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ISO 9001:2015 & ISO/IEC 27001:2013  
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Ruj. Tuan: LPK:PB/600-4/1 Jld.4 (6)  
Ruj. Kami:  
Tarikh : 16 February 2022

**DISTRIBUTION TO:**

**ALL EMPTY CONTAINER DEPOT OPERATORS (OFF-DOCK DEPOT)**

Dear Sir,

**PORT KELANG AUTHORITY GENERAL MANAGER CIRCULAR NO. 1/2022**

**(i) IMPLEMENTATION OF CARGOMOVE BOOKING SYSTEM AS A SINGLE BOOKING SYSTEM FOR EMPTY CONTAINER PICK UP / DROP OFF AT DEPOTS IN PORT KLANG; and**

**(ii) ENFORCEMENT OF EMPTY CONTAINER DEPOT SERVICE LEVELS AT ALL OFF-DOCK DEPOTS IN PORT KLANG**

We refer to our letter ref. LPK:JOSC/600-6/11/3 Jld. 4 (3) dated 27 December 2021, Standard Operating Procedure (SOP) for Empty Container Pick Up / Drop Off at Empty Container Depots in Port Klang (as per Attachment 1) and briefing to Off-Dock Depot Operators held on 20 January 2022.

2. Port Klang Authority (PKA) has implemented the CargoMove Booking System and is currently carrying out a pilot run with nine (9) Off-Dock Depots since 1 January 2022 and the remaining Off-Dock Depot Operators are required to participate in the pilot run beginning 1 February 2022. Basic services offered in the CargoMove Booking System are free of charge.

3. In working towards effective implementation of this system, Off-Dock Depot Operators are requested to take the following actions:-

- 3.1 Ensure all Hauliers arriving at the Off-Dock Depots for pick up / drop off transactions have a valid CargoMove booking;
- 3.2 Check CargoMove (Driver) Mobile Application and verify validity of booking made in CargoMove Booking System, i.e. booking has been accepted and arrival is within window period;

- 3.3 Conduct all relevant transactions via CargoMove Booking System;
- 3.4 Implement 100% e-Document including checking of Consignment Note (CN) / Booking Confirmation (BC) and Container Movement Order (CMO) which have been uploaded by the Haulage Companies when doing a booking in the CargoMove Booking System;
- 3.5 Ensure sufficient workforce (i.e. surveyors, drivers and counter staff) and equipment (i.e. stackers and forklifts) are available throughout the operating hours;
- 3.6 Ensure compliance to all health, safety and security requirements;
- 3.7 Enforce arrival of Haulier for pick up / drop off of empty container within window period **EFFECTIVE 1 MARCH 2022**. Exemption will be provided in the event there are any accidents causing congestion along the roads / highways leading to the Port / Depot.
- 3.8 Ensure pick up / drop off services are completed within forty-five (45) minutes from the time Haulier arrives outside the depot gate until gate-out; and
- 3.9 Collection of Depot Gate Charge (DGC) payment using credit terms or online payment platforms (i.e. Container Ledger Account Portal). Cash transaction is to be avoided.

4. In the interest of enhancing efficiency and productivity, PKA hereby urges all parties to adhere to the prescribed SOP and Standards. Failure to do so may result in depots not being able to access to Terminal Operating Systems for key data submission.

5. For further enquiries on this implementation, please do not hesitate to contact PKA or Cargoflow Sdn Bhd, as follows:

**Port Klang Authority:**

Department	Contact Number	Email Address
One Stop Centre	03-3168 8211 ext. 2039 / 2040 / 2045	<a href="mailto:onestopagency@pka.gov.my">onestopagency@pka.gov.my</a>

**Cargoflow Sdn Bhd:**

Department	Contact Number	Email Address
Support Team	03-2771 2765 / 011-2079 9495 (WhatsApp)	<a href="mailto:support@cargomove.com.my">support@cargomove.com.my</a>

Thank you.

**“WAWASAN KEMAKMURAN BERSAMA 2030”**

**‘BERKHIDMAT UNTUK NEGARA’**

Saya yang menjalankan amanah,

A handwritten signature in black ink, consisting of a stylized initial 'K' followed by a horizontal line that ends in an arrowhead pointing to the right.

**(CAPT. K. SUBRAMANIAM)**

General Manager  
Port Klang Authority

c.c.:

**MR. SOO CHEE YONG**

President

Association of Malaysian Hauliers (AMH)

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**47301 PETALING JAYA**

**(Attn: MR. RICHARD CHAN)**

**Tel : 03-2771 2765**

# PORT KLANG AUTHORITY

## STANDARD OPERATING PROCEDURE

### EMPTY CONTAINER PICK UP / DROP OFF AT EMPTY CONTAINER DEPOTS IN PORT KLANG

Version 1.0  
1 January 2022



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## 1.0 NAME OF PROCEDURE AND DATE OF ENFORCEMENT

The Procedure will be known as Standard Operating Procedure (SOP) for Pick Up / Drop Off Empty Containers at Depots in Port Klang. This procedure will come into force effective from **1 January 2022**.

## 2.0 APPLICABILITY

This SOP will be applicable to all Haulage Operators and Empty Container Depot Operators (On-Dock and Off-Dock Depots) operating in Port Klang.

## 3.0 OBJECTIVE

This procedure serves as a guideline to Haulage Operators and Empty Container Depot Operators operating in Port Klang, comprising of the following activities:

- a. Booking for Pick Up / Drop Off of empty container at Depot;
- b. Pick Up process of empty container at Depot
- c. Drop Off process of empty container at Depot

4.0 GENERAL RULES

- 4.1 Depot operators shall ensure that payment of Depot Gate Charge (DGC) is done online (online payment) or by practicing credit terms. Cash payments are not allowed.
- 4.2 In the event the Depot Clerk reject and divert once the Haulier has gated in, the Depot operator shall bear the cost of futile trip claimed by the Haulage Operator. Among the reasons for diversion include no available unit, equipment breakdown, depot full, etc.) Haulage Operators can claim for futile trip via CargoMove System.
- 4.3 Haulage Operator shall ensure their appointed Global Positioning System (GPS) vendor continuously sends GPS pings to CargoMove System, failing which the Haulier will not be allowed to carry out any empty container pick up / drop off at any depot until corrective actions are undertaken.
- 4.4 Haulier Turn Around Time for each empty container pick up / drop off transaction at depot will be measured and Depots are required to fulfil the service level as follows:

Container (per trailer)	Service Level (time)
Single / Back to Back	45 minutes

Time will be measured automatically using the geo-fence from Haulier arrival time outside of the depot until haulier gated out from the depot (arrival time to depot gate out time).

- 4.5 The Depot Operator shall also comply to the service levels set in para 4.4 for Terminal Tractor / Internal Haulier movements for pick up / drop off at the depot (applicable for On-Dock Depot transactions only).
- 4.6 The Depot Operator shall allot minimum three (3) Depot Clerks at the counter and the counter service shall not exceed five (5) minutes.



**5.0 BOOKING FOR EMPTY CONTAINER PICK UP / DROP OFF AT DEPOT**

- 5.1 Haulage Operator shall book via CargoMove System prior to pick up / drop off empty container at the depot, failing which the Depot Operator / Terminal Operator shall deny entry of the Haulier into the Depot / Port (applicable for On-Dock Depot transactions only).
- 5.2 Booking in CargoMove System can be made as early as 24 hours and no later than **1 hour** before the empty container pick up / drop off, subject to availability of empty booking slots.
- 5.3 Depot operating hours and last booking can be made by the Haulier for empty container pick up / drop off at the Depot as follows:

Day	Depot Operating Hours	Last Booking by the Haulier
Monday to Saturday	8:00 am – 8:00 am (following day)	6.00 am
Sunday / Public Holiday	8:00 am – 4:00 pm	2.00 pm

- 5.4 Depot Operators are given **1 hour** to verify the booking and provide a response to the Haulage Operator either by accepting or rejecting the booking, failing which the System will auto-accept the booking.
- 5.5 The Haulage Driver shall check the status of booking in the CargoMove Mobile Application. Haulage driver shall not proceed to the depot if the booking was rejected by the Depot Operator. The Haulage Operator shall check the reason for the rejection and act accordingly (i.e. book other slots or pick up/drop off at other depots).

5.6 The window period for empty container pick up / drop off at Depot shall be **3 hours, including 1 hour before / after the time of booking:**

Example:

Booking Slot	Window
2:00 pm – 3:00 pm	1:00 pm – 4:00 pm

5.7 The Haulage Driver shall check in CargoMove Mobile Application whether the booking is still within the window period. If the booking is still within the window period, the Haulage Driver is allowed to enter the depot. If the booking has exceeded the window period, the Haulage Driver shall not enter, unless there has been any accident or traffic congestion along the roads heading to the Depot, which will be calculated and taken into account in the CargoMove System. Therefore, the Haulage Driver shall check accordingly in the CargoMove Mobile Application.

5.8 In the event the Haulage Driver is not able to pick up / drop off the empty container within the window period, the Haulage Operator shall cancel the booking at least **1 hour** before the booking slot to enable other Hauliers to utilize that slot.

5.9 If there is no slot available for booking but need to pick up/drop off the empty container due to any reason, the Haulage Operator is advised to contact the Shipping Agent via the Forwarding Agent to enable empty container pick up / drop off at an alternate depot.

## 6.0 EMPTY CONTAINER PICK UP PROCESS AT THE DEPOT

- 6.1 Haulage Driver to login to CargoMove Mobile Application using the registered identification card (IC) number and password. Following that, the Haulage Driver shall select the transaction and check whether booking has been accepted or rejected by the Depot.
- 6.2 In the event the booking for pick up transaction has been accepted, then the Haulage Driver shall click on the “START DRIVING” button to start the job.
- 6.3 Once the Haulier arrives at the depot gate in, the Haulage Driver is required to show the CargoMove booking details to the Depot Clerk.
- 6.4 Depot Clerk to check Container Movement Order (CMO) / Booking Confirmation (BC) and Consignment Note (CN) and verify the information in CargoMove System. Transaction will be accepted if all information in the CMO / BC & CN is valid and accurate.
- 6.5 Haulage Drivers are no longer required to carry along the hardcopies of CMO / BC & CN. All related documentation can be uploaded in the CargoMove Booking System when creating a booking.
- 6.6 Depot Clerk shall liaise with the Stacker Driver to load the container on the trailer and notify the container number (if needed). Stacker Driver is not allowed to instruct the Haulage Driver to climb onto the stacker for any reason.
- 6.7 Once the container has been loaded onto the trailer, the Haulier will head to gate out and the Surveyor shall inspect the condition / suitability of the container, and take relevant pictures of the container (inspection is to be done within 5 minutes). Minimum two (2) Surveyors shall be allotted to survey pick up containers.
- 6.8 The Depot Operator shall not instruct the Haulage Driver to divert the container to any other location especially to the washing bay for container washing. Washing of container on the trailer is forbidden.

- 6.9 The Surveyor will inspect and sign the Container Release Slip (CRS) / Equipment Interchange Receipt (EIR) and surrender a copy to the Haulage Driver. The Depot Operator shall not carry out any repair activities once the container is loaded onto the trailer or divert the container to the staging area due to the condition of the container. The container must be repaired and ready to be picked up by the Haulage Driver.
- 6.10 The Haulage Driver is required to visually inspect the condition of the container to ensure the container can be transported safely to Shipper's premise.
- 6.11 The Haulage Driver shall surrender the copy of CRS / EIR to the Depot Clerk at the gate out counter. The Depot Clerk shall complete the transaction in CargoMove System by updating the container number and Maximum Gross Weight (MGW) of the container and the Haulage Driver can gate out of the depot.
- 6.12 Terminal Gate Clerk shall verify whether or not the transaction has been completed by the Depot Operator before allowing terminal gate out (applicable for On-Dock Depots only).
- 6.13 The Depot Clerk shall upload the pictures taken into the CargoMove System on the same day for exporter's reference.

## 7.0 EMPTY CONTAINER DROP OFF PROCESS AT THE DEPOT

- 7.1 Haulage Driver to login to CargoMove Mobile Application using the registered identification card (IC) number and password. Following that, the Haulage Driver shall select the transaction and check whether booking has been accepted or rejected by the Depot.
- 7.2 In the event the booking for drop off transaction has been accepted, then the Haulage Driver shall click on the “START DRIVING” button to start the job.
- 7.3 Once the Haulier arrives at the depot gate in, the Haulage Driver is required to show the CargoMove booking details to the Depot Clerk.
- 7.4 Depot Clerk to check Consignment Note (CN) and verify the information through the CargoMove System. Transaction will be accepted if all information in the CN is valid and accurate.
- 7.5 The Surveyor shall open the container doors, survey and take pictures of the condition of the container (survey is to be done within 5 minutes). Minimum two (2) Surveyors shall be allotted to survey drop off containers.
- 7.6 Appropriate marking / stickers will be placed on the container to grade the condition of the container, i.e.: damage, washing or available (AV).
- 7.7 The Haulage Driver goes to the stacking area / washing area / M&R Bay to drop off container, and heads for depot gate out. The Depot Clerk shall complete the transaction in CargoMove.
- 7.8 Terminal Gate Clerk shall verify whether or not the transaction has been completed by the Depot Operator before allowing terminal gate out (applicable for On-Dock Depots only).

**LIST OF OFFICERS TO BE CONTACTED WITH REGARD TO EMPTY CONTAINER  
DEPOT OPERATIONS**

**1. PORT KLANG AUTHORITY**

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**3. WESTPORTS (MALAYSIA) SDN. BHD.**

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**4. NORTHPORT MALAYSIA BERHAD**

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