

# HOW COMPANY CAN CHECK THE STATUS OF ATIGA E-FORM D TRANSACTIONS IN THE ELECTRONIC PREFERENTIAL CERTIFICATE OF ORIGIN (EPCO) SYSTEM



MINISTRY OF  
INTERNATIONAL TRADE AND INDUSTRY

Company may check the status of ATIGA e-Form D transactions **one (1) day** after the date of approval.

## 1 Go to “ePCO Transactions” tab

## 2 Company can search using the PCO reference number **OR** PCO Endorsement number **OR** PCO Application ID. After entering the reference number **OR** endorsement number **OR** application ID, click “SEARCH”

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**3** System will list the respective PCO. Click **“View”** to see the transaction details

LISTING									
									NEW
No.	View Details	Application ID	Scheme	Application Type	Application Case	Application Date	Trader Code	Company Name	Ap
1	View		ATIGA	Certificate of Origin	NORMAL	12-Nov-2019 16:50:06			15

**4** System will list down the ASW Activities as follows:

ASW Activities				
No.	Date	Time	Action	Response Desc.
1	27-Mar-2020	11:36:53	AS1 Received	ATIGA Received by local ASW Gateway-006(Others.)
2	27-Mar-2020	11:36:53	AS2 Received	ATIGA Received by Partner ASW Gateway-006(Others.)
3	27-Mar-2020	10:39:12	AS3 Received	ATIGA Received by ASW Gateway
4	27-Mar-2020	10:39:12	RES(REC) Received	e-ATIGA Form D successfully received by importing Customs -ATIGA Received by CUSTOMS-RES ID:

\*Kindly be informed that the time displayed above is based on respective country time zone

**5** Status **“RES (REC) Received”** means the e-Form D has successfully received by the Importing Country Customs and your importer may proceed with their import declaration.

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**6** If the action status is still showing AS1 or AS2 or AS3 or RES (NOT), please refer to the table below for further action:

ACTION STATUS	SEND EMAIL OR REFER TO	ACTION BY EXPORTERS
AS1	careline@dagangnet.com apbpm@miti.gov.my	Kindly email CO Endorsement No. (XX-2020xx-CCF-xxxxxx-x-xxxx)
AS2	Contact Points or Helpdesk of Importing Country as listed in table below	To inform the Importer to seek further assistance from importing country ASW Authorities
AS3	Contact Points or Helpdesk of Importing Country listed in table below	To inform the Importer to seek further assistance from importing country ASW Authorities
RES (REC)	Contact Points or Helpdesk of Importing Country listed in table below	If e-Form D still not found in AMS Customs, kindly screen shot ASW Activities in ePCO and forward to the Importer
RES (NOT)	careline@dagangnet.com apbpm@miti.gov.my	Kindly email Endorsement No. (XX-2020xx-CCF-xxxxxx-x-xxxx)



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## ASEAN Member States - List of Contact Points or Helpdesk for Traders Reference

	HELPDESK / CONTACT POINTS
<b>Brunei Darussalam</b>	info@customs.gov.bn; Phone: +673 2382361
<b>Cambodia</b>	support@nsw.gov.kh;
<b>Indonesia</b>	info@insw.go.id; Phone: +62 21 1500-679
<b>Lao PDR</b>	xayyasone.s@laomoic.org; phoxay18@yahoo.com; Phone: +85 6207-6111-929
<b>Myanmar</b>	Outbound ATIGA e-Form D: roo.myanmar2014@gmail.com; Inbound ATIGA e-Form D: mmcustomsroo18@gmail.com;
<b>Philippines</b>	helpdesk@mail.nsw.gov.ph and mistg-helpdesk@customs.gov.ph
<b>Singapore</b>	CUSTOMS_ROO@customs.gov.sg;
<b>Thailand</b>	Thai NSW Call Center Email: callcenter@thainsw.net Tel: +662-034-9500
<b>Viet Nam</b>	Hotline: 19009299 Email: bophanhotrotchq@customs.gov.vn

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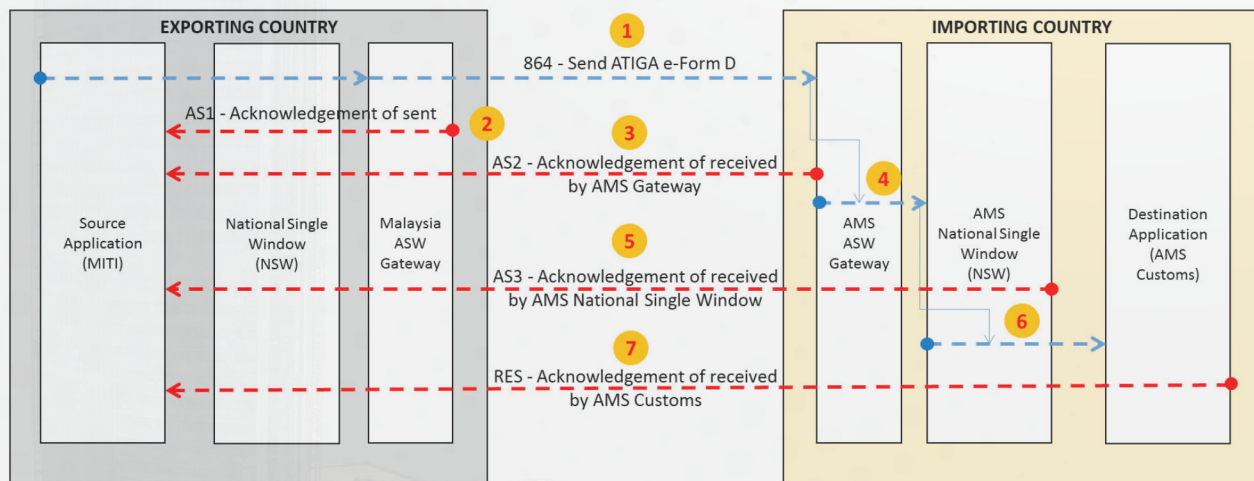


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**7** Please refer to Appendix I (as below) to understand the ATIGA e-Form D Exchange Flow.

## Appendix I

### ATIGA e-FORM D Exchange End-to-End ATIGA e-Form D Flow with Acknowledgements



● : Process with steps  
ASW : ASEAN Single Window  
NSW : National Single Window  
AMS : ASEAN Member States