

ANNOUNCEMENT



MINISTRY OF
INTERNATIONAL TRADE AND INDUSTRY

Dear Valued Customer,

E-FORM D TRANSACTION CANNOT BE FOUND IN VIET NAM CUSTOMS SYSTEM

Please be informed that MITI has recently received complaints from traders that their e-Form D cannot be found in **Viet Nam Customs System**. On 11 January 2021, representative from General Department of Viet Nam Customs informed that currently Viet Nam Customs are facing technical issues whereby the system unable to generate response messages [AS2/AS3/(RES REC/RES NOT)] to some ASEAN Member States (AMS) including Malaysia.

Therefore, traders who are affected by this issue is advised to email directly to Viet Nam Customs Authority at bophanhotrotchq@customs.gov.vn for further assistance.

Thank you.

Senior Director
Trade and Industry Support Division
Ministry of International Trade and Industry
12 January 2021