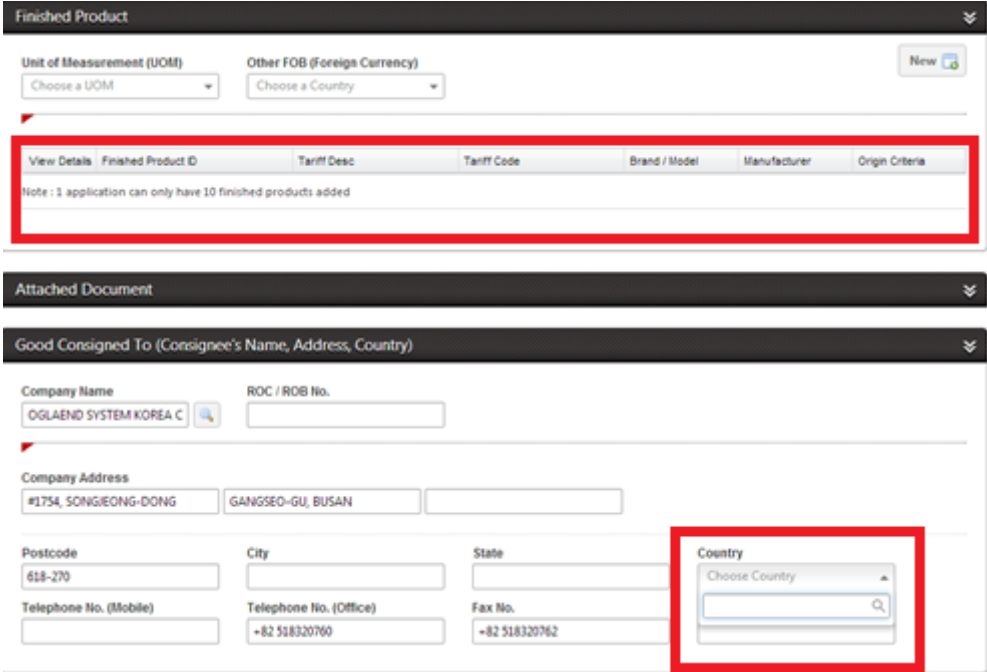


## BACKGROUNDER ON ePCO – TOP QUESTIONS

### SECTION 1: DATA ENTRY

Question	Answer
<p>1. Why I cannot proceed with data entry for Country in my CO?</p>	<p>Kindly ensure that Finished Product (FP) has been inserted as to allow data entry for Country. This is to ensure that the FP inserted to only use approved importing country for the application.</p> <p><b>Without FP:</b></p>  <p>The screenshot shows a web form with several sections:</p> <ul style="list-style-type: none"> <li><b>Finished Product:</b> Contains dropdowns for 'Unit of Measurement (UOM)' and 'Other FOB (Foreign Currency)'. Below is a table with columns: 'View Details', 'Finished Product ID', 'Tariff Desc', 'Tariff Code', 'Brand / Model', 'Manufacturer', and 'Origin Criteria'. A note states: 'Note : 1 application can only have 10 finished products added'.</li> <li><b>Attached Document:</b> A section for document uploads.</li> <li><b>Good Consigned To (Consignee's Name, Address, Country):</b> Contains fields for 'Company Name' (DGLAEND SYSTEM KOREA C), 'ROC / ROB No.', 'Company Address' (#1754, SONGJEONG-DONG, GANGSEO-GU, BUSAN), 'Postcode' (618-270), 'City', 'State', 'Country' (dropdown menu), 'Telephone No. (Mobile)', 'Telephone No. (Office)' (+82 518320760), and 'Fax No.' (+82 518320762).</li> </ul>

**BACKGROUND ON ePCO – TOP QUESTIONS**

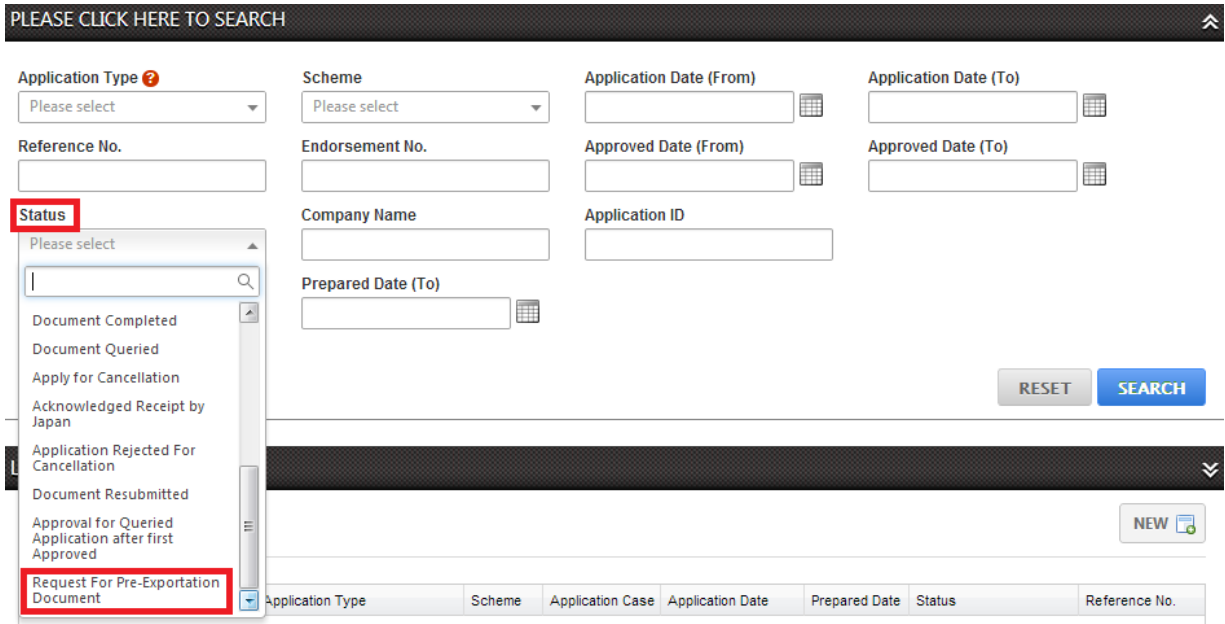
Question	Answer														
	<p><b>With FP:</b></p> <div style="border: 1px solid #ccc; padding: 10px;"> <div style="background-color: #333; color: white; padding: 5px; margin-bottom: 10px;">Finished Product</div> <div style="display: flex; justify-content: space-between;"> <div> <p>Unit of Measurement (UOM)</p> <input type="text" value="AA - 100KG"/> </div> <div> <p>Other FOB (Foreign Currency)</p> <input type="text" value="AED - AEUNITED ARAB EMIRATE..."/> </div> <div> <p>New </p> </div> </div> <div style="margin-top: 10px;"> <p>UPDATE </p> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="font-size: small;">View Details</th> <th style="font-size: small;">Finished Product ID</th> <th style="font-size: small;">Tariff Desc</th> <th style="font-size: small;">Tariff Code</th> <th style="font-size: small;">Brand / Model</th> <th style="font-size: small;">Manufacturer</th> <th style="font-size: small;">Origin Criteria</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><a href="#">View</a></td> <td>FINZ-FINZ-FP-130501-000001</td> <td>--Pure-bred breeding animals</td> <td>010121000</td> <td>1 2 3 6</td> <td>nisha mtf</td> <td>ACU</td> </tr> </tbody> </table> <p style="font-size: x-small; margin-top: 5px;">Note: 1 application can only have 10 finished products added</p> <div style="background-color: #333; color: white; padding: 5px; margin-top: 10px;">Attached Document </div> <div style="background-color: #333; color: white; padding: 5px; margin-top: 10px;">Good Consigned To (Consignee's Name, Address, Country) </div> <div style="margin-top: 10px;"> <p>Company Name <input type="text"/>  ROC / ROB No. <input type="text"/></p> <hr/> <p>Company Address <input type="text"/></p> <hr/> <p>Postcode <input type="text"/> City <input type="text"/> State <input type="text"/> <span style="border: 2px solid red; padding: 2px;">Country <input type="text" value="Choose Country"/> </span></p> <p>Telephone No. (Mobile) <input type="text"/> Telephone No. (Office) <input type="text"/> Fax No. <input type="text"/></p> </div> </div>	View Details	Finished Product ID	Tariff Desc	Tariff Code	Brand / Model	Manufacturer	Origin Criteria	<a href="#">View</a>	FINZ-FINZ-FP-130501-000001	--Pure-bred breeding animals	010121000	1 2 3 6	nisha mtf	ACU
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<a href="#">View</a>	FINZ-FINZ-FP-130501-000001	--Pure-bred breeding animals	010121000	1 2 3 6	nisha mtf	ACU									

**BACKGROUNDER ON ePCO – TOP QUESTIONS**

Question	Answer									
2. Why can't I enter more than 10 items in 1 CO	<p>MITI is allowing multiple HS Codes in 1 CO but is limiting up to 10 items in 1 CO. Below comparison referred:</p> <table border="1" data-bbox="430 395 1509 501"> <thead> <tr> <th data-bbox="430 395 734 432">Item</th> <th data-bbox="734 395 1093 432">Old ePCO</th> <th data-bbox="1093 395 1509 432">New ePCO</th> </tr> </thead> <tbody> <tr> <td data-bbox="430 432 734 469">HS Code</td> <td data-bbox="734 432 1093 469">Single</td> <td data-bbox="1093 432 1509 469">Multiple</td> </tr> <tr> <td data-bbox="430 469 734 501">No of items</td> <td data-bbox="734 469 1093 501">No limit</td> <td data-bbox="1093 469 1509 501">Up to 10 items</td> </tr> </tbody> </table>	Item	Old ePCO	New ePCO	HS Code	Single	Multiple	No of items	No limit	Up to 10 items
Item	Old ePCO	New ePCO								
HS Code	Single	Multiple								
No of items	No limit	Up to 10 items								

## BACKGROUND ON ePCO – TOP QUESTIONS

### SECTION 2: PRE-EXPORTATION (CO)

Question	Answer
<p>1. Why I could not find my approved CO?</p>	<p>Kindly sort by status 'Request for Pre-Exportation Document'. You will find your approved CO and will be able to print for endorsement.</p>  <p>PLEASE CLICK HERE TO SEARCH</p> <p>Application Type <span>?</span> <input type="text" value="Please select"/></p> <p>Scheme <input type="text" value="Please select"/></p> <p>Application Date (From) <input type="text"/></p> <p>Application Date (To) <input type="text"/></p> <p>Reference No. <input type="text"/></p> <p>Endorsement No. <input type="text"/></p> <p>Approved Date (From) <input type="text"/></p> <p>Approved Date (To) <input type="text"/></p> <p><b>Status</b> <input type="text" value="Please select"/></p> <ul style="list-style-type: none"> <li>Document Completed</li> <li>Document Queried</li> <li>Apply for Cancellation</li> <li>Acknowledged Receipt by Japan</li> <li>Application Rejected For Cancellation</li> <li>Document Resubmitted</li> <li>Approval for Queried Application after first Approved</li> <li><b>Request For Pre-Exportation Document</b></li> </ul> <p>Company Name <input type="text"/></p> <p>Application ID <input type="text"/></p> <p>Prepared Date (To) <input type="text"/></p> <p>RESET SEARCH</p> <p>NEW</p> <p>Application Type Scheme Application Case Application Date Prepared Date Status Reference No.</p>

**BACKGROUNDER ON ePCO – TOP QUESTIONS**

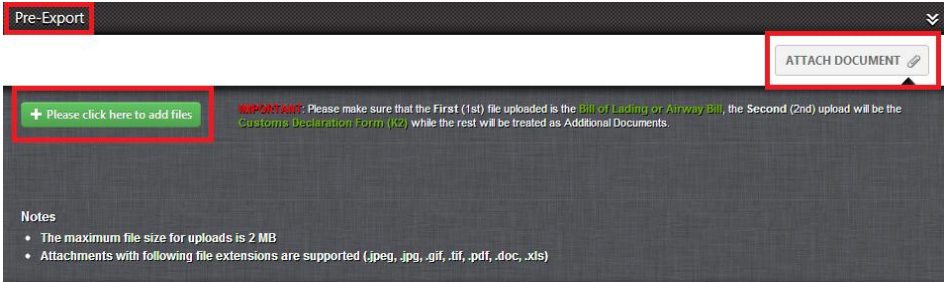
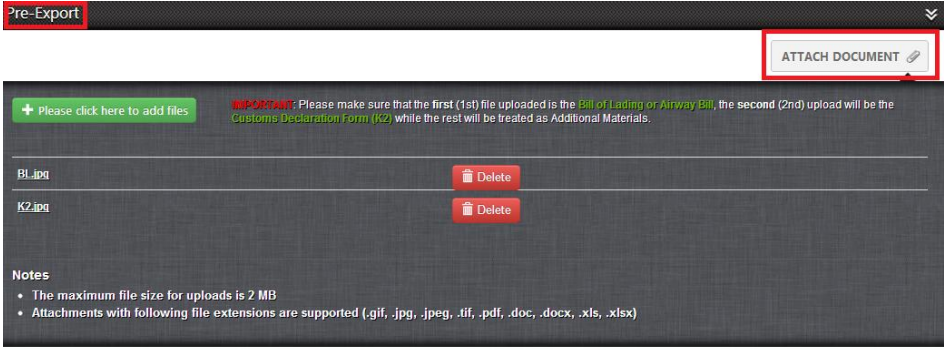
Question	Answer															
<p>2. If my application is with status 'Request for pre-exportation document', can I still print my CO?</p>	<p>Yes, you are able to print your CO for MITI's endorsement.</p> <p>You can complete to attach your pre-exportation documents later.</p>															
<p>3. What do I do when I receive request for pre-exportation document status?</p>	<p>Pre-exportation Case for CO</p> <p>CO is allowed to be submitted before shipment or after shipment:</p> <table border="1" data-bbox="427 871 1966 1145"> <thead> <tr> <th data-bbox="427 871 734 951">Case</th> <th data-bbox="734 871 1055 951">Condition</th> <th data-bbox="1055 871 1375 951">System Requirement</th> <th data-bbox="1375 871 1695 951">Application Status</th> <th data-bbox="1695 871 1966 951">Next Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 951 734 1066">Before shipment (Pre-exportation)</td> <td data-bbox="734 951 1055 1066">K2 and BL are not yet available</td> <td data-bbox="1055 951 1375 1066">K2 and BL are not attached</td> <td data-bbox="1375 951 1695 1066">Request for Pre-Exportation Document</td> <td data-bbox="1695 951 1966 1066">Submit your K2 and BL via the system</td> </tr> <tr> <td data-bbox="427 1066 734 1145">After shipment</td> <td data-bbox="734 1066 1055 1145">K2 and BL are already available</td> <td data-bbox="1055 1066 1375 1145">K2 and BL are attached</td> <td data-bbox="1375 1066 1695 1145">Application Approved</td> <td data-bbox="1695 1066 1966 1145">-</td> </tr> </tbody> </table>	Case	Condition	System Requirement	Application Status	Next Action	Before shipment (Pre-exportation)	K2 and BL are not yet available	K2 and BL are not attached	Request for Pre-Exportation Document	Submit your K2 and BL via the system	After shipment	K2 and BL are already available	K2 and BL are attached	Application Approved	-
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**BACKGROUNDER ON ePCO – TOP QUESTIONS**



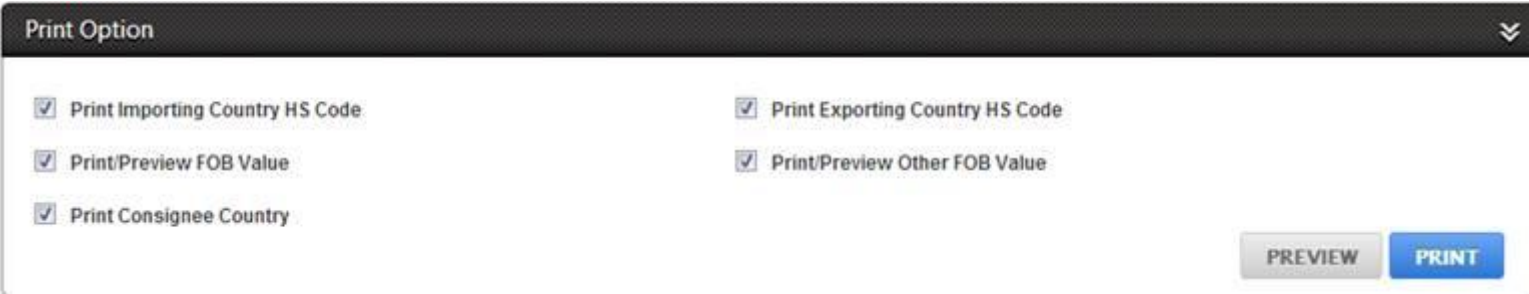
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## BACKGROUND ON ePCO – TOP QUESTIONS

Question	Answer
	<p><b>Before attach document:</b></p>  <p><b>After attach document:</b></p>  <p>Current Status :  <input type="text" value="Document Submitted"/> <input type="button" value="UPDATE"/></p>

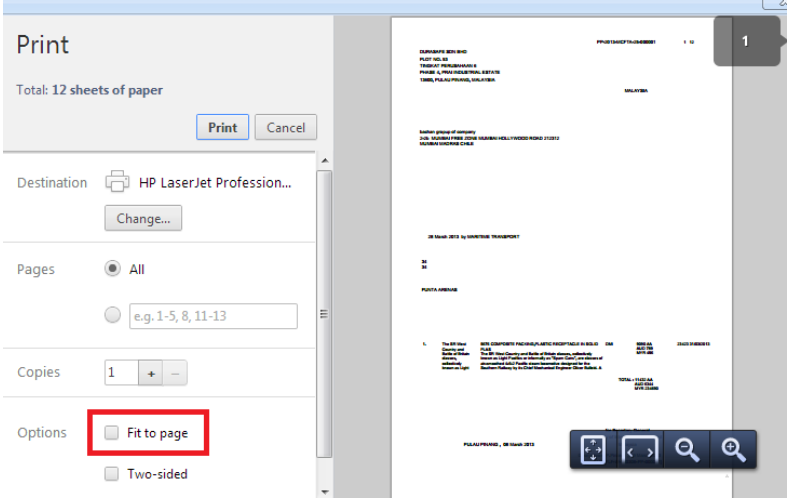
**BACKGROUND ON ePCO – TOP QUESTIONS**

**SECTION 3: PRINTING**

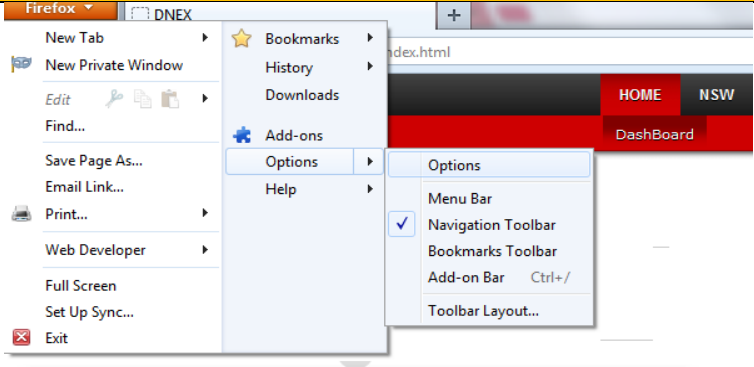
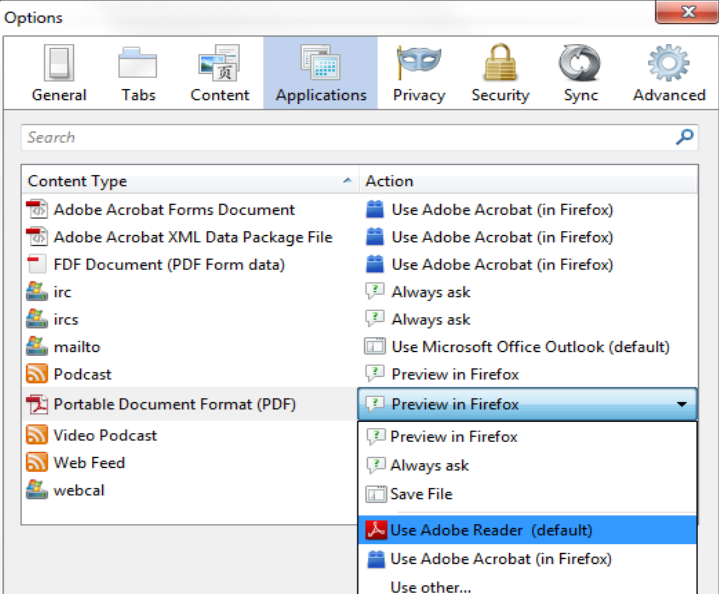
Question	Answer
<p>1. Why should I choose the print options?</p>	<p>Printing Option</p> <p>Users are to ensure the selection before printing is correct as to ensure printing output is as desired:</p> 
<p>2. I am using Google Chrome. What should I do if I faced printing alignment problem?</p>	<p><b>Browser Type:</b> Google Chrome</p> <p>Kindly uncheck 'Fit to page' if you encounter the problem. The printing alignments will be ok</p>



## BACKGROUND ON ePCO – TOP QUESTIONS

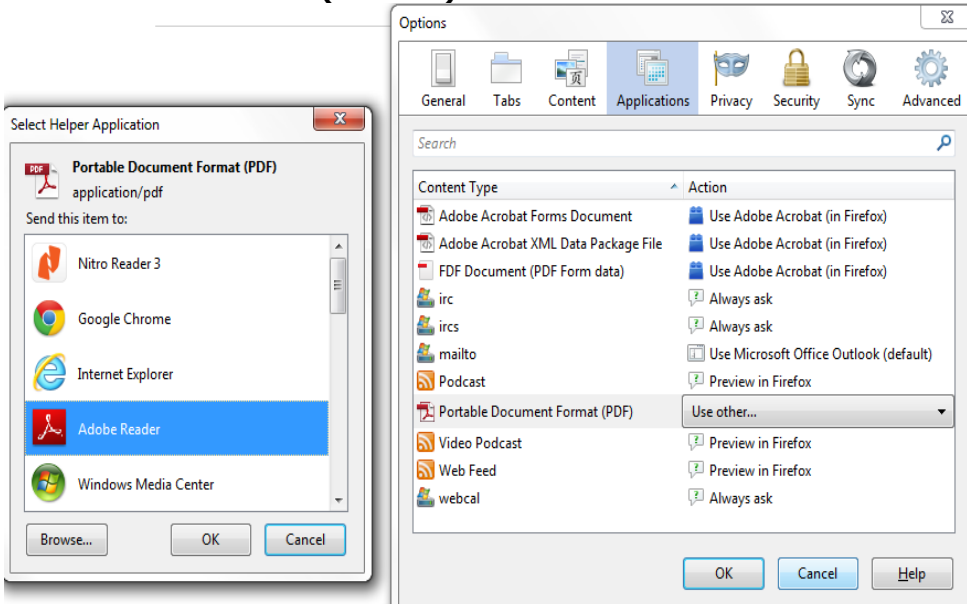
Question	Answer
	
<p>3. I am using Mozilla Firefox. What should I do if I faced printing alignment problem?</p>	<p><b>Browser Type:</b> Firefox Mozilla</p> <p>You will need to enable Adobe PDF Viewer in Mozilla Firefox</p> <p><i>Note: Firefox will not open Adobe Acrobat files in Adobe Reader.</i> Please click on the following URL for more detail. Source: <a href="http://support.mozilla.org/en-US/questions/950882">http://support.mozilla.org/en-US/questions/950882</a></p>

## BACKGROUND ON ePCO – TOP QUESTIONS

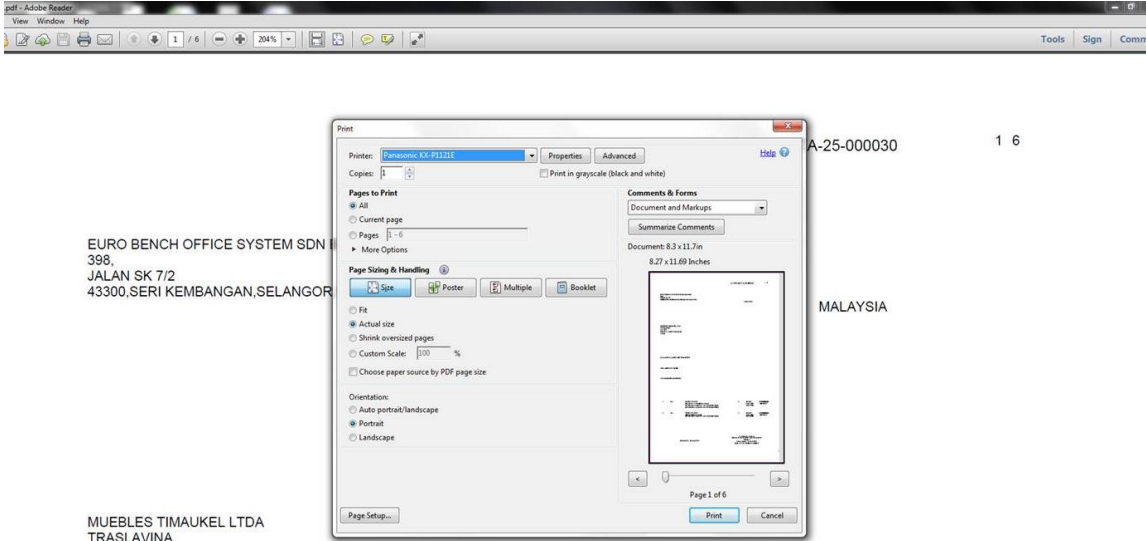
Question	Answer
	 <p data-bbox="472 730 1957 767">a. Go to <b>Firefox</b> icon at top right of your browser and click the icon, go to <b>Option</b> the click on <b>Option</b> menu</p> 

## BACKGROUND ON ePCO – TOP QUESTIONS



Question	Answer
	<p>b. Click on <b>Applications</b> tab, and find for <b>Portable Document Format (PDF)</b> in the list, change to <b>Use Adobe Reader (Default)</b> and click <b>OK</b></p>  <p>The screenshot shows the Firefox Options dialog with the Applications tab selected. The 'Portable Document Format (PDF)' row is highlighted, and the 'Action' dropdown is set to 'Use other...'. A 'Select Helper Application' dialog is open over it, showing 'Adobe Reader' selected as the default application for PDF files.</p>

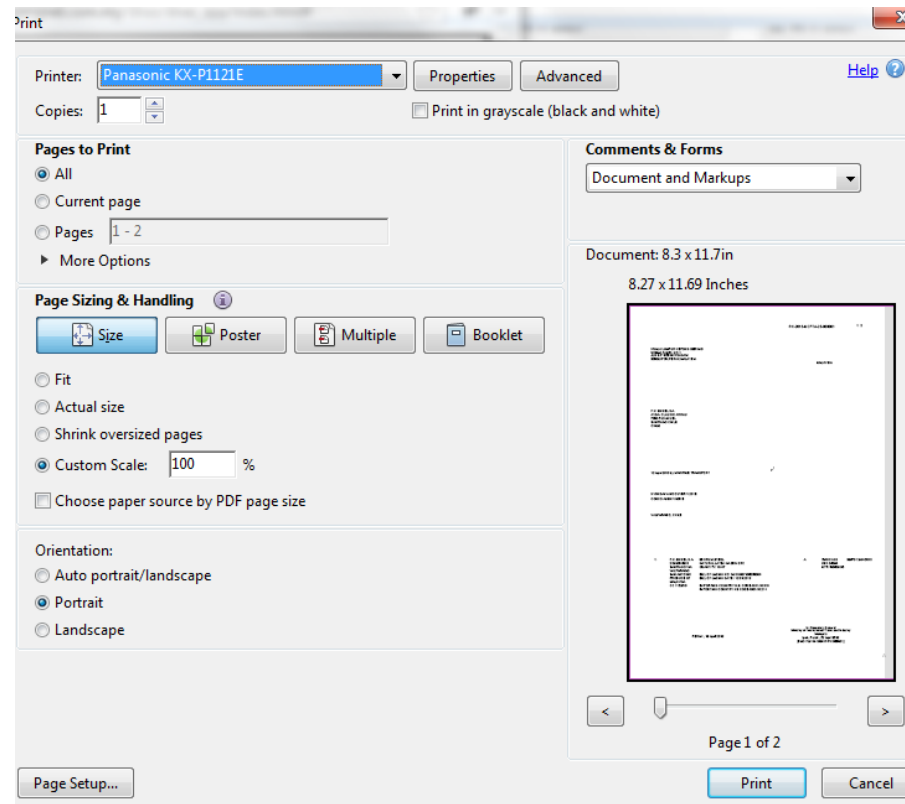
**BACKGROUND ON ePCO – TOP QUESTIONS**

Question	Answer
	<p>c. If you cannot find <b>Use Adobe Reader (Default)</b> from the list, Select <b>Use other and</b> choose <b>Adobe Reader</b> from the <b>Select Helper Application</b></p>  <p>The screenshot shows the Adobe Reader Print dialog box. The printer is set to 'Epson Stylus C87'. The 'Pages to Print' section is set to 'All'. The 'Page Sizing &amp; Handling' section is set to 'Actual size'. The 'Orientation' section is set to 'Portrait'. The 'Comments &amp; Forms' section is set to 'Document and Markups'. The document size is 8.27 x 11.69 inches. The page number is 1 of 6.</p> <p>EURO BENCH OFFICE SYSTEM SDN BHD 398, JALAN SK 7/2 43300,SERI KEMBANGAN,SELANGOR</p> <p>MUEBLES TIMAUKEL LTDA TRASLAVINA NO.1670 PEDRO A. CERDASANTIAGO CHILE</p> <p>A-25-000030 1 6</p> <p>MALAYSIA</p>

**BACKGROUND ON ePCO – TOP QUESTIONS**

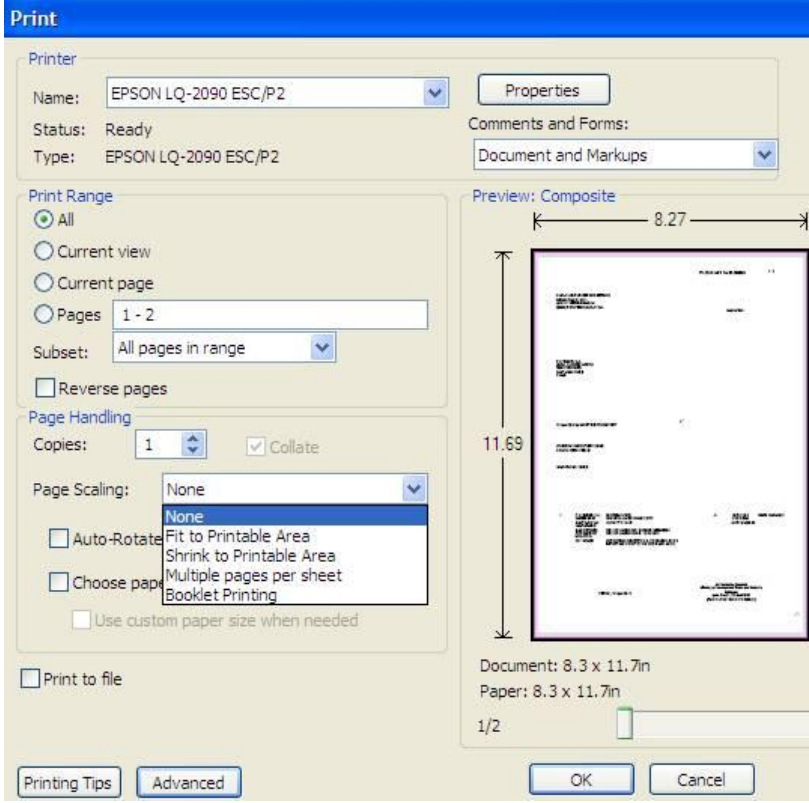
Question	Answer
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d. It will open the Adobe Reader and click the print icon

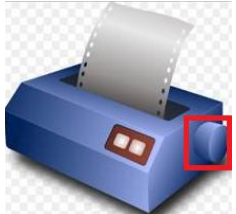


Above screen is showing **New Firefox/Adobe Setting**  
Choose **Custom Scale 100%** or **Actual size**

**BACKGROUNDER ON ePCO – TOP QUESTIONS**

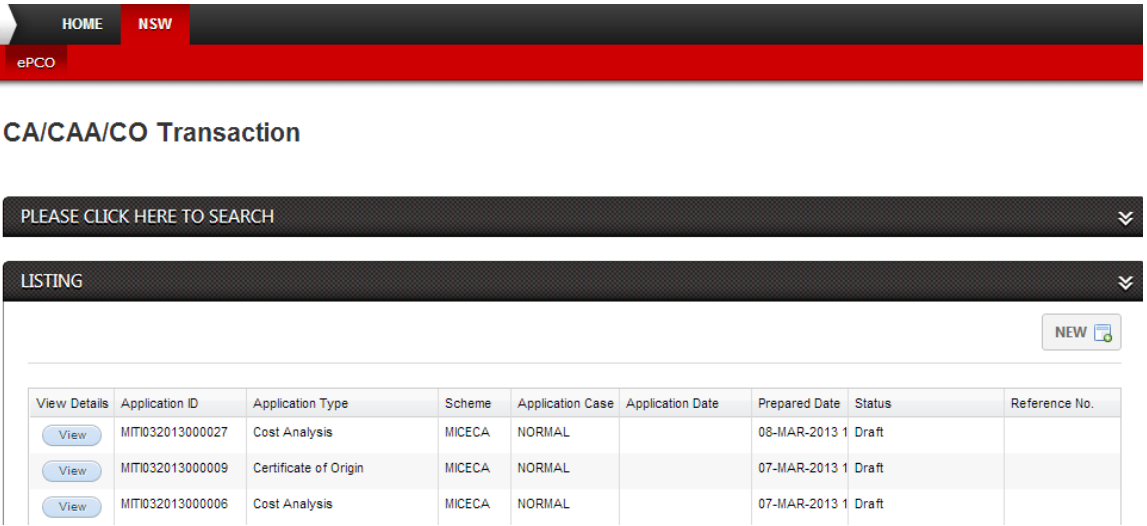
Question	Answer
	 <p>Above screen is showing <b>Old Firefox/Adobe Setting</b>  Page Scaling: None</p> <p>e. On the print setting, make sure to use zero margin setting</p> <p><b>Note: This is one time setting only</b></p>

**BACKGROUNDER ON ePCO – TOP QUESTIONS**

Question	Answer
<p>4. What should I do if my printing output at bottom of CO form is a bit out from the form alignment?</p>	<p>Schemes Affected: MAFTA, MICECA, MNZFETA, AJCEP, AIFTA, AANZFETA, ACFTA and AKFTA (Depends on printer type used for printing)</p> <p>Example Problem: Printing is a bit out from the form alignment</p> <div data-bbox="436 518 1612 619" style="border: 1px solid black; padding: 5px;"> <p>13. <input checked="" type="checkbox"/> Third Country Invoicing      <input type="checkbox"/> Exhibition      <input type="checkbox"/> Back-to-Back CO</p> </div> <p>Action 1: Ensure print setting from Letter is change to A4            Action2: Adjust the printer roller a bit forward (This does not happen to all printers. It depends on printer type)</p> <div data-bbox="425 774 660 989" style="text-align: center;">  </div> <p>Example Solution: Printing will be according to the form alignment</p> <div data-bbox="436 1109 1612 1209" style="border: 1px solid black; padding: 5px;"> <p>13. <input checked="" type="checkbox"/> Third Country Invoicing      <input type="checkbox"/> Exhibition      <input type="checkbox"/> Back-to-Back CO</p> </div>

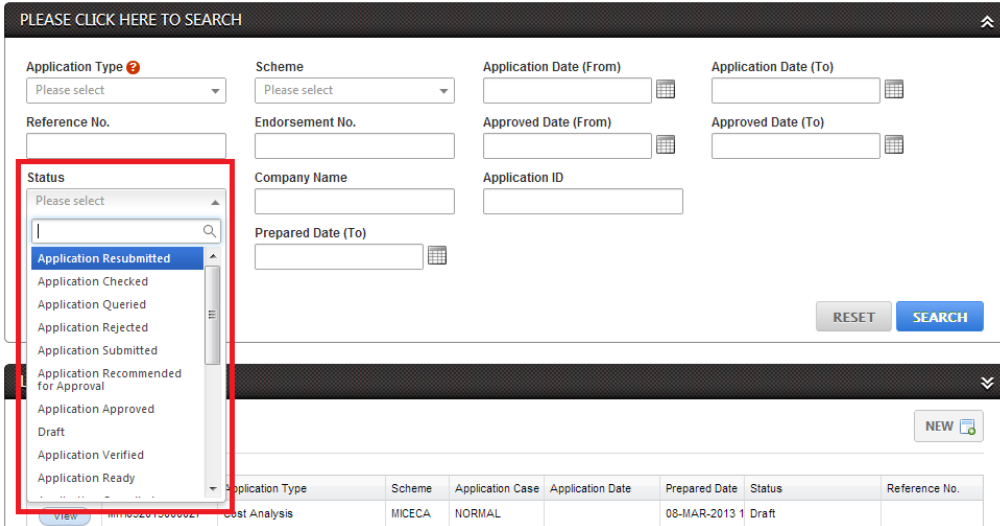
## BACKGROUND ON ePCO – TOP QUESTIONS

### SECTION 4: OTHERS

Question	Answer																																				
<p>1. Where can't I find the ePCO transaction table?</p>	<p>By default, when click "NSW-ePCO-ePCO Transactions", system will show list of transaction pending for submission:</p>  <p>The screenshot shows the ePCO system interface. At the top, there is a navigation bar with 'HOME' and 'NSW' buttons. Below this, the text 'ePCO' is visible. The main content area is titled 'CA/CAA/CO Transaction'. There is a search bar with the text 'PLEASE CLICK HERE TO SEARCH' and a dropdown arrow. Below the search bar, there is a 'LISTING' section with a dropdown arrow and a 'NEW' button with a document icon. The listing is a table with the following data:</p> <table border="1"> <thead> <tr> <th>View Details</th> <th>Application ID</th> <th>Application Type</th> <th>Scheme</th> <th>Application Case</th> <th>Application Date</th> <th>Prepared Date</th> <th>Status</th> <th>Reference No.</th> </tr> </thead> <tbody> <tr> <td><a href="#">View</a></td> <td>MITI032013000027</td> <td>Cost Analysis</td> <td>MICECA</td> <td>NORMAL</td> <td></td> <td>08-MAR-2013 1</td> <td>Draft</td> <td></td> </tr> <tr> <td><a href="#">View</a></td> <td>MITI032013000009</td> <td>Certificate of Origin</td> <td>MICECA</td> <td>NORMAL</td> <td></td> <td>07-MAR-2013 1</td> <td>Draft</td> <td></td> </tr> <tr> <td><a href="#">View</a></td> <td>MITI032013000006</td> <td>Cost Analysis</td> <td>MICECA</td> <td>NORMAL</td> <td></td> <td>07-MAR-2013 1</td> <td>Draft</td> <td></td> </tr> </tbody> </table>	View Details	Application ID	Application Type	Scheme	Application Case	Application Date	Prepared Date	Status	Reference No.	<a href="#">View</a>	MITI032013000027	Cost Analysis	MICECA	NORMAL		08-MAR-2013 1	Draft		<a href="#">View</a>	MITI032013000009	Certificate of Origin	MICECA	NORMAL		07-MAR-2013 1	Draft		<a href="#">View</a>	MITI032013000006	Cost Analysis	MICECA	NORMAL		07-MAR-2013 1	Draft	
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## BACKGROUNDER ON ePCO – TOP QUESTIONS

Question	Answer
	<p>To search for other status, kindly sort by 'Status', or by other selection:</p> <p><b>CA/CAA/CO Transaction</b></p>  <p>The screenshot shows a search interface for CA/CAA/CO transactions. It includes a search bar at the top and a form with several filters: Application Type, Scheme, Application Date (From/To), Reference No., Endorsement No., Approved Date (From/To), Company Name, Application ID, and Prepared Date (To). A 'Status' dropdown menu is open, listing various application statuses such as 'Application Resubmitted', 'Application Checked', 'Application Queried', 'Application Rejected', 'Application Submitted', 'Application Recommended for Approval', 'Application Approved', 'Draft', 'Application Verified', and 'Application Ready'. The 'Application Resubmitted' status is currently selected. Below the search form, a table of application records is displayed, with columns for Application Type, Scheme, Application Case, Application Date, Prepared Date, Status, and Reference No. One row is highlighted, showing a 'Draft' status.</p>
<p>2. Why can't I find the Copy and Delete button for approved applications?</p>	<p>User need to point the mouse to the application's row (Don't click 'View'):</p> <ul style="list-style-type: none"> <li>- Place mouse at application's row</li> <li>- Copy and Delete button will appear</li> </ul>

## BACKGROUNDER ON ePCO – TOP QUESTIONS

Question	Answer																																				
	<div style="background-color: #333; color: white; padding: 5px;">LISTING <span style="float: right;">⌵</span></div> <div style="text-align: right; margin-top: 10px;"> <span style="border: 2px solid red; padding: 2px;">DELETE </span> <span style="border: 2px solid red; padding: 2px;">COPY </span> <span style="padding: 2px;">NEW </span> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="font-size: small;">View Details</th> <th style="font-size: small;">Application ID</th> <th style="font-size: small;">Application Type</th> <th style="font-size: small;">Scheme</th> <th style="font-size: small;">Application Case</th> <th style="font-size: small;">Application Date</th> <th style="font-size: small;">Prepared Date</th> <th style="font-size: small;">Status</th> <th style="font-size: small;">Reference No.</th> </tr> </thead> <tbody> <tr style="border: 2px solid red;"> <td style="text-align: center; font-size: x-small;"><a href="#">View</a></td> <td>MITT1052013001767</td> <td>Certificate of Origin</td> <td>AANZFTA</td> <td>NORMAL</td> <td></td> <td>18-MAY-2013 1</td> <td>Draft</td> <td></td> </tr> <tr> <td style="text-align: center; font-size: x-small;"><a href="#">View</a></td> <td>MITT1052013001764</td> <td>Certificate of Origin</td> <td>GSP</td> <td>NORMAL</td> <td></td> <td>18-MAY-2013 1</td> <td>Draft</td> <td></td> </tr> <tr> <td style="text-align: center; font-size: x-small;"><a href="#">View</a></td> <td>MIT092012806158</td> <td>Certificate of Origin</td> <td>AKFTA</td> <td>NORMAL</td> <td>06-SEP-2012 11:16:0</td> <td>06-SEP-2012 1</td> <td>Application Queried</td> <td>FAK-FKF-W-12090</td> </tr> </tbody> </table>	View Details	Application ID	Application Type	Scheme	Application Case	Application Date	Prepared Date	Status	Reference No.	<a href="#">View</a>	MITT1052013001767	Certificate of Origin	AANZFTA	NORMAL		18-MAY-2013 1	Draft		<a href="#">View</a>	MITT1052013001764	Certificate of Origin	GSP	NORMAL		18-MAY-2013 1	Draft		<a href="#">View</a>	MIT092012806158	Certificate of Origin	AKFTA	NORMAL	06-SEP-2012 11:16:0	06-SEP-2012 1	Application Queried	FAK-FKF-W-12090
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<p>3. I applied CA at Old ePCO, and wanted to apply CO at New ePCO. However, my CA is not available at New ePCO. Why?</p>	<p>The New ePCO is implemented by stages according to schemes.</p> <p>Before the Live implementation (According to schemes) is announced, you will not be able to see your approved Finished Product (FP) in New ePCO.</p> <p>However, if you wish to apply CO at New ePCO before the Live announcement, you can proceed by applying the CA first. After CA is approved, you can proceed with CO application.</p>																																				