



# Milestones, Achievements and Growth



- ✓ Presence in **S.E.A** and **China** with total headcounts of 550+
- ✓ Fleet Size of 340 with Various Sizes in S.E.A and China. In Malaysia our strength is 210 trucks as of 31<sup>st</sup> Dec 2023. Largest operator in Northern region of Malaysia.
- ✓ Operating total **1,140,000 sq. feet of warehouse** at the presence in Malaysia.
- ✓ ISO, TAPA, MATRADE Mid-Tier Programme Award, Authorised Economic Operator (AEO) & ASEAN Custom Transit System (ACTS) recognised.
- ✓ First Malaysian Company to launch full trucking via land from Malaysia to Europe besides regular trucking operations in active from China / Hong Kong to S.E.A for past 7 years. (FTL / LTL)
- ✓ **Unique in-house TMS system** that able to integrate (API / EDI) with Client system. Real Time Tracking from order receiving until delivery with real time updates with POD and invoicing.
- ✓ WMS system that able to integrate (API / EDI) with Client System. We are able to customise based on client requirements.



## **Our Certifications**



Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

### ISO 14001:2015

Scope of certification

GENERAL LOGISTIC SERVICE SOLUTION, INCLUDING GENERAL CARGO TRANSPORTATION, CUSTOMS DECLARATION, INTERNATIONAL FREIGHT FORWARDER, AND CROSS BORDER LAND TRANSPORTATION SERVICES

Bureau Veritas Certification certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 45001:2018

Scope of certification

GENERAL LOGISTIC SERVICE SOLUTION, INCLUDING GENERAL CARGO TRANSPORTATION, CUSTOMS DECLARATION, INTERNATIONAL FREIGHT FORWARDER, AND CROSS BORDER LAND TRANSPORTATION SERVICES

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

GENERAL LOGISTIC SERVICE SOLUTION, INCLUDING GENERAL CARGO TRANSPORTATION, CUSTOMS DECLARATION, INTERNATIONAL FREIGHT FORWARDER, AND CROSS BORDER LAND TRANSPORTATION SERVICES

### bsi.





### Certificate of Registration

This is to certify that

City Zone Express Sdn Bhd Plot 118, Jalan Perusahaan, Bukit Tengah Industrial Park, Bukit Mertajam, Pulau Pinang 14000,

Malaysia

TSR 724929 Holds Certificate Number

Tracking Number: 2952220034

and operates a Trucking Security Management System which complies with the requirements of TAPA -Trucking Security Management System (TSR), Version 2020,

Hard sided Trucks and Trailers - Level 1. Category: Small (3-30 Vehicles). Vehicle details as per attached TSR Vehicle Register

for the following scope:

Security of Troucking Services

Originally registered: 2022-06-28

Latest Revision Date: 2022-06-28

Detailed information is available on request at the office of BSI Services Malaysia Sdn Bhd.

Approved Waiver (s): none

For and on behalf of BSI

Effective Date: 2022-06-28

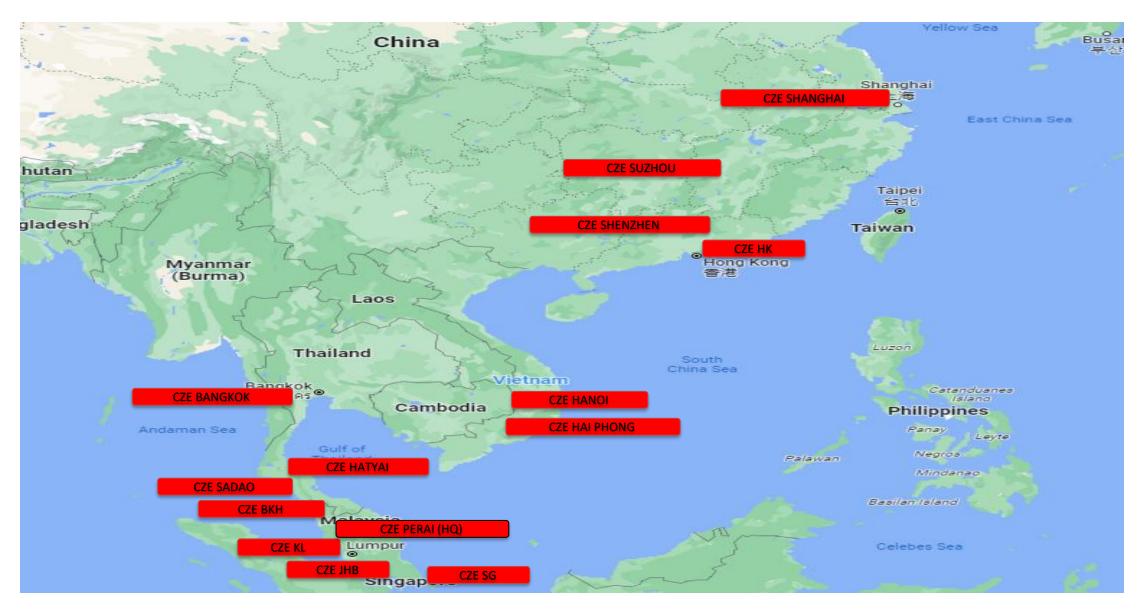
Expiry Date: 2025-06-27 ...making excellence a habit."



**TAPA TSR Level 1 FSR Level A** 

# **Our Regional Presence in Asia**





## **Our Services**





# **Transportation**

- Box Trucks
- Open Trucks
- Curtain Sided
- Haulage truck
- Low Loader
- Refer Trucks



# **Warehousing**

- Bonded
- Non-bonded
- Distribution Center
- Open Storage



# **Project Cargo**

- Relocation
- Turnkey
- Oversized Cargo
- Heavy Haulage



# **Forwarding**

- Cross Border
- FIZ/FCZ
- Port Clearance
- Air Port Clearance

# **Type of Trucks**

# **Customization to Meet Specific Customer Needs**





\*Low Loader with CZE Escort

Q7\*





\*Low Loader with Customised Container Cabin (14.0 L x 3.0 W x 3.20 H M)

> Customised Extendable U-Bed Low Loader (O.5m Height from Ground, 60ft in length)\*



# **System Overview - TMS**



- ERP Integration / EDI
- Rate & Route Options

### **Transport Management System**

- Receives Orders
- Optimize and Plan shipments
- Execute and Manage shipments
- Visibility and Alerts
- Invoice Matching
- •3D Load Optimization (Pier-2-Pier)

### **Execute Shipments:**

- Communication

**Plan Shipments:** 

- Route / Itinerary

- Carrier & Equipment

-Service / Schedule

- Consolidation

- Reconcile Plan vs. Actual (route, weights, times, etc)

### **Order Management:**

- Customer Portal

# Monitor

Order

Settle

### Billing:

- Customer E- Billing
- A/R & A/P integration

### **Monitor:**

Execute

Plan

- Event / Exception Management
- -Track & Trace / Visibility of Truck
- Control Tower

### **TMS Dashboard**



29

Day 0

27/60 (40/40)Inbound

27/60

(56/57)Outbound

59/60

(60/61)Local

(20/20)Import - 18 | Export - 2

> 25 Subcon

**CZEKL** 

Day 1

10/60 (11/41)

Inbound

0/60

(0/15)Outbound

10/60

(10/24)Local

3/10

Import - 25 | Export - 3

27 Subcon

**CZEKL** 

Day 2

0/60 (0/15)Inbound

0/60

(0/10)Outbound

1/60

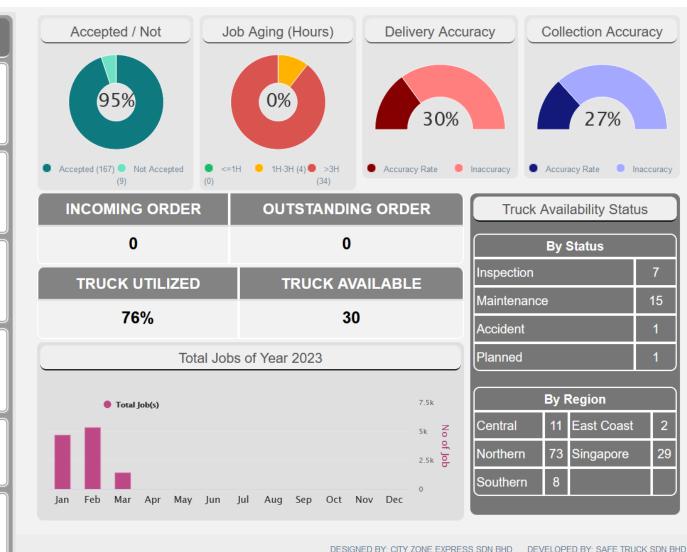
(1/3)Local

3/10

(1/12) Import - 12 | Export - 0

Subcon

**CZEKL** 



# **CZE TMS – Real Time Update**



### ORDER RECEIVED



Customer submit order via TMS customer portal or e-mail

### TRIP PLANNED



Trip Planner scheduled trip and assign truck and driver

### DRIVER ACCEPTANCE



Driver accept the trip

### **PICKUP ARRIVAL**



Truck arrived at PICKUP location

### **CARGO PICKUP**



Cargo completely picked up by driver





Truck arrived at delivery location



Cargo completely delivered

# **POD ATTACHMENT**

Driver will capture the shipping documents and upload into system via TMS app



### TRIP COMPLETION

Driver complete the Trip on TMS app

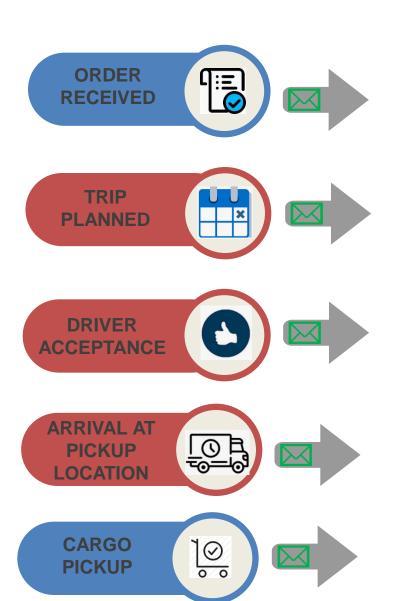


### INVOICING

Billing Department will issue invoice

# **CZE TMS – Real Time Update via Email**





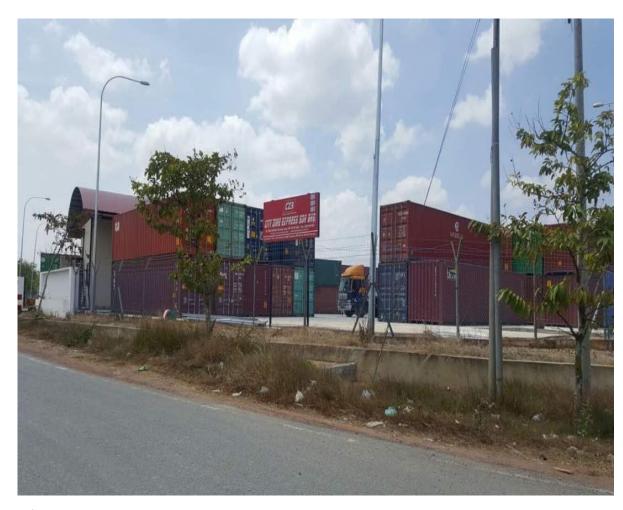


### Job CZE20200601434 Milestone Notification(s)

Date/Time	Truck No.	Status	Location				
13/06/2020 02:11 PM	JSL 5552	Driver Accepted	Lebuhraya Utara - Selatan, 14100 Bukit Mertajam, Pulau Pinang, Malaysia				
13/06/2020 03:24 PM	JSL 5552	Arrived Cargo Pick Up Location	29, Lebuhraya Tun Dr. Lim Chong Eu, 11900 Bayan Lepas, Pulau Pinang, Malaysia				
13/06/2020 06:24 PM	JSL 5552	Cargo Picked Up	29, Lebuhraya Tun Dr. Lim Chong Eu, 11900 Bayan Lepas, Pulau Pinang, Malaysia				
13/06/2020 8:00 PM	JSL 5552	On Moving	Lebuhraya Utara - Selatan, 14100 Bukit Mertajam, Pulau Pinang, Malaysia				
14/06/2020 12:00 AM	JSL 5552	On Moving	Lebuhraya Utara - Selatan, 31600 Gopeng, Perak, Malaysia				
14/06/2020 04:00 AM	JSL 5552	On Moving	ELITE, 42700 Dengkil, Selangor, Malaysia				
14/06/2020 06:00 AM	JSL 5552	On Moving	Lebuhraya Utara-Selatan & AH2 & E2, 71150 Linggi, Negeri Sembilan, Malaysia				
14/06/2020 8:00 AM	JSL 5552	On Moving	Lebuhraya Utara-Selatan, 86200 Simpang Renggam, Johor, Malaysia				
14/06/2020 10:00 AM	JSL 5552	On Moving	Unnamed Road, Singapore				
14/06/2020 11:00 PM	JSL 5552	Arrived Cargo Drop Off Location	7000 Ang Mo Kio Ave 5, Singapore 569877				
14/06/2020 01:00 PM	JSL 5552	Cargo Drop Off	7000 Ang Mo Kio Ave 5, Singapore 569877				
14/06/2020 04:21 PM	JSL 5552	Job Domestic Completed	Jalan Pasir Putih, Taman Pasir Putih, 81700 Pasir Gudang, Johor, Malaysia				

# **CZE Cross Border Trucking Services**





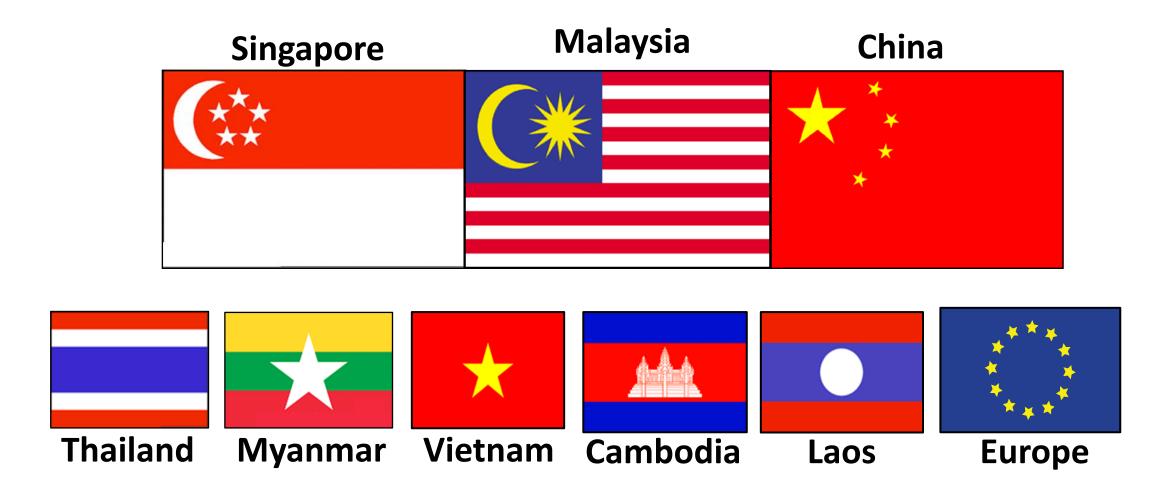


\*CZE Bukit Kayu Hitam Yard

\*CZE LOLO Facility at BKH

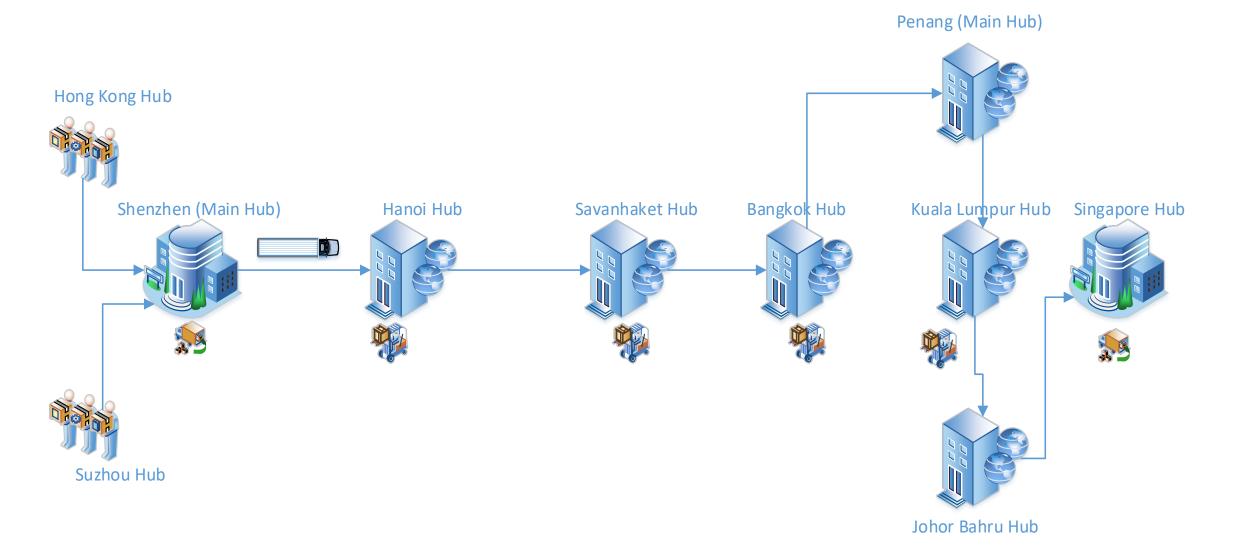
# **CZE Cross Border Trucking Services**





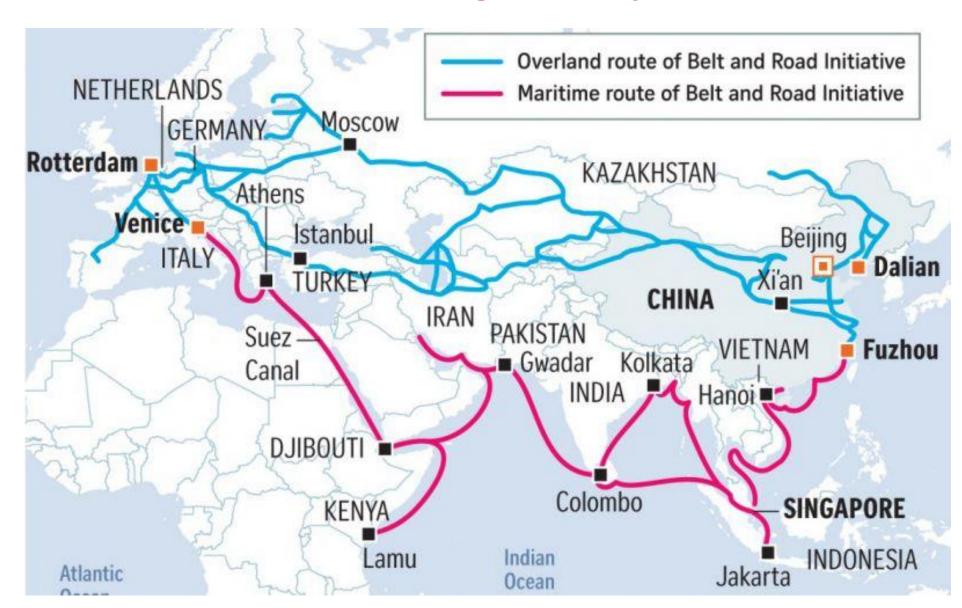
# **CZE Cross Border LTL Network**





# **CZE Cross Border Trucking to Europe**





\*CZE Leveraging on One Belt, One Road initiatives

# **CZE Cross Border Trucking to Europe**



### **Lead Time Table – SG/MY - Europe**

Origin Country	Destination Country	Transit Days
Malaysia/Singapore	Poland	24 - 25
Malaysia/Singapore	Sweeden	24 - 25
Malaysia/Singapore	Germany	25 - 26
Malaysia/Singapore	Hungary	26 - 27
Malaysia/Singapore	Italy	29 - 30
Malaysia/Singapore	France	29 - 30
Malaysia/Singapore	Spain	29 - 30
Malaysia/Singapore	Portugal	29 - 30
Malaysia/Singapore	Netherland	28 - 29

#### **Remarks:**

- Other Countries such as Thailand, Laos, Vietnam and China is covered as well (transit subject to the distance
- Collection and delivery covered in all major cities in the respective countries
- Custom clearance is covered at origin and destination country as well as transhipment

### **Pros of CBT to Europe:**

- Shorter lead time
- Seamless Custom Clearance
- One stop solution where we handle the entire coordination door to door
- Flexibility in booking
- Flat rates, no hidden cost



# **CZE Cross Border Trucking to Europe**









**CARNET TIR\*** 





**TIR (Transport International Router)** 









**CMR** (Convention on the Contract for the **International Carriage of Goods by Road) Union** Clearance



# **Safety and Security**

# Fleet Management & Reporting



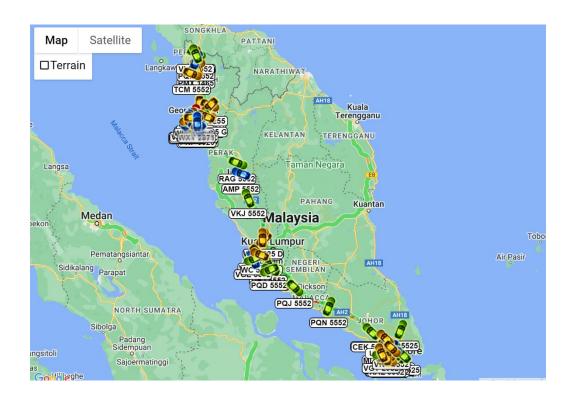
- GPS tracking
- Fuel level detection
- Fuel Theft Prevention
- RefuelVariationMonitor
- Battery Theft Prevention



# **CZE Track Vision (GPS Tracking)**



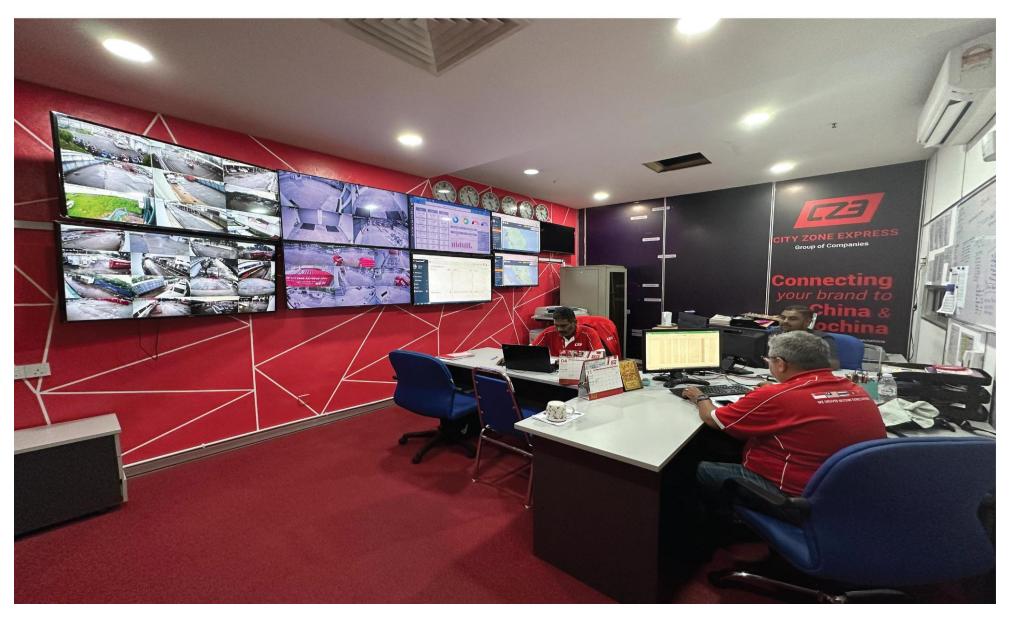
Vehicle Status	Plate No. ↓↑	Group Name	Ignition	First Drive	РТО	Time 11	Idle Duration	Speed	Device Status	Fuel ↓↑	Today Mileage	Location
	AHE 2417	CITY ZONE EXPRESS, LOCAL TRUCK	On	8:01 AM	-	2024-01-08 12:43:50		44 km/h	<b></b> l	155.04 L (47.69%)	11 km	<b>I</b>
<b>-</b> 00-	AKQ 8193	CITY ZONE EXPRESS, LONG HAUL TRUCK	Off	-	Off	2024-01-08 12:41:44	-	0 km/h	<b></b> l	273.10 L (66.61%)	0 km	N 9 ≜ JURU PARKING
	ALL 5525	CITY ZONE EXPRESS, LONG HAUL TRUCK	On	12:00 AM	Off	2024-01-08 12:44:04	00:54	0 km/h	<b></b> l	277.78 L (48.85%)	152 km	r ♀ ♣ Clementi, Singap
-	ALM 5525	CITY ZONE EXPRESS, LONG HAUL TRUCK	Off	-	Off	2024-01-08 12:41:29	-	0 km/h	<u></u> l	425.43 L (78.25%)	0 km	N 9 ≜ JURU PARKING
-	AMK 2971	ATS LOGISTICS, LONG HAUL TRUCK	On	12:12 AM	-	2024-01-08 12:44:11	-	81 km/h	<b></b> ll	363.97 L (81.79%)	70 km	to P ♣ Lebuhraya Utara
-	AMK 5552	CITY ZONE EXPRESS, LONG HAUL TRUCK	Off	10:57 AM	-	2024-01-08 12:41:32	-	0 km/h	<b></b> ll	194.99 L (25.16%)	0 km	N
	AMP 5552	CITY ZONE EXPRESS, LONG HAUL TRUCK	Off	-	-	2024-01-08 12:43:12	-	0 km/h	<b></b> l	443.85 L (67.25%)	0 km	to
	AMR 5552	CITY ZONE EXPRESS, LONG HAUL TRUCK	On	11:55 AM	-	2024-01-08 12:43:41	00:01	0 km/h	lı (=	642.69 L (81.25%)	17 km	No Ph Unnamed Road,



- Real-Time fleet movement monitoring with 24/7 Control Tower
- Geofencing & SOS capabilities
- Fuel Level/Fuel Theft detection and Prevention
- Tire and Battery theft prevention system
- TPMS (Tire Pressure Management System)

# CZE Control Tower – 24/7, 365 days a year





# **Safety and Security**





\*360 Degrees Camera View

# **Driver Fatigue Monitoring System**

To detect driver fatigue and distraction, and to alert the driver and the fleet management center.

Infrared camera continuously monitors the operator for eyelid closure, facial and head movements, and other unsafe behavior (cell phone use, reading, yawning, speeding events and etc.) while the vehicle is in motion.

Driver drowsiness detection connects with a vibration cushion. When system detects a driver in drowsiness status, it will provide warning alerts and output signals to vibration cushion to shake awake the driver.

Control Tower immediately call the driver to stop the truck

This issues early warning when fatigue occurs to protect life and property



\*Camera



\*Vibrating Cushion



- \*Actual footage truck PQN5552
- \*Driver and road view camera

CZE AI Fatigue solution v2 - 28.02.23.pptx

# **Project Cargo Handling**





\*Multi Axle Trailer – Overweight and length



\*Lowbed Trailer



\*Pole Truck – Extendable up to 60ft



- \*Low loader with Customised Container Cabin
- \*45ft Lowbed Trailer
- \*CZE inhouse diesel skid tank

## **CZE Innovative Ideas**



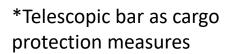


\*45ft Container with 290 cm internal height



\*45ft Double Racked Container







## **CZE Innovative Ideas**





- \*40ft Customised Container Cabin on Low Loader (Reefer)
- \*12.0 H x 3.0 W x 3.2 H M
- \*Carrying Capacity of 25 tons



## **CZE Innovative Ideas**



\*Idling Aircond

\*Fatigue Monitor & Vibrating Cushion







\*360 degrees camera for driver viewing



# **CZE Special Certifications & Affiliations**



# ACTS (Asean Custom Transit Systems) CZE Exclusive appointment by

**Royal Custom** 

### Making Trade Easier

ACTS is based on a secure and resilient online network that links all Customs offices on the transit route with Customs offices at the points of departure and destination.



#### **Benefiting Traders**

Qualified traders can make a single electronic goods declaration, which is valid at all entry and exit points of all ASEAN borders for Customs formalities. It also provides traders with real-time ACTS movement information. A single declaration and common risk management protocols provides qualified traders with simplified procedures, and maximizes efficiency for legitimate trade. The system reduces paperwork and minimizes truck idling time, which benefit the business environment and operations.



#### **Benefiting Customs Offices**

ACTS allows Customs offices to identify irregularities quickly, and manage movements and guarantees efficiently. This means Customs officials can target illegal activities and smuggled goods more effectively, enhancing consumer safety.



### **Benefiting Transporters and Drivers**

In addition, mutual recognition by Member States of transport documents, including vehicle inspection certificates and driving licences, results in minimal movement restrictions on approved trucks or drivers.

Businesses, governments and consumers all benefit.

# Enhancing ASEAN Connectivity

ACTS is available along a North-South corridor through Thailand, Malaysia and Singapore, and an East-West corridor through Cambodia, Lao PDR, Myanmar and Vietnam. There are plans to expand the use of ACTS to Brunei, Indonesia and the Philippines, according to business needs.



A dedicated portal provides access to all ACTS-related information. It includes:

- A comprehensive guide for traders to access the system and make declarations to ACTS.
- Information on how to contact the ACTS national and regional helpdesks.
- Details of the documents and relevant legal agreements that make ACTS work.
- · A set of Frequently Asked Questions.

Visit https://acts.asean.org for more information.



ACTS is supported by the European Union through the ASEAN Regional Integration Support from the EU (ARISE Plus).

asean





### ASEAN Customs Transit System

**Accelerating Trade** 

# **CZE Special Certifications & Affiliations**



### The ASEAN Customs Transit System

### Accelerating Trade

The ASEAN Customs Transit System (ACTS) makes it quicker and easier to move goods across the borders of ASEAN Member States. This will help drive economic growth and benefit everyone living in the region.

Customs transit - the movement of commercial goods across national borders - is one of the key aims of ASEAN integration, and is vital to the growth and prosperity of ASEAN businesses.

ACTS, which allows cross-border traders and Customs brokers to make a single electronic Customs declaration. enables goods to move more freely from the point of departure through transit to the point of destination. ACTS enables this by temporarily suspending import duties and taxes, which simplifies and speeds Customs clearance formalities.

**ACTS (Asean Custom Transit** 

**CZE Exclusive appointment by Royal Custom** 

Systems)

#### **Driving economic growth**

The establishment of the ASEAN Economic Community (AEC) in 2015 was a milestone in regional economic integration, offering the opportunities of a huge market of US\$3 trillion and over 622 million people.



The AEC Blueprint 2025 aims to increase integration. cohesion, competition, innovation and connectivity across the 10 ASEAN Member States, and improve integration with the global economy. ACTS supports these objectives.

For the AEC to succeed, ASEAN needs a Customs and trading environment that allows goods to move more freely across national borders. This will enhance the region's trade and production networks, establish a more unified market for businesses and consumers, and catalyse greater people-to-people, institutional and infrastructure connectivity.

#### **ACTS in Action**



#### **Authorised Traders**

All traders are eligible to use ACTS to transport goods across borders but must be registered as transit traders with the Customs Administrations of participating Member States. They include:

- Importers and exporters
- Freight forwarders
- Transporters and sub-contractors
- Customs agents.

Recognised reliable traders can apply to be approved as Authorised Transit Traders (ATT), with enhanced privileges that include permission to start transit movements from their own premises at departure, and to deliver to their own premises at destination. National competent authorities determine the qualifying criteria for traders in their countries for departure and/or destination.

### **ACTS Objectives**

- Increase the efficiency of moving goods across land transport routes.
- Reduce transaction costs and movement time for the trading community.
- Improve the prevention and detection of smuggling

### The Legal Basis

The legal basis for the implementation of ACTS is the 1998 ASEAN Framework Agreement on Facilitation of Goods in Transit (AFAFGIT) and its supporting Protocols. Protocol 7 is the basis for the Customs procedures and requirements of ACTS. The objective of AFAFGIT is to create an environment in which a vehicle operating under the transit system can move goods by road from a point of departure in any ASEAN Member State to a point of destination in any other Member State via any number of transit countries with minimal procedures at borders.



#### **Reliable Guarantees**

ACTS is supported by a flexible and secure guarantee based on actual consignment values and levels of risk, which may be waived or reduced for Authorised Transit Traders as approved by Customs Authorities in each country. A single guarantee taken out at departure covers the transit movement from start to finish. ACTS provides Customs with an effective environment for managing guarantees.

# **CZE Special Certifications & Affiliations**



# AEO (Authorized Economic Operator)





### Authorized Economic Operator Programme

■ What is an AE O in Malaysia?

An economic operator is a person who, in the course of their business, is involved in activities covered by customs legislation. An authorised economic operator (AEO) is defined as an economic operator who is reliable/compliant in the context of their customs related operations, and therefore, is entitled to enjoy benefits provided in the AEO Programme.

### What are the benefits?

- 2.1 The Authorized Economic Trader :
  - is required to submit electronically minimum data in the form of Permission Request Slip (PRS) for customs clearance;
- is not subject to physical inspection (except on specific reason) on his cargo i.e customs release via green lane, for import, export and bond-to-bond movement;
- is required to submit electronically a periodic self-assessment declaration on import/export/movement known as the Consolidated Statement (CS), based on specified schedules
- is allowed deferred duty payments via electronic Fund Transfer (EFT) done periodically with the CS;
- is allowed to use the Consolidated Statement (CS) to apply for the Certificate of Origin (Form D) from the Ministry of International Trade and Industries;
- is entitled to the benefits offered by international customs administrations under Mutual Recognition Arrangements (MRA) with RMCD.
- 2.2 Licensed Manufacturer Warehouses certified as AEOs are not required to submit the Monthly Statement on Movement of Raw Materials (M1) and Statement of Finished Product (M2);



# **Sustainability**



To achieve sustainability in logistics, CZE is adopting a holistic approach that considers the triple bottom line - People, Planet, and Profit. Here are practises CZE promote sustainability in logistics:

- CZE decarbonizing the journey with Euro 5
- Less carbon release
- Wastewater treatment
- Solar panel
- Paperless transaction
- Recycling
- Energy saving lighting
- Member of CDP and SBTi





Slogan: Green Today Better Tomorrow

# Sustainability



CZE decarbonizing the journey with *EURO 5 Trucks*With Adblue





# **Sustainability**











**Semiconductor Industry** Micron® BOSCH Lam®

**Computer Equipment, Parts** and Related









Oil and Gas

**HALLIBURTON** 

Schlumberger



**Automotive and Tools** 







**Solar and Energy** 









Medical flex. Ambu Mölnlycke® Abbott B BRAUN **Electrical and Telecommunications** logitech SONY TOSHIBA















# **New Outlook for CZE10 Warehouse at BKIP**



https://youtu.be/OvtL6AhJJuY?si=vdLGu1oDWF-9nApg

