

NO	UNIT	SUB UNIT	KPI		
1	ANIMAL HOTEL	OUTBOUND ACCEPTANCE	1.1 CARGO : 4 HOURS prior Standard Time to Departure (STD)		
		INBOUND DELIVERY	1.2 LOOSE CARGO : 2 HOURS after Actual Time of Arrival (ATA)		
			1.3 INTACT ULD : 2 HOURS after Actual Time of Arrival (ATA)		
			1.4 MIXED : 2.5 HOURS after Actual Time of Arrival (ATA)		
			1.5 PRE-ALERT SUBMISSION : MIN 4 HOURS prior Standard Time of Arrival (STA)		
2	IMPORT RELEASE	CARGO SURVEY REPORT	2.1 CMR Ready for Collection (Upon complete document submission by agent) NOTES: 1. FREIGHT FORWARDERS/CONSIGNEE TO PRODUCE THE FOLLOWING DOCUMENTS FOR CARGO SURVEY: A. AIRWAY BILL B. DELIVERY ORDER C. INVOICE 2. Notification by email will be sent to the respective email address : 15 MINUTES After survey is conducted.		
		TRUCK DOCK (INBOUND DELIVERY)	3.1 READY FOR COLLECTION (GEN Cargo) : 4 HOURS after Actual Time of Arrival (ATA) 3.2 HUM HANDLING : 2 HOURS after Actual Time of Arrival (ATA) 3.3 READY FOR COLLECTION AT GATE : 45 MINUTES after issuance of Truck Tour		
4	EXPORT	TRUCK DOCK (SUBMISSION OF CARGO AT EXPORT TRUCKDOCK)	4.1 LOOSE CARGO : 4 HOURS prior Standard Time to Departure (STD)		
			4.2 INTACT ULD : 3 HOURS prior Standard Time to Departure (STD)		
			4.3 VUL : 4 HOURS prior Standard Time to Departure (STD)		
			4.4 HUM : 4 HOURS prior Standard Time to Departure (STD)		
			4.5. DGR > 5 UN per AWB : 6 HOURS prior Standard Time to Departure (STD)		
			4.6 LARGE QTY >1000pcs/CHARTER : Pre-discussion to be arrange 72 HOURS to submission		
			5	ULD LOGISTICS	ULD RELEASE TO AGENT
6	PERISHABLE UNIT	OUTBOUND ACCEPTANCE (PERISHABLE TRUCKDOCK)	6.1 LOOSE CARGO : 4 HOURS prior Standard Time to Departure (STD) 6.2 INTACT ULD : 3 HOURS prior Standard Time to Departure (STD) 6.3 MIX : 4 HOURS prior Standard Time to Departure (STD)		
		INBOUND DELIVERY	6.4 LOOSE CARGO : 4 HOURS after Actual Time of Arrival (ATA)		
			6.5 INTACT ULD : 3 HOURS after Actual Time of Arrival (ATA)		
			6.6 MIXED : 4 HOURS after Actual Time of Arrival (ATA)		
			6.7 PRE-ALERT SUBMISSION : MIN 4 HOURS prior Standard Time of Arrival (STA)		
		7	CPO	CUSTOMER SERVICE	7.1 AWB DELIVERY TO CUSTOMER/AGENTS : 1 HOUR after Actual Time of Arrival (ATA) 7.2 PAYMENT COUNTER TRANSACTION (IMPORT & EXPORT) : 3 MINUTES Per AWB
				OUTBOUND ACCEPTANCE	8.1 LOOSE CARGO (Ready for carriage) : 1.5 HOURS prior to Standard Time to Departure (STD)
8	EHU	INBOUND DELIVERY	8.2 LOOSE CARGO : 1.5 HOURS after Actual Time of Arrival (ATA) 8.3 MIX ULD : 2.5 HOURS after Actual Time of Arrival (ATA)		
		CARGO CLAIM & LOSS PREVENTION	9.1 LETTER OF ACKNOWLEDGEMENT TO CUSTOMER : WITHIN 7 DAYS		
CARGO REFUND PROCESSING	PROCESSES		9.2 REFUND TO CUSTOMER : WITHIN 30 WORKING DAYS 9.3 FILING FOR CLAIM : 7 DAYS for damage cargo : 21 DAYS for missing cargo - after tracing process initiated		
	NOTES: 1. SUPPORTING DOCUMENTS: (A) IMPORT SHIPMENTS - COPY OF MASTER AIRWAY BILL - COPY OF DELIVERY ORDER - COPY OF CLEARANCE AUTHORITY (B) EXPORT SHIPMENTS -COPY OF MASTER AIRWAY BILL -COPY OF ACCEPTANCE AUTHORITY 2. ALL REFUND LETTER SHALL BE ADDRESSED TO: CARGO CLAIM AND LOSS PREVENTION Advanced Cargo Centre 1M Core 2, Zone B Free Commercial Zone KLIA CARGO VILLAGE Kuala Lumpur International Airport 64000 KLIA, Selangor Darul Ehsan, Malaysia				
10	SERVICE RECOVERY & TRACING	N/A	10.1 ACKNOWLEDGE INQUIRY (E-MAIL) : Acknowledge inquiry a) office hours : within 3Hours b) After office hours : within 12Hours c) Weekend : within 24Hours		
			Email : mkops.customer@malaysiaairlines.com : Follow up tracing progress next within 48hours Phone : 603 877 71857/ 72136/71644		
11	DUTY MANAGER	PERSON IN CHARGE	1. Ahmad Kamal Mohd Daud 2. Ainul Adnan Ab. Rahman 3. Othman Kamal 4. Noor Azmy Johari Tel: +6 03 8777 2140 H/P: +6 019 324 5159		