

ASEAN SINGLE WINDOW (ASW)
FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is ASEAN Single Window?

The ASEAN Single Window (ASW) is a regional initiative that connects and integrates National Single Windows (NSWs) of ASEAN Member States. It is an initiative under the ASEAN Economic Blueprint (AEC), first proposed in 2005. The ASW provides the secure IT architecture and legal framework that will allow trade, transport, and commercial data to be exchanged electronically among government agencies or the trading community.

2. What is the objective of ASW and how does it help in trade facilitation?

Objectives of ASW:

- To expedite the cargo clearance process, reduce cost and time of doing business, and enhance trade efficiency and competitiveness; and
- To provide simpler and faster processing time, and a more transparent way of doing business.

The ASW will expedite cargo clearance, further integrate the region's economies, and improve enforcement at the border. Since it operates mainly on the electronic submission, processing, and exchange of cargo clearance data, Member States will be able to use the ASW both for trade facilitation and improved compliance.

3. What are the benefits of ASW?

Benefits of ASW include:

- Simpler and faster processing time, and a more transparent way of doing business;
- Mechanism to eradicate forgery of ATIGA Form D; and
- Lessen the verification issue relating to specimen signature and authenticity of the issuance of ATIGA Form D.

4. What is the status of ASW implementation?

The pilot project of ASW is developed in four stages – i) Pilot testing, ii) Parallel testing, iii) Live Implementation and iv) Live Operation.

Currently, 5 Member States are exchanging e-Form D ATIGA*, i.e., Malaysia, Indonesia, Singapore, Thailand and Viet Nam. Malaysia entered into live data exchange (live implementation phase) which was made available to all companies applying for e-Form D ATIGA in November 2016.

Beginning 1 January 2018, participating Member States (Malaysia, Indonesia, Singapore, Thailand and Viet Nam) will transit into Live Operation phase whereby the preferential treatment under ATIGA would be given based on e-Form D ATIGA transmitted through the ASW-NSW system.

* also referred to as 'e-ATIGA Form D'

5. **What is ASW Live Operation?**

ASW Live Operation means **end-to-end online processing of ATIGA Form D**. This means that exporters can submit their applications online for processing and the granting of preferential treatment would be given based on e-Form D ATIGA received online through the secured ASW Gateway.

For hardcopy submissions: In accordance with the Operational Certification Procedure (OCP) of ATIGA, when hardcopy of ATIGA Form D is presented, it would not be a basis for ASEAN Member States to deny the preferential treatment under ATIGA.

Scope of ASW Live Operation:

- Full end-to-end electronic exchange of the ATIGA Form D (granting of preferential treatment would be given based on e-Form D ATIGA received through the secured ASW Gateway).
- No hybrid handling of ATIGA Form D (i.e. either online submission OR hardcopy submissions only).
- Hardcopy submissions will still accepted, in accordance with the OCP.

6. **How do exporters apply the e-Form D ATIGA?**

Registered exporters can apply for e-Form D ATIGA through the NSW-ePCO system (<https://newepco.dagangnet.com/dnex/login>). Exporters would need to click the 'consent box' to use the e-Form D ATIGA. The system will recognize the application to be electronically transmitted to the importing customs via the ASW gateway once the 'ASW Consent Box' is ticked.

7. **Do I have to install or upload any new system (ASW / NSW) before using the e-Form D ATIGA application or we can just use the existing ePCO system?**

No. Exporters are to use the existing ePCO system for e-Form D ATIGA.

8. **Is e-Form D ATIGA mandatory? Can exporters still apply hardcopy Form D?**

The e-Form D ATIGA is an option for faster cargo clearance, simpler processing time, and a more transparent way of doing business. Exporters can either use hardcopy Form D or online (e-Form D ATIGA). However, exporters are not allowed to use both methods for the same exportation (no hybrid handling of ATIGA Form D).

9. **How can importer claim the preferential treatment using e-Form D ATIGA?**

Only the e-Form D ATIGA reference number is required to claim for the preferential treatment under ATIGA.

10. **How would my importer know about my e-Form D ATIGA approval?**

Exporter is to provide the approved e-Form D ATIGA reference number (e.g.: KL-201712-CCF-xxx-xxx-xxx) to the importer.

Importer can then use the reference number to claim for preferential treatment under ATIGA during import declaration with their Customs authority.

11. **Does importer need to get any approval from the relevant AMS importing authority to use e-Form D ATIGA for their import clearance?**

In general, the e-Form D ATIGA will have the same role as the conventional ATIGA Form D.

For further clarification, kindly consult with relevant Member States customs authorities to confirm on their domestic procedures.

12. **Where can I find further information about ASW?**

For further information/announcement/news, please refer to:

- MITI website - www.miti.gov.my
- Presentation slides on ASW - http://www.miti.gov.my/miti/resources/ASW_Awareness_Slides.pdf
- ASEAN Single Window website - <http://asw.asean.org/>

13. **Who can I contact to obtain more details on ASW?**

For more details / any query on ASW and e-Form D ATIGA, please contact:

- Ms. Zarina Ali @ Hassan
Direct Line : 03 – 6208.4716 Email : zarinaali@miti.gov.my
- Ms. Sharifah Ainidotulmusmina Wan Mustapa
Direct Line : 03 – 6208.4752 Email : sharifah.aini@miti.gov.my
- Ms. Wan Nur Addleen Wan Aminudin
Direct Line : 03 – 6208.4724 Email : nuraddleen@miti.gov.my
- Ms. Sahida Amiruddin
Direct Line : 03 – 6208.4715 Email : sahida@miti.gov.my
- Helpdesk SKPI: 03 – 6208 4747 / 4748 / 4749

For questions on NSW/ASW system, kindly contact **Dagang Net Careline : 1300 133 133** or email to careline@dagangnet.com