






# WEBINAR ONE STOP CENTRE (OSC) FOR BUSINESS TRAVELLERS

*Welcoming Investors, Keeping You Safe*

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13 - 15 OCTOBER 2021

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01

# *Background*





Mesyyarat Majlis Tindakan Ekonomi (EAC)  
– fotoBERNAMA 14/9/2020



**ONE STOP CENTRE (OSC)**

# Background

- 01 OSC Committee has commenced effective **2<sup>nd</sup> October 2020**
- 02 MyEntry System for Short Term Business Travellers went live **3<sup>rd</sup> March 2021**
- 03 Safe Travel Website <https://safetravel.mida.gov.my/> went live **3<sup>rd</sup> March 2021**
- 04 Business Travellers Centre received 1<sup>st</sup> Business Traveller **14<sup>th</sup> March 2021**

## ONE STOP CENTRE

### OSC Committee

- Represented by MITI, MIDA, MOH and IMI.
- **Evaluates and considers applications for Long Term Business Travellers and Short Term Business Travellers within three (3) working days via MYEntry System at <https://safetravel.mida.gov.my/>**

### Business Travellers Centre (BTC)

Consists of:

- Green Lane Services, Registration Counter, Dedicated COVID-19RT-PCR Lab, Business Lounge, Duty / Liaison Officers
- **Facilitate the incoming Short Term Business Traveller's entry to Malaysia at the Kuala Lumpur International Airport (KLIA)**

- ☐ Potential Investors
- ☐ Existing Investors- Chairman/Board members

- ☐ Technical Experts
- ☐ Business Customers

### Website

Consists of:

- Guidelines, Procedures Application and FAQs
- **Containing information and advisory services to facilitate the entry of Business Travellers. URL: <http://safetravel.mida.gov.my/>**

# Type of Business Travellers

## DEFINITIONS

### SHORT TERM BUSINESS TRAVELLERS

- **Do not hold** any pass
- Duration of stay in the country is **14 days or less**
- May be considered **EXEMPTION QUARANTINE**
- Entry only via **Business Travellers Centre (BTC) KLIA**
- Adherence to **strict OSC's SOP**

### LONG TERM BUSINESS TRAVELLERS

- **Hold valid pass** eg. EP, PVP, RP-T, PR, MM2H etc.
- Duration of stay in the country is **more than 14 days** according to visa i.e 30/60/90 days
- **Quarantine** mandatory i.e 14/21 days
- Entry via any *Pintu Masuk Antarabangsa (PMA)*
- Adherence to strict OSC's SOP



**EVALUATED  
AS AT 12 OCTOBER 2021**

**LTBT**

**18,818**

Approved : 90.8%  
Rejected : 9.2%

**STBT**

**2,822**

Approved : 75%  
Rejected : 21%  
Pending : 4%

## CATEGORIES

**LTBT**

### MyEntry System

- ✓ Frequent Foreign Business Travellers (Exit Return)
- ✓ New and Existing Expatriates (Stranded Abroad)
- ✓ Foreign Technical Experts (PVP)

### MyTravelPass System

- ✓ Social Visit Pass Holders (15-90 days)
- ✓ ~~Frequent Malaysian Business Travellers (Exit Return)~~ (eff. 1 October 2021)
- ✓ Permanent Resident Pass Holders (PR)
- ✓ Malaysia My2nd Home Social Visit Pass Holders (MM2H)

**STBT**

### MyEntry System

- ✓ Potential investors
- ✓ Existing investors (chairman/ owner/ board member etc.)
- ✓ Business customers
- ✓ Technical experts

- **Directly evaluated by Bhg. Keselamatan dan Passport, Immigration Department Keselamatan.**
- **Support Letter by OSC upon request.**



02

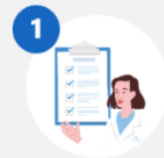
## *Application and Process Flow*



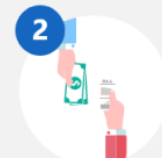
## Welcoming Investors, Keeping You Safe

Malaysia is gradually reopening its borders. Your business is important to us, and so is your health. Entry permissions for business travellers allow people who can contribute to Malaysia's economy to enter while prioritising public health and safety.

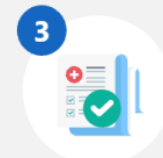
### Steps to Enter Malaysia as a Business Traveller



**Obtain Entry  
Permission**  
Approval prior to  
arrival



**Make the necessary  
payments**



**Registration upon  
arrival at  
MOH/NADMA  
Counter/Business  
Travellers Centre.**  
Follow all health  
protocols and safety  
regulations.



**Undertake PCR  
COVID-19 Test**



# How long will you be staying in Malaysia?

## Short Term Stay

Staying for 14 days or less

Learn more about  
the guidelines and  
process flow

[Learn More](#)

Apply for the Entry  
Permission  
Approval

For Potential Investors,  
Business Customers,  
Technical Experts and  
Existing Investors

[Apply Here](#)

## Long Term Stay

Staying for more than 14 days

Learn more about  
the guidelines and  
process flow

[Learn More](#)

Apply for the Entry  
Permission  
Approval here

For EP/PVP/RP-T

[Apply Here](#)

For PR/MM2H/ Malaysia  
Exit-Return/ Social Visit  
Pass  
(15-90 days)

[Apply Here](#)

## Business Travellers Centre

The Business Travellers Centre is a dedicated point of entry to expedite business travellers with the relevant information and guidelines. This centre is located before the Immigration Counter and can be found at the following entry point:

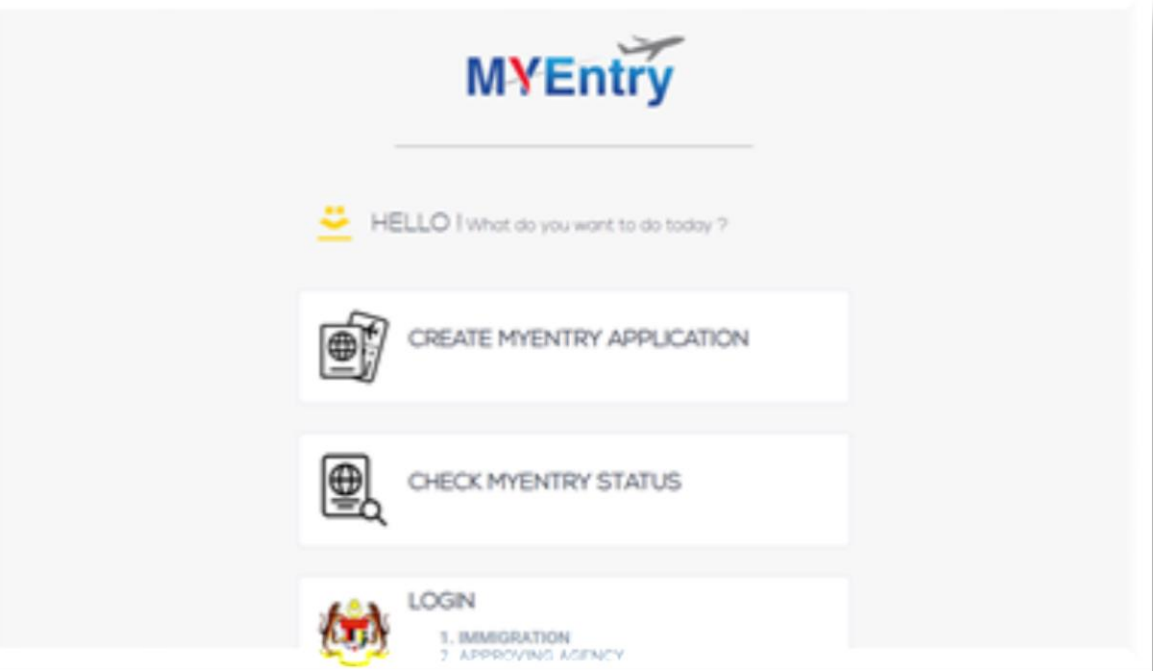
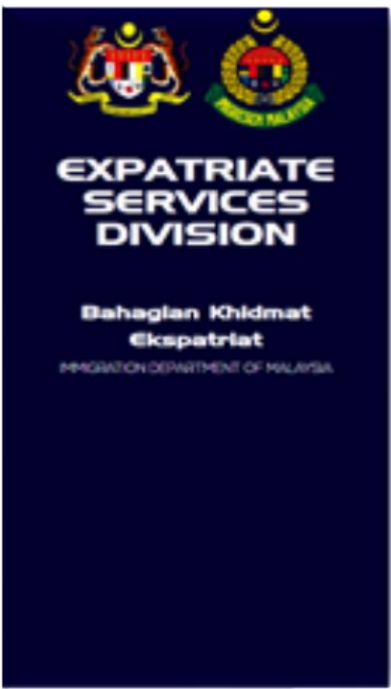
> Kuala Lumpur International Airport (KLIA)

[Find Out More](#)



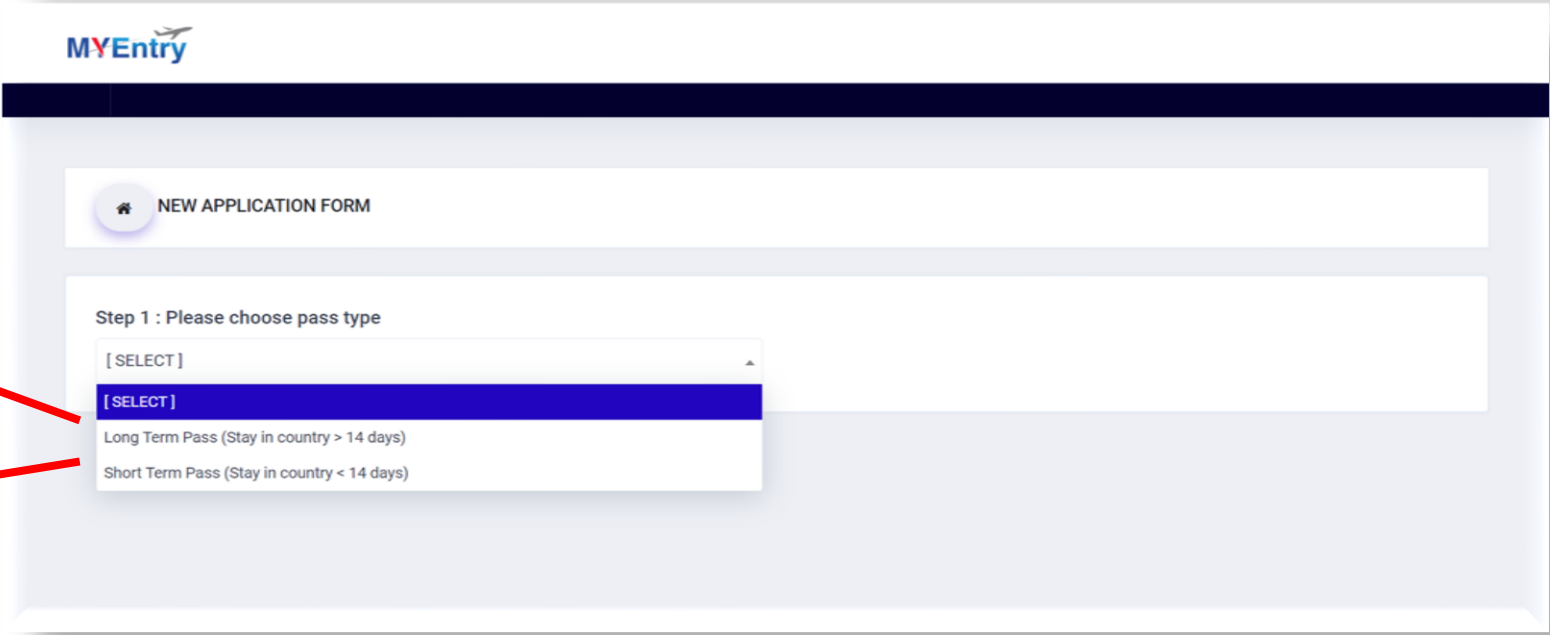
# MyEntry System

safetravel.mida.gov.my



Long Term Business Travellers

Short Term Business Travellers





# OSC Committee Process Flow

- 1 Business Travellers submit applications via MYEntry System at <https://safetravel.mida.gov.my/>
- 2 OSC Committee in MIDA meets on a daily basis to evaluate and consider the application within one (1) working day.
- 3 **Ministry of Health (MOH) Committee to evaluate and consider for quarantine exemption within one (1) working day (STBT).**
- 4 Taskforce in Immigration Department will endorse the decision within one (1) working day
- 5 The decision letter of Entry Permission will be digitally sent to Business Travellers via MYEntry System



**“Approval within three (3) working days”**

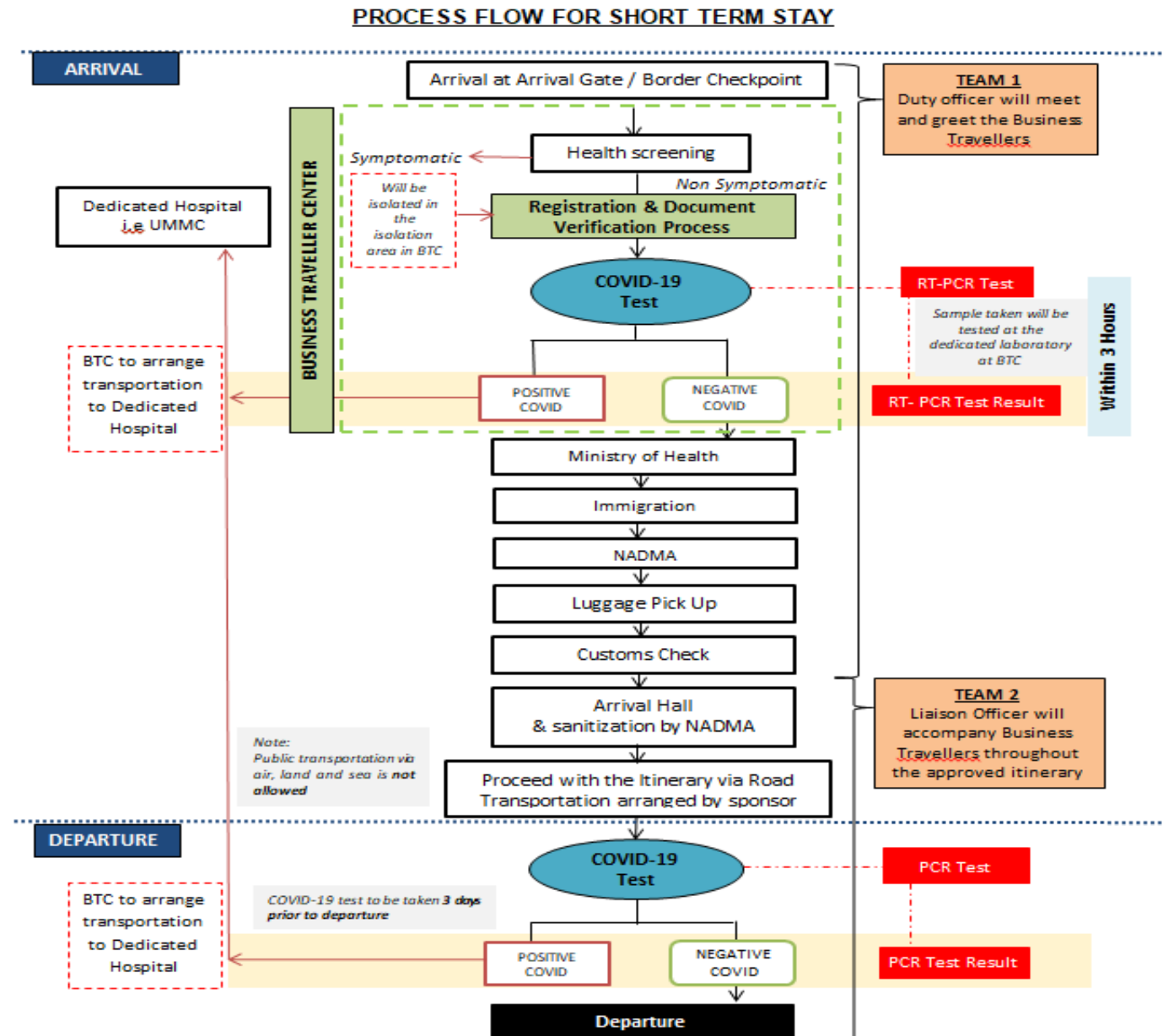
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*SOPs and Procedures  
For STBT*

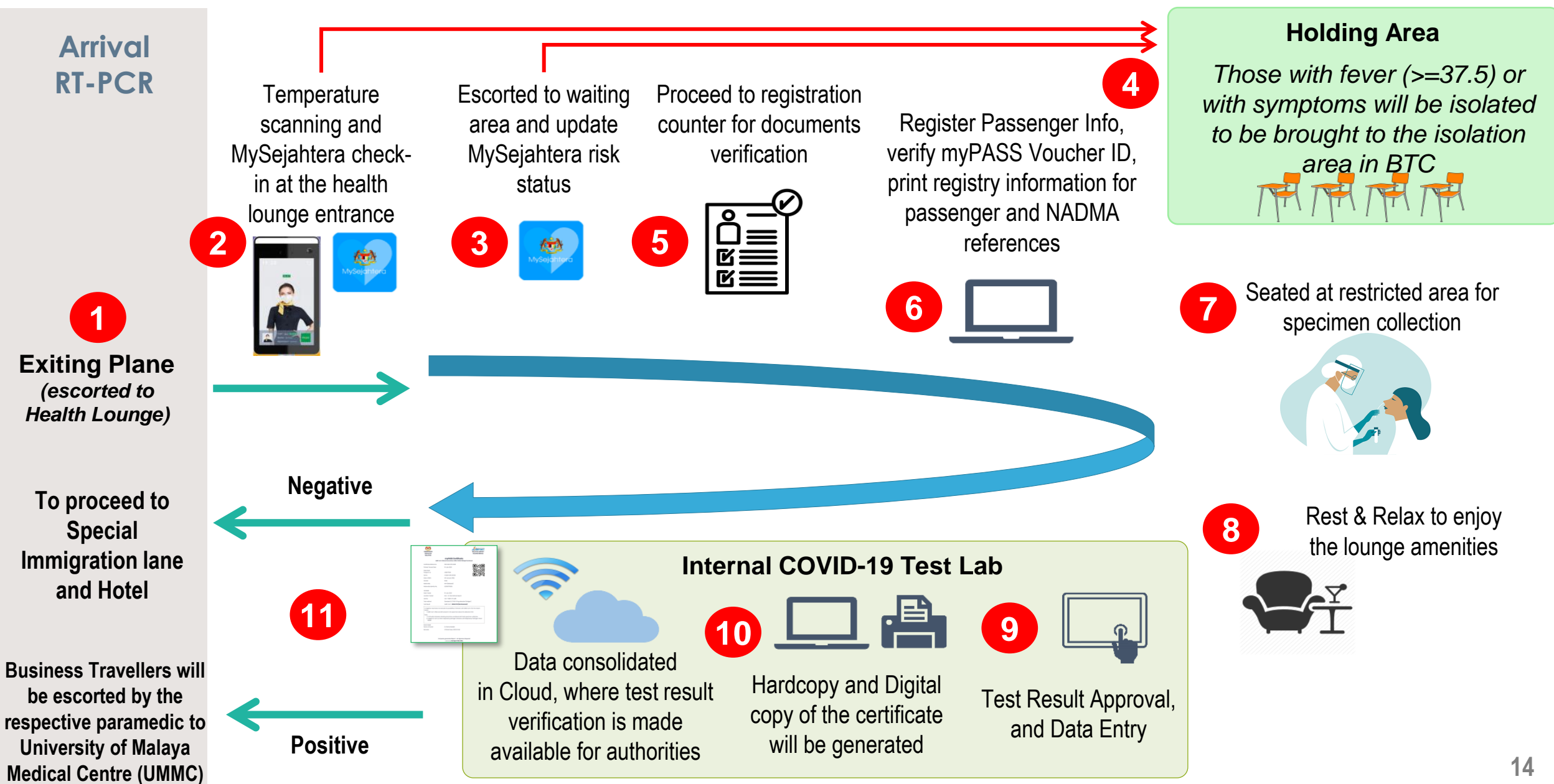


# Process Flow For Short Term Business Travellers (STBT)

Business  
Travellers  
Centre  
(BTC)  
@  
KLIA



# Process Flow of Business Travellers Centre (BTC)





# Cost Involved for Short Term Business Travellers

## A. Costs for Services at Business Travelers Centre (BTC) - Per Business Traveller

No	Services	Charges (RM)
1	Business Travellers Centre: <ul style="list-style-type: none"><li>✓ Swab Test upon arrival</li><li>✓ Usage of Business Lounge</li><li>✓ Food &amp; beverages</li></ul>	870 per person

## B. Costs for Liaison Officer - Per Itinerary

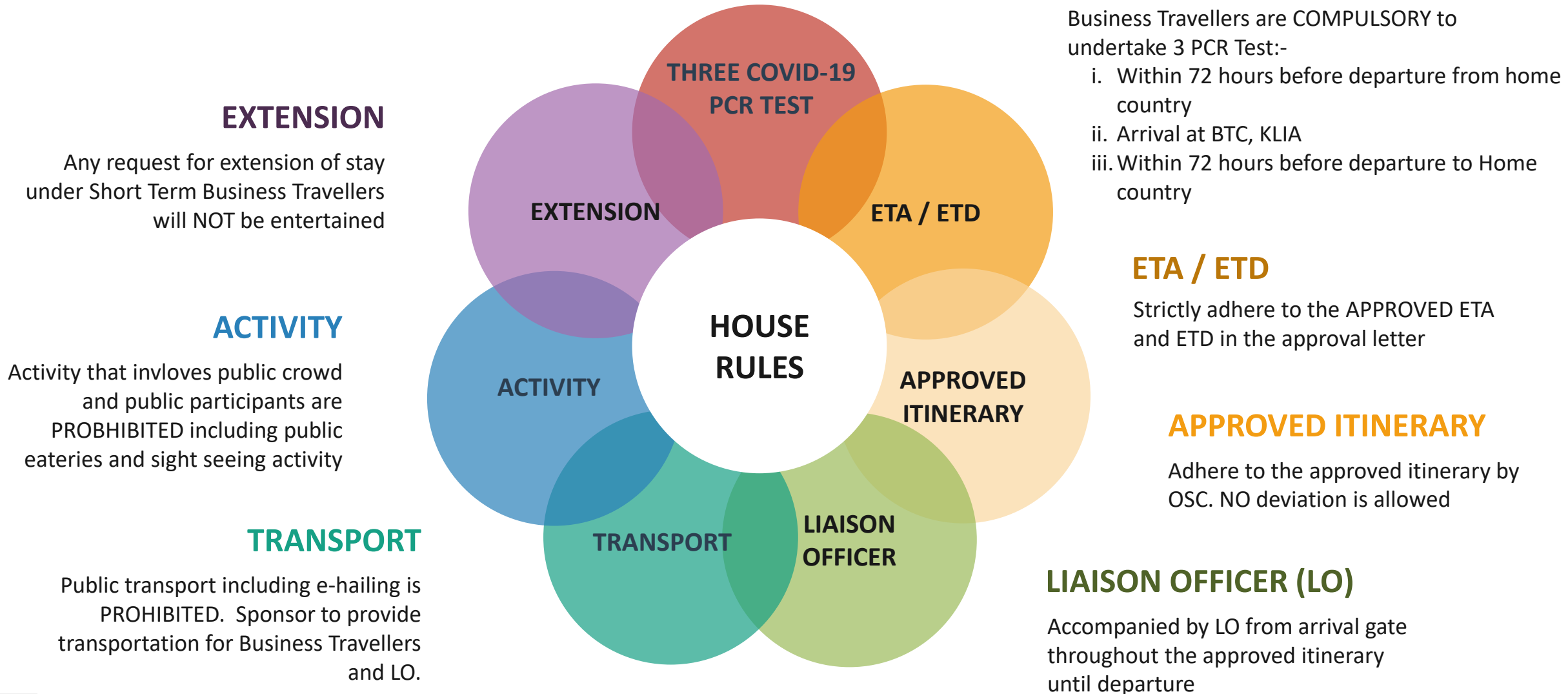
No	Services	Charges (RM)	Remarks
1	Daily Allowance	250 per pax per day	
2	Flight charges	900 per One-way trip	Sabah Sarawak (SS)
3	Accommodation	300 per night	Only applicable for outside KL, Selangor and Putrajaya
4	Meal allowance	50 per day	
5	PCR Test	350	Absorbed by the Malaysian Government

04

# *Terms and Conditions*

## *House Rules & Responsibility*

# House Rules for STBT





## Sponsor Responsibility

### Entry Permission and Quarantine Exemption Approval Letter

The letter can only be downloaded after the payment has been made

### Visa Requirements

For the Business Travellers that required visa to enter Malaysia (based on nationality)

### Private Transportation

sponsor to provide private transportation with Driver for business travellers including a seat for **liaison officers**



### Pre- Departure PCR Test

Business travellers are required to do PCR covid test 72 hours and tested negative before departing to Malaysia

### Liaison Officer

there will be a government-appointed liaison officer will accompanying your Business Traveller throughout the itinerary

### Police Interstate Approval

If the movement is outside Klang Valley, kindly obtain PDRM approval for interstate movement (to include Liaison Officer Name as well)

**NO DEVIATION FROM THE  
APPROVED ITINERARY**

## Failure To Comply SOPs



**NOT TO LANDING  
(NTL)**

### **ACTION TAKEN**

- **Failed** to obtain appropriate Visa before departing home country (if relevant)
- **Fraud** document upon arrival



**SEND TO QUARANTINE  
CENTRE**

### **ACTION TAKEN**

- **Failed** to provide Pre-Departure PCR 72 hours prior departing to Malaysia.
- **Deviation** of Approved Itinerary
- **Not providing** private transportation and requesting Business Travellers to drive



**NO APPROVAL IN THE FUTURE**

### **ACTION TAKEN**

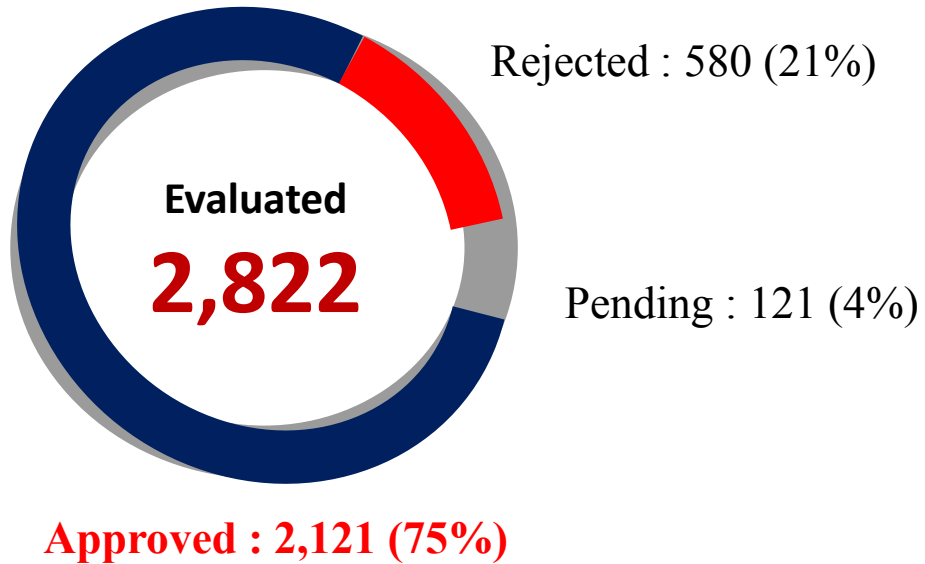
- **Misused** approval as a gateway to enter the country without quarantine
- **Unnecessary** extension of stay

# *Performance*

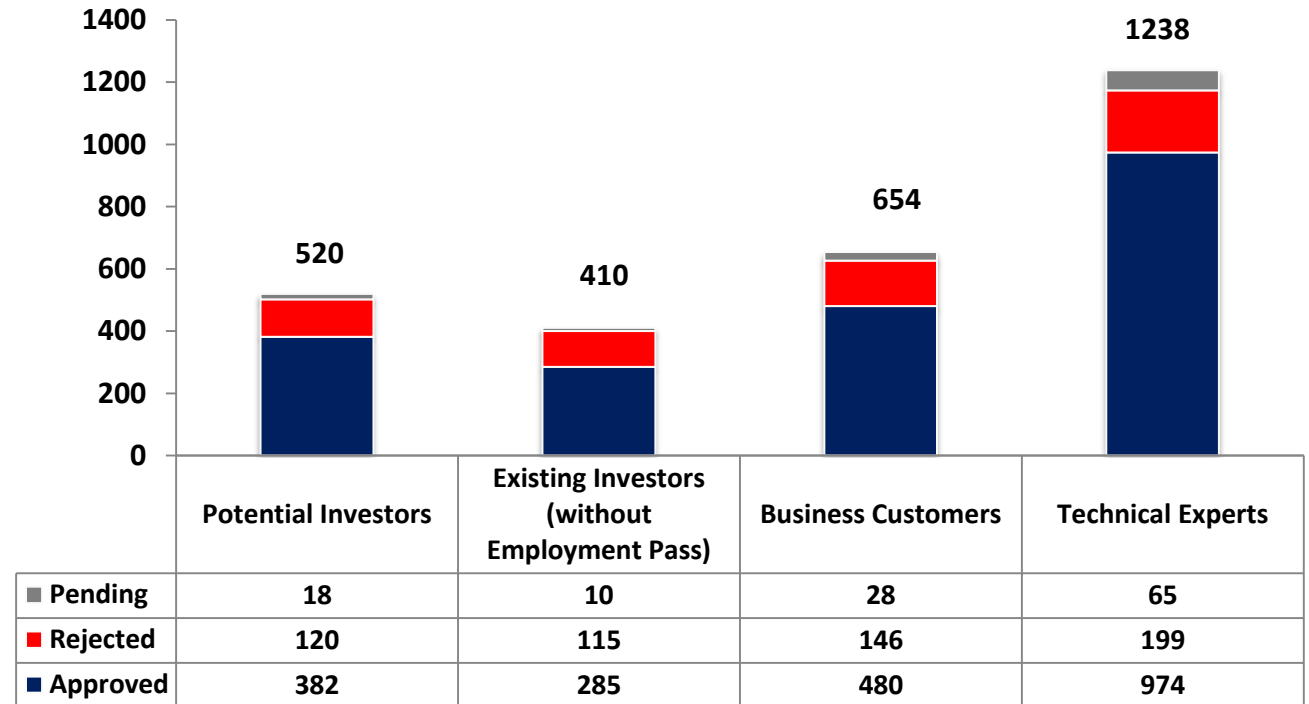




# Performance STBT (as at 12 October 2021)



Statistic of Evaluation



Total Companies  
Facilitated  
**822**  
Companies

**TOP**  
**6**  
NATIONALITY



Total investment value under the  
category of **Potential Investors** and  
**Existing Investors**

**RM121.37 Billion**

# Major Projects Facilitated

Total Investment

RM 121.37 Billion



- Copper for lithium ion batteries
- South Korea



- Semiconductors
- Austria



- Industrial Building System
- Sweden



- Paper
- China



- Tourism and Integrated Project
- Dubai



中国铁建

- Tourism Project
- China



- Food Manufacturing
- Qatar



- Solar
- Spain



- Semiconductor
- Germany

Insulet

- Medical Devices
- USA

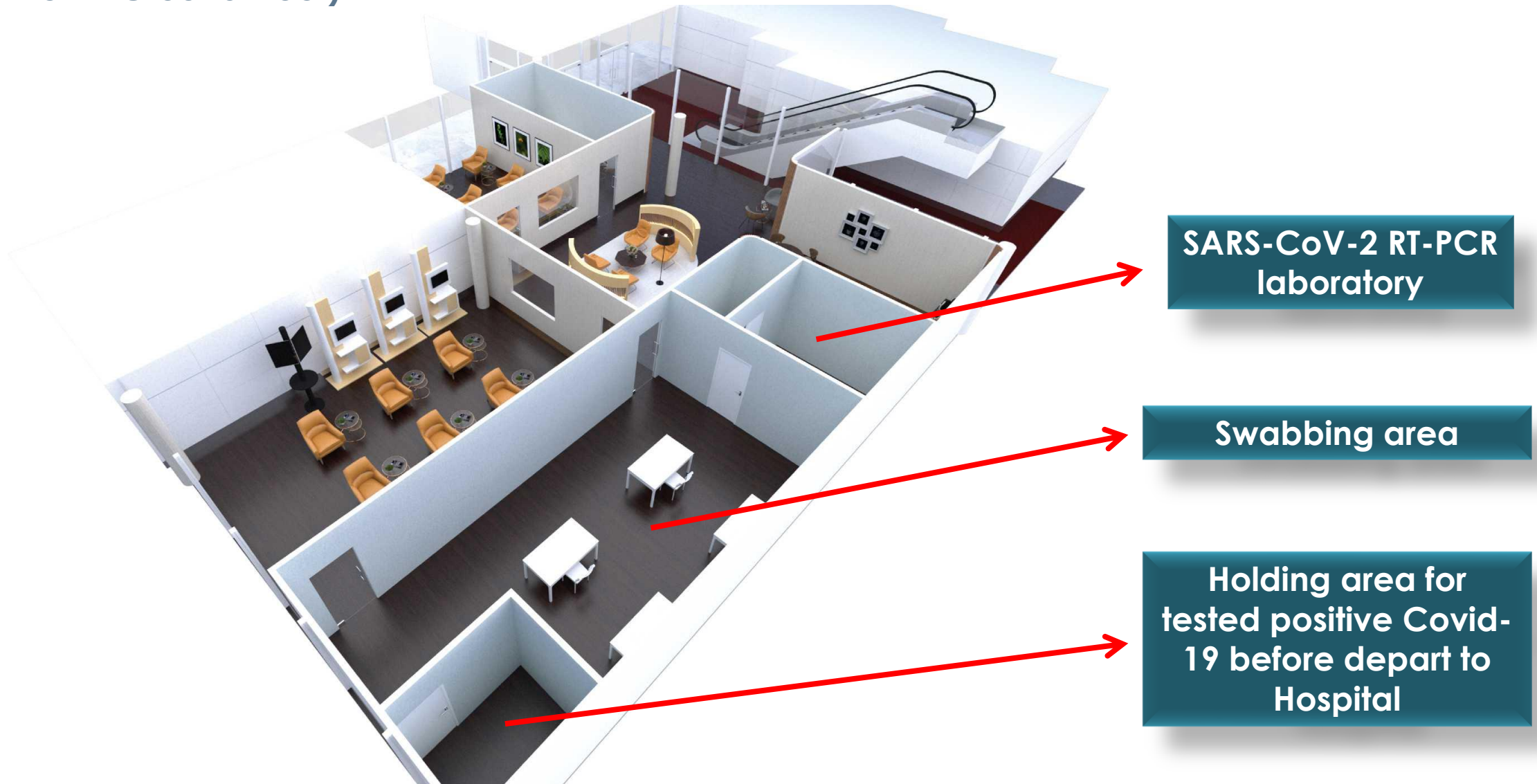
05

## *Actual Setup of BTC*



# Artist Impression of BTC

(Aerial View - Ground Floor)



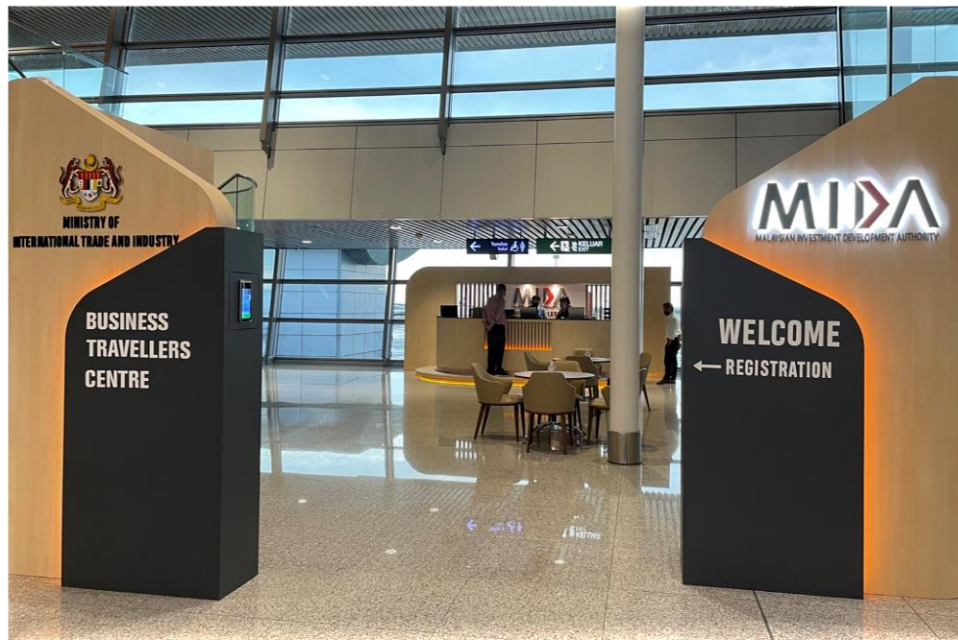
# Artist Impression of BTC

(Aerial View - Upper Floor)





# BTC Registration And Lobby





# Lounge, Waiting Area and Laboratory (Ground Floor)





# Lounge and Waiting Area (Upper Floor)





# 1<sup>st</sup> Arrival at BTC on the 14<sup>th</sup> March 2021







# Thank You

*Welcoming Investors, Keeping You Safe*

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## OSC Secretariat

(Industry Talent Management and Expatriate Division)

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