



ANNOUNCEMENT

Dear Valued Customers,

NOTIFICATION OF SYSTEM DOWNTIME FOR APPLICATIONS OF PREFERENTIAL CERTIFICATE OF ORIGIN (PCO) UNDER ASEAN TRADE IN GOODS AGREEMENT (ATIGA) TO ASEAN DUE TO TECHNICAL ISSUE IN MALAYSIA'S ASW GATEWAY

Please be informed that **Malaysia is currently experiencing a technical disruption** at the **ASEAN Single Window (ASW) Gateway**, which began on **8 June 2025**. This has resulted in the inability to transmit or receive **electronic Form D (e-Form D)** to ASEAN Member States under the ASEAN Trade in Goods Agreement (ATIGA).

Following that, **Malaysia will temporarily revert to issuing hardcopy Form D** since 8 June 2025 until further notice. Please refer below to the steps that need to be undertaken by Traders/Exporters to print the paper-based Form D:

Actions need to be undertaken by the Trader/Exporter

Scenario 1

If MITI **has approved** your ATIGA e-Form D and your importers are facing difficulties in clearing the goods in that particular country due to this issue, please do the following:

- i. Email the e-Form D reference number to careline@dagangnet.com;
- ii. Careline will notify the Trader/Exporter once the Form D is ready for printing;
- iii. Trader/Exporter can print the paper-based Form D with an electronically affixed signature and seal on A4 paper; and
- iv. Trader/Exporter may submit the **printed Form D** directly to the importer for customs clearance.

Scenario 2

If you have **yet to apply** the Form D, please do the following:

- i. Trader/Exporter may submit the application in the ePCO system as usual;
(Note: the system automatically ticks the ASW Consent box)
- ii. Once the application approved, Trader/ Exporter shall email the e-Form D reference number to careline@dagangnet.com;
- iii. Careline will notify the Trader/Exporter once the Form D is ready for printing;
- iv. Trader/Exporter can print the paper-based Form D with an electronically affixed signature and seal on A4 paper; and
- v. Trader/Exporter may submit the **printed Form D** directly to the importer for customs clearance.

For further assistance, kindly contact Careline at 1300 133 133, or email careline@dagangnet.com. We thank you for your continuous support and cooperation.

Thank you.

**Senior Director
Trade and Industry Support Division
Ministry of Investment, Trade and Industry**

11 June 2025