



**Department of Environment – NAT Ozone
Unit (DOE)**

Trader / Forwarding Agent User Manual

Prepared by Dagang Net Technologies Sdn Bhd
Version 1.0

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Revision History

The release history of this document is as follows.

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Version	Date	Author	Description of Amendment
0.1	14 Nov 2023	Suryati	1 st Draft

Abbreviation

Abbreviation	Definition
DOE	Department of Environment – NAT Ozone Unit
DNT	Dagang Net Technologies Sdn Bhd
ePermit	Electronic Permit
FA	Forwarding Agent
OGA	Other Government Agencies
PIA	Permit Issuance Agencies

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Section 1. Introduction

1.1. What is ePermit System?

ePermit is a web-based applications system developed, hosted, and managed by Dagang Net Technologies Sdn Bhd (DNT) and provides an Application Service provider (ASP) model of service to communities of Permit Issuing Agencies (PIA) and Importer/ Exporter to apply and manage permit application online.

By using the application, the Importer/ Exporter will be able to supply and manage permit via online and next to track the application progress subsequently. Whilst the OGA will be able to view and process (approval etc) permit applications submitted directly from the system.

1.2. What is ePermit LTA?

DOE (Department of Environment- NAT Ozone Unit) has been authorized to issue import and export permit using ePermit platform system that has been provided by Dagang Net Technologies as Permit Issuing Agencies (PIA). This platform provides various Permits linked to Customs Department while avoiding costly investments on hardware infrastructures and system maintenance nightmares.

The platform also boasts smooth gateway integration to Customs' Sistem Maklumat Kastam (SMK), enabling speedier and reliable processing for the benefit of customers of the agencies contributing to the national agenda and economy.

1.3. System Requirements?

ePermit is a web-based system and it has been certified to work well with below browser:

- Chrome Version 35 above
- Mozilla Firefox 29 and above
- Microsoft Edge

1.4. Who Should Read This Publication?

This user guide is designed to accommodate the specific requirements of each user. This publication (or topic collection) is intended for ePermit DOE system users- Traders and Forwarding Agent.

1.5. About This Document

This publication is to provide an overview on how Traders/ FA can apply import/export permit, make payment, and print permit via this system and deeper understand on the system with step by step helps.

1.6. Support Information

Should there be any issues related to the system that need to be clarified, please contact Dagang Net's Careline.

Call our CARELINE* at **1300 133 133** or email to careline@dagangnet.com

**CARELINE is available 24 hours daily, including public holidays*

Section 2. Getting Started

2.1. System Access

ePermit system is accessible via:

<https://newepermit2.dagangnet.com.my/epermit/html/login>

Please follow the steps in the images below to access the system.

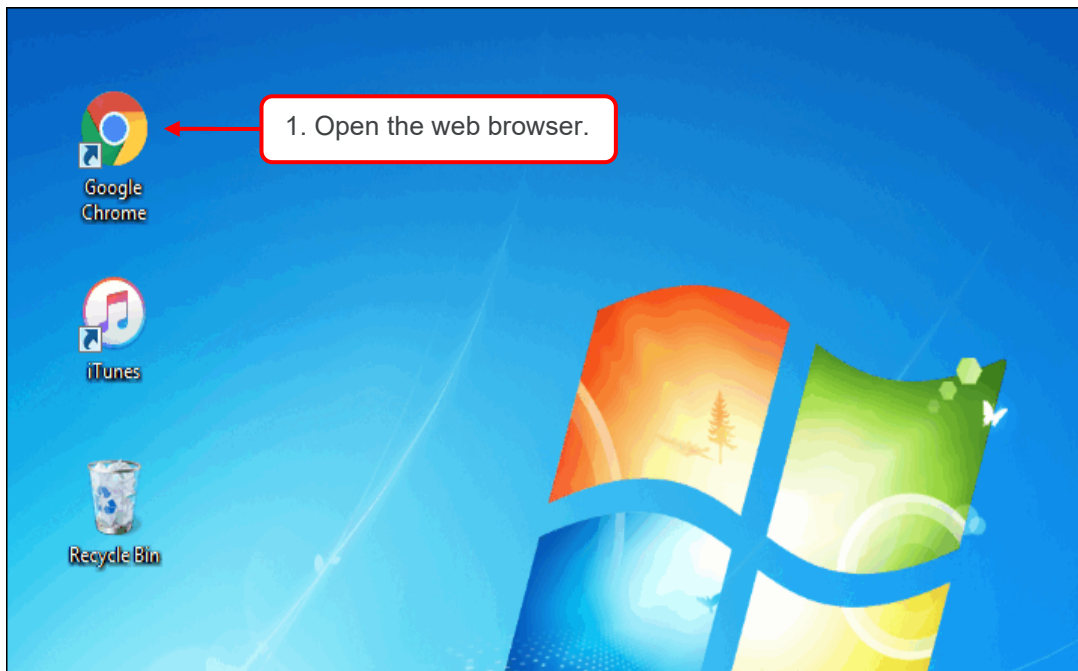


Figure 1



Figure 2

URL address: <https://newepermit2.dagangnet.com.my/epermit/html/login>

2.2. Log In

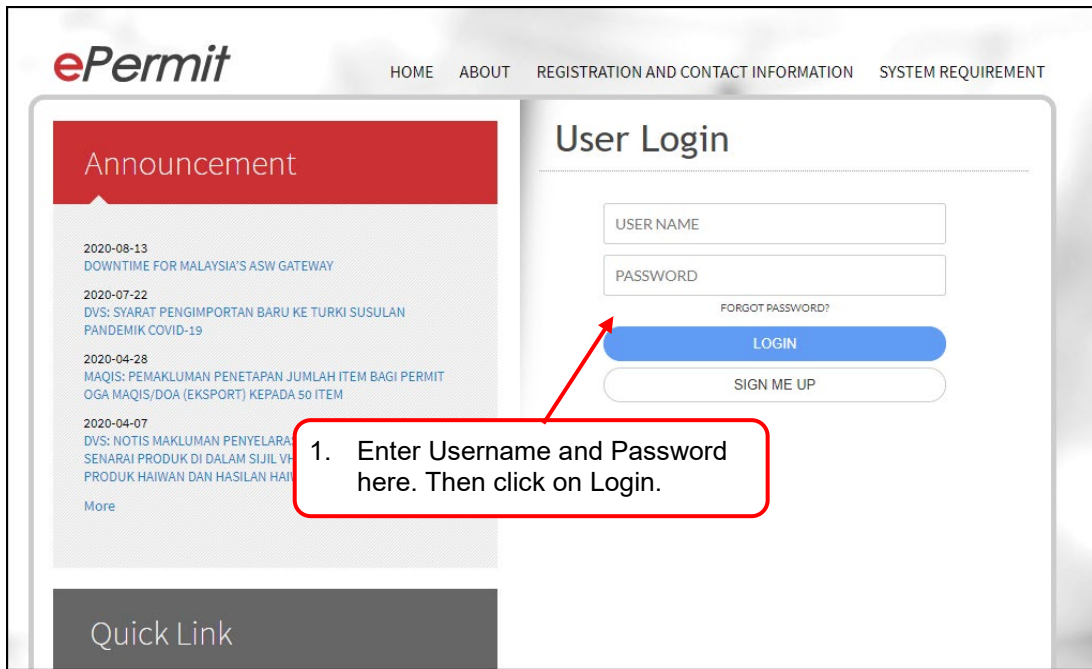


Figure 3

2.3. Log out.

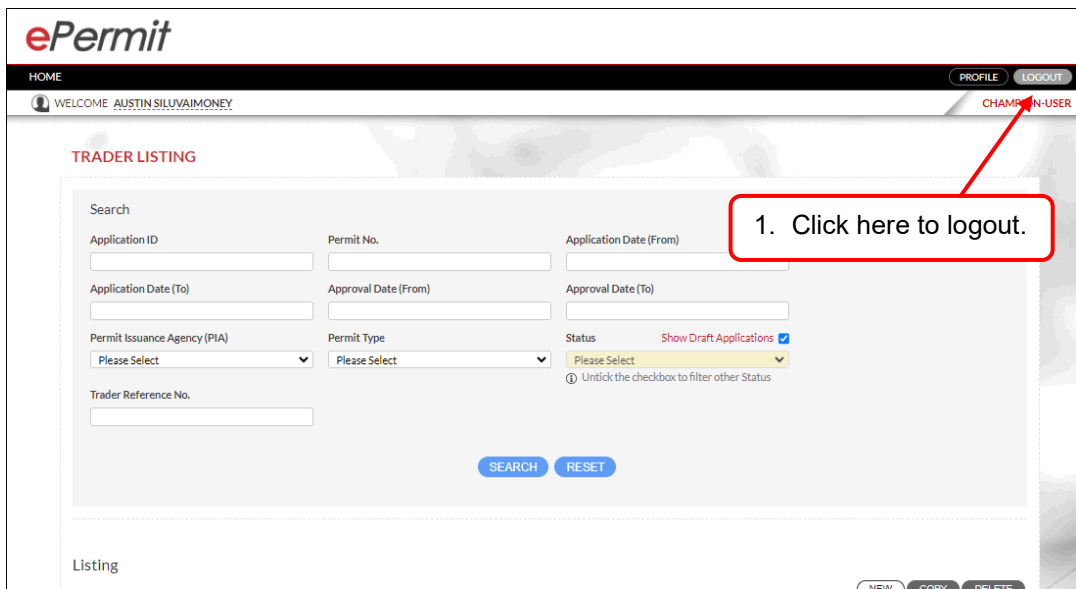


Figure 4

Section 3. Trader Listing

This section shows the steps to search for application from the listing. System will automatically list permit applications that were created within last 30 days with status 'Draft' only. For other statuses and applications that were created more than 30 days, please use the 'Search' function.

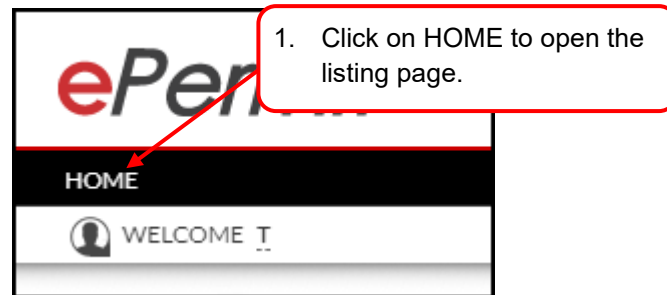


Figure 5

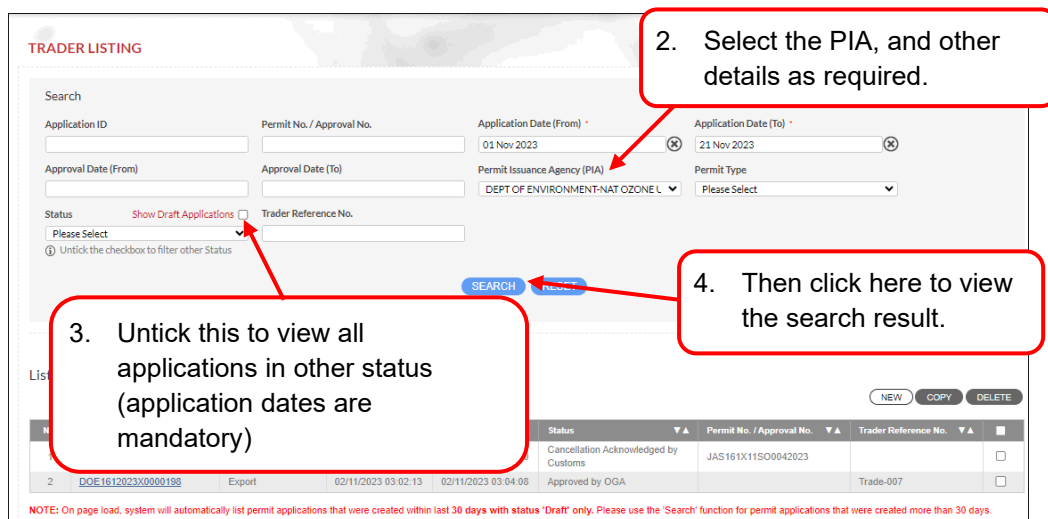


Figure 6

TRADER LISTING

Search

Application ID: Permit No. / Approval No.: Application Date (From): Application Date (To):

Approval Date (From): Approval Date (To): Permit Issuance Agency (PIA): Permit Type:

Status: Show Draft Applications Trader Reference No.:

Untick the checkbox to filter other Status

Listing

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No. / Approval No.	Trader Reference No.	
1	DOE1612023X0000205	Export	02/11/2023 19:24:00	02/11/2023 20:33:50	Cancellation Acknowledged by Customs	JAS161X11SO0042023		<input type="checkbox"/>
2	DOE1612023X0000198	Export	02/11/2023 03:02:13	02/11/2023 03:04:08	Approved by OGA		Trade-007	<input type="checkbox"/>

NOTE: On page load, system will automatically list permit applications that were created within last 30 days with status 'Draft' only. Please use the 'Search' function for permit applications that were created more than 30 days.

5. Search results listed here

Figure 7

Section 4. New Permit Application

ePermit system allows users to make permit application directly from the system. Users can also keep track the status of their applications thru this system. Users need to fill in all the required information to submit the application, otherwise the permit application can only save as a draft.

When applying for permit, Traders will need to input their own agent details, and for Forwarding Agent, details will auto input when FA select the consignee details.

4.1. Create New

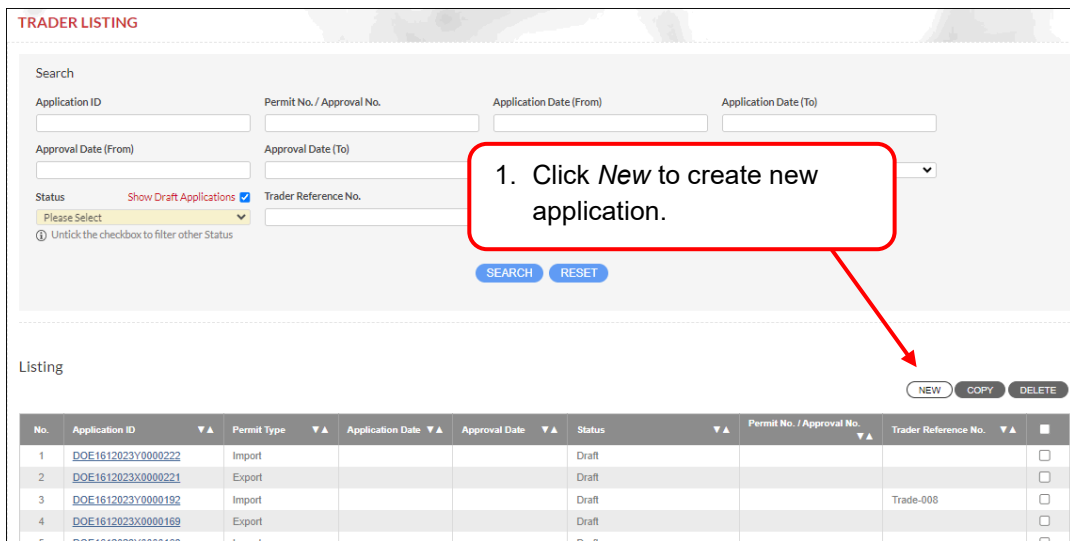


Figure 8

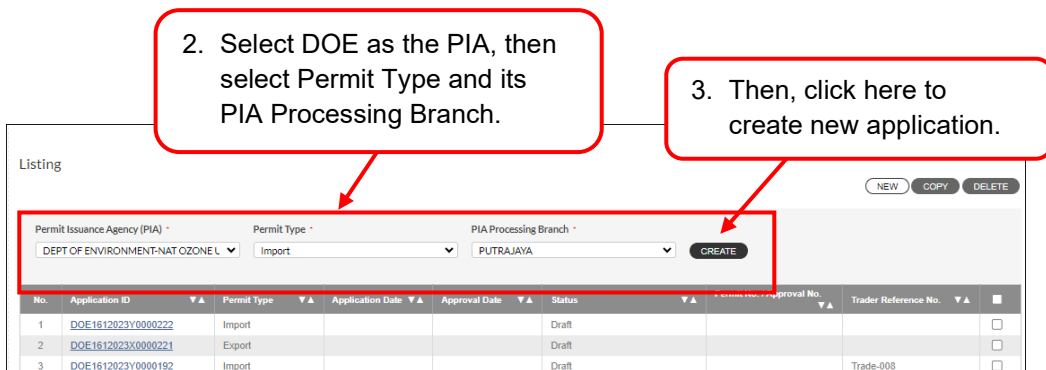


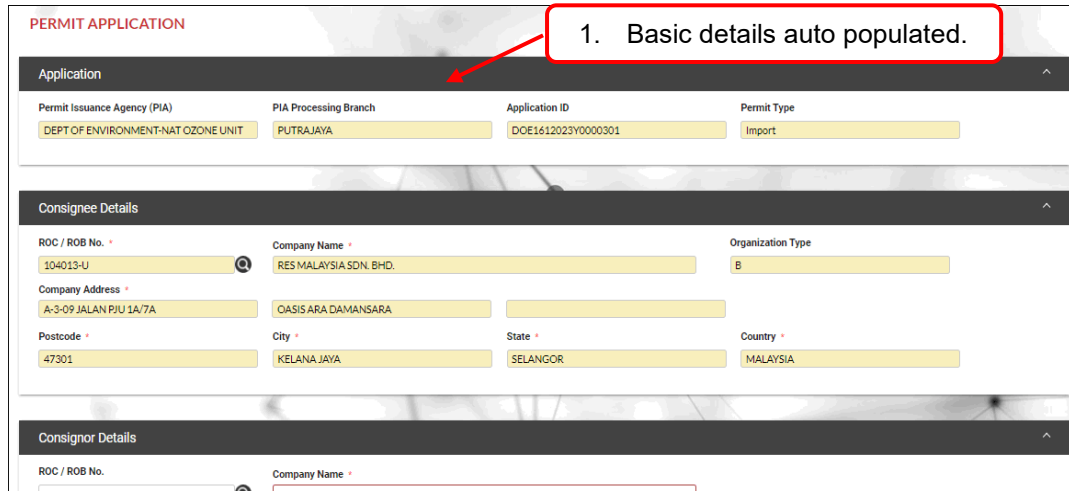
Figure 9

4.2. Application Details

Once a new application is created, the application page will be displayed.

All application basic details will be auto populated based on registered Account Number. Please fill up other details such as consignee and agent details. Details in red boxes are mandatory.

4.2.1. Basic Details



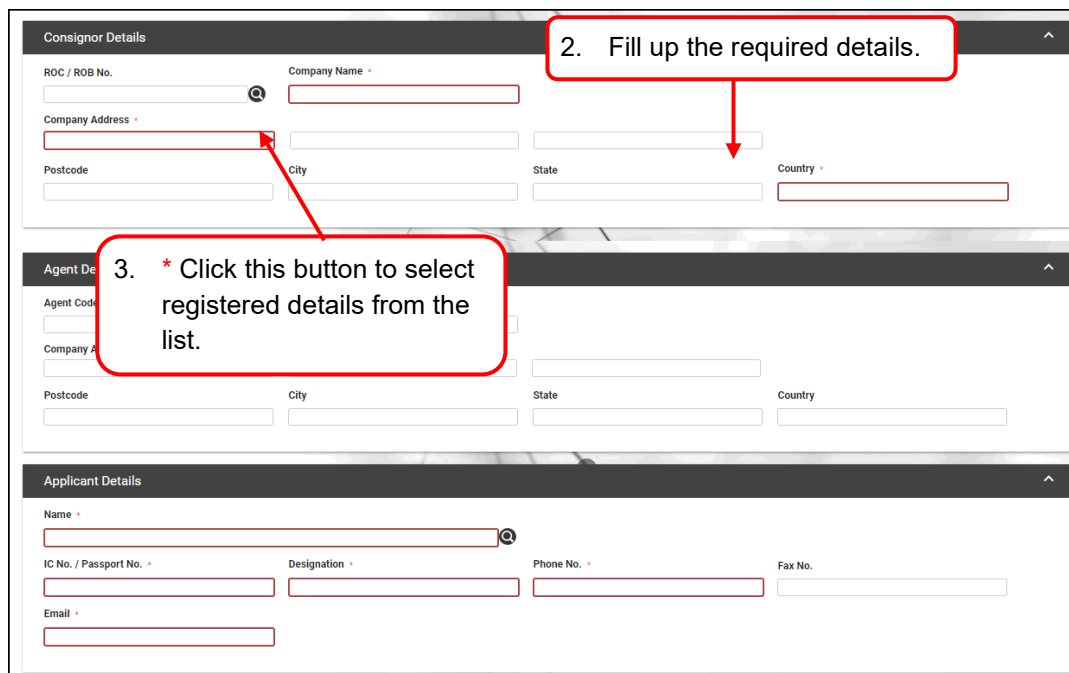
The screenshot shows the 'PERMIT APPLICATION' form with three sections: Application, Consignee Details, and Consignor Details. The Application section is pre-filled with: Permit Issuance Agency (PIA) 'DEPT OF ENVIRONMENT-NAT OZONE UNIT', PIA Processing Branch 'PUTRAJAYA', Application ID 'DOE1612023Y0000301', and Permit Type 'Import'. The Consignee Details section is also pre-filled with: ROC / ROB No. '104013-U', Company Name 'RES MALAYSIA SDN. BHD.', Organization Type 'B', Company Address 'A-3-09 JALAN PIU 1A/7A', Postcode '47301', City 'KELANA JAYA', State 'SELANGOR', and Country 'MALAYSIA'. The Consignor Details section is partially visible with empty fields. A red box highlights the Application ID field with the text '1. Basic details auto populated.' and an arrow pointing to the field.

Figure 10

4.2.2. Consignor, Agent, and Applicant Details

Fill up all required details for Consignor, Agent, and Applicant. Red boxes are mandatory.

***Note: Follow same steps for all details with  button.**



The screenshot shows the 'Consignor Details', 'Agent Details', and 'Applicant Details' sections. The Consignor Details section has fields for ROC / ROB No., Company Name, Company Address, Postcode, City, State, and Country. The Agent Details section has fields for Agent Code, Company Name, Postcode, City, State, and Country. The Applicant Details section has fields for Name, IC No. / Passport No., Designation, Phone No., Fax No., and Email. Red boxes highlight the Company Name, Company Address, Postcode, City, State, Country, Agent Code, Company Name, Postcode, City, State, Country, Name, IC No. / Passport No., Designation, Phone No., Fax No., and Email fields. A red box highlights the magnifying glass icon in the Company Name field with the text '2. Fill up the required details.' and an arrow pointing to the icon. Another red box highlights the magnifying glass icon in the Name field with the text '3. * Click this button to select registered details from the list.' and an arrow pointing to the icon.

Figure 11

Consignor Search

Name

SEARCH CLOSE

No.	ROC / ROB No.	Name	Address 1	Address 2	Address 3
1		SYSTEM LCC	11717 EXPLORATION LANE,	GERMANTOWN, MARYLAND,	20876, U.S.A
2		... Ltd	Lindenweg 17a	65817 Eppstein	Germany
3		T Electronics	29 New Industrial Road	ST Electronics Paya Lebar Bldg	536213 Singapore
4		...	Warehouse	1710 West Willow ST	Scott, LA 70583, UNITED STATES

Total Records 4 Go to Page 1

Figure 12

Consignor Details

ROC / ROB No. 12344 Company Name T Electronics

Company Address New Industrial Road T Electronics Paya Lebar Singapore

Postcode 536213 City Singapore State Singapore Country Singapore

Figure 13

4.2.3. Application Details

Application Details

Mode of Transport Purpose Trader Reference No. Country of Origin

Place of Origin Consigned From Port / Place of Import Location

Estimated Time of Arrival (ETA) Estimated Time of Departure (ETD) Customs Station Code

IBU PEJABAT KASTAM

Figure 14

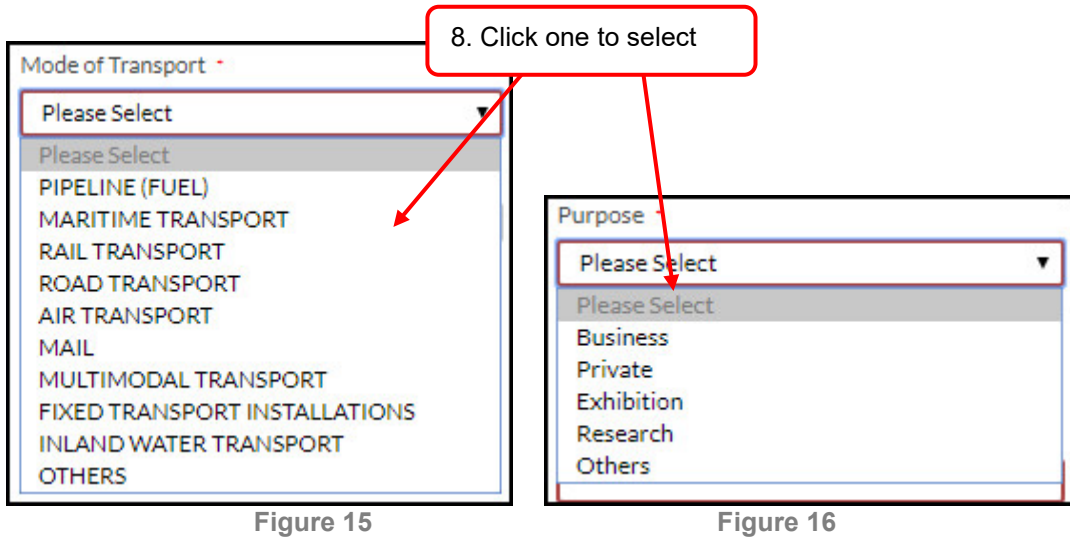


Figure 15

Figure 16

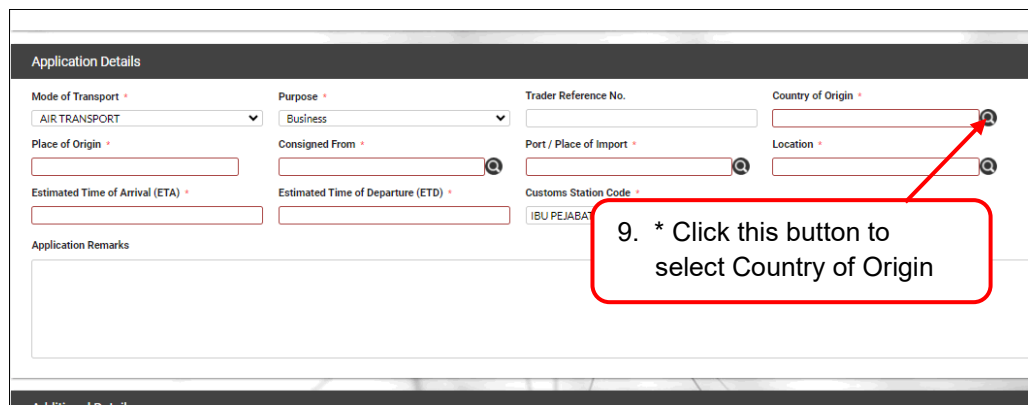


Figure 17

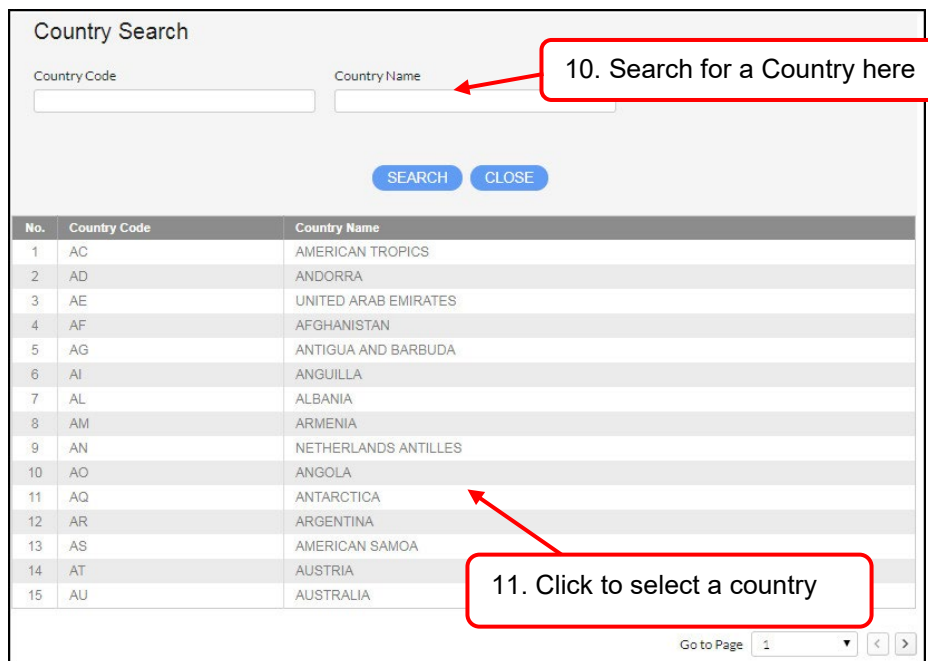


Figure 18

Figure 19

4.2.4. Additional Details and Quota Details

This section required users to key in additional details on the items purchased. Quota details will be listed in the table with its balance and expiry date. Current year quota cannot be carried forward to the new year quota.

Figure 20

No.	Product Code	Product Name	Tariff Code	Quota Type	Quota Period	Effective Date	Expiry Date	Quota Allocation	Quota Pending for Approval	Quota Balance	Quota Used
1	PROD01	PROD 01 IMPORT/EXPORT	0101290000	Yearly	2024	01 Oct 2023	01 Oct 2024	1,000,000	0	999,972	28

Figure 21

4.2.5. Item Details

This section shows the steps for users to add item details for the application. Users are required to add at least one item.

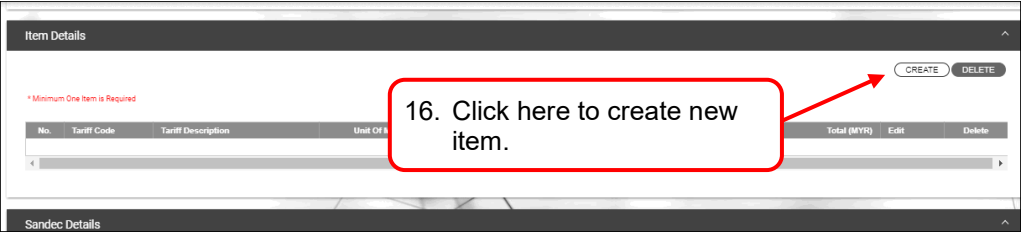


Figure 22

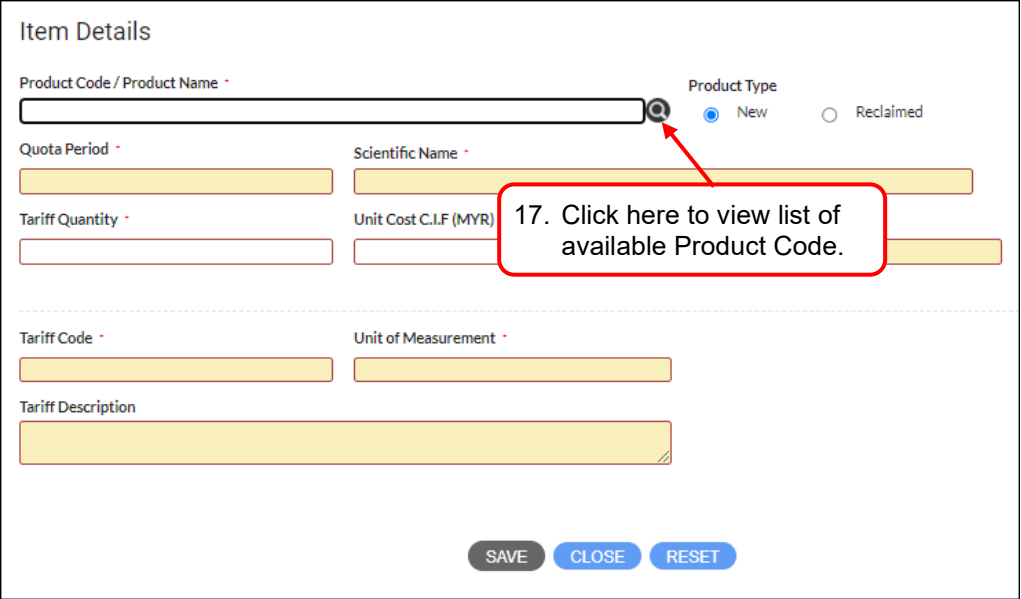


Figure 23

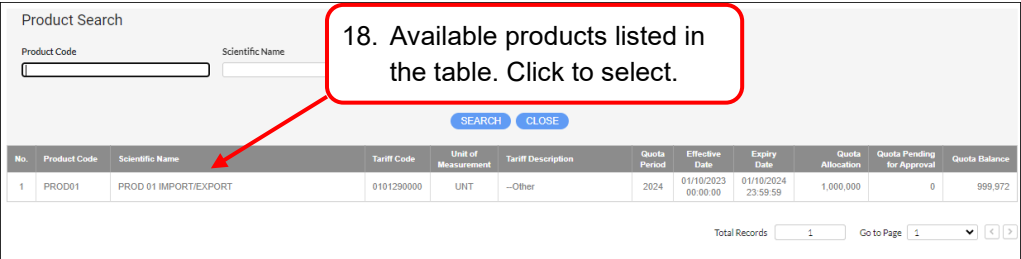


Figure 24

Item Details

Product Code / Product Name: PROD01 - PROD 01 IMPORT/EXPORT Product Type: New Reclaimed

Quota Period: 2024 Scientific Name: PROD 01 IMPORT/EXPORT

Tariff Quantity: Unit Cost C.I.F (MYR): Total (MYR):

Tariff Code: 0101290000 Unit of Measurement: UNT

Tariff Description: --Other

19. Selected Tariff Code will be added here.

20. Tick to select Product Type (New or Reclaimed)

21. Fill up Tariff Quantity to apply and its unit cost in MYR and system will auto calculate its Total.

Figure 25

Item Details

Product Code / Product Name: PROD01 - PROD 01 IMPORT/EXPORT Product Type: New Reclaimed

Quota Period: 2024 Scientific Name: PROD 01 IMPORT/EXPORT

Tariff Quantity: 1000 Unit Cost C.I.F (MYR): 100 Total (MYR): 100000.00

Tariff Code: 0101290000

Tariff Description: --Other

22. Then click here to save this item.

Figure 26

Item Details (1/5)

No.	Product Code	Tariff Code	Tariff Description	Unit of Measurement	Quantity	Unit Cost C.I.F (MYR)	Total (MYR)	Edit
1	PROD01	0101290000	--Other	UNT	1,000	100	100,000.00	<input type="checkbox"/>
TOTAL QUANTITY					1,000,000	GRAND TOTAL (MYR)		100,000.00

Total Records: 1 | Go to Page: 1 |

Attachment

*Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency.
Note: Maximum total size allowed for attachment is 10 MB (10,240 KB).

23. Saved item listed here.

24. To delete items, tick here to select and then click on the Delete button

Figure 27



4.2.6. Attachment

This section shows the steps to upload supporting documents into the system. Please make sure the attachments are a valid document to support the application and to avoid rejection by the Agency. Maximum total size allowed for the attachments are 10MB (10, 240KB), and only (.pdf) files are supported.

Please follow the steps below to upload the documents into the system.

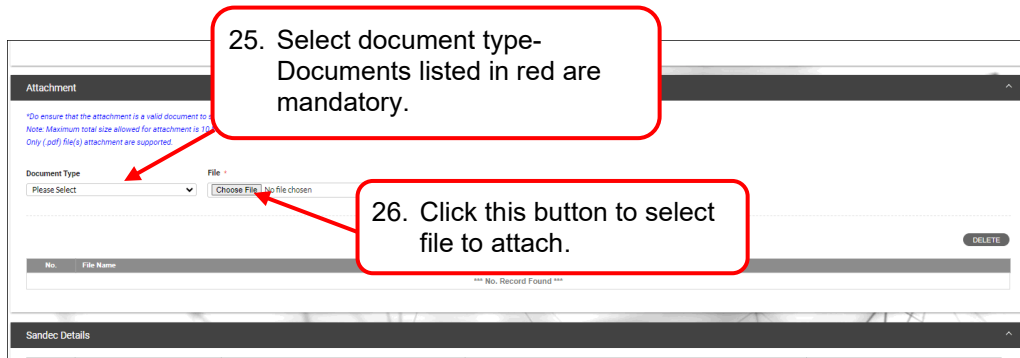


Figure 28

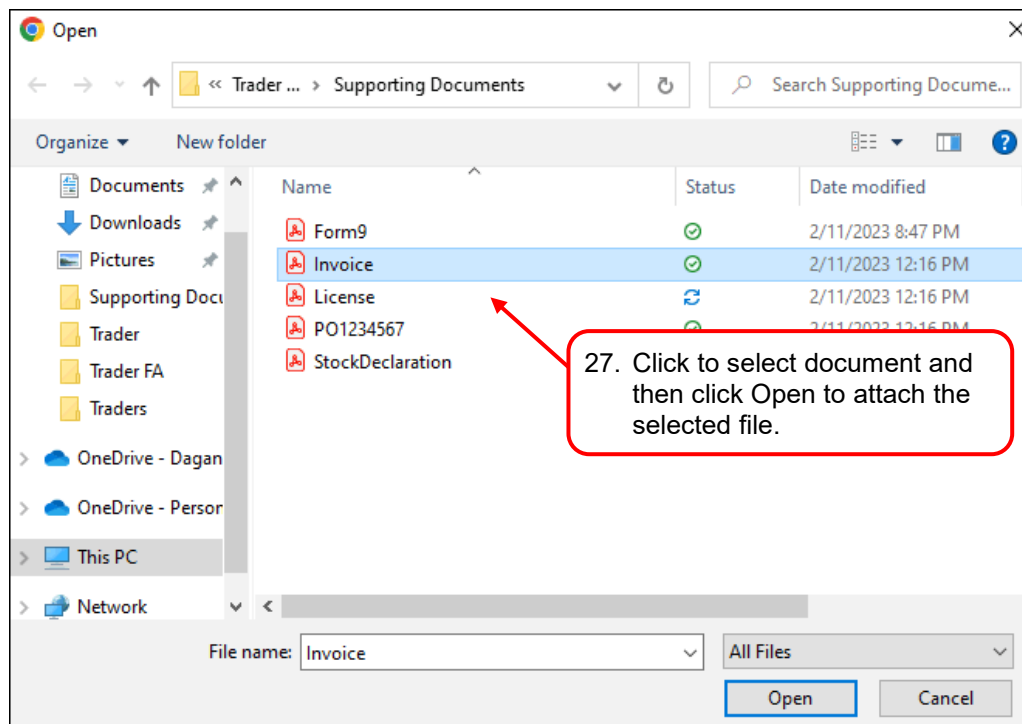


Figure 29

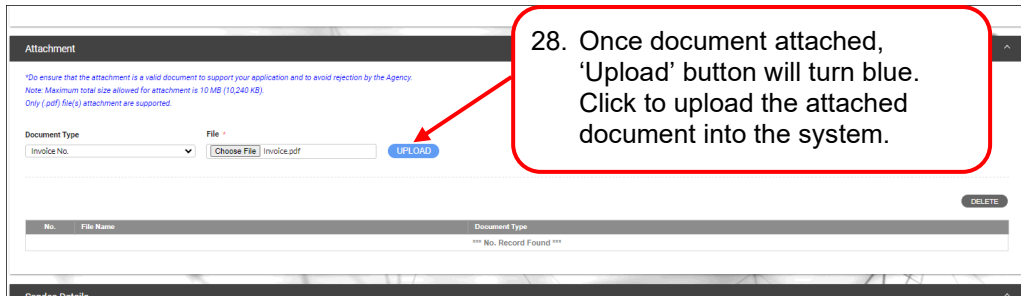


Figure 30

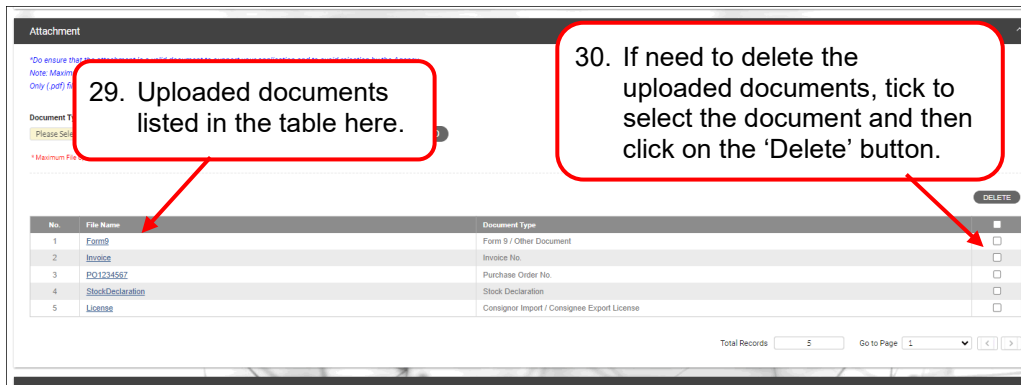


Figure 31

4.2.7. Submit New Application

Once all details are completed, the “Submit” button will be available to click.

PERMIT APPLICATION

Application

Consignee Details

Consignor Details

Agent Details

Agent Code: [] Company Name: []

Company Address: []

Postcode: [] City: [] State: [] Country: []

Applicant Details

Name: [] Macau Trader

IC No. / Passport No.: [] Designation: [] Admin Phone No.: [] Fax No.: [] Email: [] trader@gmail.com

Application Details

Mode of Transport: [] AIR TRANSPORT Purpose: [] Business Trader Reference No.: [] Country of Origin: [] NETHERLANDS Place of Origin: [] ARNHEM

Consigned From: [] NETHERLANDS Part / Place of Import: [] KLANG Location: [] KLANG Estimated Time of Arrival (ETA): [] ... Nov 2023 Estimated Time of Departure (ETD): [] 23 Nov 2023

Customs Station Code: [] IBU PEJABAT KASTAM

Application Remarks: []

Additional Details

Invoice No.: [] INV1234567 Purchase Order No.: [] PO1234567 Date of Import: [] 23 Nov 2023

Warehouse: [] No

Type of Container: [] CTN Bill of Lading No.: [] BOL1234567

Quota Details

No.	Product Code	Product Name	Tariff Code	Quota Type	Quota Period	Effective Date	Expiry Date	Quota Allocation	Quota Pending for Approval	Quota Balance	Quota Used
1	PROD01	PROD 01 IMPORT/EXPORT	0101290000	Yearly	2024	01 Oct 2023	01 Oct 2024	1,000,000	0	999,972	28

Total Records: 1 Go to Page: 1

Item Details (1/5)

No.	Product Code	Tariff Code	Tariff Description	Unit of Measurement	Quantity	Unit Cost C.I.F. (MYR)	Total (MYR)	Edit
1	PROD01	0101290000	--Other	UNT	1,000	100	100,000.00	[]
TOTAL QUANTITY					1,000,000	GRAND TOTAL (MYR)	100,000.00	

Total Records: 1 Go to Page: 1

Attachment

*Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency.
Note: Maximum total size allowed for attachment is 10 MB (10,240 KB).
Only (.pdf) file(s) attachment are supported.

Document Type: [] Please Select File: [] Choose File No file chosen [] UPLOAD

*Maximum File Upload Limit Reached

31. Click here to save this application as draft, which will be listed in the Listing table.

32. Click here to submit this application.

SAVE SUBMIT BACK

Figure 32

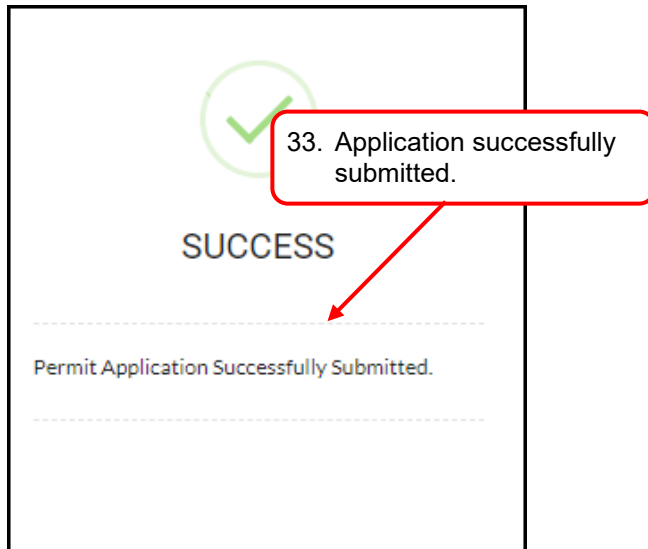


Figure 33

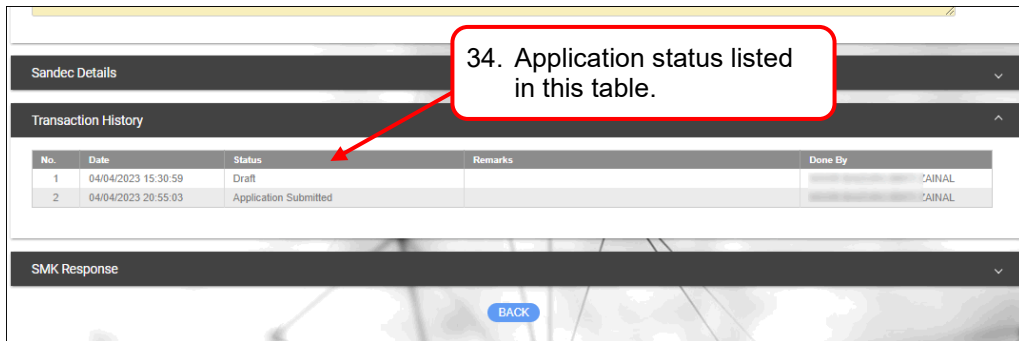


Figure 34

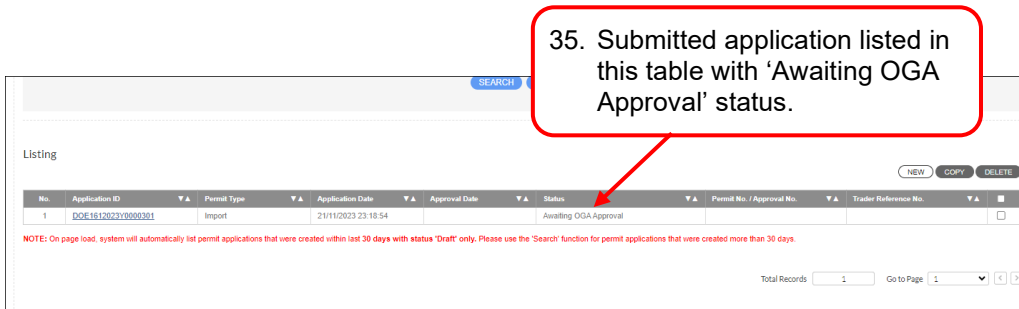


Figure 35

Section 5. Copy Application

This section shows the steps to copy an application detail, where users can save time on data entry. Users may also edit the application details as required and submit it as in steps in Section 4.2.7 above.

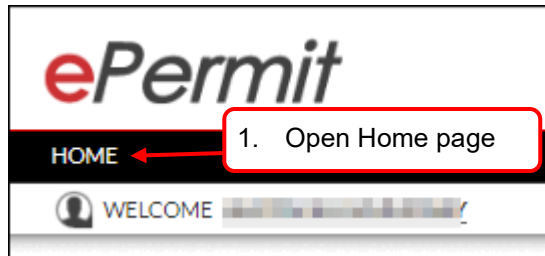


Figure 36

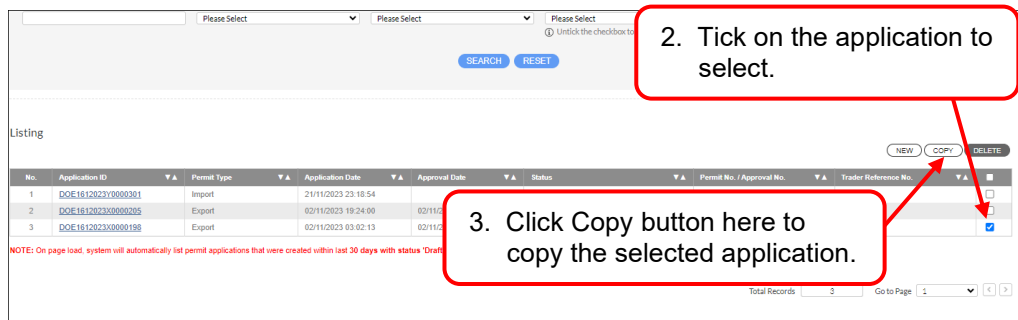


Figure 37

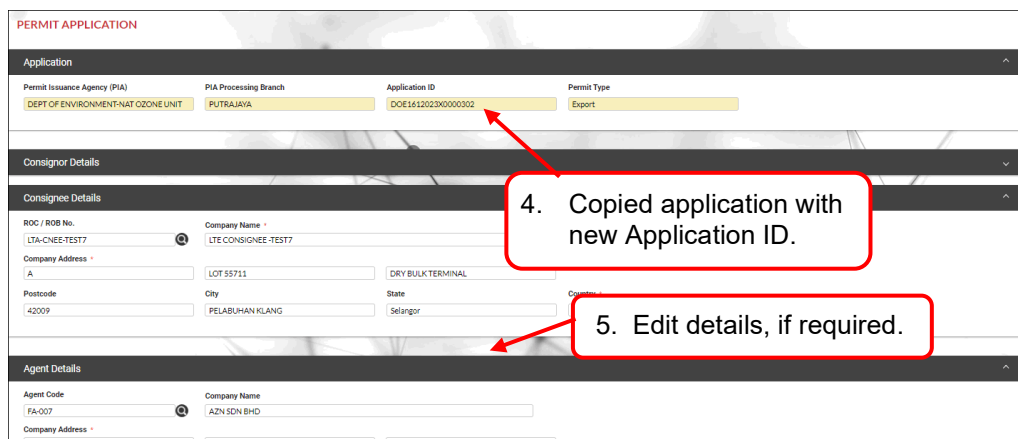


Figure 38

Section 6. Delete Application

This section shows the steps to delete an application. The system only allows deleting application in **DRAFT** status only.

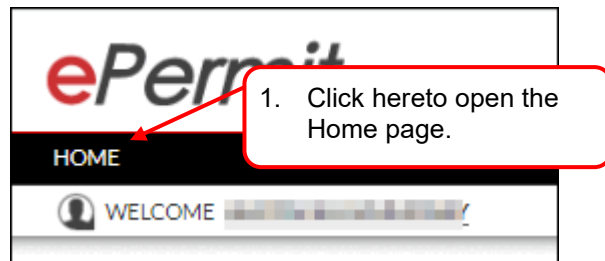


Figure 39

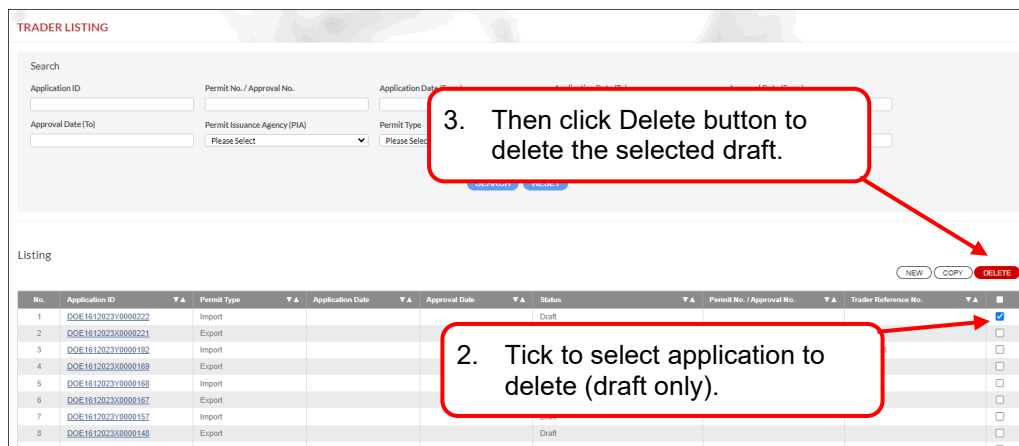


Figure 40

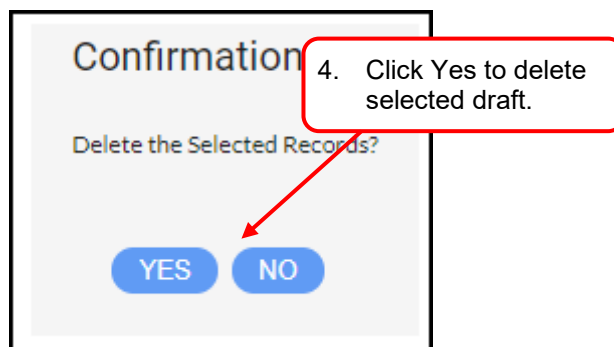


Figure 41

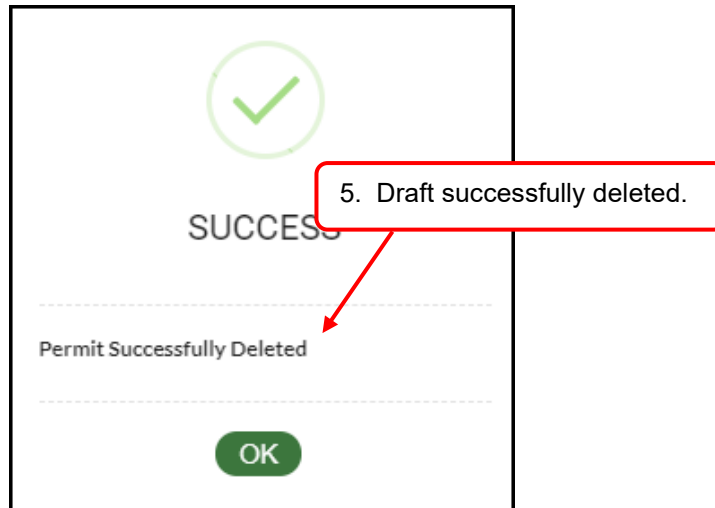


Figure 42

Section 7. Print Permit

Trader/ FA can print permits directly from this system. Application must be in 'Acknowledge by Customs' status. Users can search for the application by its Application ID or filter the application as in steps below.



Figure 43

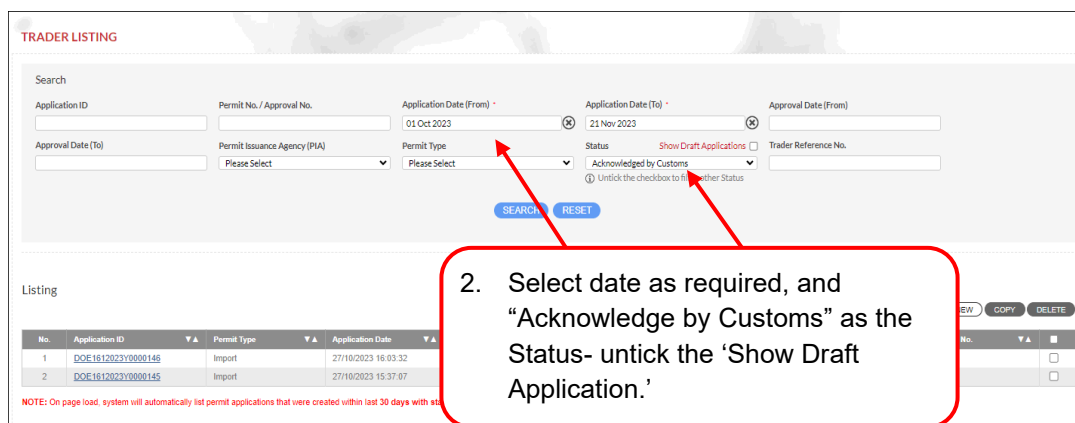


Figure 44

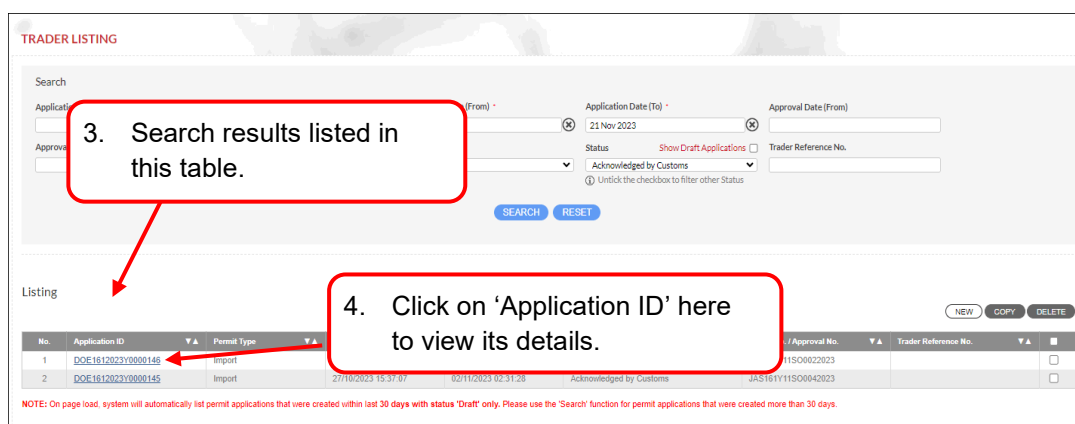


Figure 45

PIA Response

Current Status
Acknowledged by Customs

Verification By: DOE-VER Verification Datetime: 01/11/2023 04:51:28 Approved By: doeaprvr Approved Datetime: 01/11/2023 04:51:51

Effective Date: 30/11/2023 Expiry Date: 30/11/2023 PIA Reference No.: DOE1612023Y0000146 Permit No.: JAS161Y11S00022023 Response Code:

5. Application status

PIA Remarks

Sandec Details

Transaction History

No.	Date	Description	Done By
1	27/10/2023		Toah
2	27/10/2023		Toah
3	01/11/2023 04:51:53	Application Approved	DOE-VER
4	01/11/2023 04:51:52	Application Submitted To Customs	doeaprvr
5	01/11/2023 04:51:53	Application Acknowledged by Customs	Customs
6	01/11/2023 04:55:23		

6. Click here to print Approved Permit.

SMK Response

PRINT BACK

Figure 46

App. ID: DOE1612023Y000014E

DEPARTMENT OF ENVIRONMENT-NAT OZONE UNIT
PERMOHONAN UNTUK LESEN IMPORT / LESEN IMPORT/ APPLICATION FOR IMPORT LICENCE/ IMPORT LICENCE

Lesen ini dikeluarkan menurut peruntukan di bawah Perintah Kastam(Larangan Mengenai Import)1998 / This licence is issued in accordance with the Customs(Prohibition of Imports)Order 1998

JK

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<p>1. Konsainor / Pengeksport (Nama dan Alamat) <i>Consignor / Exporter (Name and Address)</i></p> <p>XYZ TRADING SDN BHD JALAN BALAKONG 433000 BALAKONG SELANGOR MALAYSIA</p>	<p>6. Nama Pemohon / Name of Applicant</p> <p>ERICA</p>
<p>2. Konsaini / Pengimport (Nama dan Alamat) <i>Consignee / Importer (Name and Address)</i></p> <p>MALAYSIA SDN. BHD. -09 JALAN PJU 1A/7A OASIS ARA DAMANSARA 47301 KELANA JAYA SELANGOR MALAYSIA</p>	<p>7. No. Kad Pengenalan / No. Passport / <i>Identity Card No./Passport No.</i></p> <p style="text-align: right;">8 8 0 7 0 6 1 4 3 8 8 7</p>
<p>3. Agent Yang Diberi kuasa (Nama dan Alamat) <i>Authorised Agent (Name and Address)</i></p>	<p>8. Jawatan Pemohon / Designation of Applicant</p> <p>ADMIN SALE</p>
<p>4. Cara Pengangkutan / Mode of Transport</p> <p>1 - MARITIME TRANSPORT</p>	<p>9. Negara Asal / Country of Origin</p> <p>AU - AUSTRALIA</p>
<p>5. Tujuan Import / Purpose of Import</p> <p>P02 - Business</p>	<p>9a. Berasal Dari / Place of Origin</p> <p>AUABH - ALPHA-QL</p>
<p>14. Bk. No.</p> <p>15. Keterangan Penuh Barangan/ <i>Description of Goods in Full</i></p> <p>1 - Dichlorofluoroethanes (HCFC-141, 141b)</p>	<p>10. Dibawa Dari / Consigned From</p> <p>AU - AUSTRALIA</p>
<p>16. No. Kod Tariff <i>Tariff Code No.</i></p> <p>2903730000</p>	<p>11. Pelabuhan / Tempat Import / Port/Place of Import</p> <p>MYPKG - PORT KLANG (PELABUHAN KLANG)</p>
<p>17. Unit Tariff</p> <p>KGM</p>	<p>12. Lokasi (Kod Negeri dan Daerah) / Location(Code for State and District)</p> <p>MYPKG - PORT KLANG (PELABUHAN KLANG)</p>
<p>18. Kuantiti <i>Quantity</i></p> <p>2.00</p>	<p>13. Saya mengesahkan bahawa akaun ini benar dan lengkap <i>I certify that this declaration is true and complete</i></p> <p>APP. ID: DOE1612023Y0000146 PERMIT NO: JAS161Y11S00022023</p>
<p>19. Harga Satu Unit <i>H.I.T.(RM) Unit Cost C.I.F.(RM)</i></p> <p>100.00</p>	<p>13. Saya mengesahkan bahawa akaun ini benar dan lengkap <i>I certify that this declaration is true and complete</i></p> <p>APP. ID: DOE1612023Y0000146 PERMIT NO: JAS161Y11S00022023</p>
<p>20. Jumlah Nilai H.I.T.(RM) <i>Total Value C.I.F.(RM)</i></p> <p>200.00</p>	<p>Tarikh / Date : 2 7 / 1 0 / 2 0 2 3</p> <p>Tandatangan dan Cop Syarikat <i>Signature and Company Stamp of Applicants</i></p>
<p>UNTUK KEGUNAAN RASMI / FOR OFFICIAL USE</p>	
<p>21. Jabatan Pengeluar Lesen (Nama dan Alamat) / Licence Issuing Office (Name and Address)</p> <p>DEPT OF ENVIRONMENT-NAT OZONE UNIT, PUTRAJAYA</p> <p style="text-align: right;">Kod / Code 7 A S 1 6 1</p>	
<p>22. Syarat-syarat Khas / Pengecualian / dll / <i>Special Conditions / Exemptions / etc</i></p>	<p>23. No. Lesen / Licence No.</p> <p>JAS161Y11S00022023</p>
<p>25. Tarikh Mula / Effective Date</p> <p>□ □ □ □ □ □ □ □</p>	<p>24. No. Rujukan / Reference No.</p> <p>DOE1612023Y0000146</p>
<p>25a. Tarikh Tamat / Expiry Date</p> <p>3 0 / 1 1 / 2 0 2 3</p>	<p>25b. Tarikh Lulus / Approved Date</p> <p>0 1 / 1 1 / 2 0 2 3</p> <p>Tandatangan dan Cop Rasmi / Signature and Official b/p Ketua Pengarah Kastam / For Director General of Customs</p>

Nota: Pengakuan ini dikehendaki di bawah Perintah ini dan menurut Akta Kastam 1967 / This declaration is required under this Order and in accordance with Customs Act 1967

Figure 47: Permit Sample

-End of Guide-

This user manual shall be updated as and when required.