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29 May 2025

Announcement

SCHEDULED SYSTEM MAINTENANCE & INVOICE CUT-OFF NOTICE

Please be informed that a scheduled **system maintenance** will be carried out from **7 June 2025, 5:00AM until 8 June 2025, 5:00PM**. During this period, the **shipment tracking function** will be temporarily unavailable.

However, please be assured that the **myGDEX Prime application will remain accessible**, and users may continue to use the application without interruption.

In line with this maintenance schedule, the **invoice cut-off date for May 2025** has been revised from **31 May 2025 to 26 May 2025**.

Beginning **June 2025 onwards**, the invoice processing will resume its regular cycle, with the cut-off date on the last day of each month.

Additionally, kindly note that all **GDEX branches will be closed on 7 June and 8 June 2025**, in observance of the upcoming **federal public holiday – Hari Raya Haji**.

We sincerely apologise for any inconvenience caused and appreciate your understanding.

Should you require further information, feel free to contact our nearest Branch or Customer Service Hotline (03-6419 5003) / General Line (03-77872222). Thank you for your continued support.

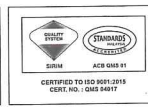
Thank you.

Yours faithfully

For and on behalf of GD Express Sdn Bhd

WONG YINN-EIN

Chief Financial Officer



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

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.