

# FAQ – Scheduled Server Maintenance

## 1. When will the maintenance occur?

The scheduled maintenance window is:

**Saturday, 7 June 2025, 5:00 AM to Sunday, 8 June 2025, 5:00 PM**

All times are in **UTC+8**.

Online services will be unavailable during this time.

## 2. What if my system attempts to send consignment notes or order data to GDEX during the scheduled maintenance period?

If your application or system attempts to transmit consignment notes or order data to GDEX via API during the scheduled maintenance window, those requests may not be processed successfully.

Please **resend** the affected data after the maintenance is complete.

*Note: myGDEX and myGDEX Prime APIs will not be affected for **consignment creation** and will continue to operate normally during the maintenance period*

## 3. Will GDEX resend shipment status updates that were missed during the maintenance window?

Yes. For customers using **customised API integrations**, GDEX will **automatically re-submit all shipment status updates via API** once the maintenance is completed.

## 4. What if I experience issues after the maintenance?

If you encounter any problems, please contact Customer Tech Support:

- Email: [customertechsupport@gdexpress.com](mailto:customertechsupport@gdexpress.com)

Be ready to provide:

- Description of the issue
- Screenshots (if possible)
- API log which consists of request header, body, and response

## 5. Can this maintenance be postponed or rescheduled?

This scheduled maintenance for our servers cannot be postponed or rescheduled.

We understand that any service interruption can be inconvenient, and we sincerely apologise for any disruption this may cause to your operations. However, this maintenance is critically important and absolutely necessary to ensure the long-term stability, performance, and scalability of our services.

These essential updates will allow us to provide you with better server uptime, significantly enhanced performance, and the necessary infrastructure to support your evolving business needs well into the future. By undertaking this proactive maintenance, we are committed to delivering a reliable and robust platform that you depend on.

Thank you for your understanding and continued partnership.

## **6. What is it about the early cut-off for invoices?**

Invoice cut-offs on 31 May 2025 will be brought forward to 26 May 2025 to cater to the scheduled downtime. The invoice cycle for the month of June onwards will resume as usual, to cut off on the last day of the month.

## **7. Will delivery services be impacted?**

We will resume delivery service on 9 June 2025, as we observe the Hari Raya Haji public holidays across our network on 7 June and 8 June 2025, which aligns with the system downtime.