



Export and Import Procedures Guide in Malaysia

(Revised Edition - 2022)

A Practical Toolkit



EXPORT & IMPORT PROCEDURES

GUIDE IN MALAYSIA

(Revised edition – 2022)

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2. Introduction

2.1 Acronyms

ACCCIM	Associated Chinese Chamber of Commerce and Industry Malaysia
AEC	ASEAN Economic Community
AEO	Authorised Economic Operator
AFTA	ASEAN Free Trade Agreement
APEC	Asia-Pacific Economic Cooperation
ASEAN	Association of Southeast Asian Nations
ASW	ASEAN Single Window
ATIGA	ASEAN Trade in Goods Agreement
ATA	Air Transport Association of America (now renamed as A4A)
AWB	Air Waybill
B/L	Bill of Lading
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora
CPC	Container Packing Certificate
COO	Certificate of Origin
DOA	Department of Agriculture
DOE	Department of Environment
EU	European Union
(e)PCO	(Electronic) Preferential Certificate of Origin
FDI	Foreign Direct Investment
FMM	Federation of Malaysian Manufacturers
HBL	House Bill of Lading
HABW	House Air Waybill
IATA	International Air Transport Association
ICC	International Chamber of Commerce
ICAO	International Civil Aviation Organisation
ICT	Information and Communications Technology
ILO	International Labour Organization

ISO	International Standard Organisation
INCOTERMS	International Commercial Terms (issued by ICC)
MATRADE	Malaysia External Trade Development Corporation
MERSOCUR	Mercado Común del Sur (Spanish for Southern Common Market)
MICCI	Malaysian International Chamber of Commerce and Industry
MOA	Ministry of Agriculture & Agro-based Industry
MOF	Ministry of Finance
MOT	Ministry of Transport Malaysia
MFN	Most Favoured Nations
MITI	Ministry of International Trade and Industry Malaysia
NSW	National Single Window
OECD	Organisation for Economic Cooperation and Development
PKA	Port Klang Authority
PKFZ	Port Klang Free Zone
SME	Small and Medium Enterprise
SPS	Sanitary and Phyto-sanitary (certificate)
WCO	World Customs Organization
WTO	World Trade Organization

2.2 Objective

The purpose of this guide is to provide those who are involved in international trade or wish to venture into international trade with the essential and relevant information to help them understand it and engage in it effectively. Various committees dealing with trade facilitation are aware that information related to international trade is often found scattered in various documents of different ministries, departments, institutions and agencies and is unknown to those who anxiously search for it. Therefore, obtaining the necessary information is often time-consuming and requires a lot of effort. This guide attempts to gather the relevant trade information and collate it in a way that is accessible in a convenient and inexpensive toolkit. We hope this guide will assist those involved in international trade and also enable more new entrepreneurs to engage effectively in this important sector of the economy.

2.3 Who should use this guide?

This guide is primarily intended for people who want to start international trading for the first time. It is believed that this user group has very little knowledge of the various processes involved in international trade. Therefore, the guide is both simple and practical, showing procedural steps involved in each and every transaction to export or import their goods. In addition, the guide contains definitions of international shipping, trade terms and multimodal transport terms that are commonly used in day-to-day business communications and that users need to be familiar with. It also includes information on the key players in the international supply chain that users may inevitably need to interact with in the course of their business transactions.

Although this guide is intended for all users in Malaysia, the procedures described here are primarily based on using Port Klang. It should be noted that Ministry of International Trade and Industry (MITI) has adopted procedures practiced in Port Klang as “Best Practices” that can be implemented in all other ports in Malaysia. Therefore, the procedures described here can be viewed as best practices to help the reader better understand the Export and Import Procedures in other ports in addition to Port Klang.

Disclaimer Statement

This Guidebook should be used only as a guide and in no way should be used as a substitute for any legal or regulatory advice. It is recommended that for clarification of any detailed information, users should contact with the relevant authority or organization involved in functions, processes or transactions of interest. It should be noted that the information contained in this Guidebook were obtained during the period of writing. Functions, systems, processes and procedures are dynamic and subject to changes from time to time, in order to align the with new policies, strategies and practices of the day. While the Guidebook may be revised periodically, the information contained herein may change before any updates can take place and it will be necessary to confirm the information herein stated with the relevant authority or organization, especially if the version being used has not been updated for some time. While every effort has been made to verify the accuracy of the information at the time of writing, the authors bear no legal responsibility or otherwise for the accuracy or content, as information are dynamic and subject to change from time to time.

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3. Overview

3.1 International Trade Laws

International Trade Laws comprise the relevant rules and practises that govern trade between countries. Today, most governments have become part of the world trade as members of the World Trade Organization (WTO). To avoid confusion, International Trade Laws should be clearly distinguished from the broader body of international economic laws, which includes not only WTO laws, but also laws on the international monetary system and international regulation, and international development laws.

The rulebook governing cross-border trade in the 21st century derives from medieval commercial laws known as *lex mercatoria* or *lex maritima*, which translate to “law for merchants on land” and “laws for merchants on sea”. Modern trade laws (which go beyond bilateral treaties) began after the World War II with the negotiation of a multilateral agreement on trade in goods, the General Agreement on Tariffs and Trade (commonly known as GATT).

International Trade Laws are based on theories of economic liberalism developed in Europe and later in the United States from the 18th century onwards.

International Trade Laws are a collection of legal rules of “international legislation” and new *lex mercatoria* that govern relations in international trade. “International legislation” means the international treaties and acts of international inter-governmental organisations that govern relations in international trade. In 1995, the World Trade Organization (WTO), a formal international organisation to regulate international trade, was established. It is the most important development in the history of international trade law.

WTO is the only international organisation dealing with the global trade rules between trading nations. Its main function is to ensure that trade flows are as smooth, predictable and unhindered as possible. The purpose and its structure are governed by the Agreement Establishing the World Trade Organisation, commonly known as the “Marrakesh Agreement”.

Scope of WTO

- a. provide framework for administration and implementation of agreements;
- b. forum for further negotiations;
- c. trade policy review mechanism;
- d. promote greater coherence among members' economics policies.

Principles of WTO

- a. principle of non-discrimination (most favoured nation treatment and the national treatment obligation);
- b. market access (removal of tariff and non-tariff barriers);
- c. balancing trade liberalization and other social interests;
- d. harmonization of national regulation (TRIPS agreement)

The WTO agreements cover goods, services and intellectual property. They spell out the principles of liberalization and the permitted exemptions. They include individual country's commitments to lowering their customs tariffs and other trade barriers, and to open and keep services markets open. They set procedures for settling of disputes. They prescribe special treatments for developing countries. They require governments to make their trade policies transparent by notifying the WTO about current laws in force and measures adopted, and through regular publication of reports by the secretariat on respective countries' trade policies.

The basic structure of the WTO agreements provides the framework comprising of six main parts fit together: (i) the umbrella WTO agreement, (ii) agreements for each of the broad areas of trade that the WTO covers (namely, goods, services & intellectual property), dispute settlement and reviews of government trade policies.

Additional agreements

Another group of agreements not included in the main context is also important, namely the two "plurilateral" agreements which are not signed by all members - in civil aircraft and government procurement.

Further additional changes

These agreements under the WTO are not static, which means that they can be renegotiated from time to time and new agreements can be added to the original package. Many new agreements are now being negotiated under the Doha development agenda, launched by WTO in Doha, Qatar, in November 2001.

3.2 International Trade Terms

The following trade terms are essentially factual but not complete in its full context. For terminology which is not fully understood or cannot be found in this section, we would suggest you to refer your query to your freight forwarder or export adviser. Alternatively, you may want to consult the enquiry desk of MATRADE (Malaysia External Trade Development Corporation).

Ad Valorem	Latin word meaning "according to value". Customs duties and taxes are calculated on the basis of value. In other words, ad valorem duty is calculated according to value or as a percentage of the value of the goods.
Advising Bank	A bank which notifies or advises the exporter that credit has been opened in favour of the exporter. The advising bank, usually located in the exporter's country, informs the exporter of the terms of the letter of credit without itself incurring a payment obligation. See also "Documentary Credit".
Agent	A person or entity authorised to transact business for and on behalf of another person or entity. Various terms are used, such as broker, commission agent, commercial agent, manufacturer's agent, buyer's agent, but in essence they acted in the same capacity, i.e. they acted for and on behalf of another party.
All Risk Insurance	A type of insurance cover that excludes only those risks that are explicitly listed in the contract. Otherwise, it means that any risk that

All Risk Insurance	is not expressly omitted is automatically covered. In short, it is the most comprehensive form of cover for loss of or damage to goods in transit. It should be noted that cover for war, strikes, riots and civil commotion (W&SRCC) is always excluded in all forms of cover unless it is separately and expressly covered. This term is now being phased out and the new term "Institute Cargo Clause (All Risks)" will be used instead.
Anti-Dumping Duty	An anti-dumping duty is a duty imposed on foreign-made imports that are priced below the fair market value of similar goods in the domestic market. The government imposes an anti-dumping duty on foreign imports if it believes that the goods are being "dumped" in the domestic market – by the low prices. Anti-dumping duties are imposed to protect local businesses and markets from unfair competition from foreign imports.
Arbitration	A dispute resolution process in which a neutral third party (arbitrator) makes a decision after a hearing at which both parties have the opportunity to be heard. Arbitration can be voluntary or set out in writing in a contract. The advantages of arbitration over litigation are neutrality, confidentiality, lower costs, faster procedures and the expertise of the arbitrator in certain areas. At the international level, the main arbitral institution is the International Chamber of Commerce; other arbitral institutions include the London Court of International Arbitration. Malaysia has one arbitration centre - the Kuala Lumpur Regional Centre for Arbitration.
Assignment	A term usually used in connection with a transport document, more often in connection with the bill of lading. It is the transfer of

	rights, claims and interests in the assignment of goods by the endorsement on the bill of lading or other transport document.
ATA Carnet	Admission Temporaire / Temporary Admission'. An international customs document for the temporary duty-free entry of goods into a country for exhibition, demonstration or similar purposes. ATA Carnets are issued by national chambers of commerce, which guarantee payment of duties to local customs authorities if the admitted goods are not re-exported.
Authorised Economic Operator (AEO)	Defined by WCO, AEO is a party involved in the international movement of goods in whatever function that has been approved by or on behalf of a national Customs administration as complying with WCO or equivalent supply chain security standards. Economic operators can join the AEO scheme include manufacturers, importers, exporters, brokers, carriers, consolidators, intermediaries, ports, airports, terminal operators, integrated operators, warehouses and distributors.
Bill of Exchange	A negotiable instrument which is an unconditional demand for payment. Together with the B/L, it forms the basis for documentary collection procedures and can be used with the exporter's commercial invoice to demand payment for goods from the importer. The definition from the Bills of Exchange Act is: "An unconditional order in writing addressed by one person to another and signed by the person issuing it, requiring the person to whom it is addressed to pay a specified sum of money to a specified person or bearer on demand or at a specified or determinable future date". A bill of exchange is signed by a drawer and addressed to a drawee, who becomes the acceptor by writing his name on the face of the bill. The person to whom the bill is payable is called the payee.

Bond	A commitment, usually in legal form, made by a person or company to the authorities (usually the customs authority) to carry out their business transactions or actions in accordance with laws, regulations or conditions. Sometimes also referred to as a customs bond.
Bonded Goods	Imported goods stored in a bonded warehouse, usually after the owners of the goods have not yet found a buyer for the goods and would withdraw the goods after finding a buyer or re-exporting them to another country. Should the goods be sold to a domestic buyer, the owner of the goods would pay the relevant duties/taxes unless the buyer has already obtained an exemption from the customs authority.
CAD (Cash against Document)	A payment on sight of the documents presented. When a certain invoice amount is payable on sight by the buyer/importer on presentation of the relevant commercial documents (e.g. bill of lading, proof of insurance, etc.).
Carriage Paid To (CPT)	See Incoterms
Carriage and Insurance Paid To... (CIP)	See Incoterms
CBD (Cash before delivery)	A payment before a delivery is made. Similar to COD, with the difference that delivery usually takes place only after payment has been received.
Certificate of Health	A health certificate or certificate of health may be required by an overseas buyer or by the authorities in the buyer's country. As a general rule, an official health certificate issued by the health authority of the exporting country states that the animal exported from the country is healthy and free from signs of infectious or contagious diseases and from signs of internal

Certificate of Health	and/or external parasites and meets the specific requirements laid down in the regulations of the exporting country.
Certificate of Insurance	A document issued by an insurance company to the exporter (or forwarder) to prove that insurance has been taken out against loss or damage to the goods being exported. A "Certificate of Insurance" is not legally valid and banks usually insist on the presentation of the insurance policy, which in this case is a legally valid document.
Certificate of Origin	A document issued by a competent authority certifying the country in which the product was manufactured. A certificate of origin is sometimes required by the authorities of the importing country to prove that the goods originate from a particular country. This may be necessary for an importer to claim preferential import duties. In this case, it is called a "Preferential Certificate of Origin (PCO)". A competent authority may be the national chamber of commerce or the Ministry of Trade and Industry. In Malaysia, the PCO is issued by the Ministry of International Trade and Industry, while the normal Certificate of Origin (CO) is issued by the respective chambers of commerce (such as ACCCIM, MICCI or FMM).
CBD (Cash before delivery)	A document issued by the shipper/supplier/intermediary to certify the condition of the goods prior to delivery or shipment and to confirm to the consignee/receiver/other intermediaries (e.g. bank or customs) that the agreed conditions have been met. Can be used by different parties in different situations, e.g. to certify different parts of a journey covered by a through B/L, to certify cargo shipped for storage at an intermediate location/warehouse, etc.

CKD (Completely Knocked Down)	Various parts and components are delivered to a factory in unassembled form where the process of assembling in final product is being carried out.
Clearance for Home Use	Goods are imported when the customs authorities authorise their release for free circulation in a country, provided that all regulations are complied with and all duties and taxes are paid.
COD (Cash on Delivery)	A payment for the goods at the place of delivery. If goods of small value are sent by post/courier and are only released after payment of the invoice plus any COD charges.
Consular Invoice	An invoice for a consignment of goods certified (legalised) by the consul of the country for which the goods are destined. The invoice is used by the country's customs officials to verify the value, quantity and nature of the imported goods for the calculation of import duties. In addition, the consul may also verify the export price to ensure that there is no dumping.
Commercial Invoice	A document containing the commercial transaction between a seller (exporter) and a buyer (importer). It contains information such as a complete listing and description of the goods, including prices, discounts and quantities, as well as delivery and payment terms. A commercial invoice is usually used by customs to determine the actual value of the goods for the assessment of duties and must therefore comply with the regulations of the importing country. For more information, See 3.2 International Shipping Conditions.
Confirming Bank	In letter of credit transactions, the bank adds its own irrevocable payment obligation in addition to the obligation assumed by the issuing bank. The confirming bank is normally located in the exporter's country. See also Documentary Credit

Common External Tariff (CET or CXT)	A common customs tariff applied uniformly by a common market or customs union (e.g. EU, Mercosur) to imports from countries outside the group or union. The aim is to prevent re-exportation from one member country to another, thus unifying the tariff.
Cost and Freight (CFR or C&F)	See Incoterms
Cost, Insurance and Freight (CIF)	See Incoterms
CMR Note	A waybill containing a set of standard transport and liability conditions as provided for in the CMR agreement. Unlike the B/L, a CMR consignment note is not proof of ownership, but merely a receipt for the receipt of goods by the road carrier and a contract of carriage between the carrier and the trader.
CMR Convention	Abbreviation for "Convention relative au contrat de transport international de marchandises par route" (in French), which translates as "Convention on the Contract for the International Carriage of Goods by Road". The CMR Convention is an international convention signed on 19 May 1956. It refers to various legal issues related to the transport of goods by road.
Cover Note	A simplified document, usually issued by an insurance agent or broker on behalf of the exporter, confirming the status of insurance cover for the goods specified therein.
Copyright	An exclusive right granted by an authority to the creator of literary or artistic works such as books, articles, drawings, diagrams, musical lyrics, recordings, films and computer programmes for a specified period of time

CIM Convention	Abbreviation for "Convention Internationale concernant le transport des Marchandises par chemin de fer" (in French), which translates as "International Convention concerning the Carriage of Goods by Rail". This Convention was developed as Appendix B to the later COTIF Convention.
CRN (Customs Registered Number)	A unique identification code that identifies an exporter or importer who is entitled to benefit from certain customs procedures.
CCT (Common Customs Tariff) (used in EU)	The uniform application of the Common Customs Tariff (CCT) is essential for the European Community. Without uniform application of the CCT, Member States would apply different customs duties to the same type of goods, which would result in goods from third countries being imported via the Member State with the lowest or no customs duty and then benefiting from the principle of free movement of goods in the common market.
CT (Customs transit) (used in EU)	Customs transit is a customs procedure to facilitate the movement of goods between two points in a customs territory, through another customs territory or between two or more different customs territories. It allows the temporary suspension of duties, taxes and commercial policy measures applicable on importation, so that customs clearance formalities can be completed at the point of destination rather than at the point of entry into the customs territory
Currency fluctuations (Changes in the value of one currency against another)	An exporter can protect himself from losses due to fluctuating currencies during the term of the purchase contract by entering into a forward exchange contract with a bank. After the exporter submits an invoice in a foreign currency to a buyer to be settled on an agreed date in the future, the exporter sells the expected proceeds in advance (i.e. forward)

Currency fluctuations (Changes in the value of one currency against another)	to a bank before the due date of the expected payment. The bank agrees to buy at a "predetermined forward rate" that may vary depending on the date of future delivery, e.g. 1, 3 or 6 months. No money is exchanged at the time the forward contract is entered into, but the exporter is guaranteed a specific exchange rate rather than the rate prevailing at that time.
Customs Bond	A bond that importers must post in certain circumstances to allow the importation of goods. A customs bond must usually be guaranteed by an approved surety (e.g. a bank guarantee). The bond serves as security to ensure the collection of duties and taxes on imports when due and to help the importer meet other requirements.
Customs Invoice	A document required by certain foreign customs administrations to verify the value, quantity, nature/description of the goods and other important information such as the full name and address of the consignor and consignee and the value of the consignment. The customs invoice is a format specified by the respective customs administration that must be completed to ensure that all required information is provided (as the commercial invoice may not be as complete as the specified customs invoice).
CWO (Cash with Order)	<p>Payment in advance. Cash with order is usually used for small orders from new or unknown buyers and may even be required before production begins.</p> <p>A payment in advance. Cash with order usually used for small orders received from new or unfamiliar buyers and may even be asked for before production begins.</p>

Dock Dues	<p>Payments for the passage of goods through the port. In some ports, port charges are based on LOA of the ship staying at the quay. Payments made for passing the goods through the dock. In some ports dock dues are based on LOA of vessel over time at the wharf.</p>
Delivery Note or Advice Note	<p>A delivery note is a document that accompanies goods. It is issued by the sender and given to the recipient. It contains the delivery address and the description of the goods. Sometimes it is also used as proof of delivery.</p> <p>A delivery note is a document that goes with the goods. It is issued by the consignor and is given to the consignee, which shows the delivery address and description of the goods. Sometimes, maybe used as a Proof of Delivery.</p>
De minimis	<p>A Latin term that stands for "expression de minimis non curat lex", which means "the law does not care about very small matters". It is often considered more efficient to waive very small amounts of duties and taxes rather than collect them.</p> <p>A Latin term which stands for "expression de minimis non curat lex" meaning "the law does not care about very small matters". This is often considered more efficient to waive very small amounts of duties and taxes rather than collect them.</p>
Demurrage	<p>The additional charge for detaining a vessel longer than prescribed or the amount of compensation if cargo is not shipped within certain days. This term is also applied to the charge for additional days required to move the container out of the port area within the free storage time allowed by the port terminal.</p>

Demurrage	<p>The additional charge for detaining a ship longer than is provided for or the compensation amount for failing to ship the cargo within specified days. This term is also applied to the charge made for additional days required to take delivery of the container out of the port area within the free storage period allowed by the port terminal.</p>
Duty Free Zone	<p>An area within a country (e.g. a seaport, airport, warehouse or other designated area) that is considered to be outside its customs territory. See also Free Zone.</p> <p>An area within a country (e.g. a seaport, airport, warehouse, or any designated area) regarded as being outside its customs territory. See also Free Zone.</p>
Differential Export Tax	<p>A multi-tier export tax structured so that the tax on the export of a raw material exceeds the tax on the export of the processed product made from the raw material, thereby creating an incentive to have the raw material processed domestically.</p> <p>A multi-tier export tax which is structured so that the tax on the export of a raw material exceeds the tax on the export of the processed product made from the raw material, thus creating an incentive to have the raw material process domestically.</p>

Documentary
Credit
(interchangeably
referred to as
“Letter of
Credit”)

A letter of credit is issued by the importer's bank (opening bank), which thereby undertakes to honour a presentation that complies with the terms of the letter of credit, including the presentation of certain documents by the exporter within a specified period of time. Documents required from the importer usually include a clean bill of lading, commercial invoice, certificate of origin and other relevant documents such as a certificate of inspection. The letter of credit is usually issued as an irrevocable letter of credit, i.e. once issued and communicated to the beneficiary (exporter), it cannot be withdrawn or revoked. The letter of credit can be issued with a sight period (payment on sight of the documents) or with a credit period (payment at a later date). Once the documentary credit is issued, it is advised by an advising bank, usually the local bank in the country of the beneficiary (exporter), without obligation. If required by the letter of credit, this local bank (or any other bank willing to do so) can add its confirmation (additional obligation different from the issuing bank). The different types of letters of credit are:

Transferable - a letter of credit that allows the beneficiary (exporter) to transfer all or part of the letter of credit to another party, usually the ultimate supplier.

Back-To-Back - an approach used by intermediaries or brokers to finance a single transaction through two or more letters of credit opened consecutively so that the intermediary or broker can use the proceeds from the first letter of credit to pay the supplier under the second letter of credit. The importer in this situation may not be aware that there is an intermediary, as the first and second credits are separate and independent credits.

<p>Documentary Credit (interchangeably referred to as “Letter of Credit”)</p>	<p>Revolving credit - credit that can be drawn repeatedly by the beneficiary, depending on whether the credit is time-limited, the number of possible drawdowns, the maximum quantity per drawdown or the maximum total quantity. Revolving credit can be cumulative, i.e. undrawn amounts can be carried forward for the next drawdown.</p> <p>Standby credit - a credit that serves as collateral or guarantee and not as a means of payment. Under this arrangement, the beneficiary can claim payment only in the event that the counterparty fails to meet certain obligations or conditions.</p>
<p>Double-Column Tariff</p>	<p>A tariff schedule listing two duty rates for some or all commodities. Under such arrangements, imports may be taxed at a higher or lower rate, depending upon the importing country's trade and other relationships with the exporting country. Some British commonwealth countries maintain a double-column tariff that provides preferential tariff treatment to other members of the commonwealth. The United States and other countries also have lower tariffs for countries to which they grant most-favoured-nation (MFN) treatment.</p>
<p>Downstream Dumping</p>	<p>Also known as "input dumping," it is the practice of exporting an end-product containing an input that has been purchased at less than normal value. Anti- dumping law contains provisions for monitoring downstream dumping where the input is already the subject of an anti-dumping duty order. If monitoring reveals that imports of the end-product increase as a result of the diversion of the input product into the end-product, an anti-dumping investigation of the end-product may be initiated.</p>

Drawback	Import duties or taxes repaid by a government, in whole or in part, when the imported goods are re-exported or used in the manufacture of exported goods
Dual Pricing	Selling identical products for different prices in different markets. Dual pricing often reflects export subsidy and dumping practices.
Dumping	The practice of selling a product to a foreign country at an unfairly low price (a price which is lower than the cost in the exporting country, or which is lower than the cost of production) in order to gain a competitive advantage over other suppliers. Dumping is considered an unfair trade practice and it is regulated by many governments through the imposition of anti-dumping duties, generally calculated to equal the difference between the price of the product in the importing and the exporting country.
Duty Suspension	A unilateral non-application of a customs duty, or its application at a reduced level, usually on a temporary basis.
Embargo	A term that refers to government actions limiting or prohibiting imports and/or exports of goods and/or services from/to a country. Such limitations may be applied by a country against its own nationals, such as the United States embargo against trade from Cuba, or jointly with other countries against a third country, such as the 1990 UN embargo against trade in any form with Iraq or an earlier UN embargo against trade with South Africa. Embargoes may also be applied just against trade in certain products regardless of origin, such as the ban on trade in ivory or endangered species of fauna or flora.
Ex Works (...named place) (EXW)	See Incoterms

Excise Tax	A form of tax (sometimes called a consumption tax) on certain goods produced within or imported into a country.
Export Merchant (Trader)	Export Merchant (sometimes referred to as Trader) buys goods direct from a manufacturer in his own home market for sales abroad. For the manufacturer, the sales is almost the same as selling in the home market as the export merchant is responsible to promote the goods to overseas buyers.
Export Credit Guarantee facility (ECGF)	A special scheme developed by a country that would enable exporters to refinance their export credits extended to importers in other countries under an international guarantee.
Export Credit Insurance	Special insurance coverage for exporters to protect against commercial and political risks for exporting to certain countries. Export credit insurance is usually available from insurance underwriters as well as from a certain government agency.
Export Quota	Restrictions or ceilings imposed by a country on the exports of certain products basing on its value or volume usually to protect domestic producers and consumers from temporary shortages of the goods affected or to bolster their prices in world markets. Export quotas are also often applied in orderly marketing agreements and voluntary restraint agreements, and to promote domestic processing of raw materials in countries that produce them.
Export Restraint	Quantitative restrictions imposed by an exporting country to limit exports to specified foreign markets, usually pursuant to a formal or informal agreement concluded at the request of the importing country.

Floating Insurance Policy	An insurance policy that gives the regular exporter an insurance coverage in advance for all his shipments for a certain period ahead; the length of period will depend on the shipments made from time to time under that policy and on the sum insured.
Force Majeure	A term that describes circumstances outside the immediate control of the exporter or importer and generally defined as something which could not have been anticipated even with foresight (e.g. earthquake, flood, storm or war).
Forward Freight	It is a financial forward contract that allows ship owners, charterers and speculators to hedge against the volatility of freight rates. It gives the contract owner the right to buy and sell the price of freight for future dates. It is built on an index composed of a shipping route for tanker or a basket of routes for dry bulk, contracts are traded 'over the counter' on a principal- to-principal basis and can be cleared through a clearing house.
Free Circulation	A term used in EU to describe goods free to move within the EU, if they were produced in the EU, or on their arrival in the EU, all customs duty and taxes were paid, and import has been granted.
Free Domicile	A term to describe that a shipper is responsible to bring a shipment to the final destination for delivery to the consignee and paying for all costs, including transport, insurance, customs formalities, customs duty and tax. Today this term can be replaced by the Incoterm DDP, Delivered Duty Paid.

Free Trade	It is a policy by which a government does not discriminate against imports or interfere with exports by applying tariffs (to imports) or subsidies (to exports) or quotas. Under such policy, prices emerge from the equilibration of supply and demand, and are the sole determinant of resource allocation. 'Free' trade differs from other forms of trade policy where the allocation of goods and services among trading countries are determined by price strategies that may differ from those that would emerge under deregulation.
Free Zone	A part of a territory in a country where any goods introduced are generally regarded, insofar as import duties and taxes are concerned, as being outside the Customs territory and are not subject to the usual Customs control. The area may be within a seaport or airport, or warehouse in a designated area. Importers may therefore bring goods of foreign origin into such area without paying customs duties and taxes, pending their eventual processing, transshipment, or re-exportation. Free zones may also be known as "free ports," "free warehouses," "free trade zones," or "foreign trade zones."
GATT	An abbreviation for "General Agreement on Tariffs and Trade." A multilateral treaty to help reduce trade barriers between the signatory countries and to promote trade through tariff concessions. An agreement among economic entities (not necessarily countries) aimed at expanding international trade as a means of raising world welfare. The GATT was signed in 1947, as an interim agreement and has been recognized worldwide as the key international institution concerned with multinational trade negotiations. The cornerstone of the GATT has been traditionally the most-favoured-nation clause (Article 1), but in the 1970s and 1980s,

GATT	regional and other trade preference systems became pervasive, weakening the role of GATT in ensuring equal market access among GATT members. The World Trade Organization (WTO) superseded GATT in 1994.
General Tariff	A tariff that generally applies to imports from countries that do not enjoy any preferential tariff treatment. Where the general tariff rate differs from the preferential rate, the general tariff is usually set at a higher rate.
General Cargo Rate (GCR)	A rate applicable to all other cargo not otherwise specified in a tariff. Usually specific commodities are rated at much lower rates than a general cargo rate.
General System of Preferences (GSP)	An arrangement in which special schemes are provided by certain preference-giving countries to selected products originating in developing countries to be granted reduced or zero tariff rates over their most-favoured- nations rates. The least developed countries (LDCs) receive special and preferential treatment for a wider coverage of products and deeper tariff cuts.
Hedge / Hedging	A process of actions where a seller or buyer takes in protecting oneself against risk, usually on change in prices or rates. For example, a company who owes money to an overseas company may want to hedge against the risk that the exchange rate moves against them. They could do this by taking out a future contract for foreign exchange. In other words they agree to buy now at a fixed price in the future.
Hypothecation	It is practice where a borrower pledges collateral to secure a debt or a borrower, as a condition precedent to a loan, has third party (usually an affiliate) pledge collateral for the borrower. The borrower retains ownership of the collateral, but it is "hypothetically" controlled by the creditor in that he has the

Hypothecation	right to seize possession if the borrower defaults. Commonly, as a consumer, it is known as mortgage where the collateral is “charged” until the mortgage loan is paid off.
ICC	An abbreviation for “International Chamber of Commerce”, an international organisation whose membership consists of mostly chambers of commerce and banks. Fundamental objective is to promote trade and investment across borders and help business enterprises in meeting challenges and opportunities in globalisation.
Import Substitution	An attempt by a country to reduce imports (and hence foreign exchange expenditures) by encouraging the development of domestic industries regardless of domestic inefficiencies with the intention of producing development and self-sufficiency through the creation of an internal market.
Indent	A term used to denote an order for goods, usually from an overseas agent to the principal supplier. The actual order between the local buyer and the agent is delved with separately. An indent number is usually provided to the local buyer as his reference for the order made.
Inducement	When a shipping liner publishes in the sailing schedule the name of a port with a qualifying words “By Inducement”, this would mean that the vessel will call at the port provided there is sufficient quantity of profitable cargo available to be tendered for booking.
Inspection certificate	A certificate generally issued by a respected independent agency, who would inspect and verify the quality, quantity or specifications of the good prior to be shipped is in conformity with the sales contract.

Insurance	<p>An agreement or contract (commonly called a policy) between the insured, who pays a premium, and the insurer, who in return promises to compensate the insured if he suffers specified losses. It is important to have insurance cover against loss or damage to cargo while in transit or shipment. The contract with the supplier should clearly state who is responsible for arranging the insurance at all stages from the time the goods leaves the supplier's premises until the buyer takes possession.</p> <p>The stages to be covered includes transport of the goods to the dock/terminal or the airport and the following:</p> <p>Time during which they are stored awaiting shipment or loading Periods whilst on board the ship, aircraft or conveyance Off-loading and storage on arrival in destination.</p> <p>Transportation to the buyer's premises. It is advisable for an importer to buy goods on FCA, FAS or FOB terms in order that he can arrange the insurance in his own country. Insurance, particularly marine insurance, is a complicated subject, and it is advisable to get a professional insurance broker to advise and arrange cover for your shipments.</p>
Intermodal	<p>A term used to denotes movements of cargo containers interchangeably between different transport modes, i.e. truck, water, and air and where the equipment is compatible within the multiple systems.</p>

Invisible Trade	When compared to exports and imports, the proceeds are physically visible while other items such as freight, insurance, tourism and financial services are contributing towards a country's balance-of-payments accounts, but the proceeds are not physically visible, thus termed as invisible trade.
Invoice, Pro-forma	Normally, a document provided by an exporter prior to a sale or shipment of the goods, merely to inform the buyer of the price, kinds and quantities of goods to be sent and important specifications (weight, size and packing). It also acts as a contractual offer (which is accepted by the importer's issuing a purchase order) and it is intended to be duplicated into the final commercial invoice, so that the buyer is fully aware in regards to the description of the goods or the price. Importers may also need this document to be able to apply for an import licence or other permit. In the case of a documentary credit, this document is frequently used to inform the importer and his banker of the amount for which the documentary credit has to be opened.
Issuing (Opening) Bank	The buyer's bank who establishes a documentary credit at the request of the buyer, in favour of the beneficiary (seller / exporter). It is also known as the buyer's bank or opening bank. See "Documentary Credit"
JIT (Just in Time)	The principle of production and inventory control in which goods arrive when needed for production or use.
KD (Knocked Down)	Product that is imported complete with all its components and parts but in an unassembled state (such as car or truck, an oversized machinery or a manufacturing plant), usually to facilitate packing and shipping. It can be either in a Completely Knocked Down (CKD) or Semi-Knocked Down (SKD) form.

Levy on ...	To assess or impose a tariff on imported merchandise.
Liberalisation (economic)	An economic term that usually refers to lesser government regulations and restrictions in a country in exchange for greater participation of private entities. The impact of economic liberalization includes greater efficiency and effectiveness that would translate to a "bigger pie" for everybody. In short, liberalisation refers to "the removal of controls", to encourage economic development.
LIBOR (London Interbank Offered Rate)	This is the average interest rate charged by leading banks in London which borrow from other banks in the London interbank market.
Lien	A general lien is the right, which arises by contract to retain goods until any sum due in respect of them is paid and also in respect of any sum which may be owed by the owner to the person in possession.
Lighterage	This term is used to denote the use of a smaller vessel or a barge for moving the goods ashore or bringing the cargo to the vessel (in a case of a carrying vessel not being able to berth alongside a quay or wharf).
Linear Reduction of Tariffs	A reduction by a given percentage in all tariffs maintained by countries participating in a round of trade negotiations, with or without exceptions for products deemed to be "sensitive." It is sometimes called "horizontal reduction of tariffs," "across-the-board reduction of tariffs," or "equal percentage reduction of tariffs."
Logistics Intermediary	An intermediary who arranges shipping, warehousing, distribution and other goods movement on behalf of exporters and importers and also for other intermediate carriers, like feeders, railroad or even shipping companies.

Logistics Management	The act of planning, implementation and control of the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customer requirements.
Logistics Provider	A person or entity that provides the functions of management and execution of transportation and warehousing, which also includes other value-adding activities relating to inventory and information management.
LOLO	The term used to denotes “Lift On and Lift Off” which refers to an operations involving lifting by a crane, on-shore or on-board. Usually, LoLo charge refers to the charge incurred for the use of a crane to lift the cargo or container.
Manifest	See Cargo Manifest
Margin of Preference	The difference between the duty payable under a given system of tariff preferences and the duty that would be assessed in the absence of preferences.
Market Disruption	A situation that occurs when a surge of imports of a particular product causes a precipitous decline in sales of similar domestically produced goods.
Medium Of Exchange	A documentary instrument used in commercial transactions between buyers and sellers to measure the value of the goods exchanged. This is to overcome the system of a barter trade. The value of such instruments is usually expressed in terms of a national currency.
MFN (Most Favored Nation Status)	This term denotes that a “status or level of treatment” in respect of low or special tariffs or quotas is accorded by one wealthier nation for another or a group of nations, mainly for economic relations and/or international politics.

Minimum Valuation	A practice where Customs would value certain low-cost items at a value that would higher-than-actual value.
Mixed Credits	An export financing program package that involves the official government credit to supplement the normal commercial credit, which enables an exporter to sell goods to a buyer in another country on credit terms more favourable and competitive as compare to those of his competitors.
Movement Certificate	A document predominantly used within the European Union (EU) which essentially indicates the origin of the goods. This document with used as a Certificate of Origin for certain countries having a FTA with EU.
MRA (Mutual Recognition Agreement)	An international agreement by which two or more countries agree to recognize one another's conformity assessments. It generally allow conformity assessment, e.g. testing, inspecting and certifying of manufactured goods to be performed in one country to another country's standards and regulations, and vice versa.
Mutatis Mutandis	A Latin phrase which means "changing only those things which need to be changed" or more simply" only the necessary changes having been made". The term carries the connotation that the reader should pay attention to differences between the current statement and a previous one, although they are similar. It can be understood as meaning "acknowledging the difference between the two" or more explicitly as "acknowledging differences".

NCV (No Commercial Value)	This term is often used in Import Customs Entries to describe the value of samples. However, in reality Customs tend not to accept that an item has no value. This can be overcome by indicating a notional value of say 1 currency unit (e.g. RM1.00).
Negotiation Credit	A documentary credit where a bank advises a manufacturer or seller that the bank is authorized to accept and negotiate drafts drawn on a specified customer (buyer) without liability on the part of the bank, usually for a stated amount and liable to withdrawal at any time.
Net Weight	The weight of goods excluding the weight of all packaging materials which includes the weight of the pallets or cases.
NICs (Newly Industrializing Countries)	A term coined by the OECD to describe those relatively advanced developing nations that have enjoyed rapid economic growth in recent years and can be described as middle-income countries. Examples include Brazil, Hong Kong, South Korea, Mexico, Singapore, and Taiwan. Newly industrializing countries are sometimes referred to as newly industrializing economies (NIEs).
NME (Non-Market Economy)	A national economy in which the government seeks to determine economic activity largely through a mechanism of central planning, as in the former Soviet Union, in contrast to a market economy, which depends heavily upon market forces to allocate productive resources. In a non-market economy, production targets, prices, costs, investment allocations, raw materials, labour, international trade, and most other economic aggregates are manipulated within a national economic plan drawn up by a central planning authority. Hence, the public sector makes the major decisions affecting demand and supply within the national economy.

Nominal Tariff Rate	The rate of duty charged on the gross value of a given product, rather than on the value of its components.
NTB (Non-tariff Barriers)	A government measure (not relating to tariffs) that restricts imports or that have the potential for restricting international trade flow into the country, even though they may not always do so. NTBs include import monitoring and imposing variable kind of levies (other than customs duties and taxes), as well as measures that are perceived (by exporting countries) as trade restrictions, even though a trade-restricting intent or effect cannot objectively be ascribed to them. Such measures have become relatively a more conspicuous impediment to trade, as tariffs have been seen to be reducing or zero-tariff after a FTA agreement.
NV (Normal Value)	The price at which the merchandise is sold or offered for sale in the open market of the exporting country from which it is imported into another country. Usually the term is used by Customs in the determination of value of merchandise imported.
Offset Requirements	A set of conditions imposed on certain large exporters from some other country by importing country, usually to reduce “cash outflows”, like imposing the exporter to purchase goods or services produced in the importing country, such as to establish manufacturing facilities in the importing country, or to use locally produced components in the manufacturing. Offset requirements are frequently associated with sales of defence or military equipment.
Offshore Manufacturing	The manufacturing or assembly of goods in a foreign country where labour or raw material are cheaper and subsequently imported into its home market.

OMAs (Orderly Marketing Agreements)	An international agreement negotiated between two or more countries in which they agree to restrain the export of certain specified “sensitive” products, usually through the imposition of export quotas. This agreement is intended to ensure that any future exports will not disrupt, threaten, or impair competitive industries or their workers in the importing countries.
Open Account	A term used to describe a method of settling payment for trade transactions between the supplier and the buyer. After receiving and checking the related shipping documents, the buyer will credits the supplier’s account in his books with the invoice amount. On a mutual agreement, the buyer will then arrange to settle by sending a bank draft or a remittance in favour of the exporter. Such arrangement is usually conducted if both parties are well known to each other and they are having the parent-subsiidiary relationship.
Open policy (Insurance)	An arrangement by the insurance underwriter where a special coverage intended to cover an indefinite number of future Individual shipments but for a specified period, usually for a period of one year. The insurance contract remains in force until cancelled. Under the open policy, individual successive shipments are automatically covered but the details of the respective shipments must be reported or declared periodically to the insurer. Such arrangement brings about greater efficiency and savings to all concerned parties, especially to the insured who has a significantly high volume of shipments.

OPR (Outward Processing Relief)	A form of Customs Relief granted to goods reimported back that has been previously exported out for processing or repairs in another foreign country. Such relief granted enables the owner of the goods to enjoy special relief otherwise the reimported goods would be treated on the same status as any other foreign goods.
Packaging, Labelling and Marking Regulations	A requirement or in some countries, a regulation that stipulate that all imported goods shall be packaged, labelled, or marked strictly in accordance with a standard or published guidelines. Although this regulation is enforced primarily to protect consumers, many additional regulations relating to packaging, labelling, and marking requirements appearing to be non-standard are frequently posing problems to exporters which may function as non-tariff barriers.
Packing List	A document issued by shipper, usually accompany a commercial invoice, which provides details of the contents of the packages in a shipment and is generally requested by Customs authority if the details of the inner packing is not clearly reflected on the invoice.
Par Value	The official fixed exchange rate between two currencies or between a currency and a specific weight of gold or a basket of currencies.
Particular Average	A term used in insurance as defined as a partial loss of the insured interest caused by a peril insured against.
Perishables	Cargo that is transported by any mode and its nature is subject to decay or turning bad quickly, especially foodstuff, fruits, vegetables and meat that would loses considerable value if it is delayed in transportation.

Postal items or parcels	Items despatch by postal system and its definitions are described in the Acts of the Universal Postal Union currently in force, when carried by or for a postal service.
Postal Service	An entity, whether public or private body, authorized by the government to provide the international services governed by the Acts of the Universal Postal Union currently in force.
Phyto-sanitary Certificate	A certificate issued by a government agency (usually Department of Agriculture) in the exporting country to satisfy regulations of an importing country indicating that a shipment has been inspected and found free from harmful pests and plant diseases.
Pilferage	The act of petty theft on contents of goods whilst in transit or transportation, usually in small quantity.
Premium (Insurance)	A regular payment paid for an insurance policy that provides protection against a risk.
Price Elasticity Of Demand	An economic term used to describe the measurement of change in a demand for a given product or services if its price changes by one per cent. Even a slight lowering or rising of a tariff will have a large impact on the volume of imports for a product with a high price elasticity of demand than one with a low price elasticity of demand.
Price Elasticity Of Supply	Similar to the above, it is the measurement of change in supply for a given product or service if its price changes by one per cent.

Prima Facie	A Latin word which means “on first appearance”. When a shipping agent issues a clean bill of lading, it acknowledges that the goods were received “in apparent good order and condition” and this is said to constitute “prima facie” evidence of the conditions of the containers; that is, if nothing to the contrary appears, it must be inferred that the cargo was in good condition when received by the carrier.
Primary Commodity	Any commodity that is still in its original or unprocessed state, such as wheat, corn, iron ore or bauxite.
Pre-shipment Inspection (PSI)	An inspection of goods prior to shipment to ascertain their quality, quantity or price. Importers may insist on PSI, requiring the exporter to furnish a certificate of inspection (commonly, issued by neutral, internationally firms such as SGS or BV), so that the importer is assured of receiving goods of contract quality/quantity. Sometimes, the Government agencies may require inspection certificates as regards to price, so as to prevent parties from under- or over-invoicing in an attempt to pay lower customs duties or evade foreign-exchange restrictions.
Quantitative Restrictions (QRs)	This term is used to indicate that there is explicit limit, or quota, of a physical quantity of certain commodity that can be imported or exported during a specified period. This limit or quota is usually measured by physical quantity but sometimes also by value. Such quota may be applied on a selective basis, with different limits set in accordance to the country of origin, or on a global basis that only specifies the total quantity limit which tends to benefit more efficient suppliers. Quotas are frequently administered through a licensing system.

Quotation	This is a document issued by supplier (Seller) to an importer (Buyer) to indicate the price and conditions at which a seller is prepared to supply goods.
Railway Consignment Note	This is a transport document issued by a rail carrier to a shipper indicating the receipt of the cargo for carriage by rail.
Reciprocity	A term used to describe a practice by governments extending similar concessions to each other. As and when one government lowers its tariffs or other barriers affecting its imports in exchange for similar concessions from a trading partner on barriers affecting its exports (a "balance of concessions").
Reinsurance	When there is shifting by agreement of "a part of the risk" (or generally termed as "exposure") of the original insurance company to another insurance company (known as reinsurer). Sometimes, the reinsurer will, in turn, pass "a part of its risk" to another reinsurer through a process known as retrocession.
Reserve Currency	An established and acceptable national currency, such as the dollar or pound sterling, or an international currency such as Special Drawing Rights, used by many countries to settle balances in their international current accounts. Most central banks generally hold a large portion of their monetary reserves in reserve currencies, which are sometimes called "key" currencies.
Restitutions	A kind of payment to the agricultural exporters in the European Community (EC) under the Common Agricultural Policy which covers any price differences in EC and the world market.
Right of Stoppage in Transit	The right of an unpaid seller in certain circumstances to "arrest the goods" sold, after delivery to a carrier and before delivery to the buyer (importer). Sometimes, its Latin version "stoppage in-situ" is used.

Route	An established passage, from the point of departure to the terminating station at the end of the passage.
Routing Orders	Under Incoterms, the Party accepting responsibility for payment of the freight charges has the right to nominate a Carrier or Freight Forwarder to undertake the carriage. When nominating such carriage, the party would issue such document to the other party.
Single Administrative Document (SAD)	A customs document developed for used within the European Union for the control of import and export of goods arrived at or departing from an EU port. This document is an eight-part set, which can be used in whole or part thereof.
Shipping Conference	A group of shipping carriers which offer regular service on certain specific routes with published tariff or prices. Such group generally offer specific rebates for regular or high-volume shipments. Shipment by conference lines is sometimes referred to as liner shipping and the freight rates are often referred to as “liner terms. Shipping lines which are not members of a conference for a particular route are known as outsiders, independent lines, or non-conference liners. See also “Liner terms”.
Sight Draft	A financial instrument (usually known as Bill of Exchange) payable at presentation or at sight, i.e. “on demand”.
Single-Column Tariff	A tariff maintained by a country which provides for only one duty rate for each imported product.
SITC (Standard International Trade Classification)	An internationally recognized foreign trade data classification system, which was developed by the United Nations, provides the commodity aggregates needed for economic analysis and permits international comparisons of foreign trade data.

SITPRO (Simplification of	A UK, non-departmental public body that was constituted as a limited company and was focused on the removal of barriers to international trade
International Trade Procedures)	through the simplification and harmonisation of trade procedures. Based in London, SITPRO was dedicated to helping business trade to simplifying the international trading process. However, it was closed as part of government cut-backs in September 2010.
Standards	Published as a set of technical specifications that lay down characteristics of a product such as size, quality, performance or safety. It may also cover terminology, testing methods, and packaging, labeling or marking requirements. Standards are usually maintained at a national standard body governed by the government and at ISO at international level. For Malaysia, SIRIM is the national body where all the national standards are maintained.
Stowage	In naval architecture, this term refers to the amount of space in a vessel available for storing materials. In the shipping industry today, the term is usually used to refer to the manner as how the cargo is loaded and arranged in order to achieve the maximum utilisation of the cargo space available in a ship and yet the ship must be maintained in the safest state for the performance of the voyage.
Strikes, Riots and Civil Commotion (SRCC)	An insurance clause referring to loss or damage directly caused by strikers, locked-out workmen, persons' participation in labour disturbances, and riots of various kinds. An ordinary marine insurance policy does not cover this risk and it is always recommended to have an extension of this clause to the main policy, especially if the shipments are destined to ports where strikes are common.

SWIFT (Society for world-wide Interbank Financial Telecommunications)	An international body that provides a network that enables financial institutions (banks) worldwide to send and receive information about financial transactions in a secure, standardized and reliable environment. Banks exchange financial transactions with each other using a Business Identifier Codes (BICs), which is popularly known as “Swift Codes”.
Special Drawing Rights (SDR)	A unit of currency created by the International Monetary Fund (IMF) as a supplemental international monetary reserve asset. SDRs are available to government usage through the IMF and the value of one SDR reflects the foreign exchange value of a "basket" of currencies of several major trading countries (the U.S. dollar, the German mark, the French franc, the Japanese yen, and the British pound). As at 27 August 2013, 1SDR is equivalent to USD1.520410 and also MYR5.063700.
SPS (Sanitary and Phyto-sanitary Measures)	These are measures to protect humans, animals, and plants from diseases, pests, or contaminants. The SPS agreement includes a series of understandings (trade disciplines) on how SPS measures will be established and used by countries when they establish, revise, or apply their domestic laws and regulations. Countries agree to base their SPS standards on science, and as guidance for their actions, the agreement encourages countries to use standards set by international standard setting organizations.
Tariff Quota	Application of a reduced or zero duty rates for a specified quantity of imported goods, or for goods imported during a given period.
Technical Barriers to Trade	Usually, these are the various standards and regulations imposed by a government or its authorities to restrict trade.

Technical Regulations	A set of regulations that lay down characteristics for products or related processes and production methods, including applicable administrative provisions, which made all imports (and sometimes exports) compliance mandatory. It may also include using specific terminologies, symbols, packaging, marking, or labeling requirements that apply to a product, process, or production method.
Technology Transfer	The movement of modern or scientific methods of production or distribution from one enterprise, institution, or country to another, as through foreign investment, international trade, licensing of patent rights, technical assistance, or training. Technology may also be transferred by giving it away (technical journals, conferences, emigration of technical experts, technical assistance programs) or by industrial espionage.
Tenor	The period of credit given under by a Bill of Exchange (e.g. at sight, 30 days after date, etc.)
Term Draft	A draft (Bill of Exchange) payable under “at a fixed or determinable future time”.
Terms Of Trade	The ratio of prices of a country's exports to the prices of its imports.
Threshold Price	A minimum price, where it is fixed at a level that will bring the selling price up to the existing price level in the marketing region.
Trade Agreement	A bilateral or multilateral treaty or other enforceable instruments committing two or more countries to specified terms of commerce, usually involving mutually beneficial concessions.
Trade Barriers	A set of government laws, regulations, policies, or practices that either protect domestic products from foreign competition or artificially stimulate exports of particular domestic products.

Trade Diversion	A shift in the pattern of origin of a country's imports, resulting from changes in trade policies or practices, which may or may not involve change in the overall volume or composition of the imports involved.
Trade Mission	A group of experts and/or businessmen sent by a government or by commercial interests from one country to encourage exports to the market of the other country.
Trademark	A mark or symbol secured by legal registration used by a manufacturer or trader to distinguish his or her goods from competing goods.
Transit Zone	The area usually situated near or adjacent to a port of entry in a coastal country that serves as a storage and distribution center for the convenience of a neighboring country (a land-locked country, for example), lacking adequate port facilities or access to the sea. A transit zone is administered so that goods in transit to and from the neighboring country are not subject to the customs duties, import controls, or many of the entry and exit formalities of the host country. A transit zone is a more limited facility than either a free trade zone or free port.
Transshipment	A shipment that has been moved through, imported, transferred, or unladen in one or more intermediary ports (other than their originating country) prior to importation into the final destination country.
VAT (Value - Added Tax)	An indirect tax on consumption that is levied at each point in the chain of production and distribution, from the raw material stage to final consumption. At each point, the merchant pays a tax proportional to the amount by which he or she increases the value of the goods purchased for resale after making his or her own contribution.

Warehouse receipt

A document issued by a warehouse operator indicating the receipt of goods or commodities for storage in the warehouse. This document is generally non-negotiable, if permitting delivery only stated to a specified person or entity but it is negotiable if it is “made out to order of a person or entity” or to the order of a bearer. This document is a common document used in international banking.

3.3 International Shipping Terms

The following shipping terms are essentially factual but not complete in its full context. For terminology which is not fully understood or cannot be found in this section, we would suggest you to refer your query to your freight forwarder or export adviser. Alternatively, you may want to consult the enquiry desk of MATRADE (Malaysia External Trade Development Corporation).

ATA	Actual Time of Arrival of the vessel at the port.
ATD	Actual Time of Departure of the vessel from the port.
Air Freight	Usually Air Freight is charged at the same rate irrespective of the class of goods. These may be charged in one of the three ways, namely by weight, by volume or by value (ad valorem) and normal air freight quotation covers airport to airport only.
Air Waybill (AWB)	A document which evidences a contract of carriage of goods by air between a shipper and an air carrier. Technically, an AWB is not a negotiable instrument but however serves as a receipt for the shipper, indicating that the carrier has accepted the goods listed therein and obligates to carry the consignment to the airport of destination in accordance with the specified conditions printed therein. AWB issued by the air carrier (airline) is normally referred to as Master Air Waybill (MAWB) carrying the reference numbers, starting with three numeric digits of airline identification codes issued by IATA to non-US based airlines and Air Transport Association of America (A4A) to US-based airlines. The next 7 digits are running numbers and the 8th digit is a “check-digit” which serves to double check the accuracy of the 7 running numbers. In addition, air freight forwarders also issue HAWB (House Air waybill) to their customers for each of the shipments.

Arrival Notice	An advice that a carrier or forwarder sends to the consignee advising of goods coming forward for delivery. Only essential information such as Bill of Lading number, container number and total charges due from the consignee are only included in the advice and sent to the consignee prior to vessel's arrival. This is done by the carrier or forwarder to ensure smooth delivery. However, the responsibility to monitor the vessel transit time and presenting himself to take timely delivery still rests with the consignee or his appointed servant.
Automated Manifest System (AMS)	An application that expedites the clearance of cargo for the subsequent release of containers when imported into U.S.A. through the electronic submission of cargo manifests, 24 hours before loading at the origin port.
Back Haul	A term used to indicate the backward (reverse) portion of the forward route which a carrier has performed. The return cargo, usually in the opposite direction, is the back-haul freight.
Bill of lading (B/L)	<p>A document issued by an ocean carrier to a consignor (the shipper of the goods) which serves as (1) a receipt for the goods delivered to the carrier for shipment, (2) an expressed definition of the contract of carriage of the goods and (3) a document of title to the goods described therein.</p> <p>A B/L is generally "not negotiable" unless it is made "To Order" in the consignee column. Fundamentally, B/L is a contract between the owner of the goods and the carrier. One form of</p>

Bill of lading (B/L)	B/L is called the “straight B/L” which is non-negotiable, as it is consigned directly to a designated party named therein. A “negotiable B/L” can be bought, sold, or traded while goods are in transit (as it is capable of transferring title of goods covered under it by an endorsement) and is normally used when financing is involved in the transactions. The customer usually needs the original (in set of 3 originals) as proof ownership in order to take possession of the goods. A B/L, once drawn to the order of a foreign consignee would enable the foreign consignee further to endorse the B/L (i.e. to transfer the title of the goods) to another third party. A B/L is usually drawn “To the Order of the Shipper” and endorsed either “in blank” or to a “named consignee”. The purpose of the endorsement is to protect the shipper’s interest against the buyer’s obtaining the merchandise before the shipper has been paid or accepted the relative draft drawn from his bank.
Bill of Lading (clean)	An issued B/L which does not contain any clause qualifying otherwise the admission that the goods were received or shipped in good order and condition, without any irregularities.
Bill of Lading (clause or dirty)	An issued B/L containing clauses that qualify the admission that the goods were received, or shipped, not in good order or condition, e.g. ‘leaking drums’. Dirty bills are not normally acceptable to banks under the terms of Letters of Credit, unless allowed by the credit.
Bonded Warehouse	A warehouse authorised by customs authorities for storage of goods on which payment of duties is deferred until the goods are removed for domestic consumption. If the goods are re-exported, no duty has to be paid at all.

Box Operator	A carrier or forwarder, who may own or lease a container, for use by a shipper for the carriage of cargo. That container is deemed to be “operated” by that carrier or forwarder.
Booking Number	A reference number for freight bookings issued by a carrier. This number is unique without duplication for a period of three-year or more. Generally known as Freight Booking Confirmation Number.
Break Bulk	Term used for consolidated freight where it is moved under a single Ocean B/L or Master Airway Bill (MAWB) and each consignment meant for each respective consignee is covered by one House B/L (HBL) or House AWB (HAWB). When the freight forwarder receives the consolidated consignment from the carrier, he will break the consolidation as per each HBL or HAWB and then proceed to release the respective consignments against the holder of the HBL or HAWB. Such break bulk is normally handled by approved terminal or warehouse operators.
BSC	Abbreviated word for Bunker Surcharge. See also Bunker Adjustment Factor (BAF)
Bulk Cargo	Cargo in loose, unpackaged, non-containerized forms (e.g. grains, cement, and ores) normally carried in ship’s hold. Loading and unloading is usually undertaken by using special cargo handling equipment, like conveyor system or piping leading into a tank farm.
Bulk Carriers	Vessel specially constructed to carry dry cargo (such as grain, cement, ores) or liquid cargo (such as oil, chemicals), all of which are in loose form.
Bunkers	A term used in the maritime community to refer to fuel used in vessels.

Bunker Adjustment Factor (BAF)	An adjustment in freight charges to offset price fluctuations in the cost of bunker fuel oil. Sometimes, it is also called as Bunker Surcharge (BSC) or Fuel Adjustment Factor (FAF) which essentially refers to the same meaning.
Currency Adjustment Factor (CAF)	A surcharge or adjustment factor imposed by an international carrier to offset foreign currency fluctuations on the freight charges. In some cases, an emergency currency adjustment factor may be applied when a change of rate that has been originally published in a currency that is experiencing sustained or rapid decline. The CAF is charged as a percentage of the freight
Cargo Manifest	A document that is issued by a carrier which summarize the cargo that was loaded or discharged from the vessel or aircraft. This document is usually carried on-board a vessel or aircraft and is normally required by Customs administration to be submitted when a vessel or aircraft arrives at the port/airport. Many advanced countries require the cargo manifest to be submitted at least 24 hours before arrival, some even before loading is allowed.
Cargo Sharing	The reservation and division of traffic (cargo space) between designated trading partners who agree that vessels owned or controlled by them will carry a specified percentage of the cargo moving between them. See also Consortium.
Carnet	<p>A document allowing the importation of certain goods into certain countries without having to pay customs duties or taxes. Currently there are 3 types of carnet operating:</p> <p>(1) ATA Carnet – used for the temporary importation of goods and equipment (usually up to 1 year),</p> <p>(2) Carnet de Passages – used for cars vehicles</p>

Carnet	<p>crossing international borders in certain countries and</p> <p>(3) TIR Carnet – used to simplify customs formalities of transit commercial goods conveyed by international road transport.</p> <p>ATA Carnet is the most popularly used carnet used for international movement of exhibition goods and devices as well as certain type of motor vehicles. The negative side of this ATA Carnet is when merchandise is not re-exported within the time-frame (usually 1 year), and then customs duties and taxes would become due.</p>
Carrier	<p>Any person who, in a contract of carriage, undertakes to perform or to procure the performance of transport by rail, road, air, sea, inland waterway or by a combination of such modes. If the buyer nominates a person other than a carrier to receive the goods, the seller is deemed to have fulfilled his obligation to deliver the goods when the goods are delivered to that person.</p>
Charter Party	<p>A contract entered between a ship owner (carrier), who agrees to hire the use of part or whole ship and the cargo owner (shipper), who agrees to use the space provided by the carrier for carriage of his goods, under an agreed conditions and freight rates, from a certain or range of ports to the agreed destinations. The carrier (or his appointed agents) would issue the charter party B/L. The charter party B/L is not valid unless used in conjunction with the charter party, which contained the various agreed conditions.</p>
Closing time	<p>The published deadline for export cargo or containers to be accepted (into the port terminal) for loading onto an ocean carrier. CY closing time is applicable for all Full Container Loads (FCL) while CFS closing time refers to Less</p>

Closing time	than container load (LCL) cargo. As rule of thumb, CFS closing time is usually 24 hours ahead of CY closing time, depending on the complexities of export customs clearance formalities, ship planning etc.
Commercial Invoice	A document issued by the Seller and presented to the Buyer for the payment of the goods supplied. A commercial invoice used for international trade should contain all the information about the consignment (e.g. a complete description of the goods, quantity supplied, unit and extended price, net and gross weights, cubic measurement, terms of sale and payment, terms of delivery (Incoterms), plus any other clause or information as required under the terms of a documentary credit or the importing authorities). The commercial invoice is normally used by the Customs authority to determine the true transactional value of goods for the purpose of calculating customs duties. It is also used to prepare other documentation (e.g. export permit/license, consular/customs invoice, export/import declarations, insurance policy, etc.)
Consignee	The person or entity named in a freight transport document to whom the goods have been consigned to or to be handed over. For export control purpose, correct declaration has to be made in documentation to differentiate the “intermediate” consignee and the “final” consignee.
Consignor	The person or entity named in a freight transport document from whom the goods have been originated from. Sometimes, it is also known as shipper. For export control purpose, the declaration for the exportation of goods must be named and is referred to as “Exporter”.

Consolidated cargo	Shipments of less-than-container-load (LCL) cargo belonging to two or more shippers, usually undertaken by a consolidator, e.g. freight forwarder / NVOCC. Usually, these small LCL shipments are grouped into one container. The consolidator takes advantage of lower FCL rate and resells the freight to LCL shippers.
Consortium	A group of ocean carriers pooling their resources, normally container vessels, in a trade lane to maximise their usage of the resources efficiently. As a result, each member of the consortium shall have a certain number of container slots in each of the “pooled-vessel”.
Container	A metal box normally measuring either 20 feet or 40 feet x 8 feet x 8 feet 6 inches (or 9 feet 6 inches) built to ISO standards. It is constructed with doors at one end and is used for stowing cargo for shipment on container vessels. It includes any equipment used to unitise cargo, e.g. all types of containers and/or flats, whether ISO rated or not, including trailers, swap bodies, RO/RO equipment and ULDs – applies to all modes of transport
Container Depot	A container yard or depot used for the storage of containers, generally for empty containers.
Carrier Owned Container	The container used for the transportation of cargo by maritime mode belonging to an ocean carrier.
Container Seal	A device that is used to passed through apertures (used for locking) on the container door and pushed into a non-return mechanism in such a way that it provides evidence of tampering should unauthorised persons attempt to open the container once the seal has been applied. Seals are usually serially numbered, and

Container Seal	this number is shown on the Bill of Lading and other transport/commercial documents evidencing the sealing process is undertaken.
Container Terminal	A facility which allows ocean container vessels to dock for the operations of loading and unloading of containers. Shippers deliver their export containers to the Container Terminal waiting for the loading onto container vessels whilst consignees would take delivery of containers from the Container Terminal after unloaded from the container vessels.
Container Freight Station (CFS)	Usually a consolidation depot where parcels of cargo are grouped and loaded into container. Alternatively, inbound cargo in a container is unstuffed for delivery to consignee as LCL. Many port terminals provide common-user CFS in their container terminals.
CFS/CFS	A term used to describe one type of cargo movement by container where cargo is received loose at the point of origin and packed into a container. At destination point, the cargo is unstuffed and delivered loose to consignee.
Container Yard (CY)	A facility provided in a Port terminal for the storage of containers pending exports to be loaded onto vessels or imports to be cleared and delivered out of the container yard.
CY/CY	A term used to describe a type of cargo movement where cargo is loaded by the shipper in a full container (FCL) at origin (usually at his premise/warehouse) and delivered at destination as FCL to consignee.
CY/CFS	A term used to describe a type of cargo movement where cargo is loaded by the shipper in a full container (FCL) at origin (usually at his

CY/CFS	premise/warehouse) but delivered at destination to a CFS facility where the container is unpacked and the cargo is delivered in loose form to consignee.
Container Load Plan (CLP)	A document issued by a consolidator to show details of cargo loaded / grouped into a container (e.g. net/gross weight of each consignment, measurement, markings, shippers, consignees, origin and destination of goods, and location of cargo in a declared consolidated container.
Customs clearing agent / broker	A company approved under section 90 of the Customs Act, 1967 to make customs entries and obtain customs clearance of the goods belong to the exporter / importer. Commonly known as “forwarding agent”
Customs Control	All goods imported or exported must comply with the regulations provided under the Customs Act, 1967 and all movements must be approved by Customs before granting the release from customs control.
Customs clearance	The procedures involved in getting the cargo released by customs through designated formalities such as presenting Customs documents, import / export licence, approved permits and payment of duties. The formalities may include interaction with relevant border agencies involved, like health / agricultural / safety inspectors.
Customs Invoice	A document required by certain foreign customs administrations to verify the value, quantity, nature /description of the goods and other essential information such as full name and address of the consignor and consignee and value of the shipment. The customs invoice is a

Customs Invoice	designated format by each of Customs administration which must be completed, ensuring all required information are provided (as commercial invoice may not be as complete as the designated customs invoice)
Dangerous Goods	The term used by IMO for certain materials which are capable of posing significant threats / risks to health, safety or property when transported by a mean of carriage. Recognising these threats / risks, IMO published the IMDG code, which provides the guidelines to all aspects of handling dangerous goods (including marine pollutants) in sea transport. The IMDG code divides dangerous goods into 9 classes, namely (1) explosives, (2) gases, (3) flammable liquids, (4) spontaneously combustible substances, (5) oxidising substances, (6) toxic and infectious substances, (7) radioactive materials, (8) corrosives and (9) miscellaneous dangerous substances.
Dead Freight	When the shipper is required to pay for the freight space booked, but failed to utilize it.
Delivery Order (DO)	A document issued by a carrier or forwarder authorising a third party, whom appointed as their subcontractor, to deliver or release a consignment, to a nominated party of the cargo. The document is only issued by a carrier or a forwarder upon surrendering a bill of lading and payment of relevant shipping charges.
Detention Charge	A charge usually raised by a carrier or box operator for detaining a container at customer's premise for a period longer than as provided for in the carrier / box operator tariff.
Demurrage	A term used when a charterer has used "excess time" in addition to the time provided for the

Demurrage	<p>loading or unloading a vessel and an agreed sum of compensation is payable by the charterer to the owner of the vessel.</p> <p>This term is also used by a carrier / box operator to levy a demurrage charge on the container, if a container has exceeded the time provided for (allocated free time). Free time is determined by the tariff of the port terminal, usually 4 or 5 days, as indicated in the official tariff of respective port terminals.</p>
Dock Receipt	A document issued by the carrier or his appointed warehouse contractor to certify the receipt of goods when delivered by a forwarder for export.
Drawback	A drawback is a rebate provided under the Customs Acts, in whole or in part, of customs duties assessed on approved imported goods (components, parts) that are used for the manufacture of finished goods that are subsequently exported.
ETA	An abbreviation for Estimated Time of Arrival of a vessel or a mean of transport.
ETD	An abbreviation for Estimated Time of Departure of a vessel or a means of transport.
Freight All Kinds (FAK)	<p>When a carrier / forwarder levy the freight base on a “box rate” or per container, irrespective of the type of cargo shipped, this kind of quotation is termed as “Freight all kinds” or FAK in short.</p> <p>FAK has now merged as a shipping freight classification. However, it should be noted that goods classified as FAK are generally levied at a higher rate than those established under a specific classification.</p>

FCL	Abbreviation for Full Container Load. Shipments under FCL are usually cargo of same (homogenous) type and under a single shipper. It is also to describe an arrangement whereby the shipper packs/load the cargo in his premise/warehouse into containers provided by the carrier/forwarder before delivering them to the port terminal.
Feeder vessel	A smaller vessel employed in short-sea routes to fetch or carry cargo / containers from / to ocean-going (mother) vessels at a main port hub to /from the minor ports around a region.
FIFO (Free in and Out)	A term used in ship-chartering whereby the operator the ship is not responsible for any loading or unloading charges incurred in the ports of call.
Flash point	The temperature that will trigger spontaneous ignition for certain inflammable cargo. It is an IMDG standard information requirement for dangerous goods.
Free storage period	When goods or containers are received into a port terminal, a certain period of time, usually 3-5 days, is provided under its tariff, for import containers or cargo to be taken delivery without imposing any storage charge. Carriers / forwarders usually offer similar free storage period for the import containers where, if delivery is completed before the expiry of the free storage period, no demurrage charge on the import containers are levied.
Freight	Used to refer the consideration paid to carriers / forwarders for the transportation of goods by sea / air from one place to another. This term is also used to denote goods which are in the process of being transported from one place to another.

Freight Collect	Under an agreed arrangement with the carrier / forwarder, the freight and other charges may be collected at destination.
Freight Prepaid	Usually when a shipment is loaded, the carrier / forwarder would collect the freight and other charges prior to the releasing any transport document (e.g. bill of lading or airway bill) to the shipper.
Freight Forwarder	An independent service provider (intermediary) who, at the request of the shipper /consignee, makes arrangements and provides the necessary services for expediting the shipment to its overseas destination. In most cases, a freight forwarder would combine various LCL into a container and takes care of documentation needed to move the shipment from origin to destination, preparing and presenting such documentation to the exporter. Would also arrange for the cargo insurance, makes the overseas communications and advises the shipper on foreign compliance requirements of marking, labelling, etc. When a freight forwarders provides the consolidated services, he may issue his house bill of lading and in his doing so, would accept responsibility for the cargo.
Freight Tonne	A measurement term used for freight computation. See also Revenue Tonne for details.
Gateway	Referring to a major airport or seaport which serves as an entry point into a region or hinterland.
General Rate Increase (G.R.I.)	A general increase of rates usually announced by one or a group of shipping lines from time to time, to raise their freight rates. Usually done after a long period of low or depressed rates.

General Average (G.A.)	It is an unwritten, non-statutory, international maritime practice which is universally recognised and applied when a vessel has undergone an exceptional maritime peril. It is based on the principle that vessel and goods are parties to same venture and share similar exposure to same maritime peril, which may require sacrifice or incurring of extraordinary expense on one part for the benefit of the whole venture. Such is an arrangement which is applied when a vessel has encountered a serious accident caused by force majeure during a voyage.
House Airway Bill (HAWB)	House Air Waybill is a transport document issued by a contractual carrier, normally an air freight forwarder. Similarly, a freight forwarder handling sea freight may also issue a House Bill of lading, when he would assume the responsibility as a contractual carrier.
Hague Rules	An International Convention on Carriage of Goods by Sea existed since 1924. These rules govern liability for loss or damage to goods carried by sea under a bill of lading. Malaysia is a party to the Hague Rules (which means Malaysia is among the many countries that has acceded to this convention) but is now considering to adopt the Hague-Visby Rules, a revision of the Hague Rules.
Hamburg Rules	In March 1978 an international conference in Hamburg adopted a new set of rules (Hamburg Rules), which radically alter the liability which ship-owners have to bear high liabilities for loss or damage to goods in the courts of those nations where the Rules apply.

Harmonised System (H.S.)	In short for “Harmonised Commodity Description and Coding System”. Developed under the auspices of the World Customs Organisation (WCO), HS is a system for classifying goods in international trade. It may be used as a “multi-purpose international goods classification” for manufacturers, transporters, exporters, importers, customs officials, statisticians and others to classify goods moving in international trade under a single commodity code. The code is a hierarchically structured product nomenclature containing approximately 5000 headings and sub-headings describing the articles moving in international trade. It is organised in 99 chapters arranged in 22 sections. The Code essentially consists of 4-digit headings, 2-digit sub-headings and 3-digit provisions for national classification.
International Air Transport Association (IATA)	Established in 1945, is a trade association serving airlines, passengers, shippers, travel agents and governments. The association promotes safety, standardisation in forms (baggage checks, tickets, weigh bills) and aids in establishing international airfares. IATA Headquarters is in Geneva, Switzerland.
I.M.O. (International Maritime Organization)	An inter-governmental forum in which most major maritime nations participate and through which recommendations for the carriage of dangerous goods, bulk commodities and maritime regulations become internationally acceptable. Headquarter is located in London.
I.P .I.	Interior Points Intermodal – a term used by ocean carriers to describe inland maritime hub, which are recognized as inland ports in U.S.A. Such points are offered as part of the carrier door to door service.

IMDG Code	Means “International Maritime Dangerous Goods” Code. The IMO recommendations for the carriage of dangerous goods (including marine pollutants) by sea. See also “Dangerous Goods” for other details.
Import License	A document required by Border Agencies (including Customs) of some foreign governments to authorize the importation of certain goods into their countries.
Import Permit	Usually required for items that might affect the public health, morals, existence of flora & fauna. In Malaysia, imports that require an import permit are found in Schedule 2 and 3 of the Prohibition of Imports Order, under Section 31 of the Customs Act 1965. In certain foreign countries, an import permit is identical to an import license.
Import Restrictions	Import restrictions applied by a country with an adverse trade balance (or for other reasons) reflects a desire to control the volume of goods coming into the country from certain countries may include the imposition of tariffs or import quotas, restrictions on the amount of foreign currency available to cover imports, a requirement for import deposits, the imposition of import surcharges or certain prohibitions of various categories of imports.
In Bond / Bonded cargo	A term used to indicate an imported shipment that has not obtain clearance by Customs for home consumption at the border, airport or seaport and is moving under a bank security or surety bond from point of entry to another area under customs control, usually a bonded warehouse, a free zone or another point of exit.

In Transit	In passage from one place to another.
Inland Clearance Depot (ICD)	A CFS located outside a port terminal area with customs clearance and cargo handling facilities. Usually located near an inland industrial area, providing the manufacturers with facilities similar to that of a port.
Insurance Certificate	A document issued by the insurance company indicating that insurance is provided to cover loss of or damage to the goods while in transit.
Integrated Carrier	A carrier that has multiple combinations of various mode of transport, like having both sea and ground fleets with some other combinations, such as air and rail fleets supporting the sea and ground mode.
Interchange	An act of transfer of a conveyance mean (such as container or wagon) from one party to another.
Intermediate Consignee	An intermediate consignee can be the bank, forwarding agent or other intermediaries (if any) that acts as an independent party between the shipper and the final consignee of a shipment, who would be acting as an agent for the exporter, the purchaser or the ultimate receiver, for the purpose of effecting delivery of the export to the ultimate receiver.
Intermodal Transport	The movement of goods by more than one mode of transport, i.e. by air, truck, rail or sea. Due to the fact that containers are of standard size which also have common handling characteristic, thus allowing to be transferred from one mode transport to another with ease.
Laycan	A term used in ship chartering term which denotes “laytime - commence and cancelling”. It specifies the earliest and the latest dates on the period of the laytime can the Charterer or Shipper can exercise to cancel the chartering option.

Laytime	A term used in ship chartering to describe the time allowed by the ship-owner to the charterer or shipper to load or discharge the cargo. It is usually expressed in either in days or hours, or sometime by quantity of cargo per day. Laytime is either expressed in running calendar days, working days (which may excludes Sundays and holidays observed by the port), or weather working days (excludes days where operations are prevented by bad weather). Laytime has to be contractually followed, provided if the charterer or shipper loads/unloads more quickly than as provided, the charterer or shipper is eligible for an incentive payment called “dispatch money”. However, if the loading/unloading time is exceeded, the charterer or shipper may have to pay a penalty known as “demurrage”.
LCL	Abbreviation for Less-than-Container-Load. Cargo in lesser quantity which is not sufficient to occupy a full container load.
Letter of Indemnity	A form of guarantee issued by the shipper or consignee to indemnify a carrier or forwarder for costs and/or loss, if any, in order to obtain a favorable action by the carrier or forwarder. Usually, it is a customary practice for carrier or forwarder to demand such letter of indemnity from the consignee for taking delivery of cargo without surrendering the bill of lading which has been delayed or lost in transit.
Lien	A legal claim on the goods by a carrier or forwarder for the satisfaction of some debts (e.g. freight charges or other relevant shipping charges).
Liner	A ship operator providing a regular, defined and publish trade route for a certain region(s). Usually, published schedules of the vessel sailing are displayed/advertised in certain medias for public viewing.

Liner terms	A term which indicate that the freight includes the cost of handling the cargo at the loading and discharging ports. This term may vary from port to port due to local customary practice. Sometimes, words like “Liner, Berth Terms”, is added to further advocate that the vessel must be berthed along the wharf.
Load Factor	Capacity used as against capacity available and expressed as a percentage
Manifest	See also Cargo Manifest.
Marine Insurance	In the broad sense, insurance covers loss or damage of goods while in-transit by a mean of transport. Therefore, having a marine insurance typically keep the owner of the goods against any losses that are sustained from fire, shipwreck, piracy and various other perils but excludes losses that can be legally recovered from the carrier.
Mate’s Receipt	A receipt issued and signed by a mate (commanding officer) of a vessel, acknowledging the receipt of cargo by the vessel. Any person in possession of the mate’s receipt is entitled to the bill of lading, which is issued by the liner in due course, in exchange for that mate’s receipt.
Measurement Ton	A unit of measurement used for the computation of freight volume and usually referred to as 40 cubic feet (1.13 cubic meters). This unit of measurement was regarded as the basis for the computation of freight revenue of a carrier. Sometimes, referred to as “Shipping ton”. See ... Revenue tonne for more details.

NVOCC	Abbreviation for “Non-Vessel Operating Common Carrier”, which usually refers to a Cargo Consolidator in ocean trade. An NVOCC generally solicits business and arranging for grouping / consolidating functions at port. An NVOCC usually issues his own house bill of lading for the carriage of goods on an ocean carrier, with whom the NVOCC has a special freight contract for volume shipments.
Negotiable Bill of Lading	An original bill of lading which is consigned “To Order” and in turn endorsed by the shipper. A negotiable bill of lading is generally used for negotiation with bank for the payment of the goods shipped.
Non-negotiable Bill of lading	Any copy of original bill of lading which is unsigned and these copies are non- negotiable.
Notify Party	This is the name and address of the party / person to whom the shipper requires the carrier to give notice when the goods arrive at the destination. Often the notify party will be the consignee, a consignee’s agent who has been appointed to collect the goods on behalf of the buyer
Ocean Bill of Lading (OB/L)	A Bill of Lading generally issued by an ocean-going carrier / liner.
“On Board” Bill of Lading	A Bill of lading in which a carrier acknowledges that cargo has been placed on board a named vessel. The “On-Board” indicated on the Bill of Lading would contained the “date of placing onboard the named vessel” besides the date of the issuance of the bill of lading.
On Deck	A special stowage instruction to confirm that the cargo stowage must be “on deck” rather than “under deck”.

Open-Top container	A container where the top roof is fitted with a tarpaulin that can be removed or covered; primarily with the function of allowing loading or unloaded from the top.
Over-height cargo	A container has a defined height and any cargo stowed on a container which exceeds the container height is termed as “over-height cargo”. Such cargo has to be stowed in an open-top container or a flat-rack / platform.
Port of Arrival	The destination port at which the import cargo or containers are unloaded from the vessel.
Port(s) of Call	Port(s) where a vessel would enter to discharge or load cargo / containers
Port of Discharge	The destination port at which the cargo or containers are discharged from the vessel. When transshipment is needed, there could a number of intermediate ports of discharge involved until it reaches the final destination port.
Proof of Delivery P .O.D.	A document which authenticate the actual delivery to the recipient (named in the document) of the goods stated therein. Normally, a signed copy by the recipient of the goods on the consignment note or delivery order would deem as a Proof of Delivery.
Port of Entry	Where cargo and containers are destined elsewhere (e.g. inland ports) are actually discharged at a convenient port of entry for onward transshipment by inland waterways, rail or truck.
Port of Loading	The origin port at which the cargo or containers are loaded onto the vessel.
Packing List	A document provided by the shipper to the consignee detailing the packaging and markings of the shipped goods, packages and products count, including the weight and measurement of each package unit, total gross / net weights and total volumetric measurements.

Packing List	This document is also required by Customs (at the Port of Loading or Port of Discharge) if any verification or examination is required, for purposes of computation of duties.
Perishable cargo	Any cargo that maybe subjected to decay or deterioration, normally fresh food and vegetables, meat and fishes.
Place of Receipt	A location or place where cargo enters into the custody or care of a carrier or forwarder. Sometimes, it may be referred to as “place of acceptance”. Unless stated otherwise under the terms of a specified INCOTERMS, the place of receipt would be the legal point where the carrier’s liability in respect of the cargo starts.
Project Cargo	A term normally referred to, when shipping cargo by any means of transport, does not fall within the standard norms and methods, i.e. over-height or over-size cargo which requires special equipment and handling. Such cargo requires special planning and supervision as it entails a specified time-frame with specific requirements, like door-to-door and special transportation routing.
Quarantine Declaration	A document signed by the captain and the doctor of the ship and presented to the port health officer when a ship arrives at the quarantine station. The declaration provides information relating to the name of the ship, tonnage, number of crew, first port of voyage and date of departure, intermediate ports called, number of passengers disembarking, number of transit passengers, (if any) cases of infectious diseases during voyage and deaths, nature of cargo carried onboard, name of agents. The port health officer then proceeds with the medical inspection of passengers and crew. Sometimes, it is also known as ‘Entry Declaration’

Received-for- Shipment Bill of Lading	A term used in contrast to “shipped bill of lading or on-board bill of lading”. This kind of B/L is normally issued to acknowledge receipt of goods before loading or before a mate’s receipt is issued. Most banks do not accept this kind of B/L if any negotiation is involved.
Reefer Container	A container built specifically for temperature-dependent cargo (like fruits, meat and sometimes medical products). The walls of the container are insulated and designed to allow temperature-controlled air circulation within the container. A refrigeration unit is normally built into the rear of the container.
Revenue Tonne	A term used by a carrier to compute the freight billing base on whichever is the greater between “the weight (of 1000 kilograms)” or “the measurement volume (of 1 cubic meter)” for the cargo shipped. Also known as “B/L Ton” or “Freight Ton”. It is mainly used for calculating freight charges.
Roll-on, Roll-off (RoRo)	A type of ship specially constructed to load and unload cargo which can be moved using wheels, tracks or dollies (e.g. cars, trucks, cargo on moving platform/dolly).
Salvage	Any property which has been recovered from a wrecked vessel, inclusive of the recovery of the vessel itself.
Salvage Clause	A maritime lien which exists when a ship or goods come into the possession of one who preserves them from the perils at sea. All salvage services carry with them a maritime lien on the items saved. This provision is included in maritime legislations in many nations, in line with the International Convention on Salvage, 1989.

Salvage Value	The value on which salvage is awarded. It generally means the value of ship and cargo when they have been brought to a place of safety by the salvage company. See ... Salvage clause for more details.
Ship Call Number (SCN)	A reference to a specific ship's call at a port, usually issued by a port authority to a carrier who has reported an intended call by a vessel, providing detailed profile of the vessel, cargo to be discharged and subsequent loading, ETA, ETD and details of owner and/or charterer.
Ship Planning	A function in the operations of container vessels where containers have to be planned for loading onto vessels, taking into consideration the size and weight of containers, transshipment and discharging port rotation, types of cargo, etc. The officer responsible for this function is called a "Ship Planner" or sometimes also known as "Super-Cargo".
Shipped Bill of Lading	In most cases, bill of lading is only issued after the cargo has actually been shipped on board a vessel, as distinguished from the Received-for Shipment B/L. See also ... Bill of Lading for details.
Shipped-on-board	An endorsement on a bill of lading to confirm the loading of containers onto a container vessel. For non-containerized cargo, the B/L is normally issued after loading, in which case the issued B/L is already a "shipped-on-board" B/L.
Shipper	The party who contracts with the carrier to carry goods from point of origin to the final destination under agreed conditions and price (freight rate). Also called as "Consignor or Exporter" in certain documents and the party receiving the goods is called as "the consignee or importer". The conditions under the carriage of transportation are stipulated in the bill of lading.

Shipper	Depending on the Incoterm chosen, either the Exporter or the Importer (via an intermediary like a freight forwarder) can be a shipper.
Shipper-owned container (SOC)	The container is owned by the shipper but provided as the mean of conveyance for the cargo shipment and accepted by the carrier for carriage.
Shipper's Load and Count	Normally, cargo is loaded into the container and subsequently sealed by the shipper, where the contents of the container is neither checked nor verified by the carrier or forwarder. In this case, neither the carrier nor the forwarder will assume any liability for any shortage of cargo, if the original container seal has remained intact at the time when devanning takes place. This notation is usually inserted by the carrier or forwarder in the issued B/L to disclaim responsibility in respect of the content and quantity declared purely as a Shipper's statement.
Shipping Marks	Any marking consisting of any letters, numbers or other symbols placed on the outside of packaging of the cargo to facilitate identification.
Shipping Order	A document issued by a carrier or forwarder to the shipper after the freight booking is confirmed and finalized, to allow the shippers (or his appointed forwarding agents) to dispatch the cargo to the designated CFS, warehouse or terminal. Essentially, this document contains information relating to the freight booking, where the receiving parties are responsible to accept the cargo as instructed accordingly. Today, some ports have implemented electronic systems where such information is now transmitted via EDI systems.

Shipping Weight	Shipping weight represents the “Gross weight in kilograms” of shipments, including the weight of packaging, crates and boxes, usually declared on B/L. This declaration is important in respect of “Limits of Liability” of the carrier.
T.E.U.	Twenty-footer Equivalent Unit. Commonly describes a 20-foot container. A 40- foot container equates to 2 TEU. Sometimes, the termFEU is used for specific purpose, merely to indicate the number of 40-foot containers. This is not an official term.
TVA	Abbreviation for “Time-Volume-Agreement”. A contract entered between a carrier and a shipper on the number of containers to be shipped within a certain specified period (usually on yearly basis), for special considerations of lower freight rates.
Tank Container	A specially constructed container for transporting bulk liquid or gaseous cargo.
Tare Weight	The weight of packing materials or the weight of an empty container, used to compute the net weight of the cargo, if required for operational or compliance purposes.
Terminal Handling Charge (THC)	A charge levied by carriers to shippers or consignees, for recovering the costs of handling at ports or container terminals, either at port of loading or port of discharge. THC is usually paid for by the forwarding agents on behalf of the shipper or consignee.
Time charter	A charter party contract when hiring a vessel for a specified period of time in which the ship owner provides the vessel, bunkers and crew while the charterer supplies the cargo.

Through Bill of Lading	A B/L issued to cover the entire contract of carriage, from receipt of cargo at point of origin until the delivery to the ultimate consignee, sometimes using two or more modes of transportation.
Trademark	A mark or symbol secured by legal registration used by a manufacturer or trader to distinguish his or her goods from competing goods.
Transit Zone	The area usually situated near or adjacent to a port of entry in a coastal country that serves as a storage and distribution center for the convenience of a neighboring country (a land-locked country, for example), lacking adequate port facilities or access to the sea. A transit zone is administered so that goods in transit to and from the neighboring country are not subject to the customs duties, import controls, or many of the entry and exit formalities of the host country. A transit zone is a more limited facility than either a free trade zone or free port.
Transshipment	A shipment that has been moved through, imported, transferred, or unladen in one or more intermediary ports (other than their originating country) prior to importation into the final destination country.
Transshipment Hub	A port which has been pre-selected by one or a group of carriers to be used for a hub for trans-shipping the cargo or container from/to the mother vessel to/from the feeder vessel, usually involving a change of the liner trade lane.
Unit Load	When cargo are packed onto a unit of package (e.g. pallet, crate, box or any other method) that enables the cargo to be handled as a unit when using a cargo handling equipment.

Unit Load Device (ULD)	A standard-sized aircraft container unit used for rapid loading and unloading to/from aircraft cargo compartment. It has compatible handling and restraint systems built-in.
VAT (Value-added Tax)	An indirect tax on consumption that is levied at each point in the chain of production and distribution, from the raw material stage to final consumption. At each point, the merchant pays a tax proportional to the amount by which he or she increases the value of the goods purchased for resale after making his or her own contribution.
Vanning / devanning	A term used for the stowing of cargo into/from a container. Sometimes, words like stuffing/un-stuffing and load/un-loading have similar meanings.
Ventilated Container	A container specially constructed with openings on the side and/or end walls to permit air ventilation when the container doors are closed.
Vessel ID	An identification code issued by the port authority to specifically reference a named vessel to a named shipping agent. This is to differentiate a vessel which maybe using different shipping agents at different calls, due to chartering arrangements by different shippers or liner operators.
Voyage Charter	A charter party contract when hiring a vessel for a particular voyage in which the ship owner provides the vessel, bunkers and crew whilst the charterer supplies the cargo.
Voyage Number	The unique identification for a voyage undertaken by a vessel on a fixed trade lane, as to differentiate each call when referring to the same vessel.

War Risk	An additional insurance coverage for loss/damage of goods resulting from any act of war. See also SRCC under International Trade Terms.
Warehouse	A place or building for the purpose of receiving / dispatching and storage of cargo for a period of time. Besides storage, warehouse also provides a list of other value-adding services to the owner of the goods.
Waybill	Another document issued by a carrier (to the shipper) at the point of shipment: shows the point of the origin, destination, route, consignor, consignee, description of shipment and amount charged for the carriage. This document is either forwarded with the shipment or sent by mail to the consignee (or his agent) at the transfer point or waybill destination. Unlike a B/L, a waybill is not a document of title. Seaway bill or Airway bill are examples of a Waybill.
Wharfage	A charge assessed by a dock owner (port terminal) against any cargo handled over the dock or against a vessel for using dock. For cargo, it is usually charged to the shipper or consignee and for vessel, it is charged to the carrier. Sometimes, it is known as Dockage fees.

3.4 Multimodal Transport Terms

The following trade terms are essentially factual but may not be complete in its full context. For terminology which is not fully understood or cannot be found in this section, we would suggest you to refer your query to your freight forwarder or export adviser. Alternatively, you may want to consult the enquiry desk of MATRADE (Malaysia External Trade Development Corporation) or NTTC of Ministry of Transport Malaysia..

GENERAL TERMS	
Multimodal Transport	Carriage of goods by two or more modes of transport involving more than one country.
Intermodal Transport	<p>The carriage of goods in one and the same loading unit or road vehicle using two or more modes of transport in succession without the goods themselves being transshipped when changing modes.</p> <p>In broader sense, the term intermodality is used to describe a transport system in which two or more modes of transport are used to carry the same loading unit or truck in an integrated way, without loading or unloading in a [door-to-door] transport chain.</p>
Combined Transport	Intermodal transport in which most of the European route is covered by rail, inland waterways or sea and the pre-carriage and/or onward carriage by road is as short as possible.
Road-Rail Transport	<p>Combined transport by rail and road.</p> <p>In English, the term piggyback does not refer to combined transport in general, but specifically to the transport of road semi-trailers by rail..</p>
Rolling Road	Transport of complete road vehicles using roll-on roll-off method, on trains with low-floor wagons throughout.
Co-modal	A term first used by the EU in 2006 to refer to the intelligent use of two or more modes of transport, both individually and in combination, to get the maximum benefit from each so that

	the journey as a whole is as sustainable as possible. This optimisation of resource use has economic, environmental and social benefits.
Accompanied Combined Transport	Transport of a complete road vehicle accompanied by the driver using another mode of transport (e.g. ferry or train).
Unaccompanied Combined Transport	Transport of a road vehicle or an intermodal transport unit (see ITU), without a driver using another mode of transport (e.g. ferry or a train).
Roll-On Roll-Off (RORO)	Loading and unloading of a road vehicle, a wagon or an ITU onto or from a vessel on its own wheels or wheels fitted for that purpose. In the case of Rolling Road, only road vehicles are loaded onto and unloaded from a train.
Lift-On Lift-Off (LOLO)	Loading and unloading of intermodal transport units (ITU, see 4.1) with lifting equipment.
Feeder Service	<p>Short sea service connecting at least two ports so that cargo (usually containers) can be consolidated in one of them or redistributed to an ocean service.</p> <p>In the broader sense, this term can also be used for inland waterway services.</p>
Logistics	<p>The process of designing and managing the supply chain more broadly.</p> <p>The chain may extend from the supply of raw materials for manufacturing, through the management of materials at the factory, delivery to warehouses and distribution centres, sorting, handling, packaging and final distribution, to consumption.</p>
Short Sea Shipping	Goods transport by sea between ports in Europe and between ports in Europe and ports in non-European countries that have a coastline on the seas bordering Europe.

Consignment	<p>Cargo shipped under a single contract of carriage.</p> <p>In combined transport, this term may be used for statistical purposes, to measure loading units or road vehicles.</p> <p>The grouping of several consignments into a full load is known as consolidation or groupage.</p>
Consolidation	<p>The consolidation of smaller shipments, often from different shippers, into large shipments to take advantage of economies of scale in transport costs. In-vehicle consolidation means that a vehicle picks up many customers and consolidates the freight within the vehicle. Out-of-vehicle consolidation is done in one terminal, usually for a single customer/region.</p>
Limit of Liability	<p>The maximum amount payable by a carrier to a shipper for damage or loss to cargo for which the carrier is liable under the contract of carriage. The amount of limitation is determined by agreement or by law.</p>
Shipper/ Consignor/ Sender	<p>A person or company who places goods in the care of others (freight forwarder, carrier/transport company) for delivery to a consignee.</p>
Forwarding Agent/Freight Forwarder	<p>Intermediary who arranges for the carriage of goods and/or related services on behalf of a consignor.</p>
Consignee	<p>The person entitled to take delivery of the goods.</p>
Transport Operator/ Carrier	<p>The person responsible for the carriage of the goods, either directly or through the intervention of a third party.</p>
Actual Carrier/ Subcontractor	<p>A third party who performs all or part of the carriage.</p>
Principal	<p>A person for whom another acts as agent.</p>

Multimodal Transport Operator	Any person who enters into a multimodal contract of carriage and assumes the entire responsibility for its performance as carrier or transport operator.
TRANSPORT UNITS	
Articulated Vehicle	A motor vehicle coupled to a semi-trailer.
Road Train	A motor vehicle coupled to a trailer (sometimes referred to in English as a drawbar-trailer combination).
Trailer	A non-motorised vehicle for the carriage of goods intended to be coupled to a motor vehicle, other than a semi-trailers.
Semi-trailer	A non-motorised vehicle for the carriage of goods intended to be coupled to a motor vehicle in such a way that a substantial part of its weight and load is borne by the motor vehicle. Semi-trailers may need to be specially adapted for use in combined transport.
Pocket Wagon	A rail wagon with a recessed pocket to accommodate the axle/wheel assembly of a semi-trailer.
“Basket” Wagon	A rail wagon with a removal subframe equipped with vertical handling devices to allow loading and unloading of semi-trailers or road vehicles.
“Spine” Wagon	A rail wagon with a central chassis designed to accommodate a semi-trailer.
Low Floor Wagon	A rail wagon with a low loading platform built for the carriage of, among other things, ITUs.
Rolling-Road Wagon	A rail wagon with a continuous low floor which, when coupled together, forms a rolling-road.

Double Stack Wagon	A rail wagon designed to carry containers stacked on top of each other.
Bimodal Semi- trailer (Rail- Road)	A road semi-trailer that can be converted into a rail wagon by adding rail bogies.
Panamax	Vessels with dimensions allowing passage through the Panama canal: maximum length 295 m, maximum overall breadth 32.25 m, maximum draught 13.50 m.
Post Panamax	Vessel with at least one dimension larger than Panamax.
LOADING UNITS	
Loading Unit	Container or swap body.
Intermodal Transport Unit (ITU)	Containers, swap bodies and semi-trailers suitable for intermodal transport.
Container	Generic term for a box used for the carriage of goods which is strong enough for repeated use, usually stackable and fitted with devices for changing between modes of transport.
Land Container	Container that meets the specification of the International Railway Union (UIC) and is suitable for combined rail/road transport.
Maritime Container	A container strong enough to be stacked in a cellular vessel and lifted from above. Most sea containers are ISO containers, i.e. they comply with all relevant standards of the International Organization for Standardization (ISO).
Air Container	Container that meets the standards set for air transport.
High Cube Container	Containers with standard length and width ISO, but with a height of 2.9 m (9'6"). These tall containers have now been included in a revised ISO standard.

Super High Cube Container	Container that exceed the dimensions of ISO. These dimensions vary and may include, for example, lengths of 45' (13.72 m), 48' (14.64 m) or 53' (16.10 m).
TEU	Twenty-foot Equivalent Unit. A standard unit based on an ISO container of 20 feet length (6.10 m), used as a statistical measure of traffic flows or capacities. One standard 40' ISO Series 1 container equals 2 TEUs.
Swap Body	A freight transport unit optimised for the dimensions of a road vehicle and equipped with handling equipment for switching between modes, usually road/rail. Originally, such units could not be stacked when full or lifted from above. But many units can now be stacked and lifted from the top, and the main feature that distinguishes them from containers is that they are optimised for vehicle dimensions. Such units require UIC approval for use on rail. Some swap bodies are equipped with folding legs on which the unit stands when it is not on the vehicle.
Stacking	Storage or transport of ITUs on top of each other.
Stuffing / Stripping	Loading or unloading cargo into or from an ITU.
Corner Fitting	Fixed points, usually located at the top and bottom corners of a container, which engage twist-locks or other devices to allow the container to be lifted, stacked and secured. These fittings are increasingly used on swap bodies, but at points compatible with 20- or 40-foot container corner fittings rather than at the corners.
Twist-lock	Standard mechanism that engages and locks into ITU corner fittings; also used on ships and vehicles to secure ITUs.
Tare	Weight of ITU or vehicle without cargo.

THE UNIT LOAD	
Unit Load	Palletised load or pre-packed unit with a footprint equal to the pallet dimensions and suitable for loading into an ITU.
Pallet	A raised platform, usually made of wood, which facilitates the handling of goods. Pallets have standard dimensions. The most commonly used in Europe are 1000 mm x 1200 mm (ISO) and 800 mm x 1200 mm (CEN).
“Big Bag”	A removable inner liner strong enough to be lifted and carry different types of bulk cargoes.
INFRASTRUCTURE AND EQUIPMENT	
Terminal	A place equipped for the transshipment and storage of ITUs.
Logistic Center	Geographical grouping of independent companies and bodies which are dealing with freight transport (for example, freight forwarders, shippers, transport operators, customs) and with accompanying services (for example, storage, maintenance and repair), including at least a terminal. In English, also called “Freight village”. In Italian, also called “Interporto”.
Hub	Central point for the collection, sorting, transshipment and distribution of goods for a particular area. This concept comes from a term used in air transport for passengers as well as freight. It describes collection and distribution through a single point (“Hub and Spoke” concept).
Freeport	Zone where goods can be manufactured and/or stored without payment of their relevant duties and taxes.

Dry Port	Inland terminal which is directly linked to a maritime port.
Rail Loading Gauge	<p>The profile that a rail vehicle and its load (wagons - ITUs) must pass through, taking into account tunnels and track-side obstacles.</p> <p>There are 4 basic gauges recognised by UIC: international gauge, A gauge, B gauge and C gauge. These limitations are specified for the individual lines.</p> <p>In principle, the smallest loading gauge may not be exceeded during the entire transport journey. Restrictions regarding the width and height of the load in curves must be taken into account.</p> <p>In combined transport, loading gauges profiles A and B are often exceeded. Another clearance gauge of particular importance for combined transport is the B+ clearance gauge. Many other loading gauges profiles (P/C/S/...) are also recognised.</p>
Track Gauge	The distance between the inner sides of the rails of a railway line. It is generally 1.435 m. In some European countries, other track gauges are generally used: for example, 1.676 m in Spain and Portugal, 1.524 m in the Russian Federation.
Loading Track	Track on which ITUs are handled.
Private Siding	Direct rail connection to a company.
Crane	Conventional lifting crane where the load is suspended from a cable via a jib. To handle ITUs the cable must be attached to the corners of the ITUs.

Gantry Crane	<p>An overhead crane consisting of a horizontal gantry mounted on legs that are either fixed, run in fixed rails or on rubber tyres with a relatively limited range of movement. The load can be moved horizontally, vertically and laterally.</p> <p>Such cranes are usually located at a junction between road/rail and/or ship/shore and land</p>
Straddle Carrier	A rubber-tyred lifting vehicle for moving or stacking containers on a flat, paved surface.
Reach Stacker	Towing vehicle with front equipment for lifting, stacking or moving ITUs.
Fork Lift Truck	<p>Vehicle equipped with engine-driven horizontal forks with which it can lift, move or stack pallets, containers or swap bodies. The latter two are usually empty.</p> <p>These operations can only be carried out in the front row of stack.</p>
Ro-Ro Ramp	A flat or inclined ramp, usually adjustable, that allows road vehicles to drive onto or off a ship or a rail wagon.
Spreader	<p>Adjustable fitting on lifting equipment that can be connected to the upper corner fittings of an ITU.</p> <p>Many spreaders have additional grappler arms that engage with the bottom side rails of an ITU.</p>

3.6 International Trade Finance

In a typical international trade activity, it will involve more than one country, which means, parties to the trade i.e. Buyer and Seller / Importer and Exporter, no longer depends on a single market, but broaden their market from domestic to a foreign market. These expansions expose parties to the trade, on several risks. Importer and Exporter are commonly exposed to non-payment risk by an Importer (Exporter is exposed to their Buyer reputation and credit worthiness), exchange risk (Importer and Exporter have to face the exchange rate fluctuation, which normally benefit one party at the loss of another) and legal risk (changes of country law or regulations may have impact on transactions).

The basic payment mechanism commonly use in international trade are explained in the below table. Method of payment varies, in the form of bank draft, cheque or telegraphic transfer.

Open Account	Exporter ships the goods and payment obtained later from Importer upon receipt of the goods.
Cash In Advance	Exporter receives payment from Importer before shipping the goods. Importer receives the goods after effecting the payment
Collection (interchangeably referred to as Documentary Collection)	Exporter ships the goods and presents documents to their Bank, providing specific instruction, example and release document against payment. Exporter's Bank sends the documents to Importer's Bank. In this case, Importer is only able to clear the goods if they effect payment to their Bank and obtain the documents. Both Banks act as an agent to the Importer and Exporter, following instructions given by the Exporter or Importer.
Letter of Credit (interchangeably referred to as Documentary Credit)	Importer requests their Bank (Issuing Bank) to issue an undertaking to Exporter that in the event all terms and conditions are complied with this undertaking, the Issuing Bank will effect payment to the Exporter. Importer dictates the terms and documents requirement. Exporter ships the goods, present documents to their Bank and if it's in

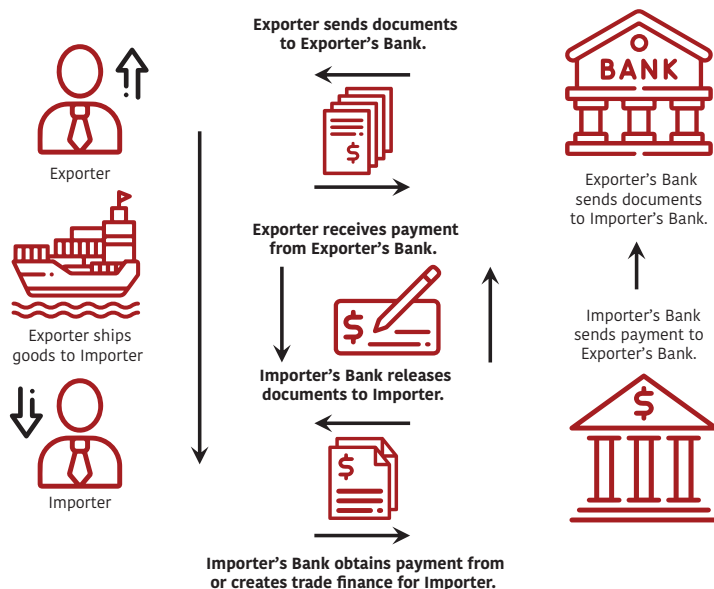
compliance will be able to obtain payment immediately. Importer is only able to clear the goods if they effect payment to their Bank and obtain the documents.

One of the benefits for Importer and Exporter to use Collection or Letter of Credit in its international trade transaction is the involvement of Banks. Banks serve as intermediaries, who are conversant with standard guideline in the form of International Chamber of Commerce (ICC) Uniform Rules for Collection (URC), Uniform Customs and Practice for Documentary Credits (UCP) and International Standard Banking Practice (ISBP) to avoid different interpretation among parties and ensuring compliant of documents for fast payments. These guidelines which has been introduced by ICC, is accepted internationally. Where the need arises, especially during dispute, ICC has an arbitration division to provide opinion for cases presented in court of law.

At one point or another throughout the chain of doing trade activities, getting financing by Importer or Exporter is inevitable, especially when there's expansion to their business, which require more working capital or simply when the need arises to fund their account, while waiting for payment. This is where international trade finance can assist the Importer and Exporter.

(a) Generally, commercial Banks in Malaysia offers international trade finance for Importer and Exporter to obtain financing for their working capital, overhead expenses and purchase or sales of raw or finished goods. There are varieties of trade finance products to choose from by Importer and Exporter, depending on their needs and to mitigate the abovementioned risks. Commercial Banks in Malaysia offers products with features of draw down (obtaining funds) in Ringgit or foreign currency to take advantage of a cheaper interest rate or avoid exchange risk which allow both parties to pay and settle in same currency. Importer and Exporter can choose to pay the interest in arrears or discounted upfront. Importer and Exporter enjoy a short-term financing for either pre-shipment, post-shipment or both ends. These financing period usually is less than one year, evidence by financial documents e.g. Bill of Exchange, Promissory Notes and / or commercial documents e.g. Transport documents (Bill of Lading, Air Waybill or Delivery Order), Commercial Invoice, Certificate of Origin and Packing List. Importer and Exporter are able to choose to participate in Conventional or Islamic international trade finance transactions.

(b) The following diagram depicts a typical international trade finance work flow involving commercial Banks.



In dealing with international trade, Malaysian Importer and Exporter are expected to know about Malaysia Foreign Exchange Administration (FEA) Notices. Bank Negara Malaysia (BNM) is the Controller of FEA. FEA explains what a Malaysian Importer or Exporter, who are resident or non- resident can or cannot do in areas of borrowing (financing) in Ringgit and foreign currencies, exports of goods and buying and selling of currencies, among others.

For more information on FEA, please obtain from the following website:
<https://www.bnm.gov.my/fep>

For more information on international trade finance - Conventional by Commercial Banks, please obtain list of Licensed Financial Institutions in Malaysia-Commercial Banks from the following website:
<https://bnm.gov.my/regulations/fsp-directory>

For more information on international trade finance - Islamic by Commercial Banks, please obtain list of Licensed Financial Institutions in Malaysia-Islamic Banks from the following website:
<https://bnm.gov.my/regulations/fsp-directory>

3.7 INCOTERMS

The Incoterms (short for International Commercial Terms) rules developed by the International Chamber of Commerce (ICC) were created as an industry standard to facilitate international trade and to interpret the commercial terms that parties to a sales contract can agree to apply.

Incoterms were first introduced in 1936 and have been revised 8 times since then. As the world has evolved trade, Incoterms rules have been revised in 1957, 1967, 1976, 1980, 1990, 2000, and 2010 to reflect changes in world trade and practice. Incoterms 2020 is the latest edition and applies from 1st January 2020.

These rules are an essential part of the everyday international trade as well as domestic trade and they form an integral part of many sales contracts worldwide.

It is important to remember that “Incoterms” is not a generic name for international trade terms, but a trademark used to designate the rules developed by ICC.

As with Incoterms 2010, the new publication Incoterms 2020 divides the eleven (11) rules into two groups, the seven “Rules for any mode or modes of transport” and the four “Rules for sea or inland waterway transport.” The rules for “any mode rules” are listed first, as in reality the vast majority of readers will or should use these rather than the maritime rules. The book emphasises more strongly than before that the maritime rules should not be used for container shipments, even if they are carried by sea. It is hoped with the expected increase in readership this incorrect usage will disappear.

1. Rules for Any Mode of Transport

- EXW (EX WORKS) (insert named place of delivery)
- FCA (FREE CARRIER) (insert named place of delivery)
- CPT (CARRIAGE PAID TO) (insert named place of destination)
- CIP (CARRIAGE AND INSURANCE PAID TO) (insert named place of destination)
- DAP (DELIVERED AT PLACE) (insert named place of destination)
- DPU (DELIVERED AT PLACE UNLOADED) (insert named place of destination)
- DDP (DELIVERED DUTY PAID) (insert named place of destination)

2. Rules for Sea and Inland Waterway Transport

- FAS (FREE ALONGSIDE SHIP) (insert named port of loading)
- FOB (FREE ON BOARD) (insert named port of loading)
- CFR (COST AND FREIGHT) (insert named port of destination)
- CIF (COST INSURANCE AND FREIGHT) (insert named port of destination)

It is very important to explain at the outset what Incoterms 2020 rules do and do not do. They only regulate matters between the seller and the buyer, i.e. obligations, risk and costs.

Therefore, it is important to know that the Incoterms Rules do not deal with the following questions:

- whether a contract of sale has been concluded in writing;
- the law applicable to the contract;
- the specifications and nature of the goods;
- the method or duration of payment;
- the remedies available to one party against the other for breach of contract and the method of dispute resolution;
- most consequences of non-performance or default by one of the parties to the contract;
- sanctions and prohibitions;
- customs duties charges;
- force majeure;
- intellectual property rights;
- business-to-consumer sales;
- sales between businesses and consumers;
- declarations of Verified Gross Mass (VGM).

It is very important to explain at the outset what Incoterms 2020 rules do and do not do. They only regulate matters between the seller and the buyer, i.e. obligations, risk and costs.

Therefore, it is important to know that the Incoterms Rules do not deal with the following questions:

- A1/B1 General obligations
- A2/B2 Delivery/Taking delivery
- A3/B3 Transfer of risks
- A4/B4 Carriage
- A5/B5 Insurance
- A6/B6 Delivery/Transport document
- A7/B7 Export/import clearance
- A8/B8 Checking/packaging/markings
- A9/B9 Allocation of costs
- A10/ B10 Notices

In explained in the Incoterms 2020, the Explanatory Notes provided in the Rules are intended for better understanding of the users. They are just an explanation and are not part of the Rules. They do not cover every aspect of each Rule, but only what is relevant and important in knowing. They contain several specific diagrams to help identify the points mentioned in the Explanatory notes.

Incoterms for Any Mode of Transport	
EXW (Ex-Works)	<p>“Ex-Works” means that the seller delivers when the goods are placed at the disposal of the buyer at the seller’s premises or at another named place (i.e. works, factory, warehouse, etc.). The seller is not obliged to load the goods onto a collecting vehicle or to clear the goods for export if such clearance is required.</p> <p>Important Note: As EXW term places all responsibility on the buyer, the seller is not obliged to do anything other than make the goods available. It is therefore advisable for the buyer to engage a reliable freight forwarder at the port of origin to look after the buyer’s best interests.</p>

<p>FCA (Free Carrier)</p>	<p>“Free Carrier” means that the seller delivers the goods to the carrier or another person nominated by the buyer at the seller’s premises or another named place. This rule can be applied regardless of the mode of transport chosen, even if more more than one mode of transport is used.</p> <p>Important Note: The point of delivery must be expressly discussed and agreed between the buyer and the seller, as the risk at this point tranfers from the seller to the buyer. All the delivery points mentioned are at the point of origin and are beyond the control of the buyer. Therefore, the buyer must take extra precautions when buying on FCA term.</p>
<p>CPT (Carriage Paid to)</p>	<p>“Carriage Paid To” means that the seller delivers the goods to the carrier or another person nominated by the seller at an agreed place (agreed between buyer and seller) and that the seller must bear and pay the costs of carriage of the the goods to the named place of destination. This rule can be used for any chosen mode of transport and also if more than one mode of transport is used.</p> <p>Important Note: As with all Incoterms, it is important that the place of delivery is expressly discussed and agreed, between the buyer and the seller. Under CPT term this point becomes even more important as risk and cost pass at different points. Failure to understand this can lead to penalties and additional costs for the buyer or seller. The seller must ensure that the buyer has paid for the goods, either before the goods are physically delivered or before the bill of lading and other release documents are release to the buyer. Whether or not the risk has passed from seller to buyer, the buyer must ensure that the goods are fully and properly insured, as this is his obligation.</p>

<p>CIP (Carriage and Insurance Paid To)</p>	<p>“Carriage and Insurance Paid to” means that the seller delivers the goods to the seller’s nominated carrier or another person at an agreed place (agreed between buyer and seller) and that the seller must bear and pay the costs of main carriage to the named place of destination. This rule can be used for any chosen mode of transport and also if more than one mode of transport is used.</p> <p>Important Note: As with all Incoterms, it is important that the point of delivery is expressly discussed and agreed upon, between the buyer and the seller.</p> <p>Under CIP term, this point becomes all the more important as the risk and cost transfers at different points. Failure to understand this can lead to penalties and additional costs to the buyer or seller. Under CIP, while the buyer enjoy the benefits of the insurance cover provided by the seller, the buyer must also be aware that under the CIP terms, the seller is only obliged to take the minimum insurance cover to cover the buyer’s risks, which is likely to be ICC clause C. The buyer must be aware that if this insurance cover is limited, the buyer can negotiate with the seller to extend the cover to ICC Clause B or even Clause A, but this will involve additional costs. Whether or not the risk has passed from seller to buyer, the buyer needs to ensure that the goods are fully and properly insured as this is the buyer’s obligation under CIP term.</p>
<p>DAP (Delivered at Place)</p>	<p>“Delivered at Place” means that the seller delivers when the goods are placed at the disposal of the buyer on the arriving means of transport, ready for unloading at the named place of destination. The seller bears all risks associated with the shipments of goods to the</p>

	<p>named place. This rule can applied to any chosen mode of transport, if more than one mode of transport is used. Important Note: The seller must be aware that under DAP, the seller is responsible for ensuring that the goods are delivered to the buyer at the agreed place. The seller must therefore not only ensure that the goods are loaded at the place of origin, but also that the seller has to ensure that there are no transshipment or on- carriage problems and the cargo reaches the agreed destination. Therefore, the seller is responsible for any damages if the goods have not been delivered in conformity with the DAP term contract. It is important that seller ensures that the goods are properly packed and good enough to survive the transport to the agreed destination. Although the seller's obligation ends with the delivery of the goods to the agreed destination, in some cases the seller may be obliged to assist the buyer in obtaining documents (e.g. import permit) required for clearance of the imported goods. It should be noted that the assistance is provided by the seller, while the costs and risk of such assistance lie with the buyer.</p>
DPU (Delivered at Place Unloaded)	<p>“Delivered at Place Unloaded” means that the seller delivers the goods, transferring the risk to the buyer, when the goods are unloaded from the arriving means of transport at the buyer’s disposal at the named place of destination or any other agreed point within that place.</p> <p>Important Note: The seller must be aware that under DPU, the seller is responsible for ensuring that the goods are unloaded at the agreed place. The seller must therefore not ensure that the goods are loaded at the place of origin, but also to ensure that there are no transshipment problems and the cargo reaches the agreed destination. Therefore, the seller acting under DPU terms must take precautions to protect against unforeseen or justified circumstances that could prevent the delivery of the goods</p>

	<p>under DPU conditions. Another important point is that neither the buyer nor the seller is obliged to insure the goods under DPU conditions and that this insurance obligation is not explicitly covered by the Incoterms rules. This important issue must be discussed and agreed, as part of the sales contract. As with all incoterms, it is important that the place of delivery is explicitly discussed and agreed between the buyer and seller.</p>
DDP (Delivered Duty Paid)	<p>“Delivered Duty Paid” means that the seller delivers the goods when the goods are placed at the disposal of the buyer, cleared for import on the arriving means of transport, ready for unloading at the named place of destination.</p> <p>Important Note: Even though the buyer can take a step back and leave everything to the seller, there are some points that the buyer must be aware of. The buyer must be aware that when under DDP, the buyer will have to pay more cost to the seller, as the seller’s cost includes customs clearance costs and other charges at the port of destination. Since the seller is not located in the country of destination, the local costs at the destination may be higher than what the buyer can get locally. The buyer must make sure that the seller is able to arrange import clearance directly or indirectly, otherwise there may be delays in the transaction that affect the delivery of the goods. If in doubt, it is wiser for the buyer to choose a DAP term instead. The seller, in turn, must be sure that they can also handle the import clearance at the destination at the best cost. It is obvious that the seller might lack local knowledge at the destination. Their agent at the destination could take advantage of the situation in terms of local costs, which of course increases the seller’s price to the buyer and could make the sale uncompetitive. When dealing under DDP terms,</p>

the seller must take precautions to protect against unforeseen or justified circumstances that could prevent the goods from being delivered under DDP terms. It is also advisable to check whether there are any tax benefits that can be reclaimed by “residents” of the destination country, e.g. on Service Tax paid on inland haulage by residents, in which case the DDP term can still be applied. Although the seller’s obligation ends with the delivery of the goods at the destination named place, cleared, in some cases, the seller may need the buyer’s assistance in obtaining some documents (e.g. import permits) required for local customs clearance. It should be noted that the assistance is provided by the buyer, while the cost and risk of such assistance rests with the seller. In the event that the buyer requires a pre-shipment inspection for destination port and customs authorities may levy the charges, it will be for the seller’s account unless otherwise specifically agreed between the buyer and seller. As with all Incoterms, it is important that the place of delivery is expressly discussed and agreed between the buyer and the seller.

Incoterms for Sea or Inland Waterway Transport

FAS
(Free along ship)

“Free Alongside Ship” means that the seller delivers when the goods are placed alongside the vessel (e.g. on a quay or a barge) nominated by the buyer at the named port of shipment. The risk of loss of or damage to the goods passes when the goods are alongside the ship, and the buyer bears all costs from that moment onwards.

Important Note: The buyer buying on FAS, it is recommended that you have a clear and good understanding of the required handling methods and processes at the port of origin. Without which, it is recommended to engage a strong

	<p>agent who knows the requirements at the port of loading especially relating to the “alongside” aspect, as it may not be as straightforward as it sounds. Under FAS, the buyer must ensure that entering into the correct contract of carriage with the shipping line, considering where the risk and cost of the seller ends and where the buyer’s begins. As, there may certain gray areas during the transaction which means that the buyer may end up paying twice for certain activities. As the seller needs to ensure that the goods are delivered alongside the ship, in time for the cargo to be loaded onboard the ship. Knowing that ships have planned discharge/loading schedules to be in line with the ship’s stability, therefore it is important for the seller to understand this requirement and to ensure that the cargo is delivered alongside the ship in proper time. In short, it is the seller’s obligation to ensure that the goods are delivered alongside the ship, ready for loading. It is crucial for the seller’s interest that the proof of such delivery is secured, by way of a shipping order or the transporter’s delivery note signed by the port, terminal, or ship’s agent when delivery of the goods are at the ship’s side.</p>
<p>FOB (Free onboard)</p>	<p>“Free on Board” means that the seller delivers the goods on board the vessel nominated by the buyer at the named port of shipment or procures the goods already so delivered.</p> <p>Important Note: Under FOB, the seller’s obligation is to place the goods on board the ship in due time, especially since FOB is frequently used for bulk shipments. It must be remembered that, as in the past, the act of the cargo passing the ship’s rail denoted the transfer of risks in FOB is not longer applicable under Incoterms 2020, which is now changed to placing the goods on board. If the seller trades under FOB term basis and have accepted some</p>

extensions like “FOB stowed” or “FOB stowed and trimmed”, it is recommended to know and understand the exact requirements linked to these words. The seller would be considered to have failed to fulfil your delivery obligation if the loading, stowing, and trimming has not been carried out accordingly or completed the activity. Therefore, under FOB terms the seller has to load the cargo onboard the ship, which effectively means that the seller has handed over the goods to the carrier as well and the carrier is able to give the seller a transport document like a bill of lading which serves as the evidence of the contract of carriage and also as the receipt of goods. In certain cases, the seller may just receive a mate’s receipt as a receipt of goods pending the transport document until the vessel set sailed. In such case, the seller may be requested by the buyer to assist in securing the transport document at the buyer’s risk and expense. It is important to note that it is the seller who needs to ensure that the cargo is delivered in time for the cargo to be loaded onboard. Knowing that ships have planned discharge/loading schedules to be in line with the ship’s stability, therefore it is important for the seller to understand this requirements and to ensure that the cargo is delivered in time for the loading. Under FOB term, it is of utmost importance for the buyer to nominate the right type of ship and ensure that the ship arrives in time for the seller to arrange the delivery the cargo for loading. Knowing that it is the buyer that nominate the ship and if the nominated ship is not available in time for the cargo to be loaded, then the risk will not pass onto the buyer unless the seller is notified in advance of any such delays. As with all Incoterms, it is important that the point of delivery is expressly discussed and agreed upon between the buyer and the seller.

CFR
(Cost and Freight)

“Cost and Freight” means that the seller delivers the goods on board the vessel or procures the goods already so delivered. The risk of loss or damage to the goods passes when the goods are on board the vessel.

Important Note: For the seller and the buyer, it is of utmost importance to note that under CFR terms, the risk of the seller ends once the cargo has been delivered onboard the ship at the port of loading at origin and not when it reaches the named destination. For example, if the cargo is moving from Port Klang to Antwerp and the term is CFR Antwerp, the seller’s risk ceases when the container has been loaded onboard the ship in Port Klang. All risks from Port Klang until Antwerp is for the buyer while the cost of the carriage is that of the seller. However, for example, if the ship is facing severe weather or some other circumstances, the container has to be transhipped somewhere along the way, where such cost and risk would be that of the buyer’s. As CFR terms are used for both containerized and non-containerized cargo, the seller needs to ensure that the proper and suitable carrier is used for the carriage, as both cargo types use different types of vessel, and the costs are obviously different between the two types of vessel. Also, there is a clear difference between a liner trade and a tramp trade, and it is important that the seller understand this as well. If the buyer requires the seller to deliver the containerized to an inland point then a CPT would be more suitable than CFR as CFR is only for transport by waterways and does not include other modes of transport. If the nature of cargo is bulk or breakbulk type, the seller needs to understand the free time allowed for the loading and unloading of the cargo failing which demurrage may be applicable. Therefore, it is imperative for the seller and buyer to agree on the duration for

	loading and unloading and who should bear the demurrage, if incurred.
CIF (Cost, Insurance and Freight)	<p>“Cost, Insurance and Freight” means that the seller delivers the goods on board the vessel or procures the goods already so delivered.</p> <p>Important Note: If the buyer is buying on CIF terms, it is imperative that to understand that the seller only has to provide minimum insurance (usually ICC Clause C), which in most cases may be insufficient to meet the buyer’s needs. Therefore, it may be good to negotiate with the seller to take additional covers such as ICC Clause A or B or any similar clauses and/or cover complying with the Institute War Clauses and/or Institute Strikes Clause (SRCC) or any similar clauses. This additional cover would be at the buyer’s expense. While the seller is obliged only to provide minimum cover, the seller must ensure that the insurance cover is for the entire duration of the carriage till the named destination and not just till where the seller’s risk ends when onboard the ship. The cover must protect the buyer from the moment the risk of loss of or damage to the goods are transferred (i.e. from the moment the goods are loaded on board at the port of shipment) and until the goods arrive at the agreed port of destination. For the seller and the buyer, it is of utmost importance to note that under CIF terms, the seller’s obligation in terms of risk ends once the cargo has been delivered on board the ship and not when it reaches the named destination. For example, if the cargo is moving from Port Klang to Antwerp and the term is CIF Antwerp, the seller’s risk ceases when the container has been loaded onboard the ship in Port Klang. All risks from Port Klang until Antwerp is for the buyer while the cost of the main carriage is that of the seller. However, for</p>

example, if the container has to be transhipped somewhere along the way due to weather or other circumstances, the cost and risk would be that of the buyer's. As CIF terms are used for both containerized and non-containerized cargoes, the seller needs to ensure that the appropriate and suitable carrier is used for the carriage, as both cargo types use different types of vessel, and the costs are different for both. There is a clear difference between liner and tramp trades, and the seller must clearly differentiate this. If the buyer requires the seller to deliver the containerized to an inland point, then a CPT would be more suitable than CIF as CIF is only for transport by waterways and does not include other modes of transport. If the nature of cargo is bulk or break-bulk type, the seller needs to understand the free time allowed for the loading and unloading of the cargo failing, which demurrage may be applicable. Therefore, the seller and buyer must agree on the duration of loading and unloading time and who to bear the demurrage, if incurred.

Quick reference guide for obligations and charges

Quick Reference Guide	Freight Collect Terms						Freight Prepaid Terms				
Groups	Any Mode or Modes of Transport		Sea and Inland Waterway Transport				Any Mode or Modes of Transport				
INCOTERM 2020	EXW	FCA	FAS	FOB	CFR	CIF	CPT	CIP	DAP	DPU	DDP
	Ex Works (Place)	Free Carrier (Place)	Free Alongside Ship (Port)	Free On Board (Port)	Cost & Freight (Port)	Cost Insurance & Freight (Port)	Carriage Paid To (Place)	Carriage Insurance Paid To (Place)	Delivered at Place (place)	Delivered at Place Unloaded (place)	Delivered Duty Paid (Place)
Transfer of Risk	At Buyer's Disposal	On Buyer's Transport	Alongside Ship	On Board Vessel	On Board Vessel	On Board Vessel	At Carrier	At Carrier	At Named Place	At Named Place Unloaded	At Named Place
OBLIGATIONS & CHARGES											
Export Packaging	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Loading Charges	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Delivery to Port/Place	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Export Duty, Taxes & Customs Clearance	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Origin Terminal Charges	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Loading On Carriage	Buyer	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Carriage Charges	Buyer	Buyer	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller	Seller	Seller
Insurance	Negotiable	Negotiable	Negotiable	Negotiable	Negotiable	Seller	Negotiable	Seller	Negotiable	Negotiable	Negotiable
Destination Terminal Charges	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller	Seller	Seller	Seller	Seller
Delivery to Destination	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller	Seller	Seller
Unloading at Destination	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller	Buyer
Import Duty, Taxes & Customs Clearance	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer	Seller

4. Economic Operatorst

4.1 Port Operator

Ports serve a key role in the transportation of freight and people. With more than 95% of Malaysia's international trade by volume carried by sea, ports are vital for seaborne trade and international commerce. Ports are critical nodal interfaces where maritime transport connects with other modes of transport and where trading, distribution and logistics activities can take place. Efficient port operations significantly lower maritime and trade costs whereas delays in ports impose costs on logistics and supply-chains through the cost of warehousing and inventory. Ports also serve as economic catalysts for the markets and regions they serve and generate socio- economic wealth and benefits.

In Malaysia, port development started in the 60s and to date there are several major ports in the Peninsular and in Sabah and Sarawak. Major ports are Port Klang, Port of Tanjung Pelepas (PTP), Penang Port, and Pasir Gudang Port in Peninsular while Bintulu Port, Kota Kinabalu Port and Kuching Port are in Sarawak and Sabah.

There are also many smaller State ports, such as Lumut Port and ports and jetties run by the Marine Department. Ports categorised as federal ports come under the Ministry of Transport by virtue of being established under the Port Authority's Act, an Act passed by Parliament.

Others like Miri, Rajang, Sibul and Kuching are State ports of Sarawak while ports in Sabah are also State ports, formerly operated by Sabah Ports Authority, now privatised to Suria Capital Bhd.

All the federal ports in Peninsular including Bintulu Port in Sarawak have been corporatized or privatised. Federal Ports in Malaysia are Port Klang, Port of Tanjung Pelepas, Pasir Gudang Port, Kuantan Port, Penang Port, Kemaman Port and Bintulu Port.



Most of the Federal and State Ports provide a wide range of facilities and services, with major ports providing infrastructure and services for containerised, conventional, dry bulk and liquid bulk cargo.

Port operators, whether Federal or State ports operate under the relevant Port Authority Act, By-laws and Scale of rates and charges- By-laws. Many ports have different scale of rates and charges, though there have been efforts to standardise tariff nomenclature and tariffs in all Malaysian Ports. The Ministry of Transport is the government agency overseeing Federal ports and ensure that ports are efficiently run, eliminating delays and improving port productivity. Tariff revision, port development, privatisation have to be approved by the Minister of Transport.

Federal ports also set up their respective Port Consultative Committee (PPC) where all the stakeholders including port users, chambers of commerce, trade and logistics associations, government agencies e.g. Customs, OGAs (other government agencies), MOT, MITI are represented. The PPC discusses and presents proposed major port developments and major tariff review to the community.

For more reading, please also see Port Authority under section 5.3.

4.2 Shipping Company

Shipping company either operates a liner service (liners) or tramp (trampers) around. In general, most container ships operate on liner services while the bulk ships are more likely to operate as tramps.

Liner service has fixed schedule between ports around a region or along a fixed route. It provides a regular service among a list of ports of call and is known to offer rebates to regular shippers who make use of the service. Among the shippers are the “NVOCC” operators who normally buy container slots from liners.

At either the port of loading or discharge, it has a local agent to manage marketing service, operations issues and also to liaise



Shipping lines while focusing on large volume shippers tend to neglect the smaller shippers; as such over 63% of the merchandise containers are handled through the Freight Forwarders.

Many lines have formed separate logistics units to enter the freight forwarding business. Such units have advantages and disadvantages in securing slots for the shippers; as their options for getting slots are limited to their own lines or at best the alliances of their shipping lines.

On tramp, shipping line may operate a ship without any fixed schedule, the ship responds to shipper's request for its service. Such shipper normally charters the whole ship to load bulk shipment from a specific port of loading to a port of discharge. With larger ships, charter party may be signed by more than one shipper. This means the ship may load at more than one port and discharge at more than one port. Alternately, the ship may load from a single port of loading but agree to discharge its load to various named ports; normally located within a specific region.

In tramp shipping, a charter party is normally contracted. Charter party is a specialized job and prepared by very experienced professionals in the industry. The Charter party spells out all the details of the contract on a particular shipment or a combination of shipments. The charter party will decide which party shall pay those charges incurred in the loading and unloading of the cargo; duty payment; handling costs, stevedore costs, demurrage charges, etc. The terms include demurrage charges should the ship takes longer time to load or discharge the cargo. Where the ship is able to complete the loading and discharging operations in shorter time than estimated, the shipper will earn dispatch payment. In most charter party, the dispatch payment is much lower than demurrage charge. Though many very large shippers still import using bulk carriers, it is also noted that with the huge volume of containers in the market and the issue of imbalance trade, especially from North America to Asia resulting in items like wheat, corn, soya, or even scraps etc. are now being containerized. Or even between ASEAN and the Far East, use of containers for steel products will continue to prevail.

4.3 NVOCC

The term "NVOCC" stands for Non-Vessel Owner Common Carriers. They offer their services by leasing the containers to the shippers at a competitive rate. By buying large number of container slots on the ship, they will get better discount rate on freights.

They, too act as representatives of the container leasing companies who leases or “rent” out their containers to the large shipper or even shipping companies. In most cases, they buy used containers from either large leasing companies or the larger shipping lines.

It is advisable to ascertain if the quality of the containers offered by such operators meet your minimum safety requirements before accepting them for usage. Most of them permit their containers to move within a certain region or among certain regional ports. Hence, trans-loading may be required; meaning the cargo is transferred from one container into another before sending to the final destination.

At Port Klang, there are some 50 NVOCC operators; most of them operate to/from India, Indonesia and China. At the moment, there are no guidelines issued by any Government agencies and most of them have very small paid-up capitals. In line with the practice by most shipping lines, they too collect container deposits for import containers.

4.4 Freight Forwarder / Consolidator

The business of freight forwarding and consolidation has evolved over the years. Locally, most of the freight forwarders and/or consolidators have started their businesses as Customs brokers and from here they have expanded their businesses to other sectors which comprise of a host of activities relating to the transportation and handling of goods; generally speaking, acting as an architect of the entire logistics chain in the global supply chain.

Their expansion was mainly attributed by the introduction of containerization in the early 70s. Containerization has spurred the concept of “door-to-door” services; and freight forwarders have developed the concept of consolidating the LCL shipments into FCL containers, which offer better opportunities to smaller shippers to source their shipping requirements as well as to allow them to export their goods in quantity smaller rather than a full container load around the world.

Freight forwarders/consolidators do handle FCL shipments through their networks and they are reported to have controlled over 63% of all merchandise container movements worldwide. Many freight forwarders/consolidators offer their services with their own “House Bill of Ladings”, though global shippers should prefer those based on FIATA terms and conditions.

It is also noted that freight forwarder/consolidators may just act as 'releasing agent'; whereby the Ocean-BL is consigned to them and in-turn they would release the respective shipments to the actual consignees named in the House-BL.

In such scenario, they may have to ask the consignee for a back- to-back term imposed by the shipping liners or NVOCCs.

In Malaysia, there are a number of medium-size operators offering such services to their customers. As many small importers would prefer to buy on CIF terms, many are caught with unexpected terms and conditions imposed by overseas freight forwarders, who would have secured the freight from the overseas seller. It is always prudent to appoint local freight forwarders to handle their shipments so that such a situation does not arise. Terms and conditions can be negotiated prior to shipment hence the shipper can avoid any surprise.

4.5 Third Party Logistics Provider (3PL)

Third party logistics provider operators, in short known as 3PL, offer total logistics solutions to mostly larger shippers or MNCs who would totally outsource their logistics requirements to them to handle, often from the point of sourcing and importation of raw materials and the warehousing, control and distribution of the finished products to the outlets of the retailers.

Such arrangement requires great confidence from the shipper or manufacturer whose business is being handled by a third party, who are external parties to the organisation. Any operations below par standards could easily jeopardize the smooth flows of raw materials into his factory or finished goods to the customers. The relationship requires continuous communication exchange and planning on both sides as any failure from either side can disrupt the overall business plan significantly.

This is the growing trend in the market, where the specialist logistics provider undertakes all the planning on behalf of the shipper from bringing the raw materials to delivering the finished goods to the market and where necessary provide the inventory control of warehousing or storage facilities. To achieve the level of high efficiency, vital information on volumes, scheduling of shipments, locations of major distributors, etc. must be available to the main service provider which would help in their planning to engage his subcontractors as supporting service providers.

It is noted that such relationship requires the shipper to provide all information related to their products to be made known to his 3PL provider. Such arrangement requires the full confidence of the shipper to the 3PL provider, as information may affect their marketing strategy if made known to the competitors. Hence the selection of 3PL provider is an important matter and requires very careful consideration and detailed investigation on the part of the shipper.

In most cases, they are built up over many years of relationship between both parties. With the introduction of IT into logistics, many various devices to track shipment flows will assist such process. In fact at Port Klang, the Port Klang Authority is introducing the “Port Klang*Net” system to track the flow of import containers through its terminals. This system would provide documented records of transactions of all parties involved in the handling of the container/s from the time it lands at the terminal to the time it is returned to the designated empty container depot.

4.6 Forwarding Agent

Forwarding agent or Customs broker, as the name implies, handles the Customs procedures for the consignor (shipper) and the consignee. Forwarding agent is required under the Customs Act, 1965 to be registered with the Customs department which allows each consignor (or consignee) to appoint up to 3 such agents. However, additional appointments may be approved, upon application on a case to case basis.

The main function is to help the consignor (and consignee) to submit the import or export declaration to the Customs Department in a correct manner based on Customs procedures, including but limiting to the correct usage of the Harmonized System Codes. In view of the large shipment volume involved, Customs Department emphasizes on a strong code of conduct on correct declaration, which if wrongly made, could result in being compounded as a Customs offence.

Forwarding agent is required to attend a course conducted by the Customs Department on the “Best Practices” of declaration, full knowledge of the various Customs and Other Governmental Agencies (OGAs) Acts and Regulations, procedural processes of handling Import and Export restrictions and many more areas of regulatory disciplines. The course last a full 5 weekends days. A pass by way of an examination is required at the end of the course.

Forwarding agents would normally assist to arrange for the haulage of containers to/from the shippers' premises. Hence, both the consignee and the box-owner would use the forwarding agent's services to ensure the smooth flow of the goods and the return of the empty container. Indeed, such arrangement benefits the shipping liner or container box-owner as they can hold the forwarding agent for the safe return of the said container. In this respect, the forwarding agent is being asked to provide some form of guarantee like container deposit or/plus letter of indemnity (LOI), to the liner or box-owner.

It should be noted that a forwarding agent, being an agent has to act on behalf and on the instruction of his principal (consignor or consignee). From past records, it is estimated that 15% of all goods cleared by Customs are subject to examination of document only and another 5% subject to physical examination by Customs officers, unless special directives are being directed to act otherwise.

It is noted that under WTO, since 1985, the average duty on goods has dropped from about 30% to some 10% today. Hence, duty collection may not be the main criteria for cargo processing in the future. Other governmental agencies (OGAs) may impose a more stringent processing procedure because of other safety/health regulatory requirements, especially with regards to chemical products and foodstuffs.

In more practical terms, forwarding agents are often asked to arrange for haulage, warehouse, applying for AP, fumigation arrangement or related services. With regards to import containers, shipping lines or box-owners generally find it more convenient to deal through the forwarding agents rather than with individual consignees. Not all forwarding agents are willing to give Letter of Indemnity (LOI) often demanded by the liners/box-owners for import containers. In such case, the consignee has to issue such LOI.

4.7 Container Haulier

Container haulage business has come a long way since the industry started in the early 70s. Today, there are more than two hundred of such operators of various operating size and capacities operating



in the country. This industry started with only one monopoly operator which then increased to 5 operators who struggled to serve the country for nearly 30 years, and in 2001, there was a sudden increase of such operators were licensed to undertake the business.

With so many operators in business today that many of them are in the category of only having 5 ~ 10 prime movers. Though their numbers are growing, many have chosen to specialize in specific haulage businesses, like chemicals and dedicated customers.

Most of them are based around the main ports around the country. Port Klang has the largest concentration as over 50% of the national import and export volumes are handled through there. The haulage company operates through the directives of the forwarding agents or freight forwarders; though some larger shippers do have their own direct arrangements with the haulage company.

The haulage company officially requires a 48 hour notice prior to the movement of a container. The industry has decided to charge on trip basis, rather than based on 20-footer or 40-footer container which was the original mode of calculation. In which case, the rate is usually based on the 40-footer container rate.

A major issue facing many shippers is related to the issuance of EIR or Equipment Interchange Receipt which many haulage drivers are unable to relate to the physical condition of the container even visually. This has led to numerous disputes between the consignee and the shipping liner as to the original state of the container when it leaves the terminal or depot.

Handling over-size or over-height container can also be an issue, where using the container trailer for this operation can be dangerous; the low-bed loader is often used. Using the low-bed loader to transport such kind of containers is permitted by the Road Transport Department (RTD) /Jabatan Pengangkutan Jalan (JPJ) but empty flat-rack or open-top container is not permitted on the low-bed loader on the return trip. In such situation, other arrangements may be required; like transferring the goods directly from the container to a low-loader at the port of discharge. Such an operation also does away with the need to account for the return of the flat/open rack container within the stipulated free period.

Many container haulage companies also provide what is known as the “side-loader”. This is basically a lifting device mounted on the chassis of a trailer, thus allowing it to lift the container off the chassis or vice versa. Such a unit is often used within a short radius from the port where there is sufficient container volume to justify its usage. A lifting charge may be imposed for such operation.

It is noted that part of the high cost of road haulage is attributed to waiting time incurred by the haulage company owing to delays at the shipper’s premises. Therefore, shippers in general need to cooperate in such manner so that the overall costs can be lowered so that they too can enjoy the fruits of more efficient services.

4.8 Transport Company

The general transport company refers to the general trucker other than the container haulage company. General trucks have been the back-bone of the movements of cargo prior to containerization.

Today, with over 80% of the goods being containerized, general trucks have been reduced to less than 200 units at Port Klang, available for general carriage. Owing to the shorter free period imposed on containers, there are importers who venture to ‘un-stuff’ the goods at the vicinity of the port and then transfer it to the general trucks for final delivery to their warehouses or final destinations.

This may be the trend in future if the terminal and the shipping line continue to reduce the so-called free period for import containers; this is especially so if the consignee is located outside the immediate vicinity of the discharging port.

It is noted that as a result of driver shortage and high labour cost, many operators have preferred to increase the payload capacity of their trucks by up-grading the trailers to 3 or 4 axles. The increase in the payloads has stabilized the local rates for the bulky and heavy goods.

It is noted that as a result of more economic activities in the west coast states, general trucking movements are concentrated along this corridor and haulage rates are competitive.

With most goods being containerized, many general truckers may only carry cargo either from the port or to the port; this may be necessary increase the overall cost of transport to the local shippers; as truckers are unlikely to get payloads for a round trip.

Likewise movements of cargo to East Coast States tend to be rather expensive as the operator often charges a round trip unless he is assured of getting a load on the return trip.

4.9 Sworn Surveyor

Cargo surveys play an important and central role in the carriage of goods and cargo surveyors are in high demand throughout the shipping and transport industries.

Traditionally, a surveyor must pass a certification through a Board of Examiners, comprising of eminent persons in the shipping and transportation industry. Only through this process can a person be then appointed as a Sworn Surveyor. His obligations are among others, the following:

1. undertakes to provide the services in a professional manner exercising reasonable skill and care.
2. when instructed to assess a loss and/or adjust insurance or other claim, he shall use reasonable endeavors to advise on the value of the loss and/or claim having reference to local market conditions, transport costs, existing sales agreements and other relevant circumstances.

Today, such functions are taken over by companies who employ professional experts, who may be retired naval captains or master mariners.

As the companies are functioning as marine and cargo surveyors, a certain level of care and responsibility must be attained, a government authority, usually the Port Authority would act to license the Surveyor companies. Hence, the surveyor companies are better known today as “Licensed Surveyors”. The Port Authority would maintain a list of approved surveyors, whom they have licensed. To see the approved licensed surveyors in Port Klang, please refer the section 11 under the heading of Licensed Surveyors.

4.10 Licensed Fumigator

The practice of fumigation in Malaysia dates back in the late 1940s with foreign companies showing interests mainly in pest control. Although many of the fumigators are aware and having been taught the fundamental basics of Good Fumigation Practices (GFP), such GFP were hardly carried out in good faith and was chaotic. Only in 1953, the Hydrogen Cyanide Act was enacted to monitor the usage of such toxic fumigants with Methyl Bromide incorporated in it around the year 1981, when the Act was further revised.

When the implementation of ISPM-15 for wood packaging materials began in early 2003, it was initially greeted with enthusiasm by some fumigators, who believed that the guidelines once implemented will uplift the industry and consequently adopting some form of uniform standards. While ISPM failed to address the methods of applying fumigants, Australian Fumigation Accreditation Scheme (AFAS) complemented the art of fumigation and provided to our authority i.e. Department of Agriculture or DOA.

DOA in the later stages introduced own regulatory guidelines called MAFAS or the Malaysia-Australia Fumigation Accreditation Scheme in 1st. April 05 and published on the website detailing the list of accredited fumigators and informing the public that there shall be only “One standard for all fumigation” for all importing countries.

The licensed fumigators are now operating directly under the supervision of the DOA and their functionalities are to provide fumigation to all export shipments, in accordance with the MAFAS guidelines and to issue the relevant fumigation certificate to accompany the exports for use by the importing country.

For a list of the licensed fumigators in Malaysia, please refer to the Department of Agriculture official website.

4.11 Packing Company

Packing company in local environment is mostly the “loader” of LCL containers. In case of small packages using human power or even a small forklift, many warehouse operators are available for this purpose.

Experienced packers are important to ensure the safety of the goods loaded into the container as poor loading into container can affect the safety of the carrier and others who handle the container in the transport process.

Heavy odd-shaped items definitely require experienced packers as a container with its centre of gravity slanted to one side of a container can cause the container to topple over.

In case of steel products, the very nature of these goods can cause damages to the container itself if poorly executed without equipment and experienced handlers.

As a result, shipping lines/box-owners have imposed high container deposits for such shipments especially involving metal scraps and other steel products.

4.12 Bonded Warehouse Operator

A bonded warehouse is a designated area, approved by the Royal Malaysian Customs (RMC) under Section 65 of the Customs Act 1967, for storing dutiable goods. However, since 1981, its function has been enhanced for other activities such as break bulking and trading to facilitate commercial activities as well as to making it a distribution hub within the ASEAN region. Its creation also helped reduce port congestion and increase convenience for the importers.

The objective of warehousing is to allow the facility of deferred payment of customs duty on the dutiable imported goods till such time they are cleared into the domestic area or exported. It also provides customs control over the movement of dutiable imported goods and accounting of the cargo, to safeguard revenue.

There are few categories of warehouse under the Customs Act 1965, subject to approval by Customs, such as public warehouse, private warehouse, PEKEMA (Association of Malay Importers and Traders of Motor Vehicles of Malaysia) warehouse and public agent warehouse. Each category has different criteria and different type of goods to be kept but all of them need to be licensed under Section 65 of the same act.

The following value-added activities can be performed on stored goods in all licensed warehouses except PEKEMA warehouses:

- warehousing dutiable goods;
- break bulking – where goods are released from a warehouse in smaller quantities;
- repacking – where homogeneous goods being packed in smaller or larger quantities, or packing of various types of goods into a set;
- re-labeling – where goods are being re-labeled, for example with importers or distributors name before distributing them locally;
- devending – where goods are allowed to be sold directly to a buyer in a warehouse either duties and/or tax on the goods have been paid or not;
- consolidation – where goods (dutiable and locally sourced) are consolidated for export;
- entreport trade – where imported goods are to be re-exported;
- internal transport (e.g. forklift) and handling charges.

Under the customs rules and regulations, there are a few types of warehouses as follows:

- i) Licensed Public warehouse (public bonded warehouse) – it is managed by private companies and also government linked companies (GLCs) for convenience of the public.

Licensed public warehouse is based on the concept where the warehouse will act as a central storage and distributor within the country or international trade. Facilities at the public bonded warehouse are specifically for traders dealing with imports and exports.

To meet the objectives of a public bonded warehouse, Customs allows licensed holders to act as delivery representatives of owners who keep their goods at the warehouse. The approval is given in the following instances:

- Transfer of goods from import stations to public bonded warehouse;
- Transfer from one licensed warehouse to another licensed warehouse, to LMW, Free Zones or for exports;
- Matters relating to payment of duty for goods kept in public bonded warehouses.

Goods allowed to be kept in the bonded warehouse include:

- All duty goods either for import or export;
 - Goods from Free Zones meant for export or local market;
 - Goods from Licensed Manufacturing warehouse (LMW) meant for export or local market;
 - All Excise duty goods produced by local factories.
- ii) Licensed Private warehouse – it is managed by companies for storing its own goods only. The private warehouse is licensed under Sections 57 and 58 of the Customs Act, 1967. Private warehouses are licensed to private persons and only the goods imported by or on behalf of the licensee are stored in a private warehouse.
- iii) PEKEMA warehouse – it is allowed only for keeping motor vehicles imported by PEKEMA members.
- iv) Public agent warehouse – it is approved for cargo complex at ports or airports and managed by their respective agents for handling goods.

4.13 Licensed Manufacturing Warehouse (LMW)

Licensed Manufacturing Warehouse (LMW) is a warehouse licensed under section 65/65A of Customs Act 1965 to store and carry out manufacturing activities for export-oriented products.

Under this facility, the licensee will be granted an exemption from payment of duty/tax on raw materials/components, machineries and equipment including accessories and spare parts used directly in the manufacturing process to produce the finished goods. A fee of RM1000.00 per year will be charged for the warehouse licence, while the fee for manufacturing is waived.

The licensee is required to submit a bank guarantee for manufacturing goods under the category of critical goods (e.g. liquor, cigarettes) and a general bond for non-critical goods. The licensee is allowed to carry out activities other than manufacturing in their licensed premises subject to Customs approval and these activities must not be carried out by any entity other than the licensee. The licensee is allowed to sell the finished goods to the local market based on their allocated quota as imported goods which are subject to duty/tax.

Activities other than manufacturing:

- Value-added activities;
- Re-manufacturing, repair and servicing;
- International Procurement Centre (IPC);
- Regional Distribution Centre (RDC).

4.14 Authorised Economic Operator (AEO)

Malaysia is among the world's largest trading countries in the world and active participation by both multinational companies (MNC) and Small & Medium Enterprises (SME) contributing to various sectors such as agriculture, manufacturing, electronic and information technology.

Speed and secure movement of goods, minimal documentation, minimal human intervention and predictability of customs processes are essential ingredients for the effectiveness of businesses that provides procurement, supply, distribution and marketing services on a global basis to the manufacturing and trading sector which implements the Just-In-Time concept of managing their inventories.

The global trading system is vulnerable to terrorist exploitation that could severely damage and interrupt the supply chain and indirectly affect the entire global economy.

The Authorised Economic Operator programme or AEO commonly known in short, is a concept introduced by the WCO SAFE Framework of Standard which provide the governance framework for operators involved in the movement of goods along the international trade supply chain to achieve the required security standards and are accredited by the member country. The AEO Scheme developed by Royal Malaysian Customs Department (RMCD) is based on such similar concept.

The AEO concept encourages full electronic transactions for better security management in the supply chain. For smooth and seamless flow of trade, economic operators are encouraged to implement high security features based on international standards in their day-to-day management in all aspects of their business activity, amongst others include manufacturing activities, movement of raw materials and finished goods, storage and warehousing and also ensuring secure conveyances and handling of goods. Economic Operators with high compliance level and high security management are encouraged to apply for the AEO scheme from RMCD.

AEO in Malaysia enjoyed the following benefits:

1. Direct release from Customs control for importation, exportation and movement of goods, where the use of “green lanes” is provided.
2. Release from Customs control with minimal data declaration under the “Permission Request Skip” (PRS) system.
3. Self-assessed declaration on import, export, and movement of goods periodically using the Consolidated Statement (CS), based on specified schedules.
4. Deferred payment of duties/taxes via electronic fund transfer (EFT) in line with the CS.
5. LMWs joining the AEO scheme are required to prepare the Monthly Statement on Movement of Raw Materials (M1) and Statement of Finished Product (M2) which upon request, will be provided to RMCD.
6. AEOs are allowed to use the CS to claim preferential duty rate with the Certificate of Origin (COO) under the provisions of respective Free Trade Agreement (FTA) / Economic Partnership Agreement (EPA).
7. AEOs are entitled to the benefits offered by other Customs administrations under the respective Mutual Recognition Agreement (MRA) with RMCD.
8. Other benefits as agreed by the AEO Panel.

In the Malaysian context, any economic operators can join the AEO scheme provided they meet the following criteria:

- a. Are involved in importation, exportation and movement of goods.
- b. Have been in operation in Malaysia for a minimum of three (3) years.
- c. Are able to fulfill the security requirements based on WCO SAFE Framework of Standards.
- d. Must be able to electronically submit declaration of goods and payments of duties/taxes.
- e. Must not be “blacklisted” by RMCD, Royal Malaysian Police, Immigration Department, Companies Commission of Malaysia and/or any other related government agencies.

Economic Operators dealing with or handling certain critical goods, including but not limited to motor vehicles, alcoholic beverages, cigarettes, petroleum/petroleum products and mobile phones may also join the AEO scheme but those dealing with goods under absolute prohibition or precursor chemicals which can be used in the manufacturing of drugs or materials for weapons of mass destructions (WMD). Other category of goods falling in these absolute prohibitions may be determined by the AEO Panel.

In addition to the above, the following security features must be demonstrated in the vicinity of the economic operator:

1. Supply chain security.
2. Business security.
3. Premise and physical accessibility security.
4. Personnel security.
5. Customs agents security.
6. Business partner security.
7. Cargo security.
8. Conveyance security.
9. Information and Communication Technology (ICT) and information security.
10. Warehouse/storage security.
11. Management of accidents, disasters and investigations.
12. Crisis and recovery management.

For further details, you may contact the RMCD Secretariat at the following address:

AEO Secretariat
Trade Facilitation and Industrial Section,
Customs Division, Level 4 North,
No 3, Persiaran Perdana, Precinct 2, 62596, Putrajaya.
Tel: +603 8882 2119
Email: aeo.support@customs.gov.my

5. Regulatory Authorities and Border Agencies

5.1 Customs Department

The responsibilities of the Customs Department continue to evolve. Customs administrations are now increasingly regarded as “the key border agencies” responsible for all transactions related to issues arising from the border crossings of goods and people. Some of these functions are undertaken in close cooperation with other national border agencies, which are commonly referred to as “Other Government Agencies (OGA) or “Permit Issuing Agencies (PIA)”.

The operational guidelines of Customs cannot give equal weight to all functions constantly; choices and priorities are inevitable in view of changing circumstances:

- Raising revenue has traditionally been high on the agenda of governments because of the importance of import duties as a source of budget revenue for the development of the country.
- Import tariffs are meant to protect domestic producers, who expect Customs to ensure that all importers pay the correct import duties and taxes to ensure a more level playing field.
- Trade facilitation has attracted increasing interest in recent years as evidenced by the WTO Agenda and the WCO Revised Kyoto Convention.
- Over the years, Customs have received a strong mandate to protect society. This has been included in the mandate of the WCO, to reflect the notion that most Customs administrations are responsible for preventing the cross-border movement of dangerous and unsafe goods.

It is difficult to predict the future role of any institution and there is no one universally applicable response to anticipated trends in Customs, as each country will respond in ways that are best suited to its needs, operating environment, national priorities, and cultural heritage.

First, in spite of declining tariff rates, as explained above, the revenue collection and control functions of Customs are likely to remain substantial, mainly because of: (a) the fiscal dependency on Customs revenues, (b) imports will probably constitute a major tax base, and Customs is positioned to control the goods at importation; and (c) Customs

will primarily control goods that were imported for other purposes (like manufacturing or transshipment) are not diverted to home consumption.

Second, Customs is well positioned to collect trade data for statistical and regulatory purposes. Third, Customs will need to be effective in border management to facilitate trade, a major contribution to the competitiveness of the country. This will occur whether or not trade facilitation measures are included in the trade negotiations, where coordination with other border agencies towards such requirements will remain the responsibilities of Customs.

Fourth, based on an increased awareness of the threat posed by terrorism and transnational crime, our country would require that customs take a larger role in ensuring compliance of national security and law enforcement. On this issue, Customs need to implement changes to systems, procedures, and administrative responsibilities in order to increase confidence in the control over both imports and exports.

Security checks will increasingly take place at the point of export in addition to the point of entry.

For Customs to effectively manage these bearing in mind contradictory objectives, new approaches, systems, procedures, and operating methodologies need to be developed and implemented. Some of these are already emerging and these would underpin the future role of Customs:

- The primary focus of Customs' attention will shift from physical control over consignments at the time of importation to post-release verification using audit-based controls.
- It is expected to rely more and more on a single agency to take responsibility for the entire border management process, which will involve the merger of different border management functions under one administrative umbrella. To achieve their goals at policy and operational level, the adoption of ICT will allow traders to discharge all their regulatory responsibilities through the use of one single window.
- To ensure effective coordination between government agencies in regulating cross-border trade with meaningful regulatory requirements will require focus and attention at regional and international levels. It seems that Customs is the only agency with regional and international infrastructure in place to achieve this.

- Customs will increasingly rely on the use of modern ICT to provide for seamless transmission of data to members of the trading community. In the future, most Customs will rely on electronic submission of manifests before cargo arrival, with online input of import and export declarations and on electronic payment of duties and taxes. This will speed up the granting of regulatory permissions and enable the collection of statistics.
- Many countries are grouping into regional groups, a trend that might accelerate in coming years. Such regional groups might promote harmonization and simplification of Customs procedures with international best practice standards. Customs Act 1967 provides for the orderly administration of the customs regulations, rules and procedures which provides the working order of the Customs at all the entry and exit points in Malaysia. In totality, Customs are guided by the various legislations, which are revised from time to time. For more details of these legislations, please refer to Section 6.1

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To facilitate the operations of a special zone within the territory of the country for specific purposes of value-adding transshipment, including repacking, label, re-exporting and storage, Customs has allowed the establishment of a special zone authority for the operations and administration of such approved zone. Two types of such zones are created for the special zone authority: (1) Free Commercial Zone and (2) Free Industrial Zone, collectively they are known as Free Zones. See more explanation in the next section.

5.2 Free Zone Authority

Free Zones Act, 1990 provides for the declaration of Free Zones and appointment of the Authority to manage the Free Zones. Under Section 3(1) of the Act, the Minister may, by notification in the Gazette, declare any area in Malaysia to be a Free Commercial Zone or a Free Industrial Zone and every such notification shall define the limits of such declared zone.

The Minister may appoint any statutory body established or constituted by or under a federal law or any department of the Government of Malaysia or with the consent of the State concerned, any statutory body established or constituted by or under a State law or any department of the Government of the State or, any company as the authority to administer, maintain and operate any free zone which has been so declared under subsection (1).

The Free Zone Authority is responsible for the following:

- To erect perimeter fences or walls as per Section 3(1) of the Free Zones Regulations, 1991 – to segregate the Free Zone from a principal Customs area (PCA) and protection of revenue.
- The Authority shall be responsible for restrictions of entry into, and departure from, Free Zone, under Section 4(1) (a) & (b) and subsections 2 to 4.
- The Authority shall grant approval to operate within the Free Zones, as provided for under Section 5(1), (2) & (3) of Free Zone Regulations, 1991.
- The Authority shall also to grant permission to erect buildings or structures or to hold leases and tenancies in the Free Zone under Section 7(1) (a) & (b) and subsections 2 to 9.
- The Authority may also designate area for different activity in Free Zone, under Section 8(1) & (2).
- Overall, the Authority shall administer, maintain and operate any free zone in compliance with the Free Zones Act, 1990 and Free Zones Regulations, 1991.

5.3 Port Authority

Port Authorities are established under the Port Authorities Act, 1963. The ports so established are known as Federal Ports and fall under the jurisdiction of the Ministry of Transport.

The Act outlines the functions of the Authority which covers the provision of port facilities, including safe channels, berths, handling equipment, warehouses and storage areas and other amenities and facilities for handling different types of cargo. Port Authorities also have their relevant by-laws and scale of rates, dues and charges for tariff charged for the use of port facilities and services. Different ports may have different tariffs depending on the type of facilities and services rendered.

Port Authorities also set up the Port Consultative Committee to advise the Authority on:

- Any substantial alteration in the charges or scales of charges prescribed by the Authority;
- Any major scheme relating to the expansion or development of the port;
- Any other matter upon which they are required by the Minister to consult the Committee.

The Authority may levy charges and with the approval of the Minister prescribe charges or scale of charges for port services and use of port facilities, as provide under Section 16. The Act also provides for the limitations of the Authority's liability in respect of loading or discharging goods and other aspects of port operations. See Section 19. Under Section 29, the Authority may, with the Minister's approval, make by-laws regulating the provision and use of the port's facilities and operations in the port. Port Authorities are also responsible to declare the pilotage district for respective ports and may require vessels to be under pilotage when in the pilotage district, see Section 29A.

There are 7 federal and XX state seaports in Malaysia, where federal seaports are under the administration of Ministry of Transport Malaysia while the state seaports are administered under the respective states respectively.



Sea Ports of Malaysia

The 10 federal seaports are:

Ports	Authorities	Legislative Acts
Port Klang	Port Klang Authority	Port Authorities Act 1963
Tanjung Bruas Port	Malacca Port Authority	
Kuantan Port	Kuantan Port Authority	
Kuantan Port	Kemaman Port Authority	
Johor Port	Johor Port Authority	
Port of Tanjung Pelepas		
Penang Port	Penang Port Commission	Penang Port Commission Act 1955
Teluk Ewa Port	Penang Port Commission (Teluk Ewa)	
Bintulu Port	Bintulu Port Authority	Bintulu Port Authority Act 1981
Labuan Port	Labuan Port Authority	

Port Authorities in Sarawak

Sarawak's main ports are in Kuching, Sibu, Bintulu and Miri. Senari Port, the latest port, is a new deep-water facility at Kampung Senari which complements the existing facilities located at the Kuching Port Authority. Most of Sarawak's ports are well equipped to handle general and bulk cargoes, whether dry, liquid or gaseous. With the exception of Bintulu Port, which is a federal port, all of the ports in Sarawak are managed as State Port Authorities.

Kuching Port Authority is the premier port in Sarawak. served by numerous shipping lines connecting it to regional hub ports, like Port Klang and Singapore. All its terminals are in close proximity to industrial estates which facilitate easy cargo movement. Both its terminals have easy access to highway and coastal routes to all main towns in Sarawak. The Pending Terminal has an annual capacity of 2.9 million tonnes, while the Senari Terminal has an annual capacity of seven million tonnes.

Rajang Port Authority is a riverine port and located along the longest river in Sarawak - the Rajang River. Comprising four operational centers, Sibu Port is the main port and convergence centre for agglomeration of goods for the central region of Sarawak, providing the vital link of a feeder route to the major ports in Malaysia as well as a port of call from various parts of the world. The four operational centres are Sibu, Sarikei, Tanjung Manis and Sungei Merah.

Port Authority in Sabah

The Sabah Ports Authority (SPA) is a state statutory body established in 1968 by the SPA Enactment 1967 which was repealed and replaced by the SPA Enactment 1981. The Authority is under the jurisdiction of the Ministry of Public Works, Sabah. Sabah Ports Authority will act as the regulatory authority responsible related to port activities and will ensure the terminal operator who operates the server ports in Sabah with the privatisation agreement fully and set standards plus benchmark for port operations comparable with ports in the region.

Generally, Sabah Ports Authority functions as the landlord of all wharves servicing ships on a common-user basis and all warehouses godowns that serves as transit storage warehouses for goods before loading into the

ships in respect of export cargo and before collection by consignees or their agents in the case of import cargo. But all cargo handling and ships operation are carries out by the terminal operator, Sabah Ports Sdn. Bhd, in all ports in Sabah.

The following table shows the State Ports and Terminals in Sarawak, Sabah and Peninsular Malaysia:

Ports	Authorities	Governing State
Kuching Port	Kuching Port Authority	Sarawak
Rajang Port	Rajang Port AUTHority	Sarawak
Tanjung Manis Port	Tanjung Manis Port Authority	Sarawak
Miri Port	Miri Port Authority	Sarawak
Samalaju Port	Samalju Port Authority	Sarawak
Kota Kinabalu Port	Sabah Ports Authority	Sabah
Sepangar Bay Container Port	Sabah Ports Authority	Sabah
Sepangar Bay Oil Terminal	Sabah Ports Authority	Sabah
Sandakan Port	Sabah Ports Authority	Sabah
Tawau Port	Sabah Ports Authority	Sabah
Lahad Datu Port	Sabah Ports Authority	Sabah
Kunak Port	Sabah Ports Authority	Sabah
Kudat Port	Sabah Ports Authority	Sabah
Lumut Maritime Terminal	Perak State Government	Perak
Tg Langsat (TLP Terminal)	Johor Corporation (JCorp)	Johor

5.3.1 Port Klang Authority

Port Klang Authority (PKA) is a statutory corporation established on 1st July 1963, to take over the administration of Port Klang from the Malayan Railway Administration. As one of the agencies under the Ministry of Transport (MOT) and in line with the Government's policy to infuse private sector management and discipline into various Government owned/controlled undertakings in the country, the first privatisation of a major port facility took place in Port Klang. In 1986 the container terminal facilities operated by Port Klang Authority was privatised to Klang Container Terminal Berhad. Thereafter, in 1992, the remaining operational facilities and services of the port were privatised to Klang Port Management Sdn Bhd. These two entities were further merged to what is known as Northport (Malaysia) Berhad. In 1994, the new port facilities were developed on the Island of Pulau Indah and were privatised to Kelang Multi Terminal Sdn Bhd now known as Westports (M) Sdn Bhd. They were also given the option to develop the remaining port facilities planned under the Port Master Plan 1990- 2010. On 15th July 1983, the jurisdiction of the Port of Malacca was taken over by Port Klang Authority whilst the port business undertakings of operating, managing and providing port facilities was privatised. The regulatory of Malacca Port under Port Klang Authority is now known as Malacca Port Authority.

With the divestment of the operational facilities and services of the port to three distinct entities under three separate privatisation exercises, the Authority has taken on an enhanced role of a trade facilitator, regulator and landlord.

The core functions of the Authority under the reshaped role are as follows:

- Trade Facilitation
- Port Planning and Development
- Regulatory Oversight of Privatised Facilities and Services
- Free Zone Authority
- Asset Management

5.3.2 Johor Port Authority

Johor Port Authority (JPA) was established on the 1st of January 1975 under the Port Authorities Act 1963. JPA commenced operations in 1977 and is the first port in Malaysia that features a free trade zone. Since its establishment, JPA has experienced a remarkable progress. Free Zone Regulations 1991.

In 1995, Parliament passed the amendments to the Penang Port Commission Act, 1955. These amendments enable PPC's power and jurisdiction to be extended to other ports. Effective 1 January 1999, PPC was appointed as the Port Authority and Regulatory Authority following the privatization of Teluk Ewa Jetty, Langkawi.

Apart from that, PPC also acts as trade facilitator, mediator and promoter of Penang Port. PPC is also committed in promoting Penang Port to be the hub-port for the Indonesia-Malaysia-Thailand Growth Triangle (IMT-GT) as well as the Bay of Bengal. Free Zone Regulations 1991.

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5.3.3 Penang Port Commision

Penang Port Commission (PPC) was established on 1 January 1956 under the Penang Port Commission Act, 1955. PPC is a Statutory Body under the purview of the Ministry of Transport. As a Statutory body, PPC is responsible for the administration of Penang Port. The responsibilities carried out by PPC as set out in the Penang Port Commission Act, 1955 are to provide and maintain port and ferry service in Penang Port as well as upgrading the development and the use of the port.

Penang Port is an international port strategically located in the Straits of Malacca on the North West Coast of Peninsular Malaysia. Penang Port offers a variety of facilities and modern equipment to handle containers, liquid bulk cargo, dry bulk cargo and general cargo.

Since 1 January 1994, the operations of the port and ferry services at Penang Port has been privatised to a licensed operator, i.e. Penang Port Sdn. Bhd. (PPSB) under the Ports (Privatisation) Act 1990. PPC continues to exist as a Port Authority as well as undertakes other major roles, namely as a Regulatory Authority under the Ports (Privatisation) Act 1990, as a Port Resource Centre for the northern region and as the Administrator of the Free Commercial Zone (FCZ) under the Free Commercial Zone Act 1990 and Free Zone Regulations 1991.

In 1995, Parliament passed the amendments to the Penang Port Commission Act, 1955. These amendments enable PPC's power and jurisdiction to be extended to other ports. Effective 1 January 1999, PPC was appointed as the Port Authority and Regulatory Authority following the privatization of Teluk Ewa Jetty, Langkawi.

Apart from that, PPC also acts as trade facilitator, mediator and promoter of Penang Port. PPC is also committed in promoting Penang Port to be the hub-port for the Indonesia-Malaysia-Thailand Growth Triangle (IMT-GT) as well as the Bay of Bengal.

5.4 Other Government Agencies (OGAs)

Under the Customs processes and procedures, all importation and exportation of goods are under the purview and authority of the customs. However, before the Customs approve the importation or exportation, the other functionalities administered by the other Government Agencies or Permit Issuing Agencies (collectively referred as Border Management Agencies) need to be processed and approved by the respective agencies. Their functionalities include but are not limited to the following: (1) issuing of permit or license, as required under their laws, (2) request for examination of required supporting documents, like phyto-sanitary certificate issued by overseas authority, (3) request for physical examination of the goods, if required under their regulations, (4) detain and/or confiscate goods if contravene existing laws and (5) levy fees, other than customs duties and taxes, required under their laws. Only upon the completion of the border agencies processing and approval, can Customs provide their final processing and granting the import or export of the goods.

The role and functionalities of the various border agencies are provided as follows:

5.4.1 MITI (Import and Export Control Section)

The Import and Export Control Section issues import permit through the ePermit system for AP type:

1. Quota Vehicle
2. Non-Quota Vehicle
3. Iron & Steel
4. Heavy Machinery
5. Other Goods – Chemical substance under the Chemical Weapon Convention (CWC) 2005

Address	Contact
Export and Import Control Section Ministry of International Trade and Industry 7th Floor, Menara MITI, Jalan Sultan Haji Ahmad Shah, 50480 Kuala Lumpur.	Director, Export and Import Control Section Ministry of International Trade and Industry Email: ap@miti.gov.my AP Hotline: +603 6208 4970 Website: www.miti.gov.my Business Advisory Center (BAC): +603 6208 4945 Mon-Thu (10:30 to 12:30 & 14:30 to 16:30) Fri (10:00 to 12:00 & 15:00 to 16:30)

Registration

<ul style="list-style-type: none"> • Iron & Steel (INS) • Toxic Chemical (under CWC) (ITC) 	+603 6208 4943
<ul style="list-style-type: none"> • Heavy Machinery (IHM) 	+603 6208 4732
<ul style="list-style-type: none"> • Other Vehicles (INQ), • Semi Knocked Down (IKD) 	+603 6208 4710
<ul style="list-style-type: none"> • Personal Vehicle (IPV) 	+603 6208 4709
<ul style="list-style-type: none"> • Franchise Car – ASEAN (IQA) • Franchise Commercial Vehicle – ASEAN (IQB) • Franchise Motorcycle – Non-ASEAN (IQC) • Franchise Motorcycle – ASEAN (IQM) • Franchise Car – Non-ASEAN (IQV) 	+603 6208 4712
<ul style="list-style-type: none"> • Non-Franchise Car (IQN) • Non-Franchise Motorcycle (IQD) 	+603 6208 4711

Products subject to AP

• Vehicle	All (includes motorcycle and commercial vehicle) imported as Complete Built-Up (CBU) and Completely Knocked-Down (CKD)
• Iron & Steel	Import: 7208, 7209, 7210, 7211, 7212, 7225, 7227, 7303, 7304, 7305, 7306 and 7614 Export: 7204, 744, 7503, 7602, 7802 and 7902
• Dual Use	Import: Heavy Machinery and CWC Chemicals (Schedule 1,2,3)

5.4.2 MITI (Trade and Industry Cooperation Section)

The Trade and Industry Cooperation Section issues Certificate of Origin (CO) for the following FTA Schemes:

No.	Free Trade Agreement	Perferential Certificate of Origin (CO)
1.	ATIGA: ASEAN Trade In Goods Agreement	Form D
2.	ACFTA: ASEAN-China Free Trade Agreement	Form E
3.	MJEPA: Malaysia-Japan Economic Partnership Agreement	Form MJEPA
4.	MPCEPA: Malaysia-Pakistan Closer Economic Partnership Agreement	Form MPCEPA
5.	AKFTA: ASEAN-Korea Free Trade Agreement	Form AK
6.	AJCEP: ASEAN-Japan Comprehensive Economic Partnership	Form AJ
7.	MNZFTA: Malaysia-New Zealand Free Trade Agreement	Form MNZ
8.	AANZFTA: ASEAN-Australia-New Zealand Free Trade Agreement	Form AANZ
9.	AIFTA: ASEAN-India Free Trade Agreement	Form AI
10.	MICECA: Malaysia-India Comprehensive Economic Cooperation Agreement	Form MICECA
11.	MCFTA : Malaysia-Chile Free Trade Agreement	Form MCFTA
12.	MTFTA : Malaysia-Turkey Free Trade Agreement	Form MTFTA
13.	MHKFTA : Malaysia-Hong Kong Free Trade Agreement	Form
14.	Regional Comprehensive Economic Partnership	Form RCEP

Permit Application Procedures

Cost Analysis (CA)

All CA applications must meet the requirements as stated below:

1. Company must be registered with the Companies Commission of Malaysia (SSM)
2. Eligible products
3. Products for export as stipulated in the list of products of the importing countries of respective schemes
4. Products for export must fulfill the condition of the rules of origin under the respective schemes
5. Each application must be completed with a copy of the following documents:
 - Invoices of raw material purchasing
 - Sample/ photograph/ products catalogue
 - Flow chart of production process
 - Valid manufacturing license

Certificate of Origin (CO)

All CA applications must meet the requirements as stated below:

1. Company that is eligible to apply for Certificates of Origin need to obtain prior approval (Cost Analysis) from MITI for product eligible under the respective schemes
2. Each form must be completed for every consignment of export
3. Completed Form must be submitted with:
 - Sales Invoices
 - Bill of Lading
 - Customs Export Declaration Form (K2)

Back-to-Back

- An original CO issued by the first exporting country
- Customs Declaration Form

Client Charter

- Cost Analysis – 5 working days
- Certificate of Origin – 14 hours (during working days)

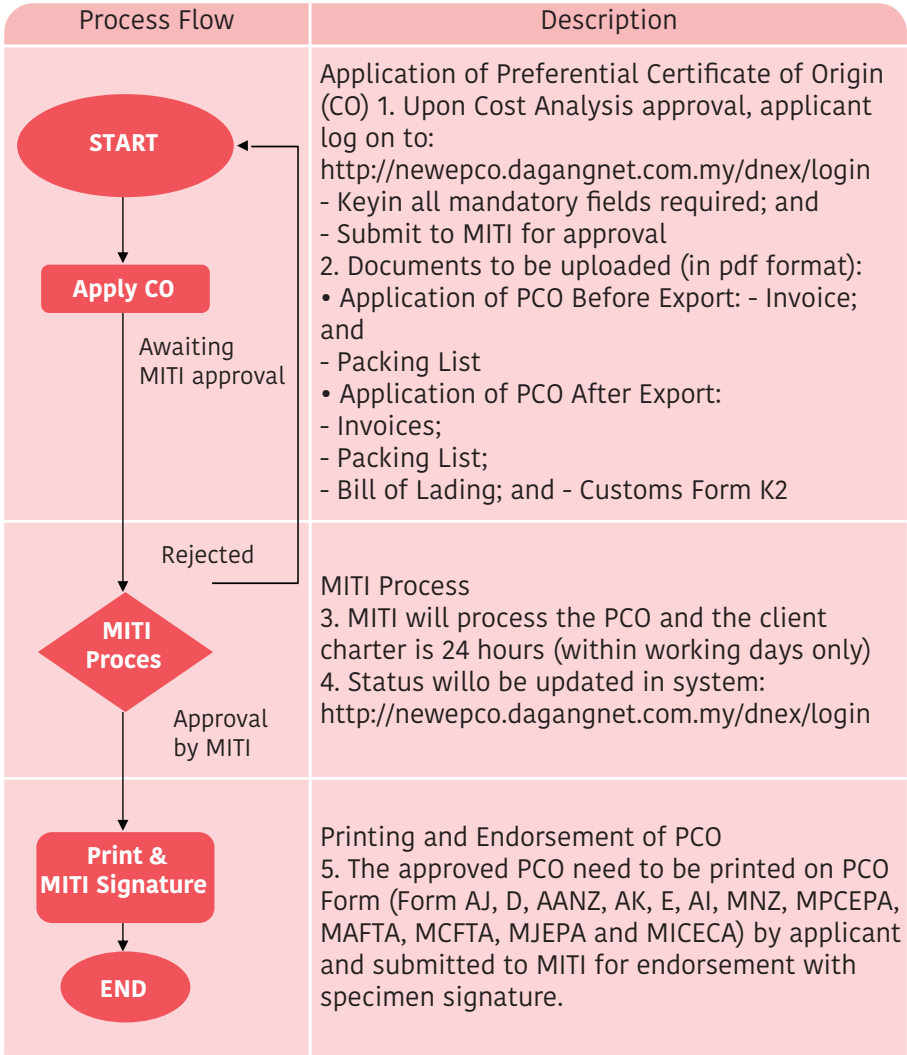
Charges

There is no charge imposed by MITI for the approval of CA and the issuance of CO.

Process Flow of Cost Analysis (CA)

Process Flow	Description
<pre>graph TD; START([START]) --> ApplyCA[Apply CA]; ApplyCA -- "Awaiting MITI approval" --> MITIProces{MITI Proces}; MITIProces -- "Rejected" --> START; MITIProces -- "Approval by MITI" --> OnlineApp[Online Application]; OnlineApp --> END([END]);</pre>	<p>Application for Cost Analysis (CA)</p> <ol style="list-style-type: none">1. Application log on to: http://newepco.dagangnet.com.my/dnex/login - Keyin all mandatory fields required; and - Submit to MITI2. Documents to be uploaded (in pdf format):<ul style="list-style-type: none">• Identified HS Code slips (finished product and raw materials)• Invoice for Raw Materials; and• Production Flow Chart
	<p>MITI Process</p> <ol style="list-style-type: none">3. MITI processes CA Application (client charter is 5 working days)4. Status will be updated in system5. Incomplete application will be automatically rejected
	<p>MITI Approval</p> <ol style="list-style-type: none">6. Check the application approval/status via online system: http://newepco.dagangnet.com.my/dnex/login

Process Flow of Certificate of Origin (CO)



Contacts:

MITI BRANCH / SCHEME	OFFICER
MITI HEAD-OFFICE	
GSP / MJEPA / MAFTA / MCFTA / MPCEPA / MICECA / MNZFTA	<p>Enquiries on Cost Analysis Suhaili binti Ismail suhaili.ismail@miti.gov.my</p> <p>Ms Shazila Sharudin shazila@miti.gov.my</p> <p>Enquires on Certificate of Origin Ms Nur Azrina Abu Hassn azrina.hassn@miti.gov.my</p>
AKFTA / ACFTA / AIFTA	<p>Enquiries on Cost Analysis Datin Mega Marissa Abdul Malek Marissa.malek@miti.gov.my</p> <p>Mr Mohd Nazri Abd Ghani nazri.ghani@miti.gov.my</p> <p>Mr Muhammad Faris Sameon faris@miti.gov.my</p> <p>Enquires on Certificate of Origin Ms Natalia Hawa Hussin natalia@miti.gov.my</p> <p>Mr Sufian Saihon sufian.saihon@muti.gov.my</p>
AJCEP / AANZFTA	<p>Enquiries on Cost Analysis Ms Szatul Faeza Alias sazatulfaeza@miti.gov.my</p> <p>Ms Reny Zulfa Zulklifi renyzulfa@miti.gov.my Enquires on Certificate of Origin Ms Siti Sarah Abdul Mujib sitisarah.mujib@miti.gov.my</p>

ATIGA	<p>Enquiries on Cost Analysis Ms Zarina Ali @ Hassan zarinaali@miti.gov.my Ms Sharifah Ainidotulmusmina Wan Mustapha sharifah.aini@miti.gov.my Ms Wan Nur Addleen Wan Aminudin nuraddleen@miti.gov.my Enquires on Certificate of Origin Ms Zaiyurah Mohd Radi zaiyurah.radi@miti.gov.my Ms Siti Rosnani Ta'jat Oding rosnan.oding@miti.gov.my</p>
MITI REGIONAL OFFICES	
MELAKA	<p>Siti Sarah Abdul Mujib sitisarah.mujib@miti.gov.my Level 3, Wisma UTC, Jalan Hang Tuah, 75300 Melaka</p>
PERAK	<p>Fauziah Ibrahim fauziah@miti.gov.my Pejabat MITI Wilayah Perak Aras 4, Perak Techno Trade Centre (PTTC) Bandar Meru Raya, Off Jalan Jelapang Peti Surat 210, 30720 Ipoh, Perak. Tel: +605-527 1990</p>
PENANG	<p>Mohd Faiz Syazwan Zainal Abidin faizsyazwan@miti.gov.my Pejabat MITI Wilayah Utara Tingkat 8 Bangunan Tuanku Syed Putra 10300 Pulau Pinang. Tel: +604-262 5133</p>
JOHOR	<p>Sabariah Mohd Sofian sabariahsofian@miti.gov.my Pejabat MITI Wilayah Johor Aras 13, Lot 1-4 Bangunan TH (Tabung Haji) Jalan Ayer Molek, 80000 Johor Bahru. Tel: +607</p>

KELANTAN	Nik Mohd Fahim Muhaimin fahim.muhamim@miti.gov.my Pejabat MITI Wilayah Kelantan Aras 3 Kanan, Wisma PERKESO Jalan Kota Darul Naim 15538 Kota Bharu, Kelantan Tel: +609 747 0179
PAHANG	Amilia Suraya Muhammad Arif amilia.arif@miti.gov.my Pejabat MITI Wilayah Pahang Suite 8, Tingkat 9, Teruntum Complex Jalan Mahkota, Peti Surat 74 25000 Kuantan, Pahang Tel: +609 556 1520
SABAH	Peter Brian M Wang pbrian@miti.gov.my Pejabat MITI Wilayah Sabah Tingkat 3, Block D & E, KWSP Building 49, Jalan Karamunsing, 88622 Kota Kinabalu, Sabah Tel: 088-236758
SARAWAK	Griffith Jones Anak Goba griffith.goba@miti.gov.my Pejabat MITI Wilayah Sarawak Tingkat 3 Bangunan Bank Negara Malaysia Jalan Satok 93400 Kuching Sarawak Tel: 082-242099

5.4.3 MITI (Strategic Trade Act Secretariat)

The Strategic Trade Secretariat (STS), MITI and three other licensing agencies namely Malaysia Communication and Multimedia Commission (MCMC), Atomic Energy Licensing Board (AELB) and Pharmaceutical Services Division (PSD), Ministry of Health issue permits for export, transshipment, transit and brokering of strategic items, including arms and related material, and activities that will or may facilitate the design, development, production of weapons of mass destruction and their delivery systems. This regulation is mandated via the Strategic Trade Act 2010 (Act 708) and is in line with the Security Council Resolution (UNSCR) 1540 of the United Nations.

Functions

- I. to control and monitor the issuance of export/ transit /transship permits and/or broker certificates and the use of strategic items and related matters;
- II. to provide advice to the Minister and the Government on matters relating to the STA 2010 and the development thereof and the implications of such developments for Malaysia;
- III. to establish, maintain and develop cooperation with other organizations relating to strategic trade;
- IV. to implement the obligations arising from agreements, conventions or treaties relating to strategic trade to which Malaysia is a party where such agreements, conventions or treaties related to the STA 2010; and
- V. to implement, coordinate and ensure the development and growth of the industry sectors in Malaysia to grow in line with the Industrial Policies and the provisions of the acts and rules and regulations.

Permit Application Procedure

The application process is divided into two phases, as follows:

- A. Pre-registration; and
- B. Permit Application

Pre-registration Procedure (Only new exporter needs to apply)

1. Exporter submits online the pre-registration application to STS and the Licensing Agencies via <http://www.mytradelink.gov.my>;
2. Application is processed by STS/ Licensing Agencies;
3. STS/ Licensing Agencies will verify and approve/reject the application; and
4. Exporters with approved application will be given a Token (Digital Signature).

Permit Application Procedure

1. Activation of Digital Signature by Exporter (only once by new exporter); Exporters submit STA permit application (Single Use / Multiple Use / Bulk) online via <http://www.mytradelink.gov.my> using the Token provided;
2. STS / Licensing Agencies will review and verify the STA permit application;
3. STS / Licensing Agencies will approve/ reject the STA permit application;
4. Details of approved application will be sent to the Customs Information System (SMK) for validation; and
5. Approved/ Rejected applicants will be notified via online. Licensing Agencies = MCMC, AELB and PSD

Charge/Fee:

No charge or fee levied for any STA applications or certificate issued.

Contacts:

Contacts:

Address	Contact Person
Strategic Trade Controller Strategic Trade Secretariat Ministry of International Trade and Industry 4th Floor MITI Tower, No 7, Jalan Sultan Haji Ahmad Shah, 50480 Kuala Lumpur, Malaysia	Strategic Trade Secretariat, Ministry of International Trade and Industry, No 7, Jalan Sultan Haji Ahmad Shah, 50480 Kuala Lumpur, Malaysia Email directly to the Secreriat at: admin.sts@miti.gov.my Strategic Trade Secretriat Hotline: +603 8000 8000

5.4.4 Ministry of Health (Pharmaceutical Services Division)

The Pharmaceutical Services Division (PSD) issues import permits for precursor/controlled chemical substance and medicine making machines, and export permits for precursor and controlled chemical substance under the following legislation:

- Poison Act 1952 & Regulations
- Sale of Drug Act 1952
- Control of Drugs and Cosmetics Regulations 1984
- Customs Act 1967

PSD is one of the Licensing Agencies that issues STA permit under the Strategic Trade Act 2010. (See more on STA under section 5.4.3)

Permit Application Procedure

All permit applications must fulfill the requirements as below:

Import Application

1. Pseudoephedrine & Ephedrine:
 - Purchase Order (PO) to supplier
 - Raw materials usage record or stock balance for pharmaceuticals preparation
 - Completed the first Precursor Inspection for the year
 - Monthly wholesale record for pharmaceutical preparation (submitted to Pharmaceutical Services Division)
2. Precursor & Other Controlled Substance:
 - Purchase Order (PO) to supplier
 - Raw materials' usage record (if stockpiling) *
3. Import Application for Medicine Making Machine:
 - Manufacturer's License from Drug Control Authority (DCA) / No objection letter from DCA
 - Medicine Making Machine Import Declaration Form
 - Purchase Order (PO) / Pro-forma Invoice
 - Packing List
 - Machine Specifications
 - Catalogue / Picture of Machine
 - Purchase Order (PO) / Pro-forma Invoice from buyer (If resells)

4. Application for Resells (Raw Material Only)

- Purchase Order (PO) from buyer
- "End-User Declaration" (For Precursor & Caffeine only) - filled up by end user
- A copy of Buyer's Poison License if Buyer resells poison

Export Application

5. Pseudoephedrine & Ephedrine:

- Purchase Order (PO) from buyer
- Import permit/Import approval from the Authority of the importing country (if any) *

NOTE:

Export permit approval for Pseudoephedrine & Ephedrine is subjected to the approval from the Authority of the importing country.

6. Precursor & Other Controlled Substance: • Purchase Order (PO) from buyer

Client Charter:

- Import permit - 5 working days (with inspection) and 3 working days (without inspection).
- Export permit - 7 working days.

Charges:

Pharmaceutical Services Division does not charge for permit issuance.

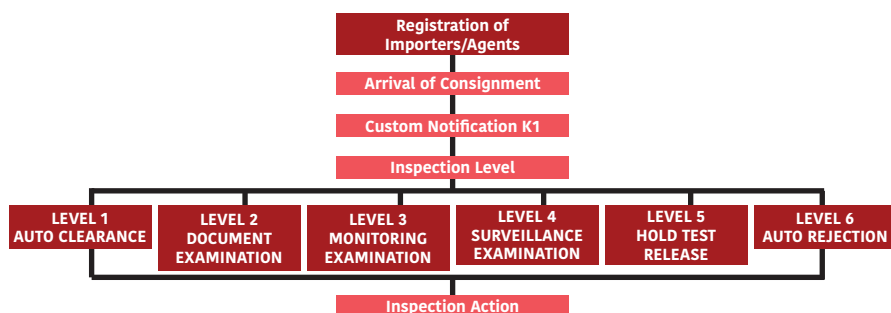
Address	Contact Person
<p>Ministry of Health (Pharmaceutical Services Division)</p> <p>Lot 36, Jalan Universiti, 46350 Petaling Jaya, Selangor, Malaysia. Tel: 603-7841 3200 Fax: 603-7968 2251 www.pharmacy.gov.my</p>	<p>Pn. Rohaida binti Zakaria Senior Principal Assistant Director Tel: 603-7841 3283 Email: z.rohaida@moh.gov.my</p> <p>Pn. Astrina binti Abdul Salam Senior Principal Assistant Director Tel: 603-7841 3347 Email: astrina@moh.gov.my</p> <p>Pn. Norhamizah binti Mateni Senior Principal Assistant Director Tel: 603-7841 3203 Email: norhamizah_m@moh.gov.my</p> <p>Cik Farah Nadia binti Abdul Manap Senior Principal Assistant Director Tel: 603-7841 3662 Email: farah.nadia@moh.gov.my</p>

5.4.5 Ministry of Health (Food Safety and Quality Division – FSQD)

Food Import Requirement In Malaysia

The Food Safety and Quality Division (FSQD), Ministry of Health Malaysia (MOH) is the Competent Authority for food safety in the food supply chain in Malaysia. FSQD is responsible for ensuring that all locally produced and imported foods are safe for human consumption and comply with the Food Act 1983 and its regulations.

The notification, declaration and clearance of imported food consignments are carried out using an on- line web system known as the Food Safety Information System of Malaysia (FoSIM) which is interfaced with the Malaysian Customs Information System (SMK). All Food Importers and Forwarding Agents are required to register with FOSIM at <http://fsis2.moh.gov.my/fosimv2/HOM/frmHOMPage.aspx> which will enable them to view the status of their food consignments online. Figure 1 shows the summary of food import procedure in Malaysia.



Summary of food import procedure in Malaysia

FSQD does not impose any import permit requirements for importation of foods. Imported food is subjected to approval at the entry points based on inspection upon arrival of the consignments and will be released if they are found to comply with the Food Act 1983 and its regulations. It is the importers' responsibility to ensure that all foods imported into Malaysia complies with these requirements. Authorized Officers stationed at the entry points conduct the inspection and if necessary, food samples may be collected for testing purposes. In addition, several types of foods need to be accompanied with Health Certificate, Certificate of Analysis or License for importation. Updated information regarding specific import requirements can be obtained via the FSQD website at <http://fsq.moh.gov.my> or the FOSIM

website at <http://fsis2.moh.gov.my/fosimv2/HOMPage.aspx>.

GENERAL FOOD EXPORT PROCEDURE

The Food Safety and Quality Division (FSQD), Ministry of Health is responsible for planning, implementing, monitoring and evaluating the official controls of food safety along the food supply chain to ensure compliance with the requirements of the importing countries. FSQD is also responsible for the issuance of Health Certificate and Free Sales Certificate for the export of food products.

Issuance of Health Certificate

Health Certificate is issued only when the food products to be exported comply with the importing country's requirements. The exporters are responsible to ensure that the food products are in compliance with the importing countries' requirements. Application for the Health Certificate is to be made at the District Health Office. There are two (2) sets of procedures involved in the issuance of Health Certificate:

1. Issuance of Health Certificate for applicant with the HACCP Certification from Ministry of Health
 - a. The client charter for the issuance of Health Certificate is three (3) days from the date of application with the complete information.
2. Issuance of Health Certificate for applicant without the HACCP Certification from Ministry of Health
 - a. The client charter for the issuance of Health Certificate is 19 days from the date of application with the complete information.
 - b. Sampling and premise inspection will be carried out on the consignments and the establishment.

FEE

Payment shall be made using bank draft/ postal order in the name of "Pegawai Kesihatan Daerah" prior to the issuance of Health Certificate.

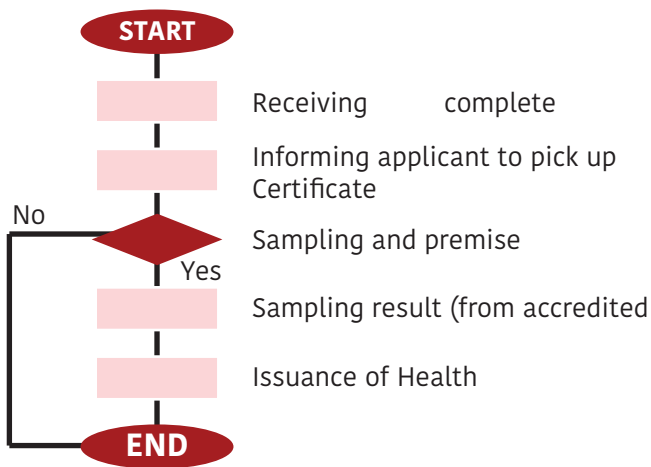
SCHEDULE A – Rate of charges for Health Certificate for Export of Food Products

Number of certificate applied	Charge per Health Certificate (RM)
1–3	80.00
4–6	60.00
7–9	40.00
10 or more	30.00

SCHEDULE B – Rate of charges for Health Certificate for Food Promotion Through Participation in Exhibitions:

Agency	Charge per Health Certificate (RM)
Malaysian Government	30.00
Individual / Commercial	50.00
Uniformed Body & Malaysian Armed Forces	Free of charge

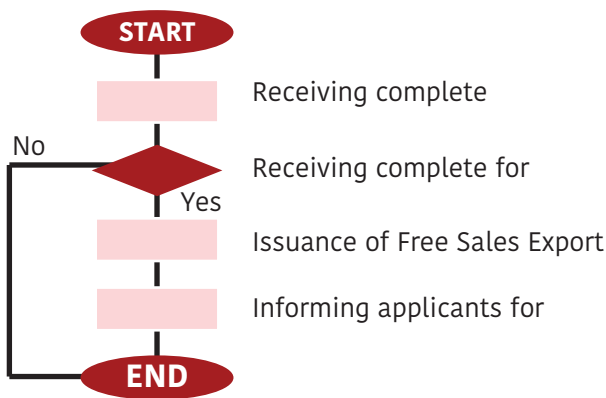
PROCESS FLOW CHART FOR THE ISSUANCE OF HEALTH CERTIFICATE



Issuance of Free Sales Certificate

Free Sales Certificate is issued when the food products to be exported comply with Malaysian regulations and can be freely sold in this country. Application is to be made at either the District Health Office or the State Health Department.

PROCESS FLOW CHART FOR THE ISSUANCE OF FREE SALES EXPORT CERTIFICATE



FEE

The rate of charges for Free Sale Certificate is RM30.00 per certificate. Payment shall be made using bank draft / postal order prior to the issuance of Free Sale Certificate in the name of "Pegawai Kesihatan Daerah" if application is made in District Health Office or "Pengarah Kesihatan Negeri" if application is made in State Health Department

Contact

Address	Contact Person
Food Safety and Quality Division Ministry of Health Malaysia Level 4, Menara Prisma No. 26, Jalan Persiaran Perdana, Presint 3 Pusat Pentadbiran Kerajaan Persekutuan 62675 Putrajaya, Malaysia Tel: +603-8885 0796 / +603-8885 0797 fsq.moh.gov.my/v6/xs.index.php	Import & Export Branch Cik Roziaton binti Abdul Wahab Tel: +603-8885 0797 ext 4200 Email: roziaton@moh.gov.my Puan Harlina binti Salehudin Tel: +603-8885 0797 ext 4221 Email: harlinas@moh.gov.my Puan Suzana binti Mustafa Tel: +603-8885 0797 ext 4231 Email: suzana_mustafa@moh.gov.my Puan Aainaa Mastura binti Abu Bakar Tel: +603-8885 0797 ext 4290 Email: aainaa.mustafa@moh.gov.my Puan Noraishah binti Kadir Tel: +603-8885 0797 ext 4297 Email: noraishah@moh.gov.my Puan Nur Ain binti Zukaflin Tel: +603-8885 0797 ext 4230 Email: ain.zulkaflin@moh.gov.my Encik Cheah Wei Yan Tel: +603-8885 0797 ext 4216 Email: cheahyan@moh.gov.my Health & Free Sales Certificate Pn. Nur Ain Binti Zukaflin Tel: +603-8885 0797 ext 4230 Email: ain.zulkaflin@moh.gov.my

5.4.6 Department of Veterinary Services

The Department of Veterinary Services issues permit for the importation and exportation of live animals and animal products under the Animal Act 1953 (Revised 2006) and Animal Food Act 2009.

Veterinary Health Certificate (VHC) is issued under Section 24, Veterinary Surgeons Act 1974 that allows only competent Veterinary Authority to endorse and sign the Veterinary Health Certificate.

Below is the list of permits issued by the Department of Veterinary Services:

1. Haiwan 26 - Import permit for Day Old Chick (DOC), Day Old Duck (DOD) and SPF eggs
2. Haiwan 25 - Export permit for animal product and live animal, import permit for live animal
3. Haiwan 27 - Import permit for animal products / carcass
4. Haiwan 29 - Freedom Health Certificate (for animal product only)

Permit Application Procedure

1. Applicant must be registered with the Department of Veterinary Services
2. Applicant registers for e-Permit services.
3. Applicant submits application online.
4. Counter officer verifies the application.
5. Competent Veterinary officer approves the application.
6. Approved application will be transmitted electronically to the Customs System.

ANIMAL PRODUCT IMPORT

	Commodity Type	Charges
1	Animal by-product	Permit: RM3.00 per consignment
2	Beef / Mutton / Venison	Permit: RM3.00 per 50.8kg per consignment
3	Eggs & eggs product	Permit: RM3.00 per consignment Vet Inspect: RM50.00 per consignment
4	Hatching eggs	Permit: RM2.00 per consignment Vet Inspect: RM50.00 per consignment
5	Milk & milk product	Permit: RM3.00 per consignment Vet Inspect: RM50.00 per consignment
6	Pork & Product Suckling pigs	Permit: RM3.00 per 50.8kg per consignment
7	Pet foods	Permit: RM3.00 per consignment
8	Poultry & product	Permit: RM6.00 per 50.8023kg per consignment
9	Processed poultry meal	Permit: RM3.00 per consignment
10	Semen	Permit: RM3.00 per consignment
11	Embroy	Permit: RM3.00 per consignment

ANIMAL PRODUCT EXPORT

	Type	Charges
1	Permit	RM3.00
2	Veterinary Health Certificate	Free of charge
3	Health Freedom Certificate	RM2.00

EXPORT CHARGES

1	Cattle	RM2.00 per head
2	Horse (except to Singapore)	RM10.00 per head
3	Goat or sheep	RM1.00 per head
4	Pig (except to Singapore, Sabah & Sarawak)	RM1.00 per license
5	Monkey	RM2.00 per license
6	Dog or cat	RM3.00 per head
7	Other animal except above item 1 – 6	RM3.00 per head
8	Bone, bird, skin/hide, fertilizer, bone meal, blood meal, semen tallow, fodder (except cereal and cereal coated or others) skimmed milk powder, semen, vaccines, serum or any animal product or bird or any material can spread the disease.	RM3.00 per permit
9	Goat carcasses	RM1.00 per carcass
10	Carcasses for any other animals	RM1.00 per permit

Contacts:

Address	Contact
Department of Veterinary Services (SPS and Biosecurity Management Department, Quarantine and Import/Export Services Section) Level 5, Block Podium 1A, Lot 4G1, Precinct 4, Federal Government Administrative Centre 62630 Putrajaya Tel : 603-8870 2000 www.dvs.gov.my	Quarantine and Import Export Services Section Email: skie@dvs.gov.my Tel: +603-8870 2012 / 2010 / 2011 / 2069 / 2070

5.4.7 Agriculture Department (Crop Protection & Plant Quarantine Division)

The Crop Protection and Plant Quarantine Division issues Import Permit, Export License and Certificate under the Plant Quarantine Act 1976, Customs (Prohibition of Import / Export) 2008 and International Trade of Endangered Species Act 2008. Import and Export Permits are issued online electronically.

Permit Application Procedure

1. Applicant shall register with the Crop Protection & Plant Quarantine Division.
2. Applicant must open an account with a deposit of RM150.00.
3. Applicant must register for the e-Permit services.
4. All applications are required to be submitted online.
5. An agricultural assistant or an officer will verify the application.
6. An agricultural officer shall approve the application.
7. Approved application will be transmitted electronically to Customs System.

Client charter

- Import permit - 5 working days.
- Export license - 24 hours after physical inspection of the consignment and all conditions fulfilled.

Charges:

- Import Permit: RM15.00 per application
- Export Permit: RM15.00 per application (not inclusive of physical inspection charge)

Address	Contact Person
<p>Jabatan Pertanian Aras 2, Wisma Tani Kuala Lumpur, Jalan Sultan Salahuddin, 50632 Kuala Lumpur. www.doa.gov.my</p>	<p>OGA (JPK): Unit Kawalan Import & Analisis Risiko Perosak Seksyen Kawalan Import dan Penguatkuasaan Akta Bahagian Biosekuriti Tumbuhan Jabatan Pertanian Aras 2, Wisma Tani Kuala Lumpur, Jalan Sultan Salahuddin, 50632 Kuala Lumpur. Tel: +603-2030 1500 / 1522 / 1436 / 1427 / 1425 / 1419 Fax: +603-2697 7164 / 2691 3530 Email: pradoamy13@gmail.com</p>

5.4.8 Department of Agriculture (Pesticides Control Division)

The Pesticides Control Division issues Permit for the importation of pesticides under the provisions of:

- Pesticides Act 1974, Section 13 (Registered Pesticides)
- Pesticides Act 1974, Section 14 (Unregistered Pesticides)

Permit Application Procedure

1. Registered Pesticides

- Application for import of registered pesticide for commercial purpose is done online.
- Applicant needs to register for e-Permit subscription.
- Permit issuance will take five working days upon application verification.
- The Department verifies the application online based on the following criteria:

Ensure that the details in the application is the same as the Pesticides Registration Certificate (i.e., trade name, active ingredients, percentage concentration, formulations and company name)

- Consignor name must be the same as the gazette manufacturer
- Consigned from data field must be the same as the consignor's address
- Gazette date of pesticide registration must be valid that is within five years of gazette date.

2. Unregistered Pesticides

- Application for the importation of unregistered pesticides for the purpose of research and education, or as pesticide analytical standards can be obtained from the Pesticides Board.
- Application for import permit must be in the application form (Form A, Regulation 3)

Client charter

- Import permit - 5 working days

Charges:

1. Registered Pesticide – free of charge
2. Unregistered Pesticide – RM 10.00

Contact:

Address	Contact Person
Agriculture Department (Pesticides Control Division) Level 4, Wisma Tani, Jalan Sultan Salahuddin, 50632 Kuala Lumpur, Malaysia. Tel: 603-2030 1400 Fax: 603-2691 7551 www.doa.gov.my	Miss Rohayu Mat Nor Ketua Penolong Pengarah Tel: +603-2030 1484 Email1: rohayu@doa.gov.my Email2: rohayu.matnor82@gmail.com Miss Nur Laili Ab Aziz Penolong Pengarah Tel: +603-2030 1477 Email: nurlailidbj469@gmail.com

5.4.9 Department of Malaysian Quarantine and Inspection Services (MAQIS)

The Department of Malaysian Quarantine Inspection Services was established under the Ministry of Agriculture and Agro-Based Industry Malaysia as an operational department to provide integrated services relating to quarantine, inspection and enforcement at entry points, quarantine stations, quarantine premises and the certification for the import and export of certain plants, animals, carcasses, fish, agricultural produce, soils and micro-organism, including also services of inspection and enforcement relating to food and other matters related to it.

The aims of MAQIS establishment:

- to ensure that the national agriculture industry is free from pests, diseases, and contaminations towards plants, animals and fish by way of quarantine activities, inspections and effective enforcements;
- to ensure that plants, live animals, animal carcasses, fish, agricultural products, soils, micro- organisms and food that are imported into and exported from Malaysia comply with the health aspects of human, animals, plants and fish, and food safety by written enforcement laws that are related to entry points, quarantine stations and quarantine premises;
- to assist exporters in issues related to market access and complying with the requirements of the importing country through integrated services; and
- to improve the delivery service to customers by using efficient and integrated sources.

Issues permit for the importation and exportation of live animal and animal product under the legislation of Malaysian Quarantine and Inspection Services Act 2011 (Act728) & Regulations.

Below is the list of permit issued by MAQIS

1. Haiwan 26 - Import permit for Day Old Chick (DOC), Day Old Duck (DOD) and SPF Eggs
2. Haiwan 25 - Export permit for animal product and live animal, Import permit for live animal
3. Haiwan 27- Import permit for animal products / carcass

Permit Application Procedure

1. Conditions for Import and Export – Applicant may obtain the information relating to the conditions imposed by the various agencies.
2. Applicant submits permit application through the e-Permit System.
3. MAQIS Officer (Verifier) will verify the permit application.
4. MAQIS Officer (Approver) will approve the permit application.
5. Approved application will be sent to the Customs to be registered in the Customs Information System (SMK).
6. Payment to be made to MAQIS after the status “Acknowledged by Customs” is displayed in the ePermit system.
7. Upon payment, you may print the permit and payment receipt online.

Client charter

24 hours during working days.

Charges

- Licence or Permit Issuance Fees for Importation and Exportation of Animal Carcass, Animal produce, Plant, Soil, Microorganism, Plant Produce, Fish and Fish Produce. (First Schedule)

Charges

- Licence or Permit Issuance Fees for Importation and Exportation of Animal Carcass, Animal produce, Plant, Soil, Microorganism, Plant Produce, Fish and Fish Produce. (First Schedule)

No.	Category	Rates	
		Import	Export
A. ANIMAL			
1.	Cat and Dog	RM 40.00 per animal	RM 40.00 per animal
2.	Restricted Dog (dog breeds of Rottweiller, Doberman, German Shepard or Alstian includes Belgian Shepard and East European Shepard, Bull Mastiff, Bull Terrier, Perrode Presa Canary Dog and also includes mixed breeds).	RM100.00 per animal	RM100.00 per animal
3.	Deer	RM 5.00 per animal	RM 5.00 per animal
4.	Horse	RM 20.00 per animal	RM 20.00 per animal
5.	Cattle and Buffalo	RM 5.00 per animal	RM 2.00 per animal
6.	Goat and Sheep	RM 3.00 per animal	RM 2.00 per animal
7.	Breeder chick per day or duck or ostrich or goose or quail	RM 5.00 per license	-
8.	Trading day chick	RM 0.20 per animal	-
9.	Pet bird	RM 2.00 per animal	-
10.	Ostrich	RM 5.00 per animal	-
11.	Any other type of birds	Rm 2.00 per animal	-
12.	Pig	RM 10.00 per animal	RM 10.00 per animal
13.	Zoo animal, competition and exhibition	RM 10.00 per animal	-

14.	Any animal for research purposes	RM 10.00 per animal	-
15.	Any animal other than in items no 1-14 for any other purposes	RM 3.00 per animal	RM 3.00 per animal
16.	Eggs	RM 10.00 per license	-
17.	Meat carcass and meat products	RM 10.00 per 100 kgm	RM 10.00 per 100 kgm
18.	Bird carcass and birds products	RM 20.00 per 100 kgm	-
19.	Bones, skin, hair, products of milk produce, milk, vaccine or any other animal products except under item no 20 below.	RM 50.00 per license	RM 50.00 per license
20.	Animal excrement used for fertilizer, animal bine products for animal feed, meat products for animal feed, blood products for animal feed, animal fat, eggshell or other non-human consumption product.	RM 20.00 per license	RM 20.00 per license
B. PLANT, PLANT PRODUCE, SOIL AND MICROORGANISM			
21.	Plants and plant products	RM 15.00 per permit	RM 15.00 per permit
22.	Soil		
23.	Microorganism		
C. FISH AND FISH PRODUCE			
24.	Fish and fish produces	RM 15.00 per permit	RM 15.00 per permit

• Importation and Exportation Inspection Charges (Second Schedule)

No.	Category	Rates	
		Import	Export
1.	Dog	RM 40.00 per animal	RM 20.00 per animal
2.	Cat	RM 25.00 per animal	RM 10.00 per animal
3.	Deer	RM 5.00 per animal	RM 5.00 per animal
4.	Horse	RM 50.00 per animal	RM 50.00 per animal
5.	Cattle, buffalo or camel	RM 1.00 per animal	RM 1.00 per animal
6.	Goat or sheep	RM 0.50 per animal	RM 0.50 per animal
7.	Day old chick from breeder chicken, duckling chicks, gosling or quail	RM100.00 per consignment	-
8.	Day old chick for commercial purpose	RM100.00 per animal	-
9.	Pet bird or pet chicken	RM 40.00 per consignment	-
10.	Ostrich	RM 10.00 per animal	-
11.	All birds except for birds at item no 7,8,9 and 10	RM 0.50 per animal	-
12.	Pig	RM 10.00 per animal	RM 10.00 per license
13.	Zoo animal, circus, competition or exhibition	RM 10.00 per license	RM 50.00 per license
14.	Animal for research activity	RM 10.00 per animal	RM 10.00 per animal
15.	Animal for other purposes	RM 50.00 per animal	RM 50.00 per license or permit
16.	Animal eggs	RM 50.00 per license or permit	-

17.	Plant, plant produces, soil and microorganism (other than types of agriculture produce in the Third Schedule)	RM 2.00 for the first 1000 kg or part thereof	RM 2.00 for the first 1000 kg or part thereof
		RM 1.00 for the next additional 1000 kg or part thereof	RM 1.00 for the next additional 1000 kg or part thereof
18.	Container or any other storage that contained not more than 50 kilograms of fish	RM 2.50 per container	RM 2.50 per container
19.	Container or any other storage that contained more than 50 kilograms of fish but less than 100 kilograms of fish	RM 5.00 per container	RM 5.00 per container
20.	Container or any other storage that contained more than 100 kilograms of fish	Calculated at a rate not exceeding RM0.05 per kilograms fish	Calculated at a rate not exceeding RM0.05 per kilograms fish

- Compliance Inspection Fees (Grading, packaging and labelling agriculture produce) (Third Schedule)

No.	Types of agriculture produce	Quantity of agriculture produce	Fees for compliance inspection conducted on department working days	Fees for compliance inspection conducted on weekends or public holidays
1.	Fresh Vegetables	First 1000 kilograms or part thereof	RM1.00	RM 2.00
		Every additional 1000 kilograms or part thereof	RM 0.50	RM 1.00
2.	Fresh Fruits	First 1000 kilograms or part thereof	RM 2.00	RM 4.00
		Every additional 1000 kilograms or part thereof	RM 1.00	RM 2.00
3.	Fresh Flower Cuts	First 1000 kilograms or part thereof	RM 2.00	RM 4.00
		Every additional 1000 kilograms or part thereof	RM 1.00	RM 2.00
4.	Peanuts	First 1000 kilograms or part thereof	RM 1.00	RM 2.00
		Every additional 1000 kilograms or part thereof	RM 0.50	RM 1.00
5.	Coconut	First 1000 kilograms or part thereof	RM 2.00	RM 4.00
		Every additional 1000 kilograms or part thereof	RM 1.00	RM 2.00
6.	Coffee seeds	First 1000 kilograms or part thereof	RM 2.00	RM 4.00
		Every additional 1000 kilograms or part thereof	RM 1.00	RM 2.00

7.	Sugarcane	First 1000 kilograms or part thereof	RM1.00	RM 2.00
		Every additional 1000 kilograms or part thereof	RM 0.50	RM 1.00

- Quarantine and quarantine procedures charges (Fourth Schedule)

A. QUARANTINE			
No	Services	Category	Rates
1. ANIMAL			
1.1	Confinement or storages100	Bird (1 – 10 animals)	RM 5.00 per animal per day
		(11 – 100 animals)	RM 2.00 per animal per day
		(each animal after 100)	RM 1.00 per animal per day
		Dog	RM 10.00 per animal per day
		Cat	RM 10.00 per animal per day
		Horse	RM 10.00 per animal per day
		Cattle, buffalo and camel	RM 10.00 per animal per day
		Goat or sheep	RM 10.00 per animal per day
		Deer	RM 10.00 per animal per day
		Chicken, duck, goose & ostrich (1 – 10 animal)	RM 10.00 per animal per day
		(11 – 100 animal)	RM 10.00 per animal per day
		(each animal after 100)	RM 10.00 per animal per day

		Pig	RM 1.50 per animal per day
		Other animals	RM 10.00 per animal per day
1.2	Quarantine certificate	Bird	RM 10.00 per animal per day
		Dog	RM 10.00 per animal per day
		Cat	RM 10.00 per animal per day
		Horse	RM 10.00 per animal per day
		Cattle, buffalo and camel	RM 10.00 per animal per day
		Goat or sheep	RM 10.00 per animal per day
		Deer	RM 10.00 per animal per day
		Chicken, duck, goose and ostrich	RM 10.00 per animal per day
		Pig	RM 10.00 per animal per day
		Other animals	RM 10.00 per animal per day
1.3	Anti-rabies injection	Dog	RM 10.00 per animal per day
1.4	Microchip	Dog	RM 10.00 per animal per day

2. PLANT

1.2	Quarantine certificate	For every plant on the 1st week	RM 10.00 per animal per day
		For every plant on the 2nd week	RM 10.00 per animal per day
		For every plant on the 3rd week	RM 10.00 per animal per day
		For every plant on the 4th week	RM 10.00 per animal per day

		For every plant planted in post entry quarantine on plant sesonal period	RM 10.00 per animal per day
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3. FISH

1.2	Confinement or storages	Live fish	RM 20.00 per consignment per day
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4. AGRICULTURE PRODUCE, SOIL AND MICROORGANISM

1.2	Confinement or storages	Storage of agriculture produce	RM 25.00 per 1000 kilograms or part thereof per day
		Stoareg of soil	RM 25.00 per 1000 kilograms or part thereof per daythereof per day
		Storage of microoorganism	RM 50.00 per unit per daythereof per day

B. QUARANTINE PROCEDURES

No	Category	Rates
1.	Mileage of quarantine procedure supervision include delivery or escort	RM 1.00 per kilometer
2.	Supervision of quarantine procedure including delivery or escort	RM 10.00 per hour and every subsequent hour
3.	Parking in MAQIS compound for storage of plant, animal, fish, carcass, agriculture produces, soil and microorganism	RM 10.00 per day
4.	Plant, animal, fish, carcass, agriculture products, soil and microorganism disposal	RM 2.00 per kilogram
5.	Cold room storage	RM 100.00 per 1000 kilogram pr part thereof per day.

Contacts:

Address	Contact Person
<p>Department of Malaysian Quarantine and Inspection Services (MAQIS)</p> <p>Level 4, Menara 4G1, Wisma Tani, Presint 4, No. 28, Persiaran Perdana, Federal Government Administrative Centre, 62624 Putrajaya.</p> <p>Tel: +603-8870 8000 Fax: +603-8870 8056 www.maqis.gov.my</p>	<p>Import / Export and Data Division</p> <p>Email: feedback@maqis.gov.my Tel: +603-8870 8000 / 8095 / 8042 / 8006</p>

5.4.10 Department of Environment (DOE)

The Department of Environment issues the permit for importation and exportation of scheduled waste under the following legislation:

- Environmental Quality Act 1974
- Environmental Quality (Scheduled Waste) Regulation 2005
- Basel Convention - The Control of Trans-boundary Movements of Hazardous Wastes and their Disposal
- Customs (Prohibition of Imports) Order 2008
- Customs (Prohibition of Exports) Order 2012

Permit Application Procedure

1. Borang AS 15A (Rev 2006) – For the Application of Export of Scheduled Waste
 - > Ø Download form at <http://www.doe.gov.my/en/muat-turun-borang-2>
3. Borang AS 14 (Rev 2006) – For the Application of Import of Scheduled Waste
 - > Ø Download form at <http://www.doe.gov.my/en/muat-turun-borang-2>
4. Borang K0760125 130607 - Notification Document for Transboundary Movement Shipment of Waste.
 - > Ø Download form at <http://www.doe.gov.my/en/muat-turun-borang-2>

Client Charter:

- Export scheduled wastes - 3 working days upon consent from importing and transit countries
- Import scheduled wastes - 3 weeks
- Import and export of chemicals controlled under Rotterdam Convention - 4 weeks

Charges

Licence or Permit Issuance Fees for Importation and Exportation of Animal Carcass, Animal produce, Plant, Soil, Microorganism, Plant Produce, Fish and Fish Produce. (First Schedule)

Contacts:

Address	Contact Person
Department of Environment (Hazardous Substances Division) Level 2, Podium 3, Wisma Sumber Asli, No.25, Persiaran Perdana, Presinct 4, 62574 Putrajaya, Malaysia. www.doe.gov.my	Department of Environment (Hazardous Substance Division) Pn. Zuraini Ahmad Tajudin Ketua Penolong Pengarah Tel: +603-8871 2134 Fax: +603-8888 6120 Email: zat@doe.gov.my
	 Pn. Mazriah Ayu Abu Bakar Penolong Pengarah Tel: +603-8871 2133 Fax: +603-8888 6120 Email: mazriah@doe.gov.my
	Department of Environment (Air) Shafizah Jabar Basha Pegawai Kawalan Alam Sekitar Tel: +603-8871 2324 Email: shariza@doe.gov.my
	 Habsah Bt Ismail Penolong Pegwai Kawalan Alam Sekitar Tertinggi Tel: +603-8871 2322 Email: hi@doe.gov.my
	 Mohamed Fauzi Bin Abdul Aziz Penolong Pegawai Kawalan Alam Sekitar Tel: +603-8871 2044 Email: fauzi@doe.gov.my

5.4.11 Department of Islamic Development Malaysia (JAKIM)

On 1st January 1997, in line with the country's steadfast Islamic development and progress, the Department of Islamic Development Malaysia (JAKIM) was established by the Government of Malaysia. In the beginning, the Islamic Affairs Division used to be a secretariat in the Prime Minister's Department. This secretariat was called the Secretariat of the National Council for Islamic Religious Affairs of Malaysia and was formed by the Council of Rulers in 1968.

There are two important tasks given to the National Council for Islamic Religious Affairs of Malaysia and they are:

1. To discuss, consider and manage any matters referred to the Council of Rulers, any State Government or State Islamic Religious Affairs Council or a Council member, with the purpose of providing advices or recommendations.
2. To advise the Council of Rulers, State Governments or State Islamic Religious Affairs Council on matters relating to Islamic legislation or administration or education with the objectives to improve, standardise or enhance the legislation or administration.

Functions of the Islamic Affairs Division

The Islamic Affairs Division was given the responsibility to implement a programme under the Prime Minister's Department which is the Islamic Affairs Administration and its tasks can be summarised as follows:

1. Efforts to improve and standardise the legal and administrative aspects relating to Islamic affairs, laws and education.
2. Islamic activities to ensure that the policies and national development plans are smoothly implemented.
3. Da'wah Islamiah programmes and activities.
4. Programmes and activities for the implementation of the Islamic Absorption Values into Administration Policy.
5. Islamic programmes and activities in Federal Government Department and Statutory Bodies.
6. Efforts to contribute towards the enhancement and strengthening of the position of Islam and its followers.
7. Efforts to control and maintain the purity of faith and the teachings of Islam.

8. Efforts to solve the problems of the ummah that are related to current issues.
9. Evaluate and provide recommendations on Islamic activities that are implemented by the Government and private agencies to ensure there are no conflicts between national and Islamic interests.
10. Plan activities to assist the state Islamic authorities in the Da'wah Islamiah field.

Development of the Malaysian Halal Hub

The involvement of the Department of Islamic Development Malaysia (JAKIM) to confirm the status of halal on consumer food products and goods in the country began in 1974 when the Research Center of the Islamic Affairs Division of the Prime Minister's Office started to issue halal certification letters for products that meet the specified criteria.

Back then in 1994, halal confirmation was given in the form of a certificate with a Halal logo, and from 30th September 1998, halal inspections were carried out by Ilham Daya, a company appointed by JAKIM.

On 1st September 2002, the government decided that all halal certification activities will be conducted by JAKIM's Food and Islamic Consumer Products Division. Due to the rapid development of the food industry in the country and in order to meet the needs of the muslim population, on 17th November 2005, with an increase of 165 new positions the Halal Hub Division was created. On April 2nd 2008, the Halal Industry Development Corporation took over the management of all halal certification activities.

For the purpose of the halal certification procedure, the following definitions apply:

- Recognized Authority - refers to JAKIM, JAIN or MAIN whichever applies.
- Islamic Law (Syara') - refers to Islamic law according to the Syafi'e school of thought, or the Maliki, Hambali or Hanafi schools of thought, as decreed by the King of Malaysia and enforced in Wilayah Persekutuan or decreed by the Royal Head of State of any state and enforced in that respective state.
- Halal Logo - refers to the logo (see picture) issued by JAKIM / JAIN / MAIN.



- Halal - a word originated from an Arabic phrase that means “allowed or permitted by Islamic Law”.

The word “Halal” according to the Trade Description Order (Usage of the Term “Halal”), 1975 is defined as follows:

When the term is used in relation to food in whatsoever form, in the process of trade or commerce as an aspect of trading or part of an aspect of trading when referred to food, the terms “Halal”, “Guaranteed Halal” or “Muslim Food” or any other terms that may be used to indicate or may be understood as meaning to indicate as permissible to be consumed by Muslims and allowed in their religion for the referred food to be consumed, must therefore mean the following, that is, the food for which such terms are being used:

- a. does not stem from or consists of any part of or item from animals that are forbidden to Muslims by Islamic law, or animals that have not been slaughtered according to Islamic law;
- b. does not contain any substance that is considered impure in Islamic law;
- c. is not prepared, processed or manufactured using equipment or utensils that are not free from impurities as defined by Islamic law ; and
- d. that, in the preparation, processing or storage stage, does not come in contact with or is stored near any kind of food that does not meet the requirements of para(s) (a), (b) or (c) or any substances that are considered impure by Islamic law.

Halal Industry Development Corporation

Established on 18 September 2006, Halal Industry Development Corporation coordinates the overall development of the Halal industry in Malaysia. Focusing on development of Halal standards, audit and certification, plus capacity building for Halal products and services, HDC promotes participation and facilitates growth of Malaysian companies in the global Halal market.

Intent on building a global Halal community, HDC brings the Malaysian Halal industry in unison toward a common goal. By nurturing growth and participation of local businesses into the global Halal market, HDC sets the bar for Halal Best Practice in Malaysia to enrich the development of Halal standards globally.

Through unsurpassed knowledge and experience, HDC is the gateway towards a better understanding of Halal.

Vision: Malaysia as the Global Halal Hub

Mission: To create value for businesses participating in the Global Halal Industry and to benefit Malaysia's economy

Roles and Responsibilities: HDC is Malaysia's response to the momentum now building up worldwide, for better quality products and services as consumers gain confidence in the Halal process. It will provide manufacturers, distributors, retailers, entrepreneurs, researchers and investors all the necessary assistance to penetrate the global Halal market through the adoption of the Malaysian experience and expertise in food and non-food sectors.

Specifically, its roles and responsibilities can be summarised as below:

- To lead the development of Halal standards, audit and certification procedures in order to protect the integrity of Halal
- To direct and coordinate the development of Malaysia's Halal industry amongst all stake holders - both public and private
- To manage capacity building for Halal producers and related service providers
- To support investment into Malaysia's Halal industry
- To facilitate the growth and participation of Malaysian companies in the global Halal market
- To develop, promote and market the Malaysian Halal brand
- To promote the concept of Halal and related goods and services

Halal Certification Process Work Flow

Exporters seeking to have their products (and services) certified as “Halal” may wish to visit the official website of Halal Industry Development Corp (www.halal.gov.my) for additional information and details on the various guidelines. The following procedures are generally the workflow for the certification process:

1. Register On-line - create ID and password.
2. Confirm account -24 hours @ 1 day.
3. Delivery of supporting documents within 5 working days after your on-line application.

4. When supporting documents are received, the application status will reflect waiting document completion.
5. If supporting documents are complete, application will be processed within 1-5 working days, according to the number of products / menus / premises. A letter of service fee charged will be issued. If supporting documents are incomplete, the status will reflect incomplete and the applicant needs to submit a correction or to provide feedback within 5 working days.
6. Processing fee (as advised in the letter issued) must be paid within 14 working days.
7. The receipt will be issued 1 day after payment is received.
8. The application status will now be changed to reflect audit processing. Audit will be conducted within 30 days upon payment.
9. Approval process will be subject to meeting the dates of Certification Panel meetings, held from time to time.
10. Upon approval, the certificate will be issued within 5 working days. In the case of a non-approval, the applicant will be notified formal via mail.

5.4.12 Federal Agriculture Marketing Authority (FAMA)

The Federal Agricultural Marketing Authority (FAMA) issues Import Permit for Round Cabbages and Raw Coffee Beans under the Customs Act (Prohibition of Imports) 2008.

Meanwhile, the export permit for fruits is issued under FAMA (Licensing of Exportation of Fruits) Regulations 1990.

Permit Application Procedure

1. For Round Cabbages and Raw Coffee Beans, the importer must first obtain the Quota Approval from FAMA.
2. For fruits (star fruit and papaya), the exporter must first obtain the Export License from the Licensing Branch of FAMA. The application form can be downloaded from the website (www.fama.gov.my)
3. Applicant must be registered for e-Permit services.
4. Applicant must submit application online.
5. FAMA Officer (Pem.EE) first verifies all submitted application.
6. FAMA Officer (PPEE & above) approves the application.
7. All approved application will be transmitted electronically to Customs System.

Client charter:

For Permits - 1 hour.

Charges:

- Import Permit for Round Cabbages – RM10
- Import Permit for Coffee Beans – RM30
- Export Permit for Fruits – RM5

Contact:

Address	Contact Person
Federal Agricultural Marketing Authority (Regulatory Division - Licensing Department) No.3, Jalan 2/8, Dataran Templer, Bandar Baru Selayang, 68100 Batu Caves, Selangor Darul Ehsan. www.fama.gov.my	En. Ariffin Tukiran Tel: 603-6126 4257 Email: ariffin_tukiran@fama.gov.my En. Shanmugam Periasamy Tel: 603-6126 4320 Email: shanmugam@fama.gov.my En. Hasbullah Mohamad Hussin Tel: 603-6126 4321 Email: hasbullah.hussin@fama.gov.my

5.4.13 Construction Industry Development Board (CIDB)

Construction Industry Development Board (CIDB) is the Government Agency entrusted to enforce the Malaysia Standard mandated on the importation of construction products listed under the Customs (Prohibition of Imports) Order 1998 Amendments 2003, 2004 & 2009 through the issuance of Certification of Approval (COA).

Customs (Prohibition of Imports) Order 1998 is a statute regulated under Subsection 31(1) Customs Act 1967 (ACT 235) whereby importation of any product must comply with the Procedure of Importation of Construction Products before entering into Malaysia.

Responsibilities of CIDB

- Process the application for verification of products from importers or their authorized agents according to the stipulated procedure
- Perform product verification at all Customs point of entry throughout Malaysia
- Issuance of approval in the form of e-Permit or COA
- Collection of product samples for testing
- Perform inspection and product verification at manufacturing plants
- Monitor PCs issued by CBs
- Carrying out market sampling of imported construction products
- Providing COA exemptions based on stipulated terms and conditions.

Permit Application Procedure

- Importer must be registered with CIDB.
- Importer is registered for the e-Permit services.
- Importer must submit application online.
- Desk Counter Officer verifies the application.
- Second Level CIDB Officer verifies the application.
- Competent CIDB Officer approves the application.
- Approved application will be transmitted to the Customs System.

Client charter:

Issuance of COA - 3 working days.

Charges:

- Working Days - RM 500.00 per verification
- Weekend Holidays - RM 700.00 per verification
- Public Holidays - RM 780.00 per verification

Contact:

Address	Contact Person
Construction Industry Development Board (Assessment & Accreditation Department) Level 10A, Grand Seasons Avenue, No. 72, Jalan Pahang, 53000 Kuala Lumpur, Malaysia. Tel: +603-2617 0200 Fax : +603-2617 0220 www.cidb.gov.my	Sub Unit COA Production Mohamad Norsani Katap Manager Direct Line: +603-4047 7443 Nur Ezza Hanum Abdullah Assistant Manager Direct Line: +603-4047 7452 Suzana Selamat Assistant Direct Line: +603-4047 7483 Sub Unit COA Exclusion Rashimah Adenan Manager Direct Line: +603-4047 7445 Ramlan Bedin Assistant Senior Manager Direct Line: +603-4047 7431 Izzat Azri Azmi Assistant Manager Direct Line: +603-4047 7446

Mohd Azizzul Hakim Suparman

Assistant Manager

Direct Line: +603-4047 7499

Suriyati Abd Sidek Ahmad

Assistant

Direct Line: +603-4047 7451

5.4.14 SIRIM QAS International Sdn Bhd (Civil and Construction Section)

The Civil and Construction Section issues Certificate of Approval for the importation of metal products under the legislation Custom (Prohibition of Imports).

Permit Application Procedure

Application for Certificate of Approval (COA)

1. Using the COA on-line system, consignee submits application online, after having registered for the e-Permit service.
2. Consignee shall complete the application in e-Permit system and there after attach scanned copies of Bill of Lading, Packing List, Invoice and Mill of Certificate as well as indicating the intended port of entry for the consignment. The scanned copy of supporting documents must be in pdf format.
3. The system will process application in accordance to selected port of entry.
4. SIRIM QAS Executive will issue a quotation (indicating charges/fee to be paid to SIRIM) to the applicant, based on port of entry.
5. Consignee shall pay (based on the quotation indicated) at the Customer Service Centre located at Building 25, SIRIM Complex, Shah Alam or any SIRIM's Branch Offices.
6. SIRIM QAS Executive will inform the date for verification and taking of consignment's sample at the port of entry to consignee.
7. Verification and taking of samples shall be conducted by SIRIM QAS Executive or any appointed third-party inspection bodies accredited to ISO 17020.
8. Testing of samples taken shall be conducted at the CCST Laboratory, Shah Alam, SIRIM's Branch Office Laboratory or any laboratories accredited to ISO 17025.
9. SIRIM QAS issues an electronic Certificate of Approval (COA) and this approved COA information shall be transmitted to Customs System.
10. Consignee shall arrange with Customs for the clearance of goods with this COA.

Client charter:

For issuance of COA - 3 working days.

Application for Exemption from COA:

Forms for the following exemption may be obtained by downloading from the website:

- a) Application for exemption of certificate of approval for importation of products without standards or importation of spare parts and components of automotive, machinery, industrial equipment and plant;
- b) Application for exemption from certificate of approval for selected industry sectors, automotive, electrical & electronic, oil & gas, shipbuilding, aerospace and aluminium foil converters/flexible packaging.

Sampling Size:

Sampling size = 1 Sample / 250 MT / Grade / Manufacturer

Charges:

Fee structure guideline: (w.e.f. October 2011)

Fees Structure:

- | | |
|--|--------------------|
| 1. Application plus COA | - RM 150.00 |
| 2. Document evaluation - for method 2b | - RM 500.00 |
| 3. Shipment verification and sampling | - RM 1,000.00 |
| 4. Testing fee (including sample preparation): | |
| • tensile test | - RM 100.00 ~ RM |
| • chemical composition | - 300.00 RM 600.00 |
| • hardness | - RM 250.00 |
| • coating thickness / coating mass | - RM 400.00 |
| • flattening / bend | - RM 200.00 |
| • breaking load | - RM 500.00 |
| • charpy impact | - RM 650.00 |
| • manhole cover | - RM 2,700.00 |

Contact:

Offices	Telephone/Fax No	Email Address
SIRIM Shah Alam		
COA Application – Quotation, Verification & Sampling and Approval		
Civil and Construction Section, Testing Services Department, SIRIM QAS International Sdn. Bhd. Building 22, SIRIM Complex, No. 1, Persiaran Dato' Menteri, 40700 Shah Alam, Selangor Darul Ehsan. Fax: 03-5544 5886		
Head:		
Pn. Raja Nor Siha Raja Abd Hanan	03 - 5544 5851	sirim.my
Group Leader:		
En. Muhammad Fahim Mahmood	03 - 5544 5874	fahim@sirim.my
Customer Service: (Method 1 – Method 4)		
En. Muhammad Aiman Abd Nasir	03 – 5544 5891	aiman@sirim.my
Pn. Nur Shuhada Shaari	03 - 5544 6648	shuhada@sirim.my
Pn. Noor Liana Noor Buhti	03 - 5544 5182	nliana@sirim.my
En. Mohd Dasuki Boniran	03 - 5544 5031	dasuki@sirim.my
En. Mohd Fitri Faizrin Md Elias	03 - 5544 6649	faizrin@sirim.my
(Method 5)		
Pn. Zaryatul Akma Mohammad Meswan	03 - 5544 5184	zaryatul@sirim.my

Scheduler:		
Pn. Hayati Mohd Yusof	03 - 5544 5033	hayatimy@sirim.my
Pn. Sabrina Salim	03 - 5544 5187	sabrina@sirim.my
Materials Integrity Section, Testing Services Department, SIRIM QAS International Sdn. Bhd., Building 20, SIRIM Complex, No. 1, Persiaran Dato' Menteri, 40700 Shah Alam, Selangor Darul Ehsan. Fax: 03-5544 6057		
SIRIM Shah Alam		
COA Application - Testing		
Head:		
En. Dalha Rahmat	03-5544 6847	dalha@sirim.my
Testing Executives:		
En. Mohd Aslan Mat Isa	03-5544 5034	azlanmi@sirim.my
En. Mohd Khairul Annuar Mohd Salleh	03-5544 5180	mdkhairul@sirim.my
SIRIM Penang		
SIRIM QAS International Sdn. Bhd., SIRIM Penang Branch, 483, Mukim 6, Jalan Permatang Pauh, 13500 Permatang Pauh, Seberang Perai, Pulau Pinang. Fax: 04-538 4261		
Head:		
En. Mohd Zakaria	04-538 4260	mohamadz@sirim.my
Testing Executives:		
En. Adzhari Aziz		adzhari@sirim.my
En. Mohd Fairuz Ismail		mfairuz@sirim.my
En. Mohd Haniff Abu Hassan		mdhaniff@sirim.my

SIRIM Johor

SIRIM QAS International Sdn. Bhd., SIRIM Johor Branch, No. 3, Jalan Teknologi 5, Taman Teknologi Johor, 81400 Senai, Johor Darul Takzim.
Fax: 07-598 7059

Head:

07-599 8364

mridha@sirim.my

En. Mohd Ridha Noraship

07-599 8367

Operation Executives:

En. Mohd Helmi Kamdari

mhelmi@sirim.my

Pn. Zuraidah Padil

pzuraida@sirim.my

En. Zurimi Abd Manan

zurimi@sirim.my

En. Awis Karni Hassan

awis@sirim.my

SIRIM Sarawak

SIRIM QAS International Sdn. Bhd., SIRIM Sarawak Branch, Lot 802, Taman Perindustrian Demak Laut, Jalan Bako, Peti Surat 3292, 93764 Kuching, Sarawak.
Fax: 082-439 060 / 055

Head:

082-439 052

kasvenda@sirim.my

En. Kasvenda Kasim

082-439 048

Operation Executives:

En. Alexius Anak An'yan

alexius@sirim.my

SIRIM Sabah

SIRIM QAS International Sdn. Bhd., SIRIM Sabah Branch, Beg Berkunci 2072, 88999, Kota Kinabalu, Lot 1, Fasa 1, Zon Perdagangan (KKIP), Jalan Timur 6, 88450 Sabah.

Fax: 088-491 411

Head:

088-491 405

kasvenda@sirim.my

En. Kasvenda Kasim

088-491 415

Operation Executives:

En. Herric Evans Gabu Jusilin

evans@sirim.my

En. Bonaventure @ Hamzah Abie

bonav@sirim.my

5.4.15 SIRIM QAS International Sdn Bhd (Communication and Multimedia Certification Section)

All communications and multimedia products are required to obtain certification and labelled with Certification Mark, mandatory under the Communications and Multimedia Acts (CMA) 1998, and the Communications and Multimedia (Technical Standards) Regulations 2000.

SIRIM QAS International through its Communication and Multimedia Certification Section (CMCS) provides extensive services related to the certification, importation and registration of product IMEI or serial number under Self-Labeling Program (SLP).

For certification, this section is responsible to process and grant Type Approval/Compliance Approval and Special Approval to products that conform to certification requirements. This section is also responsible to issue import permits for all communications and multimedia products under tariff codes with subheading 8443, 8517, 8525, 8526, 8527 and 8529. Hybrid products are products whose primary function is not for communications, but are integrated with communications module for connecting to public communications network or for radiocommunications utilizing band up to 420 THz.

As such, hybrid product are subjected to Type Approval/Compliance and SLP and may be extended to other industries such as, but not limited to, automotive, transportation, smart city and smart home.

The Communication and Multimedia Certification Section issues permit for the importation of communication and multimedia products under the following legislation:

- Communications and Multimedia (Technical Standards) Regulations 2000
- Customs (Prohibition of Imports) Orders 2010.

Permit Application Procedure

A. Application Process: Type Approval

1. Registration and application via e-ComM
2. Issuance of quotation and schedule date to customers via e-ComM
3. Payment of fees via e-ComM
4. Submission of sample by customers
5. Verification and evaluation of documents and sample
6. Recommendation, approval and endorsement of application
7. Issuance of Certificate of Conformity (CoC)
8. Registration of Self Labelling Program (SLP) by customers via e-ComM
9. Registration of IMEI number or product serial number under SLP by customers via e-ComM
10. Application and approval of Import Permit for local sale via ePermit

B. Special Approval (Walk-in Customers)

1. Submission of Special Approval Application, Import Permit Application and payment by Customer
2. Document evaluation and issuance of Import Permit via ePermit
3. Submission of sample and K1 (Customs Declaration of Goods Imported)
4. Product evaluation/testing and certification (verification and approval)
5. Issuance of Certificate of Conformity (CoC)

C. Registration of Manufacturer/Assembler/Repair Center/Service Center

1. Submission of application by customer
2. Document review and audit
3. Site verification and/or initial audit
4. Issuance of certificate of Registration
5. Registration of Self Labelling Program (SLP) for local sales by customers via eComM
6. Registration of IMEI number or product serial number for local sales by customers via eComM
7. Application and approval of Import Permit via ePermit

Client Charter:

- Import permit - 1 working day.

Type of Permits:

	PERMIT CATEGORY	DESCRIPTION OF PERMIT CATEGORY
1	Local Sales (Complete set and/ or accessories)	Importation of complete set of Type Approved product for local sales.
2	Import After Repair (completeset) [Previously is known as “Return after repair”]	Importation of complete set after repaired. Product has been Type Approved [hold a valid Registration of Supplier's Certificate] and used in local market.
3	Import for Replacement (Complete set)	Importation of complete set for the purpose of product replacement. Product has been Type Approved [hold a valid Registration of Supplier's Certificate] and used in local market.
4	Import for Sample (Complete set)	Importation of sample for the purpose of certification/ type approval which applicable for application with status 'Process or Cancel or Fail'.
5	ImportforManufacturing (Parts)	Importation of parts for the purpose of manufacturing / assembling / repairing / Servicing/call centre.
6	Import for Repair (Parts)	Importation of parts for the purpose of repair only. Repaired product has been Type Approved (hold a valid Registration of Supplier's Certificate) and used in local market.
7	Import for Re-export (Complete set)	Importation of complete set for the purpose of re-packaging etc. and to be 100% re-exports.

	PERMIT CATEGORY	DESCRIPTION OF PERMIT CATEGORY
8	Import for Re-export (Parts)	Importation of parts for the purpose of re-packaging etc. and to be 100% re-exports.
9	Special Approval (Private)	Importation of complete set for the purpose of private use (company or personal)
10	Special Approval (Trial)	Importation of complete set for the purpose of trial and product is required to be re-exported after expiry date of special approval.
11	Special Approval (Research & Development)	Importation of complete set or parts for the purpose of R&D.
12	Special Approval (Exhibition)	Importation of complete set for the purpose of exhibition and product is required to be re-exported after expiry date of special approval.
13	Special Approval (Demo)	Importation of complete set for the purpose of demo and product is required to be re-exported after expiry date of special approval.
14	Special Approval (Training)	Importation of complete set for the purpose of training.
15	Special Approval (Market Survey)	Importation of complete set for the purpose of market survey and product are required to be re-exported after expiry date of special approval.

	PERMIT CATEGORY	DESCRIPTION OF PERMIT CATEGORY
16	Import for Re-export (Parts)	Importation of complete set or parts for the product that already type approved by SIRIM QAS International Sdn. Bhd. Only applicable to service provider who is the type approval certificate's holder. e.g. Maxis, DiGi, Celcom or any registered service provider with Suruhanjaya Komunikasi & Multimedia Malaysia (SKMM).
17	Tax Exemption (Complete set and/ or accessories)	Importation of complete set or parts for the purpose of tax exemption. Only applicable to: i.Applicant who holds tax exemption letter from Ministry of Finance (MoF); and Applicant who holds a consent letter from the type approval certificate's holder. ii.Note: The applicant is encouraged to apply for their own type approval / certificate.
18	Import for Repair (Complete set for re-export)	Importation of complete set for the purpose of repair only. Product is to be 100% re-export after repaired.
19	Import for Repair (parts for re-export)	Importation of parts for the purpose of repair only. Parts is to be 100% re-export after repaired
20	IT/Networking Product (Complete set and/or accessories)	Importation of IT/ Networking products for the purpose of local sales.
21	Antenna (Except for satellite antenna)	Importation of all type of antennas other than satellite antenna for the purpose of local sales.

	PERMIT CATEGORY	DESCRIPTION OF PERMIT CATEGORY
22	Other telecommunication accessories	Importation of other telecommunication accessories for the purpose of local sales.
23	Import for Sample (Parts)	Importation of parts for the purpose of producing sample for certification/ type approval. Maximum number of parts allowed is for two (2) units of sample, unless prior approval from SIRIM QAS International Sdn. Bhd. This category is only applicable to the applicant who has registered as manufacturer / assembler / repair centre / service centre / call centre.

Charges:

NO	DESCRIPTION	FEES (RM)
1	Registration Fee for Permit Data Processing (one time)	RM 300.00
2	Stamp Duty Fee (one time)	RM 20.00
3	Access Fee for Permit Data Processing (per year)	RM 250.00
4	Application Fee per approved permit (for registered e-Permit User)	RM 60.50
5	Application Fee per approved permit (for non-registered e-Permit User / Walk-in Customer)	RM 70.00
6	Admin Fee per permit (for non-Registered e-Permit User) Note: * Subsequent permit will be charged RM 5.00 for maximum 10 permits. (Refer Annex 1)	RM 10.00

Contact:

Address	Contact Person
SIRIM QAS International Sdn. Bhd. (Communication and Multimedia Certification Section) Block 25, SIRIM Complex, 1, Persiaran Dato' Menteri, 40700 Shah Alam, Selangor www.sirim-qas.com.my	Pn. Faizuma Muhamed Makhrus Executive Tel: +603-5544 5014 / 6917 Email: faizuma@sirim.my Permit Secretariat: Pn. Arliana Abdul Wahab Tel: +603-5544 6931 Pn. Nor Fadhliana Binti Jusoh Tel: +603-5544 6932 Email: sirimpermit@sirim.my

5.4.16 Royal Malaysia Police

The Royal Malaysia Police issues approval for the importation of Siren Alarm from overseas. Permit is required to ascertain that the imported product does not emit sounds similar to the Fire Department, Police Department or Ambulance.

Contact:

Address	Contact Person
Royal Malaysia Police (General Licensing Unit) Police Headquarters, Bukit Aman, Kuala Lumpur Tel: +603-2266 8018 www.rmp.gov.my	DSP Rose Bains Bt Hj Kasim DSP General Licensing Unit Tel: +603-2266 8016 Email: rosebains@rmp.gov.my Insp Balasupramaniam Insp General Licensing Unit Tel: +603-2266 8025 Email: balasupra@rmp.gov.my

5.4.17 Ministry of Home Affairs (Film Censorship & Enforcement Division)

The Film Censorship and Enforcement Division issues film permit under the legislation of Film Censorship Act 2002 (Act 620), Section

Charges:

Film Censorship and Enforcement Division does not charge for permit issuance.

Address	Contact Person
Ministry of Home Affairs (Film Censorship and Enforcement Division) Level 2, Block D2, Parcel D, Precinct 1, Federal Government Administrative Center, 62546 Putrajaya, Kuala Lumpur www.moha.gov.my	Pn. Wong Chooi Chin Tel: +603-8886 3178 Email: ccwong@moha.gov.my Pn. Helmilia Bt Hassan Tel: +603-8886 3471 Email: helmilia@moha.gov.my Pn. Noridziani Bt Mohamad Tel: +603-8886 3360 / 3338 Email: noridziani@moha.gov.my

5.4.18 Energy Commission

The Energy Commission issues Certificate of Approval (COA) and Release Letter from Customs Detention for the importation of electrical equipment. These are issued online through the ePermit

Address	Contact Person
Energy Commission (Electrical Safety Regulation Department) No. 12, Jalan Tun Hussein Precinct 2, 62100, Putrajaya, Malaysia.	Shaiful Rizal bin Mazlan Deputy Director Tel: +603-8870 8678 shaiful@st.gov.my
Toll Free Number: 1-800-2222-78 Tel: +603-8870 8500 Fax: +603-8888 8637 www.st.gov.my	Rizaudin bin Ismai Senior Assistant Director Tel: +603-8870 8520 rizaudin@st.gov.my
	Wan Ruhaini binti Wan Md Din Assistant Director Tel: +603-8870 8729 ruhainil@st.gov.my
	Hazim bin Yahya Assistant Director Tel: +603-8870 8619 hazim@st.gov.my
	Nur Faidarina binti Alias Assistant Director Tel: +603-8870 8615 norfaidarina@st.gov.my
	Ts. Mohd Azmeer bin Ahmad Assistant Director Tel: +603-8870 8780 azmeer@st.gov.my
	Helmi bin Jum Hassan Senior Administrative Assistant Tel: +603-8870 8612 helmi@st.gov.my

5.4.19 Atomic Energy Licensing Board

The Atomic Energy Licensing Board (AELB) issues permits for the importation and exportation of irradiating / nuclear and radioactive materials under the legislation of Atomic Energy Licensing Act 1984 (Act 304) and Radiation Protection (Licensing) Regulations 1986.

AELB is one of the Licensing Agencies that issues STA permit under the Strategic Trade Act 2010.

Permit Application Procedures

Refer to the section on Strategic Trade Act Secretariat (Section 5.4.3)

Charges:

Atomic Energy Licensing Board charges RM 20.00 per permit.

Address	Contact Person
Atomic Energy Licensing Board (Licensing Division) Batu 24, Jalan Dengkil, 43800 Dengkil, Selangor, Malaysia. www.aelb.gov.my	Muhammad Redza Fahmi bin Rosli Tel: +603-8922 5767 Email: redza@aelb.gov.my Shamsiah binti Sulaiman Tel: +603-8922 5790 Email: shamsiah@aelb.gov.my

5.4.20 Department of Wildlife and National Parks

The Department of Wildlife and National Parks (DWNP), Peninsular Malaysia issues online permits through the ePermit system since October 15, 2007 under the legislation of Wildlife Protection Act of 1972 (Act 76). The exc

Charges:

- CITES Permit – RM 50.00 per permit
- Non CITES Permit – RM 15.00 per certificate
- Import / Export Licenses
 1. Animal – RM 10.00 per animal
 2. Live Birds – RM 5.00 per bird
 3. Skins – RM 1.00 per skin
 4. Inserts – RM 1.00 per insert
 5. Trophy – RM 4.00 per trophy
 6. Meat – RM 3.00 per kg

Contact:

Address	Contact Person
Department of Wildlife and National Parks Peninsular Malaysia (Law and Enforcement Division) KM 10 Jalan Cheras 56100 Kuala Lumpur, Malaysia. Tel : +603-9086 6800 Fax : +603-9075 2873 www.wildlife.gov.my	En. Noor Alif Wira Osman Principal Assistant Director Law and Enforcement Division Tel: +603-9086 6903 Fax: +603-9075 2873 Email: alifwira@wildlife.gov.my En. Ricky Chok Assistant Director Law and Enforcement Division Tel: +603-9086 6910 Fax: +603-9075 2873 Email: ricky@wildlife.gov.my Pn. Nurain Arshad Assistant Wildlife Officer Law and Enforcement Division Tel: +603-9086 6907 Fax: +603-9075 2873 Email: nurain@wildlife.gov.my

5.4.21 Malaysia Communication and Multimedia Commission (MCMC)

The Malaysian Communications and Multimedia Commission (MCMC) responsibilities are as followed:

- Implement and promote the Government's national policy objectives for the communications and multimedia sector
- Overseeing the new regulatory framework for the converging telecommunications and broadcasting industries and online activities
- Overseeing the postal service sector pursuant to the Postal Services Act 1991 and licensing of the Certification Authorities under the Digital Signature Act 1997.

MCMC is one of the Licensing Agencies that issues permit under the Strategic Trade Act 2010. The permit is issued online through the ePermit system.

Permit Application Procedures

Refer to the section on Strategic Trade Act Secretariat (Section 5.4.3)

Client Charter:

Five (5) working days upon receiving complete application.

Charges:

No fee levied by MCMC

Contact:

Address	Contact Person
Strategic Trade Division Malaysian Communications and Multimedia Commission (MCMC) Jalan Impact, Off Persiaran Multimedia, 63000 Cyberjaya, Malaysia. www.skmm.gov.myt	En. Mohd Fahmi Idrus Assistant Director Emel: mohd.fahmi@cmc.gov.my Tel: +603-8688 8282 Fax: +603-8688 1005 Cik Intan 'Atiqah Dzulkifli Assistant Director Emel: intanatiqah.dzulkifli@cmc.gov.my Tel: +603-8688 8225 Fax: +603-8688 1005

Address	Contact Person
Strategic Trade Division Malaysian Communications and Multimedia Commission (MCMC) Jalan Impact, Off Persiaran Multimedia, 63000 Cyberjaya, Malaysia. www.skmm.gov.my	En. Mohd Fahmi Idrus Assistant Director Emel: mohd.fahmi@cmc.gov.my Tel: +603-8688 8282 Fax: +603-8688 1005 Cik Intan 'Atiqah Dzulkifli Assistant Director Emel: intanatiqah.dzulkifli@cmc.gov.my Tel: +603-8688 8225 Fax: +603-8688 1005

5.4.22 Malaysian Pineapple Industry Board

The Malaysian Pineapple Industry Board (MPIB) issues export permit for canned pineapple under the Pineapple Industrial Rule (Export Market) 1959 and subjected under the legislation of Pineapple Industry Act 1957 (Amendment 1990) and export permit for fresh pineapple under the legislation of Customs Order (Prohibition of Exports) 2008.

Charges:

Pineapple Industry Board does not charge for permit issuance.

Contact:

Address	Contact Person
Malaysian Pineapple Industry Board (Licensing & Inspectorate Division and Expansion & Technical Services Division) Wisma Nanas, No. 5, Jalan Padi Mahsuri, Bandar Baru UDA, 81200 Johor Bahru, Johor, Malaysia. Tel: +607-236 1211/012 / +607-235 1337/587 Fax: +607-236 5694 / +607-236 5451 www.mpib.gov.my	En. Khalid bin Mohd Kadri Tel: 607-238 8137 Email: khalid@mpib.gov.my En. Mohamad Zaki bin Mohamad Jasa Tel: 607-238 8137 Email: zaki.jasa@mpib.gov.my En. Sarifuddin bin Abd Rasid Tel: 607-238 8137 Email: sarifuddin@mpib.gov.my

5.4.23 Malaysian Cocoa Board

The Malaysian Cocoa Board issues permit for the exportation of dried cocoa bean under the following legislations:

- Act 343 Malaysia Cocoa Board (Incorporation) Act 1988
- Malaysian Cocoa Board Regulation 2012

Client Charter:

Export permit – One (1) working day

Charges:

The Malaysian Cocoa Board does not charge for permit issuance

Contact:

Address	Contact Person
Malaysian Cocoa Board (Regulatory and Quality Control Section) CITC, Lot 12621 Kawasan Perindustrian Nilai, 71800 Nilai, Negeri Sembilan, Malaysia. www.koko.gov.my	En. Mohd Zamri A. Ghani Tel: +606-799 8601 Fax: +606-794 1910 Email: zamri@kok.gov.my

5.4.24 National Kenaf and Tobacco Board

The National Kenaf and Tobacco Board (LKTN) issues tobacco import permit under the legislation of the Customs Act 1967 Customs Order (Prohibition of Imports) (Amendment) 2006

Charges:

The National Kenaf and Tobacco Board does not charge for permit issuance.

Contact:

Address	Contact Person
National Kenaf and Tobacco Board (Marketing and Regulatory Division) 15720 Kota Bharu, Kelantan, Malaysia. Tel: +609-766 8025 Fax: +609-766 8026 www.lktn.gov.my	En. Eizwan Muzani b. Adzmi Tel: +609-766 8079 Email: eizwan@lktn.gov.my Pn. Norhasniza bt. Ibrahim Tel: +609-766 8082 Email: norhasniza@lktn.gov.my

6. Import & Export Controls

6.1 Customs Act & Regulations

The Customs Act 1967 came into force on 2nd November 1967 throughout Malaysia, replacing the Customs Ordinance 1952 of the States of Malaya, Customs Ordinances of Sabah and Sarawak and has since remained until today, with a major revision in 1980. The Act consists of 21 parts, of which Part III contains provisions dealing with the levying and fixing of rates of customs duties; valuation of goods; powers of Minister to exempt; payment of duty and refund, and removal from customs control.

Customs duties are levied on specific goods imported into or exported from Malaysia, and these are payable by the importers and/or exporters, as the case maybe. The Minister is empowered to exempt goods from payment of duty.

The declaration provisions are provided for in Part IX of the Act, where declarations must be made on the import or export of all goods, dutiable or not. These provisions ensure that the customs authorities are provided with all the necessary information as to the goods imported or exported.

Part XI of the Act consists of provisions relating to production of documents (like commercial invoices, bills of lading, certificate of origin or of analysis, etc.) required by the customs and the duty of the importer or exporter to give information as required by the customs.

The Minister may, by order, prohibit the importation or exportation of goods or its movement within the country or limit this to specific ports or places. These prohibitions are gazetted by way of the Customs Regulations. Such prohibitions appeared in the Customs (Prohibition of Export) Order and Customs (Prohibition of Import) Order. Notwithstanding these orders, there are various other “Customs Orders” in respective Customs Regulations. The following are some of the Customs Acts, Regulations and Orders, covering but not limiting to, Excise, Sales & Service Taxes, Good Vehicles Levy Tax:

CUSTOMS

- Customs Act 1967
- Customs Regulations 1977
- Customs (Prohibition of Imports) Order 2017
- Customs (Prohibition of Exports) Order 2017
- Customs (Completely "Knocked Down" and Completely "Built Up") Definition (1) 1988
- Customs (Completely "Knocked Down" and Completely "Built Up") Definition (2) 1988
- Customs (Rules of Valuation) Regulations 1999
- Customs (Customs Ruling) Regulations 2007
- Customs (Appeal Tribunal) Regulations 2007
- Customs (Additional Jurisdiction of Customs Appeal Tribunal) Order 2007
- Customs (Restriction of Movements) Order 2000
- Customs (Warehouse Rent, Handling and Weighing Charges) 1977
- Customs Fees Order 1977
- Countervailing and Anti-Dumping Duties Act 1993
- Countervailing and Anti-Dumping Duties Regulations 1994
- Customs (Import License Fee for Motor Vehicle) Regulations 2016
- Customs Duties (Tioman) Order 2004
- Customs Duties (Pangkor) 2019
- Customs (Anti-Dumping Duties) Order 2018
- Customs (Anti-Dumping Duties) Order 2019
- Customs (Anti-Dumping Duties) (No.2) Order 2019
- Customs (Anti-Dumping Duties) Order 2020
- Customs (Anti-Dumping Duties) (No.2) Order 2020
- Customs (Anti-Dumping Duties) (No.3) Order 2020
- Customs (Anti-Dumping Duties) Order 2021
- Customs (Anti-Dumping Duties) (No.2) Order 2021
- Customs (Anti-Dumping Duties) Order 2017
- Customs (Anti-Dumping Duties) (No.2) Order 2017
- Customs Duties (Exemption) Order 2017
- Customs (Compounding of Offences) Regulations 2019
- Customs Duties (Langkawi) Order 2020
- Customs Duties (Labuan) Order 2020

EXCISE

- Excise Act 1976
- Excise Regulations 1977
- Excise (Licensing Board). Regulations 1977
- Excise (Sales of Intoxicating Liquors) Regulations 1977
- Excise (Control of Toddy ad Toddy Shops) Regulations 1977
- Excise (Bottling and Movement of Intoxicating Liquors) Regulations 1977
- Excise (Customs Ruling) Regulations 2007
- Excise (Sale by Retail of Intoxicating Liquor by Chemists) Order 1977
- Excise Duties Order 2022
- Excise Duties (Motor Vehicles) (Payment) Order 2022
- Excise Duties (Partial Exemption)(Revocation) Order 1999
- Excise Duties (Partial Exemption)(No.2)(Revocation) Order 1999
- Excise Duties (Partial Exemption)(Labuan and Langkawi) Order 1999
- Excise (Exemption from Licensing) Order 1984
- Excise Duties (Labuan)(Revocation) Order 2016
- Excise Duties (Langkawi)(Revocation) Order 2016
- Excise Duties (Exemption) Order 2019
- Excise (Exemption from Licensing) Order 2019
- Excise Duties (Sweetened Beverages)(payment) Order 2019
- Excise Duties (Pangkor) Order 2022
- Excise (Determination of Value of Locally Manufactured Goods for the Purpose of Levying
- Excise Duty) Regulations 2019
- Excise (Compoundig of Offences) Regulations 2020
- Excise Duties (Langkawi) Order 2022
- Excise Duties (Labuan) Order 2022
- Excise Duties (Tioman) Order 2022

SALES TAX

- Sales Tax Act 2018
- Sales Tax Regulations 2018
- Sales Tax (Customs Ruling) Regulations 2018
- Sales Tax (Determination of Sale Value of Taxable Goods) Regulations 2018
- Sales Tax (Imposition of Sales Tax in respect of Designated Areas) Order 2018
- Sales Tax (Imposition of Sales Tax in respect of Special Areas) Order 2018
- Sales Tax (Exemption from Licensing) Order 2018
- Sales Tax (Total Sale Value of Taxable Goods) Order 2018
- Sales Tax (Persons Exempted from Payment of Tax) Order 2018
- Sales Tax (Goods Exemption from Tax) Order 2018
- Sales Tax (Compounding of Offences) Regulations 2018
- Sales Tax (Rates of Tax) Order 2018

SERVICE TAX

- Service Tax Act 2018
- Service Tax Regulations 2018
- Service Tax (Customs Ruling) Regulations 2018
- Service Tax (Imposition of Tax for Taxable iService in respect of Designated Areas and Special Areas) Order 2018
- Service Tax (Rate of Tax) Order 2018
- Service Tax (Compounding of Offences) Regulations 2018
- Service Tax (Persons Exempted from Payment of Tax) Order 2018
- Service Tax (Digital Service) Regulations 2019
- Service Tax (Rate of Digital Service Tax) Regulations 2019

GOODS VEHICLE LEVY

- Good Vehicle Levy Act 1983
- Good Vehicle Levy Regulations 1983
- Good Vehicle Levy (Exemption) Order 1983
- Good Vehicle Levy (Amount) Order 1995

OTHERS

- Definition of Value (Langkawi) Order 1999
- Definition of Value (Labuan) Order 1999
- Definition of Value (Tioman) Order 2002

6.2 Free Zone Act & Regulations

Free Zones Act, 1990 and Free Zones Regulations, 1991 came into force to provide for the establishment of Free Zones in Malaysia to promote the economic development of the country and related purposes. The objective of Free Zones is to promote manufacturing industries producing goods mainly for export and to promote entrepore activities.

The Concept: The Free Zones may be either Free Industrial Zone (FIZ) or Free Commercial Zone (FCZ). A Free Zone is deemed to be a place outside Malaysia. This being the case, the Customs Act 1965, Excise Act 1976, Sales Tax Act 1972 and Service Tax Act 1975 are not applicable in a Free Zone.

The Free Industrial Zone will be for manufacturing activities only while Free Commercial Zones are for commercial activity; which includes trading, breaking bulk, grading, repacking, relabeling and transit. Free Zones Act stipulates the activities that are permitted in a Free Zone, (Section 4 of Free Zones Act) and exclusion of goods and services from free status (Section 6(1) & (2)). Section 7(a) & (b) of the Act deems goods to be exported from or imported into the Free Zone when goods are taken out from PCA into the Free Zone or when goods are taken out of Free Zone into PCA.

Section 8 sets the rules for goods manufactured in a Free Industrial Zone while Section 11 outlines goods that are permitted into a Free Industrial Zone. Section 12 provides for goods that are permitted into a Free Commercial Zone while Section 13 provides for the specific functions of the Free Zone Authority.

The Free Zones Regulations 1991 came into force on 5th September 1991. Part 2 of the said regulations provides for the administration of the Free Zone and outlines the administrative framework for the Free Zone Authority, i.e. to provide perimeter fencing, control over entry and exit, to approve any activity in the free zone, permission to erect buildings and may also designate areas for different activities.

Part 3 of the Free Zones Regulations also provides for the handling of goods in the free zone and the time for the movement of goods between the principal customs area and free zone. The Authority may order the removal or exclusion of goods from or discontinuance of activity in the Free Zone. Section 13 of the regulations mandates the Authority to keep and maintain proper records of all monies received or paid to the authority and of all its assets and liabilities. To ensure this, the Authority may require an operator within a Free Zone to provide storage and safe measures for goods and directing the operator to maintain record of activities. No goods may also be destroyed without approval of the Authority.

Regulations 21 – 28 provides for the documentation to be used for movement of goods into or from a Free Zone or for movements between a Free Zone and PCA, LMW, Bonded Warehouse, another free zone or duty paid goods.

Section 34(1) (a), (b) & 20(3) & (4) provide the procedures for the disposal of abandoned and undeclared goods which have remained in the Free Zone for more than 4 months. The Authority may only dispose of the goods under Section (2) (a) where it has given a notice in writing of not less than 30 days before the date of the proposed disposal, to the owner of the goods, if the name and address of the owner is known or (b) if it has published a notice in the gazette 30 clear days before the date of the disposal, if the owner and the address of the owner of the goods is unknown.

There are currently 27 Free Zones in Malaysia which are mainly located in the States of Johor, Melaka, Pulau Pinang, Selangor, Kedah, Kuala Lumpur, Pahang, Trengganu and Sabah.

Among them, the most prominently known ones are:

- Pasir Gudang Port (Free Commercial & Industrial Zones)
- Port Klang Free Zone (Free Commercial & Industrial Zones)
- Bayan Lepas Free Industrial Zone
- Perai Free Industrial Zone
- Port of Tanjung Pelepas (Free Zone)
- Kulim Hi-Tech Park

6.3 Import Prohibition Order

The Import Prohibition Order falls under Section 31 of the Customs Act 1967 and provides the four (4) Schedules for which goods are absolutely prohibited or may be conditionally imported into Malaysia. The four Schedules, 1 to 4 are published in full under the Imports Prohibition Order, identifying the goods by the harmonised customs tariff code.

The 4 Schedules are:

- 1st Schedule - absolute prohibition of import into the country;
- 2nd and 3rd Schedule - require approved permit;
- 4th Schedule - require import licence.

For details, please refer to the following Customs Order:

- Customs (Prohibition of Imports) Order 2017

6.4 Export Prohibition Order

The Export Prohibition Order also falls under Section 31 of the Customs Act, 1967 and provides for the three (3) Schedules which identify the products under the harmonised Customs tariff code and the respective agencies for issuing export licences allowing the exportation of goods:

The 3 Schedules are:

- 1st Schedule - absolute prohibition of exports from Malaysia;
- 2nd and 3rd Schedules - require export licences from relevant agencies.

For details, please refer to the following Customs Order:

- Customs (Prohibition of Export) Order 2017

6.5 Strategic Trade Act

The Strategic Trade Act (STA), 2010 was implemented on 01 July 2011. The STA provides for control over the export, transshipment, transit and brokering of strategic items, including arms and related material and other activities that will or may facilitate the design, development and production of WMD (weapons of mass destruction) and their delivery systems.

Transactions of items under the STA:

- Bring in transit – to bring items from any country into Malaysia by land, sea or air, where the items are to be taken out from Malaysia on the same conveyance on which they are brought into Malaysia or any conveyance and whether or not such items are landed or transhipped in Malaysia, but does not include the passage through Malaysia in accordance with the international law on foreign conveyance carrying any items;
- Brokering – the activity of a person who, either on his own behalf or acting as an agent on behalf of another person:
 - a) negotiates, arranges or facilitate the purchasing, financing, conveying, sale or supply of items; or
 - b) buys, sells or supplies such items.
- Export –
 - a) to take or cause to be taken out of Malaysia any items by land, sea, or air, or to any place any items in a conveyance for the purpose of such items being taken out of Malaysia by land, sea or air; or
 - b) to transmit via technology by any other means to a destination outside Malaysia, and includes any oral or visual transmission of technology by a communication device where the technology is contained in a document the relevant part which is read out, described or otherwise displayed over the communications device in such a way as to achieve similar result.
- Tranship – to remove items from the conveyance on which they were brought into Malaysia and to place the items on the same or another conveyance for the purpose of taking them out of Malaysia where these acts are carried out on a through bill of lading, through airway bill or through manifest.
- Permit – The STA lays down that an application for a permit or a special permit for export, tranship or transit of the strategic items or unlisted item is to be:
 - o made to the relevant Authority in accordance with the regulations made under the Act; and
 - o accompanied with end-use statement and any additional documents if required.

A definitive and comprehensive list of controlled strategic items are prescribed in the Ministerial Order and published in the Government Gazette. This List shall be reflective of the items currently required to be controlled under the global export control regimes as well as the United Nations Security Council Resolution 1540. The items are categorized as follows:

- nuclear materials, facilities and equipment;
- special materials and related equipment;
- materials processing;
- electronics;
- computers;
- telecommunications and information security;
- sensors and lasers;
- navigation and avionics;
- marine;
- aerospace and propulsion; and
- military items.

All items under the STA prohibitive list are assigned a special ECCN code. ECCN stands for Export Control Classification Number. An ECCN is an alpha-numeric classification used in the Strategic Items List to identify items for export control purposes and determine the relevant authority involved in issuing the export permit. It is different from the Harmonized Tariff System Nomenclature, which is used by Customs to determine import duties and collect trade data and statistics. All ECCN have 5 characters, for example, 1A002, 4D003, or 9E102. There are 11 categories on the Strategic Items List. The first number of the ECCN identifies the category to which it belongs, for example, 1 = Special materials and related equipment, 4 = Computers, or 9 = Aerospace and Propulsion. For more detailed information on ECCN, you can visit the website, <https://www.bis.doc.gov>

6.6 Dangerous Goods

Dangerous goods are solids, liquids, or gases that can harm people, other living organisms, property, or the environment. They are often subject to chemical regulations. Sometimes, dangerous goods are more commonly referred to as hazardous materials (HAZMAT). Dangerous goods include materials that are radioactive, flammable, explosive, corrosive, oxidizing, asphyxiating, bio-hazardous, toxic, pathogenic, or allergenic. Also included are physical conditions such as compressed gases and liquids or hot materials, including all goods containing such materials or chemicals, or may have other characteristics that render them hazardous in specific circumstances.

Internationally, dangerous goods are often indicated by a diamond-shaped signage on the item, its container, and/or the building where it is stored. The colours of each diamond in a way has reference to its hazard i.e.: Flammable = Red because fire and heat are generally of red colour, Explosive = Orange, because mixing red (flammable) with yellow (oxidising agent) creates orange. Non-flammable Non-toxic Gas = Green, due to all compressed air vessels being this colour in France after Second World War. Incidentally, the diamond system of HAZMAT identification originated from France.

Due to the nature of dangerous goods, transportation of dangerous goods has to be regulated in order to prevent, as far as possible, accidents to persons or property and damage to the environment, the means of transport employed or to other goods. At the same time, regulations that are introduced do not impede the movement of such goods, other than those too dangerous to be accepted for transport. With this exception, the aim of the regulations is to make transport feasible by eliminating risks or reducing them to a minimum. It is a matter therefore of safety no less than one of facilitating transport. Whenever dangerous goods are offered for transport, certain measures should be taken to ensure that the potential risks of the dangerous goods offered are adequately communicated to all who may come in contact with the goods in the course of transport. This has traditionally been accomplished through special marking and labelling of packages to indicate the hazards of a consignment and through the inclusion of relevant information in the transport documents and by placarding of cargo transport units.

The widely applied regulatory scheme is that for the transportation of dangerous goods. The United Nations Economic and Social Council issues the UN Recommendations on the Transport of Dangerous Goods, which form the basis for most regional, national, and international regulatory schemes. For example, the International Civil Aviation Organization (ICAO) has developed dangerous goods regulations for air transport of hazardous materials that are based upon the UN Model but modified to accommodate unique aspects of air transport. Airlines and governmental requirements are incorporated by the International Air Transport Association (IATA) to produce the widely used IATA Dangerous Goods Regulations (DGR). Similarly, the International Maritime Organization (IMO) has developed the International Maritime Dangerous Goods Code (IMDG Code) for the transportation of dangerous goods by sea. The Inter-Governmental Organisation for International Carriage by Rail has developed the regulations concerning the International Carriage of Dangerous Goods by Rail (RID). Dangerous goods are divided into 9 classes (with subcategories) on the basis of the specific chemical characteristics producing the risk, as listed below:

- **Class 1: Explosives**

- o Class 1.1 Substances and articles which have a mass explosion hazard
- o Class 1.2 Substances and articles which have a projection hazard
- o Class 1.3 Substances and articles which have a fire hazard
- o Class 1.4 Substances and articles which present only a light hazard
- o Class 1.5 Very insensitive substances which have a mass explosion hazard
- o Class 1.6 Extremely insensitive articles which do not have a mass explosion hazard

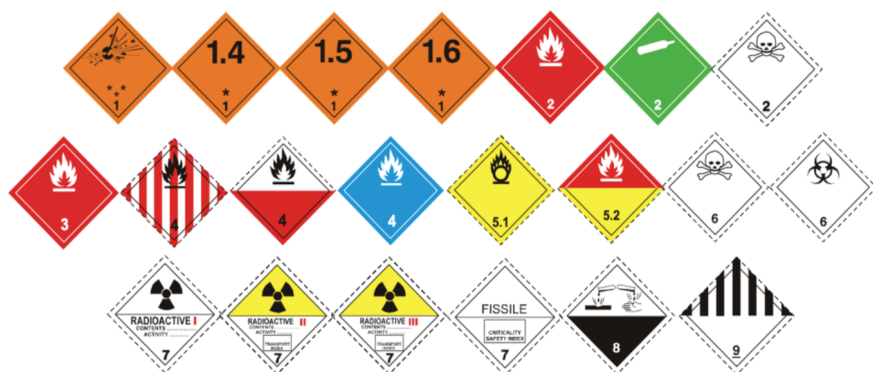
- **Class 2: Gases**

- o Class 2.1 Flammable gases
- o Class 2.2 Non-flammable, non-toxic gases
- o Class 2.3 Toxic gases

- **Class 3: Flammable liquids**

- **Class 4: Flammable solids; substances liable to spontaneous combustion; substances which, on contact with water, emit flammable gases**

- o Class 4.1 Flammable solids, self-reactive substances and solid desensitized explosives
- o Class 4.2 Substances liable to spontaneous combustion
- o Class 4.3 Substances which, in contact with water, emit flammable gases
- **Class 5 Oxidizing substances and organic peroxides**
 - o Class 5.1 Oxidizing substances
 - o Class 5.2 Organic peroxides
- **Class 6: Toxic and infectious substances**
 - o Class 6.1 Toxic substances
 - o Class 6.2 Infectious substances
- **Class 7: Radioactive material**
- **Class 8: Corrosive substances**
- **Class 9: Miscellaneous dangerous substances and articles, including environmentally hazardous substances.**



Dangerous Goods Class Labels under UN Dangerous Goods Model Rules and ADR labelling

6.6.1 Dangerous Good Declaration

The import and export activities relating to dangerous goods in Port Klang are mainly handled by the Dangerous Goods Department of Port Klang Authority (PKA). As stated above, there are 9 classes of dangerous goods as classified by International Maritime Organization (IMO) and these 9 groups are categorised into three group types, i.e. 1, 2 and 3 based on the level of danger. Group 1 is the most hazardous while Group 3 is the least hazardous. Types of dangerous goods handled include package form (container), liquid bulk and dry bulk.

The Dangerous Goods Department is also responsible to ensure that the handling, storage and transportation of dangerous goods in Port Klang are regulated in accordance with Port Klang Authority's Bylaws (Amendment), 1989 and the Port (Privatization) Act, 1990. Shipping agents are required to declare transshipments and in-transits cargoes prior to the berthing of the vessel. Where else for export activities, the shipping agents are required to declare to Port Klang Authority all dangerous goods shipments prior to entry to the port. The declaration of dangerous goods is done via electronic submission.

In respect of other Malaysian Ports, the process of declaration of dangerous goods carried by vessels are similar in principles and the international conventions and rules governing transportation and handling of dangerous goods are compiled with accordingly.

6.6.2 Dangerous Goods Transport Information

The consignor offering dangerous goods for transport shall provide the carrier with the information applicable to those dangerous goods, including any additional information and documentation specified in the Dangerous Goods Regulations. This information may be provided on a dangerous goods transport document or, with the consent of the carrier, via EDI or other electronic messaging techniques.

If a paper document is used, the consignor shall provide the original carrier with a copy of the dangerous goods transport document, completed and signed as required.

If the information on the transport of dangerous goods is provided to the carrier by EDI or other electronic messaging techniques, the consignor shall be able to produce the information without delay as a paper document containing the relevant information.

A dangerous goods transport document may take any form, provided that it contains all the information required by the Dangerous Goods Regulations. If both dangerous and non-dangerous goods are listed in a single document, the dangerous goods shall be listed first, or otherwise highlighted.

A dangerous goods transport document may consist of more than one page, provided the pages are numbered consecutively. The information on a dangerous goods transport document shall be easily identifiable, legible and durable.

6.6.3 Enforcement of Dangerous Goods Regulations in Malaysia.

Enforcement on the movement of dangerous goods in Malaysia involves different authorities who are responsible for enforcing regulations for transport by road, air, sea and rail. They are, namely the following :

- By Sea: Port Authorities where respectively the Port Authority Acts and By-Laws of the Port Klang Authority, Johor Port Authority, Kuantan Port Authority, Bintulu Port Authority and Penang Port Authority.
- By Air: CAAM (Civil Airport Authority Malaysia) by way of their Civil Aviation Directives (CAD). The latest edition is the CAD 18 – National Transport of Dangerous Goods Programme, Issue 01/Revision 00, in force from 20 May 2021.
- By Road: The regulations concerning the transportation of dangerous goods by road by the Ministry of Transport Malaysia by way of the Motor Vehicles (Construction and Use)(Vehicle Carrying Dangerous Goods) Rules 2015, which provides the legislative power on the use of vehicles constructed to transport dangerous goods. This Rules came into operation on 1st Jan 2016. Attention is drawn to Section 4 and 7. Section 4 stipulates that all vehicles designed to carry dangerous goods shall comply with Rule 105 of the UNECE - Uniform Provisions concerning the Approval of Vehicles used for the Transportation of Dangerous Goods. Section 7 emphasizes on Special Approval required for Transportation of Class 1 or 7 Dangerous Goods, which specify the different Ministries proving the approval.

These Rules provide also a list of Dangerous Goods that are applicable when transportation by road is involved.

- **By Rail:** The Railways Act 1991 does not provide any legislative provisions in respect of dangerous goods except in Section 41 which stipulate the owner of goods delivering for transport by railways must submit a written declaration on the description of goods and Section 42 provides for the railway to accept or reject goods that are dangerous in nature and the acceptance is subject to the regulations of the Act. It further state that no regulations of this Act shall derogate from any written laws currently in force governing the transport of dangerous goods.
- **Petroleum Products:** The Petroleum (Safety Measures) Act 1984 provides the control of Transportation of Petroleum by Road and Railway. Section 3 of this Act stipulates: Permitted conveyance of petroleum by road or railway - No person shall convey by road or railway any petroleum except in accordance with the Act and regulations made thereunder.
- **Radioactive materials:** The transportation of radioactive materials is governed by the Atomic Energy Licensing Act 1984 & the Radiation Protection (Transport) Regulations 1989. Section 31 (1) reads as follows:

Without prejudice to the requirements of sub-regulation (1) of Regulation 10, no person shall transport or cause to be transported any radioactive material, nuclear material or prescribed substance unless -

- (a) it is packed in a packaging whose design meets all the requirements of these Regulations; and
- (b) the consignment is packed, marked, labelled, categorised and placarded in accordance with all the requirements of these Regulations.

7.1 Overview of a Typical Import Process Flow



The step-by-step process flows are described in the following table for your better understanding:

Steps No	Description of Process Activity for a Typical Import Process
1	Buyer/Importer receives Shipping Advice from Overseas Exporter/Seller
2	Buyer/Importer receives Shipping Documents, including Bill of Lading and Commercial Invoice from Overseas Exporter/Seller
2a	In the case where Letter of Credit is involved in the transaction, Bank shall inform the Buyer/Importer when the set of documents has arrived from the Bank where the Overseas Exporter/Seller has earlier nominated the payment of the goods against the Letter of Credit issued by the Buyer/Importer.
3	Carrier/Shipping Agent issues Arrival Notice of vessel wherein shipping charges payable are stated
3a	To prepare for the arrival of the vessel, the carrier/shipping agent submits a Status List <a document outlining the containers to be discharge to the Port Terminal for the operations planning.
3b	At the same time, the carrier/shipping agent submits the cargo manifest to the Customs to match against the Import Declarations.
4	Buyer/Importer issues Forwarding Instructions to his appointed Forwarding Agents, together with all the relevant shipping documents.
4a	Buyer/Importer informs the manufacturing plant or logistics warehouse on the estimated arrival of the goods.
5	Forwarding Agent submits the Import Declaration electronically to Customs using a software application, which after clearance is approved and if any customs duty or tax is due, shall also be paid via electronic fund transfer by the forwarding agent.
5a	In cases where the customs clearance is dependent upon the approval of the OGA, the Forwarding Agent shall submit all relevant permit and document to the appropriate OGA for their processing and inspection (if necessary). Once their processing is completed, the OGA would submit an electronic approval into the Customs SMK system.

Steps No	Description of Process Activity for a Typical Import Process
5b	Customs, upon approving the Import Declaration, subject all other processes are completed, will issue a Release Status to the Port Terminal, which is permission for the Terminal to release the container to the Forwarding Agent's appointed haulage company.
6	Forwarding Agent checks on the ETA or vessel with the carrier/shipping agent.
7	Forwarding Agent shall arrange for the exchange of the Original Bill of Lading for the Delivery Order, which is issued by the carrier/shipping electronically to the Port Terminal. Any shipping charges payable shall be undertaken by the forwarding agent.
7a	The carrier/shipping agent submits the electronic Delivery Order to the Port Terminal.
8	Forwarding Agent applies to the Port Terminal for the Gate Pass. Gate Pass is issued to the Forwarding Agent and the issuance is done when the Customs has release the Hold Status on the container. In all cases, the Forwarding Agent shall hold an active ledger account with the Terminal.
9	In parallel, the Forwarding Agent issues a Transport Order <Request for Transport> to the Container Haulage Company to pick up the container from the Terminal for delivery to the Importer/Buyer. In the submission of the order, a copy of the delivery order and the gate pass are also handed over, as these documents are required proof of the authorization for pickup. However, with the Port Klang Net system operating in Q3 2013, the usage of such paper documents would be eliminated, thus expediting the process and saving manpower resources.
10	Upon receipt of the transport order, the haulage company will on the availability of their truck against the required delivery date before confirming the acceptance of the order, as the date of delivery is usually stated in the order.
11	The haulage company will proceed to the terminal to pick up the said container.
11a	Once the container leaves the gate of the terminal, an electronic <Gate-Out> message is sent to the carrier/shipping agent.
12	The haulage company will deliver the said container to the address of the manufacturing plant or logistics warehouse, stated in the transport order.

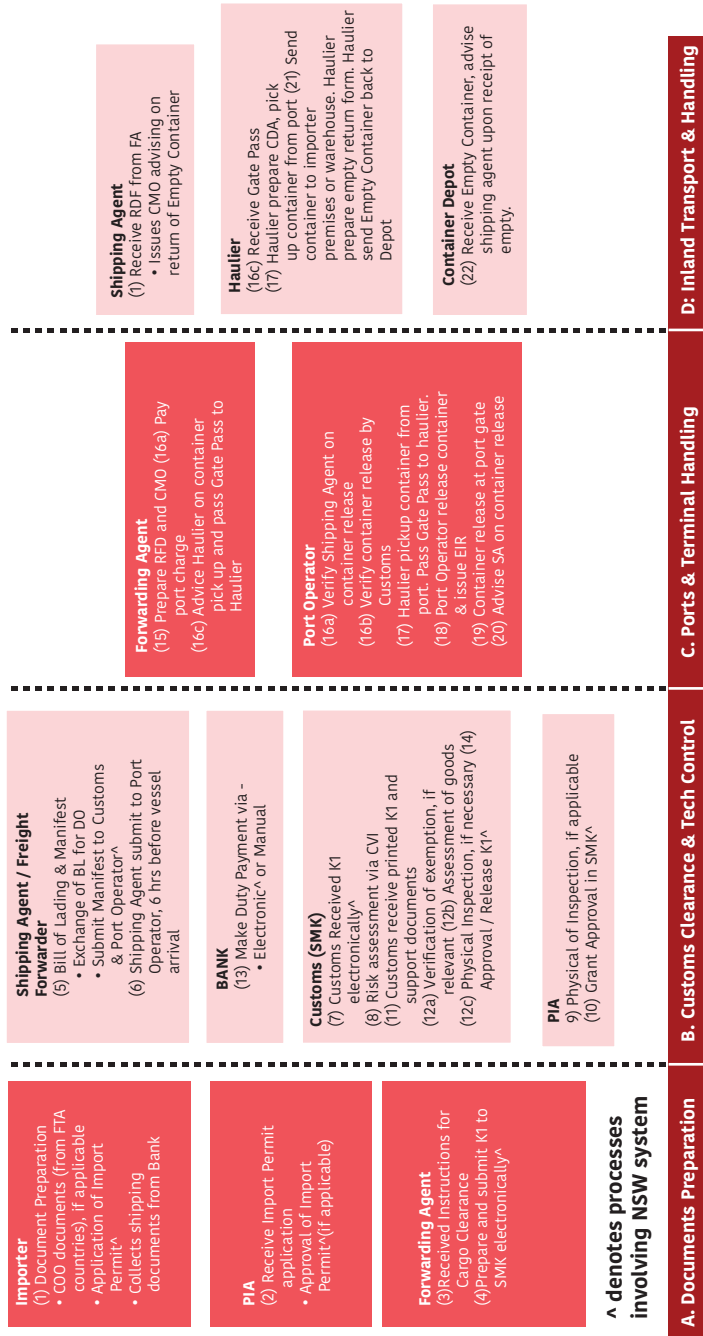
Steps No	Description of Process Activity for a Typical Import Process
13	The manufacturing plant/logistics warehouse informs the Buyer/Importer (or the forwarding agent) that the goods have been unloaded and request that the empty container be return to the carrier/shipping agent's nominated empty container depot.
14	The Importer/Buyer informs accordingly to the Forwarding Agent to return the empty container.
15	The Forwarding Agent, in turn instructs the haulage company to return the empty container.
16	The empty container is picked up by the haulage company for return to the nominated depot.
17	The empty container is duly returned to the nominated depot.
17a	Once the empty container is returned to the nominated depot, an electronic message is sent to the carrier/shipping agent confirming the details.
17b	The Proof of Delivery (POD) is submitted to the forwarding agent
18	The Forwarding Agent raises his Bill of Services, outlining all the various charges he has paid on before (disbursements) and his professional fees, for submission to the Importer/Buyer. He returns also all the relevant shipping documents he has receive in the beginning from the Importer/Buyer.

7.2 Process Flow Chart for Imports

The flow charts are prepared to provide practical guidelines to port users who are involved in the export or import of goods. The guidelines are based on the practices generally found at Port Klang though it is the objective of MITI/MPC to standardize these processes in the various ports in Malaysia so that shippers may have a clearer picture with a good understanding of the processes. The shippers can then expect their shipments to be carried out within the time frame and procedures as indicated therein. (See chart on the following pages)

7.2.1 Import Flow for FCL Container Cargo

Process Flow for Im port of FCL Shipm ent (Port Klang)



[^] denotes processes involving NSW system

No	Process Flow for Import of FCL Cargo
1	Importer prepares necessary documents, including: <ul style="list-style-type: none"> - COO documentation from FTA Countries (if applicable) - Collecting Shipping documents from banks (if applicable) - Apply import permit from PIAs (if applicable)
2	PIA approve Import Permit (if applicable)
3	Importer instructs Forwarding Agent to clear cargo (together with supporting documents such as bill of lading, permit, invoice & packing list). Forwarding Agent performs Document Preparation, if instructed by Importer.
4	Forwarding Agent submit K1 electronically (CUSDEC) to Customs.
5	Forwarding Agent obtains Delivery Order (DO) from Shipping Agent (that is, exchanging Original Bill of Lading for DO). Shipping Agent transmits Manifest to Port Operator and Customs within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act. In practice, Shipping Agent is allowed to submit much earlier.
6	Shipping Agent submits Discharge List to Port Operator, at least 6 hours prior to arrival of vessel.
7	Customs computer system (SMK) automatically processes & registers K1 and return response to Forwarding Agent with the K1 registration number.
8	Risk assessment on K1 done by Customs Verification Initiative (CVI) Unit at Customs Headquarter to identify high risk consignments.
9	Forwarding Agent notifies OGA of the arrival of container and that the approval of the import permit has been approved OGA physical inspection done after customs clearance
10	If there is no need for physical inspection, OGA will grant approval in SMK system.
11	Customs receives K1 and supporting documents for Customs clearance. Basic supporting documents: invoice, packing list and Delivery Order (no D/O in case of EDO). Other supporting documents such as permit, Certificate of Origin, CJ5/CJ5A depending on transaction type. (Applicable to parallel transactions only - not applicable in Paperless)

No	Process Flow for Import of FCL Cargo
12a	For those consignments claiming under Treasury/LMW exemption, K1 and supporting documents are required to be submitted to the Customs Import Branch, North Port for their verification of the exemption.
12b	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes: <ul style="list-style-type: none"> • verification of particulars declared against supporting documents; • instruction for physical inspection if necessary; • classification / valuation; • approve / release.
12c	Physical / CVI inspection involves the following processes: <ul style="list-style-type: none"> • Preparation for inspection such as submitting SSR to Port Operator, moving container to inspection bay and engaging “carpenter” to open container; • Actual physical / CVI inspection * CVI (if applicable).
13	Forwarding Agent pays import duty on behalf of Importer via: <ul style="list-style-type: none"> • Electronic Fund Transfer (which is only available during banking hours); • Duty Net (24 x 7, through CIMB); or • FSPG (24 x 7, via 4 banks only); or • Manual (through cheque or bank draft)
14	Customs receipts the K1 and Senior Customs officer signs off the K1 form to authorize release of cargo. (Applicable for parallel transactions) If paperless transaction: Auto-release after payment of duty/tax; Printing of Customs Official Receipt (COR)
15	Forwarding Agent prepares Request For Delivery (RFD) and submit to Shipping Agent. Shipping Agent will advise on Container Movement Order (CMO) to indicate where the empty container is to be returned to. Forwarding Agent sends RFD to Container Haulier. (Applicable to parallel transactions only - not applicable in electronic).
16a	Port Operator verifies that Shipping Agent has released container through Delivery Order or Electronic DO (EDO) Forwarding Agent pays port charges to Port Operator. Supporting document required is port pass / Mykad for biometric verification

No	Process Flow for Import of FCL Cargo
16b	Port Operator verifies that the container has been released by Customs. Verification of release is based on Customs GCS release or release made in port system by Customs officer (manual) Port Operator issues Gate Pass / EIR (Equipment Interchange Receipt) to Forwarding Agent.
16c	Forwarding agent advises the Container haulier / transport company to pick the container and passes the Gate pass to the haulier. Haulier then book window hour of collection through port system
17	Container Haulier / Transport Company pick the container from the container yard (CY) / interchange.
18	Port Operator releases container out of port gate and issues the EIR (Equipment Interchange Receipt) to the Container Haulier / Transport Company.
19	Customs and Port Operator verify the documents (K1, EIR & permit) before releasing the container at the gate.
20	Port Operator advises Shipping Agent when container has been released to Container Haulier / Transport company and “gate-out” of the port.
21	Haulier / Transport company sends container to Importer premises or warehouse (this can be immediately upon pickup, or Haulier may send the container to their own warehouse first) Haulier returns empty container to pre-designated depot Depot Advise Shipping Agents upon receipt of empty container



7.2.2 Import Flow for LCL Shipment Cargo

Process Flow for Import of LCL Shipment (Consolidated Cargo)(Port Klang)



[^] denotes processes involving NSW system

No	Process Flow for Import Break Bulk Cargo
1	<p>Importer prepares necessary documents, including:</p> <ul style="list-style-type: none"> • COO documentation from FTA Countries (if applicable) • Collecting shipping documents from banks (if applicable) • Apply import permit from PIAs (if applicable)
2	PIA approve Import Permit (if applicable)
3	Importer Instructs Forwarding Agent to clear cargo (with supporting documents such as Bill of Lading, Permit, Invoice & Packing List) Forwarding Agent prepares Document, if instructed by Importer.
3a	Forwarding Agents submit K1 electronically (CUSDEC) to Customs SMK.
4	Shipping Agent sends Master Cargo Manifest to Customs and Port Operator, latest 24 hours after arrival of vessel, in accordance with Section 52, Customs Act. In practice, Shipping Agent is allowed to submit much earlier.
4a	4a Shipping Agent submits Discharge List to Port Operator, 6 hours before arrival of vessel.
4b	Freight Forwarder sends House Manifest to Customs and Port Operator after Master Manifest has been submitted by Shipping Agent. Note: Freight forwarder submits house manifest within 24 hours after master manifest has been submitted.
4c	Main Freight Forwarder submits Ocean BL to Shipping Agent to exchange for Delivery Order
4d	Main Freight Forwarder informs CFS/Warehouse operator on break-bulking through Delivery Order
4e	Forwarding Agent submits Original House Bill of Lading to Freight Forwarder (carrier) for exchange of the Integrated Import Document (IID).
5	CFS/Warehouse Operator receives instruction from Freight Forwarder (carrier) to “break-bulk” the consolidated container.
6	Freight Forwarder or CFS/Warehouse Operator submits the ZB1 declaration to the Free Zone Authority.
7	CFS/Warehouse Operator submits “request for drayage” to Port Operator.

8	Port Operator approves application for drayage and makes arrangement to move the consolidated container to the relevant warehouse.
9	CFS/Warehouse Operator carries out “devanning” or “unstuffing” of the consolidated container and the “break-bulking of cargo” or segregating the cargoes according to the different consignees.
10	Customs computer system (SMK) automatically processes & registers K1 and sends (registration number) back to Forwarding Agent.
11	Risk assessment on K1 undertaken by Customs Verification Initiative (CVI) Unit at Customs Headquarter to identify high risk consignments.
12	Forwarding Agent notifies relevant OGA of the arrival of cargo & submits the applicable permit to OGA. Physical inspection (if applicable) will be undertaken at the warehouse where the cargo is break bulked.
13	If no physical inspection required, OGA grants approval in SMK.
14	Customs receives K1 and supporting documents for Customs clearance. Basic supporting documents: invoice, packing list and IID. Other supporting documents such as permit, Certificate of Origin, CJ5/CJ5A depending on transaction type. (Applicable to parallel transactions only - not applicable in Paperless)
15	For those consignments claiming under Treasury/LMW exemption, K1 and supporting documents have to be submitted to Customs Import Branch, North Port for the verification of the exemption.
16	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes: Verification of particulars declared against supporting documents; Instruction for physical inspection if necessary; Classification / Valuation; Approval/Release.

17	Physical / CVI inspection involves the following processes : Preparation for inspection such as submitting IID to warehouse operator and engaging "carpenter" to open packages. Actual physical / CVI inspection (if applicable)
18	Forwarding Agent pays import duty on behalf of Importer via : <ul style="list-style-type: none"> • Electronic Fund Transfer (which is only available during banking hours); • Duty Net (24 x 7, through CIMB); • Financial Service Payment Gateway (FSPG); or Manual (through cheque or bank draft)
19	Customs receipts the K1 and Senior Customs officer authorize the release of cargo. (Applicable for parallel transactions) If paperless transaction: Auto-release after payment of duty/tax; Printing of Customs Official Receipt (COR)
20	Forwarding Agent pays port charges to CFS/Warehouse Operator
20a	Port Operator issues Gate Pass.
21	Forwarding Agent contacts transport company and arranges for transport. Upon confirmation, documents such as Delivery Order (prepared by forwarding Agent), IID and approved K1 will be passed to the transport company. Lorry will be sent to pick up the cargo.
22	CFS/Warehouse operator verifies IID / approved K1 submitted by lorry driver and after tallying proceeds to load cargo onto the lorry.
23	After loading, the IID / Gate Pass will be endorsed by CFS/Warehouse operator and given to lorry driver for release at the port gate.
24	Lorry driver delivers cargo to Importer.
25	CFS/Warehouse Operator informs Port Operator to return empty container to the pre-designated Depot.

7.2.3 Import Flow for Break Bulk Cargo

Process Flow for Import Break Bulk Cargo (Port Klang)

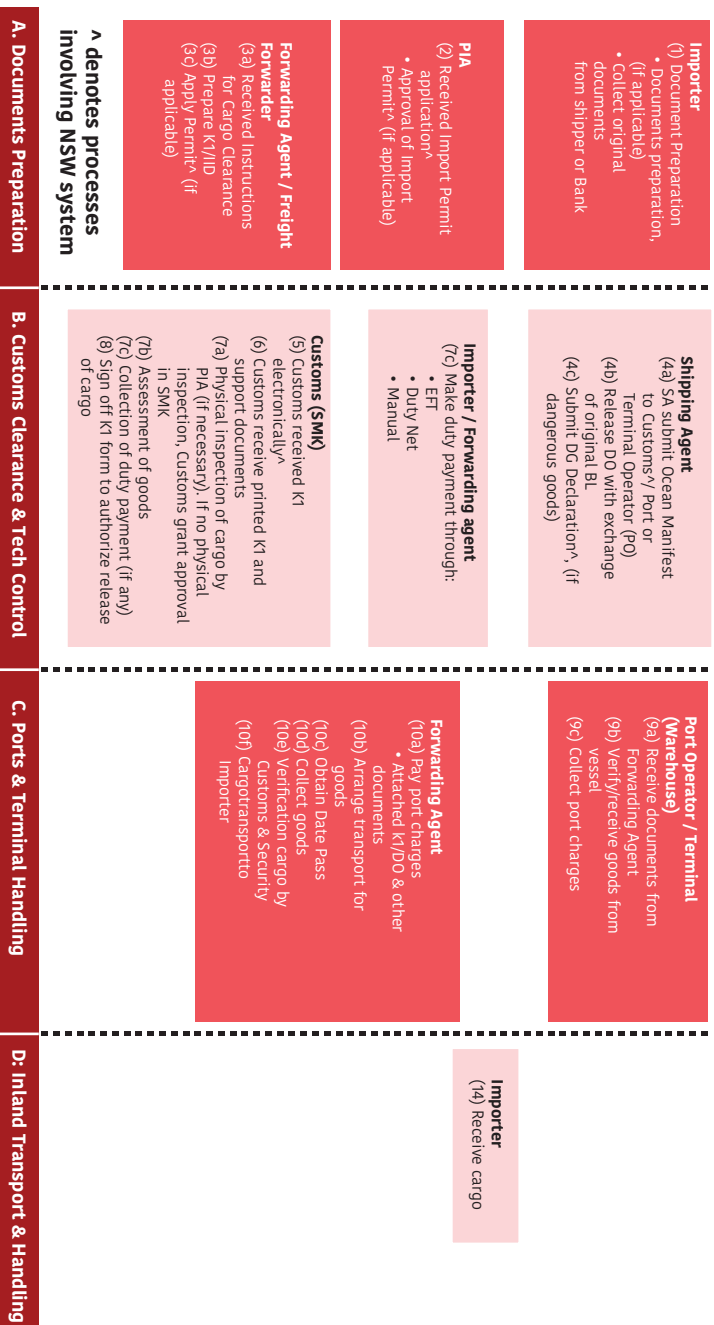


No	Process Flow for Import Break Bulk Cargo
1	<p>Importer prepares necessary documents, including:</p> <ul style="list-style-type: none"> • Certificate of Origin (COO) documentation from FTA Countries (if applicable) • Collecting shipping documents from banks (if applicable) • Apply import permit from PIAs if applicable
2	<p>a.Importer instructs Forwarding Agent to clear cargo (with supporting documents such as Bill of Lading, Permit, Invoice & Packing List)</p> <p>b.Forwarding Agent perform document preparation if instructed by Importer. Forwarding Agent submit K1 electronically to Customs SMK.</p> <p>c.Forwarding Agent prepares K1 and IID</p> <p>d.Forwarding Agent applies Permit (if applicable)</p>
3	PIA approves Import Permit (if applicable)
4	<p>a. Shipping Agent send electronic manifest (OBL) to Customs and Port Operator, latest 24 hours of arrival of vessel, in accordance with Section 52, Customs Act. In practice, Shipping Agent is allowed to submit much earlier.</p> <p>b. Shipping Agent releases Delivery Order when the Original Bill of Lading is tendered.</p> <p>c. Shipping Agent submits DG Declaration (if dangerous goods)</p>
5	Customs computer system automatically processes & registers K1 and sends response back to Forwarding Agent with registration number
6	<p>Customs receives Form K1 and supporting documents for Customs clearance.</p> <p>Basic supporting documents: Invoice, Packing List and Delivery Order.</p> <p>Other supporting documents such as Permit, COO, CJ5/CJ5A depending on transaction type. (Applicable to parallel transactions only - not applicable in paperless)</p>
7	For those consignments claiming under Treasury/LMW exemption, K1 and supporting documents have to be submitted to Customs Import Branch, North Port for the verification of exemption.

8	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes: Verification of particulars declared against supporting documents; Instruction for physical inspection if necessary; Classification/Valuation; Approval
9	Physical inspection of cargo by Customs (if necessary)
10	If no physical inspection is needed, Customs will grant approval in SMK.
11	Customs receipts the K1 and Senior Customs Officer signs off release of cargo. (Applicable for parallel transactions) If paperless transaction: Auto-release after payment of duty/tax. Printing of Customs Official Receipt (COR)
12	a. Port Operator received documents from Forwarding Agent b. Port Operator verify/received goods from vessel c. Port Operator collect Port Charges
13	a. Forwarding Agent pays import duty on behalf of Importer via: <ul style="list-style-type: none"> • Certificate of Origin (COO) documentation from FTA Countries (if applicable) • Collecting shipping documents from banks (if applicable) • Apply import permit from PIAs if applicable b. Forwarding Agent pays port charges to Port Operator - attach K1/ Delivery Order & other documents c. Forwarding Agent obtains Gate Pass for cargo from Port/Terminal d. Forwarding Agent collects goods e. Verification of cargo and documents by Customs and Security at gate f. Cargo transport to Importer
14	Importer receives cargo

7.2.4 Import Flow for Dry Bulk Cargo

Process Flow for Import Dry Bulk Cargo (Port Klang)



No	Process Flow for Import of Dry Bulk Cargo
1	Port Operator verifies that the container has been released by Customs. Verification of release is based on Customs GCS release or release made in port system by Customs officer (manual) Port Operator issues Gate Pass / EIR (Equipment Interchange Receipt) to Forwarding Agent.
2	Permit Issuing Agency (PIA) approves Import Permit (if applicable)
3	<p>a. Importer instructs forwarding agent to clear cargo (together with supporting documents such as Bill of Lading, Permit, Invoice & Packing List)</p> <p>b. Forwarding Agent perform document preparation if instructed by Importer</p> <p>c. Forwarding Agent submit K1 electronically (CUSDEC) through SMK-DNT interface.</p> <p>Forwarding Agent prepare K1/K1A (for invoice value above RM20,000) and Integrated Import Document (IID)</p> <p>Forwarding Agent apply Permit (if applicable)</p>
4	<p>a. Shipping Agent send electronic manifest (e- manifest) (Ocean Bill of Lading) to Customs and Port Operator within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act. In practice, they are allowed to submit much earlier.</p> <p>b. Shipping Agent to release Delivery Order for exchange of original Bill of Lading.</p> <p>c. Shipping Agent submit DG Declaration (if dangerous goods)</p>
5	Customs computer system automatically processes & registers K1 and sends response back to Forwarding Agent with registration number
6	Customs receipts Form K1/K1A and supporting documents for Customs clearance. Basic supporting documents: invoice, packing list and Delivery Order (DO). Other supporting documents such as permit, CJ5/CJ5A depending on transaction type.

No	Process Flow for Import of Dry Bulk Cargo
7a	Physical inspection of cargo by PIA (if necessary)
7b	<p>Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes : Verification of particulars declared against supporting documents;</p> <ul style="list-style-type: none"> • Instruction for physical inspection - only during day light (if necessary); • Classification/Valuation; • Approval/Release.
7c	<p>Collection of duty payment by Customs (if applicable). Forwarding Agent pays import duty on behalf of Importer via:</p> <ul style="list-style-type: none"> • Electronic Fund Transfer (which is only available during banking hours); • DutyNet (24 x 7, through CIMB); or • Manual (through cheque or bank draft)
8	Customs receipts the K1 and Senior Customs officer signs off the K1 Form to authorize release of cargo (applicable for parallel transactions) If paperless transaction - auto-release after payment of duty/tax
9	<p>a. Port Operator receipts documents from Forwarding Agent. b. Port Operator verify/receipts goods from vessel. c. Port Operator collect Port Charges</p>
10	<p>a. Forwarding Agent pays port charges to Port Operator * Attach K1/Delivery Order & other doc b. Forwarding Agent arranges transport for goods collection c. Forwarding Agent obtains Gate Pass for cargo from Port/Terminal d. Forwarding Agent collects goods e. Verification of cargo and documents by Customs and Security at gate (IID, K1, Permit etc.) f. Cargo transports to importer</p>
11	Importer receives cargo

7.2.5 Import Flow for Liquid Bulk Cargo

Process Flow for Import Liquid Bulk Cargo (Port Klang)



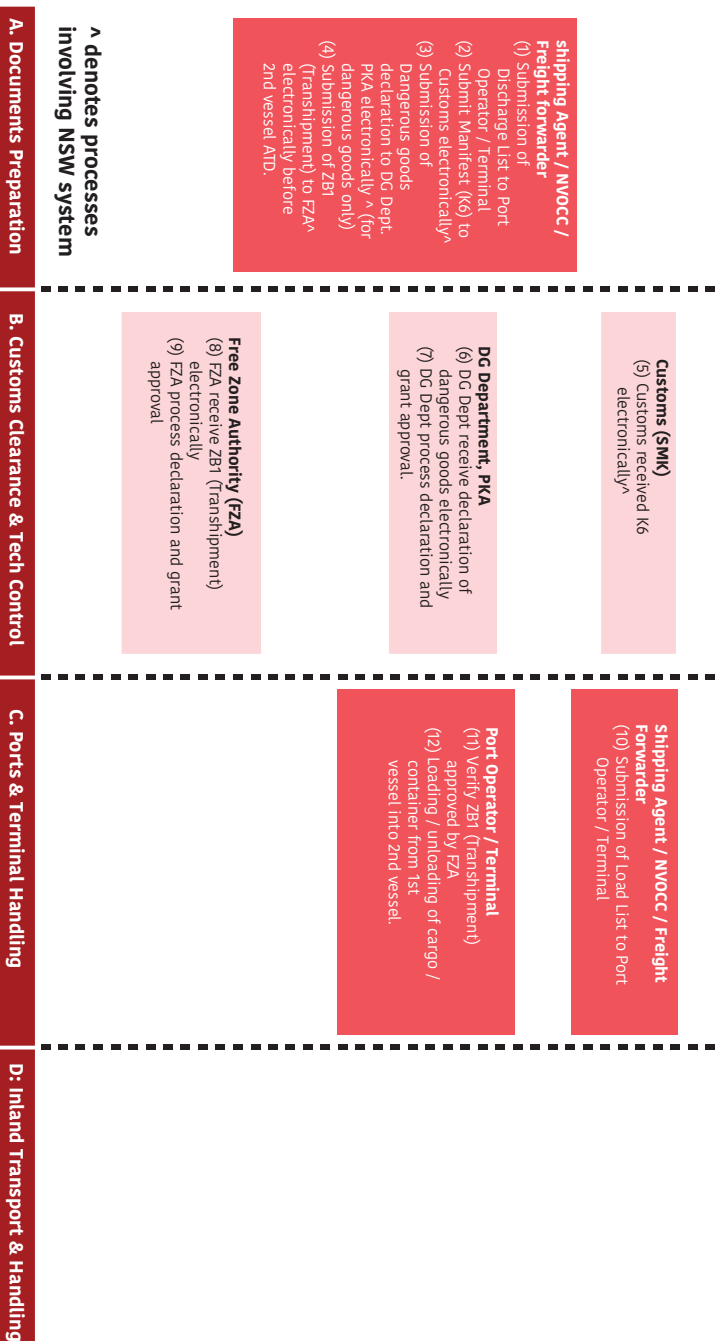
No	Process Flow for Import of Liquid Bulk Cargo
1	<p>Importer prepares necessary documents, including :</p> <ul style="list-style-type: none"> • Collecting Shipping Documents from banks (if applicable). • Apply Import Permit from PIAs if applicable.
2	PIA approve Import Permit (if applicable)
3	<p>a. Importer instructs Forwarding Agent to clear cargo (together with supporting documents such as Bill of Lading, Permit and Invoice).</p> <p>b. Forwarding Agent performs document preparation if instructed by Importer. Forwarding Agent submit K1 electronically (CUSDEC) to SMK and IID.</p>
4	<p>a. Shipping Agent sends Manifest (Ocean Bill of Lading) to Customs within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act.</p> <p>b. Shipping Agent to release Delivery Order (DO) in exchange of Original Bill of Lading (BL).</p> <p>c. Shipping Agent submits DG Declaration (for dangerous goods if applicable).</p>
5a	<p>Forwarding Agent pays import duty on behalf of Importer via:</p> <ul style="list-style-type: none"> • Electronic Fund Transfer (which is only available during banking hours); • Duty Net (24 x 7, through CIMB); or • Manual (through cheque or bank draft).
6	Customs computer system automatically processes & registers K1 and sends response back to Forwarding Agent with registration number.
7	<p>Customs receives Form K1 and supporting documents for Customs clearance.</p> <p>Basic supporting documents - Invoice and IID. Other supporting documents such as Permit, Surveyor Quantity Report, Terminal Operator Quantity Report (Applicable to parallel transactions only - not applicable in paperless).</p>
8a	<p>Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes: Verification of particulars declared against supporting documents; Classification/valuation; Approval/release.</p>



No	Process Flow for Import of Liquid Bulk Cargo
8b	Collection of duty payment by Customs (if any).
9	Physical inspection of cargo by Customs (if necessary).
10	Customs will grant approval in SMK.
11	Customs receipts the K1 and Senior Customs officer signs off the K1 form to authorize release of cargo (applicable for parallel transactions) If paperless transaction: i) Printing of Customs Official Receipt (COR).
12	a. Port Operator received documents from Forwarding Agent. b. Port Operator verify/received goods from vessel c. Port Operator collect port charges.
13a	Terminal Operator pays port charges to Port Operator. * Attach K1/DO & other documents.
14	Importer received cargo / Importer arranges transport for goods collection. / Importer collects goods.

7.2.6 Transshipment Cargo Flow

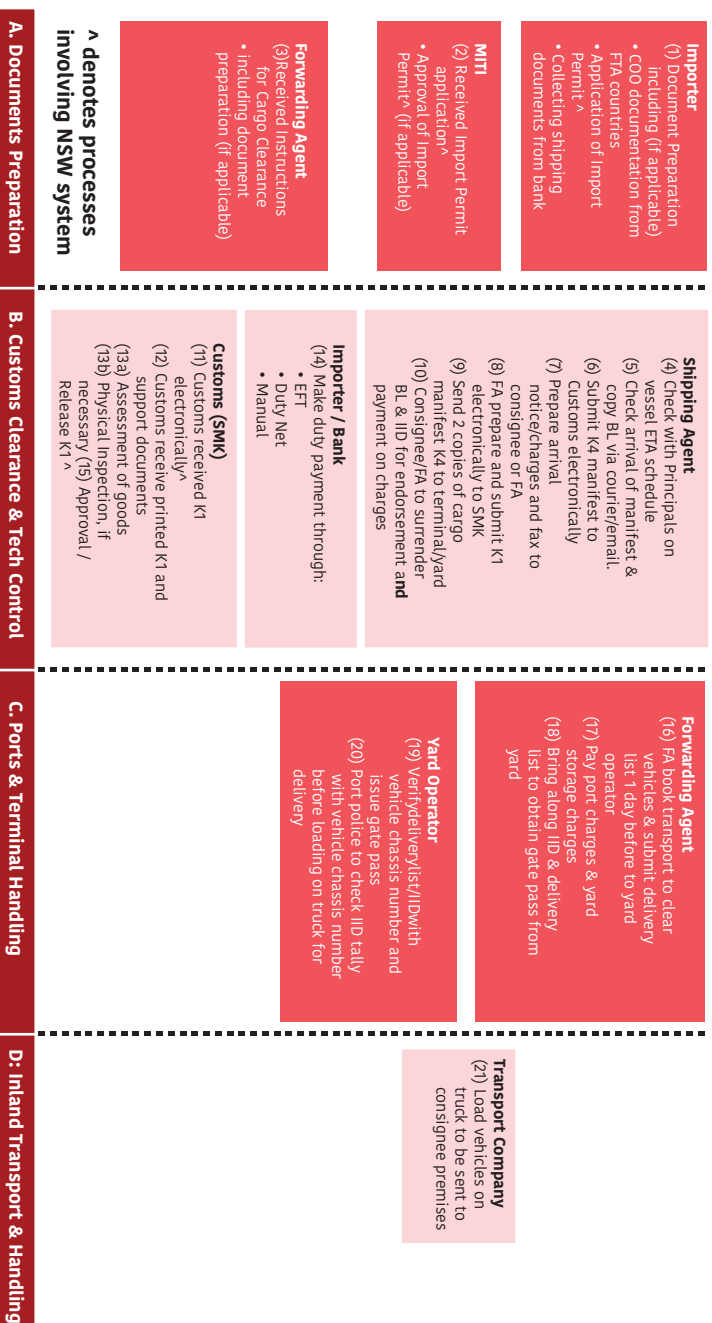
Process Flow for Inward Transshipment Cargo (Port Klang)



No	Process Flow for Transshipment Cargo
1	Shipping Agent/NVOCC/Freight Forwarders submit Discharge List to Port Operator/Terminal.
2	Shipping Agent/NVOCC/Freight Forwarders submit Manifest (K6) to Customs electronically.
3	Shipping Agent/NVOCC/Freight Forwarders submit dangerous goods declaration to DG Dept. PKA electronically (for dangerous goods only) 48 hours before 1st. vessel arrival. Submission of declaration according to Guidelines and Procedure for Dangerous Goods.
4	Shipping Agent/NVOCC/Freight Forwarders submit ZB1 (Transshipment) declaration to FZA electronically before 2nd. Vessel departure. Submission of declaration according to Free Commercial Zone Standard Operating Procedure.
5	Customs receive K6 electronically.
6	DG Dept. PKA receives declaration of dangerous goods electronically.
7	DG Dept. PKA process declaration and give approval.
8	FZA receive ZB1 (Transshipment) electronically.
9	FZA process declaration and give approval.
10	Shipping Agent/NVOCC/Freight Forwarders submit Load List to Port Operator/Terminal.
11	Port Operator/Terminal verify approval of ZB1 (Transshipment) given by FZA.
12	Loading/unloading of cargo/container from 1st. vessel into 2nd. vessel

7.2.7 Import Flow for RO-RO Cargo

Process Flow for Import RO-RO Cargo (Port Klang)



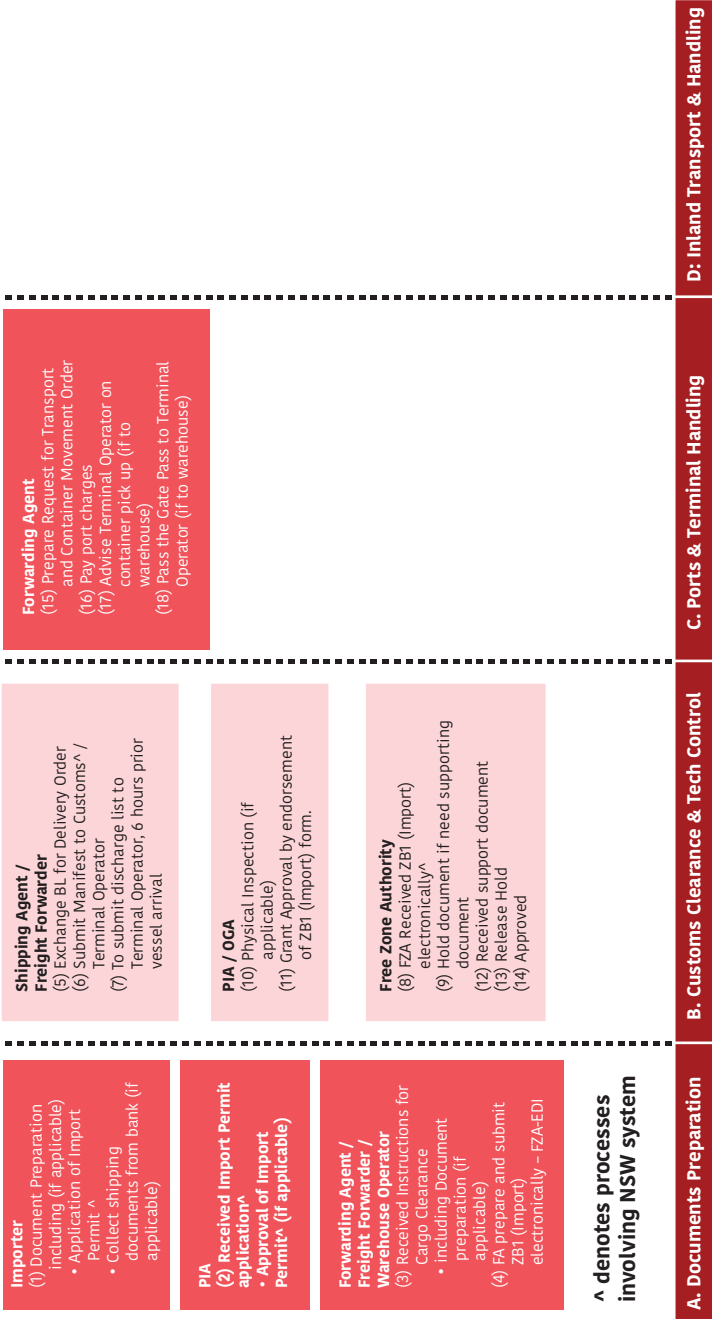
[^] denotes processes involving NSW system

No	Process Flow for Import of RoRo Cargo
1	Importer prepares necessary documents, including : -COO documentation from FTA Countries (if applicable) - Collecting shipping documents from banks (if applicable) - Apply import permit from PIAs (requirement)
2	MITI approve Import Permit
3	Importer instructs forwarding agent to clear cargo (together with supporting documents such as bill of lading, permit, invoice & packing list) FA perform Document preparation if instructed by Importer
4	SA to check with Principal on vessel ETA schedule
5	SA to check arrival of Manifest & Copy B/L via courier / email
6	SA submit K4 manifest to Custom via e-Manifest
7	SA to prepare Arrival Notice (NOA) / documentation charges and fax to Consignee or FA
8	Forwarding agents submit K1 electronically (CUSDEC) to SMK.
9	SA to send 2 copies of cargo K4 Manifest to terminal / Yard Operator
10	Consignee or FA will surrender Original B/L and IID for endorsement by SA and payment of doc fee to SA
11	Customs computer system automatically processes & registers K1 and sends response back to forwarding agent with registration number
12	Customs receives Form K1 and supporting documents for Customs clearance. Basic supporting documents: invoice, packing list and Delivery Order (no D/O in case of E-DO). Other supporting documents such as permit, Certificate of Origin.
13a	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes: <ul style="list-style-type: none"> • Verification of particulars declared against supporting documents; • Instruction for physical inspection if necessary; • Classification/Valuation; • Approval/Release.

No	Process Flow for Import of RoRo Cargo
13b	Physical inspection by Customs
14	Forwarding agent pays import duty on behalf of Importer via : <ul style="list-style-type: none"> • Electronic Fund Transfer (only available during banking hours); • Duty Net (24 H x 7 Days, through CIMB); • (FSPG) or Manual (through cheque or bank draft)
15	Customs receipts the K1 and Senior Customs officer signs off the K1 form to authorize release of cargo.
16	FA will book transport to clear vehicles from yard & submit delivery list 1day before vessel arrival to yard operator
17	FA will pay port charges & yard storage charges upon collecting vehicles from yard Supporting document required is port pass / Mykad for biometric verification
18	FA will bring along IID and delivery list to be confirm by yard operator with chassis no of vehicle before obtaining Gate Pass
19	Yard operator will verify the delivery list and IID with chassis no of vehicles to be discharge before issuing Gate Pass for transport company
20	Port Police will check the chassis number of vehicles to be cleared with IID and delivery list before loading vehicles on truck
21	Trucking company will load vehicles and deliver to consignee premises

7.2.8 ZB Cargo Process Flow (Import)

Process Flow for Import ZB Process Cargo (Port Klang)

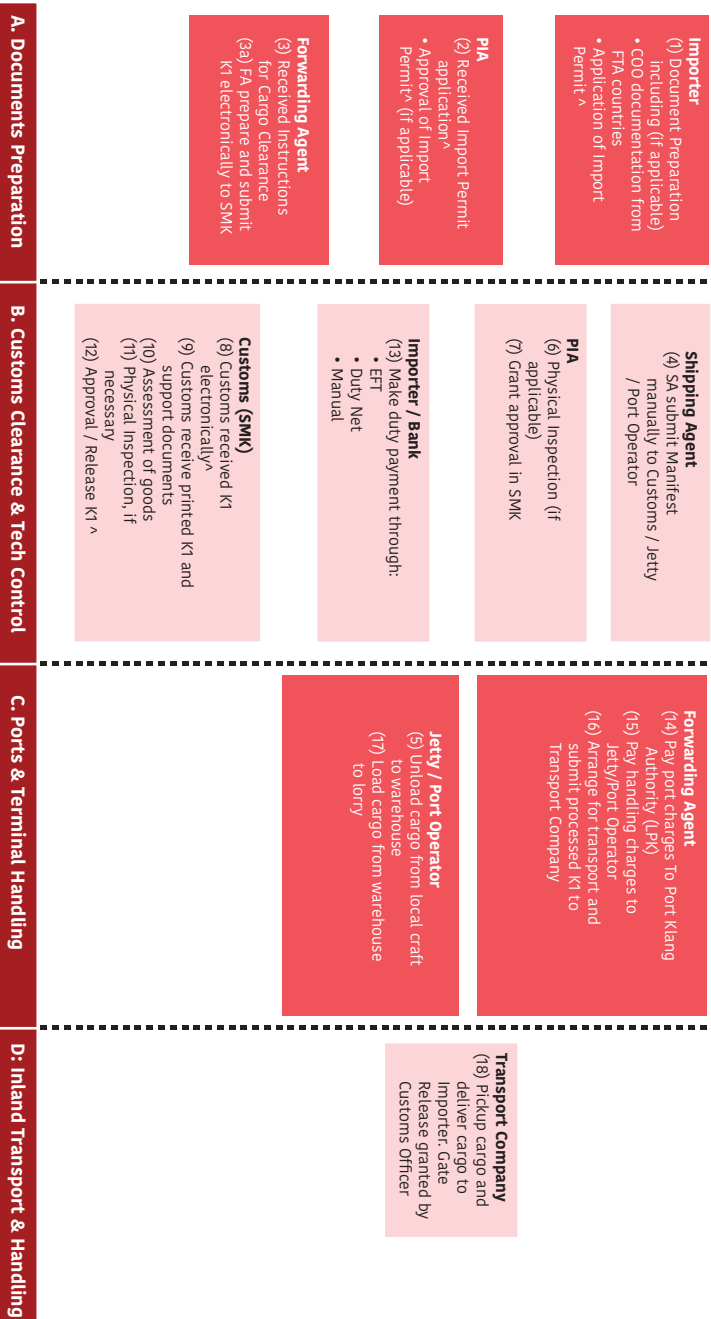


No	Process Flow for ZB Form (Import) Cargo
1	Importer prepares necessary documents, including : <ul style="list-style-type: none"> • Application of Import Permit (if applicable). • Collecting shipping documents from banks.
2	PIA / OGA approve Import Permit (if applicable).
3	Importer instructs FA / FF / WO to clear cargo (together with supporting documents such as bill of lading, permit, invoice & packing list).
4	FA / FF / WO prepare and submit ZB1 (Import) electronically through FZA-EDI system.
5	SA / FF obtains delivery order (DO), including from shipping agent (that is, exchange Bill of Lading for DO).
6	SA sends manifest to port operator and Customs within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act 1967. In practice, they are allowed to submit much earlier.
7	SA submits Discharge List to Port Operator, 6 hours prior to vessel arrival.
8	Received ZB1 (Import).
9	Hold transaction if need any supporting document.
10	FA / SA submit hardcopy of declared ZB1 (Import) form to OGA for endorsement of import permit / AP. OGA will conduct physical inspection (if applicable) during the arrival of container.
11	If the agent fulfill the requirements of import regulations / procedures, OGA will endorse the back of hardcopy of ZB1 (Import) form.
12	Authority receives ZB1 (import) supporting documents for clearance: Basic supporting documents: Bill of Lading, Invoice and Packing List. Other supporting documents such as permit / endorsement by OGA depending on transaction type.
13	Release Hold
14	Approved

No	Process Flow for ZB Form (Import) Cargo
15	FA prepares Request For Delivery (RFD) and submits to SA. SA will advise on Container Movement Order (CMO) to indicate where the empty container is to be returned to. FA sends RFD to Terminal Operator to send the container to CFS / distripark warehouse.
16	Terminal Operator verifies that SA has released container through Delivery Order or Electronic DO (EDO). FA pays port charges to Terminal Operator. Supporting document required is port pass / Mykad for biometric verification
17	FA advises the Terminal Operator to pick-up the container and sends to designated warehouse.
18	FA passes the gate-pass to Terminal Operator for the transfer of container to the warehouse.

7.2.9 Import Flow for Barter Trade Cargo (Port Klang)

Process Flow for Import Barter Trade Cargo (Port Klang)

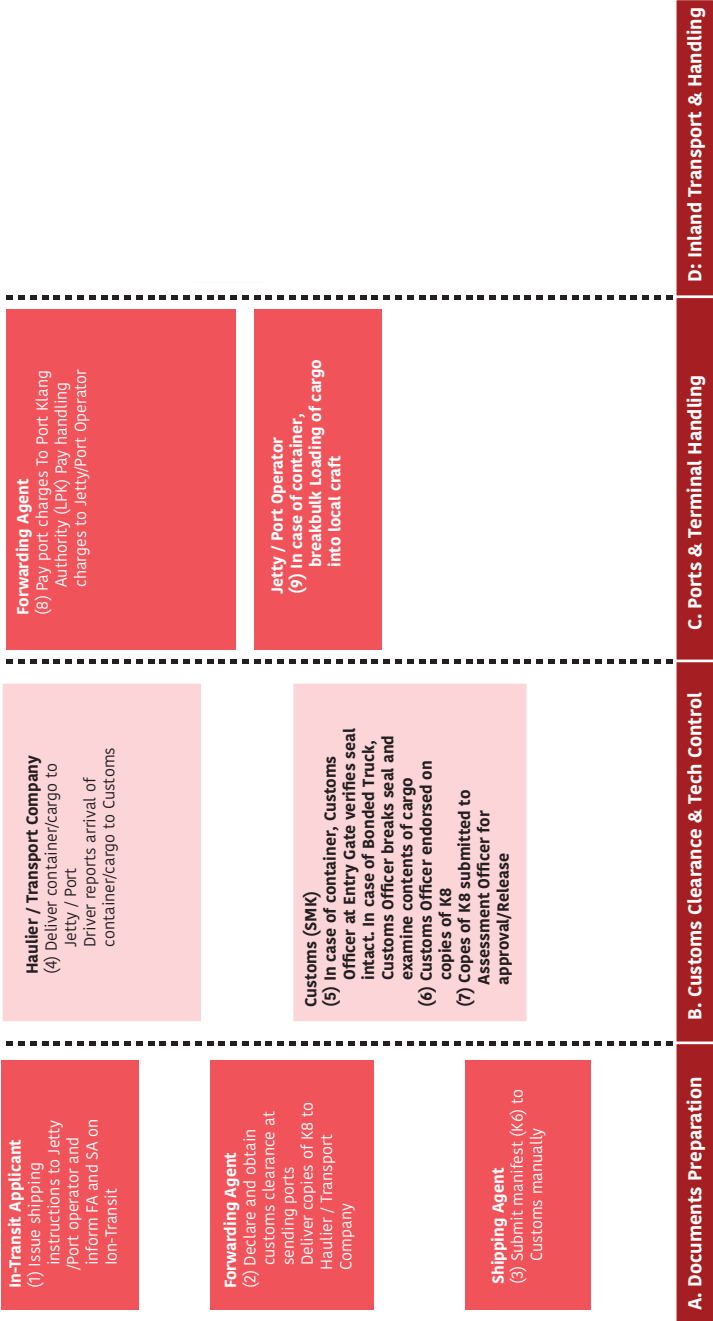


No	Process Flow for Import Barter Trade Cargo
1	Importer prepares necessary documents, including : <ul style="list-style-type: none"> • COO documentation from FTA Countries (if applicable) • Apply import permit from PIAs if applicable
2	PIA approve Import Permit (if applicable)
3	Importer instructs forwarding agent to clear cargo (together with supporting documents such as invoice and permit) FA perform Document preparation if instructed by Importer
3a	Forwarding agents submit K1 electronically (CUSDEC) through SMK.
4	Shipping agents send manifest to Customs and Jetty/port Operator manually within 24 hours of arrival of vessel, in accordance with Section 52, Customs Act. In practice, they are allowed to submit much earlier.
5	Jetty/port Operator unloads cargo from local craft to warehouse.
6	Forwarding agent informs OGA of the arrival of cargo & that the approval of the import permit has been approved OGA physical inspection done at the relevant warehouse
7	If no physical inspection, OGA will grant approval in SMK.
8	Customs computer system automatically processes & registers K1 and sends response back to forwarding agent with registration number
9	Customs receives Form K1 and supporting documents for Customs clearance. Basic supporting documents: invoice. Other supporting documents such as permit, Certificate of Origin, CJ5/CJ5A depending on transaction type.
10	Assessment of goods by Senior Customs Officer to determine duties/taxes payable which includes the following processes : Verification of particulars declared against supporting documents; <ul style="list-style-type: none"> • Instruction for physical inspection if necessary; • Classification/Valuation, • Verification of exemption/preferential rate claimed.

No	Process Flow for Import Barter Trade Cargo
11	Physical inspection if necessary will be carried out in Jetty/port Operator's warehouse by Customs officer and in the presence of Forwarding Agent.
12	Senior Customs Officer grants approval to the K1 in SMK and hardcopy for duty payment. In case the cargo does not subject to duty/tax, customs release will be granted.
13	Forwarding agent pays import duty on behalf of Importer via : <ul style="list-style-type: none"> • Electronic Fund Transfer (which is only available during banking hours); • Duty Net (24 x 7, through CIMB); or • Manual (through cheque or bank draft)
14	Forwarding pay port charges to Klang Port Authority
15	Forwarding pay handling charges to Jetty/port Operator
16	Forwarding Agent contacts transport company and arranges for transport. Upon confirmation, processed K1 will be passed to the transport company. Lorry will be sent to pick up the cargo.
17	Jetty/port operator verifies processed K1 submitted by lorry driver and after tallying proceed to load cargo onto the lorry.
18	After loading, lorry driver will proceed with Customs Gate Release by submitting processed K1 to Customs Officer at the Exit Gate and delivers cargo to importer.

7.2.10 In-Transit Flow for Barter Trade Cargo (Port Klang)

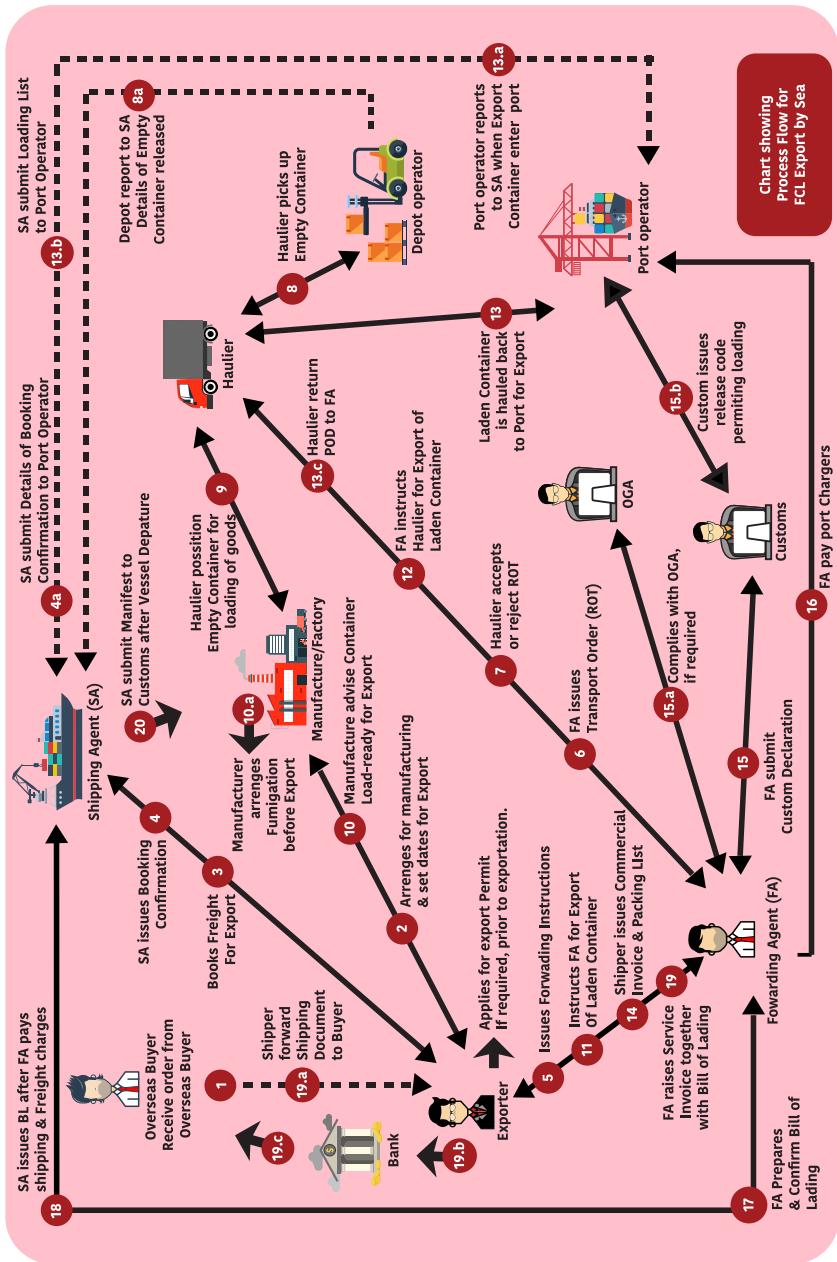
Process Flow for In-Transit Barter Trade Cargo (Port Klang)



No	Process Flow for In-Transit Barter Trade Cargo
1	Applicant for in transit issues shipping instruction to Jetty/port. Operator and informs Forwarding Agent and Shipping Agent on cargo in transit
2	Forwarding Agent declares K8 to Customs at sending port and obtains Customs Clearance. Copies of K8 will be delivered to Haulier (in case of containerised cargo) or transport company (in case of bonded trucks) for submission to Customs at receiving Jetty/port.
3	Shipping agent submits in transit manifest (K6) manually to Customs. Shipping agent exchange the BL for DO
4	Haulier / Transport company deliver container / cargo to Jetty / port. Upon arrival at Jetty/port, driver reports arrival of cargo and submits copies of K8 to Customs Officer at Entry Gate
5	In case of container, Customs Officer will verify the shipper seal to ensure it remains intact. In case of bonded trucks, Customs seal will be broken and content of cargo examined by Customs Officer.
6	Customs Officer confirmed receipt of container/cargo by endorsing on the copies of K8
7	Copies of K8 submitted to Assessment Officer for approval /release.
8	Forwarding pays port charges to LPK and handling charges to Jetty/port Operator.
9	In case of containerised cargo, Jetty/port Operator will break-bulk. Jetty / port Operator loads cargo on the local craft

8. Export Processes & Procedures

8.1 Overview of a Typical Export Process Flow



The step-by-step process flows are described in the above table for your better understanding:

Steps No.	Description of Process Activity for a Typical Export Process
1	Buyer/Importer receives Shipping Advice from Overseas Exporter/Seller
2	Buyer/Importer receives Shipping Documents, including Bill of Lading and Commercial Invoice from Overseas Exporter/Seller
2a	In the case where Letter of Credit is involved in the transaction, Bank shall inform the Buyer/Importer when the set of documents has arrived from the Bank where the Overseas Exporter/Seller has earlier nominated the payment of the goods against the Letter of Credit issued by the Buyer/Importer.
3	Carrier/Shipping Agent issues Arrival Notice of vessel wherein shipping charges payable are stated
3a	To prepare for the arrival of the vessel, the carrier/shipping agent submits a Status List <a document outlining the containers to be discharge to the Port Terminal for the operations planning.
3b	At the same time, the carrier/shipping agent submits the cargo manifest to the Customs to match against the Import Declarations.
4	Buyer/Importer issues Forwarding Instructions to his appointed Forwarding Agents, together with all the relevant shipping documents.
4a	Buyer/Importer informs the manufacturing plant or logistics warehouse on the estimated arrival of the goods.
5	Forwarding Agent submits the Import Declaration electronically to Customs using a software application, which after clearance is approved and if any customs duty or tax is due, shall also be paid via electronic fund transfer by the forwarding agent.containers to be discharge to the Port Terminal for the operations planning.

5a	In cases where the customs clearance is dependent upon the approval of the OGA, the Forwarding Agent shall submit all relevant permit and document to the appropriate OGA for their processing and inspection (if necessary). Once their processing is completed, the OGA would submit an electronic approval into the Customs SMK system.
5b	Customs, upon approving the Import Declaration, subject all other processes are completed, will issue a Release Status to the Port Terminal, which is permission for the Terminal to release the container to the Forwarding Agent's appointed haulage company.
6	Forwarding Agent checks on the ETA or vessel with the carrier/shipping agent.
7	Forwarding Agent shall arrange for the exchange of the Original Bill of Lading for the Delivery Order, which is issued by the carrier/shipping electronically to the Port Terminal. Any shipping charges payable shall be undertaken by the forwarding agent.
7a	The carrier/shipping agent submits the electronic Delivery Order to the Port Terminal.
8	Forwarding Agent applies to the Port Terminal for the Gate Pass. Gate Pass is issued to the Forwarding Agent and the issuance is done when the Customs has release the Hold Status on the container. In all cases, the Forwarding Agent shall hold an active ledger account with the Terminal.
9	In parallel, the Forwarding Agent issues a Transport Order <Request for Transport> to the Container Haulage Company to pick up the container from the Terminal for delivery to the Importer/Buyer. In the submission of the order, a copy of the delivery order and the gate pass are also handed over, as these documents are required proof of the authorization for pickup. However, with the Port Klang Net system operating in Q3 2013, the usage of such paper documents would be eliminated, thus expediting the process and saving manpower resources.
10	Upon receipt of the transport order, the haulage company will on the availability of their truck against the required delivery date before confirming the acceptance of the order, as the date of delivery is usually stated in the order.

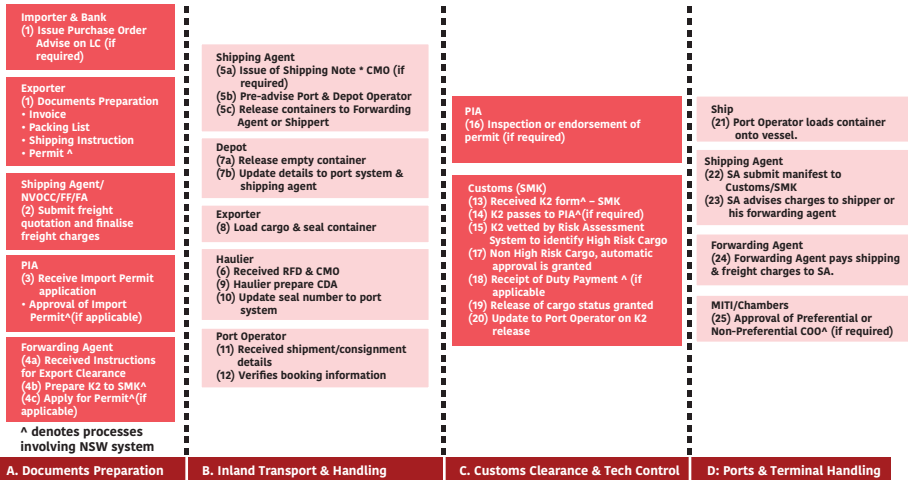
11	The haulage company will proceed to the terminal to pick up the said container.
11a	Once the container leaves the gate of the terminal, an electronic <Gate-Out> message is sent to the carrier/shipping agent.
12	The haulage company will deliver the said container to the address of the manufacturing plant or logistics warehouse, stated in the transport order.
13	The manufacturing plant/logistics warehouse informs the Buyer/Importer (or the forwarding agent) that the goods have been unloaded and request that the empty container be return to the carrier/shipping agent's nominated empty container depot.
14	The Importer/Buyer informs accordingly to the Forwarding Agent to return the empty container.
15	The Forwarding Agent, in turn instructs the haulage company to return the empty container.
16	The empty container is picked up by the haulage company for return to the nominated depot.
17	The empty container is duly returned to the nominated depot.
17a	Once the empty container is returned to the nominated depot, an electronic message is sent to the carrier/shipping agent confirming the details.
17b	The Proof of Delivery (POD) is submitted to the forwarding agent
18	The Forwarding Agent raises his Bill of Services, outlining all the various charges he has paid on before (disbursements) and his professional fees, for submission to the Importer/Buyer. He returns also all the relevant shipping documents he has receive in the beginning from the Importer/Buyer.

8.2 Process Flow Chart for Exports

The flow charts are prepared to provide practical guidelines to port users who are involved in the export of goods. The guidelines are based on the practices generally found at Port Klang though it is the objective of MITI/MPC to standardize these processes in the various ports in Malaysia so that shippers may have a clearer picture with good understanding on the processes. The shippers can then expect their shipments to be carried out within the time frame and procedures as indicated therein. (see charts on following pages)

8.2.1 Export Flow for FCL Container Cargo

Process Flow for Export of FCL Shipment (Port Klang)



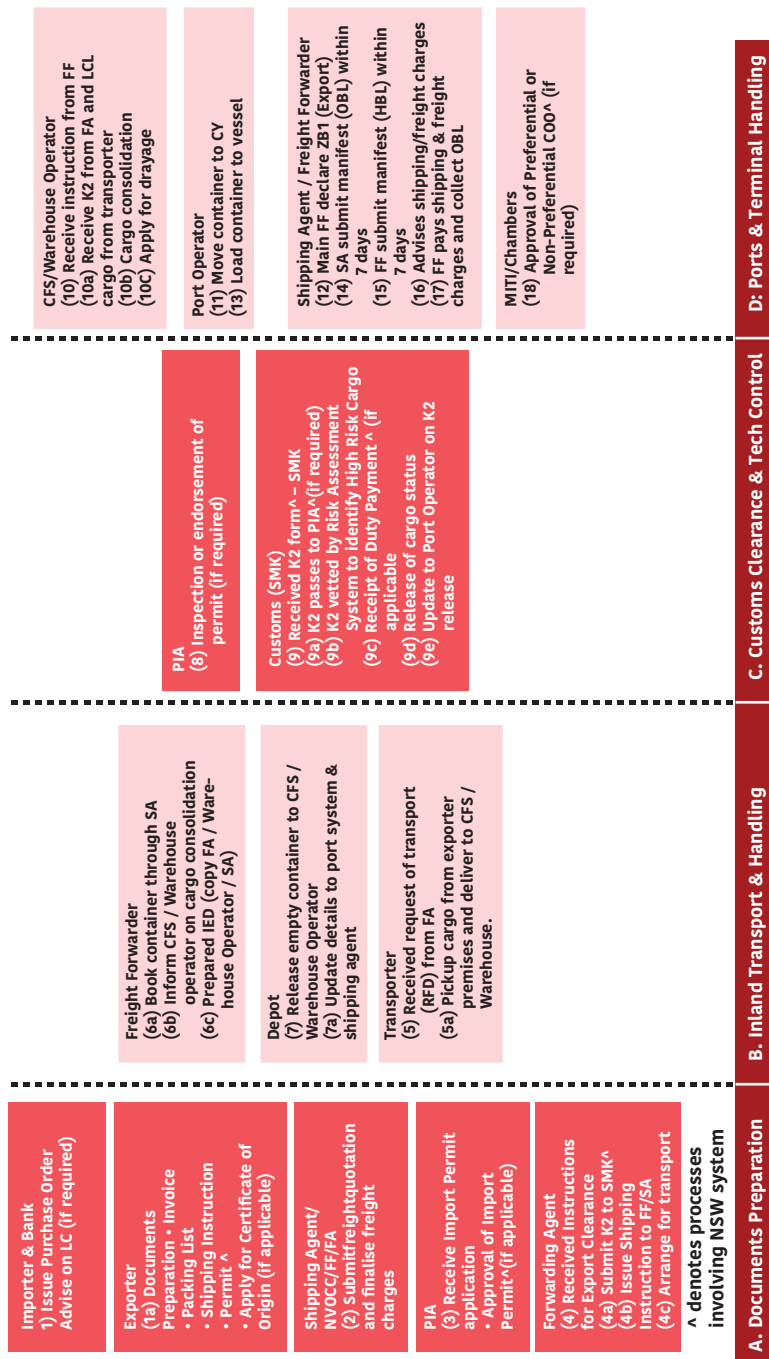
Steps No.	Process Flow for Export of FCL Cargo
1	<p>Importer issues Purchase Order to Exporter. A Letter of Credit Advise is issued by the Bank (for applicable shipments). Exporter prepares Commercial Invoice, Packing List & Shipping Instruction (after the order is confirmed). Note: Shipping booking is usually done in advance and Shipping instruction only issued when all shipping details becomes available.</p>
2	<p>Shipping Agent submits freight quotation and finalise freight charges with Shipper.</p> <ul style="list-style-type: none"> • Receive and accept booking from shipper. • Provide shipper with booking confirmation. <p>Note: Freight quotation and freight charges can be done in advance</p>
3	<p>PIA approves export permit (if applicable)</p>
4	<p>a. Exporter books container with Shipping Agent through Forwarding Agent b. Prepare K2 (Export Declaration) c. Apply for Export Permit from PIA (if applicable) Note: Export Permit, if applicable is usually applied in advance, prior to exportation.</p>
5	<p>a. Shipping Agent issues Container Movement Order (CMO) to Forwarding Agent. b. Freight Booking Confirmation Pre-Advice is sent to Port Operator and Depot Operator c. Releases container (depot location, size / type and number of units) to Forwarding Agent and Shipper.</p>
6	<p>Forwarding Agent prepares Request for Transport (ROT) and submits to Container Haulier / Transport Company with CMO, at least 48 hrs. before required date / time. This is to enable Container Haulier to plan ahead. Depot Operator releases empty container to Haulier.</p>
7	<p>a. Container Haulier picks up empty container and delivers to the Exporter's premise. b. Depot Operator updates container number into the port booking system and also notifies the Shipping Agent.</p>

8	Exporter loads cargo into the container, apply the container seal and informs Container Haulier to pick up the laden container for export.
9	Container Haulier picks up the laden container and delivers to the port. Container Haulier prepares Container Dispatch Advice (CDA) Form
10	Update the details of the container seal number into the port system.
11	Port Operator receives shipment / consignment detail as Pre-Advise is submitted online or thru the EDI system (whichever is applicable).
12	Port Operator verifies the container number and the seal number at the port gate before allowing the laden container into the port. The container is taken to the container yard (CY) and unloaded and stacked up in the allocated area of the yard, basing on declared vessel.
13	Forwarding Agent submits electronically the export declaration (K2) to Customs. This would normally take an hour to prepare the K2 for an invoice with 10 items. He transmits and subsequently receives the K2 registration number.
14	K2 declaration is channeled by Customs to the relevant PIA if inspection or endorsement of permit is required by the PIA (if applicable).
15	K2 declaration is electronically processed by Customs after PIA has completed its process and grants export.
16	K2 declaration is vetted by Risk Assessment System and 'High Risk' cargo will be identified for control procedure (documentary check, inspection by scanning or physical inspection)
17	For non-high risk cargo, automatic approval is given.
18	Payment of duty, where applicable is undertaken electronically.
19	Release for Export by Customs is granted automatically after Customs has received the full payment of duty.
20	Approved K2 details are released to Port Operator by Customs electronically.

21	Port Operator receives electronically the message “released for export” the relevant containers from Customs SMK Gate Control System. Sometimes release can be undertaken manually, based on K2 hard-copy (if necessary).
22	Shipping Agent is required under law to submit the Export Manifest to Customs (not later than 7 days after departure of vessel). Today, it is transmitted electronically via the Customs SMK system.
23	Shipping Agent advises shipping & freight charges to Shipper or his Forwarding Agent.
24	Forwarding Agent pays shipping & freight charges on behalf of Exporter and thereafter collects the Bill of Lading.
25	Exporter applies for Certificate of Origin (CO)(if applicable): Preferential CO (e.g. Form D) from MITI or Non Preferential CO from Chamber of Commerce.

8.2.2 Export Flow for LCL Container Cargo

Process Flow for Export of LCL Shipment (Consolidated Cargo)(Port Klang)



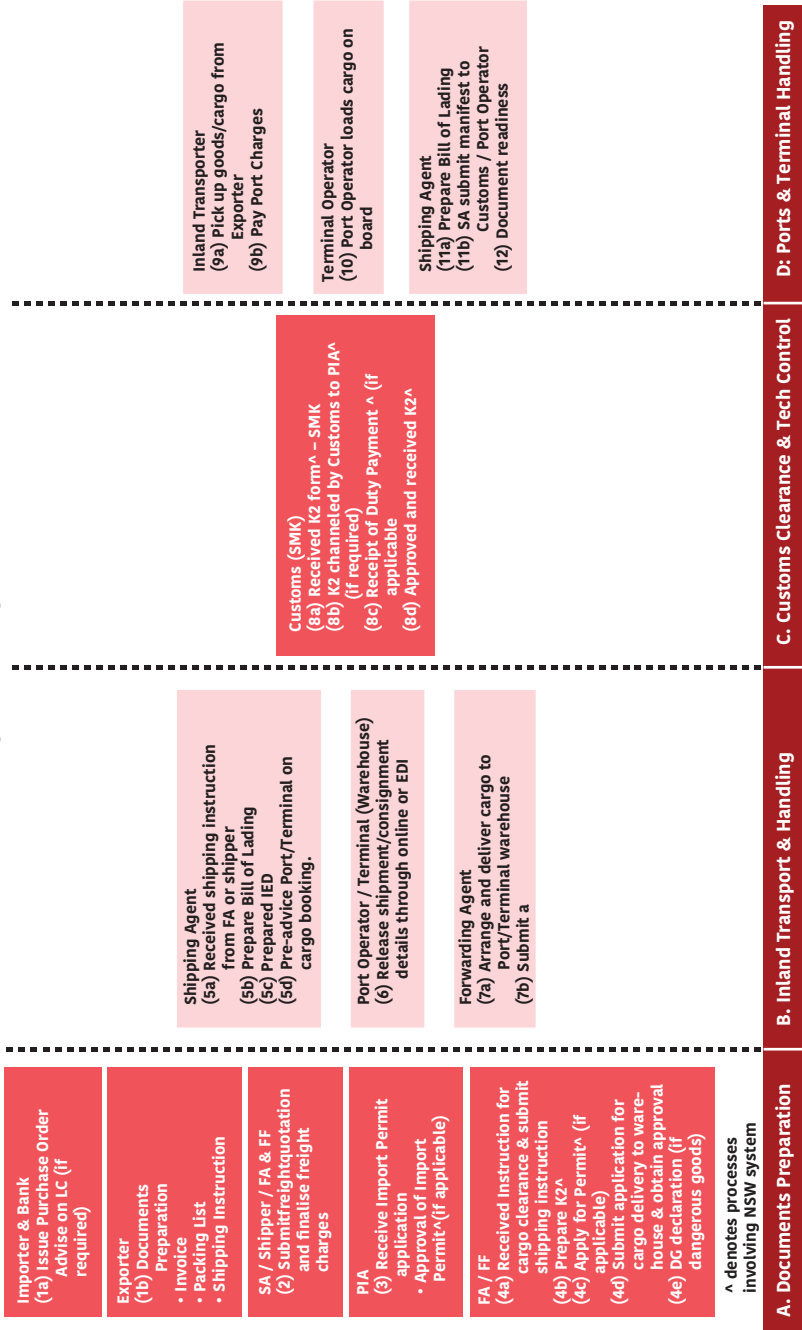
Steps No.	Process Flow for Export of LCL Cargo
1	Importer issues purchase order to exporter. An LC advise is issued by the bank (for applicable shipments)
1a	<p>Exporter prepares commercial invoice, packing list & shipping instruction (after the order is confirmed)</p> <ul style="list-style-type: none"> - Shipping booking can be done in advance - Shipping instruction when all details are available - Apply for Export Permit from PIA (if applicable) – usually applied for in advance. - Exporter applies for Certificate of Origin if applicable: <ul style="list-style-type: none"> i) preferential (e.g. CEPT) from MITI ii) non-preferential from Chamber of Commerce
2	<p>Submit freight quotation and finalise freight charges with shipper.</p> <ul style="list-style-type: none"> i) Receive and accept booking from shipper. ii) Provide shipper with booking confirmation. <p>Note: Freight quotation and freight charges are done in advance.</p>
3	PIA approves export permit (if applicable)
4	Forwarding agent receives instruction from Exporter for cargo clearance
4a	Prepares export declaration (K2) and submits to Customs SMK.
4b	Issues shipping instruction to Freight Forwarder or Shipping Agent
4c	Forwarding Agent arranges for transport by submitting Request of Transport to Transporter
5	Freight Forwarder books container with Shipping Agent
5a	Freight Forwarder informs CFS/Warehouse operator on the intended consolidation
5b	Freight Forwarder prepares one set Integrated Export Document (IED) with 1 copy for the Forwarding Agent and 4 copies for the CFS/Warehouse operator and Shipping Agent
6a	Lorry driver picks up cargo from Exporter's premise and delivers to the designated CFS/Warehouse.

6b	Freight Forwarder informs CFS/Warehouse operator on the freight bookings for the cargo consolidation
6c	Freight Forwarder prepares IED (with copies to Forwarding Agent / Warehouse Operator / Shipping Agent)
7	Container Haulier picks up an empty container from Depot & delivers for positioning at the CFS/Warehouse
7a	Depot updates container number into Port booking system and notifies the Shipping Agent.
8	The relevant OGA will carry out cargo inspection or endorsement of the export permit (if required).
9	Customs receives K2 and supporting documents from Forwarding Agent. Supporting documents: invoice, packing list and IED. (Applicable to parallel transactions only - not applicable in Paperless)
9a	K2 is channeled by Customs to PIAs (if required). Inspection or endorsement of permit by PIA (if applicable)
9b	K2 declaration is vetted by Risk Assessment System and 'High Risk' Cargo will be identified for control procedure (documentary check, inspection by scanning or physical inspection).
9c	Payment of customs duty or cess, where applicable, either electronically or manually.
9d	Approval/Release is granted automatically after Customs received full payment of duty or cess.
9e	K2 release information is transmitted to Port Operator by Customs
10	CFS/Warehouse Operator receives instruction from Forwarding Agent on consolidation of LCL cargo
10a	Receives processed K2 from Forwarding Agent and LCL cargo from lorry driver.
10b	10b CFS/Warehouse Operator consolidates cargo and loads into container.
10c	Apply for drayage to container yard (CY).
11	Port operator makes arrangement to move container from CFS/Warehouse to container yard (CY)

12	Main Freight Forwarder declares ZB1 to Free Zone Authority (ZB1 submitted electronically, paperless)
13	Port Operator loads container onto vessel
14	Shipping Agent submits Export Manifest (OBL) electronically to Customs, latest 7 days after departure of vessel.
15	Freight Forwarder submits Export Manifest (HBL) electronically to Customs latest 7 days after departure of vessel.
16	Freight Forwarder advises shipping & freight charges to Shipper or his Forwarding Agent.
17	Freight Forwarder pays shipping & freight charges to Shipping Agent and collects his Ocean Bill of Lading (OBL). Freight Forwarder issues respective House Bills of Lading (HBL) to respective Exporter or Forwarding Agent.
18	Approval of Preferential / Non- Preferential Certificate of Origin (if required)

8.2.3 Export Flow for Break Bulk Cargo

Process Flow for Export of Break Bulk Cargo (Port Klang)



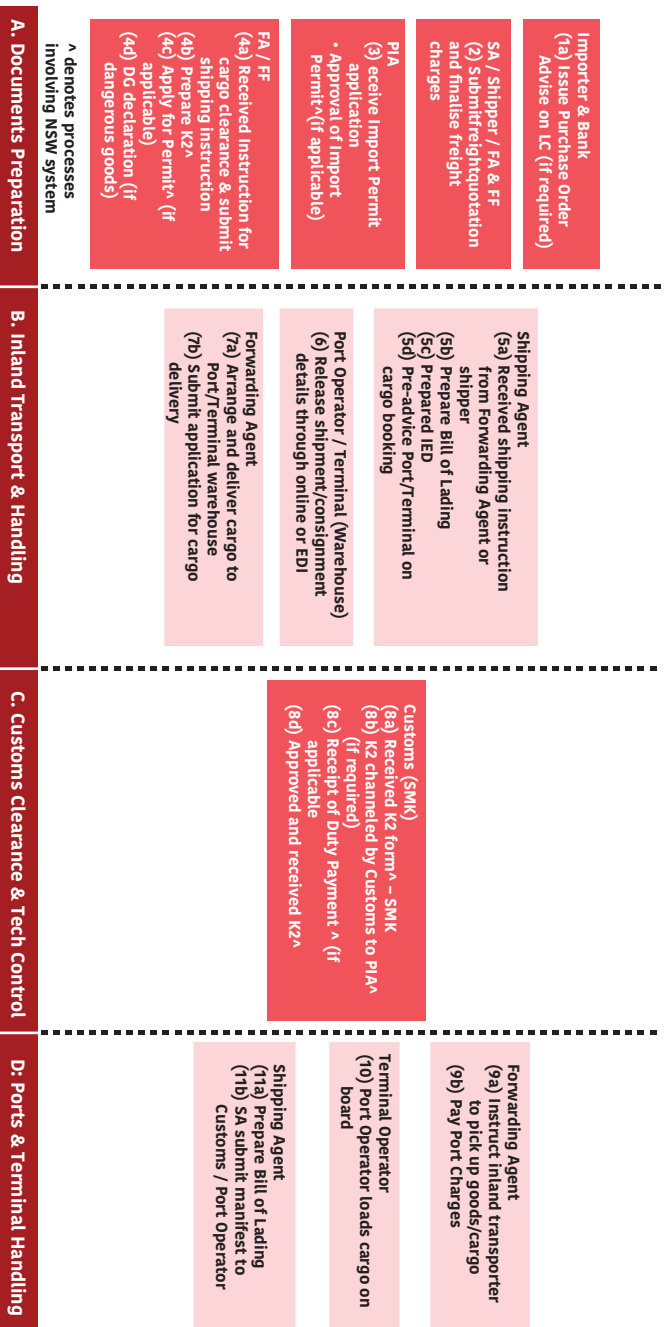
[^] denotes processes involving NSW system

Steps No.	Process Flow for Export of Break Bulk Cargo
1a	Importer issues Purchase Order to Exporter. A Letter of Credit (LC) advise is issued by the bank (for applicable shipments)
1b	<p>Exporter prepares commercial Invoice, Packing List & Shipping Instruction (after the order is confirmed)</p> <p>i. Shipping booking can be done in advance</p> <p>ii. Shipping Instruction when all details are available</p>
2	<p>Submit Freight Quotation under commercial rate and finalise freight charges with shipper.</p> <p>a. Receive and accept booking from shipper.</p> <p>b. Provide shipper with booking confirmation.</p> <p>Note: Freight Quotation and freight charges can be done in advance</p>
3	PIA approves Export Permit (if applicable)
4	<p>a. Forwarding Agent receives instruction for cargo clearance and submit Shipping Instruction</p> <p>b. Prepare K2</p> <p>c. Applies for Export Permit from PIA (if applicable)</p> <p>d. Forwarding Agent submits application for cargo delivery to warehouse/obtain approval</p> <p>e. DG Declaration (if dangerous goods)</p> <p>Note: Export Permit is usually done in advance</p>
5	<p>Note: Export Permit is usually done in advance</p> <p>a. Receives Shipping Instruction</p> <p>b. Shipping Agents prepares Bill of Lading</p> <p>c. Prepares Integrated Export Document (IED)</p> <p>d. Pre-advice Port/Terminal on cargo booking</p>
6	Port Operator receives shipment/consignment details as export pre-advise through online or EDI
7	Arranges and delivers cargo to Port/Terminal warehouse. Submits application for cargo delivery

8	<ul style="list-style-type: none"> a. Customs receives electronic K2 declaration (paperless transactions only) b. Electronic K2 is channeled by Customs to PIAs if required. Inspection or endorsement of permit by PIA (if applicable) c. Payment of duty (if applicable), either electronically or manually. d. Approved/released K2 from Customs.
9	<p>Inland Transporter:</p> <ul style="list-style-type: none"> a. Pick up goods/cargo from Exporter b. Pay Port Charges
10	Port Operator loads cargo onboard
11	Shipping Agent sends electronic manifest to Customs, latest 7 days after departure of vessel.
12	Document readiness

8.2.4 Export Flow for Dry Bulk Cargo

Process Flow for Export of Dry Bulk Cargo (Port Klang)



Steps No.	Process Flow for Export of Dry Bulk Cargo
1a	<p>Exporter prepares commercial Invoice, Packing List & Shipping Instruction (after the order is confirmed)</p> <ul style="list-style-type: none"> • Shipping booking can be done in advance • Shipping Instruction when all details are available
2	<p>Submit Freight Quotation under commercial rate and finalise freight charges with shipper.</p> <ul style="list-style-type: none"> • Receipts and accept booking from shipper • Provide shipper with booking confirmation <p>* Freight Quotation and freight charges can be done in advance</p>
3	PIA approves Export Permit (if applicable)
4	<ul style="list-style-type: none"> a. Forwarding Agent receipts instruction for cargo clearance in accordance to Shipping Instruction b. Prepare K2 Form c. Apply for Export Permit from PIA (if applicable) d. DG Declaration (if applicable) <p>*Export Permit can be done in advance (pre-arrival arrangement)</p>
5	<p>Shipping Agent</p> <ul style="list-style-type: none"> a. Receipts Shipping Instruction from forwarding agent b. Shipping Agents Prepare shipping note c. Pre-advice Port/Terminal on cargo booking
6	Port Operator receives shipment/consignment details as export pre-advise through online or EDI
7	<p>Forwarding Agent</p> <ul style="list-style-type: none"> a. Submit application for cargo delivery b. Arrange and deliver cargo to Port/Terminal warehouse
8	<ul style="list-style-type: none"> a. Customs receipts electronic K2 declaration (paperless transactions only) b. Endorsement of permit by PIA. c. Payment of duty (if applicable), either by Electronic Fund Transfer (EFT) or manual. d. Approved / released K2.

9	Forwarding Agent: Arrange inland transporters to: a. Pick up goods/cargo from Exporter b. Forwarding agent to pay Port Charges
10	Port Operator loads cargo onboard
11	a. Shipping agent prepare and issue Bill of Lading b. Shipping Agent send electronic export manifest (e-manifest) to Customs and Port Operator

8.2.5 Export Flow for Liquid Bulk Cargo

Process Flow for Export of Liquid Bulk Cargo (Port Klang)



Steps No.	Process Flow for Export of Liquid Bulk
1a/1b	<p>Exporter prepares commercial Invoice, Shipping Instruction (after the order is confirmed and financial arrangement is completed)</p> <p>Shipping booking can be done in advance.</p> <p>Shipping Instruction when all details are available.</p>
2	<p>Ship Broker submits Freight quotation and finalise freight charges pre-arrange with Exporter.</p>
3	<p>a. Forwarding Agent receipts instruction for cargo clearance in accordance to Shipping Instruction.</p> <p>b. Prepare K2 and Integrated Export Document (IED).</p> <p>c. Apply for Export Permit from PIA (if applicable).</p> <p>* Export Permit can be done in advance.</p>
4	<p>PIAs approve Export Permit (if applicable).</p> <p>* usually (blanket approval)(pre-approval applicable for 1 - 2 years)</p>
5	<p>Shipping Agent pre-advice Port/Terminal on cargo booking.</p>
6	<p>Cargo Delivery by Exporter to Port / Terminal.</p>
7	<p>a. Customs receipts online K2 declaration and supporting documents from Forwarding Agent (if required). Supporting documents: Invoice, IED and Surveyor Quantity Report (applicable to parallel transactions only - not applicable in paperless)</p> <p>b. Payment of duty (if applicable), either by Electronic Fund Transfer (EFT) or manual.</p> <p>c. Approved and receipts K2. K2 release information is transmitted to Port Operator by Customs.</p>
8	<p>a. Shipping Agent prepare Bill of Lading (BL)</p> <p>b. Shipping Agent sends Electronic Export Manifest to Custom.</p>

8.2.6 Export Flow for RoRo Cargo

Process Flow for Export of RO-RO Cargo (Port Klang)

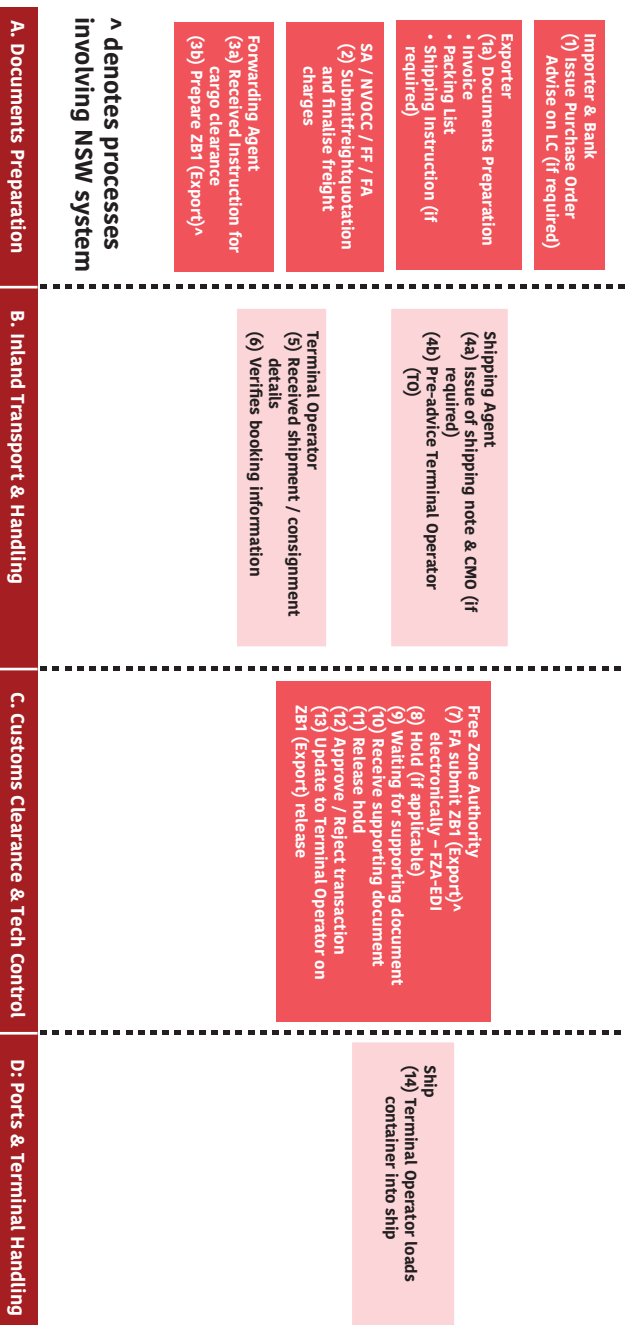


Steps No.	Process Flow for Export of RoRo Cargo
1a	Importer issues purchase order to exporter. An LC advise is issued by the bank (for applicable shipments)
1a	<p>Exporter prepares commercial invoice, packing list & shipping instruction (after the order is confirmed)</p> <ul style="list-style-type: none"> * Shipping booking can be done in advance * Shipping instruction when all details are available <p>Apply for Export Permit from PIA (if applicable)</p> <ul style="list-style-type: none"> * Export Permit can be done in advance
2	<p>SA Submit freight quotation and finalize freight charges with shipper.</p> <ul style="list-style-type: none"> • Receive and accept booking from shipper. • Provide shipper with booking confirmation. <ul style="list-style-type: none"> * Freight quotation and freight charges can be done in advance
2a	SA Prepares and issue shipping note
3	<p>a. Exporter books container with shipping agent through forwarding agent</p> <p>b. Prepare K2 Form</p>
4	PIA approves export permit (if applicable)
5	FA submits electronic K2 form to SMK, (it takes around 1 hour to prepare a K2 for 10 items, transmit and receive customs response with registration number)
6	Approved and release K2
7	<p>a. FA will submit book note and IED to terminal operator (yard)</p> <p>b. FA will arrange transport to deliver vehicles to yard before vessel arrival.</p>
8	<p>a. Terminal Operator (yard) will receive Book Note and Shipping Instructions (S.I.) from FA</p> <p>b. Yard will receive delivery list 7day before vessel arrival and IED 1 day before vessel arrival to prepare cargo to be loaded on board</p> <p>c. Yard operator will prepare invoice for storage charges</p>

9	a. SA received shipping instruction b. SA prepare & release BL and collect documentation fee
10	Port operator loads vehicles on board vessel
11	FA makes payment of storage charges

8.2.7 ZB Process Flow for Re-Export Cargo

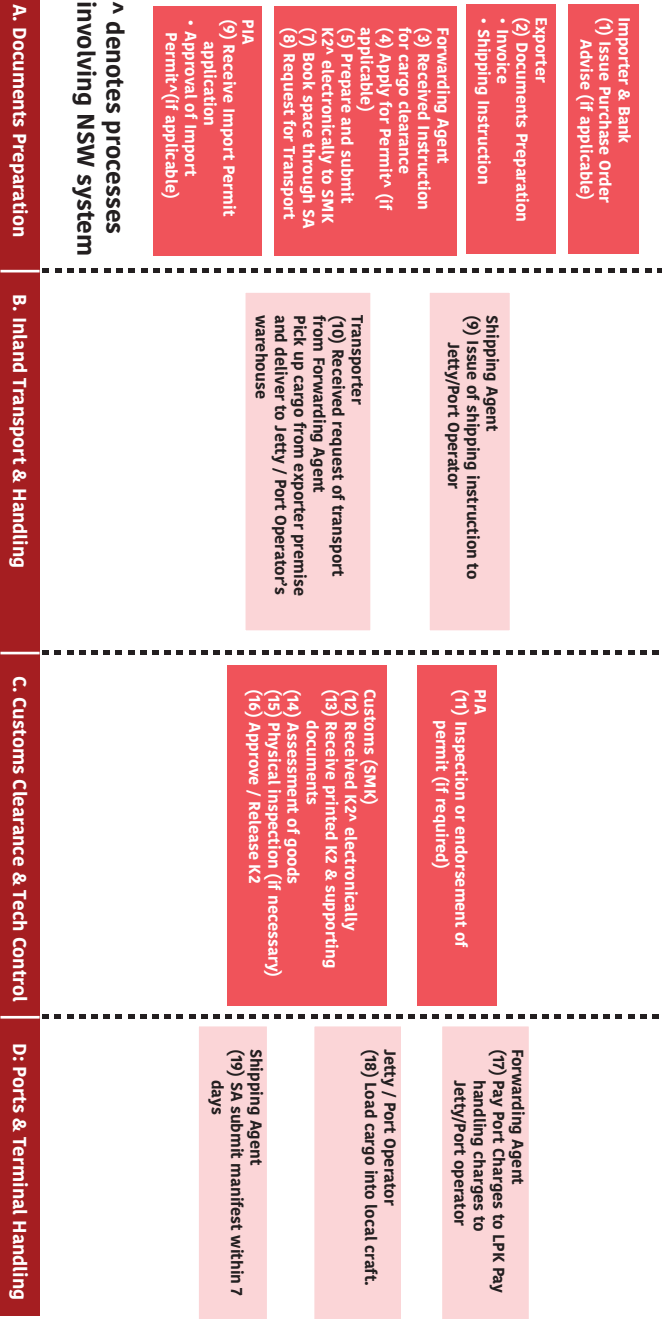
Process Flow for Export of ZB Cargo (Re-Export) (Port Klang)



Steps No.	Process Flow for Re-Export of Cargo under ZB Form
1	<p>Importer issues purchase order to exporter. LC Advice is issued by the bank (for applicable shipments).</p> <p>a) Exporter prepares commercial invoice, packing list & shipping instruction (after the order is confirmed).</p> <p>* Shipping booking can be done in advance. * Shipping instruction when all details are available.</p>
2	<p>Submit freight quotation and finalise freight charges with shipper:</p> <ul style="list-style-type: none"> • Receive and accept booking from shipper. • Provide shipper with booking confirmation. <p>* Freight quotation and freight charges can be done in advance</p>
3	<p>a) Exporter books container with SA through FA. b) Prepare ZB1 (Export) Form.</p>
4	<p>a) SA sends CMO to FA. b) Booking pre-advise is sent to Terminal Operator</p>
5	To receive shipment / consignment details as export pre- advise through online or EDI.
6	Port operator verifies the container details. The container is stacked in the container yard based on declared export vessel.
7	FA submit electronic ZB1 (Export) from through FZA-EDI system. FZA received ZB1 (Export).
8	Hold, if supporting document needed.
9	FZA waiting for supporting document to be submitted by FA.
10	Receive supporting document.
11	FZA release hold on electronic declaration.
12	FZA approve / reject declaration.
13	A copy of approved ZB1 (Export) transactions electronically send to Terminal Operator to update information and for release.
14	Terminal Operator loads container on to export ship / vessel.

8.2.8 Export Flow for Barter Trade (Port Klang)

Process Flow for Export of Barter Trade Cargo (Port Klang)



^ denotes processes involving NSW system

No	Process Flow for Export of Barter Trade
1	Importer issues purchase order to exporter. An LC advise is issued by the bank (for applicable shipments)
2	Exporter prepares commercial invoice and shipping instruction (after the order is confirmed)
3	Forwarding Agent receives instruction from exporter for cargo clearance
4	Forwarding Agent applies for Export Permit from PIA (if applicable) Note: Export Permit may be applied in advance
5	Forwarding Agent prepares K2 Form and submits to Customs through SMK.
6	PIA approves export permit (if applicable)
7	Forwarding Agent books space through Shipping Agent
8	Forwarding Agent submits Request of Transport (RoT) to Transporter
9	Shipping Agent issues shipping instruction to Jetty/port Operator
10	Transporter receives Request of Transport from Forwarding Agent Upon receipt of RoT, Transporter picks up cargo from Exporter's premise and delivers to Jetty/port Operator's warehouse
11	The relevant Government Agency (PIA) will carry out cargo inspection or endorsement of the export permit (if required)
12	Customs computer system (SMK) automatically processes & registers K2 and sends response back to forwarding agent with registration number
13	Customs receives Form K2, invoice and export permit (if applicable) for Customs clearance.
14	Assessment of goods by Senior Customs Officer which includes the following process: a. Verification of particulars declared against supporting documents; b. Instruction for physical inspection if necessary; c. Classification / Valuation.

No	Process Flow for Export of Barter Trade
15	Physical inspection (if necessary) will be carried out in Jetty/port Operator's warehouse by Customs officer and in the presence of Forwarding Agent.
16	Senior Customs Officer grants approval/release to the K2 in SMK and sign in K2 hardcopy.
17	Forwarding Agent pays port charges to LPK and handling charges to Jetty/port Operator
18	Jetty / port operator verifies processed K2 and after tallying, proceeds to load cargo onto the local craft.
19	Shipping agent submits export manifest manually to Customs within 7 days after local craft departure.

9. Use of ICT in Import and Export Processes

While it is evident that IT is assuming an increasingly important role in our Customs administration, the priorities, expectations, experience, capabilities, and resources of individual Customs administrative units vary considerably. Beginning in 1995, our Customs administration began to recognize the significant advantages of using technology-based solutions to improve their operational efficiency. They designed and developed their own computer system, the “Sistem Maklumat Kastam – SMK” tailored to meet national trade facilitation needs. Over the years, this system has been enhanced, and in some respects standardized to be in line with the international best practices. It was adjusted over time to capitalize on changes in information and communications technologies. As a result, the SMK system that reflect modern customs practices such as self-assessment, clearance on declared information, an intelligence-led and targeted risk management approach to clearance of consignments, and a post- clearance audit regimes.

The recent experience with ICT of many developing and emerging economies has been quite different and not without much difficulty. When systems are introduced, they are often not used to their fullest potential. At most times, the Customs requires the submission of paper documents for cargo clearance purposes, where duplicating information often provided to customs electronically. Frequently, Customs have been reluctant to implement the processing simplification required by the IT systems or to adjust workflows and staff assignments. In such cases, it is not surprising to note that the implementation simply fails to meet business expectations.

Given the possible implications of these changes, much benefit can be gained from securing support for the reform and full recognition from the government and senior management of the customs administration. It should be clear; therefore, that the IT system should be designed to support a systems- based approach, taking note of at least two key features of modern Customs practices:

- Modern Customs processes must be simple and transparent but cannot be too simplistic.

- Modern Customs processes are migrating from physical to post-clearance control, such as self-assessment by importers. Post-clearance control will involve audit checks focused on addressing transactions in which the risk of incorrect declaration is greatest.

Benefits:

Well-implemented computer systems will result in the following:

- enhanced Customs control over import & export consignments,
- improved control of exemptions granted, and duty suspension regimes,
- reduced cargo clearance times in customs formalities,
- improved cooperation of activities with other border control agencies (OGAs),
- increased transparency and predictability for the business sector,
- reduced opportunity for inappropriate officer discretion,
- enhanced information to customs management,
- efficient revenue collection and accounting,
- accurate and timely trade statistics reporting,
- effective deployment of human and technical resources,
- accurate risk management information for post-clearance audit purposes.

These benefits are further enhanced when Customs administration plays a pivotal role in the international supply chain cycle in entirety, creating an electronically connected trade community wherein all stakeholders are members. Implementing such a national approach to trade community development does not come spontaneously and requires a clear vision and commitments that goes well beyond Customs. However, a successful implementation is possible, either as a local seaport or airport community systems, through significant cooperative efforts from all concerned stakeholders.

9.1 Customs Information System (Sistem Maklumat Kastam – SMK)

Beginning 2008, Customs Malaysia has launched the electronic submission of K1, K2 and K9 on stages basis in all customs stations, including customs-controlled warehouses. Electronic submission to Customs would entail the submission of customs declaration electronically without having to submit the printed Customs Form (hardcopy). However, this does not mean that no document is necessary, as supporting documents such as commercial invoice, permit, packing list, etc. are still needed to be provided when requested by a Customs Assessment Officer. As such, it is only “paper less”.

For the implementation of electronic submission to customs, declarations must be made electronically to the “Sistem Maklumat Kastam” via a service provider.

Successful customs declaration without any error status may be printed on the A4 paper and this printout can be used as reference, as and when there is a query or checking by Customs. There is no necessity for any signature by a Customs Officer on the successful customs declarations.

Customs duty and taxes can be paid by cash, bank draft or electronic fund transfer (EFT) only by companies that have been registered. As there is no more requirement of hard copy of customs forms, there would not be any more printing of dutiable or non-dutiable customs receipt on the A4 paper that replaces the customs form. Instead, there is a new document, Customs Official Receipt (COR) that would be issued by Customs via a new Customs portal. The new COR can be printed in the convenience of the importer's office or his appointed forwarding agent. The respective Customs station is also providing the printing of the COR.

The presence of a representative of the forwarding agent / importer / exporter is necessary for the following transaction:

- CUSDEC K1, K2 or K9 with status Query / Block / Physical Examination (PE)
- Payment of Customs duty and tax
- Release of goods
- Collection of printed COR

The following activities remain the responsibilities of the forwarding agent / importer / exporter:

- Declaring the CUSDEC in a truthful, accurate and quality manner
- Verifying the CUSDEC status in the front-end system for Query / PE / Block status
- Verifying the CUSDEC status for approval (for purposes of duty/tax payment and release of control)
- To effect Customs duty/tax payment and the printing/collection of COR.

9.2 National Single Window Initiative (myTradelink)

“Single Window” is a philosophy of governance in which traditional structures of government are transformed into new arrangements that best serve the needs of citizens and businesses. Under a “Single Window” approach, citizens and businesses would receive government services through a single interface to government. The complex, multi-agency organizational arrangements that go into the service delivery will be transparent to the consumers of the services, leading to increased efficiencies and reduction in the transaction costs of regulation.

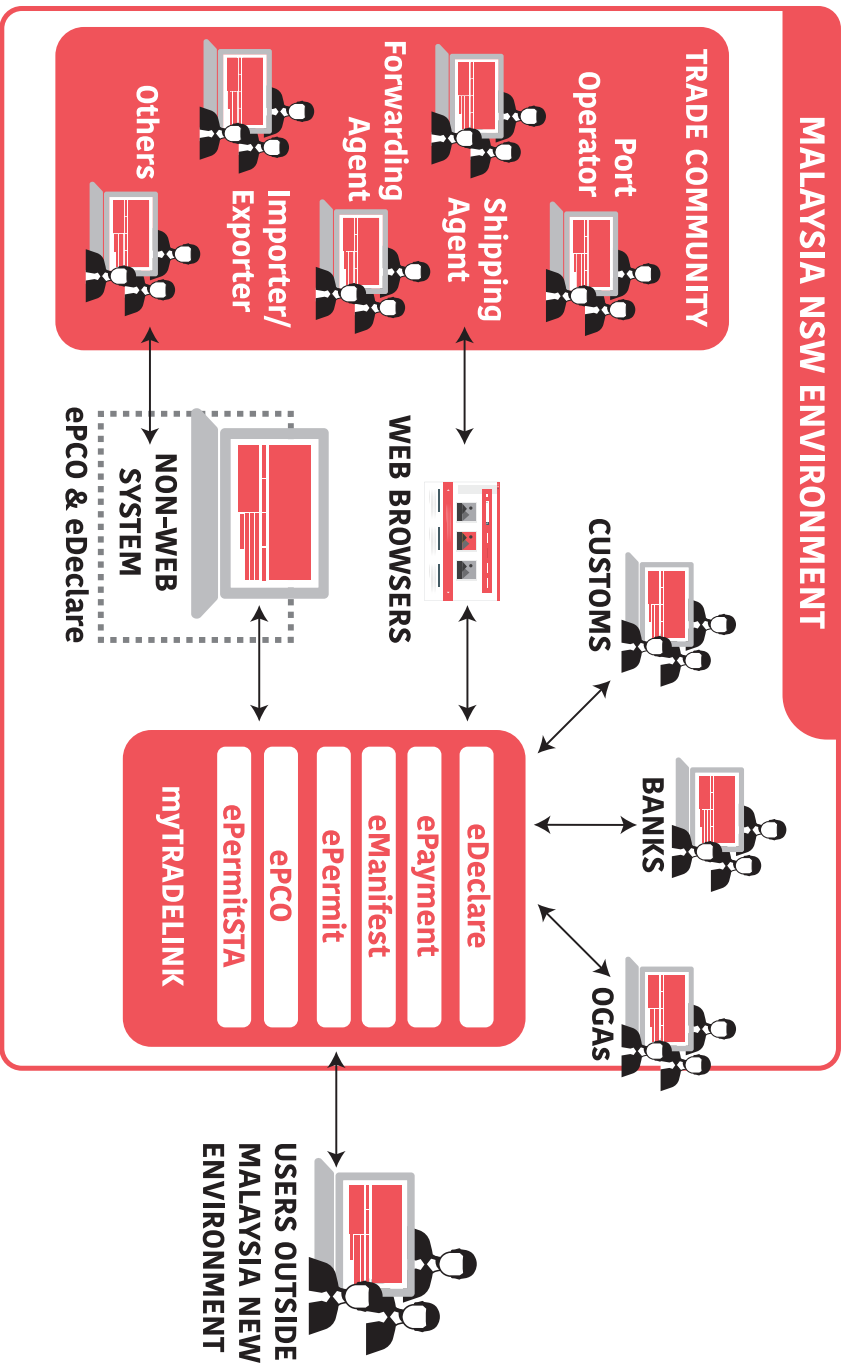
The single window concept has broad implication for electronic government. The trade single window is essentially government to government (G2G), government to business (G2B), and business to government (B2G) exchanges. Adopted in varying degrees around the world, the single window concept is essential to modernising import and export processes, increasing compliance with various laws and regulations, more closely harmonising the governmental and business interest in importing and exporting, and breaking down international trade barriers. In most countries, companies engaged in international trade must regularly submit large volumes of information and documents to government authorities to comply with import, export and transit regulations. Often this information and documentation must be submitted to several agencies, each with its own manual or independent automated system and its own paper forms. These requirements, with associated compliance costs, burden both government and businesses. They can be a major barrier to the growth of international trade, particularly in terms of cost of doing business and time to reach market place. A single window can make information more available, improving its handling and simplify and expedite information flows between trade and government. It can lead to more harmonising and sharing of data across government systems, bringing greater gains to all parties involved in cross border trade, effectively making government controls more efficient and effective, reducing costs for both government and traders through better resource use.

Recognising the potential barriers, a decision was taken to harness ICT for capability optimisation. Hence, a simplified portal system was established in 2009 as the “first-move” initiative towards the phase-in development of our National Single Window (NSW) for the primary purpose of trade facilitation in Malaysia.

This portal was officially launched as “myTRADELINK” (www.mytradelink.gov.my) and the portal was developed as an “online-platform” which facilitate a single point of assessability (single sign on) by the trading communities in having to access for trade-related information and in exchanging electronic documents to meet regulatory trade compliances in the import, export or transit of goods, where the use of the web browser offered in most computers nowadays is sufficiently adequate and maybe carried out 24x7.

The illustration of the NSW environment and its services are shown below. All the necessary trade paperwork can now be prepared, submitted, verified and approved online via a single portal, thus, eliminating the inconvenience of manual transactions and boosting the industry’s productivity.

MALAYSIA NSW ENVIRONMENT



Source: mytradelink.gov.my



9.3 Port Community Systems

Since 1994, the port community within Port Klang was much too focused on the implementation of the Sistem Maklumat Kastam (SMK). Since the introduction of SMK, the entire Port Klang Community was totally immersed in this implementation where the focus was very much centered round the SMK processes. Over the years, the implementation of SMK is considered quite a success; the overall implementation was very much bogged down in finding the right processes. The inclusion of Other Government Agencies (OGA) in the Customs clearance workflow brought about new challenges, as it is very obvious that the entire Customs declaration process cannot be considered complete if the OGAs are not looped into their workflow.

On the other hand, the Port Klang Community desperately needed a system that is able to connect and collaborate with all existing IT systems and at the same time provide the solution of a tightly-knitted process flow where relevant parties in the community can interact and participate in the retrieval and inputting of the data needed for each stage of the process flow. In short, there is an area lacking within the business processes where data can be reused readily without human intervention (data convergence and data automation).

Through a process of RFQ and subsequent discussions between the short-listed vendors and the Port Klang Steering Committee, a final selection took place and the appointment of this vendor was finalized for the design, building and operations of the system, now known as Port Klang*Net. The Port Klang Steering Committee comprises of representatives from various trade stakeholders active in the Port Klang Community and the committee is headed by the Chairman of Port Klang Authority.



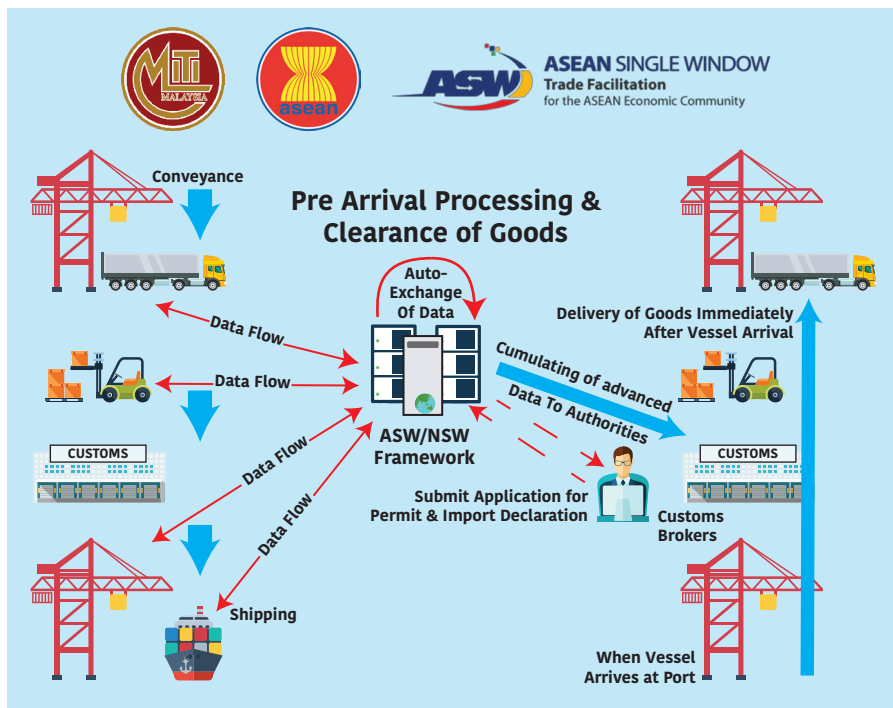
In the same context, Johor Port Authority has embarked on an extensive programme to upgrade the competitiveness of the three ports, namely Johor Port (Pasir Gudang), Port of Tanjung Pelepas and Port of Tanjung Langsat, to meet the demands of the shipping liners, freight forwarders and other economic operators in the southern region of Peninsular Malaysia. The project of its port community system is now known as eGateway and has been operational since 2021 and has gathered momentum of late where shipping liners and its agents are beginning to see the gather impact it has provided to its operational efficiencies and effectiveness. The economic operators in that region are beginning to use the eGateway system in a more concerted manner due to the beneficial approach the system so provides.

Other ports in Malaysia are also reviewing its policies in introducing its own respective port community system or similar systems that would bring more benefits and competitive advantage to their customers. The Ministry of Transport Malaysia has now embarked on an intensive approach to provide leadership to all the various Malaysian ports, especially the Federal ports under their purview, to initiate the activities in introducing Port Community Systems, which is in line with the Tenth and Eleventh Malaysia Plan.

9.4 ASEAN Single Window (ASW) Project

The World Bank estimates that every one-day delay in cargo clearance reduces import and export volumes by about one percent. In ASEAN it takes more than 21 days on average to import or export goods. This raises costs for traders, who must compete, and for consumers, who must pay the resulting higher prices. Such delays impede economic and employment growth. The ASEAN Single Window will help change this.

The ASEAN Single Window (ASW) is a key component of ASEAN's plan to achieve an ASEAN Economic Community by 2015. ASEAN Member States are required, under the plan, to firstly establishing their respective National Single Windows (NSW) that would allow traders to provide trade information only once for all government agencies involved in cargo clearance. National Single Windows allow the various government agencies to process trade information simultaneously and delivering their decisions through one channel, simultaneously. The ASW integrates these NSWs to facilitate trade through electronic exchange of cargo clearance data in a synchronized environment.



The ASW will help expedite cargo clearance at the import-side, further integrate the region's economies, and improve enforcement at borders. Since it operates mainly on the electronic submission, processing, and exchange of cargo clearance data, Member States will be able to use the ASW for tasks such as risk management, including for trade security purposes.

ASEAN Member States committed to establish the ASW by 2015. Singapore has operated its single window since the late 80s and early 90s. Brunei Darussalam, Indonesia, Malaysia, Philippines, and Thailand are at various stages of NSW implementation. Vietnam began work on its NSW in late 2008, and Cambodia and Lao PDR are implementing e-Customs initiatives. And as these national efforts proceed, Member States have started designing a regional architecture of the ASW with a view to further facilitate the exchange of cargo clearance data.

Potential benefits of the ASW/NSW framework take into consideration the exchange of other data, its use for broader applications beyond cargo clearance, and the participation of a wider community of trade-related government agencies. The magnitude of potential benefits can be summarized as follows:

- a. Potential benefits to governments include:**
 - o Improving compliance with standards and regulations,
 - o Improving risk & profile management,
 - o Improving capabilities to perform pre-arrival processing,
 - o Improving track-and-trace capabilities,
 - o Validation on the export-side through ASW,
 - o Real-time updates of regional code sets,
 - o Institutionalize management to route cargo data to the right recipient, o Harmonize regional cargo clearance business processes and data,
 - o Facilitating support during disasters,
 - o Help to regulate food safety, health, environment, transport safety.

b. Potential benefits to businesses include:

- o More efficient supply chain management,
- o Pre-arrival clearance become feasible,
- o Upgrade Customs transit regime,
- o Reductions in back-office costs and time to trade,
- o Increasing compliance and reducing double encoding errors,
- o Better monitoring of utilized permits,
- o Transactional “dashboard” to consolidates all documentary evidences,
- o Re-usability of data from export-side documents,
- o Better predictability and operational transparency to support just-in-time delivery,
- o Reducing storage and insurance fees.

More broadly speaking, Asean Single Window facilitates the following:

- Regional supply-chains embedded into business process for competitive;
- Consumers realize savings in terms of lower costs of imported goods;
- Pre-Arrival, Paperless cargo clearance becomes possible; and
- ASEAN should become a more attractive platform from which to do business.

In December 2019, all AMS (Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam) joined the ASW Live Operation which allowed the granting of preferential tariff treatment based on the ASEAN Trade in Goods Agreement electronic Certificate of Origin (ATIGA e-Form D) exchanged through the ASW.

In December 2020, the live exchange of the ASEAN Customs Declaration Document (ACDD) through the ASW was started. Since February 2022, six AMS, namely Cambodia, Malaysia, Myanmar, the Philippines, Singapore, and Thailand have exchanged the ACDD, while the remaining AMS would join within 2022.

Following these successes, the exchange of additional electronic trade related-documents has been planned. The electronic Phytosanitary (e-Phyto) certificate is targeted to be exchanged in Q3 2022 by Indonesia, Malaysia, and Thailand, while the electronic Animal Health (e-AH) certificate is under the discussion.

9.5 ASEAN Customs Transit System (ACTS)

The ASEAN Leaders' decision to create an ASEAN Economic Community (AEC) is intended to introduce the free flow of goods, services, investment and skilled labour, and freer flow of capital in the region. For the AEC to take root, the establishment of a fully harmonised Customs and Transport environment is of the highest priority. The ASEAN Framework Agreement on Facilitation of Goods in Transit (AFAFGIT - Hanoi, 1998) is a core instrument for the realisation of these objectives and provides for nine (9) high level Protocols that set out generic standards to be put into place for the implementation of an international transit system. The practical objective of the AFAFGIT is the creation of a regional environment in which a vehicle operating under the transit system can move goods by road from a point of departure in any ASEAN Member State (AMS) to a point of destination in any other Member State via any number of transit countries without intermediate unloading and with minimal procedures at borders. Under the purview of Transport, the key Protocols of the AFAFGIT are Protocols 1, 3, 4 and 5, while Protocols 2 and 7 are under the purview of Customs.

Protocols 6, 8 and 9 are excluded from operationalization.

Guided by the AFAFGIT and its protocols, the ASEAN Customs Transit System (ACTS) is a computerised Customs transit management system available to operators who move goods across borders without paying the required duties and taxes otherwise due when the goods enter (or leave) the country thus requiring only one (final) Customs formality. It offers an administratively simple and cost advantageous procedure to carry goods across Customs territories outside the normal import and export Customs regimes.

The ACTS facilitates trade by allowing traders to transport their goods freely between the participating countries. This means that a truck can travel from its point of loading (Departure) to its destination in a different country with fewer obstacles and delays. There is no need for a different Customs declaration at each border, and no need to transfer the goods to a different truck in each country. The duties and taxes at risk are covered by a single guarantee for all the countries involved in the transit operation. All the related information is transmitted through the network from the office of departure to the transit offices and the office of destination. To facilitate the movement of goods the Transport Authorities of AMS have agreed to license 500 qualifying vehicles to operate across borders. The ACTS is coordinated by the Customs Authorities and the Land Transport authorities of participating AMS.

All traders which include importers, exporters, transporters, freight forwarders and Customs agents are eligible to use the ACTS to transport goods across borders. However, the potential users must register as transit traders with the Customs Administration (CA) of participating AMS. Each CA will have a set of guidelines on the criteria for eligibility and process of application.

The governing protocol also provides for the approval of Authorised Transit Traders status. However, to be given this status, applicants will have to meet the qualifying criteria set by the individual ASEAN Member States to be eligible for the ATT status. The authority and right to give ATT status lies with relevant competent authorities of participating AMS. The ATT status will allow the qualified trader to use a simplified declaration process as set by the competent authorities.

Thailand, Malaysia and Singapore participated in the pilot stage of ACTS implementation. The pilot ran from November 2016 until April 2017. This included the electronic exchange of test data followed by a Parallel Run phase using transit declarations submitted to ACTS in parallel with current declarations for real transit operations. The live movement of goods using the ACTS system will be carried out in a later phase, once the legal environment is in place. On the conclusion of the pilot phase it is envisaged that the ACTS will be rolled fully amongst three pilot countries with the objective to include other land-based ASEAN countries later, depending on their readiness.

Since 30th November 2020, ACTS was launched live and have the active participation from private sector enterprises, including transport companies, freight forwarders, customs brokers, trading companies and manufacturers. There were active movements under ACTS from Singapore to Vietnam (transiting Malaysia, Thailand & Laos), Malaysia to Cambodia (transiting Thailand), Thailand to Singapore (transiting Malaysia). As such, ACTS is now available along the North-South corridor (through Thailand, Malaysia and Singapore) and an East-West corridor (through Cambodia, Laos, Myanmar and Vietnam). There are plans to expand the use of ACTS to Brunei, Indonesia and the Philippines.

On the overall environment, ACTS has created the following ecosystems:

- Increase the efficiency of moving goods across land transport routes in AMS.
- Reduce transaction costs and movement time for the trading community
- Improve the prevention and detection of smuggling and fraud.

10. Best Practices

10.1 Import and Export Best Practice Checklist

10.1.1 A typical logistics procedures – complete step by step

A typical export shipment would involve approximately 40 steps that are carried out by 11 separate entities. The following outlines an export shipment involving sea mode of transportation and using a confirmed irrevocable letter of credit as the method of payment. Following this, a listing of the entities involved stating their respective role and responsibilities.

Steps	Description of Activities
1	The Buyer would request a quotation from the Seller/supplier.
2	The Seller responds by sending a Proforma Invoice. The Buyer uses the Proforma Invoice to apply to his Bank for a Letter of Credit (L/C).
3	The Buyer/consignee's Bank (Issuing bank) issues the Letter of Credit in favour of the Seller.
4	The Buyer sends the Purchase Order (PO) and the Letter of Credit to the Seller/shipper.
5	The Seller/shipper issues instructions to the Freight Forwarder for the shipping arrangement of the goods.
6	The Freight Forwarder books space with an ocean Carrier. When the freight booking is made, the ocean Carrier assigns a Freight Booking Confirmation reference number to identify the shipment.
7	The Freight Forwarder prepares and submits a Bill of Lading (master) to the ocean Carrier.
8	The Shipper's Freight Forwarder transmits a Request for Transport instructions to the selected inland Carrier, a Trucking company or a Railway operator. (In most cases, the chosen inland Carrier is a Trucking Company, as this form of transport is the most efficient mode)
9	The inland Carrier picks up the cargo at the specified location and issues a cargo receipt to the Shipper. (In the case of a containerised shipment, the inland Carrier would pick up the empty container from the ocean Carrier's nominated depot)

Steps	Description of Activities
10	The cargo (or laden container) is delivered to the out-bound (export) port Terminal or container yard (CY), if cargo is containerised.
11	After receiving the cargo from the inland Carrier, the out-bound port Terminal acknowledges receipt by giving a signed copy of the dock receipt to the inland Carrier.
12	A copy of the dock receipt is also sent to the ocean Carrier's office. (Today, an electronic message is sent, instead)
13	The ocean Carrier's office matches the dock receipt (or electronic message) with the freight booking number; it prepares a loading stowage plan for the out-bound port terminal.
14	The cargo is loaded aboard and stowed on the vessel, according to the stowage plan.
15	After the cargo has been loaded, the out-bound Terminal sends a mate's receipt (or loading confirmation message) to the outbound Carrier's office together with the bills for stevedoring and wharf/dock fees.
16	The outbound Carrier's office issues an ocean Bill of Lading with an "on-board certification", when required, to the Shipper's Freight Forwarder. This Bill of Lading is a negotiable document which acts as a "title" to the goods.
17	Upon receipt of the due bills from the outbound Carrier's office, the Shipper's Freight Forwarder pays the amounts due (if prepaid).
18	If the terms of sale (INCOTERMS) indicate that the Shipper is responsible for all transportation costs, and the Shipper has not prepaid, then the Freight Forwarder collects payment from the Shipper in exchange for the Bill of Lading.
19	If the terms of sale (INCOTERMS) indicate that the Shipper is responsible for all transportation costs, and the Shipper has not prepaid, then the Freight Forwarder collects payment from the Shipper in exchange for the Bill of Lading.

Steps	Description of Activities
20	The Bank carefully reviews the full commercial set of documents, including the Bill of Lading, to ensure that there are no discrepancies in the submitted documents. After acceptance of the full commercial set of documents, the Bank pays the Shipper in accordance with the conditions of the Letter of Credit issued by the Buyer's Bank.
21	The Shipper's Bank transmits the commercial set of documents and a debit invoice to the consignee's Bank (Issuing bank).
22	A non-negotiable copy of the Bill of Lading (together with the commercial invoice and packing list) is sent to the Consignee as notification that the cargo has been shipped.
23	After the vessel has departed from the port, the cargo manifest, freight bills (if sent freight collect), delivery receipts, container list, are sent to the Carrier's overseas office (discharging port).
24	Within 24 hours of vessel's arrival at discharge port, the Customs Administration receives a cargo manifest from the Carrier's overseas office (in some ports, the regulation requires the Carrier to submit before the arrival of the vessel).
25	A copy of the manifest is provided to the inbound pier terminal (usually in form of summary container list).
26	The Consignee's Bank (Issuing bank) releases the commercial set of documents to the Consignee against payment of the invoice amount. (Usually the consignee has a credit arrangement with the bank).
27	Before the ship's arrival, the carrier's overseas office issues an Arrival Notice and an Shipping Invoice covering the ocean freight and other shipping charges (like terminal handling charges, delivery order fee, etc.), if freight charges are for the Buyer's account.
28	The Buyer sends the commercial set of documents, arrival notice and invoice, and forwarding instructions to his Forwarding Agents (or sometimes known as customs brokers).

Steps	Description of Activities
29	The Forwarding Agent presents the endorsed original Bill of Lading to the inbound Carrier's office as proof of title to the goods, and pays the ocean freight (if freight charges are for the Buyer's account) and other shipping charges.
30	Upon receipt of freight due (if a collect shipment) and the original Bill of lading, the in-bound Carrier's office issues a Delivery Order to the Forwarding Agent, giving him the release of the cargo.
31	At the same time, the inbound Carrier's office notifies the inbound port Terminal that the Consignee's cargo may be released to the said Forwarding Agent. (Today, the notification is in an electronic message, also known as e-Delivery Order).
32	The Consignee's Forwarding Agent submits to the local Customs office the proper Import Declaration for clearance in accordance with local regulations, if duty is accorded, arranges to pay.
33	The local Customs office reviews the documents and may elect to inspect the shipment. Once it is satisfied that the shipment is in compliance with the laws, the Customs office authorizes the release of the cargo to the Forwarding Agent.
34	In the case when the release is not effected at the inbound port Terminal, the local Customs office notifies the inbound port terminal that the cargo may be released to another Customs station or another approved public bonded warehouse.
35	The Forwarding Agent applies for a Gate Pass to the inbound port Terminal authorizing the release of the cargo to the designated inland carrier.
36	The Consignee's Forwarding Agent issues an inland delivery instruction to the selected inland carrier.
37	The inland Carrier picks up the cargo at the inbound port terminal.

Steps	Description of Activities
38	The cargo is delivered to the Consignee/Buyer. Consignee acknowledges receipt of goods by signing on the consignment note issued by the inland carrier.
39	The inland carrier issues a freight bill to the consignee's Forwarding Agent.
40	With the shipment completed, the consignee's Forwarding Agent issues a bill to the Consignee covering ocean freight, terminal handling charges (if these bills are charged to the Buyer's account), inland freight, and fees for the Forwarding Agent's services.

10.1.2 Roles & Responsibilities of Logistics Players

1. Shippers

- a. Contact freight forwarder with specific information of shipment including:
 - Number of packages
 - Marks and numbers
 - Description of cargo
 - Foreign destination
 - Gross weight of each package or shipping unit
 - Foreign party to be notified
 - b. Arrange inland carrier *
 - c. Prepare bill of lading *
 - d. Prepare commercial invoice & packing list
 - e. Mark cargo for:
 - Gross and net weight
 - Cubic measurement
 - Foreign destination
 - Identification marks
 - Country of origin
 - f. Check documents prepared by freight forwarder for accuracy
- * Denotes tasks that can also be handled by the freight forwarder.

2. Freight Forwarders

- a. Arrange inland carrier for transport **
 - b. Book freight space with ocean, air or rail carrier
 - c. Prepare documents, including:
 - Inland Transport Order **
 - Dock receipt **
 - Ocean bill of lading/air waybill
 - Endorsing Invoice by Consular office
 - Arranging Import Delivery order with Ocean Carrier
 - Shipper's Export declaration
 - d. Pay the ocean freight charges
 - e. Secure the original documents for the shipper
- ** Denotes tasks that shipper can also perform.

3. Inland Carriers

- a. Receive inland delivery instructions ***
- b. Pick up cargo from shipper
- c. Deliver cargo to export point
- d. Have dock receipt signed ***
- e. Notify Consignee of arrival of cargo ***

*** This information can be supplied by either the shipper or the freight forwarder, whoever made the arrangements for inland transportation.

4. Commercial Banks

- a. Issue financial documents guaranteeing payment under specified terms and conditions

5. Terminal Operators

- a. Control truck traffic by issuance of entry pass to driver
- b. Check the delivery order or dock receipt
- c. Assign a checker for loading and unloading of cargo/container
- d. Stuff containers for loose or break-bulk cargo
- e. Control parking of containers
- f. Assign stowage locations
- g. Coordinate movement of containers to the vessel
- h. Load and secure the vessel

6. Ocean Carriers

- a. Receive Freight Booking for cargo space
- b. Dispatch containers
- c. Process and sign bill of lading
- d. Prepare:
 - Freight invoice
 - Manifest
 - Arrival notice
 - Delivery Order
 - Stow plan of vessel
- e. Notify consignee of arrival and availability of cargo
- f. Arrange transshipment of cargo, when required

7. Customs Inspectors

- a. Check import documents
- b. Inspect cargo
- c. Control release of cargo

- d. Assess duties where required
- e. Complete the processing of import permits

8. Forwarding Agents (a.k.a. Customs Brokers)

- a. Prepare required customs entry and files with customs
- b. Effect customs release and freight release
- c. Coordinate with inland carrier for pickup of import/export cargo
- d. Verify information on bill of lading and arrange collection of delivery orders
- e. Guarantee loading charges with terminal operator

9. Port Authority

- a. Governmental organizations responsible for the control and movement of vessels and cargo in and out of the port.

10. Insurance Surveyors

- a. Survey cargo damage as requested by shipper or carrier

10.2 Trade Practices

Marine Containers

Marine containers, though originating from the shipping industry have become the mode on inter-modal operations between and among all transport modes. To maintain inter-modal facilitation, marine containers have been constructed based on ISO specifications.

There are some 13 types of containers which are designed to meet the needs of particular goods or trade requirements. The most common types are the General Purpose (GP) and the Reefer containers (RF). Most containers are constructed of steel or aluminium.

The 20 footer or 40 footer containers are the most common in the market; though other sizes are also available. The traditional standard height for container is 8 feet; containers higher than this are known as 'high cubes'. The heights in use are (1) 8 feet 6 inches, (2) 9 feet and (3) 9 feet 6 inches. The ISO standard requires the floor of the container to withstand a pressure of 4.5 tonne per sq. meter. In most circumstances, a low-mast 3 tonner forklift can enter such container without undue impact on its floor board. Proper packing of the container requires some training and experience; as the floor may be damaged owing to poor loading of goods into it.

Handling Import Container

Checklist on import container:

1. In view of the current trade scenario, Malaysia experiences the inflow of containers of uncertain quality.
2. To avoid subsequent claims against the consignee or his forwarding agent, it is good advice that action be taken on the part of the consignee.
3. Ensure that all import containers are accompanied by EIR or Equipment Interchange Report which can establish the general condition of the container prior to leaving the gate of the terminal.
4. Beside the EIR, it may be an added precaution to snap pictures of the container upon its arrival at your premises.
5. Should there be any claims for damage; the lines are expected to call either the consignee or his forwarding agent to jointly survey the said container within 48 hours after the MT container is returned to the designated container depot.

Handling Export Container

Checklist for export container:

1. Container for export should be checked upon being presented at the exporter's premises for loading of the goods.
2. Shipping lines have containers of various qualities in their stock and will release such container to exporters very much depending on the type of goods to be loaded and the request of the exporter.
3. For 'older' container, checks should be made, in the first instance on whether leakage can incur. Failure to do so may jeopardize the goods to be loaded into it.
4. In case of very sensitive goods, it may be advisable for exporter or his agent to pre-check the container at the container depot, before delivery to the factory for loading; especially if the shipment date is very tight.
5. The floor board of the container has been a point of contention in many instances, hence it should be checked carefully.
6. If the goods to be loaded is heavy and compact, it may be advisable to check the under cross-beams of the container; otherwise the consignee [your overseas customer] may be held for causing such damage.

10.3 Supply Chain Security Awareness

The global trading communities have always acknowledged the importance and necessity of a functioning security programme which, not only protect infrastructure and assets with different interests but also protecting the citizens, at large. Therefore, it is not only essentially to counter acts of international terrorism and trans-border crimes, but also to benefit from the advantages that a security programme may bring to our daily business activities, like theft prevention, prevention of high insurance costs, advantages granted by Customs (faster clearance of goods, lesser intervention, lesser documentation, and possibly a lesser amount of financial guarantees).

Whilst fortunately all-cargo operations have not been the target of terrorist actions so far, there is no certainty that the cargo supply chain may not be used to perpetrate such actions. It has been reported that some areas of the express parcel delivery industry had been infiltrated with potentially dangerous packages. This is the result of the work done in all aspects of supply chain security and it just proves that everyone needs to continue improving, even though we know that 100% security is not achievable.

Security has become the driving factor behind many recent initiatives in the transport sector. Like environmental challenges, security remains the hot topic in the international cross-border movement of cargo. It has heavy implications for the transport sector and even heavier for any sort of cross-border business. Governments and authorities are asking more and more information, sometimes without sufficient trade-off for the private sector. However, it is undeniable that increased security measures create additional burdens, which in the end leads to higher costs for service providers and customers. It is not always clear which benefits are given in return to the private sector in general, and specifically to freight forwarders and forwarding agents in particular.

To undertake a deeper understanding in the subject of Transport Security, it would be prudent to follow a Best Practice check-list:

Risks – Transport by air, ocean and land entails many risks:

- Non-compliance with operational security regulations during handling
- Loss or damage of cargo
- Mistakes during handling and transport will damage company's reputation
- Use of poor or untested sub-contractors results in liability and claims.

Measures:

Know the law and regulations before handling shipments such as DGR (Dangerous Goods Regulations), Security and Import/Export restrictions, and apply “Known Shipper” concept as required.

Ensure integrity of shipments, No physical tampering, damage of goods, no label changing, banding, sealing, etc. allowed. Weigh cargo upon receipt and before loading. This is especially important for “High-Value Cargo”. Caution is important when dealing with handling agents and truck drivers. Ensure counting of correct number of packages, proper seals, intact shrink wrapping & packing of shipment and available weight certificate/declaration upon receipt and delivery of cargo.

Only accept from or release to, third party all cargo with correct documentation, and always cross-check against provided documents. It would be prudent to also counter-check with the office that issues the documentation.

When shipping by ocean, ensure that containers doors are sealed with tamper-proof container seals only and provide this data on the bill of lading accurately.

Recommended to park vehicles where the hind doors can be blocked against an unmovable object (e.g. a permanent wall or the back of another vehicle) and under camera surveillance or in view of guard patrols.

Best Practice pointers to remember:

- Use assessed and approved subcontractors and service providers.
- Check cargo integrity at all times.
- Apply minimum requirements (of a published standard) for High Value Cargo.
- Comply with all regulations, i.e. DGR, Import/Export restrictions, Advance Filing, etc.
- Identify irregularities and communicate/indicate them on shipping/transport documents.

11. Contact List

11.1 Ministries

Ministry of Finance Malaysia

(Kementerian Kewangan Malaysia)
Kompleks Kementerian Kewangan
No. 5 Persiaran Perdana, Presint 2,
Pusat Pentadbiran Kerajaan Persekutuan,
62592 WP Putrajaya
Tel: +603-8000 8000
Fax: +603-8882 3893 / +603-8882 3894
Website: www.mof.gov.my

Ministry of International Trade and Industry (MITI)

(Kementerian Perdagangan Antarabangsa and Industri)
Menara MITI,
No. 7, Jalan Sultan Haji Ahmad Shah,
50480 Kuala Lumpur.
Tel: +603-6200 0200
Fax: +603-6206 4693
Website: www.miti.gov.my

Ministry of Transport Malaysia

(Kementerian Pengangkutan Malaysia)
No. 26, Jalan Tun Hussein, Presint 4,
62100 Wilayah Persekutuan Putrajaya.
Tel: +603-8892 1028
Fax: +603-8888 0158
Website: www.mot.gov.my

Ministry of Health Malaysia

(Kementerian Kesihatan Malaysia)
Blok E1, E3, E6, E7 & E10, Kompleks E,
Pusat Pentadbiran Kerajaan Persekutuan,
62590 Putrajaya
Tel: +603-8883 3887
Fax: +603-8888 6187
Website: www.moh.gov.my

Ministry of Domestic Trade and Consumer Affairs

(Kementerian Perdagangan Dalam Negeri Dan Hal Ehwal Pengguna)
No. 13, Persiaran Perdana, Precint 2,
62623 Putrajaya, Malaysia.
Tel: +603-8882 6088 / 6245
Fax: +603-8882 5763
Toll Free No: 1-800-886-800
Website: www.kpdnhp.gov.my

Ministry of Agriculture & Food Industries Malaysia

(Kementerian Pertanian Dan Industri Makanan)
Wisma Tani, No. 28, Persiaran Perdana,
Presint 4, Pusat Pentadbiran Kerajaan Persekutuan,
62624 Putrajaya
Tel: +603-8870 1383
Fax: +603-8888 6020
Website: www.mafi.gov.my

11.2 Authorities

Royal Malaysian Customs Department

(Jabatan Kastam DiRaja Malaysia)
Komplek Kementerian Kewangan,
No. 3, Persiaran Perdana, Presint 2,
62596 Putrajaya
Tel: +603-8882 2100; +603-8882 2300
Customs Call Center: 1-300-888500
Website: www.customs.gov.my

Royal Malaysian Customs Department, Selangor Branch

(Jabatan Kastam DiRaja Malaysia Selangor)
Wisma Kastam Selangor,
No 1, Jalan Perigi Nenas 7/1,
KS II, Taman Perindustrian Pulau Indah
42907 Port Klang, Selangor Darul Ehsan
Tel: +603-3169 3888 / +603-31693600
Fax: +603-3101 3121
Website: www.customs.gov.my

Royal Malaysian Customs Department, KLIA Branch

(Jabatan Kastam DiRaja Malaysia Zon Tengah Unit III,
Lapangan Terbang Antarabangsa Kuala Lumpur)
Pejabat Pengarah Kastam KLIA,
Aras 2, Bangunan Pentadbiran AMC,
64000, KLIA Sepang, Selangor Darul Ehsan
Tel: +603-8776 8502
Fax: +603-8776 8151
Email: admin.klia@customs.gov.my

Road Transport Department Selangor

(Jabatan Pengangkutan Jalan Negeri Selangor)
Jalan Padang Jawa,
40620 Shah Alam, Selangor Darul Ehsan.
Tel: +603-5566 9555
Fax: +603-5543 2202
Website: www.jpj.gov.my

Immigration Department, Port Klang

(Jabatan Imigresen Pelabuhan Kelang)
Pejabat Imigresen Pelabuhan Klang, Jalan Depoh, Seksyen 15,
42000 Port Klang, Selangor Darul Ehsan.
Tel: +03-3168 8166
Fax: +03-3167 7930
Website: www.imi.gov.my

Port Klang Authority

(Lembaga Pelabuhan Kelang)
Beg Berkunci 202, Jalan Pelabuhan Utara,
42005 Port Klang, Selangor Darul Ehsan
Tel: +603-3168 8211
Fax: +603-3168 7626
Email: onestopagency@pka.gov.my
Website: www.pka.gov.my

Johor Port Authority

(Lembaga Pelabuhan Johor)
Jalan Mawar Merah 2,
Pusat Perdagangan Pasir Gudang 2,
81700 Pasir Gudang, Johor
Tel: +607-253 4000
Email: admin@lpj.gov.my
Website: www.lpj.gov.my

Penang Port Commission

(Suruhanjaya Pelabuhan Pulau Pinang)
Level 2, Swettenham Pier Cruise Terminal,
No. 1A, King Edward Place 10300 George Town, Penang.
Tel: +604-263 3211
Fax: +604-262 6211
Email: spps@penangport.gov.my

Bintulu Port Authority

(Lembaga Pelabuhan Bintulu)
Tingkat 8, 9 & 10, Menara Kidurong,
12th Mile, Jalan Tg. Kidurong, (P.O.Box 296),
97007 Bintulu, Sarawak
Tel: +6086-253888 ; +6086-232800
Fax: +6086-252929
Email: adminlpb@bpa.gov.my

Kuching Port Authority

(Lembaga Pelabuhan Kuching)
Jalan Pelabuhan,
93450 Kuching, Sarawak, Malaysia.
Tel : +60 82 482 144
Fax: +60 82 481 696; +60 82 334 776
Email: hq@kuport.com.my

Sabah Port Authority

(Lembaga Pelabuhan Pelabuhan Sabah)
SPA Headquarters Building,
Jalan Tun Fuad, Tamjung Lipat,
88617, Kota Kinabalu, Sabah
Tel: +6088-538 400
Fax: +6088-223 036
Email: sabport@lpps.com.my

**Marine Department, Central Region Selangor
(Jabatan Laut Wilayah Tengah, Selangor)**

Peti Surat 268, Jalan Foreshore,
42007 Port Klang, Selangor Darul Ehsan.
Tel: +603-3169 5100 / 3169 / 5190
Fax: +603-3165 3540
Website: www.marine.gov.my

Port Klang Health Office

(Pejabat Kesihatan Pelabuhan Klang)
Persiaran Raja Muda Musa,
42000 Klang, Selangor Darul Ehsan.
Tel: +603-3168 6364
Fax: +603-3168 4171

11.3 Other Government Agencies

Malaysia External Trade Development Corporation (MATRADE)

Menara MATRADE,
Jalan Sultan Haji Ahmad Shah,
50480 Kuala Lumpur
Tel: +603-6207 7077
Fax: +603-6203 7037 / 7033
Website: www.matrade.gov.my

Pharmaceutical Services, Ministry of Health

(Bahagian Perkhidmatan Farmasi)
Lot 36, Jalan Universiti (Jalan Profesor Diraja Ungku Aziz),
46200 Petaling Jaya, Selangor.
Tel: +603-7841 3200
Fax: +603-7968 2222
Website: www.pharmacy.gov.my

Pharmacy Services Division, Port Klang

(Bahagian Perkhidmatan Farmasi)
Wisma Kastam,
Bandar Sultan Suleiman,
42007 Port Klang, Selangor Darul Ehsan.
Tel: +603-3176 5900
Fax: +603-3176 2068
Website: www.pharmacy.gov.my

Civil Aviation Authority of Malaysia (CAAM)

(Pihak Berkuasa Penerbangan Awam Malaysia)
No. 27, Persiaran Perdana, Level 1 - 4, Block Podium,
Precinct 4, 62618 Putrajaya, Malaysia.
Tel: +603-8871 4000
Fax: +603-8890 1640
Website: www.caam.gov.my

Department of Agriculture Malaysia

(Jabatan Pertanian Malaysia)
Wisma Tani, Aras 7-17, No. 30, Persiaran Perdana, Presint 4, Pusat Pentadbiran Kerajaan Persekutuan,
62624 Putrajaya, Malaysia
Tel: +603-8870 3042 / 3045 / 3102 / 3038 / 3050
Fax: +603-8888 5069
Website: www.doa.gov.my

Department of Director General of Lands and Mines

(Jabatan Ketua Pengarah Tanah dan Galian)
Aras 4, Podium 1, Wisma Sumber Asli, No. 25, Persiaran Perdana, Presint 4,
Federal Government Administrative Centre, 62574 Putrajaya
Tel: +603-8000 8000 (MyGCC)
Fax: +603-8889 3855
Website: www.jkptg.gov.my

Department of Environment Malaysia

(Jabatan Alam Sekitar Malaysia)
Ministry of Environment and Water
Level 1 - 4, Podium 2 & 3, Wisma Sumber Asli, No. 25, Persiaran Perdana, Precinct 4,
Federal Government Administrative Centre, 62574 Putrajaya.
Tel: +603-8871 2000; +603-8871 2200
Fax: +603-8888 9987 / +603-8889 1040 Website: www.doe.gov.my

Department of Museums Malaysia

(Jabatan Muzium Malaysia)
Jalan Damansara, 50566 Kuala Lumpur
Tel: +603-2267 1000
Fax: +603-2284 9103
Website: www.jmm.gov.my

Department Of Veterinary Services

(Jabatan Perkhidmatan Veterinar)
Kementerian Pertanian & Industri Makanan
Wisma Tani, Blok Podium, Lot 4G1, Presint 4,
Pusat Pentadbiran Kerajaan Persekutuan, 62624 Putrajaya
Tel: +603-8870 2000
Fax: +603-8888 6021
Website: www.dvs.gov.my

Department of Fisheries Malaysia

(Jabatan Perikanan Malaysia)
Kementerian Pertanian dan Industri Makanan
Wisma Tani, Aras 1 – 6, Blok Menara 4G2, Presint 4,
Pusat Pentadbiran Kerajaan Persekutuan, 62628 Putrajaya
Tel: +603-8000 8000 (MyGCC)
Fax: +603-8889 5490
Website: www.dof.gov.my

Food Safety and Quality Division

(Bahagian Keselamatan dan Kualiti Makanan)
Kementerian Kesihatan Malaysia
Aras 4, Menara Prisma,
No. 26, Jalan Persiaran Perdana, Presint 3,
Pusat Pentadbiran Kerajaan Persekutuan, 62675 Putrajaya.
Tel: +603-8885 0796 / 0797
Fax: +603-8885 0790
Website: fsq.moh.gov.my

Department of Wildlife and Natural Parks (DWNP)

Jabatan Perlindungan Hidupan Liar dan Taman Negara (Perhilitan)
KM 10, Jalan Cheras, 56100 Kuala Lumpur.
Tel: +603-9086 6800
Fax: +603-9075 2873
Website: www.wildlife.gov.my

Malaysia Department of Islamic Development (JAKIM)

(Jabatan Kemajuan Islam Malaysia)
Blok A & B, Kompleks Islam Putrajaya,
No. 23, Jalan Tunku Abdul Rahman, Presint 3,
62100 Putrajaya
Tel : +603-8870 7000
Fax : +603-8870 7003
Email : ukkjakim@islam.gov.my

Marine Department Malaysia

(Jabatan Laut Malaysia) Ibu Pejabat Laut,
Peti Surat 12, Jalan Limbungan,
42007 Port Klang
Tel: +603-3346 7620 / 7766 / 7777
Fax: +603-3168 5289
Email: khidmatpelanggan@marine.gov.my
Website: www.marine.gov.my

Federal Agricultural Marketing Authority (FAMA)

(Lembaga Pemasaran Pertanian Persekutuan)

Bangunan FAMA Point, Lot 17304, Jalan Persiaran 1,
Bandar Baru Selayang, 68100 Batu Caves, Selangor Darul Ehsan

Tel: +603-6126 2020

Fax: +603-6138 5200

Website: www.fama.gov.my

Construction Industry Development Board (CIDB)

(Lembaga Pembangunan Industri Pembinaan Malaysia)

Tingkat 10, Menara Dato' Onn, Putra World Trade Centre (PWTC),

No. 45, Jalan Tun Ismail, 50480 Kuala Lumpur

Tel: +603-4047 7000

Fax: +603-4047 7070

Website: www.cidb.gov.my

Construction Industry Development Board (CIDB)

(Lembaga Pembangunan Industri Pembinaan)

Selangor Branch (Cawangan Selangor)

Tingkat 5, Wisma PKPS, Persiaran Perbandaran, Seksyen 14,

40675 Shah Alam, Selangor Darul Ehsan

Tel: +603-5512 8600

Fax: +603-5512 8620

Website: www.cidb.gov.my

Energy Commission

(Suruhanjaya Tenaga)

No. 12, Jalan Tun Hussein,

Presint 2, 62100 Putrajaya

Tel: +603- 8870 8500

Fax: +603-8888 8637

Website: www.st.gov.my

Atomic Energy Licensing Board

(Lembaga Perlesenan Tenaga Atom)

Kementerian Sains, Teknologi dan Inovasi,

Batu 24, Jalan Dengkil, 43800 Dengkil, Selangor

Tel: +603-8922 5888

Fax: +603-8922 3685

Website: www.aelb.gov.my

Malaysia Quarantine and Inspection Services (MAQIS)

Jabatan Perkhidmatan Kuarantin dan Pemeriksaan Malaysia

(MAQIS Pelabuhan Klang)

Pejabat MAQIS Pelabuhan Klang Utara,

Aras 3, Pejabat Kastam Pelabuhan Utara,

42000 Port Klang, Selangor Darul Ehsan.

Tel: +603-3176 4376

Fax: +603-3176 1721

Website: www.maqis.gov.my

Malaysia Timber Industry Board (MTIB) – MTIB Klang

(Lembaga Perindustrian Kayu Malaysia)

Central Region (Wilayah Tengah)

No. 29, Lorong Batu Nilam, 10-A Bandar Bukit Tinggi,

41200 Klang, Selangor Darul Ehsan.

Tel: +603-3324 3063

Fax: +603-3324 3733

Website: www.mtib.gov.my

Malaysian Timber Industry Board (MTIB)

(Lembaga Perindustrian Kayu Malaysia)
Level 13-17, Menara PGRM, No. 8,
Jalan Pudu Ulu, Cheras, 56100 Kuala Lumpur
Tel: +603-9282 2235
Fax: +603-9200 3769
Website: www.mtib.gov.my

National Pharmaceutical Regulatory Agency (NPRA)

(Bahagian Regulatori Farmasi Negara)
Lot 36, Jalan Universiti (Jalan Profesor Diraja Ungku Aziz),
46200 Petaling Jaya, Selangor Darul Ehsan.
Tel: +603-7883 5400
Fax: +603-7956 2924 / +603-7956 7075
Website: www.npra.gov.my

SIRIM QAS International Sdn Bhd

(Jabatan Perkhidmatan Pengujian)
Building 8, SIRIM Complex,
No. 1, Persiaran Dato' Menteri, Seksyen 2, PO Box 7035,
40700 Shah Alam, Selangor Darul Ehsan.
Tel: +603-5544 6400
Fax: +603-5544 6810
Website: www.sirim-qas.com.my

SME Corporation Malaysia

Level 6, SME 1, Block B, Platinum Sentral Jalan Stesen Sentral 2,
Kuala Lumpur Sentral, 50470 Kuala Lumpur
Info Line: 1-300-30-6000
Fax: +603-2775 6001
Email: info@smecorp.gov.my
Website: www.smecorp.gov.my

Halal Industry Development Corporation (HDC)

5.02, Level 5, KPMG Tower, First Avenue, Persiaran Bandar Utama,
47800 Petaling Jaya, Selangor Darul Ehsan
Tel : +603 - 7965 5555 | 1800-880-555
(Hotline) Fax : +603 - 7965 5500
Office Hours: Monday - Friday , 0830 hours - 1730 hours
Website: www.hdcglobal.com

11.4 Terminal Operators & Ground Handlers

Northport (M) Bhd.

Jalan Pelabuhan, Pelabuhan Utara
42000 Port Klang, Selangor Darul Ehsan.
Tel: +603-3169 8888
Fax: +603-3169 8811
Website: www.northport.com.my

Westports (M) Sdn. Bhd.

P.O. Box 266, Pulau Indah
42009 Port Klang,
Selangor Darul Ehsan.
Tel: +603-3169 4000 / +603-3169 4200
Fax: +603-3169 8811
Website: www.westportsmalaysia.com

Port Klang Free Zone Sdn. Bhd.

Jalan FZ 2-P5,
Port Klang Free Zone / KS 12,
42920 Pulau Indah, Selangor Darul Ehsan.
Tel: +603-3101 5568
Fax: +603-3101 4489
Website: www.pkfz.com

Malaysia Airports Holdings Bhd

Persiaran Korporat KLIA,
64000 KLIA, Sepang
Selangor Darul Ehsan
Tel: +603-8777 7000
Fax: +603-8777 7778
Email: care@malaysiaairports.com.my
Website: www.malaysiaairports.com.my

MASKargo

1M Floor, Core 2, Zone C, Advanced Cargo Center, KLIA,
64000 Sepang Selangor Darul Ehsan
Tel: +603-8777 1610
Fax: +603-8783 3031
Email: cskul@malaysiaairlines.com
Website: www.maskargo.com

Pos Aviation Sdn Bhd

Jalan KLIA S6,
Southern Support Zone, KL International Airport,
64000 Sepang, Selangor Darul Ehsan
Tel: +603-8778 8000
Fax: +603-8778 8007
Email: pasb.care@pos.com.my
Website: www.posaviation.com.my

Ground Team Red (GTR)

Lot PT26, Jalan KLIA S3,
Kuala Lumpur International Airport,
64000 Sepang,
Selangor Darul Ehsan.
Website: www.groundteamred.com

11.5 Trade Associations

Association of Malaysian Express Carriers (AMEC)

c/o Malaysian Communication & Multimedia Commission (MCMC)
Off Jalan Persiaran Multimedia, Jalan Impact,
63000 Cyber Jaya, Selangor Darul Ehsan
Tel: +603-7855 085
Email: secretariat@amec.my / admin@amec.my
Website: www.amec.my

Association of Malaysian Hauliers (AMH)

c/o Konsortium Logistics Bhd Lot 6, Jalan Sultan Mohamed 3,
Bandar Sultan Sulaiman, 42000 Port Klang,
Selangor Darul Ehsan.
Tel: +603-3176 3676
Website: www.amh.org.my

Airfreight Forwarders Association of Malaysia (AFAM)

No. 16-B, Level 2, Jalan Kemuja, Bangsar Utara,
59000 Kuala Lumpur.

Tel: +603-2284 2000 / +603-2287 2457

Fax: +603-2287 2592 / +603-3176 4676

Website: www.afam.org.my

Central Region Shipping Association (CRSA)

(Persatuan Perkapalan Wilayah Tengah)

No. 149A, 149B, 151B, Persiaran Raja Muda Musa,
42000 Port Klang, Selangor Darul Ehsan

Tel: +603-3167 3830

Fax: +603-3168 3830

Federation of Malaysian Freight Forwarders (FMFF)

23, Jalan Cemerlang, Wisma SFFLA,
42000 Port Klang, Selangor Darul Ehsan

Tel: 03-3168 4363

Fax: 03-3167 5243

Website: www.fmff.net

Federation of Malaysian Manufacturers (FMM)

Selangor Branch, No. 34, Jalan Pekedai, U1/36,
Taman Perindustrian Hicom Glenmarie,
40150 Shah Alam, Selangor Darul Ehsan.

Tel: +603-6276 1211

Fax: +603-6274 1266/ 7288

Website: www.fmm.org.my

Malaysian Container Depot Association (MCDA)

No. 4215, Persiaran Raja Muda Musa,
42000 Port Klang,

Selangor Darul Ehsan.

Tel: +603-3166 7288 / +603-3176 3399 Fax: +603-3166 7188 / +603-3176 1998

Malaysia Shipowners Association (MASA)

F1-18, Level 1 City Point, Kompleks Dayabumi,
Jalan Sultan Hishamuddin, 50050 Kuala Lumpur

Tel: +603-2275 2136

Fax: +603-2260 2575

Website: www.masa.org.my

Selangor Freight Forwarders & Logistics Association (SFFLA)

Wisma SFFLA, 23, Jalan Cemerlang, 42000 Port Klang,

Selangor Freight Forwarders & Logistics Association (SFFLA)

Wisma SFFLA, 23, Jalan Cemerlang,

42000 Port Klang,

Tel: +603-3168 4363

Fax: +603-3167 5243

Website: www.sffla.com

Shipping Association of Malaysia (SAM)

(Persatuan Pengusaha-pengusaha Perkapalan Malaysia)

No 7, Jalan Jurutera u1/23,

Seksyen U/1 Taman Perindustrian Hicom,

40150 Shah Alam, Selangor Darul Ehsan.

Tel: +603-7883 2600, +603-5623 6203

Fax: +603-7806 1707, +603-7729 3778

Website: www.sam.org.my

11.6 Chambers of Commerce

American Malaysiam Chamber of Commerce (AMCham)

Level 10, Bangunan Faber Imperial Court,
52200 Kuala Lumpur.
Tel: +603-6286 7200
Fax: +603-6274 1266
Email: webmaster@fmm.org.my
Website: www.fmm.org.my

Associated Chinese Chamber of Commerce & Industry Malaysia (ACCCIM)

6th Floor, Wisma Chinese Chamber,
Jalan Sultan Ismail,
50250 Kuala Lumpur.
Tel: +603-2727 0070
Fax: +603-2727 0075
Email: info@amcham.com.my
Website: www.amcham.com.my

Federation of Malaysian Manufacturers (FMM)

Wisma FMM,
258, Jalan Ampang,
50450 Kuala Lumpur.
Tel: +603-4260 3090
Fax: +603-4260 3080
Email: accim@accim.org.my
Website: www.accim.org.my

Klang Chinese Chamber of Commerce and Industry (KCCCI)

77, 79, 81, Lorong Tiong,
Taman Eng Ann, 41050 Klang, Selangor.
Tel: +603-3358 6391
Email: klang.ccci@gmail.com
Website: www.kccci.org.my

The Chinese Chamber of Commerce & Industry of Kuala Lumpur & Selangor (KLSCCCI)

7th Floor, Wisma Chinese Chamber,
258, Jalan Ampang,
50450 Kuala Lumpur.
Tel: +603-4254 2135
Fax: +603-4260 3080
Email: inquiry@chinesechamber.org.my
Website: www.chinesechamber.org.my

Malay Chamber of Commerce Malaysia

(Dewan Perniagaan Melayu Malaysia – DPMM)
Lot 734, Jalan Bukit Petaling,
Off Jalan Lapangan Terbang Lama,
Bukit Petaling, 50460 Kuala Lumpur.
Tel: +603-2633 2233
Fax: +603-2633 2233
Website: www.dpmm.org.my

Malaysian Associated Indian Chamber of Commerce & Industry (MAICCI)

JKR 3190, Jalan Ledang, Off Jalan Duta

50480 Kuala Lumpur

Tel: +603-2011 0478

Fax: +603-2011 0477

Email: info@maicci.org.my

Website: www.maicci.org.my

Malaysia-China Chamber of Commerce (MCCC)

No. 8-2, Jalan Metro Pudu,

Fraser Business Park, Off Jalan Yew, 55100 Kuala Lumpur.

Tel: +603-9223 1188, +603-9222 1506

Fax: +603-9222 1548

Email: sec@mccc.my

Website: www.mccc.my

Malaysia International Chamber Of Commerce & Industry (MICCI)

C-8-8, Plaza Mont Kiara,

No 2 Jalan Kiara, Mont Kiara, 50480 Kuala Lumpur.

Tel: +603-6201 7708

Fax: +603-6201 7705

Email: micci@micci.com

Website: www.micci.com

National Chamber of Commerce and Industry of Malaysia (NCCIM)

Level 3, West Wing, Menara MATRADE Jalan Sultan Haji Ahmad Shah,

50480 Kuala Lumpur.

Tel: +603-6204 9811

Fax: +603-6204 9711

Email: enquiry@nccim.org.my

Website: www.nccim.org.my

11.7 Carriers & Couriers

DHL Express

Level 27, Menara TM,
Off Jalan Pantai Baharu, 50672 Kuala Lumpur.
Tel: 1-800-88-8388
Website: www.dhl.com.my

GD Express Sdn Bhd

No 19, Jalan Tandang,
46050 Petaling Jaya,
Selangor Darul Ehsan.
Tel: +603-7787 2222
Customer Service Hot-line: +603-6419 5003
Email: helpdesk@gdexpress.com

Malayan Railways Bhd

(Keretapi Tanah Melayu Berhad) Jalan
Sultan Hishamuddin, 50621 Kuala Lumpur
Tel: +603-2263 1281; +603-2263 1260
Fax: +603-2263 1215
Website: www.ktmb.com.my

MASKargo

1M Floor, Core 2, Zone C, Advanced Cargo Center,
KLIA, 64000 Sepang Selangor Darul Ehsan
Tel: +603-8777 1610
Fax: +603-8783 3031
Email: cskul@malaysiaairines.com
Website: www.maskargo.com

Pos Malaysia Bhd

Dayabumi Complex, 50670 Kuala Lumpur.
Tel: +603-2267 2267
Website: www.pos.com.my

11.8 Carriers / Shipping Agents (Ocean)

For latest updates in the following tables, you may want to use the following URL link:

http://my1port.com/Forms/Inquiry/CompanyDirectory_Listing.aspx

Alim Maritime Sdn Bhd

No.7, Lorong Pegaga, Taman Chi Liung
41200 Klang Selangor Darul Ehsan
Tel No : 03-33701339
Fax No : 03-33701168
Mobile No : 019-2271415
Email : rahem@alim.com.my
Contact Person : Rahem Bin Abdul Karim

APL-NOL Malaysia Sdn Bhd

3rd Floor, East Wing, Wisma Consplant
No.7, Jalan SS 16/1 47500 Subang Jaya
Tel No : 603 - 56386000
Fax No : 603 - 56318963
Mobile No : 012 - 2378470
Email : anuar_ahmad@apl.com
Contact Person : Anuar Bin Ahmad

Alpine Shipping Sdn Bhd

No.22-A Tingkat 1, Lorong Bayu Tinggi
Taman Bayu Tinggi, 41200 Klang, Selangor
Tel No : 33245461
Fax No : 33245462
Mobile No : 017-2264154
Email : yvonne.fong@alpineshipping.com
Contact Person : Yvonne Fong Ai Chin

Alpharix Sdn Bhd

51a Lorong Cungah 42000 Port Klang
Selangor Darul Ehsan
Tel No : 31674992
Fax No : 31682851
Mobile No : 019-3492441
Email : azhar@sunship3.com.my
Contact Person : Mohd Azhar Bin Tahir

Arah Logistics (M) Sdn Bhd

No.40-A, 1st Floor, Jalan Bayu Tinggi 6,
Taman Bayu Tinggi, 42100 Klang, Selangor
Tel No : 03-33242877
Fax No : 03-33246922
Mobile No : 019-2100558
Email : arahlog@yahoo.com
Contact Person : Shabadurai a/l K.Karupiah

Advance Maritime Sdn Bhd

No.50-1 Lorong Batu Nilam 21b, Band 2,
41200 Klang, Selangor Darul Ehsan
Tel No : 03 33231335
Fax No : 03 33230239
Mobile No : 019 3327560
Email : khan@advance5.com.my
Contact Person : Mohd Najeebulla Khan Bin Ali Akbar

Astro Shipping & Forwarding Sdn Berhad

No. 2-1, Lorong Batu Nilam 3b, Bandar Bukit
Tinggi, 41200 Klang, Selangor Darul Ehsan
Tel No : 03-33238788
Fax No : 03-33237733
Mobile No : 016-6194940
Email : astropk@tm.Net.my
Contact Person : Kamariah Binti Abu Kassim

Asa Niaga Shipping & Forwarding Sdn. Bhd.

Kompleks Dato Shaari, Terminal Feri Antarabangsa,
Lot 484 Jln Shahbandar, 42000 Pelabuhan Klang.
Tel No : 0331666788
Fax No : 0331659788
Mobile No : 0162979026
Email : shippingasa@gmail.com
Contact Person : Mohamad Firdhaus Bin Abd Razak

Asia Forwarding Agency Sdn Bhd

No.142 (2nd & 3rd Floor), Jalan Tengku Badar,
P.O.Box 95, 42000 Port Klang, Selangor
Tel No : 03-31684228
Fax No : 03-31684707
Mobile No : 012-2026578
Email : mosleh@asiaforwarding.com
Contact Person : Mosleh Bin Hj.Abdullah

Asian Shipping Freight Liner (M) Sdn Bhd

No.18 Jalan Batai Laut3 Taman Intan
41300 Klang Selangor Darul Ehsan
Tel No : 03-33449898
Fax No : 03-33448499
Mobile No : 016-3390172
Email : huznor@rclgroup.com
Contact Person : Huzaimy Bin Md Nor

Ben Line Agencies (Malaysia) Sdn Bhd

M-03 & M-04 Mezzanine Floor, Wisma LYL,
Jalan 51A/223, 46100 Petaling Jaya, Selangor
Tel No : +60 37947 7333
Fax No : +60 37958 5233
Mobile No : 012 2769430
Email : kua.operations@benline.com.my
Contact Person : Ahmad Effendi Bin Hamzah

Av Global Sdn Bhd

53b, 2nd Floor, Jalan Cungah,
42000 Port Klang, Selangor
Tel No : 03-3168 9923
Fax No : 03-3168 9931
Mobile No : 012-207 6299
Email : harry@vtop.com.my
Contact Person : Tan Kim Yam

Broadway Shipping & Forwarding (M) Sdn. Bhd.

7a Jalan Sultan Abdul Samad 36, Bandar Sultan
Suleiman, 42000 Port Klang, Selangor
Tel No : 03-31762525
Fax No : 03-31765125
Mobile No : 012-3709955
Email : Broway@Tm.Net.my
Contact Person : Abdul Kader Hj Basheer

Boustead Shipping Agencies Sdn Bhd

Suite P1.01 Level P1 Menara Trend I Millennium
Square 68 Jalan Batai Laut Taman
Intan, 41300 Klang Selangor
Tel No : 603-30058388
Fax No : 603-30058616
Mobile No : 019-3201580
Email : operation@bousteadshipping.com.my
Contact Person : Koh Sen Chye

China Shipping (M) Agency Sdn Bhd

2nd Floor , West Tower ,Wisma Consplant No.2,
Jalan SS16/4,Subang Jaya 47500 Petaling Jaya
Tel No : 603-56297777
Fax No : 603-56388596
Mobile No : 0126709688
Email : support@chinashipping.com.my
Contact Person : Maniraja Kaliappan

Bulk Mann Sdn Bhd

B-6-3a 6th Floor Intania Business Centre
Jalan Intan 1 /KS1 41200 Telok Gadong Bes
Tel No : 03-3371 6770
Fax No : 03-3371 6771
Mobile No : 012 267 1002
Email : ops@bulkmann.com .my
Contact Person : Zairul Nizal

Chong Fui Shipping & Forwarding Sdn Bhd

85a, Lebuhr Berangan,
42000 Port Klang, Selangor
Tel No : 03-3168 8833
Fax No : 03-3168 4745
Mobile No : 019-386 1221
Email : operations.pk@chongfui.com
Contact Person : Mr. Balan

CMA CGM Malaysia Sdn Bhd

Lot 04, 3rd Floor, Westport Business
Center, 42920 Pulau Indah, Selangor
Tel No : 0331613888
Fax No : 0231612922
Mobile No : 0123241566
Email : kua.portservices@cma-cgm.com Contact
Person : Irneeta Ismail

Chung Chiao Shipping Sdn. Bhd

4a & 4b, Lorong Cempenging, Off Jalan
42000 Port Klang, Selangor D.E
Tel No : 31688106
Fax No : 31675592
Mobile No : 0193383694
Email : madjam@coscon.com
Contact Person : Mad Jani

CSAV Agencies (Malaysia) Sdn Bhd

Unit 50-2-12, Level 2, Wisma UOA No.50, Jalan
Dungun, Damansara Heights 50490 WP Kuala Lumpur
Tel No : 0320891600
Fax No : 0320891610
Mobile No : 0173041799
Email : adamabdullah@csavagency-my.com
Contact Person : Adam Daniel Wishnu Bin Abdullah

D.H.I. Total Logistics (M) Sdn Bhd

No. 4207 & 4209b, 2nd Floor, Persiaran Raja Muda
Musa, 42000 Pelabuhan Klang, Selangor
Tel No : 03-3005 7880
Fax No : 03-3005 7881
Mobile No : 019-3255889
Email : liner@sishipping.com.my
Contact Person : Farida Hanim

CTP Shipping Line (M) Sdn Bhd

B-5-2, 5th Floor, North Tower, BBT One The
Tower, Lebuhr Batu Nilam 1, 41200 Klang
Tel No : 03-33253009
Fax No : 03-33184284
Mobile No : 017-3283522
Email : shamsudin@ctpline.com
Contact Person : Shamsudin Bin Baba

DKSH Transport Agencies (M) Sdn. Bhd.

Suite 12.02,Level 12,Menara Trend I Millennium
Square No.68,Jalan Batai Laut 4,
Taman Intan 41300 Klang
Tel No : 0333613555
Fax No : 0333613552/33
Mobile No : 0123271589
Email : janard@dksh.com
Contact Person : Janardhanan Nagaratenam

Dins Trading Sdn Bhd.

No 17, Lebuhr Hishamuddin 1,
Kawasan 20, Selat Klang
Utara, 42000Port Klang
Tel No : 03-3176 2088
Fax No : 03-3176 2089
Mobile No : 019-3352105 Email :
Contact Person : Wardah Mazman

Emirates Shipping Malaysia Sdn Bhd

33 Jalan Melaka Off Persiaran Raja Muda Musa
42000 Port Klang, Selangor Darul Ehsan
Tel No : 60331688099
Fax No : 60331689099
Mobile No : 0123137998
Email : operations@my.emiratesline.com Contact
Person : Muhassan Bin Muhammad

EM Shipping Sdn Bhd

B-10-1, 10th Floor, North Tower Bbt, Lebuah Batu Nilam
1, Bandar Bukit Tinggi, 41200 Klang, Selangor
Tel No : 03 3325 2772
Fax No : 03 3325 2700
Mobile No : 0162261035
Email : dayang@hubline.com
Contact Person : Dayang Rosita Binti Awang Saruji

Excelasia Maritime Sdn Bhd

B-5-2, 5th Floor, North Tower Bbt The
Tower, Bandar Bukit Tinggi, 41200 Klang
Tel No : 33253009
Fax No : 33184284
Mobile No : 0162138777
Email : yee.sk@ctpline.com
Contact Person : Yee Soh Khim

Envoy Agencies (M) Sdn Bhd

No.109a, 1st Floor, Persiaran Raja Muda Musa
P.O Box 111, 42008 Port Klang, Selangor
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Far Eastern Freight Agencies Sdn Bhd

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Fair Field Maritime Sdn Bhd

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Gama Bistari Sdn Bhd

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Far Eastern Services Sdn Bhd

Block B-5-2, Intania Klang Jalan Intan
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Gemadept (Malaysia) Sdn Bhd

Suite 6.07 & 6.08, Level 6, Menara Trend, IMS,
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Email : sherryn.acc@gemadept.com.my
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Gapima Sdn.Bhd

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Greenpen Freight Services Sdn Bhd

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Glenn Shipping Agency Sdn Bhd

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Gulfship Agencies Sdn Bhd

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Hanjin Shipping Line (M) Sdn Bhd

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Harper Wira Sdn Bhd

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Harbour Services Sdn.Bhd.

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Heung-A (M) Sdn Bhd

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Harrisons Trading (Peninsular) Sdn Bhd

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Inchcape Shipping Services Sdn Bhd

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ITL (M) Sdn Bhd

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LBH Shipping Services (M) Sdn Bhd

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Logistics Expeditors Sdn Bhd

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Logix Shipping Services Sdn. Bhd.

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M H Agencies Sdn Bhd

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Malaysian Shipping Agencies Sdn Bhd

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Mariserv Sdn Bhd

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Maritime Network Sdn Bhd

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Mewah Shipping & Trading Co. Sdn. Bhd.

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Mitsui OSK Lines (Malaysia) Sdn Bhd

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MK Maritime (M) Sdn Bhd

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MTT Shipping Sdn. Bhd.

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MV Maritime Sdn Bhd

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Newship (Malaysia) Sdn Bhd

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Nu-Gene Freight Services Sdn. Bhd.

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NYK Line (Malaysia) Sdn Bhd

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Ohm Maritime Sdn Bhd

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Orient Overseas Container Line (M) Sdn Bhd

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Orient Tegas Sdn. Bhd.

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Osfacs Sdn Bhd

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Perkapalan Utama Marine Sdn Bhd

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QIAS Maritime (M) Sdn Bhd

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Richelm Shipping Agencies Sdn Bhd

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SDV Sunshipping Sdn Bhd

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Seaborne Shipping & Forwarding Sdn Bhd

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Seateam Shipping Agencies Sdn Bhd

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Starship Agencies Sdn Bhd

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Contact Person : Vivienne Oi

Syarikat Eng Hoe Shipping Forwarding Agent

(Shipping Department)

5209-A, Persiaran Raja Muda Musa, 42000 Port Klang,

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Fax No : 03-31682962

Mobile No : 019-3345354

Email : tony@transmarinesb.com

Contact Person : Tony Tan

Syarikat Noswan

47b Lorong Cungah 42000 Pelabuhan Klang Selangor

Tel No : 03-31672984

Fax No : 03-31685886

Mobile No : 019-2764606

Email : umship@gmail.com

Contact Person : Muniandy A/L Ponnusamy

Sykt.Doyan Shipping & Forwarding (M) Sdn Bhd

T1-17,Kompleks Barter Trade ASA Niaga,

Jln Pelabuhan 42000 Pelabuhan Klang Selangor

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Fax No : 0331678311

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Email : doysip@gmail.com

Contact Person : Hafeezul Hafiz B.Zainul Abidin

Teguh Shipping Sdn. Bhd.

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Bandar Baru Klang, Selangor

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Contact Person : M. Anantaan A/L Munisamy

Tiga Pina Shipping Sdn Bhd

51a, Lorong Berembang, Off Jalan Ke Taman

Seri Berembang, 42000 Port Klang, Selangor

Tel No : 03-31650301

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Email : tpsdeli@tm.Net.my

Contact Person : Mohd Deli Bin Mohamad

Timur Asiatik Sdn.Bhd.

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4200 Port Klang, Selangor

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Fax No : 03 3165 6179

Mobile No : 012 372 4777

Email : am_time@streamyx.com

Contact Person : Krishnan

Titimas Shipping & Trading Sdn Bhd

No. 39, Lorong Compeming,

42000 Port Klang, Selangor

Tel No : 03 31680455

Fax No : 03 31680263

Mobile No : 019-3166176

Email : walterhuan@titimas.com.my

Contact Person : Huan Chuan Chui

Trans West Shipping Sdn Bhd

No. 22a, 3a Floor, Jalan Tiara 2A / Bandar

Baru Klang Klang, 41150 Selangor Darul Ehsan

Tel No : 03-33411330

Fax No : 03-33438832

Mobile No : 012-2265445

Email : stevenchew@transwest.com.my

Contact Person : Chew Weng Thong

Trans-Coastal Lines Sdn Bhd

B-9-2,9th Floor,North Tower (Tower Bbt) One

The Towers, Lebuah Batu Nilam Bandar

Bukit Tinggi, 41200 Klang.

Tel No : 03-3325 2822

Fax No : 03-3325 2022

Mobile No : 016-340 1213

Email : ops2@trans-coastal.com

Contact Person : Sainal Badrul B Sabtu

Transhub Logistics Sdn Bhd

52 & 52A, Lorong Sentosa 4A, Taman

Bayu Tinggi 41200 Klang, Selangor

Tel No : 03-3326 2323

Fax No : 03-3323 8808

Mobile No : 012-2422826

Email : shlow@transhub.com.my

Contact Person : Low Siong Heng

Triport Agencies Sdn.Bhd

No 17-A ,Lorong Raja Nong 18-A , Off Jln

Penghulu Abu Bakar, 41000 Klang ,Selangor

Tel No : 03-33734619

Fax No :

Mobile No : 0123838022

Email : triportops@gmail.com

Contact Person : Zainudin Othman

Transworld GLS Sdn. Bhd.

Suite 9.03a, L-9, Menara Trans, Int 68 Jln

Batai Laut 4, Taman Intan, 41300 Klang

Tel No : 03-33432637

Fax No : 03-33437781

Mobile No : 012-3418133

Email : linercoordinator@tglsmy.com

Contact Person : Rajeswaran Subbian

Vennste Marine Agencies Sdn Bhd

101a, 1st Floor, Lebuhr Turi, Taman Chi Liung,
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Tel No : 03-33726671
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United Arab Shipping Agency Company(M)Sdn Bhd

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Victory Supply Sdn Bhd

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Perdagangan Bandar Sultan Suleiman
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Email : marine@victorysupply.com
Contact Person : Haridas Keresanin

Victory Maritime Sdn Bhd

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Chye, Persiaran Raja Muda Musa
42000 Port Klang
Tel No : 03-31660925
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Wan Hai Lines (M) Sdn Bhd

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Email : sharul@wanhai.com
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V-Win Global Marine Agency Sdn Bhd

38-1, Jalan Permai 1b/KS09, Taman Pa Kota
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Email : general@v-wingma.com.my
Contact Person : Ramasamy A/L Arumugam

Westext Sdn. Bhd.

KIC Oil Terminal (Main Building)
Lot 55710 Westport, 42009
Pulau Indah, Port Klang
Tel No : 03-31013007
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Wangi Forwarding & Shipping Sdn Bhd

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Crown Hotel, No.217, Persiaran Raja
Muda Musa, 42000 Klang
Tel No : 0331672044
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WLS Supplies & Services (M) Sdn Bhd

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42000 Port Klang Selangor
Tel No : 03-31665890
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Email : jamal@wlsshopping.com
Contact Person : Jamail Hasmadi Bin Jamaludin

Wilhelmsen Ships Service M Sdn Bhd

No 11 Jln Perigi Nanas 8/6 Tmn Peri, 42920
Pulau Indah Port Klang Selangor
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Fax No : 03-31012313
Mobile No : 012-3987157
Email : haron.ismail@wilhelmsen.com
Contact Person : Haron Bin Ismail

YL Shipping Agencies Sdn Bhd

50-01-1, Lorong Batu Nilam 4A, Bandar
Bukit Tinggi, 41200 Klang, Selangor
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Fax No : 03-33234905
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Email : ylship@unifi.my
Contact Person : Yang Sang Hong

Yang Ming Line (M) Sdn Bhd

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Mobile No : 0192278714
Email : joechin@my.yangming.com
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Yong Hua Shipping Sdn Bhd

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Email : jbsshipping@live.com.my
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ZKN Excellent Shpg & Fwdg Sdn Bhd

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Jalan Intan 1/KS1, Telok Gadong
Besar, 41200 Klang, Selangor
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Fax No : 0333745571
Mobile No : 0122671002
Email : zairul@zknngroup.com
Contact Person : Zairul Nizal Zakaria

11.9 Freight Forwarders

Able International Freight Sdn Bhd

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Fax No : 03-33719829
Mobile No : 019-2777779
Email : aline@abletech-my.com
Contact Person : Aline Tan

Accelstar Logistics Sdn Bhd

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Gateway, Bandar Botanic, 41200 Klang
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Fax No :
Mobile No : 012-3599599
Email : craze@qccelstar.com.my
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Adovan Asia Sdn Bhd

No.1027, Level 10, Block A3, Leisure Commerce
Square, Jln PJS 8/9, 46150 Petaling Jaya, Selangor
Tel No : 03-78659000
Fax No : 03-78659090
Mobile No : 012-9005481
Email : kamala.devi@adovanasia.com
Contact Person : Kamala Devi A/P Chinnasamy

Aeromotion Resources

No 8 Jalan Kem, 42000 Port Klang
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Mobile No : 017-6075688
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AES Logistics Sdn Bhd

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Pendamar Permai, 42000 Port Klang
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Fax No : 603-31657500
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AGS Cargo Sdn Bhd

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Musa, 42000 Port Klang, Selangor
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Fax No : 03-31660646
Mobile No : 012-2059779
Email : katherine.pkg@agscargo.com.my
Contact Person : Katherine Go

Airfreight Alliance Sdn Bhd

157A Persiaran Raja Muda Musa,
42000 Port Klang Selangor
Tel No : 31660588
Fax No : 31660388
Mobile No : 0193356131
Email : victorhan@airfreightalliance.com
Contact Person : Han Ming Siew

Alim Maritime Agencies Sdn Bhd

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41200 Klang Selangor Darul Ehsan
Tel No : 03-33701339
Fax No : 03-33701168
Mobile No : 019-2271415
Email : rahem@alim.com.my
Contact Person : Rahem Bin Abdul Karim

Alpharix Sdn Bhd

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Port Klang Selangor Darul Ehsan
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Mobile No : 019-3492441
Email : azhar@sunship3.com.my
Contact Person : Mohd Azhar Bin Tahir

Alpine Shipping Sdn Bhd

No.22-A, Tingkat 1, Lorong Bayu Tinggi, Taman Bayu
Tinggi, 41200 Klang, Selangor Darul Ehsan.
Tel No : 33245461
Fax No : 33245462
Mobile No : 017-2264154
Email : yvonne.fong@alpineshipping.com
Contact Person : Yvonne Fong Ai Chin

Amn Legacy Services

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Contact Person : Azri Bin Ahmad

Asian Worldwide Services Sdn Bhd

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Mobile No : 0162033960
Email : ali@awspkg.com
Contact Person : Mohamed Ali Bin Zainal Abidin

Asiatic Express Sdn Bhd

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Fax No : 60333245818
Mobile No : 60122678750
Email : asiaticmal@yahoo.com
Contact Person : Yee Chan Meng

Asm Freight Sdn Bhd

No. 5-1, Jalan Kasuarina 10, Bandar Botanik, 41200 Klang, Selangor
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Fax No : 60333251590
Mobile No : 60162237288
Email : jacky@my.asmllogistics.net
Contact Person : Tham Chou Keen

Awani Logistics Sdn Bhd

B4-12a-2, Jalan Batu Nilam 3, Bandar Bukit Tinggi, 41200 Klang, Selangor
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Fax No : 03 - 3325 8012
Mobile No : 019- 3512862
Email : andrew@awani.com.my
Contact Person : Andrew Lim Yew Fook

Awards Shipping Agency (M) Sdn Bhd

No. 42A, 42A-A & 42A-B, Jalan Bayu Tinggi 6, Taman Bayu Tinggi, 41200 Klang
Tel No : 03-33261233
Fax No : 03-33261133
Mobile No : 016-3735522
Email : tan@awards.com.my
Contact Person : Mdm Tan Siok Tin

BJ Freight & Logistics Sdn. Bhd.

57, Lorn Sanggul 1F, Bandar Puteri Klang, 41200 Klang Selangor
Tel No : 03 5161 1136
Fax No : 03 5161 1275
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Email : ivanlst@bj.com.my
Contact Person : Ivan Lim Shih Thong

BSS Global Trading

No. F-3-16, IOI Boulevard, Jalan Kenari 5, Bandar Puchong Jaya 47170 Puchong, Selangor
Tel No : 03-8073 2724
Fax No : 03-8073 2688
Mobile No : 018-9805161
Email : bssglobal@gmail.com
Contact Person : Oh Pi Kiau

C H Robinson Freight Services (Malaysia) Sdn Bhd

6th Floor, Menara A&M, Garden Business Centre, No.3 Jalan Istana, 41000 Klang, Selangor
Tel No : 603-33738828
Fax No : 603-33733668
Mobile No : 012 3051835
Email : lisa@phoenixkul.com.my
Contact Person : Lisa Yee

Cargolog Asia Sdn Bhd

No. 27, Jalan Pulau Angsa U10/48, Sunway Alam Suria, 40170 Shah Alam Selangor
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Email : jimmy@cargologasia.com
Contact Person : Jimmy Ooi

CDS Global Sdn Bhd

No.3, Jalan Subang 6, Taman Perindustrian Subang USJ 1, 47610 Subang Jaya Selangor
Tel No : 03-80226888
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Mobile No : 012-3830434
Email : donny.gan@my.cdsfh.com
Contact Person : Donny Gan

Clarion International Freight & Logistics Sdn Bhd

No.38A, Jalan Bayu Tinggi 2A/KS6, Batu Unjur, 41200 Klang Selangor
Tel No : 03-33221906
Fax No : 03-33186676
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Email : mahendran.my@clarionshipping.com
Contact Person : S.Mahendran A/L Sinnathurai

Cosmo Carriage Sdn Bhd

Suite 11-02,11th Floor, Crown House, No.28217,
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Fax No : 03-3167 4484
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Cowly Logistics Sdn Bhd

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Taman Pandamar Indah 42000 Port Klang
Tel No : 03-31650084
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Daania Pantas Trading & Logistics

B17 Jalan FZ4-P3, PKFZ/KS12 42490
Pulau Indah Selangor
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Mobile No :
Email : keven3388@hotmail.com
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Dinset Trading

B13 Jalan FZ4-P3, PKFZ/KS12,
42490 Pulau Indah Selangor
Tel No:
Fax No:
Mobile No : 0162289890
Email : jasmon_tcs@hotmail.com
Contact Person : Shaiful Nizam Bin Mohd Noor

Doris Shipping Agency Sdn Bhd

B-3a – 23a, Empire Soho Towers, Empire Gallery
Jalan SS16/1, 47500 Subang Jaya Selangor
Tel No : 603-56361300
Fax No : 603-56371300
Mobile No : 013-2522300
Email : balu@dcslspl.com
Contact Person : Nagarajan Balasubramanian

Eastrans Maritime (M) Sdn Bhd

1st Flr.No.5215 Persiaran Raja Muda Musa,
42000 Pelabuhan Klang, Selangor D.E.
Tel No : 0331687187
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Email : jackie.pkg@eastrans.com.my
Contact Person : Tan Chwee Fen

Eastrex Logistics Sdn Bhd

No. 198 Jalan Batu Unjur 7, Taman Bayu Perdana,
41200 Klang Selangor Darul Ehsan
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Fax No : 03-3324 5757
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Email : alvinchua@eastrex.com
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Easy Way Logistics (M) Sdn Bhd

Suite 22A-03-01, Lorong Batu Nilam, 4A,
Bandar Bukit Tinggi, 41200 Klang Selangor
Tel No : 603-33240383
Fax No : 603-33188649
Mobile No : 012-6715773
Email : imp-exp@easywaylogistics.com.my
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ECU-Line (Port Klang) Sdn Bhd

704 Block A Kelana Business Centre, 97 Jalan
SS7/2, Kelana Jaya, 47301 Petaling Jaya
Tel No : 603-76627338
Fax No : 603-74921285
Mobile No : 012-3338778
Email : jessie@ecupkg.eculine.com.my
Contact Person : Jessie Diong

EG Freight Services

A2-13-09 , Avelon Tower , No. 1, Jln Medan Putra 6 ,
Medan Putra Business Centre, 52200 Kuala Lumpur .
Tel No : 603 - 6261 6936
Fax No : 603 - 7960 5080
Mobile No : 6019-5770856
Email : egfreightservices@gmail.com
Contact Person : Goh Wei Chai

Embassy Freight Services Sdn Bhd

No.3-A&B, Lrg Rahim Kajai 13, Taman
Tun Dr Ismail, 6000 Kuala Lumpur
Tel No : 03-77277555
Fax No : 03-77292935
Mobile No : 012-3052727
Email : yip@embassyfreight.com
Contact Person : Yip Foo Sang

Excel-Freight Movers Sdn Bhd

51c, Persiaran Tengku Ampuan Rahimah,
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Contact Person : Elton Tan

Extra Mile Worldwide Sdn Bhd

C-12-1, Jalan Ss 15/4D,
47500 Subang Jaya, Selangor
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Freight Team (M) Sdn Bhd

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Freight Transport Network Sdn Bhd

No.69-B, Jalan Bayu Tinggi 6/KS6,
Taman Bayu Tinggi, 41200 Klang, Selangor
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Contact Person : Irene Chan

Future Freight Forwarding Sdn Bhd

Bandar Bukit Tinggi,
41200 Klang, Selangor
Tel No : 03-33235514
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Mobile No : 016-2613688
Email : richard@futures.my
Contact Person : Richard Ng Wee Feng

Gemadept (Malaysia) Sdn Bhd

Suite 6.07 & 6.08, Level 6, Menara Trend, IMS,
No 68, Jln Batai Laut 4, Tmn Intan, 41300 Klang
Tel No : 603-3341 3372
Fax No : 603-3341 3373
Mobile No : 019-2606166
Email : suryani.admin@gemadept.com.my
Contact Person : Nik Suryani Nik Aris

Glogate Sdn Bhd

No 6-2 Jalan Jasmine 6 KS 6, Bandar
Botanic 41200 Klang Selangor
Tel No : 03-33180429
Fax No :
Mobile No : 012-5036106
Email : awie.husin@yahoo.com
Contact Person : Azlan Bin Ahmad

GLE International (M) Sdn Bhd

Lot 12595A-1, Jalan Pendamar,
Pandamaran, 42000 Port Klang, Selangor
Tel No : 0132013808
Fax No : 0132013808
Mobile No : 0162152991
Email : ryansoh.kl@glelog.com
Contact Person : Soh Chung Meng

Global Asia Industrial Chemicals Sdn Bhd A13,

Jalan FZ2-P3, PKFZ Pulau Indah,
42920 Pelabuhan Klang
Tel No : 03-31015035
Fax No : 03-31015057
Mobile No : 019-2763092
Email : azirah.saleh@global-ww.com
Contact Person : Azirah Binti Saleh

Gugusan Cekap Enterprise

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Tinggi 41200 Klang, Selangor
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Fax No : 03-33259943
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Email : beehlun@gmail.com
Contact Person : Ho Ah Hock

Gulf Freight Line Sdn Bhd

No.67-A, Jalan Bayu Tinggi 6/KS6,
Batu Unjur, 41200 Klang Selangor.
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Fax No : 603-3324 6203
Mobile No : 603-3324 6203
Email : gelbert@isc-gfl.com.my
Contact Person : Gelbert Eng

H&M Shipping And Logistics Sdn Bhd No. 17a,

Lorong Sentosa 4A, Taman B
41200 Klang, Selangor
Tel No : 03-33181617
Fax No : 03-33247669
Mobile No : 010-3606096
Email : eric@globaltracklogs.com
Contact Person : Eric Ng

High Peak Shipping Sdn Bhd

55A Tingkat Satu Jalan Bayu Tinggi 7, Taman
Bayu Tinggi 41200 Klang, Selangor
Tel No : 03-3884 2929
Fax No : 03-3319 0321
Mobile No : 017-3912899
Email : tee@hshpg.com
Contact Person : Tee Lee Leng

HR Freight And Forwarder (M) Sdn. Bhd.

No.20A, Lrg Sentosa 4A, Taman Bayu
Tinggi, 41200 Klang Selangor
Tel No : 03-33263045
Fax No : 03-33263043
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Hyper Mega Shipping Sdn Bhd

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Contact Person : Soh Chung Meng

IFB Freightbridge (M) Sdn Bhd

Unit T 9-908, Blok A, Kelana Centerpoint,
No. 3, Jalan SS7/19, Kelana Jaya,
47301 Petaling Jaya, Selangor
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Fax No: 03-78064658
Email : oprs-my@ifbgroup.net.my
Contact Person : Madzlina Binti Zakaria

Image Freight Services (M) Sdn Bhd

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Bukit Tinggi, 41200 Klang, Selangor
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Fax No : 03-33232299
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Interocean Freight Services Sdn Bhd

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Tel No : 603-74921288
Fax No : 603-74921285
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Interway Transport Sdn.Bhd.

Lot 3 & 5, Lingkar Sultan Mohamed 2,
Kaw Perusahaan Bandar Sultan Suleiman,
42000 Pelabuhan Klang Selangor
Tel No : 0331768886
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Contact Person : Cheok Tuan Sun

ITL (M) Sdn Bhd

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KGL (Kul) Sdn Bhd

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Klang, 41300 Klang, Selangor.
Tel No : 03-33413397
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Email : seadivision1@kgklkul.com
Contact Person : Norhanis Bin Ibrahim

LPB Logistic Sdn Bhd

100A, Lebuhr Beringin,
42000 Port Klang
Tel No : 603 3081 1633
Fax No : 603 3081 1638
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Email : min@lpblogistic.com
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Linaxis Logistics Sdn Bhd

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Logistica Seanair Sdn Bhd

24-3a Block 2 Kompleks Otomobil, Jalan Pahat
15- G, Seksyen 15, 40300 Shah Alam, Selangor
Tel No : 0355235880
Fax No : 0355235880
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Email : sue@logistica.com.my
Contact Person : Shuhaibah Mohd Shaari

Logix Express Sdn Bhd

272 A Jalan Batu Unjur 7, Taman Bayu
Perdana 42100 Klang Selangor
Tel No : 0333236801
Fax No : 0333236802
Mobile No : 0162255147
Email : azeli@lgelogix.com
Contact Person : Mohd Azeli Bin Shaharudin

Lotus Global Line Sdn Bhd

Suite 9-16, Centro 8, Jalan Batu
Tiga Lama, 41300 Klang, Selangor
Tel No : 0333417999
Fax No : 0333425886
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Email : kidd@lglsb.com.my
Contact Person : Kidd Ng Wai Keat

Lap Global Logistics Sdn Bhd

7b Lorong Cempeng, 42000 Port Klang
Tel No : 03-31677276
Fax No : 03-31677278
Mobile No : 012-3155736
Email : annahong@lapglobal.com.my
Contact Person : Hong Soh Lan

Macline Logistics Sdn Bhd

208b, Jalan Batu Unjur 7, Taman Bayu
Perdana, 41200 Port Klang Selangor
Tel No : 03 - 3323 7982
Fax No : 03 - 3323 6426
Mobile No : 019 - 3512862
Email : andrew@macline.com.my
Contact Person : Andrew Lim Yew Fook

Mac-Nels (Malaysia) Sdn Bhd

No.5215 Persiaran Raja Muda Musa,
42000 Pelabuhan Klang, Selangor
Tel No : 0331682877
Fax No : 0331673028
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Email : cheryl@macnels.com.my
Contact Person : Cheryl Ong

Majestic Freight Services

H56 Jalan FZ10-P3, Port Klang Free Zone/KS12
42920 Pulau Indah, Selangor Darul Ehsan
Tel No : 0164157752
Fax No :
Mobile No : 0164157752
Email : majesticfspg@gmail.com
Contact Person : Gavin Goh Guan Hee

Manots Global (Malaysia) Sdn Bhd

No.37, Jalan Mahkota 1/KU2, Mutiara
Bukit Raja 2, 41050 Kelang, Selangor
Tel No : 03-3343 4815
Fax No : 03-3342 7987
Mobile No : 0166617055
Email : liza@manots.com
Contact Person : Liza Bt Razali

Max Container Line Sdn Bhd

155a, Jalan Tengku Badar,
42000 Port Klang Selangor
Tel No : 0331688687
Fax No : 0331680788
Mobile No : 0124947966
Email : david@maxcl.com.my
Contact Person : David Tan

Megah Jaya Container Services Sdn Bhd

No. 23b, 2nd Floor, Jalan Bayu Tinggi 6,
Taman Bayu Tinggi, 41200 Klang Selangor
Tel No : 03-33221230
Fax No : 03-33233194
Mobile No : 010-2119403
Email : rahim@mjcs.com.my
Contact Person : Abd Rahim Bin Sungib

MPC Express Sdn Bhd

32, Jalan Bayu Tinggi 8/KS6, Batu
Unjur, 41200 Klang, Selangor
Tel No : 3323 9388
Fax No : 3323 9386
Mobile No : 0192680888
Email : ivytan@mpcmy.com
Contact Person : Tan Mei Lan

Multimodal Freight Sdn Bhd

Lot 14473, Jalan Pelabuhan Utara,
42000 Pelabuhan Klang, Selangor
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Fax No : 03-31672306
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Email : azizimy@multimodal.com.my
Contact Person : En Azizi Bin. Mat Yusop

Mutual Trinity Sdn Bhd

No. 3a Lorong Sanggul 1F, 41200
Bandar Puteri Klang, Selangor
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Contact Person : Anuar Bin Adnan

My Forwarder International Sdn. Bhd.

No. 42 Jalan Puteri 2/2, Bandar Puteri
Puchong, 47100 Puchong, Selangor
Tel No : 03-80603433
Fax No : 03-80602566
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Contact Person : Puan Idah

Nautilus Maritime Sdn Bhd

No 66 Damai Complex Jalan Lumut
Off Jalan Ipoh, 50400 Kuala Lumpur
Tel No : 0340419099
Fax No : 0340419099
Mobile No : 0123538148
Email : nautilus.maritime@mail.com
Contact Person : Hezri Baharuddin

Navegacion Shipping (Johor) Sdn Bhd

No. 19 - 1 Lorong Batu Nilam 3A, Bandar
Bukit Tinggi, 41200 Klang Selangor
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Fax No : 03-33237695
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NC Logistics Sdn Bhd

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Tinggi, 41200 Klang, Selangor
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Fax No : 03-3323 0424
Mobile No : 012-935 3168
Email : sales@nclogistics.com.my
Contact Person : Ivan Lim Boon Chik

New Cargo-Jet (M)

No. 22c Jln Ss19/1D, 47500
Subang Jaya, Selangor
Tel No : 03-56343980
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Email : liza@newcargojet.com.my
Contact Person : Ms. Liza Teh

Nippon Express Malaysia Sdn. Bhd.

10th Floor, West Tower, Wisma Consplant 1,
No 2 Jln SS 16/4, 47500 Subang Jaya, Selangor
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Fax No : 03-56345915
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Email : tan@nittsu.com.my
Contact Person : Tan Chee Kiong

Nova Freight & Shipping Sdn Bhd

Lot 14329-B, Tingkat 2, Batu 4 1/4, Jalan
Kelang Lama, 58000 Kuala Lumpur
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Fax No : 0379813731
Mobile No : 0193283585
Email : ehov@novagroup.com.my
Contact Person : How Eng Hing

NPDC Services Sdn Bhd

Kompleks NDSB, Jalan Parang, Pelabuhan
Utara, 42000 Pelabuhan Kelang Selangor
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Mobile No : 012-2319899
Email : npdc@streamyx.com
Contact Person : Boon Kim Swee

NV Freights (M) Sdn Bhd

No. 27 Lorong Berembang, Off Jalan Kem,
Taman Sri Berembang, 42000 Port Klang
Tel No : 03-31664548
Fax No : 03-31656572
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Email : nvfreights@nvfreights.com.my
Contact Person : Tio Siew Yen

NYS International Freight Sdn Bhd

Lot 41, Solok Sultan Mohamed 1,
Pusat Perdagangan Bandar Sultan
Suleiman, 42000 Port Klang
Tel No : 0331768811
Fax No : 0331765511
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Email : vincent@nys.com.my
Contact Person : Vincent Tan

NZ Venture Logistic (M) Sdn Bhd

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Oceanteam Logistics Sdn Bhd

B-7-1, Tower B, Bbt One, Lebuhraya Batu Nilam 1,
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Contact Person : Saravanan A/L B.Ponniah

Oren Hydrocarbons Far East Sdn Bhd

B31/32 Jalan FZ4 P3, PKFZ
42920 Pulau Indah, Selangor
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Email : aloy@orenfe.com
Contact Person : Alocious Dcruz A/L T.M.Dcruz

Orisis Freight Logistics (M) Sdn Bhd

The Ship, No 1, One Logistics Hub,
Persiaran Sungai Hampar,
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Orix Marketing Sdn Bhd

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Tel No : +603-79600088
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Email : ernest@orixmarketing.com
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Overseas Express Container Lines Sdn Bhd

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Batu Tiga Lama, 41300 Klang, Selangor
Tel No : 03-3341 9323
Fax No : 03-3341 9353
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Panalpina Customs Services (M) Sdn Bhd

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Seksyen U2, 40150 Shah Alam, Selangor
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Fax No : 0378412700
Mobile No : 016-4945013
Email : jivanathan.singaraju@panalpina.com
Contact Person : Jivanathan A/L Singaraju

Penanshin Shipping Sdn Bhd

No.15-1, Jalan Tiara 2C/KU1, Bandar
Baru Klang, 41150 Klang, Selangor
Tel No : 603-33425602
Fax No : 603-33425610
Mobile No : 012-3887803
Email : callie@penanshin-pkg.com.my
Contact Person : Callie Lim

Petikemas Free Zone Sdn Bhd

No.W-1-4 , Subang Square Business Park ,
Jalan SS 15/4G, 47500 Subang Jaya, Selangor
Tel No : 603-56218828
Fax No : 603-56218878
Mobile No : 012-3956833
Email : richard.tan@petikemas.com.my
Contact Person : Richard Tan Hock Seng

Port2port Shipping & Forwarding Sdn Bhd

No.138b Jalan Batu Unjur 1, Taman
Bayu Perdana, 41200 Klang Selangor
Tel No : 03-33243700
Fax No : 03-33244090
Mobile No : 012-3663700
Email : asraf@port2port.com.my
Contact Person : Mohd. Asraf Khan

Pride Worldwide Logistics Sdn Bhd

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Puteri, 47100 Puchong Selangor
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Contact Person : Dolly

Prima Warehousing Sdn Bhd

No: 5215 (2nd Floor) Persiaran Raja
Muda Musa, 42000 Port Klang, Selangor
Tel No : 31668225
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Mobile No : 012-2059779
Email : katherine.pkg@primawhse.com.my
Contact Person : Katherine Go

Priority Cargo Network

No.62-B,Jalan Bayu Tinggi 6, Taman
Bayu Tinggi, 41200 Klang Selangor
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Fax No : 03-33230727
Mobile No : 019-3832294
Email : clement_1925@hotmail.com
Contact Person : Clement Kok

Priority Synergy Sdn Bhd

No. 12 & 14, Jalan Sungai Aur /
KS4, 42000 Port Klang, Selangor
Tel No : 603-31653100
Fax No : 603-31655100
Mobile No : 6012-2203286
Email : hhchan@prioritysynergy.com.my
Contact Person : Chan Huan Hin

Q Express Line Sdn Bhd

No.20c, Jalan Anggerik Vanilla,
Y31/Y Kota Kemuning,
40460 Shah Alam Selangor
Tel No : 603-56236200
Fax No : 603-56236211
Mobile No : 603-56236211
Email : param@qel.com.my
Contact Person : Paramasivam A/L Kandiah

Quick & Sure Express Sdn Bhd

Suite 11.05, Lvl 11, Menara Trend, Intan Millennium Square, No.68, Jln Batai Laut 4, Taman Intan, 41300 Klang
Tel No : 603-33442282
Fax No : 603-33440282
Mobile No : 012-3055143
Email : kyryoo@quickandsure.com
Contact Person : Ryoo Kyoo Yul

Regime Freight & Logistics Sdn Bhd

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Email : kelly@regime.com.my
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Rhenus Prolog Logistics Sdn Bhd

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Salient Logistics Sdn Bhd

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SFS Global Logistics Sdn Bhd

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Email : hanta.s@sfslog.com
Contact Person : Hanita Binti Shaari

Shimetsu F-Express(M)Sdn.Bhd.

No.10,Jalan TP 7/6, Taman Perindustrian Sime UEP, Seksyen 26, 40400 Shah Alam, Selangor
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Fax No : 603-5192 8826
Mobile No : 019-2766435
Email : vijay@shimetsu.com.my
Contact Person : Vijaisvarian A/L Subramaniam

Shinyei Shipping (M) Sdn Bhd

No 65 Jalan Batu Nilam 1, Bandar Bukit Tinggi, 41200 Klang Selangor
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Fax No : 03 33248361
Mobile No : 012 3380696
Email : konghwa@pc.jaring.my
Contact Person : Lim Kong Hwa

Sing Chuan Aik Transport Sdn.Bhd

Lot 3 & 5, Lingkaran Sultan Mohamed 2, Kaw Perusahan Bandar Sultan Suleiman, 42000 Klang
Tel No : 0331768886
Fax No : 0331761622
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Email : cheok@interway.com.my
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SLA Logistic Service

No. 17, Lorong Ladang, Taman Palm Groove 41200 Klang, Selangor
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Mobile No : 016-5248810
Email : chew@slalogistic.com.my
Contact Person : Chew Ian Sian

Solar Alert Sdn Bhd

No.2 Jalan Sg Kayu Ara 32/37, Berjaya Industria Park, Seksyen 32, 40460 Shah Alam, Selangor
Tel No : 03-33430028
Fax No : 03-33430082
Mobile No : 0126135340
Email : sahra@solaralert.com.my
Contact Person : Sahra Bt Hasan

Sprint Logistics (M) Sdn Bhd

76a,Jln Tengku Badar, 42000 Port Klang, Selangor
Tel No : 03-31668363
Fax No : 03-31658363
Mobile No : 016-2616819
Email : noor@sprintlogistics.com.my
Contact Person : Noorrizah

Sunshine Cargo Services Sdn Bhd

No, 61b 2nd Floor, Persiaran Pegaga Taman Bayu Perdana, 42000 Klang, Selangor
Tel No : 03-33242254
Fax No : 03-33240024
Mobile No : 012-6875254
Email : siva@mysunshinecargo.com
Contact Person : Sivabalan A/L Ramasami

Surefast Maritime (M) Sdn Bhd

No. 65, Jalan Baru Nilam 1, Bandar Bukit Tinggi, 41200 Klang, Selangor Darul Ehsan.
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Fax No : 03-33248361
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Email : konghwa@pcjaring.my
Contact Person : Mr. Lim Kong Hwa

Syarikat Logistik Petikemas Sdn Bhd

Lot 3 Persiaran Sultan Hishamuddin, Kaw.20, Perindustrian Bandar Sultan 42000 Pelabuhan Klang
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Email : pkg_ops@petikemas.com.my
Contact Person : Norzaliza Binti Razali

Tandem Global Logistics (M) Sdn Bhd

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Contact Person : Poh Fei Fen

Titimas Logistics Sdn Bhd

No. 39, Lorong Cempening, 42000 Port Klang,
Tel No : 03 31680455
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Mobile No : 019-3127733
Email : ttan@titimas.com.my
Contact Person : Ms. Tan Theng Theng

TMC Supply Chain Sdn Bhd

56A, Lorong Sentosa 4A, Bayu Tinggi, 41200 Klang, Selangor
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Fax No : 03-80738499
Mobile No : 0126896203
Email : cs.central@k-tmc.com
Contact Person : Mr Ravi

Transairmarine Freight Services Sdn Bhd

No.26 (1st & 2nd) Floor, Jalan Kasuarina, 8/KS 7, Bandar Botanik, 41200 Klang, Selangor
Tel No : 603-3325 2377
Fax No : 603-3325 2677
Mobile No : 012-4706022
Email : krishnan@tfs.Net.my
Contact Person : Krishnan A/L Chelliah

Transcargo Worldwide (M) Sdn Bhd

No. 16-1, Lrg Batu Nilam 21A, Bandar Bukit Tinggi 2, 41200 Klang, Selangor Darul Ehsan.
Tel No : +603-3325 8111
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Mobile No : +6012-2075332
Email : keong@transcargo.com.my
Contact Person : Ong Chin Keong

UCS Logistics Sdn Bhd

8-2 Lorong Batu Nilam 3B, Bandar Bukit Tinggi, 41200 Klang Selangor
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Fax No : 33237139
Mobile No : 0129236003
Email : info@myucs.com
Contact Person : Ong Hui Chien

UGL Tilink Logistics (M) Sdn Bhd

No.109A, 1st Floor, Persiaran Raja Muda Musa, P.O Box 111, 42008 Port Klang
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Fax No : 03-31668541
Mobile No : 019-2214877
Email : muthiah@envoy.com.my
Contact Person : Muthiah A/L Vellakutty

Uniqtrans Logistics Sdn Bhd

Block A-5-2, Jalan Intan/KS1, Intania Klang, 41200 Teluk Gadung Besar Klang Selangor
Tel No : 03-33722884
Fax No : 03-33723884
Mobile No : 017-976 6267
Email : customerservice@uniqtrans.com.my
Contact Person : Asilah Binti Sukran

United Container Lines (Malaysia) Sdn Bhd

A-05-09 Empire Tower, Jalan SS16/1, 47500 Subang Selangor
Tel No : 03-50219281
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Mobile No : 018-3189677
Email : jordanchong@unitedshippingagency.net
Contact Person : Lee Soon Peng

Unitrade Logistics Sdn Bhd

No15-A, Tingkat 1, Jalan Jelai 10/KS 1, Teluk Gadong Besar, 42000 Port Klang
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Email : jacqchua@unitradelog.com.my
Contact Person : Jacqueline Chua

Worldgate Express Services Sdn Bhd

No. 42 Jalan Puteri 2/2, Bandar Puteri
Puchong 47100 Puchong, Selangor
Tel No : 03-80603433
Fax No : 03-80602901
Mobile No : 016-2123123
Email : yttan@worldgate.com.my
Contact Person : Miss YT Tan

World Container Lines (M) Sdn Bhd

42a-A, Jalan Bayu Tinggi 6, Taman
Bayu Tinggi, 41200 Klang, Selangor
Tel No : 03-33269188
Fax No : 03-33261163
Mobile No : 016-3735522
Email : tan@worldcontainerline.com
Contact Person : Tan Siok Tin

YE Cosmo Cargo Express

43-1, Jalan 3/33A, Batu 7, Off Jalan
Kepong, 52100 WP Kuala Lumpur
Tel No : 016-3985861
Fax No : 03-62617663
Mobile No : 0122058780
Email : yecosmo@yecosmo.com
Contact Person : Tan Ching Giap

Yatari Express (M) Sdn.Bhd.

Tingkat 2, Bagunan NTS, 2A Persiaran Raja
Muda Musa, 42000 Pelabuhan Klang, Selangor
Tel No:03 31656501
Fax No:03 31656503
Mobile No : 012 5815962
Email : alibagan@gmail.com
Contact Person : Fazli Bin Nadzri

Zoom AJ Forwarding Services Sdn Bhd

No.15, Block 1, Jalan Tinju 13/50, Section 13,
Worldwide Business Park, 40600 Shah Alam
Tel No : 603-33240383
Fax No : 603-33188649
Mobile No : 012-2057755
Email : imp-exp@easywaylogistics.com.my
Contact Person : Abdul Zaffar Bin Sultan Abdul Kader

YL Freight Services Sdn Bhd

3-3, No. 8, Jalan Anggerik Vanilla BE31/BE,
40460 Kota Kemuning, Selangor
Tel No : 0351316838
Fax No : 0320349505
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Contact Person : Lee Jin Song

11.10 Forwarding Agents

Ace Vision Sdn Bhd

No.55B, Jalan Bayu Tinggi 7, Batu Unjur,
42100 Klang, Selangor
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Fax No : 03-3319 4499
Mobile No : 013-9008555
Email : cs.acevision@gmail.com
Contact Person : Kamarul Zaman Bin Hassan

Advance Logistics Sdn Bhd

Lot 37, Lebuah Sultan Mohd 1, Kaw.
Perindustrian Bandar Sultan Suleiman,
42000 Port Klang, Selangor
Tel No : 603 3176 8001
Fax No : 603 3176 1005
Mobile No : 012 225 7089
Email : syed.aam@fmgloballogistics.com
Contact Person : Syed Ahamed Bin Abdul Majeed

Angkutan Permai (M) Sdn Bhd

302C, 3rd Flr, Jalan Batu Unjur 7,
Taman Bayu Perdana, 41200 Klang, Selangor
Tel No : 03-3323 2203
Fax No : 03-3324 4300
Mobile No : 019-3064763
Email : remmy@angkutanpermai.asia
Contact Person : Ms Remmy

Asa Niaga Shipping & Forwarding Sdn. Bhd.

Kompeks Dato' Shaari, Terminal Feri
Antarabangsa, Lot 484 Jln Shahbandar,
42000 Pelabuhan Klang.
Tel No : 0331666788
Fax No : 0331659788
Mobile No : 0162979026
Email : shippingasa@gmail.com
Contact Person : Mohamad Firdhaus Bin Abd Razak

Atama Logistics (M) Sdn Bhd

No.25&27, Lorong Berembang Off Jalan Kem
Taman Sri Berembang, 42000 Port Klang
Tel No : 60331685737
Fax No : 60331675636
Mobile No : 0123090188
Email : atamagen.doc@tmsgroup.com.my
Contact Person : Hew Yat Ming

BJ Forwarding Agency Sdn Bhd

No.57 Lorong Sanggul 1F, Bandar
Puteri, 41200 Klang Selangor
Tel No : 03-51613872
Fax No : 03-51611275
Mobile No : 016-3357392
Email : bjfdwg@gmail.com
Contact Person : Lim Boon Chui

Boustead Shipping Agencies Sdn Bhd

Suite P1.01, Lvl P1, Menara Trend, Intan
Millenium Square, 68 Jln Batai Laut 4,
Taman Intan, 41300 Klang
Tel No : 03-30058388
Fax No : 03-30058908
Mobile No : 012-2501695
Email : tosri@bousteadshipping.com.my
Contact Person : Tosri Bin Amin

Bumi Marine Shipping Sdn Bhd

Lot 19, Lebuhr Sultan Muhamed 2, Bandar
Sultan Suleiman, 42000 Port Klang, Selangor
Tel No : 603-31763033
Fax No : 603-31763022
Mobile No : 016-3326550
Email : chloo@bumi-marine.com.my
Contact Person : Loo Chea Hee

Bumi Raya Sdn Bhd

71,Lebuhr Berangan, 42000 Port Klang
Tel No : 03-31686100
Fax No : 03-31680304
Mobile No : 0193351018
Email : import@bumiraya.com.my
Contact Person : Lam Sai Hoong

Cenmar Forwarding Sdn Bhd

137 ,Jalan Tengku Badar, 42000, Port Klang ,Selangor
Tel No : 03-31689771
Fax No : 03-31689163
Mobile No : 012-3223777
Email : cenmar137@yahoo.com
Contact Person : Ng Soon Huat

Central Forwarding Agency Sdn.Bhd.

78 & 80 Lebuhr Beringin, 42000 Port Klang
Tel No : 31689001
Fax No : 31684011
Mobile No : 012-2829696
Email : awyong@cfa.com.my
Contact Person : Aw Yong Leong Chin

Cenmar Forwarding Sdn Bhd

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Tel No : 03-31689771
Fax No : 03-31689163
Mobile No : 012-3223777
Email : cenmar137@yahoo.com
Contact Person : Ng Soon Huat

Central Forwarding Agency Sdn.Bhd.

78 & 80 Lebuhr Beringin, 42000 Port Klang
Tel No : 31689001
Fax No : 31684011
Mobile No : 012-2829696
Email : awyong@cfa.com.my
Contact Person : Aw Yong Leong Chin

Charlie Marketing International

5b Jalan Berangan, 42000 Port Klang, Selangor
Tel No : 0331669901
Fax No : 0331669902
Mobile No : 0162550110
Email : hnhssb@streamyx.com
Contact Person : Hishammudin Leman

Consolplus Freight Services Sdn Bhd

78-A, Jalan Tengku Badar ,
42000 Port Klang Selangor
Tel No : 03-31663203
Fax No : 03-31663205
Mobile No : 019-2309969
Email : eza@consolplus.com.my
Contact Person : Noor Shaizah Binti Razali

Damco Logistics Services Sdn Bhd

MILS Logistics Hub, Lot 88077, Jln Perigi Nenas 7/1,
Kaws Perindustrian 42100 Pulau Indah, Port Klang
Tel No : 033101 2651
FaxNo:
Mobile No : 0167931902
Email : mohd.ekhbal.abdul.jabar@damco.com
Contact Person : Mohd Ekhbal Bin Abdul Jabar

Delta Express (M) Sdn Bhd

No.11 Lingkaran Sultan Mohamed 2, Bandar
Sultan Suleiman, 42000 Pelabuhan Kelang
Tel No : 03-31769800
Fax No : 03-31769810
Mobile No : 012-2993303
Email : eda@deltaexp.com.my
Contact Person : Norlida Binti Hussain

Distri-Link Logistics Sdn. Bhd.

Suite 07-11, Level 7, Centro, 8, Jalan Batu
Tiga Lama, 41300 Klang, Selangor
Tel No : 0333416888
Fax No : 0333426888
Mobile No : 0122671201
Email : zamani@purelinklog.com
Contact Person : Ahmad Zamani Bin Basaruddin

Eastrex Shipping Sdn Bhd

Wisma Eastrex, 198 Jalan Batu Unjur, 7,
Taman Bayu Perdana, 41200 Klang Selangor
Tel No : 03 3323 9898
Fax No : 03 3324 5757
Mobile No : 0123961969
Email : hanita@eastrex.com
Contact Person : Hanita Binti Shaari

Embassy Forwarding Sdn Bhd

63-A, Jalan Tengku Badar, Port Klang, Selangor De
Post Code : 42000
Tel No : 603-31657124
Fax No : 603-31657131
Mobile No : 012-5112115
Email : edwin-efwd@embassyfreight.com
Contact Person : Han Ching Fook

Envoy Agencies (M) Sdn Bhd

No.109A, 1st Floor, Persiaran Raja,
42008 Port Klang, Selangor
Tel No : 03-31679900
Fax No : 03-31679922
Mobile No : 019-2214877
Email : muthiah@envoy.com.my
Contact Person : Muthiah A/L Vellakutty

Equatorial Logistics Sdn Bhd

No.15a Jalan Berangan, 42000 Port Klang, Selangor
Tel No : 03-31657702
Fax No : 03-31657703
Mobile No : 019-2628777
Email : wkteh@equatorial-logistics.com
Contact Person : Teh Wai Keong

Excel-Freight Movers Sdn Bhd

51c, Persiaran Tengku Ampuan Rahimah,
Taman Sri Andalas, 41200 Klang, Selangor
Tel No : 0333244811
Fax No : 0333242921
Mobile No : 0127876747
Email : aik.hou@efmglobal.com.my
Contact Person : Elton Tan

Expedite Freight Forwarders Sdn Bhd

Lot 16 Jalan Sultan Hisamuddin 1,
Selat Klang Utara 42000 Port Klang
Tel No : 31763801
Fax No : 31764701
Mobile No : 012-25800029
Email : effsb@po.jaring.my
Contact Person : Kevin Gan Sur Theng

Far Eastern Freight Agencies (J) Sdn Bhd

No. 56b (2nd Floor), Lebuhr Beringin,
42000 Port Klang, Selangor
Tel No : 0331677549
Fax No : 0331682878
Mobile No : 0162626718
Email : admin@fefa.com.my
Contact Person : Ng Szee Zhen

Federal Shipping & Forwarding Agency Sdn. Bhd.

Lot 13, (Pt.1717) Solok Sultan Hishamuddin 7,
Kaw Perusahaan Bandar Sultan Suleiman
42007 Port Klang
Tel No : 03-31766933
Fax No : 03-31761797
Mobile No : 012-3382235
Email : paldhillon@gmail.com
Contact Person : Pal Singh Dhillon

Fortuna Multi-Serve (M) Sdn Bhd

No. 5a, Jalan Berangan, 42000 Pelabuhan Klang,
Tel No : 03-31671513
Fax No : 03-31671768
Mobile No : 019-3364801
Email : fortuna5@streamyx.com
Contact Person : Antony Dominic
A/L Philip Charles Dominic

FSM Logistics Sdn Bhd

No.45-01-1, Lorong Batu Nilam 1A,
Bandar Bukit Tinggi, 41200 Klang Selangor
Tel No : 603-33233213
Fax No : 603-33238213
Mobile No : 014-3267688
Email : fsmpkg@gmail.com
Contact Person : Saravanan A/L Alagappan

Gapima Sdn.Bhd

No.27, Jalan Melaka Off Persiaran Raja
Muda Musa 42100 Port Klang, Selangor
Tel No : 603-31685436
Fax No : 603-31675386
Mobile No : 0123408477
Email : khairy@gapima.com.my
Contact Person : Mohd Khairy Bin Mustafa

Gulf Cargo Express Sdn Bhd

No.67-A, Jalan Bayu Tinggi 6/KS6,
Batu Unjur, 41200 Klang Selangor.
Tel No : 03-33246065
Fax No : 03-33246203
Mobile No : 016-262 1481
Email : gelbert@isc-gfl.com.my
Contact Person : Gelbert Eng

H.S. Haza Sdn Bhd

139b, Persiaran Pegaga, Taman Bayu
Perdana 41200 Klang, Selangor
Tel No : 03-33263923
Fax No : 03-33262188
Mobile No : 0123525600
Email : hshaza88@yahoo.com
Contact Person : Azrin Bin Mohamed

Harbour Services Sdn Bhd

7th Crown House, No. 217 Persiaran Raja
Muda Musa, 42000 Port Klang Selangor
Tel No : 03-30013018
Fax No : 03-31667013
Mobile No : 016-3512337
Email : fatimahs.pkg@harbour.com.my
Contact Person : Fatimah Binti Samaluddin

Hawaki Sdn Bhd

121c, Jalan Tengku Badar 42000 Port Klang
Tel No : 0331681188
Fax No : 0331671188
Mobile No : 0193147556
Email : lcc@hawaki.com.my
Contact Person : Lu Chee Ching

Hj Adnan Logistics Sdn Bhd

No.8 Tingkat 1, Jalan Kem 42000 Pelabuhan Klang
Tel No : 0331626288
Fax No : 0331651286
Mobile No : 0123865009
Email : director_art@hotmail.my
Contact Person : Fikri Aziz B. Masaud

HTS Forwarding (M) Sdn Bhd

No. 16 & 18, Lingkaran Sultan Muhamad 2,
Bandar Sultan Sulaiman, 42000 Port Klang
Tel No : 03-31767807
Fax No : 03-31767008
Mobile No : 0122991012
Email : ross@htsmkl.com.my
Contact Person : Ros B. Atan

IMF Supplies & Services Sdn Bhd

No. 4217 & 4219, 1st Floor, Persiaran Raja
Muda Musa, 42000 Port Klang, Selangor
Tel No : 03 31656958
Fax No : 03 31671786
Mobile No : 012-3225851
Email : leslie@imfss8.com.my
Contact Person : Loo Chay Leong (Leslie)

Indah Permai Forwarding Sdn. Bhd.

No.23, Jalan Selat Selatan 5A, Landpac Ind.
Park, 42000 Pelabuhan Klang.
Tel No : 0331669928
Fax No : 0331663136
Mobile No : 0162016308
Email : jasni@iplogistics.com.my
Contact Person : Jasni Bin Salim

Intergrated Freighters Sea & Air Sdn Bhd

17A, Jalan Melaka, Persiaran Raja Muda
Musa, 42000 Port Klang, Selangor
Tel No : 03-31689266
Fax No : 03-31689360
Mobile No : 012-3601590
Email : siti@ifsb-Kul.com.my
Contact Person : Siti Mariam Bte Uda

Interlient Forwarding (M)Sdn.Bhd

No.16-2,Jasmin 8/KS6, Bandar
Botanik, 41200 Klang Selangor
Tel No : 03-33237969
Fax No : 03-33238669
Mobile No : 016-9099585
Email : mazni@interlient.com
Contact Person : Mazni Mohd Said

Internexus Logistics Sdn Bhd

No. 39 Lorong Sentosa 4A, Bayu
Nexus, 41200 Klang, Selangor
Tel No : 03-33221010
Fax No : 03-33191010
Mobile No : 016-2940081
Email : eli.lee@internexus.com.my
Contact Person : Elizabeth Lee

Interstate Forwarding & Shipping Sdn Bhd

B-11-1, 11th Floor, Bbt One Tower, North Tower B,
Lebuhr Bt Nilam 1, Bandar Bukit Tinggi, 41200 Klang
Tel No : 03-33251998
Fax No : 03-3325 1815
Mobile No : 012 331 5795
Email : zulkafli@wenzel-logistics.com.my
Contact Person : Zulkafli Bin Md Isa

Interway Penghantaran Sdn.Bhd.

Lot 3&5,Lingkaran Sultan Mohamed 2, Kaw
Perusahaan Bandar Sultan Suleiman 42000
Pelabuhan Klang
Tel No : 0331768886
Fax No : 0331761622
Mobile No : 0192360888
Email : cheok@interway.com.my
Contact Person : Cheok Tuan Sun

Jasa Export Freight Forwarding Sdn Bhd

Lot 10, Lebu Sultan Hishamuddin 1, Kaw 20, PKNS
Industrial Estate 42000 N.K.S. Port Klang, Selangor
Tel No : 0331761392
Fax No : 0331763895
Mobile No : 0122335199
Email : geraldinekok@jasaexport.com.my
Contact Person : Geraldine Kok Pek Yen

Jets Express Services Sdn Bhd

No 10, Jalan Pjs 11/16 Sunway Technology
Park, 46150 Bandar Sunway, Selangor
Tel No : 603 5633 6850
Fax No : 603 5633 5581
Mobile No : 012 296 3308
Email : lin@jets-express.com
Contact Person : Ai Lin

JHC Express Sdn Bhd

No.106-1 Jalan Mahogani 1, Bandar Botanic 41200
Klang Selangor Darul Ehsan
Tel No : 03-33241062
Fax No : 03-33242279
Mobile No : 012-6028372
Email : suhana@freightonline.com.my
Contact Person : Suhana Binti Abdul Rahman

Joseph Wong & Company

119C, 3rd Floor, Jalan Tengku Badar
42000 Port Klang, Selangor.
Tel No : 31686095
Fax No : 31673437
Mobile No : 013-3512199
Email : jvwshipping@unifi.my
Contact Person : Wong Yuen Seng

Jujurmas Forwarding Sdn. Bhd.

No.18b Lorong Compening
42000 Port Klang, Selangor Darul Ehsan
Tel No : 03-3168 3899
Fax No : 03-3168 2899
Mobile No : 012-234 8218
Email : jjmas@streamyx.com
Contact Person : Siow Poh Suan

K & T Forwarding Agency Sdn Bhd

No.144B Persiaran Raja Muda
Musa 42000 Port Klang, Selangor
Tel No : 03-31668231
Fax No : 03-31658228
Mobile No : 016-2602090
Email : freight@frescologistics.com
Contact Person : Razi Bin Harun

Kombinasi Logistics Sdn. Bhd.

The Ship, No 1, One Logistics Hub, Persiaran Sungai
Hampar, Section 32 40460 Shah Alam, Selangor
Tel No : 03 5161 8111
Fax No : 03 5161 6663
Mobile No : 019 388 1232
Email : hrd@pktgroup.com
Contact Person : Pauline Chan Siew Foong

LC Forwarders Sdn Bhd

No.40,Jalan Bayu Tinggi 5, Taman
Bayu Tinggi, 41200 Klang Selangor
Tel No : 33259520
Fax No : 33259530
Mobile No : 0172452888
Email : yusof@lcforwarders.com

Lian Hup & Company

No. 5209A, Persiaran Raja Muda
Musa 42000 Port Klang, Selangor
Tel No : 603-31686630
Fax No : 603-31659176
Mobile No : 012-2029070
Email : lianhup@lianhup.com
Contact Person : Jimmy Tan Seng Hoe

Lim Phang Boo Forwarding & Shipping Co

45 Jalan Cungah, 42000 Port Klang
Tel No : 603-31688234
Fax No : 603-31679760
Mobile No : 0193835175
Email : vivian@limphangboofwdg.com
Contact Person : Vivian Lim

Lim Teow Yong & Sons Sdn Bhd

No. 72a-B, Lebu Beringin, Off Jalan
Berangan, 42000 Port Klang, Selangor
Tel No : +603-31686160
Fax No : +603-31671672
Mobile No : +6012-2146099
Email : liwei@ltysb.com
Contact Person : Lim Li Wei

LPB Comsysline Agencies Sdn Bhd

100A, Lebu Beringin, 42000 Port
Klang
Tel No : 03 3081 1633
Fax No : 03 3081 1638
Mobile No : 012 6797 163
Email : min@lpblogistic.com
Contact Person : Lim Mai Chin

Malconrep Logistics (M) Sdn Bhd

Lot 102519, Jln Sg Pinang 5/4, Sek 5, Kaw. Perind
Pulau Indah Fasa 2, 42920 Pelabuhan Klang
Tel No : 03-31013331
Fax No : 03-31013339
Mobile No : 012-3018898
Email : importt@malconrep-group.com
Contact Person : Gan Soon Leng

Max Freight Forwarders(M)Sdn Bhd Blk

B-3-8-,Intania Klg,Jln Intan 1/KA 1,
Teluk Gadong Besar 41200 Klang
Tel No : 0333728180
Fax No : 0333728281
Mobile No : 017-3715852
Email : zunaini@maxlogistics.com.my
Contact Person : Zunaini Bt Hamid

Menara Freight Consolidators (M) S/B

No.42,Jalan Permai 1D/KS9, Taman Kota
Pendamar, 42000 Port Klang Selangor
Tel No : 03-31663818
Fax No : 03-31653704
Mobile No : 012-6246269
Email : zilin@alliancelogisticssb.com
Contact Person : Norzil Bin Nasir

Mesra Logistic(Southern)Sdn Bhd

32a-2-2 Lorong Batu Nilam 4A, Bandar Bukit
Tinggi, 41200 Klang Selangor
Tel No : 0333249893
Fax No : 0333243998
Mobile No : 0176555405
Email : shan@sealineagency.com
Contact Person : Shanmuganathan Angamuthu

Muhibbah Forwarding Agency Sdn. Bhd.

Lot 36904, Jln Pelabuhan Utara, NKS Industrial
Area, 42000 Port Klang, Selangor
Tel No : 03-3167 0651
Fax No : 03-3166 3680
Mobile No : 012-354 0511
Email : admin@muhibbah.com.my
Contact Person: Nadia Wati Binti Mohamad Nani

Multimodal Freight Sdn Bhd

Lot 14473,Jalan Pelabuhan Utara, 42000
Pelabuhan Klang,Selangor
Tel No : 03-31686790
Fax No : 03-31672306
Mobile No : 013-3385979
Email : azizimy@multimodal.com.my
Contact Person: En Azizi Bin. Mat Yusop

Nada Ehsan Sdn. Bhd.

47 A, Lorong Cungah 42000 Port Klang, Selangor.
Tel No : 603-31657677
Fax No : 603-31687678
Mobile No : 012-6799768
Email : ramli@easternlogisticssystem.com
Contact Person : Ramli Bin Minhat

Nanyang Forwarding & Shipping Agency

3042-1 Persiaran Raja Muda Musa
42000 Port Klang, Selangor
Tel No : 60331689706
Fax No : 60331672787
Mobile No : 0193835800
Email : derik@saga-trans.com
Contact Person : Lin Boon Haur

Nation Victory Sdn Bhd

No.21A, Jalan Bayu Tinggi 2A/KS6,
Batu Unjur, 41200 Klang Selangor
Tel No : 0333232098
Fax No : 0333236591
Mobile No : 0123450013
Email : helen@nv.com.my
Contact Person : Helen Chia

Navegacion Shipping (Johor) Sdn Bhd

N0. 19 - 1 Lorong Batu Nilam 3A, Bandar
Bukit Tinggi, 41200 Klang, Selangor
Tel No : 03-33236695
Fax No : 03-33237695
Mobile No : 012-7095786
Email : azah@navegacion.com.my
Contact Person : Halim Bin Yunus

Nistrans (M) Sdn Bhd

Unit 12-01, Plaza Masalam, No. 2, Jalan
Tengku Ampuan Zabadah , Seksyen 9,
40100 Shah Alam,Selangor
Tel No : 03-58808283
Fax No : 03-58808271
Mobile No : 012-2101406
Email : norazman@nistrans.com.my
Contact Person : Norazman Bin Othman

NYS Shipping & Forwarding Sdn Bhd

Lot 41, Solok Sultan Mohamed 1, Pusat
Perdagangan Bandar Sultan Suleiman, 42000
Pelabuhan Klang,
Tel No : 03-31768811
Fax No : 03-31768916
Mobile No : 012-3852712
Email : kenneth@nys.com.my
Contact Person : Mr Kenneth Tan

NZ Venture Logistic (M) Sdn Bhd

No 272 B, Jalan Batu Unjur 7, Taman Bayu Perdana, 41200 Klang, Selangor
Tel No : 03-33247969
Fax No : 03-33247968
Mobile No : 019-3147121
Email : wafi@nzmalaysia.com
Contact Person : Abdul Wafi Bin Abdul Shukor

Ohm Maritime Sdn Bhd

No. 146, Ground Floor, Jln Tengku Badar, 42000 Pelabuhan Klang, Selangor
Tel: 03-3168 5000
Fax:
Mobile No : 012-3025500
Email : mahsup@halimazmin.com
Contact Person : Halim Bin Mahsup

Oriental Forwarding Sdn Bhd

18-A, Jalan Berangan, 42000 Pelabuhan Klang, Selangor
Tel No : 03-3168 8701
Fax No :
Mobile No : 019-3390383
Email : ofsbpkg@gmail.com
Contact Person : Lai Ah Chai

Pacific Cargo Sdn Bhd

No 29-2, Jalan Batu Nilam 4, Bandar Bukit Tinggi, 41200 Klang, Selangor
Tel No :03-33230969
Fax No : 03-33230099
Mobile No : -
Email : lcchuah@ifs.com.my
Contact Person : Ms. Chuah

Panalpina Customs Services (M) Sdn Bhd

Level 5, Block A Peremba Square, Saujana R, Seksyen U2, 40150 Shah Alam Selangor
Tel No : 03-78412600
Fax No : 0378412700
Mobile No : 016-4945013
Email : jivanathan.singaraju@panalpina.com
Contact Person : Jivanathan A/L Singaraju

Pelangi Forwarding Sdn Bhd

31B, Jalan Berangan, 42000 Port Klang, Selangor
Tel No : 603-3165 8888
Fax No : 603-3167 2184
Mobile No : 019-2637506
Email : yati.asral@mymetroport.com
Contact Person : Nor Hayati Binti Asral

Penta Shipping Sdn Bhd

No.22A, 3A Floor,Jalan Tiara 2A/KU1, Pusat Perniagaan Bandar Baru Klang, 41150 Klang,
Tel No : 03-33411330
Fax No : 03-33438832
Mobile No : 019-2233533
Email : niza@transwest.com.my
Contact Person : Norhaniza Binti Ab. Wahab

Perwakilan Nakhoda Sdn Bhd

No.4 Lorong Hort Jalan Lengkongan Off Persiaran Raja Muda Musa 42000 Port Klang
Tel No : 0331675012
Fax No : 0331676868
Mobile No : 0162286880
Email : vijjian@nakhodalse.com
Contact Person : Vijjian A/L Amaran

PKT Logistics (M) Sdn.Bhd.

The Ship, No.1, One Logistics Hub, Persiaran Sungai Hampar,Section 32, 40460 Shah Alam, Selangor
Tel No : 03 5161 8111
Fax No : 03 5161 6663
Mobile No : 019-3881232
Email : hrd@pktgroup.com
Contact Person : Pauline Chan Siew Foong

PMA Forwarding Sdn Bhd

No. 3A Lorong Sanggul 1/F, 41200 Bandar Puteri Klang, Selangor
Tel No : 0351612452
Fax No : 0351621264
Mobile No : 0163350350
Email : mnizam_trinity@yahoo.com
Contact Person : Md. Nizam Bin Mat Kamsi

Port-Link Shipping & Forwarding Sdn Bhd

No.268a Persiaran Pegaga, Taman Bayu Perdana, 41200 Klang, Selangor
Tel No : 03-33259950
Fax No : 03-33259951
Mobile No : 03-33259950
Email : alexsiew85@hotmail.com
Contact Person : Abu Samah Bin Bedoh

Prevalent Logistics (M) Sdn Bhd

4-20-1 No. 14, Grd Floor, Persiaran Anggerik Vanilla Kota Kemuning Seksyen 31 40460 Shah Alam
Tel No : 0351317733
Fax No : 0351317722
Mobile No : 0351317733
Email : lsuyen@salientlog.com
Contact Person : Lim Su Yen

Priority Optimum Services Sdn Bhd

No. 12 & 14, Jalan Sungai Aur / KS4
42000 Port Klang, Selangor
Tel No : 603-31653100
Fax No : 603-31655100
Mobile No : 6012-2203286
Email : hhchan@prioritysynergy.com.my
Contact Person : Chan Huan Hin

Regional Forwarding Agencies Sdn Bhd

No.1 Lingkaran Sultan Mohamed 1A, Tmn Perind
Bdr Sultan Suleiman 42000 Pelabuhan Klang,
Selangor
Tel No : 03-3161 6121
Fax No : 03-3176 8888
Mobile No : 016-3332115
Email : sherenesoo@bersatu.com.my
Contact Person : Sherene Soo

RFL Forwarding Sdn Bhd

Level 25, Suite 11, Centro No.8,
Jalan Batu Tiga Lama, 41300 Klang Selangor
Tel No : +60-3-3343-8886
Fax No : +60-3-3344-6676
Mobile No : 019-3128268
Email : amarjit.kaur@my.rhenus.com
Contact Person : Amarjit Kaur

RS Logistics (M) Sdn Bhd

27-2 Jalan Batu Nilam 5, Bandar
Bukit Tinggi, 41200 Klang, Selangor
Tel No : 603-3323 6163
Fax No : 603-3323 6150
Mobile No : 012-250 3990
Email : may_rsm@rsm.com.my
Contact Person : May Siow

RZA Forwarding Sdn Bhd

Lot 16 Lengkongan Sultan Hishamuddin, Kaw 20
NKS Ind Area, 42000 Port Klang
Tel No : 03-31761688
Fax No : 03-31765909
Mobile No : 012-2802860
Email : leonglc@rzaf.com.my
Contact Person : Leong Lai Chan

Safeguards Oceanic Sdn. Bhd.

17, Lorong Cempening, 42000
Port Klang, Selangor
Tel No : 31685135
Fax No : 31671550
Mobile No : 019-3390970
Email : doyanbenjamin@gmail.com
Contact Person : Benjamin Keng

Sataka Freight Express

No.42-1, Lorong Batu Nilam 4B,
Bandar Bukit Tinggi, 41200 Klang, Selangor.
Tel No : 03-33237090
Fax No : 03-33239770
Mobile No : 012-3311203
Email : sataka@myjaring.Net
Contact Person : Lim Lai Sim

Sea Associate Agency Sdn Bhd

No. 103-105 Jalan Kem, 42000
Port Klang, Selangor
Tel No : 03-31681888
Fax No : 03-31672888
Mobile No : 016-2124830
Email : serena@saagsb.com.my
Contact Person : Soh Huei Xin

Segani Freight Services Sdn. Bhd.

No. 6, Jalan Anggerik Vanilla V31/V, Kota
Kemuning, 40460 Shah Alam, Selangor
Tel No : 03-51218988
Fax No : 03-51218890
Mobile No : 018-3794346
Email : admin@segani.Net
Contact Person : Marina Binti Mohd Ridzwan

Selatan Agency Company Sdn Berhad

42 Jalan Cungah, 42000 Port Klang Selangor
Tel No : 0331689688
Fax No : 0331684116
Mobile No : 0192277576
Email : rbk@selatanpk.com.my
Contact Person : Roslan Bin Kasah

Semangat Forwarding Agent Sdn Bhd

Lot 5 Jalan Sultan Mohd 4 Kaw. Perind Bdr Sultan
Sulaiman 42000 Port Klang Selangor
Tel No : 603-31760888
Fax No : 603-317600878
Mobile No : 019-771 9310
Email : rocky@gforce.com.my
Contact Person : Rocky Yeastman

Sepadu Merdu Sdn Bhd

Lot 28, Lintang Sultan Mohamed 1A,
Pusat Perdagangan Bdr Sultan Suleiman, 42000
Port Klang, Selangor
Tel No : 03-31760012
Fax No : 03-31761108
Mobile No : 013-6060738
Email : smsb28@gmail.com
Contact Person : Mohammad Rizar Bin Rajali

Shahmarine Forwarding & Shipping Sdn Bhd

No. 69-B, Lebuhr Berangan, 42000 Pelabuhan Klang, Selangor.

Tel No : 0105036575

Fax No : 03-62076764

Mobile No : 0162257118

Email : shahmarinefwd@gmail.com

Contact Person : Zainalabidin Bin Zakaria

Sinar Suria Forwarding Agency

No.42a, 1st Floor, Lrg Sentosa 4A, Taman Bayu Tinggi, 41200 Klang, Selangor

Tel No : 0333230288

Fax No : 0333230268

Mobile No : 0163458448

Email : beehlun@gmail.com

Contact Person : Stanley Bee

Southern Sea Freight Sdn Bhd

63-A, Leboh Berangan 42000 Pelabuhan Klang, Selangor

Tel No : 03-31687381

Fax No : 03-31681531

Mobile No : 012-2365837

Email : sfreightsb@unifi.my

Contact Person : Armiati Binti Irkani

Straits Carriers Sdn Bhd

No.50A, Jalan SS15/4C, 47500 Subang Jaya, Selangor

Tel No : 0356342333

Fax No : 0356342611

Mobile No : 0193344424

Email : yassin@straitscarriers.com

Contact Person : Mohd Yassin Bin Hj Mohd Haniffa

Suria Pantas Sdn Bhd

262A Jalan Batu Unjur 7, Tmn Bayu Perdana 41200 Klang, Selangor

Tel No : 0333239999

Fax No : 03-33235708

Mobile No : 012-2869228

Email : keven3388@hotmail.com

Contact Person : Soon Yew Choon

Syarikat Logistik Petikemas Sdn Bhd

Lot 3 Persiaran Sultan Hishamuddin, Kaw.20, Perindustrian Bandar Sultan 42000 Pelabuhan Klang

Tel No : 03-31760061

Fax No : 03-31760544

Mobile No : 017-2302154

Email : pkg_acc4@petikemas.com.my

Contact Person : Hasnani Binti Md Sharif

Syarikat Eng Hoe Shipping Forwarding Agent & Lorry Transport Sdn.Bhd.

109, Jalan Tengku Badar, 42007 Pelabuhan Klang

Tel No : 03-31687016/7/8

Fax No : 03-31681777

Mobile No : 016-2103320

Email : enghoe@enghoe.com.my

Contact Person : Lee Swee Chin

South Port Forwarding Agency Sdn Bhd

No 21b, Lorong Cempeng, 42000

Port Klang Selangor

Tel No : 03-31682327

Fax No : 03-31672573

Mobile No : 019-2242215

Email : othman@southport.com.my

Contact Person : Othman Bin Baharuddin

SS Forwarding (M) Sdn Bhd

No.1,Lrg Selat Selatan 1, Pandamaran, 42000 Port Klang,Selangor

Tel No : 03 3165 4033

Fax No : 03 3165 4030

Mobile No : 012 798 0792

Email : lily@sssetia.com

Contact Person : Lily KL Goh

Strategic Freight Express Sdn Bhd

No.11 Jalan Permata Biru Taman Cheras

Permata 43200 Cheras, Selangor

Tel No : 03-90815162

Fax No : 03-90746634

Mobile No : 012-9780078

Email : strategicfe@gmail.com

Contact Person : Muhammad Afiq Bin Mohd Din

Syarikat Ingin Maju

No 30, Lorong Cempeng,

42000 Port Klang, Selangor

Tel No : 03-31652718

Fax No : 03-31670213

Mobile No : 012-6938025

Email : aysah@nakhoda.com.my

Contact Person : Anbalagan A/L Muniyandi

Syarikat Penghantaran Worldgate Sdn Bhd

No. 42 Japan Puteri 2/2, BandarPuteri

Puchong 47100 Puchong, Selangor

Tel No : 03-80603433

Fax No : 03-80602566

Mobile No : 019-3880165

Email : enquiry@spworldgate.com.my

Contact Person : Encik Sammuji Bin Masdar

Syarikat Wakil Penghantaran Bersatu Sdn Bhd

No.1 Lingkaran Sultan Mohamed 1A, Tmn Perind
Bdr Sul Suleiman 42000 Pelabuhan Klang,
Selangor
Tel No : 03-31616121
Fax No : 03-31763978
Mobile No : 016-3332115
Email : sherenesoo@bersatu.com.my
Contact Person : Sherene Soo

Tasimas Trading

No. 27-1, Jalan Laksamana 5, Taman Sentosa
Taipan, 41200 Klang, Selangor
Tel No : 03-51617978
Fax No : 03-51618187
Mobile No : 0176952005
Email : mail.plusmax@gmail.com
Contact Person : Sutha Kalaiperumal

Teguh Cemerlang (M) Sdn Bhd

115 & 117, Tingkat 1, Jalan Tengku
Badar, 42000 Port Klang, Selangor
Tel No : 03-31676201
Fax No : 03-31670826
Mobile No : 019-2833633
Email : kctan@teguh.com.my
Contact Person : Tan Kian Cheong

Terusan Maju Logistics Sdn Bhd

No.60 A & B Jalan Bayu Tinggi 6/KS6, Taman
Bayu Tinggi, 41200 Klang Selangor
Tel No : 03-33240779
Fax No : 03-33248480
Mobile No : 012-3488039
Email : suria_sjl@yahoo.com
Contact Person : Noryzah Bt Sulaiman

Titimas Logistics Sdn Bhd

39, Lorong Cempening, 42000
Port Klang, Selangor
Tel No : 03 31680455
Fax No : 03 31680263
Mobile No : 019-3127733
Email : ttan@titimas.com.my
Contact Person : Tan Theng Theng

Titimas Shipping & Trading Sdn Bhd

39, Lorong Cempening, 42000
Port Klang, Selangor
Tel No : 03 31680455
Fax No : 03 31680263
Mobile No : 012-3155736
Email : annahong@lapglobal.com.my
Contact Person : Hong Soh Lan

TMC Forwarding Sdn Bhd

5-21, Menara KLH, Pusat Perdagangan KLH,
Bandar Puchong Jaya, 47170 Selangor
Tel No : 0380734833
Fax No : 0380738436
Mobile No : 0123382277
Email : cs.central@k-tmc.com
Contact Person : Mr Ravi

Transairmarine Agencies Sdn. Bhd.

No.26 (1st & 2nd Floor), Jalan Kasuarina, 8/KS7,
Bdr Botanik, 41200 Klang, Selangor
Tel No : 603-33252377
Fax No : 603-33252677
Mobile No : 012-4706022
Email : krishnan@tfs.net.my
Contact Person : Krishnan A/L Chelliah

Transcargo Freight & Forwarding (M) Sdn Bhd

No. 16-1, Lorong Batu Nilam 21A,
Bandar Bukit Tinggi 2, 41200 Klang, Selangor
Tel No : +603-3325 8111
Fax No : +603-3325 8598
Mobile No : +6012-2075332
Email : keong@transcargo.com.my
Contact Person : Ong Chin Keong

Triways Logistics (M) Sdn Bhd

Pt 19836, Jalan Padang Jawa, Seksyen
16, 40200 Shah Alam, Selangor
Tel No : 03-55188811
Fax No : 03-55184050
Mobile No : 019-2646940
Email : fida@triways-logistics.com.my
Contact Person : Rafidah Binti Abdul Azizi

Tuck Sun & Co (Malaysia) Sdn Bhd

B-8-2, Tower B, Bbt One, Lebuhr Batu Nilam 1
Bandar Bukit Tinggi, 41200 Klang Selangor
Tel No : 603-33252266
Fax No : 603-33252366
Mobile No : 013-3526870
Email : mak@tucksun.com
Contact Person : Mak Fong Foun

Union Forwarding Agency Sdn Bhd

No 9A, Jalan Berangan, 42000
Port Klang Selangor
Tel No : 31688164
Fax No : 31670133
Mobile No : 0126608024
Email : ngansh@unionfa.com.my
Contact Person : Ngan Siew Hiong

UPT Forwarding & Transport Sdn Bhd

115 B, Jalan Tengku Badar,
42000 Pelabuhan Klang
Tel No : 31692688
Fax No : 31692619
Mobile No : 012-3281125
Email : wesley@upt.com.my
Contact Person : Wesley Tan

Ushamas Forwarding (M) Sdn Bhd

No.65A, Jalan Tengku Badar,
42000 Port Klang,
Tel No : 03-3168 8633
Fax No : 03-3165 3539
Mobile No : 019-2111199
Email : nicholasang@ushamas.com
Contact Person : Nicholas Ang Soon Ming

Vin-Global Logistics (M) Sdn Bhd

No 65 Jalan Batu Nilam 1, Bandar
Bukit Tinggi 41200 Klang, Selangor
Tel No : 03 33248361
Fax No : 03 33248361
Mobile No : 012-3853221
Email : konghwa@pc.jaring.my
Contact Person : Noora Binti Mat Sukin

Visa Forwarding Services Sdn Bhd

No.256, Jalan Sungei Putus, 41050 Klang,
Selangor
Tel No : 0133511055
FaxNo:
Mobile No : 0133511055
Email : visaforw@streamyx.com
Contact Person : Mrs.H.Paul

Waja Segar Logistik Sdn Bhd

52A-02-1, Lorong Batu Nilam 4A, Bandar Bukit
Tinggi, 41200 Klang, Selangor
Tel No : 03-33231980
Fax No : 03-332318
Mobile No : 0123894621
Email : wajasegar@gmail.com
Contact Person : Mr/Mrs Murugesan

Wangi Forwarding & Shipping Sdn Bhd

Suite 10.02, 10th Floor, Crown House, No. 217,
Persiaran Raja Muda Musa 42000 Port Klang
Tel No : 0331672044
Fax No : 0331672688
Mobile No : 0163210343
Email : aaron@wangi.com.my
Contact Person : Ng Teck Guan

WPM Global Logistics Sdn Bhd

No. 18 Jalan Opera B U2/B, Taman TTDI Jaya,
Section U2, 40150 Shah Alam, Selangor
Tel No : 03-78317588
Fax No : 03-78319942
Mobile No : 019-3167604
Email : leila@wpmglobal.com.my
Contact Person : Leila Hj Yunus

ZAL - El Logistic Sdn Bhd

No 3 - G Lorong Orkid 1A, Kg Raja Uda ,
42000 Pelabuhan Klang Selangor
Tel No : 03-31653541
Fax No : 03-31653542
Mobile No : 019 - 3316332
Email : zalei88@yahoo.com
Contact Person : Mohd Khaidzir Bin Omar

Zoom AJ Forwarding Services Sdn Bhd

No.15, Block 1, Worldwide Business Park, 13/50 Jln
Tinjau, Section 13, 40600 Shah Alam
Tel No : 603-33240383
Fax No : 603-33188649
Mobile No : 012-2057755
Email : imp-exp@easywaylogistics.com.my
Contact Person : Abdul Jaafar Bin Sultan Abdul
Kader

11.11 Warehouse Operators (Bonded)

Abletech (Tab) Bonded Services Sdn Bhd

Block A-6-3A Jalan Intan 1/KS1, Intania Klang,
Telok Gadong Besar, 41200 Klang
Tel No : 0333737225
Fax No : 0333719829
Mobile No : 0192777779
Email : aline@abletech-my.com
Contact Person : Aline Tan

Allied Warehouses (M) Sdn Bhd

F12, Jalan FZ8-P3, Port Klang Free Zone/KS12,
Pulau Indah 42920 Port Klang
Tel No : 03-3101 2024
Fax No : 03-3101 2019
Mobile No : 0123101240
Email : acct@awh-grp.com
Contact Person : Ng Pei Yau

Allied Warehouses (M) Sdn Bhd

Gudang D1 Northport Distrepark,
Jalan Parang 42000 Port Klang
Tel No : 03-31766513
Fax No : 03-31766913
Mobile No : 0123053101
Email : ang@awh-grp.com
Contact Person : Ang Hong Eng

Ann Joo Metal Sdn. Bhd.

Lot P227, Jalan FZ6-P2, Percinct 2, PKFZ KS12,
Pulau Indah 42920 Klang, Selangor
Tel No : 012-8892326
Fax No : 03-31013314
Mobile No : 019-2228698
Email : merlyn.tong@annjoo.com.my
Contact Person : Ms. Tong Bee Lan

Baerlocher (M) Trading And Services Sdn Bhd

F21, Jalan FZ8-P3, Port Klang Free
Zone / KS 12, 42920 Selangor
Tel No : +606 6780241
Fax No : +606 6784429
Mobile No : 019-2629385
Email : aa.meilee@baerlocher.com
Contact Person : Ha Mei Lee

Baiduri Dimensi Sdn. Bhd.

Lorong Westport Pulau Indah,
42920 Pelabuhan Klang, Selangor
Tel No : 03-31015967
Fax No : 03-31013280
Mobile No : 019-2232171
Email : nina@baiduridimensi.com
Contact Person : Noralina Binti Mohd Noor

Cargill Palm Products Sdn Bhd

Precinct 8, Jalan FZ 1 - P8, Port Klang Free
Zone/KS12 , 42920 Pulau Indah, Selangor
Tel No : 0331015388
Fax No : 0331013868
Mobile No : 0193843842
Email : kevin_khoo@cargill.com
Contact Person : Khoo Yan Kiat

Chevron Malaysia Limited

Pulau Indah Terminal, Jeti Petrokimia,
Pelabuhan Barat , 42920 Pulau Indah, Selangor
Tel No : 03-310 11131
Fax No : 03- 31015868
Mobile No : 012-3997983
Email : howkk@chevron.com
Contact Person : How Kok Keng

Delta Alaf (M) Sdn Bhd

C2 & C3, LIU, Precinct 3 Port Klang Free
Zone 42920 Pulau Indah, Selangor
Tel No : 03-31013229
Fax No : 03-31015229
Mobile No : 0126168012
Email : deltaalaf888@yahoo.com
Contact Person : Lee Yong Sing

Dinset Trading

No 383 Lorong Chinniah Pandamaran, 42000
Pandamaran, Port Klang
Tel No : 0333239999
Fax No : 03-33235708
Mobile No : 0162289890
Email : jasmon_tcs@hotmail.com
Contact Person : Shaiful Nizam Bin Mohd Noor

Edaran Prisma Sdn Bhd

Gudang "E1", CT2 CFS Off Jalan
Tambang 42000 Port Klang
Tel No : 31761293
Fax No : 31761669
Mobile No : 012-2026888
Email : edaran23@streamyx.com
Contact Person : Lim Teak Hin

Ever Quick Machinery Sdn. Bhd.

G63 & G64, Jalan FZ 8-P3, Port Klang Free Zone /
KS 12, 42920 Port Klang, Selangor
Tel No :
Fax No : 055488979
Mobile No : 0125158098
Email : quick5678@gmail.com
Contact Person : Zou Jinlai

Far East Oil Terminal Two (M) Sdn Bhd

Lot 55710, Jalan Kenanga 1, Pelabuhan Barat,
Pulau Indah 42009 Port Klang, Selangor
Tel No : 603-31021100
Fax No : 603-31021100
Mobile No : 60123210442
Email : suhaila.bakar@feoso.com.my
Contact Person : Suhaila Bte Abu Bakar

Future Supply Chain Sdn Bhd

B2-20-21, B2-20-22, Lorong Batu Nil, Bandar
Bukit Tinggi, 41200 Klang, Selangor
Tel No : 03-33235514
Fax No : 03-33235499
Mobile No : 016-2613688
Email : richard@futures.my
Contact Person : Ng Wee Feng

Giga Car Terminal Sdn Bhd

Pulau Indah, Westport, 42009 Port Klang,
Selangor
Tel No : 03-31011200
Fax No : 03-31011318
Mobile No : 012-3155530
Email : captho@gigaship.com
Contact Person : Muhammad Hairi Ho

Global Asia Industrial Chemicals Sdn Bhd

A13, Jalan FZ2-P3, Port Klang Free Trade Zone
KS12, 42920 Pulau Indah, Pelabuhan Klang
Tel No : 03-31015035
Fax No : 03-31015057
Mobile No : 0133877339
Email : tania.moffat@global-ww.com
Contact Person : Tania Moffat

Gugusan Cekap Enterprise

Northport (M) Bhd, CT22 - E2,
Q Shed, 42009 Port Klang,
Tel No : 03-33259942
Fax No : 03-33259943
Mobile No : 03-33259942
Email : beehlun@gmail.com
Contact Person : Ho Ah Hock

Hoseman Sdn. Bhd.

D6, Jalan FZ6-P3, Port Klang Free Zone/KS 12
42920 Pulau Indah, Selangor
Tel No :
Fax No :
Mobile No : 017-3805388
Email : Marketing@Hoseman.com.my
Contact Person : Ahmad Rasydan B. Hasan

Interocean Warehousing Services Sdn Bhd

Gudang B2, Container Terminal Satu, Jalan
Tenggiri, 42005 Pelabuhan Klang, Selangor
Tel No : 603-31768362
Fax No : 603-31769630
Mobile No : 012-3338778
Email : jessie@interocean.com.my
Contact Person : Jessie Diong

Kuan Hai Sdn Bhd

Pejabat Dermaga 1&2 Tingkat 1,
Bahagian Operasi Southpoint , 42000 Port Klang
Tel No : 0331651896
Fax No : 0331652896
Mobile No : 0192781896
Email : kuanhai_1896@yahoo.com
Contact Person : Tanah Lek

L A Logistics & Warehousing

Gudang D2, Northport Distripark, Jalan
Parang, 42000 Port Klang, Selangor.
Tel No : 0126910589
Fax No : 03-33192333
Mobile No : 0192711562
Email : angbl@lalogistic.com
Contact Person : Lim Chin Boon

Majestic Freight Services

H56 Jalan FZ10-P3, Port Klang Free Zone/KS12
42920 Pulau Indah, Selangor
Tel No :
Fax No :
Mobile No : 0164157752
Email : majesticfspg@gmail.com
Contact Person : Gavin Goh Guan Hee

Multi Natural Sdn Bhd

F53, Jalan FZ8-P3, Port Klang Free Zone KS/12
42920 Pulau Indah, Selangor
Tel No : 0331013258
Fax No : 0331013259
Mobile No : 0193307232
Email : ilyas@asaafa.com.my
Contact Person : Mohamed Farook Mohamed Ilyas

Multishield (M) Sdn. Bhd.

CT (CFS 1), Pelabuhan Barat,
42009 Pulau Indah, Selangor
Tel No : 03 3101 1048
Fax No : 03 3101 1049
Mobile No : 019 388 1232
Email : hrd@pktgroup.com
Contact Person : Pauline Chan Siew Foong

MV Networks Wine & Spirit Sdn Bhd

C1 & C6 , LIU, Precinct 3, Port Klang Free Zone 42920 Pulau Indah, Selangor
Tel No : 03-31012702
Fax No :
Mobile No : 0126168012
Email : mvnetworks@hotmail.com
Contact Person : Lee Yong Sing

Nippon Express (M) Sdn. Bhd.

10th Floor, West Tower, Wisma Consplant 1,
No. 2 Jln SS 16/4, 47500 Subang Jaya, Selangor
Tel No : 603-50331111
Fax No : 603-56345915
Mobile No : 016-3301861
Email : tan@nittsu.com.my
Contact Person : Tan Chee Kiong

Nistrans (M) Sdn Bhd

Unit 12-01, Plaza Masalam, No. 2, Jalan Tengku Ampuan Zabedah Seksyen 9, 40100 Shah Alam, Selangor
Tel No : 03-58808283
Fax No : 03-58808271
Mobile No : 012-2101406
Email : norazman@nistrans.com.my
Contact Person : Norazman Bin Othman

Oceamas Sdn Bhd

D4, NPDP, Jalan Parang, Pelabuhan Utara, 42009 Port Klang, Selangor
Tel No : 603-3348 7795
Fax No : 603-3341 5998
Mobile No : 6016-298 7705
Email : vanessa@oceamas.com
Contact Person : Vanessa Yuen

Oren Hydrocarbons Far East Sdn Bhd

B31/32 Jln FZ4 P3 Port Klang Free Zone KS12 42920 Pulau Indah Port Klang
Tel No : 31013019
Fax No : 31012489
Mobile No : 0178865098
Email : aloydc@yahoo.com
Contact Person : Alocious Dcruz A/L T.M.Dcruz

Oriental Sheet Piling Sdn Bhd

Lot 292 & 293, Jln FZ4-P2, PKFZ - KS12 42920 Pulau Indah, Klang, Selangor
Tel No : 03-79496000
Fax No : 03-79496111
Mobile No : 012-3738749
Email : hanmen.wong@orientalsheetpiling.com
Contact Person : Wong Han Men

Orix Marketing Sdn Bhd

Unit C-11-05, 3 Two Square, No. 2, Jalan 19/1, 46300 Petaling Jaya Selangor
Tel No : +603-79600088
Fax No : +603-79316668
Mobile No : +60193131510
Email : ernest@orixmarketing.com
Contact Person : Ernest Lee

Pac De Pac Services (Port Klang) Sdn Bhd

Westport Warehouse E, Jalan Cempaka, Pulau Indah 42009 Port Klang, Selangor
Tel No : 603-31011099
Fax No : 603-31011251
Mobile No : 6012-2203286
Email : hhchan@prioritysynergy.com.my
Contact Person : Chan Huan Hin

Pantech Corporation Sdn Bhd

Persiaran Port Klang FZ7, Jalan FZ 6-P1, Port Klang Free Zone/KS12 42920 Pulau Indah, Port Klang
Tel No : 03-31013767
Fax No : 03-31014767
Mobile No : 0163984912
Email : zuhairah@pantechcorp.com
Contact Person : Zuhairah Bt Ashikin

Pioneerpac Sdn Bhd

No 35-02-1 Jalan Batu Nilam 1A, Bandar Bukit Tinggi, 41200 Klang Selangor
Tel No : 0333231522
Fax No : 0333231523
Mobile No : 0192739855
Email : eswaran@pioneerpac.my
Contact Person : Eswaran A/L Kulanthaivelu

Prima Warehousing Sdn Bhd

No:5215 (2nd Floor) Persiaran Raja Muda Musa, 42000 Port Klang, Selangor
Tel No : 31668225
Fax No : 31660646
Mobile No : 0122059779
Email : katherine.pkg@primawhse.com.my
Contact Person : Katherine Go

Real Handlers Sdn Bhd

CFS1 Container Terminal ,Westports, 42920 Pulau Indah, Port Klang, Selangor
Tel No : 03-31010016
Fax No : 03-31010036
Mobile No : 012-2884684
Email : doris@realhandlers.com.my
Contact Person : Doris Cheng Chin Ching

Reefer Logistics Sdn Bhd

Lot 55710 (Dry Bulk Terminal) , Jalan Cempaka 3,
Pelabuhan Barat 42009 Pulau Indah, Port Klang
Tel No : 03-31011733
Fax No : 03-31011730
Mobile No : 012-3833503
Email : linus@aqv.com.my
Contact Person : Ng Kar Lee

Regional Synergy (M) Sdn Bhd

CFS 3 Terminal 3, Pulau Indah West Port, 42009
Port Klang
Tel No : 603-3101 1260
Fax No : 603-3101 1587
Mobile No : 012-250 3990
Email : may_rsm@rsm.com.my
Contact Person : May Siow

Sal Consolidators Sdn Bhd

Westport Conventional - Yard 4,
Pulau Indah, 42009 Port Klang
Tel No :
Fax No :
Mobile No : 012-2900520
Email : siewyien@sal.com.my
Contact Person : Teoh Siew Yien

Star Up Trading

LIU E11 Jln FZ6/P3 Port Klang Free Zone KS12
42920 Pulau Indah Port Klang Selangor
TelNo:
FaxNo:
Mobile No : 0162791846
Email : starup.trading@gmail.com
Contact Person : Mohamed Fadzil

Venthill Sdn Bhd

No.5-3A, Level 5, One Avenue, Dataran Pelangi
Utama, Jalan Masjid, PJU 6A, 47400 Petaling Jaya,
Tel No : 0331761120
Fax No : 0331765781
Mobile No : 0162271120
Email : kslim@venthill.com
Contact Person : Lim Kim Soon

Westport Distripark(M) Sdn Bhd

P.O. Box 286, Pulau Indah 42009 Port Klang,
Selangor
Tel No : 0331011818
Fax No : 0331011717
Mobile No : 0122421580
Email : norhisam.mansor@klb.my Contact
Person : Norhisam Bin Mansor

Westport Handlers Sdn Bhd

CFS 4 Container Terminal Pulau Indah 42920 Port
Klang, Selangor
Tel No : 03-31011787
Fax No : 03-31694127
Mobile No : 012-2060202
Email : vincent@qelres.com.my
Contact Person : Vincent Lim Yip Hong

Wire & Wire Products (M) Sdn Bhd

H64, Jalan FZ10-P3, Port Klang Free Zone/KS12,
42920 Pulau Indah, Selangor Darul Ehsan
Tel No :
Fax No :
Mobile No : 60122048856
Email : Robert@Wireproducts.Cc
Contact Person : Chiew Beng Huat

11.12 Hauliers (Container)

Delta Haulage Transport (M) Sdn Bhd

No.6 Lorong Sultan Mohd 1, Kaw Perindustrian
Bandar Sultan Suleiman, 42000 Port Klang
Tel No : 03-31767435
Fax No : 03-31767440
Mobile No : 019-382 6084
Email : sanderan@deltahaulage.Com
Contact Person : Sandrean A/L Raman

Jatitama Sdn Bhd

No.5B, Gudang Kopema Bhd, Lot.14473, Jalan
Pelabuhan Utara, 42000 Port Klang
Tel No : 603-31679144
Fax No : 603-31677250
Mobile No : 019-3345884
Email : service@haixheng.com.my
Contact Person : Tan Ken Teck

Kris Bayu Sdn Bhd

No 988, Jalan Perindustrian Bukit Minyak,
Kaw Perind Bukit Minyak, 14000 Bukit Mertajam
Tel No : 045019988
Fax No : 045019991
Mobile No : 0174751833
Email : thanggeswaran.lccl@ltscold.com.my
Contact Person : Thanggeswaran

PMSAA Multimodal Sdn Bhd

Lot 8923, Jalan Telok Gong, Kampung Telok
Gong, 42000 Port Klang
Tel No : 03-3134 3208
Fax No : 03-3134 3299
Mobile No : 016-6767 999
Email : stanley@pmsaa.com.my
Contact Person : Stanley Ang

Setia Corporation Sdn Bhd

Lot 15 & 16, Jalan Delima 1/1, Taman Perindustri-
an Subang Hitech , Batu 3, 40150 Shah Alam
Tel No : 0356323131
Fax No : 0356322455
Mobile No : 0193355688
Email : terence@setia.com.my
Contact Person : Terence Chan Kok Wei

Superb Logistics Sdn Bhd

Lot 130449, Jalan Canang Emas 7, Off Jalan Telok
Gong, 42000 Port Klang, Selangor
Tel No : 1700-81-9192
Fax No : 03-31675807
Mobile No : 016-3312059
Email : percival@superblogistic.com
Contact Person : Percival Ignatius Stanley

Tijaz Logistics Sdn Bhd

No 39-2, Jalan Kasuarina 7/KS07, Botanic Capital,
41200 Klang, Selangor
Tel No : 03-33252525
Fax No : 03-33251010
Mobile No : 0122419300
Email : haulage.operations@kudratmalaysia.com
Contact Person : Kamal Bin Jantan

11.13 Licensed CPC Surveyors at Port Klang

Alliance Maritime Consultants Sdn. Bhd.

No. 74, 2nd Floor, Jln. Batu Unjur 1, Taman Bayu Perdana, 41200 Klang, Selangor.
Tel : 03-3324 1741
Fax : 03-3323 6694

Amity Marine Sdn. Bhd.

Suite B-3-16, Bbt One, Lebuah Batu Nilam 2, Bandar Bukit Tinggi, 41200 Klang, Selangor.
Tel : 03-3325 1328
Fax : 03-3325 1928

Altitude (M) Sdn. Bhd.

No. 52-B, Jalan Batu Unjur 1, Taman Bayu Perdana, 41200 Klang, Selangor.
Tel : 03-33241413
Fax : 03-33241812

Link Survey (M) Sdn. Bhd.

No. 41 C Lorong Cungah, 42000 Pelabuhan Klang, Selangor.
Tel : 03-31676441
Fax : 03-3167 6442

Dash Three Marine Services Sdn. Bhd.

Wisma Balisa, No. 74-2, (2nd Floor), Jln Batu Unjur 1, Taman Bayu Perdana, 41200 Klang, Selangor.
Tel : 03-33234771
Fax : 03-3323 4853

Harper Wira Insurance Surveyors & Adjusters Sdn. Bhd.,

28-1, Jalan Permai 1b, Taman Pendamaran Permai, 42000 Pelabuhan Klang, Selangor.
Tel : 03-3167 6566
Fax : 03-3165 2829

Silverline Maritime Sdn. Bhd.

36-B, Jalan Cungah, 42000 Pelabuhan Klang, Selangor.
Tel : 03-31660108
Fax : 03-3166 0107

SGS (M) Sdn. Bhd.

Lot 603, Leboh Raja Lumu, Kawasan Perindustrian Pkns, Pandamaran, 42000 Pelabuhan Klang
Tel : 03-3165 2320
Fax : 03-3165 2324

Maphilindo-Insight Sdn. Bhd.

1 St Floor, 47a, Jalan Cungah, 42000 Pelabuhan Klang, Selangor.
Tel : 03-3165 1668
Fax : 03-3165 2668

Master Maritime Services (M) Sdn. Bhd.

No. 47, 1st Floor, Jln Cungah, 42000 Pelabuhan Klang, Selangor.
Tel : 03-3166 2551
Fax : 03-3165 2668

Psm Marine Services Sdn. Bhd.

B12a-1-3, Bbt 1, Lebuah Batu Nilam 2, Bandar Bukit Tinggi, 41200 Klang, Selangor.
Tel : 03-3325 2122
Fax : 03-3325 2322

Unispec Services Sdn. Bhd.

45-B, 2nd, Jalan Beringin, 42000 Pelabuhan Klang, Selangor.
Tel : 03-3168 3191
Fax : 03-3168 3061

Sealand Marine & Inspection (M) Sdn. Bhd.

8-1, Lorong Batu Nilam 21b, Bandar Bukit Tinggi 2, 41200 Klang, Selangor.
Tel : 03-3324 2003 / 6003
Fax : 03-3323 4203

ICSB (Malaysia) Sdn. Bhd.

192c, Jalan Unjur 7, Taman Bayu Perdana, 41200 Klang, Selangor.
Tel : 03-3324 2100
Fax : 03-3324 3100

Prima Cargo Control Sdn. Bhd.

No. 40, A, Jalan Bayu Tinggi 6, Bayu Nexus, 41200 Klang, Selangor.
Tel : 03-3323 4761
Fax : 03-3323 4710

GT Global Resources Sdn. Bhd.

40a, 1st Floor, Arked Mara, Jalan Kapar, 41400 Klang, Selangor.
Tel : 03-3191 8362
Fax : 03-3291 8363

Marine United Services Enterprise.

B-2-12, Vista Indah Putra, Jalan Bayu Perdana, 41200 Klang, Selangor.
Tel : 03-3325 9428
Fax : 03-3325 9428

DG Inspectorate Services.

No. 15, Jalan Beroga, Off Jalan Meru, 41050 Klang, Selangor.
Tel/Fax : 03-33439451

Marine Outsourcing Sdn. Bhd.

11.01, 11th Floor, Crown House, Crystal Crown
Hotel Harbour View, 217, Persiaran Raja Muda
Musa, 42000 Pelabuhan Klang, Selangor.
Tel : 03-31664350
Fax : 03-31664361

Quantum Maritime Sdn. Bhd.

No. 24a, Jalan Sentosa, Off Jalan Kim Chuan,
Taman Chi Liung, Pandamaran, 42000 Pelabuhan
Klang
Tel : 03-3323 5508
Fax : 03-3324 3808
Emel : Quantum3@Streamyx.Com

CMS Cargo Surveyors (M) Sdn. Bhd.

No. 45c, Tingkat 3, Jalan Cungah, 42000
Pelabuhan Klang, Selangor.
Tel : 03-3165 6785/ 6786
Fax : 03-3165 6782

Somkaz Services

No. A-3-3a, Meru Court, Batu 5 1/2, Jalan Meru,
41050 Klang, Selangor
Tel : 019-6644574

Shannon Marine Services.

No. 3, Lorong Permai 2g, Taman Pandamaran
Permai, 42000 Pelabuhan Klang, Selangor
Tel : 03-3165 0501
Fax : 03-3165 0510

Om Marine Services Sdn. Bhd

Lot 9085, Jalan Udang Gantung, Kampung Telok
Gong, 42000 Pelabuhan Klang, Selangor
Tel : 03-3166 9832
Fax : 03-3166 9832

Leycome Maritime Sdn. Bhd

149b, Persiaran Raja Muda Musa, 42000
Pelabuhan Klang, Selangor
Tel : 03-3165 2892
Fax : 03-3168 3830

CSII Marine Services Sdn. Bhd

B-3-12a, Block B, Boulevard, Bbt One, Lebuhr Batu
Nilam 2, Bandar Bukit Tinggi, 41200 Klang,
Selangor.
Tel : 03-3325 1672
Fax : 03-3325 1673

11.14 Other Service Providers

Dagang Net Technologies Sdn Bhd

Tower 3, Avenue 5,
The Horizon Bangsar South No 8 Jalan Kerinchi
59200 Kuala Lumpur
Tel: +603-2730 0200
Fax: +603-2713 2121
Website: www.dagangnet.com

Edaran Trade Network Sdn Bhd

No2, Jalan 4/76C,
Desa Pandan,
55100 Kuala Lumpur
Tel: +603-9206 7200
Fax: +603-9286 1919
Website: www.edarantrade.net

Rank Alpha Technologies Sdn Bhd

(Operating Port Klang Net on behalf of Port Klang
Authority) No 5-19, Menara KLH, Pusat Perdagangan
KLH,
Bandar Puchong Jaya, P.O.Box 28, Depoh Mei Batu
12, Puchong, 47100 Selangor Darul Ehsan
Tel: +603-8073 8488
Fax: +603-8073 8499
Website: www.rankalpha.com

Malaysia Digital Economy Corporation (MDEC) Sdn Bhd

(Operating DFTZ project) 2360 Persiaran APEC
63000 Cyberjaya Selangor Darul Ehsan
Tel: 1-800-88-8338
Fax: +603-8315 3115
Website: www.mdec.my

12. Frequently Asked Questions (FAQs)

Q1. Would this Guidebook be of any assistance to a first time exporter who is planning to export to an international destination, e.g. Europe?

A1. The exporter can draw on the various references on international trade terms, international trade laws, international shipping terms and other relevant references contained in the Guidebook to give him a good understanding on how to export, including the use of the appropriate INCOTERMS and the documentary credit to facilitate the trade.

Q2. Why doesn't the Guidebook just give a complete process flow for an international trade transaction, be it import or export?

A2. There are many illustrated process flows that covers all the different types of processes/documents for import and export shipments, leading to/from the ship or port terminal. There are also guidelines covering the land-side activities, where the processes are rather standard and well accepted in practice. The contracts of trade, shipping terms and documentary credits are rather standard but caution must be exercised as and every international transaction may be different in its commercial agreement depending on the relationship and familiarity between the buyers and sellers. Hence, the comprehensive information in the Guidebook shall serve as a tool-kit in helping the importer/exporter to “mix and match” with what he deems as the best option to exercise his knowledge over the international transactions that he is undertaking.

Q3. What is the difference between this Guidebook and other Guidebooks on international trade?

A3. This Guidebook may, at a glance, contain quite a bit of information and readers may balk at first to try to read everything in it. However, the information in the Guidebook attempts to give the readers a broad perspective of international trade and its vast and varied connotations. After reading through, the reader should be able to acquire a good understanding of all the possible elements and factors that he needs to be familiar with to engage confidently in international trade.

Q4. Why are economic operators given so much emphasis in the Guidebook?

A4. Many first timer importers and exporters have very little information on the parties involved in the logistics and supply chain; the parties that would be privy to international transactions. Knowing who they are and what they offer as their services would assist importers and exporters to engage with the right parties who are capable to plan, execute and monitor their international freight and ensuring that their shipments are shipped to the destination at the right time, right place, right price and arriving in good condition to the right party. The same applies for the imports.

Q5. Is it necessary for importers and exporters to know about the regulatory authorities?

Many experienced importers and exporters realize that knowing the Regulatory Authorities' functions, powers and the relevant Acts of the Regulatory Authorities would benefit them in terms of timely processing and release of imports or exports, including what goods have import & export restrictions. Relying solely on logistics services providers to advise same may have some risks if the logistics provider does not have a good knowledge in this area. The Guidebook covers the regulatory authorities and also has reference to goods listed under the prohibition of imports and exports orders.

Q6. How useful and relevant are the process flow charts for imports and exports listed in the Guidebook?

A6. The process flow charts for both imports and exports are very useful for importers who are new to the processes, documents and the parties involved. These charts clearly showed the various steps for the shipment of exports from the time are manufactured until the goods are loaded into ships or from the time the cargo are discharged from ship until its delivery to the importer. The charts provide clear views of the organized and systematic flow of both documents required and its interaction between the parties involved in the import and export logistics chain.

Q7. What can readers of the Guidebook hope to gain from the section which covers the use of ICT in imports and exports?

A7. This Guidebook coverage on the Use of ICT allows the readers to note that there is an increasing use of ICT in international trade. The section on the Use of ICT provides very clear explanation - it shows the direction taken by Customs in their processing and release of the Customs declaration. The reader would also learn on the new directions in the area of trade compliance by various government agencies - the implementation of the National Single Window (NSW) and Asean Single Window (ASW). Both of these new initiatives are taking off with great urgency as the Asean Economic Community (AEC) is drawing near (2015). The reader's awareness on the Use of ICT shall help in his support for the mandatory information submission for timely processing of international goods flow.

Q8. I am a SME trader and I am expected to import my cargo in LCL shipments. What is your advice?

A8. The current scenario on LCL shipment is rather distorted by the imbalance of trade or in simple words container flow between major ports. This has resulted in freight rates being charged according to the demand and supply situation which thus appears to be distorted.

In the first place, a minimum volume (from 2 to 4 CBM) will be used as a base of charging for the ocean freight and it depends very much on which port the cargo originates. Sometimes, in the process of doing so, Incoterms are being put aside, notwithstanding their use in the sales contract or commercial terms in the invoice. This is quite common to find that the local freight agent may raise shipping charges not normally applied: items like "China Cargo Charge" or "Indian Cargo Charge". You may also be asked to pay for BAF even though your sales contract is based on CIF.

You need to pay attention to warehouse charges as if the shipment is warehoused within the premises of the port; the cut-off time is 19.00 hr. on the 3rd day after the cargo is unstuffed from the container. In view of such scenario, it is advisable for you to negotiate and work with a local freight forwarder to ensure all the terms and charges are agreed in advance. He will be responsible to fulfil the agreed terms and rate without much argument.

You may be aware that all warehouses operating within the premises of both terminals in Port Klang are subjected to the rates approved by the Port Klang Authority.

Q9. If I find my LCL shipment damaged at the time of delivery at the warehouse, can I insist on a survey for insurance claim?

A9. Under the present (on-going) practices at Port Klang, you are entitled to call for a survey. Many warehouse operators would rather refuse to allow such a survey on the pretext of the description of your cargo: “it is palletised”. Indeed, this is wrong. If the shipment is palletised as indicated in the invoice and you find the pallet was made available to you in a “damaged” condition; you should insist on a survey. In any case, you should prepare a written application for a survey and if the operator adamantly refusing it, get him to reject your application in writing, too. You should engage a qualified or registered surveyor to conduct the survey on the said cargo before accepting the delivery to you or your agent. In most circumstances, you should get your forwarding agent to file an official complaint to the local Port Authority and also to file your claim to your insurance company on the value lost as a result of the damage.

Q10. How do I know that I need a permit to import certain category of cargo?

A10. As indicated in this Guidebook, practically all government ministries or permit issuing agencies have gone electronic with available websites. Your forwarding agent (including yourself, too) can easily access the websites of any of the relevant agencies to check the necessary information relating your intended category of cargo. Such information can also be found in this Guidebook.

Many agencies do require importer to pre-apply for such permit. Such arrangement can simplify your import procedures and save your unnecessary costs resulting from delays.

Q11. How do I know that the import or export cargo is designated under IMDG list?

A11. All “dangerous cargo” or DG are carefully scrutinized by the local port authority before any export or import delivery is allowed; hence it is required that it is referred to the authority before carrying out such delivery. At Port Klang, you may or your appointed forwarder can access to the web portal of Port Klang Authority to query on the status of the cargo at hand.

By now, you must have read from this Guidebook that DG cargoes are grouped into 9 classes with handling conditions attached when they are moved through the port terminals. Class I and II DG cargoes are not normally permitted to be stored in the warehouses within the port and are expected to be delivered, either direct from ship’s tackle (for import) or direct for loading (for export). Class I and II DG cargoes, while kept waiting at the wharf apron for either loading or discharging; if permitted requires firemen and fire engine on standby duty, which would inevitably incur additional cost. Such costs are usually quite enormous. Class III DG cargo may be stored in the warehouses within the terminal premises subject, of course to high daily storage rates.

It is therefore advisable to make all necessary arrangements prior to the cargo arriving at the terminal.

Q12. How do I know the inland haulage rates quoted are fair?

A12. Traditionally in Malaysia, there were only 5 haulage companies who were given the licenses to offer transportation of containers (haulage) services. During that period, from 1973 to 2000, the haulage rates were fixed by a tariff. The rates were based either on 20-footer or 40-footer containers where the 40-footer container was double that of the 20-footer cost.

By 2001, the Government under pressurised to allow many more container haulage operators to offer such service. Today, a single rate covering both sizes of container is offered in the market not with standing the Competition Act, most if not all operators still apply similar rates and in trying to cope with the varying cost of fuel, the FAF or Fuel Adjustment Factor was introduced. Hence, every time the price of fuel or diesel goes up, the FAF factor will increase. The latest fuel price causes an increase from 16.82% to 18.67%.

One can ask for a copy of the “so-called tariff” from any operator where the basic rates are shown with a separate column indicating the toll rates and FAF to/from the various cities or industrial estates to the nearest port. In reality, if you have the sufficient volume of containers and have efficient record in unstuffing or stuffing goods, a special discount/rebate is available. Many importers are reluctant to receive cargo after the normal office hours thus limiting the time available for the turn-round capabilities of the vehicles. If one is flexible in accepting containers, the operator is more than willing to consider your proposal.

Q13. How do I ensure that I am not charged with unnecessary claims on the condition of the import container?

A13. Shipping liners and box-operators are only too happy to hold consignees accountable for the condition of the returned empty containers under the claim that “a good and seaworthy container” was issued to the shipper or exporter, no matter how it may appear to the beholder. In such scenario, it is the duty of every consignee to take precautionary measures to offer substantive evidence that he has returned the container in the same condition as when he received it.

Therefore, it is always recommended the following steps be used as your standard operating procedures when receiving containers from the Port:

- a. Always ensure that your appointed haulage company have the driver expressing reservation on every possible signs of damage on the EIR when the container is released at the terminal gate of the port;
- b. That upon the arrival of the container at your yard or warehouse and before unstuffing it, it is always recommended to take photographs of any signs of damage on the container, even it means only signs of minor dents or surface scratches.

- c. Immediately notify and send the pictures to the liner or box-operator concerned with copy to your forwarding agent;
- d. Should the import container showed signs of damage due to the normal wear and tear, your photographs taken could prove helpful should any claim do arise.

Note: The Local Port Authority may step in to mediate all such disputes if you refer any such dispute to them. At Port Klang, an established SOP has being drawn for such purposes.

Q14. What is an ATA Carnet for?

A14. An ATA Carnet is an international customs document issued by 71 countries. It is presented when entering a Carnet country with merchandise or equipment that will be re-exported within 12 months. Upon presentation, the Carnet permits the equipment or merchandise to clear customs without the payment of import duties and import taxes. Thus the use of an ATA Carnet is a way of temporarily importing into foreign countries without payment of import duties and taxes.

Q15. What are the advantages of using an ATA Carnet?

A15. ATA Carnet reduces costs to the exporter by eliminating taxes and duties and it also simplifies customs procedures where it allows a temporary exporter to use a single document for all customs transactions and make arrangements for entry to many countries in advance.

Q16. What merchandise is covered by an ATA Carnet?

A16. Merchandise such as commercial samples, professional equipment, scientific equipment and goods for display or use at events, fairs and exhibitions can be covered by an ATA Carnet. Carnets do not cover consumable goods (food and agricultural products), disposable items or postal traffic.

Q17. Who is authorized to issue ATA Carnet in Malaysia?

A17. Malaysian International Chamber of Commerce and Industry – website: www.micci.com and email address: micci@micci.com

Q18. What are the supporting documents if any required for importation and exportation of goods?

A18. The following supporting documents that are required for importation and exportation of goods:

- a) Bill of lading
- b) Commercial invoice
- c) Packing List
- d) Import/Export Permit from other government agencies, if required
- e) Other literature and documents to give details of good imported, if requested

Q19. Can I personally declare the goods when importing or exporting or do I need the services of a customs agent? What are their charges?

A19. Yes, any individual person may personally declare their goods only once when importing or exporting by using the electronic services at the Kedai EDI service center. Services of the customs agent is needed for the next declaration by the same individual. The charges may vary according to the forwarding company and it can be found on the website of the respective company. You may want to refer to www.sffla.com for a list of their members who are mostly customs agents.

Q20. Where can I get information on the duty rates for goods imported and exported?

A20. The information on duty rates for goods imported and exported can be found at the Customs website <http://tariff.customs.gov.my>

Q21. How long does customs clearance of a typical importation of goods takes? How are duty payment made?

A21. Typical, clearance of imported goods in accordance to the Customs Clients Charter are as follows:

- a) Within 100 minutes for Air mode.
- b) Within 100 minutes for Sea mode.
- c) Within 30 minutes for Road mode.

The time stated above is for goods which require no physical examination by Customs or other government agencies and clearance means the goods are cleared documentarily for payment of duties, if any. Release from Customs Control can only be done after payment of duties. The payment of duty can be made by cash or using a bank draft, cashier's order, money order / postal order or by cheque guaranteed by a bank. Alternatively, payment using Electronic Fund Transfer (EFT) can be undertaken.

Q22. What if I do not agree with the classification of my imported goods, which affect the rate of duty payable?

A22. If an importer does not agree with the classification of the goods or the rate of duty, the importer has the right to make payment of duty / tax “under protest”, which is provided for under section 13A of the Customs Act 1967.

Q23. Is there any fee imposed by customs other than duties/taxes when arranging for clearance of goods?

A23. The Customs department does not impose any fee when granting the approval for the clearance of goods, except for the official duty and tax as provided for under the customs gazetted rate of duty/tax.

Q24. Is there any assistance provided by Customs if I want to know more on the declaration of my goods for importation or exportation?

A24. You may want to visit the website of Customs <http://www.customs.gov.my> for any additional or specific information relating to your goods or you may also contact our Customs Call Centre at +603-7806 7200 or directing your enquiry by fax to +603-7806 7599.

Q25. Who do I refer to when I need assistance on classification and valuation of goods?

A25. You may want to refer to Technical Services Division of Customs for any assistance or you may contact our Customs Call Centre at +603-7806 7200 or directing your enquiry by fax to +603- 7806 7599.

Q26. How can I check to ensure that the duty/tax has been paid by my clearing agent to customs?

A26. Upon clearance and payment of duty/tax, a Custom Official Receipt (COR) is issued by Custom department as a proof of payment. You need to ask your clearing agent to furnish you the COR as proof of payment of duty to Customs. If you feel that the authenticity of the COR is suspect, you can refer to the Custom's station where your goods were cleared for verification.

Q27. How do I claim for refund if I subsequently discover that I have been wrongly charged on the duty/tax?

A27. If you have a valid ground that you have been wrongly charged on the duty and tax, section 16 of the Customs Act 1967 provides you the right for a claim for refund of the duty and tax wrongly paid. However, there are certain conditions that you need to comply.

Q28. What if I subsequently found out that my imported goods were defective and wish to return the said goods after the release from Customs. Will I be able to claim for a refund of the duty/tax already paid?

A28. You may want to know that Section 93 of the Customs Act 1967 provides for the drawback of duty for goods which have been released and subsequently re-exported. However, there are certain conditions which need to be fulfilled. Consult an experienced customs agent who would also provide such additional services.

Q29. Where can I find the list of countries and/or persons I cannot deal with in my trade transactions?

A29. Importer and Exporter must be aware of sanctions imposed by United States of America (U.S.A.) and United Nations (U.N.), as such sanctions may impact shipment of goods and payments internationally. For more information on U.S.A sanctions, please go to the following website by U.S. Department of The Treasury - Office of Foreign Assets Control (OFAC)
<http://www.treasury.gov/about/organizational-structure/offices/Pages/Office-of-foreign-assets-Control.aspx> For more information on U.N. sanctions, please go to the following website by United Nations
<http://www.un.org/sc/committees/>

Q30. How can I check on the departure or arrival dates of a particular vessel at Port Klang?

A30. There is a Port Community System known as Port Klang*Net where any shipper or consignee can check for dates of arrival or departure of a particular vessel. The website is www.my1port.com.

13. References

Though there are vast resources available from various sources, either in the form of handbooks, directories, guidebooks, many entrepreneurs and SMEs are totally unaware of such publications or guides. Though many of such resources are readily available, one needs to know where to seek these materials from. This section attempts to point to the various sources where such references could be found. You may want to contact them directly or getting it directly by downloading to your desktop computer, as it is available mostly in pdf format.

A) MATRADE has the various publications available at their website:

- Directories
- Magazines/Bulletin
- Guidebooks
- Brochures
- Coffee Table Books
- e-Publications
- Handbooks
- Market Information Reports
- Annual Reports

The above may be obtained from the following website:

<https://www.matrade.gov.my/en/choose-malaysia/publications-main/matrade-publications>

Further information on the Malaysian Products Directory, Malaysian Services Directory and Malaysian Brands Directory may be obtained from the following website:

<https://www.matrade.gov.my/en/directory-hub>

For more information, you may want to visit their official website at www.matrade.gov.my

B) SME Corp. Malaysia has also produced a number of publications, especially to assist the SMEs in our country. The publications are as follows:

- SME Annual Report 2021
- SME Masterplan 2012 - 2020
- Financial Guide for SMEs
- Policies, Incentives, Programmes and Financial Assistance for SMEs
- Panduan Langkah Demi Langkah Memulakan Perniagaan
- Handbook for Employers and Employees: Human Resource & Safety Guidelines for Micro, Small and Medium Enterprises

The official website for SME Corp. Malaysia is www.smecorp.gov.my

C) Royal Malaysian Customs Department publishes various guidebooks as well as some of the department's regulations and orders. As they are mostly available in e-format, you are advised to visit the official website at www.customs.gov.my for any downloads.

D) It may be quite an effort to list all available resources in this Guidebook. It is therefore recommended that the reader of this guidebook to take a pro-active effort to visit some of the websites of the listed organisations or government agencies. Their official URLs are provided and you may wish to copy the entire URL and paste it on the web-browser. Using this method would help you to save time and also to avoid keying-in incomplete or wrong values of the URLs.

- Ministry of Finance Malaysia

www.treasury.gov.my

• Bank Negara Malaysia	www.bnm.gov.my
• Ministry of International Trade and Industry (MITI)	www.miti.gov.my
• Ministry of Transport Malaysia	www.mot.gov.my
• Ministry of Health Malaysia	www.moh.gov.my
• Ministry of Domestic Trade and Consumer Affairs	www.kpdnhep.gov.my
• Ministry of Agriculture & Agro-Based Industry Malaysia	www.moa.gov.my
• Pharmaceutical Services, Ministry of Health	www.pharmacy.gov.my
• Department of Civil Aviation Malaysia	www.dca.gov.my
• Department of Agriculture Malaysia	www.doa.gov.my
• Department of Director General Lands and Mines	www.kptg.gov.my
• Department of Environment Malaysia	www.doe.gov.my
• Department of Museums Malaysia	www.jmm.gov.my
• Department Of Veterinary Services	www.dvs.gov.my
• Fisheries Department	www.dof.gov.my
• Food Safety and Quality Division, Dept. of Public Health	fsq.moh.gov.my

• Wildlife Department	www.wildlife.gov.my
• Royal Malaysian Police	www.rmp.gov.my
• Royal Malaysian Customs Department	www.customs.gov.my
• Road Transport Department	www.jpj.gov.my
• Immigration Department	www.imi.gov.my
• Marine Department	www.marine.gov.my
• Malaysia Quarantine and Inspection Services (MAQIS)	www.maqis.gov.my
• Port Klang Authority	www.pka.gov.my
• Federal Agricultural Marketing Authority (FAMA)	www.fama.gov.my
• Energy Commission	www.st.gov.my
• Construction Industry Development Board (CIDB)	www.cidb.gov.my
• Malaysia Timber Industry Board (MTIB)	www.mtib.gov.my
• Atomic Energy Licensing Board	www.aelb.gov.my
• National Pharmaceutical Control Bureau	www.bpfk.gov.my
• Sirim QAS International Sdn Bhd	www.sirim-qas.com.my
• Northport (M) Bhd.	www.northport.com.my
• Westports (M) Sdn. Bhd.	www.westportsmalaysia.com
• Port Klang Free Zone Sdn. Bhd.	www.pkfz.com

Malaysia Productivity Corporation
Lorong Produktiviti, Jalan Sultan
46200 Petaling Jaya, Selangor
Tel: 603 - 7955 7266
Fax: 603 - 7957 8068
Email: info@mpc.gov.my

www.mpc.gov.my

“Memacu Produktiviti Negara” | “Driving Productivity of the Nation”



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[@mpc_hq](https://www.instagram.com/mpc_hq)



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DRIVING PRODUCTIVITY OF THE NATION