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# CAMBODIA NATIONAL SINGLE WINDOW (CNSW)

TRADER USER GUIDE

vCargo Cloud Pte. Ltd.

VERSION 1.2

2020

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# PREFACE

## AUDIENCE

This document is for traders, investors, agents, brokers, and trader administrators

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## REVISION RECORD

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<b>Version</b>	<b>Date</b>	<b>Summary of Changes</b>
<b>1.0</b>	July 2019	Initial release
<b>1.1</b>	May 2020	Added updates for release 1.1 to 1.2.4
<b>1.2</b>	July 2020	Added update for release 1.2.5 to 1.2.6

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## 1 OVERVIEW

The Cambodia National Single Window (CNSW) enables importers, exporters, and agents to apply for licenses, permits, certificates, and other documents (LPCO) through the online CNSW portal; relevant government agencies processes and approves these applications in the same portal.

Carriers or their agents can submit cargo-related information through the CNSW, as required by the Port/Airport Operators, Customs, and other authorities. CNSW plans to integrate with the ASEAN Single Window (ASW) to enable the exchange of electronic documents with the other ASEAN Member States, including:

- ATIGA Form (D)
- ASEAN Customs Declaration Document (ACDD)
- Electronic Phytosanitary Certificate (e-Phyto)
- Electronic Animal Health Certificate (e-Animal Health)
- Electronic Food Safety Certificate (e-Food Safety)

This chapter provides an overview of the Cambodia National Single Window (CNSW) application, including a summary of the user guide's learning objectives.

## 1.1 OBJECTIVES

This user guide explains how to use CNSW to manage and apply for documents issued by Cambodian government agencies. This document contains the following topics:

### For Traders and Agents:

- [Getting started with CNSW](#)
- [Apply for licenses](#)
- [Apply for permits](#)
- [Apply for certificates](#)
- [Manage queries](#)
- [Amend returned applications](#)
- [Restricted goods assistance](#)
- [Quota management](#)
- [Submit additional supporting documents](#)
- [Pay and upload receipts](#)
- [Apply for permit extensions](#)
- [Generate reports](#)
- [View LPCO Utilization](#)
- [Search permits](#)

### For Trader Administrators:

- [Add users](#)
- [Reset user password](#)
- [Update profile](#)
- [Register an account](#)

### For Investors:

- [Apply for master list](#)

## 2 GETTING STARTED

This chapter provides details on CNSW's system requirements and helps users in understanding the following common features and screen layouts:

- Login screen
- Main Menu
- Dashboard
- Search and filter
- Navigation
- Application status
- User actions
- Logging in and resetting passwords

### 2.1 SYSTEM REQUIREMENTS

Ensure your system meets the following requirements before using CNSW:

Hardware Requirements	Browser Requirements	Network Requirements
Intel Celeron 2 GHz (or equivalent) or faster processor	Supports latest modern browsers with JavaScript and cookies enabled (Chrome, Firefox, and Edge).	Stable network connectivity
2 GB of RAM or higher	Older versions of these browsers and Internet Explorer can still access the website but may experience inconsistencies with the site's performance.	

## 2.2 COMMON FEATURES AND SCREEN LAYOUTS

This section describes the common features and screen layouts throughout the CNSW application.

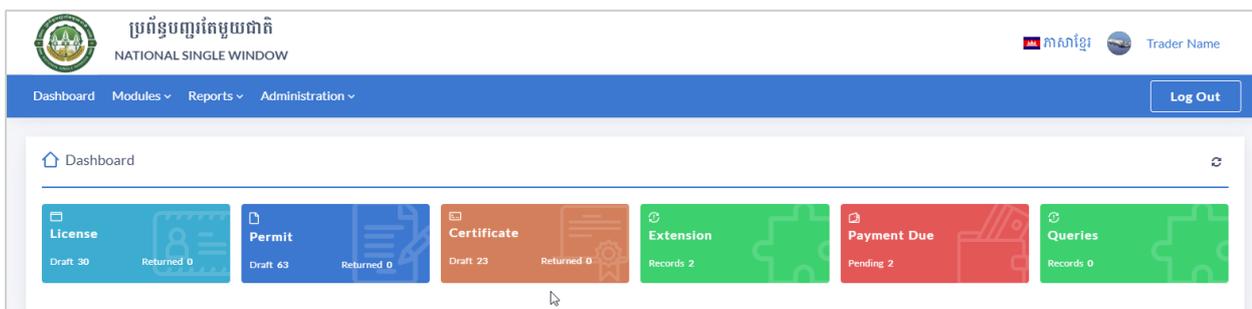
### 2.2.1 LOGIN SCREEN

Use the login screen to register an account, log on to your account, or reset your password. You can also change the language by clicking the flag icon on the top-right corner.



### 2.2.2 MAIN MENU

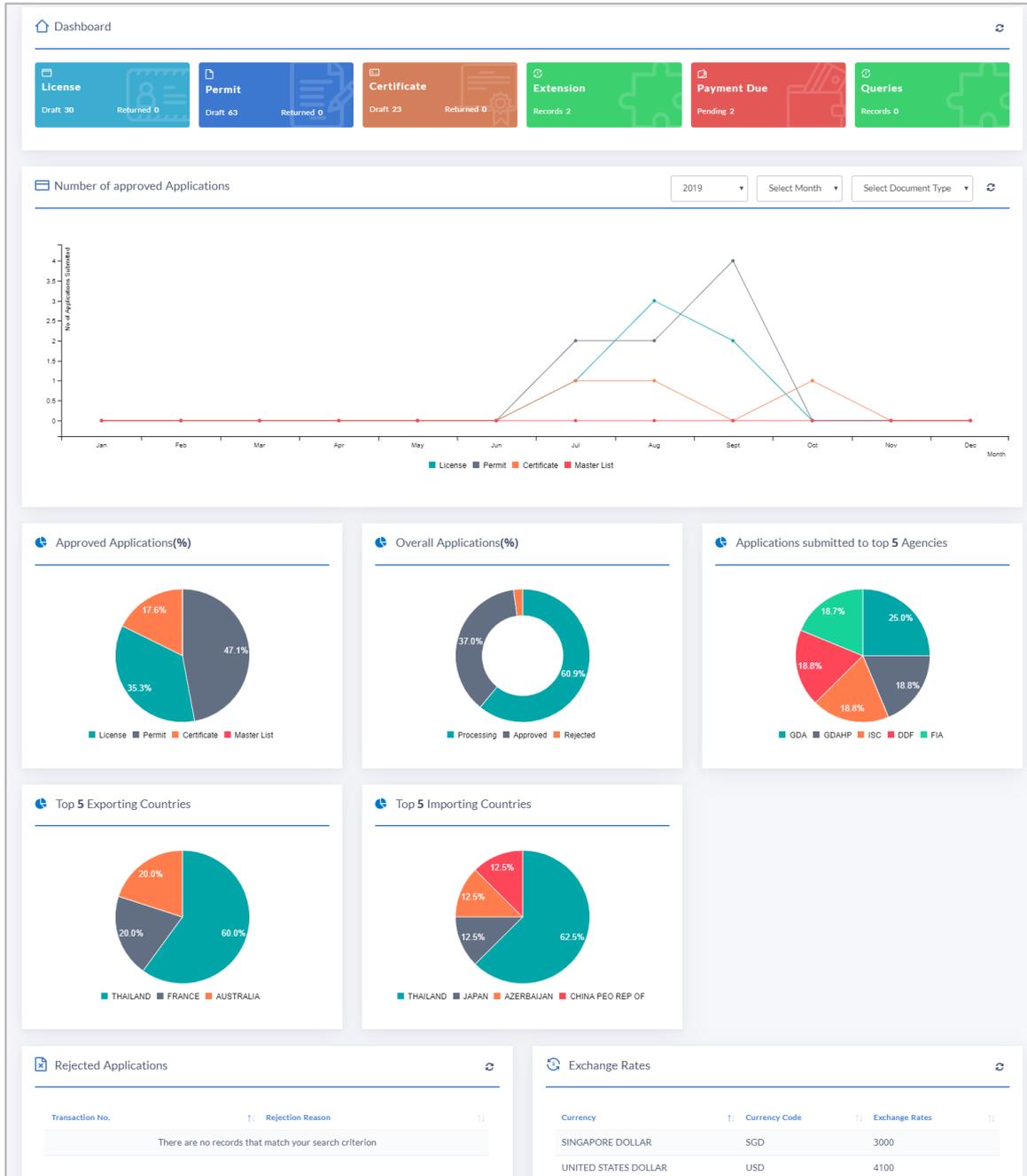
The Main Menu provides links to the Dashboard and the modules available to the user. You can also change the system's language by clicking the flag icon on the top-right corner.



### 2.2.3 DASHBOARD

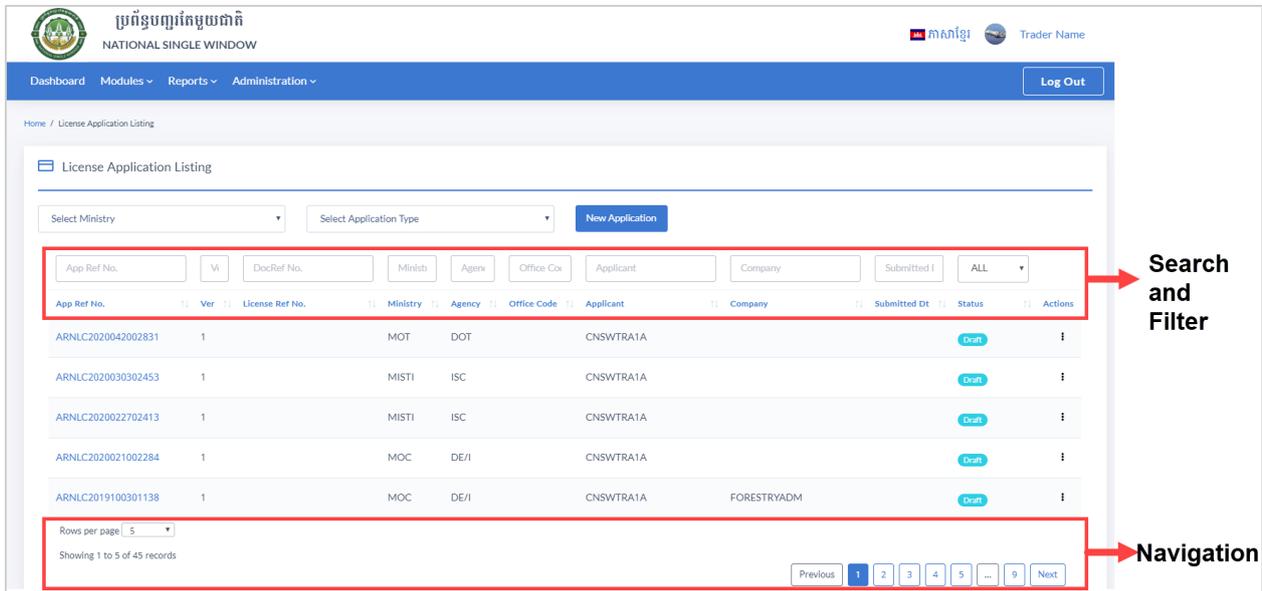
The Dashboard displays information about the following:

- Total Applications per Category
- Total number of approved applications, which can be filtered by year, month, and document type
- Summary of Application Status, Application Type, and Status
- List of Rejected Applications and Exchange Rates



### 2.2.4 SEARCH, FILTER, AND NAVIGATION

Use the search and filter features to find an application and view its status. Use the Rows Per Page option to Select the number of transactions to display per page. Use the page navigator to browse to the other pages.

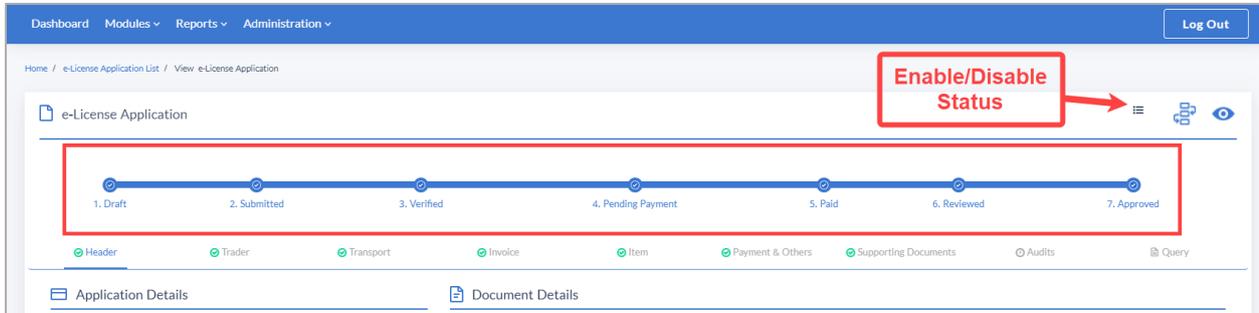


The screenshot shows the 'License Application Listing' page. At the top, there is a header with the National Single Window logo and navigation menus. Below the header, there are search and filter options including 'Select Ministry', 'Select Application Type', and a 'New Application' button. A table lists application records with columns for App Ref No., Ver, License Ref No., Ministry, Agency, Office Code, Applicant, Company, Submitted Dt, Status, and Actions. At the bottom, there is a 'Rows per page' dropdown set to 5 and a page navigator showing 'Showing 1 to 5 of 45 records' and buttons for 'Previous', '1', '2', '3', '4', '5', '...', '9', and 'Next'. Red boxes and arrows highlight the search and filter area and the navigation area.

App Ref No.	Ver	License Ref No.	Ministry	Agency	Office Code	Applicant	Company	Submitted Dt	Status	Actions
ARNLC2020042002831	1		MOT	DOT		CNSWTR1A			Draft	
ARNLC2020030302453	1		MISTI	ISC		CNSWTR1A			Draft	
ARNLC2020022702413	1		MISTI	ISC		CNSWTR1A			Draft	
ARNLC2020021002284	1		MOC	DE/I		CNSWTR1A			Draft	
ARNLC2019100301138	1		MOC	DE/I		CNSWTR1A	FORESTRYADM		Draft	

## 2.2.5 APPLICATION STATUS

The application status is updated as the application progresses from draft to approval. You can view the status by selecting the Application Reference Number, then clicking on the **Enable/Disable Status** icon, as shown below:



The following table describes each application status.

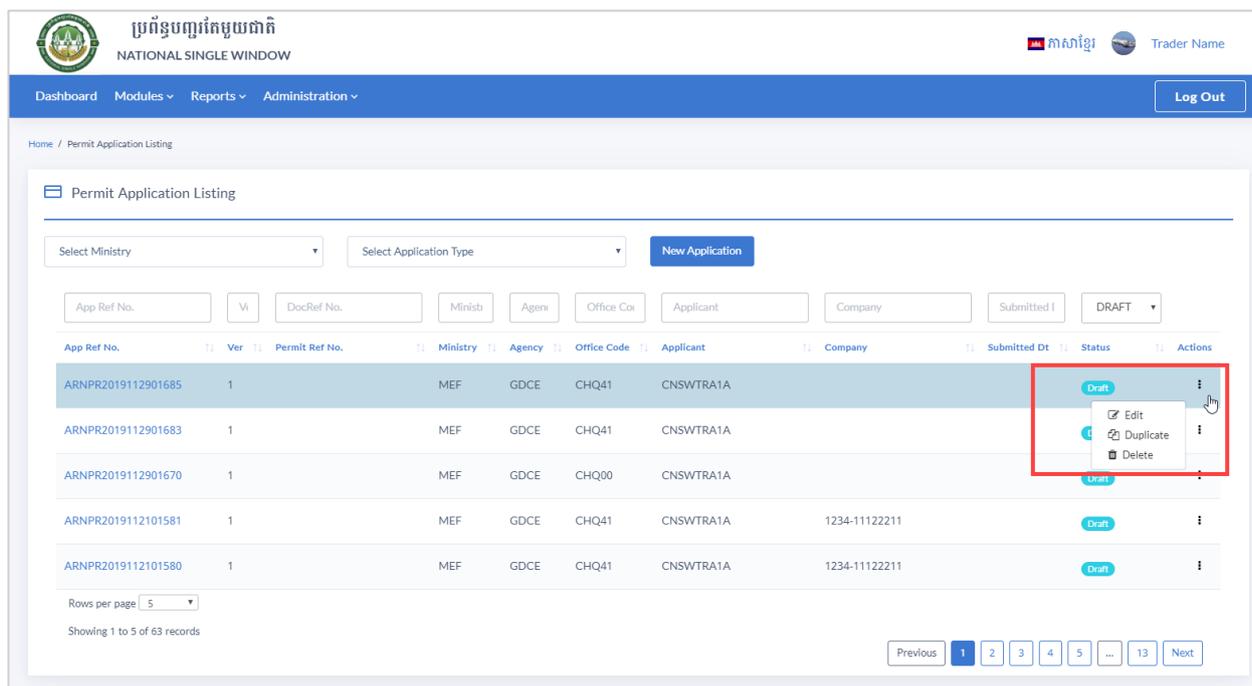
Application Status	Description
<b>Draft</b>	The application is new and not yet submitted. The Trader must complete the application details.
<b>Submitted</b>	The application is submitted for processing.
<b>Returned</b>	The application is returned from <i>Verifier</i> , <i>Reviewer</i> , or <i>Approver</i> step. The Trader must amend the application, provide the relevant documents, and then re-submit. <b>NOTE:</b> For more information on amending returned applications, refer to the <a href="#">Amending Returned Applications</a> section.
<b>Approved</b>	The application is approved. The trader can print the approval for reference.
<b>Pending Payment</b>	The trader must pay the applicable fees and upload the receipts or other proofs of payment. For more information on payment management, refer to the <a href="#">Payment Management</a> section.
<b>Paid</b>	The payment officer has verified the payment. After payment verification, the application is moved to the Reviewer step
<b>Reviewed</b>	The reviewer officer has reviewed the application.
<b>Rejected</b>	The application was rejected and cannot be amended. The trader must create a new application to re-apply.
<b>Resubmitted</b>	The trader has resubmitted the application.
<b>Expired</b>	The application has expired. If eligible, you can also request to extend the validity of your licenses and permits. Refer to the <a href="#">E-Extension Application</a> section for more details.

### 2.2.6 USER ACTIONS

Use the Actions column to do the following:

- **Edit**—allows users to edit the draft application or amend returned applications
- **Duplicate**—allows users to duplicate the application. Using Duplicate copies the information of the original application to create a new application.
- **Delete**—allows users to delete the application.

**NOTE:** To view the reject reason for *Rejected* applications, select the reference number.



## 2.3 LOGGING IN

After your registration is approved or your user account is created, you can now log in to CNSW. Use the login details sent through your registered email address.

Do the following to sign in:

1. Open the CNSW website.



2. Enter a valid **User ID** and **Password**.
3. Select **Login**. By default, the Dashboard is displayed.

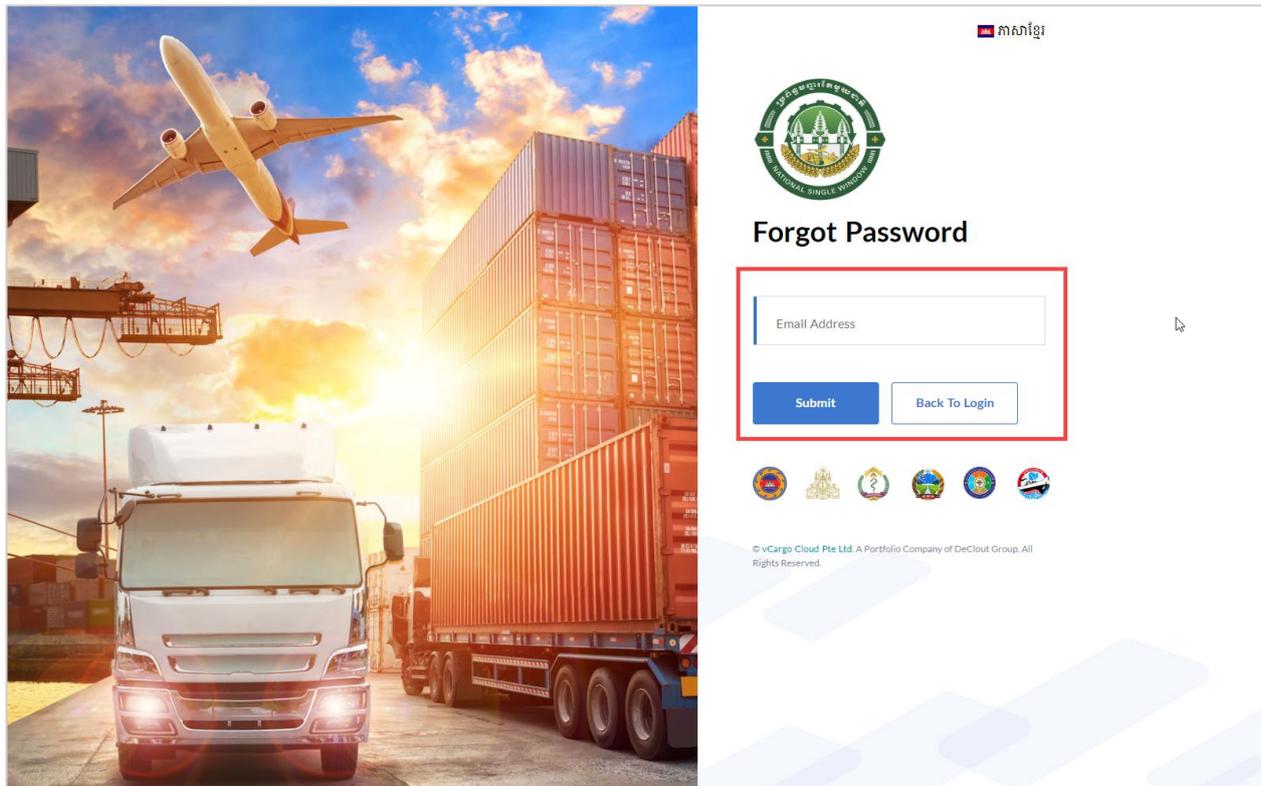
## 2.4 FORGOT PASSWORD

Use the Forgot Password option if you are unable to sign into your account. Do the following:

1. Open the CNSW website.



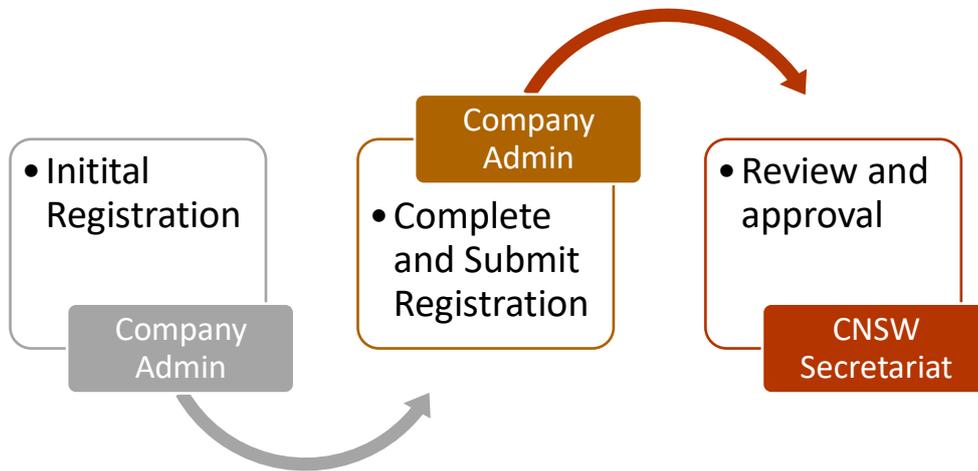
2. Select **Forgot Password**. The following page appears:



3. Enter the registered **email address** and then click **Submit**. CNSW sends the new password to the registered email account. Use the new password to sign in to your account.

### 3 ACCOUNT REGISTRATION

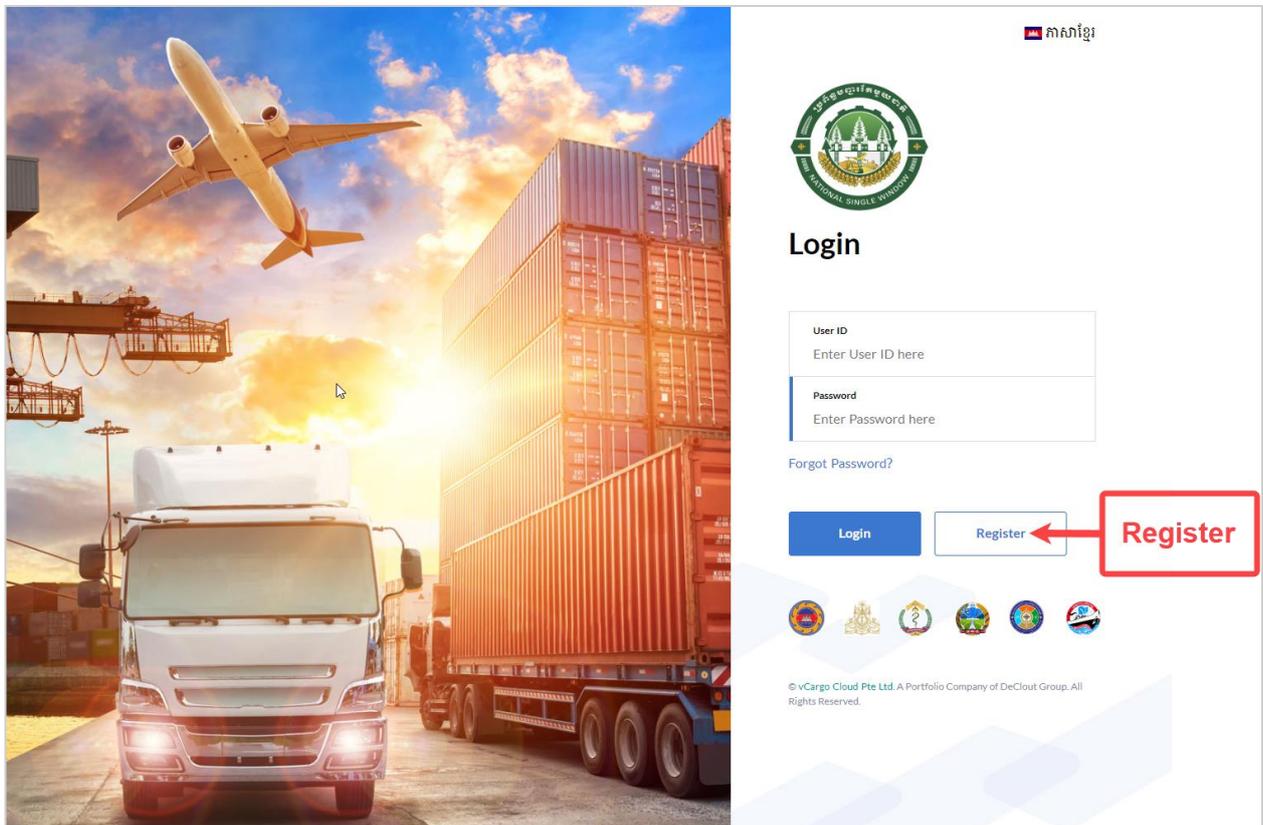
To access and use CNSW, you must register your company and send the required business documents and information. Once submitted, the CNSW Secretariat reviews the application and validates the company's details. The following diagram illustrates the account registration process.



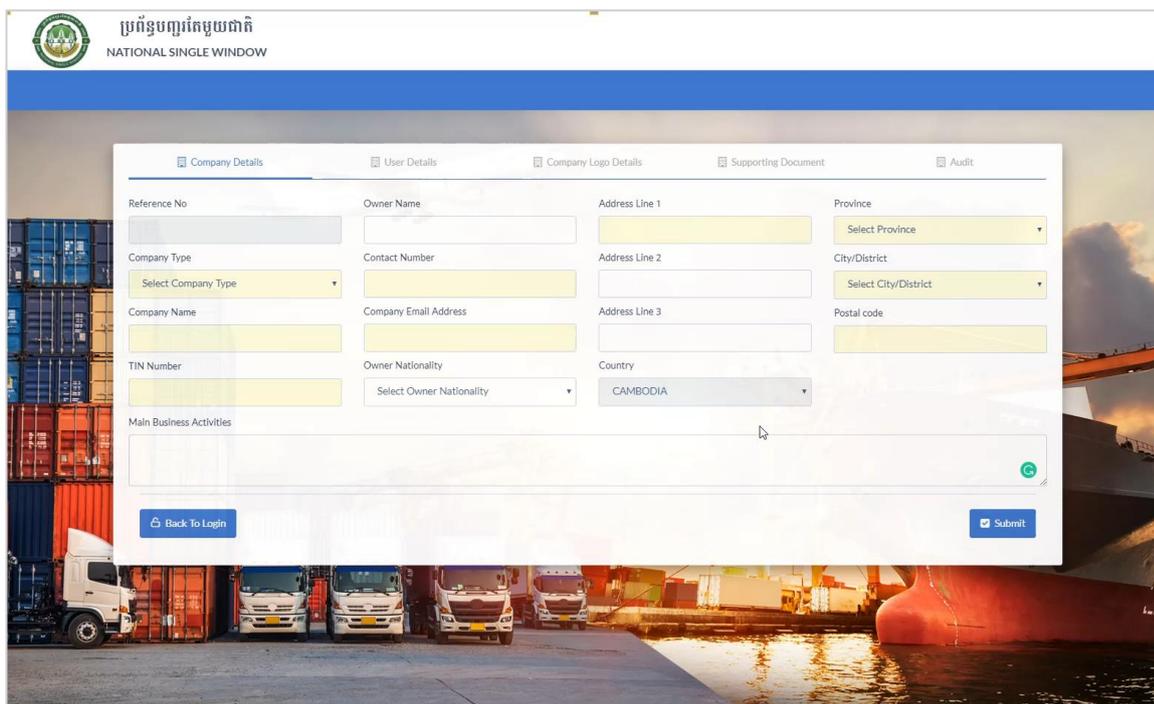
#### 3.1 INITIAL REGISTRATION

To initially register a CNSW account, do the following:

1. Go to the CNSW website.



2. From the login screen, select **Register**. The company details page appears.



**NOTE:** Highlighted items indicate required fields.

3. Select or enter the following details:

Details	Description/Action
<b>Company Type</b>	Select one of the following company types: <ul style="list-style-type: none"> <li>• NGO</li> <li>• Investor</li> <li>• Trader</li> <li>• Agent</li> </ul>
<b>Company Name</b>	Enter your company’s registered name.
<b>TIN</b>	Enter your company’s Tax Identification Number.
<b>Owner Name</b>	Enter the company owner’s full name.
<b>Contact Number</b>	Enter the company’s primary contact number.
<b>Company Email Address</b>	Enter the company’s email address. CNSW sends the account registration link to this email address.
<b>Owner Nationality</b>	Enter the company owner’s nationality.
<b>Address Details</b>	Enter the company’s complete address including Address Line 1 & 2, Country, Province, City/District, and Postal Code

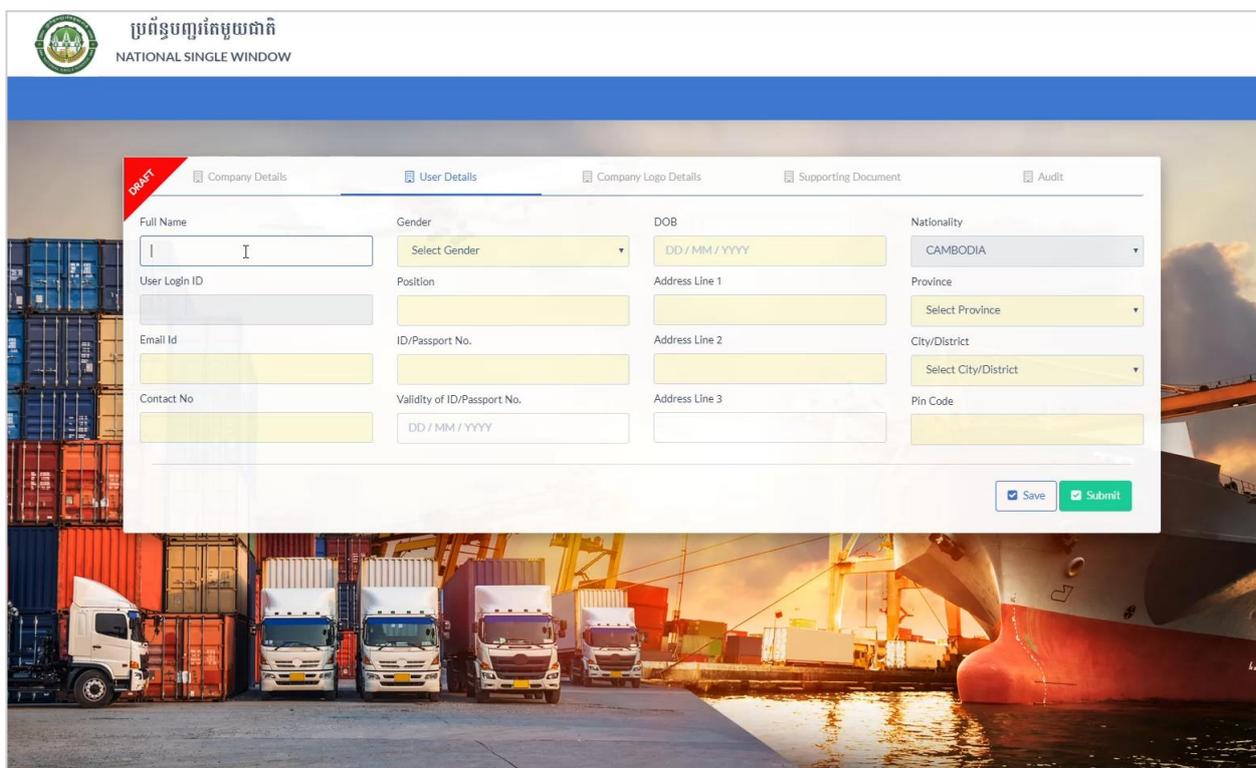
Details	Description/Action
<b>Main Business Activities</b>	Provide a summary of your company's main business activities.

- Click **Submit** to submit the initial registration. Continue to the next section to complete and submit your registration.

### 3.2 SUBMIT REGISTRATION

After you submit the company details, you will receive an email to confirm your initial registration. Click the link in this email to continue the registration and provide the remaining details. Do the following:

- Open the confirmation email from CNSW, and then click the link. The following page appears.

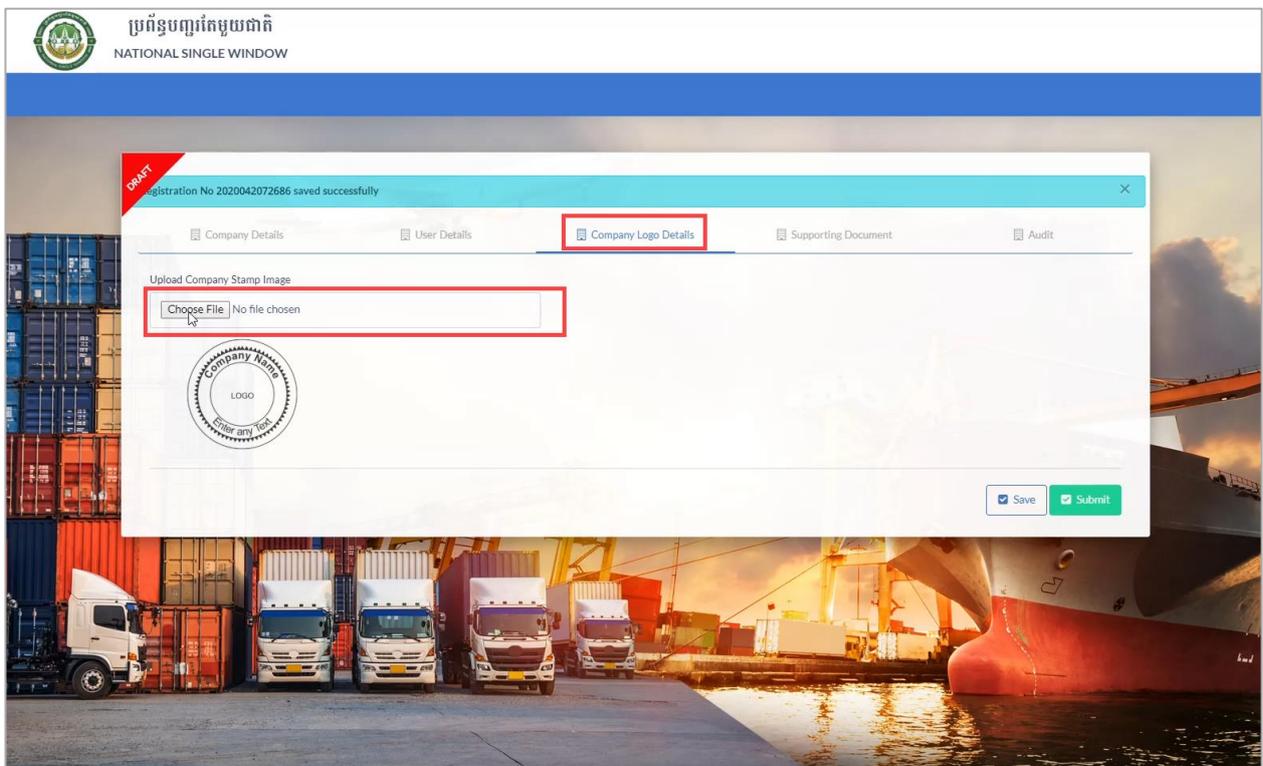


- Select the **User Details** tab and enter the following information.

Details	Description/Action
<b>Full Name</b>	Enter the user's full name
<b>Email ID</b>	Enter the user's email address. The system sends the account activation link and user credentials to this email address.
<b>Contact Number</b>	Enter the user's contact number.
<b>Gender</b>	Select the user's gender.
<b>Position</b>	Enter the user's work designation.

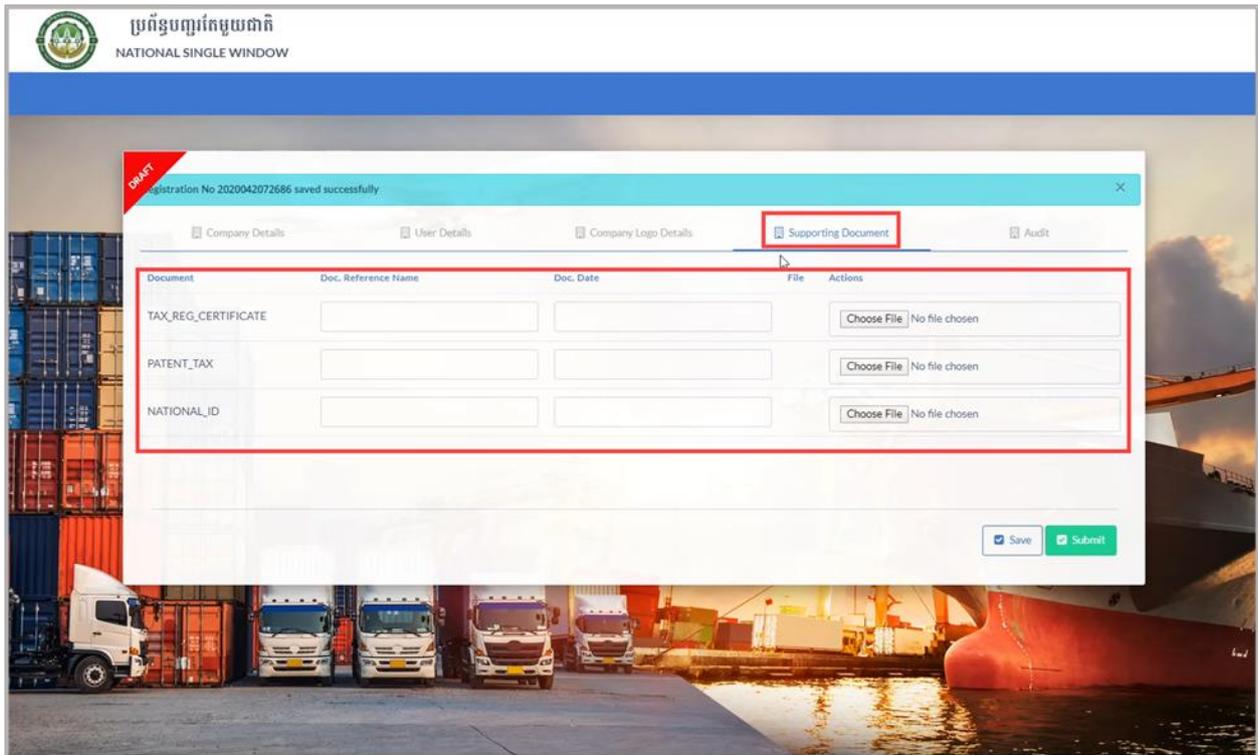
Details	Description/Action
<b>ID/Passport Number</b>	Enter the user's ID or passport number.
<b>DOB</b>	Enter the user's date of birth (DOB).
<b>Address Details</b>	Enter the user's complete company address with the following details: <ul style="list-style-type: none"><li>• <b>Address Line 1, 2, and 3</b></li><li>• <b>Province</b></li><li>• <b>City/District</b></li><li>• <b>Postal Code</b></li></ul>

3. Select the **Company Logo Details** tab to upload your company's logo.



4. Click **Choose File** to upload your company's logo.

5. Select the **Supporting Document** tab to upload your company’s supporting documents.



6. Select **Choose File** to upload the corresponding document type. You must upload the following supporting documents and provide the **Document Reference Number** and **Document Issue Date**.

- **Tax Registration Certificate**
- **Patent Tax**
- **National ID**

7. Click **Save** to save your changes and review the details in the tabs.

8. Click **Submit** to submit your registration.

After you submit the request, the CNSW Secretariat will review and approve your application. After approval, your company’s administrator will receive the user credentials for CNSW.

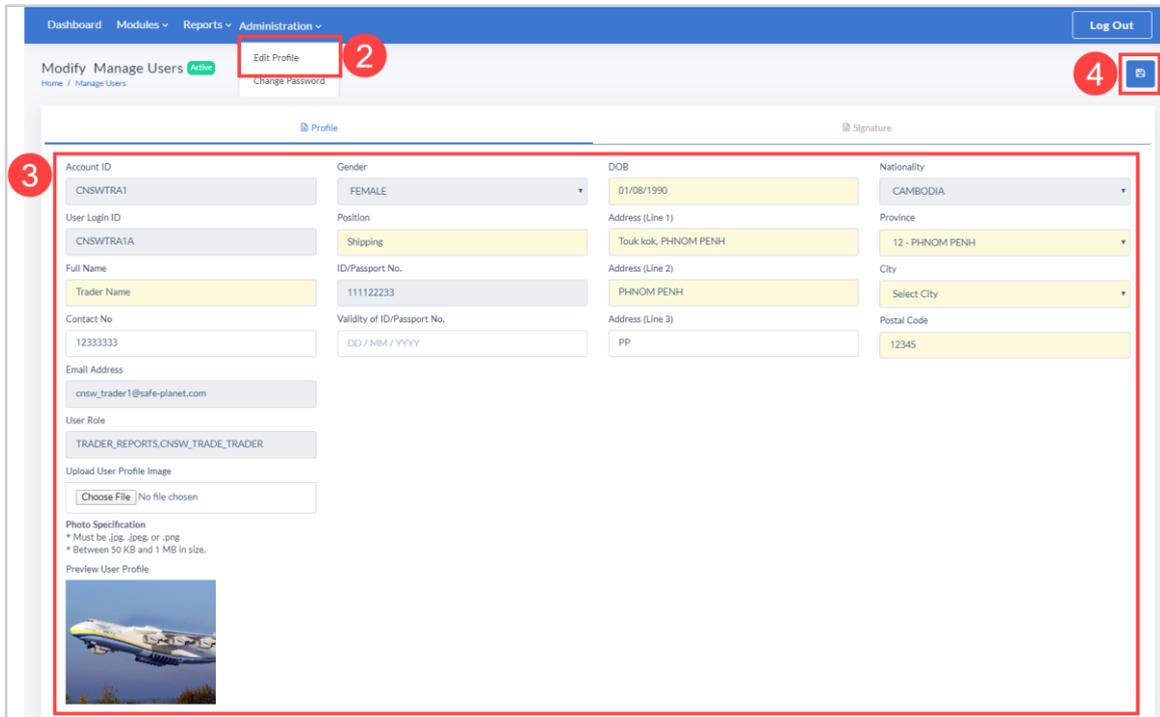
## 4 PROFILE MANAGEMENT

Use the Profile Management page to manage your profile, update your signature, or change your password. Refer to the next sections for more details.

### 4.1 EDIT PROFILE

To edit your user profile, do the following:

1. Log in to CNSW.
2. On the main menu, select **Administration** > **Edit Profile**. The profile management page appears.



3. Update the following details as required.

Details	Description/Action
<b>Full Name</b>	Enter the user’s full name.
<b>Contact Number</b>	Enter the user’s contact number.
<b>Profile Image</b>	Select <b>Choose File</b> to upload the user’s profile image. Make sure that the image meets the following requirements: <ul style="list-style-type: none"> <li>The image must be in .JPG, .JPEG, or .PNG format.</li> <li>The image size must be between 50 KB and 1 MB.</li> </ul>
<b>Position</b>	Enter the user’s work position or designation.

Details	Description/Action
<b>Validity of ID/Passport Number</b>	Select the validity of the user’s identification.
<b>DOB</b>	Select the user’s date of birth (DOB).
<b>Address Details</b>	Enter the user’s complete address details including city, postal code, and province.

4. Select Save to save your changes.

## 4.2 UPLOAD SIGNATURE

To upload your signature, do the following:

1. Log in to CNSW.
2. On the main menu, select **Administration** > **Edit Profile**. The profile management page appears.

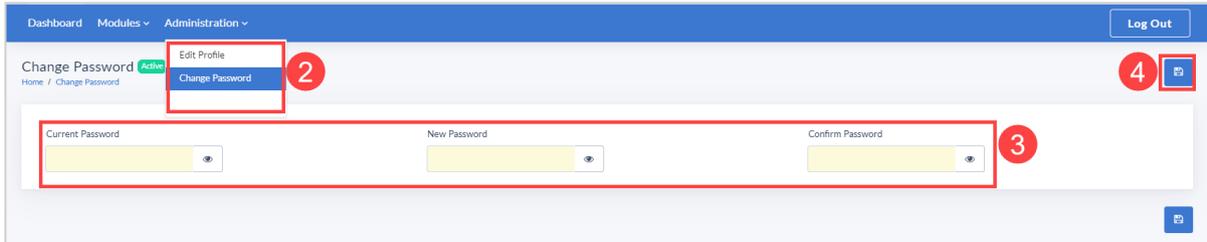


3. Select the **Signature** tab to display the upload signature page.
4. Select **Choose File** to browse for and upload your signature. Ensure your signature meet the following requirements:
  - The signature must be in .JPG, .JPEG, or .PNG format.
  - The file size of the signature must be between 50 KB and 1 MB.
5. Select Save to save your changes.

## 4.3 CHANGE PASSWORD

To change your password, do the following:

1. Log in to CNSW.
2. On the Main Menu, select **Administration** > **Change Password**. The password management page appears.



3. Enter the following:
  - **Current Password**
  - **New Password**
  - **Confirm Password**
4. Select Save to save your changes.

## 5 LPCO APPLICATION OVERVIEW

The CNSW portal enables importers, exporters, agents, and carriers to apply for licenses, permits, certificates, and other documents (LPCO) or submit cargo-related information.

This chapter explains the complete process for submitting any of the following documents:

- **Licenses**—refers to any document that authorizes the import or export of a list of commodities *over a period*, usually 3, 6, 12 or more months. These documents also include approved quotas. The following documents are classified as Licenses:

Document	Issued By
License of Importation/Exportation	Ministry of Commerce (MOC)
Master List	Council for the Development of Cambodia (CDC)
Permission Letters	Ministry of Agriculture, Forestry and Fisheries (MAFF)
	Ministry of Industry, Science, Technology & Innovation (MISTI)

- **Permits**—refers to any document that authorizes the import or export of a list of commodities in a *single shipment*. In some cases, where a License has been issued specifying a quota, the Permit is used to control this quota. The following documents are classified as Permits:

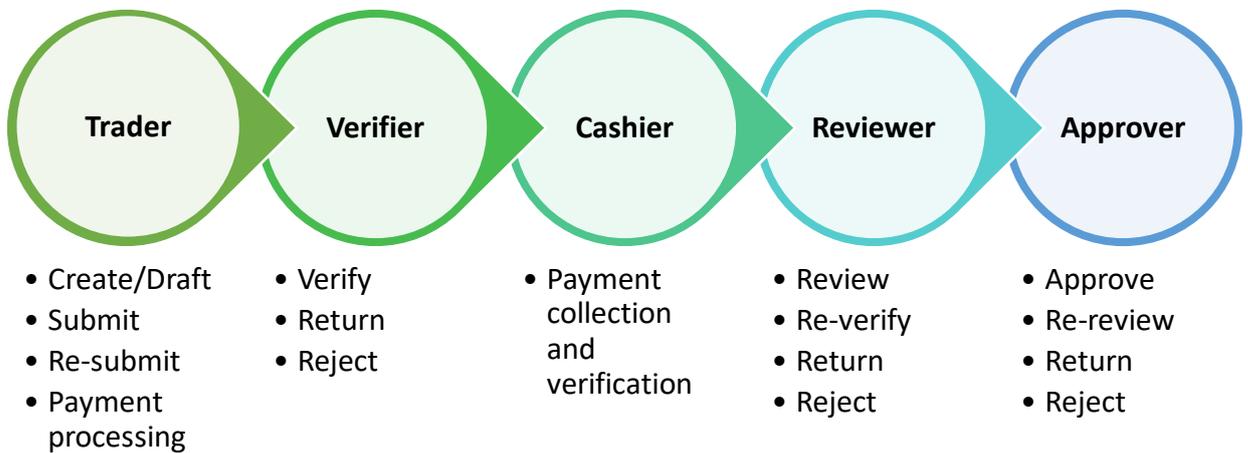
Document	Issued By
Customs Permit	General Directorate of Customs and Excise (GDCE)
Transport Permit and equivalent documents	Ministry of Agriculture, Forestry and Fisheries (MAFF)
Import or Export Permit	Ministry of Health (MOH)
Import Certificate for Plant Quarantine Materials	Ministry of Agriculture, Forestry and Fisheries (MAFF)

- Certificates**—refers to any document that *certifies a specific list of commodities*, such as the item’s origin or conformance to the international standard. Typically, a Certificate is required by the importing country and is issued by a competent authority in the exporting. The following documents are classified as Certificates:

Document	Issued By
Phytosanitary Certificate for Export	Ministry of Agriculture, Forestry and Fisheries (MAFF)
Phytosanitary Certificate for Re-Export	Ministry of Agriculture, Forestry and Fisheries (MAFF)
Animal Health Certificate (Veterinary Certificate)	Ministry of Agriculture, Forestry and Fisheries (MAFF)
Fishery Certificate (Fishery Health Certificate)	Ministry of Agriculture, Forestry and Fisheries (MAFF)
Fishery Certificate (Fishery Health Certificate) for China	Ministry of Agriculture, Forestry and Fisheries (MAFF)
Health Certificate of Food Product	Ministry of Health (MOH)
Kimberley Process Certificate	Ministry of Commerce (MOC)

## 5.1 LPCO APPLICATION PROCESS

The diagram below illustrates the standard process for LPCO applications. Each application goes through a series of states and each state change is done by a user’s action.



**NOTE:** You cannot amend an application after it is **Rejected** or **Approved**.

## 5.2 APPLY FOR LICENSES

This section explains the procedure for applying a *License of Importation* issued by the MOC. Although licenses issued by different agencies have a different purpose and format, the application and approval processes are the same. You can use these instructions to apply for licenses issued by the other government agencies such as MOC, MISTI, and MAFF.

To apply for licenses, you must complete the following sub-tasks:

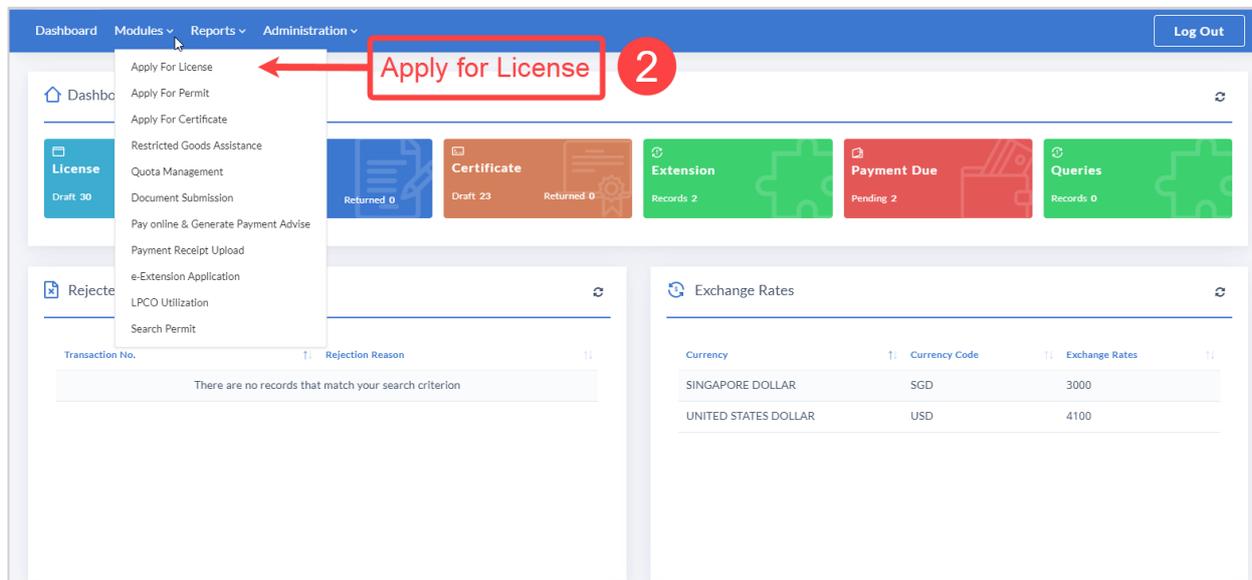
- Creating Applications
- Adding Trader Information
- Adding Transport Details
- Adding Invoice Details
- Adding Items
- Adding Payment Details
- Uploading Supporting Documents
- Submitting Applications

Each of these sub-tasks is described in detail in the next sections.

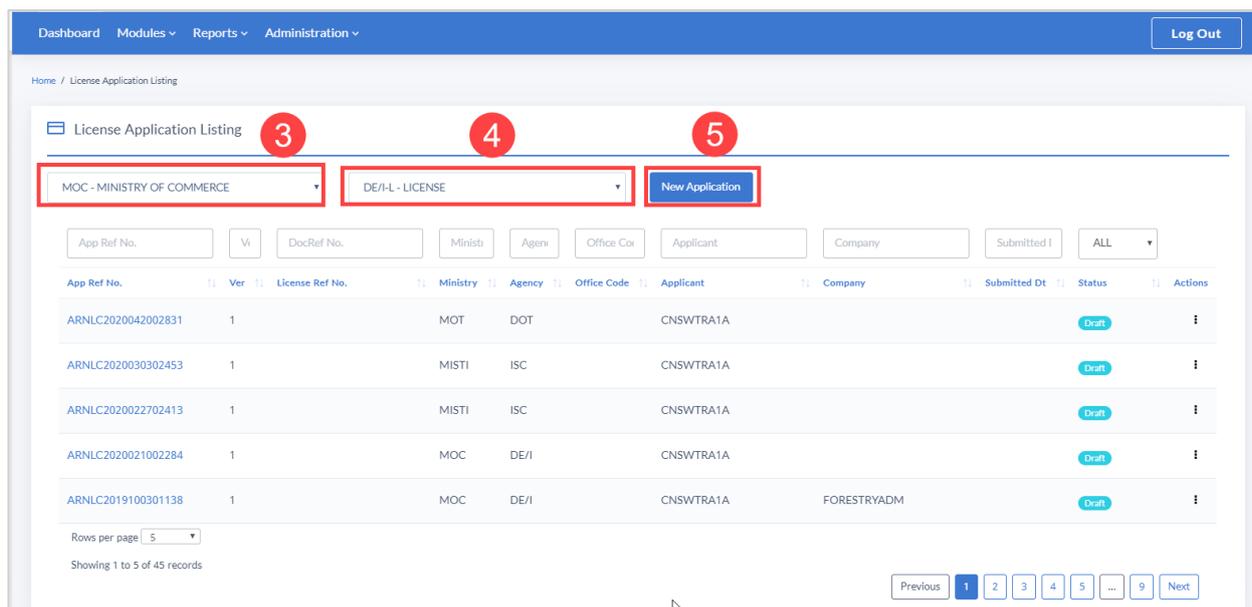
### 5.2.1 CREATE NEW APPLICATION

To create a new application, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

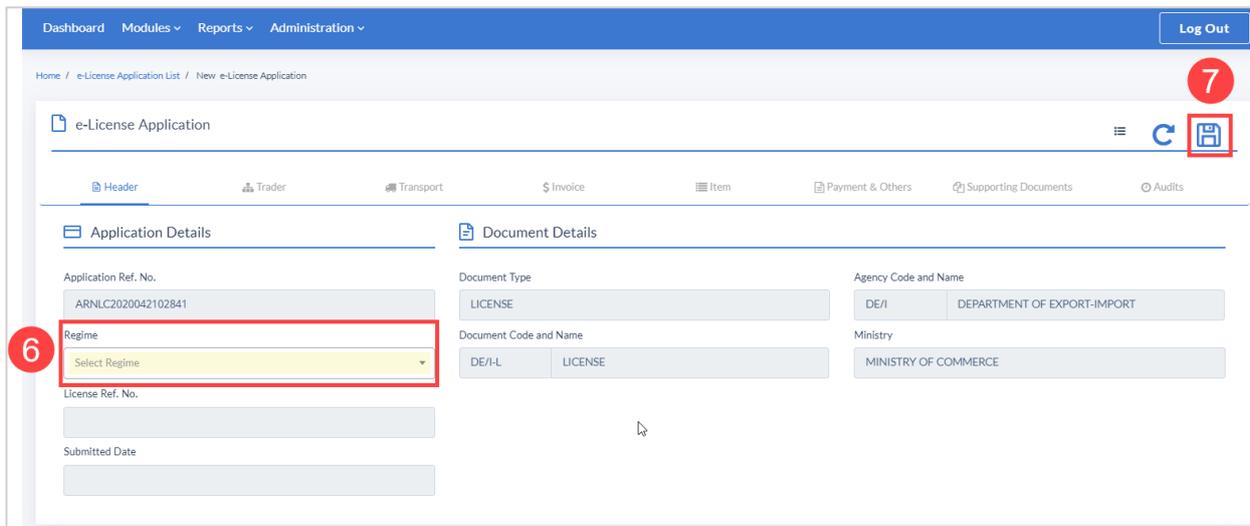


2. On the main menu, select **Modules > Apply for License**. The License Application Listing page appears.



3. On the Ministry list, select **MOC – Ministry of Commerce**.
4. On the Application Type, select **DE/I-L – License**.

5. Select **New Application**. The following page appears.



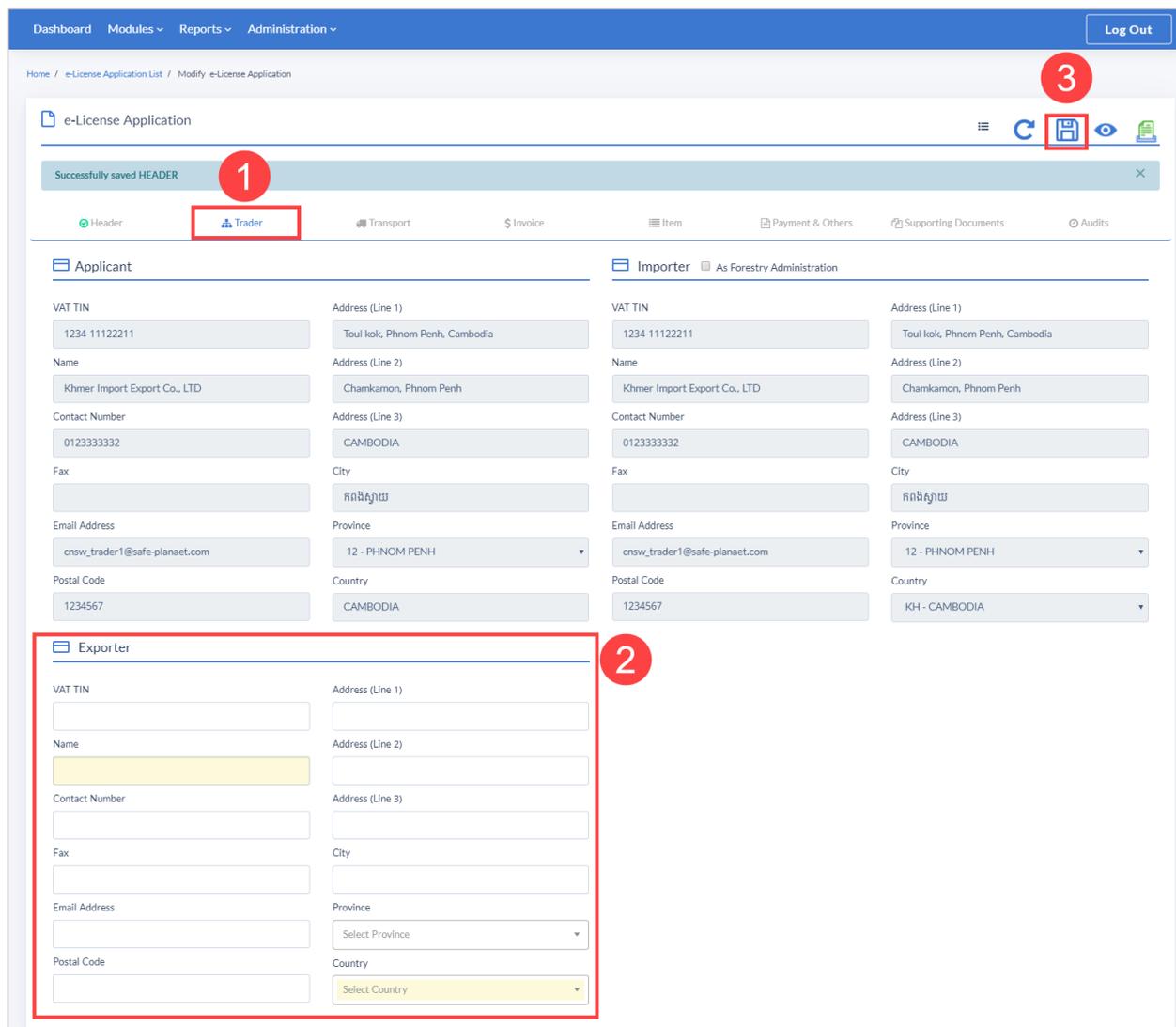
- 6. On the *Regime* dropdown list, select **IMPORT**. All other fields on this tab are auto-generated.
- 7. Select Save to save all changes to the draft. Continue to the **Adding Trader Information** section.

**NOTE:** If you want to complete the application later, copy the *Application Reference Number*.

### 5.2.2 ADDING TRADER INFORMATION

To add trader information, do the following:

1. In the draft application, select the **Trader** tab to display the trader information page. Depending on the selected Regime, the Importer or Exporter details are auto-populated.



**NOTE:** Select any of the icons on the upper-right part to **Reset, Save, Preview,** or **Submit** the application.

2. Go to the Exporter details, enter the following details:

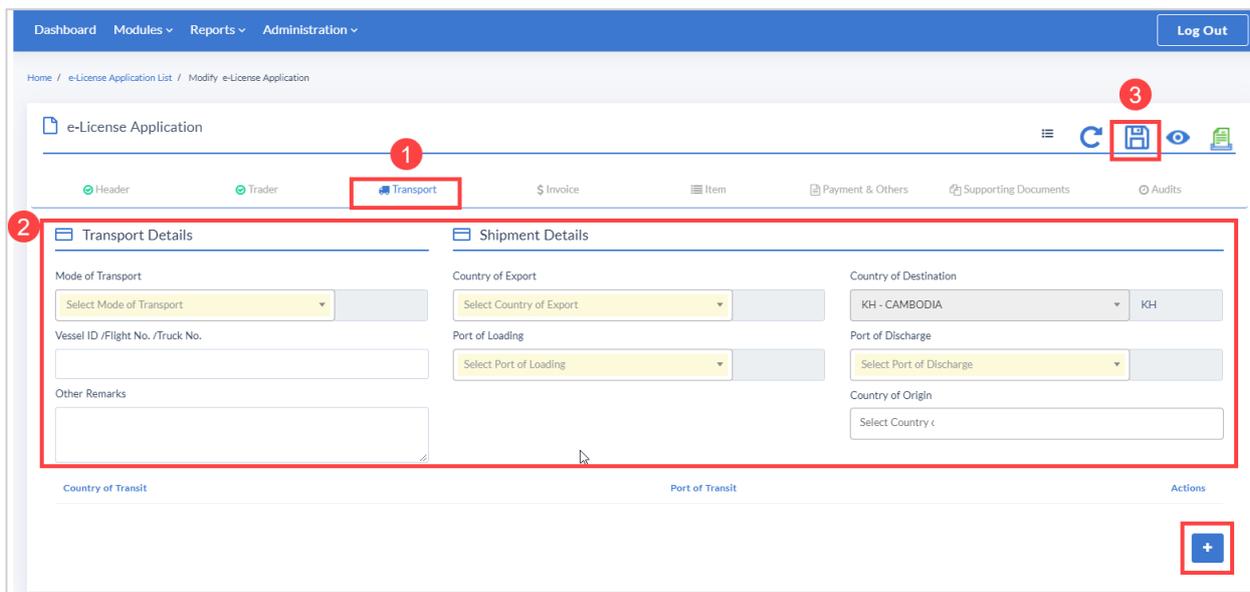
Details	Description/Values
<b>VAT TIN</b>	Enter the VAT TIN. If the trader is registered to your account, entering the TIN displays automatic suggestions to retrieve and fill out the other details.
<b>Name</b>	Enter the exporter name
<b>Contact Details</b>	Enter the contact and fax number
<b>Email Address</b>	Enter the email address
<b>Address Details</b>	Enter the full address including City, Province, Postal Code, and Country

3. Validate both the importer and exporter details as required, then select Save to save your changes. Continue to the [Adding Transport Details](#) section.

### 5.2.3 ADDING TRANSPORT DETAILS

To add transport details, do the following:

1. In the draft application, select the **Transport** tab to display the transport information page.



2. Select or enter the following details:

Details	Description/Values
<b>Mode of Transport</b>	Select the mode of transport.
<b>Vessel ID/Flight No./Truck No.</b>	Enter the Vessel ID/Flight No./Truck No.
<b>Other Remarks</b>	Enter any additional transport information.
<b>Country of Export</b>	Select the country of export. Depending on the type of application, this field may be auto-populated.
<b>Port of Loading</b>	Select the port of loading.
<b>Country of Destination</b>	Select the country of destination. Depending on the type of application, this field may be auto-populated.
<b>Port of Discharge</b>	Select the port of discharge.
<b>Country of Origin</b>	Select the country of origin

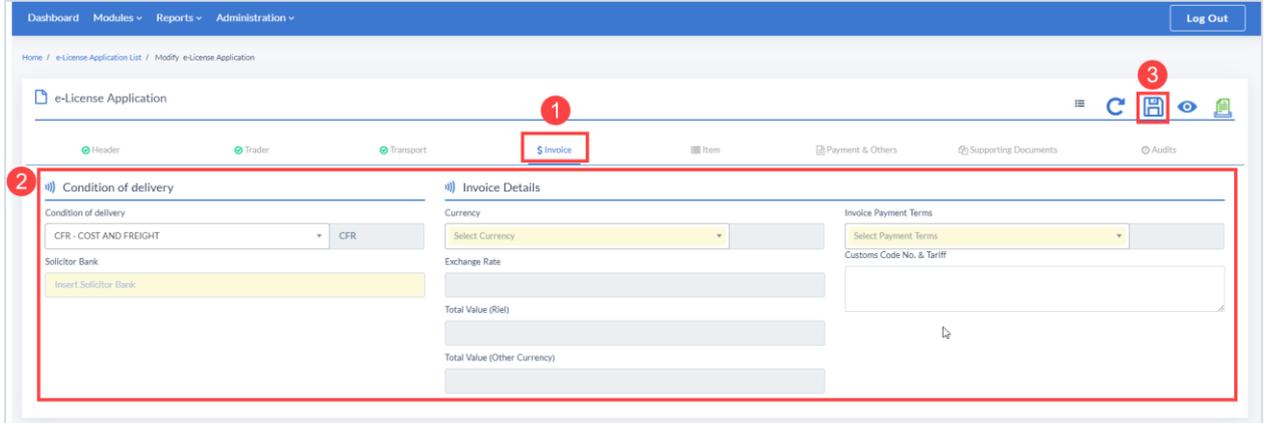
**NOTE:** To add transit information, select the button on the lower-right corner in the Transport tab. Then select the **Country of Transit** and **Port of Transit**.

3. Select Save to save all changes. Continue to the [Adding Invoice Details](#) section.

### 5.2.4 ADDING INVOICE DETAILS

To add invoice information, do the following:

1. In the draft application, select the **Invoice** tab to display the invoice information page.



2. Select or enter the following details:

Details	Description/Values
<b>Condition of Delivery</b>	Select the condition of delivery.
<b>Solicitor Bank</b>	Enter the name of the solicitor bank.
<b>Currency</b>	Select the currency.
<b>Invoice Payment Terms</b>	Select the payment terms from the list.
<b>Customs Code No. &amp; Tariff</b>	Enter the customs code number and tariff.

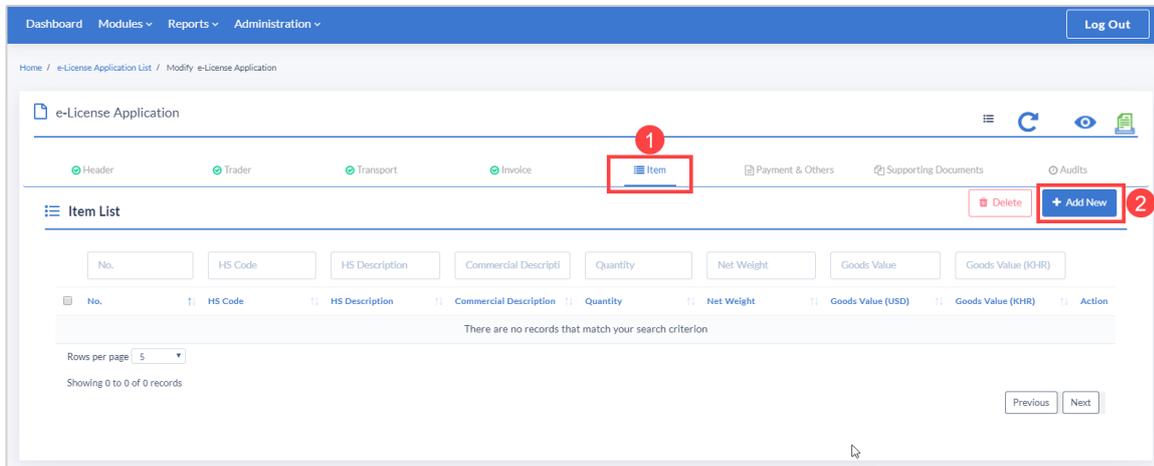
**NOTE:** The *Exchange Rate*, *Total Value (Riel)*, and *Total Value (Other Currency)* are automatically calculated.

3. Select Save to save all changes. Continue to the next section.

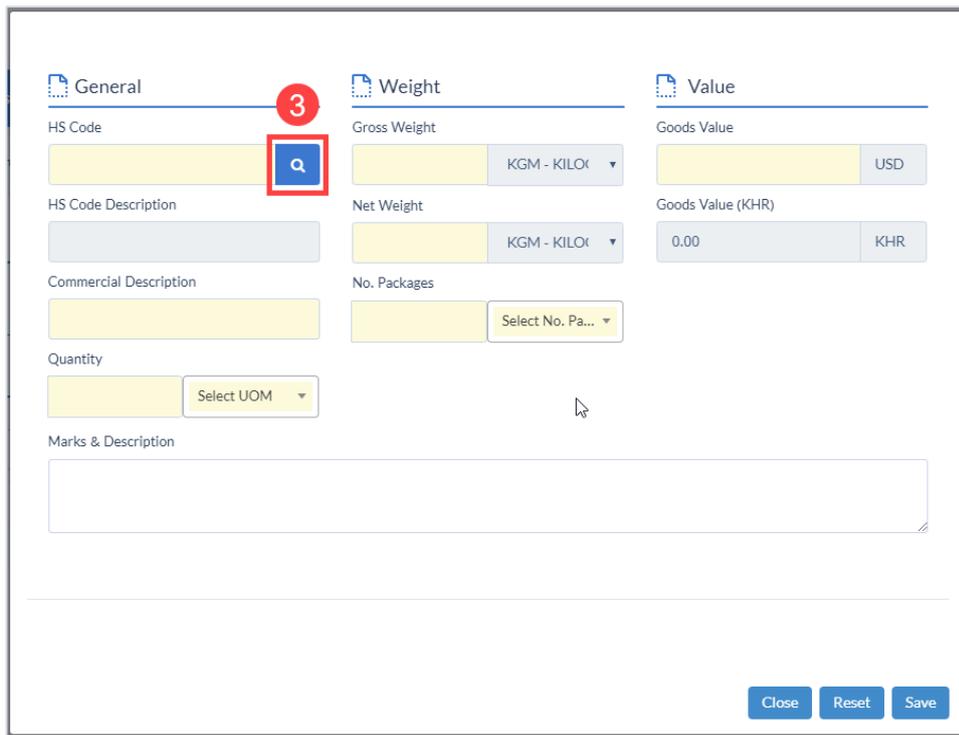
### 5.2.5 ADDING ITEMS

To add items, do the following:

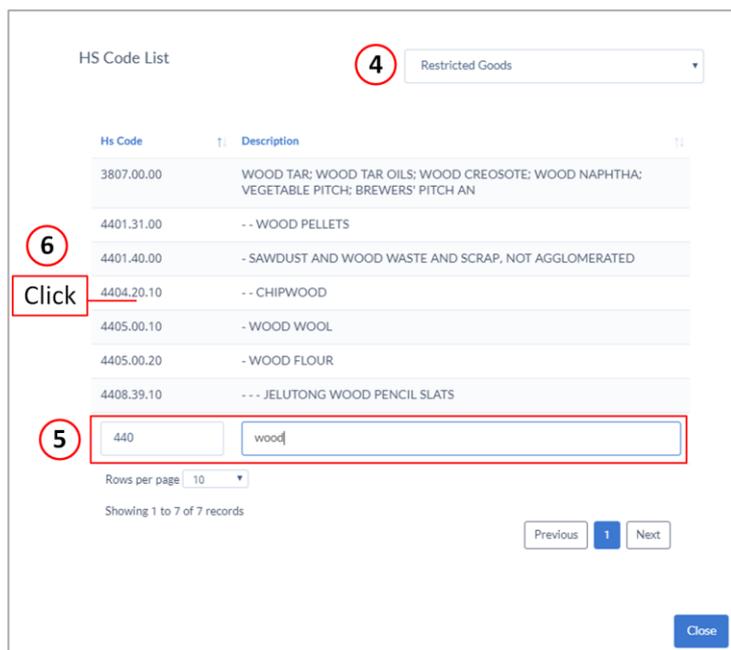
1. In the draft application, select the **Item** tab to display the item.



2. Select **Add New** to add items. The following page appears.



3. Select the HS Code search to add item details. The following page appears.

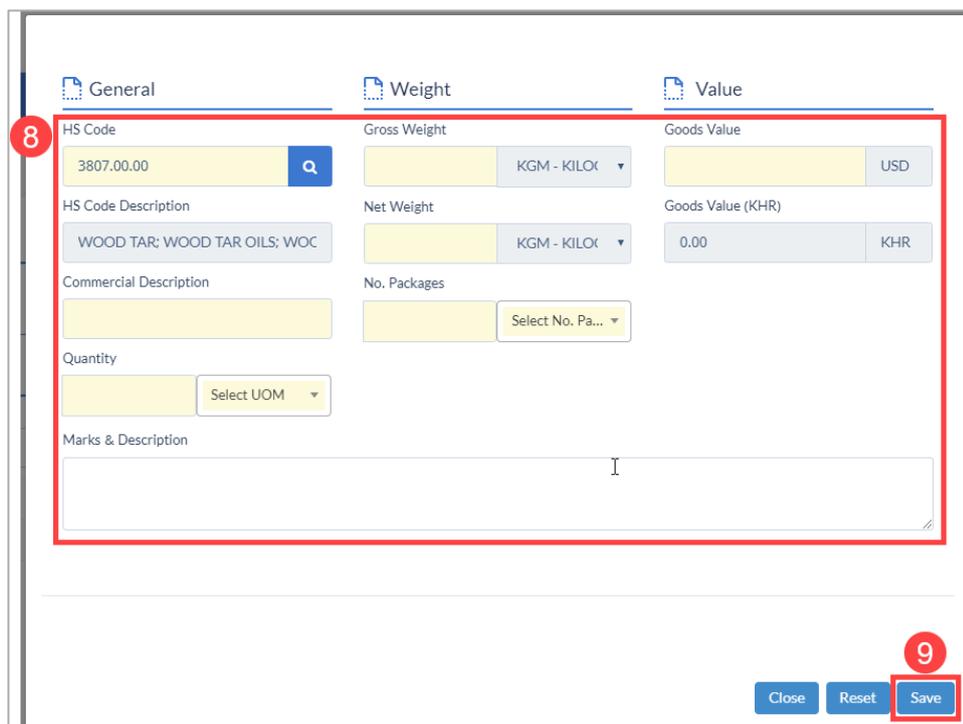


The screenshot shows an 'HS Code List' search interface. At the top right, there is a dropdown menu labeled 'Restricted Goods' with a circled '4' next to it. Below this is a table with columns 'Hs Code' and 'Description'. The table contains seven rows of data. A circled '6' and the word 'Click' are positioned to the left of the first row. At the bottom of the table, there is a search input field with '440' in the first part and 'wood' in the second part, with a circled '5' next to it. Below the search field, there are pagination controls: 'Rows per page' set to '10', 'Showing 1 to 7 of 7 records', and 'Previous', '1', 'Next' buttons. A 'Close' button is located at the bottom right of the interface.

4. Select the **Type of Goods** from the list.

5. Search for the item using the **HS Code** or **Description**

6. Click the **HS Code** from the list. After selecting the HS Code, the following page appears.



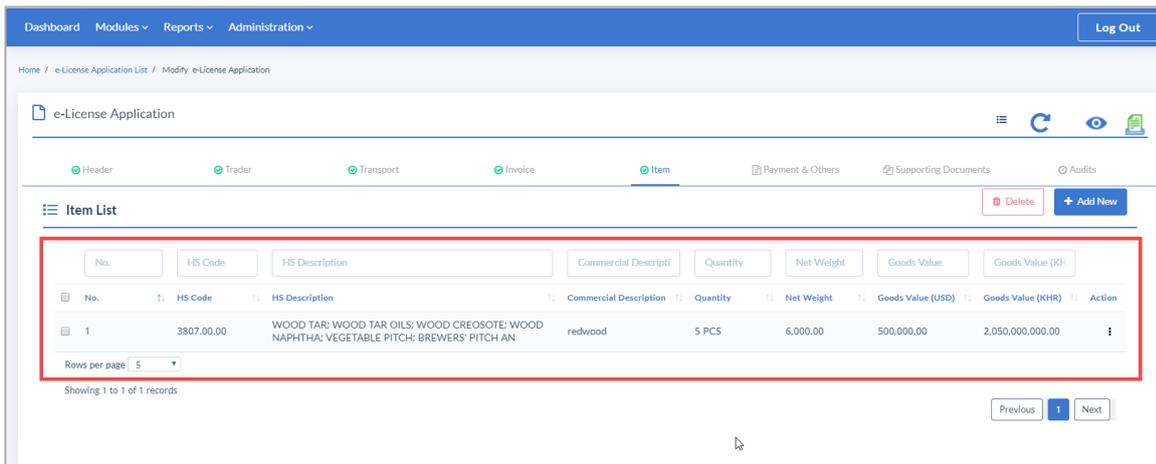
The screenshot shows a form for adding item details, divided into three tabs: 'General', 'Weight', and 'Value'. A circled '8' is next to the 'General' tab. The 'General' tab contains several input fields: 'HS Code' (3807.00.00), 'HS Code Description' (WOOD TAR; WOOD TAR OILS; WOC), 'Commercial Description', 'Quantity', and 'Marks & Description'. The 'Weight' tab contains 'Gross Weight', 'Net Weight', and 'No. Packages' fields. The 'Value' tab contains 'Goods Value' (USD) and 'Goods Value (KHR)' (0.00) fields. At the bottom right, there are three buttons: 'Close', 'Reset', and 'Save', with a circled '9' next to the 'Save' button.

7. Select or enter the following details:

Details	Description/Values
<b>Commercial Description</b>	Enter the item’s commercial description.
<b>Quantity</b>	Enter the Item’s quantity.
<b>Unit of Measurement</b>	Select the unit of measurement.
<b>Marks &amp; Description</b>	Specific item marks and description
<b>Gross Weight</b>	Enter the item’s gross weight.
<b>Net Weight</b>	Enter the item’s net weight.
<b>Number of Packages</b>	Enter the number of packages and its unit of measurement.
<b>Goods Value</b>	Enter the total goods value.

**NOTE:** The *Goods Value (Riel)* is automatically calculated based on the exchange rate.

8. Select **Save** to add the item in the Item List.



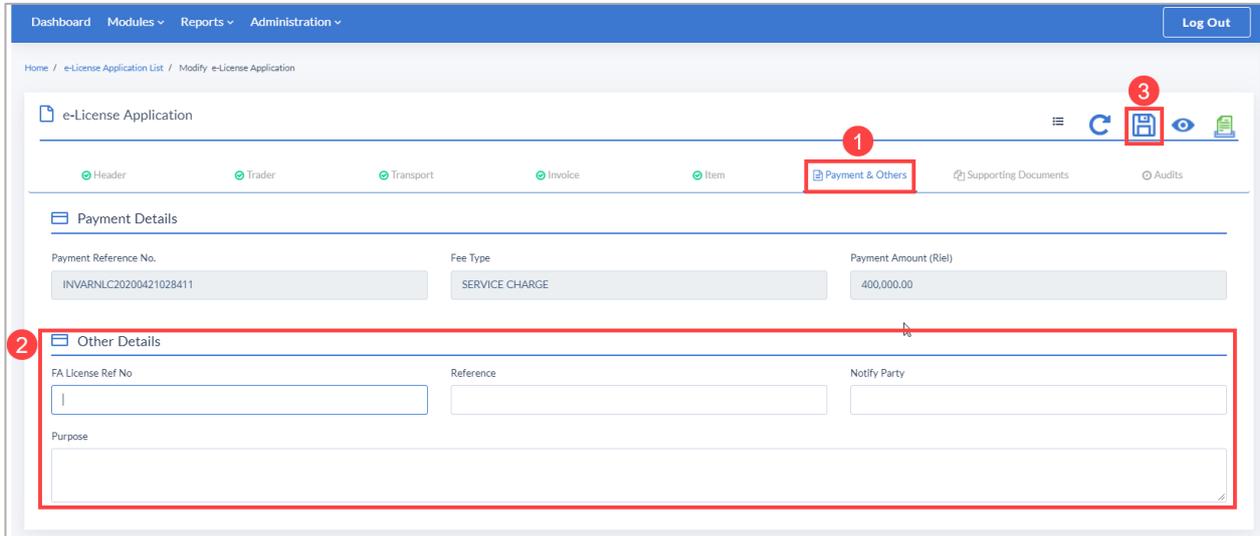
**NOTE:** To delete an item, click the **checkbox** next to the item number, then click **Delete**.

To add more items, repeat steps 2 to 8. Continue to the **Adding Payment Details** section.

### 5.2.6 ADDING PAYMENT DETAILS

To add payment information, do the following:

1. In the draft application, select the **Payment & Others** tab to display the Payment Details page.



2. Enter the following details:

- **FA License Reference No**—enter the license reference number from the Forestry Administration (FA).
- **Reference**—enter and assign a unique reference number.
- **Notify Party**—enter the company name of the relevant 3<sup>rd</sup> party to notify.
- **Purpose**—enter the payment purpose.

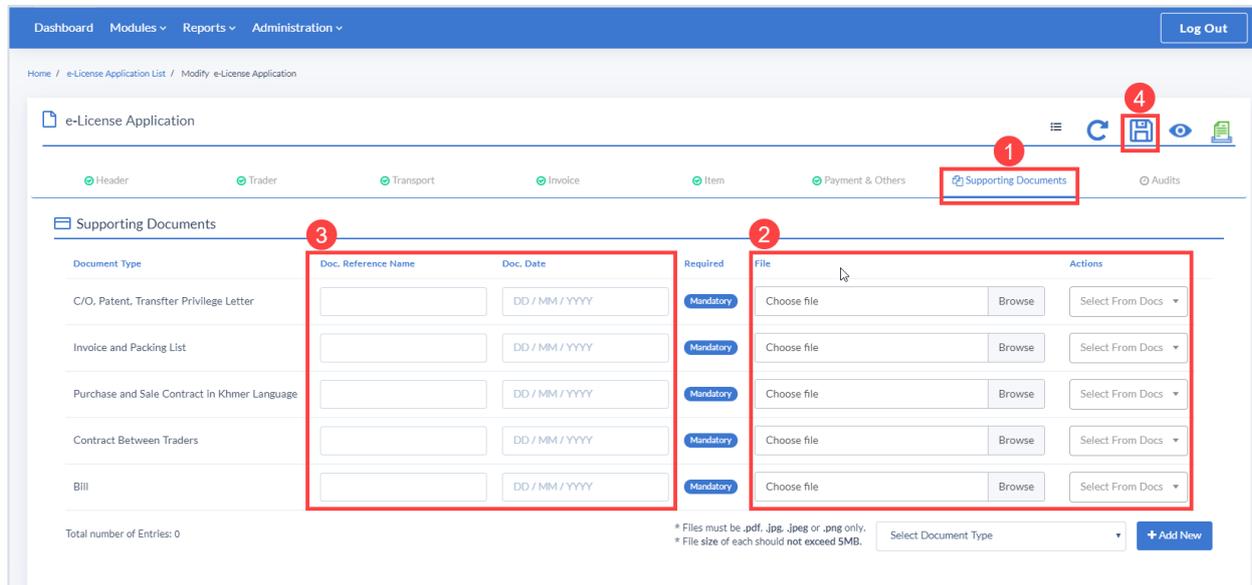
**NOTE:** Copy the Payment Reference Number, which will be used for payment processing.

3. Select Save to save all changes. Continue to the **Uploading Supporting Documents** section.

### 5.2.7 UPLOADING SUPPORTING DOCUMENTS

To upload supporting documents, do the following:

1. In the draft application, select the **Supporting Documents** tab. The following page appears.



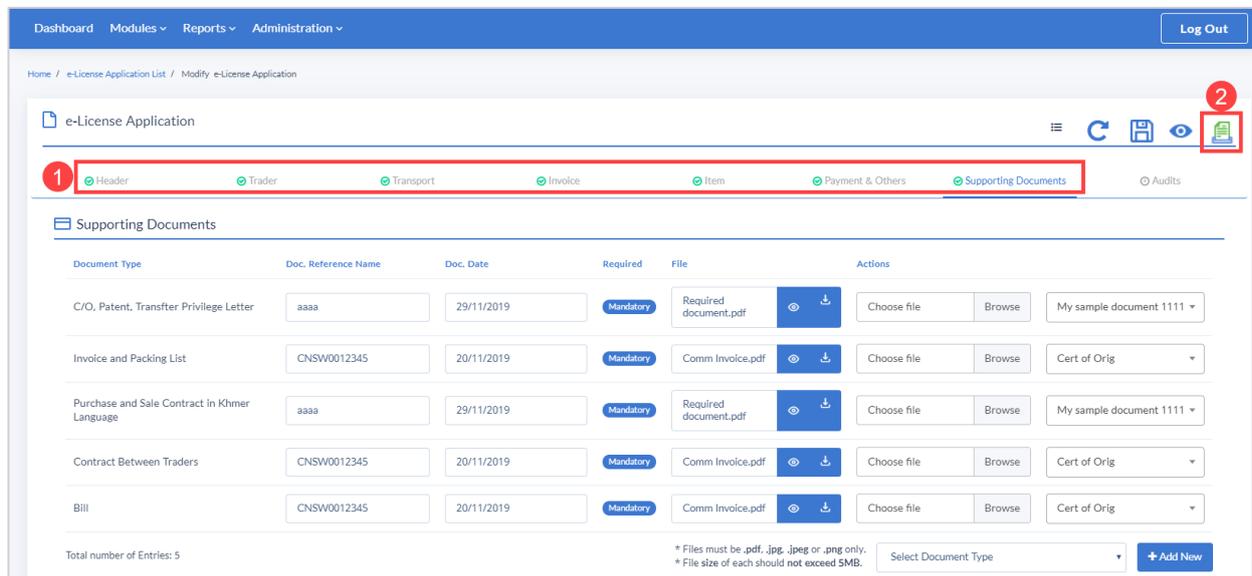
2. To upload a document, do any of the following:
  - Click **Browse** to upload the supporting documents.
  - Click **Select from Docs** to attach a document from your CNSW repository.
3. Enter the **Document Reference Name** and select **Document Date** for the documents as required.
 

**NOTE:** To upload additional documents, select the **Document Type** and then select **Add New**.
4. Select Save to save all changes. Continue to the *Submitting License Applications* section.

### 5.2.8 SUBMITTING LICENSE APPLICATIONS

Before submitting the draft application for verification, do the following:

1. In the draft application, check and review the details from all the tabs.



2. Select Submit and confirm to submit the application for processing. Use the search and filter feature to track the application status.

**NOTE:** To display a preview of the submitted application, click the reference number, and then select the Preview button on the upper-right corner.

The Verifier officer may request additional information or clarification through the Query chat. For more information in using the Query feature, refer to the *Managing Queries* section.

### 5.3 APPLY FOR MASTER LIST

The Master List is a type of license issued by the Council for the Development of Cambodia (CDC). Qualified Investment Project (QIP) companies can apply for Master List to obtain endorsement for duty exemption.

To apply for Master List, you must do the following:

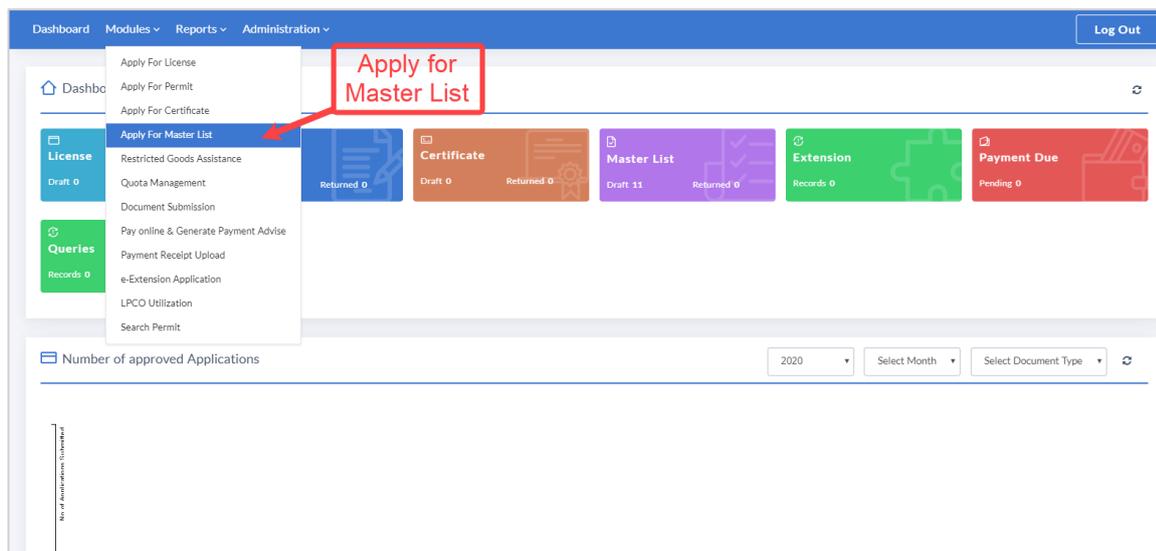
- Create Master List Application
- Adding Invoice Details
- Adding Items
- Uploading Supporting Documents
- Submitting Master List Applications

Each of these sub-tasks is described in detail in the next sections.

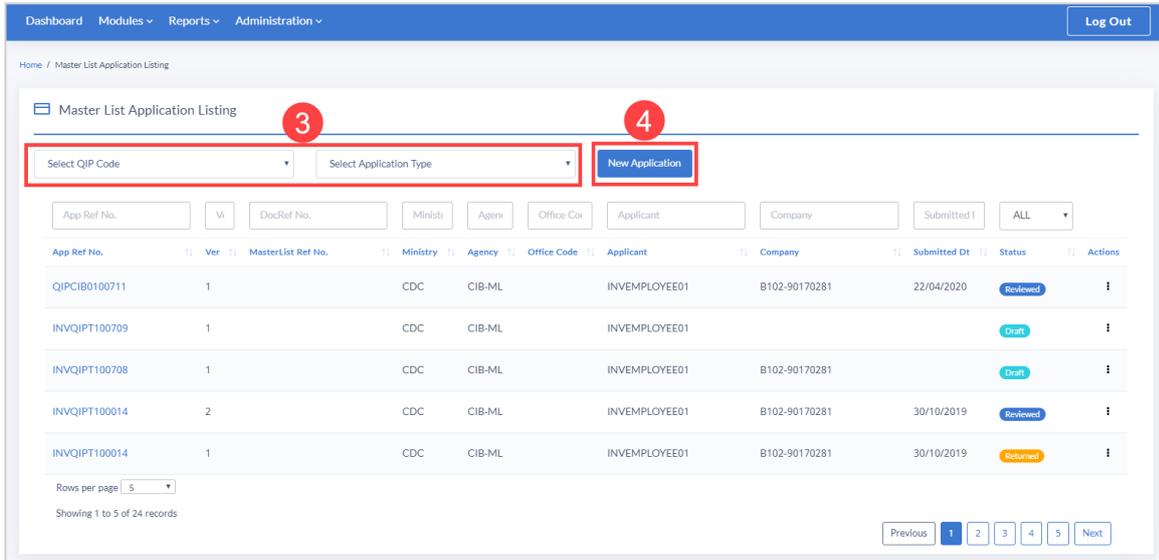
#### 5.3.1 CREATE MASTER LIST APPLICATION

To create a new application, do the following:

1. Sign in to CNSW using an Investor account. The Dashboard page appears.

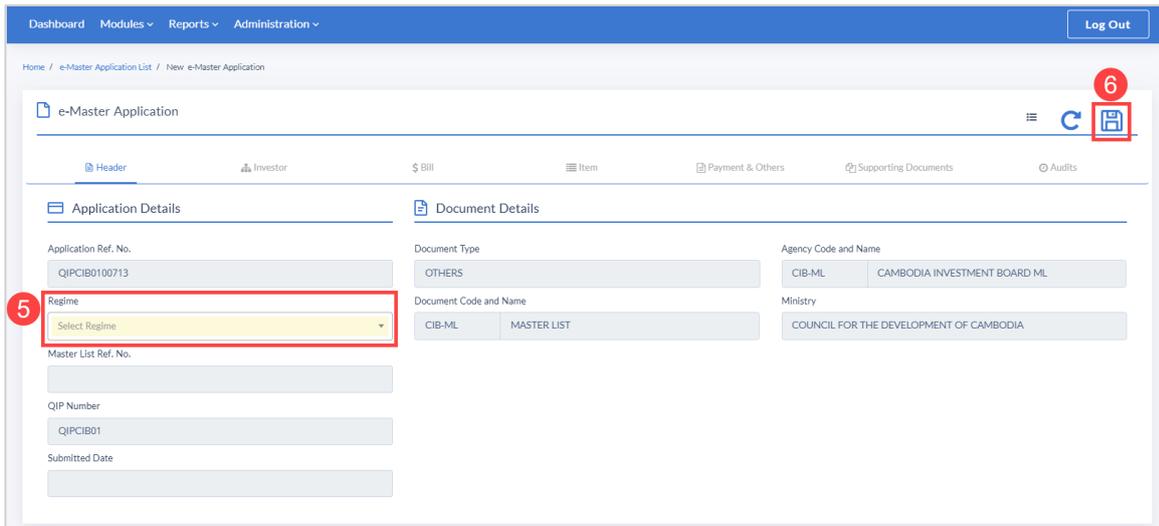


2. From the main menu, select **Modules > Apply for Master List**. The following page appears.



3. From the list, select the correct **QIP Code** and the correct **Application Type**.

4. Select **New Application**. The following page appears.



5. On the *Regime* dropdown list, select **Import**.

**NOTE:** All other fields on this page are auto-generated. Copy the *Application Reference Number* for reference.

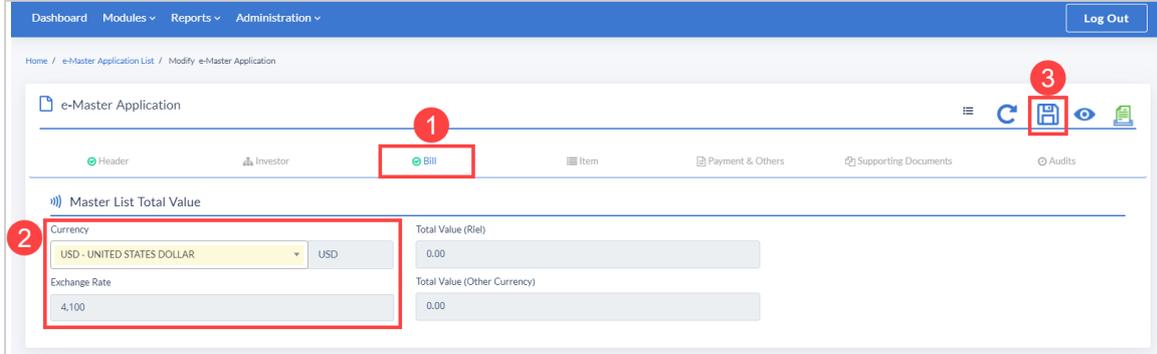
6. Select **Save** to save all changes to the draft. Continue to the **Adding Bill Details** section.

**NOTE:** The **Investor** information is automatically retrieved from the user’s account.

### 5.3.2 ADDING BILL DETAILS

To add invoice information, do the following:

1. In the draft application, select the **Bill** tab to display the invoice information page.



**NOTE:** Select any of the icons on the upper-right part to **Reset, Save, Preview, or Submit** the application.

2. Select the **Currency**.

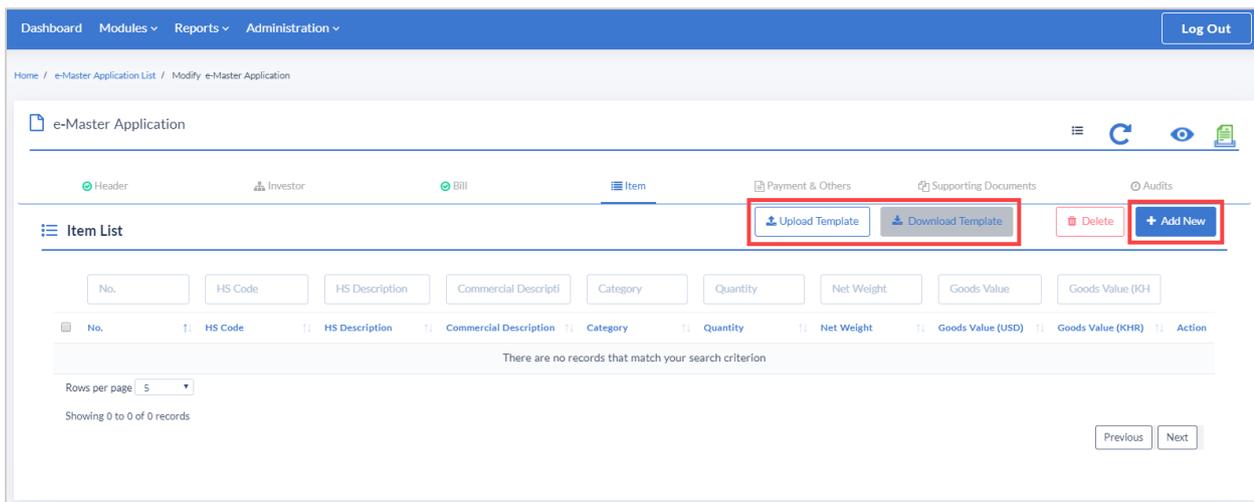
**NOTE:** The *Exchange Rate*, *Total Value (Riel)*, and *Total Value (Other Currency)* are automatically calculated.

3. Select Save to save all changes. Continue to the next section.

### 5.3.3 ADDING ITEMS

There are two ways to add items for your Master List applications:

- To add individual items, select **Add New**.
- To add multiple items using a template, select **Download Template**.

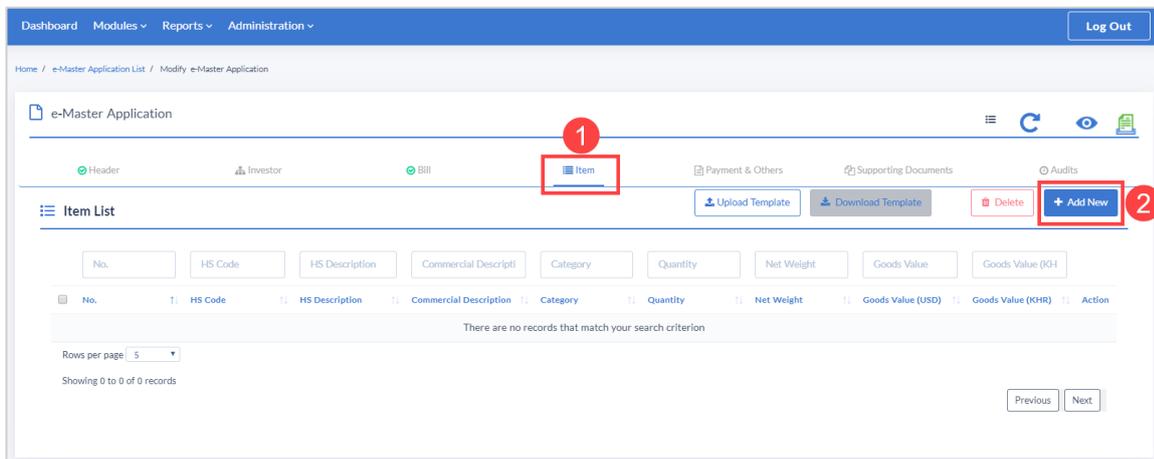


Each of this method is explained in the next sections.

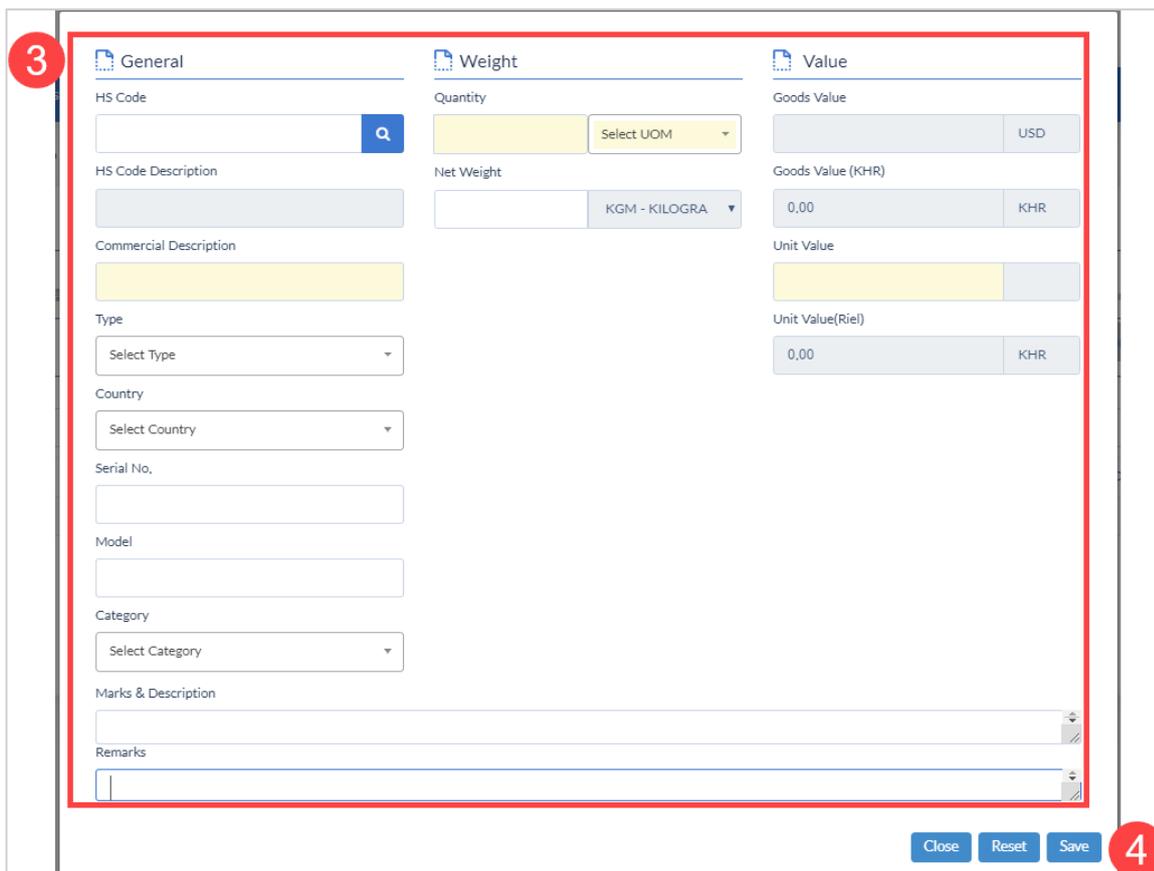
### 5.3.3.1 ADD INDIVIDUAL ITEMS

To add individual items, do the following:

1. In the draft application, select the **Item** tab to display the item information page.



2. Select **Add New** to add items. The following page appears:

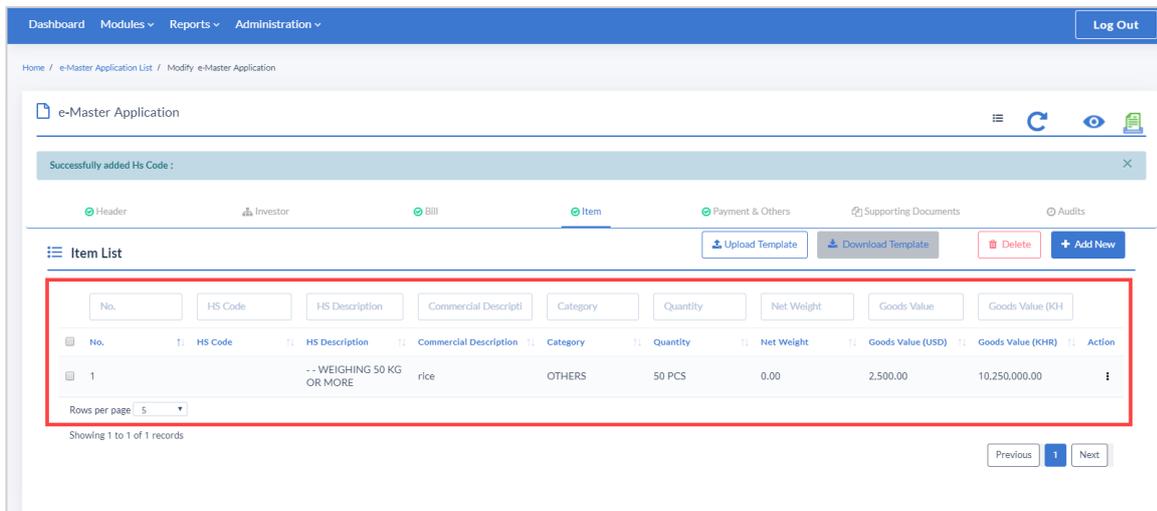


**NOTE:** Highlighted items show the required fields.

3. Select or enter the following details:

Details	Description/Values
<b>HS Code</b>	Enter or select the item’s HS code. Click the search icon to search for HS codes and add items.
<b>Commercial Description</b>	Enter the item’s commercial description
<b>Type</b>	Select the item’s type or condition.
<b>Country</b>	Select the item’s origin country.
<b>Serial Number</b>	Enter the item’s serial number as applicable.
<b>Model</b>	Enter the item’s model.
<b>Category</b>	Select the item’s category.
<b>Marks &amp; Description</b>	Enter specific item marks and description.
<b>Remarks</b>	Enter any relevant item remarks.
<b>Quantity and UOM</b>	Enter the item’s quantity and unit of measurement (UOM).
<b>Net Weight</b>	Enter the item’s net weight.
<b>Unit Value</b>	Enter the item’s value or price per unit.

4. Select **Save** to add the item in the Item List.



**NOTE:** To add more items, repeat steps 2 to 4. To delete an item, click the **checkbox** next to the item number, then click **Delete**.

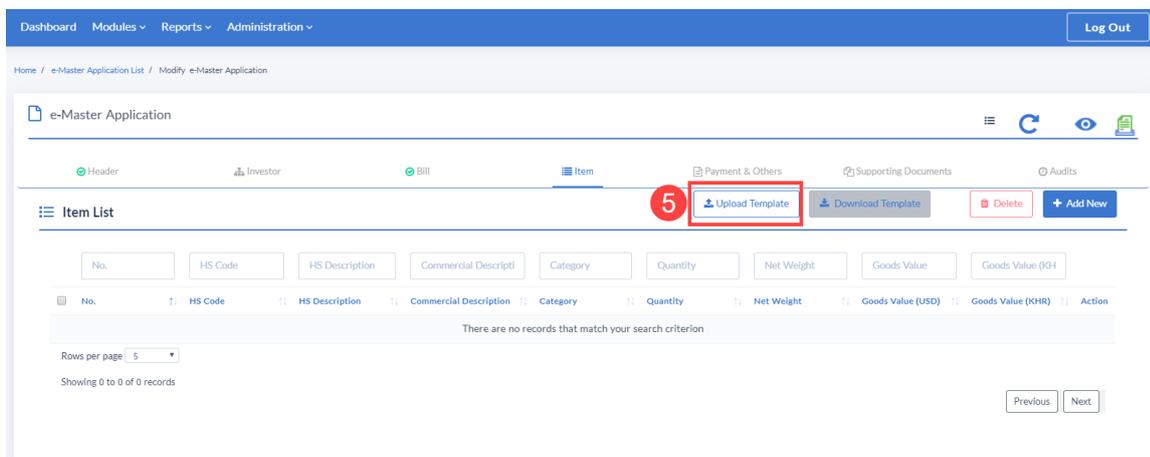
After you add all items, continue to the **Uploading Supporting Documents** section.



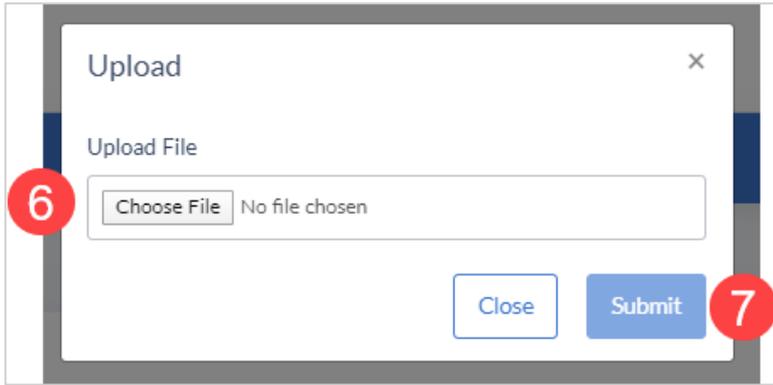
3. Select or enter the following details in the template.

Column	Description/Values
<b>HS Code</b>	Enter the item’s HS Code. Ensure to enter the <u>exact HS Code</u> , otherwise, the upload will fail.
<b>Commercial Description</b>	Enter the item’s commercial description
<b>Type</b>	Select the item’s type or condition.
<b>Country</b>	Select the item’s origin country.
<b>Serial Number</b>	Enter the item’s serial number as applicable.
<b>Model</b>	Enter the item’s model.
<b>Category</b>	Select the item’s category.
<b>Quantity</b>	Enter the item’s quantity.
<b>Unit Type – UOM</b>	Enter the item’s unit of measurement (UOM).
<b>Net Weight</b>	Enter the item’s net weight.
<b>Unit Value</b>	Enter the item’s value or price per unit.
<b>Marks &amp; Description</b>	Enter specific item marks and description.
<b>Remarks</b>	Enter any relevant item remarks.

4. After adding all the item details, **Save** and close the file. Return to the CNSW application.

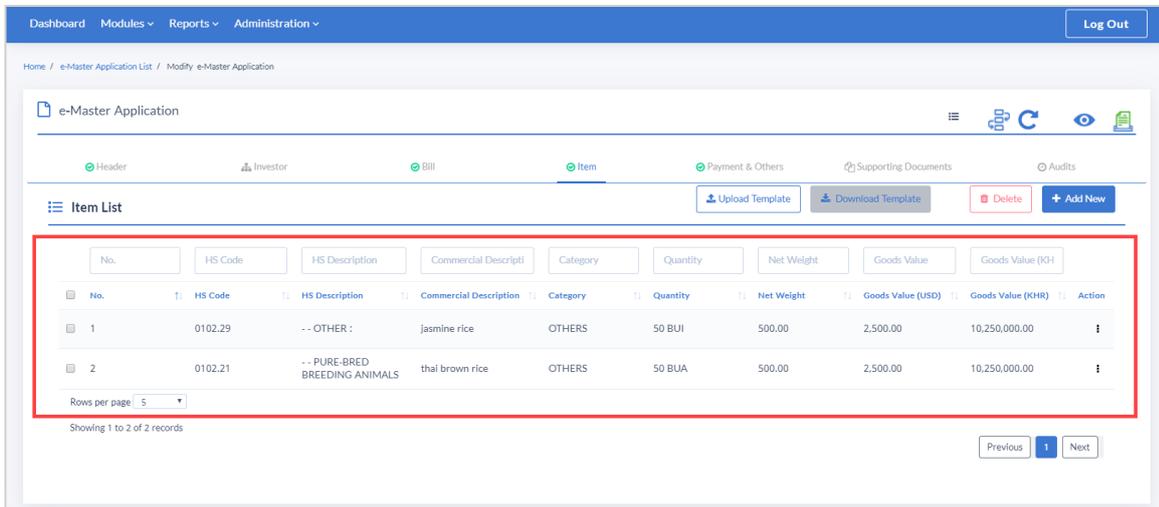


5. From the Item tab, select **Upload Template** to browse for and upload the file.

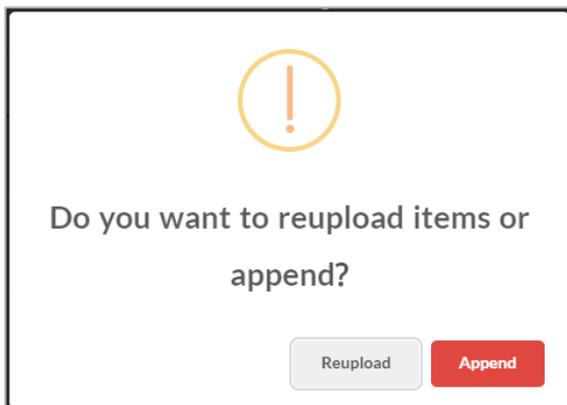


6. Select **Choose File** to browse for and select the template.

7. After locating the template, select **Submit**. The items appear on the list.



8. (Optional) If you upload another template, the following pop-up appears:



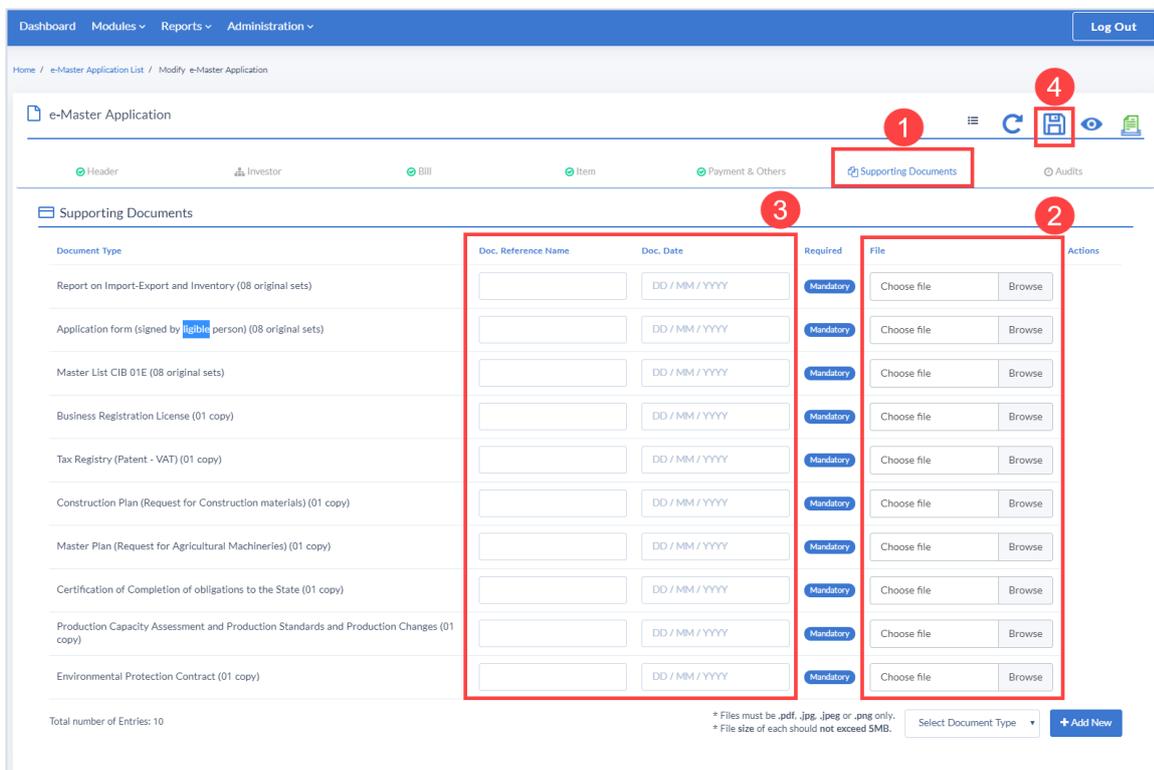
- Select **Reupload** to overwrite the item list. This will delete the items from your previous upload.
- Select **Append** to add more items to the list.

Continue to the next **Uploading Supporting Documents** section.

### 5.3.4 UPLOADING SUPPORTING DOCUMENTS

To upload supporting documents, do the following:

1. In the draft application, select the **Supporting Documents** tab to display the Supporting Documents page.

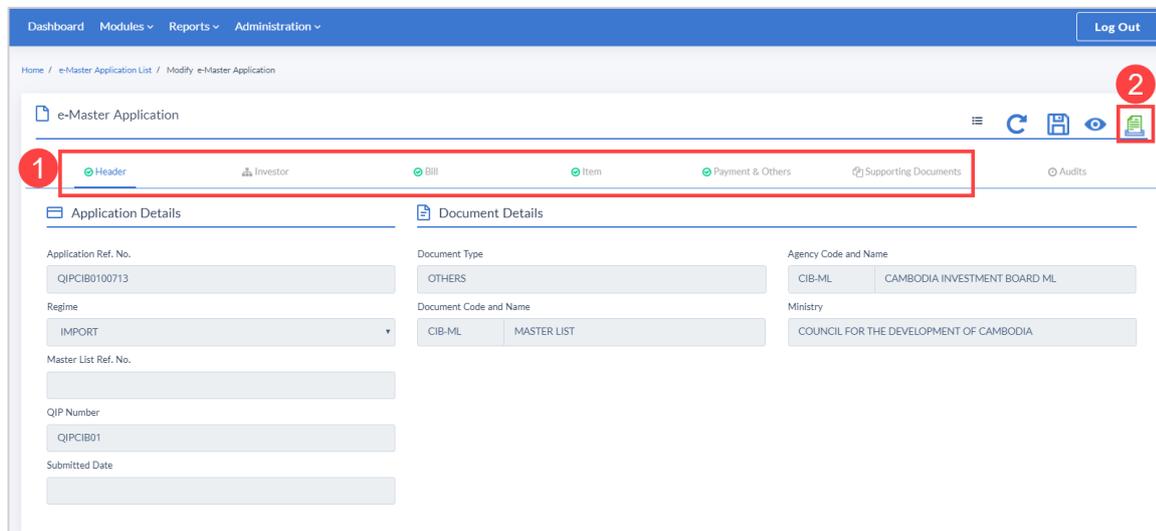


2. Click **Browse** to upload the supporting documents.
3. Enter the **Document Reference Name** and select **Document Date** for the documents as required.  
**NOTE:** To upload additional documents, select the **Document Type** and then select **Add New**.
4. Select Save to save all changes. Continue to the **Submitting Master List Applications** section.

### 5.3.5 SUBMITTING MASTER LIST APPLICATIONS

Before submitting the application for verification, do the following:

1. In the draft application, check and review the details from all tabs.



2. Click Submit to send the application for processing. Use the search and filter feature to track the application status.

**NOTE:** To display a preview of the submitted application, click the reference number, and then select the Preview button on the upper-right corner.

The Verifier officer may request additional information or clarification through the Query chat. For more information in using the Query feature, refer to the [Managing Queries](#) section.

## 5.4 APPLY FOR PERMITS

This section explains the procedure for applying an *Import Customs Permit* issued by the MEF. Although permits issued by different agencies have a different purpose and format, the application and approval processes are the same. You can use these instructions to apply for permits issued by the other government agencies such as GDCE, MOH, and MAFF.

To apply for Permits, you must do the following:

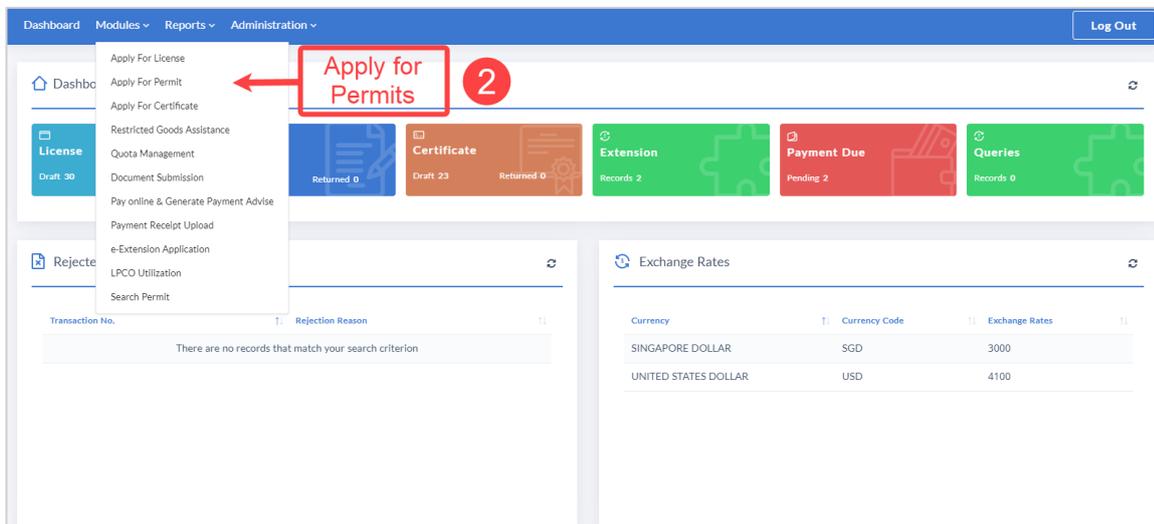
- Creating Applications
- Adding Trader Information
- Adding Transport Details
- Adding Invoice Details
- Adding Items
- Adding Payment Details
- Uploading Supporting Documents
- Submitting Applications

Each of these sub-tasks is described in detail in the next sections.

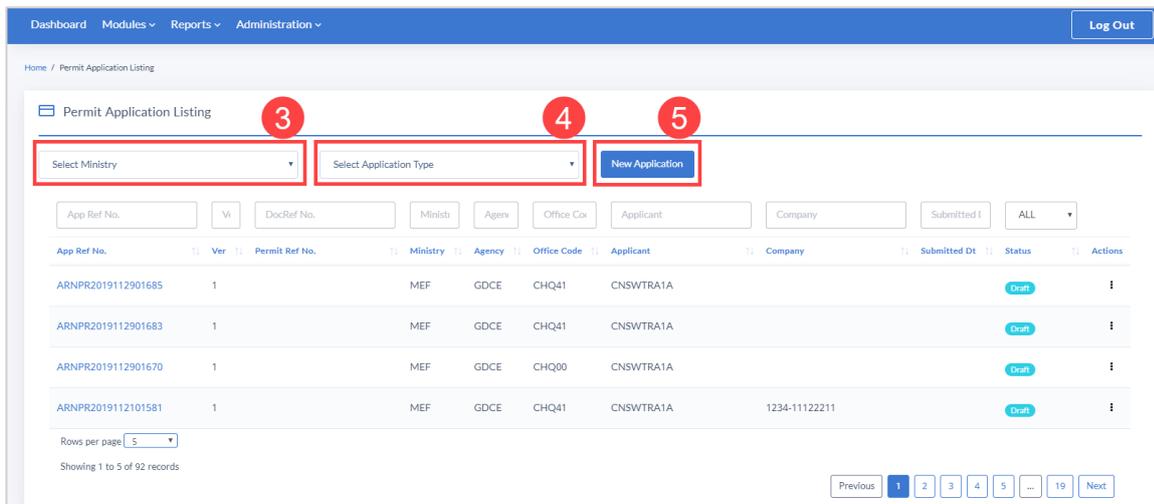
### 5.4.1 CREATE NEW APPLICATION

To create a new application, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

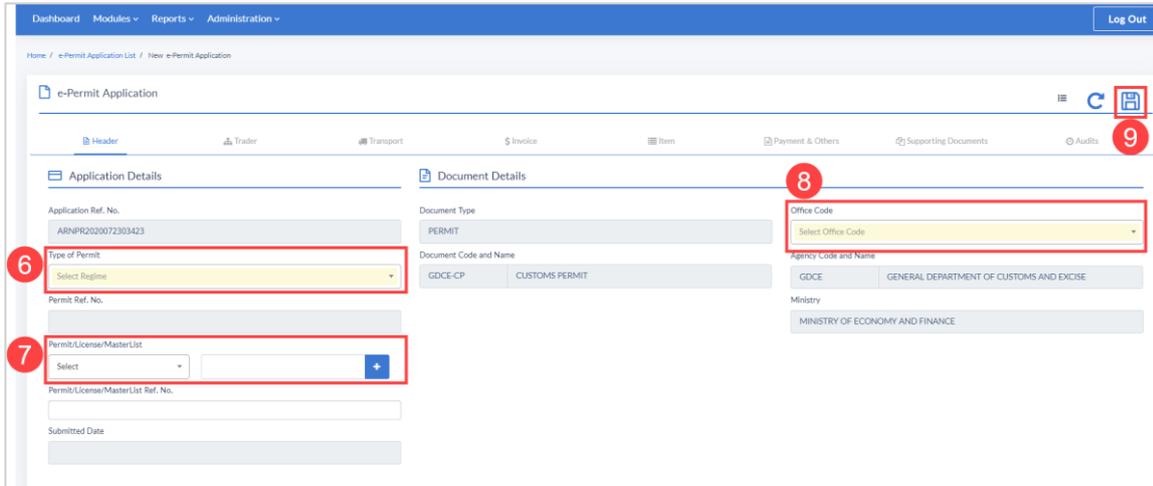


2. On the main menu. select **Modules > Apply for Permit**. The Permit Application Listing page appears.



3. On the Ministry list, select **MEF – Ministry of Economy and Finance**.
4. On the Application Type, select **GDCE-CP – CUSTOMS PERMIT**.

5. Select **New Application**. The following page appears.

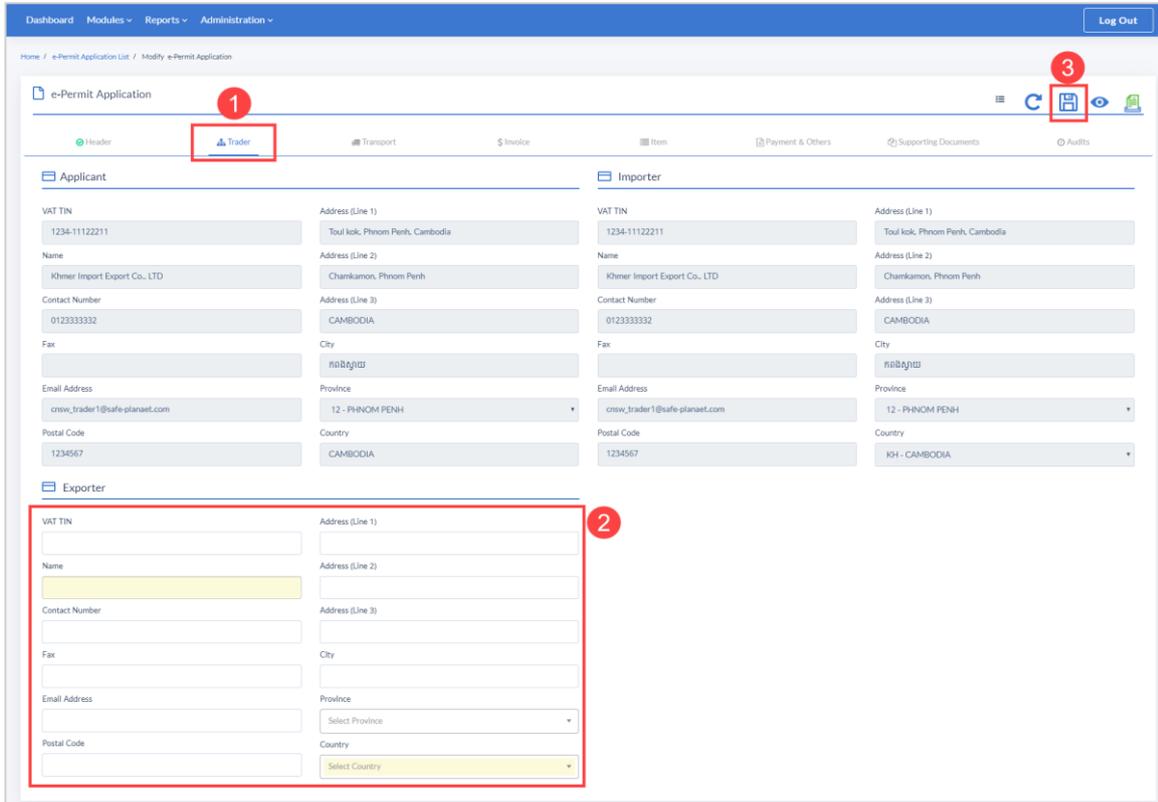


6. On the *Type of permit* dropdown list, select **IMPORT**.
7. On the **Permit/License/Master List**, select the document type to link, enter the correct reference number, then select the **Add**. Note the following when linking any of these documents:
  - You can link multiple Licenses or Master lists. However, you can link one Permit only.
  - Linking an OGA Permit auto-populates some details in the Trader, Transport, Invoice, Item, and Payment tabs.
  - After linking an OGA Permit to the Customs Permit, the system will auto-populate the applicable fields. However, some mandatory fields in the Customs Permit may be blank as these fields might not be present in the linked OGA Permit. Check the other tabs for any fields that you need to fill out.
  - You cannot add or remove items after linking an OGA Permit. Linking an OGA Permit automatically adds the items from the selected Permit.
  - The available quota for the license/master list is used when you link them.
  - You can only add items that are available to the linked license/master list.
8. On the **Office Code** dropdown list select the correct agency. All other fields on this page are auto-generated. Copy the *Application Reference Number* for reference.
9. Select Save to save all changes to the draft. Continue to the **Adding Trader Information** section.

### 5.4.2 ADDING TRADER INFORMATION

To add trader information, do the following:

1. In the draft application, select the **Trader** tab to display the trader information page. Depending on the selected Regime, the Importer or Exporter details are auto-populated.



**NOTE:** Select any of the icons on the upper-right part to **Reset, Save, Preview,** or **Submit** the application.

2. Go to the Exporter details, enter the following details:

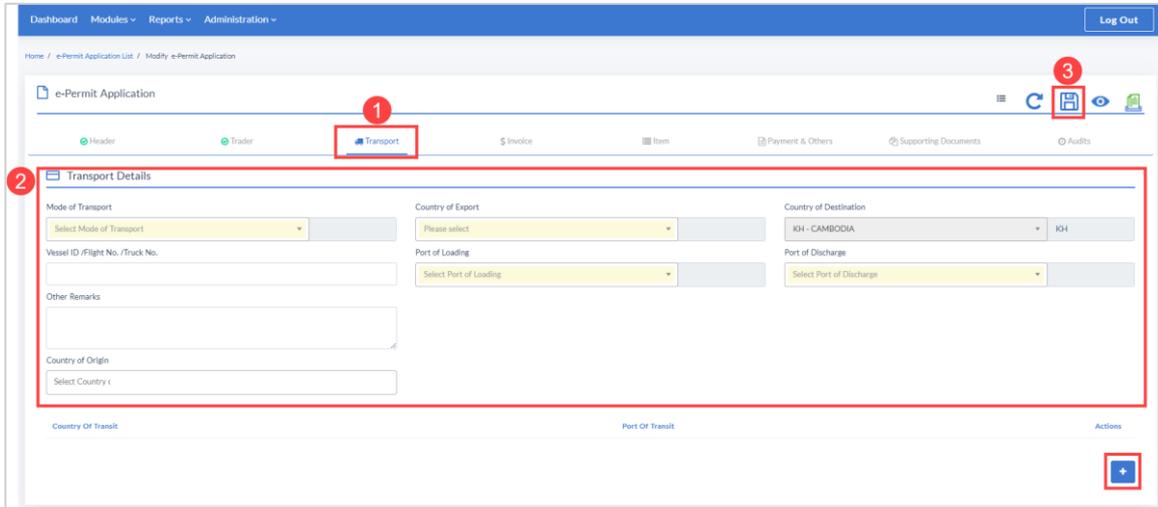
Details	Description/Values
<b>VAT TIN</b>	Enter the VAT TIN. If the trader is registered to your account, entering the TIN displays automatic suggestions to retrieve and fill out the other details.
<b>Name</b>	Enter the exporter name
<b>Contact Details</b>	Enter the contact and fax number
<b>Email Address</b>	Enter the email address
<b>Address Details</b>	Enter the full address including City, Province, Postal Code, and Country

3. Select Save to save all changes. Continue to the **Adding Transport Details** section.

### 5.4.3 ADDING TRANSPORT DETAILS

To add transport details, do the following:

1. In the draft application, select the **Transport** tab to display the transport information page.



2. Select or enter the following details:

Details	Description/Values
<b>Mode of Transport</b>	Select the mode of transport.
<b>Vessel ID/Flight No./Truck No.</b>	Enter the Vessel ID/Flight No./Truck No.
<b>Other Remarks</b>	Enter any additional transport information.
<b>Country of Export</b>	Select the country of export. Depending on the type of application, this field may be auto-populated.
<b>Port of Loading</b>	Select the port of loading.
<b>Country of Destination</b>	Select the country of destination. Depending on the type of application, this field may be auto-populated.
<b>Port of Discharge</b>	Select the port of discharge.
<b>Country of Origin</b>	Select the country of origin

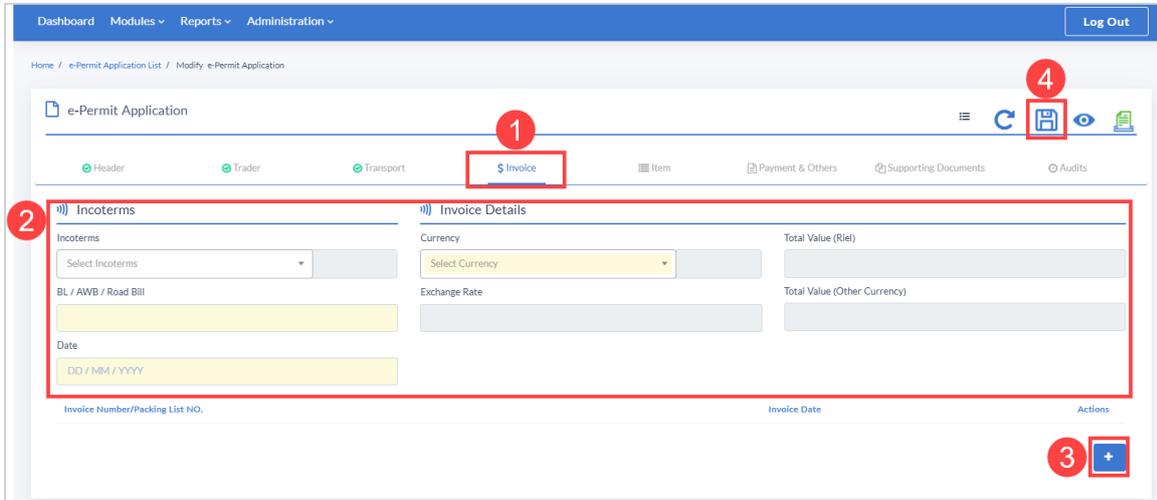
**NOTE:** To add transit information, select the button on the lower-right corner in the Transport tab. Then select the **Country of Transit** and **Port of Transit**.

3. Select Save to save all changes. Continue to the [Adding Invoice Details](#) section.

### 5.4.4 ADDING INVOICE DETAILS

To add invoice information, do the following:

1. In the draft application, select the **Invoice** tab to display the invoice information page.



2. Select or enter the following details:

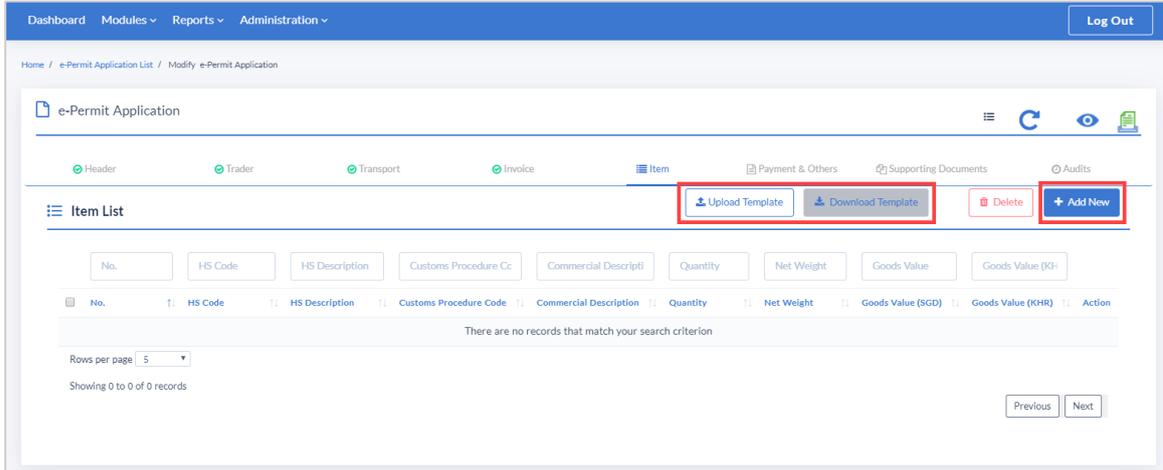
Details	Description/Values
<b>Incoterms</b>	Select the incoterms.
<b>BL / AWB / Road Bill</b>	Enter the bill of lading, airwaybill, or road bill number.
<b>Date</b>	Select the document date.
<b>Currency</b>	Select the currency.

3. (Optional) Select the add button to add an invoice, then provide the required details.
4. Select Save to save all changes. Continue to the **Adding Items** section.

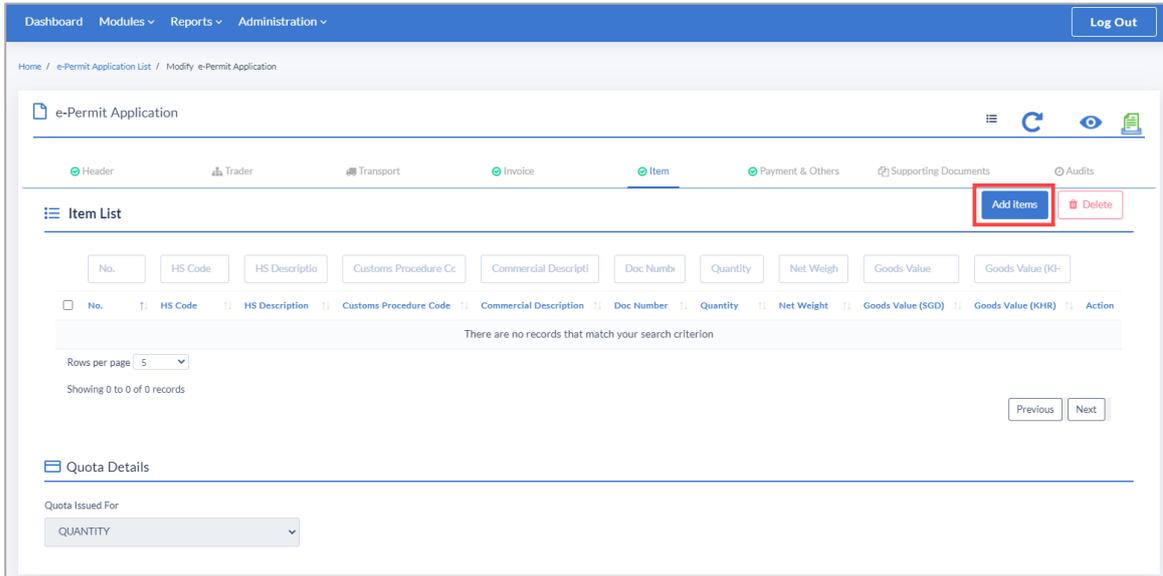
### 5.4.5 ADDING ITEMS

Use any of the following ways to add items for your Permit applications:

- To add individual items, select **Add New**.
- To add multiple items using a template, select **Download Template**.



- To add items from a linked License or Master List, select **Add Items**. Using this method allows you to add items that are only available to the linked license/master list. However, if you link an OGA Permit, you cannot add or remove items. For more information on linking licenses, master lists and permits, refer to [step 7](#) in the **Create New Application** section.

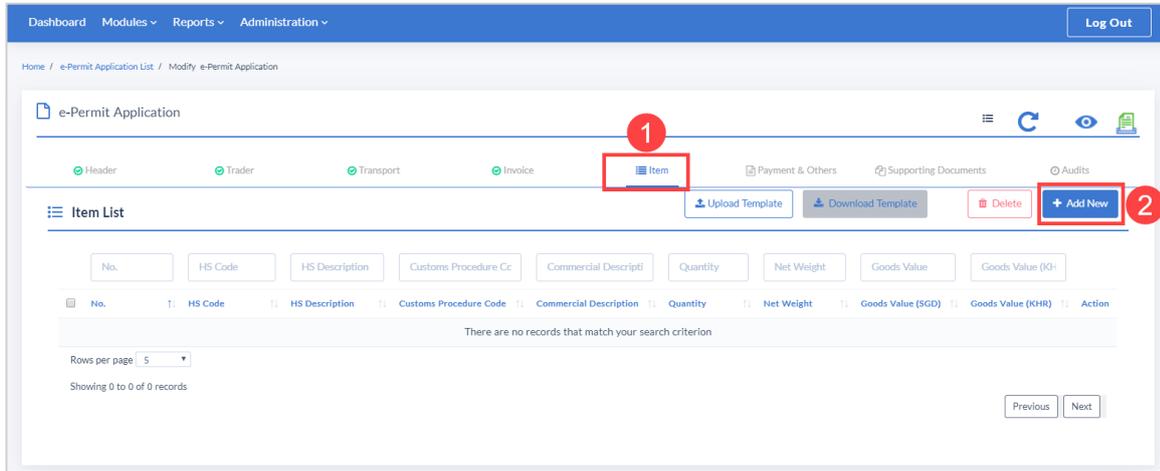


Each of these methods are explained in the next sections.

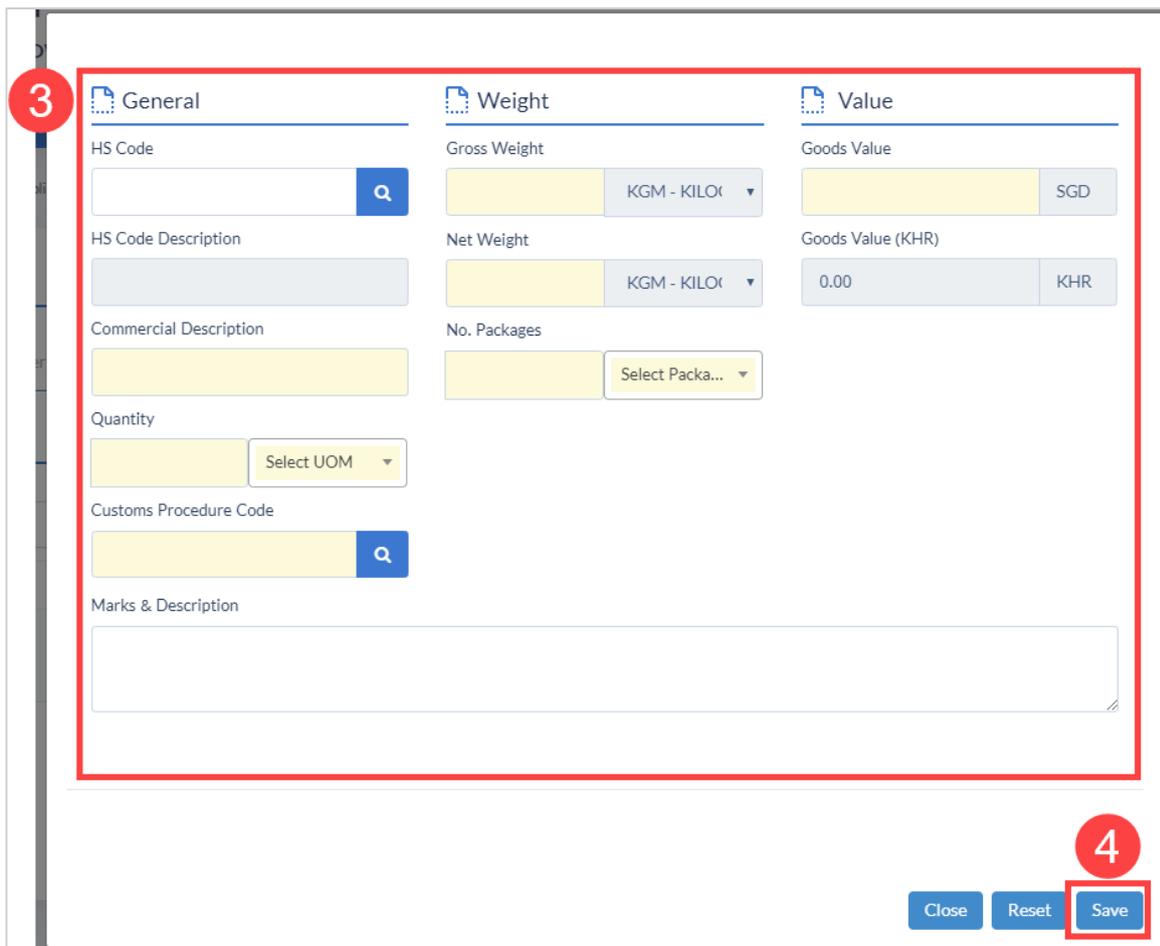
### 5.4.5.1 ADD INDIVIDUAL ITEMS

To add individual items, do the following:

1. In the draft application, select the **Item** tab to display the item information page.



2. Select **Add New** to add items. The following page appears:

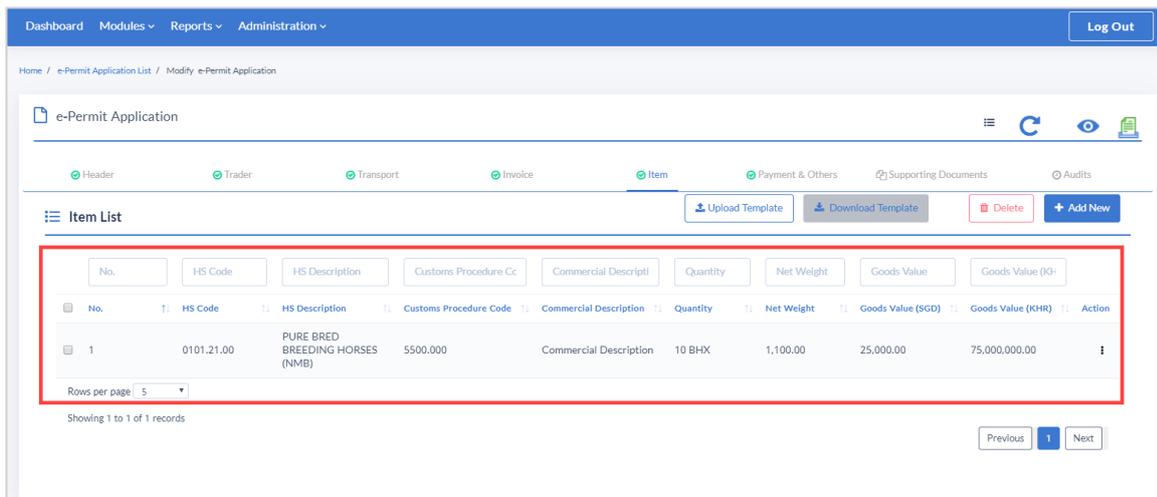


**NOTE:** Highlighted items show the required fields.

3. Select or enter the following details:

Details	Description/Values
<b>HS Code</b>	Enter or select the item’s HS code. Click the search icon to search for HS codes and add items. Fill out the HS code details as required.
<b>Commercial Description</b>	Enter the item’s commercial description
<b>Quantity and UOM</b>	Enter the item’s quantity and unit of measurement (UOM).
<b>Customs Procedure Code</b>	Enter or select the item’s customs procedure code. Fill out the other details as required.
<b>Marks &amp; Description</b>	Enter specific item marks and description.
<b>Gross Weight</b>	Enter the item’s gross weight.
<b>Net Weight</b>	Enter the item’s net weight.
<b>No. of Packages</b>	Enter the number of packages and select the packing type.
<b>Goods Value</b>	Enter the item’s value or price.

4. Select **Save** to add the item in the Item List.



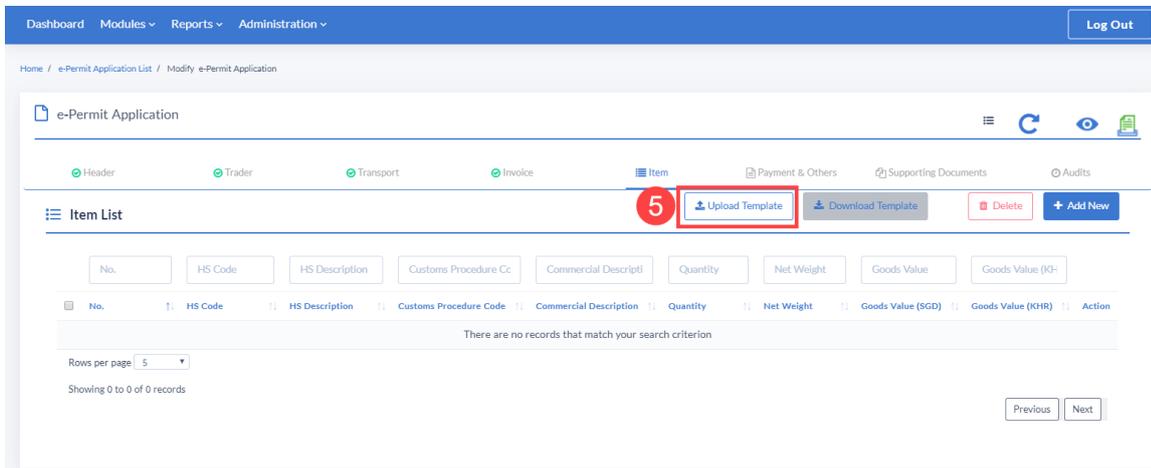
**NOTE:** To add more items, repeat steps 2 to 4. To delete an item, click the **checkbox** next to the item number, then click **Delete**.

After you add all items, continue to the **Adding Payment Details** section.

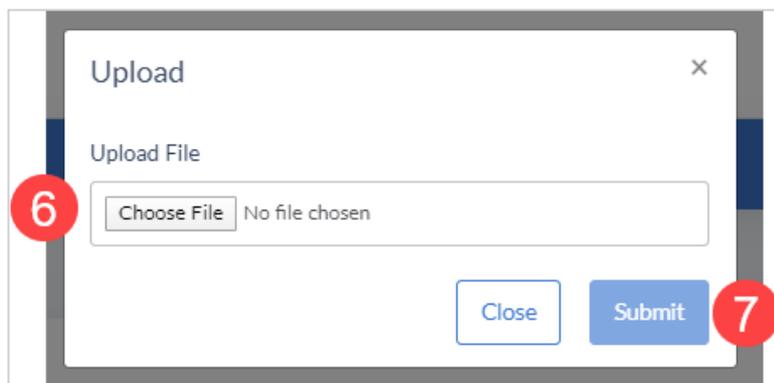


Column	Description/Values
<b>Goods Value</b>	Enter the value of the goods.
<b>Marks &amp; Description</b>	Enter specific item marks and description.

4. After adding all the item details, **Save** and close the file. Return to the CNSW application.

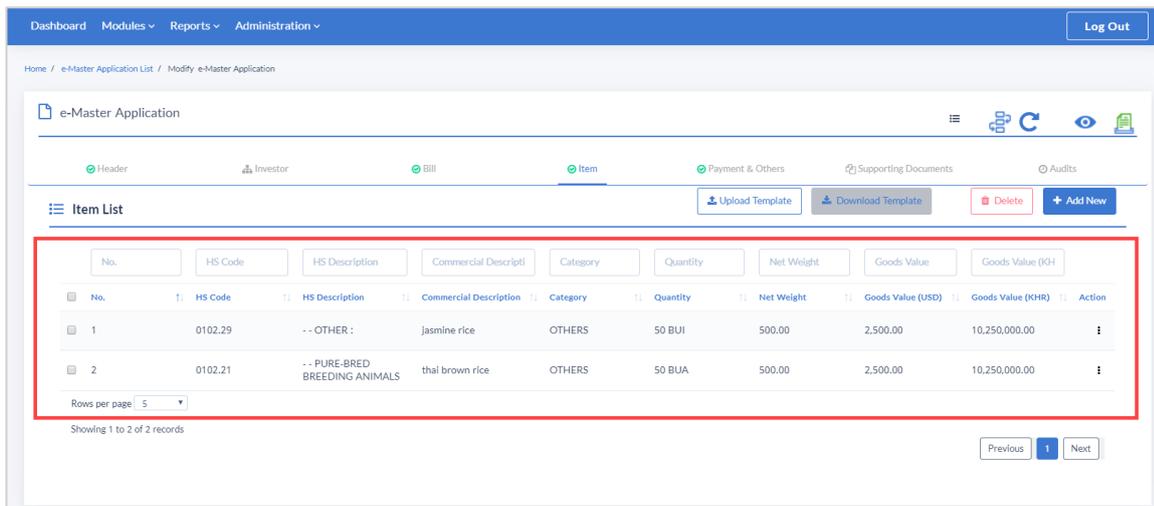


5. From the Item tab, select **Upload Template** to browse for and upload the file.

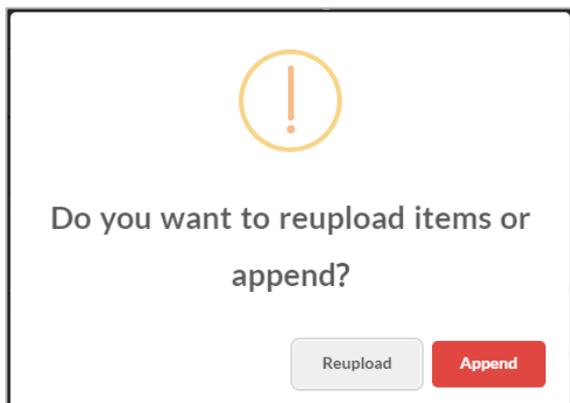


6. Select **Choose File** to browse for and select the template.

7. After locating the template, select **Submit**. The items appear on the list.



8. (Optional) If you upload another template, the following pop-up appears:



- Select **Reupload** to overwrite the item list. This will delete the items from your previous upload.
- Select **Append** to add more items to the list.

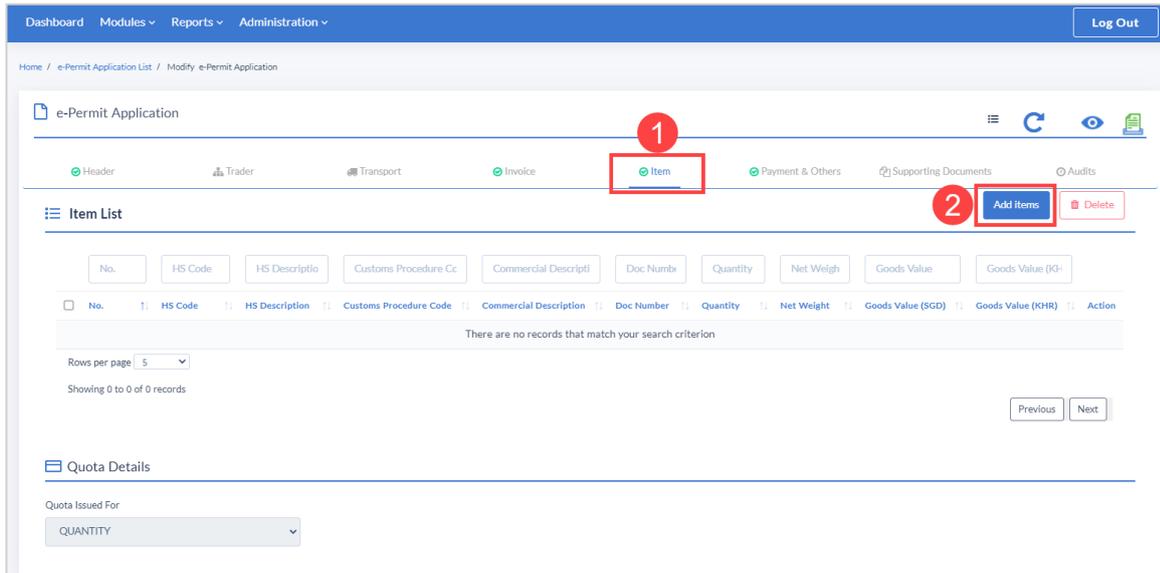
After you add all items, continue to the [Adding Payment Details](#) section.

### 5.4.5.3 ADD LINKED ITEMS

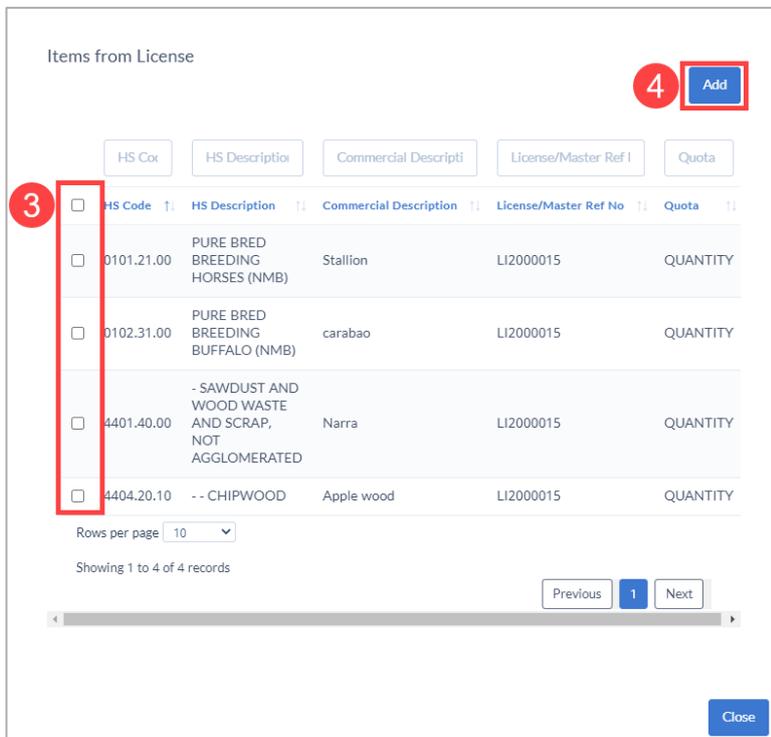
If you linked a License or Master List in your permit application, you may only add items that are available to the linked license/master list. For more information on linking licenses or master lists, refer to [step 7](#) in the [Create New Application](#) section.

To add items from a linked License or Master List, do the following:

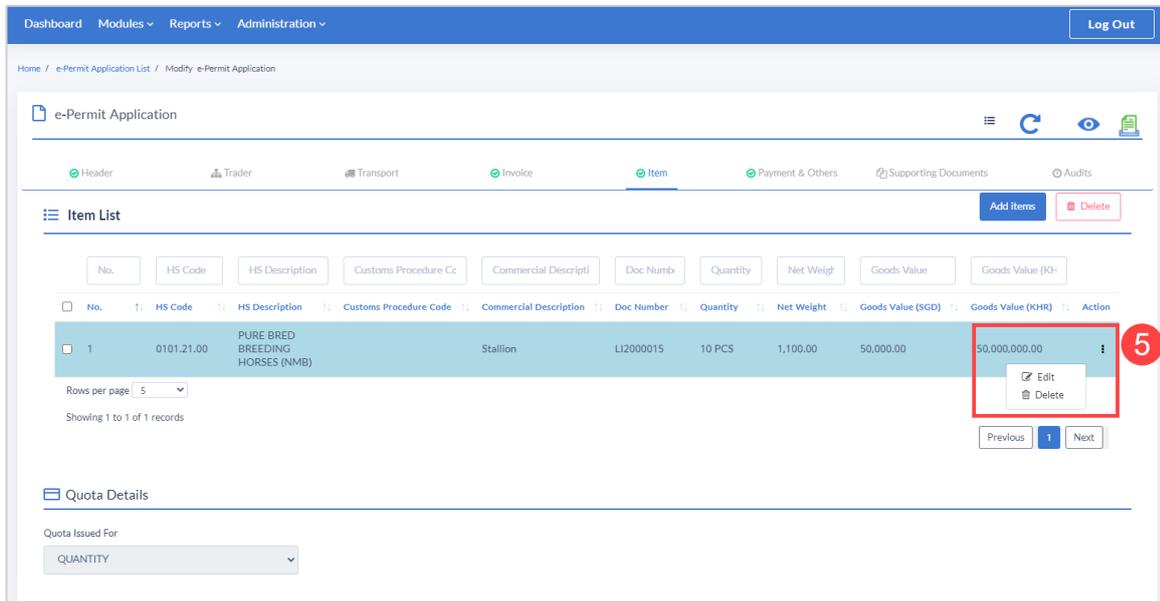
1. In the draft application, select the **Item** tab to display the item information page.



2. Select **Add Items** to add items. The list of items linked to the license or master list appears.



3. Select the box next the HS Code to add the item.
4. Select **Add** to add the item in the Item List.



Dashboard Modules Reports Administration Log Out

Home / e-Permit Application List / Modify e-Permit Application

e-Permit Application

Header Trader Transport Invoice Item Payment & Others Supporting Documents Audits

Item List Add Items Delete

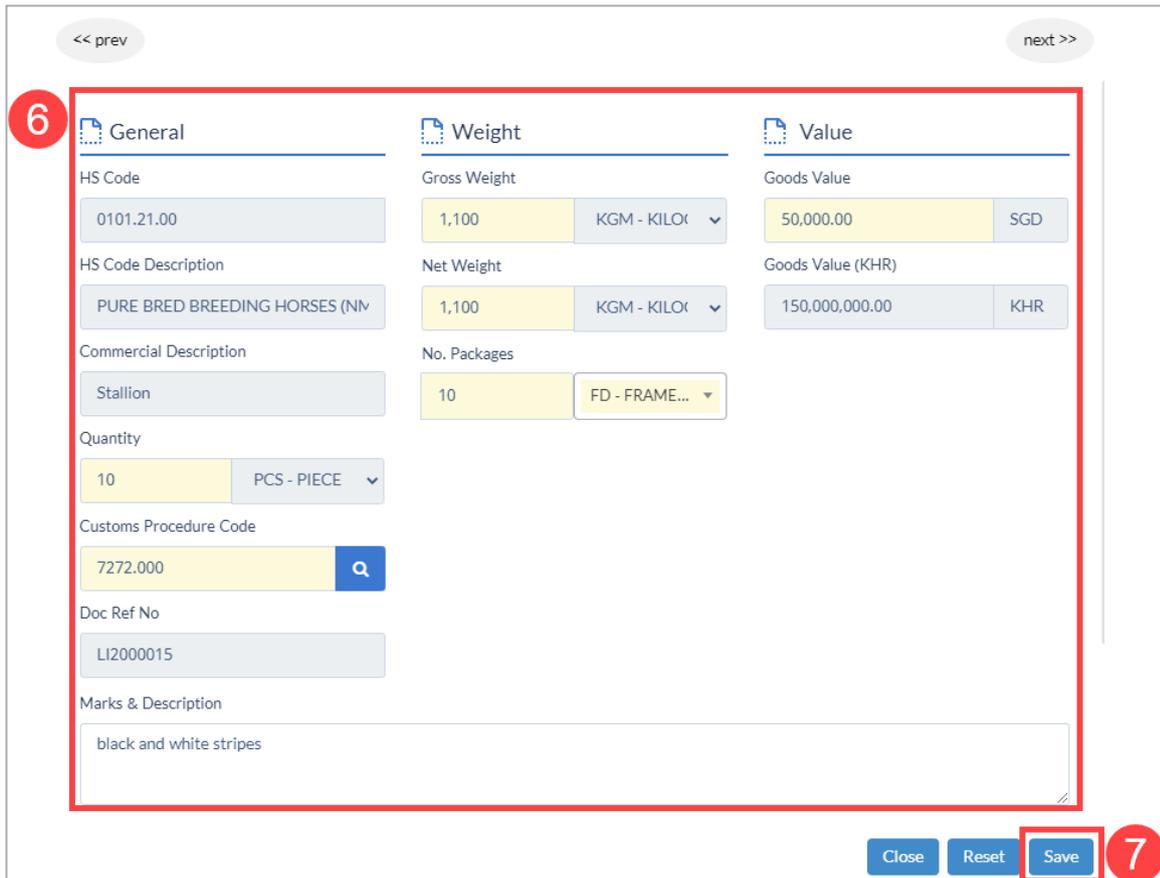
No.	HS Code	HS Description	Customs Procedure Cc	Commercial Descripti	Doc Numb	Quantity	Net Weigh	Goods Value	Goods Value (K-
1	0101.21.00	PURE BRED BREEDING HORSES (NMB)		Stallion	LI2000015	10 PCS	1,100.00	50,000.00	50,000,000.00

Rows per page 5 Showing 1 to 1 of 1 records

Quota Details

Quota Issued For QUANTITY

5. The default quantity of the selected items is based on the remaining quota. If you want to edit the default quantity, select button in the *Actions* column, then click **Edit**.



<< prev next >>

6

General Weight Value

HS Code 0101.21.00

HS Code Description PURE BRED BREEDING HORSES (NM

Commercial Description Stallion

Quantity 10 PCS - PIECE

Customs Procedure Code 7272.000

Doc Ref No LI2000015

Marks & Description black and white stripes

Gross Weight 1,100 KGM - KILO

Net Weight 1,100 KGM - KILO

No. Packages 10 FD - FRAME...

Goods Value 50,000.00 SGD

Goods Value (KHR) 150,000,000.00 KHR

Close Reset Save 7

6. Enter or select any of the following details:

Details	Description/Values
<b>Quantity</b>	Enter the item’s quantity.
<b>Customs Procedure Code</b>	Enter or select the item’s customs procedure code. Fill out the other details as required.
<b>Marks &amp; Description</b>	Enter specific item marks and description.
<b>Gross Weight</b>	Enter the item’s gross weight.
<b>Net Weight</b>	Enter the item’s net weight.
<b>No. of Packages</b>	Enter the number of packages and select the packing type.
<b>Goods Value</b>	Enter the item’s value or price.
<b>HS Extra Fields</b>	If applicable, enter or select the HS Extra Fields.
<b>Internal Product Details</b>	If applicable, enter or select the Internal Product Details.

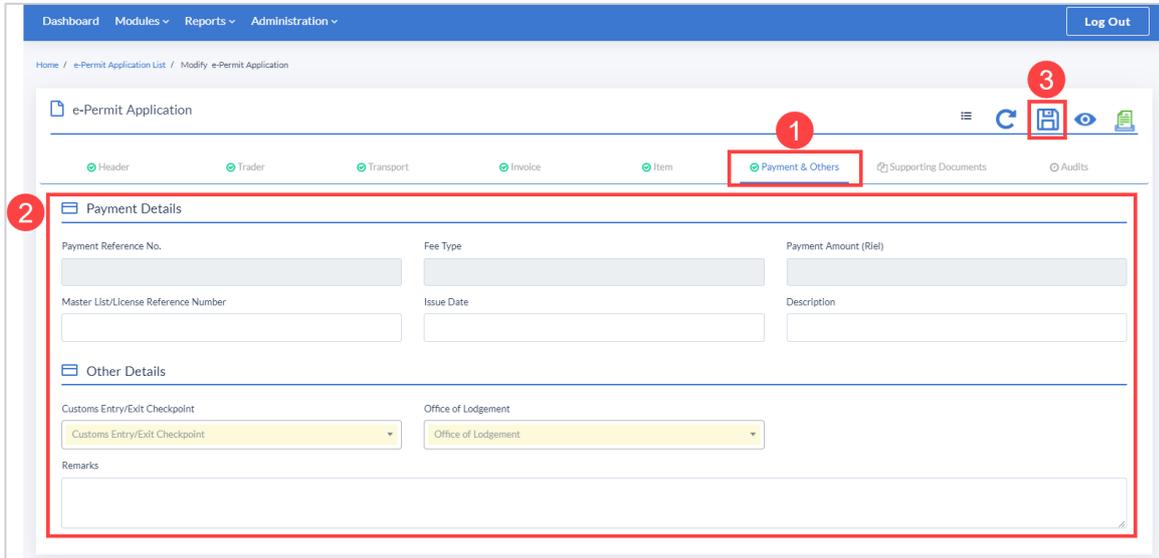
7. Select **Save** to save your changes.

To add more items, repeat steps 2 to 4. To delete an item, click the **checkbox** next to the item number, then click **Delete**. After you add all items, continue to the [Adding Payment Details](#) section.

### 5.4.6 ADDING PAYMENT DETAILS

To add payment information, do the following:

1. In the draft application, select the **Payment & Others** tab to display the Payment Details page.



2. Enter the following details:

Details	Description/Values
<b>Master List or License Reference Number</b>	Enter the master list or license reference number.
<b>Issue Date</b>	Select the document issue date.
<b>Description</b>	Enter a short description about the document.
<b>Customs Entry/Exit Checkpoint</b>	Select the customs entry or exit checkpoint.
<b>Office of Lodgement</b>	Select the office of lodgement.
<b>Remarks</b>	Enter any relevant remarks.

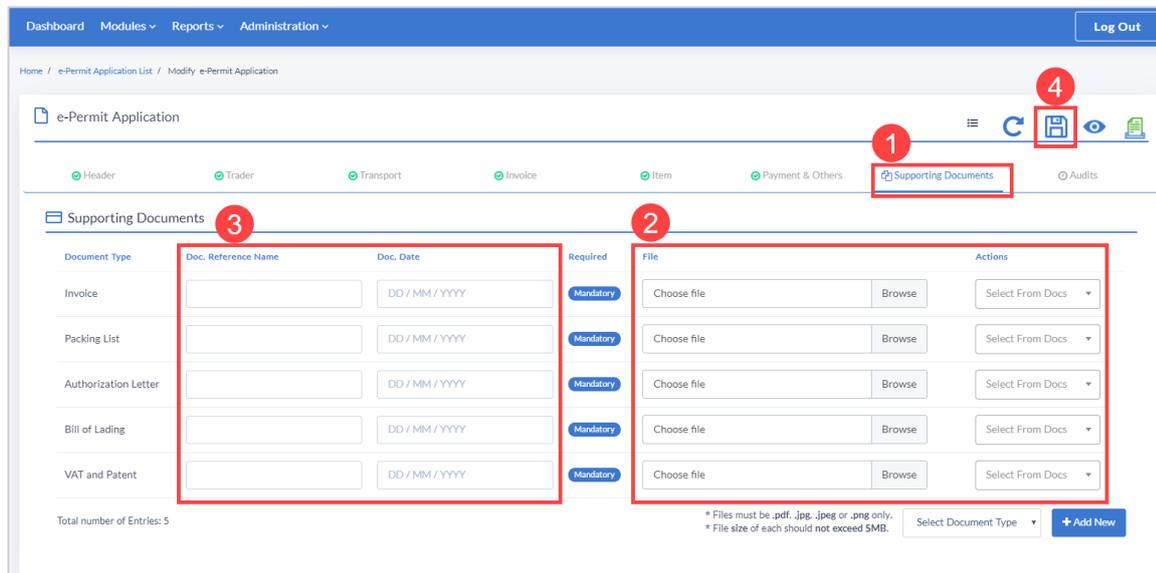
**NOTE:** Note the Payment Reference Number for payment processing.

3. Select Save to save all changes. Continue to the [Uploading Supporting Documents](#) section.

### 5.4.7 UPLOADING SUPPORTING DOCUMENTS

To upload supporting documents, do the following:

1. In the draft application, select the **Supporting Documents** tab to display the Supporting Documents page.



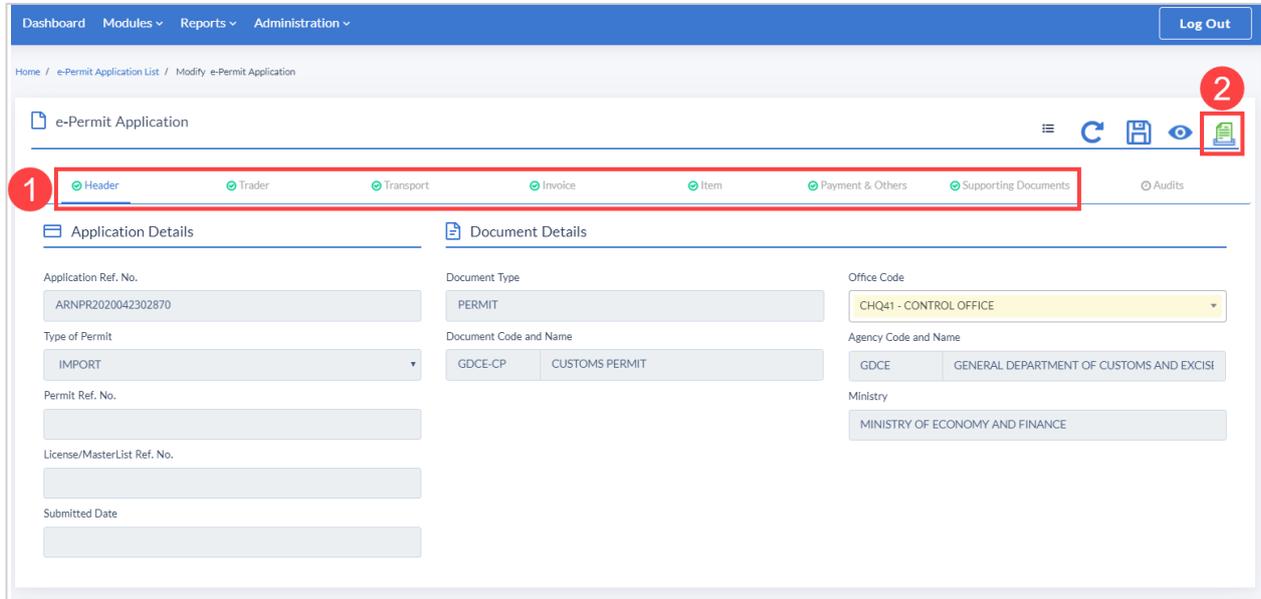
2. To upload a document, do any of the following:
  - Click **Browse** to upload the supporting documents.
  - Click **Select from Docs** to attach a document from your CNSW repository.
3. Enter the **Document Reference Name** and select **Document Date** for the documents as required.
 

**NOTE:** To upload additional documents, select the **Document Type** and then select **Add New**.
4. Select Save to save all changes. Continue to the *Submitting Permit Applications* section.

### 5.4.8 SUBMITTING PERMIT APPLICATIONS

Before submitting the application for verification, do the following:

1. In the draft application, check and review the details from all tabs.



2. Click Submit to send the application for processing. Use the search and filter feature to track the application status.

**NOTE:** To display a preview of the submitted application, click the reference number, and then select the Preview button on the upper-right corner.

The Verifier officer may request additional information or clarification through the Query chat. For more information in using the Query feature, refer to the *Managing Queries* section.

## 5.5 APPLY FOR CERTIFICATES

This section explains the procedure for applying a *Kimberley Process Certificate* issued by the MOC. Although certificates issued by different agencies have a different purpose and format, the application and approval processes are the same. You can use these instructions to apply for certificates issued by the other government agencies such as MOC, MOH, and MAFF.

To apply for certificates, you must complete the following sub-tasks:

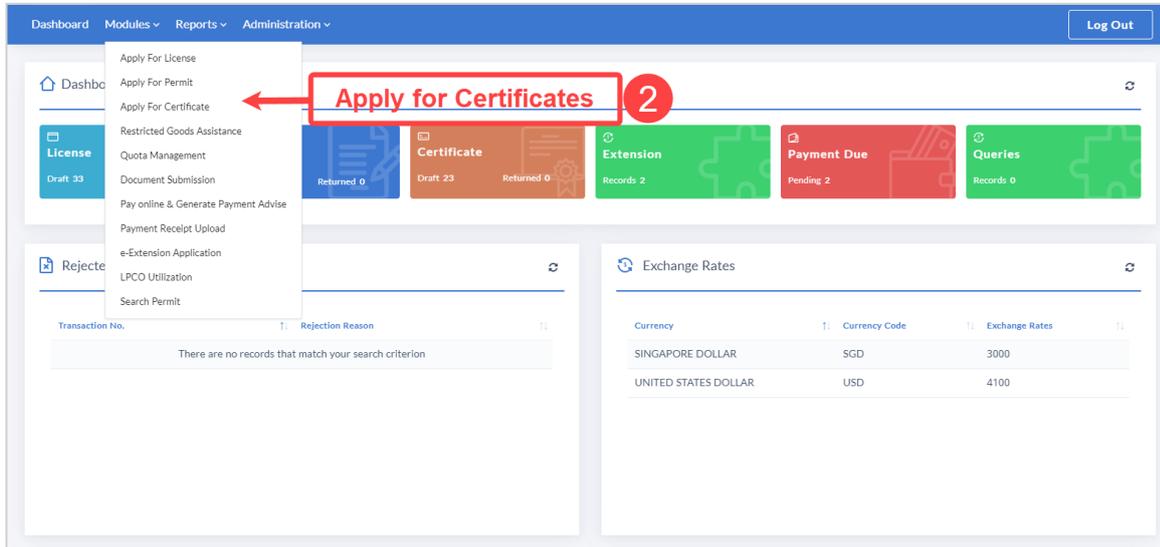
- Creating Applications
- Adding Trader Information
- Adding Transport Details
- Adding Invoice Details
- Adding Items
- Adding Payment Details
- Uploading Supporting Documents
- Submitting Applications

**NOTE:** Each of these sub-tasks is described in detail in the next sections.

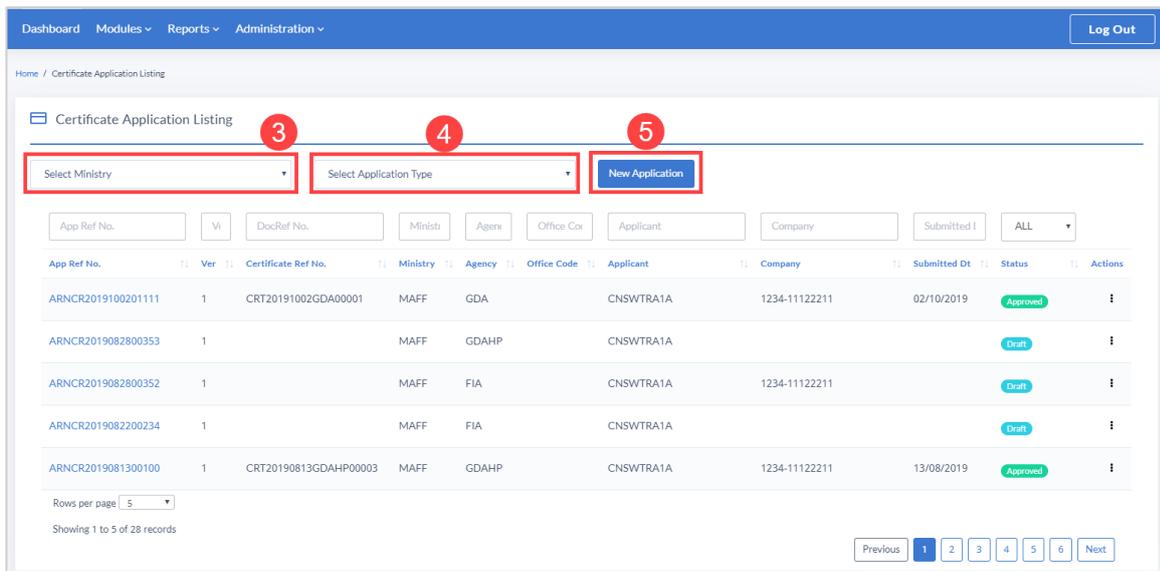
### 5.5.1 CREATE NEW APPLICATION

To create a new application, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

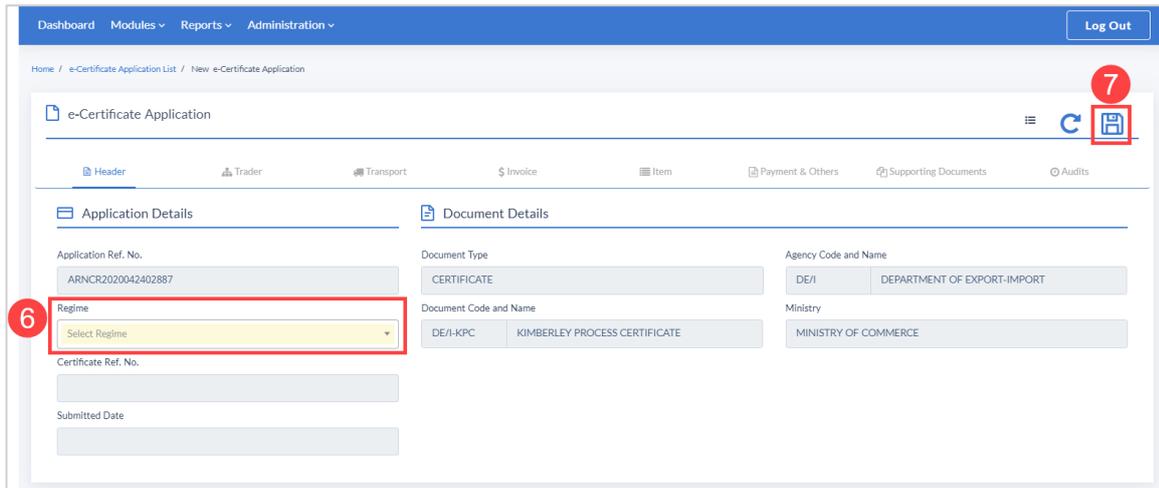


2. Select **Modules > Apply for Certificate**. The Certificate Application Listing page appears.



3. On the Ministry list, select **MOC – Ministry of Commerce**.
4. On the Application Type, select **DE/I-KPC – KIMBERLEY PROCESS CERTIFICATE**.

5. Select **New Application**. The following page appears.



6. On the *Regime* dropdown list, select **IMPORT**.

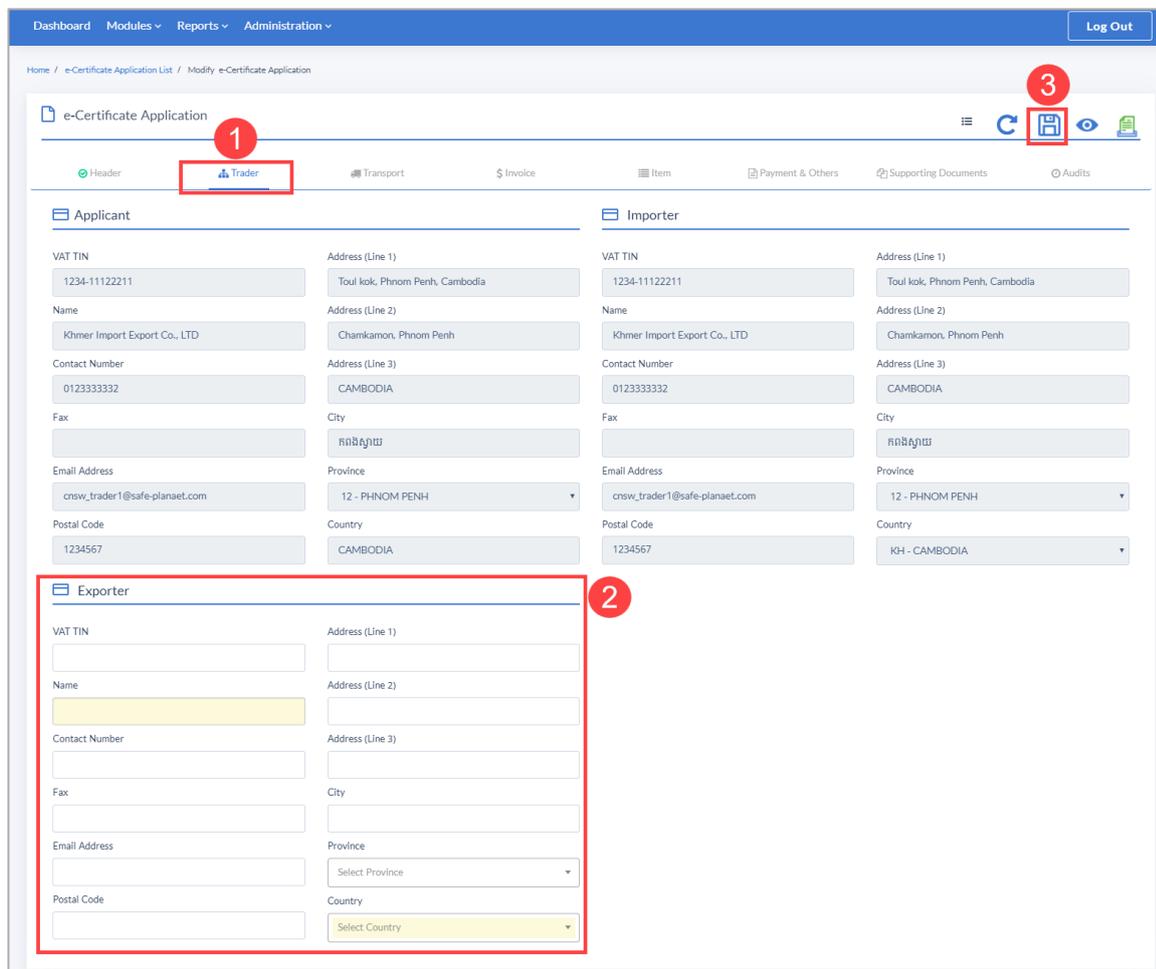
**NOTE:** All other fields in this page are auto-generated. Copy the *Application Reference Number* for reference.

7. Select Save to save all changes to the draft. Continue to the [Adding Trader Information](#) section.

### 5.5.2 ADDING TRADER INFORMATION

To add trader information, do the following:

1. In the draft application, select the **Trader** tab to display the trader information page. Depending on the selected Regime, the Importer or Exporter details are auto-populated.



**NOTE:** Select any of the icons on the upper-right part to **Reset, Save, Preview, or Submit** the application.

2. Go to the Exporter details, enter the following details:

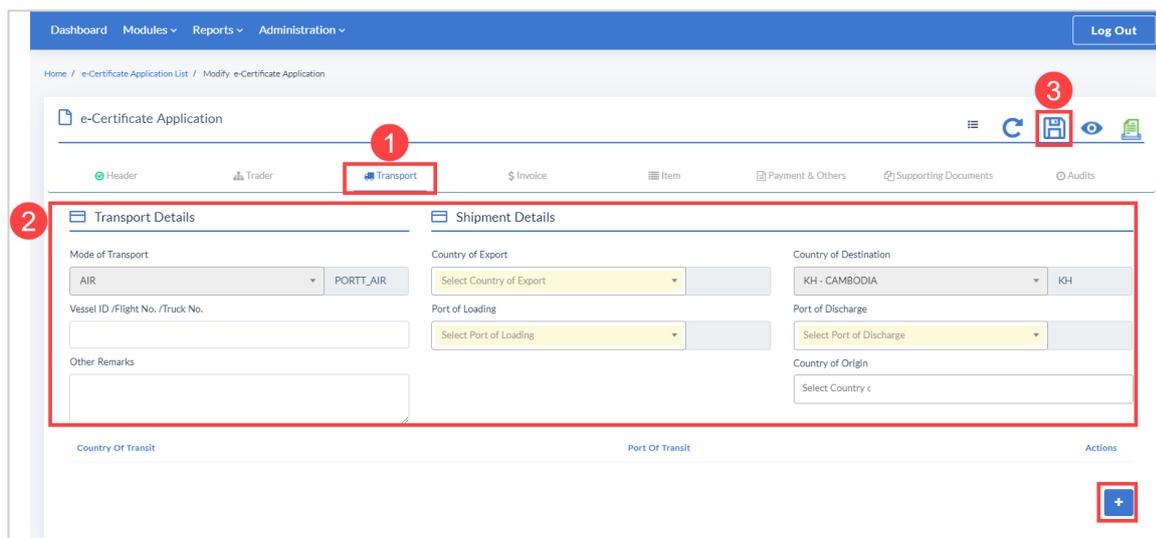
Details	Description/Values
<b>VAT TIN</b>	Enter the VAT TIN. If the trader is registered to your account, entering the TIN displays automatic suggestions to retrieve and fill out the other details.
<b>Name</b>	Enter the exporter name
<b>Contact Details</b>	Enter the contact and fax number
<b>Email Address</b>	Enter the email address
<b>Address Details</b>	Enter the full address including City, Province, Postal Code, and Country

3. Validate both the importer and exporter details as required, then select Save to save your changes. Continue to the [Adding Transport Details](#) section

### 5.5.3 ADDING TRANSPORT DETAILS

To add transport details, do the following:

1. In the draft application, select the **Transport** tab to display the transport information page.



2. Select or enter the following details:

Details	Description/Values
<b>Vessel ID/Flight No./Truck No.</b>	Enter the Vessel ID/Flight No./Truck No.
<b>Other Remarks</b>	Enter any additional transport information.
<b>Country of Export</b>	Select the country of export. Depending on the type of application, this field may be auto-populated.
<b>Port of Loading</b>	Select the port of loading.
<b>Country of Destination</b>	Select the country of destination. Depending on the type of application, this field may be auto-populated.
<b>Port of Discharge</b>	Select the port of discharge.
<b>Country of Origin</b>	Select the country of origin.

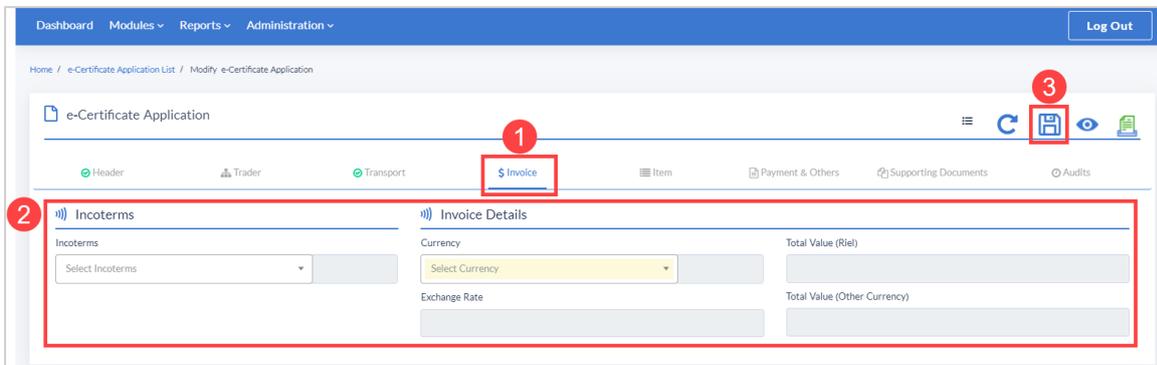
**NOTE:** To add transit information, select the button on the lower-right corner in the Transport tab. Then select the **Country of Transit** and **Port of Transit**.

3. Select Save to save all changes. Continue to the *Adding Invoice Details* section.

#### 5.5.4 ADDING INVOICE DETAILS

To add invoice information, do the following:

1. In the draft application, select the **Invoice** tab to display the invoice information page.



**NOTE:** The Exchange Rate, Total Value (Riel), and Total Value (Other Currency) are automatically calculated.

2. Select or enter the following details:

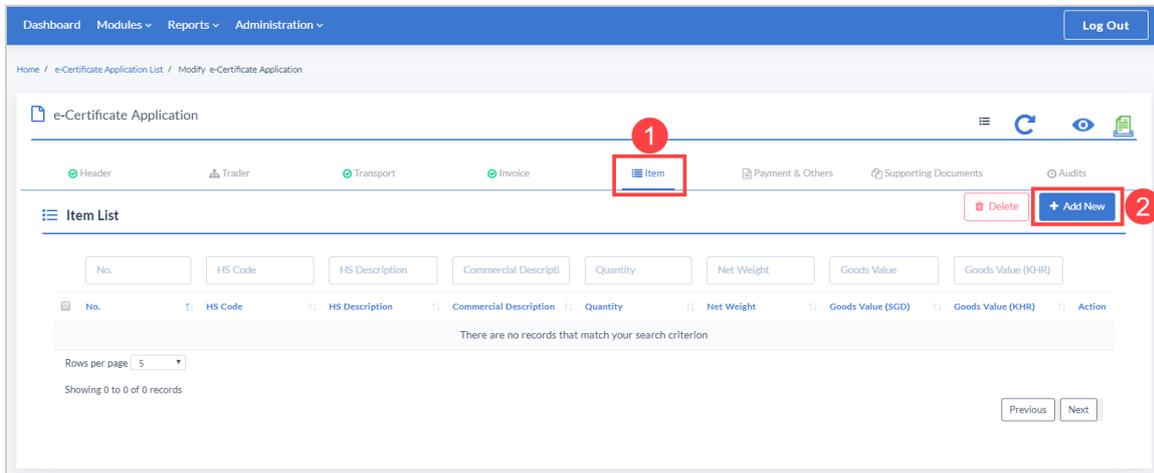
Details	Description/Values
<b>Incoterms</b>	Select the incoterms.
<b>Currency</b>	Select the currency.

3. Select Save to save all changes. Continue to the *Adding Items* section.

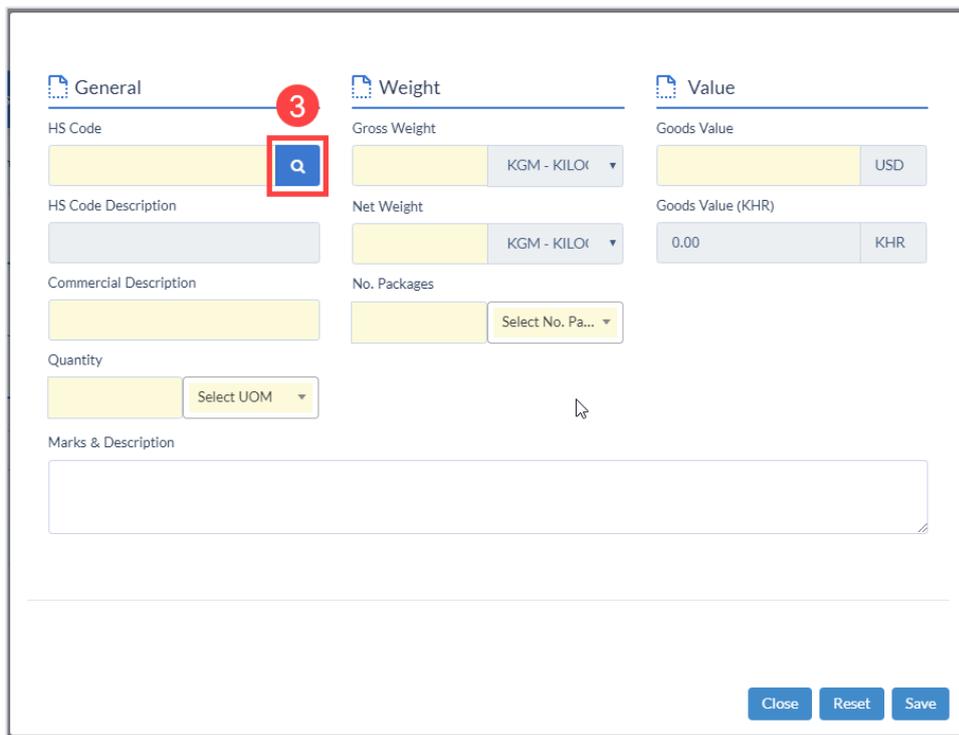
### 5.5.5 ADDING ITEMS

To add items, do the following:

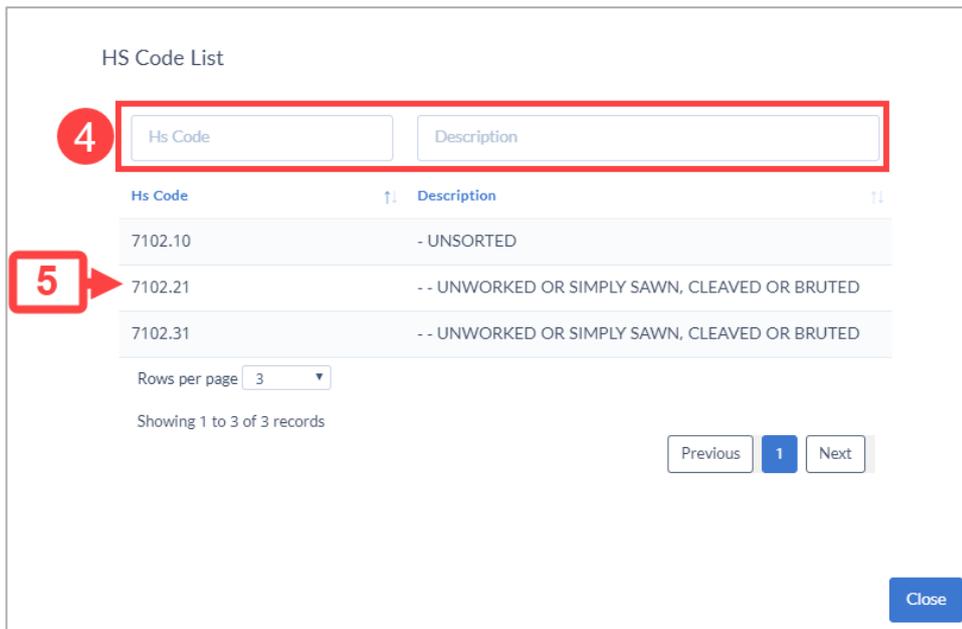
1. In the draft application, select the **Item** tab to display the item.



2. Select **Add New** to add items. The following page appears.



3. Select the HS Code search to add item details. The following page appears.



HS Code List

4

Hs Code Description

Hs Code	Description
7102.10	- UNSORTED
7102.21	-- UNWORKED OR SIMPLY SAWN, CLEAVED OR BRUTED
7102.31	-- UNWORKED OR SIMPLY SAWN, CLEAVED OR BRUTED

5

Rows per page 3

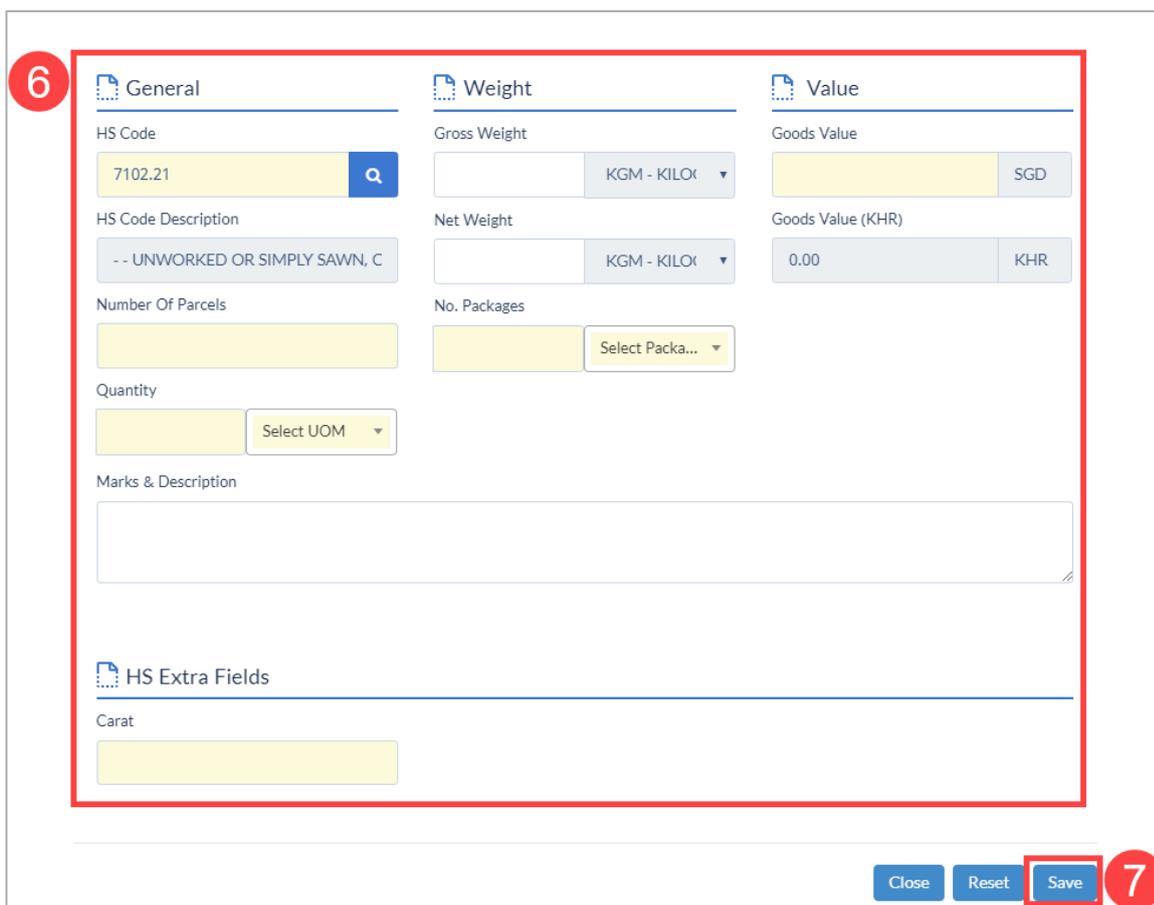
Showing 1 to 3 of 3 records

Previous 1 Next

Close

4. Search for the item using the **HS Code** or **Description**

5. Click the **HS Code** from the list. After selecting the HS Code, the following page appears.



6

General Weight Value

HS Code 7102.21

HS Code Description -- UNWORKED OR SIMPLY SAWN, C

Number Of Parcels

Quantity Select UOM

Marks & Description

HS Extra Fields

Carat

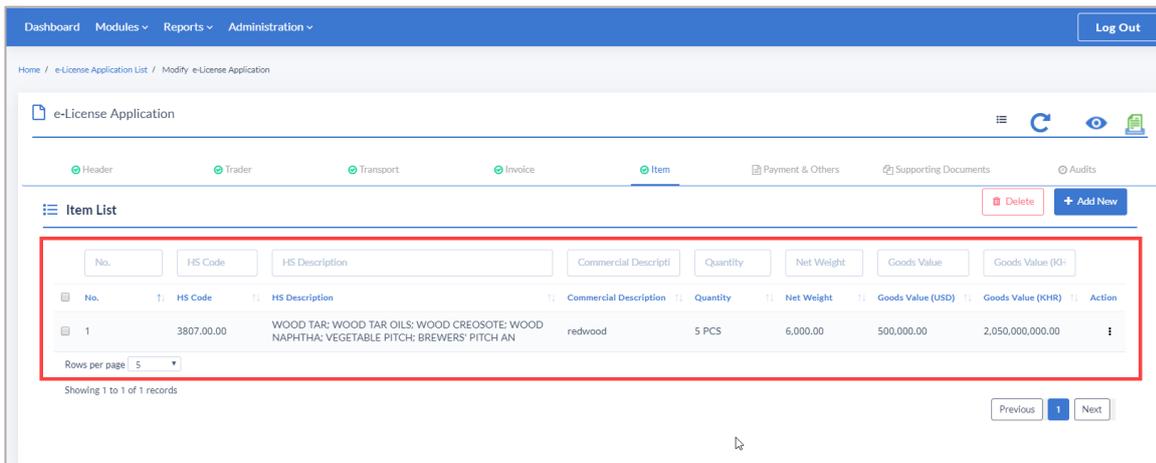
Close Reset Save 7

6. Select or enter the following details:

Details	Description/Values
<b>Commercial Description</b>	Enter the item’s commercial description.
<b>Number of Parcels</b>	Enter the number of parcels.
<b>Quantity</b>	Enter the Item’s quantity.
<b>Unit of Measurement</b>	Select the unit of measurement (UOM)
<b>Marks &amp; Description</b>	Specific item marks and description
<b>Gross Weight</b>	Enter the item’s gross weight.
<b>Net Weight</b>	Enter the item’s net weight.
<b>Number of Packages</b>	Enter the number of packages and its unit of measurement.
<b>Goods Value</b>	Enter the total goods value.

**NOTE:** The *Goods Value (Riel)* is automatically calculated based on the exchange rate.

7. Select **Save** to add the item in the Item List.



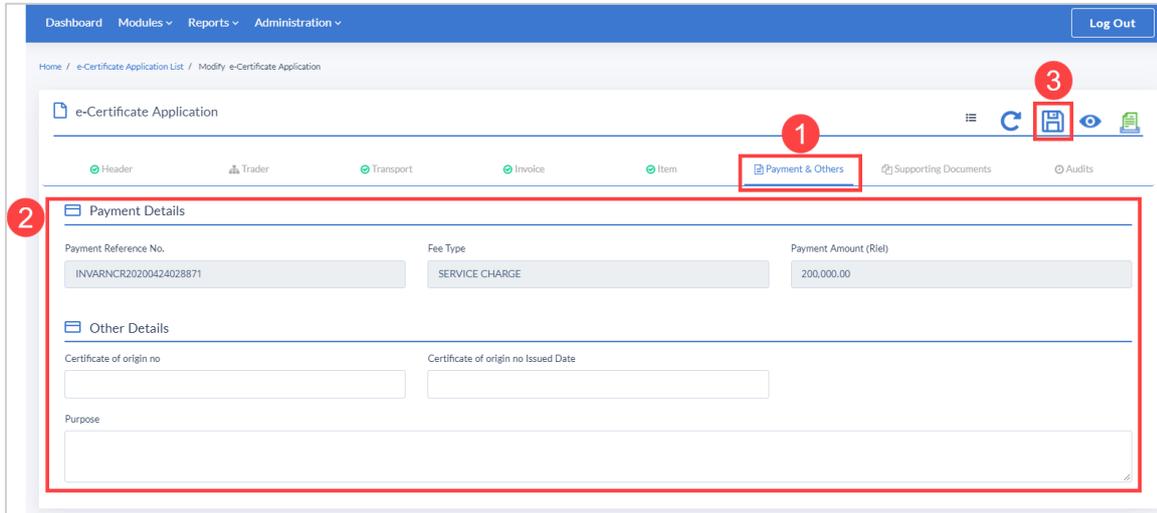
**NOTE:** To add more items, repeat steps 2 to 7. To delete an item, click the **checkbox** next to the item number, then click **Delete**.

Continue to the **Adding Payment Details** section.

### 5.5.6 ADDING PAYMENT DETAILS

To add payment information, do the following:

1. In the draft application, select the **Payment & Others** tab to display the Payment Details page.



2. Enter the **Certificate of Origin Number** and **CO Issue Date**, and the payment purpose details. All the other details are auto-generated.

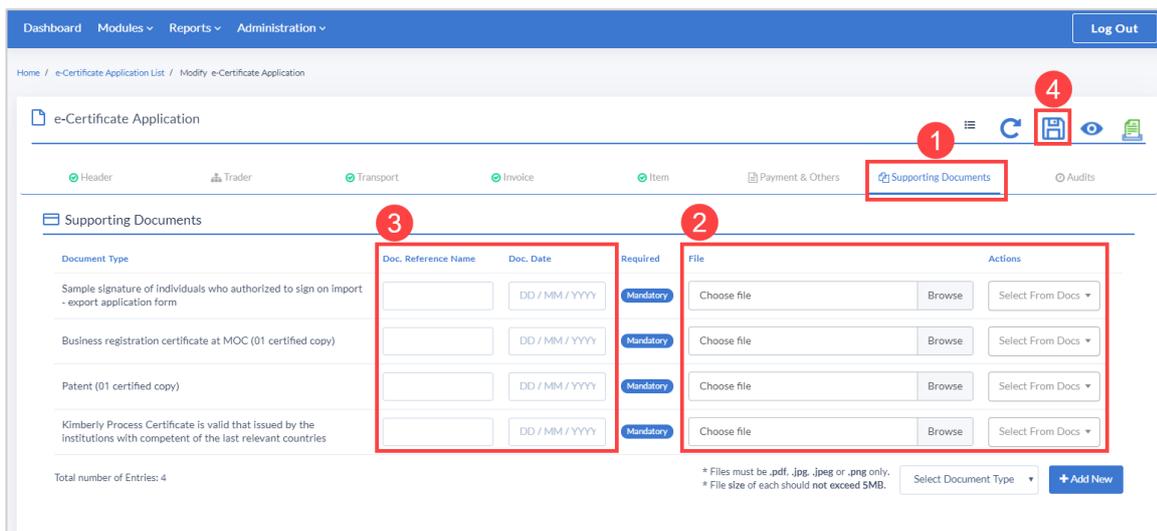
**NOTE:** Take note of the Payment Reference Number for payment processing.

3. Select Save to save all changes. Continue to the **Uploading Supporting Documents** section.

### 5.5.7 UPLOADING SUPPORTING DOCUMENTS

To upload supporting documents, do the following:

1. In the draft application, select the **Supporting Documents** tab to display the Supporting Documents page.



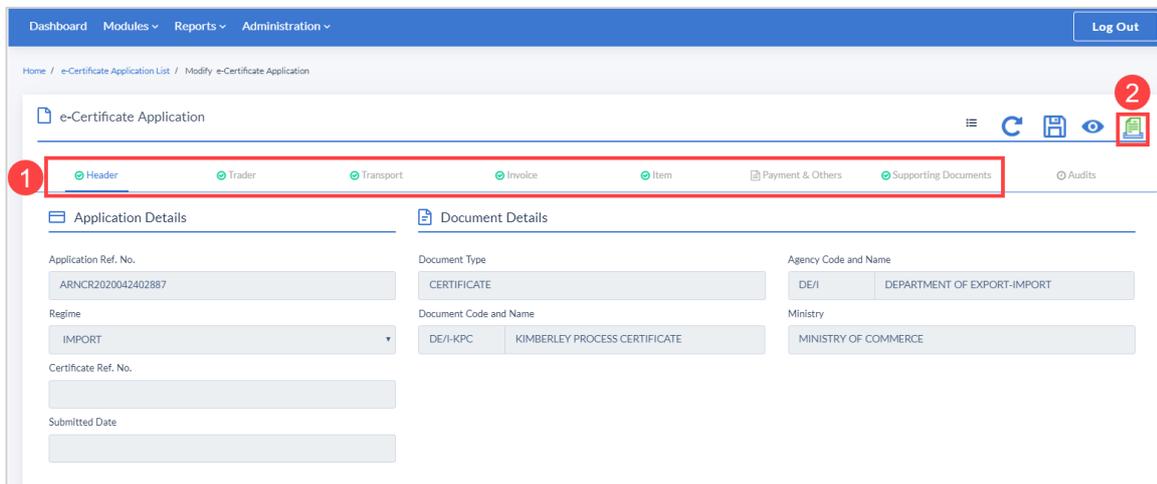
2. To upload a document, do any of the following:
  - Click **Browse** to upload the supporting documents.
  - Click **Select from Docs** to attach a document from your CNSW repository.
3. Enter the **Document Reference Name** and select **Document Date** for the documents as required.
 

**NOTE:** To upload additional documents, select the **Document Type** and then select **Add New**.
4. Select Save to save all changes. Continue to the [Submitting Permit Applications](#) section.

### 5.5.8 SUBMITTING PERMIT APPLICATIONS

Before submitting the application for verification, do the following:

1. Check and review the details from all tabs.



2. Click Submit to move the application to the Verifier step. Use the search and filter feature to track the application status.

**NOTE:** To display a preview of the submitted application, click the reference number, and then select the Preview button on the upper-right corner.

The Verifier officer may request additional information or clarification through the Query chat. For more information in using the Query feature, refer to the [Managing Queries](#) section.

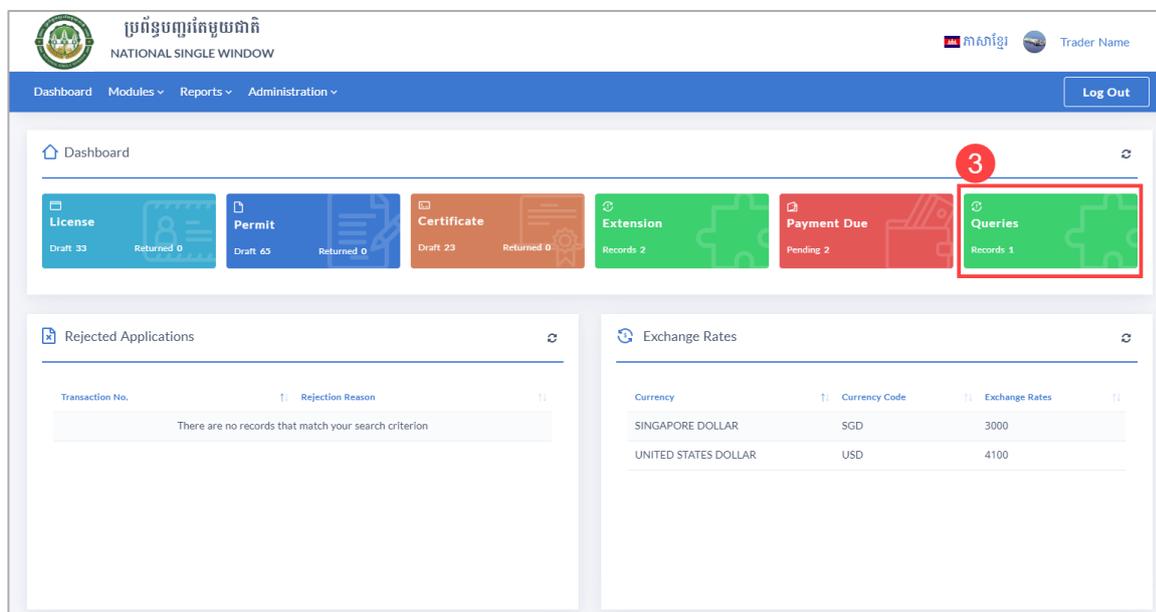
## 5.6 MANAGING QUERIES

The CNSW Query is a chat tool that allows agency officers and traders to communicate and resolve any questions about processing the LPCO. After an officer submits a query, the trader receives a notification through email, which includes the following information:

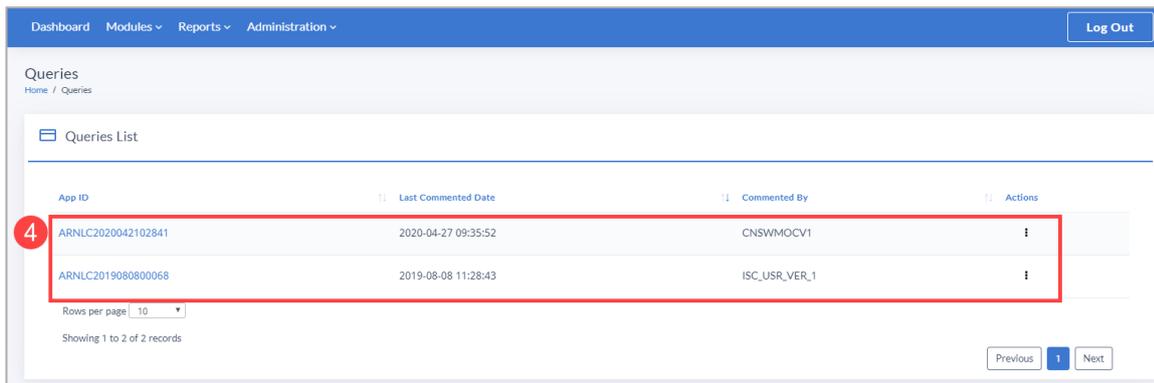
- Application/Document Reference Number
- Queried Agency
- Queried Time

To view and reply to queries, do the following:

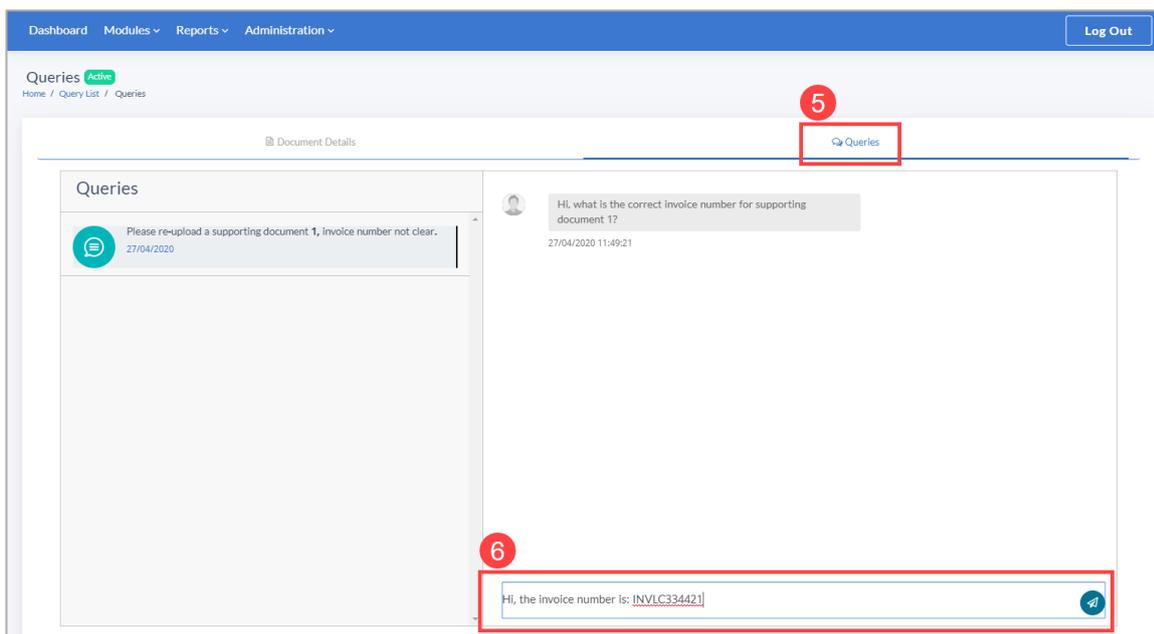
1. Copy the application reference number from the email.
2. Sign in to CNSW using a Trader or Investor account. The Dashboard page appears.



3. On the Dashboard, click **Queries** to display the queries list.



4. Click the correct **Reference Number**. The application details page is displayed.



5. Select the **Query** tab to view the query.

6. Write and send your response to all the queries.

**NOTE:** Click Refresh on your browser to update the query page. After you resolved the query, the officer moves the application to the next step.

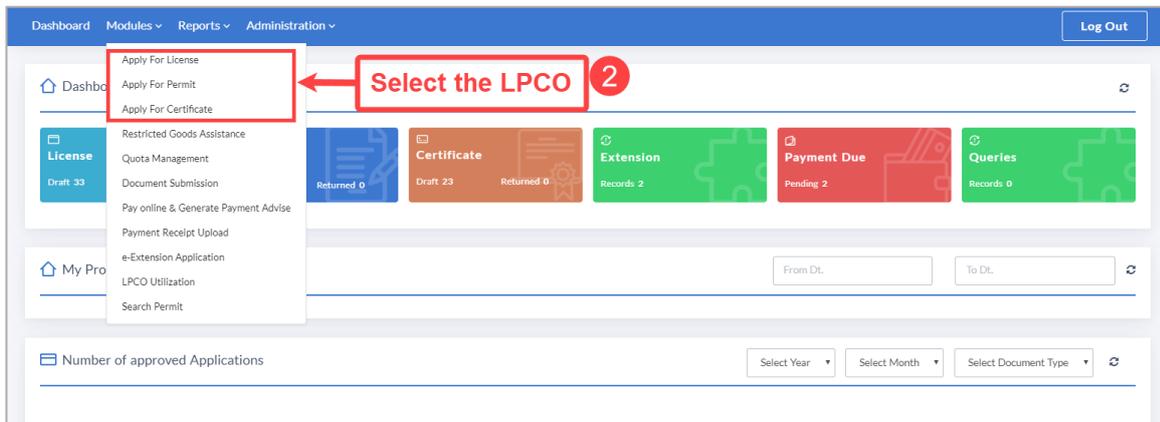
## 5.7 AMENDING RETURNED APPLICATIONS

While processing the application, officers may require additional information and return the application to you. You must view the return remarks, amend, and then resubmit the application along with the required information.

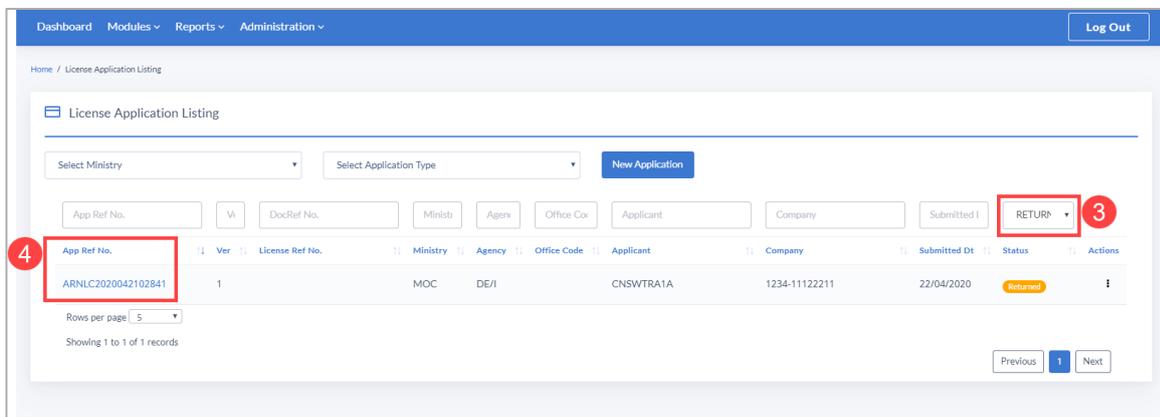
### 5.7.1 VIEWING REMARKS

Before amending the application, view the *Return Remarks* to confirm the requirements. To view the remarks, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

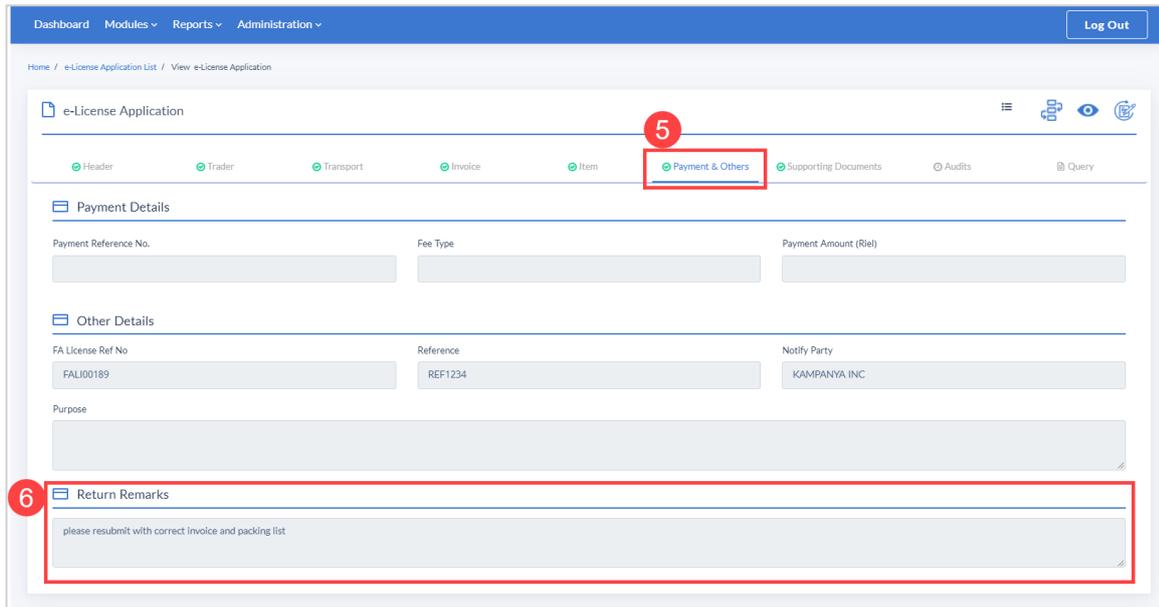


2. On the Main Menu, click **Modules** then select the correct LPCO type to display the list.



3. Using the filter, select **Returned** to display all returned applications.

4. Select the correct **Application Reference Number** to display the details.



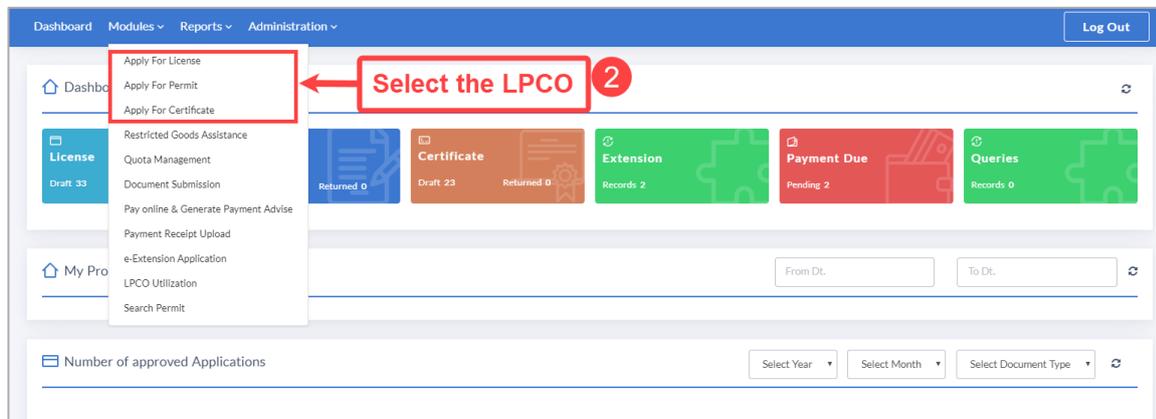
5. Select the **Payment & Others** tab.

6. View the **Return Remarks**. Continue to the **Amending Returned Applications** section.

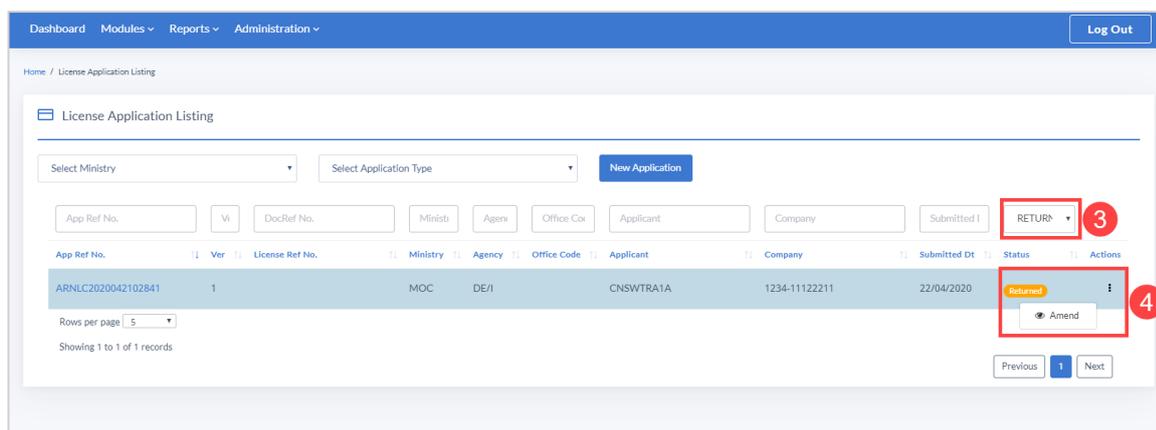
### 5.7.2 AMENDING RETURNED APPLICATIONS

After viewing the remarks, you must amend and resubmit the application. Do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.



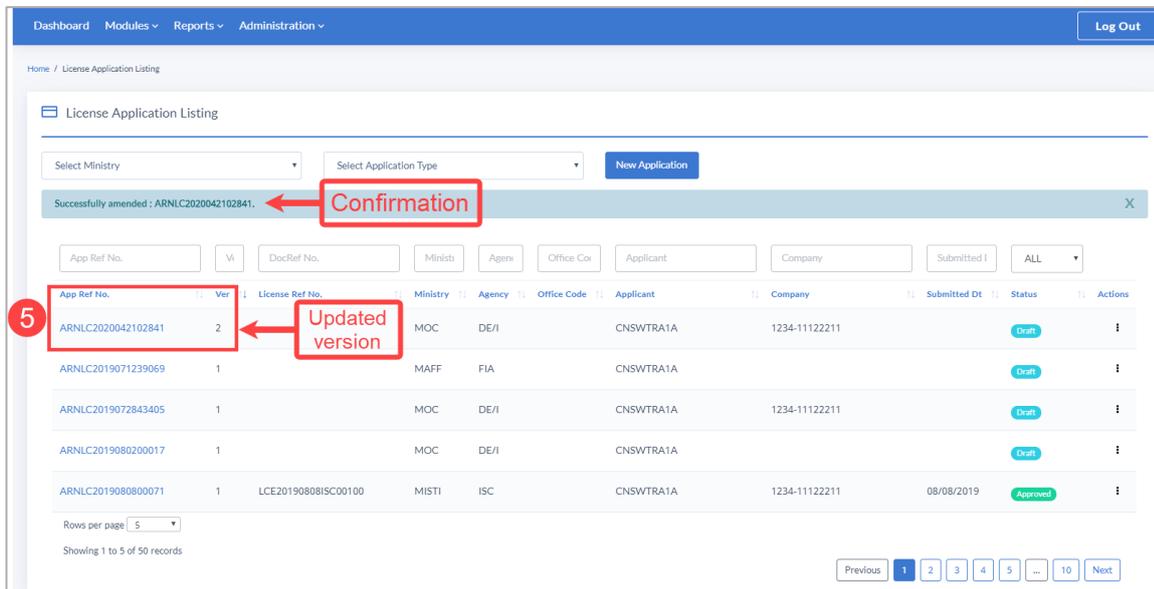
2. On the Main Menu, click **Modules** then select the correct LPCO type to display the list.



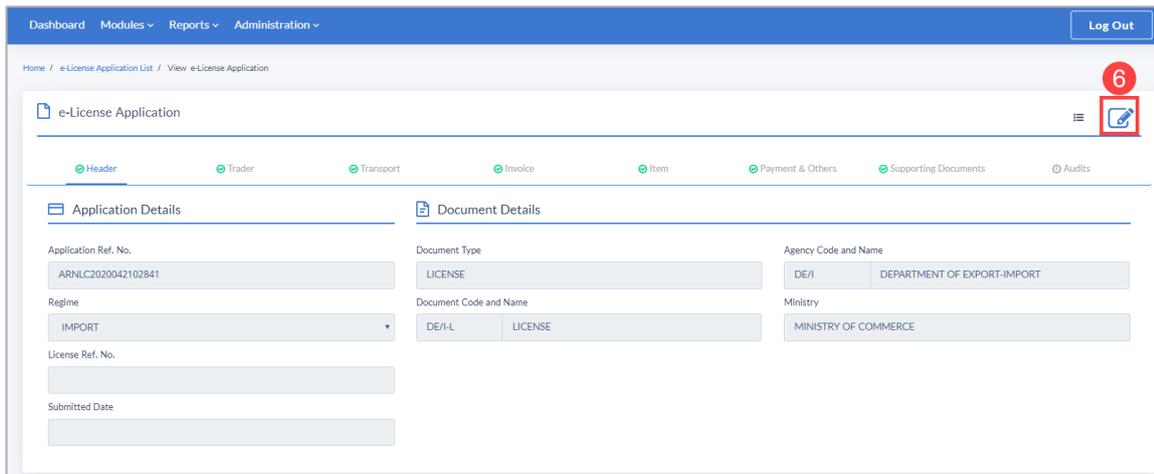
3. Using the filter tool, select **Returned** to display all returned applications.

- Choose the correct reference number. Select the corresponding button in the *Action* column, then click **Amend** then confirm.

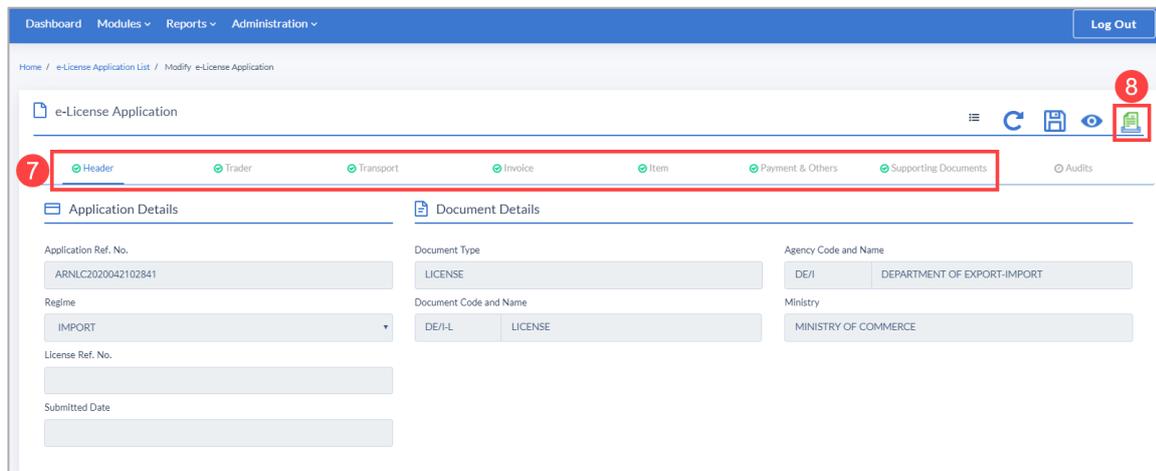
An updated version of the application (with the same Reference Number) is created as shown below.



- Click the application reference number. The following page appears.



- 6. Click the **edit icon** to start editing the amended application. All the details from the original application are kept.



- 7. Review and complete the requirements based on the remarks.
- 8. After you complete the requirements, click submit to resubmit the amended application. For more details on the LPCO application process, refer to the [LPCO Application Process](#) section.

## 6 RESTRICTED GOODS ASSISTANCE

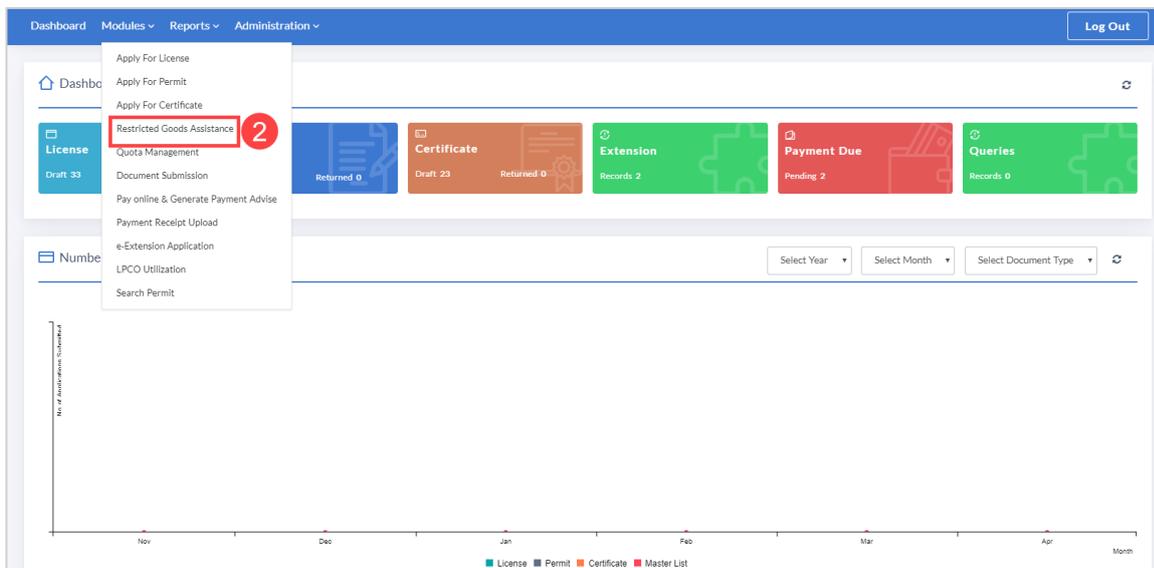
Use the Restricted Goods Assistance to search for Harmonised System (HS) codes and get detailed information about the import and export requirements of an item.

The HS Code Search assists traders in identifying the required LPCOs for specific items.

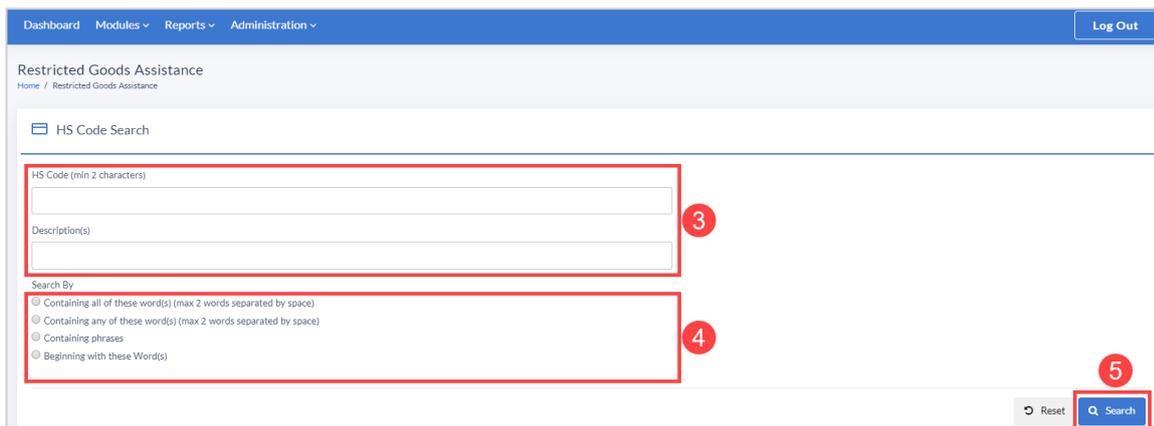
### 6.1 USING HS CODE SEARCH

To use HS Code Search, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.



2. On the Main Menu, select **Modules > Restricted Goods Assistance**. The HS Code Search page appears.



3. Enter the **HS Code** or **Description**. Enter a minimum of 2 characters for the HS code.

4. Select one of the following Search Parameters
  - **Containing all of these word(s) (max 2 words separated by space)**
  - **Containing any of these word(s) (max 2 words separated by space)**
  - **Containing phrases**
  - **Beginning with these word(s)**
5. Click **Search** to display relevant results. For example, searching for “WOOD” in the Description displays the following results.

Dashboard Modules Reports Administration
Log Out

Restricted Goods Assistance  
Home / Restricted Goods Assistance

HS Code Search

HS Code (min 2 characters)

Description(s)

Search By

Containing all of these word(s) (max 2 words separated by space)  
 Containing any of these word(s) (max 2 words separated by space)  
 Containing phrases  
 Beginning with these Word(s)

---

**Search Result**

HS Code
Description
Responsible Mi
Prohibit
Licence
Permit
Certificate
Prohibit
Licence
Permit
Certificate

HS Code	Description	Responsible Ministry	Import Requirements				Export Requirements			
			Prohibit	Licence	Permit	Certificate	Prohibit	Licence	Permit	Certificate
1211.90.94	--- SANDALWOOD CHIPS	MOC,MAFF	NO	FA	GDCE	-	NO	FA	GDCE	-
1211.90.95	--- AGARWOOD (GAHARU) CHIPS	MOC,MAFF	NO	FA	GDCE	-	NO	FA	GDCE	-
0602.90.60	-- RUBBER BUDWOOD	MAFF	NO	GDA	GDCE	GDA	NO	GDA	-	-
3807.00.00	WOOD TAR; WOOD TAR OILS; WOOD CREOSOTE; WOOD NAPHTHA; VEGETABLE PITCH; BREWERS	MOC	NO	DE/I	GDCE	-	NO	DE/I	-	-
4401.31.00	-- WOOD PELLETS	MOC	NO	DE/I	GDCE	-	YES	-	-	-

The search results display the following information:

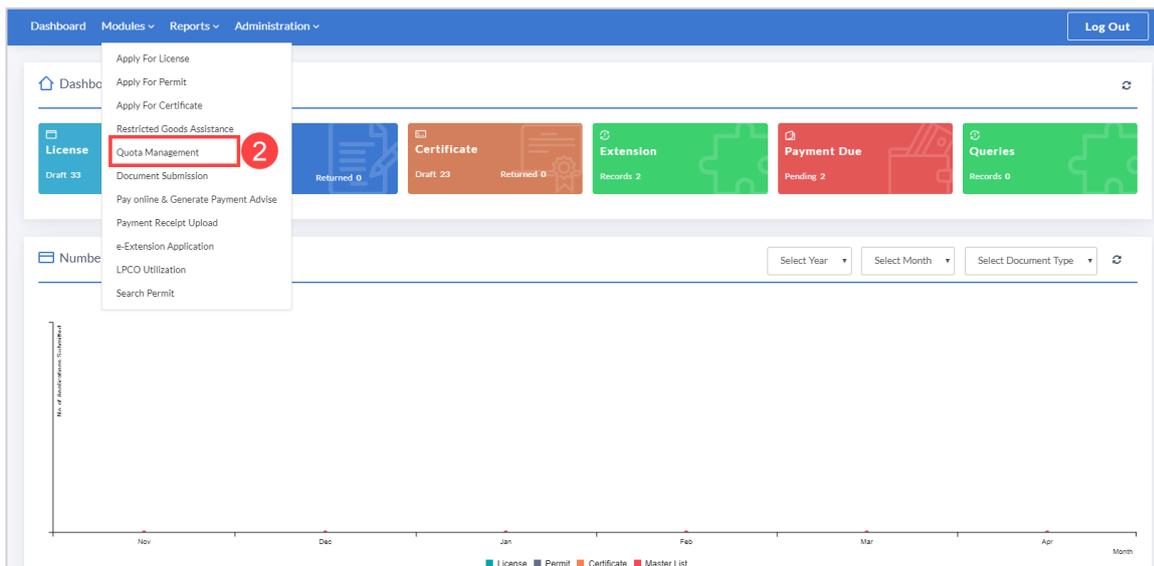
Details	Description
<b>HS Code</b>	Displays the item HS Code
<b>Description</b>	Displays the item description
<b>Responsible Ministry</b>	Displays the ministries responsible for regulating the goods
<b>Import Requirements</b>	<b>Prohibit</b> Determines if item is prohibited <b>(YES/NO)</b>
	<b>License</b> Displays the type of license required for the item, including the issuing agency
	<b>Permit</b> Displays the type of permit required for the item, including the issuing agency
	<b>Certificate</b> Displays the type of certificate required for the item, including the issuing agency
<b>Export Requirements</b>	<b>Prohibit</b> Determines if item is prohibited <b>(YES/NO)</b>
	<b>License</b> Displays the type of license required for the item, including the issuing agency
	<b>Permit</b> Displays the type of permit required for the item, including the issuing agency

# 7 QUOTA MANAGEMENT

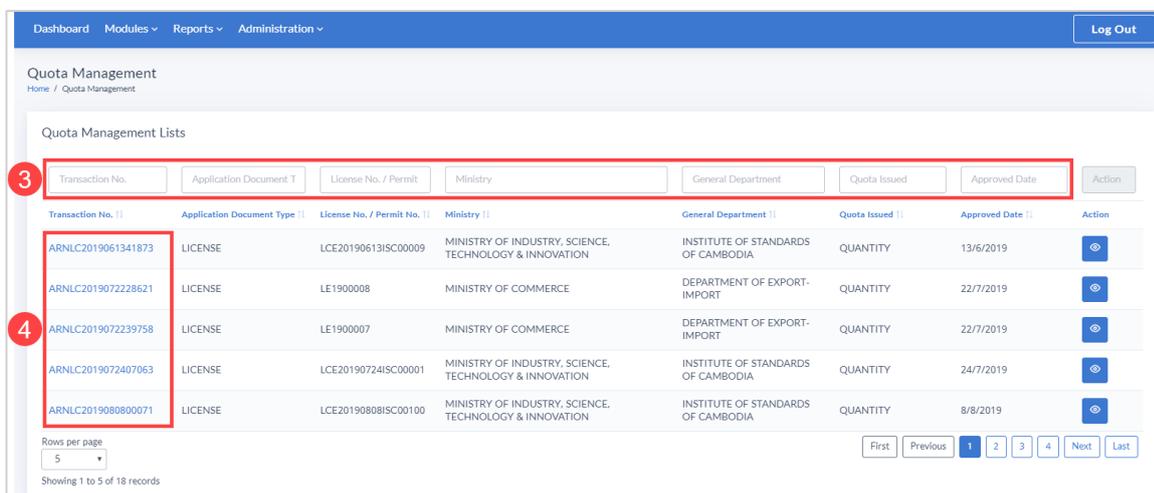
Use the Quota Management to check the remaining item quotas for approved Licenses or Permits. This information helps check the quota used and the remaining quota for the items.

To use Quota Management, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

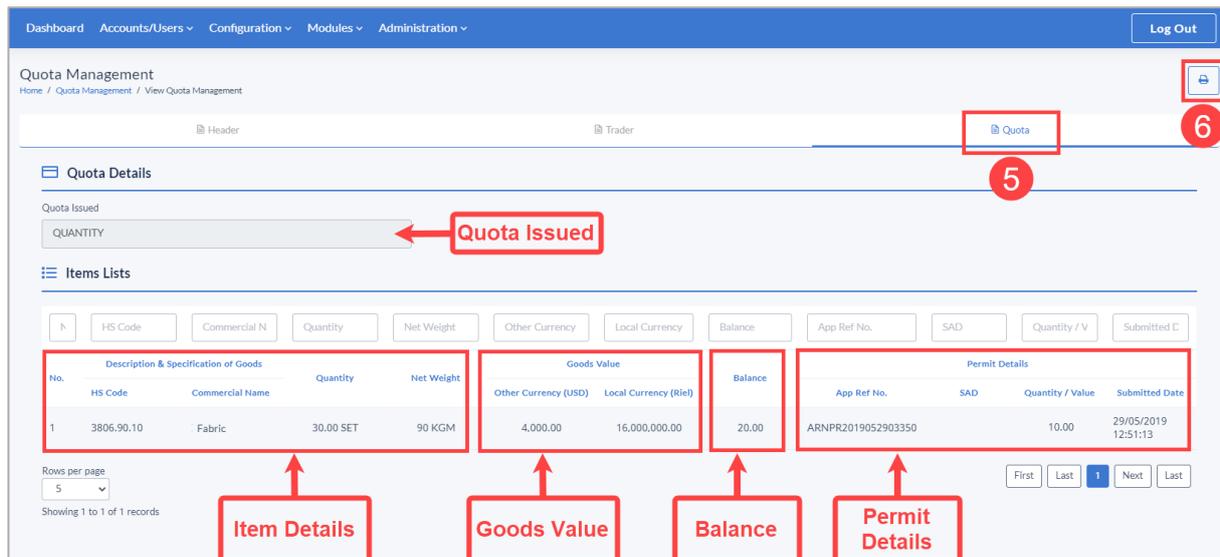


2. On the Main Menu, select **Modules > Quota Management**. The Quota Management page appears.



3. Use the search parameters to search for licenses and permits.

4. Select the **Transaction Number**. The quota details page appears.



5. Select the **Quota** tab to display the Quota details page.

The Quota Details page displays the following information:

Detail	Description
<b>Quota Type</b>	Displays the type of quota issued for the item, either of the following: <ul style="list-style-type: none"> <li>• <b>Quantity</b></li> <li>• <b>Value</b></li> </ul>
<b>Item Details</b>	Provides item details such as HS Code, Description, Quantity, and Weight
<b>Goods Value</b>	Provides item price in local and other currency
<b>Balance</b>	Displays the remaining quota for the item
<b>Permit Details</b>	Displays the Permit No., SAD, Quota Quantity / Value, Submission Date.

6. (Optional) Use the **Print** button to print the quota details as required.

## 8 DOCUMENT SUBMISSION

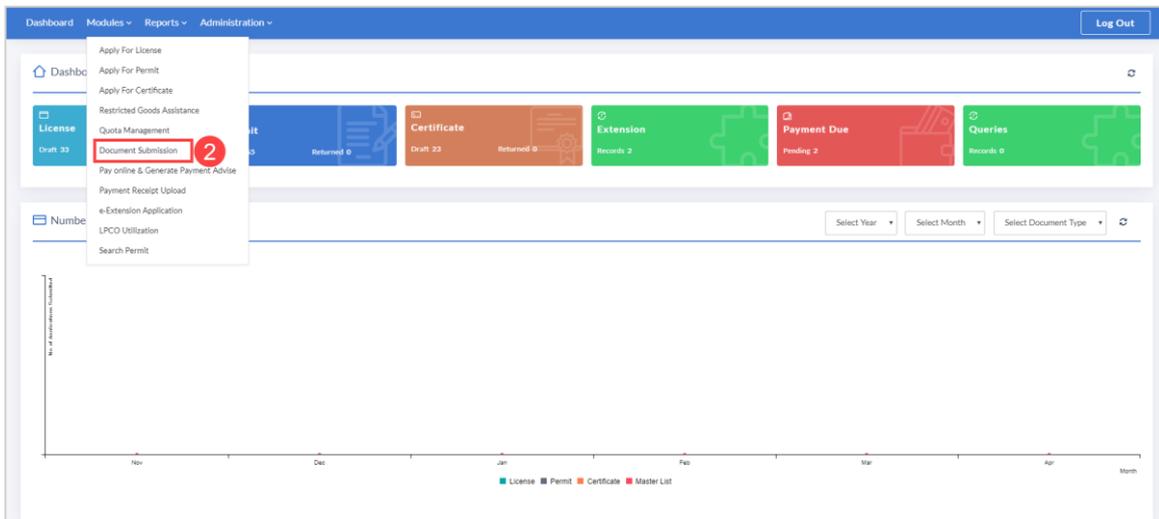
The Document Submission feature allows you to upload additional documents for *Submitted* LPCO applications. This feature is helpful if the you need to attach other documents after you have submitted the application.

Before using Document Submission, you must have the following information:

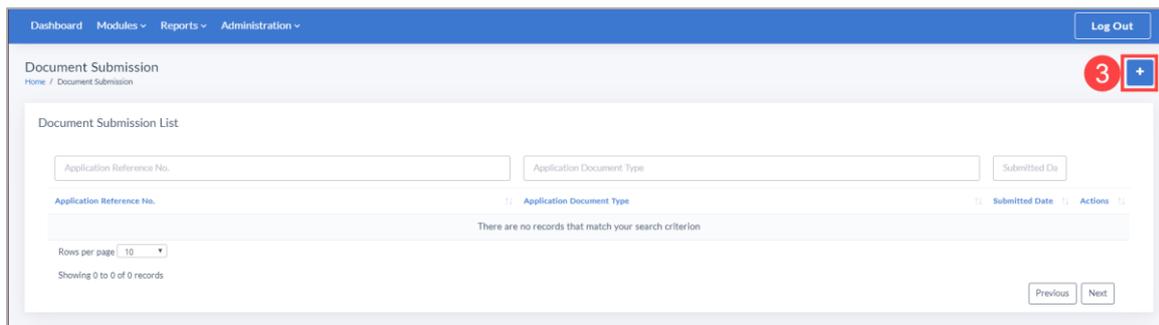
- Application Type—the type of LPCO application.
- Application reference number—the application reference number for attaching the document.

To use Document Submission, do the following:

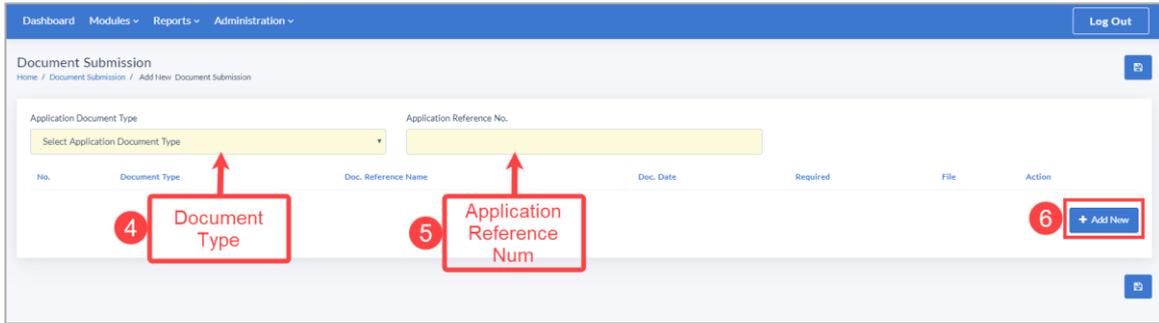
1. Sign in to CNSW using Trader account. The Dashboard page appears.



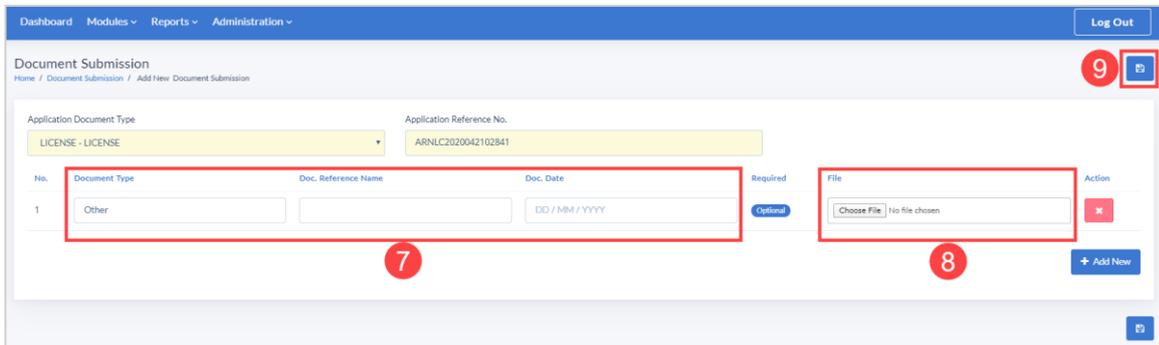
2. On the main menu, select **Modules > Document Submission**. The Document Submission List appears.



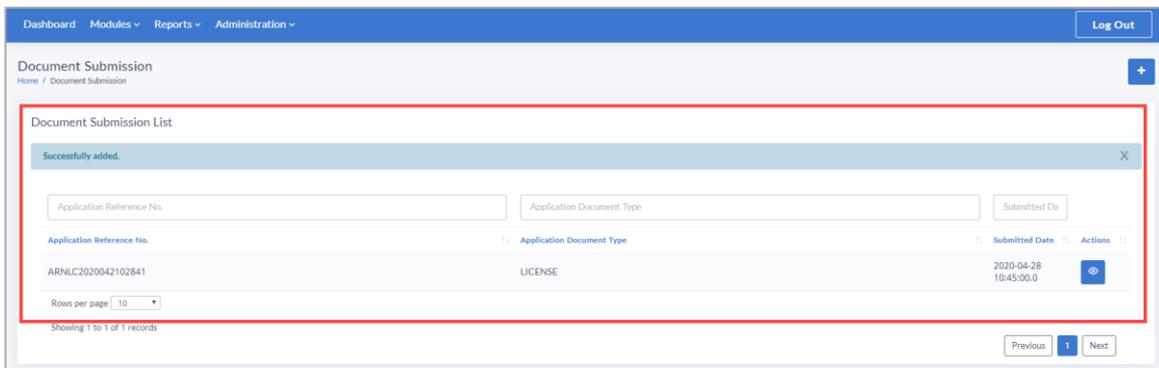
3. Select the add button to add documents to a submitted application. The following page appears:



4. On the Application Document Type, select the **Document Type**.
5. Enter a valid **Application Reference Number**. CNSW displays an error message if the Application Reference Number you submitted is invalid.
6. Select **Add New**. The following page appears.



7. Enter the following document details:
  - **Document Type**
  - **Document Reference Number**
  - **Document Date**
8. Select **Choose File** to upload the document.  
**NOTE:** Select **Add New** to add more documents.
9. Select **Save** to add the document to the application. The Document Submission List is updated. To check if the document is added, copy the reference number and then check the Supporting Documents tab.



## 9 PAYMENT MANAGEMENT

The Payment Management page allows you to settle fees for your LPCO applications. If a settlement is required for the LPCO application, the status is updated to **Pending Payment**. You must pay and settle the amount before the officers can continue processing your application.

CNSW supports the following payment methods:

- **Online Payment**—pay the application fees through electronic banking.
- **Bank Counter Payment**—pay the application fees through bank deposit.
- **Agency Counter Payment**—pay the application fees through government agency counters.

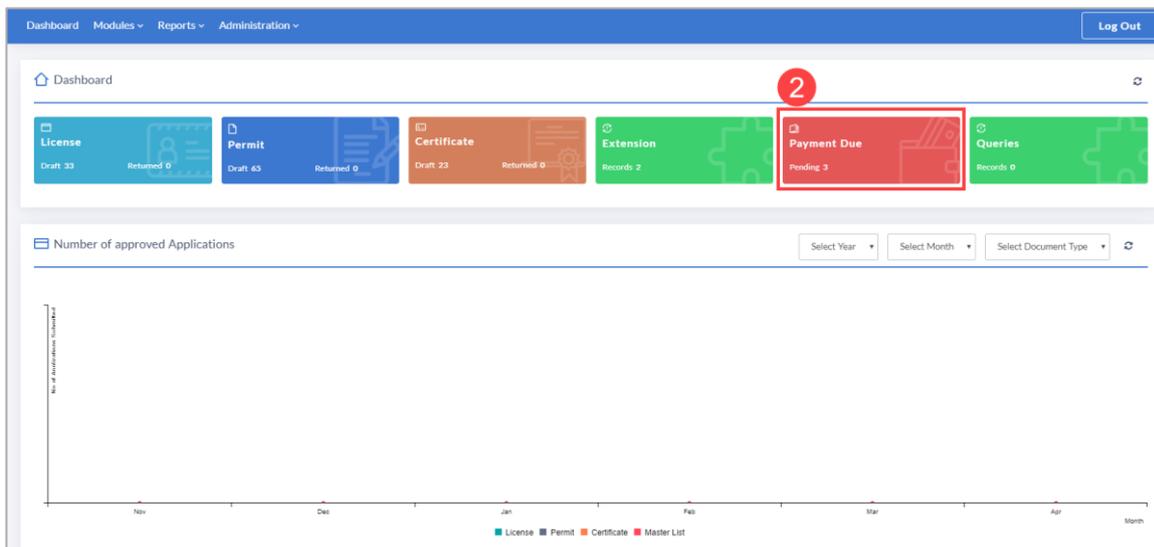
This chapter provides instructions in using the following payment features:

- **Pay Online and Generate Payment Advice**—use this feature to access payment records and generate pay advice. After the pay advice is generated, the traders can pay via online banking or pay manually at the other government agency (OGA) counter or commercial banks.
- **Upload Payment Receipt**—use this feature to upload the proofs of payment for the payment advice. Once the Trader uploads the receipt, the proof of payment is sent to the Cashier for validation. If you paid online, you do not need to upload the payment receipt as the bank can check and confirm the transaction records.

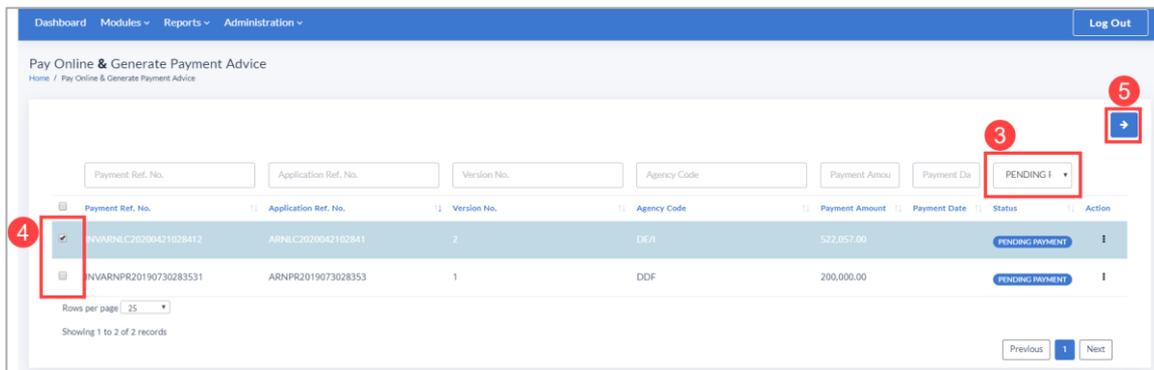
## 9.1 PAY ONLINE AND GENERATE PAYMENT ADVICE

To generate payment advice, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

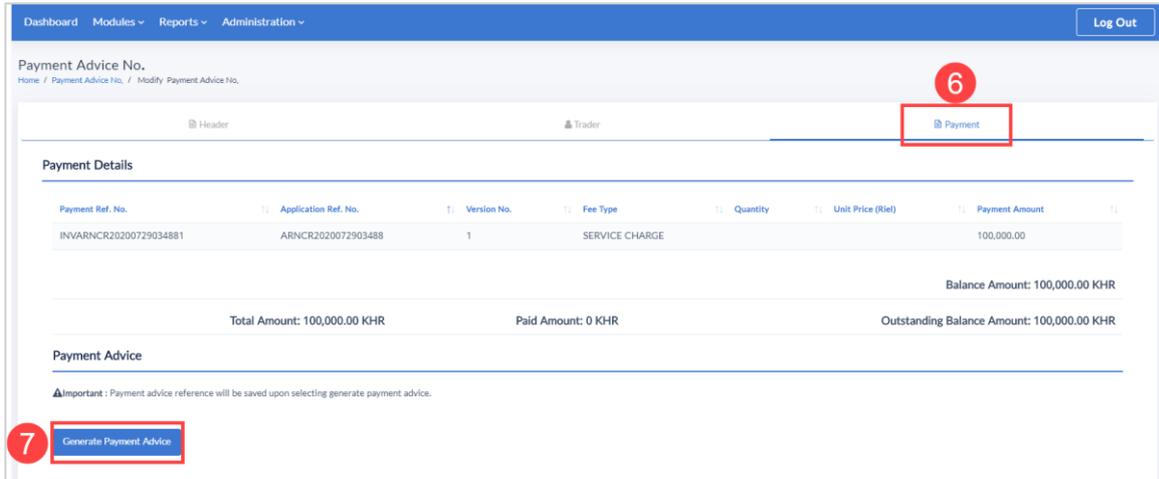


2. On the Dashboard, select **Payment Due**. The list of applications that requires payment is displayed.



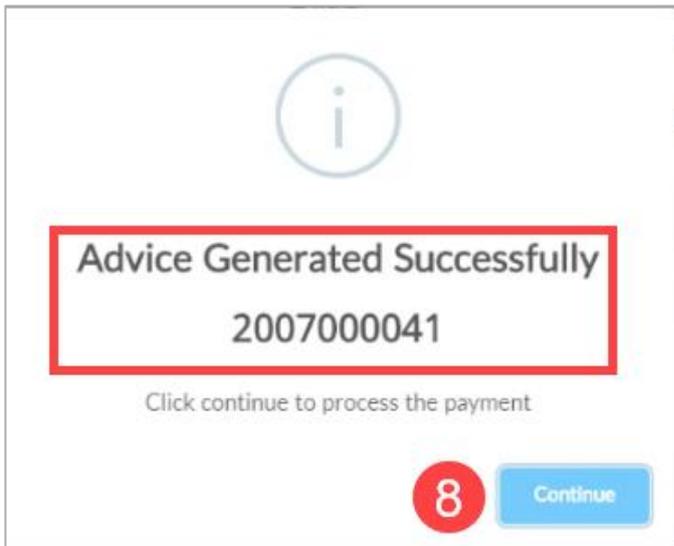
3. Using the filter, select **Pending Payment** to display transactions that require payment.
4. Select the correct **checkbox** next to the Payment Reference Number. You can select one or more items to consolidate several payments into one payment advice.

5. Select the proceed button. The Payment Details page is displayed.

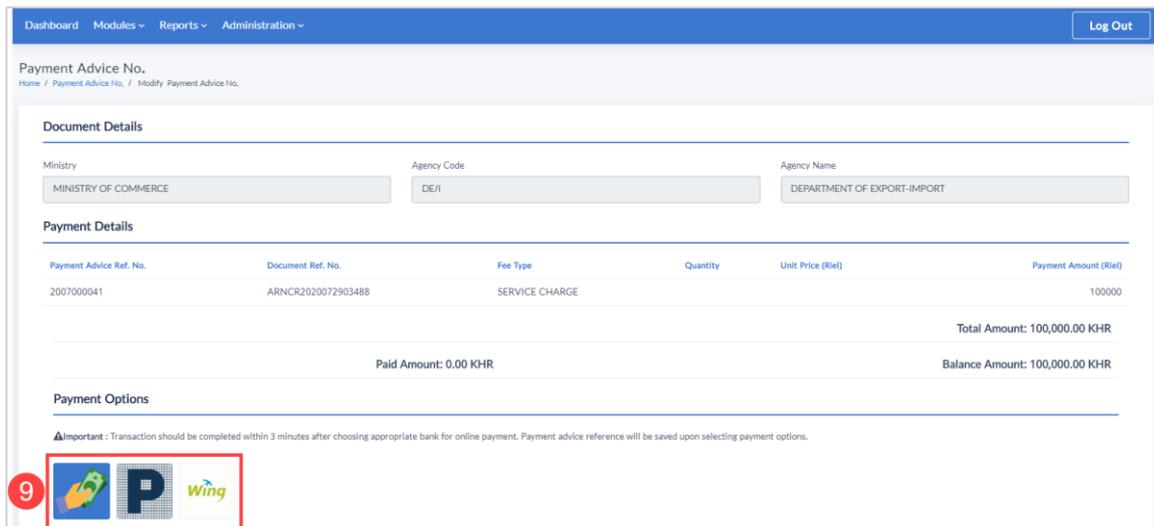


6. Select the **Payment** tab to view the details and the total amount due.

7. Select **Generate Payment Advice** to generate the payment advice, then confirm your selection. The payment advice number is generated.



8. Copy the payment reference number, and then select **Continue** to choose the payment option.



Dashboard Modules Reports Administration Log Out

Payment Advice No.  
Home / Payment Advice No. / Modify Payment Advice No.

**Document Details**

Ministry: MINISTRY OF COMMERCE      Agency Code: DE/I      Agency Name: DEPARTMENT OF EXPORT-IMPORT

**Payment Details**

Payment Advice Ref. No.	Document Ref. No.	Fee Type	Quantity	Unit Price (Riel)	Payment Amount (Riel)
2007000041	ARNCR2020072903488	SERVICE CHARGE			100000
Total Amount: 100,000.00 KHR					
Paid Amount: 0.00 KHR					Balance Amount: 100,000.00 KHR

**Payment Options**

Important : Transaction should be completed within 3 minutes after choosing appropriate bank for online payment. Payment advice reference will be saved upon selecting payment options.



9. Select any of the available payment options:

- **Manual Payment**—select the first icon to pay manually. Selecting this option generates the following payment advice. Pay the total amount to settle the bill. Continue to the **Upload Payment Receipt** section.



**ព្រះរាជាណាចក្រកម្ពុជា**  
Kingdom of Cambodia  
**ជាតិ សាសនា ព្រះមហាក្សត្រ**  
Nation Religion King

**ប្រព័ន្ធបញ្ជាតែមួយជាតិ**  
NATIONAL SINGLE WINDOW

**ព័ត៌មានទូទាត់ប្រាក់**  
PAYMENT ADVICE



**លេខសម្គាល់ទូទាត់ប្រាក់ :** 2007000041  
Payment Advice No.

**កាលបរិច្ឆេទ :** 29/Jul/2020  
Date

**អង្គភាព :** MOC / DEPARTMENT OF EXPORT-IMPORT  
Agency

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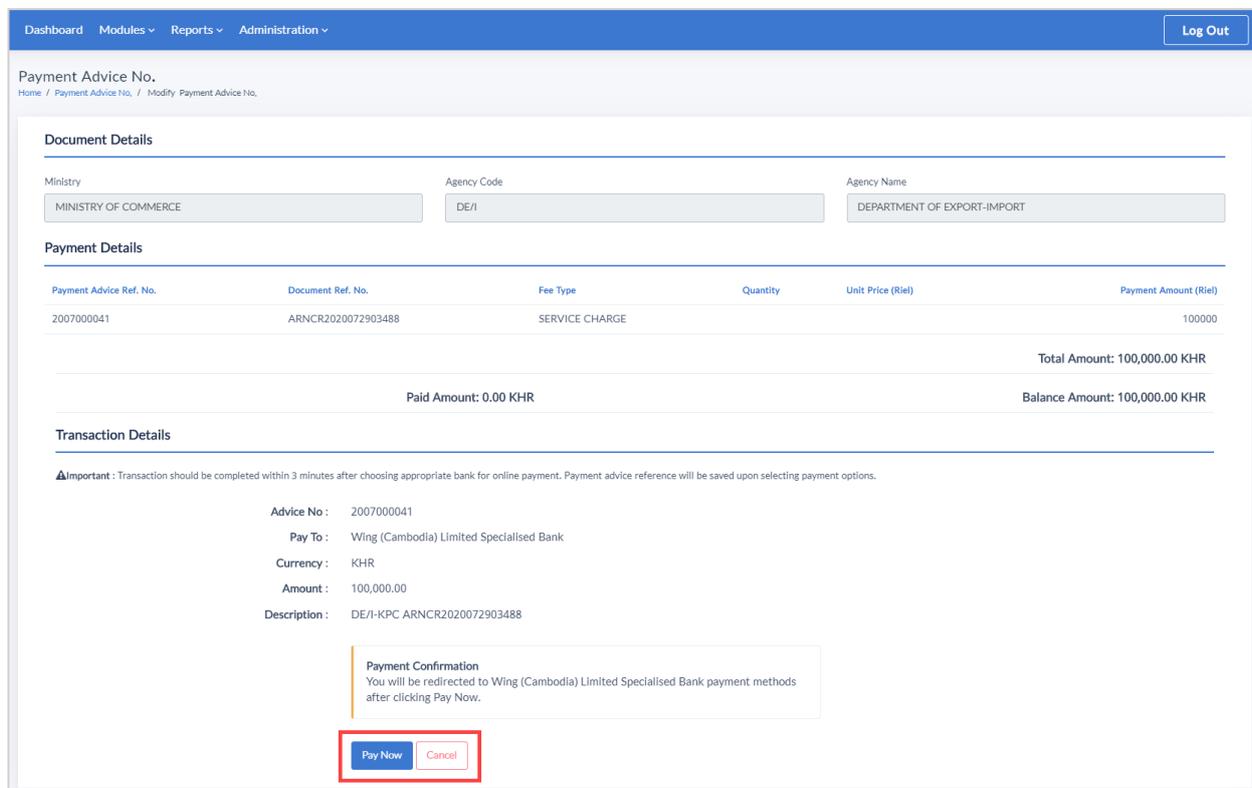
**ឈ្មោះអតិថិជន :** Trader Name  
Customer Name

**អង្គការ :** Khmer Import Export Co., LTD  
Organization

**អាសយដ្ឋាន :** Toul kok, Phnom Penh, Cambodia, Chamkamon, Phnom Penh, PHNOM PENH  
Address

ល.រ No.	ការពិពណ៌នា Description	សរុប (រៀល) Sub-Total (KHR)
1	ARNCR2020072903488 : Submission of SERVICE CHARGE - EXPORT - CERTIFICATE	100,000.00
<b>ចំនួនប្រាក់សរុប (រៀល)</b> Total Amount (KHR)		100,000.00
<b>ចំនួនប្រាក់ត្រូវបង់ (រៀល)</b> Balance Amount (KHR)		100,000.00

- **Electronic Banking Payment**—select this option pay the fees online. There may be more than one payment option depending on the supported banks. Select the bank, then click **Pay Now** to open the bank’s secure payment website, then enter the account details.



Payment Advice No. Log Out

Home / Payment Advice No. / Modify Payment Advice No.

**Document Details**

Ministry	Agency Code	Agency Name
MINISTRY OF COMMERCE	DE/I	DEPARTMENT OF EXPORT-IMPORT

**Payment Details**

Payment Advice Ref. No.	Document Ref. No.	Fee Type	Quantity	Unit Price (Riel)	Payment Amount (Riel)
2007000041	ARNCR2020072903488	SERVICE CHARGE			100000

Total Amount: 100,000.00 KHR

Paid Amount: 0.00 KHR

Balance Amount: 100,000.00 KHR

**Transaction Details**

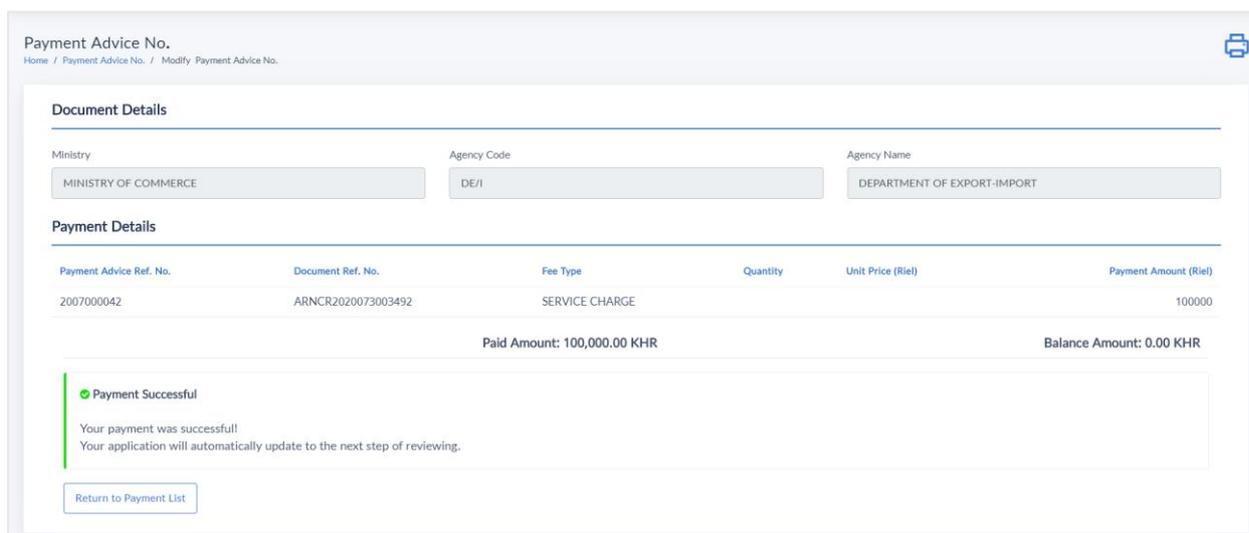
**Important :** Transaction should be completed within 3 minutes after choosing appropriate bank for online payment. Payment advice reference will be saved upon selecting payment options.

Advice No : 2007000041  
Pay To : Wing (Cambodia) Limited Specialised Bank  
Currency : KHR  
Amount : 100,000.00  
Description : DE/I-KPC ARNCR2020072903488

**Payment Confirmation**  
You will be redirected to Wing (Cambodia) Limited Specialised Bank payment methods after clicking Pay Now.

Pay Now Cancel

A confirmation page displays once you complete the payment. If you paid online, you do not need to upload the receipt for Cashier verification. The application’s status is automatically updated to *Paid*.



Payment Advice No. Print

Home / Payment Advice No. / Modify Payment Advice No.

**Document Details**

Ministry	Agency Code	Agency Name
MINISTRY OF COMMERCE	DE/I	DEPARTMENT OF EXPORT-IMPORT

**Payment Details**

Payment Advice Ref. No.	Document Ref. No.	Fee Type	Quantity	Unit Price (Riel)	Payment Amount (Riel)
2007000042	ARNCR2020073003492	SERVICE CHARGE			100000

Paid Amount: 100,000.00 KHR

Balance Amount: 0.00 KHR

**Payment Successful**

Your payment was successful!  
Your application will automatically update to the next step of reviewing.

Return to Payment List

**NOTE:** If you encounter any errors during payment, please contact the agency where you submitted the LPCO application to confirm the payment status.

## 9.2 UPLOAD PAYMENT RECEIPT

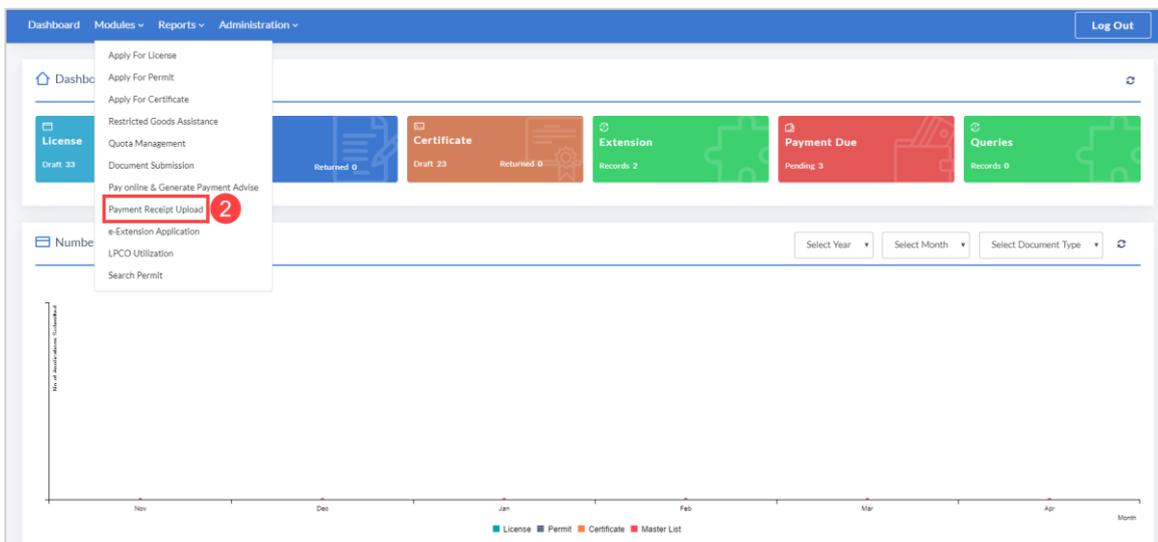
After you complete the payment and settle the bill, you must also upload the receipts. Uploading the proof of payment is applicable if you paid manually.

Before you upload the receipts, make sure you have the following:

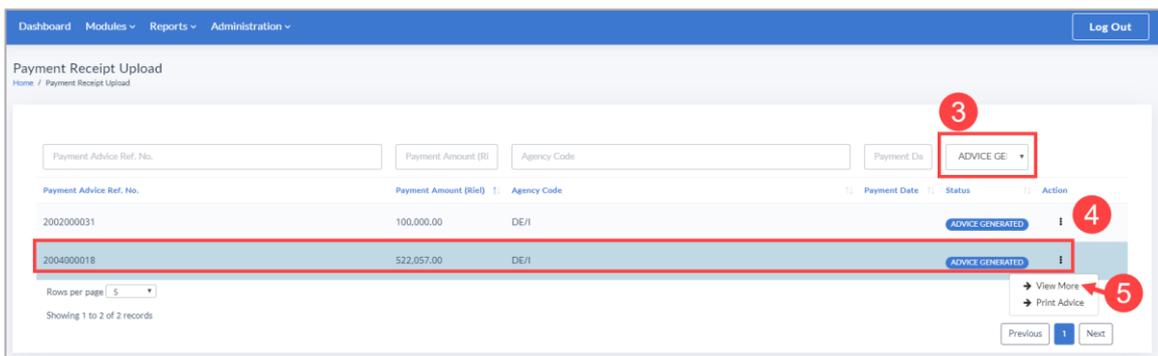
- Payment Advice Reference Number
- Scanned copies of the receipts or proofs of payment

To upload receipts, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.



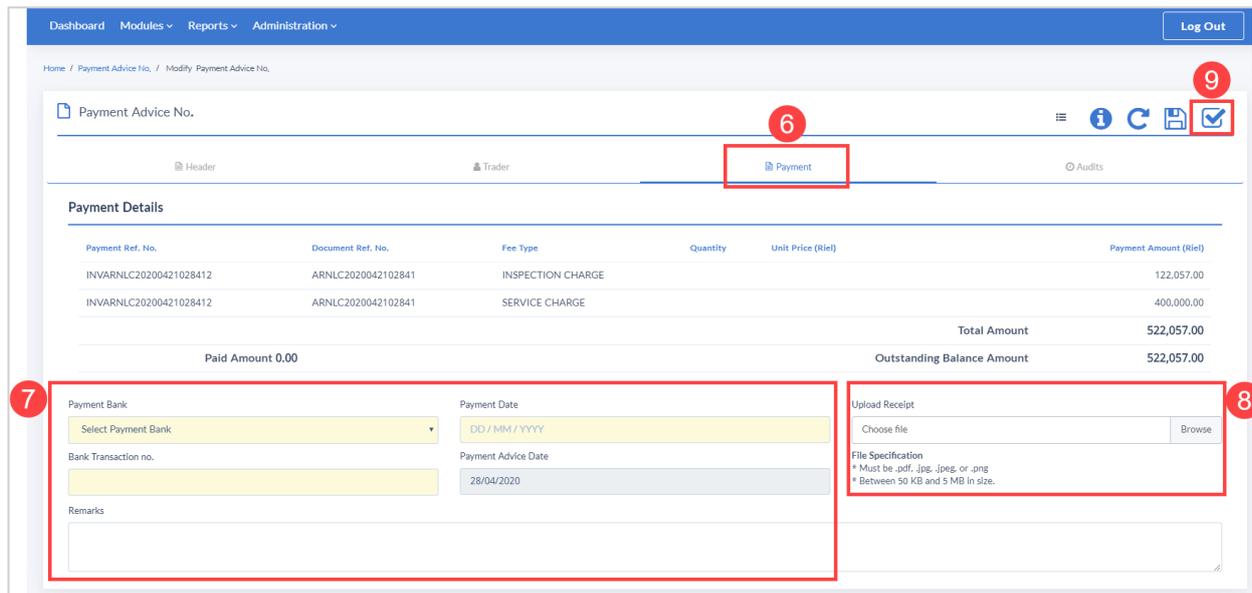
2. On the main menu, select **Modules > Payment Receipt Upload**. The following page is displayed.



**NOTE:** Select **Print Advice** to reprint the Payment Advice.

3. Using the filter, select **Advice Generated** to display transactions where the payment advice was already generated.
4. Select the application to process, then click the button from the *Actions* column.

5. Select **View More**. The Payment Details page is displayed.



6. Select the **Payment** tab to view the payment details.

7. Select or enter the following Payment details:

Payment Details	Description
<b>Payment Bank</b>	Select the bank where you made the payment.
<b>Bank Transaction Number</b>	Enter the bank transaction number from the payment bank receipt or payment slip.
<b>Remarks</b>	Enter any payment remarks.
<b>Payment Date</b>	Select the date of Payment.

8. On the *Upload Receipt* section, select **Browse** to upload a copy of the receipt. You can upload PDF, JPG/JPEG, or PNG copies of the receipt, and the file size must be between 50 KB and 5 MB.

9. Verify all the details, and then select **Submit** to validate the payment. After you submit the payment advice, the application is forwarded to the Payment Officer/Cashier for verification.

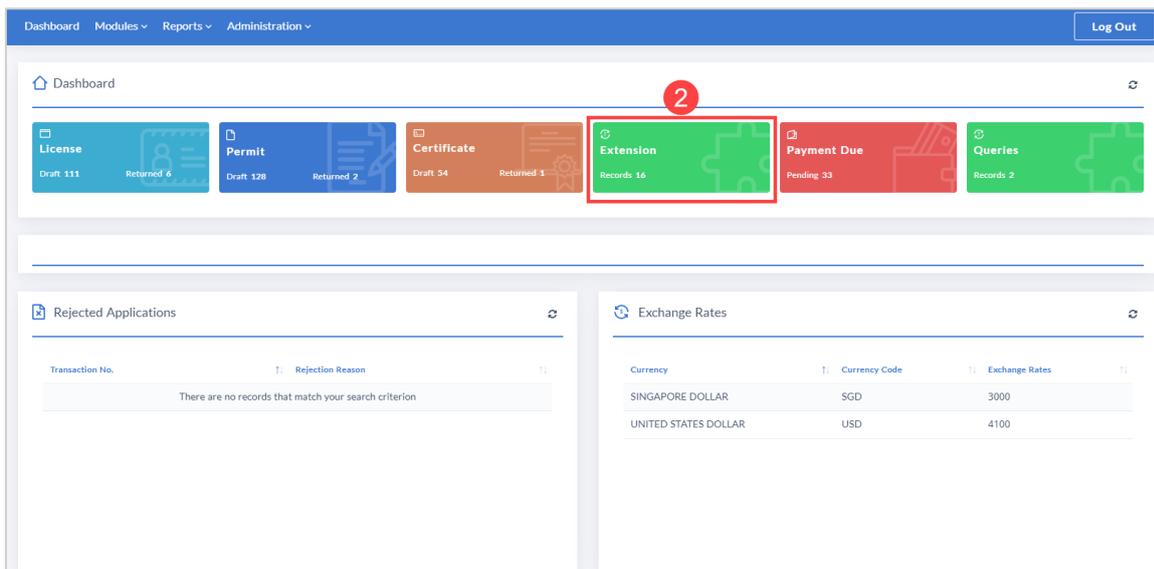
# 10 E-EXTENSION APPLICATION

The e-Extension Application allows you to apply extensions for expired licenses or permits. E-Extension is only available for licenses and permits issued by the *Ministry of Commerce (MOC)*.

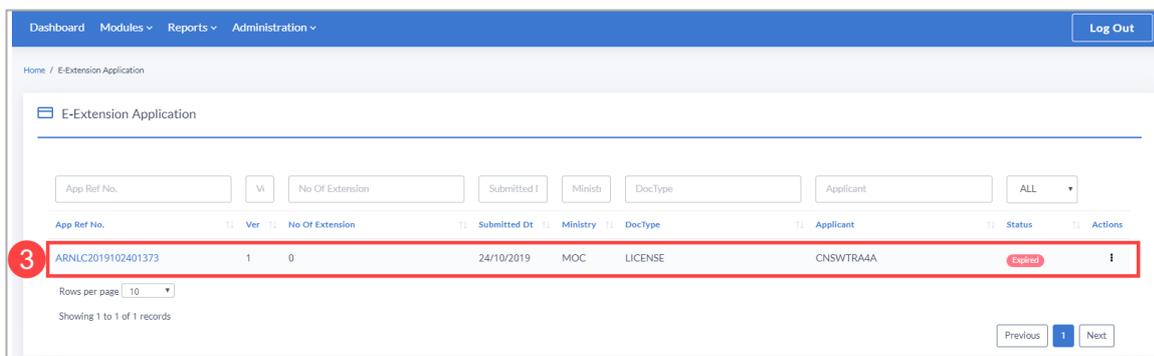
**NOTE:** Traders may apply for a maximum of two (2) extensions per license.

To use apply for extensions, do the following:

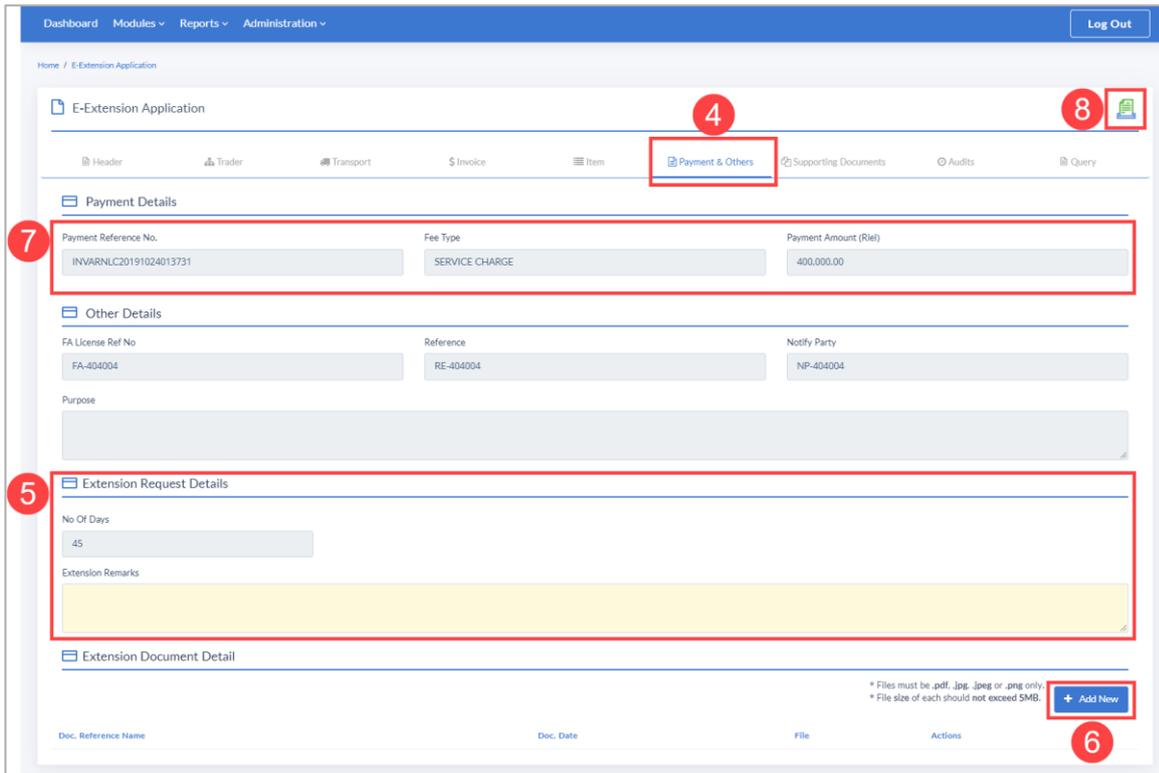
1. Sign in to CNSW using a Trader account. The Dashboard page appears.



2. On the Dashboard select **Extension**. The e-Extension Application list appears.



3. From the list, select an **Application Reference Number** to extend. The application details page appears.



4. Select the **Payment & Others** tab.
5. Enter the **Extension Remarks**.
6. (Optional) Select **Add New** to attach supporting documents, then provide the document details.
7. Note the required **Payment Amount**. After verification, you must process the required payment and upload the payment receipt. For more details, refer to the [Payment Management](#) section.
8. Click **Submit** to send the extension application for processing. Use the search and filter feature to track the application status.

**NOTE:** The officer may request for more information or clarification through the Query chat. For more information on using the Query feature, refer to the [Managing Queries](#) section.

# 11 LPCO UTILIZATION

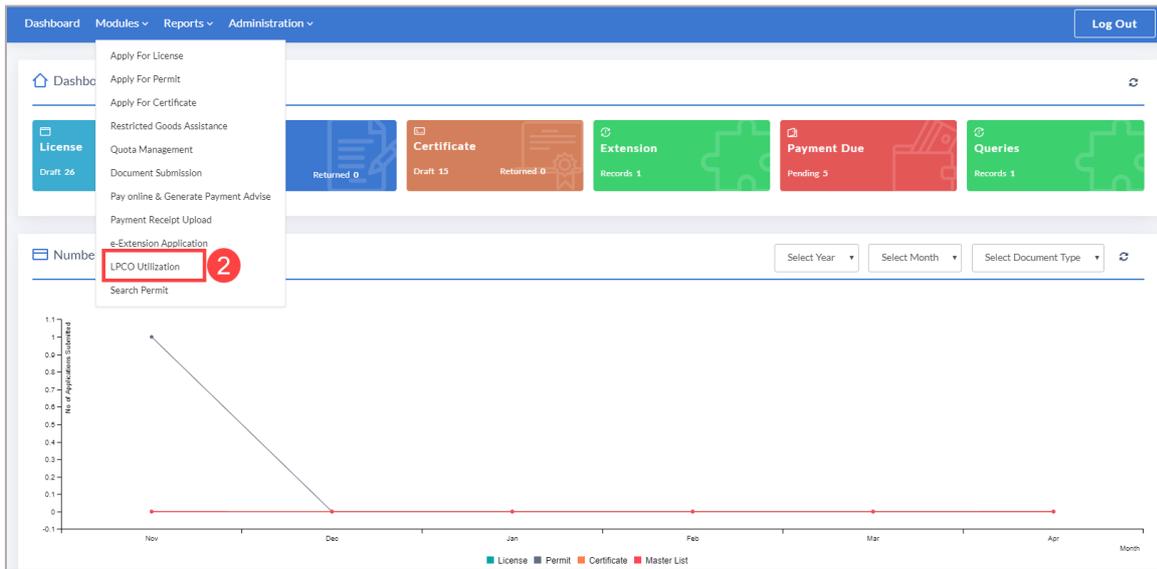
Use the LPCO Utilization to view the list of customs permits that were used at the border. Once a permit is used, the custom’s system (ASYCUDA) automatically sends the data to CNSW.

Aside from the Customs Declarant (Single Administrative Document) details, you can also view the following information:

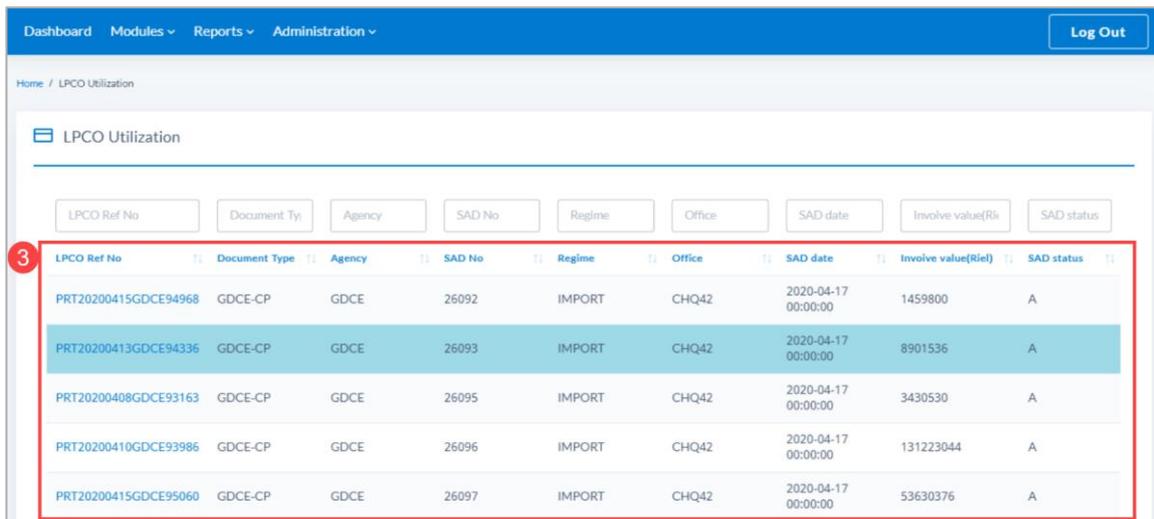
- LPCO Reference Number
- Document Type
- Agency
- SAD Details
- Invoice Details
- Item List

To view the LPCO Utilization, do the following:

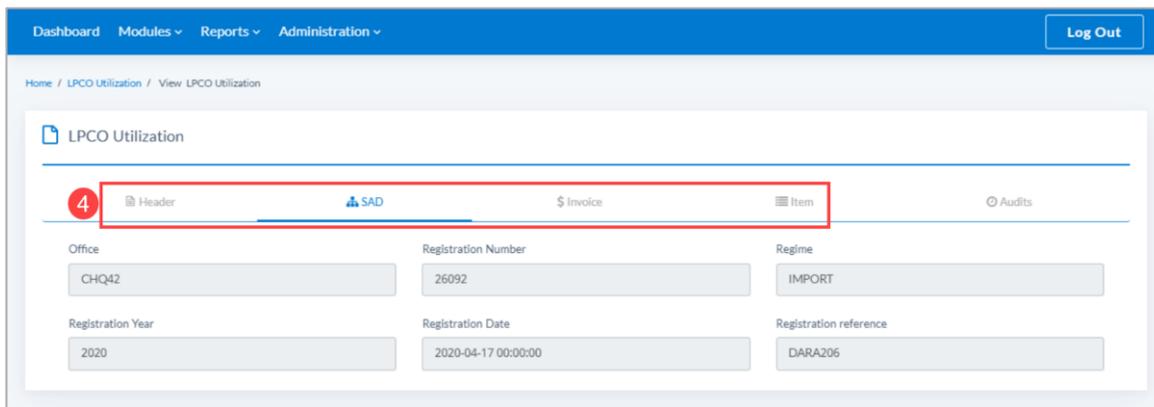
1. Sign in to CNSW using a Trader account. The Dashboard page appears.



2. On the main menu, select **LPCO Utilization**. The following page appears.



3. From the list, select an **LPCO Reference Number** to view. The LPCO details page appears.



4. Select any of the following tabs to view more information:

- **Header**
- **SAD**
- **Invoice**
- **Item**

## 12 SEARCH PERMIT

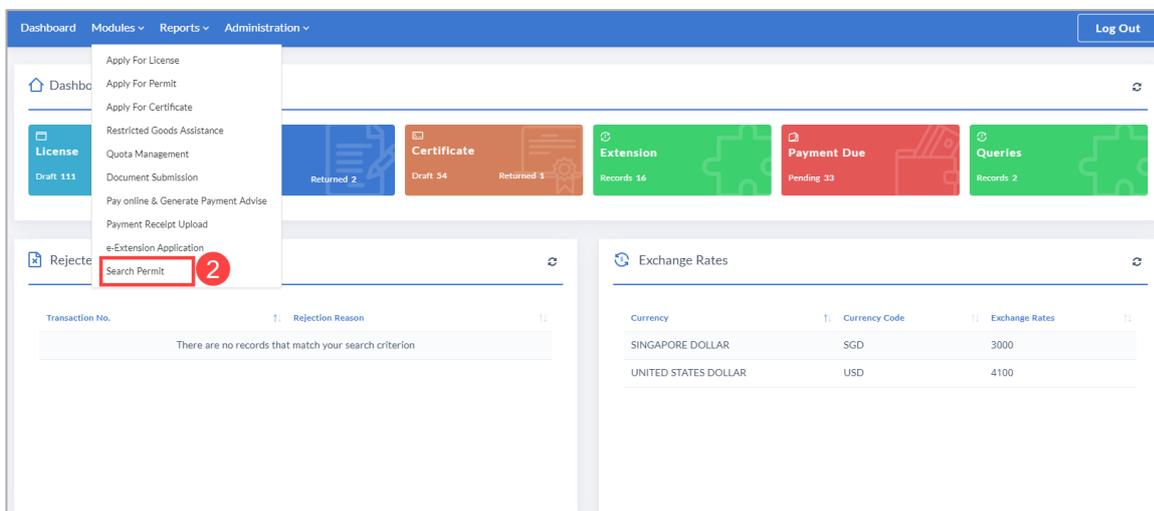
Use *Search Permit* to search for license or master list reference numbers, and then display all permits that are linked to that license. This feature will also help the trader in tracking the number of times a license has been used to apply for permits.

For example, you have an approved license with reference number **License A**, and this license is used in **Permit 1** and **Permit 2**. If you search **License A** in *Search Permit*, it will display all permits that are linked to **License A**, including **Permit 1** and **Permit 2**.

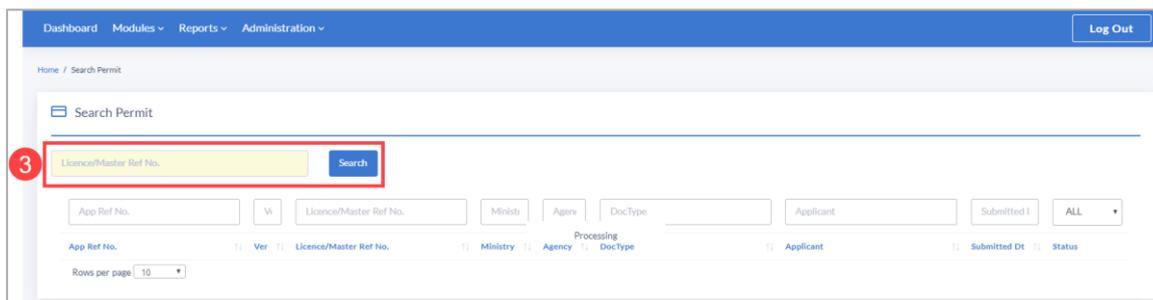
**NOTE:** You can only search for permits created under your account.

To use Search Permit, do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.

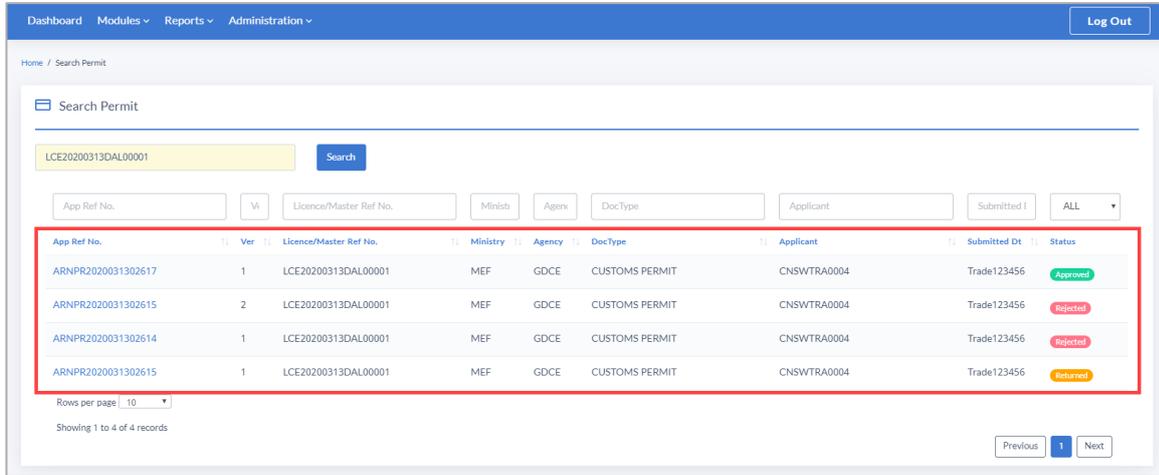


2. On the main menu, select **Modules > Search Permit**. The following page appears.



- Enter the **License** or **Master List reference number**, then click **Search**. The search result displays all permits that are linked to that license or master list, as shown below.

You can click any of the reference number to display the application details.



The screenshot shows a web application interface for searching permits. At the top, there is a navigation bar with 'Dashboard', 'Modules', 'Reports', and 'Administration'. A 'Log Out' button is in the top right. Below the navigation, the page title is 'Home / Search Permit'. The main content area has a search bar with the license number 'LCE20200313DAL00001' entered and a 'Search' button. Below the search bar are several filter fields: 'App Ref No.', 'Ver', 'Licence/Master Ref No.', 'Minist', 'Agenc', 'DocType', 'Applicant', and 'Submitted I'. A dropdown menu is set to 'ALL'. The search results are displayed in a table with the following data:

App Ref No.	Ver	Licence/Master Ref No.	Ministry	Agency	DocType	Applicant	Submitted Dt	Status
ARNPR2020031302617	1	LCE20200313DAL00001	MEF	GDCE	CUSTOMS PERMIT	CNSWTRA0004	Trade123456	Approved
ARNPR2020031302615	2	LCE20200313DAL00001	MEF	GDCE	CUSTOMS PERMIT	CNSWTRA0004	Trade123456	Rejected
ARNPR2020031302614	1	LCE20200313DAL00001	MEF	GDCE	CUSTOMS PERMIT	CNSWTRA0004	Trade123456	Rejected
ARNPR2020031302615	1	LCE20200313DAL00001	MEF	GDCE	CUSTOMS PERMIT	CNSWTRA0004	Trade123456	Returned

Below the table, there is a 'Rows per page' dropdown set to '10' and a 'Showing 1 to 4 of 4 records' indicator. At the bottom right, there are 'Previous', '1', and 'Next' navigation buttons.

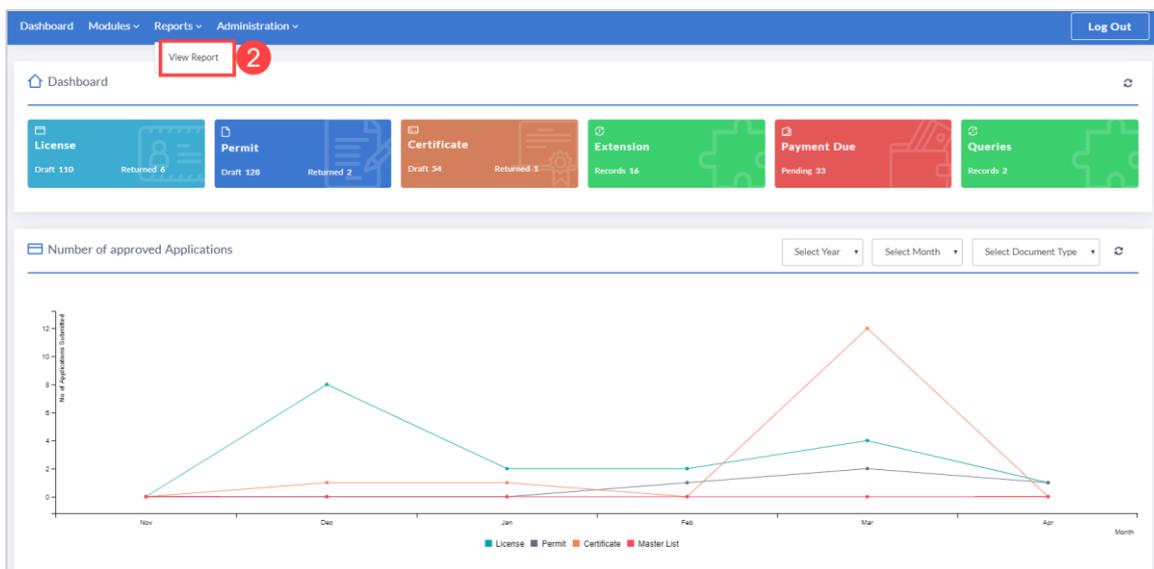
# 13 GENERATE REPORTS

Use the Reports feature to generate the following reports:

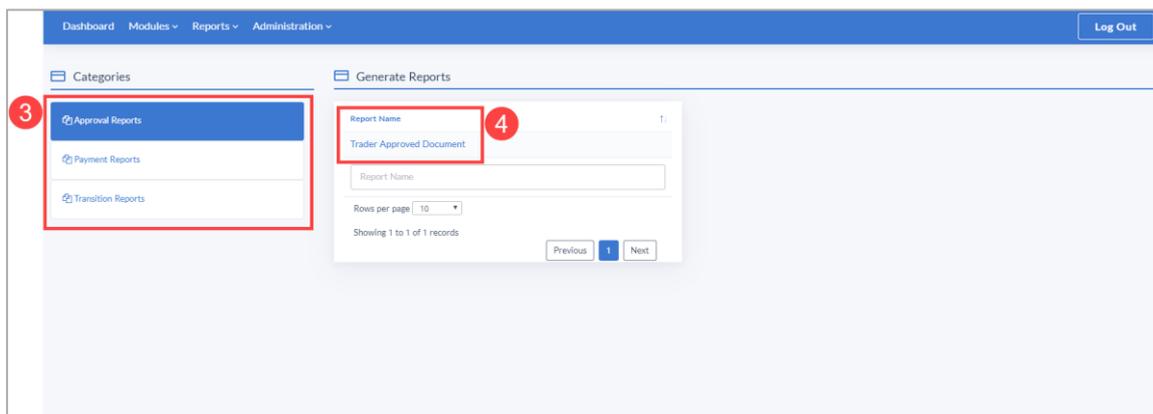
- Approval Report—generates a report on the total number of approved LPCO applications
- Payment Report—generates a report on the number of payments made for LPCO applications.
- Transition Report—generates a report on the LPCOs transit shipment details.

The steps below describe the process in downloading an Approval Report. Do the following:

1. Sign in to CNSW using a Trader account. The Dashboard page appears.



2. On the main menu, select **Reports > View Reports**. The following page appears.



The screenshot shows the 'Generate Reports' page. On the left, there is a 'Categories' sidebar with 'Approval Reports', 'Payment Reports', and 'Transition Reports'. 'Approval Reports' is highlighted with a red box and a '3' in a red circle. On the right, there is a form to generate a report. The 'Report Name' field is populated with 'Trader Approved Document' and is highlighted with a red box and a '4' in a red circle. Below the form, there is a 'Rows per page' dropdown set to '10' and a 'Showing 1 to 1 of 1 records' message. Navigation buttons for 'Previous', '1', and 'Next' are also visible.

3. From the report **Categories**, select a report to generate.



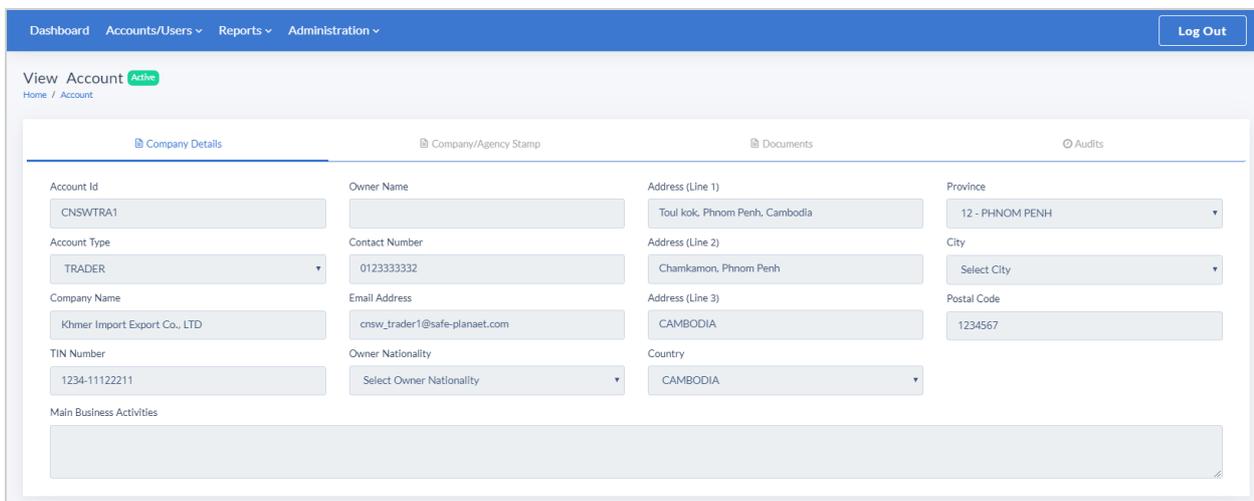
## 14 ACCOUNT AND USER ADMINISTRATION

This chapter helps administrator users to view account details and create user accounts. The user must be logged in as a *Trader Administrator* before doing any of the tasks in the next sections.

### 14.1 ACCOUNT MANAGEMENT

The Account Management page allows administrators to view company information, documents, and stamps. To access the Account Management page, select **Accounts/Users** > **Manage Account** from the Main Menu. By default, the company details page appears.

If you want to update your company account details, please contact the GDCE.



Dashboard Accounts/Users Reports Administration Log Out

View Account Active  
Home / Account

Company Details Company/Agency Stamp Documents Audits

Account Id CNSWTRA1	Owner Name	Address (Line 1) Toul kok, Phnom Penh, Cambodia	Province 12 - PHNOM PENH
Account Type TRADER	Contact Number 012333332	Address (Line 2) Chamkamon, Phnom Penh	City Select City
Company Name Khmer Import Export Co., LTD	Email Address csw_trader1@safe-planaet.com	Address (Line 3) CAMBODIA	Postal Code 1234567
TIN Number 1234-11122211	Owner Nationality Select Owner Nationality	Country CAMBODIA	

Main Business Activities

## 14.2 USER MANAGEMENT

The User Management page enables administrators to reset passwords and add, edit, or deactivate user accounts. Trader Administrators can create the following user roles:

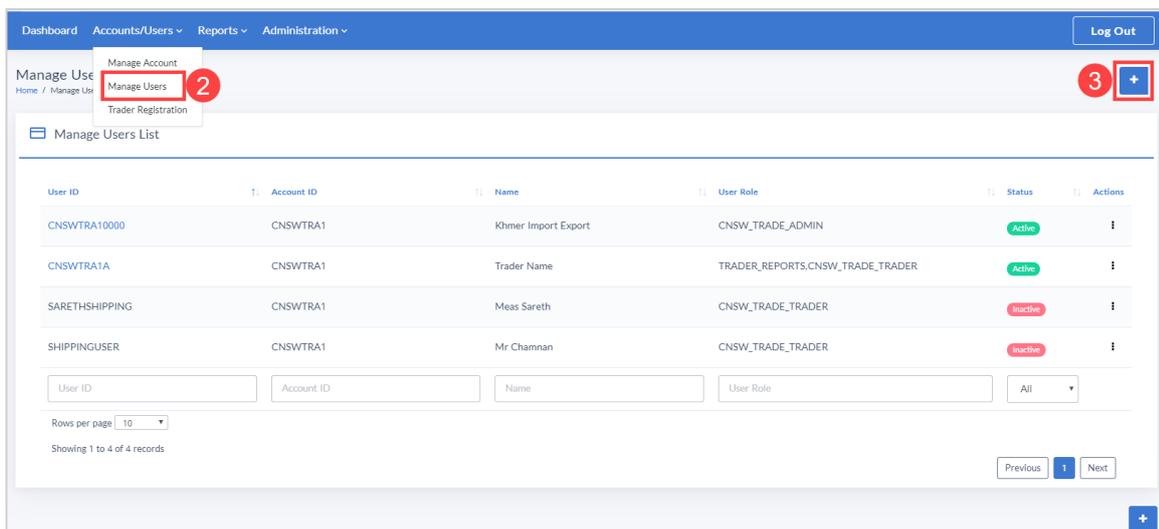
- Trade Administrator
- Trade User
- Manifest Freight Forwarded
- Trader Reports
- Manifest Mainline
- Manifest Shipping
- Agent User

To access the User Management page, select **Accounts/Users > Manage Users** on the main menu.

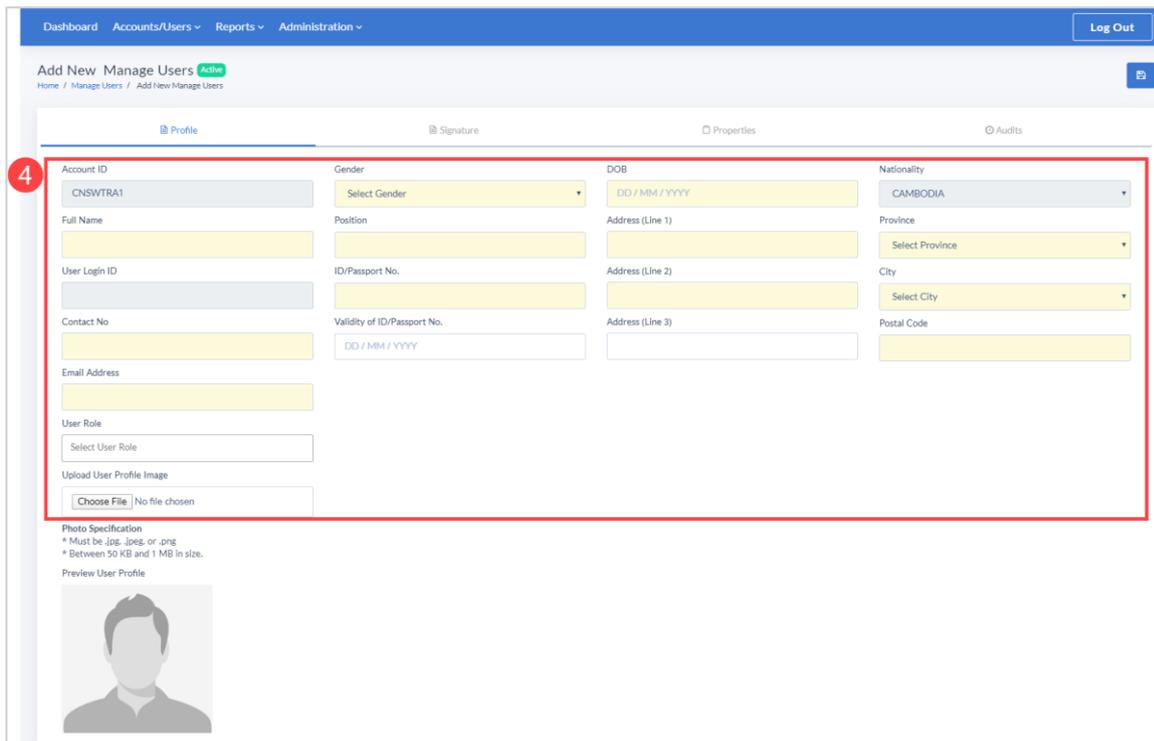
### 14.2.1 ADD NEW USER

To add a new user, do the following:

1. Login as Trader Administrator in CNSW.
2. On the Main Menu, select **Accounts/Users > Manage Users**. The User List page appears.



3. Click the Add button to add the new user. The following page appears:



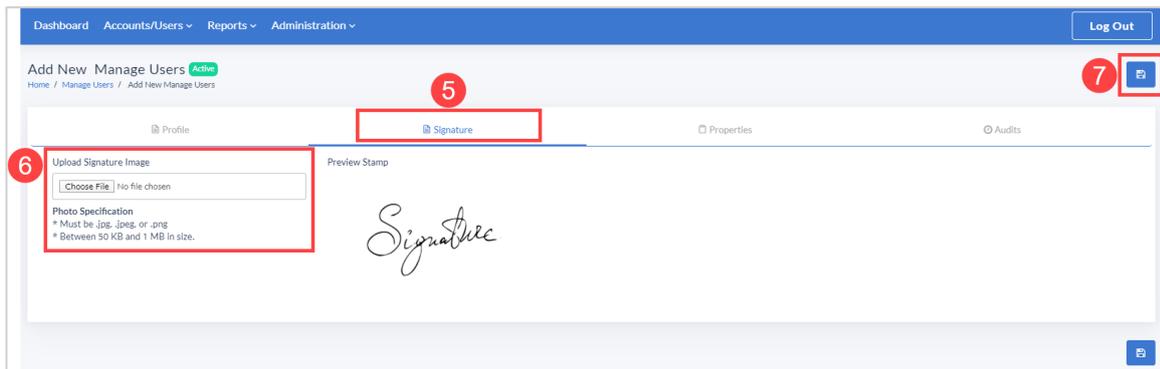
**NOTE:** Highlighted fields indicate required details.

4. On the Profile tab, enter or select the following details:

Details	Description/Action
<b>Full Name</b>	Enter the user’s full name. The <b>User Login ID</b> is auto-generated when you enter the user’s full name.
<b>Contact Number</b>	Enter the user’s contact number.
<b>Email Address</b>	Enter the user’s email address. CNSW will send the login details to this email address.
<b>User Role</b>	Assign a role for this user. You can assign one or more roles for the user.
<b>Profile Image</b>	Select <b>Choose File</b> to upload the user’s profile image. Make sure that the image meets the following requirements: <ul style="list-style-type: none"> <li>• The image must be in .JPG, .JPEG, or .PNG format.</li> <li>• The image size must be between 50 KB and 1 MB.</li> </ul>
<b>Gender</b>	Select the user’s gender.
<b>Position</b>	Enter the user’s work position or designation.

Details	Description/Action
<b>ID/Passport Number</b>	Enter the user’s identification or passport number.
<b>Validity of ID/Passport Number</b>	Select the validity of the user’s identification document.
<b>DOB</b>	Select the user’s date of birth (DOB).
<b>Address Details</b>	Enter the user’s complete address details including city, postal code, and province.

5. Select the **Signature** tab and upload the signature image.



6. Select **Choose File** to browse for and select the signature. Ensure the signature meet the following requirements:

- The file be in .JPG, .JPEG, or .PNG format.
- The file size must be between 50 KB and 1 MB.

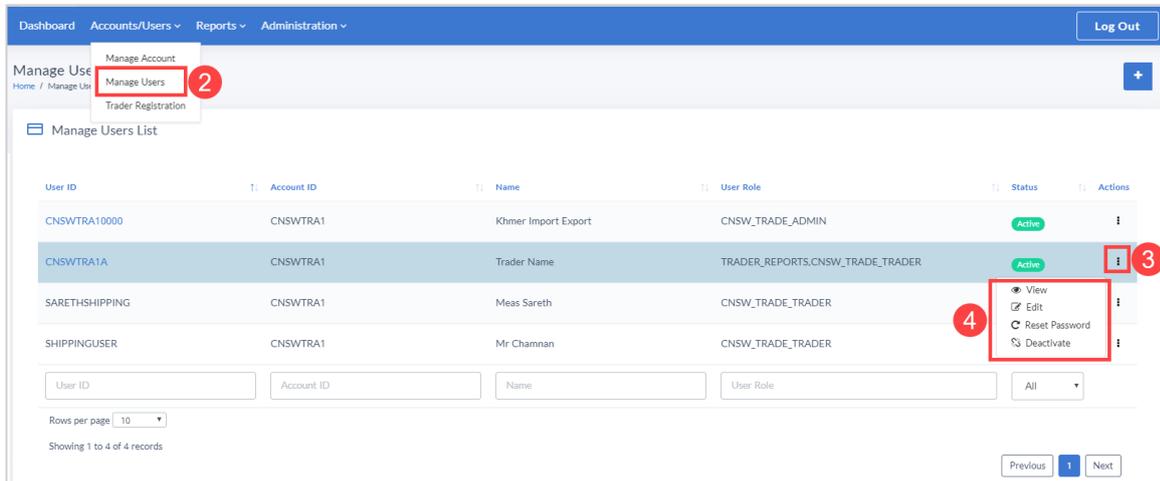
7. Select Save to save your changes.

**NOTE:** After you add the user, CNSW sends the login details to the registered email address.

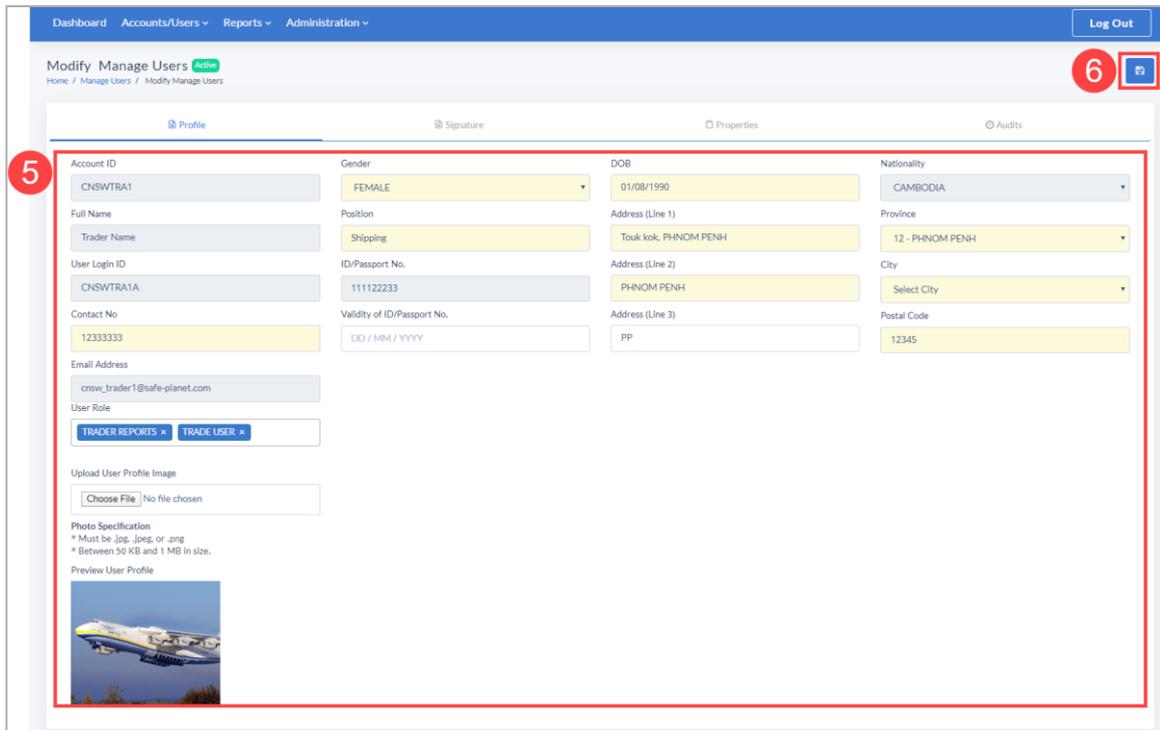
### 14.2.2 EDIT USER

To edit an existing user, do the following:

1. Login as Trader Administrator.
2. On the Main Menu, select **Accounts/Users** > **Manage Users**. The User List page appears.



3. Choose a user ID to edit, then click the button in the *Action* column.
4. Select **Edit**. The following page appears.

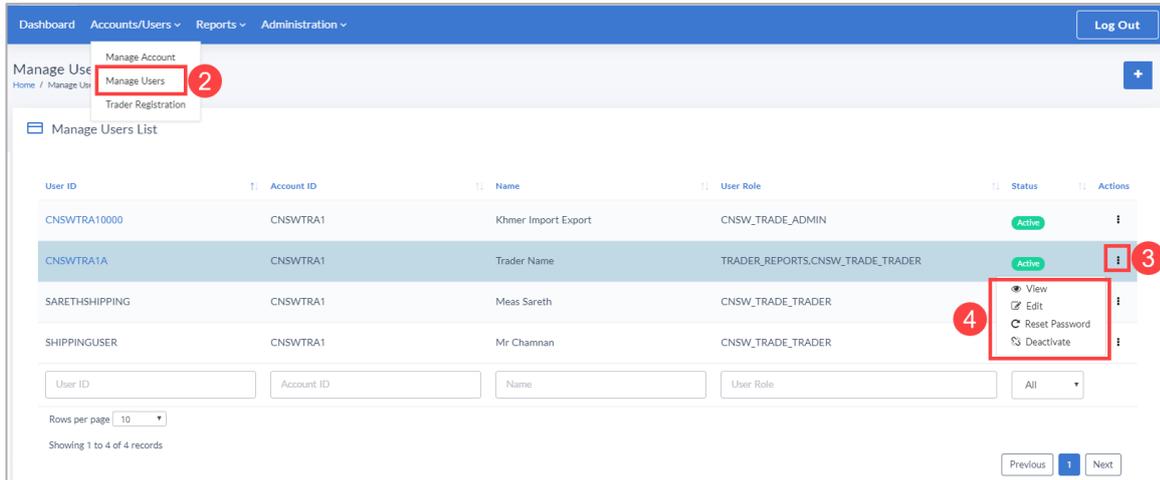


5. Edit the user details and signature as required.
6. Select Save to save your changes.

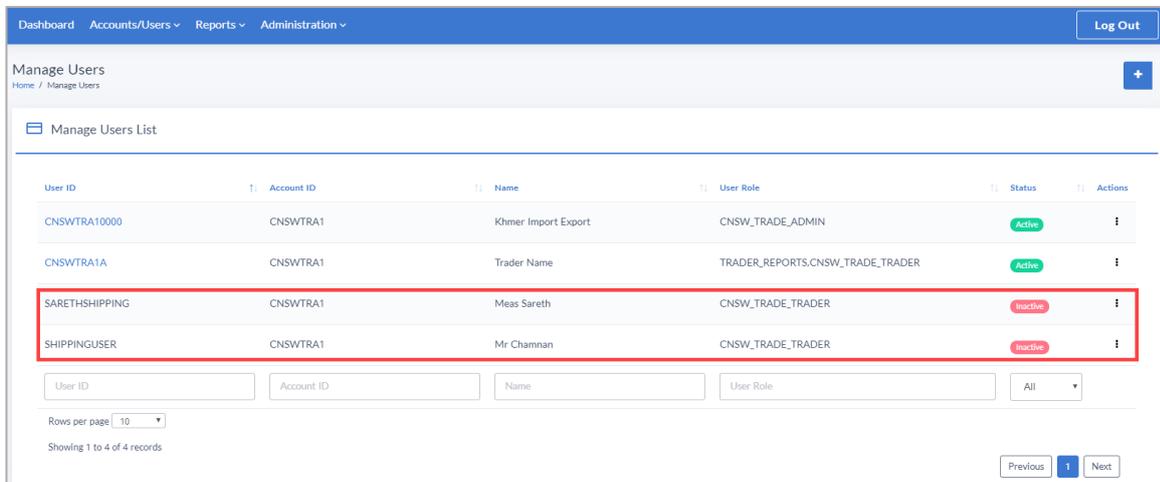
### 14.2.3 DEACTIVATE USER

Deactivating a user disables the account and prevents the user from logging in to the system. To deactivate a user, do the following:

1. Login as Trader Administrator.
2. On the Main Menu, select **Accounts/Users** > **Manage Users**. The User List page appears.



3. Choose a user ID to deactivate, then click the corresponding button in the *Action* column.
4. Select **Deactivate**. The user Status is set to *Inactive*.

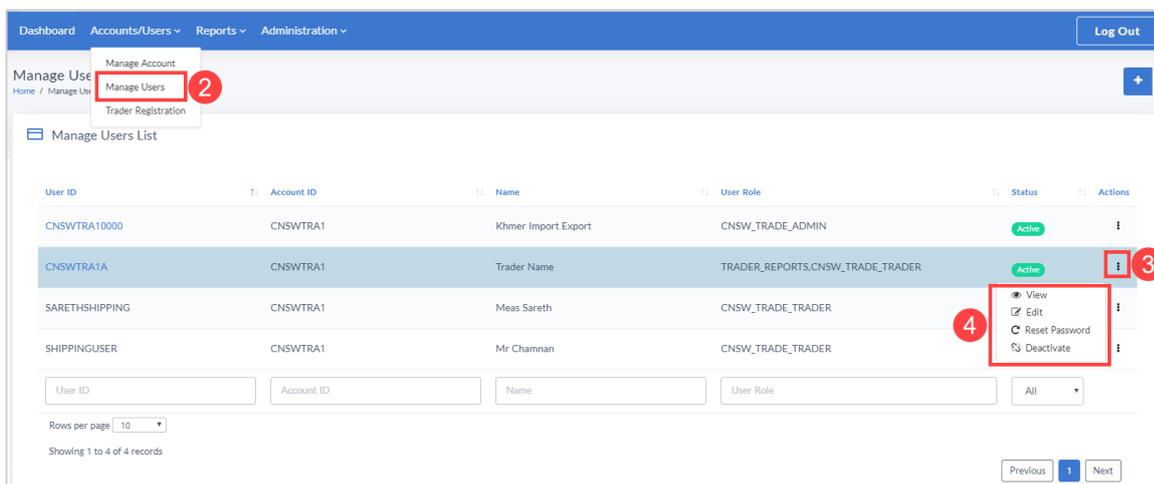


**NOTE:** To Activate an inactive account, select **Activate** from the *Actions* column.

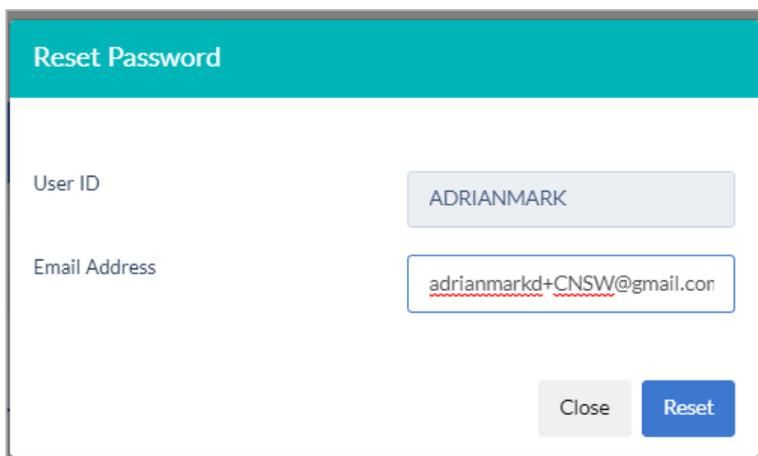
### 14.2.4 RESET PASSWORD

Use this feature to reset a user’s password. Do the following:

1. Login as Trader Administrator.
2. On the Main Menu, select **Accounts/Users** > **Manage Users**. The User List page appears.



3. Choose a user ID, then click the corresponding button in the *Action* column.
4. Select **Reset Password**. The following page appears.



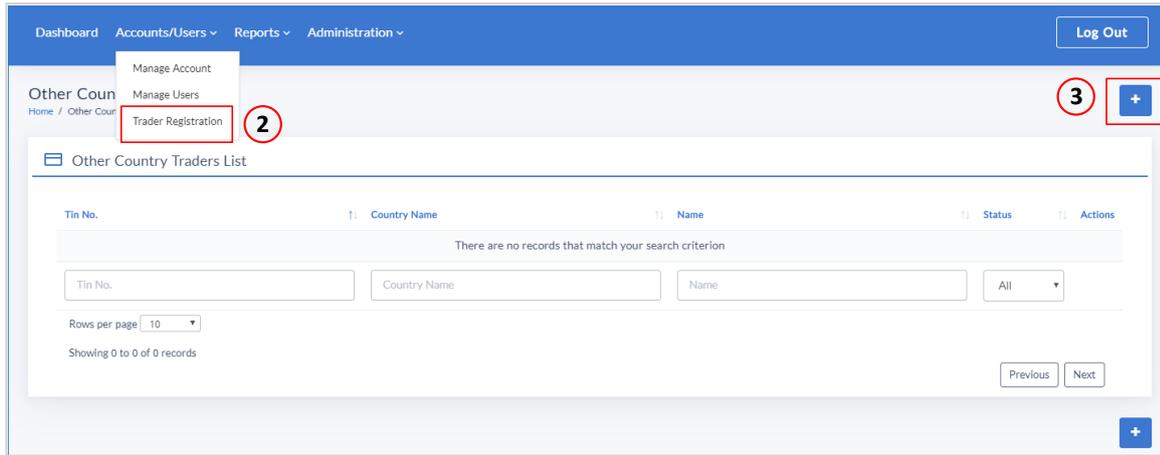
5. Check if the user’s email address is correct, then select **Reset**. CNSW sends the new password to the user’s email address.

## 14.3 TRADER REGISTRATION

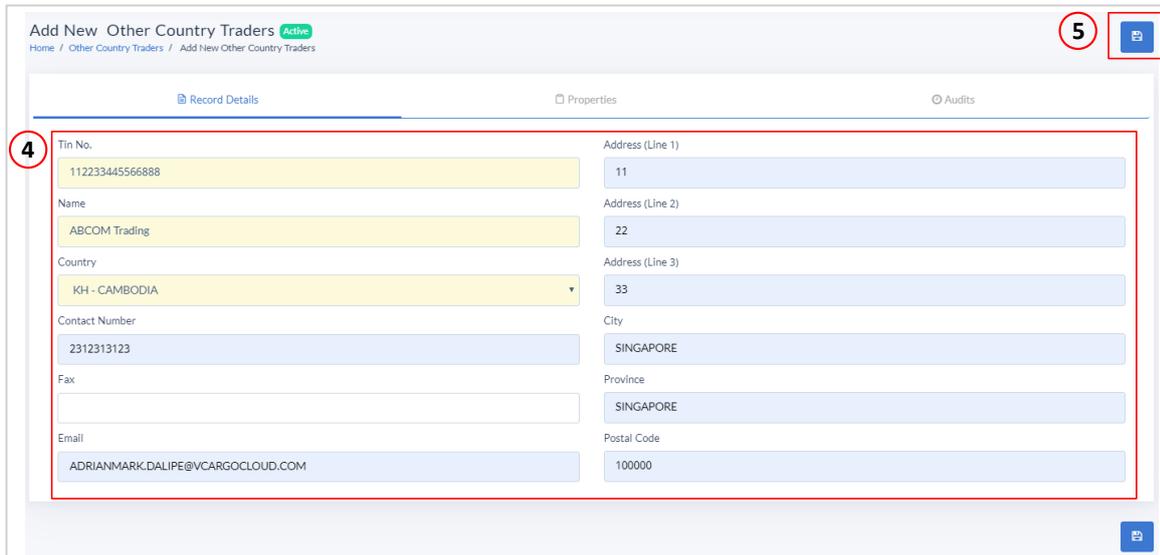
Use the Trader Registration to store importer and exporter information in your company account. This feature helps users to quickly retrieve information while filling-out the Trader tab for LPCO applications.

To register traders in your account, do the following:

1. Sign in to CNSW using a Trader Administrator account. The Dashboard page appears.
2. On the Main Menu, select **Accounts/Users > Trader Registration**.



3. Select Add to add a trader. The following page appears.



4. On the Details tab, enter or select the following information as required:

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<b>Details</b>	<b>Action</b>
<b>TIN</b>	Enter the trader's Tax Identification Number
<b>Name</b>	Enter the trader's full company name
<b>Country</b>	Select the trader's country.
<b>Contact Details</b>	Enter the trader's phone and fax number.
<b>Email</b>	Enter the trader's email address.
<b>Address Details</b>	Enter the trader's complete address details including city, province, and postal code.

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5. Select Save to save your changes.

## 15 GLOSSARY

This chapter defines some of the terms used in this user guide.

<b>Term</b>	<b>Description</b>
<b>ACDD</b>	ASEAN Customs Declaration Document
<b>Agency Administrator</b>	The Agency Administrator is the administrator user in CNSW for managing agency user accounts such as verifiers, cashiers, reviewers, and approvers.
<b>Approver</b>	The Approver officer is an agency officer who approves the LPCO application with their corresponding agency. The Approver officer is the final reviewer for LPCO applications.
<b>ASEAN</b>	Association of Southeast Asian Nations
<b>ASW</b>	ASEAN Single Window
<b>ASYCUDA</b>	Automated System for Customs Data
<b>ATIGA</b>	ASEAN Trade in Goods Agreement
<b>BIVAC</b>	Bureau of Inspection Assessment and Control
<b>CAC</b>	Codex Alimentarius Commission
<b>Cashier</b>	The Cashier or Payment officer is an agency officer who validates the payments for LPCO applications with their corresponding agency.
<b>CDC</b>	Council for the Development of Cambodia
<b>Certificate</b>	A Certificate refers to any document that certifies a specific list of commodities, such as the item's origin or conformance to the international standard. Typically, a Certificate is required by the importing country and is issued by a competent authority in the exporting.
<b>CIB</b>	Cambodia Investment Board
<b>CIS</b>	Cam Info Services
<b>CNSW</b>	Cambodia National Single Window (CNSW) enables importers, exporters, and agents to apply for licenses, permits, certificates, and other documents (LPCO) through the online CNSW portal; relevant government agencies processes and approves these applications in the same portal.
<b>CTMS</b>	Container Terminal Management System
<b>CNSW Secretariat</b>	The CNSW Secretariat is the administrator user in CNSW for managing OGA user accounts, managing configurations, and creating other administrator users.

<b>Term</b>	<b>Description</b>
<b>DE/I</b>	Department of Export-Import
<b>DAA</b>	Department of Administrative Affairs
<b>DAL</b>	Department of Agriculture Legislation
<b>DDF</b>	Department of Drugs and Food
<b>DDG</b>	Deputy Director General
<b>DG</b>	Director General
<b>DIC</b>	Department of International Cooperation
<b>DPPSPS</b>	Department of Plant Protection Sanitary and Phytosanitary
<b>DRB</b>	Drug Registration Bureau
<b>e-Animal Health</b>	Electronic Animal Health Certificate
<b>e-AWB</b>	Electronic Air Waybill
<b>e-CO</b>	Electronic Certificate of Origin
<b>e-Food Safety</b>	Electronic Food Safety Certificate
<b>e-Phyto</b>	Electronic Phytosanitary (Certificate)
<b>e-SPS</b>	Electronic Sanitary and Phytosanitary
<b>EU</b>	European Union
<b>FA</b>	Forestry Administration
<b>FAL</b>	Convention on Facilitation of International Maritime Traffic
<b>FFM</b>	Flight Manifest Message
<b>FiA</b>	Fisheries Administration
<b>FSB</b>	Food Safety Bureau
<b>FTA</b>	Free Trade Agreement
<b>GDA</b>	General Directorate of Agriculture
<b>GDAHP</b>	General Directorate of Animal Health and Production
<b>GDCE</b>	General Department of Customs and Excise
<b>GDR</b>	General Directorate of Rubber
<b>GLS</b>	Global Logistics Services
<b>HQ</b>	Headquarters
<b>HS Code</b>	Harmonised System (HS) code is an international standard for classifying goods.
<b>IATA</b>	International Air Transport Association
<b>IPPC</b>	International Plant Protection Convention

<b>Term</b>	<b>Description</b>
<b>ISC</b>	Institute of Standards of Cambodia
<b>IT</b>	Information Technology
<b>KAMSAB</b>	Kampuchea Shipping Agency & Brokers
<b>License</b>	A License refers to any document that authorizes the import or export of a list of commodities over a period, usually 3, 6, 12 or more months. Quotas are also indicated in these documents.
<b>LPCO</b>	Licenses, permits, certificates, and other documents
<b>MAFF</b>	Ministry of Agriculture, Forestry and Fisheries
<b>Master List</b>	The Master List is a type of license issued by the Council for the Development of Cambodia (CDC). Qualified Investment Project (QIP) companies can apply for Master List to obtain endorsements for duty exemption.
<b>MEF</b>	Ministry of Economy and Finance
<b>MISTI</b>	Ministry of Industry, Science, Technology & Innovation
<b>MIME</b>	Ministry of Industry, Mining and Energy
<b>MOC</b>	Ministry of Commerce
<b>MOCA</b>	Ministry of Culture and Fine Arts
<b>MOD</b>	Ministry of Defense
<b>MOE</b>	Ministry of Environment
<b>MOH</b>	Ministry of Health
<b>MOI</b>	Ministry of Interior
<b>MOT</b>	Ministry of Tourism
<b>MPTC</b>	Ministry of Posts and Telecommunications
<b>MPWT</b>	Ministry of Public Works and Transport
<b>NBC</b>	National Bank of Cambodia
<b>NGO</b>	Non-Governmental Organization
<b>NMC</b>	National Metrology Center
<b>OGA</b>	refers to other government agencies
<b>OIE</b>	World Organisation for Animal Health
<b>Permit</b>	A Permit refers to any document that authorizes the import or export of a list of commodities in a single shipment. In some cases, where a License has been issued specifying a quota, the Permit is used to control this quota
<b>PPAP</b>	Phnom Penh Autonomous Port

<b>Term</b>	<b>Description</b>
<b>QIP</b>	Qualified Investment Project
<b>Quota</b>	Refers to the allowed quantity/value of goods for trading, indicated in a license or permit
<b>Reviewer</b>	The Reviewer officer is an agency officer who reviews the LPCO application with their corresponding agency. The Reviewer officer is the second-level reviewer for LPCO applications.
<b>RFID</b>	Radio-Frequency Identification
<b>SAD</b>	Single Administrative Document
<b>SEZ</b>	Special Economic Zone
<b>SME</b>	Small-to-Medium Enterprise
<b>TOS</b>	Terminal Operating System
<b>Trader Administrator</b>	The Trader Administrator is the administrator user in CNSW for managing trader user accounts and creating other trader administrator users.
<b>UN/EDIFACT</b>	United Nations Electronic Data Interchange For Administration, Commerce and Transport
<b>US</b>	United States
<b>US-ACTI</b>	United States - ASEAN Connectivity through Trade and Investment
<b>USAID</b>	United States Agency for International Development
<b>USD</b>	United States Dollars
<b>VCC</b>	vCargo Cloud Pte. Ltd.
<b>Verifier Officer</b>	The Verifier is an agency officer who verifies the submitted LPCO documents with their corresponding agency. The Verifier officer is the first-level reviewer for LPCO applications.
<b>WCO</b>	World Customs Organization
<b>XML</b>	Extensible Markup Language