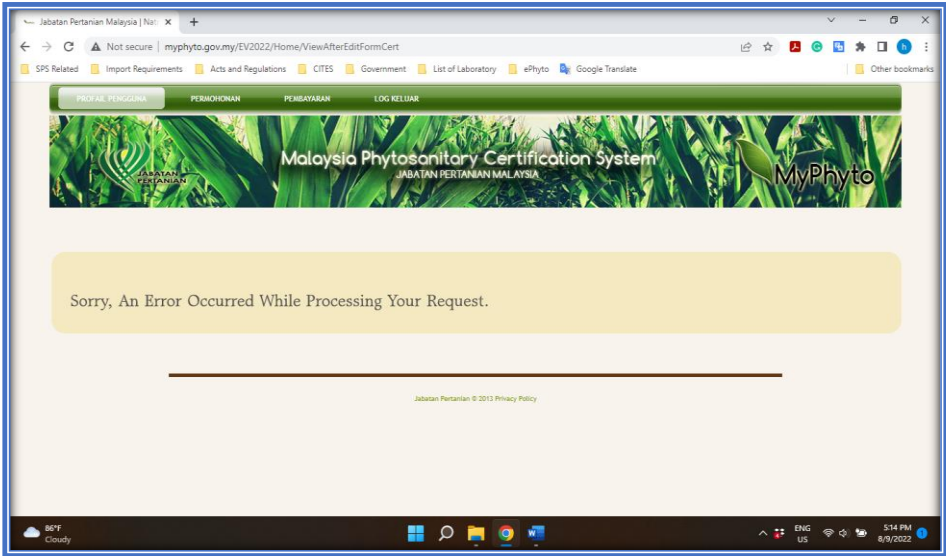
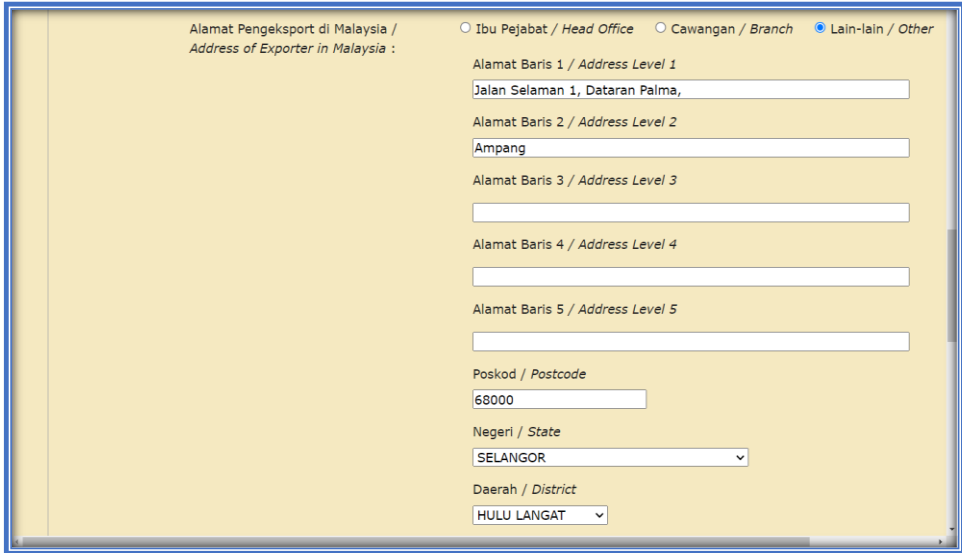

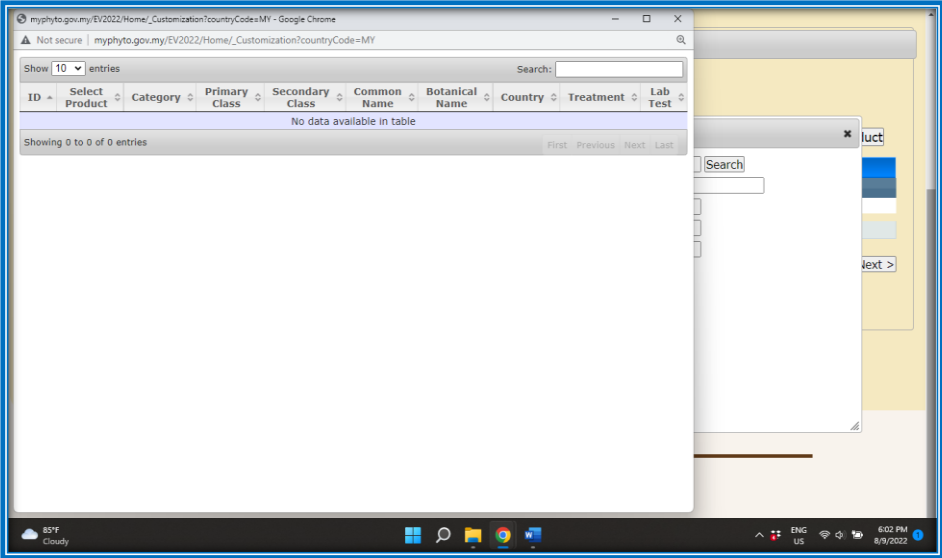
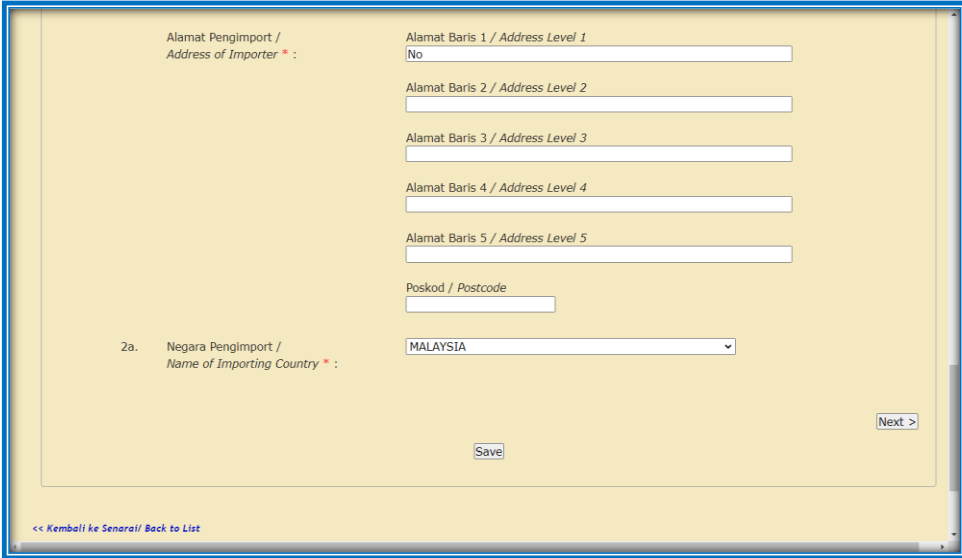
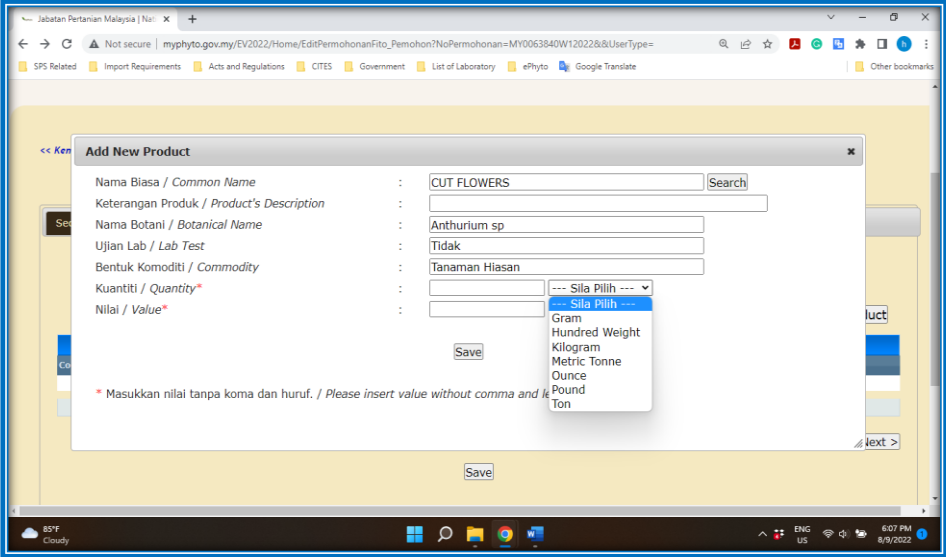
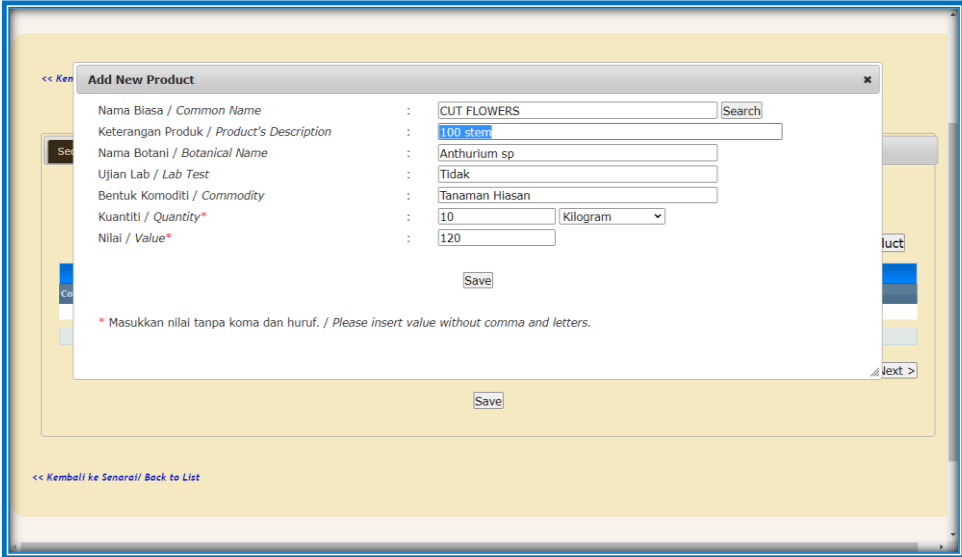


FREQUENTLY ASKED QUESTIONS (FAQ) / ISSUE REGARDING NEW MYPHYTO SYSTEM (<http://myphyto.gov.my/EV2022>)

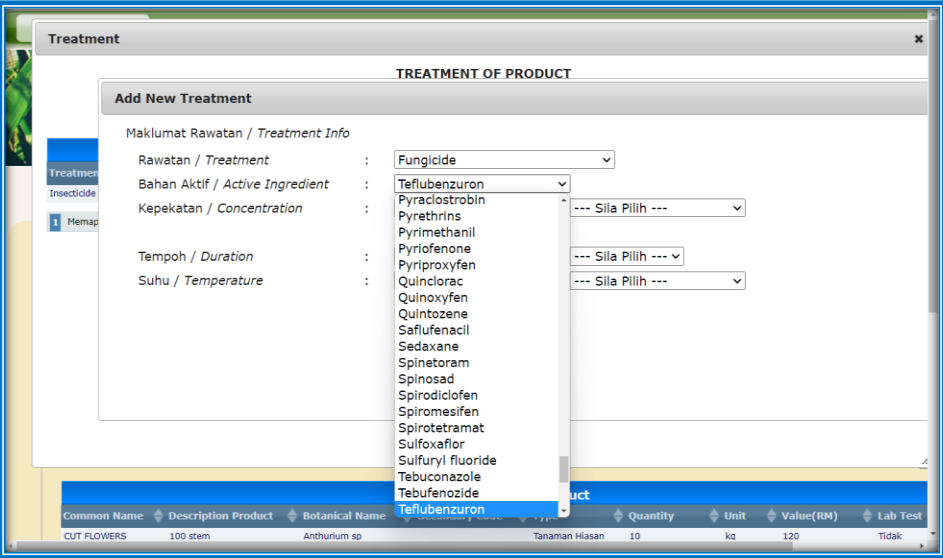
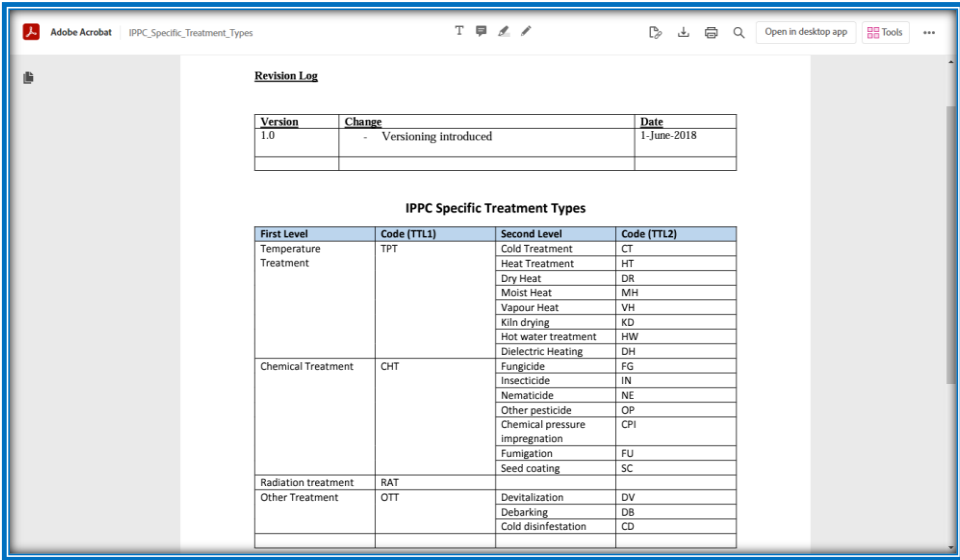
NO.	QUESTION / ISSUE	ANSWER
1.	<p><u>ADDRESS OF EXPORTER IN MALAYSIA</u></p> <p>a) System shows ERROR message when Applicant click Save (<i>Simpan</i>) button at the application form.</p> 	<p>a) Recheck the application form and make sure all the mandatory field has been filled in completely.</p> <p>b) Check column Address of Exporter in Malaysia. Make sure that Postcode, State, Section (Sarawak only) and District has been filled in.</p> <p>c) Sample for Exporter's Address is as follows:</p> 

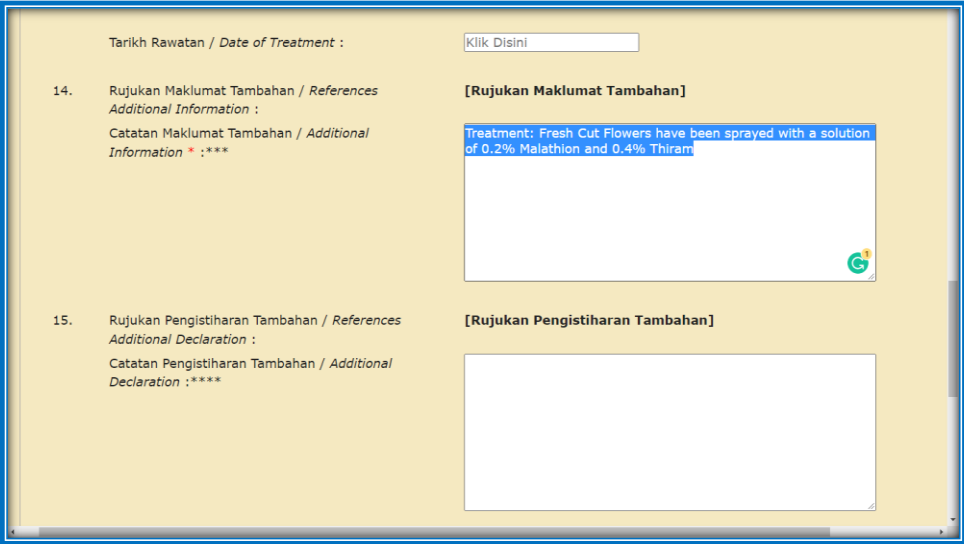
NO.	QUESTION / ISSUE	ANSWER
		<p>Address on the Phytosanitary Certificate will be displayed as follows:</p>  <p>d) No need to include “Malaysia” in the column Address of Exporter in Malaysia because the Phytosanitary Certificate is issued by the Malaysian Government and is only for export from Malaysia.</p> <p>e) Other information such as Telephone Number and Email Address <i>CANNOT BE ENTERED</i> in the Address of Exporter in Malaysia column.</p>

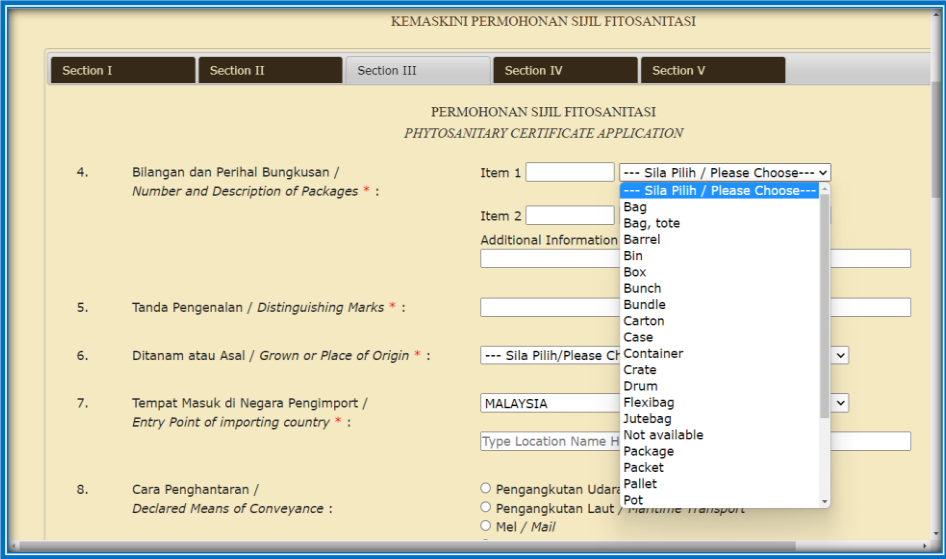
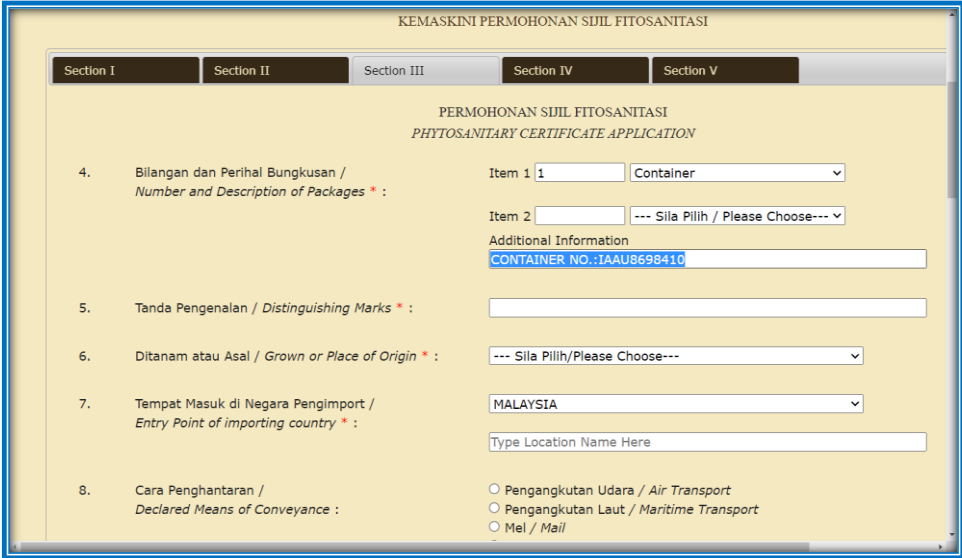
NO.	QUESTION / ISSUE	ANSWER
2.	<p><u>PRODUCT INFO - BLANK</u></p> <p>a) No product listed for exporting to Sabah/ Sarawak/ Peninsular Malaysia/ Wilayah Persekutuan Labuan</p>  <p>The screenshot shows a web browser window with the URL myphyto.gov.my. The page displays a table with columns: ID, Select Product, Category, Primary Class, Secondary Class, Common Name, Botanical Name, Country, Treatment, and Lab Test. The table is empty, with a message 'No data available in table' and 'Showing 0 to 0 of 0 entries'.</p>	<p>a) Select Sabah/ Sarawak/ Peninsular Malaysia/ Wilayah Persekutuan Labuan ONLY in column 2a. Importing Country. DO NOT SELECT Malaysia/ Labuan.</p>  <p>The screenshot shows a form with the following fields:</p> <ul style="list-style-type: none"> Alamat Pengimport / Address of Importer * : No Alamat Baris 1 / Address Level 1 Alamat Baris 2 / Address Level 2 Alamat Baris 3 / Address Level 3 Alamat Baris 4 / Address Level 4 Alamat Baris 5 / Address Level 5 Poskod / Postcode 2a. Negara Pengimport / Name of Importing Country * : MALAYSIA <p>Buttons: Save, Next >, << Kembali ke Senarai/ Back to List</p>

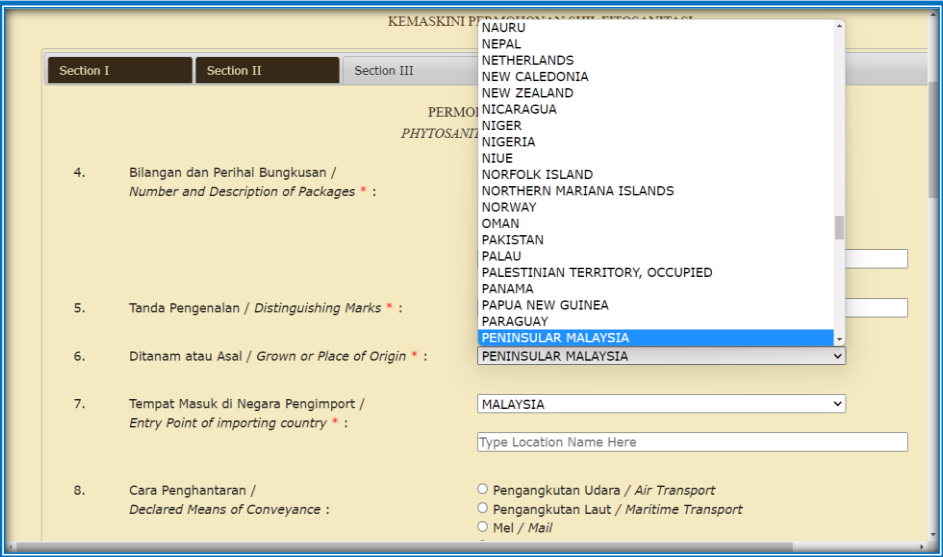
NO.	QUESTION / ISSUE	ANSWER
3.	<p><u>UNIT (QUANTITY) FOR PRODUCT</u></p> <p>a) No suitable Unit (Quantity) for the product.</p> 	<p>a) Only seven (7) Units are allowed in the ePhyto standard. All Units are weight units that must be stated in the Phytosanitary Certificate.</p> <p>b) For quantities in other units, such as stems, plants, m³, this information can be stated in the Product's Description column <i>(limited to 60 characters)</i> as the following example:</p> 

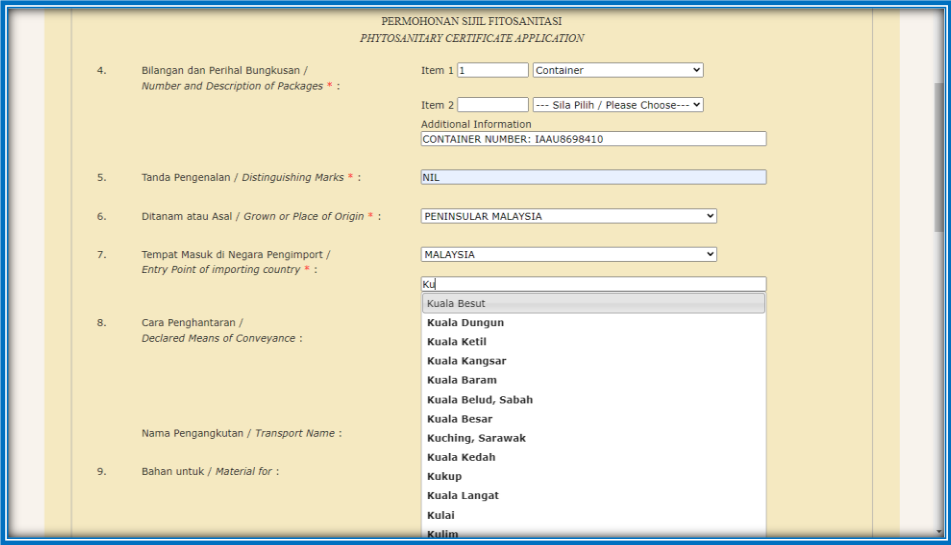
NO.	QUESTION / ISSUE	ANSWER																								
		<p>c) Unit display on the Phytosanitary Certificate is as follows :</p> <table><tr><th data-bbox="1220 304 1294 395">No</th><th data-bbox="1294 304 1626 395">Unit</th><th data-bbox="1626 304 1955 395">Phyto Certificate Display</th></tr><tr><td data-bbox="1220 395 1294 453">1</td><td data-bbox="1294 395 1626 453">Gram</td><td data-bbox="1626 395 1955 453">g</td></tr><tr><td data-bbox="1220 453 1294 510">2</td><td data-bbox="1294 453 1626 510">Hundred weight</td><td data-bbox="1626 453 1955 510">cwt</td></tr><tr><td data-bbox="1220 510 1294 568">3</td><td data-bbox="1294 510 1626 568">Kilogram</td><td data-bbox="1626 510 1955 568">kg</td></tr><tr><td data-bbox="1220 568 1294 625">4</td><td data-bbox="1294 568 1626 625">Metric Tonne</td><td data-bbox="1626 568 1955 625">t</td></tr><tr><td data-bbox="1220 625 1294 683">5</td><td data-bbox="1294 625 1626 683">Ounce</td><td data-bbox="1626 625 1955 683">oz</td></tr><tr><td data-bbox="1220 683 1294 740">6</td><td data-bbox="1294 683 1626 740">Pound</td><td data-bbox="1626 683 1955 740">lb</td></tr><tr><td data-bbox="1220 740 1294 798">7</td><td data-bbox="1294 740 1626 798">Ton</td><td data-bbox="1626 740 1955 798">ton</td></tr></table>	No	Unit	Phyto Certificate Display	1	Gram	g	2	Hundred weight	cwt	3	Kilogram	kg	4	Metric Tonne	t	5	Ounce	oz	6	Pound	lb	7	Ton	ton
No	Unit	Phyto Certificate Display																								
1	Gram	g																								
2	Hundred weight	cwt																								
3	Kilogram	kg																								
4	Metric Tonne	t																								
5	Ounce	oz																								
6	Pound	lb																								
7	Ton	ton																								

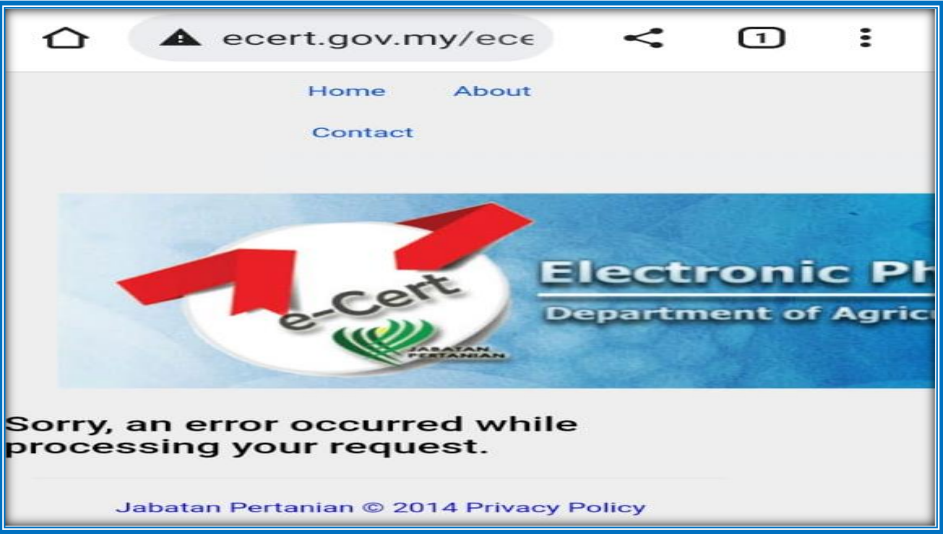
NO.	QUESTION / ISSUE	ANSWER
4.	<p><u>TREATMENT / ACTIVE INGREDIENT/ CONCENTRATION</u></p> <p>a) No suitable Treatment, Active Ingredients and Concentration for treatment information.</p> 	<p>a) Type of Treatment is according to the IPPC standard as follows:</p>  <p>For treatment methods such as spraying, dipping, dusting and etc, please choose Fungicide, Insecticide or Nematicide that is suitable for the type of pesticide used.</p> <p>b) List of Active Ingredients is according to CODEX standard: https://www.fao.org/fao-who-codexalimentarius/codex-texts/dbs/pestres/pesticides/en/</p> <p>If the Active Ingredients used are not listed such as Aluminum Phosphide, Thiram and etc, just LEAVE BLANK at the Active Ingredients column.</p>

NO.	QUESTION / ISSUE	ANSWER
		<p>c) If there is no suitable Concentration unit such as %, just LEAVE BLANK at the Concentration column.</p> <p>d) For treatment information such as Active Ingredients and/or Concentrations that cannot be filled in, you may fill in this information in column 14. Additional Information. This statement must contain the treatment information used that meet the import requirements of the importing country.</p> <p>Example: <i>Treatment: Fresh Cut Flowers have been sprayed with a solution of 0.2% Malathion and 0.4% Thiram.</i></p> 

NO.	QUESTION / ISSUE	ANSWER
5.	<p><u>UNIT (PACKAGES)</u></p> <p>a) No suitable Unit (Packages) for column 4. Number and Description of Packages – Item 1 & Item 2.</p>  <p>b) Space in Column 4. Number and Description of Packages – Additional Information is not enough to specify consignment information such as container number.</p>	<p>a) If there is no suitable Unit (Packages) at Item 1 & Item 2, you may fill in this information in column 4. Number and Description of Packages - Additional Information (limited to 50 characters).</p>  <p>b) If space in column 4. Number and Description of Packages – Additional Information is not enough, you may fill in this information in column 14. Additional Information.</p> <p>Example: Container No.: IAAU8698410, FSCU8687410 & OERU1098410.</p>

NO.	QUESTION / ISSUE	ANSWER
6.	<p><u>PLACE OF ORIGIN</u></p> <p>a) More than one (1) place of origin of the consignment. However, only one (1) country can be selected in column 6. Grown or Place of Origin.</p>  <p>The screenshot shows a customs form with several sections. Section III is active, displaying a dropdown menu for 'Ditanam atau Asal / Grown or Place of Origin'. The menu lists various countries and territories, with 'PENINSULAR MALAYSIA' highlighted. Other fields include 'Bilangan dan Perihal Bungkusan / Number and Description of Packages', 'Tanda Pengenalan / Distinguishing Marks', 'Tempat Masuk di Negara Pengimport / Entry Point of importing country' (set to MALAYSIA), and 'Cara Penghantaran / Declared Means of Conveyance' (with radio buttons for Air, Maritime, and Mail transport).</p>	<p>a) If there is more than one (1) country of origin of the consignment, this information can be stated in column 14. Additional Information.</p> <p>Example: <i>Place of Origin: China, India & South Africa.</i></p>

NO.	QUESTION / ISSUE	ANSWER
7.	<p><u>ENTRY POINT OF IMPORTING COUNTRY</u></p> <p>a) No option in the Entry Point of Importing Country in MyPhyto System.</p> 	<p>a) List of Entry Point of Importing Country is according to UNECE UN/LOCODE standards :</p> <p>https://unece.org/trade/cefact/unlocode-code-list-country-and-territory</p> <p>Please select the Importing Country and type a few letters to search on the system. If the desired Entry Point is not in the MyPhyto System, please refer to UNECE UN/LOCODE to identify the official name or official spelling of the desired Entry Point.</p> <p>Example: <i>Dammam Port, Saudi Arabia is listed as Ad Dammam, Saudi Arabia.</i></p>

NO.	QUESTION / ISSUE	ANSWER
8.	<p><u>QR CODE SCANNER</u></p> <p>a) Phytosanitary Certificate information on the ecert.gov.my website is not displayed when the QR Code on the Phytosanitary Certificate is scanned.</p> 	<p>a) The ecert.gov.my website is experiencing some problems due to changes to new MyPhyto System. We have placed a notice on the ecert.gov.my website for notification to importing countries.</p> <p>b) If necessary, the importer can request the NPPO of the importing country to send an email to mycontactpoint@doa.gov.my and cc to herman@doa.gov.my for verification of the Phytosanitary Certificate.</p> <p>c) We will send an email confirming the Phytosanitary Certificate to the importing country (if necessary). In addition, the importer can also provide the email address of the authority at the entry point for us to send the confirmation email. This action is temporary and only involves verification of Phytosanitary Certificates that face QR Code scanning problems only.</p>

*****If you have problems related to the new MyPhyto System other than those mentioned above, you may send an email to myphytotech@doa.gov.my clearly stating the problem you are facing.***