



DIRECTOR GENERAL'S

OPENING MESSAGE

The final curtain has finally descent. It has come to my final term and I have been blessed to be given a chance to witness the initial bit of uCustoms system; Registration and Broker Affairs modules launched on the 17th March 2017.

The launching event was very momentous and precious to me as uCustoms has been closed to my heart for the past years since the project took off on the 23rd October 2013. Even though there is still a long way to reach the finishing line; part of this chapter realized had at least given the opportunity to convince everyone its existence especially the trade communities. The state of Selangor will witness for the first time the registration exercise that will take place in Westport from 20th March 2017 onwards.

I, hereby would request the new Director General of Customs and his management to endure their full support to make the project a major success to enhance the trade facilitation in the country as an integral part of customs modernization initiative coined by the World Customs Organization (WCO) many years ago.

I would like to take the opportunity to convey my gratitude and my sincere applaud to every member involved for their tireless and yet consistent effort making sure of its success. May Allah bless you and your family for the effort.

Lastly, I would like to express my heartfelt appreciation to the uCustoms project team, vendor, Project Management office, state champions and representatives of Cross Border Regulatory Agencies (CBRA) who have been collaborating thus far and persistently sustaining its perseverance momentum. It is these unbroken perseverance will bring such challenging project to the next level.

My final thanks once again.

YOURS SINCERELY,

DATO' SRI KHAZALI BIN HJ AHMAD

DIRECTOR GENERAL OF CUSTOMS MALAYSIA

20th March 2017

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COMING SOON

Advisor : Dato' Mohd Nor bin Hassan & Tn. Hj Ismail bin Rahman
Chairman : Tn. Mohammad Haizam bin Hashim, Tn. Aidid bin Tajuddin
Members : Tn. Mohammad Razif bin Yahya, Pn. Rabiatal Adawiah binti Hasyim, Pn. Malar A/P Supermaniam, Tn. Muhammad Ellias B Ibrahim

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Please feel free to also contact the uCustomschampions in your state or HQ for further details.



www.facebook.com/UcustomsRMCD

UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



26th January 2017

World Customs Day celebration at AKMAL, Malacca.

uCustoms Booth on Registration Demonstration and competition.



The Change Management Team who made it happened!

Top scorer : Puan Nur Adzuha who managed end-to-end registration competition in the fastest time record of 9 minutes and 30 seconds.



03th February 2017

uCustoms Systems Familiarisation session to the uCustoms Selangor State Champions.



Tuan Mohammad Haizam Hashim guiding the participants during the familiarization session.

UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



14th - 17th February

uCustoms Systems Familiarisation session to AKMAL
uCustoms course.



Surprise visits by AKMAL Director,
Dato' Azimah Binti Abdul Hamid during the system
familiarization session at AKMAL, Malacca.
Tuan Mohammad Haizam bin Hashim briefed
Dato' Azimah on the familiarization session.

Participants assist their peers during the hands on
exercise.



Participant concentrates on the hands-on exercise.

UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



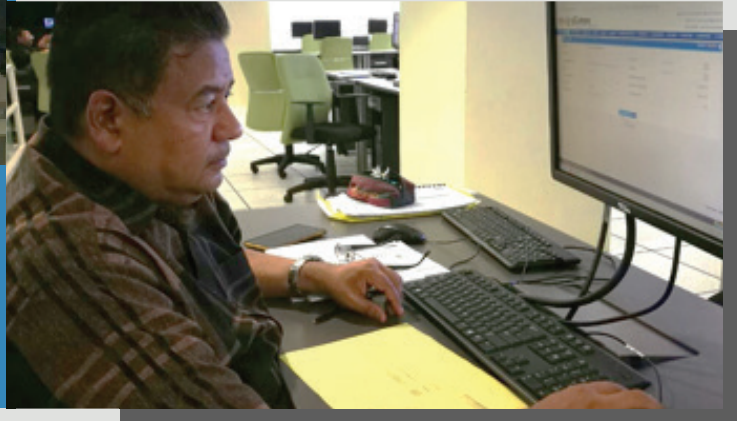
21st February 2017

uCustoms Systems Familiarisation session to the RMCD champions Testers commenced.



Selected testers being briefed on the Familiarisation session on uCustoms at MKN, Cyberjaya.

Tuan Bhaskaran A/L Vythilingam Pillai focusing on the Hands-on exercise on end-to-end system familiarization session.



03th February 2017

Engagement and Briefing to Selangor Customs State Director on go live Preparation.



Tuan Mohammad Razif Yahya from Change Management Briefing to Customs State Director, Selangor Dato' Sarip Bin Ismail.

Light moment with the Customs State Director, Selangor Dato' Sarip Bin Ismail with the State Champions.



UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



28th February 2017

Registration and Broker Affairs Provisional Acceptance Test Regression.



Registration and Broker Affairs Provisional Acceptance Test Regression successfully held in Langkawi.



6th-10th March 2017

Workshop and discussion on Standard Operating Procedure with RMCD Officers and External Stakeholders at AKMAL, Langkawi.

Briefing session in progress with various stakeholders.



UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



7th March 2017 - 24th March 2017

User Acceptance Test End-to-end Scenario.



Dato Mohd Nor Bin Hassan giving a brief explanation on end to end export scenario to the Director General.

Dato' Sri Khazali bin Hj Ahmad observing the tester team performing the UAT end to end.



7th March 2017

uCustoms Social media Launching(Twitter, Instagram & Facebook Page).



Tuan Mohammad Haizam bin Hashim to be the first follower on uCustoms twitter.

UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



14th February 2017

Second Finance Minister: Y.B Datuk Seri Johari bin Abdul Ghani
Site visits to uCustoms Office for updates with end-to-end system demonstration on uCustoms System.



Y.B Datuk Seri Johari bin Abdul Ghani observing the uCustoms system with Secretary General of Treasury; Tan Sri Dr Mohd Irwan Serigar Abdullah and RMCD Director General; Dato' Sri Khazali bin Hj Ahmad.

Y.B Datuk Seri Johari bin Abdul Ghani witnessing the demonstration of the uCustoms system with Secretary General of Treasury; Tan Sri Dr Mohd Irwan Serigar Abdullah and RMCD Director General; Dato' Sri Khazali bin Hj Ahmad.



Michael briefing on the Vessel targeting system surveillance system as part of the uCustoms system to Y.B Datuk Seri Johari bin Abdul Ghani and his entourage.

UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



14th March 2017

Briefing and Dialogue session with stakeholders impacted by the Registration exercise in Westport, Port Klang, Selangor.



Tuan Mohammad Haizam Mohammad Hashim, Change Management Lead briefing the stakeholders followed by the end-to-end uCustoms system demonstration.



17th March 2017

Soft Launched of Registration and Broker Affairs by Dato' Sri Khazali bin Hj Ahmad.

The uCustoms registration soft launch by the honorable Director General Dato' Sri Khazali bin Hj Ahmad on the 17th March 2017 at MKN Office, Cyberjaya.



A small token of appreciation to the strong supporting pillar of uCustoms project success; the Director General Dato' Sri Khazali bin Hj Ahmad by Dato' Mohd Nor bin Hassan, the Project Director uCustoms during the launching.

UCUSTOMS PROJECT **UPDATES & HAPPENINGS**



17th March 2017

Soft Launched of Registration and Broker Affairs by
Dato' Sri Khazali bin Hj Ahmad.



Director General Dato' Sri Khazali bin Hj Ahmad observing Traders Registrations exercise in MKN Office, Cyberjaya looking on was Dato' Zulkifli bin Yahya.

Final shot before departing the launching event with
Dato' Sri Khazali bin Hj Ahmad with uCustoms
Project team.



20th March 2017

Registrations of Companies and Agents at Westport Office,
Port Klang, Selangor.



Registration in progress at Westport, Port Klang with
companies of the forwarding and shipping agents.

Tuan Mohammad Haizam Hashim, Change Management
Lead giving his personal touch to the registrants.



GRIPS REUNION: SEMINAR ON CUSTOMS MODERNIZATION FOR GRIPS STUDENTS



Tn. Mohammad Haizam Bin Hashim.
Change Management Lead, uCustoms

Participating Countries:

*Cambodia, Guinea, India, Kyrgystan, Malaysia,
Mongolia, Pakistan, Samoa and Sri Lanka.*

the trading landscape globally.

Representing Malaysia, I have shared my career path experiences in compliance improvement towards full filling the action plans in **SAFE Framework of Standards (SAFE FoS)** during my tenure in International Affairs Section of Royal Malaysia Customs Department (RMCD). This was followed by my involvement in studying, analysing and developing the customs new process improvement in **Business Process Reengineering (BPR) sector**. I was further engaged as team lead executing the full cycle of the change management process relating to the people, process and technology in the uCustoms megaproject. While the other honorable colleagues have highlighted their respective initiatives in **AEO, trade facilitation, simplified customs related procedure, human resource development and risk management sectors**. All had reflected that changes are inevitably taking place for the better future undertaking. The experience and best practices exchange session had allowed us to visualise on how to pursue the Customs Modernization Initiatives further.

It was a splendid week of quality time spent together after more than 10 years since we departed! Recalling back the great moments in Tokyo once again; struggling to pace the hectic schedules, learned and assisted one another to achieve our mission. The ultimate most rewarding result was to enable the team to excel in life together as one single customs family across the globe.

The reunion that was merely intended to be a customs sharing experience graduating from GRIPS, Tokyo had turned out to be an overwhelming beneficial meet for both participants and the host, Japan Customs. It was undeniable that all of us have contributed in our own unique and innovative ways in realizing our organisation vision and mission that are in tandem with the world customs modernization initiatives.

The seminar started with the participants presenting their respective country report. In summary, there are significant evolving changes all the time over the way customs deal with

The remaining days has been extremely accomplishing through a series of site visits such as the **Customs Training Center, Customs Central Lab, Tokyo Customs, Oi Customs, SANKYU and GRIPS**. One of the most astonishing moment with **Mr. Shiraishi Takashi**; the President of GRIPS that was worth mentioning. He had posed a question wanting to know how this Public Finance Programme had contributed upon oneself improvement and the organisation. Majority had found the programme to be very helpful in relation with what everyone had gone through in a decade with the current changes that were taking place. In the same occasion, we had the golden



Delegates at the Japan Customs Headquarters at Kagumigesaki, Tokyo

opportunity networking with the current GRIPS batch 2016/2017 students. The experience sharing sessions would allow them to project what can be done 10 years ahead of time enabling them to visualise what they are and will be experiencing in future.

Finally in short, the reunion event hosted by **JAPAN CUSTOMS** was indeed a huge **SUCCESS**. **GRIPS Masters in Public Finance Programme** which is coined based on collaboration between **WCO, Japan Customs (via Japan Customs Cooperation Fund) and GRIPS, Tokyo** have inevitably proved to be one of the most important Capacity Building Initiative ever introduced by WCO to help Customs Administration all over the world to be well equipped with knowledge, network, experience and skillsets crafted to realize the **Customs Modernization Initiative**. With this tools, the **ALUMNI of GRIPS** are able to further contribute to their organization to instigate towards better future for their country and the organization. Personally, I have constantly pitching this programme to the Royal Malaysian Customs Department (RMCD) new officers as it will definitely benefits from the knowledge gained and networking channels established. I do personally hope that this programme will be expanded to all 180 WCO member countries. This will allow a solid networking to take WCO into the next level as a recognized organization in making a better place to trade with guarded security worldwide.

Domo Arigato Gozaimasu to GRIPS, to WCO and to Japan Customs.

Congratulation to all for the effort which has finally bear its fruit now.

Sincerely yours,

Mohammad Haizam Hashim
Change Management Team Lead
Royal Malaysian Customs Department
MALAYSIA

COMING SOON

MAY

- Nationwide uCustoms Registration
- Briefing to State Champions on Go-Live Preparation
- End-to-end uCustoms* training

JUNE

- End-to-end uCustoms simulation*
- Provisional Acceptance Test for End-to-end uCustoms*

JULY

- Preparation of end-to-end uCustoms* Pilot in Westport, Port Klang.

*Under controlled environment

*Upon invited stakeholders only