

# MyCieds to seal customs leaks, boost integrity

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**JOHOR BARU:** The paperless Malaysian Customs Import Export Document System (MyCieds) is expected to curb leakages and enhance transparency in Customs operations.

Customs Department deputy director-general Norlela Ismail said the digital system would also help strengthen integrity among officers and agents.

"When applications are submitted physically, agents may prefer dealing with specific officers and vice versa.

"With MyCieds, the documents are submitted digitally so the process will be more transparent. Regardless of whether it is Company A, B, C or D, the officer handling the system must process the applications uniformly," she said at the launch of MyCieds for the southern region yesterday.

She said the system, already implemented at Kuala Lumpur International Airport, Selangor and Penang, had received positive feedback.

Companies and agents in the southern region of Johor, Melaka and Negri Sembilan can now register to use it.

MyCieds functions as an intermediary platform for delivering supporting documents between



**Towards improved transparency:** Anis Rizana (centre) launching MyCieds for the southern region in Johor Baru. — THOMAS YONG/The Star

Customs officers and companies or delivery agents for each Borang Kastam declared through the Sistem Maklumat Kastam.

Customs director-general Datuk Anis Rizana Mohd Zainuddin, who officiated the launch, said the system was rolled out in January this year.

"So far, more than 1,350 companies and delivery agents nationwide involved in imports and export activities have signed up for MyCieds.

"With the paperless system, we hope to speed up the documentation process and curb tax revenue leakages," she said.

Anis Rizana added that MyCieds aligns with the national agenda to improve cross-border trade governance and boost Malaysia's global competitiveness.

"This supports the Madani Economy framework by improving the efficiency of government service delivery to the people and industry players," she said.

Anis Rizana urged full compliance with the system at all levels, and called on Customs officers to support delivery agents with clear technical guidance, regular monitoring, and audits.

"Strict action must be taken against those who fail to comply

with the regulations," she said, also reminding agents to ensure documents uploaded are complete, valid and submitted on time.

"This system should be seen as a tool to improve operational efficiency, not a burden, as it expedites processes and reduces the risk of delays in Customs clearance."

Anis Rizana also called on stronger collaboration among all technical and enforcement agencies, including port and airport authorities as well as border enforcement bodies, to ensure the system's successful implementation.