ePermit

State Veterinary Authority Sarawak (SVA)

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Trader/ Forwarding Agent User Manual

Version 2.0

Statement of Confidentiality

Revision History

The release history of this document is as follows.

Document Category	User Manual
Document Title	ePermit SVA User Manual - Trader/ Forwarding Agent Module
Version No.	2.0
Implementation Date	July 2025

Version	Date	Author	Description of Amendment
1.0	October 2022	Suryati	Initial Copy
2.0	June 2025	Suryati	• Add Section 5: New Physical Inspection Application • Add Section 6: Request Extension

Abbreviation

Abbreviation	Definition
DNT	Dagang Net Technologies Sdn Bhd
FA	Forwarding Agent
IP	Import Permit
OGA	Other Government Agencies
PI	Physical Inspection
PIA	Permit Issuance Agencies
SVA	Sarawak Veterinary Authority

Table of Content

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
- Mozilla Firefox 29 and above

1.3.   Who Should Read This Publication?

This user guide is designed to accommodate the specific requirements of each user. This publication (or topic collection) is intended for ePermit SVA system users- Traders and Forwarding Agent.

1.4.   About This Document

This publication is to provide an overview on how Traders/ FA can apply import/export permit and Physical Inspection 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.
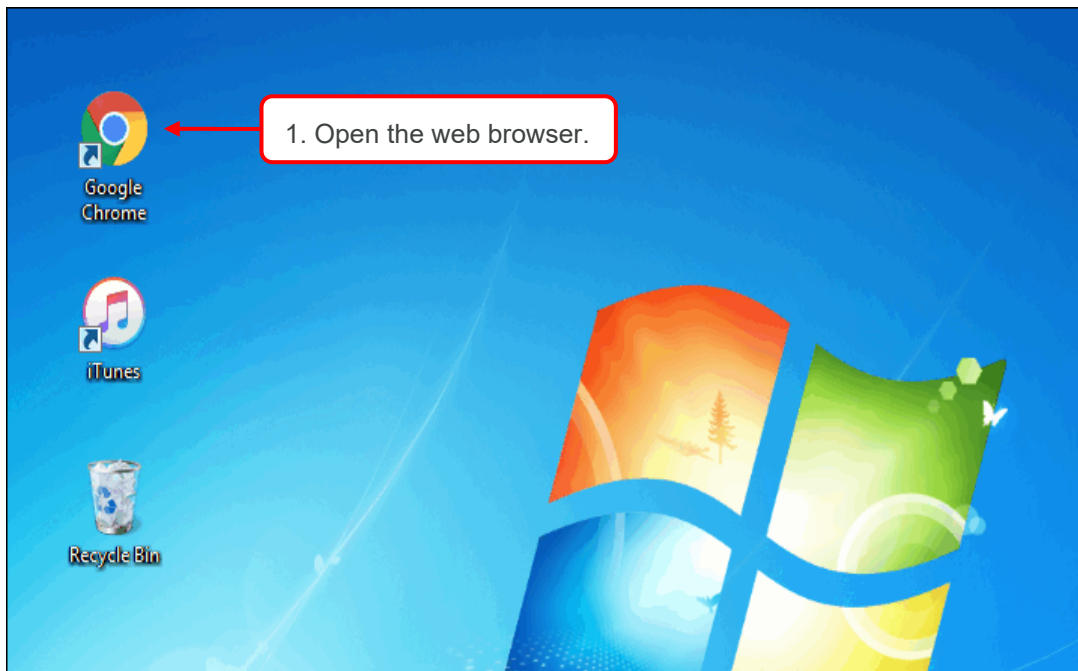
Figure 1

Figure 2

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

2.2.   Log In

Figure 3

2.3.   Log out

Figure 4

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Section 3. Application Listing

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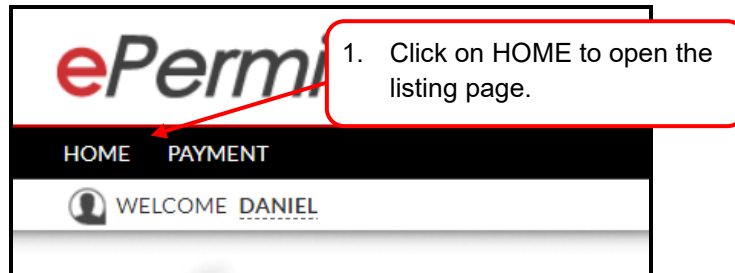

1. Click on HOME to open the listing page.

Figure 5

2. Click in box to view calendar and select the application date.

3. Untick this to view all applications in other status.

4. Enter other search details, then click here to view the search result.

NOTE: On page load, system will automatically list permit applications that were created within last **30 days** with status 'Draft' only. Please use the 'Search' function for permit applications that were created more than 30 days.
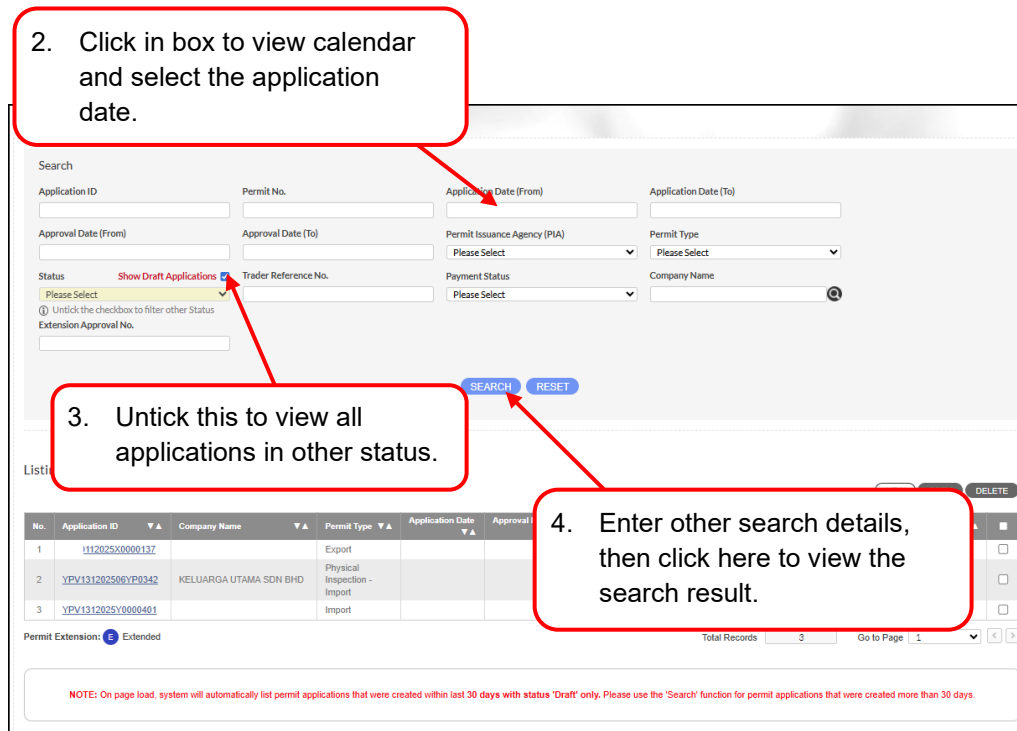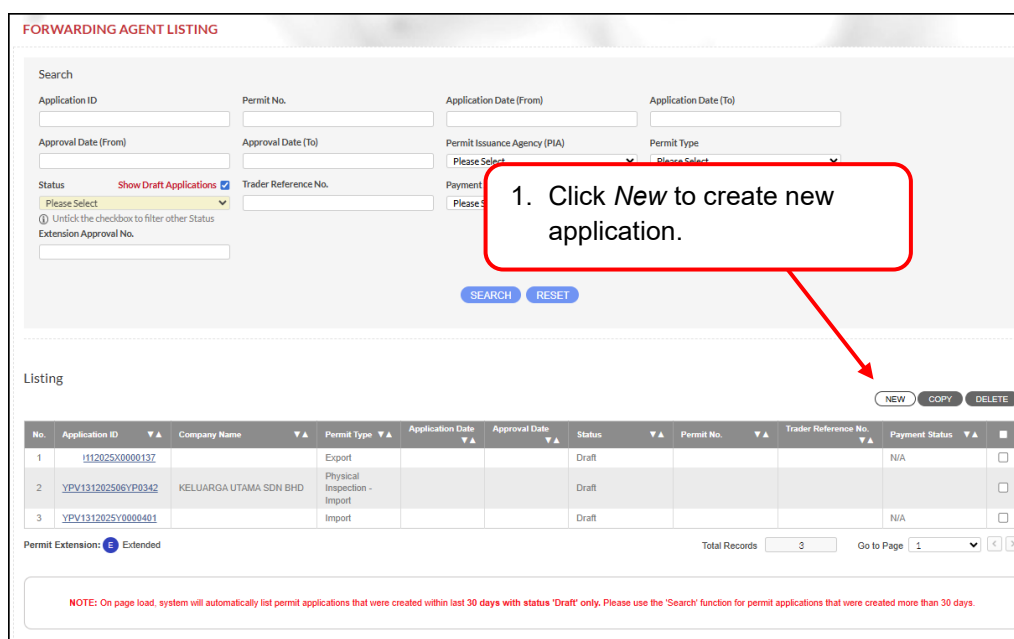
Figure 6

Section 4. New Permit Application

ePermit system allows users to make permit application directly from the system, where users can also keep track the status of their applications and print permit/ license. Users need to fill in all the required information before submitting the application, otherwise the permit application can only be saved as a draft.

4.1.   Create New Permit

Figure 7

Figure 8

Once a new application is created, the application page will be displayed. All application basic details and Consignee will be auto populated based on registered Account Number. Please fill out other details such as consignor and agent details. Details in red boxes are mandatory.

4.1.1. Basic Details

Figure 9

4.1.2. Consignor, Agent, and Applicant Details

Fill up all required details for Consignor, Agent, and Applicant. Red boxes are mandatory.

*Note: Follow same steps for all details with 🔍 button.

Figure 10

Figure 11

Annotation: 3. Click on the list to select one Consignor as required.

Consignor Search

Name

SEARCH   CLOSE

No.	ROC / ROB No.	Name	Address 1	Address 2	Address 3
1		SYSTEM LCC	11717 EXPLORATION LANE,	GERMANTOWN, MARYLAND,	20876, U.S.A
2		Ltd	Lindenweg 17a	65817 Eppstein	Germany
3		T Electronics	29 New Industrial Road	ST Electronics Paya Lebar Bldg	536213 Singapore
4			Warehouse	1710 West Willow ST	Scott, LA 70583, UNITED STATES

Total Records   4   Go to Page   1

Figure 12

Annotation: 4. Selected Consignor details added to the form.

Consignor Details

ROC / ROB No.
323432

Company Name *
...... INC.

Company Address *
5015 Bradford Drive, Huntsville,   Alabama 35805,   USA

Postcode   City   State
35805   Alabama

Country *
UNITED STATES OF AMERICA

4.1.3. Application Details

Annotation: 1. Click here to select the mode of transport

Annotation: 2. Click here to select purpose

Application Details

Mode of Transport   Transport / Voyage / Flight / Conveyance No.   Purpose *
AIR TRANSPORT   Business

Trader Reference No.   Country of Origin *   Place of Origin *

Consigned From *   Port / Place of Import *

Estimated Time of Arrival (ETA) *   Estimated Time of Departure (ETD) *   Customs Station Code *
                                                                                       IBU PEJABAT KASTAM

Entry Point *

Application Remarks

Figure 13

Figure 14

Figure 15

3. Click one to select

Figure 16

4. *Click this button to fill up other details as in steps above

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

4.1.4. Additional Details

This section contains additional details on the application including consignment and package details.

1. Add all additional details as required. Category is mandatory

Figure 17

4.1.5. Item Details

This section shows the steps for users to add item details for the permit application.

Figure 18

Figure 19

Item Codes

Item Name

3. Search for the items and click on item to select item to add

No.	Item Name
1	JAPANECE CARP
2	Regal Angel
3	Blue Eye Anthias (Female)
4	Spotted Cardinal/Pajama
5	Green Mandarin(L)
6	Saifin Tang(M)
7	Green Wrasse
8	Aulonocara SP
9	PARADISE FISH
10	CHANNA SP.
11	CUVIERS BICHIR
12	YAMATO SHRIMP
13	PINOCCHIO SHRIMP
14	CICHLIDS
15	PLATY

Figure 20

Item Details

Product *
JAPANECE CARP

4. Add all item details in the provided boxes.

Animal Type *
Fish

Quantity Based on Customs Tariff Unit *
100

UOM - SVA *
AA - 100KG

Unit Cost C.I.F (MYR) *
50

Average Price (MYR)

Total Price (MYR) *
5000.00

Item Remarks (eg. Destination DOC)

5. Click to select Tariff Code for this item.

Tariff Code *

Unit of Measurement *

Tariff Description

Figure 21

Figure 22

Figure 23

4.1.6. Attachment

This section shows the steps to upload supporting documents into the system. Please make sure the attachments are a valid document to support the application and to avoid rejection by the agency. Maximum total size allowed for the attachments are 10MB (10, 240KB), and only (.pdf) files are supported.

Please follow the steps below to upload the documents into the system.
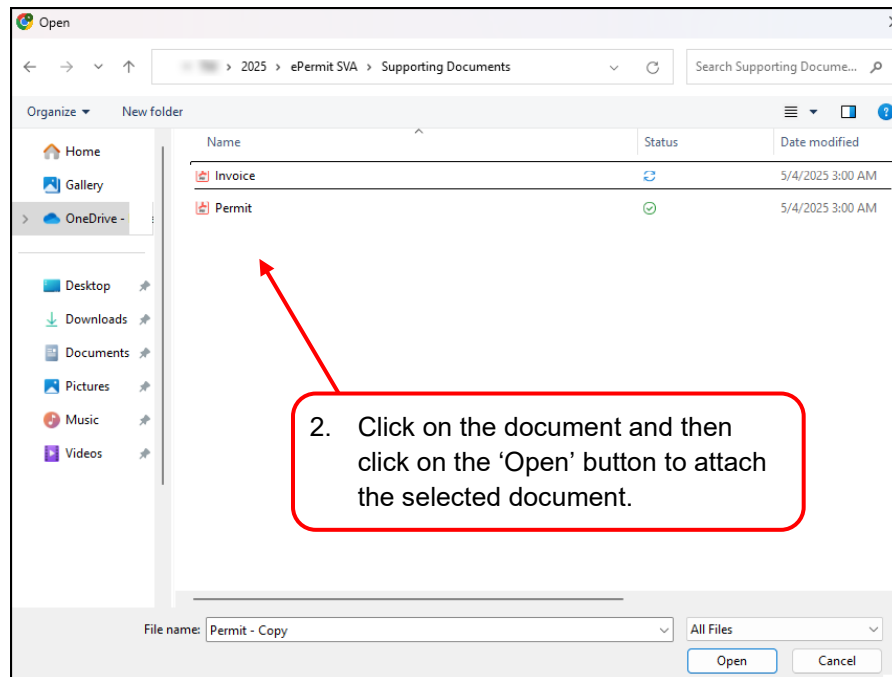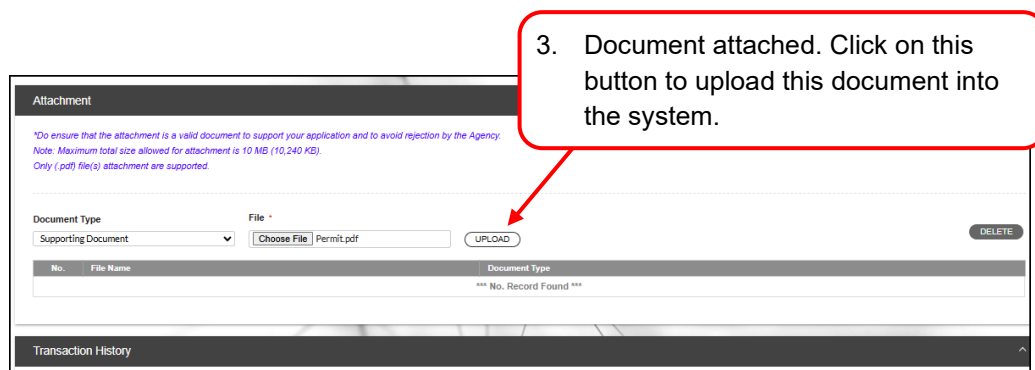
Figure 24

Figure 25

Figure 26
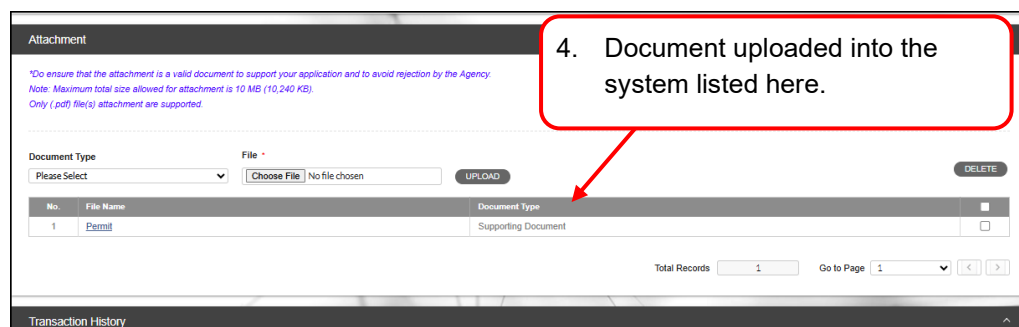
Figure 27

4.1.7. Submit New Application

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

Figure 28

SUCCESS

Permit Application Successfully Submitted.

3. Application successfully submitted.

Figure 29

4. Application listed here with submitted status.

Figure 30

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

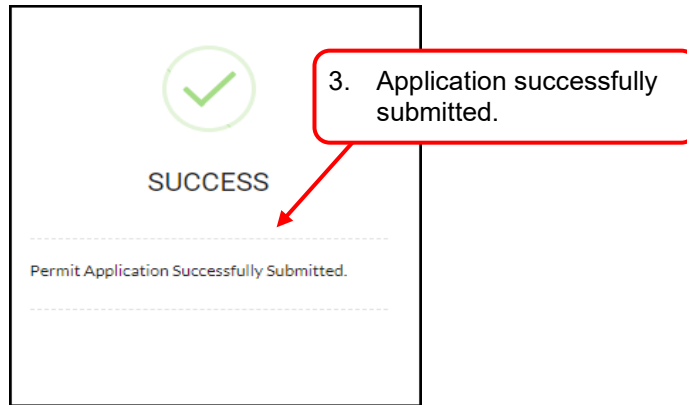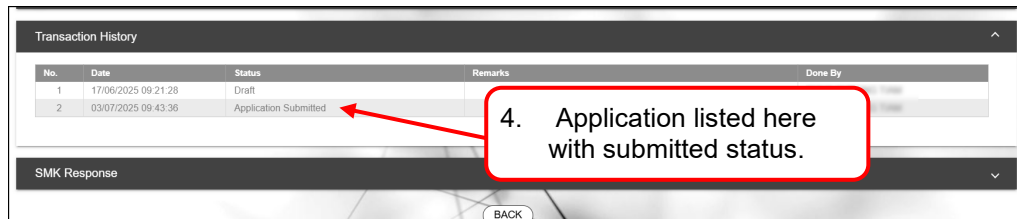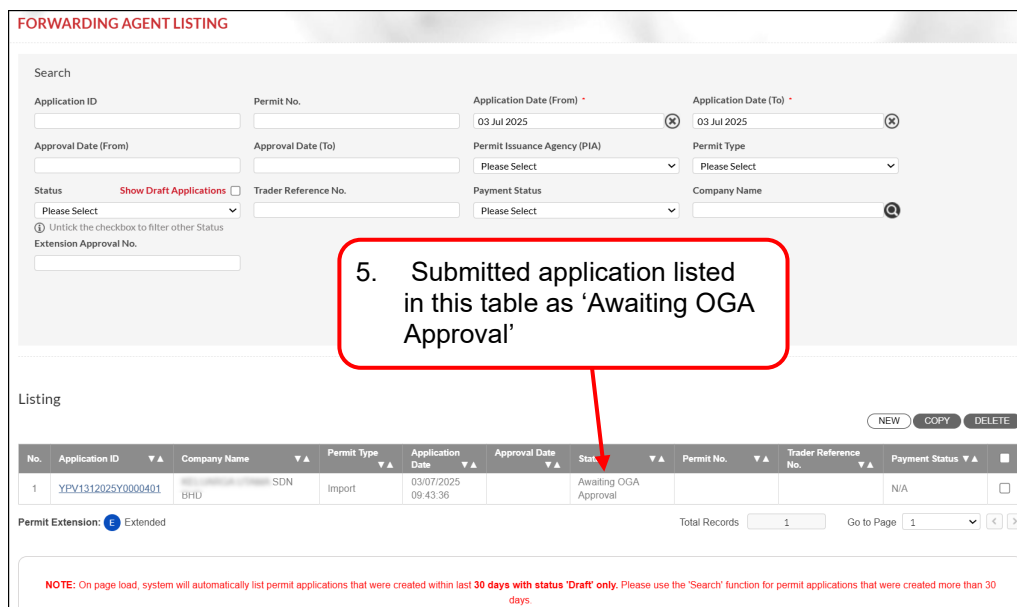**Figure 31**

Section 5. New Physical Inspection Application (PD04)

SVA permit applications will require the Physical Inspection, where users will need to have a valid permit to apply for the inspection.

ePermit system allows users to make new or extend request for Physical Inspection applications directly from the system, where users can also keep track the status of their applications.

This section will show the steps for new Physical Inspection application.

Figure 32

Figure 33

Note: Each Permit No. can only apply for 1 (one) Physical Inspection.

Figure 34

Figure 35

Once a new PI application is created, the PI application page will be displayed. All applications and Applicant details will be auto populated based on registered ROC/ ROB No. with status 'Acknowledge by Customs'.

Figure 36

Figure 37

Figure 38

Figure 39

Supporting documents must be a valid document to support application and to avoid rejection by the Agency. Only (.pdf) file(s) is supported with maximum total size allowed is 10MB (10,240KB).

Figure 40

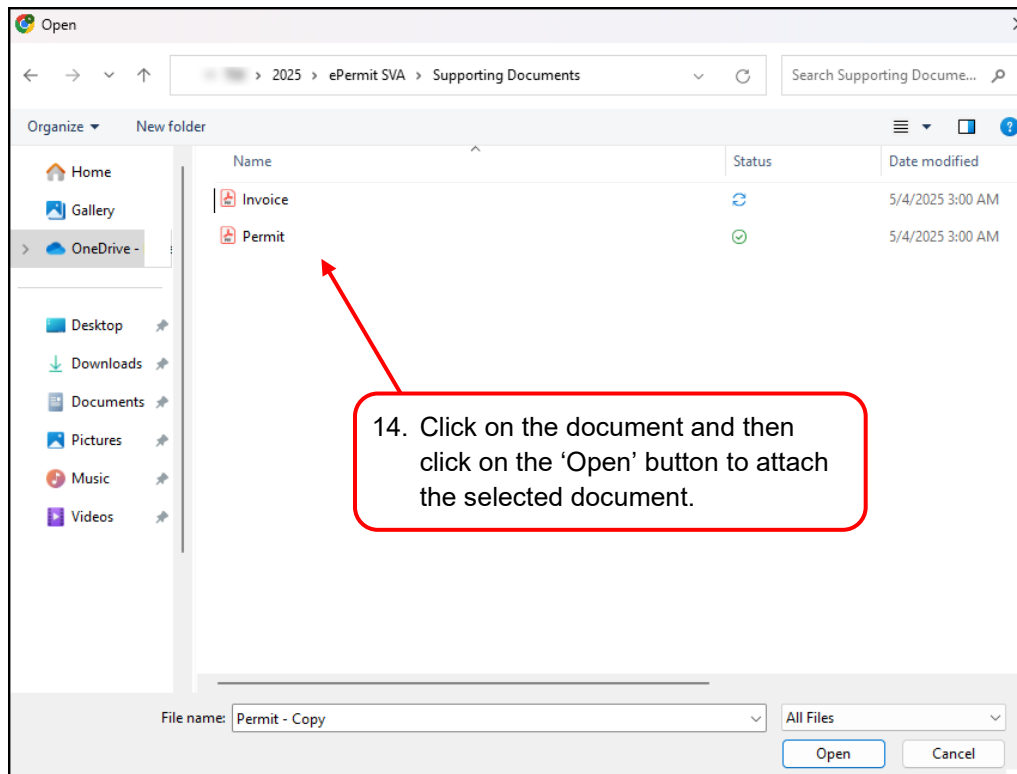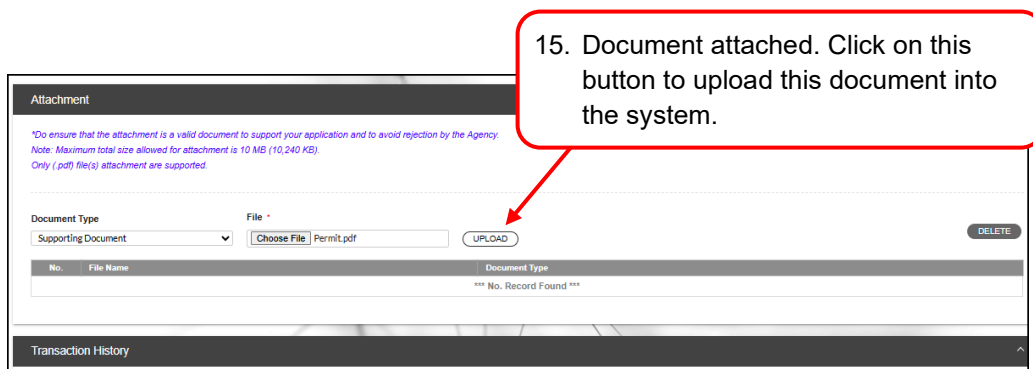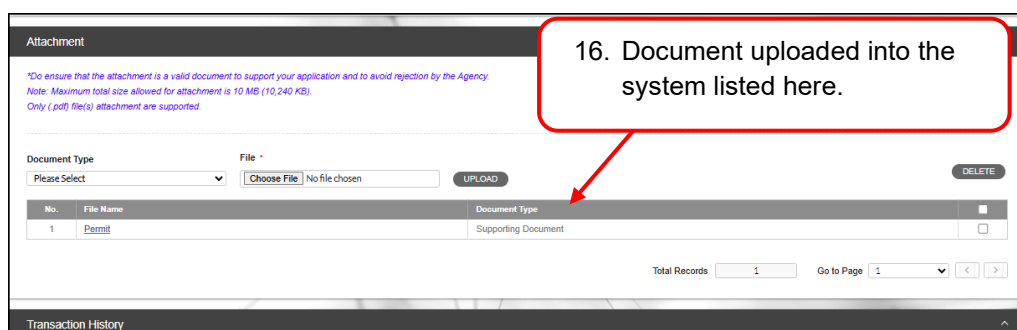14. Click on the document and then click on the 'Open' button to attach the selected document.

Figure 41

15. Document attached. Click on this button to upload this document into the system.

Figure 42

16. Document uploaded into the system listed here.

PI APPLICATION

Application Details

JABATAN PERKHIDMATAN VETERINAR SARAWAK PIA Processing Branch: Kuching, Sarawak	**Permit No.** YPV131Y06000032025 ⓘ	**Application ID** YPV131202507YP0381	**Application Type** Physical Inspection - Import	**Status** Draft
	ROC / ROB No.	**Company/Importer Name** SDN BHD	**Address** KAWASAN PERINDUSTRIAN SUNGAI RASA, 41300 KLANG, SELANGOR MALAYSIA	

Applicant Details

Shipment Information

Item Details

No.	Item	Tariff OUM	Value (MYR)	Tariff Quantity
1	New fish in the pool	UNT	2,000	20
		TOTAL	**2,000**	**20**

Total Records 1   Go to Page 1 < >

Port / Place of Import
MYPKG - PORT KLANG (PELABUHAN KLANG)

Country of Origin
SG - SINGAPORE

Entry Point *
Kuching, Sarawak 🔍

Date of Arrival *
07 Jul 2025

Proposed Date of Inspection *
07 Jul 2025

Proposed Place of Inspection *
Entry point - xxx

Container Listing
[ADD] [DELETE]

No.	Item	Quantity	Action	☐
1	1231231AA	10	💾	☐
		TOTAL	**10**	

Total Records 1   Go to Page 1 < >

Attachment

Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency.
Note: Maximum total size allowed for attachment is 10 MB (10,240 KB).
Only (.pdf) file(s) attachment are supported.

Document Type
Plea...

File *

[DELETE]

> **17.** Click on this button to save this application as draft. Users can edit and submit it later.

Type
Document

> **18.** Once completed, click on this button to submit this application.

Transaction History

No.	Date	Status	Remarks	Done By
1	02/07/2025 09:56:30	Draft		

[SAVE] [SUBMIT] [BACK]

Figure 43

FORWARDING AGENT LISTING

Search

Application ID	**Permit No.**	**Application Date (From)** * 02 Jul 2025 ⊗	**Application Date (To)** * 02 Jul 2025 ⊗
Approval Date (From)	**Approval Date (To)**	**Permit Issuance Agency (PIA)** Please Select	**Permit Type** Please Select
Status Show Draft Applications ☐ Please Select	**Trader Reference No.**	**Payment Status** Please Select	**Company Name** 🔍
ⓘ Untick the checkbox to filter other Status			
Extension Approval No.			

> **19.** Submitted application listed in the table with 'Pending Inspection' as the status.

Listing

[NEW] [COPY] [DELETE]

No.	Application ID ▼▲	Company Name ▼▲	Permit Type ▼▲	Application Date ▼▲	Approval Date ▼▲	Status ▼▲	Permit No. ▼▲	Trader Reference No. ▼▲	Payment Status ▼▲	☐
1	YPV131202507YP0381	SDN BHD	Physical Inspection - Import	02/07/2025 14:37:33		Pending Inspection				☐

Permit Extension: Ⓔ Extended   Total Records 1   Go to Page 1 < >

Figure 44

Section 6. Request Extension

This section shows the steps to request extension for Permit validity from the system. Status of the application must be in 'Acknowledge by Customs'. From the listing, search for the application to extend and open the application.

Figure 45

Permit Extension Request Form:

Application ID
YPV1312025Y0000386

Permit No.
YPV131Y06000032025

Expiry Date
12/08/2025 16:47:00

Request for Extension *

Need extension for xxxx

> 3. Enter the reason/remark for extension request here,

Attachment ^

Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency.
Note: Maximum total size allowed for attachment is 10 MB (10,240 KB).
Only (.pdf) file(s) attachment are supported.

Document Type
Please Select

File *
Choose File No file chosen   UPLOAD   DELETE

No.	File Name		Document Type

> 4. Add the supporting document for this request as steps in section 4.1.6

Disclaimer:

The expiry date mentioned is applicable solely to the ePermit system. The new permit expiry da...

Reminder: Important Deadlines for Permit Extension Requests

Please take note of the following important deadlines for submitting your permit extension request:

- **Submission Deadline:** Your permit extension request must be submitted at least 7 days prior to the permit's expiration date.
- **Review and Approval Time:** It will take approximately 2 days for the officer to complete the review and approval of your extension application.

To avoid any delays or disruptions, we strongly recommend submitting your request well in advance of the expiration date.

CONFIRM   CANCEL

Figure 46

Permit Extension Request Form:

Application ID
YPV1312025Y0000386

Permit No.
YPV131Y06000032025

Expiry Date
12/08/2025 16:47:00

Request for Extension *

Need extension for xxxx

Attachment ^

Do ensure that the attachment is a valid document to support your application and to avoid rejection by the Agency.
Note: Maximum total size allowed for attachment is 10 MB (10,240 KB).
Only (.pdf) file(s) attachment are supported.

Document Type
Please Select

File *
AD   DELETE

No.	File N			☐
1	Perm		rmit Extension	☐

> 5. Read and this disclaimer for extension.

Total Records   1   Go to Page   1   ‹ ›

Disclaimer:

The expiry date mentioned is applicable solely to the ePermit system. The new permit expiry dat...

Reminder: Important Deadlines for Permit Extension Requests

Please take note of the following important deadlines for submitting your permit extension req...

- **Submission Deadline:** Your permit extension request must be submitted at least 7 days prio...
- **Review and Approval Time:** It will take approximately 2 days for the officer to complete the...

To avoid any delays or disruptions, we strongly recommend submitting your request in advance of the expiration date.

> 6. Then click on this button to submit extension

CONFIRM   CANCEL

Figure 47

DAGANGNET

Section 7. Copy Application

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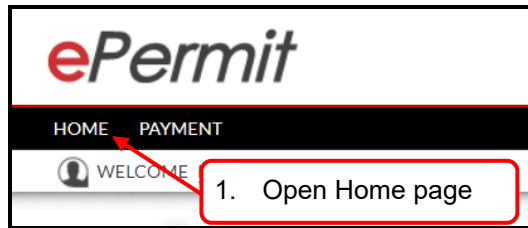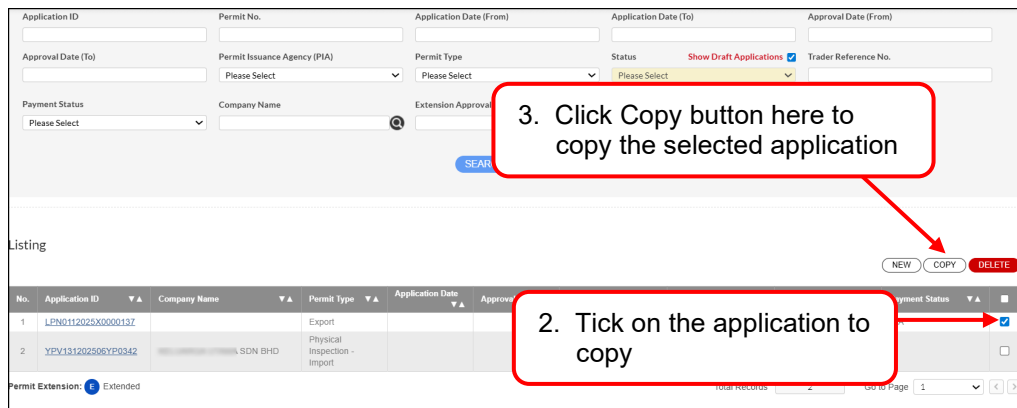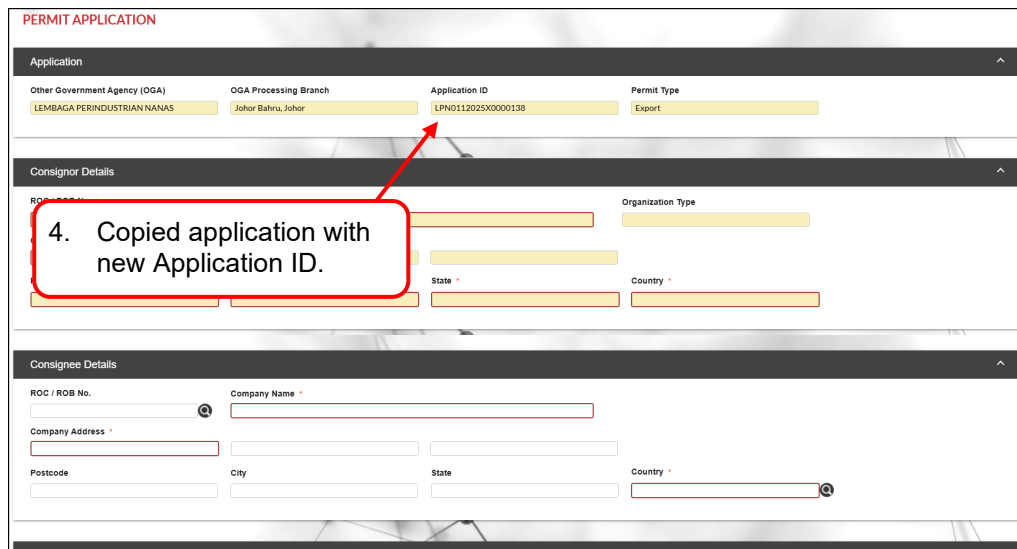

Figure 48

Figure 49

Figure 50

Section 8. Delete Application

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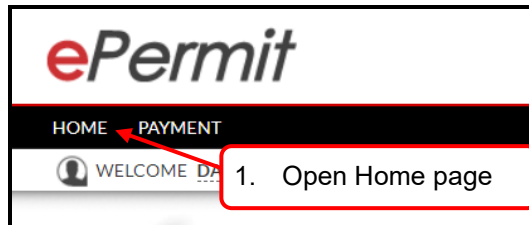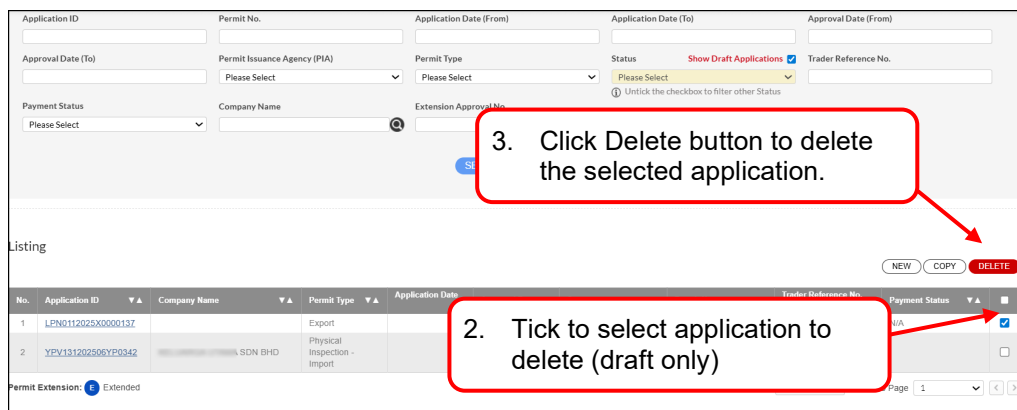

Figure 51

Figure 52

Figure 53

-End of Guide-

This user manual shall be updated as and when required.