GUUD (INTERNATIONAL) PTE. LTD.

CAMBODIA

NATIONAL SINGLE WINDOW PHASE 3

AUTHORIZED ECONOMIC OPERATOR (AEO)
BEST TRADER INCENTIVE MECHANISM (BTIM)
TRADER USER GUIDE

VERSION 1.0

2024

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Table of Content

1 AUTHORIZED ECONOMIC OPERATOR (AEO) 1

2 BEST TRADER INCENTIVE MACHANISM (BTIM) 2

3 SUBMIT AEO/BTIM 3

4 RENEWAL AEO/BTIM 9

5 APPEAL AEO/BTIM 11

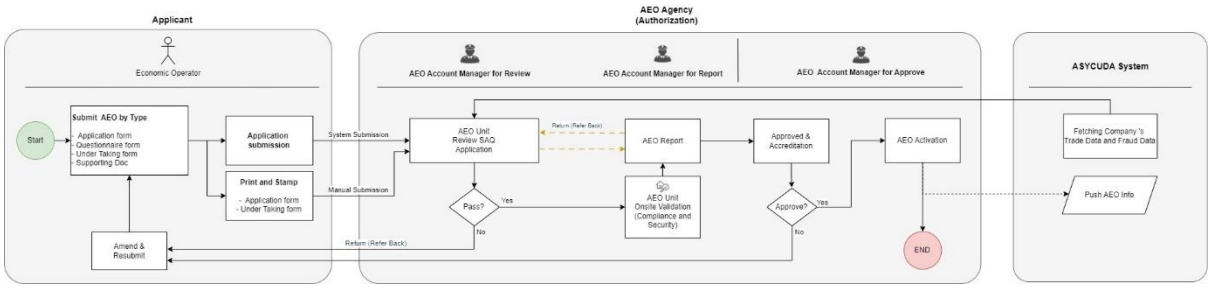
1 AUTHORIZED ECONOMIC OPERATOR (AEO)

The Authorized Economic Operator (AEO) program is designed as a trader incentive scheme, providing additional trade facilitation to those who meet the criteria set out in the 'Prakas on The Authorized Economic Operator Programme' and are subsequently recognized by the General Department of Customs and Excise (GDCE)

Participants in the AEO program, known as Authorized Economic Operators, benefit from a variety of streamlined customs processes. These include priority in document processing and customs clearances, exemption from preliminary verification procedures, and no requirement for a goods transport permit. AEOs can complete customs clearances before goods arrive and at various destinations, including their own premises. They have simplified processes for requesting imports, exports, or transits and receive priority in other customs procedures. Additionally, AEOs are exempt from container scans and subject to fewer physical inspections, based on risk management principles. They can defer documentation for import, export, and transit without a security guarantee and clear goods before paying customs duties. Benefits also extend from mutual recognition agreements with other countries' customs administrations, and the GDCE may offer additional customized benefits.

Applicants who intend to apply for recognition as AEO shall complete the self-assessment questionnaire and submit and application along with supporting documents and other reference documents to GCDE. The GDCE commits to providing a response regarding the issuance or rejection of the AEO certificate within a maximum of 120 days from the receipt of a complete and accurate application and self-assessment questionnaire. This period may be extended for 60 days if necessary.

The application submission process for achieving AEO status is depicted in the diagram below, which provides a comprehensive visual overview of each step involved from initial application to final approval.



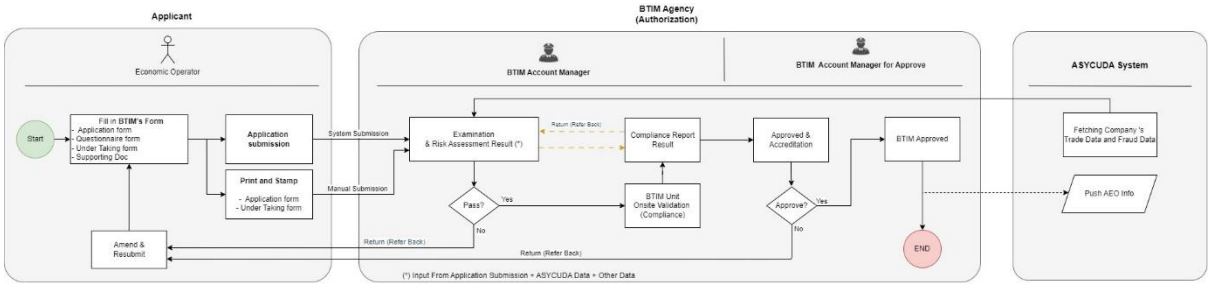
2 BEST TRADER INCENTIVE MACHANISM (BTIM)

The Best Trader Incentive Mechanism (BTIM) is an initiative by the Royal Government of Cambodia, designed to foster a conducive trade environment. It aims to reward compliant exporters and importers within various sectors, including those providing goods or services directly to the export-oriented garment, textile, and footwear industries, with incentives such as VAT benefits.

Members of the Best Traders Group benefit from streamlined customs procedures that allow for prioritized processing without the usual sequence constraints. They can defer documentation without a significant financial guarantee and are exempt from certain verifications. Traders with Qualified Investment Projects can handle customs permits and stock management directly and more autonomously. They are also relieved from the requirement of carrying transport permits or affixing customs seals and can clear goods pre-arrival or at designated premises. Additionally, they have the flexibility to manage export declarations locally and are not bound by prior GDCE permissions for re-exporting or re-importing goods.

Applicants who intend to apply for recognition as BTIM shall complete the self-assessment questionnaire and submit an application along with supporting documents and other reference documents to GCDE.

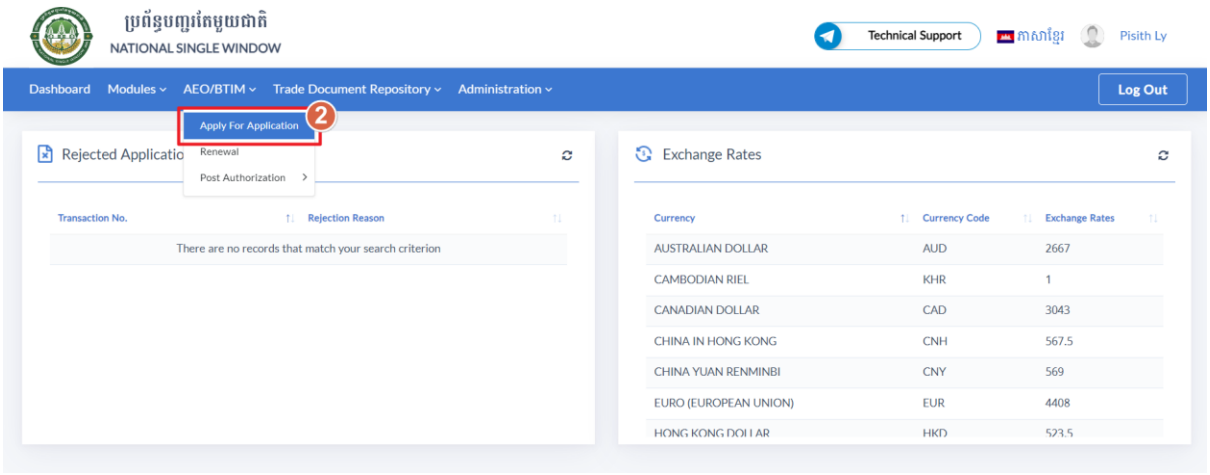
The application submission process for achieving BTIM status is depicted in the diagram below, which provides a comprehensive visual overview of each step involved from initial application to final approval.



3 SUBMIT AEO/BTIM

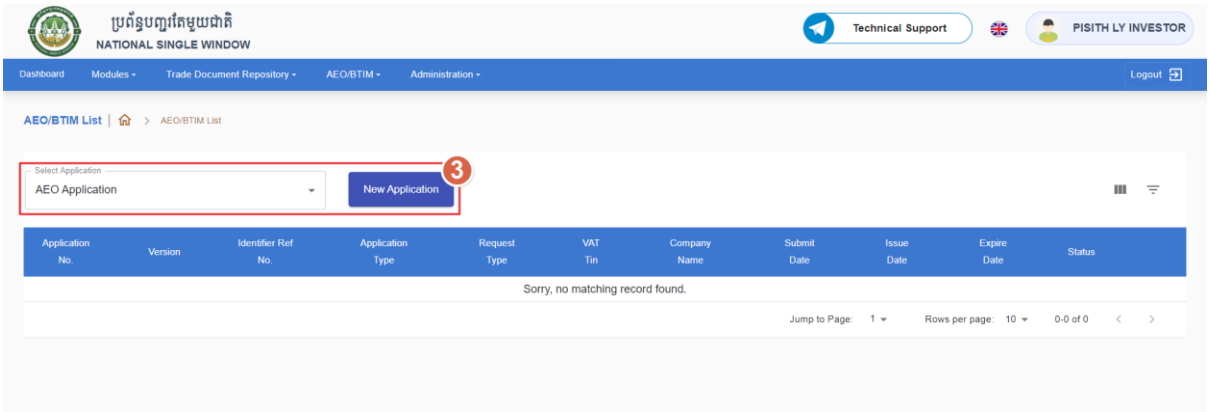
To submit AEO/BTIM request, proceed as per the following outlined steps:

1. Log in as *Private Sector* to NSW system.
2. From the Main Menu, select **AEO/BTIM > Apply for Application**.

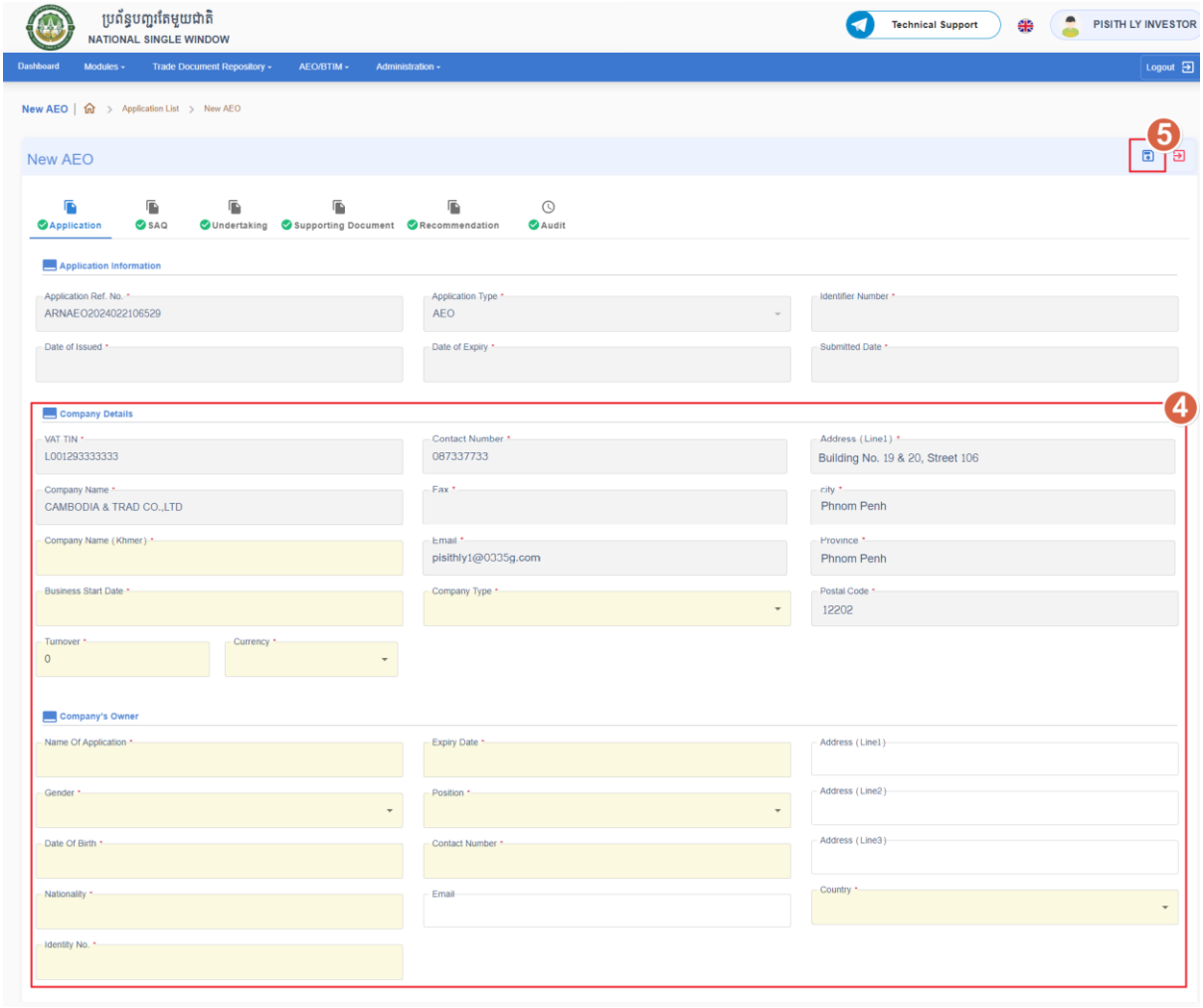


3. It navigates to the AEO/BTIM List.
   - To apply for AEO, select **AEO Application** under **Select Application**, then click **New Application** button.
   - To apply for BTIM, select **BTIM Application** under **Select Application**, the click **New Application** button.

Be noted that AEO Application is used in this illustration. However, the procedure for BTIM follows the same procedure.

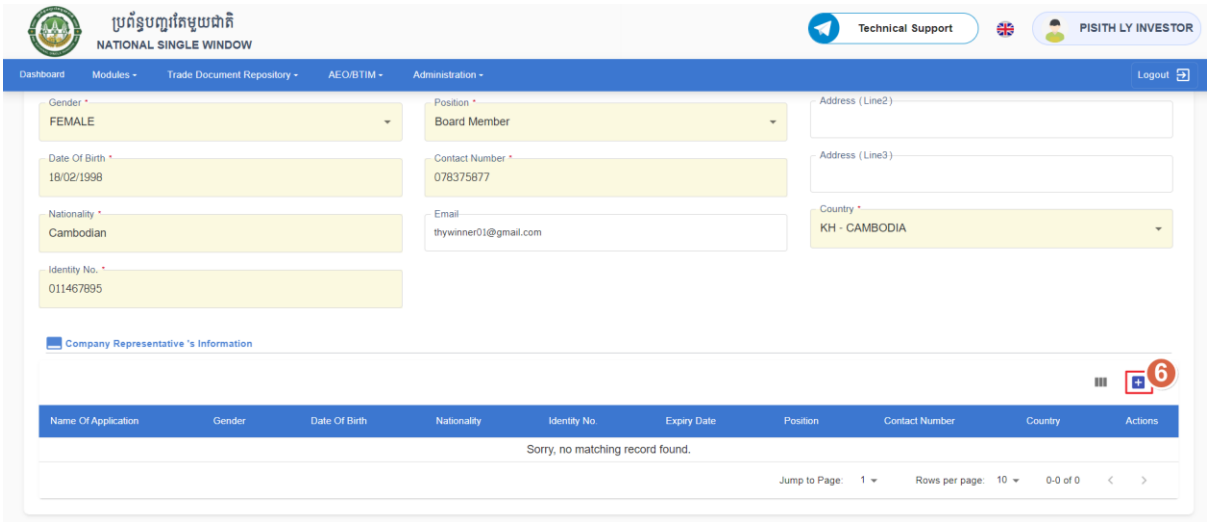


4. Draft AEO is created. Certain details will be automatically filled in from your login account in the 'Company Details' section. Fill in other required fields and provide the accurate information of Company's Owner information.

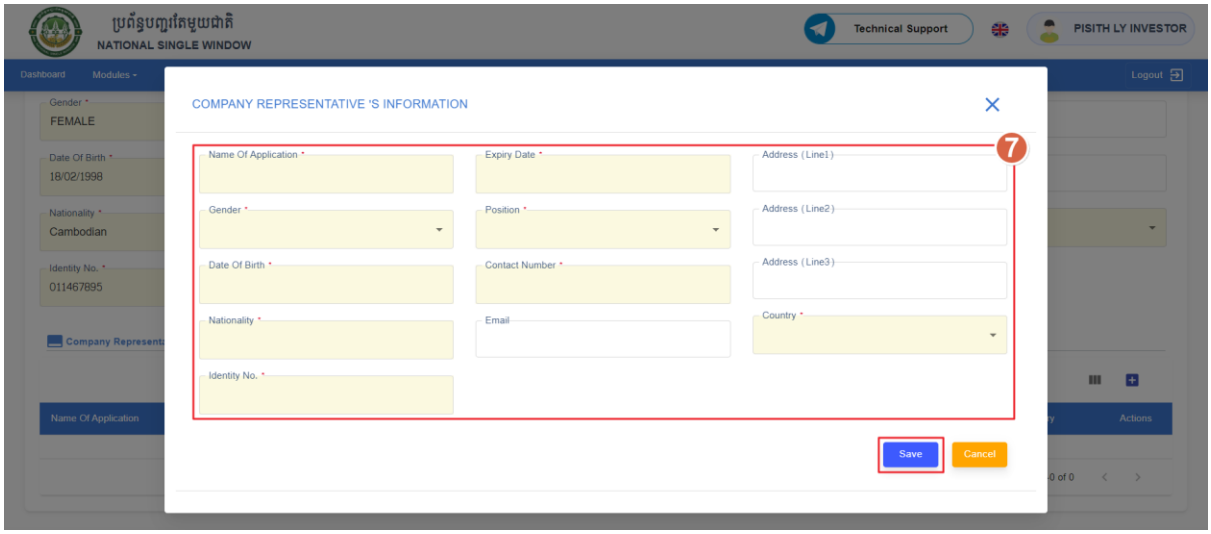


5. Click **Save** button.

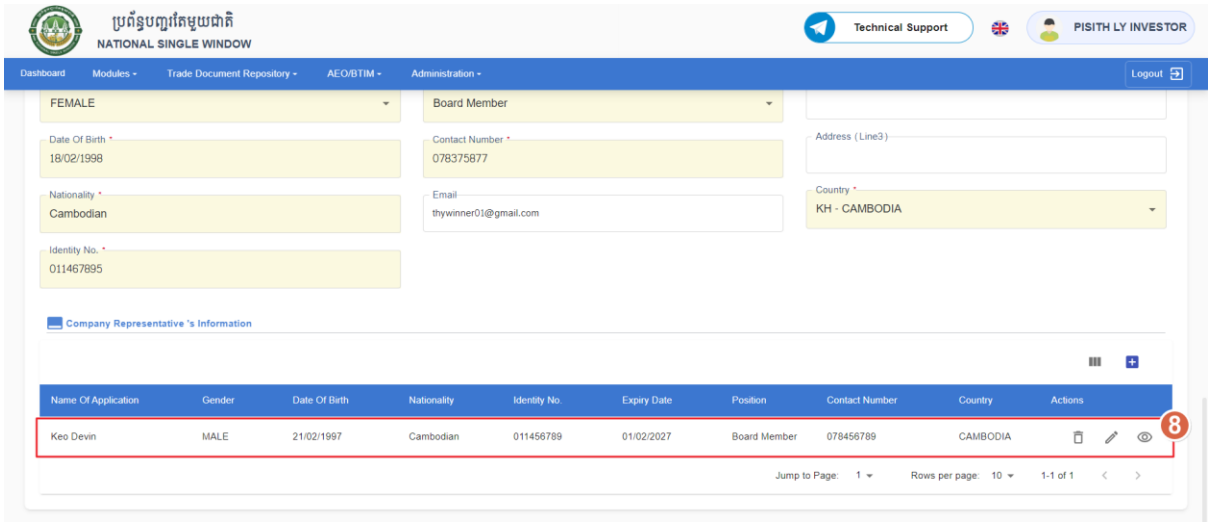
6. Click **Add Button** to start adding company representative's information.



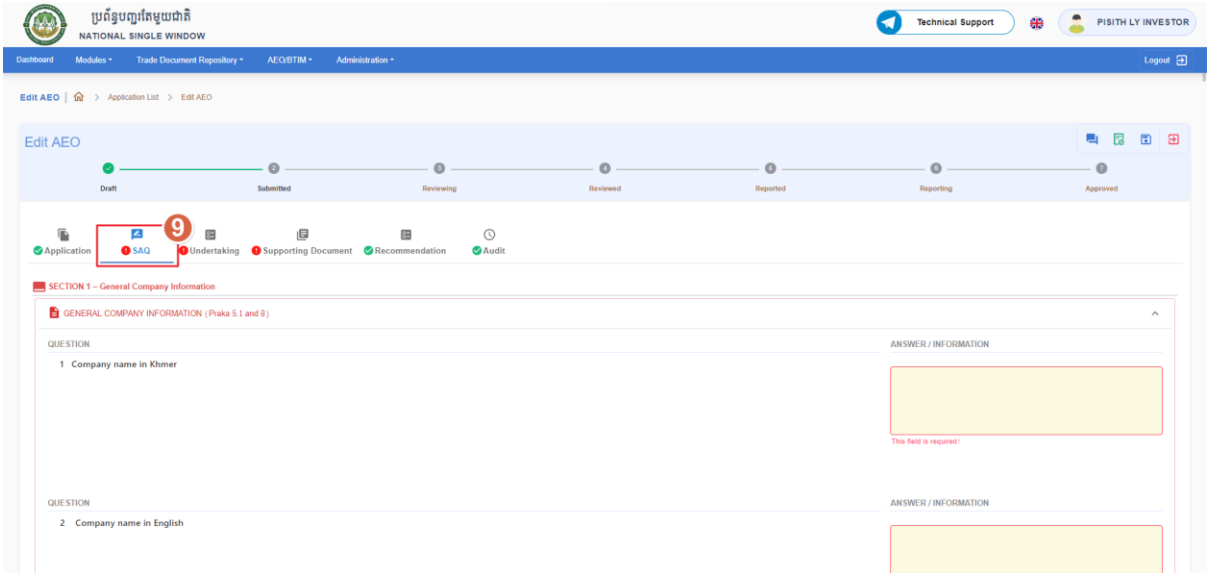
7. In the pop-up details, fill in all required information, then click **Save** button to save your data.



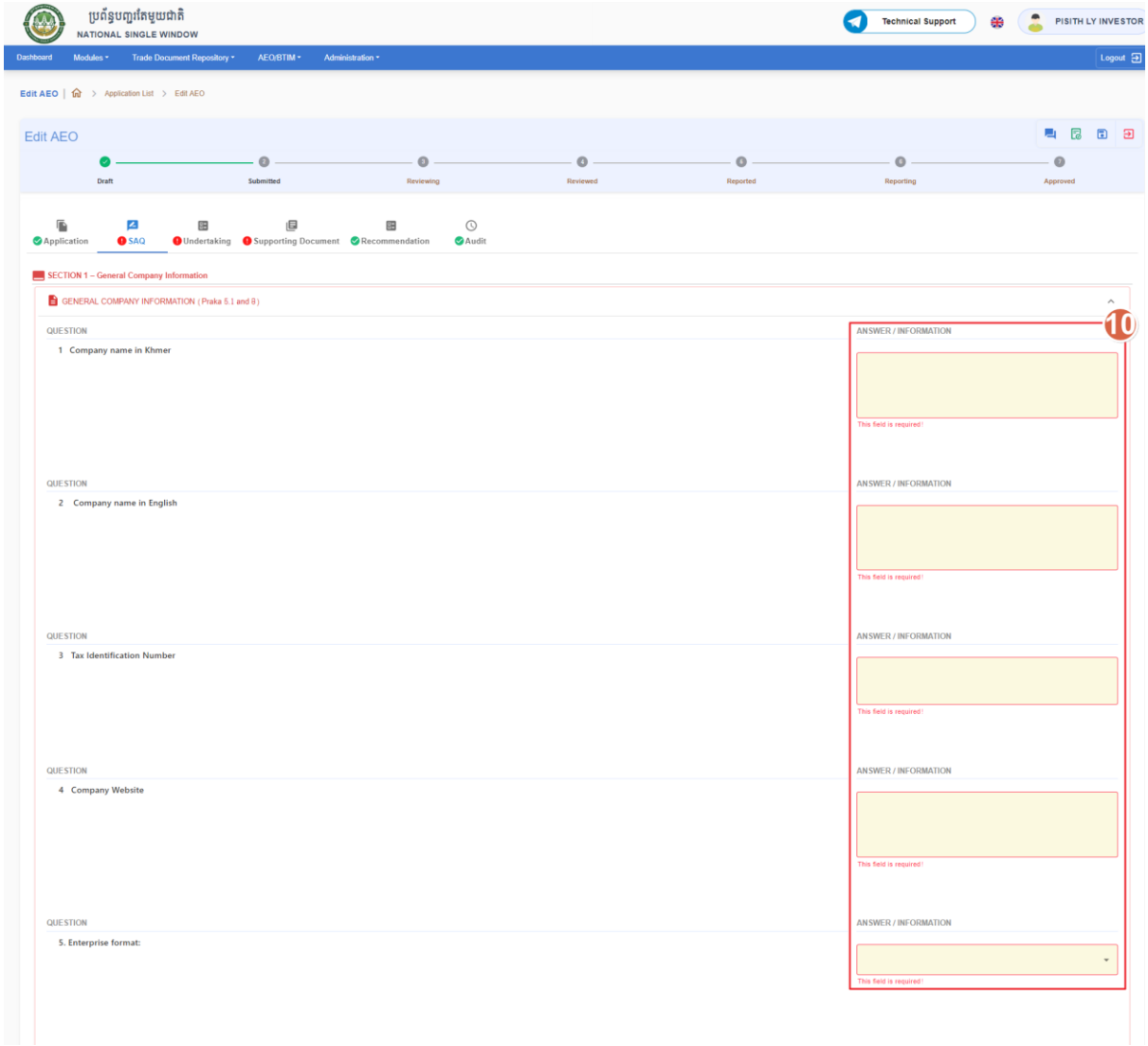
8. Recent added person appears in the list. To add more individuals, click the Add button again and follow step 7 for each new entry.



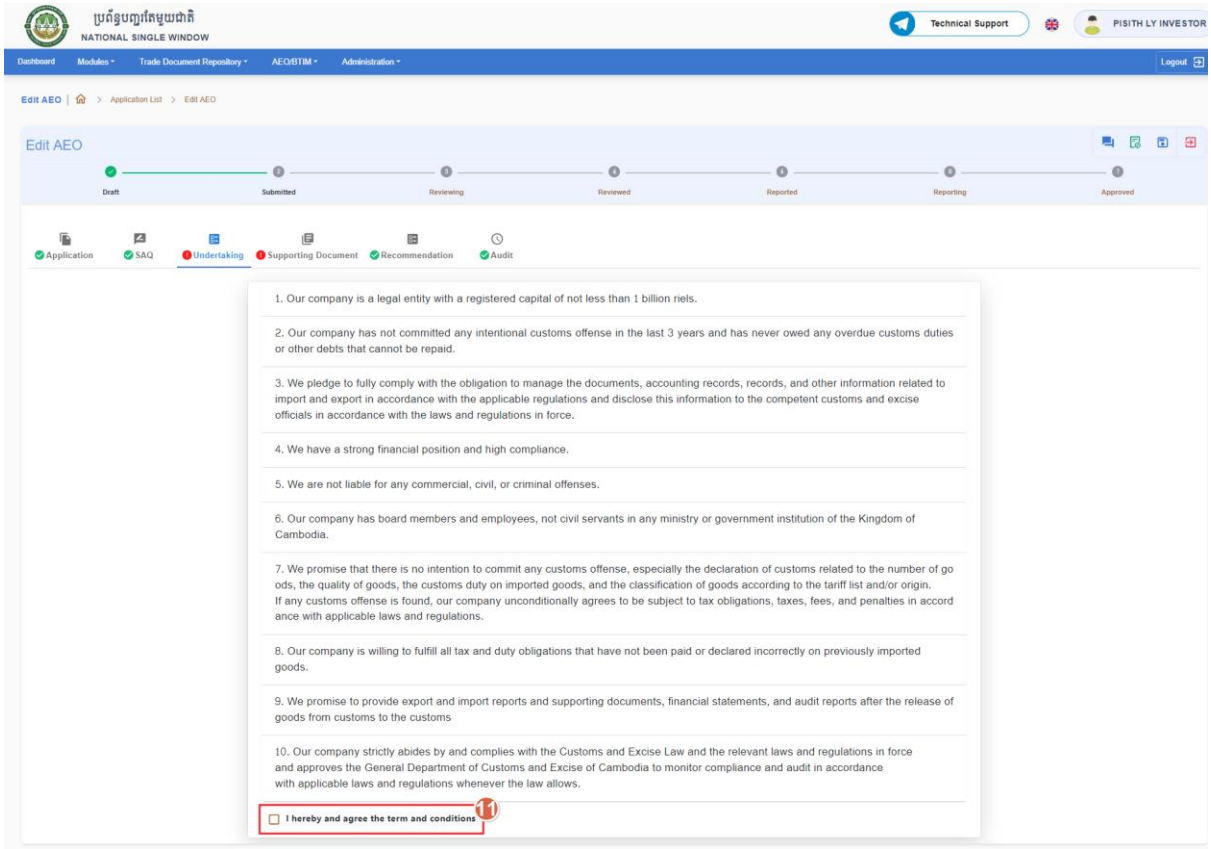
9. Once all the data is accurately filled in within the Application tab, proceed by selecting the **'SAQ' tab** to continue.



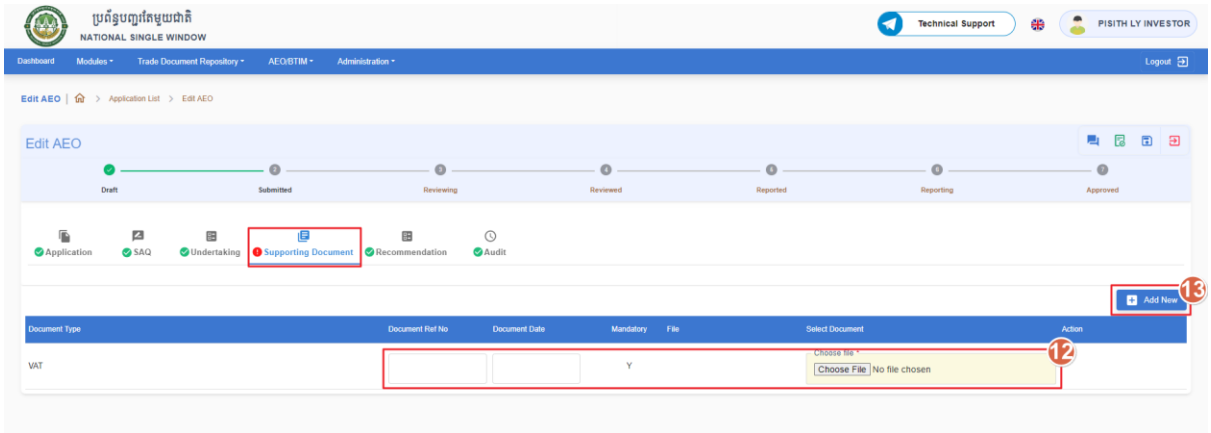
10. Fill in answer to each of the question, ensuring accuracy in your responses. Depending on the type of question, you may be required to attach supporting document as part of your answer.



11. Under Undertaking Tab, **click check** to mark the checkbox, thereby guaranteeing and affirming the statements listed.

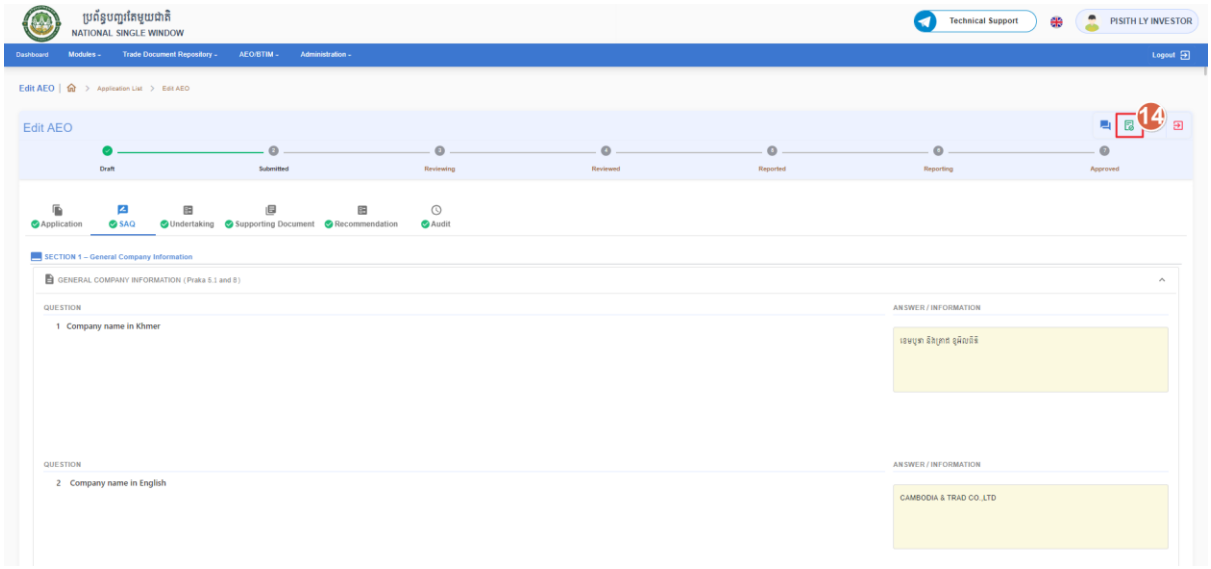


12. To upload required supporting documents as reference to your application, select Supporting Document tab and do the following:
    - Fill in **Document Ref No**
    - Select **Document Date**
    - Select **Choose File**



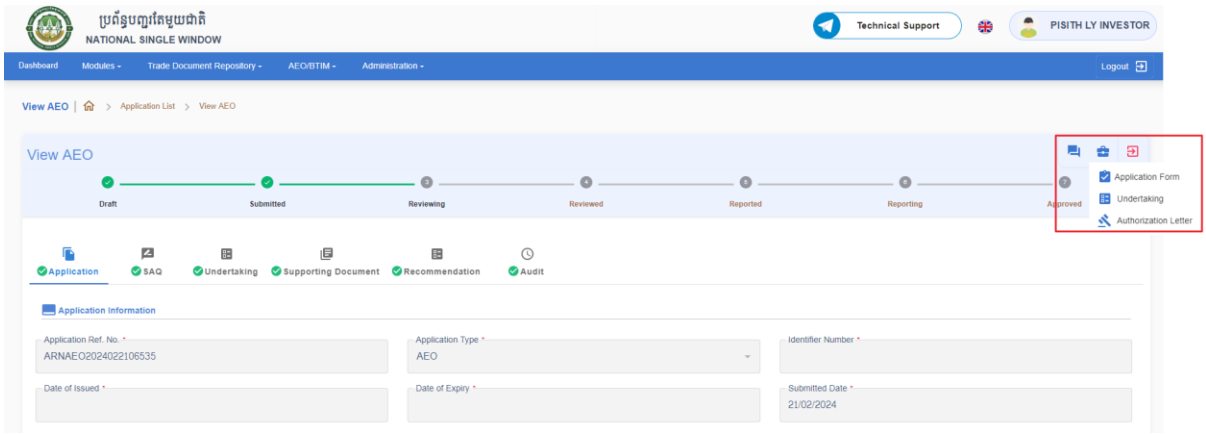
13. To add additional documents, click **Add New** button.

14. Once all the details accurately have been filled in, proceed by clicking the **Submit** button.



Once submitted, the application's status will be automatically updated to *Submitted*. Within at most 90 days of the submission, the GDCE shall examine the accuracy of the required information and attached documents which are sufficiently and accurately completed. If the information and attached documents are inaccurate and/or insufficient, the GDCE will return to applicant for amendments or additions. If required, this period may be extended for a further 30 days.

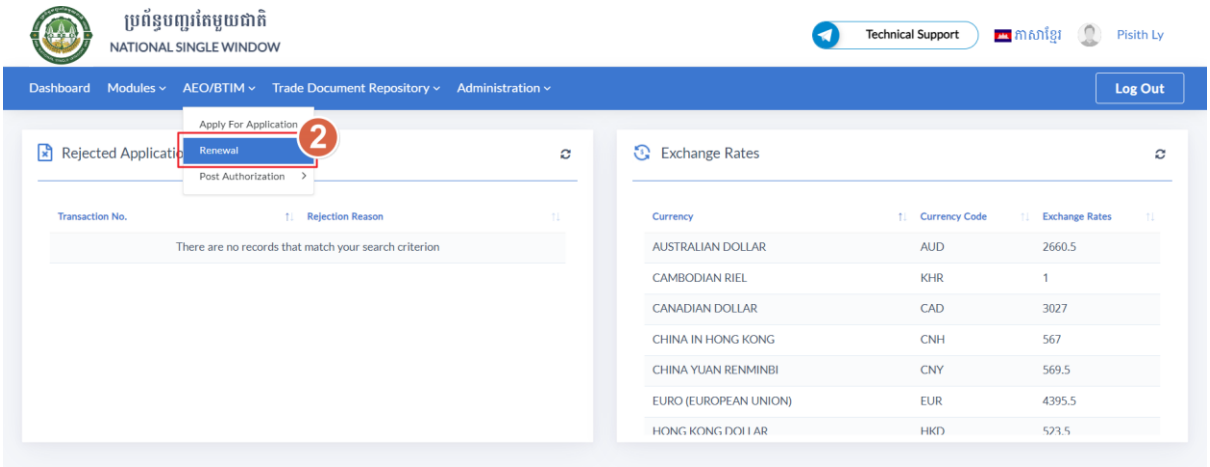
With Submitted status, applicants have the ability to download certain documents. This can be done by clicking on the **Preview SAQ** or the **Documents To Be Exported** button. Selecting Documents To Be Exported will provide options to download the **Application Form**, **Undertaking**, and **Authorization Letter**.



4 RENEWAL AEO/BTIM

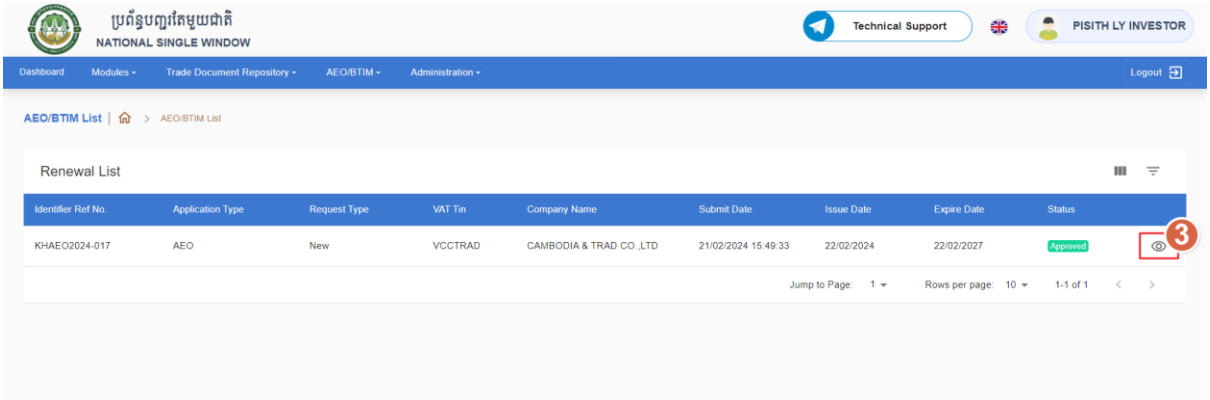
The AEO certificate holds a validity period of three years and BTIM of 2 years. AEOs/BTIMs may apply for renewal of the AEO/BTIM certificate by attaching the documents that have been amended or modified, and other supporting documents. The renewal process involves the following steps:

1. Log in as Private Sector.
2. From the Main Menu, select **AEO/BTIM > Renewal**.



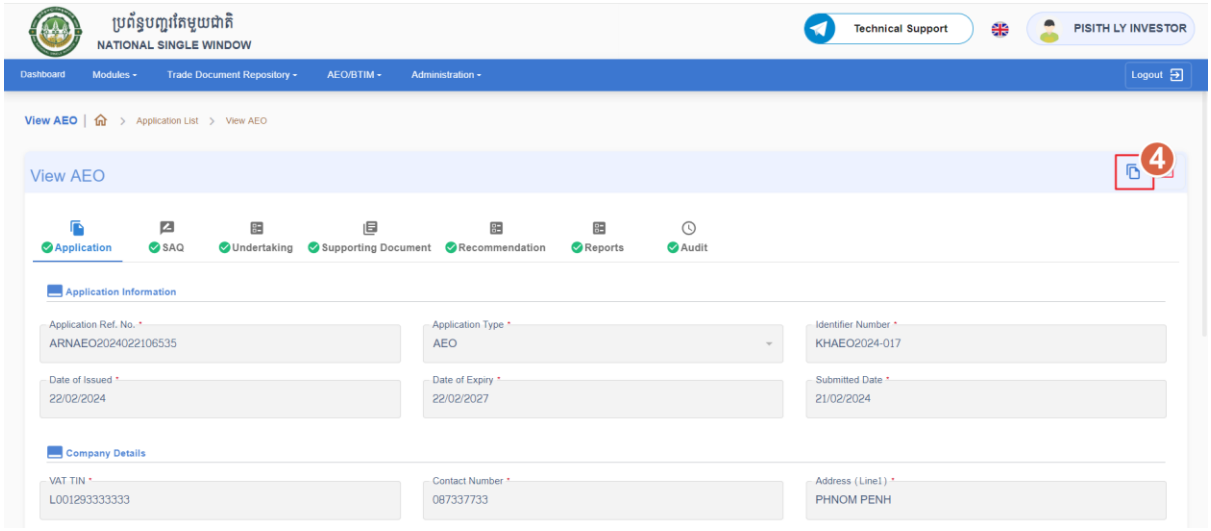
3. It navigates to Renewal List. From the list, click **View** button of the record you want to renew.

Either Approved or Expired status are allowed to request for renewal.

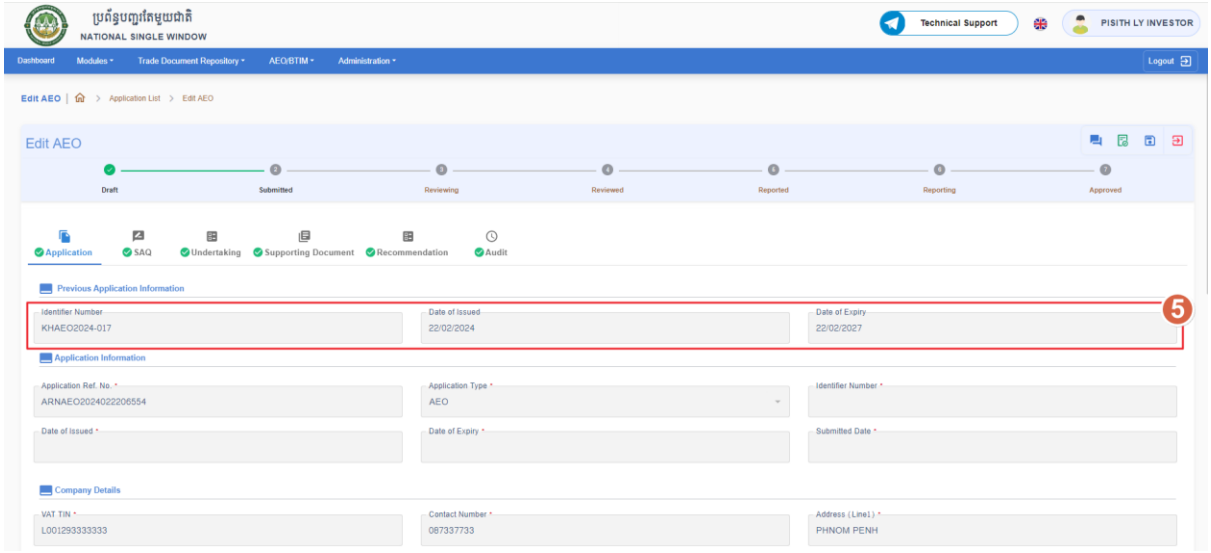


Be noted that AEO Application is used in this illustration. However, the procedure for BTIM follows the same procedure.

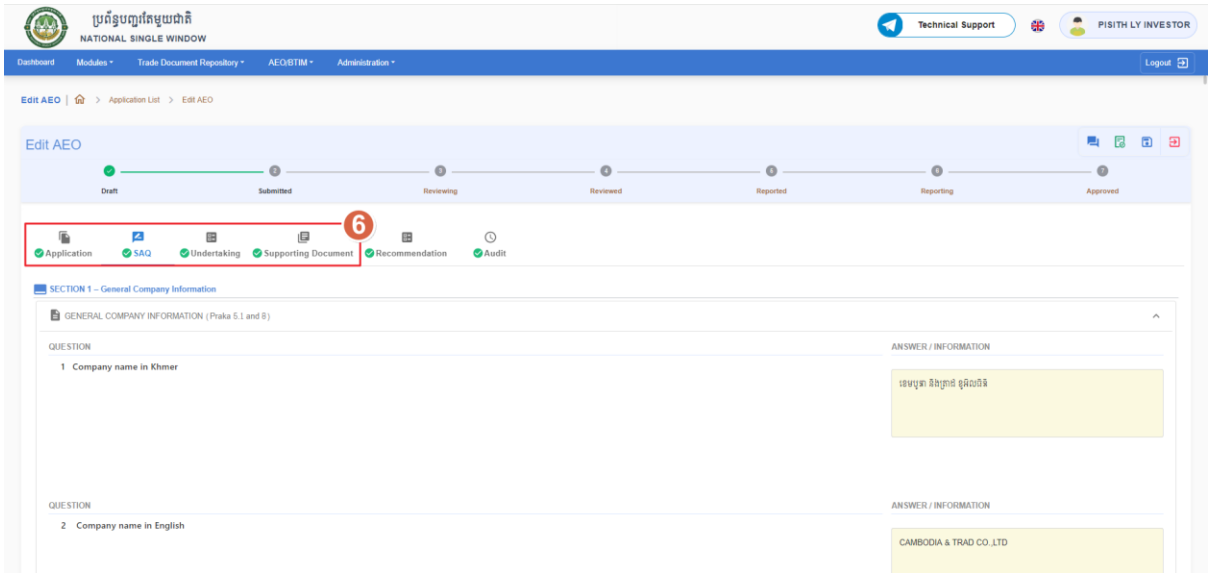
4. Click **Renewal** button from View AEO page.



5. Draft Renewal AEO is created. This draft will automatically capture previous application information such as the Identifier Number, Date of Issue, and Date of Expiry.



6. All relevant information will be pre-filled based on your existing application. Make any necessary modifications in each tab if applicable.



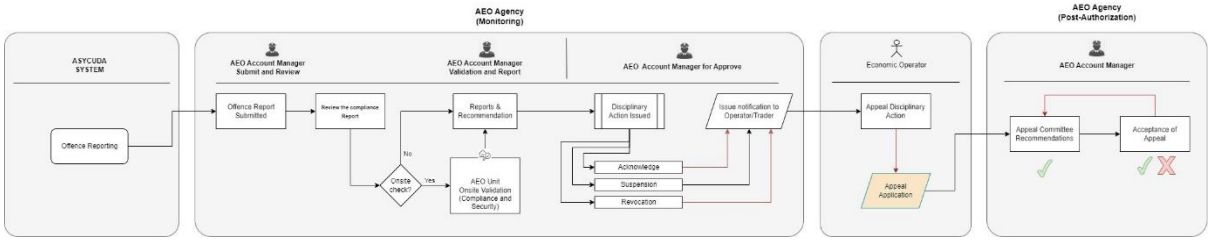
7. Once all the details accurately have been filled in or modified, proceed by clicking the **Submit button**.

Once submitted, the application's status will be automatically updated to *Submitted*. The process for renewing the certificate follows the same standard flow as the initial application procedure.

5 APPEAL AEO/BTIM

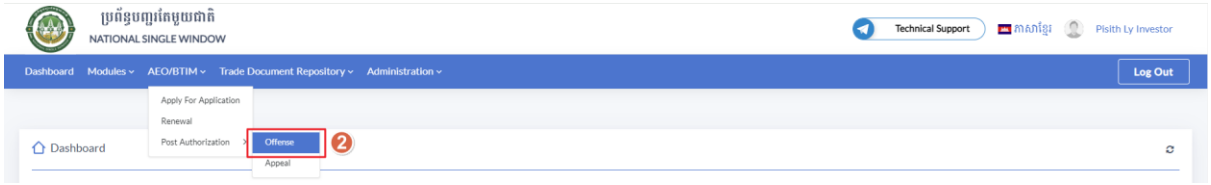
The GDCE has an authority to monitor, control and re-evaluate the compliance of AEOs/BTIMs on a regular basis. The Applicant who is dissatisfied with suspension of the certificate may file an appeal with GDCE within 30 days from the date of suspension. Your AEO/BTIM will automatically update to revoked if there's no appeal request. If no appeal request is made within this timeframe, the AEO/BTIM certificate will automatically update to "revoked."

The application appeal procedure is depicted in the diagram below:

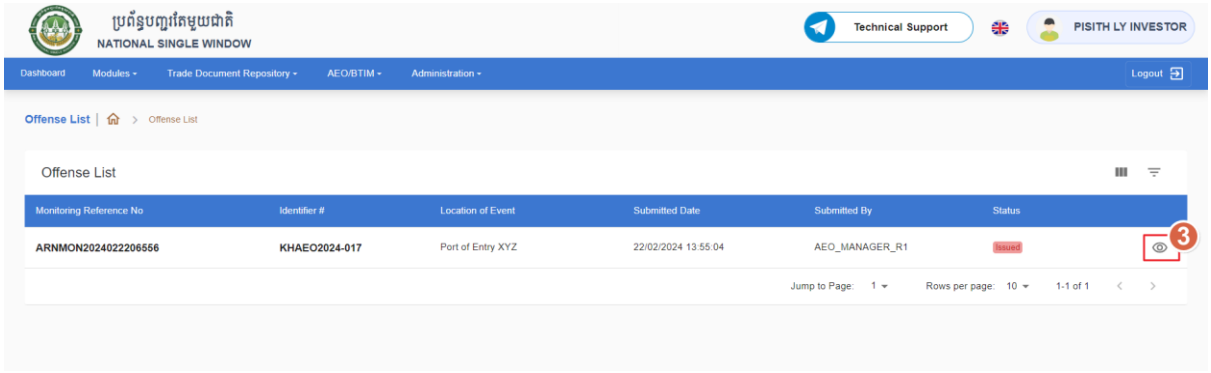


To appeal, do the following.

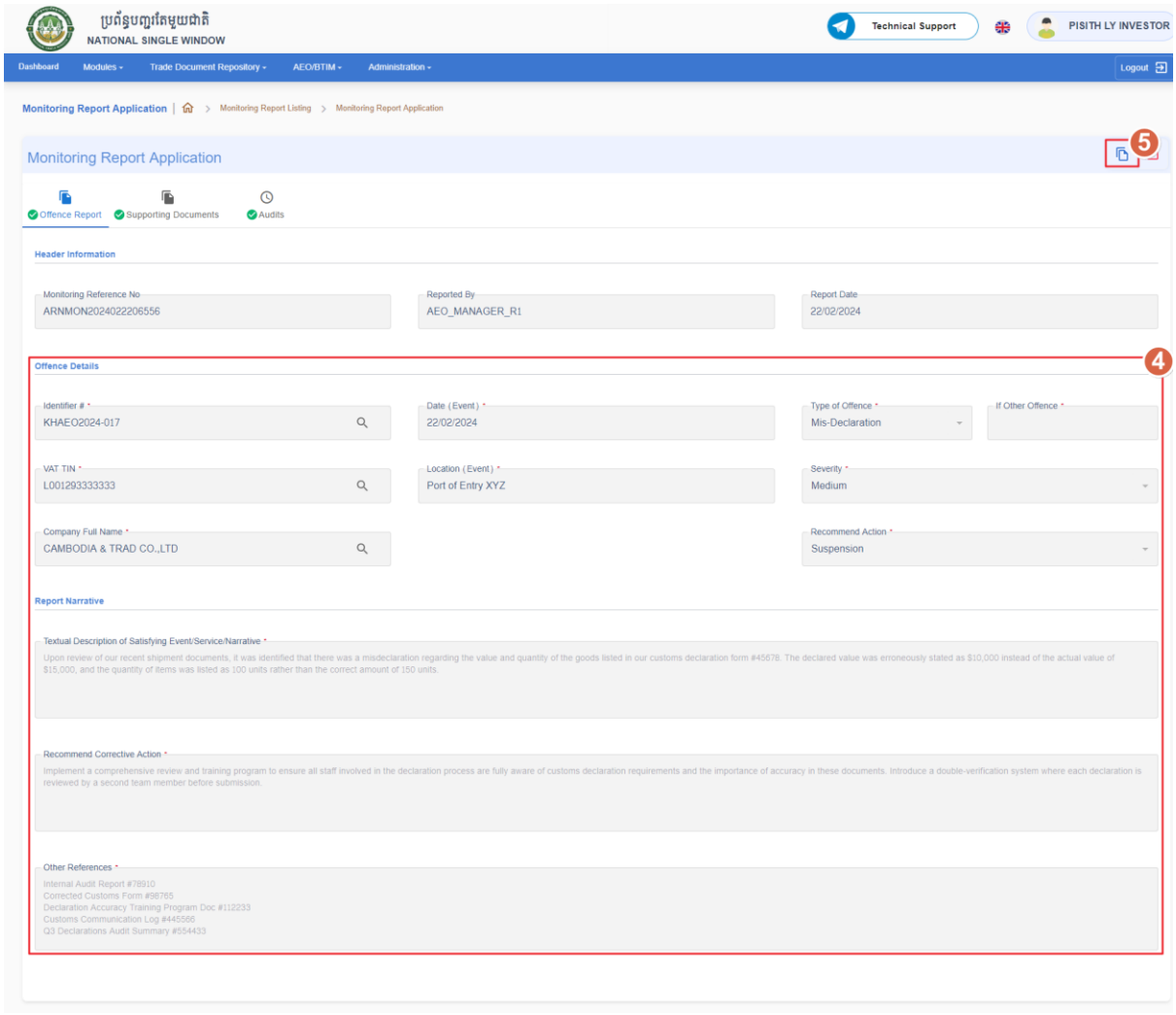
1. Log in as Private Sector.
2. From the Main Menu, select **AEO/BTIM > Post Authorization > Offense**.



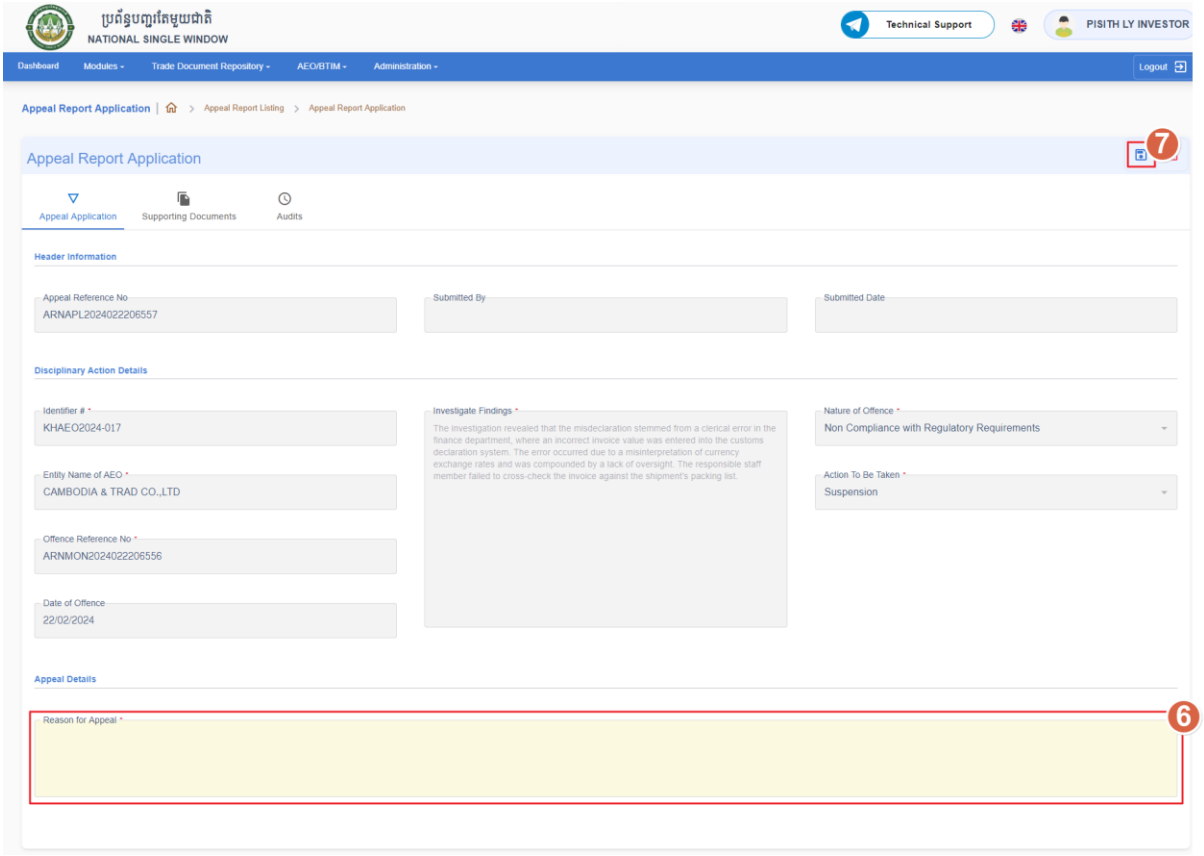
3. It navigates to Offense List. Click **View** button of the issued record.



4. View Offence Details and Report Narrative.



5. Click **Appeal** button.
6. Appeal Report is created. Fill in your **Reason for Appeal**.



7. Click **Save** button to save your input.

Upon receiving an appeal request from the dissatisfied Applicant, the GDCE will review the case and either approve or reject the appeal. If the appeal is rejected, the AEO/BTIM status will be updated to *Revoked*. However, if the appeal is approved, the application's status will return to *Approved*, indicating compliance with the regulatory requirements.

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