(s)   Items per list <input type="text" value="10"/></div>						

Figure 1.3-10: Sample Request Transaction History Pop-up Window

- Click  to navigate back to the **Sample Request Form**.

1.3.1.2 View Reference Details

Trader can view the Reference details of the Sample Request. To view the Reference Details:

- In the **Sample Request Form**, click  and then click [View Reference Details](#).

The **Bill of Lading Information** form appears as shown in **Figure 1.3-11**.



BILL OF LADING INFORMATION STATUS : DELIVERY ORDER ISSUED

Bill of Lading No. * 3434 Bill of Lading Date * 09-05-2017

Unique Bill of Lading No. JRN-5-MYABU-S1T-S-17/I-MRN-4-MYABU-S1T-S-17/ADALV-AND-A/3434 Bill of Lading Creation Date (Date: Hrs: Min) 09-05-2017: 12 : 21

Journey No. JRN-5-MYABU-S1T-S-17 Reference Bill of Lading No. Search...

Carrier Name Manifest No. I-MRN-4-MYABU-S1T-S-17

UCRN Is Split Bill ☐ Yes ☒ No

Bill of Lading For * ☒ Import ☐ Transit ☐ Free Zone / SEZ ☐ Transshipment ☐ Export

Delivery Order DO-2-MYABU-S1T-S-17 NOC No.

Bill For * ☒ Cargo ☐ Passenger ☐ Courier For Short of Item ☐

Agent Name * PanOcean Shipping Co Ltd Consolidated Shipment ☐

Consignment Note Document No. (HBL) Manifest Status

Manifest Year Bill of Lading Status S

Vessel Identification Number Bill of Lading Status Date and Time (Date : Hrs : Min) 09-05-2017: 12 : 33

Ship Call Number (SCN) Processing Indicator * Import

Shipping Agent Code Voyage No.

Customs Station Code Search... Language Indicator * ☒ EN ☐ MS

GOODS DETAILS

Description * dad Marks

Net Weight Net Weight Unit of Measurement Select the value

Gross Weight * 100.000000 Gross Weight Unit of Measurement * 100KG

Volume Unit of Measurement (Volume) Select the value

Quantity Manifested (Total Packages) * 100 Packages Type * BAG

Quantity Landed * 100 Packages Type (Qty. Landed) * BAG

☐ Short Landed ☐ Over Landed

Port of Loading * Search... Final Destination * Search...

Country of Loading Andorra Warehouse Location Search...

No. of Hours from Actual Arrival / Departure 0 Reason for Amendment

Unloading Type Select the value Return for Correction Reasons

Remarks Short/Over Landed Remarks

Co-Loaded ☐ Port of Transshipment Search...

Actual Volume Landed Actual Weight Landed

Actual Volume Loaded Actual Weight Loaded

Actual Quantity Loaded No. of Containers (Container Count)

Port of Discharge Search... Transit Using Land ☐

Reason for Bill Amendment Select the value Reason for Correction or Supplement

BILL OF LADING LINES LIST

No.	Reference No.	Description	Quantity	Quantity UOM	Net Weight	Net Weight UOM	Status
1	1	vdsv	100	BAG			Submitted

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

Print Back

Figure 1.3-11: Bill of Lading Information



Note: The **Bill of Lading Information** form describes about the Bill of Lading No. filed by the Shipping Agent (SA), along with other details such as the *BL number, Shipper, Consignee, Number and Kind of packages, Descriptions, Quantity* of the goods and *others*. For more details, refer **Cargo User Manual**.

2. Click **Print** to print the **Bill of Lading Information** form.
3. Click **Back** to navigate back to the **Sample Request Form**.

1.4 Submit Sample Request

Trader can submit the Sample Request to the Inspector Supervisor for acceptance once the Sample Request Form is created. To Submit Sample Request:

1. In the **Sample Request Form**, click **Submit** to submit the sample request as shown below.

The screenshot displays the 'SAMPLE REQUEST FORM' interface. At the top right, the status is 'MODIFIED'. The form contains several fields: 'Sample Request No.' (INS-SR-B1F-05-17-000001), 'Request Date/Time' (09-05-2017 16:12:39), 'Request Source' (Trader), 'BL / AWB / WB No' (3434), 'Submitted Date/Time', 'Sample Condition' (Draw Sample), 'Sample Instructions' (Create Sample Request), 'Sampling Remarks', 'Importer/Organization name' (PanOcean Shipping Co Ltd), and 'Requestor Name' (William S). Below these fields is a table titled 'SAMPLE REQUEST DETAILS' with columns: No., Item HS Code, Available Quantity, Quantity UOM, Net Weight, Gross Weight, and Quantity. The table has one row with values: 1, 8585.85, 30.000000, BAG, 100.000000, and 70.000000. At the bottom, there are navigation buttons: Save, Submit (highlighted in red), and Back. The page also shows 'Page 1 Of 1 Total 1 Item(s)' and 'Items per list 5'.

Figure 1.4-1: Sample Request Form - Submit

The **Sample Request Form** refreshes with *Submitted* status as shown below in **Figure 1.4-2**.



SAMPLE REQUEST FORM STATUS : **SUBMITTED**

Sample Request No. **INS-SR-B1F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No **3434**

Submitted Date/Time 09-05-2017 16:30:55 Completed Date/Time

Sample Condition **Draw Sample**

Sample Instructions
Create Sample Request

Sampling Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG		100.000000	70.000000

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

Back

Figure 1.4-2: Sample Request Form - Submitted

Note:

- Once the Sample Request Form is accepted by the Inspector Supervisor, the request is assigned to the SIAT members (Inspector, Inspection Team Lead, Authorized OGA), Trader or Forwarding Agent who initiated the Sample Request.
- If the Sample Request is initiated by the Trader or Forwarding Agent and then accepted by the Inspector Supervisor, then the request is submitted for Surety.

2. Click **Back** to navigate back to the **Sample Request List**.

1.5 Submit Surety for Sample Request

Trader can submit Surety for Sample Request upon receiving the accepted Sample Request from the Inspector Supervisor. Trader can associate and submit the Surety. To Submit Surety for the Sample Request:

- In the **Inbox Notifications**, click **Surety Requested Sample Requests** message as shown in **Figure 1.5-1**.

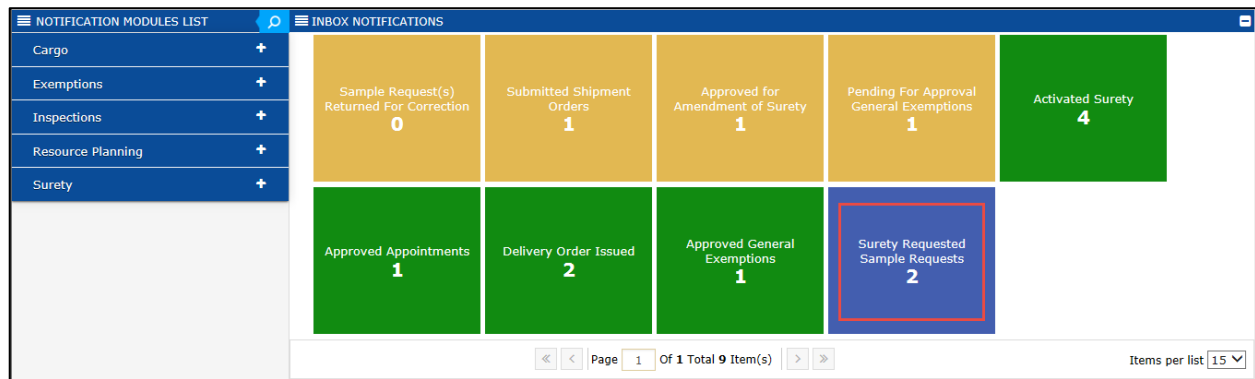


Figure 1.5-1: Surety Requested Sample Request-Inbox Notifications

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 **Sample Requests Surety Requested- List Inbox** appears with From, Subject, Requested Date and Reference columns as shown below.

NOTIFICATION MODULES LIST	INBOX			
Cargo	From	Subject	Received Date	Reference
Exemptions	RMCD - Inspection Department	Sample Requests Surety Requested	09-05-2017 17:14:18	INS-SR-B1F-05-17-000001
Inspections	RMCD - Inspection Department	Sample Requests Surety Requested	09-05-2017 17:01:47	INS-SR-B1F-05-17-000001
Resource Planning	Page 1 Of 1 Total 2 Item(s)			
Surety	Items per list 10			

Figure 1.5-2: Surety Requested- List Inbox

- Click the [Reference](#) number of the submitted Sample Request Form.

The **Sample Request Form** appears with *Surety Requested* status as shown in **Figure 1.5-3**.



SAMPLE REQUEST FORM

STATUS : SURETY REQUESTED

Sample Request No.

INS-SR-B1F-05-17-000001

Request Date/Time

09-05-2017 16:12:39

Request Source

Trader

BL / AWB / WB No

3434

Submitted Date/Time

09-05-2017 17:12:32

Completed Date/Time

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request

Sampling Remarks

Return for Correction Remarks

Importer/Organization name

PanOcean Shipping Co Ltd

Requestor Name

William S

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG		100.000000	70.000000

Page 1 Of 1 Total 1 Item(s)

Items per list 5


Submit Surety

Back

Figure 1.5-3: Sample Request Form-Surety Requested

Note:

- To submit Surety for the **Sample Request Form**, it is mandatory to create Surety Details.
- Trader or Forwarding Agent only can create the Surety Details.


Click  to view the Link Repository associated with **Sample Request Form**. These links are provided to view history, view reference details and surety details for the **Sample Request Form**. The available links are displayed in an expandable list as listed in **Figure 1.5-4**.

- View History.
- View Reference Details.
- Surety Details.




Figure 1.5-4: Sample Request Form-Link Repository

1.5.1 View History

In the **Sample Request Form**, click , and then click [View History](#). For more details, refer section **1.3.1.1. View History**.

1.5.2 View Reference Details

In the **Sample Request Form**, click , and then click [View Reference Details](#). For more details, refer section **1.3.1.2. View Reference Details**.

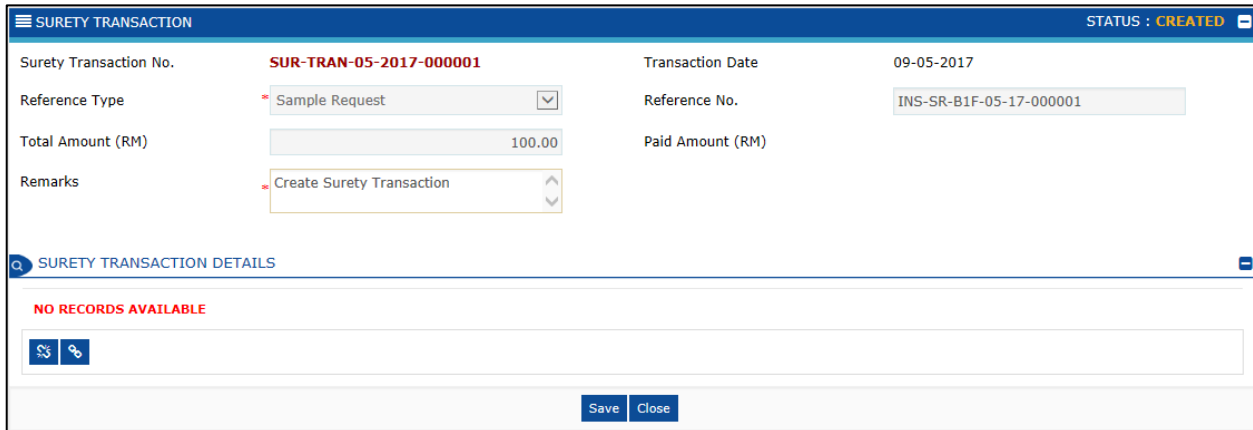
1.5.3 Associate Surety Details

Trader or Forwarding Agent can associate Surety Details for the Sample Request Form. To associate Surety:



1. In the **Sample Request Form**, click  and then click [Surety Details](#).

The **Surety Transaction** form appears with *Created* status and **Surety Transaction Details** section as shown below.



The screenshot shows the 'SURETY TRANSACTION' form with the status 'CREATED'. The form contains the following fields:

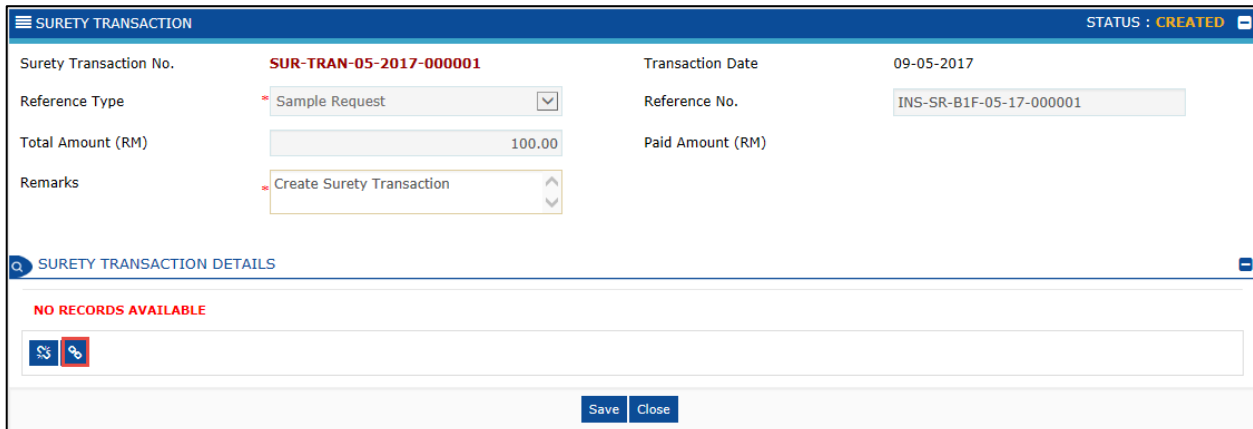
SURETY TRANSACTION		STATUS : CREATED	
Surety Transaction No.	SUR-TRAN-05-2017-000001	Transaction Date	09-05-2017
Reference Type	Sample Request	Reference No.	INS-SR-B1F-05-17-000001
Total Amount (RM)	100.00	Paid Amount (RM)	
Remarks	Create Surety Transaction		

Below the form is the 'SURETY TRANSACTION DETAILS' section, which currently displays 'NO RECORDS AVAILABLE'. At the bottom are 'Save' and 'Close' buttons.

Figure 1.5-5: Surety Transaction-Created

To Associate Surety Transaction Details:

1. In the **Surety Transaction Details** section, click  to associate the Surety as shown below.



This screenshot is identical to Figure 1.5-5, but the 'SURETY TRANSACTION DETAILS' section now includes a link icon (two interlocking rings) next to the 'NO RECORDS AVAILABLE' message, indicating the option to associate a surety.

Figure 1.5-6: Surety Transaction Details-Associate


The **Surety List** appears as shown in **Figure 1.5-7**.



Figure 1.5-7: Surety List

2. 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 field, and click **Search**.

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

3. 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 1.5-8: Surety Transaction Details- Associated

4. Enter the *Amount* for the **Surety Transaction Details** as shown below.

Note: Quantity should not be more than the *Available Quantity*.



No.	Surety Number	Balance Amount (RM)	Amount (RM)
1	SUR-LG-B1F-05-2017-000008	1,000,000,000,000.00	100.00

Figure 1.5-9: Surety Transaction Details-Save

- Click **Save** to save the **Surety Transaction Details**.

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

No.	Surety Number	Balance Amount (RM)	Amount (RM)
1	SUR-LG-B1F-05-2017-000008	1,000,000,000,000.00	100.00

Figure 1.5-10: Surety Transaction -Submit

- In the **Surety Transaction** form, click **Submit** to submit the **Surety Transaction** form.

The **Surety Transaction** form refreshes with *Submitted* status as shown in **Figure 1.5-11**.



SURETY TRANSACTION STATUS : **SUBMITTED**

Surety Transaction No. **SUR-TRAN-05-2017-000001** Transaction Date **09-05-2017**

Reference Type **Sample Request** Reference No. **INS-SR-B1F-05-17-000001**

Total Amount (RM) **100.00** Paid Amount (RM) **100.00**

Remarks **Create Surety Transaction**

SURETY TRANSACTION DETAILS

No.	Surety Number	Balance Amount (RM)	Amount (RM)
1	SUR-LG-B1F-05-2017-000008	999,999,999,999,900.00	100.00

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

Close

Figure 1.5-11: Surety Transaction Details-Submitted

7. Click **Close** to navigate back to the **Sample Request Form**.

To Submit Surety for the Sample Request Form:

1. In the **Sample Request Form**, click **Submit Surety** to submit the Surety Request Form as shown in **Figure 1.5-12**.



SAMPLE REQUEST FORM

STATUS : SURETY REQUESTED

Sample Request No.

INS-SR-B1F-05-17-000001

Request Date/Time

09-05-2017 16:12:39

Request Source

Trader

BL / AWB / WB No

3434

Submitted Date/Time

09-05-2017 17:12:32

Completed Date/Time

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request

Sampling Remarks

Return for Correction Remarks

Importer/Organization name

PanOcean Shipping Co Ltd

Requestor Name

William S

SAMPLE REQUEST DETAILS

	No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
<input type="checkbox"/>	1	8585.85	30.000000	BAG		100.000000	70.000000

<<

<

Page 1

Of 1 Total 1 Item(s)

>

>>

Items per list 5

Submit Surety

Back

Figure 1.5-12:Sample Request Form-Submit Surety

The **Sample Request Form** refreshes with *Surety Submitted* status as shown below in **Figure 1.5-13**.



SAMPLE REQUEST FORM STATUS : SURETY SUBMITTED

Sample Request No. **INS-SR-81F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No **3434**

Submitted Date/Time 09-05-2017 17:12:32 Completed Date/Time

Sample Condition **Draw Sample**

Sample Instructions
Create Sample Request

Sampling Remarks

Return for Correction Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG		100.000000	70.000000

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

Back

Figure 1.5-13: Sample Request Form- Surety Submitted

Note: Once the Surety is submitted, the **Sample Request Form** is sent to the Inspector Supervisor for assigning the SIAT Members, which includes OGA users.

2. Click **Back** to navigate back to the **Sample Request List**.

1.6 Register Sample Request

Trader can draw and register the Sample Request once it is assigned by the Inspector Supervisor. To Register the Sample Request:

1. In the **Inbox Notifications**, click **Assigned Sample Requests** message as shown in **Figure 1.6-1**.

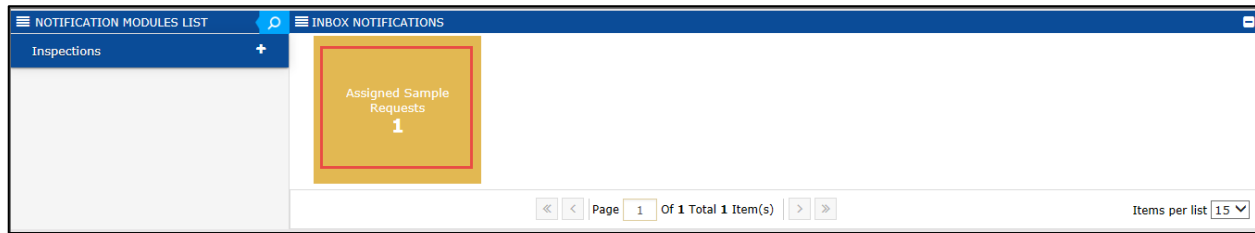


Figure 1.6-1: Assigned Sample Request- Inbox Notifications

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 **Sample Requests has been Assigned - List Inbox** appears with From, Subject, Requested Date and Reference columns as shown below.

From	Subject	Received Date	Reference
RMCD - Inspection Department	Sample request has been assigned	09-05-2017 17:55:49	INS-SR-B1F-05-17-000001

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

Figure 1.6-2: Sample Request Assigned- List Inbox

- Click the [Reference](#) number of the submitted Sample Request Form.

The **Sample Request Form** appears with *Assigned* status as shown in **Figure 1.6-3**.



SAMPLE REQUEST FORM

STATUS : ASSIGNED

Sample Request No.

INS-SR-B1F-05-17-000001

Request Date/Time

09-05-2017 16:12:39

Request Source

Trader

BL / AWB / WB No

3434

Assigned To

Inspector 1

Assigned Date/Time

09-05-2017 17:55:49

Submitted Date/Time

09-05-2017 17:12:32

Completed Date/Time

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request

Sampling Remarks

Return for Correction Remarks

Importer/Organization name

PanOcean Shipping Co Ltd

Requestor Name

William S

Sample is Big Size

☐

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG		100.000000	70.000000

Page 1 Of 1 Total 1 Item(s)

Items per list 5

Register

Back

Figure 1.6-3: Sample Request Form-Assigned

3. In the **Sample Request Form**, enter the *Sampling Remarks* and click **Register** to register the sample request form as shown in **Figure 1.6-4**.



SAMPLE REQUEST FORM

STATUS : ASSIGNED

Sample Request No.

INS-SR-B1F-05-17-000001

Request Date/Time

09-05-2017 16:12:39

Request Source

Trader

BL / AWB / WB No

3434

Assigned To

Inspector 1

Assigned Date/Time

09-05-2017 17:55:49

Submitted Date/Time

09-05-2017 17:12:32

Completed Date/Time

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request

Sampling Remarks

Assigned Sample Request

Return for Correction Remarks

Importer/Organization name

PanOcean Shipping Co Ltd

Requestor Name

William S

Sample is Big Size

☐

SAMPLE REQUEST DETAILS

	No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
<input type="checkbox"/>	1	8585.85	30.000000	BAG		100.000000	70.000000

<<

<

Page 1

Of 1 Total 1 Item(s)

>

>>

Items per list 5

Register

Back

Figure 1.6-4: Sample Request Form-Register

The **Sample Request Form** refreshes with *Registered* status as shown in **Figure 1.6-5**.



SAMPLE REQUEST FORM STATUS : REGISTERED

Sample Request No. **INS-SR-B1F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No **3434**

Assigned To **Inspector 1** Assigned Date/Time 09-05-2017 17:55:49

Submitted Date/Time 09-05-2017 17:12:32 Completed Date/Time

Sample Condition **Draw Sample**

Sample Instructions
Create Sample Request

Sampling Remarks
Assigned Sample Request

Return for Correction Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG		100.000000	70.000000

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

Back

Figure 1.6-5: Sample Request Form-Registered

1.7 Complete Sample Request

Trader can complete the Sample Request once it is registered. To Complete the Sample Request:

1. In the **Inbox Notifications**, click **Registered Sample Requests** message as shown in **Figure 1.7-1**.

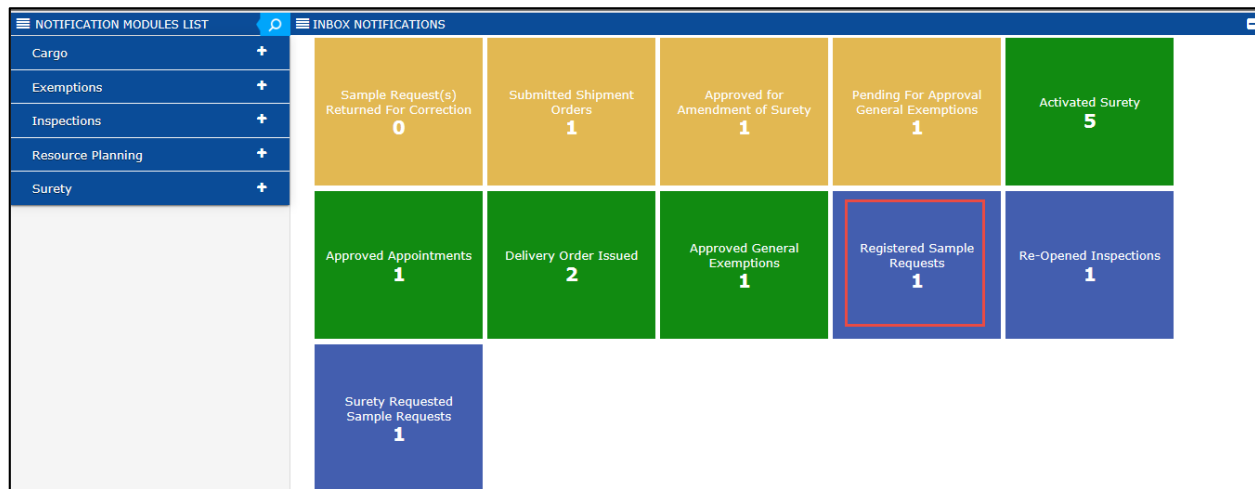


Figure 1.7-1: Registered Sample Request- Inbox Notifications

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 **Sample Requests has been Registered - List Inbox** appears with From, Subject, Requested Date and Reference columns as shown below.

From	Subject	Received Date	Reference
RMCD - Enforcement Unit	Sample request has been registered successfully	09-05-2017 18:22:32	INS-SR-B1F-05-17-000001

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

Figure 1.7-2: Registered Sample Request- List Inbox

- Click the [Reference](#) number of the submitted Sample Request Form.

The **Sample Request Form** appears with *Registered* status as shown in **Figure 1.7-3**.



SAMPLE REQUEST FORM

STATUS : REGISTERED

Sample Request No.

INS-SR-B1F-05-17-000001

Request Date/Time

09-05-2017 16:12:39

Request Source

Trader

BL / AWB / WB No

3434

Assigned To

Inspector 1

Assigned Date/Time

09-05-2017 17:55:49

Submitted Date/Time

09-05-2017 17:12:32

Completed Date/Time

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request

Sampling Remarks

Assigned Sample Request

Return for Correction Remarks

Importer/Organization name

PanOcean Shipping Co Ltd

Requestor Name

William S

Sample State

Returned

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30.000000	BAG		100.000000	70.000000

Page 1 Of 1 Total 1 Item(s)

Items per list 5

Complete

Back

Figure 1.7-3: Sample Request Form-Registered

3. In the **Sample Request Form**, select the *Sample State* as Returned from the drop-down list.
4. Click **Complete** to complete the Sample Request Form as shown in **Figure 1.7-4**.



SAMPLE REQUEST FORM

STATUS : REGISTERED

Sample Request No.

INS-SR-B1F-05-17-000001

Request Date/Time

09-05-2017 16:12:39

Request Source

Trader

BL / AWB / WB No

3434

Assigned To

Inspector 1

Assigned Date/Time

09-05-2017 17:55:49

Submitted Date/Time

09-05-2017 17:12:32

Completed Date/Time

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request

Sampling Remarks

Assigned Sample Request

Return for Correction Remarks

Importer/Organization name

PanOcean Shipping Co Ltd

Requestor Name

William S

Sample State

Returned

SAMPLE REQUEST DETAILS

	No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
<input type="checkbox"/>	1	8585.85	30.000000	BAG		100.000000	70.000000

<<

<

Page 1

Of 1 Total 1 Item(s)

>

>>

Items per list 5

Complete

Back

Figure 1.7-4: Sample Request Form-Complete

The **Sample Request Form** refreshes with *Completed* status as shown in **Figure 1.7-5**.



SAMPLE REQUEST FORM STATUS : **COMPLETED**

Sample Request No. **INS-SR-B1F-05-17-000001** Request Date/Time 09-05-2017 16:12:39

Request Source **Trader** BL / AWB / WB No **3434**

Assigned To **Inspector 1** Assigned Date/Time 09-05-2017 17:55:49

Submitted Date/Time 09-05-2017 17:12:32 Completed Date/Time 09-05-2017 18:34:50

Sample Condition **Draw Sample**

Sample Instructions
Create Sample Request

Sampling Remarks
Assigned Sample Request

Return for Correction Remarks

Importer/Organization name **PanOcean Shipping Co Ltd** Requestor Name **William S**

Sample State **Returned**

SAMPLE REQUEST DETAILS

No.	Item HS Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	8585.85	30	BAG		100.000000	70.000000

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

[Back](#)

Figure 1.7-5: Sample Request Form-Completed

1.8 Acknowledge Sample Request

Trader can acknowledge the Sample Request once the sample request is created by OGA or Classification or Valuation Officer users.

Note: Trader or the Forwarding Agent can acknowledge the sample request only when the sample is in *Completed* state.

To Acknowledge the Sample Request:

1. In the **Inbox Notifications**, click **Completed Sample Requests** message as shown in **Figure 1.8-1**.



NOTIFICATION MODULES LIST	INBOX NOTIFICATIONS				
ABT Payments	Completed Assessment Request(s) 191	Completed Permit Authorizations 20	Completed Sample Requests 19	COO Registration Approved 11	COO Registrations Approved by State 1
Assessments					
Cargo					
Compounds					
COO					
Declarations					
Drawback Refunds					
Enforcement					
Exemptions					
Free Zone					
Inspections					
License					
Payments					
PCA					
Permit					

Page 13 Of 16 Total 233 Item(s) Items per list 15

Figure 1.8-1: Completed Sample Request- 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 **Sample Requests has been Completed - List Inbox** appears with From, Subject, Requested Date and Reference columns as shown below.

NOTIFICATION MODULES LIST	INBOX			
ABT Payments	From	Subject	Received Date	Reference
Assessments	RMCD - Customs Department	Sample Request has been completed	08-02-2017 16:00:05	INS-SR-B10-06-16-000224
Cargo	RMCD - Assessment Department	Sample Request has been completed	01-08-2016 11:38:24	INS-SR-B1F-08-16-000261
Compounds	Ministry Of Sports - Ministry Of Sports	Sample Request has been completed	26-07-2016 18:01:03	INS-SR-B1F-07-16-000254
COO	RMCD - Customs Department	Sample Request has been completed	26-07-2016 17:57:19	INS-SR-B10-07-16-000252
Declarations	RMCD - Assessment Department	Sample Request has been completed	26-07-2016 17:09:40	INS-SR-B1F-07-16-000251
Drawback Refunds	RMCD - Customs Department	Sample Request has been completed	14-06-2016 14:35:17	INS-SR-B10-06-16-000224
Enforcement	RMCD - Assessment Department	Sample Request has been completed	14-06-2016 14:29:59	INS-SR-B1F-06-16-000222
Exemptions	RMCD - Assessment Department	Sample Request has been completed	10-06-2016 16:31:05	INS-SR-B1F-06-16-000216
Free Zone	RMCD - Assessment Department	Sample Request has been completed	22-04-2016 08:12:10	INS-SR-469-04-16-000201
Inspections	RMCD - Customs Department	Sample Request has been completed	21-04-2016 16:35:46	INS-SR-371-04-16-000199

Page 1 Of 2 Total 17 Item(s) Items per list 10

Figure 1.8-2: Sample Request Completed- List Inbox

- Click the [Reference](#) number of the submitted Sample Request Form.

The **Sample Request Form** appears with *Completed* status as shown in **Figure 1.8-3**.



SAMPLE REQUEST FORM STATUS : **COMPLETED**

Sample Request No. **INS-SR-B1F-02-17-000001** Request Date/Time 08-02-2017 12:56:36

Request Source Classification Officer Declaration No. * B1F-I-002715-07-2016

Assigned To Johan Assigned Date/Time 08-02-2017 16:00:05

Submitted Date/Time 26-07-2016 17:54:49 Completed Date/Time 08-02-2017 16:33:23

Sample Condition * Draw Sample

Sample Instructions Create Sample Request Form

Sampling Remarks Assigned Sample Request Form

Return for Correction Remarks

Importer/Organization name Falcon Group bhd Requestor Name William S

Sample State Returned

SAMPLE REQUEST DETAILS

No.	Item Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	0102.90	30	CANDELA		100.000000	70.000000

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

Acknowledge by Trader/ Agent **Back**

Figure 1.8-3: Sample Request Form-Acknowledge by Trader or Agent

3. In the **Sample Request Form**, click **Acknowledge by Trader/Agent** to acknowledge the Sample Request.

The **Sample Request Form** refreshes with *Acknowledged* status as shown in **Figure 1.8-4**.



SAMPLE REQUEST FORM

STATUS : ACKNOWLEDGED

Sample Request No.

INS-SR-B1F-02-17-000001

Request Date/Time

08-02-2017 12:56:36

Request Source

Classification Officer

Declaration No.

B1F-I-002715-07-2016

Assigned To

Johan

Assigned Date/Time

08-02-2017 16:00:05

Submitted Date/Time

26-07-2016 17:54:49

Completed Date/Time

08-02-2017 16:33:23

Sample Condition

Draw Sample

Sample Instructions

Create Sample Request Form

Sampling Remarks

Assigned Sample Request Form

Return for Correction Remarks

Importer/Organization name

Falcon Group bhd

Requestor Name

William S

Sample State

Returned

SAMPLE REQUEST DETAILS

No.	Item Code	Available Quantity	Quantity UOM	Net Weight	Gross Weight	Quantity
1	0102.90	30	CANDELA		100.000000	70.000000

Page 1 Of 1 Total 1 Item(s)

Items per list 5

Back

Figure 1.8-4: Sample Request Form-Acknowledged

1.9 Create Sample Request Delegation

Trader can delegate the Bill of Lading to the Forwarding Agent. Once the Bill of Lading is delegated, Forwarding Agent can initiate and complete the Sample Request. To Delegate Sample Request:

1. On the **Inspection** menu, click **Sample Request Delegation** submenu.

The **Sample Request Delegation List** appears as shown in **Figure 1.9-1**.



Figure 1.9-1: Sample Request Delegation List

2. In the **Sample Request Delegation List** form, click .

Bill of Lading Delegation form appears as shown below.

Figure 1.9-2: Bill of Lading Delegation – Create

3. Enter or select the fields as described in the following table.

No.	Field Name	Description
1.	<i>Status</i>	System auto-displays the status as <i>New</i> indicating the process has started.
2.	<i>Request No.</i>	System auto-generates the request number once the Bill of Lading Delegation is created.
3.	<i>Request Date</i>	System auto-displays the current date by default. Request Date refers to the date when the delegation is created.
4.	<i>Bill of Lading No.</i>	Enter and select the Bill of Lading number.
5.	<i>Consignee</i>	System auto-displays the consignee based on the login details.
6.	<i>Issued To</i>	Enter and select the name of the issued agent.
7.	<i>Remarks</i>	Enter the remarks if any.

Table 1.9-1: Bill of Lading Delegation

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

The **Bill of Lading Delegation** form refreshes with *Created* status as shown in **Figure 1.9-3**.



BILL OF LADING DELEGATION		STATUS : CREATED	
Request No.	SMP-DEL-A12-05-17-000001	Request date	09-05-2017
Bill of Lading No.	Rail001	Consignee	Falcon Group bhd
Issued To	AOGExpress Shd Bhd		
Remarks	Create Bill of Lading Delegation		
<div>Save Delegate Back</div>			

Figure 1.9-3: Bill of Lading Delegation - Created

- Click **Delegate** to delegate the Sample Request to the Forwarding Agent.

The **Bill of Lading Delegation** form refreshes with *Delegated* status as shown below.

BILL OF LADING DELEGATION		STATUS : DELEGATED	
Request No.	SMP-DEL-A12-05-17-000001	Request date	09-05-2017
Bill of Lading No.	Rail001	Consignee	Falcon Group bhd
Issued To	AOGExpress Shd Bhd		
Remarks	Create Bill of Lading Delegation		
<div>Back</div>			

Figure 1.9-4: Bill of Lading Delegation - Delegated

Note: Once the Bill of Lading is delegated, then the Forwarding Agent can initiate and complete the Sample Request.



B. Forwarding Agent

The features accessible to the Forwarding Agent are explained in the following sections.

1.10 Create Sample Request

For more details, refer section **1.3 Create Sample Request**.

1.11 Submit Sample Request

For more details, refer section **1.4 Submit Sample Request**.

1.12 Submit Surety for Sample Request

For more details, refer section **1.5 Submit Surety for Sample Request**.

1.13 Register Sample Request

For more details, refer section **1.6 Register Sample Request**.

1.14 Complete Sample Request

For more details, refer section **1.7 Complete Sample Request**.

1.15 Acknowledge Sample Request

For more details, refer section **1.8 Acknowledge Sample Request**.

1.16 Module Summary

This document provides detailed description of all the features of Inspection. Following is a summary of the activities detailed in this chapter:

Trader

- Create Sample Request.



- Associate or Disassociate Sample Request Details.
 - View History.
 - View Reference Details.
- Submit Sample Request.
- Submit Surety for the Sample Request.
 - View History.
 - View Reference Details.
 - Associate Surety Details.
- Register the Sample Request.
- Complete the Sample Request.
- Acknowledge the Sample Request.
- Create Sample Request Delegation.

Forwarding Agent

- Create Sample Request.
- Submit Sample Request.
- Submit Surety for the Sample Request.
- Register the Sample Request.
- Complete the Sample Request.
- Acknowledge the Sample Request.



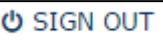
QUICK REFERENCE

uCustoms Window

The screenshot shows the uCustoms interface. At the top, there's a header with the Royal Malaysian Customs Department logo and name. Below it is a navigation menu with various modules like REGISTRATION, BROKER AFFAIRS, CARGO, DECLARATION PROCESSING, INSPECTION, ASSESSMENTS, RELEASE, ENFORCEMENT, RESOURCE PLANNING, and PAYMENTS. The 'INSPECTION' module is highlighted. On the right, there's a user profile section showing 'Login Id : falcon@fg.com.my' and 'User profile : Trader (Importer/Exporter)'. A red arrow points to the 'Modules' link in the top right. Another red arrow points to the 'INBOX NOTIFICATIONS' section, which shows a message group with the subject 'Bills Generated' and a count of '1'. A third red arrow points to the 'Message Group with Message' text below the count. At the bottom, there's a pagination bar showing 'Page 1 Of 1 Total 1 Item(s)' and 'Items per list 15'.

The Fundamentals

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


To Sign Out: Click  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 make the required changes to the *Default Port, Default Customs Station and 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 Inspection module:

1. Trader
 - Create Sample Request.
 - Associate or Disassociate Sample Request Details.
 - View History.
 - View Reference Details.
 - Submit Sample Request.
 - Submit Surety for the Sample Request.
 - View History.
 - View Reference Details.




- Associate Surety Details.
 - Register the Sample Request.
 - Complete the Sample Request.
 - Acknowledge the Sample Request.
 - Create Sample Request Delegation.
2. Forwarding Agent
- Create Sample Request.
 - Submit Sample Request.
 - Submit Surety for the Sample Request.
 - Register the Sample Request.
 - Complete the Sample Request.
 - Acknowledge the Sample Request.

Functions

How to Open Inspection Page?

Login to uCustoms site, and click **Inspection** menu → **Sample Request** submenu.

How to Create Sample Request?

On the **Inspection** menu → click **Sample Request** sub menu → click  → Enter all the mandatory fields in **Sample Request Form** → click **Create**.

Sample Request Form status changes from *New* to *Created*.

How to Submit Sample Request?

Once all the details are entered in **Sample Request Form** → click **Submit**.

How to Submit Surety for the Sample Request?

In the **Inbox Notifications** → click **Surety Request Sample Request** message → click the [Reference](#) number → Associate the **Surety Details** → click **Submit Surety**.

How to Register Sample Request?

In the **Inbox Notifications** → click **Assigned Sample Request** message → click the [Reference](#) number → Enter the **Sampling Remarks** → click **Register**.

Sample Request Form status changes from *Assigned* to *Registered*.

How to Complete Sample Request?

In the **Inbox Notifications** → click **Registered Sample Request** message → click the [Reference](#) number → Select the *Sample State* from the drop-down list → click **Complete**.

Sample Request Form status changes from *Registered* to *Completed*.

How to Acknowledge the Sample Request?

In the **Inbox Notifications** → click **Completed Sample Request** message → click the [Reference](#) number → click **Acknowledge by Trader/Agent**.

Sample Request Form status changes from *Registered* to *Completed*.



How to Create Sample Request Delegation?

On **Inspection** menu → click **Sample Request Delegation** submenu → Click  to create Sample Request Delegation → Enter the mandatory fields in **Sample Request Delegation** form → Click **Delegate**.

Bill of Lading Delegation form status changes from *New* to *Delegated*.



GLOSSARY

Examination of Goods – The process performed by Customs regarding Physical Inspection of goods which are based on the nature, origin, condition, quantity and value of the goods in accordance with the particulars.

Inspection Request – A new inspection request is created based on the details related to Customs Declaration Number, Manifest or House Bill details and others.



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