



ប្រព័ន្ធបញ្ជាវត្តមានជាតិ

NATIONAL SINGLE WINDOW



# National Single Window Overview



20 SEPTEMBER 2024



CUSTOMS NATIONAL SCHOOL



NSW SECRETARIAT



[WWW.NSW.GOV.KH](http://WWW.NSW.GOV.KH)

# Content



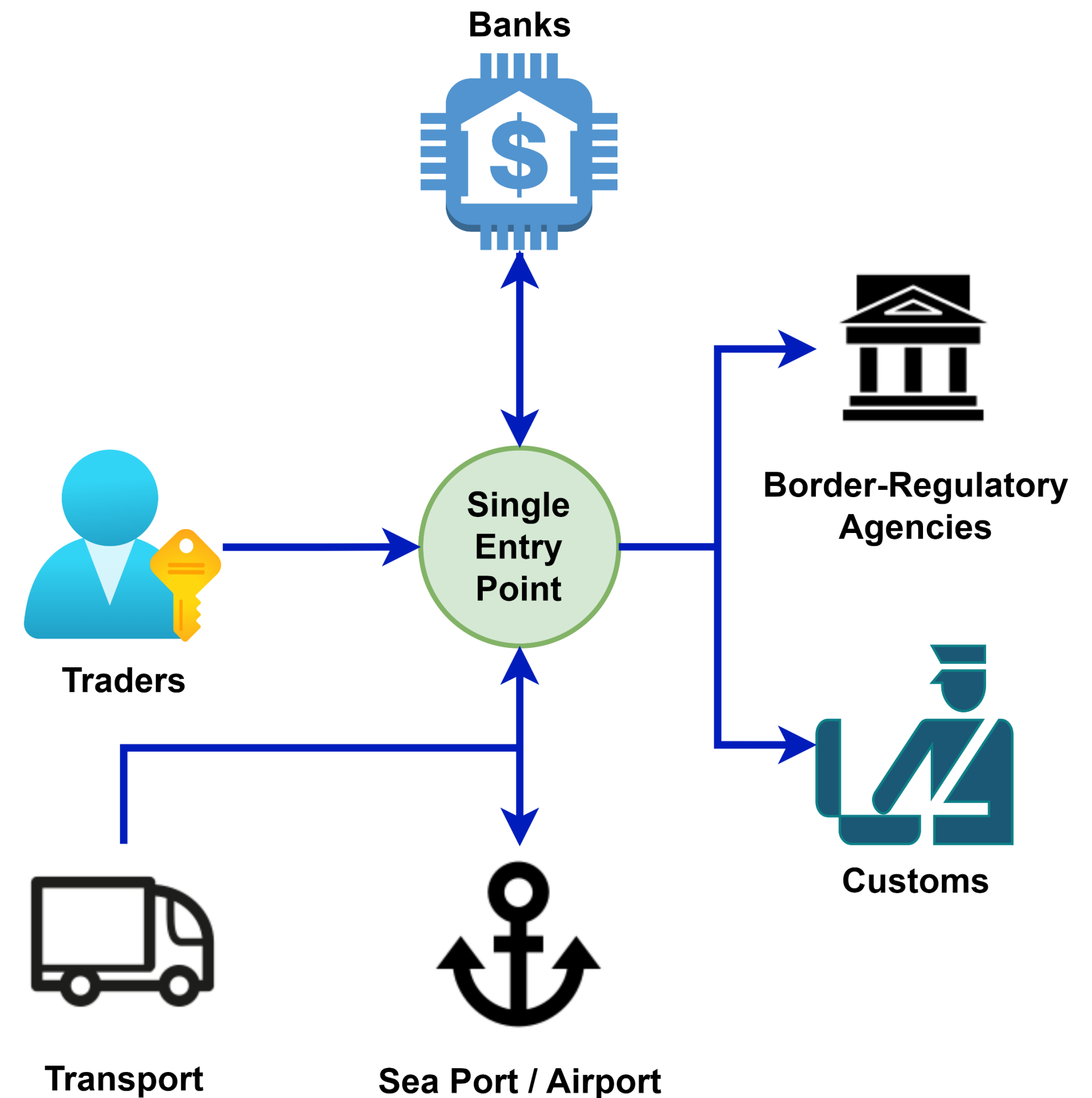
1. Definition
2. Key Objectives
3. Cambodia National Single Window
4. Company Onboarding Process
5. NSW Applications
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# Definition – What is NSW?

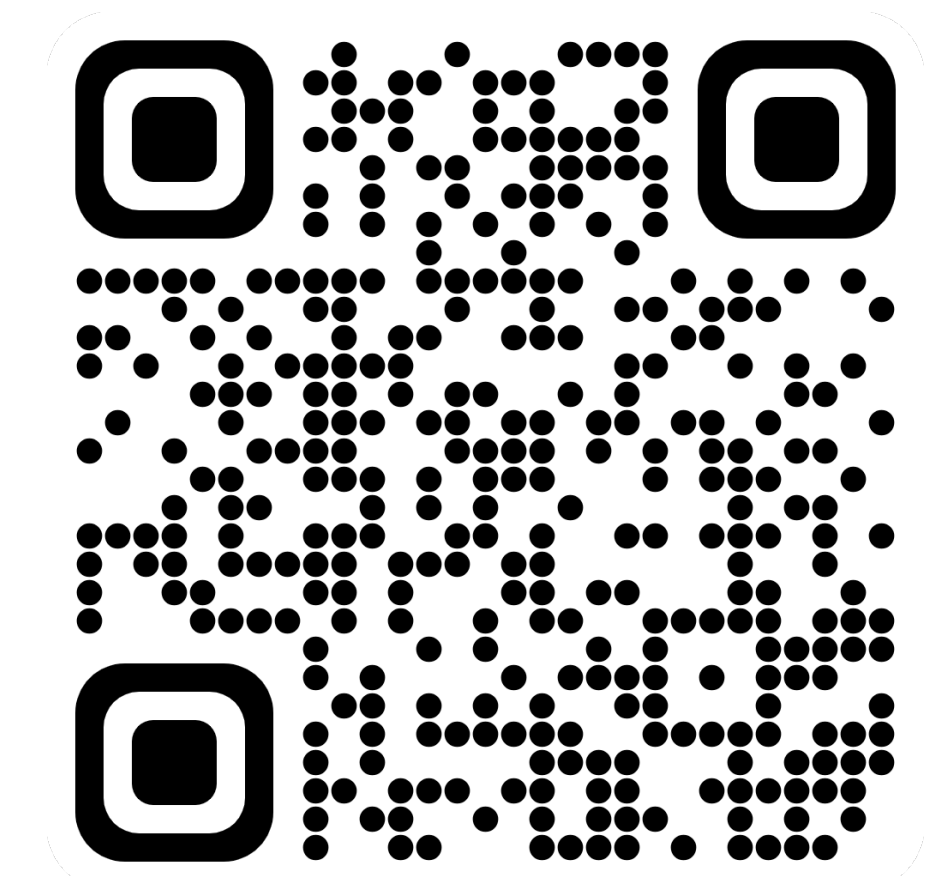
## Definition

“National Single Window” or “NSW” is a system, which enables traders to submit documentation and/or data requirements electronically for trade through a single-entry point to the participating authorities or agencies.





# Definition – What is NSW?



<https://youtu.be/mKqw-JhoZQc>



# Key Objectives

- **Trade Facilitation:** Simplify procedures for cross-border trade by reducing the time and cost of transactions.
- **Efficiency Improvement:** Enable electronic submission and processing of documents, minimizing delays.
- **Transparency:** Provide clear, real-time information on regulatory requirements and transaction status.
- **Harmonization:** Standardize data submission to reduce redundancy and errors across different agencies.
- **Compliance and Security:** Ensure that trade operations meet legal and regulatory requirements, reducing the risk of fraud and enhancing security.



# Cambodia National Single Window

Cambodia National Single Window project was introduced in 2016 adopting a phase-to-phase approach with **3 Phases**:

- ❖ **Phase 1**: Integrate MOC and GDCE system, exchanging e-CO with ASEAN Countries
- ❖ **Phase 2**: Implemented by **6 major Border-Regulatory Agencies** (ministries/agencies) involved in the issuance of cross-border trade documents.
- ❖ **Phase 3**: Extend the scope of NSW to other **11 Ministries/Agencies**



# Cambodia National Single Window



NSW Official Launch by **Samdech Moha Borvor Thipadei HUN MANET**,  
Prime Minister of the Kingdom of Cambodia - 7<sup>th</sup> May 2024

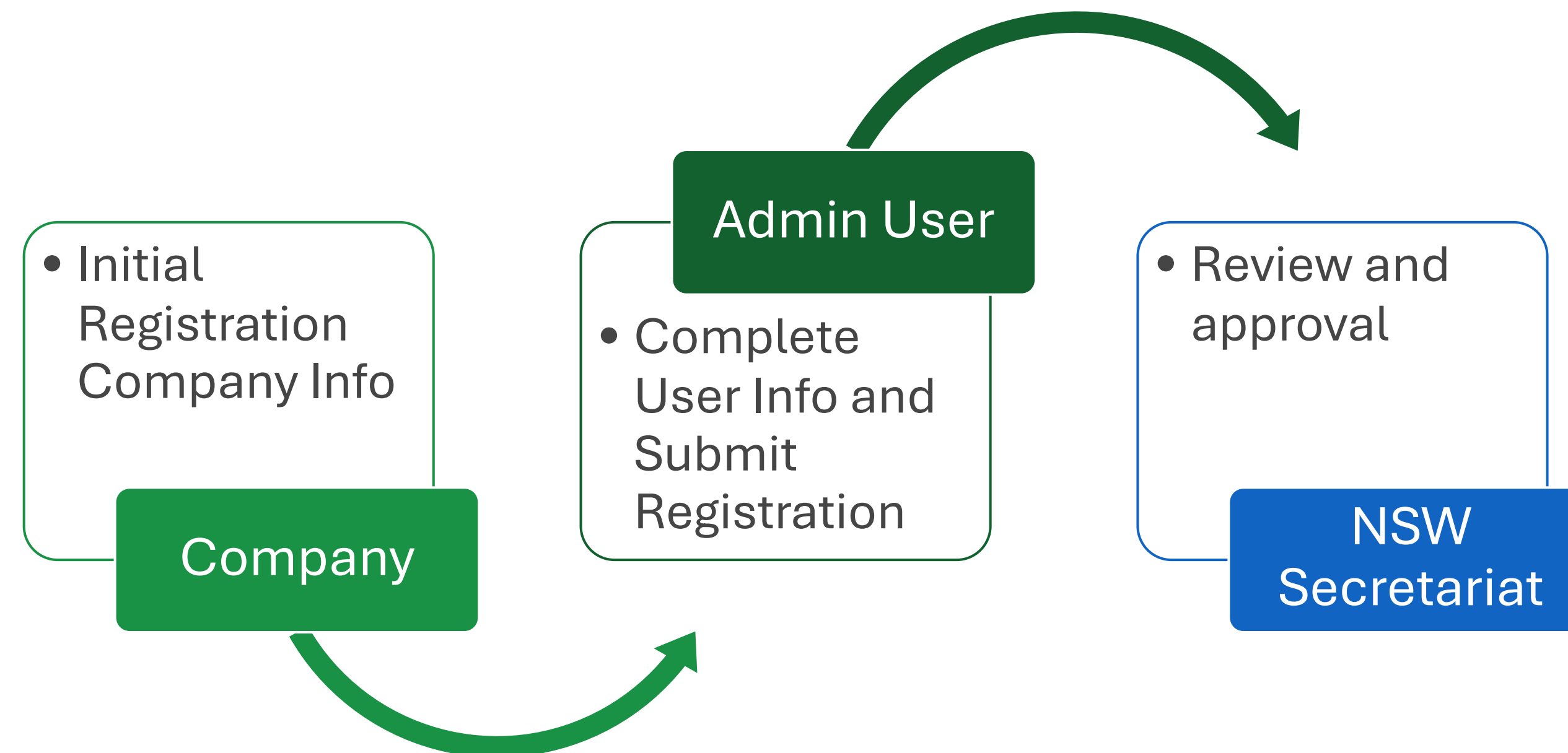






# Company Onboarding Process

To apply for document issuances via the National Single Window (NSW) System, Traders must have an official account, which can be requested via **online self-registration in NSW**. The account verification will be done by the NSW Secretariat, and you will be notified when the decision is made.





# NSW Applications

NSW initiatives provide **free-of-charge** service for the trade community, thanked for the strong commitment of the Royal Government of the Kingdom of Cambodia.

Anyway, each application comes with its own existing fees applicable for processing of the issuance of application documents.

NSW provides support for various **payment methods**, including:

- **Online Payment**—pay the application fees using online payments.
- **Bank Counter Payment**—pay the application fees through bank deposit.
- **Agency Counter Payment**—pay the application fees through government agency counters.
- **Exemption Payment**— apply for exemption from the application fees.

Using NSW is  
**FREE** of charge?

**YES**

# NSW Applications

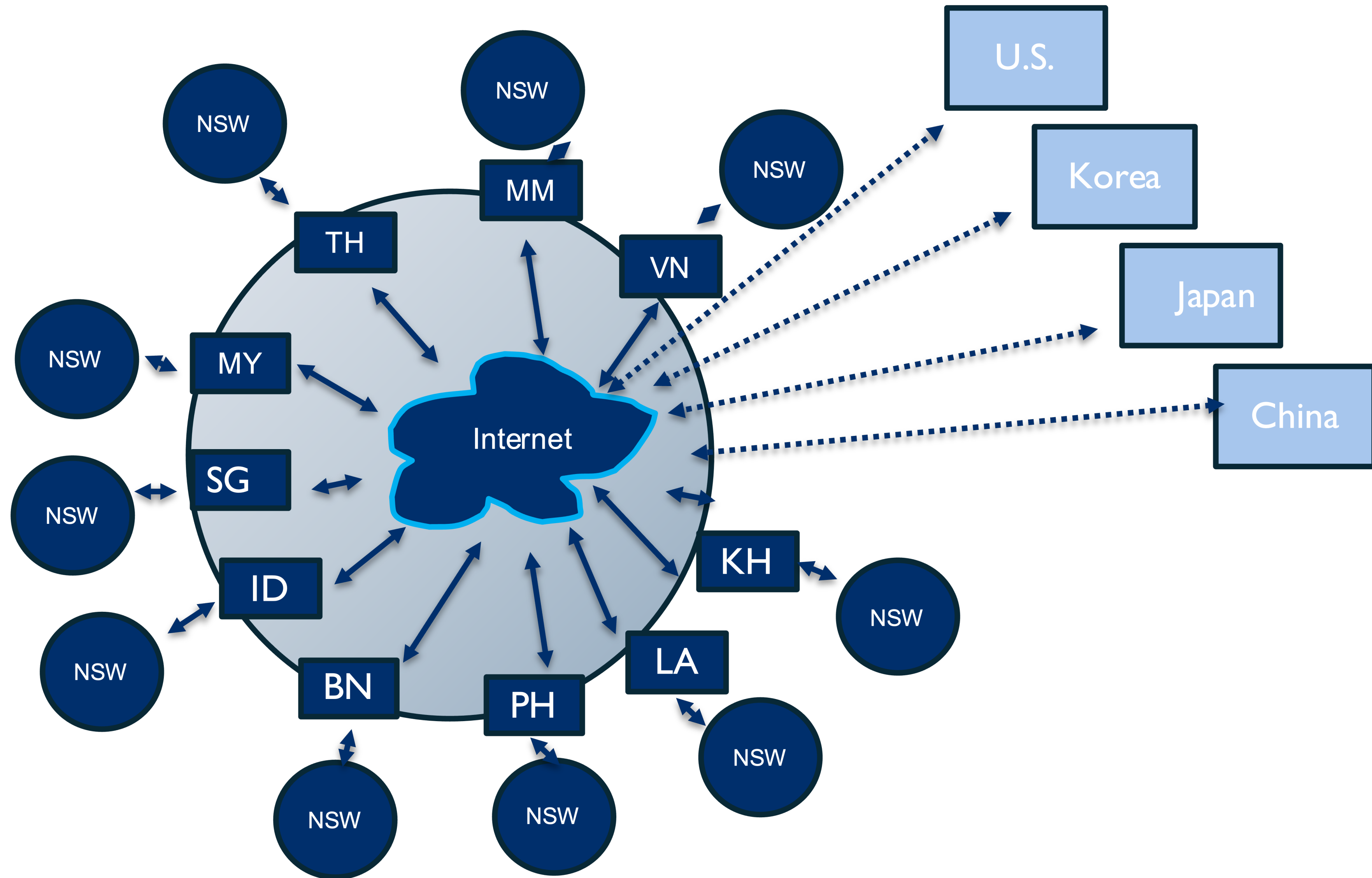




# ASEAN Single Window

- “ASEAN Single Window” or “ASW” is the secured environment where NSWs of ASEAN Member States are interoperated to exchange cross-border trade administrative documents.
- Currently the 10 ASEAN Member States are exchanging:
  - Certificate of Origin (ATIGA e-Form D)
  - ASEAN Customs Declaration Data (ACDD)
  - E-Phyto (Thailand, Indonesia, Philippines)
- Documents to be exchanged in the future:
  - E-Animal Health, etc.

# ASEAN Single Window





# Getting Support

- Any support, please contact to System Support via contact below:

Email:

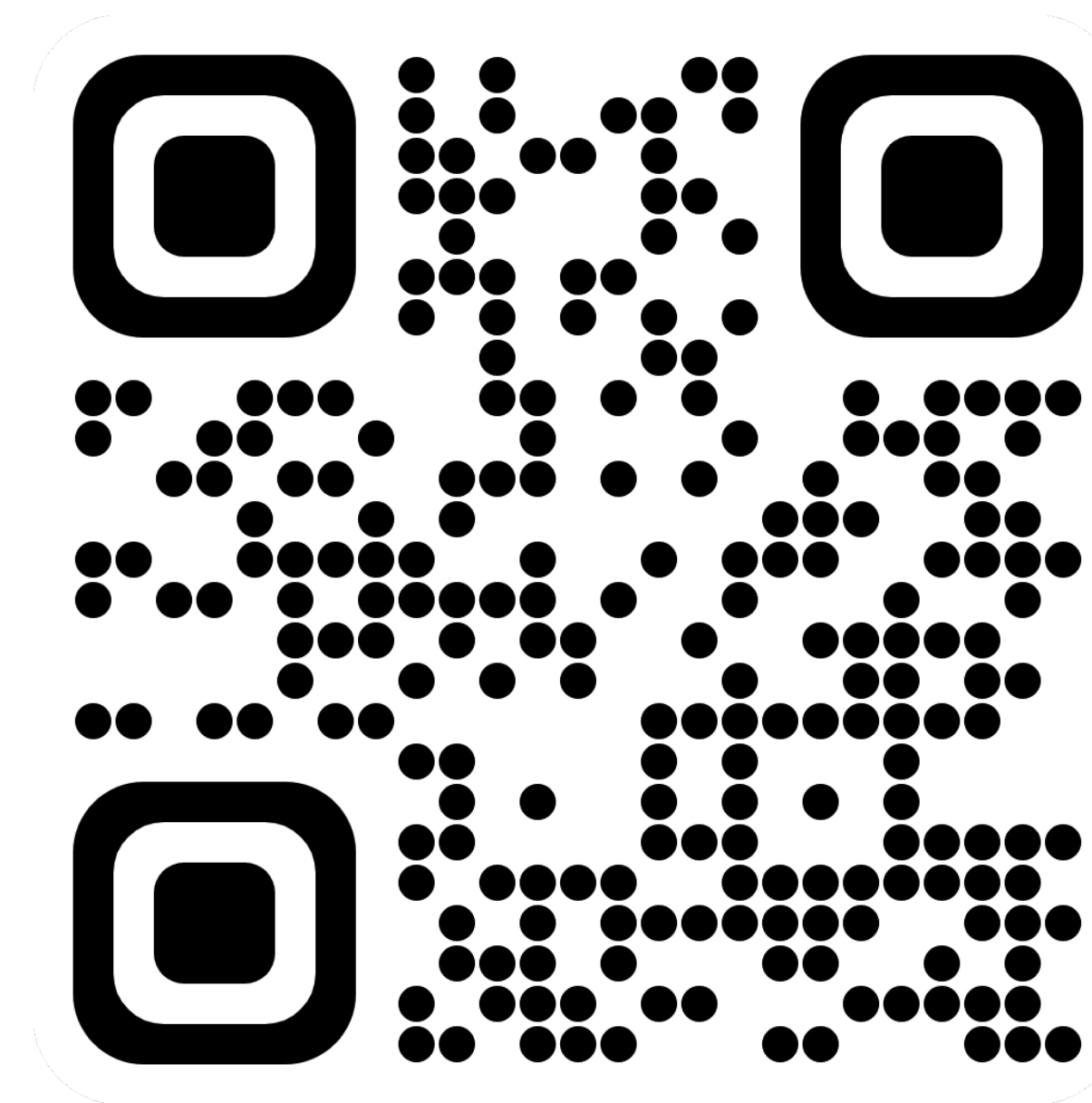
[support@nsw.gov.kh](mailto:support@nsw.gov.kh)

Contact:

<https://nsw.gov.kh/contact>

Telegram:

<https://t.me/+WLWymZ0-CLjWzzMU>

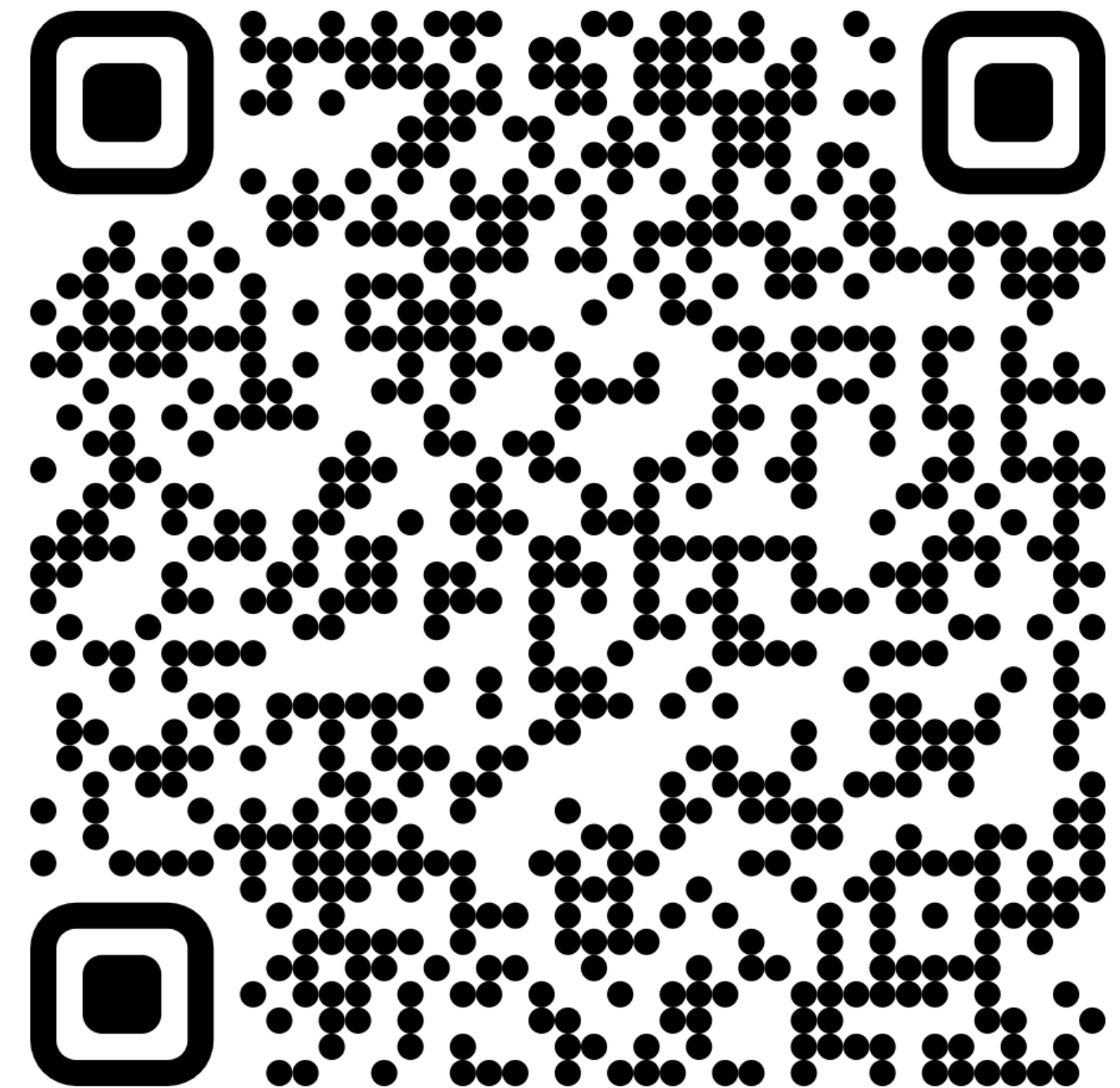


# Getting Support



## ATIGA e-Form D Tracking:

- **AS1:** E-Form D is at the sender's gateway
- **AS2:** E-Form D is at the receiver's gateway
- **AS3:** E-Form D is at the receiver's NSW
- **RES(REC-NOT):** E-Form D is at receiver's customs system.



<https://tracking.nsw.gov.kh/public-search/atiga>



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NATIONAL SINGLE WINDOW



សូមអរគុណ  
Thank you!

 NSW SECRETARIAT, [SUPPORT@NSW.GOV.KH](mailto:SUPPORT@NSW.GOV.KH)

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