

# CLIENT USER MANUAL

## UMC-DOC-01/5

E2 Certification Platform  
for Products Certification  
Type Approval Application  
Self-Labeling Process &  
E-Permit



Harvestnet Sdn. Bhd.

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References:

Certification Policy HNCA-TAC-01/2

Self-Labelling Procedures to refer to SLP-PRO-01/3

E-Permit Procedures to refer to EP-PRO-01/4

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Date : 01 February 2020	Date : 01 February 2020

## 1. INTRODUCTION

The purpose of this Client User Manual is to provide information to interested parties seeking Product Certification Scheme services from Harvestnet Certifying Agency (herein after known as HNCA) by using E2 Products' Database for the purposes of:

1. New Registration as a Client to E2 Online Certification Platform
2. Products' Certification by Paper Evaluation: Type Approval of IoT, Communications and Multimedia Equipment/Services
3. Self-Labeling Process as a mean to the Certification Marking on their certified products that are based on HNCA Certificate of Conformity (CoC).

Harvestnet Sdn. Bhd. (Company No. 650668-A) is private limited liability company incorporated under the Companies Act 1965 on 27<sup>th</sup> April 2004.

HNCA Certificate Policy (CP) applies to the services of HNCA that are associated with the issuance of and management of digital/printed certificates issued and managed by HNCA.

HNCA under the Certifying Agency License Approval of MCMC, provides the certification scheme for Type Approval Scheme for communications and multimedia products, provides documentation assessment of type test report and evaluation of sample for issuance of Certificate of Conformity, CoC.

***For more information:***

Certification Policy (HNCA-TAC-01/2): Information and Requirements for Type Approval of IoT, Communications and Multimedia Equipment/Services.

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### 1.1. System Overview

E2 Certification Platform (hereinafter known as E2), is an application, which allows online application for Products Certification under Paper Evaluation, Self-Labeling Process and E-Permit.

The application saves data collected to a database for the use of related government agencies and stakeholders. E2 operates on WebApp which is suitable for desktop, laptops, and mobile devices.

## 1.2. **Organisation of the Manual**

The user's manual consists of three sections: General Information, Getting Started, and Using the System.

**General Information** section explains in general terms the system and the purpose for which it is intended.

**Getting Started** section explains how to get E2 and briefly presents system menu.

**Using the System** section provides a detailed description of system functions.

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## 2. GETTING STARTED

Getting Started section explains how to register with E2 as a NEW USER. The section briefly presents the system menu.

### 2.1. Logging In

Sign-up with E2 Certification Platform; available at <http://www.iot.upsizze.com>. Refer to Figure 1 below.

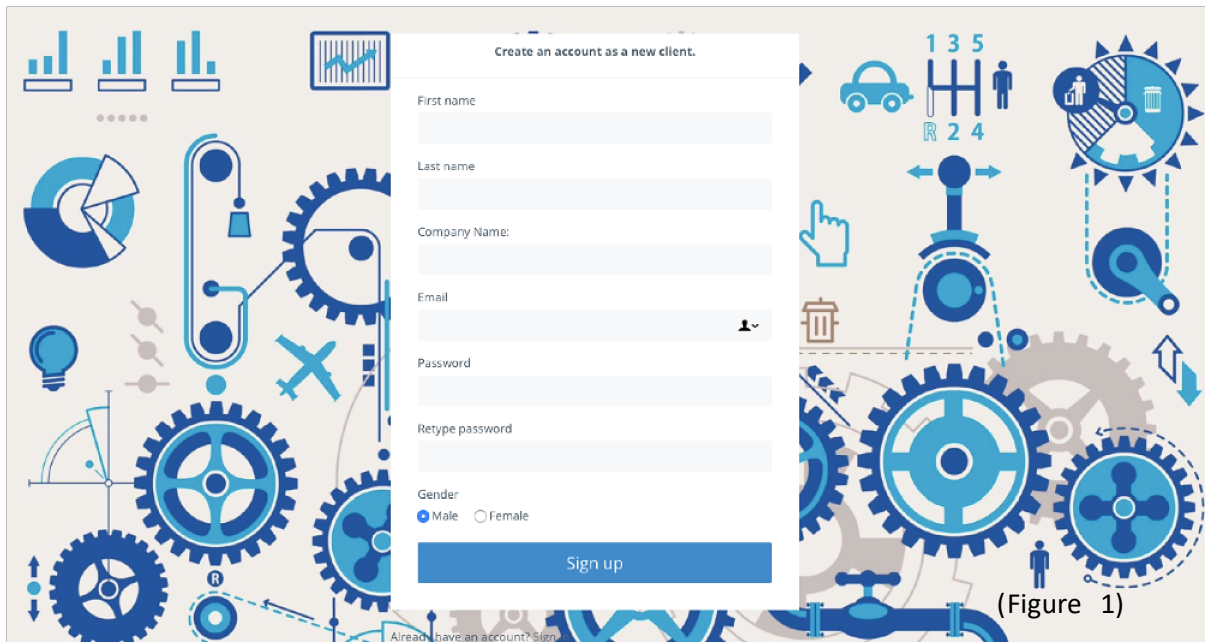


Figure 1

### 2.2. System Menu

E2 Dashboard is WebApp based. Refer (Figure 1a). Major control buttons of the program are located in Menu icon as highlighted in Red. Most of the Menu Bars dropped down selection.

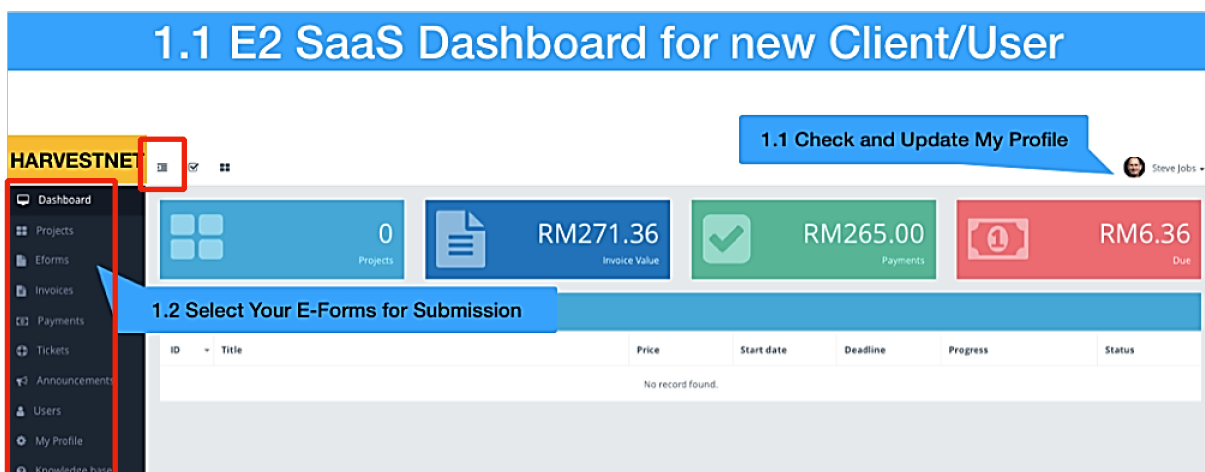


Figure 1a

### 2.3. New Registration

The New Registration flow is as shown in Figure 2 below:



Figure 2

- 2.4. E-mail confirmation on your latest sign-up to Activate your account. After you have successfully created your Online Account with ID and Password; and then log in. You will reach the Dashboard as shown earlier.

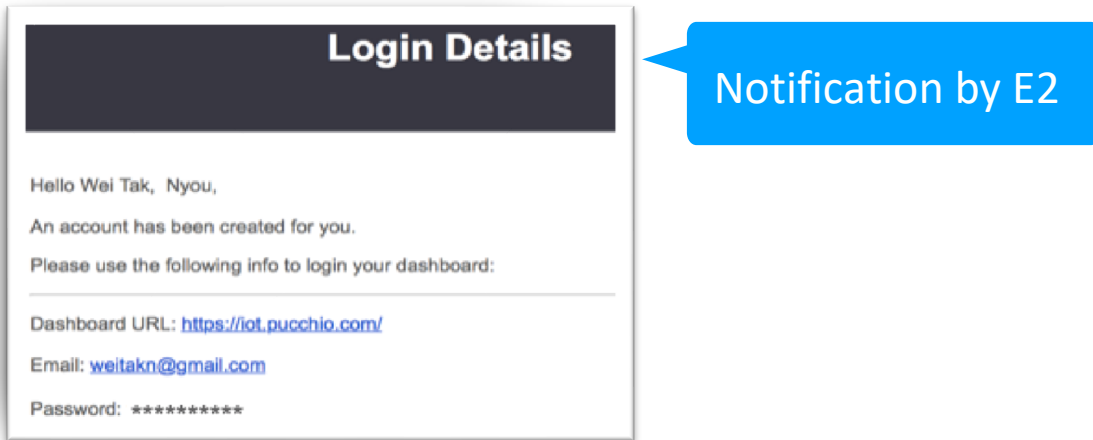


Figure 3

- 2.4.1. You are now READY to start your Online Applications. Click on the Menu Button: E-Forms. You can view your latest E-Form Request. Please click Request for an E-Form icon to start applying for online application services.

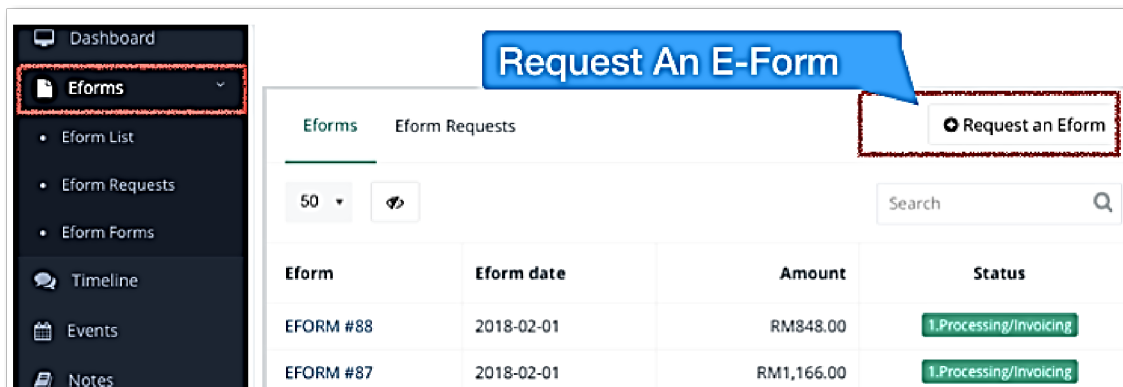


Figure 4

- 2.4.2. The first application that you should do is New Registration to E2 HNCA-REG as a New Client (Figure 5).

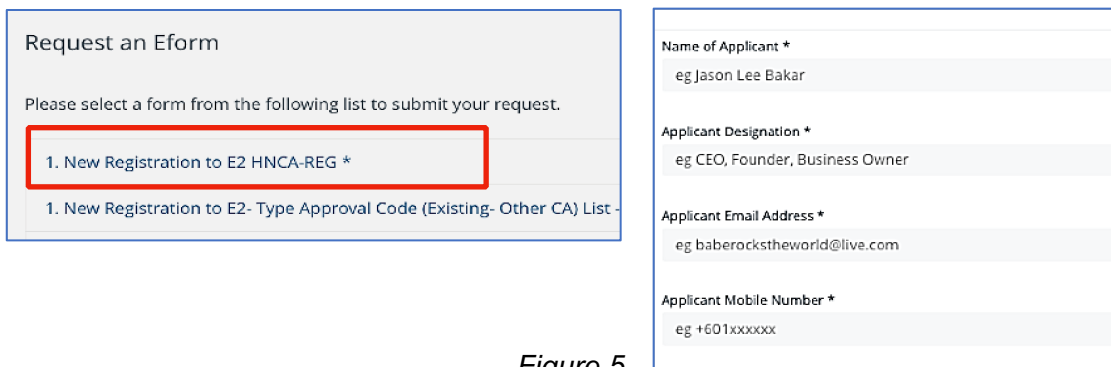


Figure 5

- 2.4.3. For more details, Go to My Profile (Figure 6) and Fill up the necessary info within. Attach your company ROC/ROB copy. HNCA internal will verify your account when you bring your docs during first online services (Type Approval, SLP or E-Permit) application.



Figure 6

### 3. USING THE SYSTEM – MENU INFORMATION

- 3.1. E2 SaaS Platform consists of a few functions within the Menu for engaging Clients to related to services and activities as stated below:
- 3.1.1. **Dashboard:** This provides Client with an overview of your account latest status within E2, be it your on-going Projects Activities, Current Invoices, Payment Made and Dues to HNCA.
- 3.1.2. **E-Forms** (Main Function that you will be using): This is where you will be able to review your up to date Applications requests, as well as make new applications via Request an E-Form.
- 3.1.3. **Invoices:** Review your list of Tax Invoices and status for each application made before.
- 3.1.4. **Payments:** Review the list of Payments for amount and methods made.
- 3.1.5. **Projects:** Specific Projects that may be involved in, e.g. Market Surveillance Reporting
- 3.1.6. **Tickets:** Client may request for certain services which is NOT within our scope of E-Forms.
- 3.1.7. **Announcements:** Latest Announcement pertaining industry, Technical Specifications changes, etc.
- 3.1.8. **Users:** Client can add more Users from own Company by Sending out Invitation.
- 3.1.9. **My Profile:** Client can edit latest Personal Information to reflect current info.
- 3.1.10. **Knowledge Base:** Get to know E2, Requirements, and Self-Help Support Materials here.



3.2. **Type Approval Flow**

As shown in Figure 7 via E2 Online (E-Form- Request An E-Form):

**New Type Approval & Technical Checklist (Paper Evaluation- Normal/Express)  
TN/TE-FM-01/02/1**

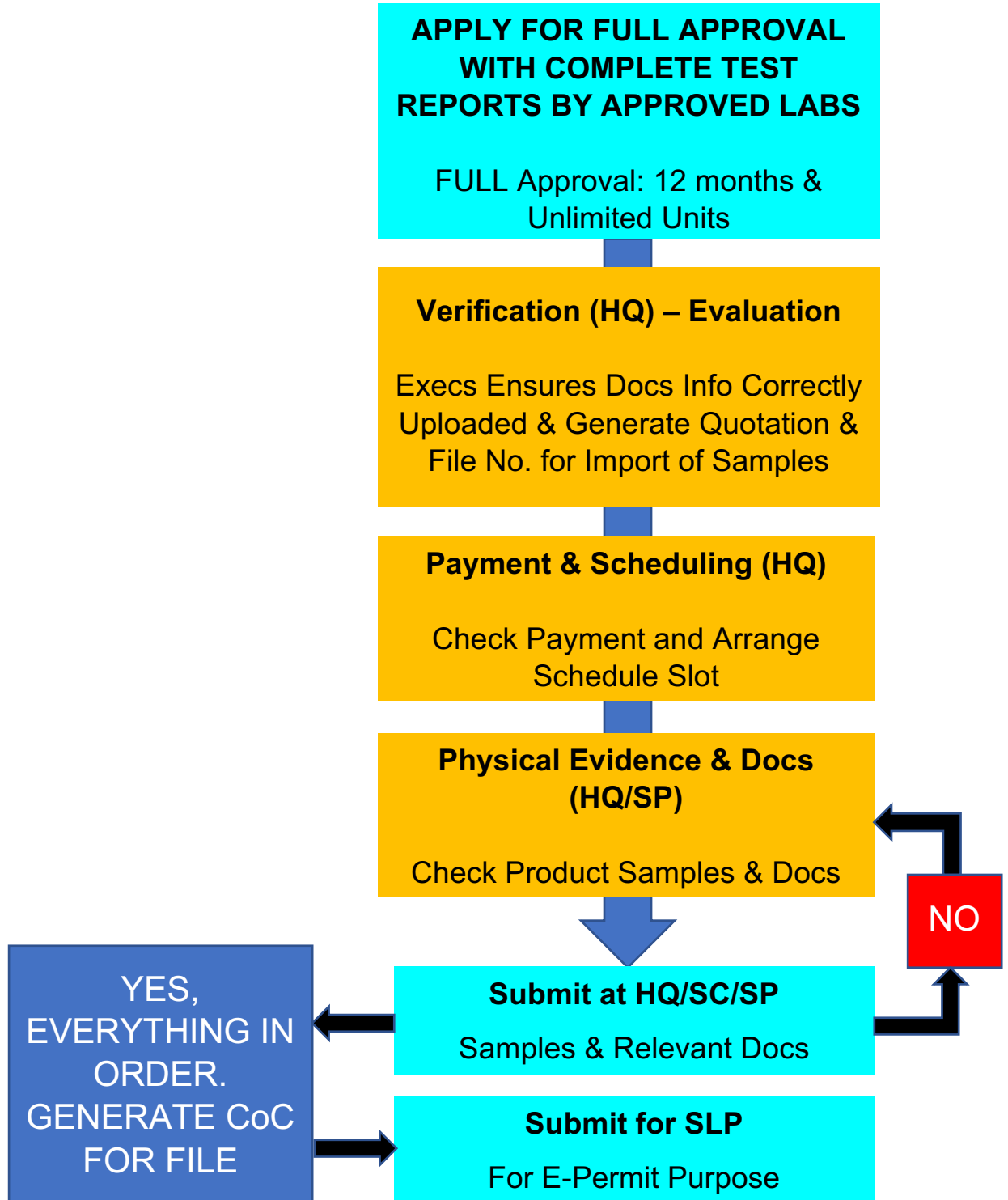


Figure 7

3.2.1. Type Approval Application: Clients MUST read, understand, and sign-off where necessary (Documents within Menu: Knowledge Base) before applying.

- i. Declaration Agreement (for Certification and Compliance Approval of IoT, Communications and Multimedia Equipment/Services (HNCA-TAC-01/1)
- ii. Certification Policy: Information and Requirements for Type Approval of IoT, Communications and Multimedia Equipment/Services (HNCA-TAC-01/2)

3.2.2. HNCA-TAC-01/1 must be printed out, signed and endorsed with Company Stamp.

This original copy is then submitted when you send in your first application to HNCA for verification along with your ROC/ROB document.

3.2.3. New Type Approval & Technical Checklist (Normal/Express) Application TN/TE-FM-01/2/1 as per Figure 8 below shall be filled up with the best knowledge on technical specifications and latest test reports from accredited labs and within 5 years' period of validity.

Request an Eform

Please select a form from the following list to submit your request.

- 1. New Registration to E2 HNCA-REG \*
- 1. New Registration to E2- Type Approval Code (Existing- Other CA) List - HNCA-NEW-02
- 2. New Type Approval & Technical Checklist\* (Normal/Express) TN/TE-FM-01/2/1**
- 2. New Type Approval & Technical Checklist\* (Temporary Approval) HNCA-T6/T9-02

Please attach photos of front, back, side, top, bottom of product with clear markings of Brand, Model, Serial/IMEI, Cou

State your application type \*

Select which application type are you based on

Do you need Express Approval (5 days) - TE \*

Select if you are willing to pay double the Normal fees for express approval

Designated Company that is Master Applicant of TAC/CoC \*

Name of Company eg ABC Brand Sdn Bhd (ROC/ROB No.)

Additional Linked Applicants to the TAC/CoC

Provide List of Linked Applicants if any eg XYZ Distribution Sdn Bhd (ROC/ROB No.)

Product Category \*

e.g. LTE Smartphone, Modem, CCTV, Base Transmitter Station, Satellite, Wearable Wifi Watch, IOT Fridge, Sr

Figure 8

3.2.4. In order to save time for uploading and adopting paperless application, test reports links can be submitted in the application form or via email (please state in the relevant field).

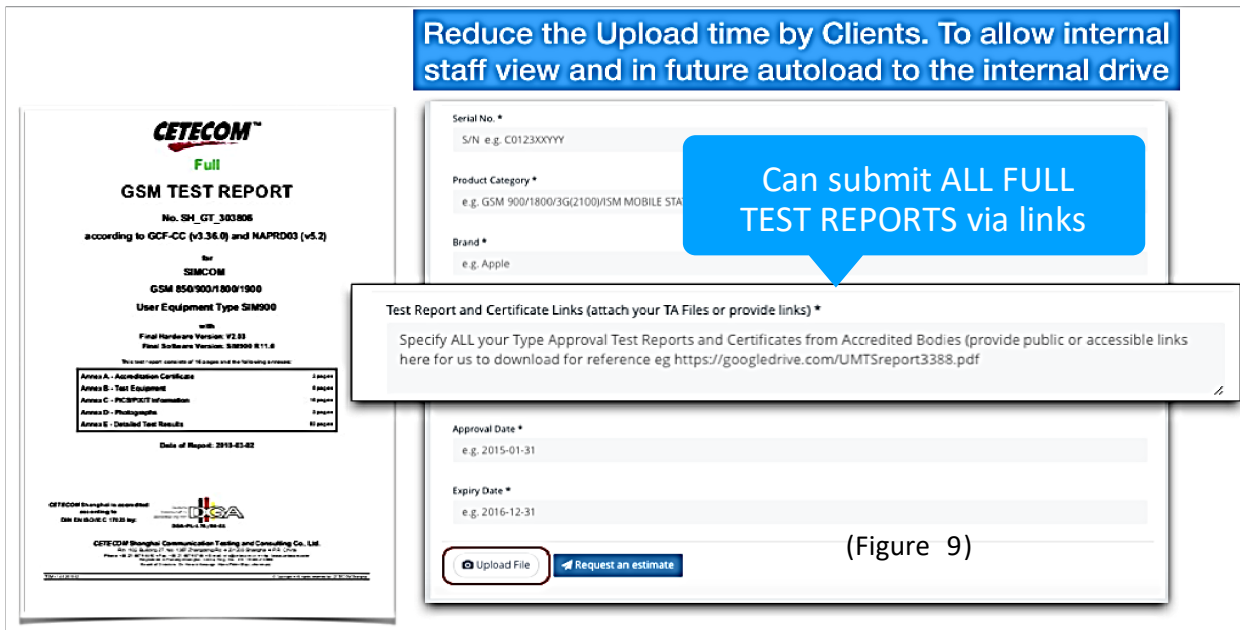


Figure 9

3.2.5. Client may seek more information in regards with our online applications from the nearest Service Points near you by referring to the latest list within our Knowledge Base section. Refer Clause 3.2.3 Certification Policy HNCA-TAC-01/2 for more info.

3.2.6. If you require professionally trained Consultant/Agent assistance in your online applications, you may also refer to the List of Consultants within our Knowledge Base section. Refer to Clause 2.1.2 Certification Policy document for more info.

3.2.7. If you have made the necessary payment during your application (as you may be well-versed with the Application Fees required, you may attach the payment slip)

3.2.8. After submission, kindly check your applications via the E-Forms List for your status update along the process pipeline. Take the next action based on the status.

Eforms		Eform Requests		<input type="button" value="Request an Eform"/>
50		Search <input type="text"/>		
Eform	Eform date	Amount	Status	
EFORM #88	2018-02-01	RM848.00	1.Processing/Invoicing	
EFORM #87	2018-02-01	RM1,166.00	1.Processing/Invoicing	


Figure 10

3.2.9. HNCA will prepare an automated invoice for you to make the necessary fees payment. You can check on the Invoice status Figure 11 and Payment Method Figure 12.

**TAX INVOICE #11**

⚙️ Actions ▾
➕ Add item
➕ Add payment

Draft
Client: Apple
Last email sent: Never



**HarvestNet**  
Setiawalk, Puchong, Selangor, Malaysia  
Website: www.upsizze.com

TAX INVOICE #11

Bill date: 2018-01-10  
Due date: 2018-01-19

**Bill To**

**Apple**  
1 Cupertino Loop, CA  
Los Angeles  
California  
100  
US  
VAT Number: 5

Item	Quantity	Rate	Total	
IMEI Registration Fee Charges Per SIM	2,000 SIM/s	RM0.30	RM600.00	✎ ✕
<b>Sub Total</b>			<b>RM600.00</b>	
<b>GST Tax (6%)</b>			<b>RM36.00</b>	
<b>Balance Due</b>			<b>RM636.00</b>	

SLP

Invoice payment list

50 ▾
🔍

Search 🔍

Payment date	Payment method	Note	Amount	
				☰

When applications are successfully verified and registered, Applicants will be notified by email for payment purposes.

Figure 11

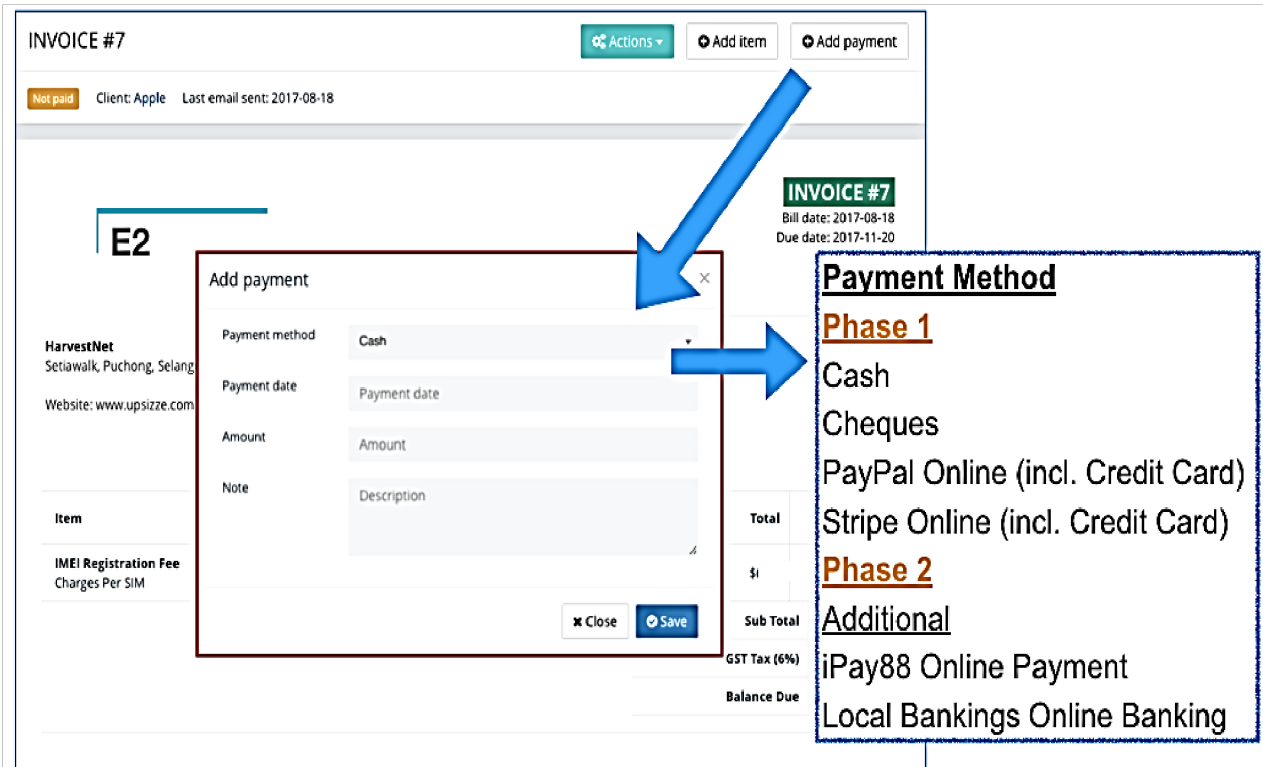


Figure 12

3.2.10. HNCA will assign you the relevant slot for representative, time and venue in order for you to bring the necessary documents (Declaration Agreement & Company Docs for 1st submission, bank in slip etc), product samples and related submission materials (copies of test reports if not provided during online application). Please check the online or your email for notification on the appointment slot. You will be verified on the spot. Refer to 3.2.12 for how to set your Date of Submission and Selecting your location.

3.2.11. Any changes to your appointment due to unforeseen circumstances and issues related to product samples invalidity, refer to Clause 5.2 Certification Policy HNCA-TAC-01/2

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3.2.12. Selecting your own Demo Trial Set Available Date and Location is made easy with our fields found within the TAC Application online forms. Select the correct date that you can attend in person and bring along the necessary documents and production sample units as per Figure 11.a & 11.b.

Demo Trial Set Available Date \*

e.g. 2016-12-31

May 2018						
Mo	Tu	We	Th	Fr	Sa	Su
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

for documents submission and physical evidence checks

estimate eg 5,000

et

(R) eg 300.00

Select your best available date. If the slot is unavailable, our Verification staff will inform you via your registered contacts.

Figure 11.a

Location for Submission \*

Please select your preferred location for documents submission and physical evidence checks

- CS- Setiawalk HQ
- CS-MaGIC Cyberjaya
- CS-Bangsar South**
- CS-Colony KL
- CS-Gamuda Walk Kota Kemuning
- SP-Klang
- SP-Starling Mall Damansara
- SP-Amcorp Mall PJ

You can now choose the location nearest to you for your physical samples verification submission. We will notify you if there is any change.

Figure 11.b

3.2.13. The Verification Process requirement fields are for Internal Verification on the Demo Set physical evidence and documents purpose. Please view for your own guidance and select the documents and product verification options that you have prepared for day. See Figure 11.c & Figure 11.d.

The screenshot shows a web form titled "Verification on Documents and Physical Evidence". It contains several sections: "Corporate Documents" with a text box "Please select the documents checked"; "Product Documentation" with a text box; "Product Physical Evidence Checking" with a text box "Please check the actual product sample for evaluation"; "Product Samples handover/return" with a text box "After evaluation, please do the following actions"; and "Any additional comments by Service staff or HNCA officer" with a text box "Please comment here your extra findings". At the bottom are two buttons: "Upload File" and "Request an Eform". Two blue callout boxes provide instructions: one points to the "Corporate Documents" section, and another points to the "Request an Eform" button.

**Verification on Documents and Physical Evidence**

This section thereafter is for Internal Evaluation of your docs and product sample

**Corporate Documents**

Please select the documents checked

**Product Documentation**

**Product Physical Evidence Checking**

Please check the actual product sample for evaluation

**Product Samples handover/return**

After evaluation, please do the following actions

**Any additional comments by Service staff or HNCA officer**

Please comment here your extra findings

Upload File    Request an Eform

**Callout 1:** It is IMPORTANT to know the step by step verification process for the Sample unit. You can prepare the necessary documents by checking the selection fields to know what is needed. Select the necessary documents and product sample specifications that you have prepared.

**Callout 2:** Upload the necessary documents online here. E.g. Test Reports, Distributor Assignment Letter or Bank-in Slip. Then press Request an Eform to SUBMIT your application.

Figure 11.c

### Product Physical Evidence Checking

A list of five criteria for product physical evidence checking, each on a separate line. The first line is highlighted with a blue background.

- Product Sample is Production Unit
- Product Sample is the Correct Model as per Application
- Product Sample has clear markings of Serial/IMEI/ID
- Product Sample is Operational with clear Menu and Functions
- Product is complete with Charger and accessories as listed

Figure 11.d

**3.3. Self-Labeling Process**

Clients seeking Self-Labeling Process as a mean to the Certification Marking on their certified products that are based on Harvestnet Sdn. Bhd. Certifying Agency’s Certificate of Conformity (CoC).

3.3.1. Self-Labeling Process Flow is as per shown in Figure 12.

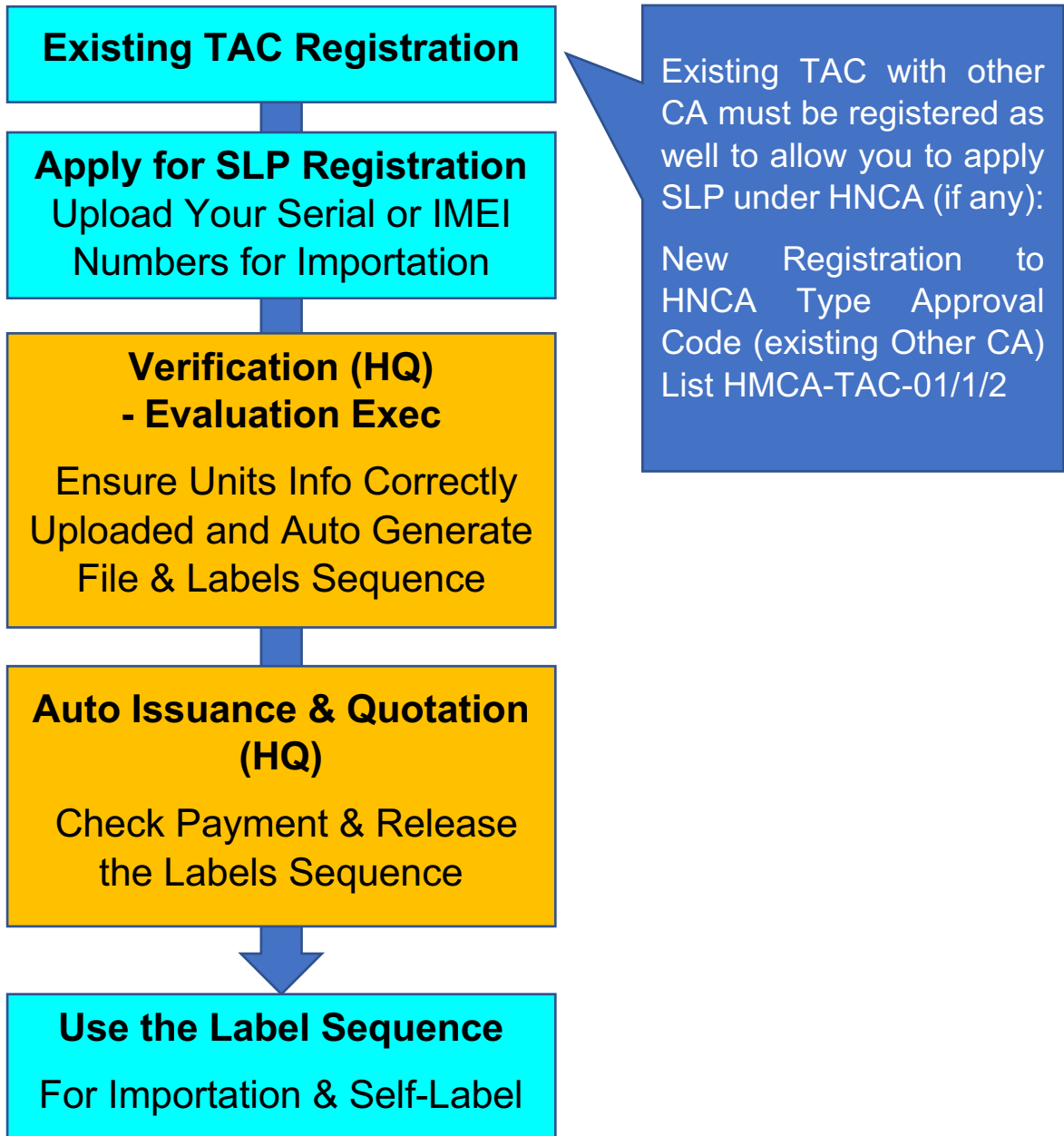


Figure 12



3.3.2. If you have **EXISTING TAC** registered with **other Certifying Agency**, please use **New Registration to E2 - Type Approval Code (Existing- Other CA) – HNCA-TAC-01/1/2** to update all your TAC list with E2 before you do submission of Self-Labeling Process (SLP). Refer Figure 13.



Figure 13

3.3.3. Self-Labeling Process (SLP) Form SLP-FM-01/3/1 is the Online Form to be used for applying new labels for new shipment. Refer to Figure 13 a.

3.3.4. Submission of the label quantities will be based on the shipment of units that you want to import/sell for local market. All fields will be similar to the current SLP process that you undertake currently with other authorised agencies.

3.3.5. Our system will notify you the error if any pertaining to Duplicate or Unmatched Units.

### 3. SLP-Products' Registration Database- SLP-FM-01/3/1

To secure your product's IMEI and Serial Number within Single Database for security and traceability.

Read Terms and Conditions: Certification Mark for Self- Labelling (SLP) of Certified Communications Products in Malaysia HNCA -TAC-SLP-01; to understand prior to using this service.

Terms & Conditions are binding to interested parties seeking Self-Labelling Process as a mean to the Certification Marking on their certified products that are based on Harvestnet Sdn Bhd Certifying Agency's (hereinafter referred to as "HNCA") Certificate of Conformity (CoC).

---

Registration Number  
 SQASI/NA/06/1234 or other registration with Certifying Agency

Type Approval Code \*  
 TAC Number for your Paper Certification or Test Report eg RAKV/22B/0308/ or HN20180525000102TN

Type Approval Expiry Date \*  
 TAC Expiry Date

KForm Type \*  
 Select your KForm

K1/K2/K9/CJP-1 Number \*  
 Station-1-MM-K1 Number eg H10-1-01-00001

PERMIT-1  
 SIR

Brand \*

Figure 13.a

### 3.3.6. Optional Security-label Range (Running Serial Numbers)

Label Range is auto generated by the E2 system to match total product units of the shipment batch which is registered in the E@ system.

### 3.3.7. The label serial number is assigned in the format HYY123456789

CODE	DESCRIPTION	DETAILS
H	Represent the HNCA marking to differentiate from other Certifying Agency	
YY	Represent year the approval of Self-Labelling is granted	Numeric from 00 to 99
123456789	Represent label serial number	E.g: 999999999

The Certificate Holder can use any label serial number within the given label range to allocate or print and stick on any individual product unit that is within the product units range that are registered in the individual SLP application's shipment batch.

Example: IMEI Range provided in SLP registration: 680000000001-680000000030  
 Total units registered: 30

Label range auto-generated: H19000000021 – H19000000050  
 Total label serial number provided: 30

### 3.4. E-Permit

E-Permit is managed by separate entity under the approval of Ministry of Finance.

Only with the SLP E-Form filled up and approved that you can be allowed to import any products. Please refer to Figure 14 for Application Flow.

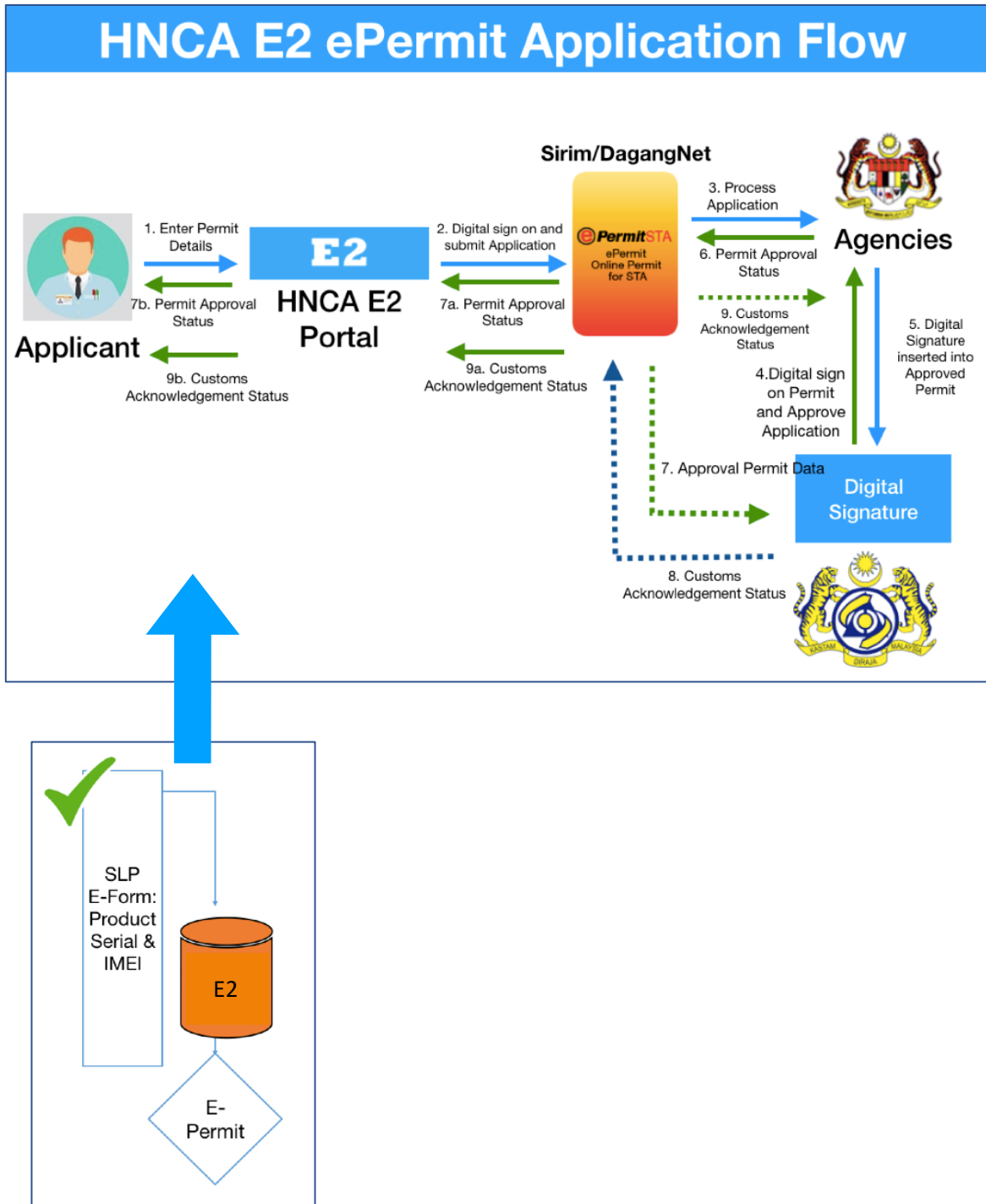


Figure 14

- 3.4.1. Kindly follow the standard application process and filling up of the E-Permit Form EP-FM-01/4/1. Our backend will be synchronised to the existing database within MoF or E-Permit agencies for approval.

### 4. E-Permit Application Form- EP-FM-01/4/1

By applying and submitting E-PERMIT for Imports of Regulated and Non-regulated IOT Goods/Products using this online form, you and your related parties agree to the TERMS & CONDITIONS below:

1. ALL Information provided are true and accurate for the approval requirements of E-Permit
2. ANY changes to the information provided MUST be informed to us immediately
3. Undertake to pay ALL costs of the application before any processing work
4. ANY information related to the application will be permitted by you for the release and sharing with the government authorities or auditing/inspection parties for reports and statistical purpose
5. You will NOT hold us or any related parties liable for any issues related to the application of the E-PERMIT; and agree to pay for any surcharge, or any charges related to cancellation, re-application, rejection of the E-Permit.

---

**Importer Name \***

Provide your Name eg John Rahman

**Importer ID \***

Provide your ID Number eg IC Number or Passport

**Purpose \***

Select the Purpose for this Shipment

**Do you have a pre-registered Common ID-CID or Certificate Holder ID-HID? \***

Let us know if you have the above with another local authority? ▼

**If YES, please let us know the CID/HID**

eg : CIDF15000012

**Products' Serial Number/ IMEI**

Provide the Serial/IMEI Number or Attach the file .csv, txt, xlsx

**Clearance Agent**

Name of Agent for Shipping/Logistics

**Clearance Agent Address**

Details of Address

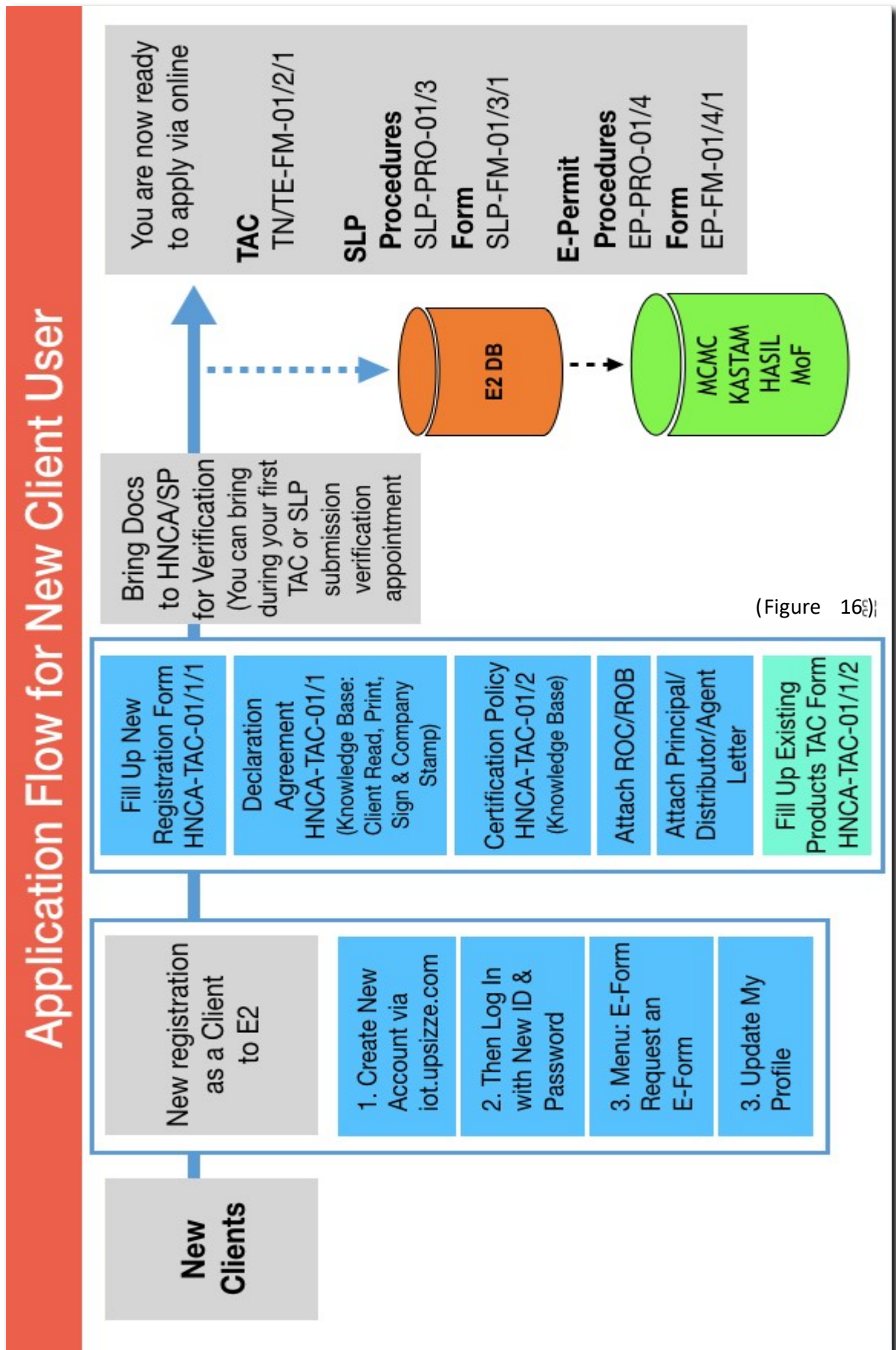
**Contact Person (Provide if another person is collecting it)**

Name of Contact Person

Figure 15

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3.5. SUMMARY OF THE DOCUMENTS AND PROCESS FLOW



(Figure 16c)