



MINISTRY OF
INVESTMENT, TRADE AND INDUSTRY

ANNOUNCEMENT

Dear Valued Customers,

IMPLEMENTATION OF NEW ePCO APPLICATION SUBMISSION AND PROCESSING HOURS FOR MITI HEADQUARTERS AND MITI REGIONAL OFFICES

The Ministry of Investment, Trade and Industry (MITI) wishes to inform all exporters and stakeholders that, effective **1 September 2026 (Tuesday)**, the **operating hours** for the **submission** and **processing of applications** through the ePCO System at MITI Headquarters and all MITI Regional Offices will be revised.

New Operating Hours for ePCO Applications

Location	Operating Days	ePCO Operating Hours
MITI Headquarters and all MITI Regional Offices, except MITI Kelantan	Monday – Friday	7.00 AM – 4.00 PM
MITI Kelantan	Sunday – Thursday	7.00 AM – 4.00 PM

Applications **submitted** through the ePCO system on **weekends, public holidays**, or **after 4.00 PM** on a working day will **remain** in **Pending** status and will **only be processed** from 7.00 AM on the **next working day**.

Please note that only the operating hours of ePCO applications have been revised. The **processing timelines** stipulated under MITI's Client Charter **remain unchanged**, provided that all required information and supporting documents are submitted completely, as follows:

MITI Client Charter

- Cost Analysis (CA) applications will be processed within **five (5) working days upon receipt of a complete application**.
- Certificate of Origin (CO) applications will be processed within **three (3) working days upon receipt of a complete application**.

- Working Day Calculation:
 - MITI Headquarters & all MITI Regional Offices (except MITI Kelantan): Saturday, Sunday and public holidays are **NOT** counted as working days.
 - MITI Kelantan: Friday, Saturday and public holidays are **NOT** counted as working days.
- Any application **resubmitted** following a query shall be treated as a **new application**.
- All applications will be processed strictly on a **First In, First Out** (FIFO) basis. Requests for priority processing, queue-jumping or expedited consideration will not be entertained.
- Exporters **must plan** their submissions and shipments in advance, taking into account the applicable operating hours and processing timelines. Urgency arising from inadequate planning will not justify priority processing.
- All documents and information must be **complete, accurate, consistent, verifiable** and **justifiable**. Incomplete or unsupported applications may be queried or rejected, and the Client Charter processing timeline begins only upon receipt of a complete application.
- Enquiries must clearly state their basis, relevant facts and detailed reasons, together with supporting documents where applicable. They must be framed as requests for clarification, not as instructions or demands. Inappropriate, discourteous or unprofessional behaviour will not be tolerated.

For enquiries related to the ePCO application process, please contact pc@miti.gov.my. For technical assistance related to the ePCO System, please contact careline@dagangnet.com or call 1300-133-133.

We thank you for your continuous support and cooperation.

Thank you.

Senior Director
Trade and Industry Support Division
Ministry of Investment, Trade and Industry
21 August 2026