



**Jabatan Perlindungan Hidupan Liar dan  
Taman Negara Semenanjung Malaysia (HLT)**

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Trader / Forwarding Agent User Manual

Prepared by Dagang Net Technologies Sdn Bhd  
Version 1.0

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## Revision History

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Version	Date	Author	Description of Amendment
0.1	17 July 2023	Suryati	1 <sup>st</sup> Draft
1.0	1 Aug 2023	Suryati	Updated based on review.

## Abbreviation

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Abbreviation	Definition
DNT	Dagang Net Technologies Sdn Bhd
HLT	Jabatan Perlindungan Hidupan Liar dan Taman Negara Semenanjung Malaysia
OGA	Other Government Agencies
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora
ASP	Application Service Provider
SMK	Sistem Maklumat Kastam
PIA	Permit Issuance Agencies
FA	Forwarding Agent
IP	Import Permit

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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 HLT?

HLT (Jabatan Perlindungan Hidupan Liar Dan Taman Negara Semenanjung Malaysia) have 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
- Internet Explorer 9 and above
- Mozilla Firefox 29 and above

## 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 HLT 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](mailto: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.

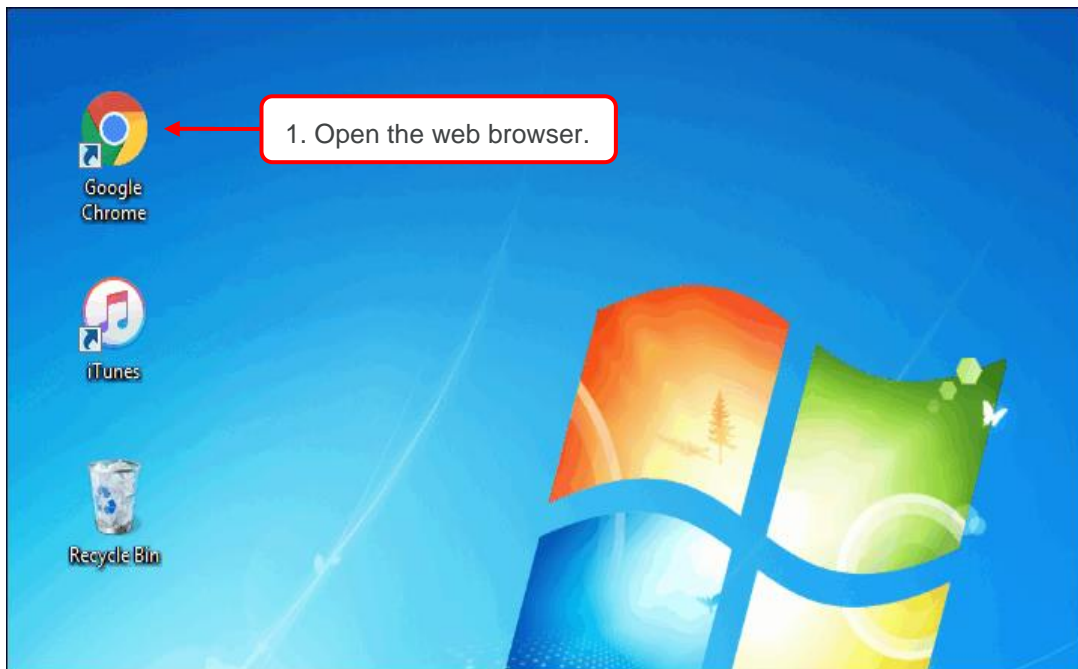


Figure 1

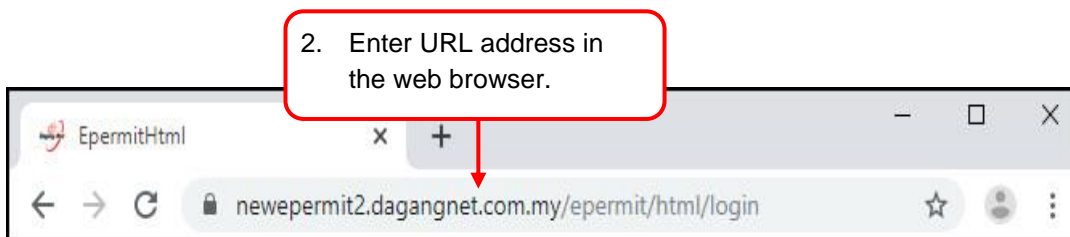


Figure 2

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

## 2.2. Log In

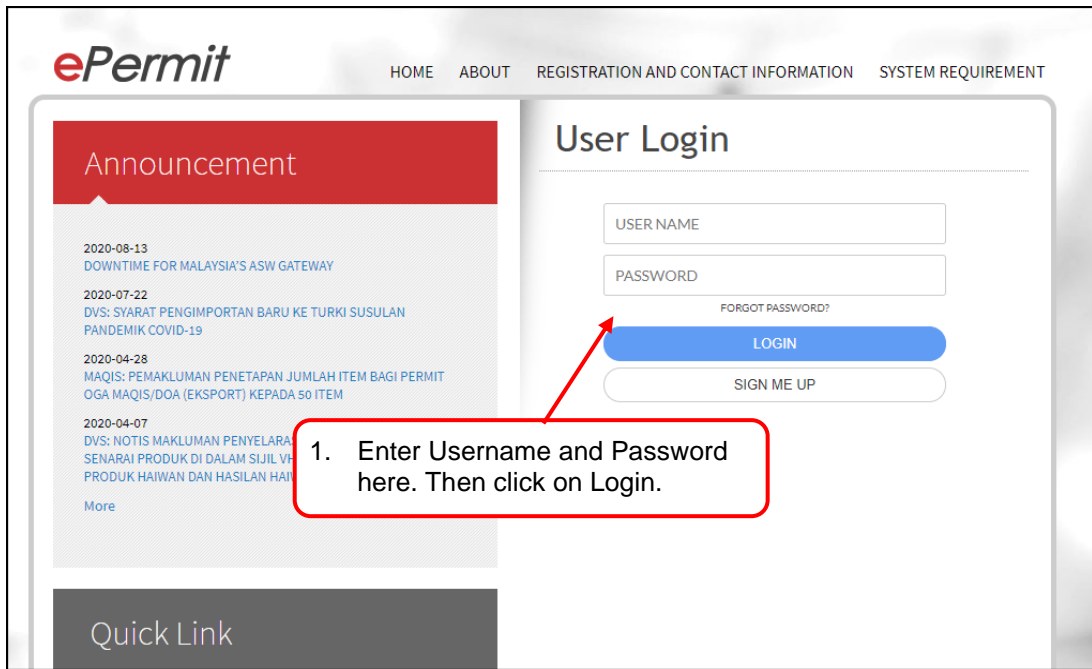


Figure 3

## 2.3. Log out.

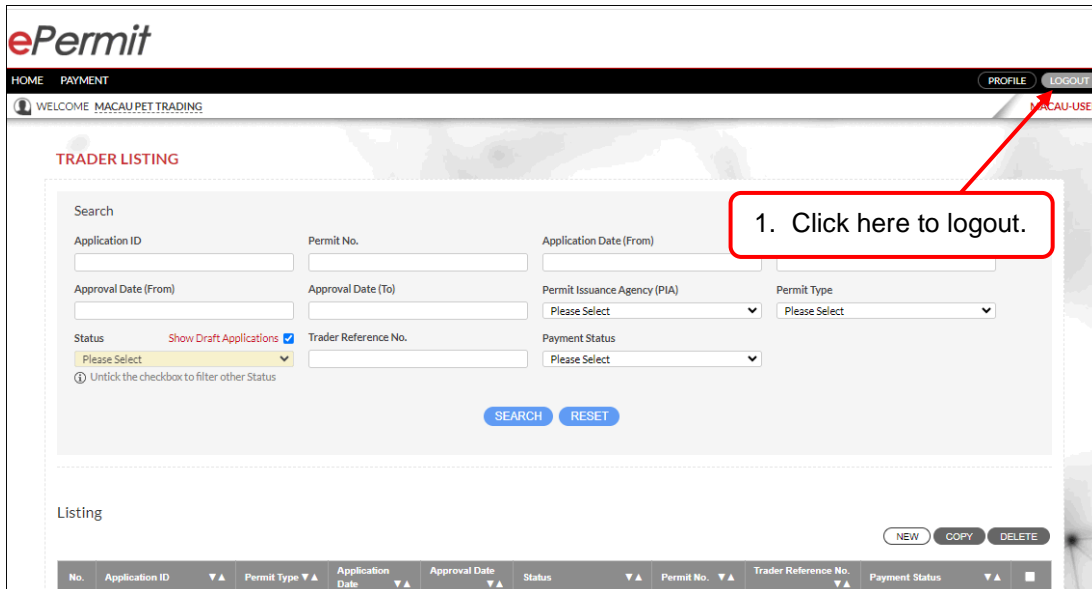


Figure 4

## Section 3. Trader Listing

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

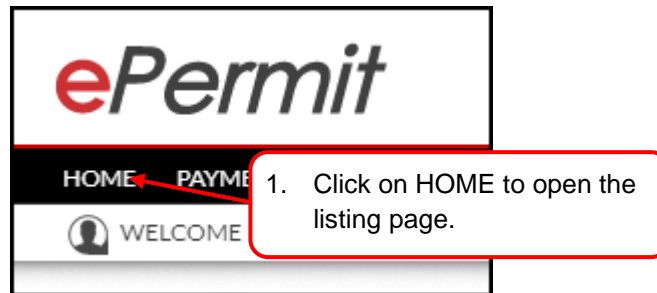


Figure 5

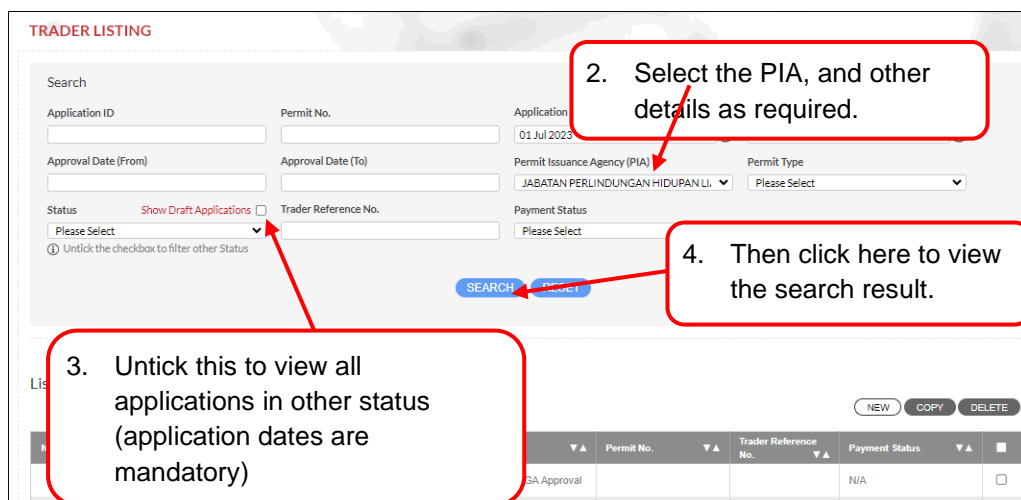


Figure 6

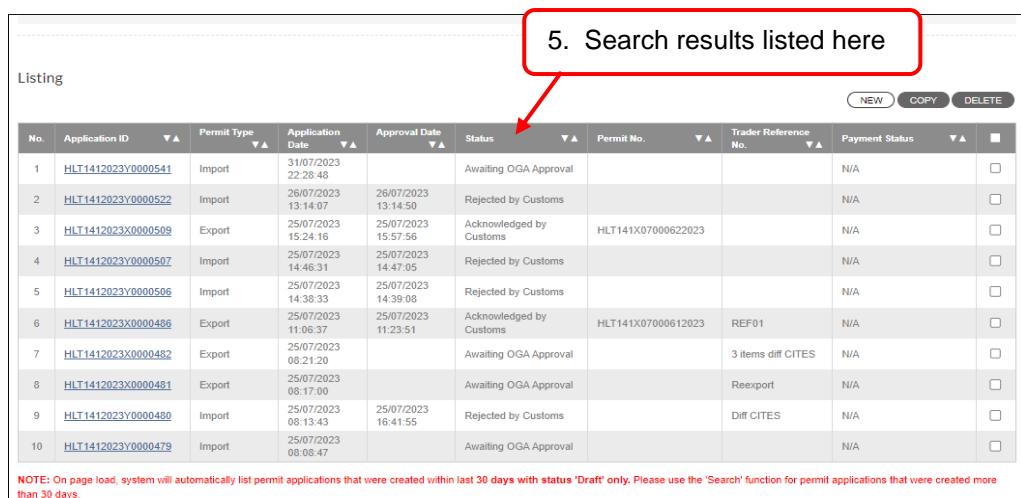


Figure 7

# 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 application 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, Trader will need to input their own agent details, and for Forwarding Agent, details will auto input when FA choose the consignee details.

## 4.1. Create New

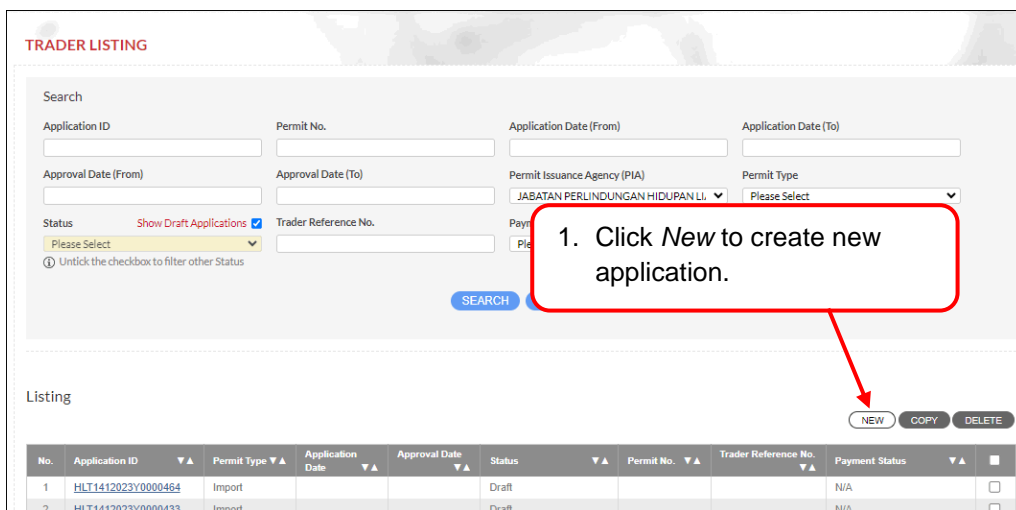


Figure 8

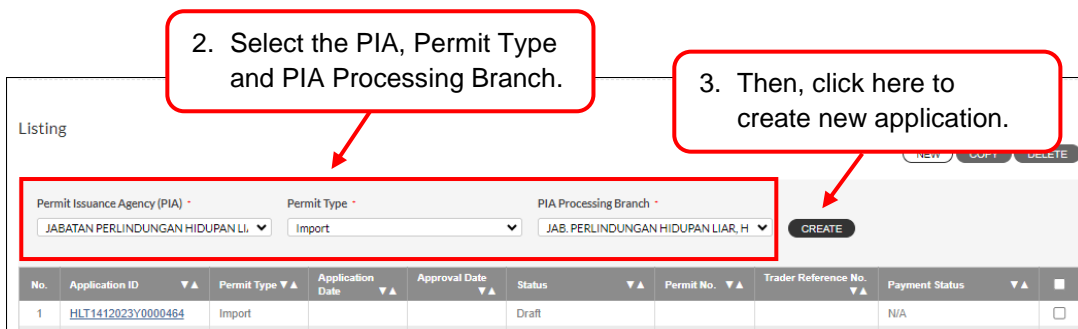


Figure 9

## 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 consignor and agent details. Details in red boxes are mandatory.

### 4.2.1. Basic Details

The screenshot shows the 'PERMIT APPLICATION' form with three main sections: Application, Consignee Details, and Consignor Details. The Application section is pre-filled with: Permit Issuance Agency (PIA) 'JABATAN PERLINDUNGAN HIDUPAN LIAR', PIA Processing Branch 'JAB. PERLINDUNGAN HIDUPAN LIAR, HQ', Application ID 'HLT1412023Y0000541', and Permit Type 'Import'. The Consignee Details section is also pre-filled with: ROC / ROB No. (masked), Company Name 'TRADING', Organization Type 'A', Company Address 'JALAN B/146', BANDAR TASIK SELATAN, Postcode '57000', City 'KUALA LUMPUR', State 'W. PERSEKUTUAN', and Country 'MALAYSIA'. The Consignor Details section contains empty input fields for ROC / ROB No., Company Name, Company Address, Postcode, City, State, and Country. A red box highlights the Application ID field with the text '1. Basic details auto populated.'

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 red boxes around the Company Name, Company Address, and Country fields. A red box with the text '2. Fill up the required details.' points to these fields. The Agent Details section has a red box around the magnifying glass icon next to the Agent Code field, with the text '3. \* Click this button to select registered details from the list.' The Applicant Details section has red boxes around the Name, IC No. / Passport No., Designation, Phone No., Fax No., and Email fields. A red box with the text '2. Fill up the required details.' also points to the Name field.

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 Eppslein	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

4. Click on the list to select one as required.

Figure 12

Consignor Details

ROC / ROB No.

Company Name

Company Address

Postcode  City  State  Country

5. Selected applicant added.

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

Customs Station Code

6. Click here to select the mode of transport.

7. Click here to select purpose.

Figure 14

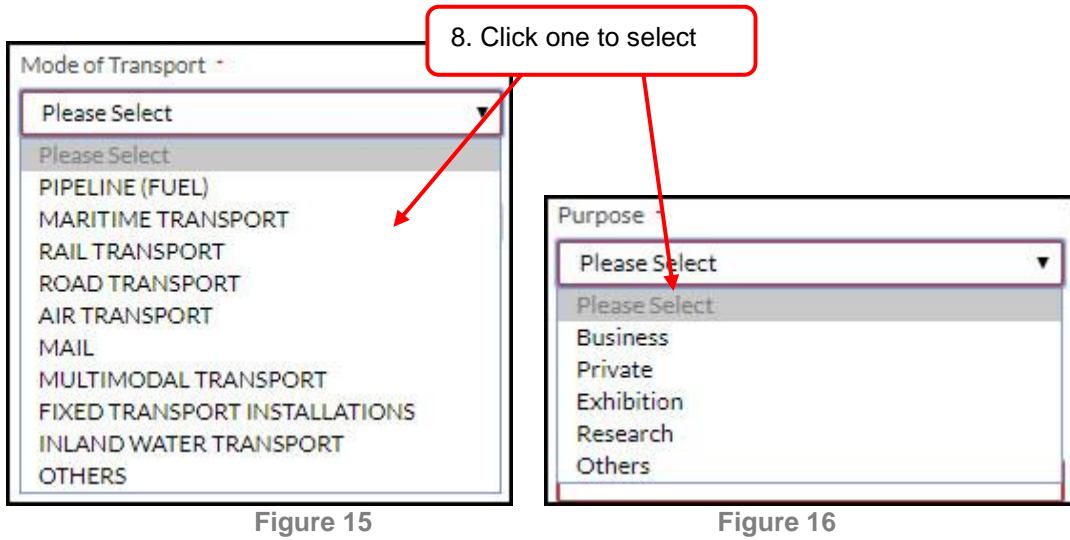


Figure 15

Figure 16

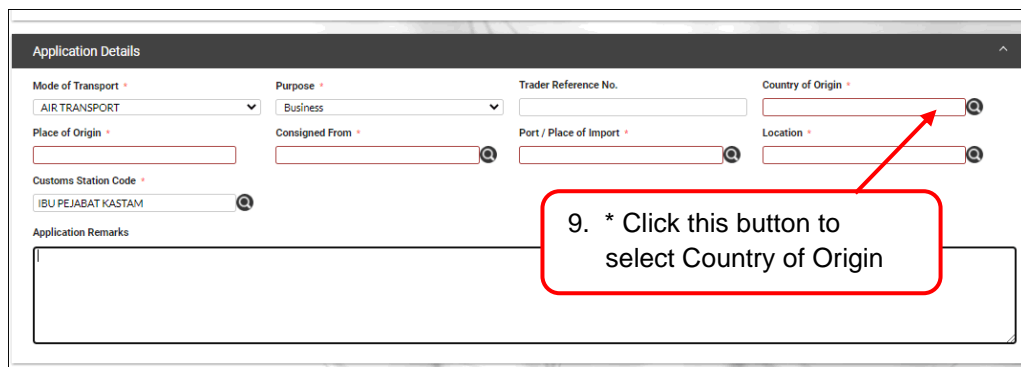


Figure 17

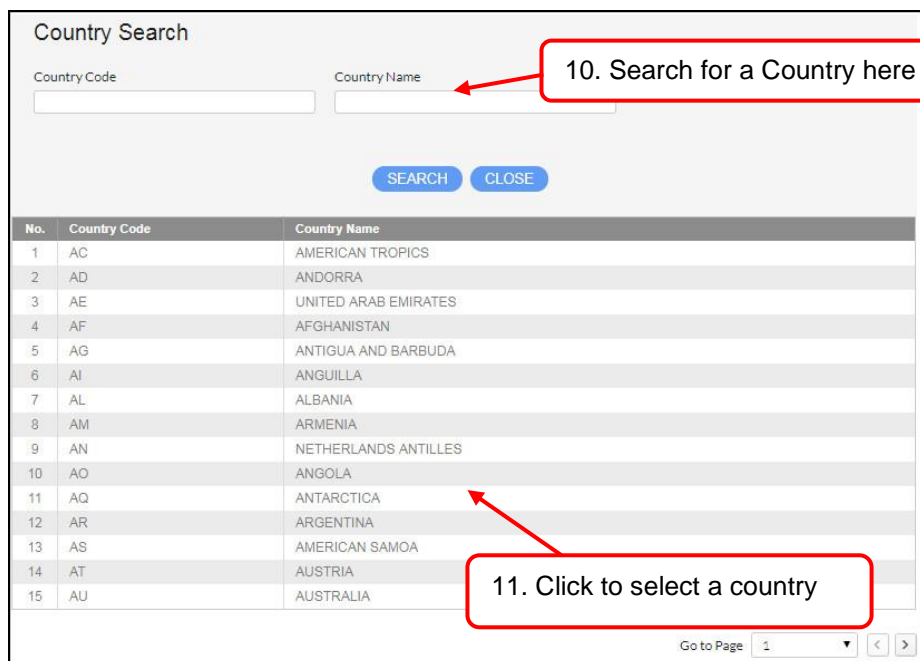


Figure 18

Application Details

Mode of Transport \*  
AIR TRANSPORT

Purpose \*  
Business

Trader Reference No.

Country of Origin \*  
NETHERLANDS

Place of Origin \*  
ARNHEM

Consigned From \*  
NETHERLANDS

Port/ Place of Import \*  
KLANG

Location \*  
KLANG

Customs Station Code \*  
IBU PEJABAT KASTAM

Application Remarks

12. Selected country added

13. Fill up other details

Figure 19

#### 4.2.4. Additional Details

This section contains additional details on the business license and CITES purpose of transaction.

Additional Details

Business License No. \*  
W-01223-13-22 - LESEN PENIAGA/TAKSII

Business License Expiry Date : 31/07/2023 \*

CITES Purpose of Transaction \*  
T - Commercial

Item Details (0/99)

14. Click to view and select the Business License.

Figure 20

Business License Search

License No.

License Name

SEARCH CLOSE

No.	License No.	License Name	Expiry Date	License Address
1	W-01223-13-22	LESEN PENIAGA/TAKSIDERMI	31/07/2023	NO. 33, JLN 8/146, BANDAR TASIK SELATAN, 57000 KUALA LUMPUR
2	W-02305-13-22	LESEN PENIAGA/TAKSIDERMI	30/06/2024	NO. 33, JLN 8/146, BANDAR TASIK SELATAN, 57000 KUALA LUMPUR

Total Records 2 Go to Page 1

15. Click on License to select

Figure 21

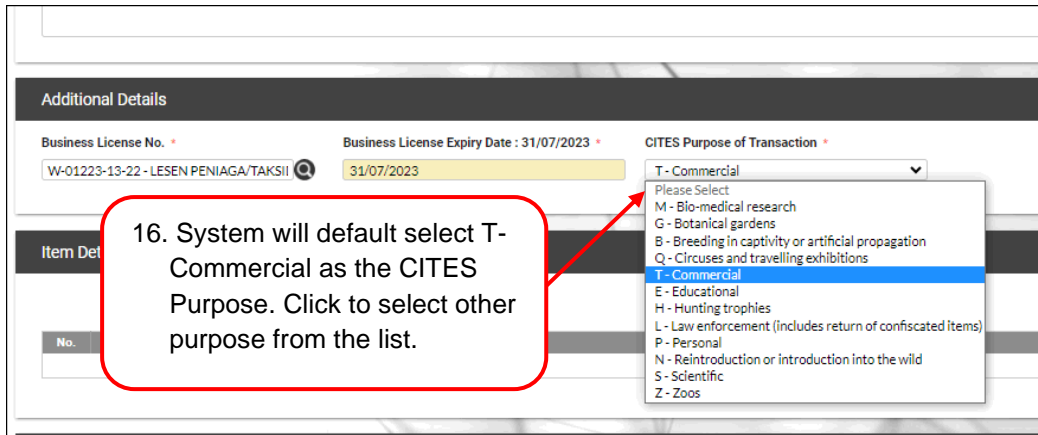


Figure 22

#### 4.2.5. Item Details

This section shows the steps for users to add item details for the application. Users are allowed to add maximum three (3) items for CITES products, and maximum eighteen (18) items only for non-CITES products- at least 1 species added per item.

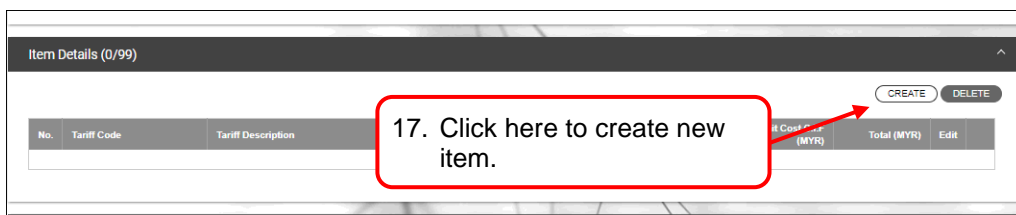


Figure 23

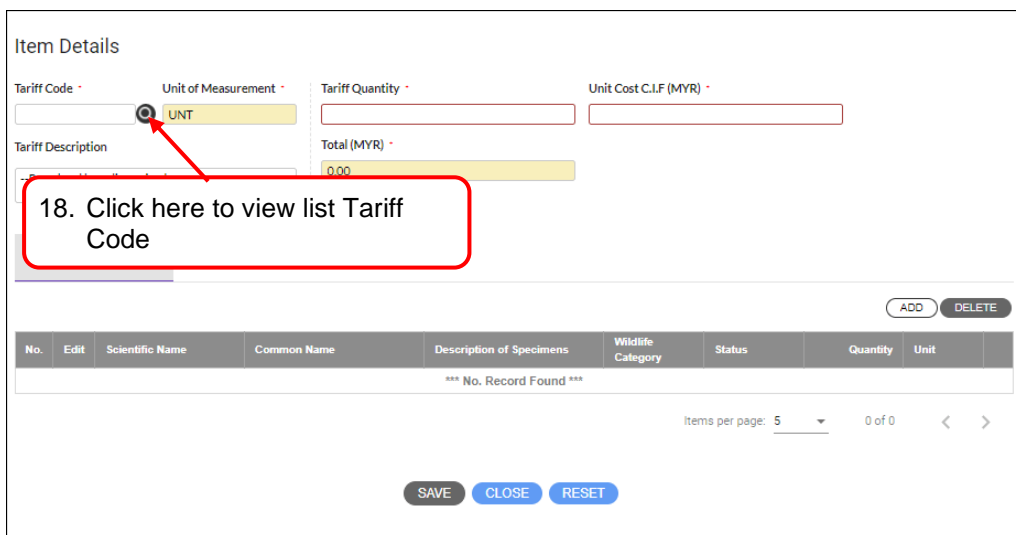


Figure 24

SMK Tariff Search      Product Tariff Search

19. Search for Product here.

Tariff Code      Tariff Description

SEARCH      CLOSE

No.	Tariff Code	Unit of Measurement	Tariff Description
1	0101210000	UNT	--Pure-bred breeding animals
2	0101290000	UNT	
3	0101301000	UNT	
4	0101309000	UNT	
5	0101900000	UNT	-Other
6	0102210000	UNT	--Pure-bred breeding animals
7	0102291100	UNT	----Oxen
8	0102291900	UNT	----Other
9	0102299000	UNT	---Other
10	0102310000	UNT	--Pure-bred breeding animals
11	0102390000	UNT	--Other
12	0102901000	UNT	--Pure-bred breeding animals
13	0102909000	UNT	--Other
14	0103100000	UNT	-Pure-bred breeding animals
15	0103910000	UNT	--Weighing less than 50 kg

20. Click to select

Figure 25

Item Details

Tariff Code: 0103100000      Unit of Measurement: UNT      Tariff Quantity: 50      Unit Cost C.I.F (MYR): 211

Tariff Description: -Pure-bred breeding animals

Total (MYR): 10550.00

21. Enter Quantity and Unit Cost here

22. Total cost will be auto calculated

ADD      DELETE

No.	Edit	Scientific Name	Common Name	Description of Specimens	Wildlife Category	Status	Quantity	Unit
*** No. Record Found ***								

Items per page: 5      0 of 0

SAVE      CLOSE      RESET

Figure 26

Item Details

Tariff Code: 0103100000      Unit of Measurement: UNT

Tariff Description: -Pure-bred breeding animals

23. Click on the tab to add species for CITES or NONE CITES

CITES Species (0)      NONE CITES Species (0/18)

ADD      DELETE


No.	Edit	Scientific Name	Common Name	Description of Specimens	Wildlife Category	Status	Quantity	Unit
0 of 0								

24. Then click here to add species.

SAVE      CLOSE      RESET

Figure 27


### Species Details

Scientific Name <sup>-</sup>  

Common Name <sup>-</sup>


Appendix No.

Wildlife Category

Description <sup>-</sup>  Mark or Numbers (Age / Sex if Live) <sup>-</sup>  


25. Click here to select species for this item.

Quantity <sup>-</sup>

Unit <sup>-</sup>  

---

Country of Origin

Name <sup>-</sup>  

Permit No.

Date

---

**Legend**

+ Country in which the specimens were taken from the wild, bred in captivity or artificially propagated (only in case of re-export)

++ Only for specimens of Appendix 1 species bred in captivity or artificially propagated for commercial purposes

# For pre-convention specimens

Figure 28

Species Listing

Scientific Name

Common Name

[SEARCH](#) [CLOSE](#)

26. Species categories and status listed in the table. Click to select species for this item.

No.	Scientific Name	Common Name	Synonym	Wildlife Act	Totally Protected	Protected	CITES	Appendix No. & Source
1	AAQQA			✓		✓		
2	Abeillia abellei	Emerald-chinned Hummingbird		✓		✓	✓	II
3	Abeillia abellei	Emerald-chinned Hummingbird		✓		✓		
4	Abroscopus superciliosus	Yellow-bellied Warbler		✓	✓			
5	Acanthosaura crucigera	Cross-bearing Tree Lizard		✓		✓		
6	Accipiter badius	Shikra		✓	✓		✓	II
7	Accipiter gularis	Japanese Sparrowhawk		✓	✓		✓	II
8	Accipiter soloensis	Chinese Goshawk		✓	✓		✓	II
9	Accipiter spp.	Goshawk		✓	✓			
10	Accipiter trivirgatus	Crested Goshawk		✓	✓		✓	II
11	Accipiter virgatus	Besra		✓	✓		✓	II

Figure 29

## Species Details

**Scientific Name**  **Common Name**

**Appendix No.**  **Wildlife Category**

**Status**

**Description of Specimens, Including Identifying Mark or Numbers (Age / Sex if Live)**

**Source**

**Quantity**  **Unit**

---

**Country of Origin**

**Name**  **Permit No.**

**Date**

27. Add all other required details.

---

**Country of Last Re-export**

**Name**  **Certificate No.**

**Date**

28. Special Permit details are mandatory for some species. Special Permit can only be used once per application.

---

**No. of Breeding Open**

---

**Special Permit No.**  **Special Permit Issue Date**

**Special Permit Expiry Date**

---

**Legend**

+ Country in which the specimens were taken (not applicable in case of re-export)  
 ++ Only for specimens of Appendix 1 species (not applicable for commercial purposes)  
 # For pre-convention specimens

29. Click here to save and add this species.

Figure 30

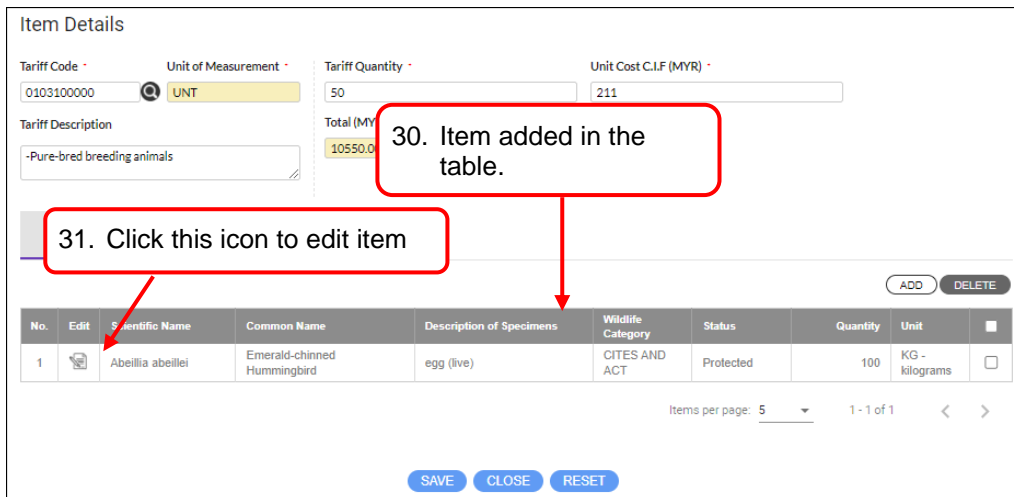


Figure 31

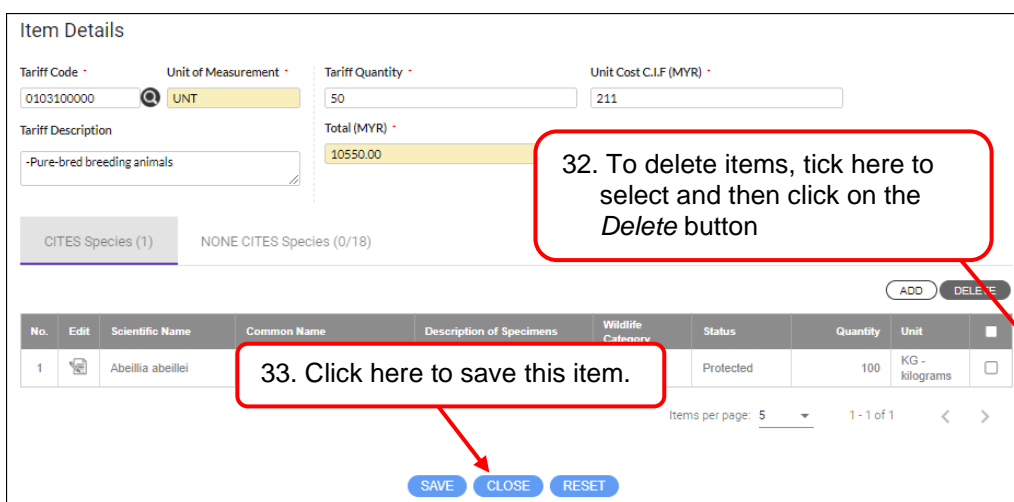


Figure 32

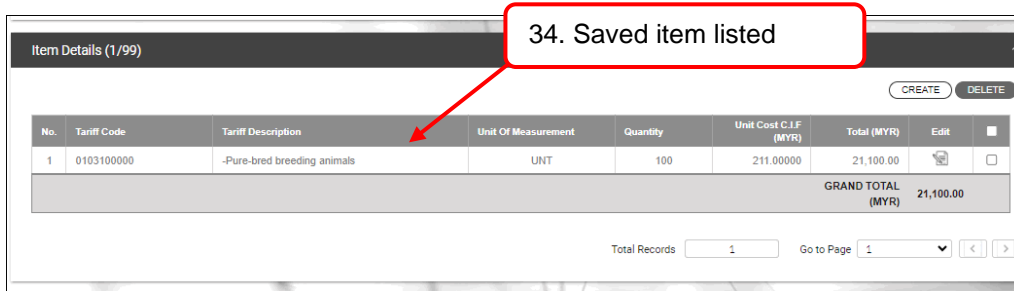


Figure 33

#### 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.

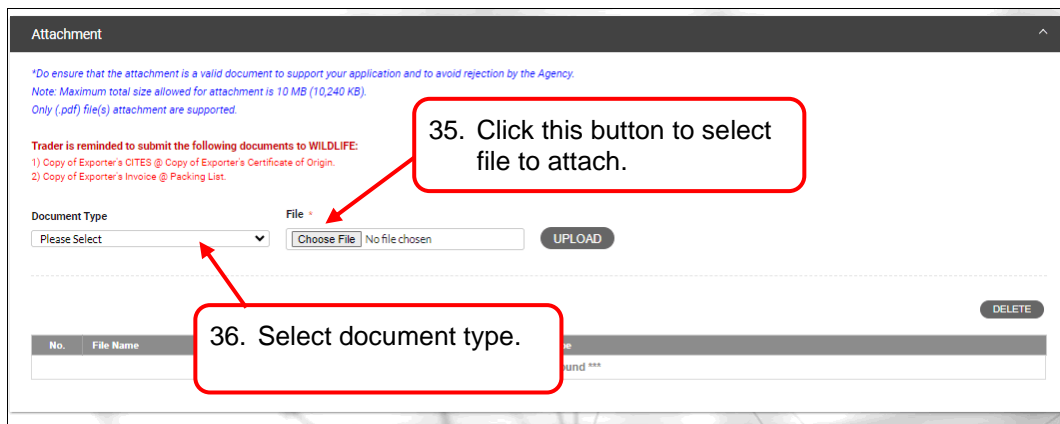


Figure 34

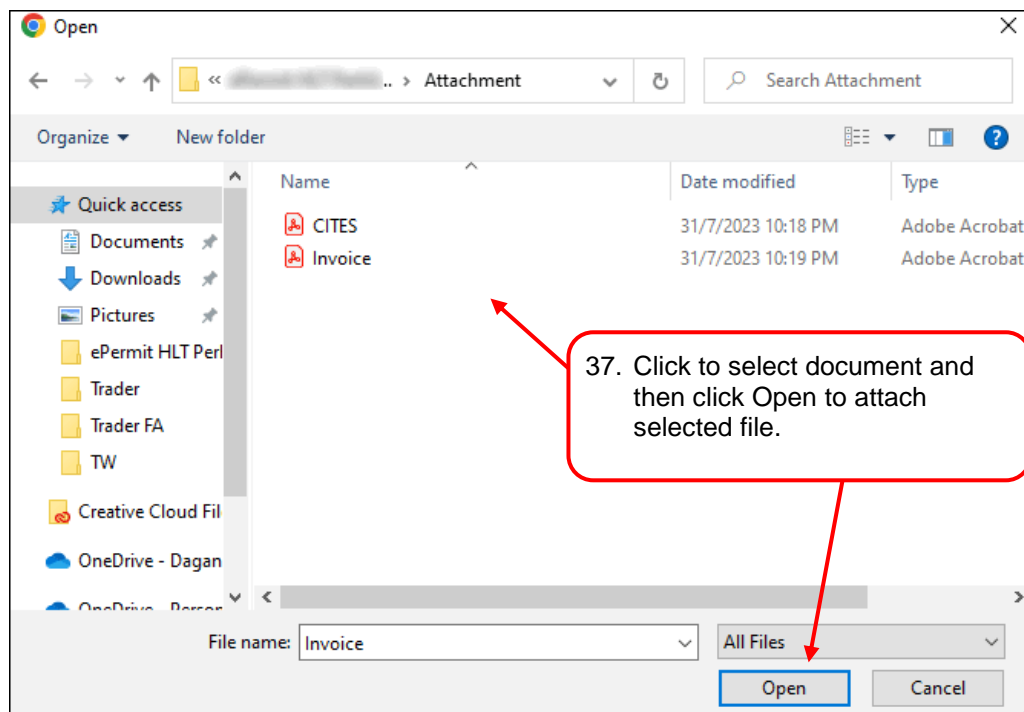


Figure 35

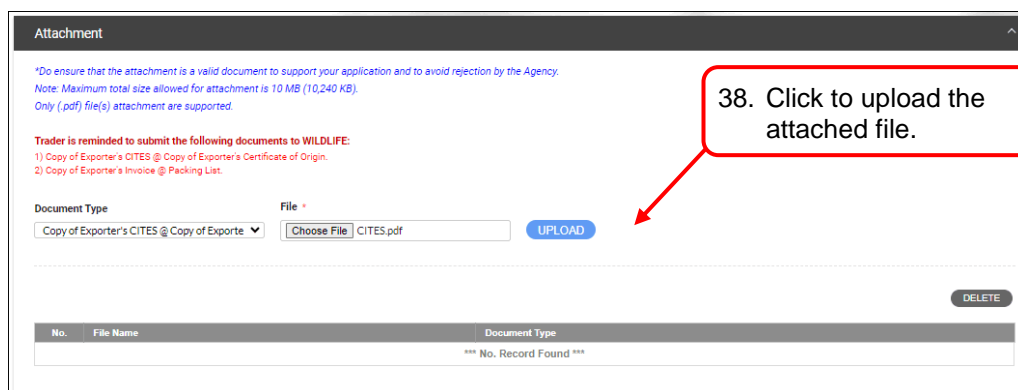


Figure 36

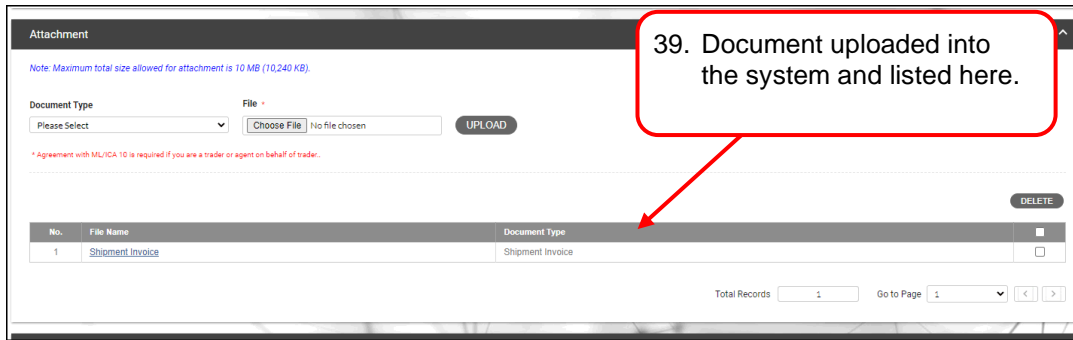


Figure 37

#### 4.2.7. Submit New Application

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

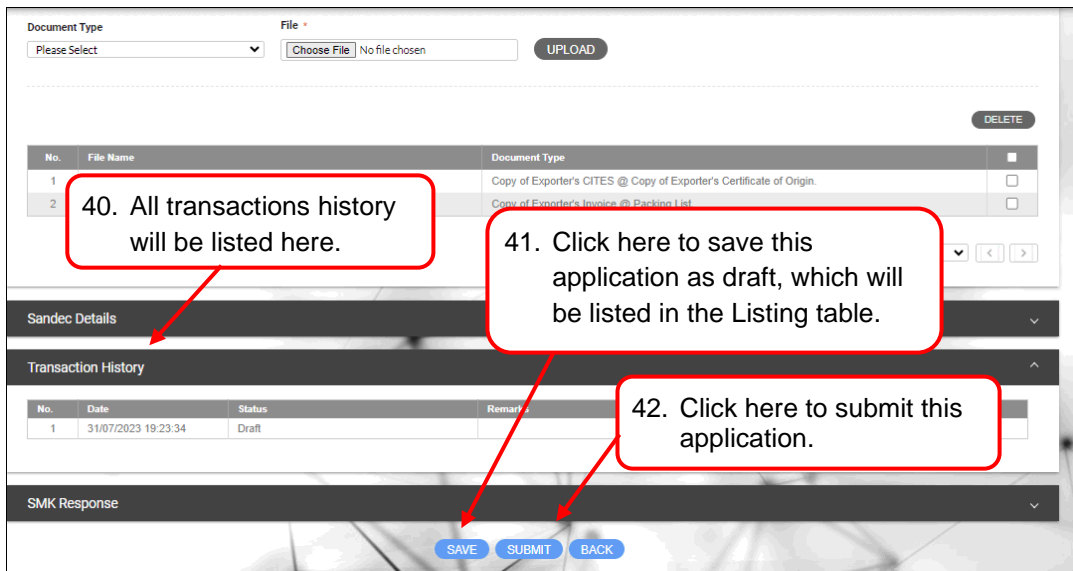


Figure 38

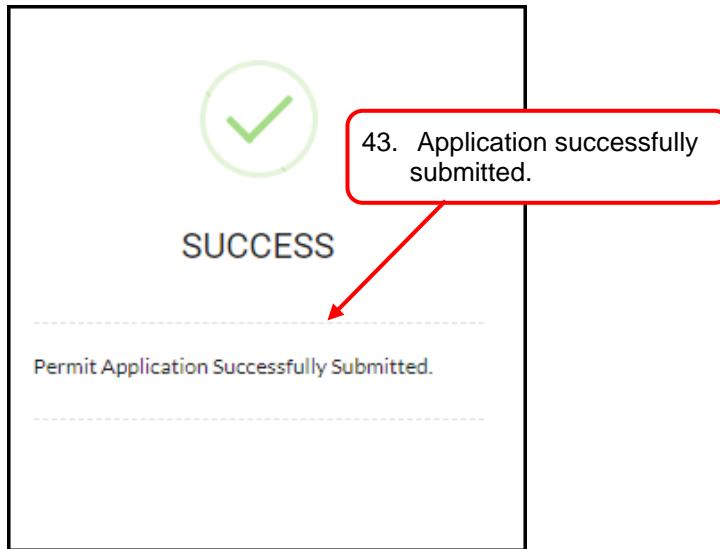


Figure 39

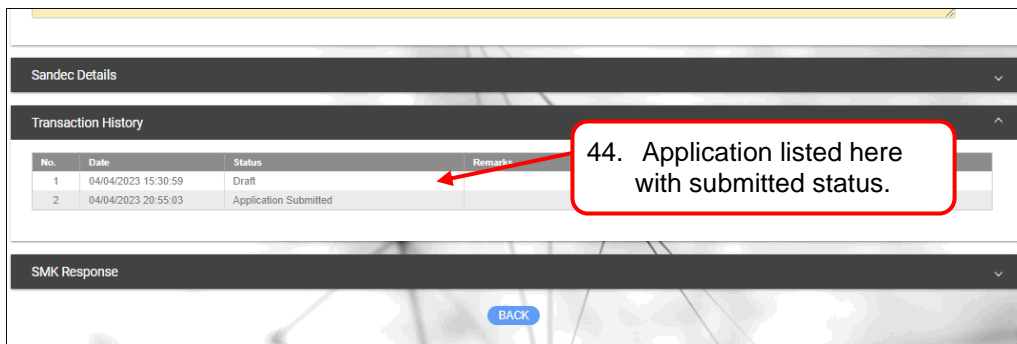


Figure 40

Listing

NEW COPY DELETE

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No.	Trader Reference No.	Payment Status	
1	HLT1412023Y0000541	Import	31/07/2023 22:28:48		Awaiting OGA Approval			N/A	<input type="checkbox"/>
2	HLT1412023Y0000522	Import	26/07/2023 13:14:07	26/07/2023 13:14:50	Rejected by Customs			N/A	<input type="checkbox"/>
3	HLT1412023X0000509	Export	25/07/2023 15:24:16	25/07/2023 15:57:56	Acknowledged by Customs	HLT141X07000622023		N/A	<input type="checkbox"/>
4	HLT1412023Y0000507	Import	25/07/2023 14:46:31	25/07/2023 14:47:05	Rejected by Customs			N/A	<input type="checkbox"/>
5	HLT1412023Y0000506	Import	25/07/2023 14:38:33	25/07/2023 14:39:08	Rejected by Customs			N/A	<input type="checkbox"/>
6	HLT1412023X0000486	Export	25/07/2023 11:06:37	25/07/2023 11:23:51	Rejected by Customs			N/A	<input type="checkbox"/>
7	HLT1412023X0000482	Export	25/07/2023 08:21:20		Rejected by Customs			N/A	<input type="checkbox"/>
8	HLT1412023X0000481	Export	25/07/2023 08:17:00		Rejected by Customs			N/A	<input type="checkbox"/>
9	HLT1412023Y0000480	Import	25/07/2023 08:13:43	25/07/2023 16:41:55	Rejected by Customs		DRI CITES	N/A	<input type="checkbox"/>
10	HLT1412023Y0000479	Import	25/07/2023 08:08:47		Awaiting OGA Approval			N/A	<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.

Figure 41

## Section 5. Copy Application

This section shows the steps to copy an application, where users can save time on data entry.



Figure 42

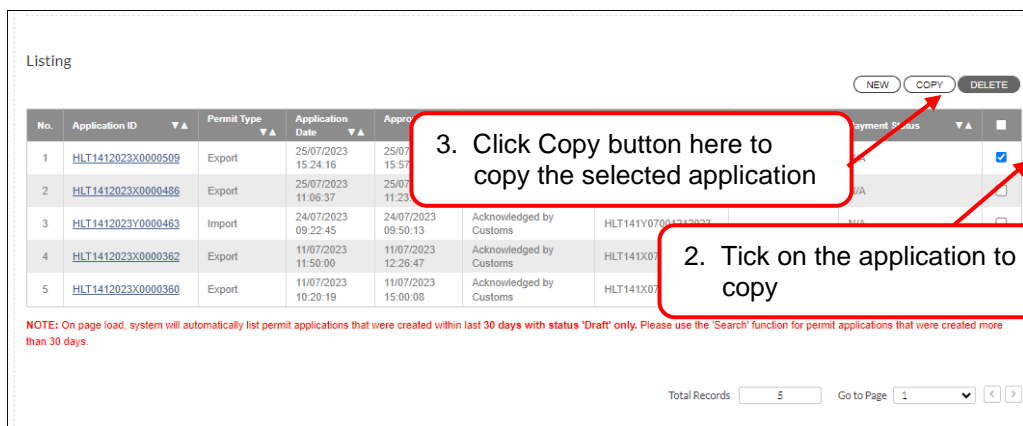


Figure 43

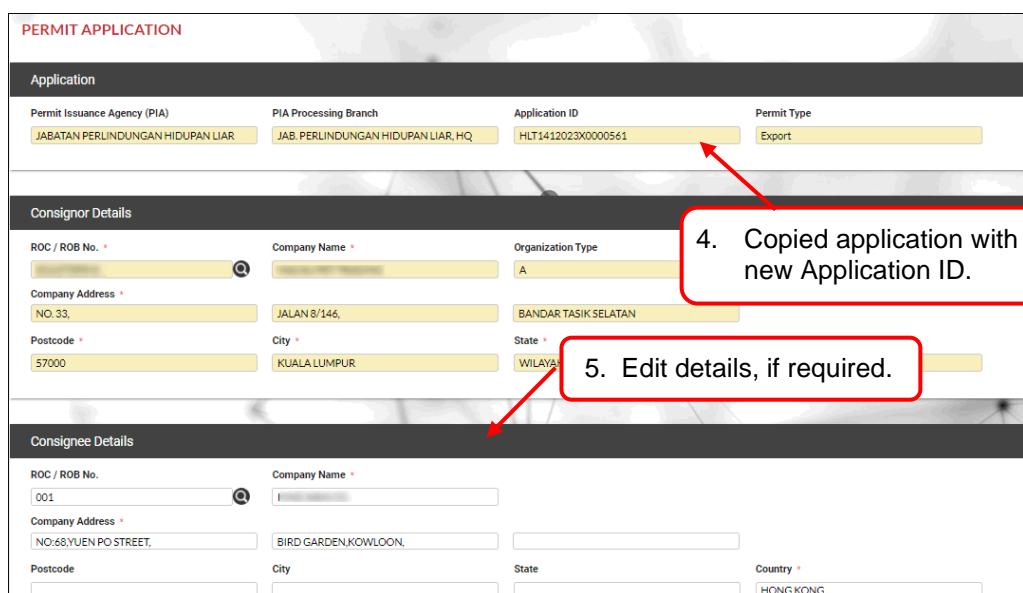


Figure 44

## Section 6. Delete Application

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

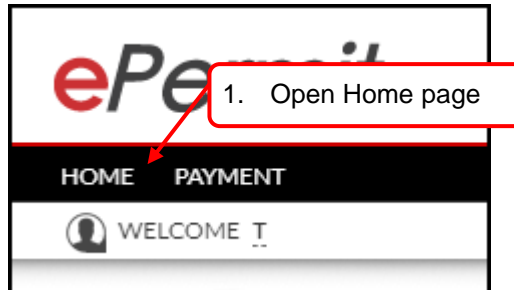


Figure 45

The screenshot shows a table listing permit applications. The table has columns for No., Application ID, Permit Type, Application Date, Approval Date, Status, Permit No., Trader Reference No., and Payment Status. The first row is selected, and its checkbox is checked. A red callout box with the number '2.' and the text 'Tick to select application to delete (draft only)' has an arrow pointing to the checked checkbox. Another red callout box with the number '3.' and the text 'Click Delete button to delete the selected application.' has an arrow pointing to the 'DELETE' button in the top right corner of the table. Below the table, there is a note: '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.' At the bottom, there are pagination controls: 'Total Records 22', 'Show 10', and 'Go to Page 1'.

Figure 46

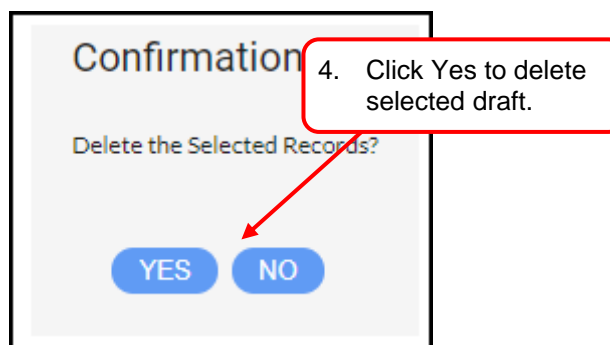


Figure 47



Figure 48

## Section 7. Print Permit

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

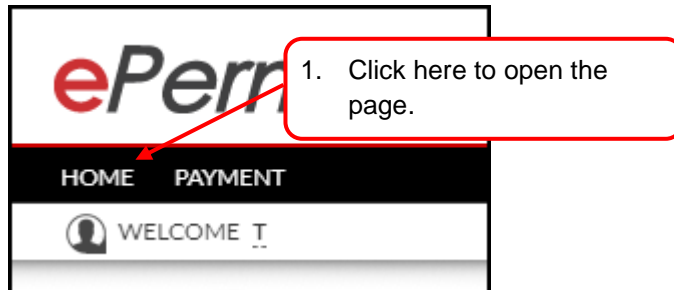


Figure 49

The screenshot displays the 'TRADER LISTING' search and listing interface. The search section includes fields for Application ID, Permit No., Application Date (From/To), Approval Date (From/To), Permit Issuance Agency (PIA), Permit Type, Status, and Payment Status. A red callout box with an arrow pointing to the 'Acknowledge by Customs' status dropdown contains the text: '2. Select date as required, and "Acknowledge by Customs" as the Status.'

No.	Application ID	Permit Type	Application Date (From)	Application Date (To)	Status	Trader Reference No.	Payment Status	
1	HLT1412023X0000509	Export	15:24:16	15:57:56	Acknowledged by Customs	HLT141X07000622023	N/A	<input type="checkbox"/>
2	HLT1412023X0000488	Export	25/07/2023 11:08:37	25/07/2023 11:23:51	Acknowledged by Customs	HLT141X07000612023 REF01	N/A	<input type="checkbox"/>
3	HLT1412023Y0000483	Import	24/07/2023 09:22:45	24/07/2023 09:50:13	Acknowledged by Customs	HLT141Y07001212023	N/A	<input type="checkbox"/>
4	HLT1412023X0000362	Export	11/07/2023 11:50:00	11/07/2023 12:26:47	Acknowledged by Customs	HLT141X07000212023	N/A	<input type="checkbox"/>
5	HLT1412023X0000360	Export	11/07/2023 10:20:19	11/07/2023 15:00:08	Acknowledged by Customs	HLT141X07000222023	N/A	<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.

Figure 50

**TRADER LISTING**

Search

Application ID:  Permit No.:  Application Date (From): 01 Jul 2023 Application Date (To): 31 Jul 2023

Approval Date (From):  Approval Date (To):  Permit Issuance Agency (PIA): JABATAN PERLINDUNGAN HIDUPAN LI. Permit Type: Please Select

Payment Status: Please Select

[SEARCH](#) [RESET](#)

Listing

[NEW](#) [COPY](#) [DELETE](#)

No.	Application ID	Permit Type	Application Date (From)	Application Date (To)	Permit Issuance Agency (PIA)	Permit Type	Payment Status
1	HLT1412023X0000509	Export					N/A
2	HLT1412023X0000498	Export					N/A
3	HLT1412023Y0000483	Import	24/07/2023 09:22:45	24/07/2023 09:50:13	Acknowledged by Customs	HLT141Y07001212023	N/A
4	HLT1412023X0000362	Export	11/07/2023 11:50:00	11/07/2023 12:26:47	Acknowledged by Customs	HLT141X07000212023	N/A
5	HLT1412023X0000360	Export	11/07/2023 10:20:19	11/07/2023 15:00:06	Acknowledged by Customs	HLT141X07000222023	N/A

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.

Figure 51

Attachment

PIA Response

Current Status: Acknowledged by Customs

Verification By: test Verification Datetime: 24/07/2023 09:42:05 Approved By: test Approved Datetime: 24/07/2023 09:50:13

Effective Datetime: 24/07/2023 09:50:00 Expiry Datetime: 25/08/2023 09:50:00 PIA Reference No.: HLT/141/HLT/I/-/000121/23 Permit No.: HLT141Y07001212023

Responses: [Redacted]

Special Comments: [Redacted]

PIA Remarks: [Redacted]

Sandec Details

Transaction History

No.	Date	Status	Remarks	Done By
1	24/07/2023 09:21:20	Draft		MACAU PET TRADING
2	24/07/2023 09:22:45	Application Submitted		MACAU PET TRADING
3	24/07/2023 09:42:05	Application Verified		test
4	24/07/2023 09:50:14	Application Approved		test
5	24/07/2023 09:50:15	Application Submitted To Customs		
6	24/07/2023 09:53:10	Application Acknowledged by Customs		Customs

SMK Response

[PRINT](#) [BACK](#)

Figure 52



**-End of Guide-**

This user manual shall be updated as and when required.