



**LEMBAGA PELABUHAN KELANG  
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**MS ISO 9001 : 2015 REG.NO: AR3579**

(JABATAN ZON BEBAS & JABATAN DAGANGAN BERBAHAYA)

Ruj. Tuan:  
Ruj. Kami: LPK:JOSC/100-2/3/1/5 Jld.3 (2)  
Tarikh : 21 February 2020

**FOR DISTRBUTION TO:**

- I. **IMPORTERS**
- II. **SHIPPING LINES / SHIPPING AGENTS / NVOCCs**
- III. **FORWARDING AGENTS**

Dear Sir / Madam,

**PORT KLANG AUTHORITY GENERAL MANAGER'S CIRCULAR NO. 2/2020**

**IMPLEMENTATION OF ALTERNATIVE SOLUTIONS TO THE PRACTICE OF  
CONTAINER DEPOSIT COLLECTION IN PORT KLANG**

We refer to the above matter and National Logistics Task Force (NLTF) Meeting under the Ministry of Transport which was held on 17th December 2019.

2. The practice of container deposit collection by Shipping Lines / Agents / NVOCCs / Box Operators has caused financial burden on the Importers and their agents and indirectly has led to an increase in the cost of doing business. The NLTF Meeting chaired by Hon. Minister of Transport whose members among others include associations representing Shipping companies, Importers, Exporters and Forwarding Agents approved three (3) proposed schemes in lieu of container deposits.

3. The NLTF Meeting decided and endorsed as follows:

- i. Shipping Lines / Agents / NVOCCs / Box Operators **shall** subscribe to either Non Cheque Deposit (NCD) Scheme managed by Selangor Freight Forwarders and Logistics Association (SFFLA) or Container Ledger Account (CLA) managed by D&D Control (M) Sdn Bhd;
- ii. Forwarding Agents subscribing to either NCD or CLA will be exempted from container deposit by Shipping Lines / Agents / NVOCCs / Box Operators;

- iii. Shipping Lines / Agents / NVOCCs may collect container deposit from non-subscribers (Forwarding Agents) of NCD or CLA;
- iv. Shipping Lines / Agents / NVOCCs subscribing to iCargo+ insurance scheme shall not collect container deposit if the Consignee has purchased the said cargo insurance;
- v. Shipping Lines / Agents / NVOCCs and Forwarding Agents subscribing to NCD scheme, CLA scheme or iCargo+ shall comply with the Terms of Reference 2020: Version 1 (as attached) accordingly.

4. The above will be **effective from 1st March 2020**. For further enquiries on these alternative solutions, please contact the following officers:

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2.	Mr. Mohd Azuan b. Mohamad Paudzi	03-3168 8211 (ext. 2039)
3.	Ms. N. Mehala	03-3168 8211 (ext. 2040)

Thank you.

**“BERKHIDMAT UNTUK NEGARA”**

Saya yang menjalankan amanah,



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mn/josc

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2020<sub>Version 1</sub>

# TERMS OF REFERENCE



- NON CHEQUE DEPOSIT SCHEME
- CONTAINER LEDGER ACCOUNT
- i-CARGO+

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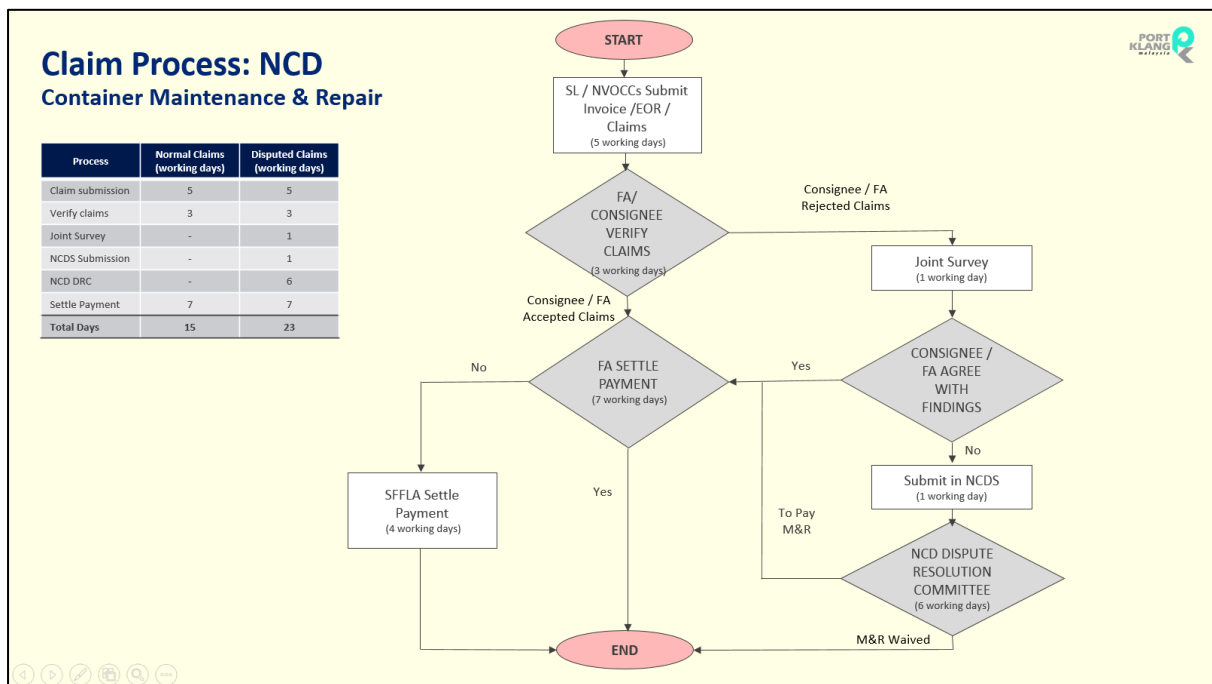
## NON CHEQUE DEPOSIT SCHEME

### 1.0 CONTAINER MAINTENANCE & REPAIR CLAIMS

- 1.1 Shipping NCD Member will submit Invoice / Estimation of Repair (E.O.R.) and photos within **5 working days** to SFFLA NCD Member upon receipt of empty container at Depot, after verification of damages (except wear and tear – Appendix 1) failing which claims assumed to be invalid.
- 1.2 SFFLA NCD Member to verify claims within **3 working days** upon receipt of Invoice / E.O.R. and photos otherwise the claim is assumed to be accepted and Shipping NCD member shall proceed to repair.
- 1.3 If SFFLA NCD Member accepts the claims, payment as per Invoice / E.O.R. must be made within **7 working days**, failing which SFFLA shall make the payment to Shipping NCD member concerned within the next **4 working days**.
- 1.4 However if the SFFLA NCD Member reject the M&R claims, a joint survey shall be conducted within the next working day or as per the timeline agreed by both parties to verify the damages, causes of damage and party liable for the damages. Each party shall be responsible for the cost of the survey by his own appointed Surveyor. During joint survey, the cost of repositioning the said container in the depot is under the Shipping NCD Member.
- 1.5 If SFFLA NCD Member accepts the findings of the joint survey, SFFLA NCD Member shall settle the payment within **7 working days**. If payment is not made within 7 working days, SFFLA will settle the claims within **4 working days**.



- 1.6 However, if SFFLA NCD Member not agreeable with the finding of the joint survey, case shall be referred to the NCD Dispute Resolution Committee within **1 working day** from the joint survey date by submitting the details in NCD system (NCDS). The NCD Committee will be chaired by Port Klang Authority. The case shall be decided within **6 working days** from the date of submission in NCDS.
- 1.7 NCD Dispute Resolution Committee may have more than one meeting (if necessary) to resolve the dispute. The decision of the Committee shall be final and binding on both parties.
- 1.8 If Container Maintenance & Repair charges are waived, the case is settled. Should the NCD Committee decide that SFFLA NCD Member shall pay for the container repair, then SFFLA NCD Member will settle the payment within **7 working days**, failing which SFFLA will settle the payment within **4 working days**.

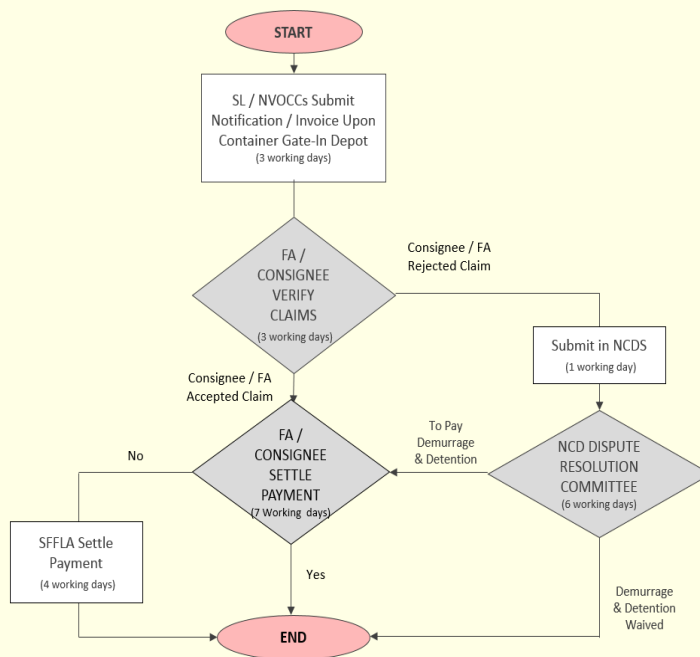


## **2.0 CONTAINER DEMURRAGE AND DETENTION CLAIMS**

- 2.1 Shipping NCD Member shall issue the invoice to SFFLA NCD Member within **3 working days** upon container gate out from Terminal (demurrage) and empty container gate in to depot (detention) failing which claims assumed to be invalid.
- 2.2 SFFLA NCD Member to verify claims and inform Shipping NCD Member on acceptance within **3 working days**, otherwise the claims is assumed to be accepted.
- 2.3 If the claim is accepted, SFFLA NCD Member shall remit the payment within **7 working days**. If payment is not made within **7 working days**, SFFLA to settle the payment within **4 working days**.
- 2.4 If the claim is rejected by SFFLA NCD member, the case shall be referred to the NCD Dispute Resolution Committee within **1 working day** after the claims verification period by submitting the details in NCDS and decided within **6 working days** from the date of submission in NCDS. The decision of the Committee shall be final and binding on both parties.
- 2.5 If Demurrage & Detention charges are waived, the case is settled. Should the NCD Dispute Resolution Committee decide that SFFLA NCD Member shall pay for the demurrage and detention then the payment must be made within **7 working days**, failing which SFFLA will settle the payment within **4 working days**.
- 2.6 Shipping NCD Member shall advise SFFLA NCD Committee of any container that has not been returned to the nominated Depot after **14 days** ex Terminal Gate.

## Claim Process: NCD Container Demurrage & Detention

Process	Normal Claims (working days)	Disputed Claims (working days)
Claim submission	3	3
Verify claims	3	3
NCDS Submission	-	1
NCD DRC	-	6
Consignee / FA Settle Payment	7	7
<b>Total Days</b>	<b>13</b>	<b>20</b>



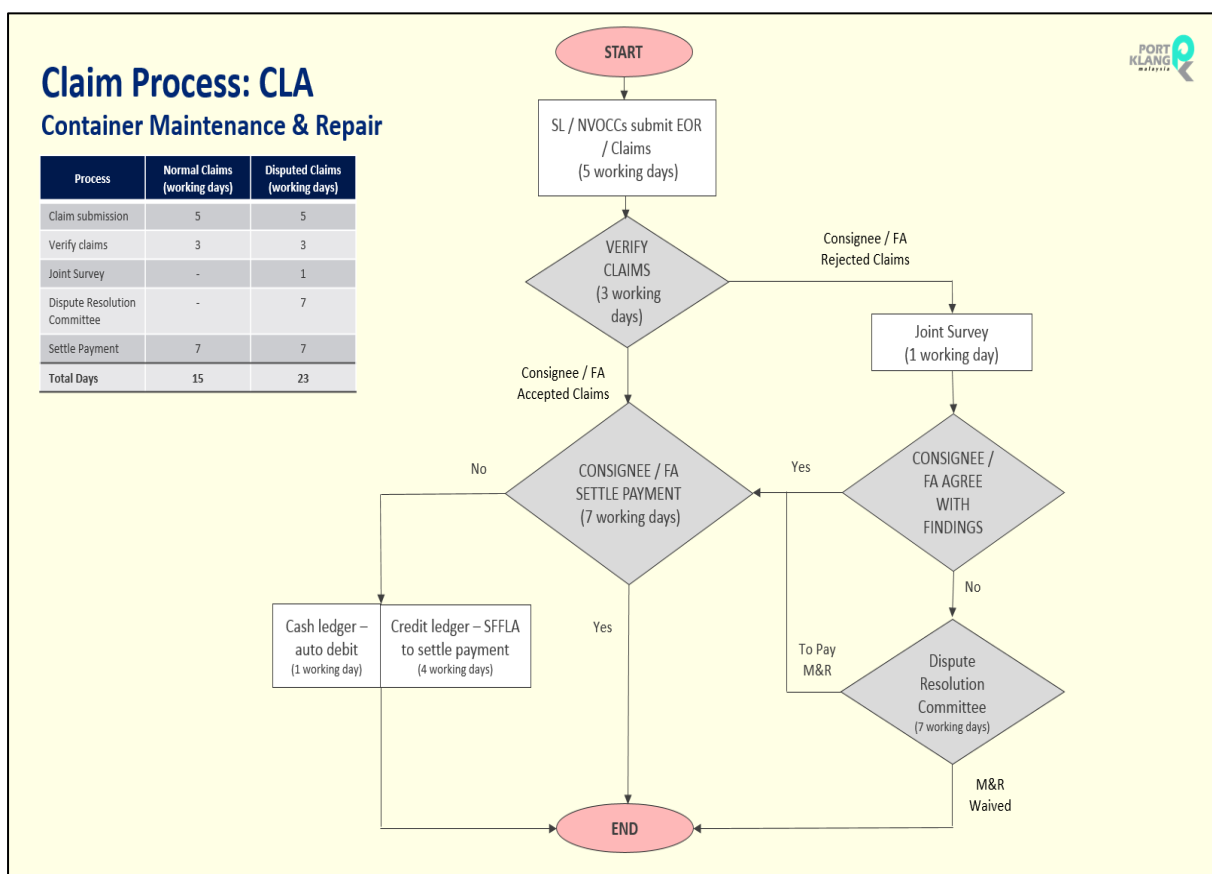
## CONTAINER LEDGER ACCOUNT

### 1.0 CONTAINER MAINTENANCE & REPAIR CLAIMS

- 1.1 D&D Control to submit Invoice / E.O.R., photos and invoice to Consignee / FA within **5 working days** upon receipt of empty container at Depot, after verification of damages (except wear and tear – Appendix 1) failing which claims assumed to be invalid.
- 1.2 Consignee / FA to verify the claims within **3 working days** and inform D&D Control on acceptance, otherwise the claims is assumed to be accepted and D&D Control shall inform SL / NVOCCs to proceed with the repair.
- 1.3 If the claim is accepted, Consignee / FA shall remit the payment to D&D Control within **7 working days**.
- 1.4 If payment is not made within **7 working days**, D&D Control will debit the charges from cash ledger account. As for credit ledger, SFFLA shall settle the payment within **4 working days**.
- 1.5 If the claim is rejected / disputed, a joint survey will be carried out within **1 working day** or as per the timeline agreed by both parties.
- 1.6 If Consignee / FA agreeable with the finding of the joint survey, payment shall be remitted within **7 working days**.
- 1.7 If payment is not made within **7 working days**, D&D Control will debit the charges from cash ledger account. As for credit ledger, SFFLA shall settle the payment within **4 working days**.
- 1.8 However, if Consignee / FA not agreeable with the finding of the joint survey, case will be referred to CLA Dispute Resolution Committee with SL / NVOCCs and the decision of the Committee shall be final and binding on both parties.

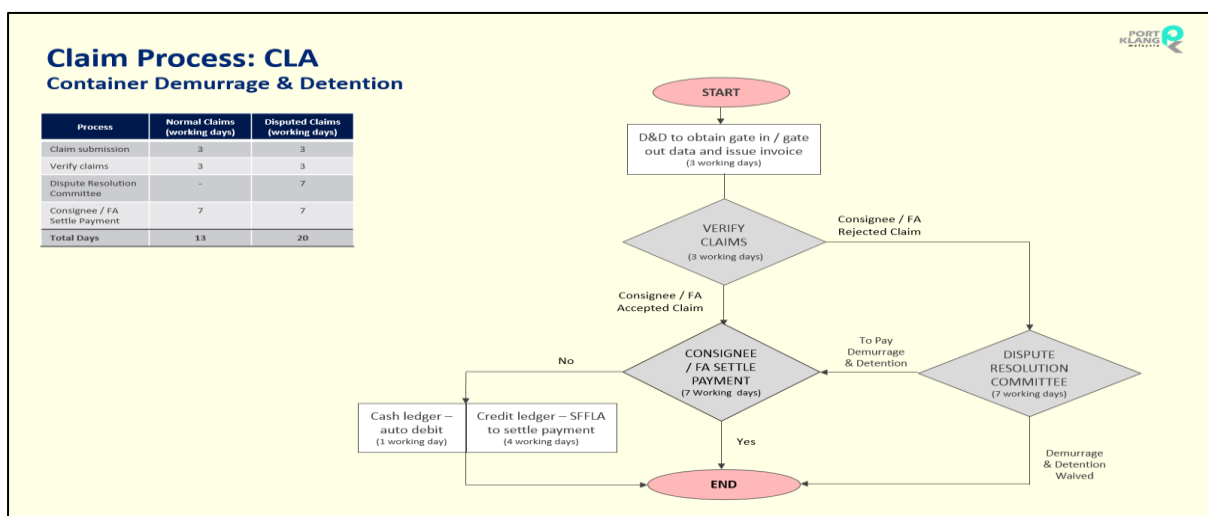
1.9 If Container Maintenance & Repair charges are waived, the case is settled. Should the CLA Dispute Resolution Committee decide that the Consignee / FA must pay for container maintenance and repair, payment must be remitted within **7 working days**.

1.10 If payment is not made within **7 working days**, D&D Control will debit the charges from cash ledger account. As for credit ledger, SFFLA shall settle the payment within **4 working days**.



## 2.0 CONTAINER DEMURRAGE AND DETENTION CLAIMS

- 2.1 D&D Control will issue the invoice within **3 working days** upon container gate out from Terminal (demurrage) and empty container gate in to depot (detention).
- 2.2 Consignee / FA to verify claims within **3 working days** and inform D&D Control on acceptance, otherwise the claims is assumed to be accepted.
- 2.3 If the claim is accepted, Consignee / FA shall remit the payment to D&D Control within **7 working days**.
- 2.4 If payment is not made within **7 working days**, D&D Control will debit the charges from cash ledger account. As for credit ledger, SFFLA shall settle the payment within **4 working days**.
- 2.5 If the claim is rejected by Consignee / FA, the case will be referred to the Dispute Resolution Committee (DRC) within **7 working days**. The decision of the Committee shall be final and binding on both parties. DRS may have more than one meeting to resolve the dispute.
- 2.6 If Demurrage & Detention charges are waived, the case is settled. Should the Dispute Resolution Committee decide that the Consignee / FA must pay for demurrage and detention within **7 working days**.
- 2.7 If payment is not made within **7 working days**, D&D Control will debit the charges from cash ledger account. As for credit ledger, SFFLA shall settle the payment within **4 working days**.



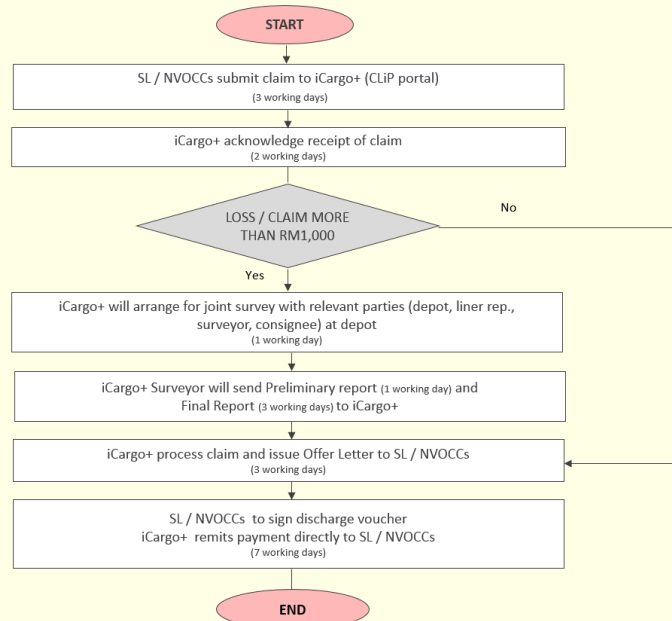
## i CARGO+

### 1.0 CONTAINER MAINTENANCE & REPAIR CLAIMS

- 1.1 SL / NVOCCs to submit the claim to iCargo+ (CLiP portal) together with the required basic information within **3 working days**.
- 1.2 iCargo+ will acknowledge receipt of claim within **2 working days** and to contact either the SL / NVOCCs for further documents (if any).
- 1.3 For claims amounting to below RM1,000.00:
  - a. iCargo+ will process claims and issue offer letter to SL / NVOCCs within **3 working days**
  - b. SL / NVOCCs to sign the discharge voucher and send it to iCargo+.
  - c. iCargo+ will remit payment directly to SL / NVOCCs for claims within **7 working days** from the date SL / NVOCCs sign the discharge voucher.
- 1.4 For claims amounting to more than RM1,000.00:
  - a. iCargo+ will arrange for joint survey with relevant parties (depot / liner's representatives surveyor, Consignee / FA) at depot within **1 working day** upon receiving notification / assignment from CLiP portal
  - b. iCargo+ Surveyor will prepare and submit preliminary report within **1 working day** and Final Report within **3 working days** to iCargo+ claims department
  - c. iCargo+ will process claims and issue offer letter to SL / NVOCCs within **3 working days**
  - d. SL / NVOCCs to sign the discharge voucher and send it to iCargo+
  - e. iCargo+ will remit payment directly to SL / NVOCCs for claims within **7 working days** from the date SL / NVOCCs sign the discharge voucher

## Claim Process: iCargo+ Container Maintenance & Repair Claims

Process	Claims < RM1,000 (working days)	Claims > RM1,000 (working days)
Claim submission	3	3
Acknowledge claims	2	2
Joint Survey	-	1
Survey Report	-	4
Process Claim & Issue Offer Letter	3	3
Remit Payment	7	7
<b>Total Days</b>	<b>15</b>	<b>20</b>



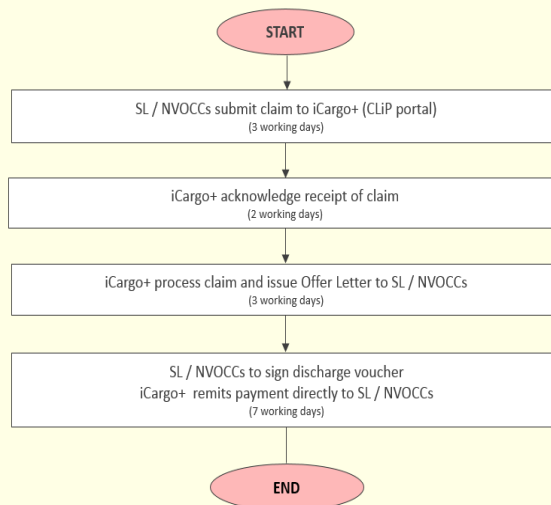
## 2.0 CONTAINER DEMURRAGE AND DETENTION CLAIMS

- 2.1 SL / NVOCCs to submit the claim to iCargo+ (CLiP portal) together with the required basic information within **3 working days**.
- 2.2 iCargo+ will acknowledge receipt of claim within **2 working days** and to contact either the SL / NVOCCs for further documents (if any).
- 2.3 iCargo+ will process claims and issue offer letter to SL / NVOCCs within **3 working days**.
- 2.4 SL / NVOCCs to sign the discharge voucher and send it to iCargo+.
- 2.5 iCargo+ will remit payment directly to SL / NVOCCs for claims within **7 working days** from the date SL / NVOCCs sign the discharge voucher.



## Claim Process: iCargo+ Container Demurrage & Detention Claims

Process	Claims (working days)
Claim submission	3
Acknowledge claims	2
Process Claim & Issue Offer Letter	3
Remit Payment	7
<b>Total Days</b>	<b>15</b>



### Container Damage Caused by Wear & Tear

- Atmospheric corrosion of metal components not due to contact with foreign substances
- Delaminating or rotting of wooden components, such as general deterioration of floors, including expansion, shrinkage or warping arising out of normal use. Delaminating does not include the separation of floor components
- Scratches and minor dents to metal
- General paint failure or fading not due to contamination
- General deterioration at door gaskets and fittings, including loose and corroded fittings or loose fittings arising from normal deterioration of doors and not due to contamination
- General wear and deterioration of corner fittings
- Color fading and adhesion failure of decals
- Loose or missing parts or marking, except those that are normally removable, in the absence of evidence of accompanying / related damages



## Contact Details



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