Kota Kinabalu, Sabah
Tuesday, 10 July 2012

Presented by
Dagang Net Technologies Sdn Bhd
Contents

- Dagang Net’s Corporate Overview
- NSW Implementation Updates
- NSW Services
Corporate Overview

Incorporated in 1989
Trade Facilitation
Government-Linked Company
Malaysia’s National Single Window
### Capabilities

<table>
<thead>
<tr>
<th>Experience</th>
<th>Infrastructure</th>
<th>Expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Facilitation Pioneer</td>
<td>State-of-the-Art Facilities</td>
<td>Standard Development</td>
</tr>
<tr>
<td>E-Commerce Community Builder</td>
<td>Integrated Intelligent Infrastructure</td>
<td>National ICT Strategic Consultancy</td>
</tr>
<tr>
<td>Private-Public Collaboration</td>
<td>Certified ISO/IEC 27001:2005</td>
<td>240 staff strength</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Value Proposition

- Trade Community Builder
- Collaboration
- Long Term
- Insights
Community Building Experience

- EDI Malaysia establishment
- 1st Community System (CS) SMK-DagangNet
- Free Zone Community
- ASEAN Single Window
- National Single Window
- Collaboration with ICDT/OIC

Timeline:
- 1989: EDI Malaysia establishment
- 94: SMK-DagangNet
- 96: Free Zone Community
- 98: ASEAN Single Window
- 09: National Single Window
- 2012: Collaboration with ICDT/OIC

Key Events:
- Aligned Documentation System
- Electronic Fund Transfer
- Customs Declarations
- eManifest
- ePCO
- ePermit
- ePermit for Strategic Trade Act 2010
- FAMA 3P
Fast Facts

1. Connectivity
   - Serving 156 over 173 points of entry (Customs stations, ports, airports and border crossings)
   - Servicing 9,000+ organizations with more than 13,000 users
   - Connecting 25 Permit Issuing agencies and 8 local banks
   - Connecting 6 major ports

2. Transactions
   - More than 50 million electronic transactions processed a year
   - RM1.8 billion worth in Customs duty payments transacted annually

3. Coverage
   - 24 x 7, 365 days a year operational support services
   - Nationwide operations, supported by 7 regional offices
   - Supporting multiple message standards (UN/EDIFACT, RosettaNet, ebXML)
National Single Window
National Single Window Services Features

**Features**
- Single Sign-On
- Data Reusability
- Security
- Transparency

**Advantages**
- More Efficient Export Process
- Minimise Human Error
- Secured Information
- Monitoring

**Benefits**
- Increase Competitiveness
- Time Saving
- Integrity
- Maximise Returns
Overview of Malaysia’s NSW

Converging the trade community through a single window
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**
A web-based shipping community system to facilitate submission of **manifest** from the port users to the respective authorities.

**Declare**
A web-based Customs declaration service that facilitates the preparation and submission of **trade declarations**.

**PCO**
A web-based **certificate of origin** application and approval system that certifies the country of origin of a particular product.

**Payment**
A web-based duty payment service that enables preparation and submission of **duty payment** to Customs.

**Permit STA**
A web-based permit application 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**
A web-based import / export **permit applications** to relevant Permit Issuing Agencies.
NSW Implementation Coverage

<table>
<thead>
<tr>
<th>Service</th>
<th>Coverage Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>ePCO</td>
<td>100 %</td>
</tr>
<tr>
<td>ePermit STA</td>
<td>100 %</td>
</tr>
<tr>
<td>eDeclare</td>
<td>94.6 %</td>
</tr>
<tr>
<td>ePermit</td>
<td>78.1 %</td>
</tr>
<tr>
<td>ePayment</td>
<td>28.6 %</td>
</tr>
<tr>
<td>eManifest</td>
<td>22.7 %</td>
</tr>
</tbody>
</table>
NSW Portal “myTRADELINK”

Live on 1st June 2012

Collaboration with NSW section and PIAs

Enhanced with added features

National Trade Repository

www.mytradelink.gov.my
Electronic Preferential Certificate of Origin
Benefits of PCO

- Attests goods are of a certain origin
- Definitions of preferential tariff
- Claim preferential tariff treatment
- Promote trade among countries
- Fulfil banks requirement
- Letter of Credit Application

Definitions of preferential tariffs

Claim preferential tariff treatment

Promote trade among countries

Fulfil banks requirement

Letter of Credit Application
ePCO Service

Web-based system for the application and approval of Cost Analysis (CA) Preferential Certificate of Origin (CO)

- Malaysia’s single gateway to international trading community
- Servicing Malaysia’s sole PCO issuing authority, Ministry of International Trade and Industry (MITI)
- Currently serves over 3000 manufacturers / exporters
- More than 15000 PCO documents transacted monthly
- Creates a virtual community for key players in the trade supply chain - paper-less environment
Project Background

- **2007**: Project Kicked Off
- **January 2009**: Implemented in MITI Kuala Lumpur (HQ)
- **2010**: Expanded to ALL MITI Branches

ePCO Modules

- **ePCO Standard Module**
  - CA and CO is prepared by same entity

- **ePCO Manufacturer Module**
  - CA and CO is prepared by different entity
  - Restricted data in CA is hidden from CO Applicants
ePCO Standard Module Process Flow

1. Prepare and submit Costing Application (New/Additional)

2. Approve Costing Applications (Approve/Reject)

3. View Costing Application Status

4. Submit COO Form (Based on approved costing)

5. Process COO Form (Approve/Reject)

6. View COO Form Status (Approve/Reject)

7. Print COO Form (Based on approved COO)

Provides 100% paperless environment for Costing application

Provides paper-less environment for CO Form application

8. Endorse COO Form

MITI Officer

Exporter
1. Prepare and Submit Costing Application
2. Approve Costing Applications (Approve/Reject)
3. View Costing Application Status and Assign Approved Costing to Preferred Exporters
4. Submit CO Form (Based on assigned costing)
5. Process CO Form (Approve/Reject)
6. View CO Form Status (Approve/Reject)
7. Print CO Form (Based on approved CO)

**Provides 100% paperless environment for Costing application**

**Provides paper-less environment for CO Form application**

8. Endorse CO Form
ePCO Improved Features List

- Enhanced copy function
- CA (Raw Materials - RA) Excel Form Filler
- Customized LC requirements
- Multiple HS Codes in 1 CO (ACFTA)
- Finished Product Report
- CA/CO cancellation
- Enhanced query function
- Pre-exportation attachment submission
- Various customized requirements
- Enterprise Architecture Integration (EAI)
ePCO Future Features List

- Data reusability across ePCO schemes
- Integration with other trade documents/systems
- Customized billing options
- Auto calculation for RA % in CA
- More customized report formats
- Improved email notification
- Customized system access level
- Digital Signature
ePCO Benefits

- Increased transparency - real-time tracking of application status
- Reduced application processing time and cost
- Reduced paper-based applications and processing, improving productivity
- Web-based, thus “anywhere & anytime
- PCO repository for authentication – Strengthening security & cross-border integrity
- 24 x 7 customer support
# Hardware and Software Requirements

<table>
<thead>
<tr>
<th>Item</th>
<th>Minimum Requirement</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PC / Notebook</strong></td>
<td>i. Pentium III</td>
<td>i. Pentium IV</td>
</tr>
<tr>
<td></td>
<td>ii. 64MB of RAM</td>
<td>ii. 512MB of RAM</td>
</tr>
<tr>
<td></td>
<td>iii. 50MB of Hard Disk</td>
<td>iii. 5GB of Hard Disk</td>
</tr>
<tr>
<td><strong>Operating System</strong></td>
<td>i. Windows 98</td>
<td>i. Windows 2000</td>
</tr>
<tr>
<td></td>
<td>(1st and 2nd edition)</td>
<td>ii. Windows XP Professional</td>
</tr>
<tr>
<td></td>
<td>ii. Windows ME</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Windows NT</td>
<td></td>
</tr>
<tr>
<td><strong>Screen Resolution</strong></td>
<td>-</td>
<td>800 x 600</td>
</tr>
<tr>
<td><strong>Internet Browser</strong></td>
<td>Microsoft Internet Explorer 5.5</td>
<td>Microsoft Internet Explorer 6.0</td>
</tr>
<tr>
<td><strong>Internet Connection</strong></td>
<td>Dial-up</td>
<td>i. Streamyx</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. Leased Line</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. ISDN</td>
</tr>
<tr>
<td><strong>Other Software for printing purposes</strong></td>
<td>-</td>
<td>Java software</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Java Run Environment 1.4.2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Automatic download from <a href="http://www.java.com)">www.java.com)</a></td>
</tr>
<tr>
<td><strong>Printer</strong></td>
<td>-</td>
<td>i. 24 pin dot matrix with Courier font 10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. Tested with Panasonic printer KX-P-1121</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. Tested with Epson Printer LQ-1170</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iv. Tested with Epson Printer LQ-2180</td>
</tr>
<tr>
<td></td>
<td></td>
<td>v. Tested with NEC Printer P8000+</td>
</tr>
</tbody>
</table>
Electronic Permit
ePermit Service

Web-based system for the application and approval of Import and Export Permit

Single link to Permit Issuing Agencies (PIA) and Customs
Servicing 25 PIA across 10 ministries nationwide
Increase level of efficiency & productivity – cutting of approval process from 7 days to maximum of 2 days
Currently serves over 5,000 importers, exporters, forwarding agents
More than 20,000 permit application transacted monthly
Creates a virtual community for key players in the trade supply chain - paperless environment
**ePermit Process Flow**

1. Permit Application
2. Approval
3. Registration
4. Customs Declaration Application
5. Validation (Permit vs Declaration)
6. Utilisation Report

**Applicant**

**Permit Issuing Agency**

**Sistem Maklumat Kastam**

*Provides paperless environment for Permit application*
ePermit System Features

**Traders/Agents Module**
- Enabling users to apply for permit application
- Online, real-time tracking of application status
- Copy function to reuse keyed in data for new application

**PIA Module**
- Enabling users to verify and approve permit application
- Able to generate daily statistical report based on approved and rejected permit
- Allows users to maintain their own set of database, i.e., product, license, etc.
- Controlling of users access level by respective agency admin

**Communication Module**
- Communication between ePermit and Sistem Maklumat Kastam (SMK) for the submission of approved permit for registration purposes
- Integration with PIA back-end systems
- Integration between ePermit and eDeclare for the purpose of data reusability
Modules/Systems and Application Status

**Traders/Agents Module**
- Traders
- Admin
- User
- Forwarding Agents
- Admin
- User
- Status in ePermit (Awaiting PIA Approval)

**PIA Module**
- Admin
- To maintain their own set of database i.e. product scientific name/common name, license, etc
- Verifier
- To verify the permit
- Update receipt number for payment
- Status in ePermit (Verified by PIA)
- Approver
- To approve permit
- Status in ePermit (Approved by PIA)

**Sistem Maklumat Kastam**
- JKDM - Sistem Maklumat Kastam (SMK) will register the permit and send back the status to PIA and applicant
- Status in ePermit (Acknowledged by Customs)
# Before & After ePermit

<table>
<thead>
<tr>
<th>Before ePermit</th>
<th>Characteristics</th>
<th>After ePermit</th>
</tr>
</thead>
<tbody>
<tr>
<td>By dispatch clerks</td>
<td>Submission of documents</td>
<td>Electronically, anywhere at your convenience</td>
</tr>
<tr>
<td>Within office hours only</td>
<td>Time of Submission</td>
<td>Anytime – 24 x 7</td>
</tr>
<tr>
<td>At least 2 times required</td>
<td>Trips to Government Office</td>
<td>18 PIA on paperless mode – No trip required</td>
</tr>
<tr>
<td>Multiple copies [Up to 20 documents]</td>
<td>Copies of documents</td>
<td>Single copy [Up to 95% reduction]</td>
</tr>
<tr>
<td>At least 2 times required</td>
<td>Data Reusability</td>
<td>69% reusable data for other trade documents i.e customs declaration</td>
</tr>
<tr>
<td>Delay trade process</td>
<td>Competitiveness</td>
<td>Faster turnaround time</td>
</tr>
</tbody>
</table>
# Result Driven Application

## PUBLIC SECTOR

- **Increases** Government of Malaysia’s service delivery performance
- **Fast** information retrieval - improves efficiency and accuracy of statistics
- Better **enforcement** - data route to Customs and other authorities
- **Direct** escalation – auto routing to respective officers
- **Automation** – no manual data update into systems
- **Reduced** processing and approval time
- **Cost savings** – no permit printing for paperless environment

## PRIVATE SECTOR

- **Increases** Malaysia’s *competitiveness* as a trading nation
- **Ease of use** – Internet driven, user-friendly
- **Single access** to all PIAs
- Increased **transparency** - online, real-time tracking of application status
- Data reusability feature helps increased data integrity and accuracy
- **Reduced** paper-based application – improves productivity and cost savings
Electronic Manifest
eManifest Service

Web-based applications for preparations and submission of Ship Call Application and Cargo Manifest to the authority

Value added application for the **shipping community** provided by Dagang Net Technologies Sdn Bhd under the NSW flagship

Electronic **ship call application** and submission of **Inward, Outward & Transshipment manifests**

Implemented in 6 ports. To be expended to other ports by 2012. 

**(Kemaman Supply Base, Sepangar Bay, Kota Kinabalu, Bintulu, Lumut, Langkawi, Melaka)**

Utilizing the **Internet Base** as the Primary data carrier sources
eManifest System Modules

**Shipping Agent Module (PSA/SA)**
- Shipping Agents can submit CUSREPs and CUSCARs and receive responses to any Customs station nationwide from anywhere in the world via the ASP model.

**Port Operator / Pilotage Module (PO/POT)**
- Port Operators/ Pilotage can assign berth numbers and post ATA and ATD from any location via this ASP model.

**SCN Issuing Authority**
- SCN Issuance can also be done from any location via the ASP model.

**Port Authority / Free Zone Authority**
- These authorities can view the vessel and manifest information from the submission made by the Shipping Agents.
Ship Call Application Flow

Legend:
SCN - Ship Call Number
ATA - Actual Time of Arrival
ATD - Actual Time of Departure
PSA - Principal Shipping Agent
SA - Shipping Agent
Cargo Manifest Submission Flow

1. Manifest Declaration
2. Manifest Registered

SA/FF

1. Manifest Declaration
2. Manifest Registered

Port Operator

Port Authority/FZA

OGA

Customs
eManifest Benefits to Users

Convenient
- Accessible from anywhere, anytime through internet
- Standard nationwide business requirement/process needs of the shipping community

Efficient
- Improved operational efficiency in cargo data transfer between players in the shipping community

One Stop Centre
- Provides all the related information pertaining to vessel & manifest
### eManifest (Before and After)

<table>
<thead>
<tr>
<th>No</th>
<th>Before eManifest</th>
<th>With eManifest</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission can only be made for local station where physical office/application is located</td>
<td>Submissions can be done for any Port/Customs Station from a single physical location.</td>
</tr>
<tr>
<td>2</td>
<td>Manifest information can only be prepared and submitted from the physical location where application is installed</td>
<td>Submissions can be done from any location as long as internet connectivity is available.</td>
</tr>
<tr>
<td>3</td>
<td>Vessel &amp; Manifest information cannot be viewed from MyPorts and can only be obtained from individual relevant parties only.</td>
<td>One stop vessel &amp; manifest information available electronically on MyPorts.</td>
</tr>
</tbody>
</table>
ePCO Pricing & Value Plan

<table>
<thead>
<tr>
<th>START UP COST</th>
<th>NATIONWIDE PROMOTION</th>
<th>Register between 1 May 2012 until 31 Oct 2012</th>
<th>Registration Fee Corp RM500 SME RM200 Waived</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNUAL MODULE ACCESS FEE RM200.00 per year</td>
<td>TRANSACTION FEE RM5.00 per Approved Permit</td>
<td>6% Service Tax</td>
<td>STANDARD BILLING PLAN &gt; 50 permits annually</td>
</tr>
<tr>
<td>eValue BILLING PLAN &lt; 50 permits annually</td>
<td>ANNUAL MODULE ACCESS FEE Zero</td>
<td>TRANSACTION FEE RM8.00 per Approved Permit</td>
<td>6% Service Tax</td>
</tr>
</tbody>
</table>

Note: Registration Fee is waived for existing Dagang Net user
## ePermit Pricing Structure

<table>
<thead>
<tr>
<th>Fee Details</th>
<th>Private Sector</th>
<th>SME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Fee - One time fee</td>
<td>RM500</td>
<td>RM200</td>
</tr>
<tr>
<td>Module Access Fee - Yearly Fee</td>
<td>RM200</td>
<td>RM200</td>
</tr>
<tr>
<td>Transaction Fee - Per successful transaction</td>
<td>RM5 + service tax</td>
<td>RM5 + service tax</td>
</tr>
</tbody>
</table>

Note: Registration Fee is waived for existing Dagang Net user
### eManifest Pricing Structure

<table>
<thead>
<tr>
<th>Fee Details</th>
<th>Private Sector</th>
<th>SME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Fee - One time fee</td>
<td>RM 500</td>
<td>RM 200</td>
</tr>
<tr>
<td>Module Access Fee - Yearly Fee</td>
<td>RM 660</td>
<td>RM 660</td>
</tr>
<tr>
<td>Transaction Fee - Per successful transaction</td>
<td>RM 0.80 per kilobyte + service tax</td>
<td>RM 0.80 per kilobyte + service tax</td>
</tr>
</tbody>
</table>

Note: Registration Fee is waived for existing Dagang Net user
Other Information
Registration Process

Registration Form:  Downloadable at [www.dagangnet.com](http://www.dagangnet.com)

Supporting documents:
1. Suruhanjaya Syarikat Malaysia (SSM) Registration of Business Certificate
2. License or Certificate issued by Government
3. Payment for Registration fee & Annual Access Fee

Companies to qualify for SME Status under NSW new tariff structure:
1. Total No. Permanent staff < 150
2. Annual Revenue < RM25 Million

Supporting documents for SME Special Rate:
1. Certified true copy of EPF Statement by
   • Company Secretary/Directors/Business Owners
2. Certified true copy of latest Audited Financial Statement by
   • Company Secretary/Directors/Business Owners
Customer Service and Support

CARELINE - Customer Interaction Centre
Dagang Net Technologies Sdn Bhd
Tower 3, Avenue 5, The Horizon, Bangsar South
No 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia

Operation Hours: 24 hours daily
Telephone: 1.300.133.133 / 603.4819.4800
Facsimile: 603.2713.2990
Email: careline@dagangnet.com
Facebook: http://www.facebook.com/pages/Dagang-Net-Careline/388873344460339
Local Support

Kedai EDI Kota Kinabalu
Dagang Net Technologies Sdn Bhd
Lot 2.5.25, 4th Floor
Wawasan Plaza
88000 Kota Kinabalu, Sabah

<table>
<thead>
<tr>
<th>Operation Hours:</th>
<th>8.30am – 5.30pm daily (5 days a week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone:</td>
<td>6088 - 263 602</td>
</tr>
<tr>
<td>Facsimile:</td>
<td>6088 – 266 758</td>
</tr>
<tr>
<td>Hand phone:</td>
<td>010 – 931 0968 (Henry Chin)</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:henry@dagangnet.com">henry@dagangnet.com</a></td>
</tr>
<tr>
<td>Contact Person:</td>
<td>Mr. Henry Chin</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.dagangnet.com">http://www.dagangnet.com</a></td>
</tr>
</tbody>
</table>
Questions & Discussion
Corporate Address
Dagang Net Technologies Sdn Bhd (177974-T)
Tower 3, Avenue 5,
The Horizon Bangsar South,
No 8 Jalan Kerinchi,
59200 Kuala Lumpur.

General Line: 03 2730 0200
Fax: 03 2713 2121
Careline: 1 300 133 133
Website: www.dagangnet.com
E-mail: info@dagangnet.com