

## ANNOUNCEMENT



MINISTRY OF  
INTERNATIONAL TRADE AND INDUSTRY

Dear Valued Customer,

### E-FORM D TRANSACTION CANNOT BE FOUND IN VIET NAM CUSTOMS SYSTEM

Please be informed that MITI has recently received complaints from traders that their e-Form D cannot be found in **Viet Nam Customs System**. On 11 January 2021, representative from General Department of Viet Nam Customs informed that currently Viet Nam Customs are facing technical issues whereby the system unable to generate response messages [AS2/AS3/(RES REC/RES NOT)] to some ASEAN Member States (AMS) including Malaysia.

Therefore, traders who are affected by this issue is advised to email directly to Viet Nam Customs Authority at [bophanhotrotchq@customs.gov.vn](mailto:bophanhotrotchq@customs.gov.vn) for further assistance.

Thank you.

Senior Director  
Trade and Industry Support Division  
Ministry of International Trade and Industry  
12 January 2021