

# Trade Facilitation Solutions



# Because trade should be this easy

We take care of your data so you can  
take care of your trade.



# National Single Window for Trade Facilitation Malaysia's e-based Trade Eco-system

Trade processes involve a lot of document exchange and previously, the passing of documents was done in a tedious physical manner. In a manual process, duplicate documents are required by different authorities and agencies for approval. Too often, this slows down operations within the trading community.

With the introduction of e-Services in Trade Facilitation, exchange of trade documents among businesses and approving authorities and agencies is done electronically.

In Malaysia, the backbone of such electronic-based trade eco-system is the National Single Window (NSW) for Trade Facilitation - a one-stop Trade Facilitation system linking the trading community with relevant Government agencies and various other trade and logistics parties through one single window, which allows for a seamless and transparent process.

An initiative of the Government of Malaysia, and led by the Ministry of Finance, Malaysia's NSW for Trade Facilitation system was launched in 2009 to simplify clearance procedures, facilitate the electronic exchange of trade-related data, reduce cost of doing business and thereby enhancing trade efficiency and national competitiveness.

The trading community in Malaysia is a vibrant one comprising not only traders, manufacturers, importers, exporters, forwarders, shipping agents, warehouse and depot operators, but also transport and logistics players, and banking and insurance agencies.

This network is further linked across the region and globally as well, making it a necessity to have smooth communications for this community to run business efficiently.

When exchange of trade documents is done electronically, the trading community can benefit from:

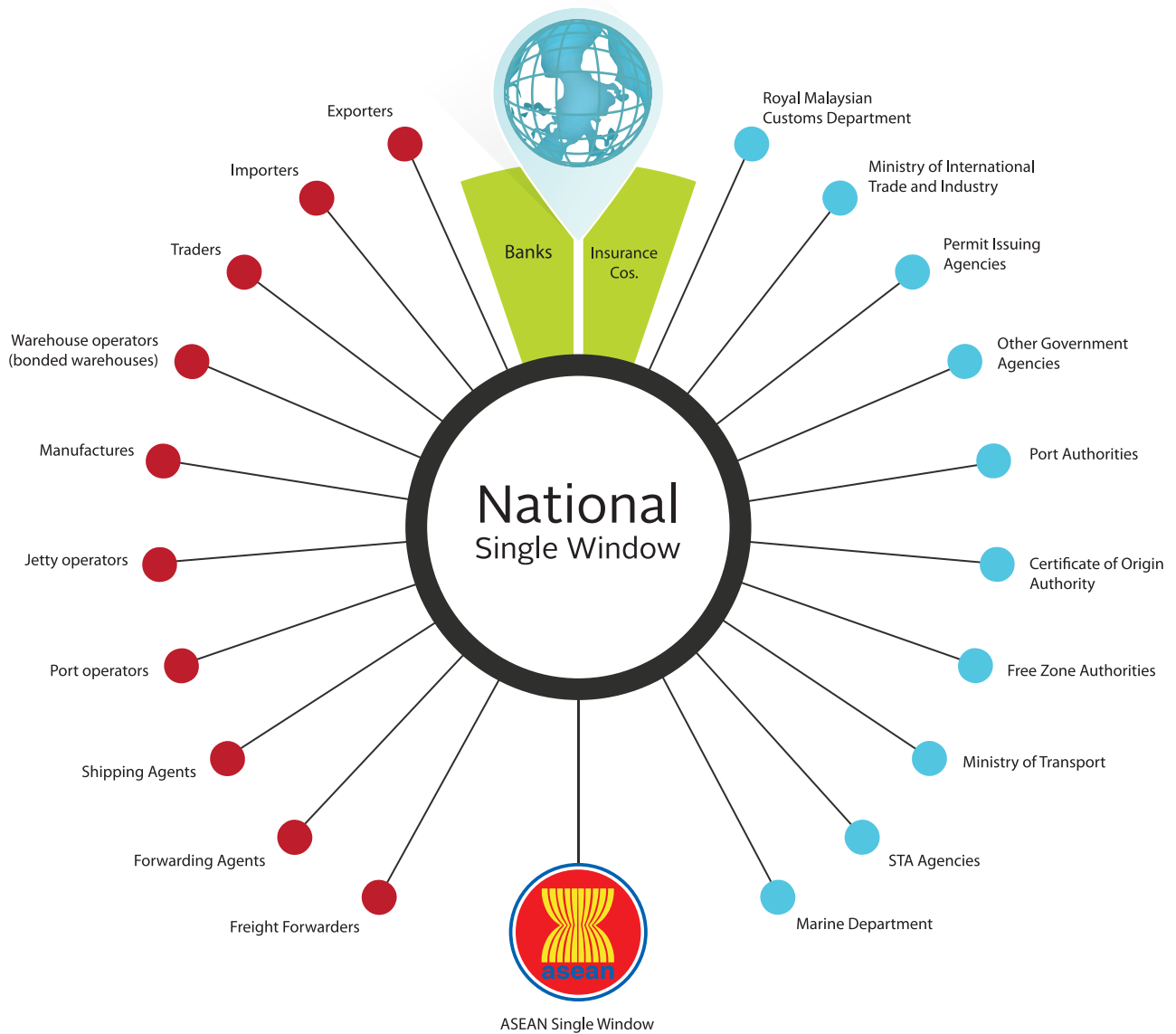
- Data reusability, which also reduces risk of data error
- Single connectivity to many approving authorities and agencies
- Convenience of ubiquitous trade documents processing

The trading community hence can save time and cost, gain competitive edge, improve efficiency and productivity, which at the end of the day simply means improvements in its bottom line. On a larger scale, benefits experienced by the trading community can contribute positively to the ease of doing business for the country and competitiveness as a trading nation, and ultimately the whole economy.

In Malaysia, the NSW for Trade Facilitation system is developed, operated and managed by Dagang Net Technologies Sdn Bhd (Dagang Net).

## Fast Facts on Malaysia's NSW for Trade Facilitation:

- Connects more than 25,000 users
- Processes more than 100 million electronic transactions annually
- Connected with more than 30 Permit Issuing Agencies, 50 authorities 10 banks, 160 Customs stations
- Comprises 6 core e-Services and they are ePCO, ePermit, ePermitSTA, eManifest, eDeclare and ePayment



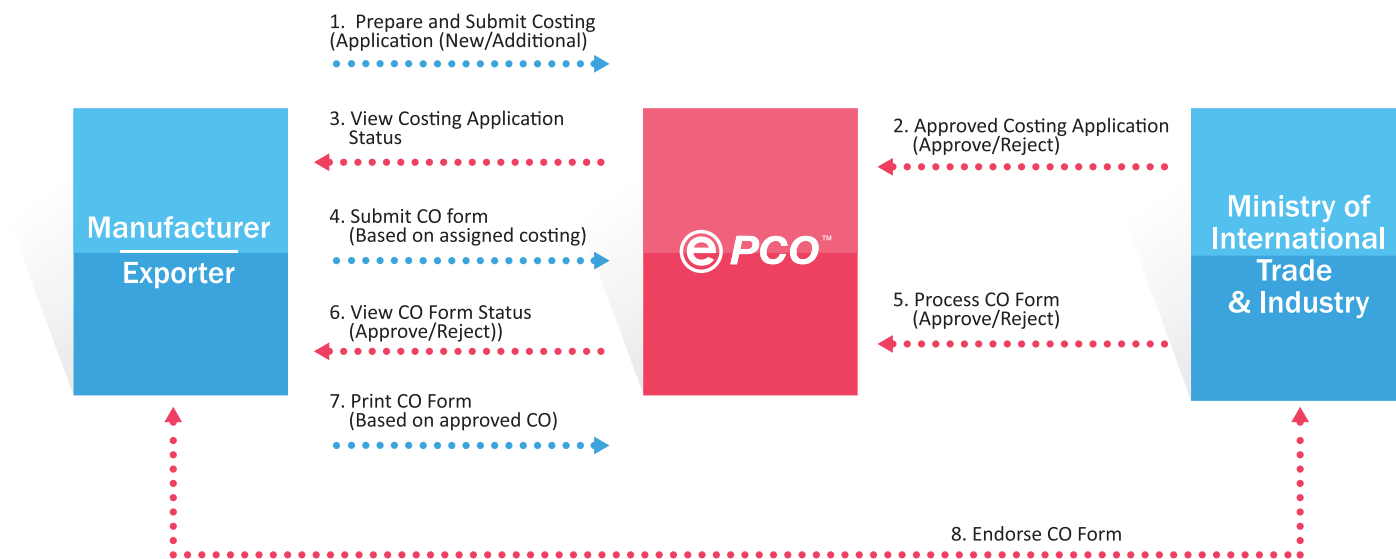
# Where application for Preferential Certificate of Origin approval can be obtained

Manufacturers or exporters who need certification of the country of origin for a particular product can use ePCO to obtain the Preferential Certificate of Origin in the form of an official online document.

This document is sufficient to satisfy requirements of relevant authorities and can further be used as a supporting document for other corresponding Preferential Certificate of Origin.

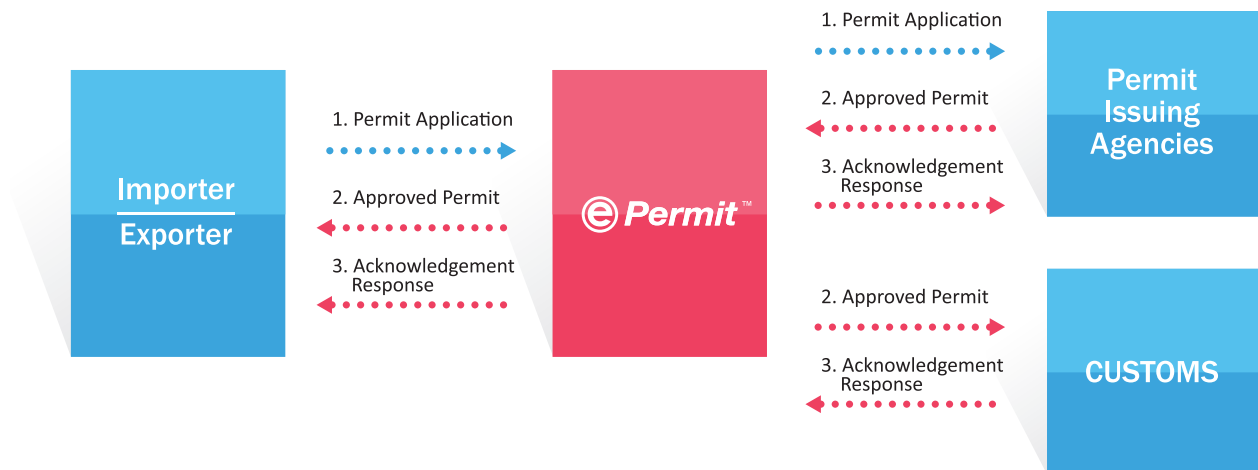
ePCO is available in two modules:

- ePCO Standard Module – Application and approval of certificates for the trade community
- ePCO Manufacturer Module – Simplified Certificate of Origin processes, specifically for manufacturers. This module allows completion of Cost Analysis and Preferential Certificate of Origin application while maintaining strict confidentiality of data.



## Where applications for permit can be submitted and approved

Applying for permits in a manual-based trade processing could mean waiting for weeks from the time of application to receiving approval. With ePermit, permit application is submitted electronically with approval received similarly as well from multiple Permit Issuing Agencies. Moreover, approved permits are sent to Customs for validation and cross-reference against Custom declarations.

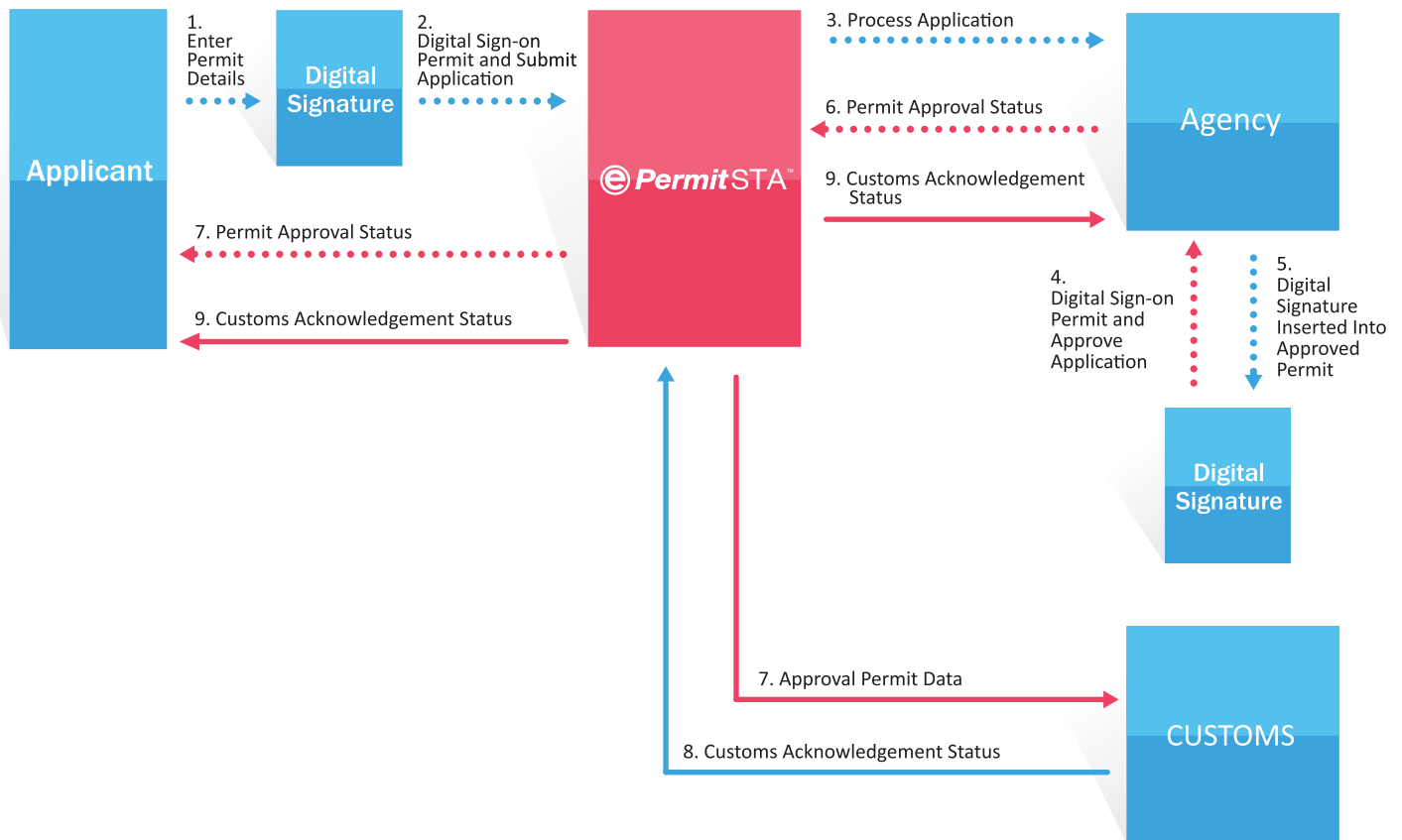


# ePermit STA

## Where permit application under STA 2010 can be obtained

ePermitSTA is the permit application and approval system for sensitive trade items or dual use items including nuclear materials, sensors and telecommunications security under the purview of the Strategic Trade Act 2010 (STA 2010).

It is designed to monitor all strategic items across all trading activities and in accordance to relevant requirements of the STA 2010 thus allowing traders obtain permits in a more convenient manner and comply with legislation.

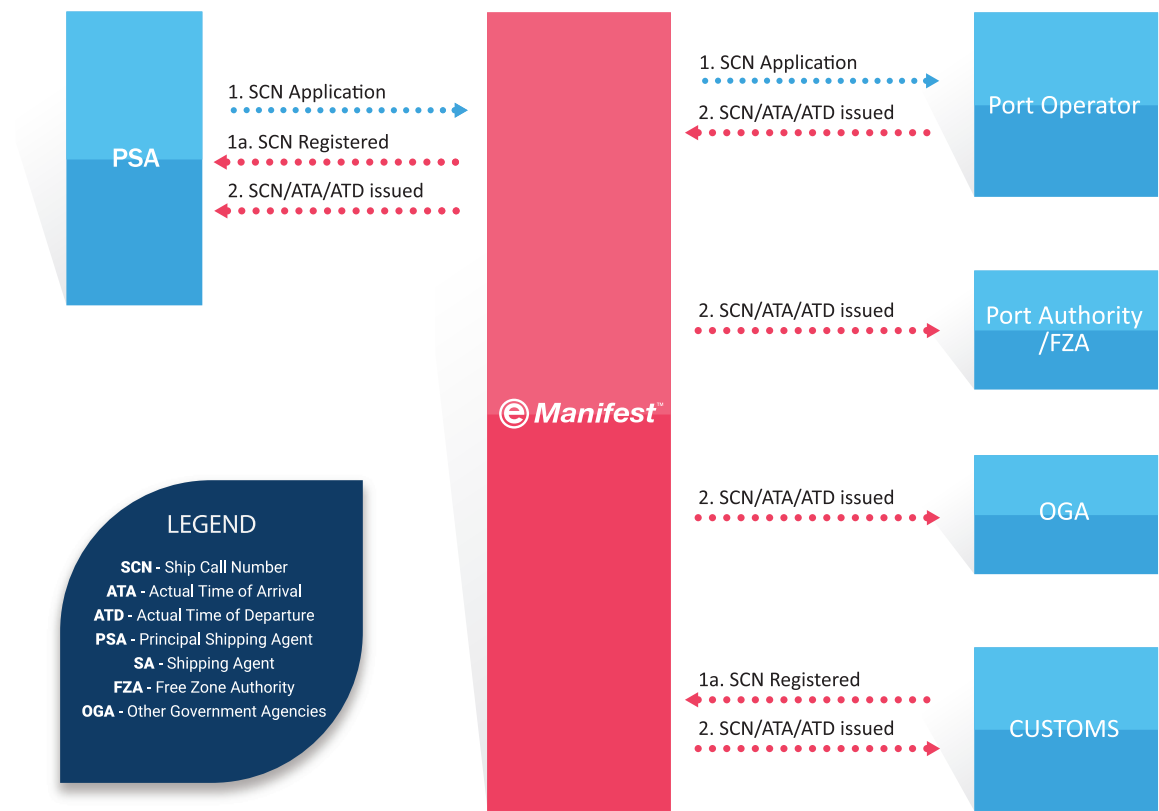


## Allows submission of vessel and cargo manifests to respective authorities

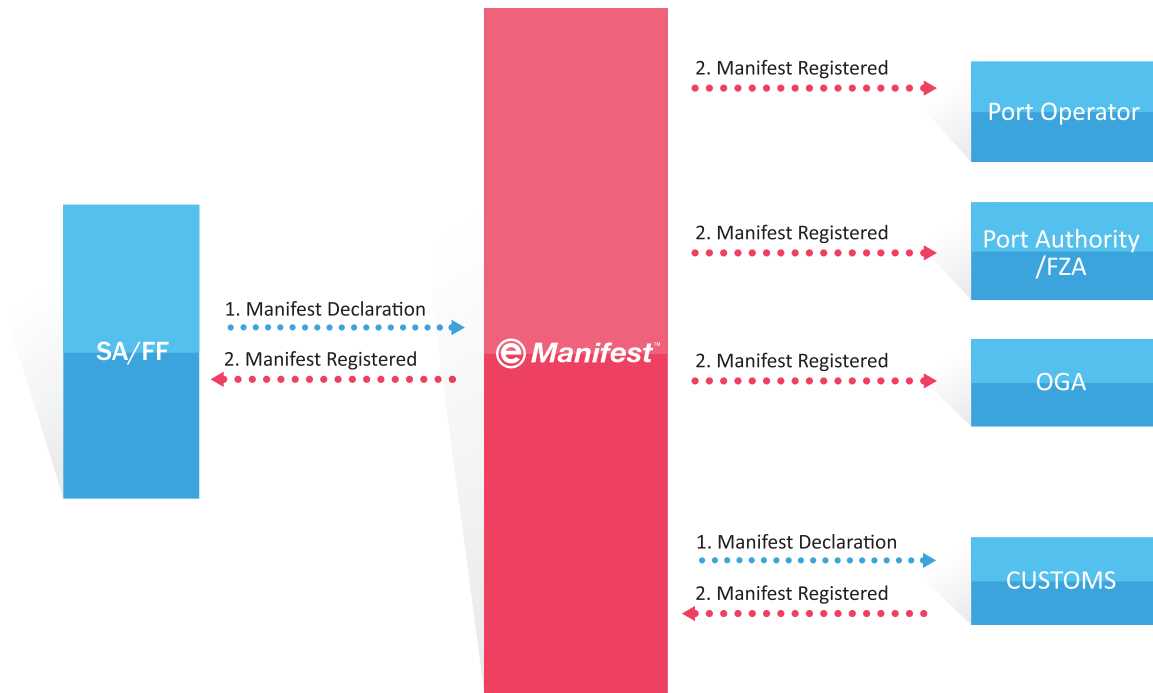
eManifest allows port users such as Principal Shipping Agents, Shipping Agents, and Freight Forwarders electronically submit cargo manifests and vessel information to the respective authorities, assign berth numbers and keep track of their cargoes.

Port authorities can then validate information submitted and provide approval electronically as well.

In addition to providing information on manifests, eManifest allows access to key information such as location codes, port codes and other UN/EDIFACT codes, making documentation processing faster.







## Prepares and submits electronic Customs declarations online

Obtaining trade declarations typically involves two key parties: the user and the approving authority.

eDeclare provides a virtual meeting point for both the user and the approving authority - the user can prepare and submit Customs declarations while the approving authority can go through submissions and provide approvals – all electronically.

This e-Service can be used three ways:

- If a user is on the move, access eDeclare and complete data entry online
- A user could also download the web forms, enter data and upload the forms again
- The enterprise version of eDeclare can be installed at the user's site allowing for convenience of managing its own database on site

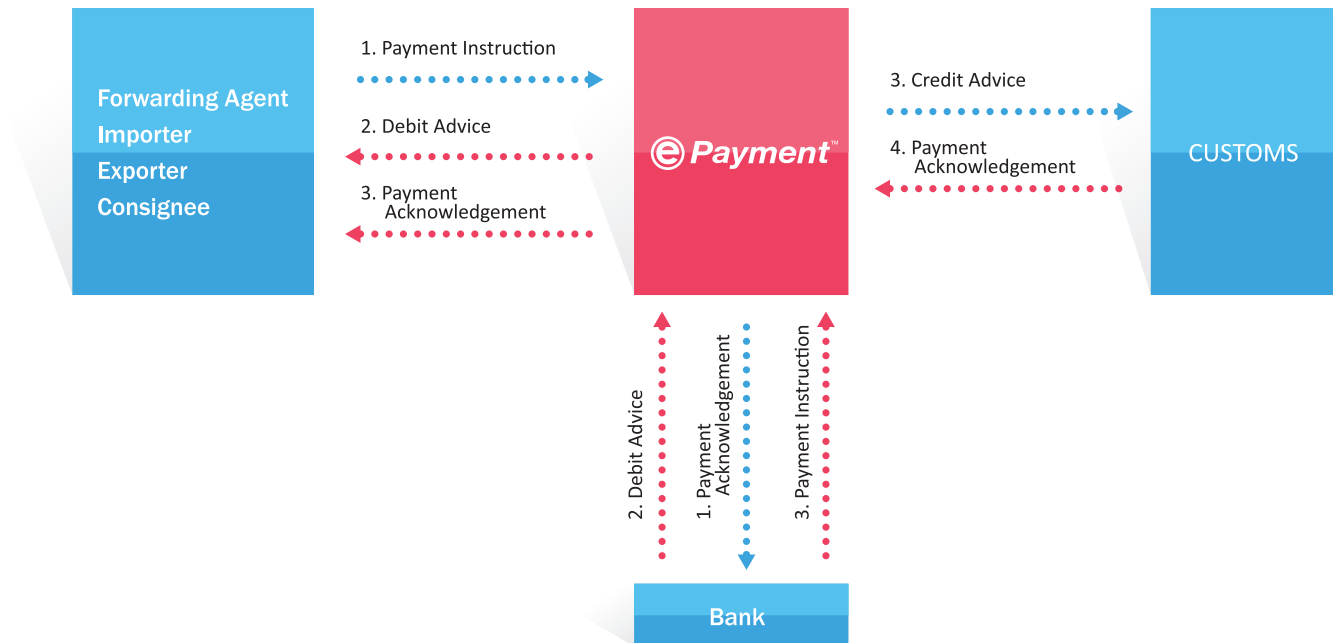


## Prepares and submits payments electronically

With ePayment, users can prepare, submit and settle payments with online convenience. As the e-Service continues to operate beyond banking hours, payment processes can happen anytime, anywhere.

ePayment covers online payment of:

- Customs duties and Importation Goods and Service Tax (GST) to Royal Malaysian Customs Department
- Permit fees to Permit Issuing Agencies
- Bill payments to Dagang Net



# ASEAN Single Window

When regional trade becomes easy,  
your business reaches new heights.



# ASW

## ASEAN Single Window Regional e-based Trade Eco-system

The establishment of the ASEAN Economic Community (AEC) is a major milestone in the regional economic integration agenda in ASEAN or the Association of Southeast Asian Nations, offering opportunities with a market size of US\$2.6 trillion and a population of over 622 million.

And a key component of the AEC is the ASEAN Single Window (ASW) for Trade Facilitation, a unique regional initiative that connects and integrates NSWs of ASEAN member states to expedite cargo clearance within the context of increased economic integration in the ASEAN region.

The ASW is set to take these NSWs to a regional context, provide secure IT architecture and legal framework, and allow trade, transport, and commercial data to be exchanged electronically among government agencies or the trading community.

Such a regional, e-based trade eco-system can certainly expedite cargo clearance process, reduce cost and time of doing business, and enhance trade efficiency and competitiveness.

As the operator of Malaysia's NSW for Trade Facilitation, Dagang Net is looking forward to making a significant impact in the implementation of the ASW.



# Our Enhanced e-Services to exceed your expectations

## Extended capabilities for your specific needs

From its six core e-services, Dagang Net has further extended their capabilities to serve specific requirements of customers comprising authorities, agencies, and companies from the Trade Facilitation community.

And the results - Enhanced e-Series that are not only customised to customers' needs but also offer benefits including:

- Centralised systems in issuing documents and monitoring operations
- Faster processing
- Overall efficient operations



# Enhanced e-Services

## Enterprise Application Interface

### Customised interface for smooth operations

Companies and organisations with large amount of data that needs to be processed and transacted with authorities, agencies and other relevant parties can benefit from a customised interface that can connect their in-house systems with those of the transacting parties.

Dagang Net's customised interface for such application is called Enterprise Application Interface (EAI).

With Dagang Net's EAI, customers can benefit from:

- Reduced time, costs and complexity of integration
- Assured data integrity
- Customised and dedicated channels and delivery with back-end applications

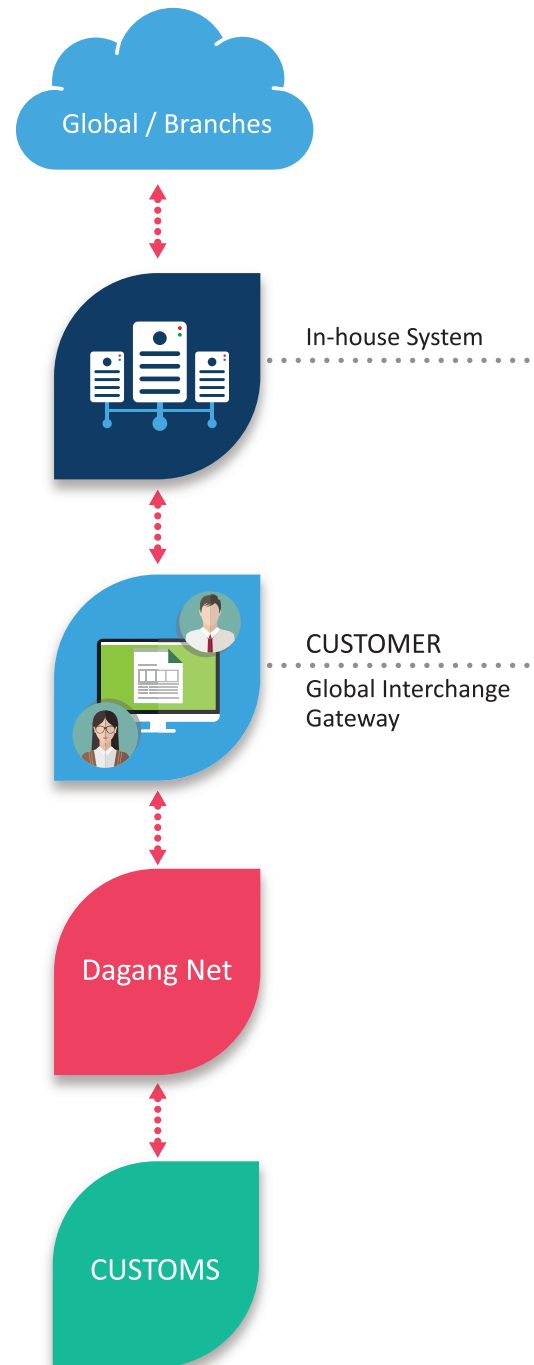
There are currently four main EAI e-Services offered by Dagang Net namely EAI-ePCO, EAI-eDeclare, EAI-eManifest and EAI-ePayment.

EAI-ePCO is an e-Service that serves as an interface between the user's in-house system and Dagang Net's ePCO engine. It enables the user's ePCO data from its in-house system to be auto populated to the ePCO system for submission to relevant authority ie Ministry of International Trade and Industry of Malaysia.

EAI-eDeclare, meanwhile, is an e-Service that enables the use of in-house data, and transforming that data for the purpose of Customs declarations submission. This e-Service eliminates the need to separately prepare Customs declaration in other system.

EAI-eManifest is an e-Service that enables the submission of data from the user's in-house system to eManifest engine. Available modules are for the Ship Berth Application (CUSREP) and Shipping Manifest (CUSCAR) submissions to the authority.

EAI-ePayment is an e-Service that allows preparation and submission of electronic payment instructions direct to ePayment system in Dagang Net for payment of Customs duties and other payments available under this service.





# Advance Manifest

## Meeting compliance for early cargo documents

Advance Manifest regulation requires manifest or cargo documents to be submitted to relevant authorities in advance.

Dagang Net can help customers in the trading community such as Forwarding Agents, Freight Forwarders, Non Vessel Operating Common Carriers, and Shipping Agents comply with such regulation.

For example, in the context of Japan's Advance Filing Rules, Dagang Net acts as a service provider for the trading community in Malaysia as well as in the region to transmit electronically information for maritime container cargo to be loaded on a vessel intended for entry into port in Japan to Japan Customs.

This advance manifest requirement has to be submitted, in principle, 24 hours before departure of the vessel from a port of loading.





# Electronic grading, labelling and packaging of agricultural products

The agricultural industry in Malaysia is administered by a regulation encompassing Grading, Labelling and Packaging.

Initiated by the Federal Agricultural Marketing Authority (FAMA) of Malaysia, the regulation requires that all agricultural produce are graded, packaged and labelled according to international standards before they are marketed, exported or imported.

Dagang Net, in collaboration with FAMA, developed eCerts – an online portal that facilitates electronic Grading, Labelling and Packaging processes.

Before this system, agricultural traders had to visit designated FAMA offices to register their business and obtain clearances for their produce.

With eCerts, these manual processes are now completed electronically. Moreover, the portal helps traders not only comply with regulation but provide them with a competitive edge when marketing their produce overseas as well.



## Foreign Worker Permit System

### Web-based submission and approval for foreign workers

This is a Web-based system that allows application and its submission to the Immigration Department or any other relevant authority that manages foreign workers.

Through its Rehiring Module, the system enables users – which can include both employers and appointed agencies – access to Notification of Approval on their application from the authority. Through its Deportation process, the system enables users submission of workers who are being deported.

The system is also built with verification process as prescribed by the authority, and allows integration with the authority's own system. Also readily available are online reports and real time information to users.

For users, these features and capabilities simply mean convenience, and faster and improved processing

# Our customised systems when you need help with your business

## Customised systems, Comprehensive solutions

Dagang Net can serve as a strategic partner for customers looking to develop and build in-house system to undertake their operations.

These systems can be customised to meet requirements of the customers while at the same serve as comprehensive solutions for their overall operations.

Benefits that customers can leverage on such system are:

- Compliance to process and procedure, and business flow
- Improved efficiency and productivity



# System Development

## Application & approval hub

Communication and multimedia products sold in Malaysia must meet standards set by SIRIM, Malaysia's most prestigious quality certification agency.

Apart from the necessary import permits, these products need to acquire the Certificate of Conformity (CoC) from SIRIM QAS International (SQASI), which is the appointed Communication Equipment Certification Agency.

Dagang Net, working together with SQASI, developed a one-stop hub, e-ComM, that allows for easy and convenient application and approval process for SIRIM's stamp of quality.

With e-ComM, the CoC can be obtained from any computer, tablet or mobile phone with Internet connection. The portal also allows SQASI officers go through submitted documents and provide approvals online, contributing to overall efficiency of the CoC application and approval process.



A man in a pink shirt and glasses is working on cardboard boxes in a warehouse. He is looking down at the boxes, and his hands are visible as he works. In the background, there are stacks of boxes and other people working.

# System Development

## One-stop system for managing electrical-based products

Through a strategic partnership with the Energy Commission of Malaysia, Dagang Net has designed, developed and commissioned a Web-based system to:

- Manage registration of manufactures and importers
- Oversee processing of fees assigned to testing services on electrical based products
- Application submission for certification

Moreover, Dagang Net also provides support and maintenance for the system, which is also connected to other relevant agencies and authorities.

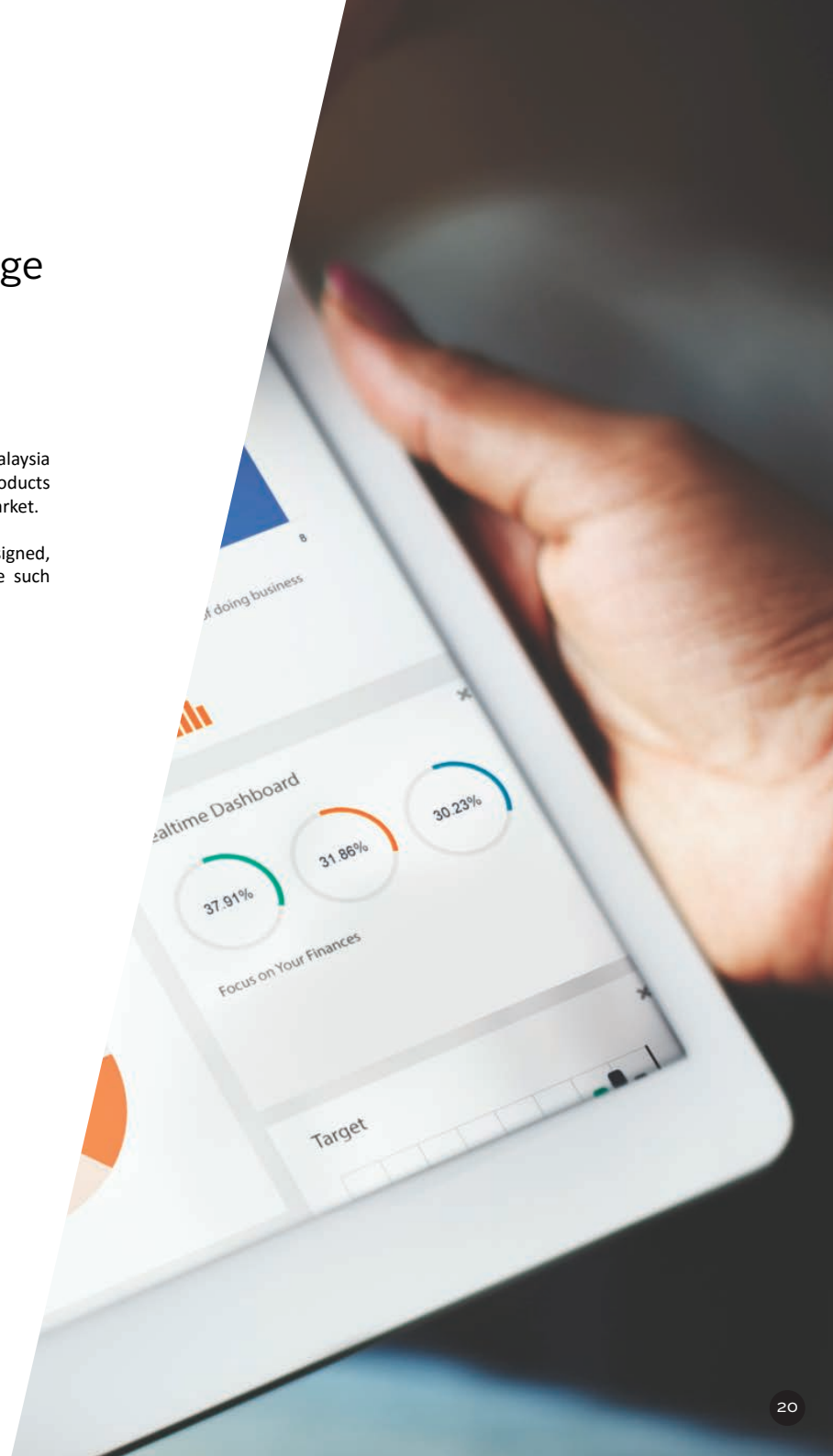
## Web-based system to manage certification of construction products and materials

Certification from Construction Industry Development Board of Malaysia (CIDB) for both locally manufactured and imported construction products and materials are required before they could be sold in the local market.

Through a strategic partnership with the CIDB, Dagang Net has designed, developed and commissioned a Web-based system to undertake such functions as:

- Online registration of construction products and materials manufactured locally
- Certification of imported construction products and materials
- Enforcement Management System, which is a mobile-enabled application that allows CIDB officers to check and monitor compliance at construction work sites

Dagang Net also provides support and maintenance for the system.





Business  
is simplified with  
Dagang Net as  
your strategic  
partner



Dagang Net Technologies Sdn Bhd (Dagang Net) has pioneered and spearheaded initiatives aimed at creating paper-less, electronic Customs-related services to ease the facilitation and streamlining of international trading processes for the import and export, trade and logistics industries.

Set up in 1989, Dagang Net is the operator of Malaysia's National Single Window, which facilitates electronic Customs-related transactions and duty payments, and electronic document transfer between members of its trading community made up of manufacturers, importers & exporters, forwarders, shipping agents, terminal & port operators, banks, port authorities, permit issuing agencies and Customs.

More than 100 million electronic transactions and RM 1.8 billion worth of Customs duty payment are transacted annually through Dagang Net's proven infrastructure system. The company is also ISO 27001:2013 certified for Information Security Management System.

From logistics to manufacturing, from retail to government, Dagang Net serves a diverse range of customers, gaining valuable expertise to fully capitalise on e-commerce, helping customers run their business faster and more accurately.

Backed with a wealth of knowledge, expertise and operational know-how in the provisioning of e-Services for Trade Facilitation, Dagang Net's track record stands testament to its relentless drive to deliver nothing less than perfection.

Dagang Net is a wholly-owned subsidiary of Dagang NeXchange Berhad (DNeX), which is listed on the Main Market of Bursa Malaysia.

## Core Competencies:

- Business-to-Government (B2G) & Business-to-Business (B2B) e-Services
- Trade Facilitation implementation
- Enterprise Application Integration
- Business process re-engineering and change management
- IT Infrastructure and Consulting
- Applications and systems development for vertical markets such as Halal industry



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