



Lembaga Perindustrian Nanas (LPN)

Trader / Forwarding Agent User Manual

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Abbreviation

| Abbreviation | Definition |
|--------------|---------------------------------|
| ASP | Application Service Provider |
| DNT | Dagang Net Technologies Sdn Bhd |
| FA | Forwarding Agent |
| IP | Import Permit |
| LPN | Lembaga Perindustrian Nanas |
| OGA | Other Government Agencies |
| SMK | Sistem Maklumat Kastam |

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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

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 LPN system users- Traders and Forwarding Agent.

1.4. About This Document

This publication is to provide an overview on how Traders/ FA can apply export permit 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.

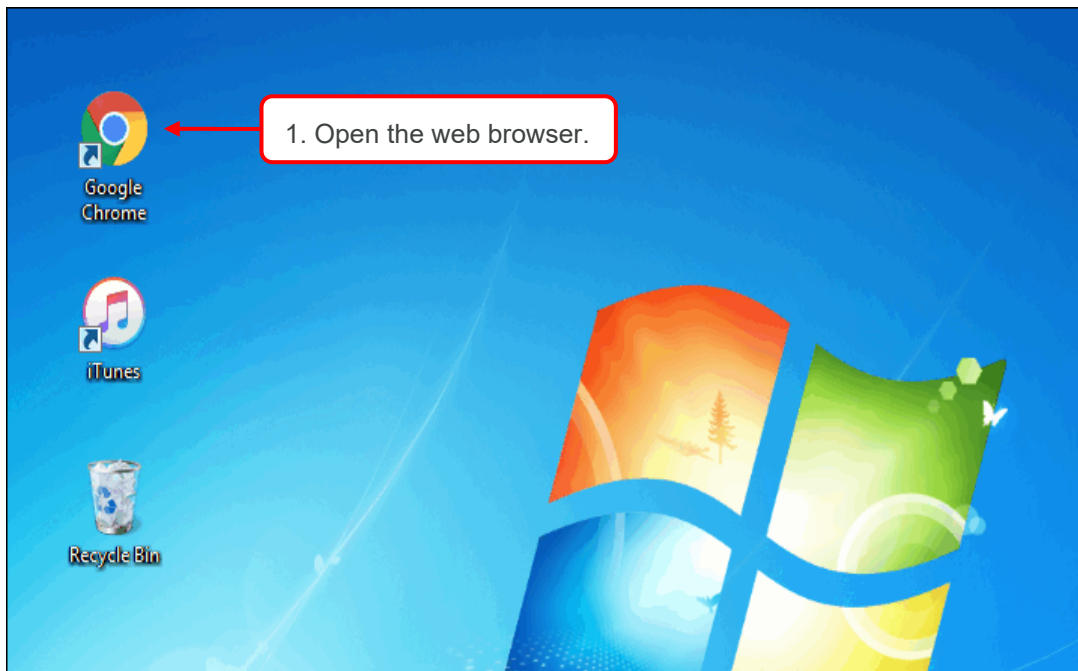


Figure 1

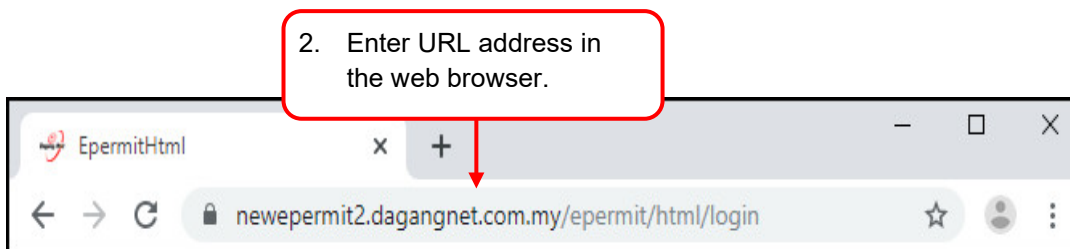


Figure 2

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/DDA (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 WELCOME FOODS

[PROFILE](#) [LOGOUT](#)

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.

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

Listing

| No. | Application ID | Permit Type | Application Date | Approval Date | Status | Permit No. | Trader Reference No. |
|-----|--------------------|-------------|------------------|---------------|--------|------------|----------------------|
| 1 | LPN0112025X0000111 | Export | | | Draft | | |
| 2 | LPN0112025X0000097 | Export | | | Draft | | |
| 3 | LPN0112025X0000078 | Export | | | Draft | | |
| 4 | LPN0112025X0000077 | Export | | | Draft | | |

1. Click here to logout.

Figure 4

Section 3. Trader Listing

This section shows the steps to search for application from the listing. On page load, system will automatically list permit applications that were created within last 30 days with status 'Draft' only. Users can untick the checkbox to filter other status and use the 'Search' function for applications that were created more than 30 days.



Figure 5



Figure 6

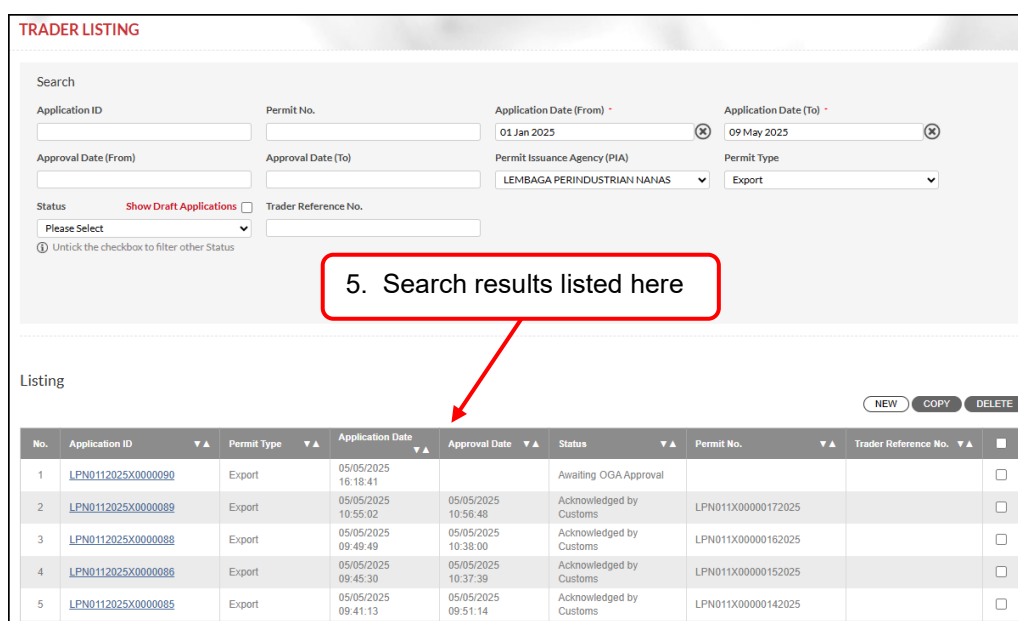


Figure 7

Section 4. New Permit Application

ePermit system allows users to make permit applications directly from the system. Users can also keep track the status of their application thru this system.

4.1. Create New

TRADER LISTING

Search

Application ID

Permit No.

Application Date (From) -
01 Jan 2025

Application Date (To) -
09 May 2025

Approval Date (From)

Approval Date (To)

Permit Issuance Agency (PIA)

Permit Type

Status Show Draft Applications
Please Select

Trader Reference No.

SEARCH

RESET

Listing

NEW

COPY

DELETE

| No. | Application ID | Permit Type | Application Date | Approval Date | Status | Permit No. | Trader Reference No. |
|-----|----------------|-------------|------------------|---------------|--------|------------|----------------------|
|-----|----------------|-------------|------------------|---------------|--------|------------|----------------------|

Figure 8

Listing

NEW

COPY

DELETE

Permit Issuance Agency (PIA) -

Permit Type -

PIA Processing Branch -

CREATE

| No. | Application ID | Permit Type | Application Date | Approval Date | Status | Permit No. | Trader Reference No. |
|-----|----------------|-------------|------------------|---------------|--------|------------|----------------------|
|-----|----------------|-------------|------------------|---------------|--------|------------|----------------------|

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: Other Government Agency (OGA) as 'LEMBAGA PERINDUSTRIAN NANNAS', OGA Processing Branch as 'Johor Bahru, Johor', Application ID as 'LPND112025X0000130', and Permit Type as 'Export'. The 'Consignor Details' section includes fields for ROC / ROB No., Company Name (filled with 'MIDNORTH FOODS (M) SDN. BHD.'), Organization Type (filled with 'B'), Company Address (filled with 'NO. 1, NORTH TOWER, (TOWER B) BBT ONE THE TOWERS, LEBUH BATU NILAM 1, BANDAR BKT TINGGI'), Postcode (filled with '41200'), City (filled with 'KLANG'), State (filled with 'SELANGOR'), and Country (filled with 'MALAYSIA'). The 'Consignee Details' section is partially visible at the bottom.

1. Basic details auto populated.

Figure 10

4.2.2. Consignee, Agent, and Applicant Details

Please use the same steps below to add Consignee, Agent and Applicant details.

The screenshot shows the 'Consignee Details' section with fields for ROC / ROB No., Company Name, Company Address, Postcode, City, State, and Country. A red box highlights the 'Company Name' field with the instruction: '2. Fill up the required details.' Another red box highlights the 'Company Address' field with the instruction: '3. * Click this button to select registered details from the list.' Below the 'Consignee Details' section is the 'Applicant Details' section with fields for Name, IC No. / Passport No., Designation, Phone No., Fax No., and Email. A red box highlights the 'Name' field with the instruction: '2. Fill up the required details.'

2. Fill up the required details.

3. * Click this button to select registered details from the list.

Figure 11

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

Consignee Search

Name

SEARCH CLOSE

| No. | ROC / ROB No. | Name | Address 1 | Address 2 | Address 3 |
|-----|---------------|--------------|--------------------|-----------|----------------------------------|
| 1 | 3-V | SDN. BHD. | (TOWER B) | NILAM 1 | BDR BKT TINGGI, 41200 KLANG, SEL |
| 2 | 567 | Zusa Sdn Bhd | no 123, Jalan ABCX | X | |

Total Records 2 Go to Page 1

Figure 12

Consignee Details

ROC / ROB No. 3-V Company Name M SDN. BHD.

Company Address NORTH TOWER (TOWER B) LBH BATU NILAM 1 BDR BKT TINGGI, 41200 KLANG, SEL

Postcode 4700 City State Selangor Country MALAYSIA

Figure 13

4.2.3. Application Details

This section shows the steps to add Application details. Export Date is mandatory; system will automatically populate the ETA/ ETS Start Date based on the Export Date provided.

Application Details

Mode of Transport Please Select Transport / Voyage / Flight / Conveyance No. Trader Reference No. Country of Origin

Country of Final Destination Port of Discharge Export Date Port / Place of Export

Via (Transshipment Cargo Only) Customs Station Code IBU PEJABAT KASTAM

Marks and Nos. / Container Nos.

Figure 14

Application Details

Mode of Transport AIR TRANSPORT Transport / Voyage / Flight / Conveyance No. Trader Reference No. Country of Origin

Country of Final Destination AUSTRALIA Port of Discharge Export Date Port / Place of Export

Via (Transshipment Cargo Only) Customs Station Code IBU PEJABAT KASTAM

Marks and Nos. / Container Nos.

Figure 15

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

Country Search

Country Code Country Name

10. Search for a Country here

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 |

11. Click to select a country

Go to Page

Figure 16

Application Details

12. Selected country added

Mode of Transport Transport / Voyage / Flight / Conveyance No. Trader Reference No. Country of Origin

Country of Final Destination Port of Discharge Export Date Port / Place of Export

Via (Transshipment Cargo Only) Customs Station Code

Marks and Nos. / Container Nos.

13. Fill up other details

Figure 17

Export date is mandatory. System will automatically populate the ETA/ETS Start Date based on the Export Date.

4.2.4. Additional Details

This section contains additional details on the permit category and details. The system will automatically populate the ETA/ETS Start Date based on the input on the Export Date field and the Product Profile (ETA/ ETD Calculation Days) in Product Maintenance.

Additional Details

Product Name ETA/ETD Start Date ETA/ETD End Date

Insurance (MYR) Currency Code Exchange Rate Special Treatment

Amount Received / To be Received Payment for Goods Received / To be Received Number of Packages

Gross Weight (Kg) Unit Value FOB (MYR)

Package Description

14. Click to view and select Product Name.

Figure 18

Additional Details

Product Name: Cannery

ETA/ETD Start Date: 21 Jul 2025

ETA/ETD End Date: 26 Jul 2025

Insurance (MYR):

Currency Code: Please Select

Exchange Rate:

Special Treatment:

Amount Received / To be Received:

Payment for Goods Received / To be Received From:

Freight (MYR):

Number of Packages:

Gross Weight (Kg):

Package Type:

Measurement (Cubic Meter):

Unit Value FOB (MYR):

Package Description:

15. Add all other details

Figure 19

4.2.5. Item Details

Item Details (0/99)

CREATE DELETE

| No. | Tariff Code | Tariff Description | Total (MYR) | Edit |
|-----|-------------|--------------------|-------------|------|
| | | | | |

16. Click here to create new item

Figure 20

Items details as in figure below will pop up after user click on the 'CREATE' button.

The system will calculate the values for CESS and Total Weight (Kg) based on the input provided in the Product Size, Number of Cartons, and Number of Tins Per Carton fields (Item details listed in the system depending on the selected product).

Item Details

Product Name: Cannery

Content Type: Cannery - 8 oz (211x301)

Product Size: 15 oz (307 x 309)

Number of Cartons: 5000

Number of Tins Per Carton: 50

CESS: 125000.000000

Total Weight (Kg): 5.7500000

Unit Value FOB:

Actual:

Gazetted:

Average Price:

Total:

17. The system will calculate the values for CESS and Total Weight (Kg) based on the input provided in the Product Size, Number of Cartons, and Number of Tins Per Carton fields (Item details listed in the system depending on the selected product).

Figure 21

Item Details

Product Name
Cannery

Content Type
Cannery - 8 oz (211x301)

Product Size
15 oz (307 x 309)

Number of Cartons
5000

Number of Tins Per Carton
50

CESS
125000.0000000

Total Weight (Kg)
5.7500000

Tariff Code *

Unit of Measurement *

Tariff Description *

Others

Unit Value FOB

Actual *

Gazetted

Average Price

Total *

Export Duty

Rate

Amount

Other Duty

Type

Rate

Amount

18. Click here to view and add Tariff Code for this item.

Figure 22

OGA Tariff Search

Tariff Code

Tariff Description

SEARCH CLOSE

20. Click to select

| No. | Tariff Code | Unit of Measurement | Tariff Description |
|-----|-------------|---------------------|---|
| 1 | 0101290000 | G | Sample tariff description 2 |
| 2 | 0102291100 | UNT | ---Oxen update |
| 3 | 0602109000 | UNT | Other live plants (including their roots), cutting and slips: mushroom spawn Unrooted cutting and slip others |
| 4 | 0604209000 | KGM | Update: Foliage, branches and other parts of plants, without flowers or buds, and grasses, mosses and lichens, being goods of a kind suitable for bouquets or for ornamental purpose, fresh, dried, dyed, bleached, impregnated |
| 5 | 0804300000 | KGM | Dale, figs, pineapples, avocados, guavas, mangoes and mangosteens, fresh or dried |
| 6 | 0804300000 | KGM | -Pineapples - smoke test |
| 7 | 0811900000 | KGM | Fruit and nuts, uncooked or cooked by steaming or boiling in water, frozen, whether or not containing added spirit, whether or not containing added sugar or other sweetening matter -Other |
| 8 | 2008201000 | KGM | Fruit, dried, and other edible parts of plants, otherwise prepared or preserved, whether or not containing added sugar or other sweetening matter or spirit, not elsewhere specified |
| 9 | 2008209000 | KGM | Fruit, dried, and other edible parts of plants, otherwise prepared or preserved, whether or not containing added sugar or other sweetening matter or spirit, not elsewhere specified |
| 10 | 2008999000 | KGM | ---Other |
| 11 | 2009410000 | KGM | Fruit juices (including grape must) and vegetable juices, unfermented and not containing added spirit, whether or not containing added sugar other sweetening matter - pineapple juices |
| 12 | 2009490000 | KGM | Fruit juices (including grape must) and vegetable juices, unfermented and not containing added spirit, whether or not containing added sugar other sweetening matter. - pineapple juices |

Total Records 12 Go to Page 1

19. Search for Tariff Description here.

Figure 23

Item Details

Product Name
Canmerry

Tariff Code
0804300000

Unit of Measurement
KGM

Tariff Description
-Pineapples
-smoke test

Others

Quantity Based on Customs Tariff Unit
100

Unit Value FOB
Actual
500

Gazetted

Average Price

Total
50000.00

Other Duty
Type
Rate

SAVE CLOSE RESET

Figure 24

24. Item added in the table.

25. Click this icon to edit item

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

| No. | Tariff Code | Tariff Description | Total (MYR) | Edit | Delete |
|-----|-------------|--------------------------|-------------|--------------------------|--------------------------|
| 1 | 0804300000 | -Pineapples - smoke test | 50,000.00 | <input type="checkbox"/> | <input type="checkbox"/> |

Go to Page 1

Figure 25

4.2.6. Attachment

This section shows the steps to add supporting documents for the application. Maximum size allowed for the attachment is 10 MB (10,240KB), and only (.pdf) files are supported.

27. Yes = this document is mandatory.
No= This document is optional

28. Click on this button to select file to upload.

| No. | Document Type | Required | File Name |
|-----|-----------------------|----------|---|
| 1 | Business Registration | Yes | <input type="button" value="Choose File"/> No file chosen |
| 2 | Related Document | No | <input type="button" value="Choose File"/> No file chosen |

Figure 26

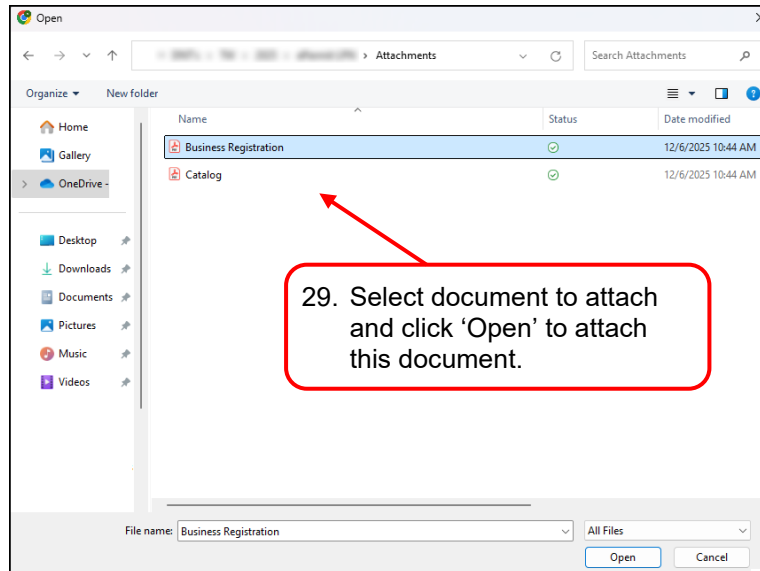


Figure 27



Figure 28

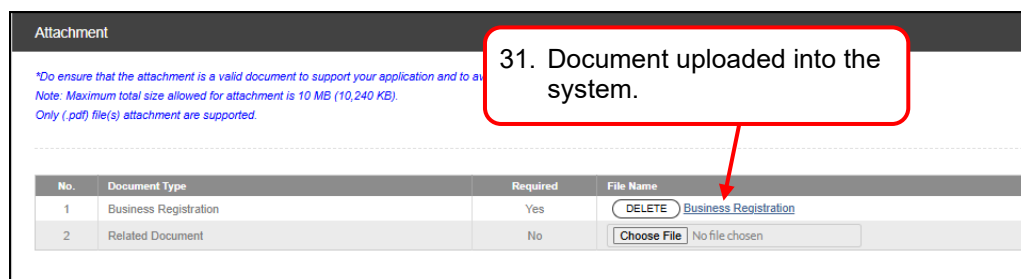


Figure 29

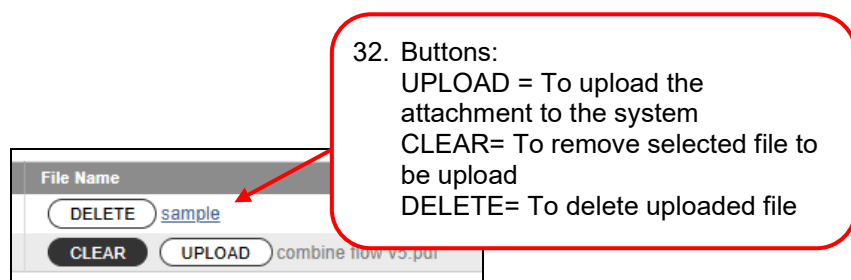


Figure 30

4.2.7. Submit New Application

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

The screenshot shows the 'Item Details' form with the following data:

| No. | Tariff Code | Tariff Description | Unit of Measurement | Quantity | Unit Cost C.I.F (MYR) | Total (MYR) | Edit |
|----------------|-------------|--------------------------|---------------------|----------|-----------------------|-------------|------|
| 1 | 0804300000 | -Pineapples - smoke test | KGM | 100 | 500 | 50,000.00 | |
| TOTAL QUANTITY | | | | 100.0000 | GRAND TOTAL (MYR) | 50,000.00 | |

Annotations:

- 26. All transactions history will be listed here. (Points to the Transaction History section)
- 27. Click here to save this application as draft, which will be listed in the Listing table. (Points to the SAVE button)
- 28. Click here to submit this application (Points to the SUBMIT button)

Figure 31

Confirmation

Confirm to submit this application?

YES NO

Annotation: 29. Click Yes to submit. (Points to the YES button)

Figure 32

SUCCESS

Permit Application Successfully Submitted.

Annotation: 30. Application successfully submitted. (Points to the SUCCESS message)

Figure 33

| Transaction History | | |
|---------------------|---------------------|-----------------------|
| No. | Date | Status |
| 1 | 16/05/2025 15:06:03 | Draft |
| 2 | 16/05/2025 16:02:04 | Application Submitted |

31. Application listed here with submitted status.

Figure 34

| Listing | | | | | | | | |
|---------|------------------------------------|-------------|---------------------|---------------|-----------------------|------------|----------------------|--------------------------|
| No. | Application ID | Permit Type | Application Date | Approval Date | Status | Permit No. | Trader Reference No. | |
| 1 | LPN0112025X0000112 | Export | 16/05/2025 16:02:04 | | Awaiting OGA Approval | | | <input type="checkbox"/> |
| 2 | LPN0112025X0000101 | Export | 14/05/2025 04:08:40 | | Awaiting OGA Approval | | | <input type="checkbox"/> |

Total Records: 2 Go to Page: 1

32. Submitted application listed in this table as 'Awaiting OGA Approval'

Figure 35

Section 5. Copy Application

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

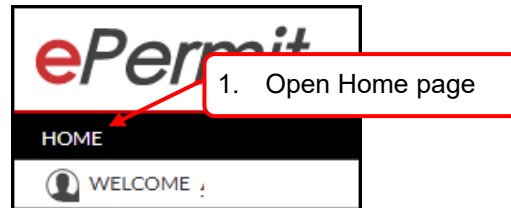


Figure 36

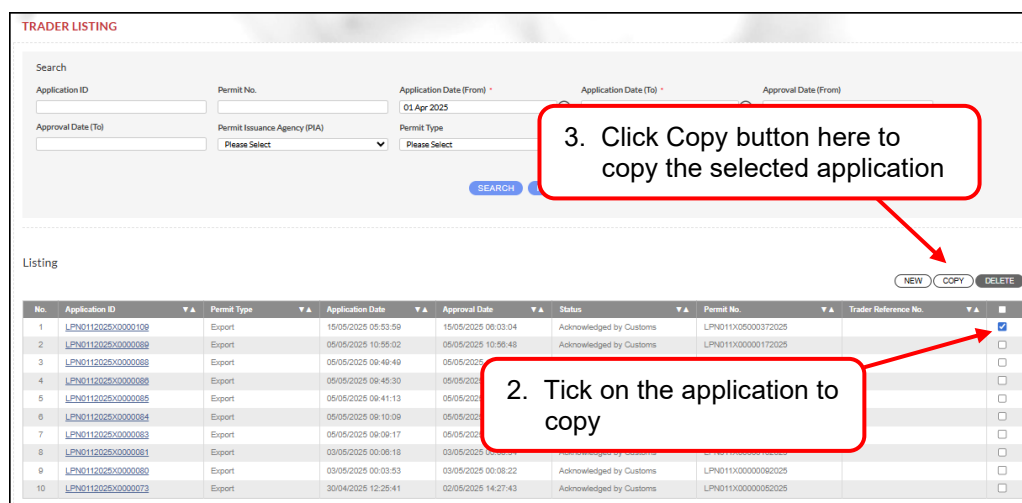


Figure 37

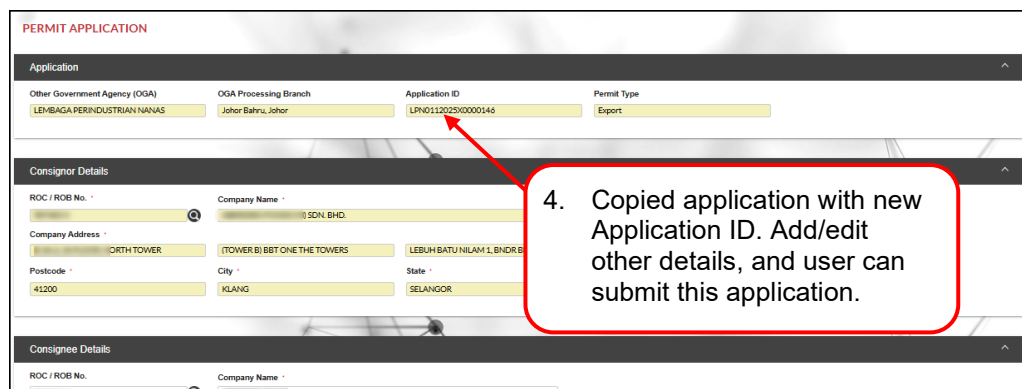


Figure 38

Section 6. Delete Application

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

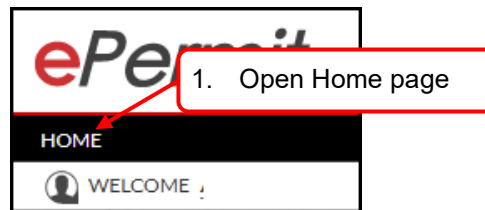


Figure 39

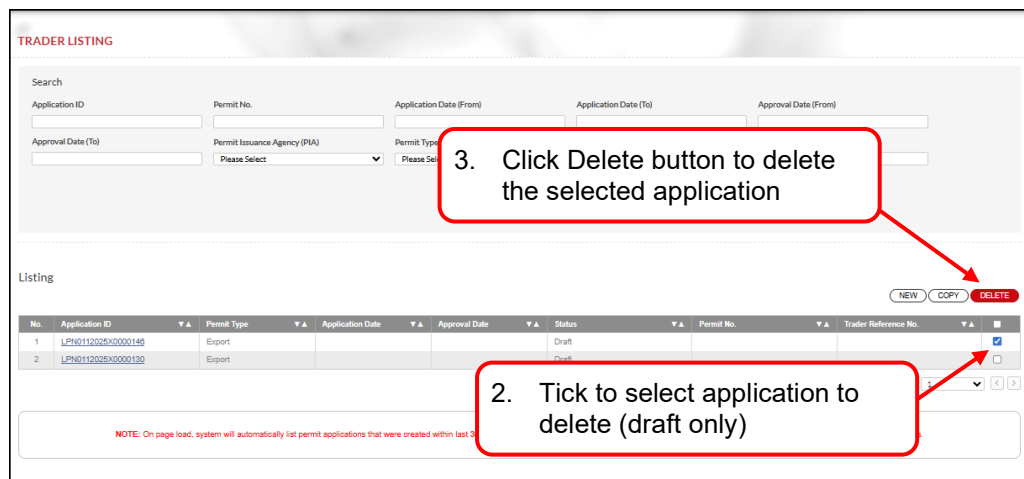


Figure 40

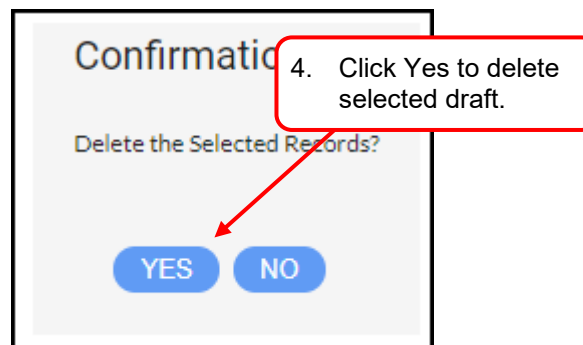


Figure 41

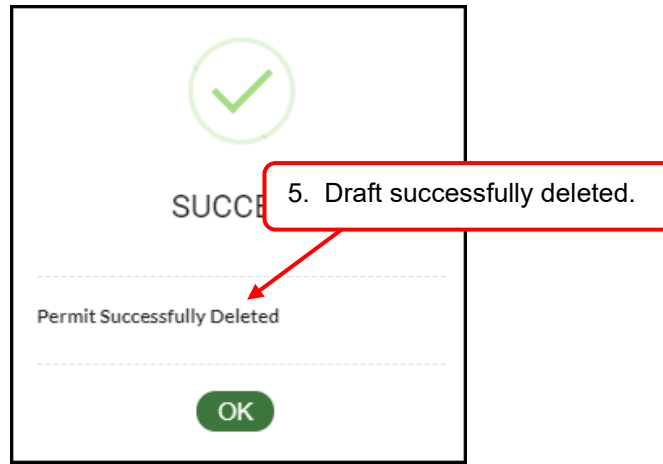


Figure 42

Section 7. Print Permit

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



Figure 43

TRADER LISTING

Search

Application ID: Permit No.: Application Date (From): 31 Mar 2025 Application Date (To): 08 May 2025

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

Status: ☒ Show Draft Applications ☐ Trader Reference No.:

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

Listing

| No. | Application ID | Permit Type | Application Date | Approval Date | Status | Trader Reference No. |
|-----|--------------------|-------------|---------------------|---------------------|-------------------------|----------------------|
| 1 | LPN0112025X0000046 | Export | 23/04/2025 14:23:30 | 23/04/2025 14:31:57 | Acknowledged by Customs | LPN011X00000232025 |
| 2 | LPN0112025X0000047 | Export | 23/04/2025 17:20:13 | 23/04/2025 17:23:05 | Acknowledged by Customs | LPN011X00000242025 |
| 3 | LPN0112025X0000048 | Export | 24/04/2025 10:13:16 | 24/04/2025 10:19:50 | Acknowledged by Customs | LPN011X00000252025 |
| 4 | LPN0112025X0000050 | Export | 24/04/2025 16:52:09 | 24/04/2025 17:11:43 | Acknowledged by Customs | LPN011X00000262025 |

Figure 44

TRADER LISTING

Search

Application ID: Permit No.: Application Date (From): 31 Mar 2025 Application Date (To): 08 May 2025

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

Status: ☒ Show Draft Applications ☐ Trader Reference No.:

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

Listing

| No. | Application ID | Permit Type | Application Date | Approval Date | Status | Trader Reference No. |
|-----|--------------------|-------------|---------------------|---------------------|-------------------------|----------------------|
| 1 | LPN0112025X0000046 | Export | 23/04/2025 14:23:30 | 23/04/2025 14:31:57 | Acknowledged by Customs | LPN011X00000232025 |
| 2 | LPN0112025X0000047 | Export | 23/04/2025 17:20:13 | 23/04/2025 17:23:05 | Acknowledged by Customs | LPN011X00000242025 |
| 3 | LPN0112025X0000048 | Export | 24/04/2025 10:13:16 | 24/04/2025 10:19:50 | Acknowledged by Customs | LPN011X00000252025 |
| 4 | LPN0112025X0000050 | Export | 24/04/2025 16:52:09 | 24/04/2025 17:11:43 | Acknowledged by Customs | LPN011X00000262025 |

PERMIT APPLICATION

Application

Other Government Agency (OGA) **LEMBAGA PERINDUSTRIAN NANS** OGA Processing Branch **Johor Bahru, Johor** Application ID **LPN01120250000089** Permit Type **Export**

Consignor Details

Consignee Details

Agent Details

Applicant Details

Application Details

Additional Details

Item Details (10/99)

Attachment

OGA Response

Current Status **Acknowledged by Customs**

Verification By **[Redacted]** Verification Datetime **[Redacted]** Approved By **Pn. Mariana binti Mansor** Approved Datetime **05/05/2025 10:56:48**

Effective Datetime **[Redacted]** Expiry Datetime **31/05/2025 00:00:00** OGA Reference No. **LPN-XCIG23** Permit No. **LPN011202500000172025** Response Code **[Redacted]**

Special Condition

OGA Remarks

Sandec Details

Transaction History

| No. | Date | Status |
|-----|---------------------|-------------------------------------|
| 1 | 05/05/2025 10:48:58 | Draft |
| 2 | 05/05/2025 10:55:02 | Application Submitted |
| 3 | 05/05/2025 10:56:49 | Application Approved |
| 4 | 05/05/2025 10:58:50 | Application Submitted To Customs |
| 5 | 05/05/2025 10:59:42 | Application Acknowledged by Customs |

SMK Response

PRINT **BACK**

5. Application status = 'Acknowledge by Customs'

6. Click here to print this Permit

Figure 45

