

EDI AND CUSTOMS 1 FORMS DECLARATION
A PERCEPTION SURVEY ON EDI USED IN IMPORT CUSTOMS
CLEARANCE

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Abstract

This graduation exercise deals with a perception survey on EDI use by Port Klang forwarding agents in import customs clearance activities. The major purposed of the study is to examine the level of perception of forwarder on the current use of EDI in the submission of Customs 1 Forms Declaration.

From the questionnaires distributed, it was found that average respondents were relatively agree with current EDI used. The forwarders indicated that the main reasons to use EDI is due to the enforcement made by the Port Klang Royal Customs and Excise Department. Most of the forwarders benefit in term of time but it is still far to achieve the maximum benefits of EDI. On the disadvantages of EDI, the study found that cost and system problems are the primary obstacle of EDI implementation process.

It was recommended that a further study have to be conducted in order to gain a better understanding on the phenomenon occurred. A study on Cost Benefits Analysis is preferred to identify the benefits and costs associated with the EDI used. A lower EDI usage service charges and a minimum investment are necessary. Thus will encourage the EDI use in other Customs declarations such as on Customs Forms No. 2, 3 & 8. Customs EDI vendor and other port community should faster up the integration process of Sistem Maklumat Kastam with Port Klang Community System.

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CHAPTER 1

Introduction

1.1 BACKGROUND OF THE PROBLEM

The launched of Electronic Data Interchange (M) Sdn Bhd (EDIM) first pilot project on 17th January 1993, called The Port Klang Community System (PKCS) have introduced a new trade facilitation method among the port user.

PKCS was established to manage the Port Klang community such as forwarding agents, customs, port operators and bankers in order to reduce delay to clear cargo at port in import and export activities.

Through Dagang*Net, PKCS have commenced a link up with Sistem Maklumat Kastam (SMK); developed by Royal Customs and Excise Department's EDI vendor, to enable an electronic submission of Custom