

**STANDARD SERVICE CHARGES**  
Effective 25<sup>th</sup> September 2009



Description	Charges (RM)		Details on Services
	Private	Small Medium Enterprise (SME)*	
1. User Registration Fee (one time ONLY)	500.00	200.00	Applicable for all National Single Window (NSW) services – Electronic Permit System (ePermit), Electronic Customs Declaration (eDeclare), Electronic Manifest System (eManifest), Electronic Preferential Certificate of Origin (ePCO) & Electronic Customs Duty Payment.
2. Purchase of Additional Mailbox	500.00	200.00	Applicable for Electronic Customs Declaration (eDeclare), EAI users and Solution Partners' front-end software.
3. First Mailbox Subscription (monthly)	160.00	90.00	Applicable for Electronic Customs Declaration (eDeclare), EAI users and Solution Partners' front-end softwares.
4. Additional Mailbox Subscription (monthly)	90.00	90.00	Applicable for Electronic Customs Declaration (eDeclare), EAI users and Solution Partners' front-end softwares.
5. Transaction charges by kilobytes (monthly)	0.88	0.88	Applicable for Electronic Customs Declaration (eDeclare), Electronic Manifest System (eManifest), EAI users and Solution Partners' front-end softwares.
6. Approved transactions	5.00	5.00	Applicable for Electronic Permit System (ePermit) & Electronic Preferential Certificate of Origin (ePCO) only.
7. Administration Fee			Applicable for all Dagang Net services
• Change of Company Name	50.00	50.00	
• Mailbox Transfers (per ROC no)	50.00	50.00	
9. eDeclare Downloadable Monthly (EDM) Report subscription fee (per mailbox/monthly) - OPTIONAL	30.00	30.00	Applicable for Electronic Customs Declaration (eDeclare) only
10. Electronic Funds Transfer (EFT) Security Module (one time)	1250.00	1250.00	Applicable for Electronic Customs Declaration (eDeclare) and Solution Partners' front-end softwares. Includes 1 Smart Card & 1 Smart Card Reader
Annual Maintenance Charge (AMC) for hardware (annually)	300.00	300.00	
Additional Smart Card (one time)	150.00	150.00	
Annual Maintenance Charge (AMC) for additional smart card (annually)	150.00	150.00	

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11. On Site Technical Support Charges	160.00	160.00	On-site technical service support <b>DOES NOT</b> cover the followings: Hardware parts replacement, system or network rebuilds or reinstallation, item excluded from warranty, changes to configuration, relocation, preventive maintenance, consumables, diskette, electrical environment, transfer of data or software, virus scanning or cleaning, anti-virus updating and data-back-ups
Subsequent Hour	80.00	80.00	
Mileage (applies for customer site located more than 25km from Dagang Net's nearest service provider location and includes toll charges)	0.60	0.60	

**\*Note: Definition & Qualifying Criteria of Small Medium Enterprise (SME)**

1. Definition of SME's, please refer to [www.smidec.gov.my](http://www.smidec.gov.my) for reference:

Category	Criteria
<b>A. Manufacturing, Manufacturing-Related Services and Agro-based industries</b>	Sales turnover of RM25 million and below OR full time employees not exceeding 150 employees.
<b>B. Services, Primary Agriculture and Information &amp; Communication Technology (ICT)</b>	Sales turnover below of RM5 million and below OR full time employees not exceeding 50 employees.

To qualify for SME rate, you are required to provide the following supporting documents:

- Certified True Copy of Latest Audited Financial Statement by Company Secretary or Directors or Business Owners.
  - Certified True Copy of EPF Statement by Company or Directors or Business Owners.
2. The offer is opened to all SME's through their respective registered associations or non-governmental organizations (NGO's).  
3. All charges above are subject to applicable Government service tax of 5%.