



# **KBF**

## **Bahagian Perkhidmatan Farmasi**

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Trader Module

User Manual

Prepared by Dagang Net Technologies Sdn Bhd  
Version 1.0

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## Revision History

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The release history of this document is as follows;

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## Abbreviation

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Abbreviation	Definition
DNT	Dagang Net Technologies Sdn Bhd
KBF	Bahagian Perkhidmatan Farmasi
OGA	Other Government Agencies
SMK	Sistem Maklumat Kastam
PIA	Permit Issuance Agencies
FA	Forwarding Agent
IP	Import Permit

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# Section 1. Introduction

KBF (Bahagian Perkhidmatan Farmasi) have been authorised to issue import and export permit using ePermit system that has been provided by Dagang Net Technologies as the Permit Issuing Agencies (PIA).

## 1.1. What is ePermit System?

ePermit is a web-based applications system developed, hosted and managed by Dagang Net Technologies Sdn Bhd (DNT) and provides an Application Service provider (ASP) model of service to communities of Permit Issuing Agencies (PIA) and Importer/ Exporter to apply and manage permit application online.

By using the application, the Importer/ Exporter will be able to supply and manage permit via online and next to track the application progress subsequently. Whilst the OGA will be able to view and process (approval etc) permit applications submitted directly from the system.

## 1.2. How does ePermit System Benefit Me?

- Reduces Turnaround time – faster processing of permit
- It's convenient – ePermit is accessible from any computer that is connected to the internet.
- Ease of Use – user friendly even for non-PC savvy
- Multi-Tasking – access to various value-added services.

## 1.3. Who Should Read This Publication?

This user manual is designed to accommodate the specific requirements of each user. This publication (or topic collection) is intended for.

- i. KBF Traders and Forwarding Agent

## 1.4. About This Document

This publication is to provide an overview on how KBF Traders and FA can apply for permit application and deeper understand on the system with step by step helps.

## 1.5. Support Information

Should there be any issues arising from the use of the system, please contact Dagang Net's Careline.

Call our CARELINE at **1300 133 133**  
or email to [careline@dagangnet.com](mailto:careline@dagangnet.com)

*CARELINE is available 24 hours daily, including public holidays*

## Section 2. Getting Started

### 2.1. System Access

ePermit system is accessible via:

<https://newepermit2.dagangnet.com.my/epermit/html/login>

Please follow the steps in the images below to access the system.

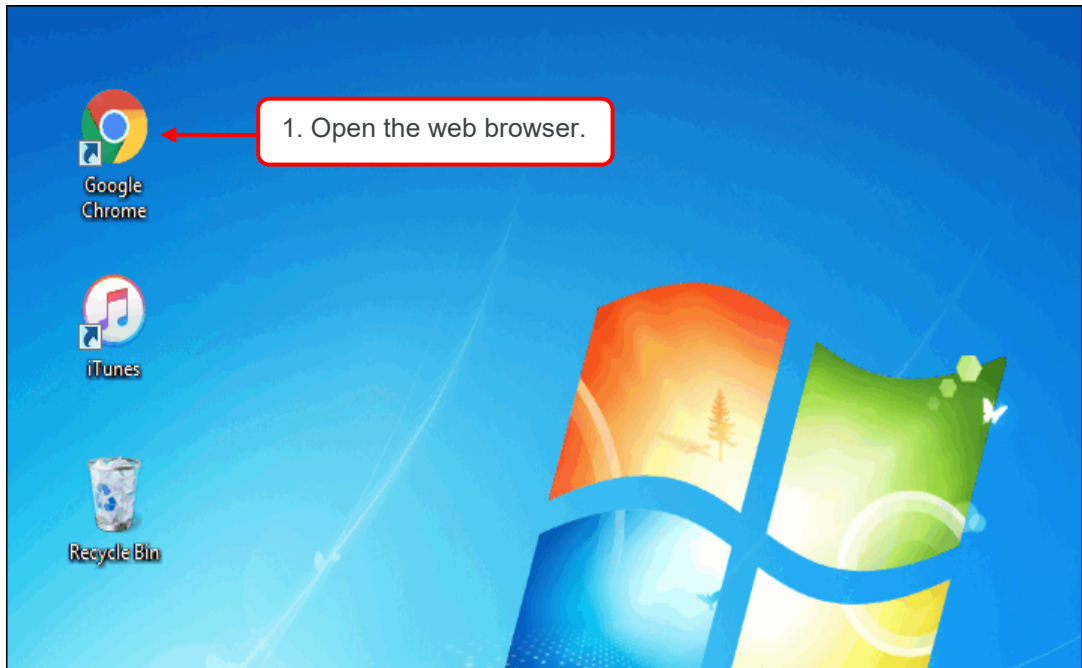


Figure 1

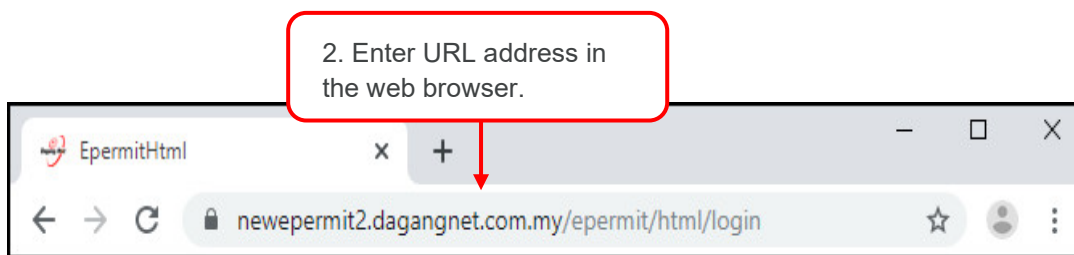


Figure 2

**URL address:** <https://newepermit2.dagangnet.com.my/epermit/html/login>

## 2.2. Log In

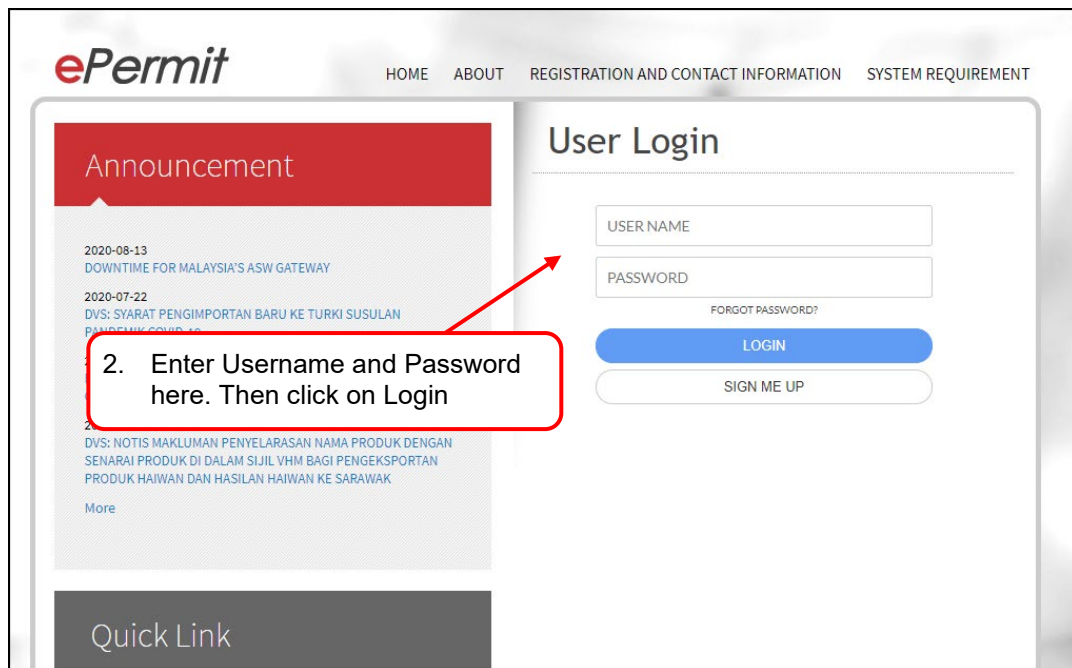


Figure 3

## 2.3. Log out

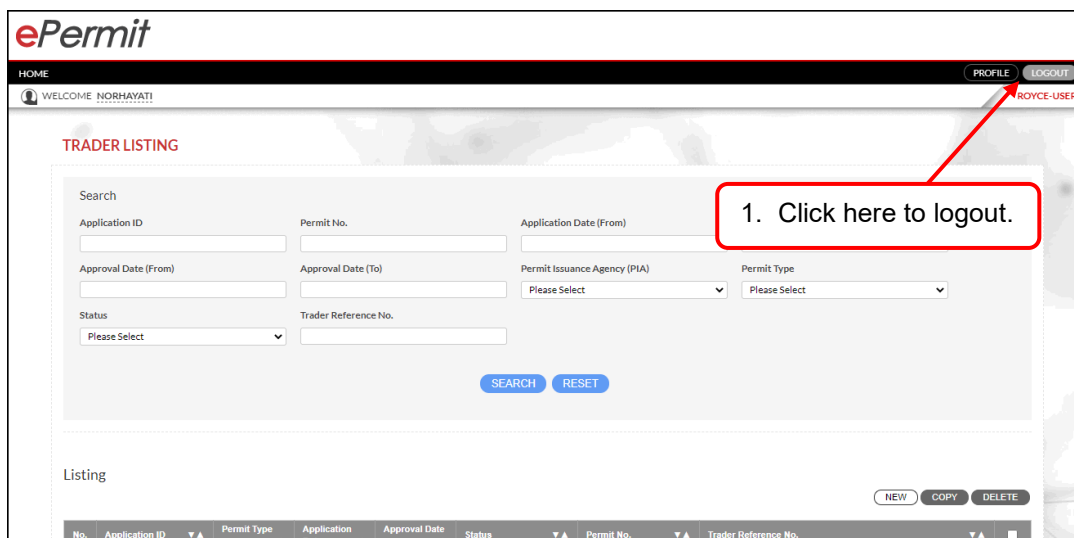


Figure 4

## Section 3. Trader Listing

This section shows the steps to search for application from the listing.



Figure 5

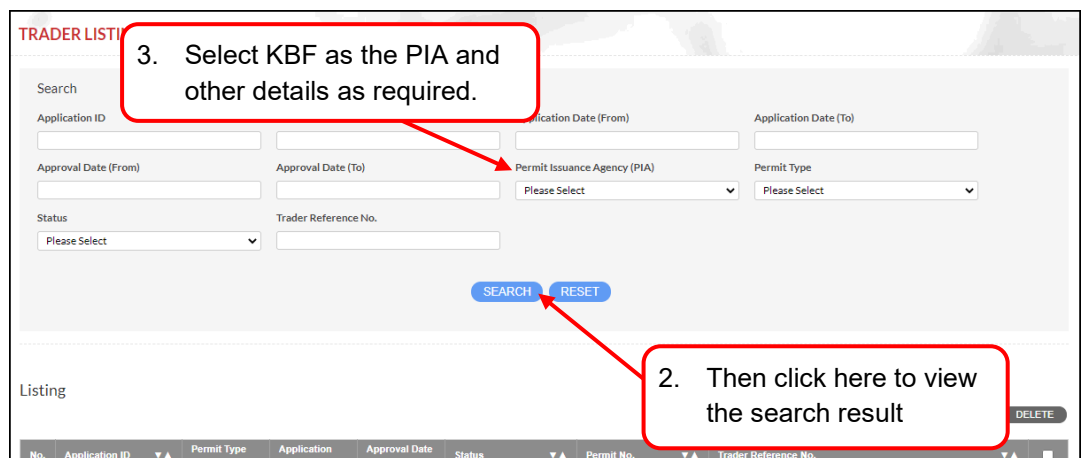


Figure 6

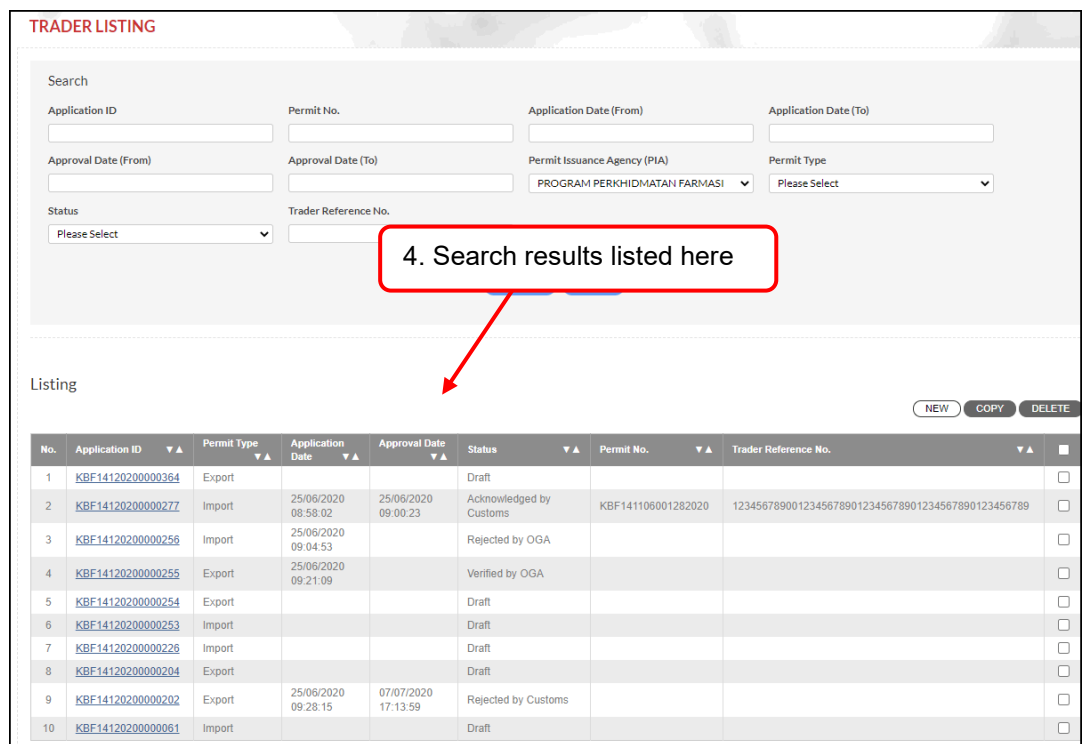


Figure 7

## Section 4. New Permit Application

ePermit system allows users to make permit application directly from the system. Users can also keep track the status of their application thru this system.

### 4.1. Create New

The screenshot shows the 'TRADER LISTING' interface. At the top, there is a search section with several input fields: Application ID, Permit No., Application Date (From), Application Date (To), Approval Date (From), Approval Date (To), Permit Issuance Agency (PIA) with a dropdown menu, and Permit Type with a dropdown menu. Below these are Status and Trader Reference No. fields. A red box highlights the 'NEW' button in the bottom right corner of the search area, with an arrow pointing to it. A text box next to the arrow says: '1. Click 'New' to create new application.'

Figure 8

The screenshot shows the 'Listing' page with a table of applications. Above the table are three dropdown menus: Permit Issuance Agency (PIA), Permit Type, and PIA Processing Branch. A red box highlights these three dropdowns and a 'CREATE' button to their right. A red arrow points from the 'CREATE' button to a text box that says: '3. Then, click here to create new application.' Another red box highlights the 'Permit Type' column in the table, with a text box that says: '2. Select the PIA, Permit Type and PIA Processing Branch.'

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No.	Trader Reference No.
1	<a href="#">KBF14120200000364</a>	Export			Draft		
2	<a href="#">KBF14120200000277</a>	Import	25/06/2020 08:58:02	25/06/2020 09:00:23	Acknowledged by Customs	KBF141106001282020	1234567890012345678901234567890123456789
3					ected by OGA		
4					ected by OGA		
5							
6	<a href="#">KBF14120200000362</a>	Import			Draft		

Figure 9

### 4.2. Application Details

Once new application is created, the application page will be displayed. All application basic details will be auto populated based on registered Account Number. Please fill out other details such as consignor and agent details. Details in red boxes are mandatory.

### 4.2.1. Basic Details

Once new application is created, system will create new application with basic applications as per registered details as in the image below.

The screenshot shows a 'PERMIT APPLICATION' form with two main sections: 'Application' and 'Consignee Details'. The 'Application' section contains fields for Permit Issuance Agency (PIA), PIA Processing Branch, Application ID, and Permit Type. The 'Consignee Details' section contains fields for ROC / ROB No., Company Name, Organization Type, Company Address, Postcode, City, State, and Country. A red box highlights the 'Application ID' field with the text '1. Basic details auto populated.' and an arrow pointing to the field.

Application			
Permit Issuance Agency (PIA)	PIA Processing Branch	Application ID	Permit Type
PROGRAM PERKHIDMATAN FARMASI	PETALING JAYA	KBF14120210000201	Import

Consignee Details			
ROC / ROB No.	Company Name	Organization Type	
650435-X	PT. ... TURING S/B	B	
Company Address	NILAI INDUSTRIAL ESTATE		
PT1663.			
Postcode	City	State	Country
71800	NILAI	NEGERI SEMBILAN	MALAYSIA

Figure 10

### 4.2.2. Consignor, Agent and Applicant Details

The screenshot shows three sections of the form: 'Consignor Details', 'Agent Details', and 'Applicant Details'. The 'Consignor Details' section has fields for ROC / ROB No., Company Name, Company Address, Postcode, City, State, and Country. The 'Agent Details' section has fields for Agent Code, Company Address, Postcode, City, State, and Country. The 'Applicant Details' section has fields for Name, IC No. / Passport No., Designation, Phone No., Fax No., and Email. A red box highlights the 'Company Name' field with the text '2. Fill up the required details' and an arrow pointing to the field. Another red box highlights the search button (magnifying glass icon) next to the 'Company Name' field with the text '3. \* Click this button to select registered details from the list.' and an arrow pointing to the button.

Consignor Details						
ROC / ROB No.	Company Name					
Company Address						
Postcode	City	State			Country	

Agent Details					
Agent Code					
Company Address					
Postcode	City	State			Country

Applicant Details			
Name			
IC No. / Passport No.	Designation	Phone No.	Fax No.
Email			

Figure 11

\*Note: Follow these steps for all details with 🔍 button.

Consignor Search

Name

SEARCH CLOSE

No.	ROC / ROB No.	Name	Address 1	Address 2	Address 3
1	NA	AVON ORGANICS LTD(BIOTECH-DIVISION)	E-2, MIDC, CHINCHOLI-413255,	SOLAPUR,	INDIA.
2		INDOSOL EXPORTS	4, PODAR CHAMBERS, 4TH FLOOR,109	S.A BREVI ROAD, FORT MUMBAI	400001, INDIA

Total Records 2 Go to Page 1

Figure 12

Consignor Details

ROC / ROB No. NA Company Name AVON ORGANICS LTD(BIOTECH-DIVISION)

Company Address E-2, MIDC, CHINCHOLI-413255, SOLAPUR, INDIA.

Postcode City State Country INDIA

Figure 13

### 4.2.3. Application Details

Application Details

Mode of Transport Please Select Transport / Voyage / Flight / Conveyance No. Purpose Please Select Trader Reference No.

Country of Origin Place of Origin Consigned From Port / Place of Import

Location Customs Station Code IBU PEJABAT KASTAM

Figure 14

Mode of Transport ▾

Please Select ▾

Please Select

- PIPELINE (FUEL)
- MARITIME TRANSPORT
- RAIL TRANSPORT
- ROAD TRANSPORT
- AIR TRANSPORT
- MAIL
- MULTIMODAL TRANSPORT
- FIXED TRANSPORT INSTALLATIONS
- INLAND WATER TRANSPORT
- OTHERS

Figure 15

Purpose ▾

Please Select ▾

Please Select

- Business
- Private
- Exhibition
- Research
- Others

Figure 16

8. Click one to select

Application Details

Mode of Transport ▾: AIR TRANSPORT  
 Transport / Voyage / Flight / Conveyance No.:  
 Purpose ▾: Business  
 Trader Reference No.:  
 Country of Origin ▾: [Search Button] Place of Origin ▾:  
 Consigned From ▾: [Search Button] Port / Place of Import ▾: [Search Button]  
 Location ▾: [Search Button] Customs Station Code ▾: [Search Button]  
 Application Remarks

Figure 17

9. \* Click this button to select Country of Origin

\*Note: Follow these steps for all details with [Search Button] button.

Country Search

Country Code: [Input Field] Country Name: [Input Field]

[SEARCH] [CLOSE]

No.	Country Code	Country Name
1	AC	AMERICAN TROPICS
2	AD	ANDORRA
3	AE	UNITED ARAB EMIRATES
4	AF	AFGHANISTAN
5	AG	ANTIGUA AND BARBUDA
6	AI	ANGUILLA
7	AL	ALBANIA
8	AM	ARMENIA
9	AN	NETHERLANDS ANTILLES
10	AO	ANGOLA
11	AQ	ANTARCTICA
12	AR	ARGENTINA
13	AS	AMERICAN SAMOA
14	AT	AUSTRIA
15	AU	AUSTRALIA

Go to Page 1 [Navigation Buttons]

Figure 18

10. Search for a Country here

11. Click to select a country

Figure 19

#### 4.2.4. Additional Details

This section will require users to add Registration Certificates No and Product.

Figure 20

Figure 21

## 4.2.5. Item Details

Once Certificate and Products are selected in the previous section, the “Create” button will be available for users to add item details for this application.

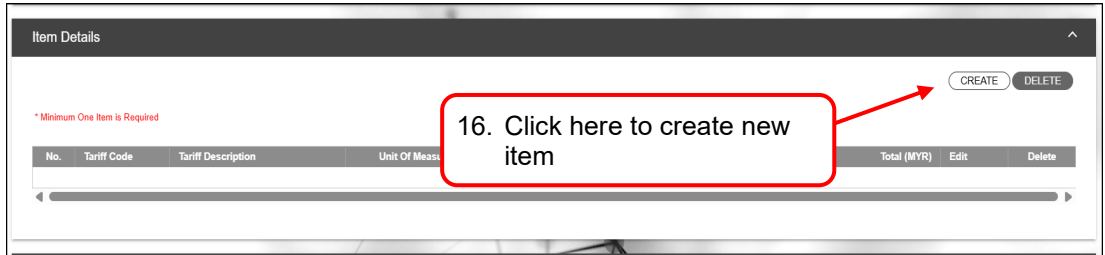


Figure 22

The screenshot shows the 'Item Details' form with the following fields and annotations:

- Tariff Code:** 0102210000. A red callout box points to the dropdown arrow with the text: '17. Click here to select Tariff Code form the Listing.'
- Unit of Measurement:** UNT.
- Tariff Description:** --Pure-bred breeding animals.
- Purpose of Import:** Manufacturing and Sale.
- Tariff Quantity:** 100.
- Current Stock Balance:** 100.
- Unit Cost C.I.F (MYR):** 100.
- Total (MYR):** 10000.00.
- A red callout box points to the 'CREATE' button with the text: '18. Then click on this button to add new product for this item.'

At the bottom, there are buttons for 'SAVE', 'CLOSE', and 'RESET'. Below the form is a table with columns: No., Product Name, Product Type, Product No. / Intended Usage, Edit. The table contains the text: '\*\*\* No. Record Found \*\*\*'.

Figure 23

The screenshot shows the product details form with the following fields and annotations:

- Total (MYR):** 10000.00.
- Product Name:** Product 1.
- Product Type:** Registered Under PBKD.
- Product No.:** 1122333.
- A red callout box points to the 'ADD' button with the text: '19. Fill out the product details'.
- A red callout box points to the 'ADD' button with the text: '20. Then click here to add this product.'

At the bottom, there are buttons for 'SAVE', 'CLOSE', and 'RESET'. Below the form is a table with columns: No., Product Name, Product Type, Product No. / Intended Usage, Edit. The table contains the text: '\*\*\* No. Record Found \*\*\*'.

Figure 24

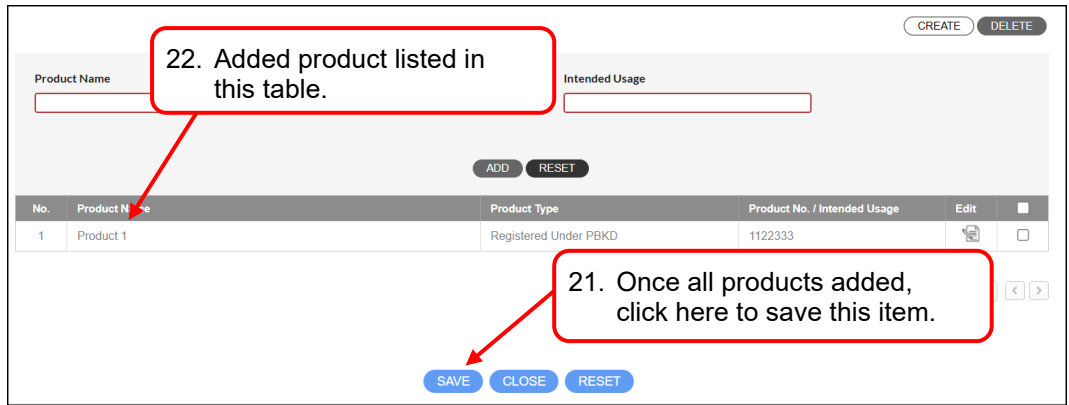


Figure 25

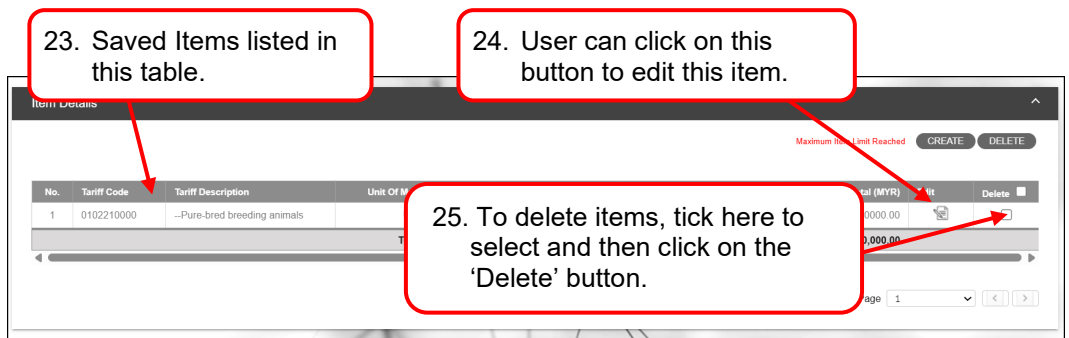


Figure 26

#### 4.2.6. Attachment

This section shows the steps for users to attach supporting documents in the application. Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency.

Total maximum size allowed for attachment is 10MB (10,240 KB).

The mandatory document can be seen below the Document Type in red.

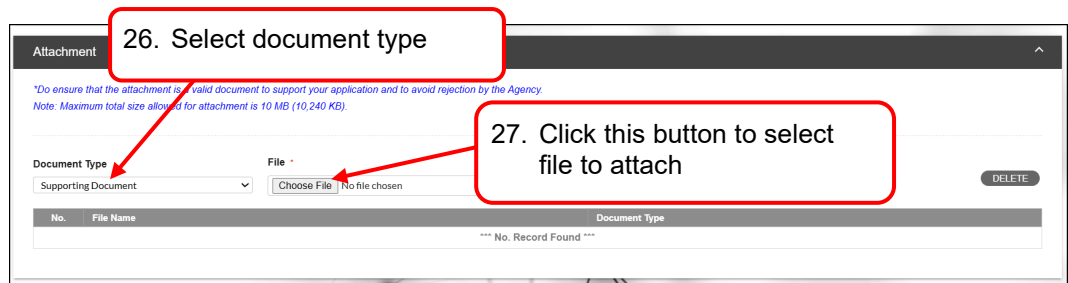


Figure 27

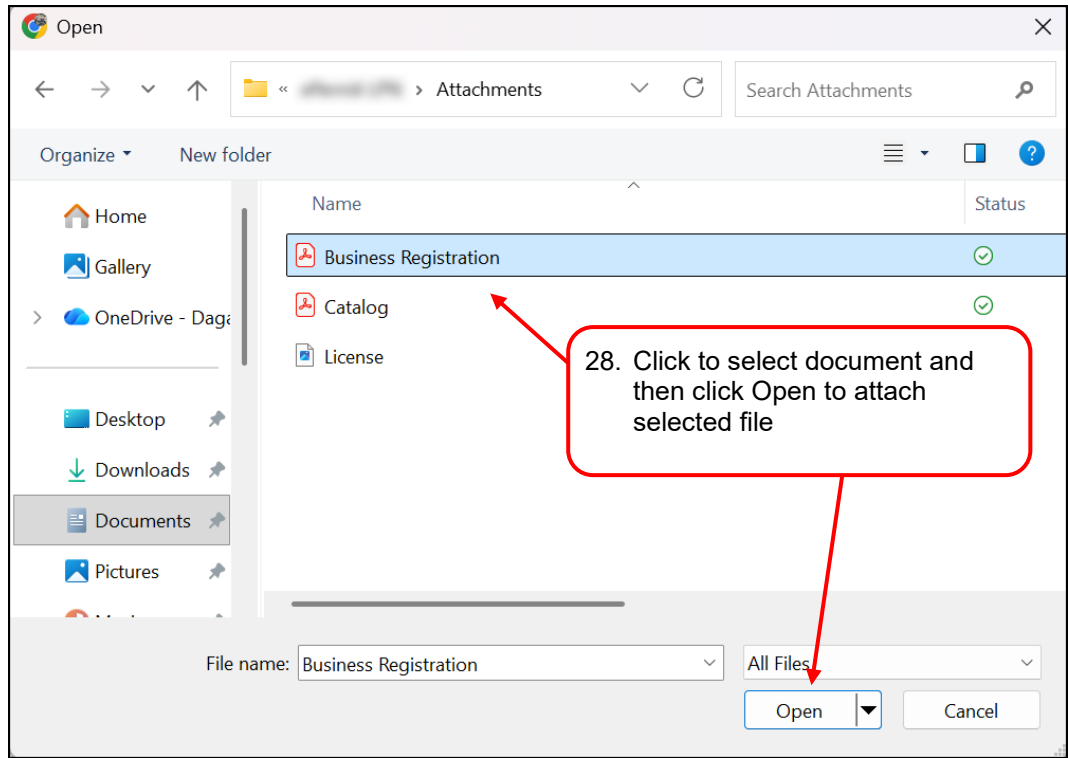


Figure 28

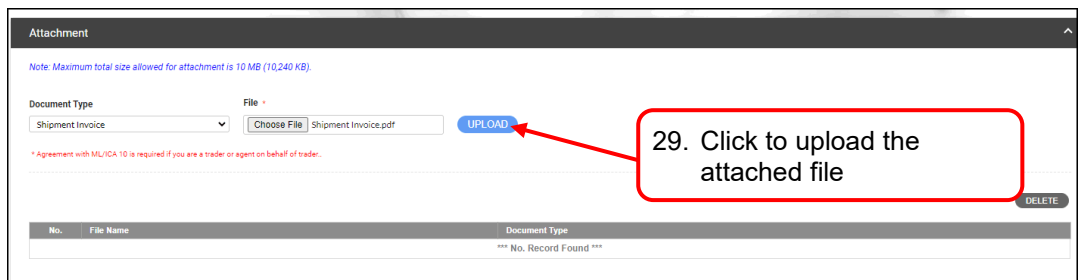


Figure 29

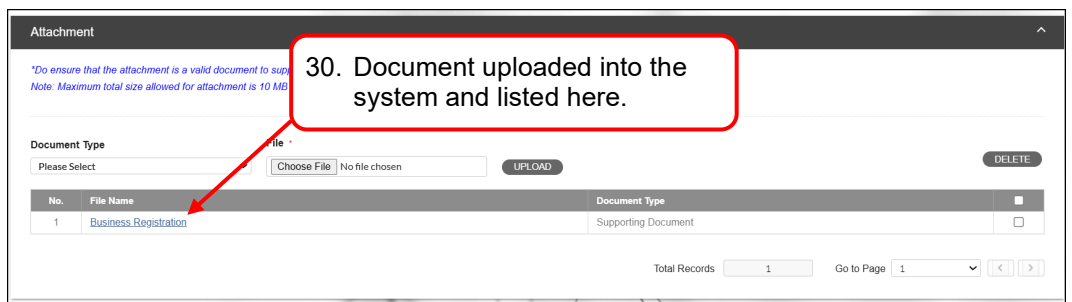


Figure 30

## 4.2.7. Submitting New Application

Item Details

Maximum Item Limit Reached CREATE DELETE

No.	Tariff Code	Tariff Description	Unit	Unit Cost C.I.F (MYR)	Total (MYR)	Edit	Delete
1	2804700000	Phosphorus	KGM	100	10000.00		
TOTAL QUANTITY			100.0000	GRAND TOTAL (MYR)		10,000.00	

Total Records 1 Go to Page 1

Attachment

*\*Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency  
Note: Maximum total size allowed for attachment is 10 MB (10,240 KB)*

Document Type: Please Select File: Choose File No file chosen UPLoad DELETE

No.	File Name	Document Type
1	Business Registration	Supporting Document

Total Records 1 Go to Page 1

SAVE SUBMIT BACK

31. All transactions history will be listed here.

32. Click here to save this application as draft, which will be listed in the Listing table.

33. Click here to submit this application

Figure 31

SUCCESS

Permit Successfully Submitted

OK

34. Application successfully submitted. Click OK.

Figure 32

Listing

NEW COPY DELETE

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No.	Trader Reference No.
1	<a href="#">KBF14120260000001</a>	Import	05/05/2021 13:56:19		Awaiting OGA Approval		

Total Records: 1    Go to Page: 1

last 30 days with status "Draft" only. Please use the "Search" function for permit applications that were created more than 30 days.

35. Submitted application listed in this table as Awaiting OGA Approval.

Figure 33

## Section 5. Copy Application

This section shows the steps to copy an application, where users can save time on data entry.

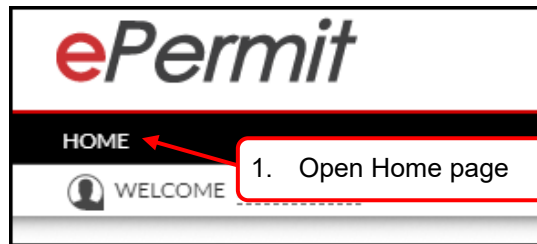


Figure 34

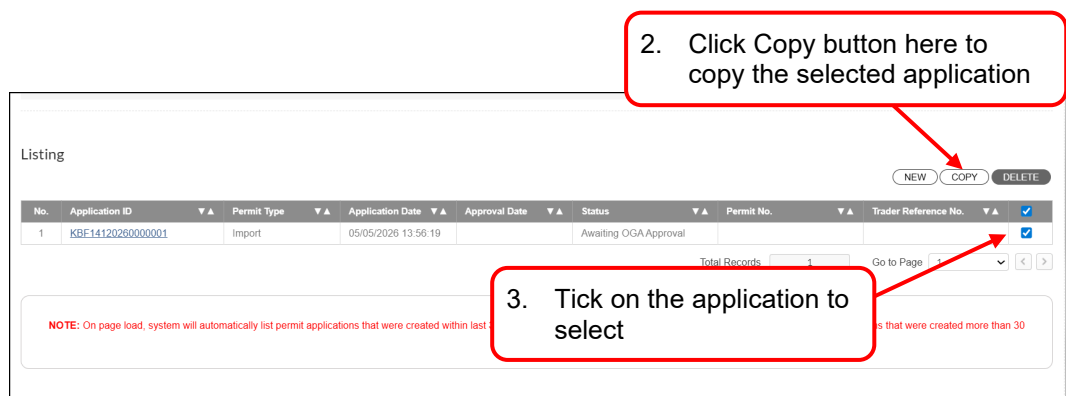


Figure 35

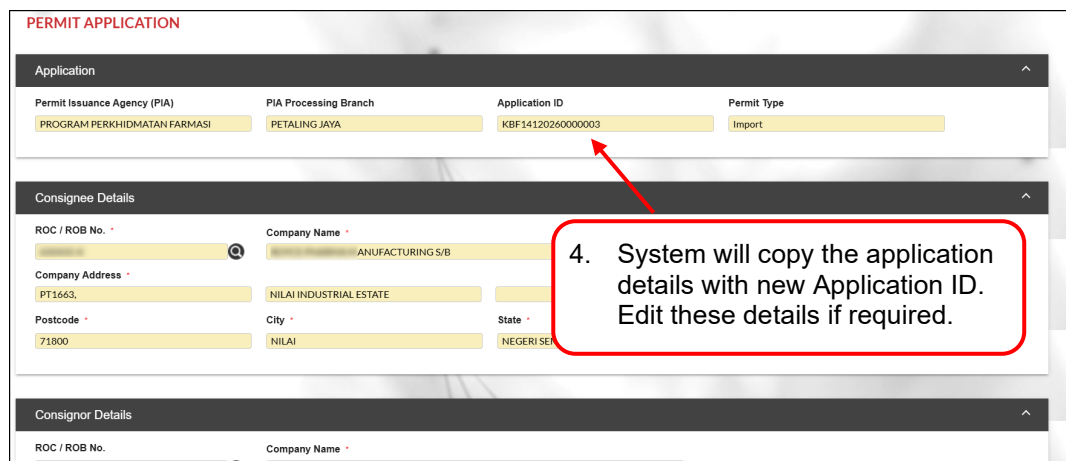


Figure 36

## Section 6. Delete Application

This section shows the steps to delete an application. The system only allows deleting application in **DRAFT** status only.



Figure 37

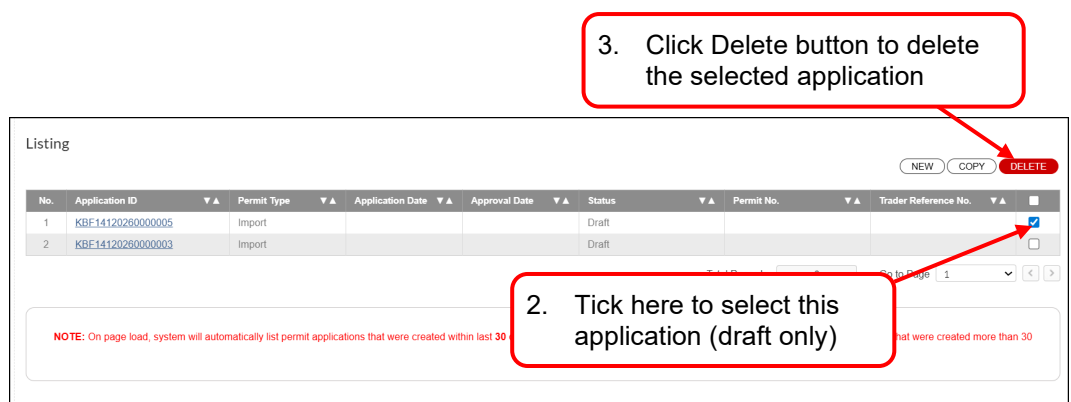


Figure 38



Figure 39

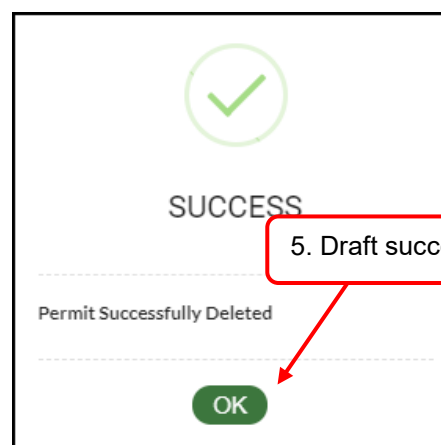


Figure 40

## Section 7. Printing

This section shows the steps for Trader/ FA to display permit for printing or download after the application has been acknowledged by Customs.

Once user logs in, system will display the Listing page, or user can click on HOME button from the menu as in image below and search for the application to print. Application status must be in 'Acknowledge by Customs'

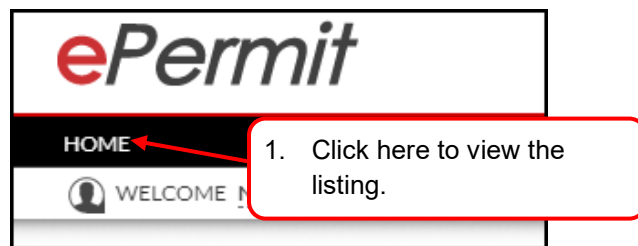


Figure 41

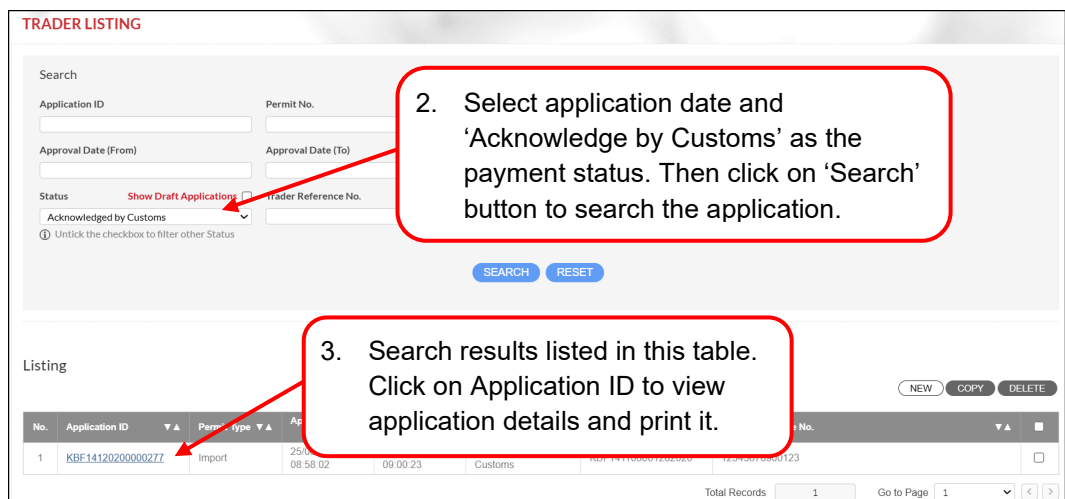


Figure 42

**PERMIT APPLICATION**

**Application**

Permit Issuance Agency (PIA): BAHAGIAN PERKHIDMATAN FARMASI | PIA Processing Branch: KUALA LUMPUR | Application ID: KBF1412020000277

**4. Application details will be displayed.**

**Consignee Details**

ROC / ROB No.: [redacted] | Company Name: [redacted] MANUFACTURING S/B | Organization Type: B

Company Address: PT1663, NILAI INDUSTRIAL ESTATE

Postcode: 71800 | City: NILAI | State: NEGERI SEMBILAN | Country: MALAYSIA

**Consignor Details**

**Agent Details**

**Applicant Details**

**Application Details**

**Additional Details**

Reg. Certificate No.: 1982310 | Certificate Expiry Date: Fri Jun 26 00:00:00 MYT 2020

Product: test

**Item Details**

No.	Tariff Code	Tariff Description	Unit Of Measurement	Quantity	Unit Cost C.I.F (MYR)	Total (MYR)	View
1	3006700000	-Gel preparations designed to be used in human or veterinary medicine as a lubricant for parts of the body for surgical operations or physical examinations or as a coupling agent between the body and medical instruments	KGM	1234567.1234567	123456789.12345	1524156893019338.06	
<b>TOTAL QUANTITY</b>				<b>1,234,567.1235</b>	<b>GRAND TOTAL (MYR)</b>	<b>152,415,689,019,338.06</b>	

Total Records: 1 | Go to Page: 1

**Attachment**

No.	File Name	Document Type
1	error	BillofLading
2	NewKBF-Manufacturing & Consumption	Invoice

Go to Page: 1

**5. Click on this button to print or download this application**

PIA Response

Sandec Details

Transaction History

SMK Response

**PRINT** **BACK**

Figure 43

**PROGRAM PERKHIDMATAN FARMASI / PHARMACEUTICAL SERVICES PROGRAMME**  
**PERMOHONAN UNTUK LESEN IMPORT / LESEN IMPORT / APPLICATION FOR IMPORT LICENCE / IMPORT LICENCE**

App. ID: KBF1412020000277

Lesen ini dikeluarkan menurut peruntukan di bawah Perintah Kastam (Larangan Mengimport 1967) / This licence is issued in accordance with the Customs (Prohibition of Imports) Order 1967

<p><b>JK</b> <b>69</b></p> <p>1. Konsainor / Pengeksport (Nama dan Alamat)  <i>Consignor / Exporter (Name and Address)</i>          LOREM IPSUM DOLOR          ELIT. Duis ornare          LOREM IPSUM DOLOR          LOREM IPSUM DOLOR          400001 INDIA</p> <p style="text-align: right;">Kod Konsainor / Consignor Code          [nu][nu][nu][nu][nu][nu][nu][nu][nu][nu][nu][nu]</p>	<p>6. Nama Pemohon / Name of Applicant          Lorem ipsum dolor sit amet,</p> <p>7. No. Kad Pengenaln / No. Passport / Identity Card No./Passport No.          [1][2][3][4][5][6][7][8][9][0][1][2][3][4]</p>														
<p>2. Konsaini / Pengimport (Nama dan Alamat)  <i>Consignee / Importer (Name and Address)</i>          MANUFACTURING S/B          NILAI INDUSTRIAL ESTATE          71800 NILAI          NEGERI SEMBILAN MALAYSIA</p> <p style="text-align: right;">Kod Konsaini / Consignee Code eg.R.D.B/R.O.C. No.          [6][5][0][4][3][5]-X</p>	<p>8. Jawatan Pemohon / Designation of Applicant          Lorem ipsum dolor si</p> <p>9. Negara Asal / Country of Origin          AE - UNITED ARAB</p> <p>9a. Berasal Dari / Place of Origin          AEBAB - BANDAR ABBAS</p>														
<p>3. Agent Yang Diberikuasa (Nama dan Alamat)  <i>Authorised Agent (Name and Address)</i>          ROCKVILLE, MARYLAND 208521790, USA          21790 CITY USA</p> <p style="text-align: right;">Kod Agen / Agent Code          [1][0][0]</p>	<p>10. Dibawa Dari / Consigned From          AL - ALBANIA</p> <p>11. Pelabuhan / Tempat Import / Port/Place of Import          MYAOR - ALOR SETAR</p> <p>12. Lokasi (Kod Negeri dan Daerah) / Location(Code for State and District)          MYAOR - ALOR SETAR</p>														
<p>4. Cara Pengangkutan / Mode of Transport          1. Laut / Maritime 2. Keretapi / Rail 3. Jalan Raya / Road 4. Udara / Air 5. Post / Mail          6. Multimodel / Multimodel 7. Terpasang tetap / Fixed Installation</p>	<p>13. Saya mengesahkan bahawa akaun ini benar dan lengkap / I certify that this declaration is true and complete</p> <p style="text-align: right;">Tarikh / Date :          [2][5][7][0][6][7][2][0][2][0]</p> <p style="text-align: right;">Tandatangan dan Cop Syarikat  <i>Signature and Company Stamp of Applicants</i></p>														
<p><b>15. Keterangan Penuh Barangan / Description of Goods in Full</b></p> <p>1. -Gel preparations designed to be used in human or veterinary medicine as a lubricant for parts of the body for surgical operations or physical examinations or as a coupling agent between the body and medical instruments</p>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 15%;">14. Bil. No.</th> <th style="width: 45%;">Tariff Kastam Malaysia / Malaysian Customs Tariff</th> <th style="width: 15%;">16. No.Kod Tariff / Tariff Code No.</th> <th style="width: 10%;">17. Unit Tariff / Tariff Unit</th> <th style="width: 10%;">18. Kuantiti / Quantity</th> <th style="width: 5%;">19. Harga Satu Unit H.I.T(RM) Unit Cost C.I.F. (RM)</th> <th style="width: 5%;">20. Jumlah Nilai H.I.T(RM) Total Value C.I.F.(RM)</th> </tr> <tr> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		14. Bil. No.	Tariff Kastam Malaysia / Malaysian Customs Tariff	16. No.Kod Tariff / Tariff Code No.	17. Unit Tariff / Tariff Unit	18. Kuantiti / Quantity	19. Harga Satu Unit H.I.T(RM) Unit Cost C.I.F. (RM)	20. Jumlah Nilai H.I.T(RM) Total Value C.I.F.(RM)	1						
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1															
<p><b>UNTUK KEGUNAAN RASMI / FOR OFFICIAL USE</b></p> <p>21. Pejabat Yang Mengeluarkan Lesen (Nama dan Alamat) / Licence Issuing Office (Name and Address)          PROGRAM PERKHIDMATAN FARMASI, KUALA LUMPUR</p> <p style="text-align: right;">Kod / Code          [K][B][F][1][4][1]</p>															
<p>22. Syarat-syarat Khas / Pengecualan / dll / Special Conditions / Exemptions / etc</p>	<p>23. No. Lesen / Licence No.          KBF141106001282020</p> <p>24. No. Rujukan / Reference No.          KBF/141/KBF/I/-/000034/20</p> <p>25. Tarikh Tamat / Expiry Date          [3][0]/[0][6]/[2][0][2][0]</p> <p>25. (a). Tarikh Lulus / Approved Date          [2][5]/[0][6]/[2][0][2][0]</p> <p><input type="checkbox"/> Lanjutan / Extension  <input type="checkbox"/> Pembatalan / Cancellation</p> <p>26. Tarikh Dilanjutkan / Date Extended</p> <p>27. No. Lesen Baru / New Licence No.</p> <p>28. Tarikh Pembatalan / Cancellation Date</p> <p style="text-align: right;">Tandatangan dan Cop Rasmi / Signature and Official Stamp          bp. Ketua Pengarah Kastam / For Director General of Customs</p>														
<p><b>UNTUK KEGUNAAN JABATAN KASTAM - LESEN ASAL DAN SALINAN KASTAM HENDAKLAH DIISI</b>  <b>FOR CUSTOMS DEPARTMENT USE - TO BE COMPLETED IN BOTH THE ORIGINAL AND CUSTOMS COPY</b></p>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 5%;">29. Bil. No.</th> <th style="width: 25%;">30. Nama Vessel/Penerbangan/Kenderaan Name of Vessel/Flight/Conveyance</th> <th style="width: 10%;">31. Tarikh Import Date of Import</th> <th style="width: 15%;">32. No.Borang Pengakuan Kastam Customs Declaration Form No.</th> <th style="width: 10%;">33. Jumlah Import Total Import (Kuantiti / Quantity)</th> <th style="width: 10%;">34. Baki Akan Dimport Balance to be Imported (Kuantiti / Quantity)</th> <th style="width: 10%;">35. T/Tangan Pegawai Kastam Signature of Customs Officer</th> </tr> <tr> <td>1</td> <td>3006700000</td> <td></td> <td></td> <td>1,234,567.1234567</td> <td>123,456,789.12345</td> <td>152,415,693,019,338.06</td> </tr> </table>		29. Bil. No.	30. Nama Vessel/Penerbangan/Kenderaan Name of Vessel/Flight/Conveyance	31. Tarikh Import Date of Import	32. No.Borang Pengakuan Kastam Customs Declaration Form No.	33. Jumlah Import Total Import (Kuantiti / Quantity)	34. Baki Akan Dimport Balance to be Imported (Kuantiti / Quantity)	35. T/Tangan Pegawai Kastam Signature of Customs Officer	1	3006700000			1,234,567.1234567	123,456,789.12345	152,415,693,019,338.06
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1	3006700000			1,234,567.1234567	123,456,789.12345	152,415,693,019,338.06									
<p style="font-size: small;">Nota: Pengakuan ini dikehendaki di bawah Perintah ini dan menurut Akta Kastam 1967 / This declaration is required under this Order and in accordance with Customs Act 1967</p>															

Figure 44: Printing Sample

**-End of Manual-**

This user manual shall be updated as and when required.