



## 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 MEMBER STATES DUE TO TECHNICAL ISSUE IN MALAYSIA'S ASW GATEWAY**

Please be informed that Malaysia has been experiencing a technical disruption at the ASEAN Single Window (ASW) Gateway since 14 January 2026 due to B2Bi service issues in the Production environment. As a result, the transmission and receipt of electronic Form D (e-Form D) with ASEAN Member States under the ASEAN Trade in Goods Agreement (ATIGA) are currently unavailable.

Consequently, Malaysia has temporarily reverted to the issuance of hardcopy Form D effective 14 January 2026 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](mailto: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](mailto: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](mailto: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**

16 January 2026