



PUBLIC NOTICE

Public Notice No: 32/2025

Date: 17/10/2025

TO: ASYCUDA USERS (DECLARANTS, SHIPPERS, CONSIGNEES)

SUBJECT: SCHEDULED ASYCUDA SERVER DOWNTIME – ASYCUDA MAINTENANCE

THIS PUBLIC NOTICE IS ISSUED TO CUSTOMS ASYCUDA USERS, DECLARANTS, SHIPPERS, AND CONSIGNEES THAT OUR ASYCUDA TEAM & ICTSU TEAM WILL BE PERFORMING A SCHEDULED MAINTENANCE OF THE ASYCUDA SYSTEM.

THIS MAINTENANCE IS PART OF OUR ONGOING MODERNIZATION EFFORTS TO IMPROVE SYSTEM PERFORMANCE, TRANSPARENCY, AND USER EXPERIENCE.

- EFFECTIVE DATE: **FRIDAY, 17TH OCTOBER 2025 AT 4:30 PM.**
- EXPECTED DOWNTIME DURATION: **UP TO 5 HOURS.**

WHAT YOU NEED TO KNOW:

- THE ASYCUDA SYSTEM WILL BE **TEMPORARILY UNAVAILABLE** DURING THE DOWNTIME WINDOW.
- USERS WILL **NOT BE ABLE TO SUBMIT DECLARATIONS, REGISTER MANIFESTS, OR ACCESS SYSTEM FEATURES** DURING THIS TIME.
- PLEASE PLAN YOUR SUBMISSIONS AND TRANSACTIONS ACCORDINGLY TO AVOID DISRUPTION.

WE SINCERELY APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE AND THANK YOU FOR YOUR UNDERSTANDING AND COOPERATION AS WE WORK TO ENHANCE OUR SERVICES.

FROM CUSTOMS & EXCISE MANAGEMENT

FOR MORE INFORMATION, PLEASE CONTACT ASYCUDA HELPDESK

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