



Amber Courier
Sdn Bhd
www.ambercourier.com

Animal Relocation Handbook

Innovative & Collaborative

Relocating animals can be complex, but with
Amber Courier, it's safe, simple, and stress-free.





About Our Company

Amber Courier Sdn. Bhd. provides safe, reliable, and professional animal import and export services across Malaysia and beyond. From pets to livestock, our experienced team ensures all relocations meet international regulations, customs formalities, and airline requirements.

With a focus on animal welfare, comfort, and safety, we handle documentation, permits, quarantine coordination, and transport logistics — giving owners peace of mind throughout the journey.

Trust Amber Courier to deliver care-driven animal relocation solutions that connect lives and destinations with compassion and professionalism.



Vision

To be the most trusted and compassionate animal relocation service provider in Malaysia and the region, ensuring every pet and animal experiences a safe, stress-free, and humane journey across borders.

Mission

We aim to give every client peace of mind through personalized care, transparency, and a commitment to the highest standards of safety and service.

1

Ensure Animal Welfare First

Provide safe, stress-free, and humane transportation by maintaining the highest standards of animal care, comfort, and handling throughout every journey.

2

Compliance with Global Standards

Adhere strictly to IATA Live Animals Regulations, customs requirements, and veterinary health protocols to guarantee smooth and lawful cross-border relocation.

3

Seamless End-to-End Logistics

Offer a one-stop solution covering documentation, permits, quarantine coordination, and transport arrangements for complete client peace of mind.

4

Build Trust and Long-Term Partnerships

Deliver transparent, reliable, and compassionate services that strengthen relationships with clients, partners, and regulatory authorities worldwide.





The Pets/ Live Animals who enter without any valid documents will be;

Quarantine for a minimum of 30 days.

Will be charged for smuggling, trafficking, and entering without permission a penalty will be imposed in Malaysia High Court.

Ask to send back to the origin country at Owner Costs or;

If there is any sign of contagious or infectious disease or any illness conditions occurs during the 30 days quarantine. The Pets / Live Animals will be put to sleep.

AMBER

Our Services

A Brief Story About The Problem

A main problem needs to be discussed further and in detail because this session is one of the main foundation to be initial development of a your product or service and decision making in the future. Without a well-defined problem, it will have an big impact on a job that is unmanaged



Pets Import

Manifest Cargo, Checked-in
Baggage and Cabin

Pets Quarantine

Booking, Cleaning, Feeding,
Walk

Pets TRANSIT

Provide ground transportation.

Blood test

Nipah Virus Test, Rabies Blood
antibody titre testing.

Cargo & Flight Booking

Booking • Scheduling • Delivery

Health Check & Certificate

Assessment, veterinary examination,
Documentation, Clearance

Malqis Declaration

Register, Submit, Verify, Approve

Custom Declaration & Clearance

Declare, Inspect, Approve, Release

Importing live animals into Malaysia



01

Obtain Import Permit from Malaysian Department of Veterinary Services.

02

Make booking with airlines.

03

Must agree to accept shipment before booking can be confirmed.

04

Consignee can engage Amber to do clearance. (e.g. Custom clearance and quarantine clearance).

05

Consignee or its agent must produce the original Import Permit for clearance.



Details

To ensure a smooth and compliant process for the import and export of animals, we kindly request your cooperation in providing the necessary information and supporting documents. This will help us fulfill all regulatory, veterinary, and customs requirements while ensuring the safe and efficient relocation of your animals.



Owner

1. Name:
2. I/C:
3. Address (Origin):
4. Address (Final Destination):
5. Contact No:

Pet (Cag/Dog)

1. Name:
2. Date of Birth:
3. Breed:
4. Sex:
5. Microchip Number:

Please provide copy of vaccination card

Pet must

- ✓ Regular Vaccination
- ✓ Rabies Vaccination
- ✓ Pet Passport & Microchip
- ✓ Deworm
- ✓ Deflea
- ✓ Carrier (1 Carrier 1 Per)

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Documents needed



Target market is the total amount of all market availability that is usually calculated when we start the company. Market size can be used by companies to tell about potential of their market and business in the future.

International/ Ministry Veterinary Health Certificate


An original certificate, issued by ministry/ government Veterinarian only, stating that 'the pet is healthy and free from any contagious or infectious disease at the time of inspection' is required for all pet/s entering/leaving Malaysia. Please note that certification is only valid for 7 days from the date of issue.

Import permit

Obtained from the Malaysian Department of Veterinary Services, Amber Courier was able to obtain it within 1 (one) working day. (Provided all the required documents, e.g., Vaccinations and microchip details are ready)

Export permit

Obtained from the country of origin. (Departures Country)
Malaysia Government Animals Quarantine.

 **JABATAN PERKHIDMATAN VETERINAR**
DEPARTMENT OF VETERINARY SERVICES
MALAYSIA

(Harian 25)
ASAL ORIGINAL

BORANG A/ FORM A
AKTA BINATANG, 1953
ANIMAL ACT, 1953
(Seksyen 6/Seksyen 14/ Section 6/Section 14)
LESEN BAGI MENGIMPOT
BINATANG-BINATANG
LICENCE TO IMPORT ANIMALS

Encik
Mr
yang beralamat di
of

adalah dengan ini dibenarkan mengimport dari
is hereby authorized to import from
ke Negeri
into the State of
tempat mendarat/keluar yang ditetapkan dalam
landing/loading place namely

bagi tujuan
for the purpose of

terletak kepada peraturan-peraturan
subject to the provisions of the
Akta ini dan Kaedah-kedah yang dibuat di bawahnya dan kepada syarat-syarat yang ditetapkan di dalamnya
Act and the Rules made thereunder and to the conditions endorsed herein

Bintang-bintang yang dibenarkan untuk diimport
Animals authorized to be imported

No.	Bintang/Number	Perihal bintang-bintang/Description of animals				
	Species/Spesies	Baka/Breed	Umur/Age	Jantina/Sex	Warna/Color	ID Number

Catatan:
Remarks:


Bayaran dibayar: RM
Fee paid: Ringgit Malaysia

Tarikh:
Dated

Pegawai Veterinar Negeri/State Veterinary Officer

Lesen ini adalah sah bagi tempoh tidak lebih daripada 30 hari sahaja dari tarikh ia dikeluarkan. Ia mestilah
This licence is valid for a period not exceeding 30 days only from the date of issue. It must be
dikemukakan di tempat masuk ke-ekspor dari Persekutuan yang dinyatakan di atas pada masa bintang-bintang
produced at the place of entry into export from the Federation specified above at the time of
masuk/keluar.
entry/exit of the animal.

***This is a computer generated and no signature is required
ASAL/ORIGINAL: (2012-09-20 08:14:29) : (DM, MMR AND BIRITA AND HANNAH)

 **State of Sarawak**
THE VETERINARY PUBLIC HEALTH ORDINANCE, 1999
PERMIT TO IMPORT
(Section 9 (1))

RANDY LEE of 29, Lot 24 Kota Padawan Batu 10, 93250 Kuching, Sarawak is hereby
authorised to import from **Vietnam via KLIA** into the state of Sarawak the quantity of
animal(s) described below through the following landing or entry point, namely: **Kuching**
International Airport for the purpose of **pet** subject to the provisions of the ordinance and
to the conditions endorsed herein. **Items authorized to be imported:-**

Species/Breed	*Sex (M/F)	Age (M/Y)	Colour	Country of origin	Microchip no.	No(s)
	F	1 year 5 months	CY12 Cream	Vietnam		1 hd

REMARK:

- (1) THE FELINE(S) MUST BE ACCOMPANIED BY A HEALTH CERTIFICATE SIGNED BY THE GOVERNMENT VETERINARY OFFICER OF THE EXPORTING STATE UPON ARRIVAL OF THE CONSIGNMENT. SEE CONDITIONS ATTACHED:-
- (2) NO QUARANTINE REQUIRED. THE SERUM SAMPLE HAS BEEN TESTED FOR ANTIBODIES TO RABIES VIRUS AND FOUND TO HAVE TITRE OF > 0.5 IU/ML.
- (3) TO BE EXAMINED BY VETERINARY PORT HEALTH OFFICER BEFORE CONSIGNMENT IS RELEASED.
- (4) The expected time of arrival should be made known to the Animal Quarantine Office at Kuching International Airport at Tel. No. : 019-3914820 at least two (2) days in advance.

Fee Paid: **RM5.00** Receipt No.

Issued at: **Kuching** on this **25th** day of **August** 2025

Note:
(1) Subject to para (2), this permit is valid for a period of 60 days only from the date of issue, and must be produced to a veterinary officer or officer of customs at a place of landing or entry into Sarawak specified above, of the said animal or animal product.
(2) This permit shall be deemed to have been revoked after landing or entry of the said animal or animal product stated above or after the expiry of 60 days from the date of issue, whichever is earlier.

c.c Custom at Entry Point
File

Exporting live animals out of Malaysia



01

Make your booking with Amber Courier.

Scan and email or WhatsApp to Amber Courier all the necessary documents.

02

Bring your pets to the KLIA International Airport, and Amber Courier will arrange to pick them up and transport them to KLIA at least 5 to 6 hours before flight departure time, depending on your location. Please let us know if you need transport to KLIA. (Malaysia Taxi and other public transports do not accept live animals on board)



Documents needed



Target market is the total amount of all market availability that is usually calculated when we start the company. Market size can be used by companies to tell about potential of their market and business in the future.

International/ Ministry Veterinary Health Certificate

An original certificate, issued by a private or government Veterinarian, stating that 'the pet is healthy and free from any contagious or infectious disease at the time of inspection' is required for all pet/s entering/leaving Malaysia. Please note that certification is only valid for 7 days.

Export permit

Obtained from country of origin. (Departures Country)
Malaysia Government Animals Quarantine.

Import permit

(Obtainable from country of destination. Shippers must produce scan and email copy of the Import Permit).

Rabies Vaccination Certification/ Rabies Antibody Test Report (If required).

Microchip Number.

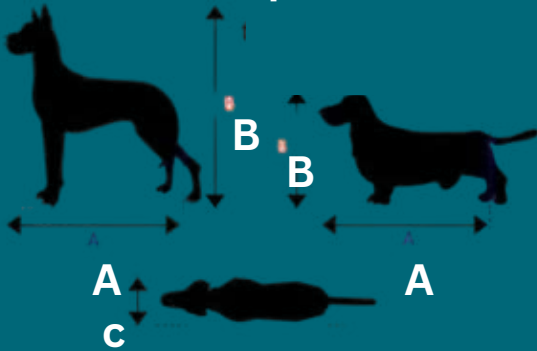
Some countries require microchip to be implanted on live animals before importation is possible (eg. Hong Kong, Australia, Singapore, New Zealand, Japan, Taiwan, Europe.)



KEMENTERIAN KESIHATAN MALAYSIA		MINISTRY OF HEALTH MALAYSIA				
Sijil Kesihatan Bagi Eksport Haiwan Akuatik dan Hasilannya Untuk Kegunaan Runcit / Makanan Ke Kanada Health Certificate for Export of Aquatic Animals and Their Products Intended for Retail Use/Food Service to Canada						
Nama dan alamat pengeksport Name and address of exporter		No. Permit Import Canada Canada Import Permit No.				
Nama dan alamat pengimport Name and address of importer		Nama Pengimport/Perniagaan Pengimport Name of importer/Importing business				
Maklumat Komoditi: Commodity Information						
Nama produk / Name of product	Spesies / Species (Scientific name)	Nama biasa / Common name	Nama Produk / Type of Product (Commercial Name)	Nama Penerima / Yang Berkuasa / Dengan Spesies / Quantity Received by The Species	Kuantiti dan Berat Bersih / (kg) Quantity and Net Weight (kg)	Negara Asal / Country of Origin
No. Konsesi / Consignment No.		No. Konsesi / Consignment No.		No. Konsesi / Consignment No.		No. Konsesi / Consignment No.
Kod & No. Siri / Code & Serial Number		Kod & No. Siri / Code & Serial Number		Kod & No. Siri / Code & Serial Number		Kod & No. Siri / Code & Serial Number
Tempat perampasan / Sampling point		Tempat perampasan / Sampling point		Tempat perampasan / Sampling point		Tempat perampasan / Sampling point



Required dimensions for animal transportation



Airline Trave Cage Sizing Chart

Please Measure as follows:

- A. From the tip of the nose to the base of the tail
- B. The height from the floor to the top of the head
- not including the ears
- C. From the floor to the elbow
- D. The width across the body at the widest point
- Normally, the shoulders

The animal must be able to turn about normally while standing, stand, sit erect and lie in a natural position.



Packing/Cage/ Pets Travel Crate Requirements (IATA Pets Travel Rules)

A Brief Story About Market Affirmation

It's a market testing stage to ensure that the products produced by the company can be accepted and effectively used by the broad market. For start-up companies, we can use data already achieved by similar products from other companies.

Cage must be suitable for the pets. For example, pets must have enough space to turn about, stand, and sit erect, and lie down in a natural position.

Water container must be present within the container with outside access for refilling.

Food containers must be present either within the container, if sealed or attached to it, in case of any flight delay.

Please contact Amber Courier if you need any clearer information on the IATA Approval Pets Travel Crate.

Pets Cut off time/Pets Arrival Time at KLIA Airport

At least Four (4) to Five (5) hours before/ prior to flight departure.

* Please refer to RF Pets for any changes in quarantine requirements by the importing/ destinations countries.



KLIA Animal Quarantine Stations operational hours; 8:00am to 17:00pm only.

The Department of Veterinary Services, KLIA Animal Quarantine Stations request that clients book their animals on flights arriving in KLIA between the hours of 8:00am and 17:00pm. It is a very suitable time for the KLIA Animal Quarantine to facilitate the boarding and physical examination of the animals during day time. Please take note, due to recent mortality case of a dog that arrived after midnight, our Chief Senior Assistant Director, Biosecurity and SPS Management Division, Dr. Norlizan b. Md. Noor have granted the approval of KLIA Animal Quarantine operational hours, between 8:00am and 17:00pm only. This new rule and regulation takes effect starting on 1st July 2012.



List of Banned Breed Dogs



Akita
American Bulldog
Bordeux Mastiff
Boston Terrier
Boxer
Brussels Griffon
Bulldog
Bull Mastiff
Cane Corso
Cavalier King Charles Spaniel
Chihuahua
Chow Chow
Dogo Argentino
English Mastiff
English Toy Spaniel
Fila Brasileiro
French Bulldog
Japanese Chin
Lhasa Apso
Mastiff
Pekinese
Pinscher
Pit Bull
Presa Canario
Pug
Shih Tzu
Spaniels
Terriers
Tosa





1A-2, MEZZANINE FLOOR CS1, CAINIAO
AEROPOLIS EWTP HUB, FCZ KLIA Cargo
VILLAGE, JALAN KLIA S3, 64000 SEPANG,
SELANGOR DARUL EHSAN, MALAYSIA

SUBLOT 3, LOT 9659, BLOCK 11, MTLD, 1ST
FLOOR, 2ND PRECINCT, JALAN SETIA RAJA
, POSTCODE: 93350
KUCHING, SARAWAK, MALAYSIA

NO.49 USJ 1/3147600 SUBANG JAYA,
SELANGOR, MALAYSIA



+6013 881 0307



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Thank You

We are ready to assist you

A big thank you for trusting Amber Courier Animal Relocation Services to safely relocate your beloved pet. 🧡💖🐾🐱

Your trust means the world to us, and we're honored to be part of your pets journey. 🚚✈️

With care, comfort & love — always. 🐾

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