APEC Regional Workshop on Single Window



AKMAL Melaka, Malaysia 16th to 19th October 2012

Malaysia Experiences

By

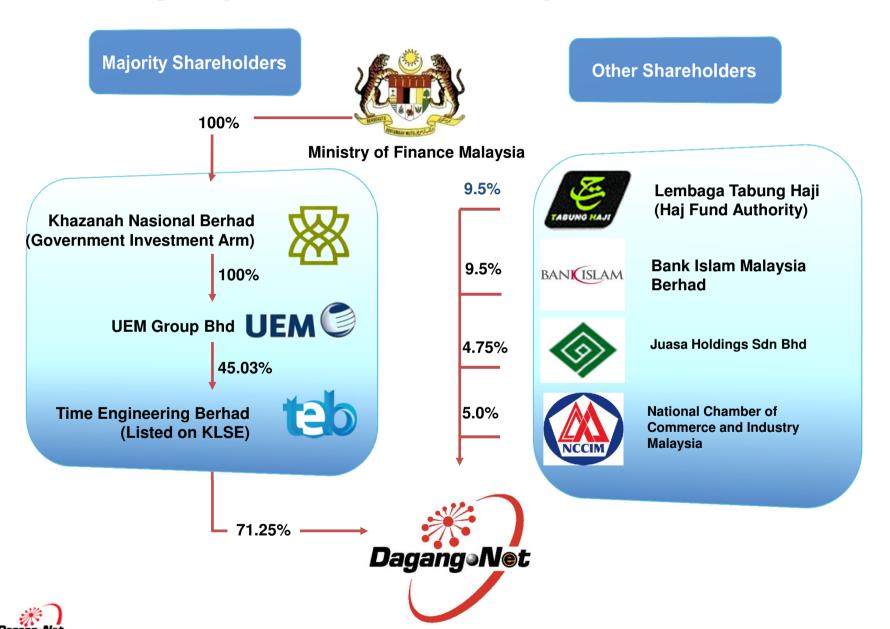
Zahari Azar Zainudin Director of National Single Window Dagang Net Technologies Sdn Bhd

Contents





Dagang Net Shareholding Structure - GLC



Corporate Overview









Incorporated in 1989

Trade Facilitation

Government-Linked Company

Malaysia's National Single Window



Value Proposition



Trade Facilitation Pioneer

E-Commerce Community Builder

Project Management



State-of-the-Art Facilities

Integrated Intelligent Infrastructure

Certified ISO/IEC 27001:2005



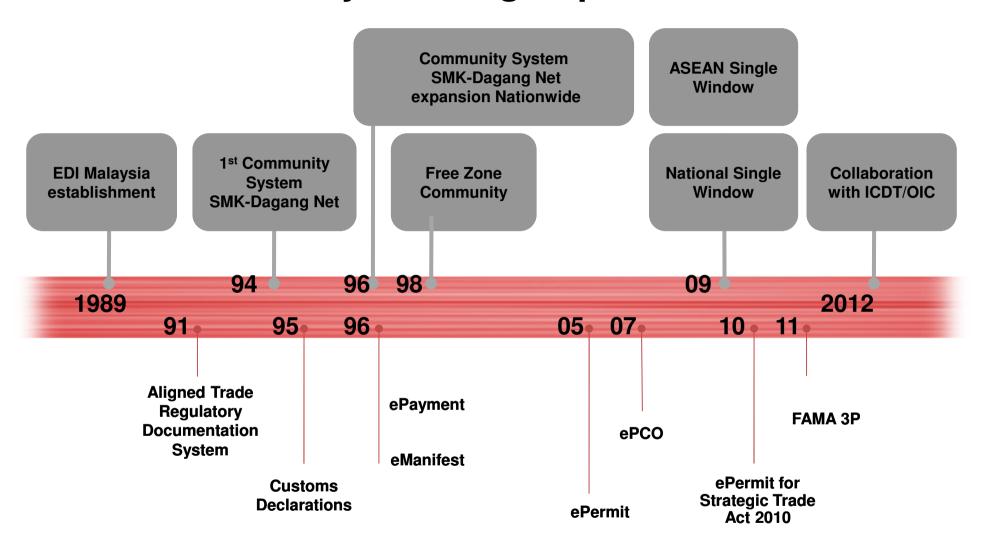
Message & Standard Development

National ICT Strategic Consultancy

Private-Public Collaboration

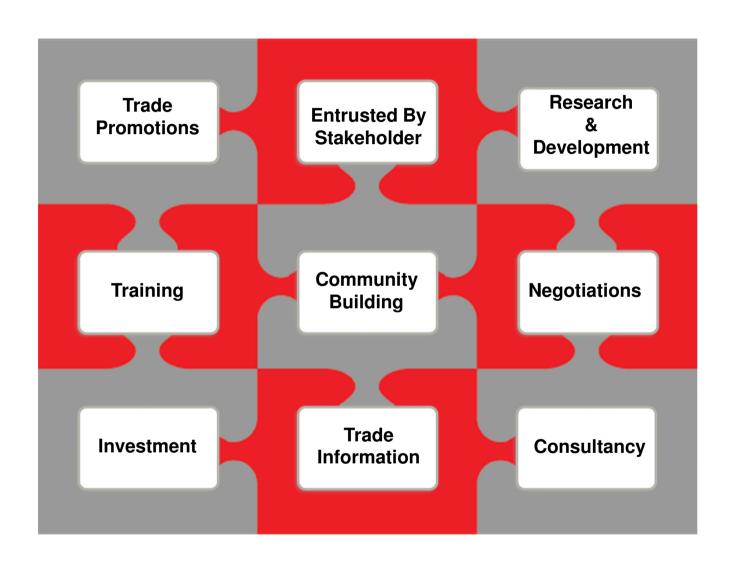


Community Building Experience





Strategic Partnership Values





Contribution's

- Advisory & Consultancy
 - Trade Facilitation, Customs & Single Window related
 - National Network Business & Operations
 - Operations Strategies, Framework, Policies & Procedures
 - Integration, Interoperability Framework & Guidelines
 - Business Process Re-Engineering
 - Business Strategies & Modeling
- Design & Implementation
 - National Infrastructure/Network
 - Infrastructure/Network Security & Policy
 - Integration & Interoperability
- Users Facilitation
- Education & Marketing
- Project Management
- Cross-Border Exchange





National Single Window





National Single Window

A one-stop trade facilitation system linking relevant governments and trading communities and also other various businesses involved in global trade and logistics



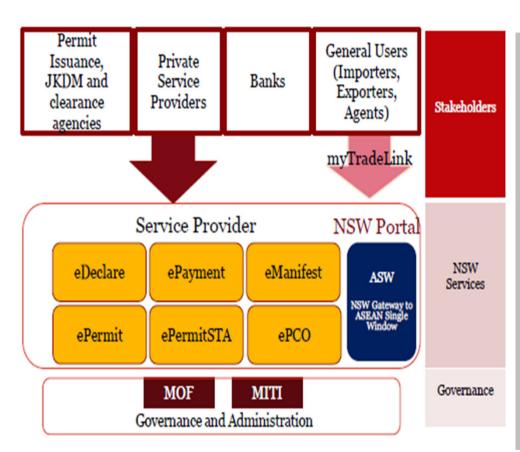
Definition: UN/CEFACT Recommendation 33

"A <u>facility</u> that allows parties in trade and transport to lodge <u>standardized</u> <u>information and documents</u> through a <u>single entry point</u> to fulfill all imports, <u>exports and transit-related</u> regulatory requirements. If information in <u>electronic</u>, then, individual data elements should only be key in <u>once</u>."

www.mytradelink.gov.my



Malaysia NSW - Current Environment



- ✓ Design, Develop, Operate & Maintain by
 Dagang Net Technologies Sdn Bhd (DNT)
- ✓ The system and infrastructure which
 hosts the NSW are owned by DNT
- ✓ Trade Data is owned by the Government
- ✓ The Government's role is to provide an oversight, governance and control over the NSW
- ✓ The rates for the fees and charges
 are in accordance to the agreement
 signed between service provider and the
 Malaysian Government



National Single Window Services

A one-stop trade facilitation system linking relevant governments and trading communities and also other various businesses involved in global trade and logistics.

@ Manifest



Shipping community system facilitate submission of manifest from the port users to the respective authorities

@ Declare^{*}





@ PCO



Certificate of origin application and approval system that certifies the country of origin of a particular product 6 Core Services @ Payment`

Duty payment service that enables preparation and submission of duty payment to Customs.



@PermitSTA



Permit application system for Strategic Trade Act 2010 (STA 2010) that enables application and approval of pre-registration and permits under the purview of the STA 2010 @ Permit^{*}







Corporate Fast Facts

Connectivity

- Serving 165
 Customs points of entry (Customs stations, ports, airports and border crossings)
- Servicing 10,000 organizations with more than 13,000 users
- Connecting 25
 Permit Issuing agencies and 8 local banks
- Connecting 6 major ports

2 Transactions

- More than 60 million electronic transactions processed a year
- RM1.8 billion
 worth in Customs
 duty payments
 transacted
 annually

Coverage

- 24 x 7, 365 days a year operational support services
- Nationwide operations, supported by 7 regional offices
- Data Recovery & Data Replication Facilities
- 99.8% Reliability Service Level



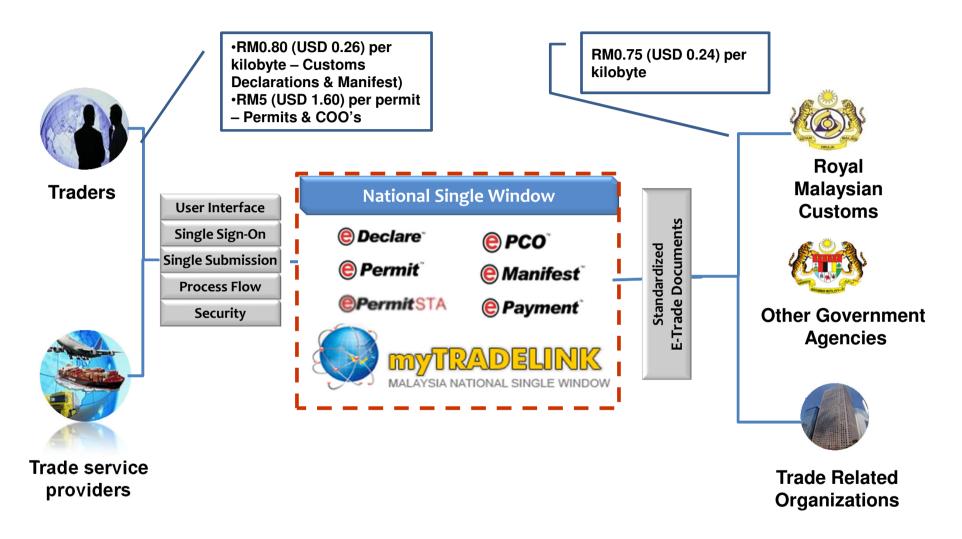


National Single Window Services Features



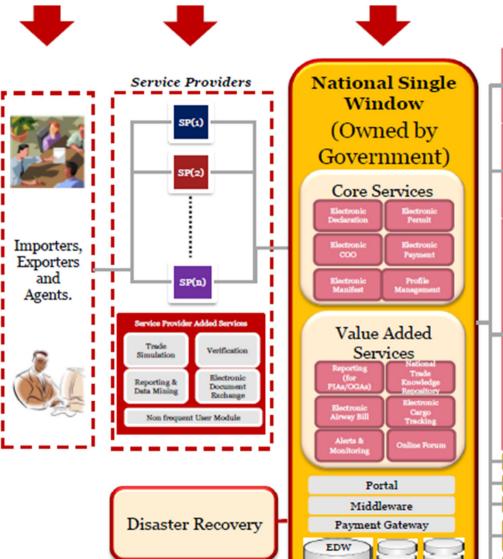


Malaysia NSW Tariff Rate





Malaysia NSW - Future Environment





- 1. Lumut Maritime Terminal S/B
- 2. Kuantan Port Consortium S/B

- North Port Berhad
- 6. Penang Port S/B

- Bintulu Port Holdings Berhad

- Westports Malaysia S/B

- Pelabuhan Tanjung Pelepas S/B
- 8. Johor Port Berhad
- q. Sabah Port S/B
- 10. Konsortium Pelabuhan Kemaman S/B
- 11. SM INLAND Port S/B
- 12. Langkawi Port S/B

Port /Airport Authoritu

- Ministry of Transport (MOT)
- Port Klang Authority
- Kuantan Port Authority 4. Kuching Port Authority
- Langkawi Port S/B

- 6. Miri Port Authority
- Bintulu Port Authority
- 8. Penang Port Commission Rajang Port Authority
- 10. Malaysia Airport Berhad (MAB)
- 11. Senai Airport Terminal Services (SATS)
- 12. Pelabuhan Tanjung Pelepas S/B
- 13. Johor Port Authority

PLAs

- Hing, Kasenlan Penapisan Pilem & Bing, Regulatori, FAMA Penguatkuassan, MOHA si. Jbt. Perhutanan Sanswa
- Jbt. Perkhidmatan Kuarantin & 17. Pemerikaan Malaysia, MAQES
- Hing, Kawalan Racun Perosak, DOM
- Ifig, Perlindungan Tanaman & Kuamantin Tumbuhan, DOA
- Bhg, Standard & Kualiti, CIDB
- If the Perundangan & Penguatkussaan, PERHILITAN
- Hing, Perlesenan & Inspektorst, MPUR

- Hing, Perkhidmatan Farmari,
- ling, Kawalan Import dan Eksport, MITI

- Jbt. Kawal Selia Keselamatan Elektrik, ST
- 16. Jbt. Perhutanan Senswak Sek, Komunikasi & Pentilan Multimedia, SIRIM QAS International 5dn Hhd
- ling, Pengawalasitaan & Kawalan Kualiti, Lambaga Koko Malaysia sk. Sek. Sivil & Pembinaan, SIRIM QAS International Sdn Ehd
 - 19. Hhg, Bahan Berbahaya, DOE po. Unit Perlesenan Am, PDRM
 - us. Jbt. Perkhidmatan Veterinar,
 - 22. Iling, Industri Padi dan Beras,
 - 23. Jbt Perikanan Malaysia 24 Ilbg, Veterinar, Jbt Pertanian
 - Neg, Scwk
 - Ifing, Perlindungan Tanaman & Kuanantin, Jbt Pertanian Neg, Srwk
 - Suruhanjaya Komunikasi dan Multimedia Malaysia SKMM
 - 17. If hg. Perlosenan & Pengustinussan, MTIB
 - pit. 15hg, Mineral & Geometre, NRE

- og. Jbt. Pertanian 5bb
- 30. Jbt. Perkhidmatan Haiwan & Perusahaan Ternak Sbh
- 31. Jbt. Perikanan Sbb
- sa. Jbt. Perhutanan Sbh
- 33. Jbt. Hidupan Liar Sbh
- 34. Lbg. Kemajuan Ikan Malaysia, LXIM
- 35. Food Safety Information System of Malaysia (FoSIM), liftg, Kaselamatan & Kualiti Makanan, MOH
- 36. Sek Penetjilan Produk, SIRIM OAS International 5dn libd
- 57. Lbg. Mirryak Savet Malaysta,
- 38. Lbg. Getah Malaysia, LGM

OGAs (DOSM etc.)

JKDM

Banks (Maybank, CIMB etc.)

Chambers of Commerce (Currently, there are 71 Chambers of Commerce) International Bodies (SITA, IATA etc)

ASEAN Single Window



Malaysia NSW – Expansion of Stakeholder

Members/Parties for each stakeholders will increase due to the comprehensiveness and expanded capabilities of the NSW

MITI

Lead agency for ASW implementation and process and approve Preferential Certificate of Origin

MOF

Lead agency in driving the implementation of the new NSW

JKDM

Implement, enforce and supervise trade related processes

MOT

Regulate Sea/Air /land Transport

PIAs

Issuance of permits, certificates and licenses for import or export of goods

OGAs

Government agencies that are responsible for authorising different types of transactions for the trade community

Port and Air Community

Parties who handle, manage and control cargo within the port

ASEAN

Controlling party of ASEAN Single Window which enables connectivity to other AMS within ASEAN and ASEAN dialogue partners

Telco

Provide internet and network connection infrastructure.

Banks

Facilitates payment services

NSW Operator

Build, manage, operate and maintain NSW

Service Providers

Solution providers that allows users to access the NSW Core and Value Added Services

NSW



Importers, Exporters and Agents

NSW users who directly interacts with the system to conduct trade

Port and Air Authorities

Perform governance and enforcement for ports and airports

Chambers of Commerce

Sanctioned by MITI with the authority to approve non-PCO applications.



Malaysia NSW - Challenges

Challenges Prior to the implementation and deployment of the NSW

A strong political will and authority Implementation of a data standardisation and harmonisation Standardisation of trade processes and Re-Engineering of Business Process Strengthening of coordination and communication amongst stakeholders High commitment in terms of resources and budget amongst stakeholders Investment on up-to-date technologies capable of catering for future enhancements and demands Improving system delivery & service level (too many players involved and KPI for each player..DNT, Customs, Telcos, banks, etc)



Malaysia & Japan



Electronic Exchange for Certificate of Origin (MJEPA)

Background

Malaysia's Lead Agency: MITI

Japan's Lead Agency: MOF & Customs

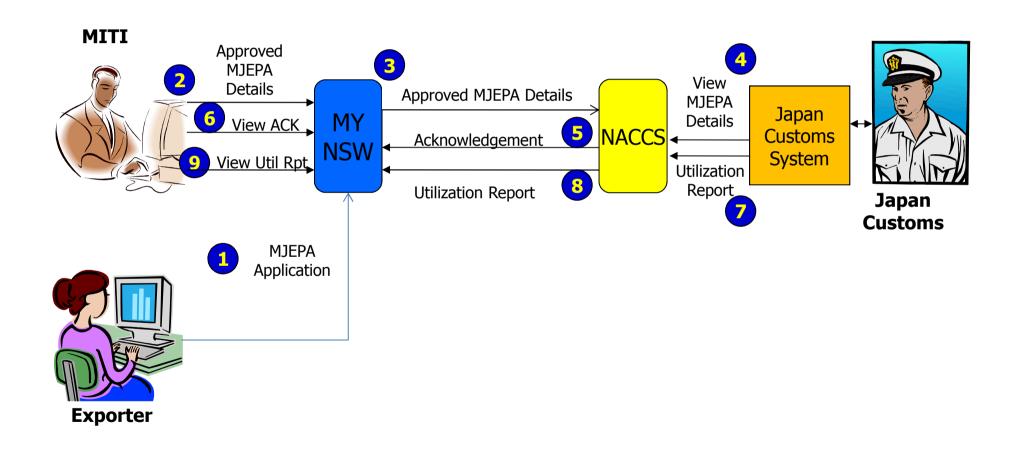
Japan's Service Provider: NAACS (Nippon Automated Cargo Clearance System)

MJEPA (Malaysia-Japan Economic Partnership Agreement) Form will be used for the exchange

One way traffic - Malaysia to Japan only

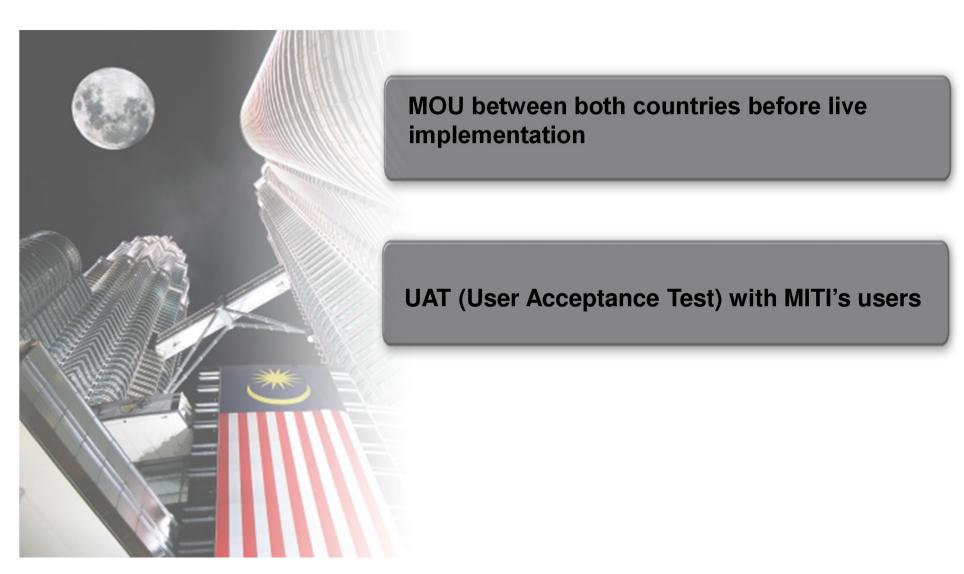


Process Flow



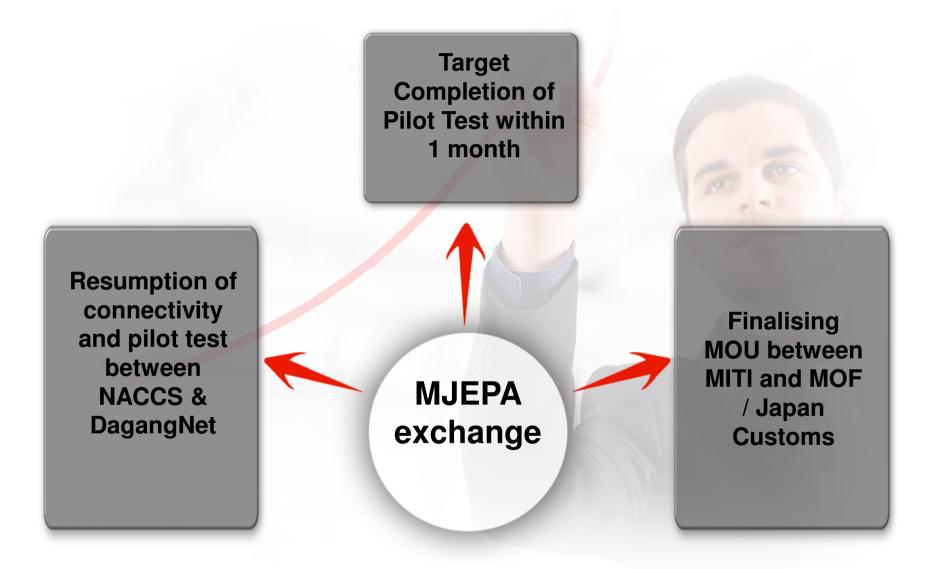


Challenges





Moving Forward Plan





Questions & Discussion







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