



KEMENTERIAN
PELABURAN, PERDAGANGAN DAN INDUSTRI

ANNOUNCEMENT

Dear valued customers,

TECHNICAL ISSUE RELATED TO SYSTEM PUBLICATION OR SYNCHRONISATION OF THE CERTIFICATE OF ORIGIN (CO)

Please be advised that in the event of any technical issues related to the system's publication or synchronisation of the Certificate of Origin (CO), the relevant parties may be contacted for verification and further assistance:

(i) Dagang Net Technologies Sdn Bhd.

To verify the status of the publication and transmission of the Certificate of Origin (CO) through the National Single Window (NSW) system, please contact:

Email: careline@dagangnet.com

(ii) Royal Malaysian Customs Department (RMCD)

As the Asean Single Window (ASW) falls under the purview of Customs, RMCD may confirm whether the Certificate of Origin (CO) has been successfully transmitted and made available for verification by the importing country. For further details please contact:

Email: myasw@customs.gov.my

Thank you.

DIRECTOR

Trade Cooperation Section

Trade and Industry Support Division

Ministry of Investment, Trade and Industry

17 March 2026