# USER MANUAL

# **MyEXPORT**

**INFORMATION TECHNOLOGY SECTION** 

MALAYSIA EXTERNAL TRADE DEVELOPMENT CORPORATION (MATRADE)





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#### **INTRODUCTION**

MyExport is an online service for *Malaysian exporters registered with MATRADE* to get trade information and market intelligence compiled by MATRADE's worldwide offices. It is a <u>free</u> service and accessible through username and password from MATRADE's portal at <u>myexport.matrade.gov.my</u>.

#### SERVICES OFFERED

The service offerings of myExport are categorised into:

- **GLOBAL OPPORTUNITIES**. Enterprises can rapidly access real-time trade leads, market alerts and international tender notices compiled by MATRADE's Trade Commissioners (TCs) worldwide.
- **TRADE REPORTS** updates on market trends and product requirements through our Product/Market Studies and Malaysia Trade Performance Statistics.
- **MY PROFILE** update your company's profile to remain in touch with MATRADE.
- **APPLICATION STATUS** check online if your registration or application to MATRADE's events has been approved.



#### 1. MyEXPORT SIGN UP

Sign up for myExport is exclusively for Malaysian exporters who are registered with <u>MATRADE</u> (also known as MATRADE Member). If your company is not a MATRADE Member, please proceed to <u>Register as MATRADE Member</u> first. Upon approval of your company's registration as MATRADE Member, you will receive a MATRADE Registration Number and Authentication Code, Both the MATRADE Registration Number and Authentication Code are required when you first sign up to the myExport.

#### CASE 1: FOR COMPANY THAT HAS AUTHENTICATION CODE

i. Go to MATRADE Portal at <u>www.matrade.gov.my</u> and click myExport logo.



ii. User will be directed to MyExport main page.

| An online service for Malaysian exporters reg<br>intelligence compiled by MATRADE's worldwid | istered with MATRADE. Login to MyExport to<br>e offices.                      | o gain access to ke  | ey trade information and marke   |  |
|--|---|--|--|--|
| 6 E Market<br>Alorts   | Product & Market  | rade<br>Leads  | Already have a MyExport account<br>Login<br>- OR -<br>New to MyExport? Sign Up to get<br>started.<br>Sign Up - It's Free<br>(Bign up is a one time process only) |  |
| he following is a sample of the latest information available.                                | Please login or sign up to view details.                                      |  |  |  |
| Market Alerts  | Product & Market Studies  | Trade Leads  |  |  |
| Municipal Solid Waste Charging Ordinance  19 Jan 2024  | The Halal Industry in Nigeria<br>首 2 Jan 2024                                 | Automotive batteries<br>18 Jan 2024 - Enquiry from Uruguay |  |  |
| Implementation of Mandatory Declaration in Kazakhstan  | Halal Industry in Cambodia 2023   | Crude palm oil   |  |  |
| Offering Safer Cosmetics and Ingredients to Hong Kong<br>19 Jan 2024                         | Overview of Saudi Arabia's Palm Oil Industry and Its<br>Downstream Potentials | Coconut products   |  |  |
| A New Competitor to Hong Kong's Retail Market  | 1 1 28 Dec 2023   | Palm kernel oil  |  |  |
| ist of upcoming trade promotion and export training events.                                  |   |  |  |  |
| Upcoming Events  |   |  |  |  |
| Trade Dramation  |   | Export Train   | ning   |  |

iii. Click the **Sign up- It's free** and user will be able to see the sign up screen.

| Step 1 - Verification                                 |
|---|
| ROC/ROB/ROS Number                                    |
|   |
| MATRADE Registration Number                           |
| Authentication Code (Request Code HERE if forgotten!) |
| Next  |



iv. User key in the **ROB/ROC/ROS No, MATRADE Registration No and Authentication Code** then click **Next.** 

| MyExport Sign Up   |
|--|
| <ul> <li>Learn More</li> <li>Sign up for MyExport is exclusively for Malaysian exporters who are registered with MATRADE (also known as MATRADE Member).</li> <li>If you are not a MATRADE Member, please proceed to Register as MATRADE Member first to receive a MATRADE Registration Number and Authentication Code, upon approval of your registration as MATRADE Member.</li> <li>For existing MATRADE Member, if you do not know or forgot the Authentication Code, click here to request your Authentication Code.</li> </ul> |
| Step 1 - Verification  |
| XXXXXXXXXXXX   |
| MATRADE Registration Number  |
| XXXXXX   |
| Authentication Code (Request Code HERE if forgotten!)  |
| XXXXXX   |
| Next   |

- v. If the ROB/ROC/ROS No, MATRADE Registration No and Authentication Code are correct, the user will be redirected to the 'Create MyExport Account' screen.
- vi. User can create their account by fill in all the details then click submit. If the **username or email had been taken**, an alert will be displayed. User will need to **choose another username or email**.

|  | Step 2 - Create your MyExport Account for:  |
|--|---|
| All fields     Username     _(underso     Username     Firstname     Password     Password     and one s | we required<br>must be in one word and can only contain any small letters (a-z), numbers, - (dash), (period) or<br>ce),<br>must not be an email address.<br>must include you sumame<br>must be at least 8 characters long.<br>must contain a minimum of one lower case letter [a-z], one upper case letter [4-z], one numeric [1-0]<br>peak character [eg. $(\theta, \theta, h, h)$ . |
|  | Username  |
|  | XXXXXXXX  |
|  | Username is already taken. Please choose another one.<br>Password   |
|  | ******  |
|  | Retype Password   |
|  |   |
|  | First Name  |
|  | XXX   |
|  | Last Name   |
|  | XXX   |
|  | Email (This email address will be used to reset your password)  |
|  | xxxxxxx@xxxx.com  |
|  | Email address is already taken. Please choose another one.  |
|  | Sign Up   |



vii. If the username or email is available, the success message will be displayed



# CASE 2: FOR COMPANY THAT DO NOT HAVE OR FORGOT THE AUTHENTICATION CODE

i. Go to MATRADE Portal at <u>www.matrade.gov.my</u> and click the myExport logo.



ii. User will be directed to the sign up screen.





iii. Click the link "click here / Request Code" to request for Authentication Code.

• For existing MATRADE Member, if you do not know or forgot the Authentication Code click here to request your Authentication Code.

iv. User will be directed to the Authentication Request form. **Fill in all the details needed** and click Submit to proceed.

|                             | Request Authentication Code        |
|-----------------------------|------------------------------------|
| ROC/ROB/ROS Number          | Fill up the following information. |
|                             |                                    |
| Company / Organisation Name |                                    |
| Requested by                |                                    |
| Email                       |                                    |
|                             | Submit                             |
|                             | Submit                             |

V. After submitting the form, MATRADE will send the Authentication Code to the registered email. Once you received the Authentication Code please proceed to Sign Up for MyExport by following the <u>MYEXPORT SIGN UP (CASE 1)</u> as above.

## 2. MyEXPORT LOGIN

i. Go to MATRADE Portal at <u>www.matrade.gov.my</u> and click myExport logo.





ii. The user will be directed to the MyExport Screen. Click **Login** and Insert **Username and Password** to login into MyExport.

| Sign in as MATRADE Member |  |
|---------------------------|--|
| Username                  |  |
| Password                  |  |
| □ Keep me signed in       |  |
| Sign in                   |  |

iii. MyExport landing page after successful login.

|   |  | Province and an oral of the  |                               |                          |  |                                 |                                      |                                 |
|---|--|--|-------------------------------|--------------------------|--|---------------------------------|--------------------------------------|---------------------------------|
| MARKET ALERTS   | PRODUCT & MARKET STUDIES   | TRADE LEADS  |                               | PERFORM                  | ANCE                                       | 똊                               | ESENTATION MA                        | TERIALS                         |
| lcome   |  |  |                               |                          |  |                                 |                                      |                                 |
| ompany  |  | Export Readiness Assessme  | ent                           | Application S            | Status                                     |                                 |                                      |                                 |
| Name:<br>MATRADE 303  | 0  | Assessment (<br>Created By:  | oate: 20 Juli 2023            | E                        | Status of your com<br>Training Programmes, | aany's current<br>Market Develo | year application<br>pment Grant (MDG | for Trade Event<br>) or eTRADE. |
| member since  |  | Y  | our overail average score is: | MDG                      | SEF  | Events                          | Training                             | eTRADE                          |
| Ernal 1:<br>Ernal 2:<br>Products/Serv<br>ERT<br>Pisson in<br>Last | tore:<br>to por contrainty and budgets.<br>to por contrainty and budgets.<br>to a second the second s | Tour weak services soon it:<br>62%<br>The assistment breaked on an a shiftow:<br>Export Resources:<br>Management Convoltnem:<br>58%<br>Marketing Methods:<br>58%<br>Product/Service Patiential:<br>67% |                               | No application this year |  |                                 |                                      |                                 |
| coming Events   |  |  |                               |                          |  |                                 |                                      |                                 |
|   | Trade Promotion  |  |                               | Ð                        | eport Training                             |                                 |                                      |                                 |
| pcoming trade promotion event                                     | a participated by MATRADE. Click here for the event  | details or registration.   |                               |                          |  |                                 |                                      |                                 |
| iter industry sector  |  |  |                               |                          |  |                                 |                                      |                                 |
| 29 Jan - 01 ASTAKA MALAYSI<br>Feb 2024 MEDICAL Q UNI              | A @ ARAB HEALTH 2024<br>TED ARAB EMIRATES  |  |                               |                          |  |                                 |                                      |                                 |
| 19-23 Feb ASTAKA MALAYSI  | A @ GULFOOD 2024<br>AGES Q UNITED ARAB EMIRATES  |  |                               |                          |  |                                 |                                      |                                 |
| MISI AKSELERASI   | EKSPORT BERSEMPENA DENGAN CHINA FOOD & DI  | RINKS FAIR 2024  |                               |                          |  |                                 |                                      |                                 |

#### 3. FORGOT PASSWORD

i. Go to MATRADE Portal at <u>www.matrade.gov.my</u> and click myExport logo.



ii. Click Login. The user will be prompt to the Login Screen. Click Forgot Password.





iii. Enter your **MyExport Username** and click **Submit**. You will received an email on how to reset password to your registered email.

| Forgot Password 🛛 🗙   |
|---|
| Enter your MyExport Username. An email on how to<br>reset your password will be sent to the email address<br>used when you registered the MyExport Account. |
| XXXX  |
| Submit  |

iv. Click on the link given. Type your new password and click Submit

| Password | Enter your new password. |  |
|----------|--------------------------|--|
|          |                          |  |
|          |                          |  |
|          | Submit                   |  |

# 4. CHANGING PASSWORD

- i. Follow step 2 (MYEXPORT LOGIN)
- ii. Click on **My Account**

| my@xport  |   |   |  |  | Home   My Account   .ogout   |
|---|---|---|--|--|--|
| MARKET ALERTS   | PRODUCT & MARKET<br>STUDIES   | See TRADE LEADS   | INTERNATIONAL TENDER                                       | MALAYSIA'S TRADE<br>PERFORMANCE  | 团 PRESENTATION<br>不 MATERIALS  |
| Welcome   |   |   |  |  |  |
| Company   |   | Export Readiness Assessme   |  | Application Status   |  |
| Name:<br>Member Since:<br>27 Sep 2009<br>Email:<br>Email 1:<br>Products/Servic<br>ERT | es:   | Assessment Date:<br>Created By:<br>Your overall a<br>The assessment bree<br>Export Resources:<br>Management Commitment:<br>Marketing Methods:<br>Product/Service Potential: | 20 Jul 2023<br>verage score is:<br>2%<br>63%<br>68%<br>58% | Status of your co<br>Trade Events,<br>Development Gran<br>MDG SEF E<br>No applic | mpan's current year application for<br>Training Programmes, Market<br>It (MDG) or eTRADE.<br>Vients Training eTRADE<br>ation this year |
| Please keep your co<br>Last update wa<br>View/Upd                                     | empany's profile current.<br>Is on <b>16 Jan 2024</b><br>date Profile > | View Ass  | essment >  | A  | pply >   |

iii. Type your new password and click **Update** 

| 010                                   | VIEG                              | NOTIOLO | T EN ONMANOL |
|---------------------------------------|-----------------------------------|---------|--------------|
| Manage MyExport Accou                 | nt                                |         |              |
| Username                              |                                   |         |              |
| First Name                            |                                   |         |              |
|                                       |                                   |         |              |
| Last Name                             |                                   |         |              |
| Email (This email address will be use | d in case to reset your password) |         |              |
|                                       |                                   |         |              |
| Password                              |                                   |         |              |
|                                       |                                   |         |              |
| Retype Password                       |                                   |         |              |
|                                       |                                   |         |              |
|                                       |                                   | Ipdate  |              |



# 5. UPDATING COMPANY'S PROFILE

- i. Follow step 2 (MYEXPORT LOGIN)
- ii. Click on View/Update Profile

| my@xport   |  |   |  |               |                                    |   |   | Home   Logo                      |
|--|--|---|--|---------------|------------------------------------|---|---|----------------------------------|
| MARKET ALERTS  | PRODUCT & MARKET STUDIES                                       | SE TRADE LEADS  | INTERNATIONAL TENDER   |               | NS TRADE<br>ANCE                   | ₩<br>P                                  | RESENTATION MA                          | ATERIALS                         |
| Welcome  |  |   |  |               |                                    |   |   |                                  |
| Company  |  | Export Readiness Assessme   | nt   | Application 1 | Status                             |   |   |                                  |
| Name:<br>Member Since                                    |  | Assessment D<br>Created By: I   | ste: 20 Jul 2028   |               | Status of your<br>Training Program | company's current<br>mes, Market Devel: | t year application<br>opment Grant (MDG | for Trade Events<br>i) or eTRADE |
| 27 Sep 2009<br>Email<br>Email 1.<br>Products/Serv<br>ENT | ione:<br>mg por company's gasflauge a<br>Kanadijadan Pravilara | The store<br>Export Resources:<br>Management Commitment:<br>Marketing Methods:<br>Product/Service Potential | e oradii assige econ is:<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10 |               | N                                  | Apply >                                 | year                                    | ennoue                           |
| list of upcoming trade promotion a<br>Upcoming Events    | nd export training events. Click on either Trade Pron          | notion or Export Training to see full list.   |  |               |                                    |   |   |                                  |
|  | Trade Promotion  |   |  | Ē             | xport Training                     |   |   |                                  |
| Upcoming trade promotion event                           | a participated by MATRADE. Click here for the event            | details or registration.  |  |               |                                    |   |   |                                  |
| Filter industry sector                                   |  |   |  |               |                                    |   |   | ~                                |
| 29 Jan - 01 ASTAKA MALAYSI<br>Feb 2024 In MEDICAL Q UNIT | A @ ARAB HEALTH 2024<br>TED ARAB EMIRATES                      |   |  |               |                                    |   |   |                                  |
| 19 23 Feb ASTAKA MALAYSI<br>2024 E FOOD AVD BEVER        | A @ GULFOOD 2024<br>ACES © UNITED ARAB FMIRATES                |   |  |               |                                    |   |   |                                  |
| 18-23 Mar MISLAKSELERASI                                 | EKSPORT BERSEMPENA DENGAN CHINA FOOD & D                       | RINKS FAIR 2024   |  |               |                                    |   |   |                                  |

iii. Update any information and click Update

# 6. EXPORT READINESS ASSESSMENT (ERAT)

i. Click **Start Assessment** to find out your export readiness status. User will be directed to ERAT system.

| my@xport Home   My Account   Logou   |  |   |                                 |   |                                |  |  |
|--|--|---|---------------------------------|---|--------------------------------|--|--|
| MARKET ALERTS  | PRODUCT & MARKET<br>STUDIES                                    | SE TRADE LEADS  | INTERNATIONAL TENDER<br>NOTICES | PERFORMANCE   | IF PRESENTATION<br>不 MATERIALS |  |  |
| Welcome '  |  |   |                                 |   |                                |  |  |
| Company  |  | Export Readiness Asse   | ssment                          | Application Status  |                                |  |  |
| Company<br>Name:<br>Member Since:<br>27 Sep 2009<br>Ernal:<br>Brnal: E:<br>Brnal: E: |  | Assessment David 20 Jul 2023<br>Created by:<br>Vac overall energys accos is:<br>62%<br>The assessment threadyness are as follows:<br>Export Resources:<br>See<br>Management Communet:<br>Management Communet:<br>Se<br>Management Communet:<br>Se<br>Management Communet:<br>Se<br>Management Communet:<br>Se<br>Management Communet:<br>Se |                                 | Statu of your correctly our and your application for<br>benetic Transm. The state of the state of the state<br>Development Caref (MDD) or of TRADE.<br>MDD SEP Events Training of TRADE<br>No application this year |                                |  |  |
| Please keep your co<br>Last update was<br>View/Upd   | mpany's profile current.<br>s on 16 Jan 2024<br>late Profile > | Sta   | art Assessment                  | Ap  | aply >                         |  |  |

ii. Click on **View Assessment** to view your ERAT score. User will be directed to ERAT system.

| Export Readiness Assessment                 |
|---|
| Assessment Date: 10 Jan 2020<br>Created By: |
| Your overall average score is:<br>75%       |
| The assessment breakdown are as follows:    |
| Export Resources:                           |
| 75%   |
| Management Commitment:                      |
| 72%   |
| Marketing Methods:                          |
| 76%   |
| Product/Service Potential:                  |
| 76%   |
| View Assessment >                           |



### 7. APPLICATION STATUS

- i. User can view application status (if any).
- ii. Click **Apply** to apply MDG/ SEF/ Trade Events/ Training/ eTRADe. User will be redirected to the specific system/page.
- iii. User can view application status (if any).

| MARKET ALERTS   | PRODUCT & MARKET                    | 🙀 TRADE LEADS  | INTERNATIONAL TENDER | PERFORMANCE   | DE FINITATION |  |  |
|---|-------------------------------------|--|----------------------|---|---------------|--|--|
| Velcome   |                                     |  |                      |   |               |  |  |
| Company   |                                     | Export Readiness Assess  | iment                | Application Status  | 3             |  |  |
| Company Name: Member Since: 27 Sep 2009 Email: Email 1: Email 2: Products/Services: ERT |                                     | Export Readiness Assessment  Export Readiness Assessment Data  Assessment Data 20. JJ 2023 Created By: I  Vou overall average score is:  Control Resources:  Same Assessment Exceldown are as follows:  Export Resources:  Same Assessment Scalabore  Same Assessment Assessment Scalabore  Same Assessment |                      | Model         Statu of your company's current year application f           Trade         Events, Training Programmes, Mark           Development Grant Model of eTRADE         Model           MDS         SEF         Events         Training         eTRADE           No application this year         No         application this year |               |  |  |
| Please keep your compan<br>Last update was on 1   | n/s profile current.<br>16 Jan 2024 |  | 07.9                 |   |               |  |  |
| View/Update Profile >   |                                     | Start  | Assessment           |   | Apply >       |  |  |

#### 8. UPCOMING TRADE PROMOTIONAL EVENTS

- i. View the list of upcoming international trade events participated by MATRADE
- ii. Click **Here** to view the full list of trade event for the current year. User will be redirected to MATRADE public portal.

| List of upcoming trade promotion and export training events. Click on either Trade Promotion or Export Training to see full list                  |                 |   |
|---|-----------------|---|
| Upcoming Events   |                 |   |
| Trade Promotion   | Export Training |   |
| Upcoming trade promotion events participated by MATRA E. Click here for the event details or registration.<br>Filter industry sector              |                 | v |
| 29 Jan -<br>01 Feb Matter State Malaysia @ ARAB HEALTH 2024<br>2024 MINITED ARAB EMIRATES   |                 |   |
| 19-23<br>Fed<br>2024<br>Im FOOD AND BEVERAGES V UNITED ARAB EMIRATES  |                 |   |
| 18-23<br>Maisi AKSELERASI EKSPORT BERSEMPENA DENGAN CHINA FOOD & DRINKS FAIR 2024<br>In FOOD AND BEVERAGES, FRANCHISE AND FOOD, LIFESTYLE Q CHINA |                 |   |
| 09-11 Jul ASTAKA MALAYSIA @ SEMICON WEST 2024   |                 |   |

# 9. UPCOMING EXPORTERS TRAINING PROGRAMMES

- i. View the list of upcoming MATRADE exporters training programmes.
- ii. Click **Here** to view the full list of training programmes for the current year. User will be redirected to MATRADE public portal.

| List of upcoming trade promotion and export training events. Click on either Trade Promotion or Export  | Training to see full list. |
|---|----------------------------|
| Upcoming Events   |                            |
| Trade Promotion   | Export Training            |
| Upcoming export training events organised by MATE ADE. Click here for the alining event details or n<br>31 Jan<br>2024 BUSINESS OPPORTUNITIES IN NORTH AFRICA | egistration.               |
| 05 Feb<br>2024 EXPAND YOUR PRESENCE IN ASEAN: A SESSION WITH MATRADE TRADE COMMISSIONE  | RS AND MARKETING OFFICER   |
| 26 Feb<br>2024 LOGISTICS AS THE ESSENCE OF EXPORTING  |                            |



#### 10. TOP MENU (TRADE INFORMATION & MARKET INTELLIGENCE)

View the key trade information and market intelligence for market access:

- i. Click **MARKET ALERTS** to view the list of market alerts. Click on each title to read the article.
- ii. Click **PRODUCT & MARKET STUDIES** to view the list of reports. Click on each title to read the report.
- iii. Click TRADE LEADS to view the list of trade opportunities. Click on each lead to view the company (buyer) detail. User can also click Choose Category to view other categories.
- iv. Click **INTERNATIONAL TENDER NOTICES** to view the list of tender notices available. Click on each title to view the detail.
- v. Click **MALAYSIA'S TRADE PERFORMANCE** to view latest Malaysia's trade performance and top 5 export destinations, import sources, exports by sectors and trading partners.
- vi. Click **PRESENTATION MATERIALS**. User can view previous slide presentations for the period of 1 year.

| my cxport     |                          |                             |                                 |                                 | Home   Logou                  |
|---------------|--------------------------|-----------------------------|---------------------------------|---------------------------------|-------------------------------|
| MARKET ALERTS | PRODUCT & MARKET STUDIES | A TRADE LEADS               | INTERNATIONAL TENDER<br>NOTICES | MALAYSIA'S TRADE<br>PERFORMANCE | 副 PRESENTATION MATERIALS<br>木 |
| Welcome       |                          |                             |                                 |                                 |                               |
| Company       |                          | Export Readiness Assessment |                                 | Application Status              |                               |

# 11. TECHNICAL SUPPORT CONTACT INFORMATION

Should you need any assistance or technical support on MyExport, please email us at <u>myexport@matrade.gov.my</u>