

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

New Implementation at New ePCO				
1. New changes on Other FOB Value. Perubahan baru berkenaan Other FOB Value.	In New ePCO, Other FOB Value can be entered for each Package Details. Kindly refer to APPENDIX 1 for further details. Di ePCO Baru, Other FOB Value boleh dimasukkan untuk setiap Maklumat Paket. Sila rujuk APPENDIX 1 untuk maklumat lanjut.			
2. There are new changes to 4 data elements ie Origin Criterion, Gross Weight/Quantity, Other FOB Value and Invoice No. Terdapat perubahan baru bagi 4 unsur data ie <i>Origin Criterion, Gross Weight/Quantity, Other FOB Value and Invoice No.</i>	In New ePCO, applicant will be able to have 2 additional customized data entry as explained in below table. Di ePCO Baru, pemohon mempunyai 2 masukan data tambahan mengikut keperluan terperinci seperti yang dijelaskan di dalam rajah dibawah.			
No	Form D dari Sistem Old ePCO	Form D dari Sistem New ePCO	Old ePCO	New ePCO
1	Origin Criterion dinyatakan sekali mengikut Finished Product (FP) dan bukan setiap Package Details bagi FP yang sama	Origin Criterion dinyatakan bagi setiap Package Details bagi FP yang sama	/	/
2	Gross Weight (GW)/ Kuantiti dinyatakan sekali mengikut Finished Product (FP) dan bukan setiap Package Details bagi FP yang sama	GW/ Kuantiti dinyatakan bagi setiap Package Details bagi FP yang sama	/	/
3	Other FOB Value dinyatakan sekali mengikut Finished Product (FP) dan bukan setiap Package Details bagi FP yang sama	Other FOB Value dinyatakan bagi setiap Package Details bagi FP yang sama	X	/
4	Invoice dinyatakan sekali mengikut Finished Product (FP) dan bukan setiap Package Details bagi FP yang sama	Invoice dinyatakan bagi setiap Package Details bagi FP yang sama	X	/

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<p>3. A new CO application status 'Request For Pre-Exportation Document'.</p> <p>Status permohonan baru bagi aplikasi CO 'Request For Pre-Exportation Document'.</p>	<p>For CO application submitted without K2 and BL, after application is approved, application will hold status 'Request For Pre-Exportation Document'. User is to attach the K2 and BL once the document is received to complete the application. Kindly refer to no 13-15 at page 27-31 for more details.</p> <p>Untuk aplikasi CO yang dihantar tanpa K2 dan BL, selepas aplikasi diluluskan, aplikasi akan memegang status 'Request For Pre-Exportation Document'. Pemohon hendaklah melampirkan K2 dan BL apabila dokumen tersebut sudah diterima untuk melemgkapkan permohonan. Sila rujuk no 13-15 pada muka surat 26-30 untuk maklumat lanjut.</p>
<p>4. What are the other new procedure implementation involved in New ePCO?</p> <p>Apakah Prosedur Perlaksanaan Baru yang lain yang terlibat dalam perlaksanaan ePCO Baru?</p>	<p>New Procedure Implementation (As Approved by MITI)/ Prosedur Perlaksanaan Baru (Seperti yang diluluskan oleh MITI)</p>

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No	Process	Item
1	CA	<p>Auto-calculation for raw material %</p> <p><i>Note: Why auto-calculation? This is to avoid wrong calculation by applicant and to fasten the approval process by MITI</i></p> <p>Auto-pengiraan untuk bahan mentah (%)</p> <p><i>Nota: Mengapa automatik pengiraan? Ini adalah untuk mengelakkan pengiraan salah oleh permohon dan untuk mempercepatkan proses kelulusan MITI</i></p>
2	CO	<p>Multiple HS code per CO</p> <p>Kepelbagaiannya Kod HS setiap C</p>
3	CO	<p>10 items per CO</p> <p>10 item bagi setiap CO</p>

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General Question on New ePCO	
1. What is the URL for the new ePCO?	For your convenience, ALL below schemes under ePCO can be accessed via: www.dagangnet.com/newepco
Apakah URL untuk ePCO Baru?	Untuk kemudahan anda, SEMUA skim dibawah ePCO (termasuk skim BARU – MICECA dan MCFTA) boleh diakses melalui: www.dagangnet.com/newepco
2. Is there any pre-requisite required by officers of the Ministry of International Trade and Industry (MITI) for endorsement?	For other schemes - Yes, you are required to print the CO on the 3 ply CO Form which can be obtained from FMM. Bring the copies to be endorsed at the MITI office. For MAFTA - Yes, you are required to bring along 3 copies of Form MAFTA that is printed from the system on A4 paper. Bring the copies to be endorsed at the MITI office. Untuk skim yang lain - Ya, anda dikehendaki untuk mencetak CO pada Borang 3 lapis yang boleh diperolehi dari FMM. Bawa salinan hendaklah diendors di pejabat MITI. Untuk MAFTA - Ya, anda dikehendaki untuk mencetak 3 salinan CO pada Borang 3 lapis yang dicetak dari sistem diatas kertas A4. Bawa salinan hendaklah diendors di pejabat MITI.

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General Question on New ePCO	
3. How much is the transaction fee? Berapakah yuran transaksi?	The charges onwards will be RM5 per application. Caj seterusnya sebanyak RM5 bagi setiap permohonan.
4. How fast can the application be approved? Berapa pantaskah aplikasi akan diluluskan?	CA approval takes 120 hours CO approval takes 48 hours inclusive of endorsement Kelulusan CA selama 120 jam Kelulusan CO selama 48 jam termasuk pengendorsan.

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5. What are the features, advantages and benefits of the New ePCO?	<table border="1"> <thead> <tr> <th>FEATURES</th><th>ADVANTAGES</th><th>BENEFITS</th></tr> </thead> <tbody> <tr> <td>Web-based system</td><td>No software installation required Apply & gain approvals online Transparent</td><td>No installation cost No software upgrade required Mobility Real-time tracking</td></tr> <tr> <td>Data reusability</td><td>Details previously keyed-in can be reused across documents</td><td>Minimises error Saves time Save resources spent on a data entry clerk</td></tr> <tr> <td>Data repository</td><td>Transaction details are stored in confidence within the system, guarantees authenticity</td><td>Ease-of-reference for future transactions with strengthened security Strengthens cross-border integrity</td></tr> <tr> <td>Professional & Experienced Support</td><td>24/7 troubleshooting support</td><td>Speedy assistance at any time</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th>CIRI-CIRI</th><th>KELEBIHAN</th><th>FAEDAH</th></tr> </thead> <tbody> <tr> <td>Sistem Web-based</td><td>Tiada pemasangan software diperlukan Memohon dan mendapat kelulusan talian</td><td>Tiada yuran pemasangan Tiada menaik tarak perisian diperlukan</td></tr> <tr> <td></td><td>Telus</td><td>Mobiliti Masa sebenar pengesahan.</td></tr> </tbody> </table>	FEATURES	ADVANTAGES	BENEFITS	Web-based system	No software installation required Apply & gain approvals online Transparent	No installation cost No software upgrade required Mobility Real-time tracking	Data reusability	Details previously keyed-in can be reused across documents	Minimises error Saves time Save resources spent on a data entry clerk	Data repository	Transaction details are stored in confidence within the system, guarantees authenticity	Ease-of-reference for future transactions with strengthened security Strengthens cross-border integrity	Professional & Experienced Support	24/7 troubleshooting support	Speedy assistance at any time	CIRI-CIRI	KELEBIHAN	FAEDAH	Sistem Web-based	Tiada pemasangan software diperlukan Memohon dan mendapat kelulusan talian	Tiada yuran pemasangan Tiada menaik tarak perisian diperlukan		Telus	Mobiliti Masa sebenar pengesahan.	
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General Question on New ePCO			
Apakah ciri-ciri, kelebihan dan faedah daripada ePCO Baru?	Boleh gunapakai data	Maklumat yang dimasukan dahulu boleh digunapakai semula.	Meminimumkan kesilapan Menjimatkan masa Penjimatan bagi satu sumber perbelanjaan seorang kerani kemasukan data.
	Data repositori	Butiran transaksi disimpan dengan keyakinan didalam sistem serta menjamin kesahihan.	Kemudahan rujukan untuk masa depan urusniaga dengan pengukuran keselamatan. Menguatkan merentas sempadan integrity.
	Profesional dan sokongan yang berpengalaman	24/7 bantuan masalah	Bantuan pantas pada bila-bila masa.
6. What is the recommended browser to use to access the New ePCO?	<p>The best view browser to use is Google Chrome 10 or Mozilla Firefox 13.</p> <p>You can download the latest version as follows:</p> <p>Chrome: https://www.google.com/intl/en_uk/chrome/browser/</p> <p>Firefox Login http://www.mozilla.org/en-US/firefox/new-b/?utm_expid=65789850-8</p>		
Apakah pelayar yang disyorkan untuk digunakan	Pelayar yang disyorkan adalah Google Chrome 10 atau Mozilla Firefox 13		

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General Question on New ePCO	
<p>bagi mengakses ePCO Baru?</p>	<p>Anda boleh mendownload versi terkini seperti berikut:</p> <p>Chrome: https://www.google.com/intl/en_uk/chrome/browser/</p> <p>Firefox Login http://www.mozilla.org/en-US/firefox/new-b/?utm_expid=65789850-8</p>
<p>7. Do I need to get new ID and password to login to the New ePCO? Adakah saya memerlukan ID dan kata laluan yang baru untuk login kepada ePCO Baru?</p>	<p>Existing Users - No. You are required to use same ID and password.</p> <p>New Users – Yes, please proceed to register via URL : http://reg.dagangnet.com/</p> <p>Pengguna Lama – Tidak. Anda dikehendaki menggunakan ID dan kata laluan yang sama.</p> <p>Pengguna Baru – Ya, sila daftar melalui URL : http://reg.dagangnet.com/</p>
<p>8. What do I do if I have problem to login into the New ePCO? Apakah yang perlu saya lakukan sekiranya menghadapi kesukaran untuk login kepada ePCO Baru?</p>	<p>If you cannot login, please call our CARELINE and provide below information:</p> <ul style="list-style-type: none"> ○ ROC / ROB No ○ Username/Password ○ Error description <p>Sekiranya anda tidak dapat mengakses login, sila hubungi CARELINE dan sediakan maklumat seperti dibawah:</p> <ul style="list-style-type: none"> ○ ROC / ROB No ○ Nama pengguna/Kata Laluan ○ Huraian kesilapan.

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General Question on New ePCO	
<p>9. Where can I retrieve user manuals / form fillers related to ePCO?</p> <p style="color: red;">Dimana saya boleh mendapatkan manual pengguna / form filler berkaitan ePCO?</p>	<p>ePCO User Manual is available via eLearning, a value add service created for you to help you understand the system better.</p> <p>The service can be accessed by taking below steps:</p> <ul style="list-style-type: none"> • Go to http://etraining.dagangnet.com • Click -> eLearning • Click -> ePCO <p style="color: red;">Manual pengguna ePCO boleh didapati melalui eLearning, perkhidmatan tambah nilai yang dicipta untuk membantu anda memahami sistem dengan lebih baik.</p> <p style="color: red;">Perkhidmatan tersebut boleh diakses dengan beberapa langkah:</p> <ul style="list-style-type: none"> • Go to http://etraining.dagangnet.com • Click -> eLearning • Click -> ePCO
<p>10. What improvements can customers experience after the completion of this upgrade?</p> <p style="color: red;">Apakah penambahbaikan yang pelanggan boleh alami selepas selesai penaiktarafan ini?</p>	<p>With the completion of the initiative, customers can experience smoother transactions, enhanced security and data integrity, and higher assurance of business continuity</p> <p style="color: red;">Dengan selesainya inisiatif ini, pelanggan boleh mengalami kelancaran pada transaksi, peningkatan keselemanan dan integriti data dan jaminan kepada kesinambungan perniagaan yang lebih tinggi.</p>

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No	Current ePCO Features	New ePCO Features	
1	Multiple screens user interface Pelbagai paparan skrin dipaparkan	Simplified user interface Paparan skrin yang ringkas	
2	Manual insertion of raw material % in CA Pengisian bahan mentah secara manual dalam CA	Auto calculation for raw material % in CA Pengiraan automatik untuk bahan mentah % dalam CA	
3	Single HS Code in 1 CO Satu Kod HS dalam 1 CO	Multiple HS Codes in 1 CO Pelbagai Kod HS dalam 1 CO	
4	Standard system access level Tahap sistem akses yang biasa	Customized system access level Tahap sistem akses yang disesuaikan	
5	Standard billing options Pilihan bil biasa	Customized billing options Pilihan bil yang disesuaikan	
6	-	Improved print preview and printing features Meningkatkan <i>print preview</i> dan fungsi cetak	
7	-	Improved email notification Meningkatkan pemberitahuan email	
8	-	Independent attachment repository Lampiran reposotori Bebas .	

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General Question on New ePCO	
11. What number should I call for assistance if I cannot access ePCO? Apakah nombor yang patut saya hubungi sekiranya saya tidak dapat mengakses ePCO?	You can contact CARELINE at 1300 133 133 for any support required Anda boleh menghubungi CARELINE di 1300 133 133 untuk sebarang bantuan
12. What are the alternative ways to reach CARELINE? Apakah cara lain untuk menghubungi CARELINE?	Email : carelne@dagangnet.com Fax: +603-2713 2990 Facebook – Dagang Net Careline Dedicated account managers will assist you on any inquiries on ePCO. Pengurus akaun akan membantu anda di sebarang pertanyaan mengenai ePCO.

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TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
<p>1. Since there are schemes still available at old ePCO, will my updates at New ePCO Admin Module be auto-updated at old ePCO Admin Module?</p> <p>Memandangkan masih ada skim yang berada di ePCO lama, adakah kemaskini data di ePCO Baru Modul Admin akan dikemaskini secara automatic di ePCO Baru</p>	<p>No, updates need to be done separately at old ePCO Admin Module and at New ePCO Admin Module. This for example applies for Manufacturer Details, etc.</p> <p>Tidak, kemaskini perlu dibuat secara berasingan di ePCO lama Module Admin dan ePCO Baru Modul Admin. Ini contohnya digunakan untuk Maklumat Pengeluar, dan sebagainya.</p>	

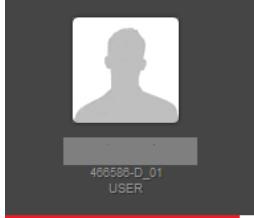
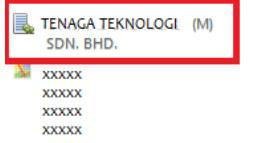
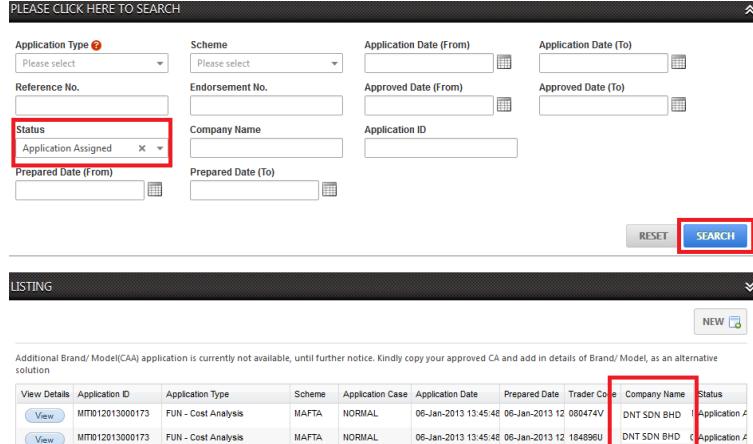
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
Modul Admin?		
2. What is the format for Contact No Details? Apakah format untuk Butiran Contact?	<p>You can enter numbers and "-".</p> <p>Telephone No. (Mobile) 012-1122556</p> <p>Telephone No. (Office) 03-23456765</p> <p>Fax No. 03-45654324</p> <p>Anda boleh memasukkan nombor dan "-"</p>	<p>Users will be prompt with error if data entry is other than numbers and "-".</p> <p>Pengguna akan diberitahu dengan segera akan kemasukan data adalah berbeza daripada nombor dan "-".</p>
3. Will I have any problem using the form filler?	You should not have any problems while using the form filler. Do ensure you use the correct and latest version of the form filler. It is available at:	

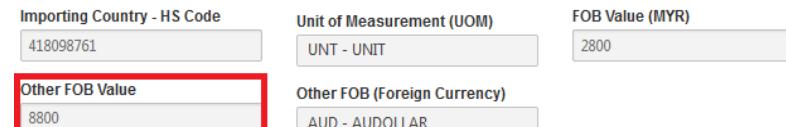
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Adakah saya akan menghadapi sebarang masalah jika saya menggunakan Form Filler?	<ul style="list-style-type: none"> • Go to http://etraining.dagangnet.com • Click -> eLearning • Click -> ePCO <p>Anda tidak sepatutnya menghadapi sebarang masalah jika menggunakan Form Filler. Sila pastikan anda menggunakan Form Filler yang betul dan yang terkini, dimana ia boleh diperolehi di:</p> <ul style="list-style-type: none"> • Go to http://etraining.dagangnet.com • Click -> eLearning • Click -> ePCO 	-
4. As a manufacturer, how can I know the products assign to my trader? Sebagai pengeluar bagaimana saya boleh tahu produk yang	<p>Sort your application status by "Application Assigned" and all assigned applications will be displayed.</p> <p>Susun status permohonan anda dengan "Application Assigned" dan semua permohonan akan dipaparkan.</p> <p><u>Manufacturer Details</u></p>	-

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diserahkan kepada peniaga saya?	  TENAGA TEKNOLOGI (M) SDN. BHD. XXXXX XXXXX XXXXX XXXXX	 <p>Application assigned listing</p> <p>PLEASE CLICK HERE TO SEARCH</p> <p>Application Type: Please select Scheme: Please select Application Date (From): Application Date (To):</p> <p>Reference No.: Endorsement No.: Approved Date (From): Approved Date (To):</p> <p>Status: Application Assigned SEARCH</p> <p>Prepared Date (From): Prepared Date (To):</p> <p>RESET</p> <p>LISTING</p> <p>Additional Brand/ Model(CAA) application is currently not available, until further notice. Kindly copy your approved CA and add in details of Brand/ Model, as an alternative solution</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>Trader Code</th> <th>Company Name</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>View</td> <td>MITI012013000173</td> <td>FUN - Cost Analysis</td> <td>MAFTA</td> <td>NORMAL</td> <td>06-Jan-2013 13:45:48</td> <td>06-Jan-2013 12:080474V</td> <td>DNT SDN BHD</td> <td>DNT SDN BHD</td> <td>Application A</td> </tr> <tr> <td>View</td> <td>MITI012013000173</td> <td>FUN - Cost Analysis</td> <td>MAFTA</td> <td>NORMAL</td> <td>06-Jan-2013 13:45:48</td> <td>06-Jan-2013 12:184996U</td> <td>DNT SDN BHD</td> <td>DNT SDN BHD</td> <td>Application A</td> </tr> </tbody> </table>	View Details	Application ID	Application Type	Scheme	Application Case	Application Date	Prepared Date	Trader Code	Company Name	Status	View	MITI012013000173	FUN - Cost Analysis	MAFTA	NORMAL	06-Jan-2013 13:45:48	06-Jan-2013 12:080474V	DNT SDN BHD	DNT SDN BHD	Application A	View	MITI012013000173	FUN - Cost Analysis	MAFTA	NORMAL	06-Jan-2013 13:45:48	06-Jan-2013 12:184996U	DNT SDN BHD	DNT SDN BHD	Application A
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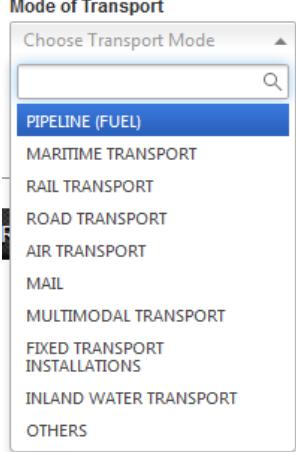
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TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
<p>5. Why is my FOB Value printed with no decimal point?</p> <p>Mengapa Nilai FOB saya dicetak dengan tiada titik perpuluhan?</p>	<p>All details on CO form will be displayed based on user's data entry.</p> <p>Semua butir-butir di borang CO akan dipaparkan berdasarkan kemasukan data pengguna.</p> <p>Example:</p> <p>User data entry</p>  <p>Printing on CO Form</p> 	-
<p>6. Why is the detail for "Mode of Transport" in</p>	<p>Mode of Transport in New ePCO is based on Customs list to standardise the Mode of Transport list for all services when all services are transformed into this new platform. Below referred:</p> <p>Mode of Transport in New ePCO:</p>	

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Question	Answer	Consequence
New ePCO is different from ePCO?	Printing on CO form will print the Mode of Transport as per the drop down list selected e.g. Maritime Transport	
Kenapa maklumat bagi "Mod Pengangkutan" di dalam ePCO Baru berbeza daripada ePCO?	<p>Mod Pengangkutan ePCO Baru berdasarkan senarai Kastam untuk menyeragamkan senarai Mode Pengangkutan untuk semua perkhidmatan apabila semua perkhidmatan berubah menjadi platform baru ini.</p> <p>Berikut dirujuk:</p> <p><u>Mod Pengangkutan ePCO Baru:</u></p> <p>Form CO yang dicetak akan mencetak Mod Pengangkutan dari <i>drop down list</i> yang dipilih contohnya Pengangkutan Maritim</p>	

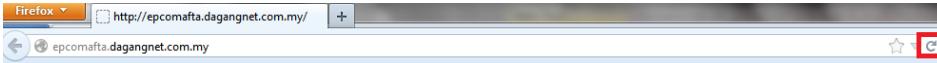
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	<p>Mode of Transport in ePCO:</p> <p>Mod Pengangkutan ePCO:</p>  	

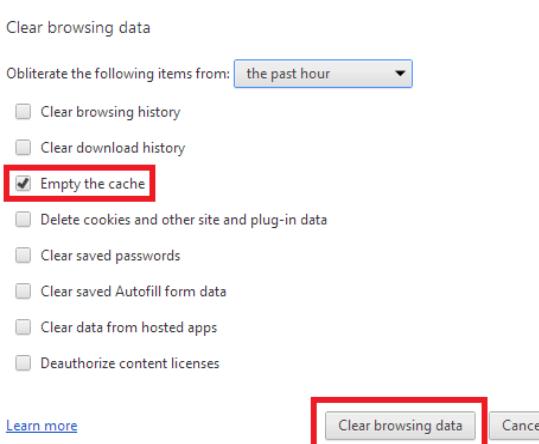
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<p>7. I have 3 pages of CO Form to preview. Why I can only preview the first page?</p> <p>Saya mempunyai 3 halaman Borang CO. Mengapa saya hanya boleh melihat halaman pertama?</p>	<p>Click the PDF file "Next" button.</p> <p>Klik butang "NEXT" pada file berformat PDF</p> 	<p>Users will only be able to view the first page if they do not click the PDF file "Next" button.</p> <p>Pengguna hanya akan dapat melihat halaman pertama jika mereka tidak klik butang file PDF "Next".</p>

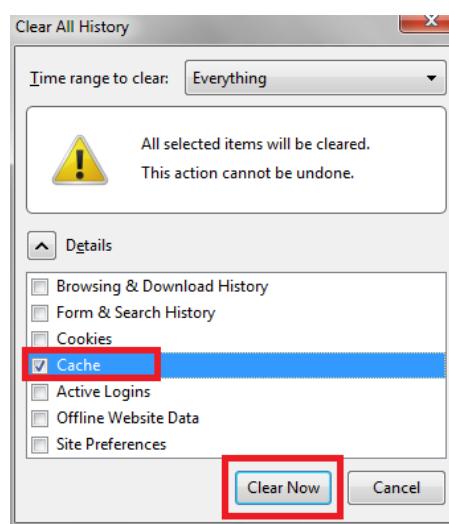
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TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
<p>8. What if I experience the page with "Just a moment' for quite some time</p> <p>Bagaimana jika saya mengalami halaman "Just a moment" untuk sekian lama.</p>	<p>If your experience this, click refresh to proceed. Your data will not be lost.</p> <p>Jika anda mengalaminya, klik <i>refresh</i> untuk terus transaksi. Data anda tidak akan hilang.</p> <p>'Just a moment' page</p> <p>Refresh your page</p> 	<p>If you experience the page with "Just a moment" too long, you will not be able to proceed without clicking refresh.</p> <p>Jika anda mengalami halaman dengan "Just a moment" terlalu lama, anda tidak akan dapat meneruskan, jika anda tidak klik <i>refresh</i>.</p>

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
<p>9. What if changes are not properly displayed in the system? Mengapa perubahan tidak betul dipaparkan dalam sistem?</p>	<p>Do clear your cache if this problem exists. IMPORTANT NOTE: Clearing your cache from time to time is good to have a better experience using the system</p> <p>Kosongkan cache anda jika masalah ini wujud. MAKLUMAT PENTING: Kosongkan cache anda dari masa ke semasa untuk pengalaman yang lebih baik menggunakan sistem</p> <p>Click CTRL + SHIFT + DEL to clear your cache: <u>Google Chrome</u></p> 	<p>Not clearing your cache might result in updates not properly displayed in the system.</p> <p>Tidak mengosongkan cache anda mungkin menyebabkan kepada kemas kini tidak betul dipaparkan dalam sistem.</p>

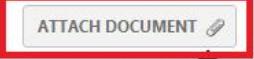
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p><u>Firefox Mozilla</u></p> 	
10. How do I close the Selection table/ Attachment Section?	<p>To close the selection table window, do re-click at the same place when you open the selection table window</p> <p>Example for Selection Table:</p>	

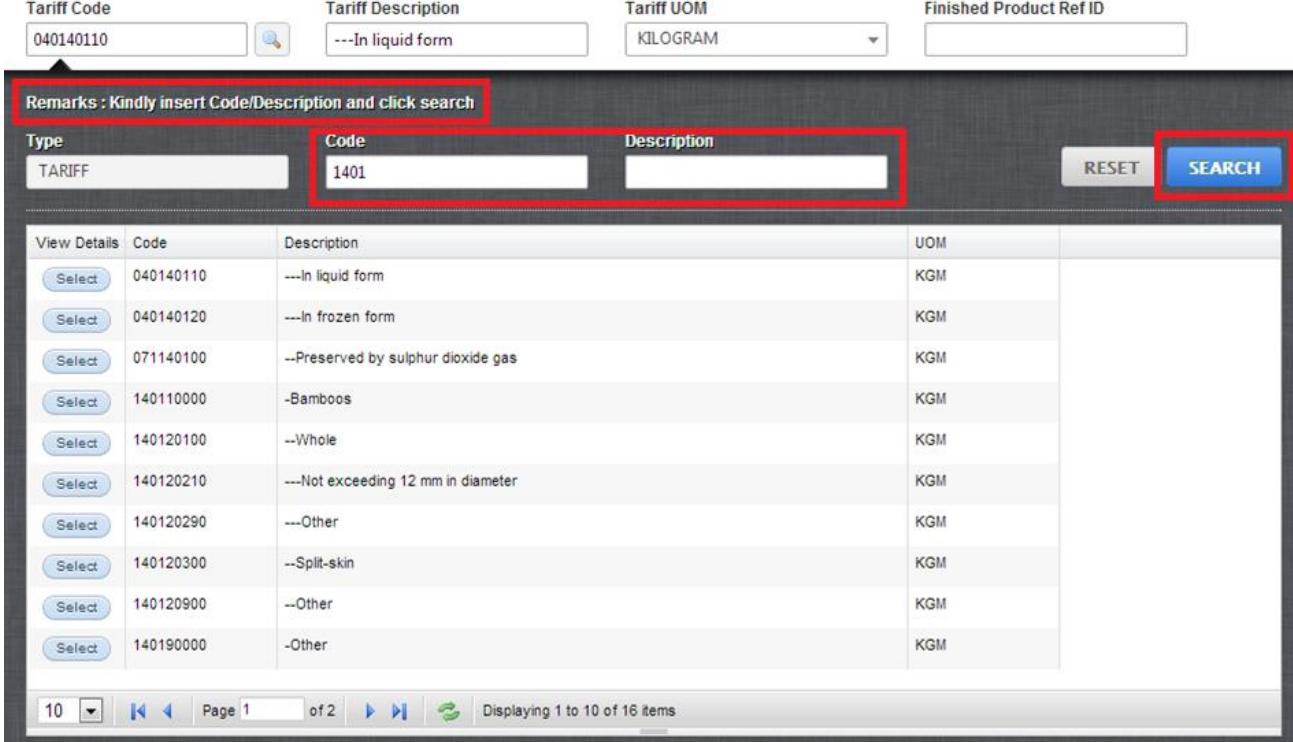
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE																																																												
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	<p>Tariff Code <input type="text" value="040140110"/> </p> <p>Tariff Description <input type="text" value="--In liquid form"/></p> <p>Tariff UOM <input type="text" value="KILOGRAM"/></p> <p>Remarks : Kindly insert Code/Description and click search</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Code</th> <th>Description</th> <th>UOM</th> </tr> </thead> <tbody> <tr> <td>TARIFF</td> <td>1401</td> <td></td> <td></td> </tr> <tr> <td><input type="button" value="RESET"/></td> <td><input type="button" value="SEARCH"/></td> <td></td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>View Details</th> <th>Code</th> <th>Description</th> <th>UOM</th> </tr> </thead> <tbody> <tr> <td><input type="button" value="Select"/></td> <td>040140110</td> <td>--In liquid form</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>040140120</td> <td>--In frozen form</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>071140100</td> <td>--Preserved by sulphur dioxide gas</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140110000</td> <td>-Bamboos</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140120100</td> <td>--Whole</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140120210</td> <td>--Not exceeding 12 mm in diameter</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140120290</td> <td>--Other</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140120300</td> <td>--Split-skin</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140120900</td> <td>--Other</td> <td>KGM</td> </tr> <tr> <td><input type="button" value="Select"/></td> <td>140190000</td> <td>-Other</td> <td>KGM</td> </tr> </tbody> </table> <p>10 <input type="button" value="▼"/>   Page <input type="text" value="1"/> of 2    Displaying 1 to 10 of 16 items</p>	Type	Code	Description	UOM	TARIFF	1401			<input type="button" value="RESET"/>	<input type="button" value="SEARCH"/>			View Details	Code	Description	UOM	<input type="button" value="Select"/>	040140110	--In liquid form	KGM	<input type="button" value="Select"/>	040140120	--In frozen form	KGM	<input type="button" value="Select"/>	071140100	--Preserved by sulphur dioxide gas	KGM	<input type="button" value="Select"/>	140110000	-Bamboos	KGM	<input type="button" value="Select"/>	140120100	--Whole	KGM	<input type="button" value="Select"/>	140120210	--Not exceeding 12 mm in diameter	KGM	<input type="button" value="Select"/>	140120290	--Other	KGM	<input type="button" value="Select"/>	140120300	--Split-skin	KGM	<input type="button" value="Select"/>	140120900	--Other	KGM	<input type="button" value="Select"/>	140190000	-Other	KGM	<p>Example for Attachment Section:</p>		
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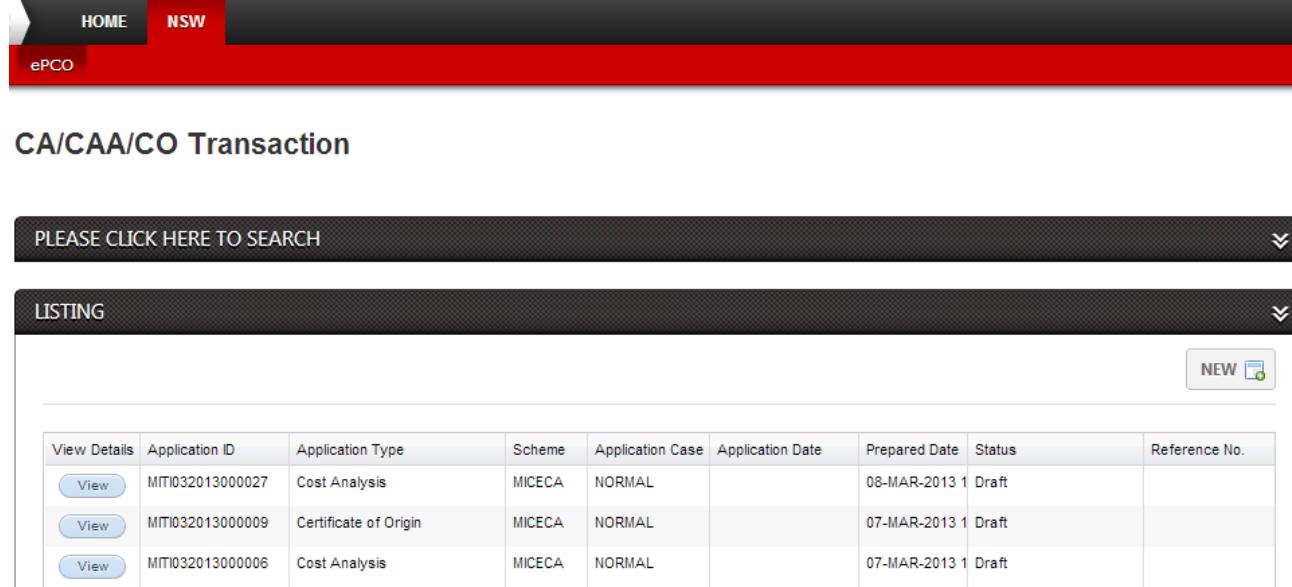
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>Attached Document</p> <p>ATTACH DOCUMENT </p> <p>IMPORTANT: Please make sure that the first (1st) file uploaded is the Products Photo / Catalogue, the second (2nd) upload will be the Products Processing Flow Chart while the rest will be treated as Additional Materials.</p> <p>Notes</p> <ul style="list-style-type: none"> The maximum file size for uploads is 2 MB Attachments with following file extensions are supported (.jpeg, .jpg, .gif, .tif, .pdf, .doc, .xls) 	
11. Need to insert value at Code/ Description to display the Tariff Code	Tariff Code Selection Table	

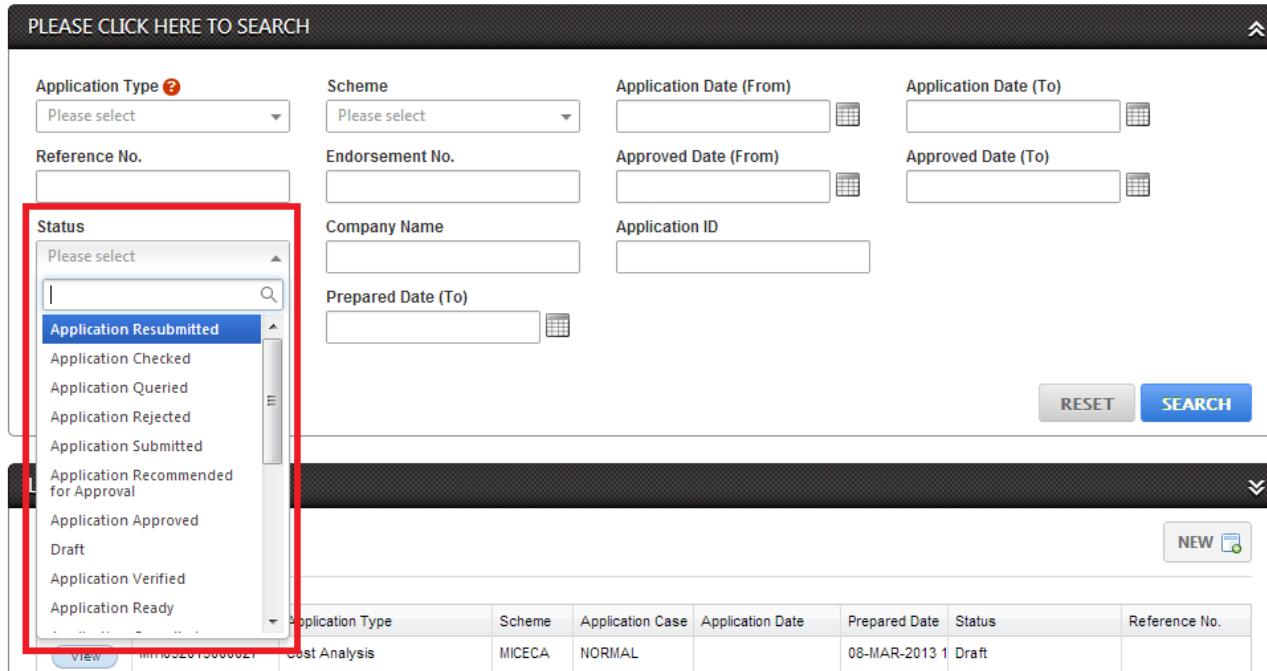
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TIPS FOR SMOOTH USER EXPERIENCE																																														
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	<p>Remarks : Kindly insert Code/Description and click search</p>  <p>The screenshot shows a search interface for tariff codes. At the top, there are input fields for Tariff Code (040140110), Tariff Description (---In liquid form), Tariff UOM (KILOGRAM), and Finished Product Ref ID. Below these is a red box containing the instruction "Remarks : Kindly insert Code/Description and click search". The main area displays a table with columns: Type, Code, Description, RESET, and SEARCH. The Type column shows "TARIFF". The Code column contains "1401". The Description column shows "1401". The SEARCH button is highlighted with a red box. Below this table is a larger table listing tariff codes with their descriptions and UOMs. The columns are View Details, Code, Description, and UOM. The data includes:</p> <table border="1"> <thead> <tr> <th>View Details</th> <th>Code</th> <th>Description</th> <th>UOM</th> </tr> </thead> <tbody> <tr> <td>Select</td> <td>040140110</td> <td>---In liquid form</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>040140120</td> <td>---In frozen form</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>071140100</td> <td>--Preserved by sulphur dioxide gas</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140110000</td> <td>-Bamboos</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140120100</td> <td>--Whole</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140120210</td> <td>--Not exceeding 12 mm in diameter</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140120290</td> <td>--Other</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140120300</td> <td>--Split-skin</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140120900</td> <td>--Other</td> <td>KGM</td> </tr> <tr> <td>Select</td> <td>140190000</td> <td>-Other</td> <td>KGM</td> </tr> </tbody> </table> <p>At the bottom, there are pagination controls: 10, < <, Page 1, > >, and >. The message "Displaying 1 to 10 of 16 items" is also visible.</p>	View Details	Code	Description	UOM	Select	040140110	---In liquid form	KGM	Select	040140120	---In frozen form	KGM	Select	071140100	--Preserved by sulphur dioxide gas	KGM	Select	140110000	-Bamboos	KGM	Select	140120100	--Whole	KGM	Select	140120210	--Not exceeding 12 mm in diameter	KGM	Select	140120290	--Other	KGM	Select	140120300	--Split-skin	KGM	Select	140120900	--Other	KGM	Select	140190000	-Other	KGM	
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12. Where can I find the ePCO transaction table?	By default, system will show list of transaction pending for submission:																																													

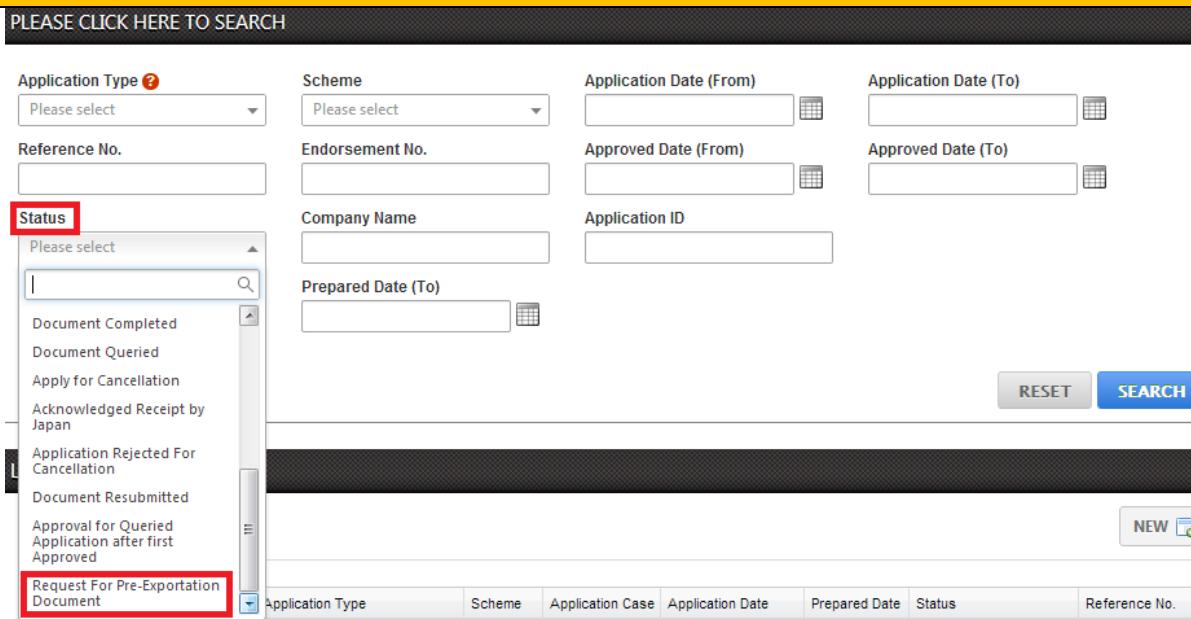
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	 <p>The screenshot shows a user interface for 'CA/CAA/CO Transaction'. At the top, there's a navigation bar with 'HOME' and 'NSW' buttons, and a red 'ePCO' button. Below the navigation is a search bar containing the placeholder 'PLEASE CLICK HERE TO SEARCH'. A downward arrow icon is to the right of the search bar. Underneath is a section titled 'LISTING' with a 'NEW' button and a small icon. A table below lists three application entries:</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>View</td> <td>MITI032013000027</td> <td>Cost Analysis</td> <td>MICECA</td> <td>NORMAL</td> <td></td> <td>08-MAR-2013</td> <td>Draft</td> <td></td> </tr> <tr> <td>View</td> <td>MITI032013000009</td> <td>Certificate of Origin</td> <td>MICECA</td> <td>NORMAL</td> <td></td> <td>07-MAR-2013</td> <td>Draft</td> <td></td> </tr> <tr> <td>View</td> <td>MITI032013000006</td> <td>Cost Analysis</td> <td>MICECA</td> <td>NORMAL</td> <td></td> <td>07-MAR-2013</td> <td>Draft</td> <td></td> </tr> </tbody> </table> <p>To search for other status, kindly sort by 'Status', or by other selection:</p>	View Details	Application ID	Application Type	Scheme	Application Case	Application Date	Prepared Date	Status	Reference No.	View	MITI032013000027	Cost Analysis	MICECA	NORMAL		08-MAR-2013	Draft		View	MITI032013000009	Certificate of Origin	MICECA	NORMAL		07-MAR-2013	Draft		View	MITI032013000006	Cost Analysis	MICECA	NORMAL		07-MAR-2013	Draft									
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FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>CA/CAA/CO Transaction</p> 	
13. Why I could not find my approved CO?	<p>Kindly sort by status 'Request for Pre-Exportation Document' (Kindly refer to next question for more information on Pre-Exportation). You will find your approved CO and will be able to print for endorsement.</p>	

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>PLEASE CLICK HERE TO SEARCH</p>  <p>The screenshot shows a search form with the following fields:</p> <ul style="list-style-type: none"> Application Type: Please select Scheme: Please select Reference No.: [Input field] Endorsement No.: [Input field] Status: Please select (with a dropdown menu showing options like Document Completed, Document Queried, etc.) Company Name: [Input field] Application ID: [Input field] Prepared Date (From): [Input field] Prepared Date (To): [Input field] Approved Date (From): [Input field] Approved Date (To): [Input field] Buttons: RESET, SEARCH, NEW 	
14. If my application is with status 'Request for pre-exportation document', can I still print my CO?	<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 (Below item referred for more guides).</p>	

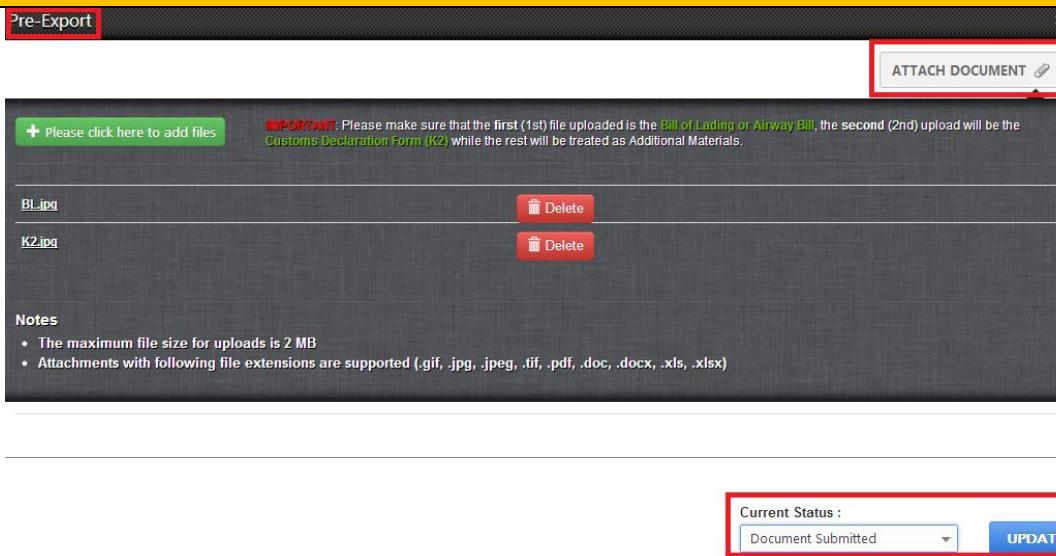
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE																																												
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15. What do I do when I receive request for pre-exportation document status?	<p>Pre-exportation Case for CO</p> <p>CO is allowed to be submitted before shipment or after shipment:</p> <table border="1"> <thead> <tr> <th>Case</th> <th>Condition</th> <th>System Requirement</th> <th>Application Status</th> <th>Next Action</th> </tr> </thead> <tbody> <tr> <td>Before shipment (Pre-exportation)</td> <td>K2 and BL are not yet available</td> <td>K2 and BL are not attached</td> <td>Request for Pre-Exportation Document</td> <td>Submit your K2 and BL via the system</td> </tr> <tr> <td>After shipment</td> <td>K2 and BL are already available</td> <td>K2 and BL are attached</td> <td>Application Approved</td> <td>-</td> </tr> </tbody> </table> <p>LISTING</p> <p style="text-align: right;">NEW </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>Assign Comp. Nai</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>View </td> <td>MITTI052013003840</td> <td>Certificate of Origin</td> <td>MAFTA</td> <td>NORMAL</td> <td>22-MAY-2013 10:40:5</td> <td>22-MAY-2013 1</td> <td></td> <td>Request For Pre-Exportati</td> </tr> <tr> <td>View </td> <td>MITTI052013003812</td> <td>Certificate of Origin</td> <td>MAFTA</td> <td>NORMAL</td> <td>22-MAY-2013 10:38:5</td> <td>22-MAY-2013 0</td> <td></td> <td>Request For Pre-Exportati</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	-	View Details	Application ID	Application Type	Scheme	Application Case	Application Date	Prepared Date	Assign Comp. Nai	Status	View 	MITTI052013003840	Certificate of Origin	MAFTA	NORMAL	22-MAY-2013 10:40:5	22-MAY-2013 1		Request For Pre-Exportati	View 	MITTI052013003812	Certificate of Origin	MAFTA	NORMAL	22-MAY-2013 10:38:5	22-MAY-2013 0		Request For Pre-Exportati	
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TIPS FOR SMOOTH USER EXPERIENCE																											
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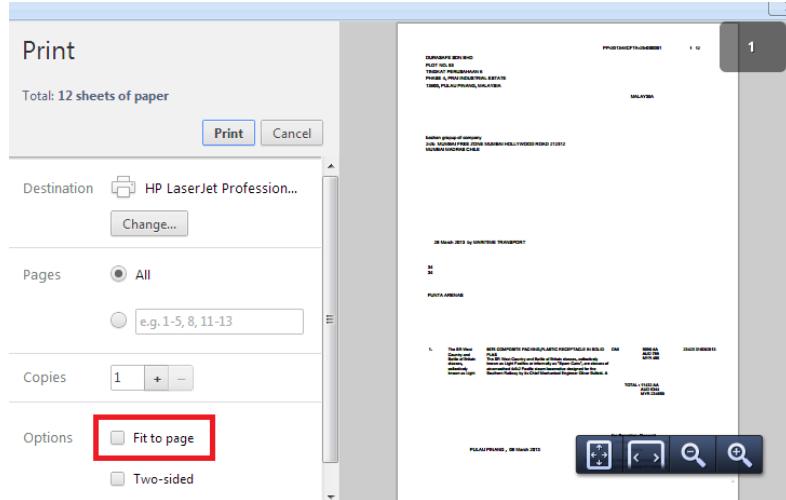
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>Pre-Export</p> 	
16. How to show a column in details view?	<p>Viewing column</p> <p>Please drag the columns to view more details:</p>	

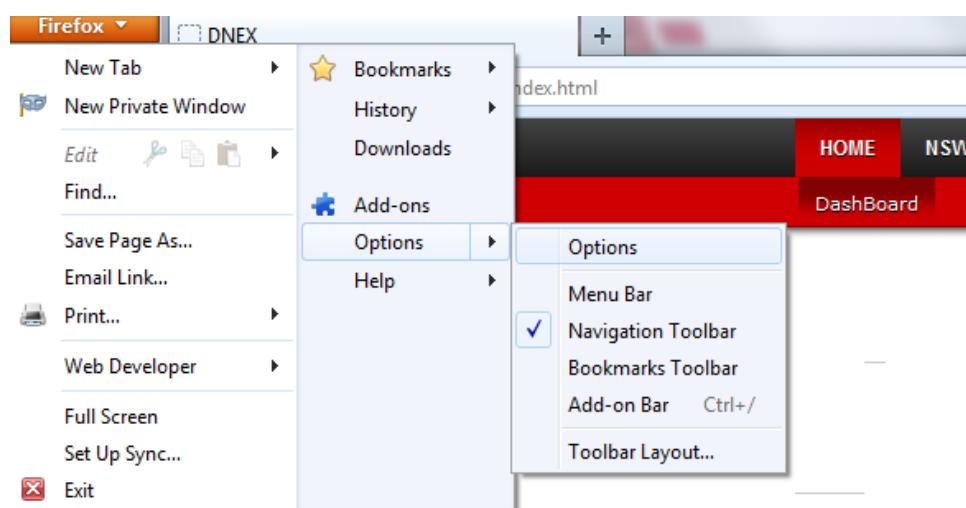
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17. Choosing print options?	<p>Printing Option</p> <p>Users are to ensure the selection before printing is correct as to ensure printing output is as desired:</p>																													

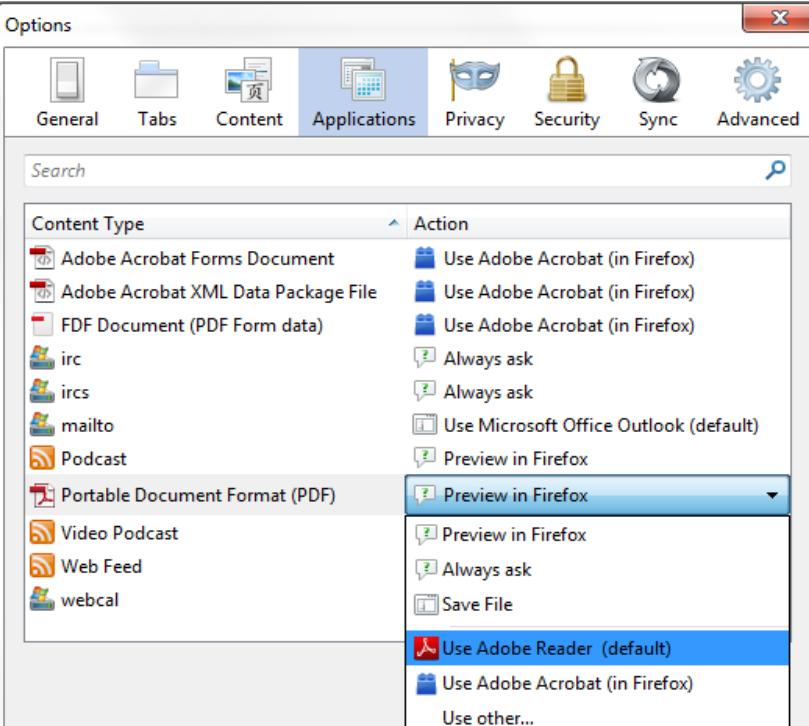
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>Print Option</p> <ul style="list-style-type: none"> <input type="checkbox"/> Print Importing Country HS Code <input type="checkbox"/> Print/Preview FOB Value <input checked="" type="radio"/> Print Other FOB Value per Finished Product <input type="checkbox"/> Print Exporting Country HS Code <input type="checkbox"/> Print Consignee Country <input checked="" type="radio"/> Print Other FOB Value per Package <p style="text-align: right;">PREVIEW</p>	
18. What should I do if I faced printing alignment problem?	<p>Browser Type: Google Chrome</p> <p>Kindly uncheck 'Fit to page' if you encounter the problem. The printing alignments will be ok</p> 	

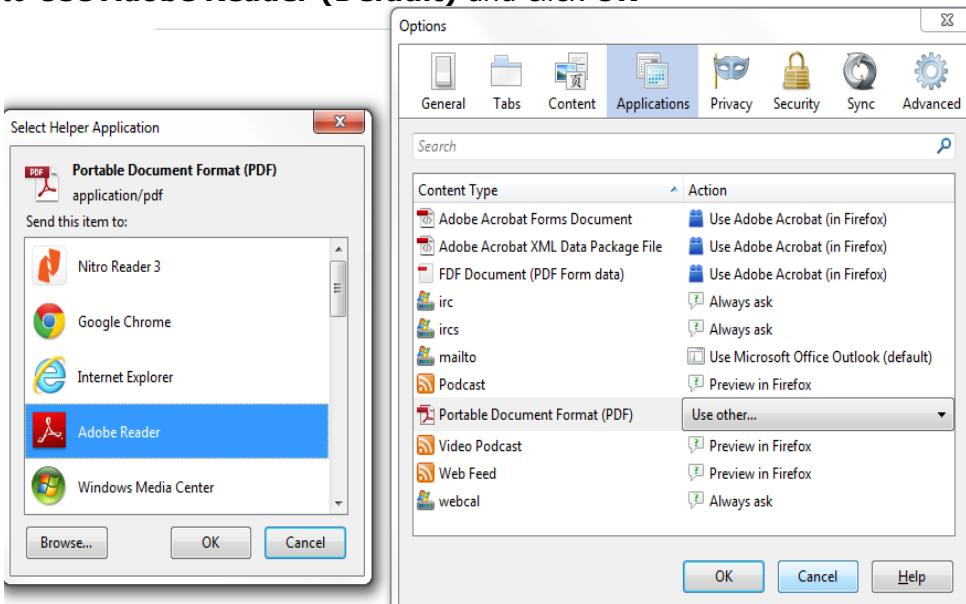
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>Browser Type: 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. Please click on the following URL for more detail.</i></p> <p>Source: http://support.mozilla.org/en-US/questions/950882</p> 	

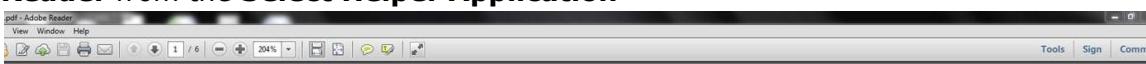
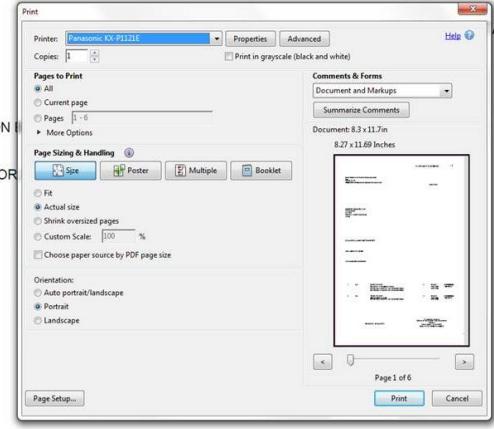
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE																														
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	<p>a. Go to Firefox icon at top right of your browser and click the icon, go to Option the click on Option menu</p>  <table border="1"> <thead> <tr> <th>Content Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Adobe Acrobat Forms Document</td> <td>Use Adobe Acrobat (in Firefox)</td> </tr> <tr> <td>Adobe Acrobat XML Data Package File</td> <td>Use Adobe Acrobat (in Firefox)</td> </tr> <tr> <td>FDF Document (PDF Form data)</td> <td>Use Adobe Acrobat (in Firefox)</td> </tr> <tr> <td>irc</td> <td>Always ask</td> </tr> <tr> <td>ircs</td> <td>Always ask</td> </tr> <tr> <td>mailto</td> <td>Use Microsoft Office Outlook (default)</td> </tr> <tr> <td>Podcast</td> <td>Preview in Firefox</td> </tr> <tr> <td>Portable Document Format (PDF)</td> <td>Preview in Firefox</td> </tr> <tr> <td>Video Podcast</td> <td>Always ask</td> </tr> <tr> <td>Web Feed</td> <td>Save File</td> </tr> <tr> <td>webcal</td> <td>Use Adobe Reader (default)</td> </tr> <tr> <td></td> <td>Use Adobe Acrobat (in Firefox)</td> </tr> <tr> <td></td> <td>Use other...</td> </tr> </tbody> </table>	Content Type	Action	Adobe Acrobat Forms Document	Use Adobe Acrobat (in Firefox)	Adobe Acrobat XML Data Package File	Use Adobe Acrobat (in Firefox)	FDF Document (PDF Form data)	Use Adobe Acrobat (in Firefox)	irc	Always ask	ircs	Always ask	mailto	Use Microsoft Office Outlook (default)	Podcast	Preview in Firefox	Portable Document Format (PDF)	Preview in Firefox	Video Podcast	Always ask	Web Feed	Save File	webcal	Use Adobe Reader (default)		Use Adobe Acrobat (in Firefox)		Use other...	
Content Type	Action																													
Adobe Acrobat Forms Document	Use Adobe Acrobat (in Firefox)																													
Adobe Acrobat XML Data Package File	Use Adobe Acrobat (in Firefox)																													
FDF Document (PDF Form data)	Use Adobe Acrobat (in Firefox)																													
irc	Always ask																													
ircs	Always ask																													
mailto	Use Microsoft Office Outlook (default)																													
Podcast	Preview in Firefox																													
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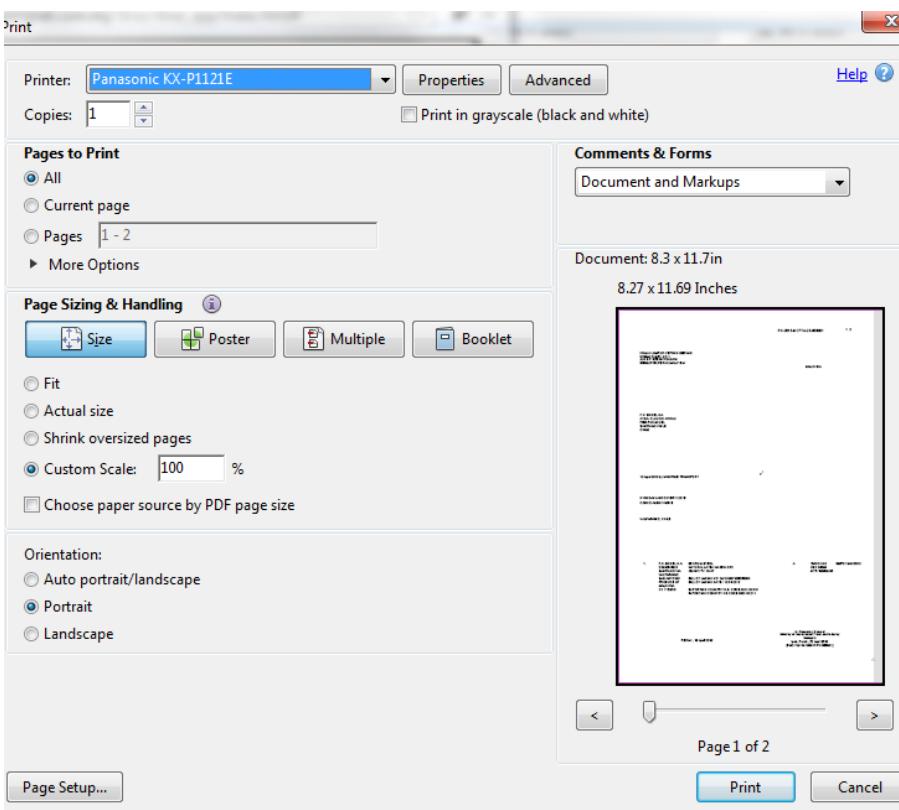
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>b. Click on Applications tab, and find for Portable Document Format (PDF) in the list, change to Use Adobe Reader (Default) and click OK</p> 	

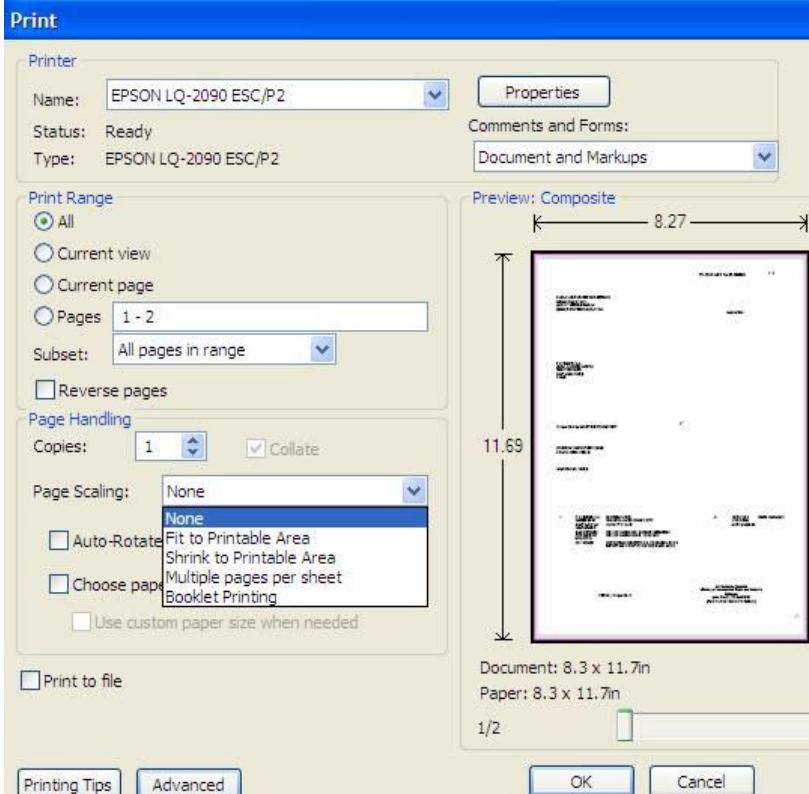
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>c. If you cannot find Use Adobe Reader (Default) from the list, Select Use other and choose Adobe Reader from the Select Helper Application</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 MALAYSIA</p>	

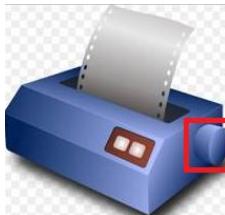
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
	<p>d. It will open the Adobe Reader and click the print icon</p>  <p>Above screen is showing New Firefox/Adobe Setting Choose Custom Scale 100% or Actual size</p>	

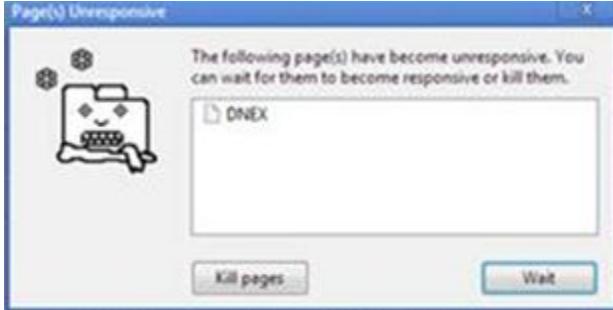
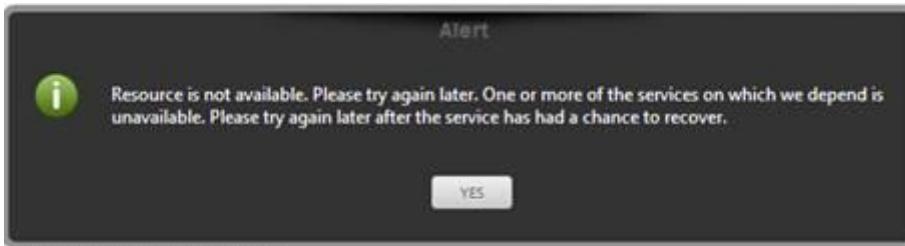
FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

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

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
19. What should I do if my printing output at bottom of CO form is a bit out from the form alignment?	<p>Schemes Affected: MAFTA, MICECA, MNZFTA, AJCEP, AIFTA, AANZFTA, ACFTA, AKFTA and ATIGA (Depends on printer type used for printing)</p> <p>Example Problem: Printing is a bit out from the form alignment</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <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 style="text-align: center;">  </div> <p>Example Solution: Printing will be according to the form alignment</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>13. <input checked="" type="checkbox"/> Third Country Invoicing <input type="checkbox"/> Exhibition <input type="checkbox"/> Back-to-Back CO</p> </div>	
20. What should I do if the	<p>Network condition</p> <p>User is to clear their cache and retry to use the system if below error is shown. This is due to network intermittent</p>	

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

TIPS FOR SMOOTH USER EXPERIENCE		
Question	Answer	Consequence
system shows the following error?	<p>problem:</p>  	

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

OTHER INFORMATION/LAIN-LAIN MAKLUMAT

1. What are the requirements for ePCO?

Item	epco.dagangnet.com.my	newepco.dagangnet.com.my
PC / Notebook	i. Pentium IV ii. 512MB of RAM iii. 5GB of Hard Disk	i. Pentium IV ii. 512MB of RAM iii. 5GB of Hard Disk
Operating System	i. Windows 2000 ii. Windows XP Professional	i. Windows 2000 ii. Windows XP Professional iii. Windows vista service pack 2 iv. Mac OS X
Screen Resolution	800 x 600	800 x 600
Internet Browser	Microsoft Internet Explorer 8.0	i. Google chrome 10 – Most recommended!! ii. Mozilla Firefox 13
Internet Connection	i. Streamyx ii. Leased Line iii. ISDN	i. Streamyx ii. Leased Line iii. ISDN
Other Software for printing purposes	Java software (Java Run Environment 1.4.2) - Automatic download from www.java.com	Java software (Java Run Environment 1.4.2)- Automatic download from www.java.com
Other Software to view printing	Adobe Reader 7 and above	Adobe Reader 7 and above

FREQUENTLY ASKED QUESTION (FAQ) ON ePCO

Printer	<ul style="list-style-type: none"> i. 24 pin dot matrix with Courier font 10 ii. Tested with Panasonic printer KX-P-1121 iii. Tested with Epson Printer LQ-1170 iv. Tested with Epson Printer LQ-2180 v. Tested with NEC Printer P8000+ 	<ul style="list-style-type: none"> i. 24 pin dot matrix with Courier font 10 ii. Tested with Panasonic printer KX-P-1121 iii. Tested with Epson Printer LQ-1170 iv. Tested with Epson Printer LQ-2180 v. Tested with NEC Printer P8000+
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Note : During the transition period, the existing links will be still accessible to ensure smooth process. Eventually, there will be only one link that caters for all schemes under ePCO.

Semasa tempoh peralihan, pautan yang sedia ada akan masih boleh diakses untuk memastikan proses yang lancar. Akhirnya, akan ada hanya satu pautan yang memenuhi untuk semua skim di bawah ePCO.

2. Important Links/ Pautan Penting

No	Process	Item
1	eLearning	http://etraining.dagangnet.com
2	ePCO Info Site	http://www.dagangnet.com/index.php/products/epco.html
3	Registration	http://reg.dagangnet.com/