

MINUTES OF MEETING – JPB/JPSFA

DATE: 21st October 2022
TIME: 11.30 am – 12.30 pm
VENUE: Level 5, Wisma Kontena, Johor Port

Present:

JPSFA

Stephanie Lim
 Douglas Choo
 Mary Lin Koh
 Mubarak Mansor
 Minutes by: Celine

JOHOR PORT

Edwin Gerard
 Dinesh Shankar & Team
 Juhaimi Hashim
 Syarul Nazri & Team
 PSSD Team

| | ISSUE | ACTION |
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| 1. | <p><u>Temporary Suspension of Port Account</u></p> <p>An incident whereby an internal circulated email pertaining to the list of temporary suspended accounts was leaked and the extent of further circulation of the list is unknown. This is a serious breach of confidentiality and has caused substantial reputational harm. Another case was highlighted pertaining to Johor Port having copied a confidential email meant for the port user and mistakenly included the consignee and 3rd party contractors as well. This again is unacceptable. It was noted that often, no reason nor advance notice was given for the temporary suspension. Attempts should be made to contact the PIC before suspending an account.</p> <p>Adding to this, should there be any reminders given by JPB with date of suspension mentioned, the account should not be suspended before the deadline without prior notice. Any disputed invoices should not be calculated as aging invoice.</p> | <p>JPB acknowledges that it was their fault and will take action to remind their team on confidentiality when circulating such sensitive information.</p> <p>JPB explained that suspension happens when the BG amount is breached and/or aging invoices and will be uplifted once payment is made or cleared before next shipment. It was agreed by JPB that any impending suspension must be notified by email or call to the key person for their immediate attention and action</p> <p>Meanwhile it is agreed that any disputed invoices will not be included and thus should not be included to trigger suspension.</p> |
| 2. | <p><u>Upliftment of Suspension:</u></p> <p>JPSFA questioned on how soon a suspension can be uplifted. Also, possibly to avoid suspension on Friday afternoon as it will impact the shipment.</p> | <p>Syarul said that this can be done within half an hour and their KPI for this is 2 hours.</p> |
| 3. | <p><u>Slow Issuance of SOA and CN:</u></p> <p>A case quoted whereby request was made on 22/7 for the SOA and received on 27/9 which is more than 2 months. This makes it difficult for reconciliation and a challenge to track the port bills.</p> <p>JPSFA highlighted that some CNs as far back as February, March and April are still outstanding.</p> | <p>Syarul will look into the matter with his team to ensure that SOAs are sent out promptly. Noted that the KPI for SOA is 2 working days upon request.</p> <p>On the issue of CN, the SOP is as such that upon endorsement by their committee and clearance from the Operations, Finance Dept will issue the CN within 7 working days.</p> |
| 4. | <p><u>Marine Invoices:</u></p> <p>Noted that the invoicing is slow and original invoices must be collected as this cannot be downloaded from the system. This causes delay in the agent closing their vessel accounts.</p> | <p>JPB will share the manual on how to download marine invoices from the MSS system ASAP; thereby resolving this issue.</p> |

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| 5. | <p><u>PSSD Invoicing:</u></p> <p>Port bills for PTW, hot works (Bomba standby) and fresh water are too slow i.e. works carried out in August was only billed in October.</p> | <p>JPB agreed to look into the matter and expedite the billings going forward.</p> |
| 6. | <p><u>Launch Boat Operating Hours:</u></p> <p>Following the circular from BBT capping the operation hours to 1900 hrs effective July (previously 24 hours), several members have complained that they are losing business. JPSFA requests for consideration to relook into the matter as many vessels at anchorage may genuinely require ship supplies or ship spares.</p> | <p>Johor Port explained that the rationale behind the capping was due to increasing illegal activities after dark. Some launch boats have been caught without documents or carrying differing cargoes such as scheduled waste. However, currently, requests can be made to port safety / BBT for approval to carry out operations after 7.00 pm for legitimate cases. Edwin agreed to relook into the operation hours.</p> |

With no other matters arising, the meeting adjourned at 12.30 pm with mutual word of thanks.