



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

AEO SYSTEM

Application Module

By

Public User

VERSION 1.1

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1 System Requirements

1.1 Compatibility Operating System (OS) and Browser

Table 1 Compatibility Multi OS and Browser

OS	Browser	Result
Windows 8	1. Microsoft Edge 2. Chrome (√)	1. Accessible 2. Accessible
Windows 10	1. Microsoft Edge 2. Chrome (√)	1. Accessible 2. Accessible
Windows 11	1. Microsoft Edge 2. Chrome (√)	1. Accessible 2. Accessible

Note: √ recommended browser



1.2 Disable Pop-Up Blocker

1.2.1 Microsoft Edge

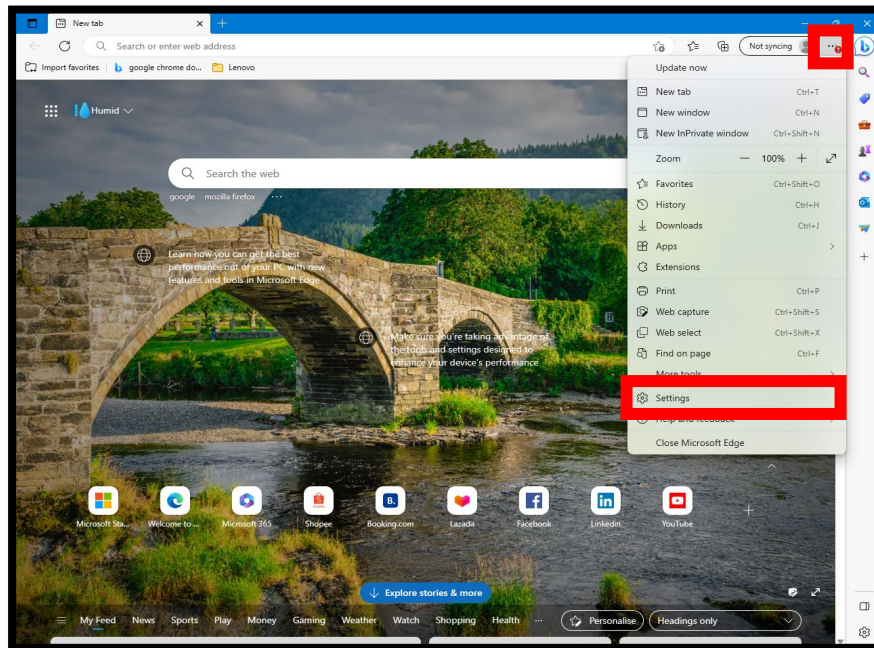


Figure 1 Microsoft Edge Setting

1. Open **Microsoft Edge** (Refer Figure 1).
2. Click **3 dot** at the top right (Refer Figure 1).
3. Click **Setting** to check popup blocker setting (Refer Figure 1).

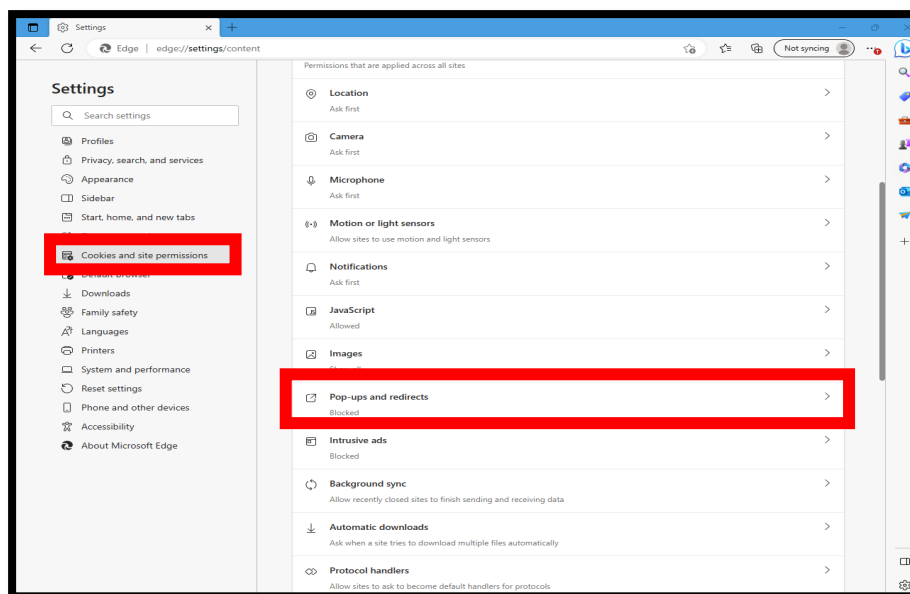


Figure 2 Cookies and Site Permission Setting

4. Select **Cookies and site permission** on side bar setting (Refer Figure 2).



5. Select **Pop-ups and redirect** to setting the pop-up blocker (Refer Figure 2).

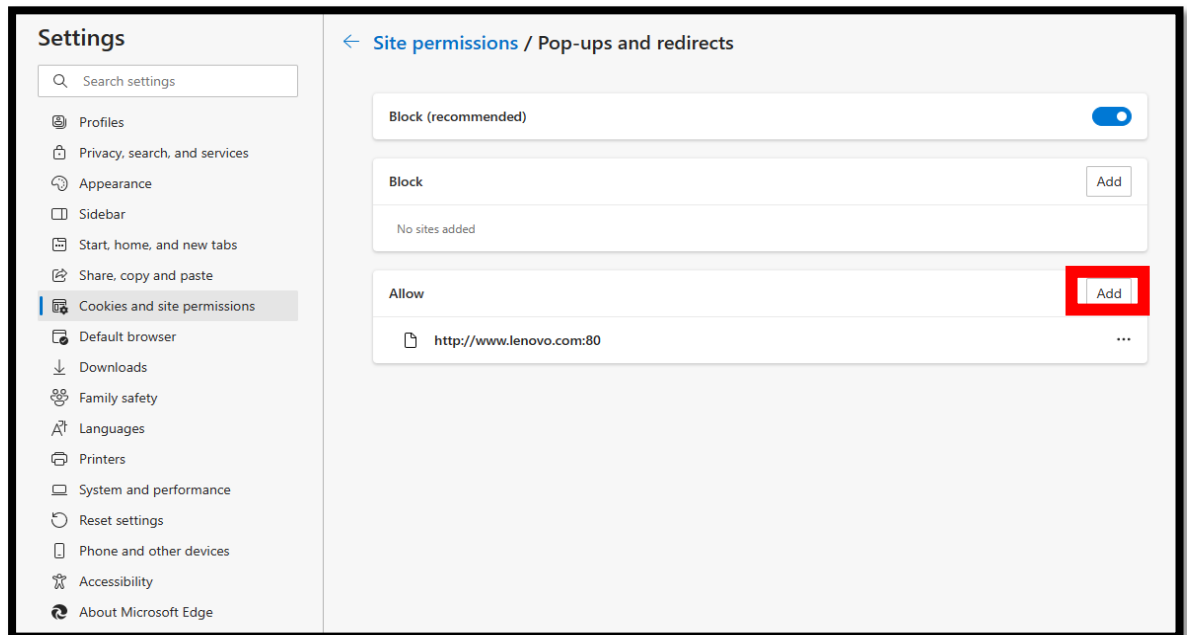


Figure 3 Site Permissions / Pop-ups and redirects

6. Click **Add** button on allow table (Refer Figure 3) to add the AEO System URL.
7. Add site pop-up will show (Refer Figure 4).

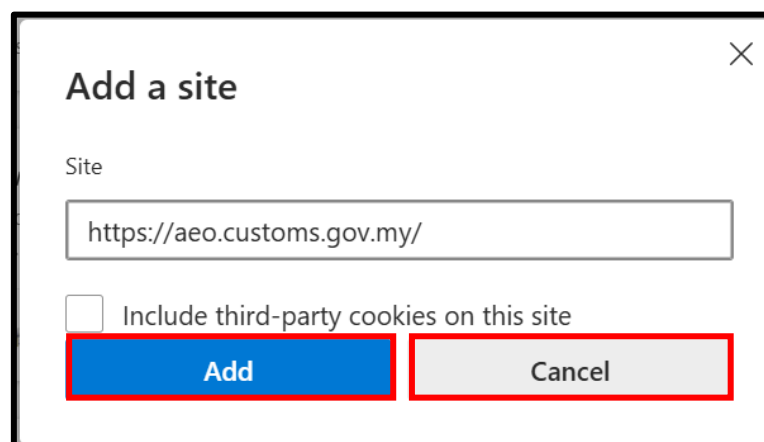


Figure 4 Add Site URL

8. Insert **URL for AEO System** <https://aeo.customs.gov.my/> on the site field (Refer Figure 4).
9. Click **Add** button to save the URL for allow pop-up (Refer Figure 4).
10. Click **Cancel** button to cancel the process (Refer Figure 4).



1.2.2 Chrome

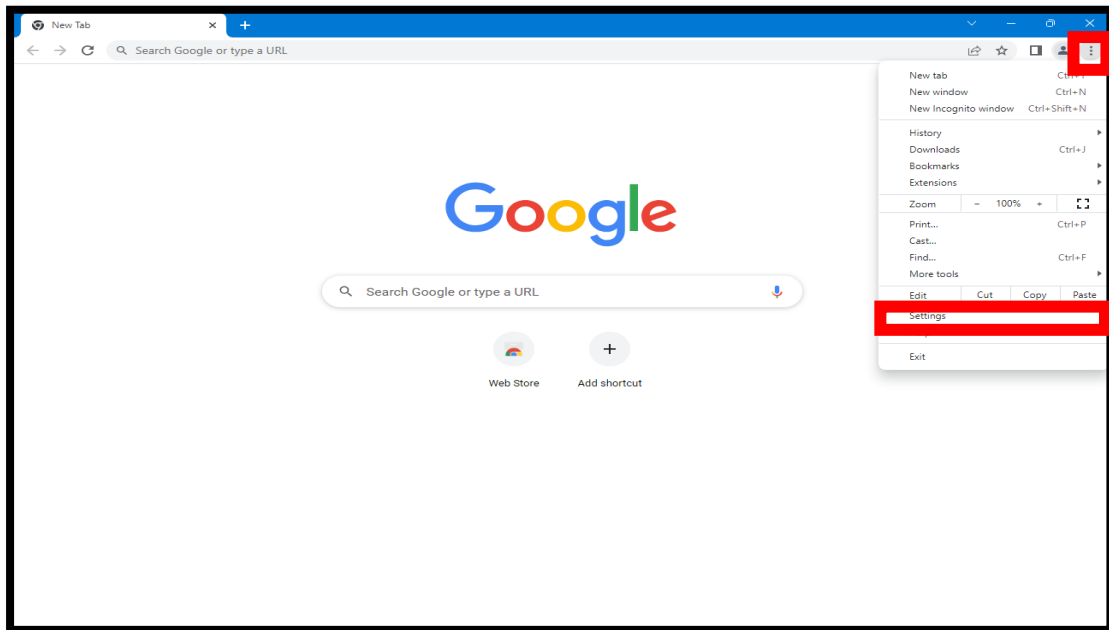


Figure 5 Chrome Setting

1. Open **Chrome** (Refer Figure 5).
2. Click **3 dot** at the top right (Refer Figure 5).
3. Click **Setting** to check popup blocker setting (Refer Figure 5).

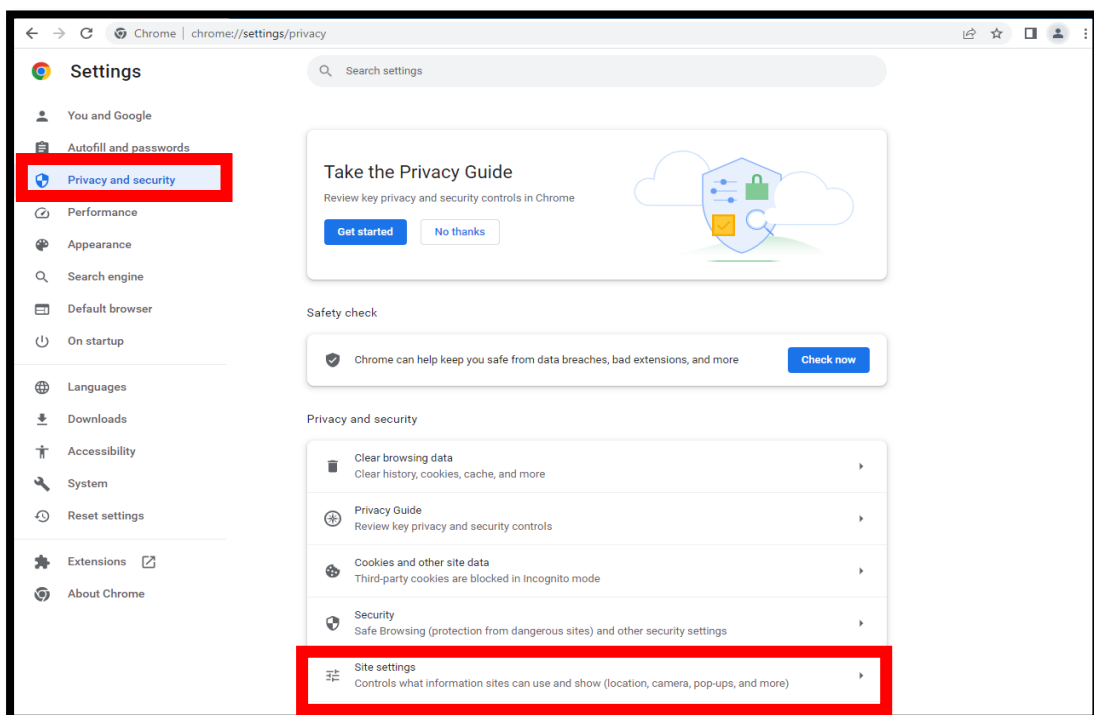


Figure 6 Privacy and Security Setting



4. Select **Privacy and Security** on side bar setting (Refer Figure 6).
5. Select **Site Setting** to find setting for pop-up blocker (Refer Figure 6).

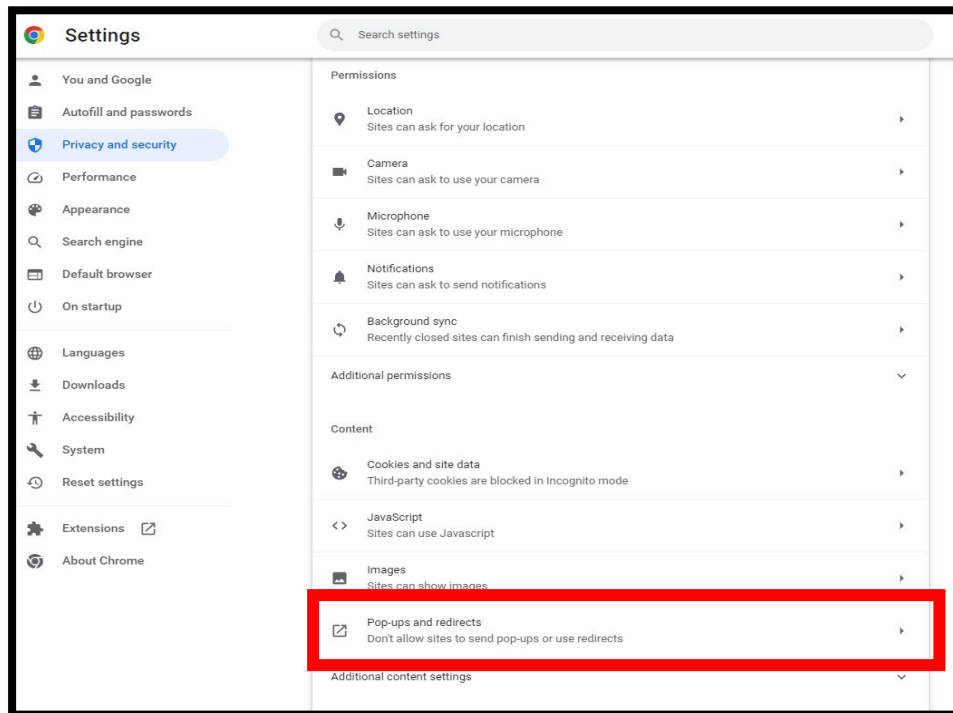


Figure 7 Pop-ups and Redirects Setting

6. Select **Pop-ups and redirect** to setting the pop-up blocker (Refer Figure 7).

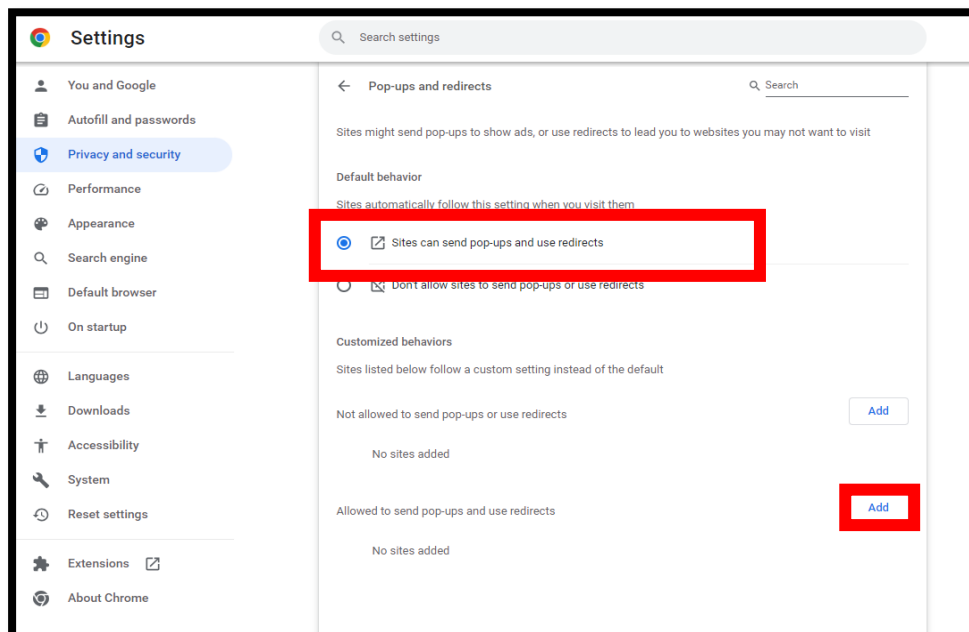


Figure 8 Pop-ups and Redirect Popup Setting



7. Click **allow redirect pop-ups radio button** if user need to allow pop-up blocker as default (Refer Figure 8).
8. Click **Add** button on allow table (Refer Figure 8) to add the AEO System URL.
9. Add site pop-up will show (Refer Figure 9).

Add a site

Site

https://aeo.customs.gov.my/

Cancel Add

Figure 9 Add Site URL

10. Insert **URL for AEO System** <https://aeo.customs.gov.my/> on the site field (Refer Figure 9).
11. Click **Add** button to save the URL for allow pop-up (Refer Figure 9).
12. Click **Cancel** button to cancel the process (Refer Figure 9).



2 ACCESS PORTAL

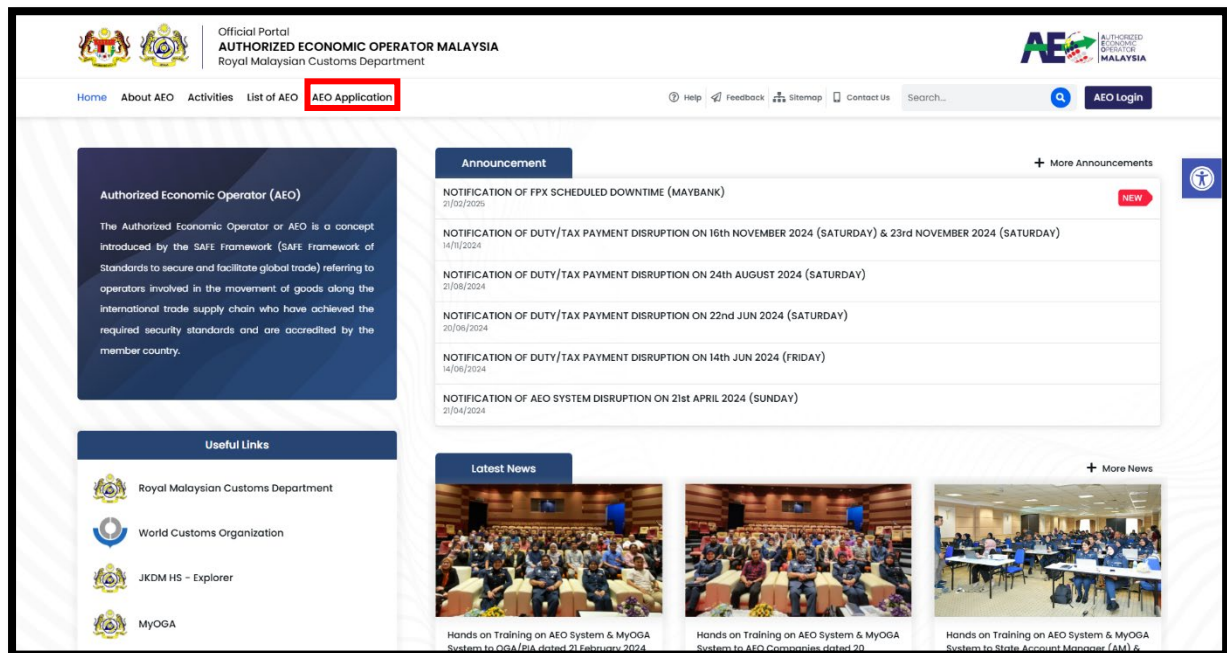


Figure 10 AEO Portal

1. Open Windows Edge or Chrome.
2. Type the URL address <https://aeo.customs.gov.my/> to access to Official Portal Authorized Economic Operator Malaysia (AEO) website.
3. Click on **AEO Application** tab to direct to AEO National Application page (Refer Figure 10).



3 PRE-AEO APPLICATION

AEO National Application

1 [Submit Pre-AEO Application](#)
To begin the process, you will need to submit a Pre-AEO application online along with all the necessary documents. This step is crucial as it allows us to collect essential information and assess your eligibility for the next stages of the application. Please ensure that you have all the required documents and any other supporting materials specifically mentioned in the application guidelines.

2 [Check Pre-AEO Application Status](#)
To keep you informed and updated throughout the application process, we have implemented an online page where you can conveniently check the status of your Pre-AEO application.

3 **Registered User Login Here**
Please login here if you are a registered user with an user ID and password.

User ID

Password

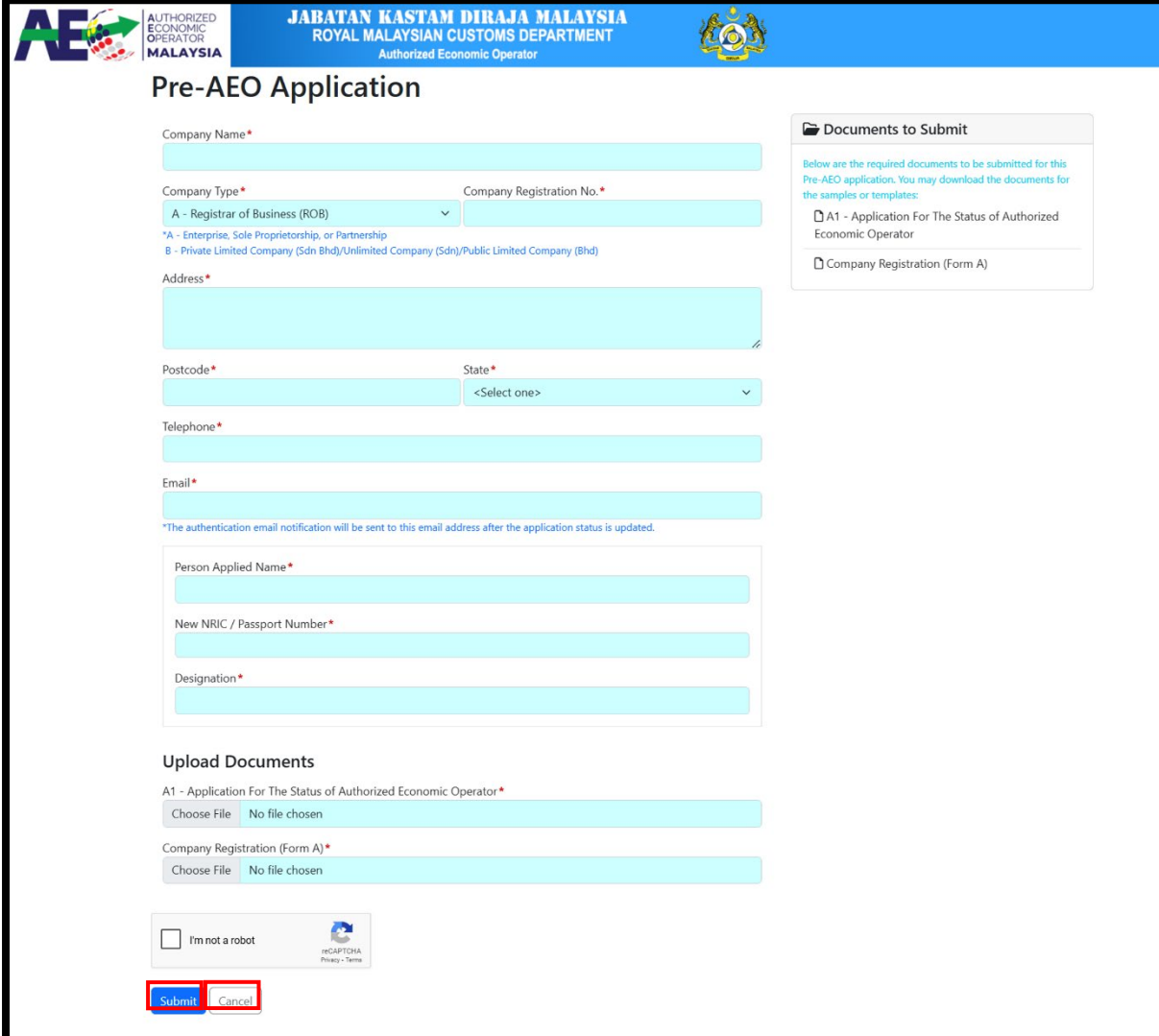
[Login](#)

[Forgot user ID or password](#), or request the application status notification email to be resent.

Figure 11 AEO National Application

1. On the first section, click on **Submit Pre-AEO Application** hyperlink to direct to Pre-AEO Application page (Refer Figure 11).
2. System will display Pre-AEO Application page (Refer Figure 12).
3. On the second section, click on **Check Pre-AEO Application Status** hyperlink to direct to Pre-AEO Application Status Check page (Refer Figure 11).
4. System will display Pre-AEO Application Status Check page (Refer Figure 18).
5. On the third section, user whom Pre-AEO Application is approved, can **Login** into the system (Refer Figure 26).

3.1 Register Pre-AEO Application



Pre-AEO Application

Company Name *

Company Type * Company Registration No. *

A - Registrar of Business (ROB) <input type="text" value="" />

*A - Enterprise, Sole Proprietorship, or Partnership
 B - Private Limited Company (Sdn Bhd)/Unlimited Company (Sdn)/Public Limited Company (Bhd)

Address *

Postcode * State * <Select one>

Telephone *

Email *

*The authentication email notification will be sent to this email address after the application status is updated.

Person Applied Name *

New NRIC / Passport Number *

Designation *

Upload Documents

A1 - Application For The Status of Authorized Economic Operator *

Choose File No file chosen

Company Registration (Form A) *

Choose File No file chosen

I'm not a robot reCAPTCHA


Documents to Submit

Below are the required documents to be submitted for this Pre-AEO application. You may download the documents for the samples or templates:

- A1 - Application For The Status of Authorized Economic Operator
- Company Registration (Form A)


Figure 12 Pre-AEO Application

- Under this section, user can click the following button: -
 - Submit** – To submit Pre-AEO Application (Refer Figure 12).
 - Cancel** – To close Pre-AEO Application page (Refer Figure 12).



AUTHORIZED ECONOMIC OPERATOR MALAYSIA

JABATAN KASTAM DIRAJA MALAYSIA
ROYAL MALAYSIAN CUSTOMS DEPARTMENT
 Authorized Economic Operator



Pre-AEO Application

Company Name*

Company Type* **Company Registration No.***

A - Registrar of Business (ROB) ▼

*A - Enterprise, Sole Proprietorship, or Partnership
B - Private Limited Company (Sdn Bhd)/Unlimited Company (Sdn)/Public Limited Company (Bhd)

Address*

Postcode* **State***

<Select one> ▼

Telephone*

Email*

*The authentication email notification will be sent to this email address after the application status is updated.

Person Applied Name*

New NRIC / Passport Number*

Designation*

Upload Documents


A1 - Application For The Status of Authorized Economic Operator*

Choose File No file chosen

Company Registration (Form A)*

Choose File No file chosen

I'm not a robot



[Privacy - Terms](#)

Submit
Cancel

Documents to Submit

Below are the required documents to be submitted for this Pre-AEO application. You may download the documents for the samples or templates:

- A1 - Application For The Status of Authorized Economic Operator
- Company Registration (Form A)

Figure 13 Pre-AEO Application - Mandatory Field

2. Fill all the mandatory field to submit Pre-AEO Application (Refer Figure 13).
3. Table 2 below shows all field on Pre-AEO Application in Pre-AEO Application screen.

Table 2 Pre-AEO Application field detail

No.	Field Name	Type	Mandatory Field	Remarks
1.	Company Name	Text	Yes	-
2.	Company Type	Optional	Yes	1. A – Registrar of Business (ROB) or 2. B – Registrar of Company (ROC)



3.	Company Registration No.	Numeric	Yes	Example: - 202305312345
4.	Address	Alphanumeric	Yes	-
5.	Postcode	Numeric	Yes	-
6.	State	Optional	Yes	State
7.	Telephone	Numeric	Yes	Format: - Start with 0##### # - Number
8.	Email	Alphanumeric	Yes	Example: - testaeo@gmail.com
9.	Person Applied Name	Text	Yes	-
10.	New NRIC / Passport Number	Alphanumeric	Yes	-
11.	Designation	Text	Yes	-
12.	Upload Documents	Upload	Yes	-
13.	reCAPTCHA	Checkbox	Yes	-

4. User should enter the company's official email, rather than individual email, as all notifications will be sent to the registered email address.

3.2 Submit Pre-AEO Application

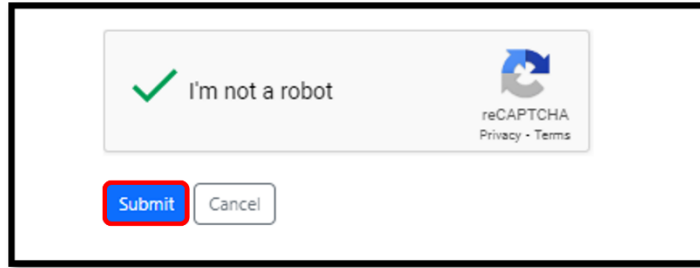


Figure 14 reCAPTCHA

1. Tick on reCAPTCHA and click on **Submit** button to submit Pre-AEO Application or click on **Cancel** button to close Pre-AEO Application page (Refer Figure 14).

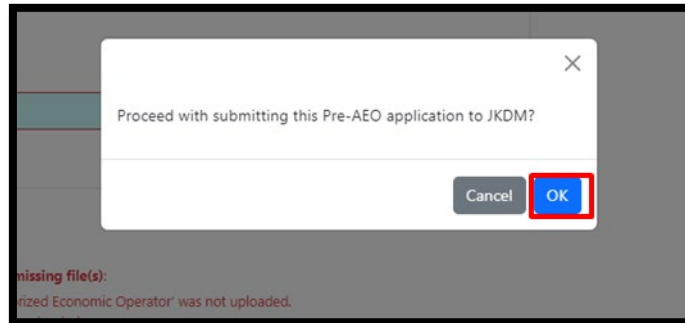


Figure 15 Pop-up confirmation to proceed

2. Pop-up notification to confirm the submission of the Pre-AEO Application, click **OK** button to confirm submission or **Cancel** button to cancel submission (Refer Figure 15).

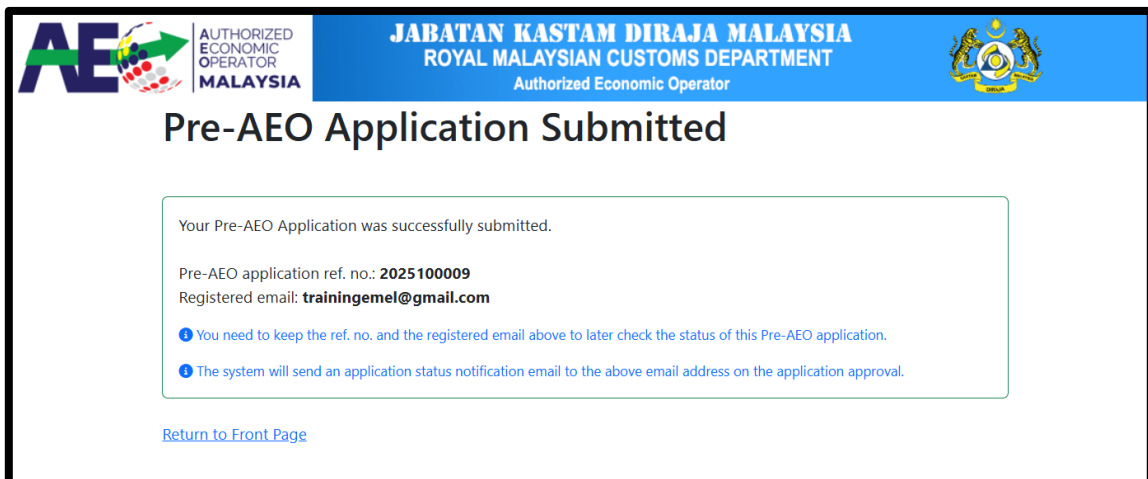


Figure 16 Pre-AEO Application Submitted



3. After pre-AEO Application has been submitted, system will display Alert Screen to inform to the user that their pre-AEO application has been successfully submitted and it is now in the approval waiting process (Refer Figure 16).

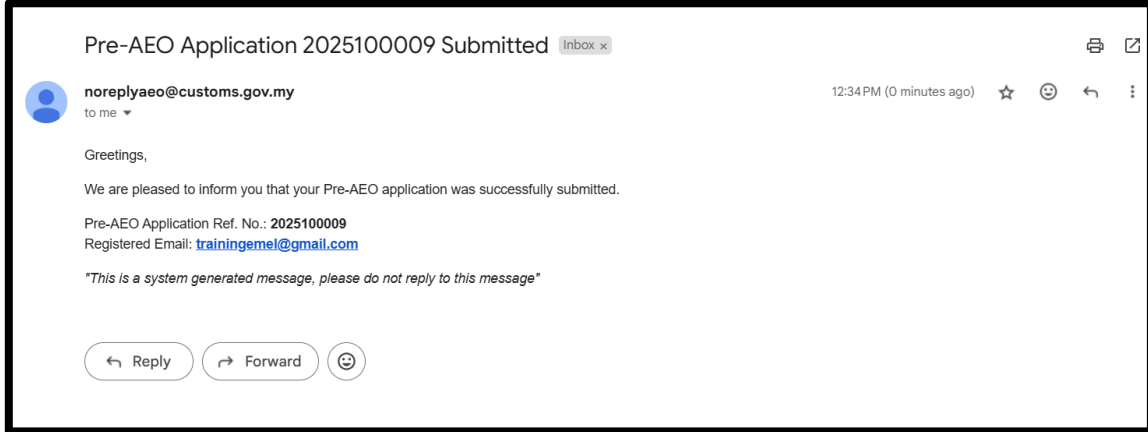
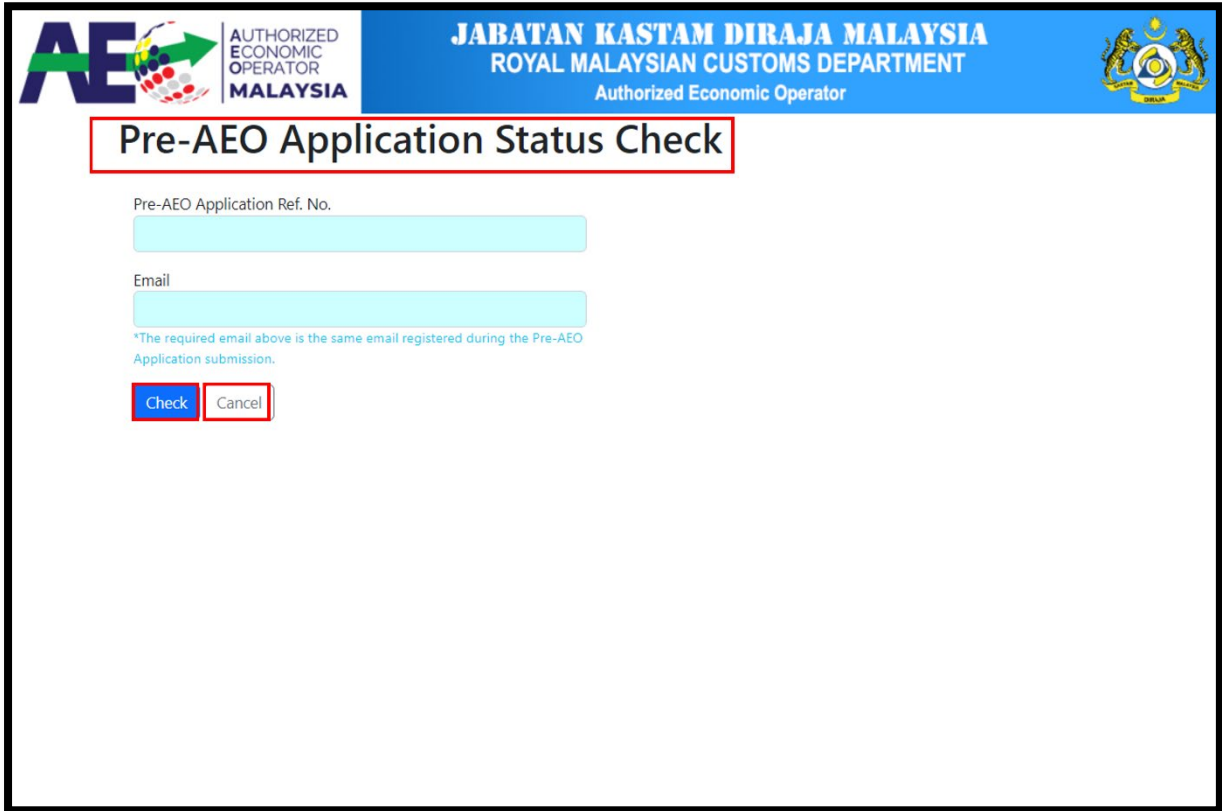


Figure 17 Email of Successfully Submitted the Pre-AEO Application

4. User will then receive an email of successfully submitted the pre-AEO Application (Refer Figure 17).
5. During this status, Officer will review the pre-AEO Application before granting approval. Users should wait until they receive an email notification regarding their pre-AEO Application.

3.3 Check Pre-AEO Application Status



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Authorized Economic Operator

Pre-AEO Application Status Check

Pre-AEO Application Ref. No.

Email

*The required email above is the same email registered during the Pre-AEO Application submission.

Figure 18 Check Pre-AEO Application Pending Approval Status

- Under this section, user can click the following button: -
 - Check** – To check Pre-AEO Application Status (Refer Figure 18).
 - Cancel** – To close Pre-AEO Application Status Check page ((Refer Figure 18).

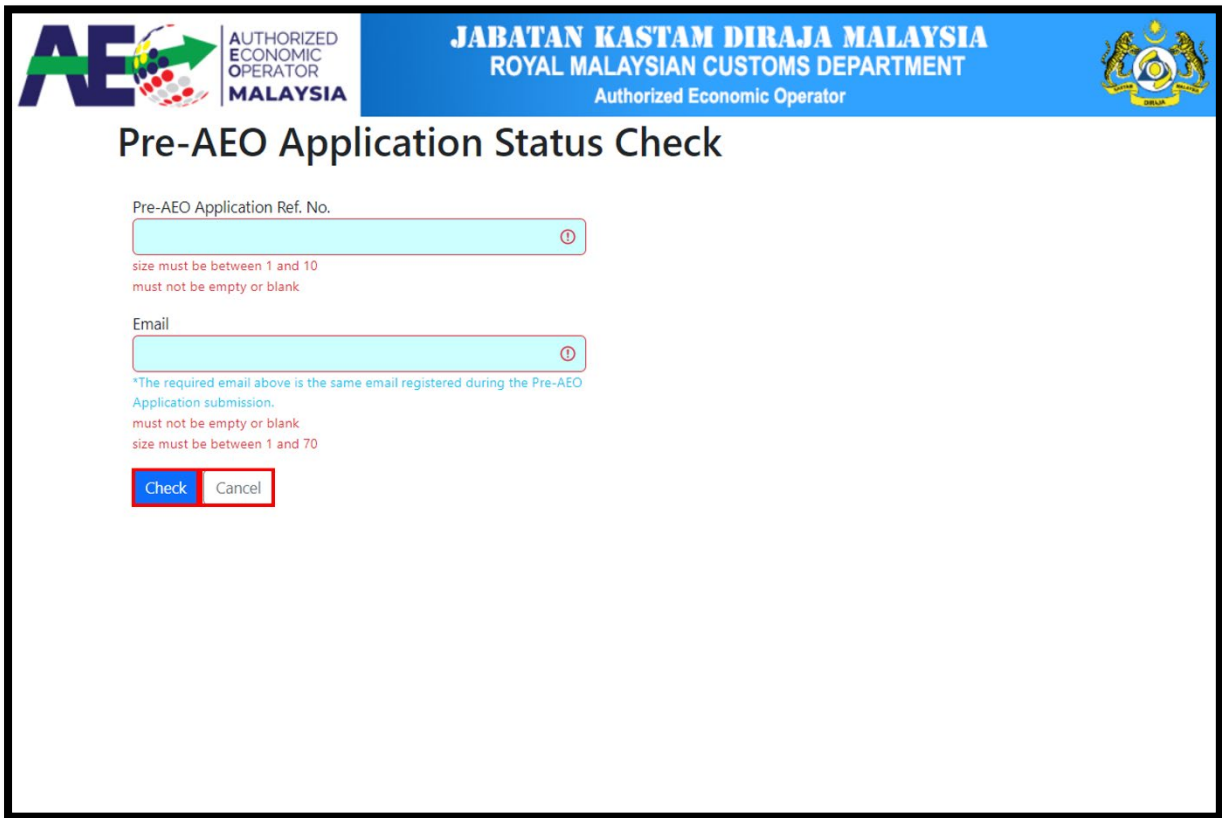



Figure 19 Pre-AEO Application Pending Approval Status Check - Mandatory Field

2. Fill all mandatory fields to check Pre-AEO Application status (Refer Figure 19).
3. Table 3 below shows all fields on Pre-AEO Application status.

Table 3 Pre-AEO Application Pending Approval Status Check - Mandatory Field

No.	Field Name	Type	Mandatory Field	Remarks
1.	Pre-AEO Application Ref. No.	Numeric	Yes	Example: - 2023100087
2.	Email	Alphanumeric	Yes	-

4. Click on **Check** button to proceed checking Pre-AEO Application status (Refer Figure 19).
5. Click on **Cancel** button to close Pre-AEO Application Status (Refer Figure 19).




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Authorized Economic Operator



Pre-AEO Application Status Check

Pre-AEO Application Ref. No.	Status
2023100087	Pending Approval
Submission Date	2023-09-21
Company Name	OLIVER SDN BHD
Company Registration No.	123456789
Email	muhamadhafiz1210@gmail.com

i This Pre-AEO application is pending for approval.

[Return to Front Page](#)

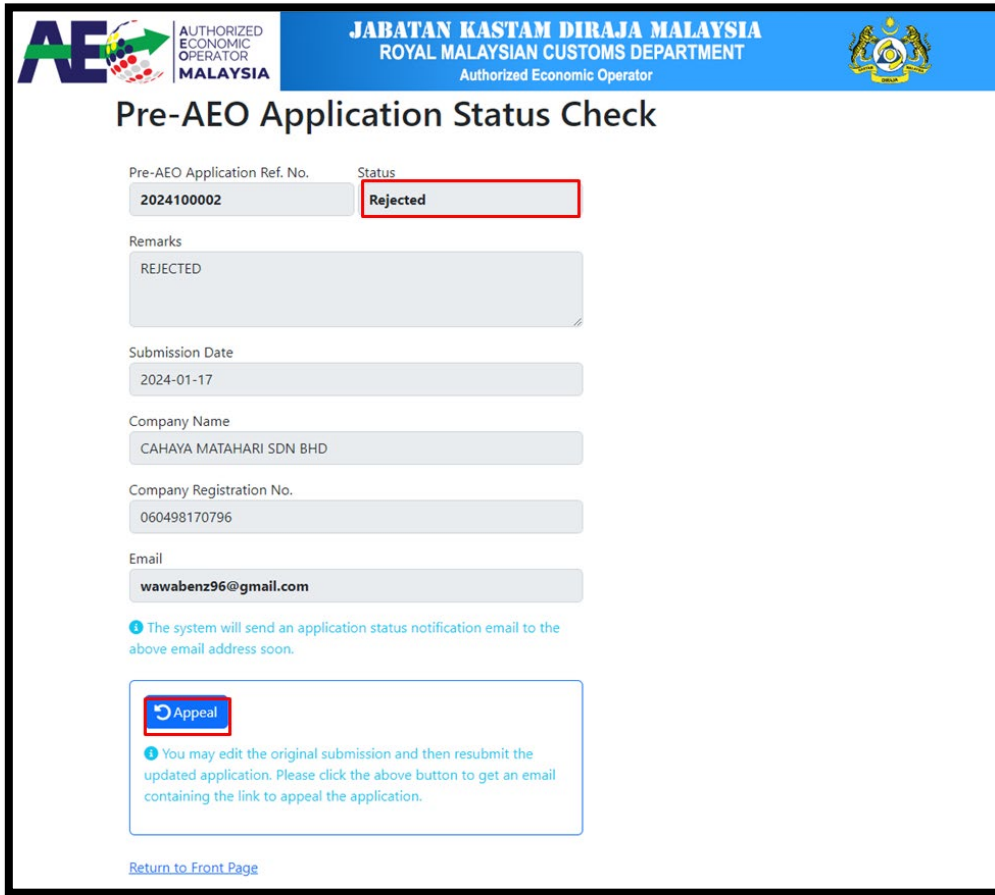
Figure 20 Pre-AEO Application Pending Approval Status Check – Details

6. System displayed details of current pre-AEO Application status along with Pre-AEO Application Ref. No., Submission Date, Company Name, Company Registration No. & Email (Refer Figure 20).
7. Alert message display for Pending Approval status “This Pre-AEO application is pending for approval.” (Refer Figure 20).
8. Click on hyperlink Return to Front Page to back to AEO Portal (Refer Figure 20).
9. When the pre- AEO Application is approved by the Officer, user will receive an email notification stating that the pre-AEO application has been approved (Refer Figure 23).



Figure 21 Pre-AEO Application Approved Status Check – Details

- Alert message display for **Approved** status "The system will send an application status notification email to the above email address within 1 hour." (Refer Figure 21).



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Authorized Economic Operator

Pre-AEO Application Status Check

Pre-AEO Application Ref. No.	Status
2024100002	Rejected

Remarks
REJECTED

Submission Date
2024-01-17

Company Name
CAHAYA MATAHARI SDN BHD

Company Registration No.
060498170796

Email
wawabenz96@gmail.com

The system will send an application status notification email to the above email address soon.

Appeal

You may edit the original submission and then resubmit the updated application. Please click the above button to get an email containing the link to appeal the application.

[Return to Front Page](#)

Figure 22 Application Rejected Status Check – Details

11. Alert message display for **Rejected** status “The system will send an application status notification email to the above email address soon.” (Refer Figure 22).
12. Second alert message display with **Appeal** button “You may edit the original submission and then resubmit the updated application. Please click the above button to get an email containing the link to appeal the application” (Refer Figure 22).



3.4 Email Notification

After the Pre-AEO application has been approved, the user will receive an email notification stating that the Pre-AEO application has been approved based on the email provided during the Pre-AEO application registration.

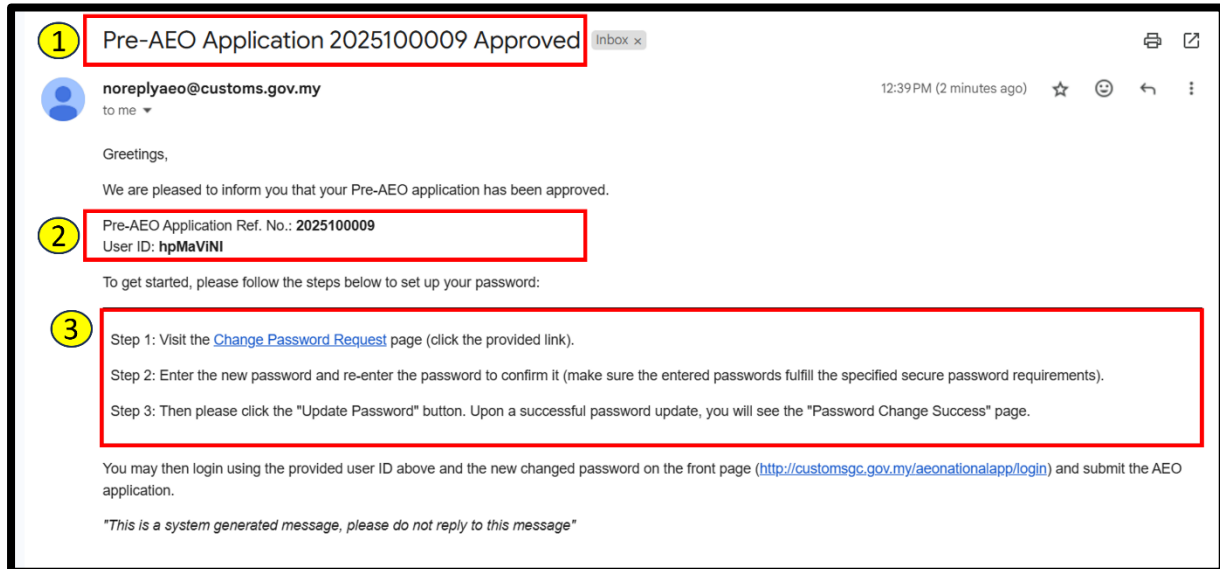
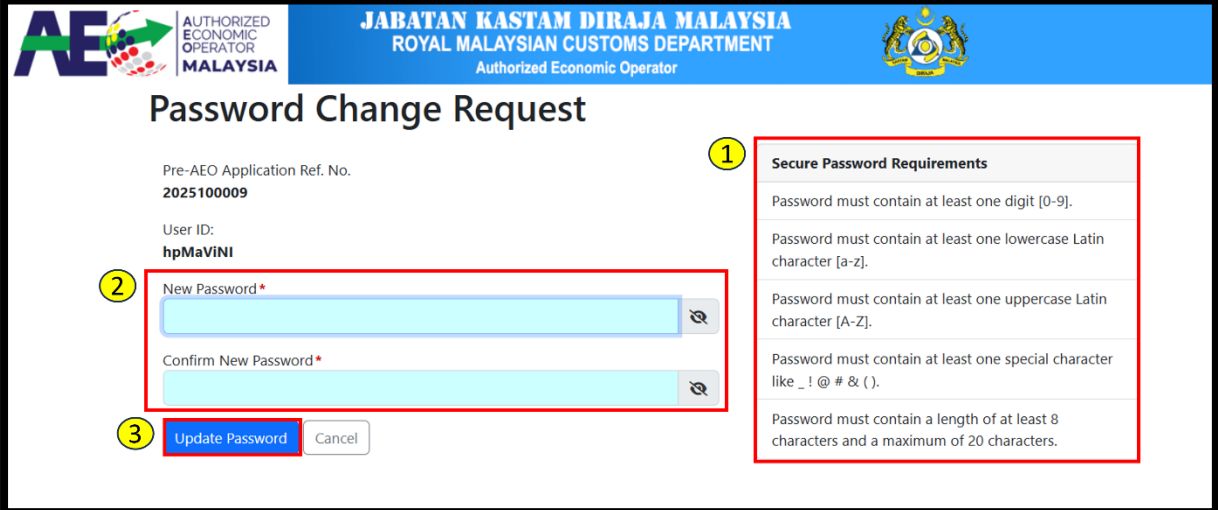


Figure 23 Pre-AEO Application Email Notification – Approved

1. First section, in the email subject, user can find pre-AEO application reference number along with pre-AEO application status (Refer Figure 23).
2. Second section contains the details of the pre-AEO application and user id. Users need to keep the user ID to use during the login process into the AEO system (Refer Figure 23).
3. In the third section, there are steps for changing the password. Users can follow these steps until they successfully create a new password (Refer Figure 23).

3.5 Change Request Password

From email notification, user needs to click change request password link to changing to a new password. System will direct to Password Change Request page (Refer Figure 24).



Secure Password Requirements

- Password must contain at least one digit [0-9].
- Password must contain at least one lowercase Latin character [a-z].
- Password must contain at least one uppercase Latin character [A-Z].
- Password must contain at least one special character like _ ! @ # & ().
- Password must contain a length of at least 8 characters and a maximum of 20 characters.

Pre-AEO Application Ref. No.
2025100009

User ID:
hpMaViNI

New Password*

Confirm New Password*

Update Password Cancel

Figure 24 Password Change Request

1. First section is Secure Password Requirement. Before set a new password, user needs to follow the Secure Password Requirement. The requirement is mandatory. All 5 requirement should be included in order to successfully create a new password with secure (Refer Figure 24).
2. Second section is to fill the mandatory field (Refer Figure 24).
 - **New Password:** fill in new password.
 - **Confirm New Password:** retype same password as in New Password field.

3. Table 4 below shows all field on Pre-AEO Application in Pre-AEO Application screen.

Table 4 New Password Details

No.	Field Name	Type	Mandatory Field	Remarks
1.	New Password	Alphanumeric	Yes	Example: - Abcd1234_
2.	Confirm New Password	Alphanumeric	Yes	Example: - Abcd1234_

4. Click on **Update Password** button to update to a new password or click on **Cancel** button to cancel create new password (Refer Figure 24).

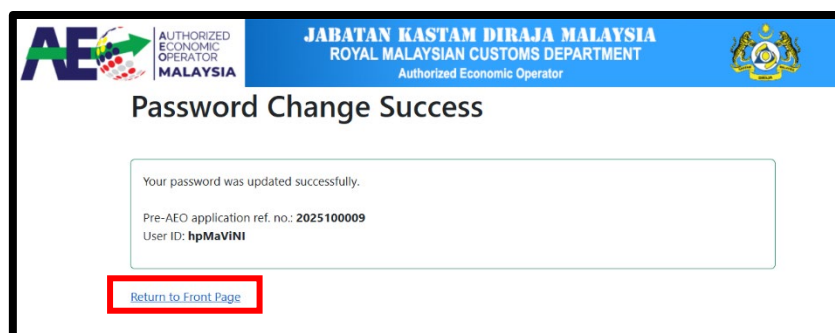


Figure 25 Password Change Success

5. After successfully update password, system directed to Password Change Success alert screen. In this alert screen include details as such Pre-AEO application ref. no. and User ID (Refer Figure 25).

6. User click on **Return to Front Page** link and make the first-time login in AEO system and register as AEO user (Refer Figure 25).

4 AEO APPLICATION

4.1 User Login



The screenshot shows the 'AEO National Application' page. On the right side, there is a 'Registered User Login Here' section. It includes a text prompt: 'Please login here if you are a registered user with an user ID and password.' Below this, there are two input fields: 'User ID' with the value 'hpMaViNI' and 'Password' with masked characters. A red box highlights the 'Login' button. Below the button, there is a link: 'Forgot user ID or password, or request the application status notification email to be resent.'

Figure 26 Login - AEO User

1. After successfully change to a new password. User can make their first-time login into the system by entering **User ID** and **Password** (Refer Figure 26).
2. Table 5 shows details for AEO user login.

Table 5 Login - AEO User Details

No.	Field Name	Type	Mandatory Field	Remarks
1.	User ID	Alphanumeric	Yes	User can get User ID from email or check Pre-AEO application status .
2.	Password	Alphanumeric	Yes	Insert password that was created during Password Change Request process.

3. Click on **Login** button to login into the system (Refer Figure 26).



4.2 Apply AEO Application



Figure 27 Apply AEO

1. System directed to **AEO Application Home** page after successfully login (Refer Figure 27).
2. Click on **Apply AEO** button to register as an AEO user (Refer Figure 27).
3. System displays alert message user's **Pre-AEO application ref. no.** along with **submitted** and **approved** date (Refer Figure 27).



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 Authorized Economic Operator



Main
hpMaVINI @ COMPANY TESTING SDN BHD
Logout

AEO Application

1 Company Name

COMPANY TESTING SDN BHD

Company Type: B - Registrar of Company (ROC) Company Registration No.: TEST1234

Address: PUTRAJAYA

Postcode: 62250 State: WP PUTRAJAYA

Telephone: 0333333333

Email: trainingemel@gmail.com

Person Applied Name: NURUL

New NRIC / Passport Number: 000101111112

Designation: MANAGER

Pre-AEO Uploaded Documents

[A1 - Application For The Status of Authorized Economic Operator](#) Pre-AEO Doc

[Company Registration \(Form A\)](#) Pre-AEO Doc

2 Documents to Submit

Below are the required documents to be submitted for this AEO application. You may download the documents for the samples or templates:

- A2 - Compliance Checklist For Companies Applying as Authorised Economic Operator (AEO) Accreditation
- A4 (ii) - List of AEO Clients (Import, Export, Movement, Local Sales)
- A4 (i) - List of AEO Goods (Import, Export, Movement, Local Sales)
- A5 - List of Responsibilities (Amendment 2020)

3 Upload Documents

A2 - Compliance Checklist For Companies Applying as Authorised Economic Operator (AEO) Accreditation *

Choose File: No file chosen

A4 (ii) - List of AEO Clients (Import, Export, Movement, Local Sales) *

Choose File: No file chosen

A4 (i) - List of AEO Goods (Import, Export, Movement, Local Sales) *

This is optional if A4 - List of AEO Clients is uploaded

Choose File: No file chosen

A5 - List of Responsibilities (Amendment 2020) *

Choose File: No file chosen

Save Draft
Submit
Cancel

Figure 28 AEO Application

4. On the first section, system auto-populate user data registered on pre-AEO application, and it cannot be edited (Refer Figure 28).
5. On the second section is a list of Documents to submit. User may need to download the documents, fill in information and upload documents on section 3 (Refer Figure 28).
6. On the third section, upload all mandatory documents based on its field (Refer Figure 28).
7. Click on **Save Draft** button to save AEO application (Refer Figure 28).



8. Click on **Submit** button to submit AEO application (Refer Figure 28).
9. Click on **Cancel** button to close AEO application page (Refer Figure 28).

4.3 Submit AEO Application



Figure 29 Confirmation message - Submit AEO Application

1. Click on **OK** button to proceed submit AEO application (Refer Figure 29).
2. Click on **Cancel** button to cancel submit AEO application page (Refer Figure 29).



Figure 30 AEO Application Submitted

3. After AEO Application has been submitted, system will display Alert Screen to inform to the user that their AEO application has been successfully submitted and it is now in the approval waiting process (Refer Figure 30).
4. During this status, Officer will review the AEO Application before granting approval. Users should wait until they receive an email notification regarding their AEO Application (Refer Figure 30).



4.4 Email Notification

4.4.1 Submitted Email Notification



Figure 31 Email Notification - AEO Application Submitted

1. User will be received AEO application submitted email after user has submitted the application to the officer to approve (Refer Figure 31Figure 31).
2. First section in the email subject, user can find AEO application no. along with AEO application status (Refer Figure 31Figure 31).
3. Second section contains the details of the AEO application as such AEO Application Ref. No., user id and Registered Email (Refer Figure 31Figure 31).



4.4.2 Approved Email Notification

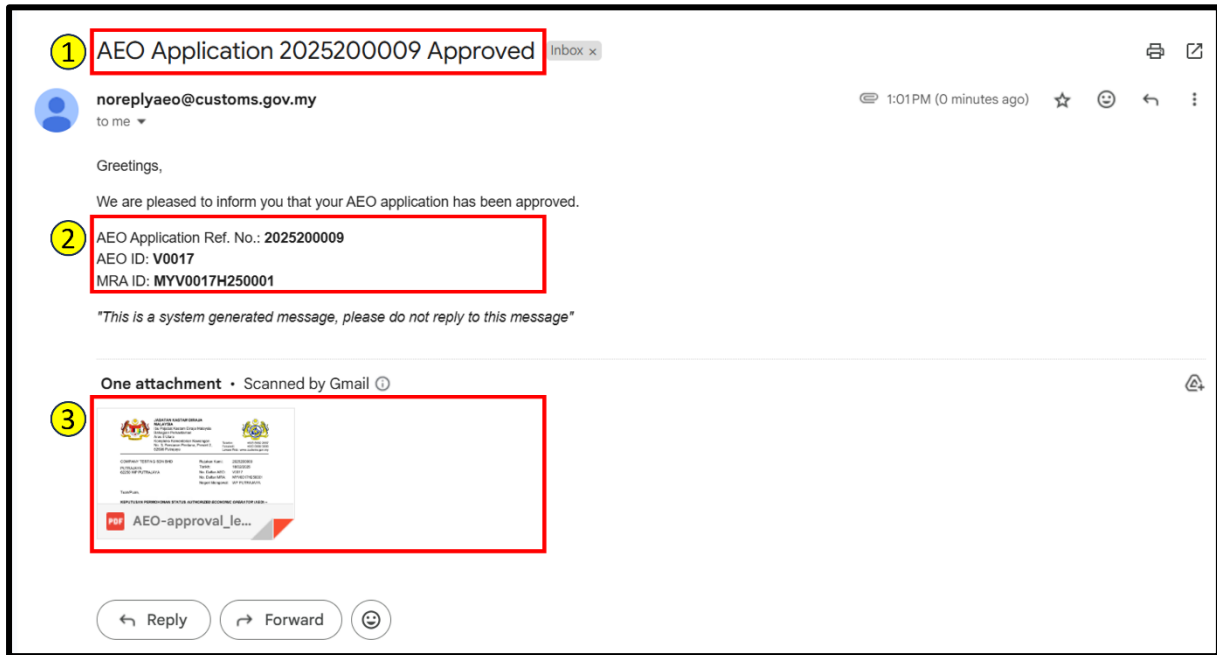


Figure 32 Email Notification - AEO Application Approved

1. User will be received AEO application approved email after officer has approved the application (Refer Figure 32).
2. First section in the email subject, user can find AEO application no. along with AEO application status (Refer Figure 32).
3. Second section contains the details of the AEO application as such AEO Application Ref. No., AEO ID and MRA ID (Refer Figure 32).
4. Third section contains AEO Approval letter attachment included in the approved email (Refer Figure 32).
5. The AEO Approval letter attachment received is as below (Refer Figure 33).



**JABATAN KASTAM DIRAJA
MALAYSIA**

Ibu Pejabat Kastam Diraja Malaysia
Bahagian Perkastaman
Aras 4 Utara
Kompleks Kementerian Kewangan
No. 3, Persiaran Perdana, Presint 2,
62596 Putrajaya



Telefon: +603 8882 2667
Faksimili: +603 8889 5866
Lawan Web: www.customs.gov.my

COMPANY TESTING SDN BHD
PUTRAJAYA
62250 WP PUTRAJAYA

Rujukan Kami: 2025200009

Tarikh: 18/02/2025

No. Daftar AEO: V0017

No. Daftar MRA: MYV0017H250001

Negeri Mengawal: WP PUTRAJAYA

Tuan/Puan,

**KEPUTUSAN PERMOHONAN STATUS *AUTHORIZED ECONOMIC OPERATOR* (AEO) –
COMPANY TESTING SDN BHD (BTEST1234)**

Perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa permohonan pihak tuan untuk mendapatkan status AEO adalah **Diluluskan** oleh Panel AEO Jabatan Kastam Diraja Malaysia (JKDM) berkuatkuasa pada 18/02/2025.

3. Keputusan ini adalah tertakluk kepada syarat-syarat seperti berikut:

3.1 Menyerahkan sekuriti dalam bentuk Bon Am yang bersamaan nilai duti yang terlibat;

Figure 33 AEO Approval letter attachment – First page

6. The first page will contain the company name, address, AEO ID and MRA ID (Refer Figure 33).



4. Sehubungan itu, syarikat tuan adalah layak untuk menikmati kemudahan yang ditawarkan di bawah Program AEO JKDM mengikut skop **Logistics (Agent and Warehouse Operator)**. Pihak tuan juga dikehendaki memenuhi tanggungjawab sebagaimana yang disenaraikan dalam Lampiran 5: Senarai Tanggungjawab Syarikat AEO (*Attachment 5: List of Responsibilities of Authorized Economic Operator*). Kegagalan pihak tuan memenuhi tanggungjawab boleh menyebabkan status AEO pihak tuan ditarik balik atau digantung.

5. Sebarang pertanyaan lanjut, pihak tuan boleh menghubungi Unit AEO JKDM. Kerjasama dari pihak tuan didahului dengan ucapan terima kasih.

Sekian, terima kasih.

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,

**Ketua Pengarah Kastam
Jabatan Kastam Diraja Malaysia**

Figure 34 AEO Approval letter attachment – Second page

7. The second page will contain the AEO scope that were applied based on the AEO Application (Refer Figure 34).



5 Procedure to Install AEO Web CS using USB

5.1 Install Token USB by sha2

1. For first time use for new certificate (sha2), user will receive the certificate from Digicert which is **Pos_Digicert_Digisign_ID_Enhanced_G3**(Refer Figure 35).

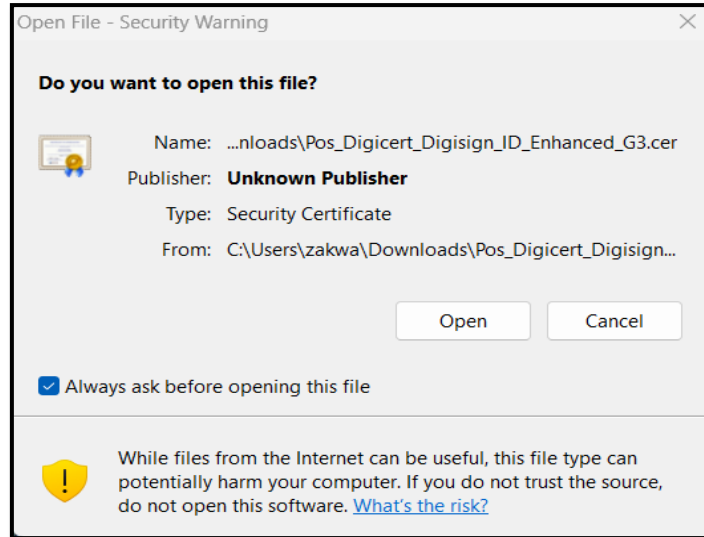


Figure 35 Certificate for sha2 installation

2. Firstly, click certificate **Pos_Digicert_Digisign_ID_Enhanced_G3**. (Refer Figure 35).

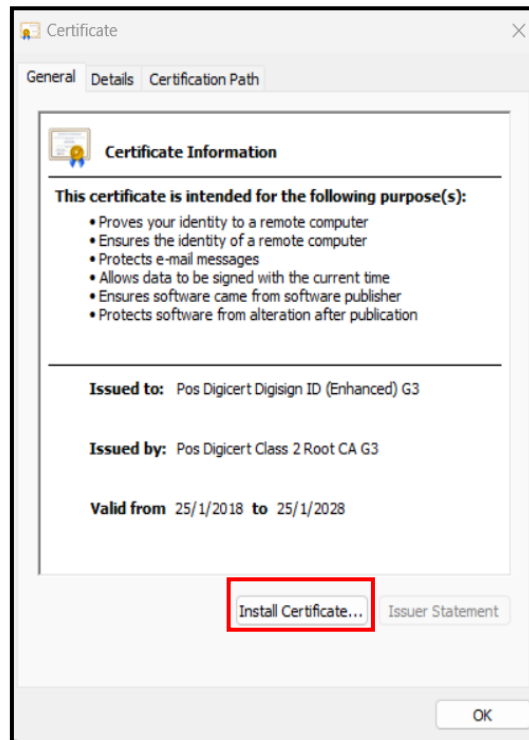


Figure 36 idbasic.cer installation for token sha2



3. Click **Install Certificate** button to start installation (Refer Figure 36).

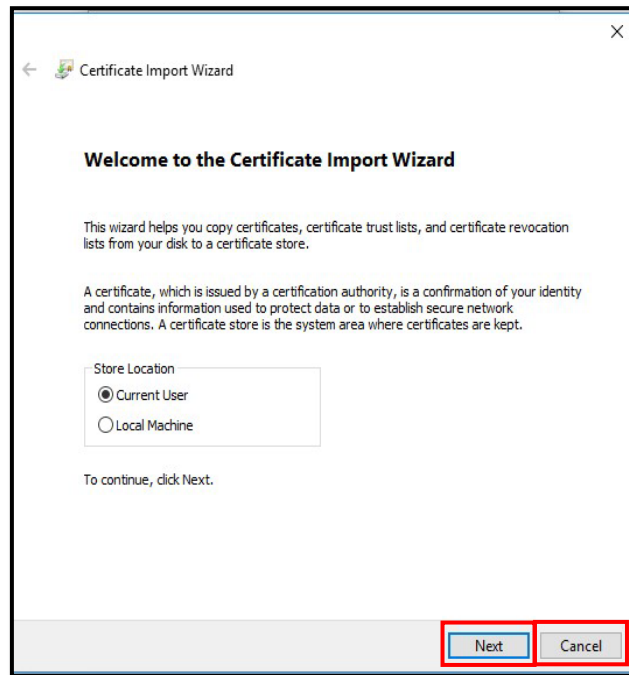


Figure 37 Install certificate

4. Click **Next** button to proceed next step (Refer Figure 37).
5. Click **Cancel** button to cancel the process (Refer Figure 37).

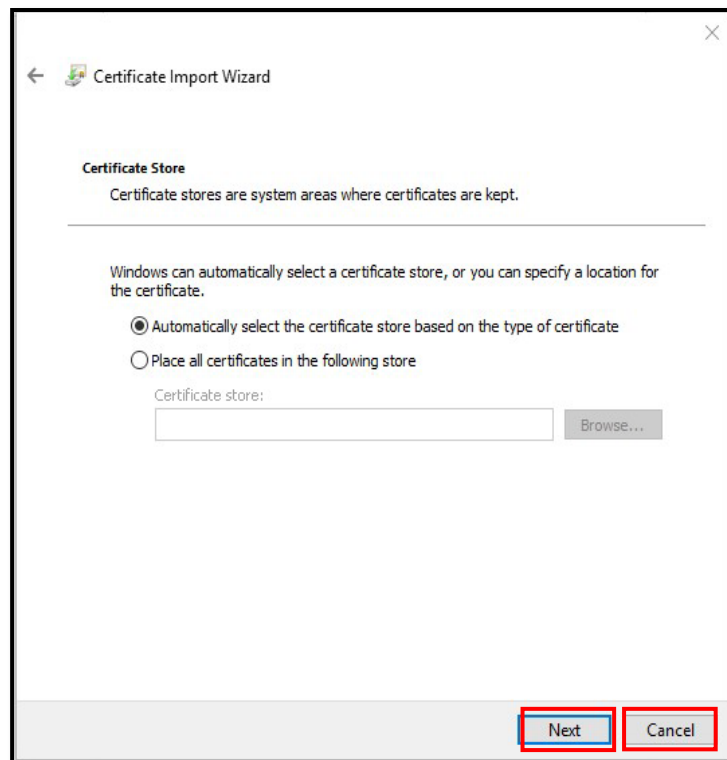


Figure 38 Install certificate store



6. Click **Next** button to proceed next step (Refer Figure 38).
7. Click **Cancel** button to cancel the process (Refer Figure 38Figure 37).

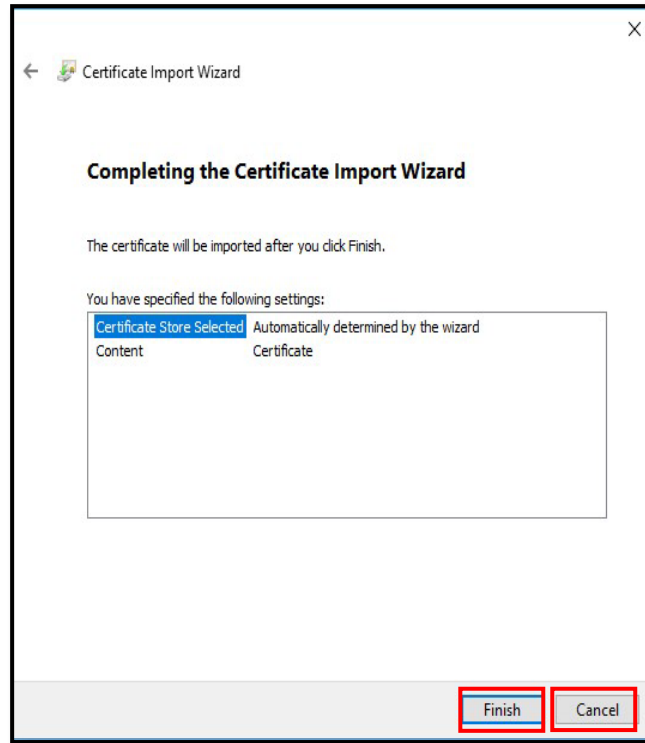


Figure 39 Finish to complete the installation

8. Click **Finish** button to complete the installation (Refer Figure 39) then success popup will show (Refer Figure 40).
9. Click **Cancel** button to cancel the process (Refer Figure 39).

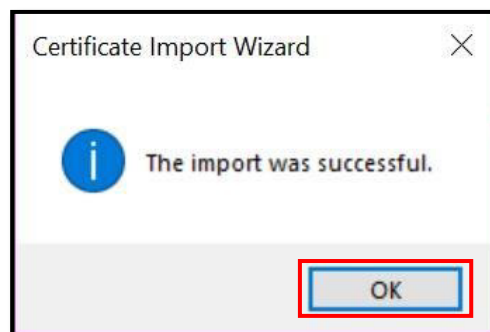


Figure 40 Success Installation

10. Click **OK** button on the popup windows (Refer Figure 40).