



CAMBODIA

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

Fully Integrated Customs System

3
mechanisms
for database backup
are implemented

Training to Cambodia Customs Staff at the International Port of Phnom Penh.



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.



*Mr. Chey Sophearum,
Customs Broker*

Partners:



CAMBODIA

Fully Integrated Customs System

Total number of customs offices



91 Computerized

42 Paper-based

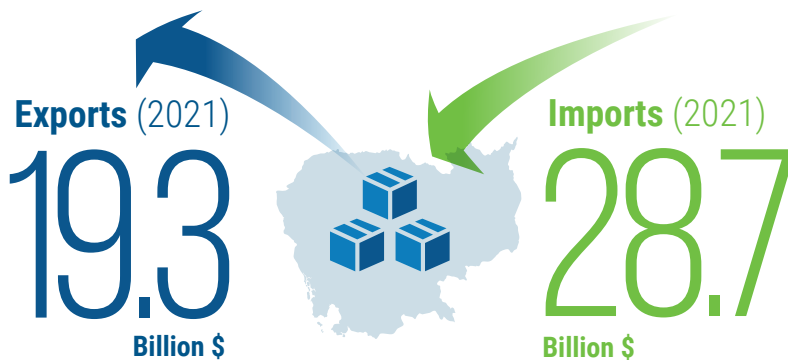
Volume of activity (2021)

756
Customs **manifests**
Phnom Penh port

13,305
Customs **waybills**
Phnom Penh port

316,231
Import declarations

319,400
Export declarations



2 Days 17 Hours
Average release time
(Commercial imports)