

Gate Check-in /Check-out Process For Customs House Agents

Job Step Order	Work Process	Responsible Person
01	Once settled the port payments and submit the VSR, CHA to seated in first come basis in customers waiting room at HIP Gate 01 by keeping social distance.	CHA
02	Security to monitor and manage people sitting at gate 01 so that maintaining social distance.	Security
03	Security at gate 01 to allow Port entrance for first 06 CHA with a coordinate of CSO and customs officer based on first come first serve basis.	Security CSO Customs
04	Arrange shuttle bus to transport CHA to Customs office with a approval of DM.	CSO
05	Report first 03 CHA to Customs office while staying others 03 at CHA office room at ops building.	CHA
06	Once examined customs documentation and exit CHA from customs office , Customs shall pass the message to CSD to inform next badge of CHA for customs clearance who are seating at CHA office .	Customs
07	Meanwhile CSD to pass the message to gate 01 CSO to arrange next badge of CHA entrance for customs office by following job step 02.	CSO

Glossary Definitions

VSR – Vehicle Shifting Request

CHA- Customs House Agent

CSO- Customer Service Officer

CSD- Customer Service Department

DM- Duty Manager

Notice : Please note that Cargo Delivery Process remain unchanged subject to published “REMOTE DELIVERY PROCESS “