Cambodia’s General Department of Customs and Excise (GDCE) deployed a more secure and robust version of ASYCUDAWorld integrating new features and services.

**Situation**

In 2015, GDCE implemented a new customs system, with ASYCUDAWorld as its backbone (managing transit, e-payment and human resources) alongside three independent applications for managing risk and valuation. The maintenance and backup strategy implemented were limited, leading to disruption of service and requiring the urgent intervention of GDCE and ASYCUDA experts.

**Solution**

In partnership with GiZ and the ASYCUDA Programme, GDCE migrated to the latest release of ASYCUDAWorld, offering a more robust and faster system that integrated newly developed features and services tailored to Cambodia’s requirements.

**Result**

Since the migration, customs officers and the trading community benefited from:

- Better and faster service with clearance times dropping from as long as five days to less than one day
- Increased resources such as the automatic opening/closing of the daybook, enhanced exit note, and an improved payment interface
- Secure communication between clients and servers through the installation of digital and code signing certificates for application and web servers
- 24/7 operational, secured and redundant system with a complete failover mechanism, a Disaster Recovery (DR) site that takes over the main data centre, and the separation of transaction data, administrative data and scanned documents
- 3 database backup mechanisms: real-time replication of customs data at the disaster recovery site; 6-hour delayed replication of customs data to a second standby database; Storage of one-week’s data (customs, administrative and scanned documents) in a separated location

The ASYCUDA system is very useful for us. First, we can enter data from the office or do on-site data entry. Second, it reduces labour costs.

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Mr. Chey Sophearun,
Customs Broker

**Partners:**

- Cambodia’s General Department of Customs and Excise (GDCE)
- ASYCUDA Programme
- GiZ
- European Union
CAMBODIA

Fully Integrated Customs System

Total number of customs offices

133

- 91 Computerized
- 42 Paper-based

Volume of activity (2021)

- 756 Customs manifests
  Phnom Penh port
- 13,305 Customs waybills
  Phnom Penh port
- 316,231 Import declarations
- 319,400 Export declarations

Exports (2021)

19.3 Billion $

Imports (2021)

28.7 Billion $

Customs revenue evolution (Billion $)

- 1.9 2017
- 2.5 2018
- 3.2 2019
- 2.4 2020
- 2.2 2021

COVID-19

Average release time (Commercial imports)

- 2 Days
- 17 Hours