



Lembaga Tembakau dan Kenaf Negara (LTN)

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.

Document Category	User Manual
Document Title	ePermit LTN User Manual - Trader/ FA Module
Version No.	1.0
Implementation Date	March 2023

Version	Date	Author	Description of Amendment
1.0	29 March 2023	Suryati	Initial Copy

Abbreviation

Abbreviation	Definition
DNT	Dagang Net Technologies Sdn Bhd
LTN	Lembaga Tembakau dan Kenaf Negara
OGA	Other Government Agencies
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. 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

1.3. 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 LTN system users- Traders and Forwarding Agent.

1.4. 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.

1.5. 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.

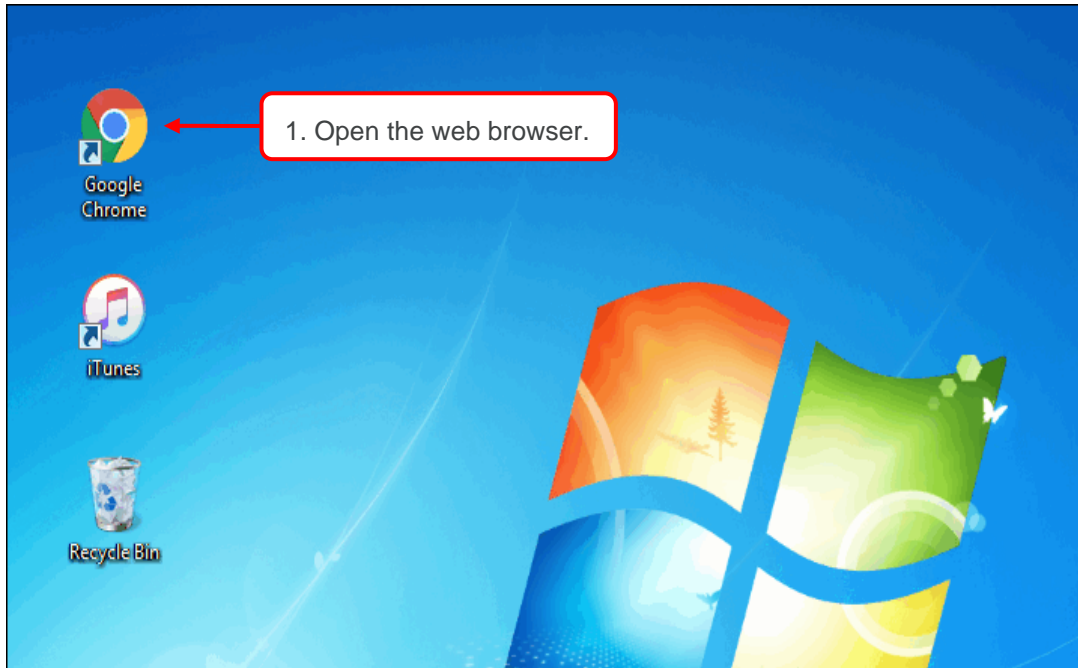


Figure 1

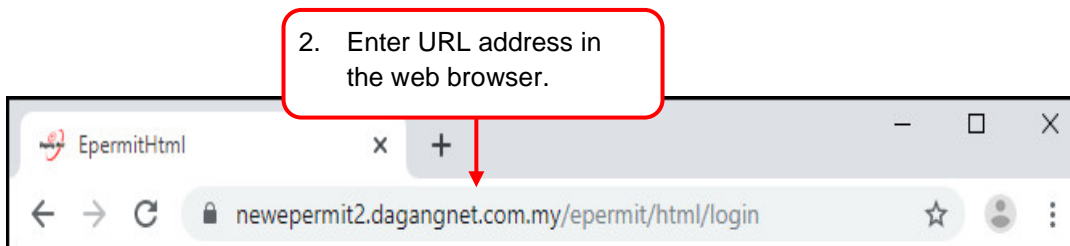


Figure 2

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

2.2. Log In

ePermit HOME ABOUT REGISTRATION AND CONTACT INFORMATION SYSTEM REQUIREMENT

Announcement

2020-08-13
DOWNTIME FOR MALAYSIA'S ASW GATEWAY

2020-07-22
DVS: SYARAT PENGIMPORAN BARU KE TURKI SUSULAN PANDEMIK COVID-19

2020-04-28
MAQIS: PEMAKLUMAN PENETAPAN JUMLAH ITEM BAGI PERMIT OGA MAQIS/DOA (EKSPORT) KEPADA 50 ITEM

2020-04-07
DVS: NOTIS MAKLUMAN PENYELARA SENARAI PRODUK DI DALAM SIJIL VH PRODUK HAIWAN DAN HASILAN HAI

[More](#)

Quick Link

User Login

USER NAME

PASSWORD

[FORGOT PASSWORD?](#)

LOGIN

SIGN ME UP

1. Enter Username and Password here. Then click on Login

Figure 3

2.3. Log out.

ePermit HOME PAYMENT DOE-AIR DIVISION [PROFILE](#) [LOGOUT](#)

WELCOME [HINTI ZAINAL](#) [BACOM-USER](#)

TRADER LISTING

Search

Application ID Permit No. Application Date (From)

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

Status [Show Draft Applications](#) ☒ Trader Reference No. Payment Status

[Please Select](#) [Please Select](#) [Please Select](#) [Please Select](#)

☐ Untick the checkbox to filter other Status

SEARCH **RESET**

Listing

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

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No.	Trader Reference No.	Payment Status
1	LTN0312023Y0000223	Import			Draft			N/A
2	LTN0312023Y0000181	Import			Draft			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.

1. Click here to logout.

Figure 4

Section 3. Trader Listing

This section shows the steps to search for application from the listing.

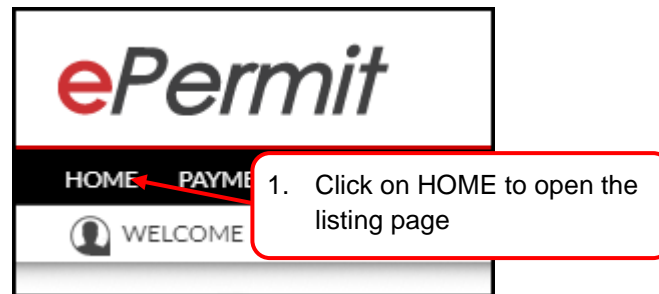


Figure 5

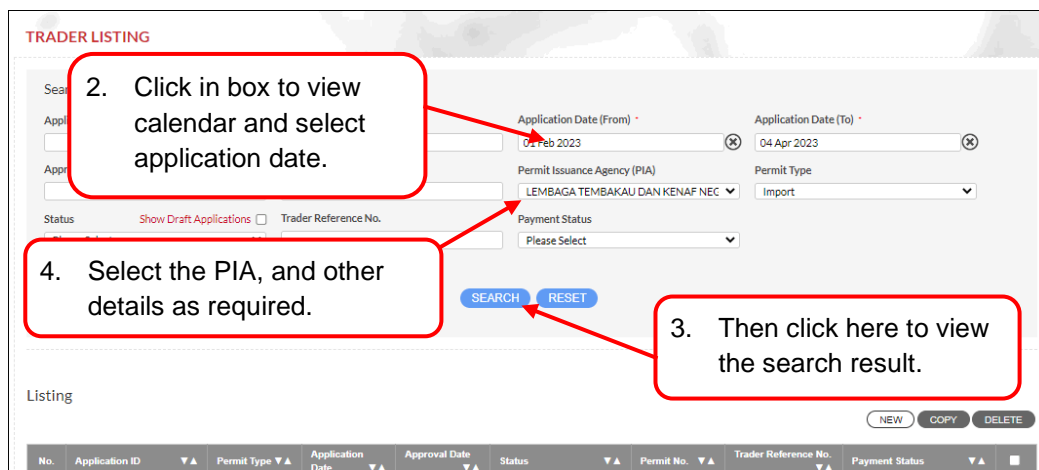


Figure 6

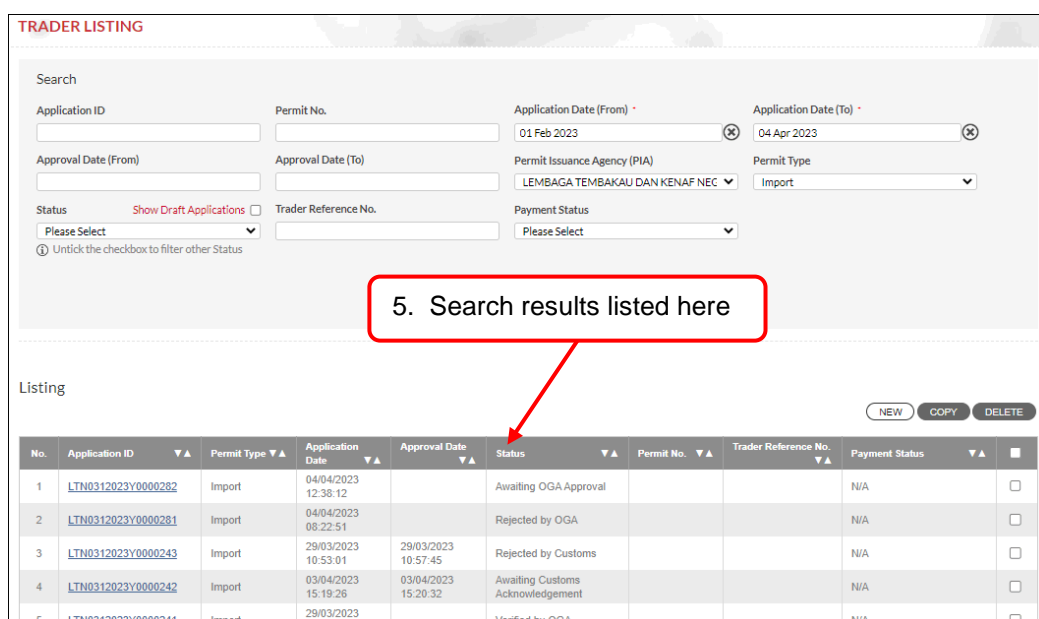


Figure 7

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.

4.1. Create New

The screenshot shows the 'TRADER LISTING' search interface. It includes a search bar with fields for Application ID, Permit No., Application Date (From), Application Date (To), Approval Date (From), Approval Date (To), Status, and Trader Reference No. There are 'SEARCH' and 'RESET' buttons. A red callout box with the text '1. Click New to create new application.' points to the 'NEW' button in the bottom right corner of the interface.

Figure 8

The screenshot shows the 'Listing' form. It includes a 'Permit Issuance Agency (PIA)' dropdown, a 'Permit Type' dropdown, and a 'PIA Processing Branch' dropdown. There is a 'CREATE' button. A red callout box with the text '3. Select the PIA, Permit Type and PIA Processing Branch.' points to the three dropdown menus. Another red callout box with the text '2. Then, click here to create new application.' points to the 'CREATE' button.

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. The 'Application' section is pre-filled with: Permit Issuance Agency (PIA) LEMBAGA TEMBAKAU DAN KENAF NEGARA, PIA Processing Branch KOTA BARU, KELANTAN, Application ID LTN0312023Y0000283, and Permit Type Import. The 'Consignee Details' section is also pre-filled with: ROC / ROB No. (redacted), Company Name SDN. BHD., Organization Type B, Company Address BANDAR DAMANSARA PERDANA, Postcode 47820, City PETALING JAYA, State SELANGOR, and Country MALAYSIA. The 'Consignor Details' section is empty, with red boxes around the ROC / ROB No. and Company Name fields. A red box with the text '1. Basic details auto populated.' points to the Application ID field.

Figure 10

4.2.2. Consignor, Agent, and Applicant Details

The screenshot shows the 'PERMIT APPLICATION' form with the 'Consignor Details', 'Agent Details', and 'Applicant Details' sections. The 'Consignor Details' section has red boxes around the ROC / ROB No., Company Name, Company Address, Postcode, City, State, and Country fields. A red box with the text '2. Fill up the required details.' points to the Company Name field. The 'Agent Details' section has a red box around the Agent Code field. A red box with the text '3. * Click this button to select registered details from the list.' points to the Agent Code field. 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.' points to the Company Name field in the Consignor Details section.

Figure 11

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

Consignor Search

Name

SEARCH **CLOSE**

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

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 Go to Page

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

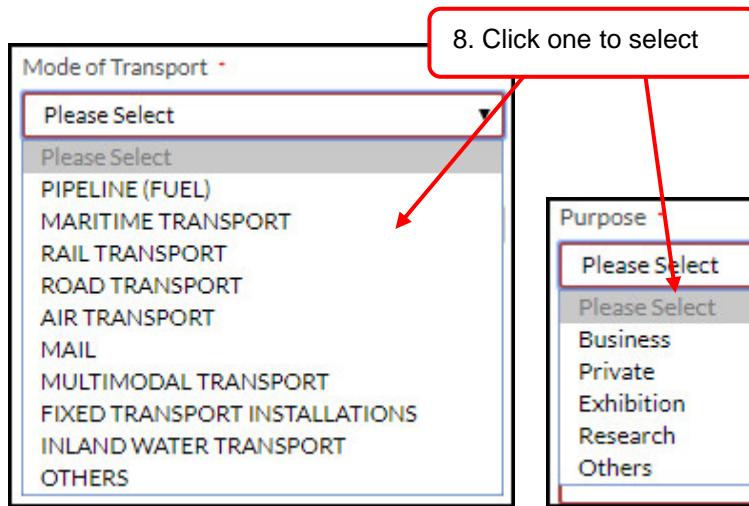


Figure 15

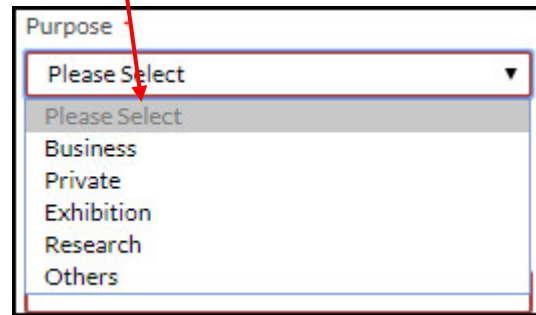


Figure 16

Application Details

Mode of Transport: AIR TRANSPORT Purpose: Business Trader Reference No.: Country of Origin: Location: Port / Place of Import: Consigned From: Place of Origin: Customs Station Code: IBU PEJABAT KASTAM

Application Remarks:

9. * Click this button to select Country of Origin

Figure 17

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

Country Search

Country Code: Country Name:

SEARCH CLOSE

No.	Country Code	Country Name
1	AC	AMERICAN TROPICS
2	AD	ANDORRA
3	AE	UNITED ARAB EMIRATES
4	AF	AFGHANISTAN
5	AG	ANTIGUA AND BARBUDA
6	AI	ANGUILLA
7	AL	ALBANIA
8	AM	ARMENIA
9	AN	NETHERLANDS ANTILLES
10	AO	ANGOLA
11	AQ	ANTARCTICA
12	AR	ARGENTINA
13	AS	AMERICAN SAMOA
14	AT	AUSTRIA
15	AU	AUSTRALIA

Go to Page 1

10. Search for a Country here

11. Click to select a country

Figure 18

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 *

Application Remarks

Additional Details

Figure 19

4.2.4. Additional Details

This section contains additional details on the permit category and details. Once user selected the Import Purpose, available quota allocation will be displayed.

Additional Details

Import purpose *

Quota Allocation (KGM) * Quota Used (KGM) Quota Balance (KGM)

Quota Year * Import Date *

Quota Remarks

Figure 20

Additional Details

Import purpose *

Quota Allocation (KGM) * Quota Used (KGM) Quota Balance (KGM)

Quota Year * Import Date *

Quota Remarks

Figure 21

4.2.5. Item Details

Item Details (0/1)

Minimum One Item is Required

CREATE DELETE

No.	Tariff Code	Tariff Description

17. Click here to create new item

Save Details

Figure 22

Item Details

Tariff Code *

Unit of Measurement *

Tariff Description

17. Click here to view list Tariff Code

Tariff Quantity *

Unit Cost C.I.F (MYR) *

Total (MYR) *

SAVE CLOSE RESET

Figure 23

SMK Tariff Search Product Tariff Search

18. 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

19. Click to select

Figure 24

Item Details

Tariff Code Unit of Measurement

Tariff Description

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

Total (MYR)

21. Enter Quantity and Unit Cost here

22. Then click here to save and add this item

20. Total cost will be auto calculated

Figure 25

23. Item added in the table.

24. Click this icon to edit item

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

No.	Tariff Code	Tariff Description	Unit Of Measurement	Quantity	Unit Cost C.I.F (MYR)	Total (MYR)	Edit	
1	0101290000	--Other	UNT	100	30	3000.00	<input type="button" value="Edit"/>	<input type="checkbox"/>

Figure 26

4.2.6. Submit New Application

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

26. All transactions history will be listed here.

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

28. Click here to submit this application

Figure 27

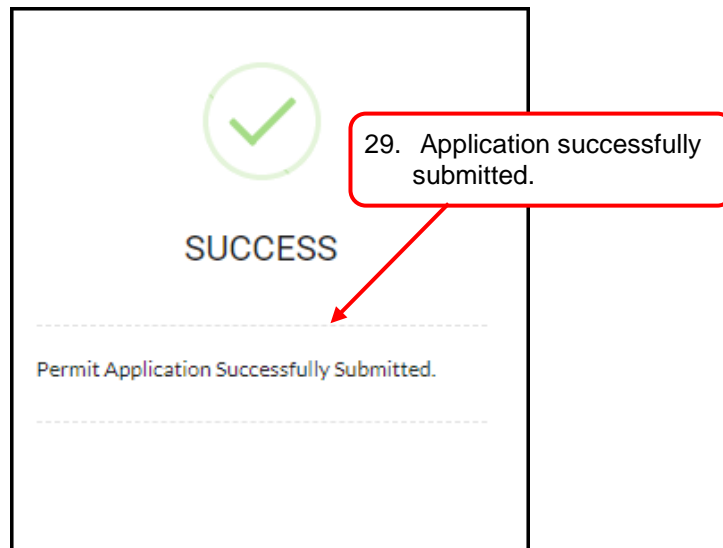


Figure 28

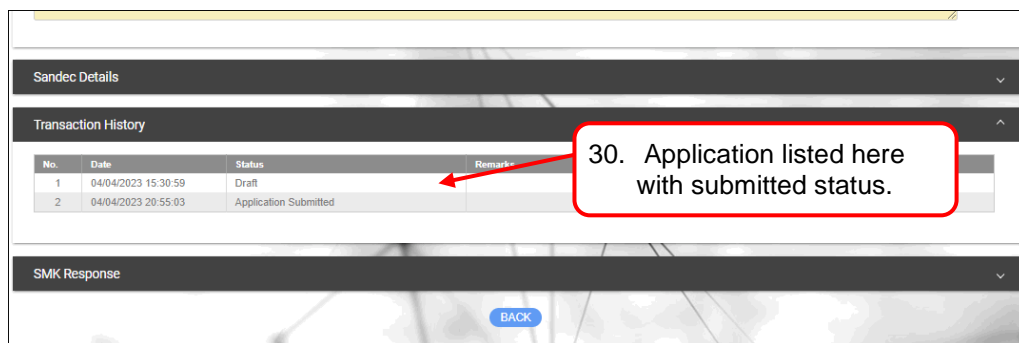


Figure 29

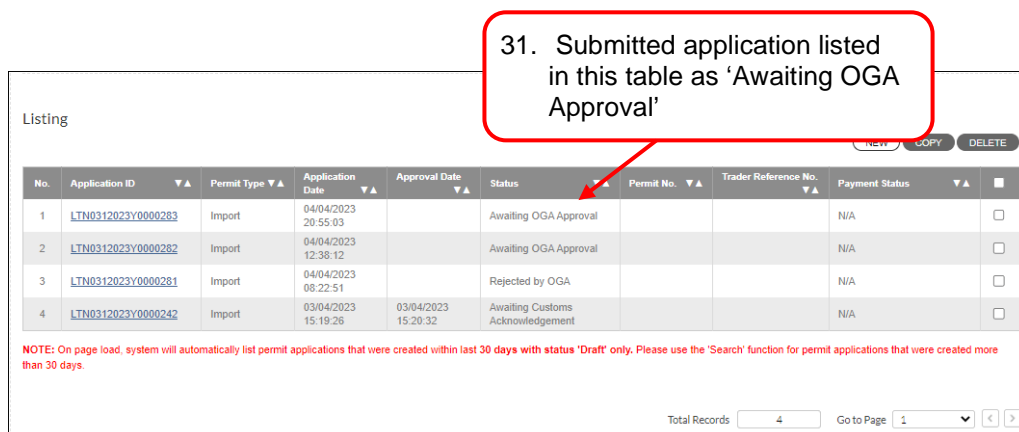


Figure 30

Section 5. Copy Application

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

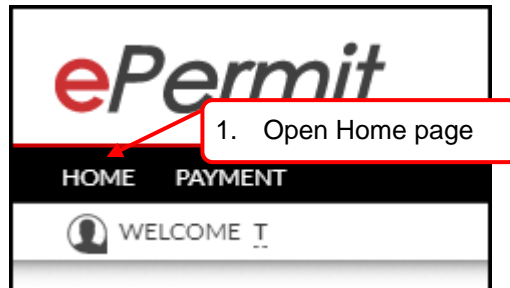


Figure 31

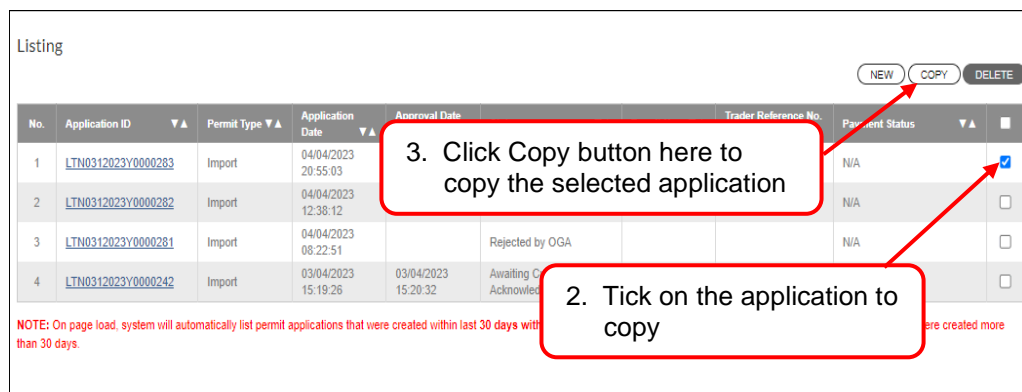


Figure 32

4. Copied application with new Application ID.

5. Edit details, if required.

PERMIT APPLICATION

Application

Permit Issuance Agency (PIA): LEMBAGA TEMBAKAU DAN KENAF NEGARA
PIA Processing Branch: KOTA BARU, KELANTAN
Application ID: LTN0312023Y0000284
Permit Type: Import

Consignee Details

ROC / ROB No.: [Field]
Company Name: [Field] BHD.
Organization Type: B
Company Address: [Field]
Postcode: 47820
City: PETALING JAYA
State: SELANGOR

Consignor Details

ROC / ROB No.: 12344
Company Name: T Electronics
Company Address: New Industrial Road
Postcode: [Field]
City: T Electronics Paya Lebar
State: Singapore
Country: [Field]

Figure 33

Section 6. Delete Application

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

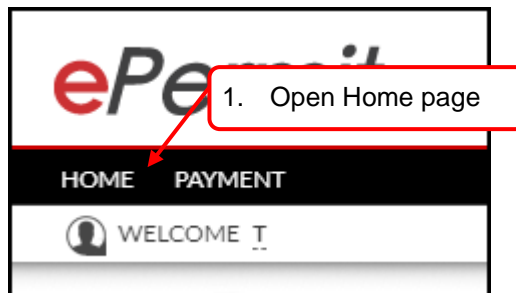


Figure 34

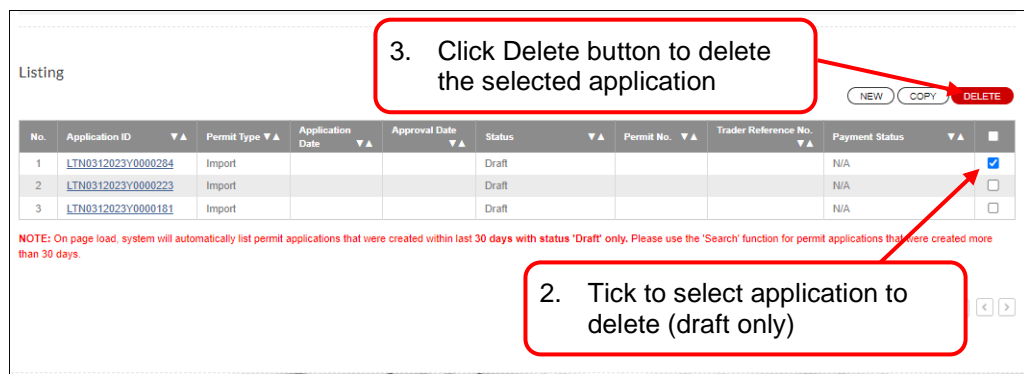


Figure 35

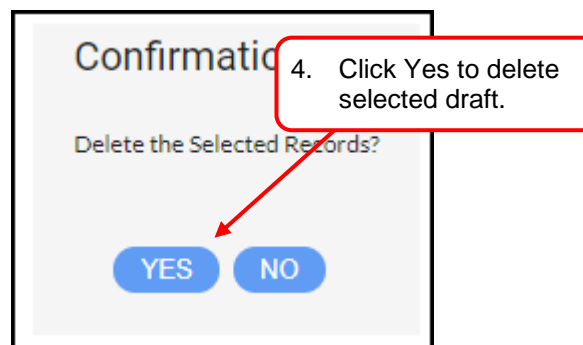


Figure 36



Figure 37

Section 7. Print Permit

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



Figure 38

TRADER LISTING

Search

Application ID: Permit 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.: Payment Status:

☐ Acknowledged by Customs ☐ Untick the checkbox to filter other Status

Listing

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No.	Trader Reference No.	Payment Status
1	LTN0312023Y0000103	Import	14/02/2023 15:02:06	14/02/2023 15:22:11	Acknowledged by Customs	LTN031102000212023		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 39

TRADER LISTING

Search

Application ID: Permit 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.: Payment Status:

☐ Acknowledged by Customs ☐ Untick the checkbox to filter other Status

Listing

No.	Application ID	Permit Type	Application Date	Approval Date	Status	Permit No.	Trader Reference No.	Payment Status
1	LTN0312023Y0000103	Import	14/02/2023 15:02:06	14/02/2023 15:22:11	Acknowledged by Customs	LTN031102000212023		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.

PERMIT APPLICATION

Application

Permit Issuance Agency (PIA)

PIA Processing Branch

Application ID

Permit Type

LEMBAGA TEMBAKAU DAN KENAF NEGARA

KOTA BARU, KELANTAN

LTN0312023Y0000103

Import

Consignee Details

Consignor Details

Agent Details

Applicant Details

Application Details

Additional Details

Current Quota

Item Details (1/1)

PIA Response

Current Status

Acknowledged by Customs

Verification By

Verification Datetime

Approved By

Approved Datetime

LEMBAGA KENAF DAN TEMBAKAU NEGARA

14/02/2023 15:05:58

LEMBAGA KENAF DAN TEMBAKAU NEGARA

14/02/2023 15:22:11

Effective Datetime

Expiry Datetime

PIA Reference No.

Permit No.

14/02/2023 15:21:00

13/03/2023 15:22:00

PIA123456AE

LTN031102000212023

Response Code

Special Condition

testing Special Condition from verifier

PIA Remarks

testing PIA Remarks from verifier

Sandec Details

Transaction History

No.	Date	Status	Remarks	Done By
1	14/02/2023 14:58:37	Draft		ZAINAL
2	14/02/2023 15:02:06	Application Submitted		ZAINAL
3	14/02/2023 15:05:58	Application Verified		EMBAGA KENAF DAN TEMBAKAU NEGARA
4	14/02/2023 15:22:12	Application Approved		EMBAGA KENAF DAN TEMBAKAU NEGARA
5	14/02/2023 15:22:13	Application Submitted To Customs		
6	14/02/2023 15:25:06	Application Acknowledged by Customs		Customs

SMIK Response

PRINT

BACK

5. Application status

6. Click here to print this Permit

Figure 40

LEMBAGA TEMBAKAU DAN KENAF NEGARA PERMOHONAN UNTUK LESEN IMPORT / LESEN IMPORT/ APPLICATION FOR IMPORT LICENCE/ IMPORT LICENCE							App. ID: LTN0312023Y0000103
JK 69	1. Konsainor / Pengeksport (Nama dan Alamat) <i>Consignor / Exporter (Name and Address)</i> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>536213 SINGAPORE SINGAPORE</small> </div>			6. Nama Pemohon / Name of Applicant <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>APPLICANT</small> </div>			
	2. Konsaini / Pengimport (Nama dan Alamat) <i>Consignee / Importer (Name and Address)</i> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>N. BHD. AN PJU 8/5 B BANDAR DAMANSARA PERDANA 47820 PETALING JAYA SELANGOR MALAYSIA</small> </div>			7. No. Kad Pengenalan / No. Passport / Identity Card No./Passport No. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>1 2 1 2 1 2 1 2 1 2 1 2</small> </div>			
3. Agent Yang Diberi kuasa (Nama dan Alamat) <i>Authorised Agent (Name and Address)</i> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>(M) SDN. BHD. IA AIRLINES FREIGHT FORWARDER COMPLEX KLIA SEPANG 43900 43900 SEPANG MALAYSIA</small> </div>			8. Jawatan Pemohon / Designation of Applicant <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>DESIGNATION</small> </div>				
4. Cara Pengangkutan / Mode of Transport <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>4 - AIR TRANSPORT</small> </div>			9. Negara Asal / Country of Origin <small>AU - AUSTRALIA</small>				
5. Tujuan Import / Purpose of Import <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <small>P02 - Business</small> </div>			9a. Berasal Dari / Place of Origin <small>AUABG - ABINGDON-QL</small>				
14. Bil. No. <small>1</small>			10. Dibawa Dari / Consigned From <small>AU - AUSTRALIA</small>				
15. Keterangan Penuh Barangan/ Description of Goods in Full <small>--Pure-bred</small>			11. Pelabuhan / Tempat Import / Port/Place of Import <small>MYPKG - PORT KLANG (PELABUHAN KLANG)</small>				
16. No. Kod Tariff Tariff Code No. <small>0101210000</small>			12. Lokasi (Kod Negeri dan Daerah) / Location(Code for State and District) <small>MYPKG - PORT KLANG (PELABUHAN KLANG)</small>				
17. Unit Tariff Tariff Unit <small>UNT</small>			13. Saya mengesahkan bahawa akaun ini benar dan lengkap / I certify that this declaration is true and complete <div style="margin-top: 5px;"> <small>APP. ID: LTN0312023Y0000103 PERMIT NO: LTN031102000212023</small> </div>				
18. Kuantiti Quantity <small>12.00</small>			19. Harga Satu Unit H.I.T(RM) Unit Cost C.I.F.(RM) <small>200.00</small>				
19. Jumlah Nilai H.I.T(RM) Total Value C.I.F.(RM) <small>2,400.00</small>			20. Jumlah Nilai H.I.T(RM) Total Value C.I.F.(RM) <small>2,400.00</small>				
UNTUK KEGUNAAN RASMI / FOR OFFICIAL USE							
21. Jabatan Pengeluar Lesen (Nama dan Alamat) / Licence Issuing Office (Name and Address) <small>LEMBAGA TEMBAKAU DAN KENAF NEGARA, KOTA BARU, KELANTAN</small>							
22. Syarat-syarat Khas / Pengecualian / dll / Special Conditions / Exemptions / etc <small>testing Special Condition from verifier</small>			23. No. Lesen / Licence No. <small>LTN031102000212023</small>		24. No. Rujukan / Reference No. <small>PIA123456AE</small>		
25. Tarikh Mula / Effective Date <small>1 4 / 0 2 / 2 0 2 3</small>			25a. Tarikh Tamat / Expiry Date <small>1 3 / 0 3 / 2 0 2 3</small>				
25b. Tarikh Lulus / Approved Date <small>1 4 / 0 2 / 2 0 2 3</small>			Tandatangan dan Cop Rasmi / Signature and Official Stamp <small>b/p Ketua Pengarah Kastam / For Director General of Customs</small>				

Page 1 of 1

Figure 41: Permit Sample

-End of Guide-

This user manual shall be updated as and when required.