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CAMBODIA

NATIONAL SINGLE WINDOW PHASE 3

TRADER USER GUIDE

VERSION 1.1

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Table of Content

1 OVERVIEW

The National Single Window (NSW) of Cambodia enables importers, exporters, and agents to apply for Licenses, Permits, Certificates, and Other documents (LPCO) through the online NSW portal; relevant government agencies processes and approves these applications in the same portal.

Carriers or their agents can submit cargo-related information through the NSW, as required by the Port/Airport Operators, Customs, and other authorities. NSW 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 (NSW) application, including a summary of the user guide's learning objectives.

1.1 OBJECTIVES

This user guide aims to provide a comprehensive understanding of NSW on how to manage and apply for documents issued by government agencies. To delve deeper into a specific topic, refer to any of the following links for more information:

For General:

- Getting Started
- Administration Management

For Administrators:

- Account Registration

For Traders and Agents:

- Apply for Licenses
- Apply for Permits
- Apply for Certificates
- Mange Queries
- Amend Returned Applications
- Restricted Goods Assistance
- Quota Management
- Document Submission
- Payment Management
- E-Extension Application

- [LPCO Utilization](#)
- [Search Permit](#)
- [Generate Reports](#)

For Investors:

- Same as Traders and Agents
- [Apply for Master List](#)

2 GETTING STARTED

This chapter provides detailed information on NSW's system requirements and aims to assist users in comprehending the various common features and screen layouts. These include:

- Login Screen
- Main Menu
- Dashboard
- Search, Filter, and Page Navigation
- User Actions
- Log In
- Forgot Password

2.1 SYSTEM REQUIREMENTS

Ensure your system meets the following requirements before using NSW:

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

The following sections describe common screens, features, and layouts used throughout the NSW system.

2.2.1 LOGIN PAGE

Use the login page to register an account, log in to user's account, or reset user's password.

1. To register a user's company account with NSW system, user must click on **Sign Up** button.
2. To login to user's account, user must input a valid **User ID** and **Password**, then click **Sign In**.
3. Use **Forgot Password** option if user is unable to login to user's account. NSW system will generate new password and send to user via register Email Address. Use the new password to login.

2.2.2 MAIN MENU

The Main Menu provides links to the Dashboard, Module, Trade Document Repository and Administration. You can also change the system's language by clicking the flag icon on the top-right corner.
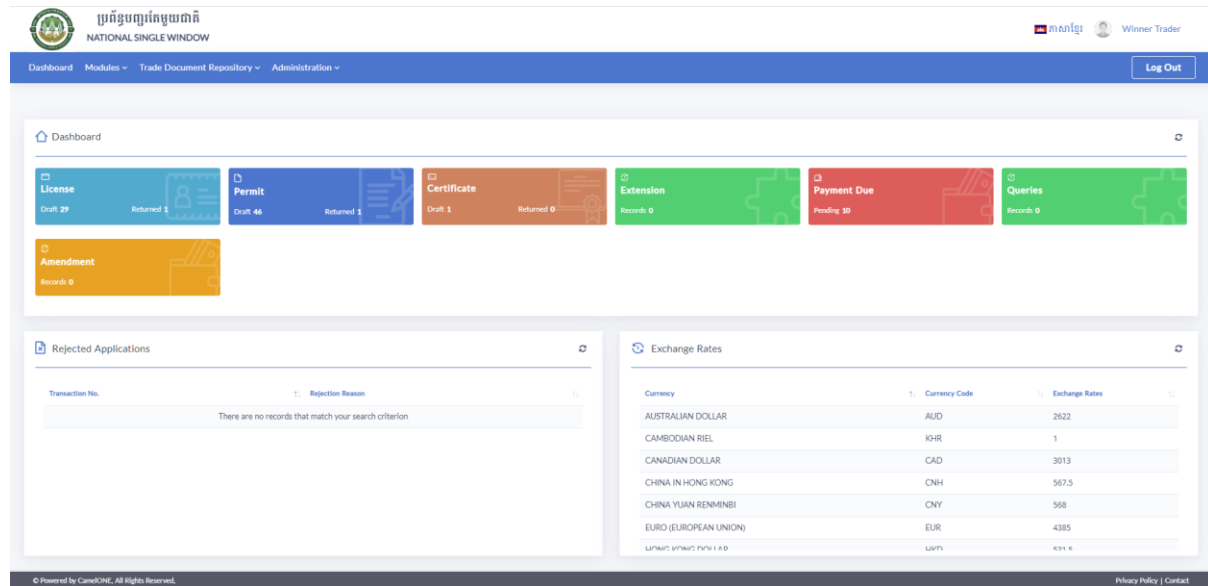
2.2.3 DASHBOARD

The Dashboard provides a comprehensive overview of the applications that undergo a series of stages ranging from drafting to approval.
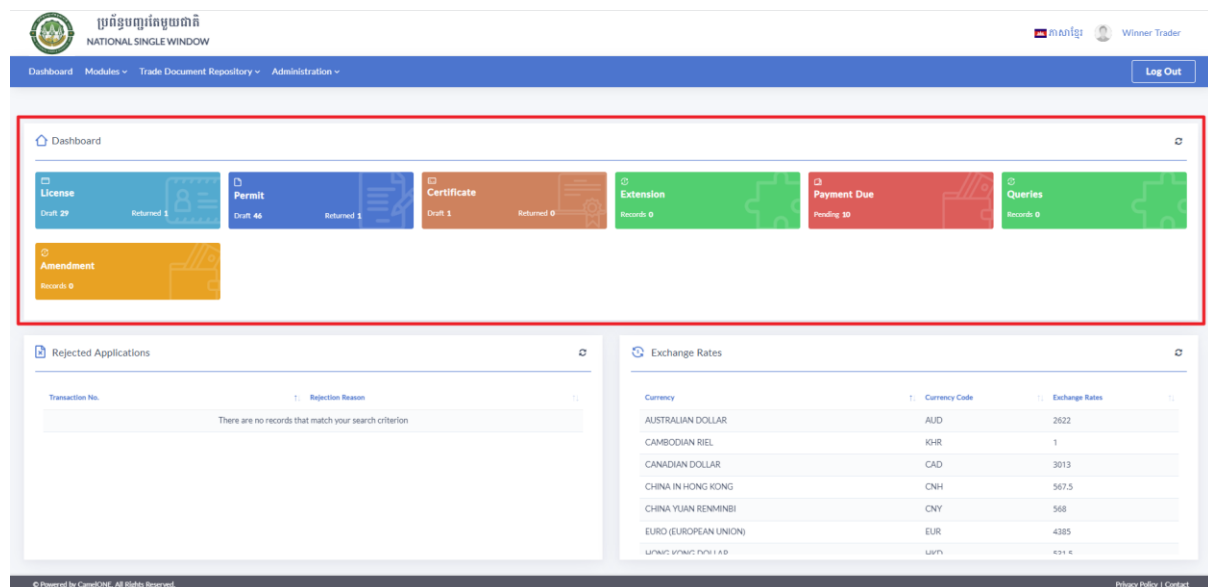
Each folder from the Dashboard page provides links that allows user to filter applications in the following statues:

- Draft
- Returned

- Pending
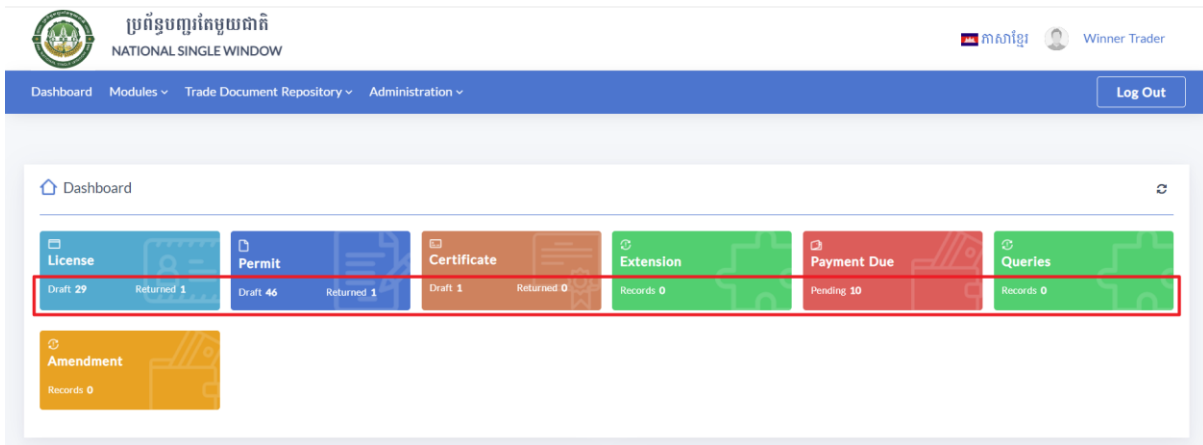
By clicking on any folder on the Dashboard section, the user will be redirected to the corresponding listing. Similarly, click on each status within the folder will redirect to the appropriate listing, filtered by the selected status. Below is the sample of Certificate with Draft status as filtering:
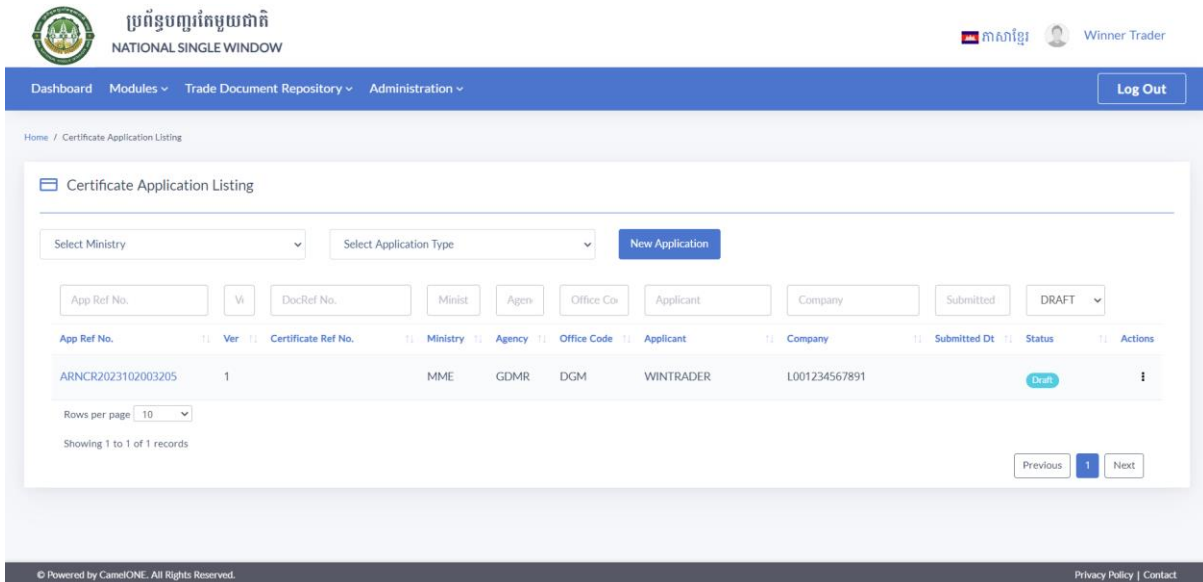
The Dashboard page also provides a comprehensive overview, presenting crucial data on the total count of rejected applications displayed along with the rejection reason and up-to-date exchange rates.
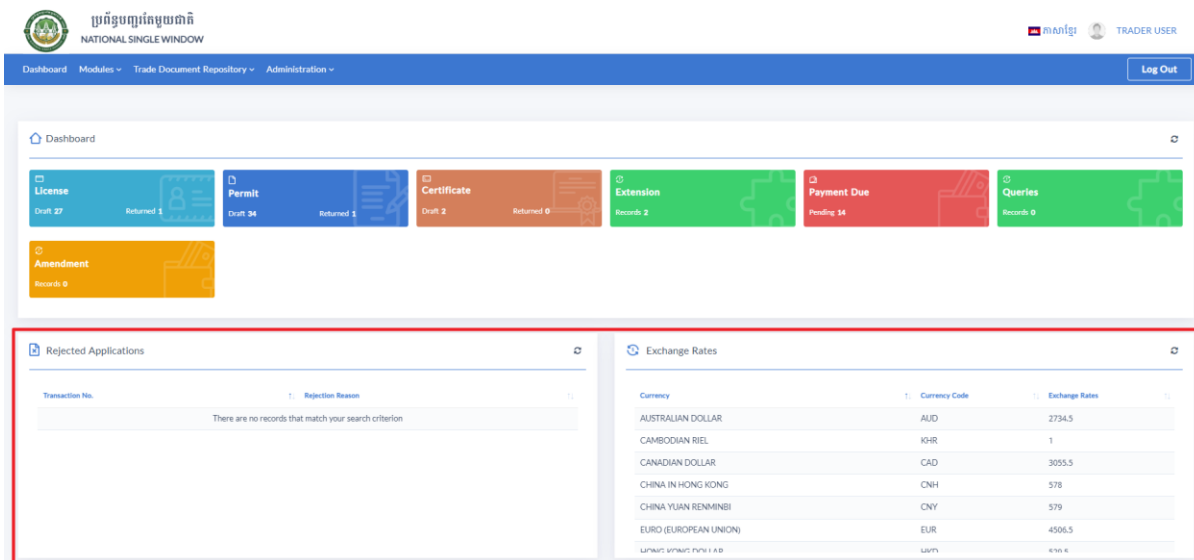
2.2.4 SEARCH, FILTER, AND PAGINATION
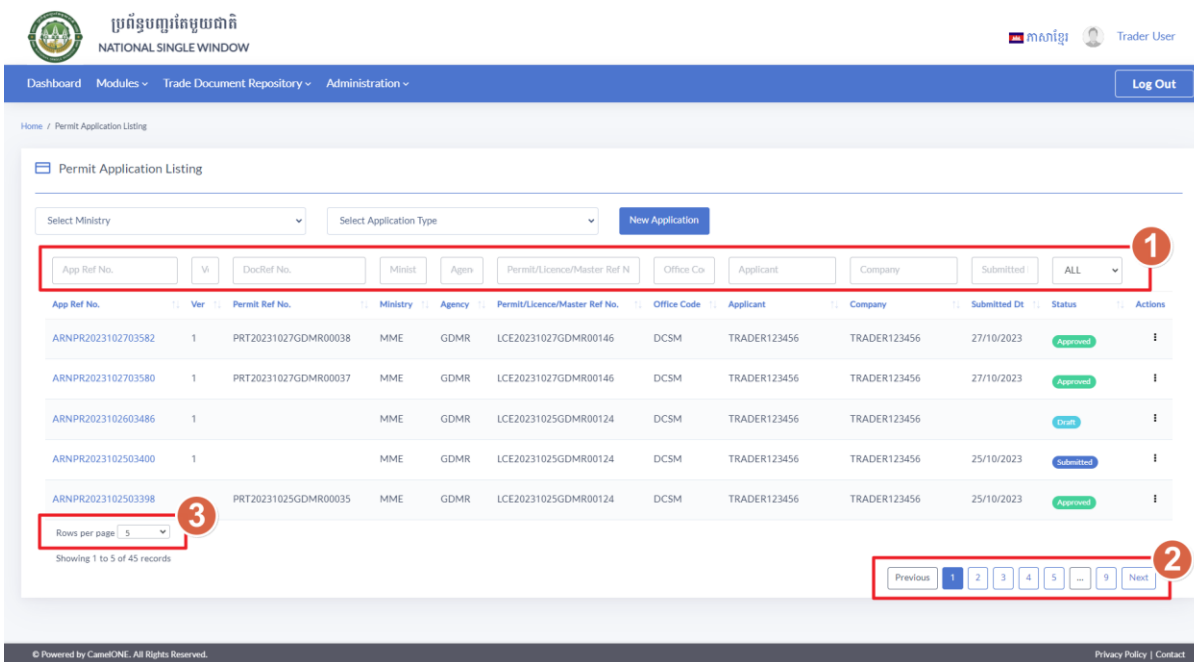
1. Use the **Search and Filt**er feature to find specific records in the table.
2. Use **Page Navigation** to browse to the other page.
3. Use **Row per Page** option to select the number of records to be displayed per page.

2.2.5 APPLICATION STATUS

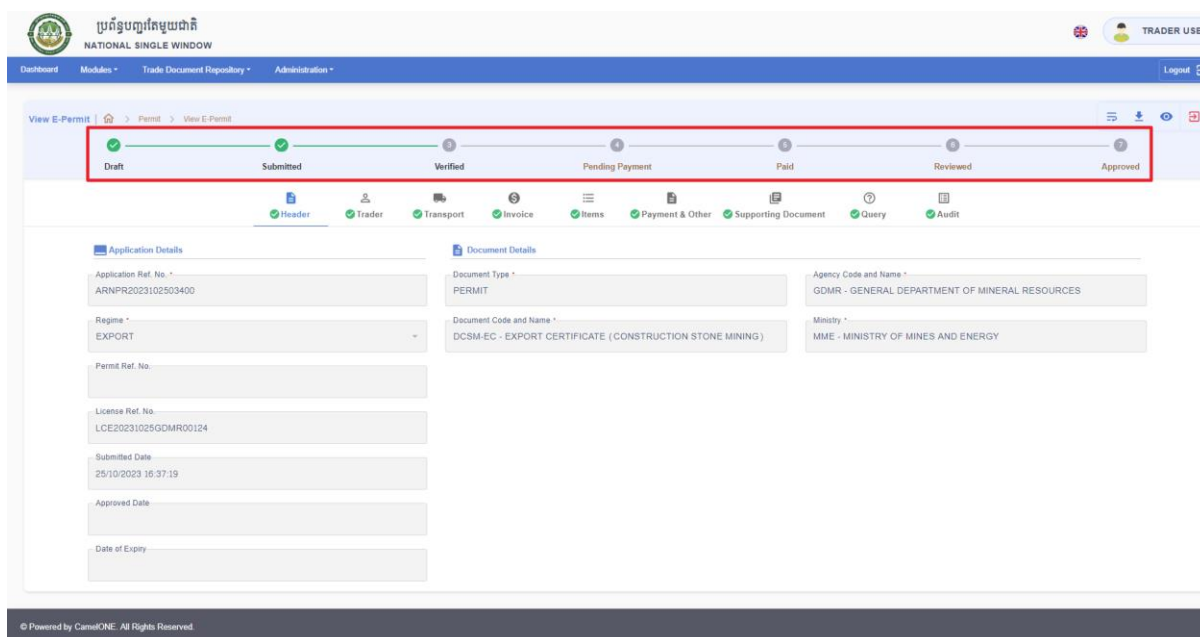As the application moves forward from the draft stage to approval, its status is automatically updated. To indicate a completed action, a green checkmark will be displayed, as exemplified in the image below:

The following table describes each application status:

Application Status	Description
Draft	The application is new and not yet submitted. The Trader must complete the application details.
Submitted	The application is submitted for processing.
Returned	The application is returned from *Verifier*, *Reviewer*, or *Approver* step. The Trader must amend the application, provide the relevant documents, and then re-submit. **NOTE:** For more information on amending returned applications, refer to the Amend Returned Applications section.
Approved	The application is approved. The trader can print the approval for reference.
Pending Payment	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 Payment Management section.
Paid	The payment officer has verified the payment. After payment verification, the application is moved to the Reviewer step
Reviewed	The reviewer officer has reviewed the application.
Rejected	The application was rejected and cannot be amended. The trader must create a new application to re-apply.

| Application Status	Description
Resubmitted	The trader has resubmitted the application.
Expired	The application has expired. If eligible, you can also request to extend the validity of your licenses and permits. Refer to the E-Extension Application section for more details.

2.2.6 COMMON ACTION BUTTON

The following options describe common action buttons used in NSW system.

1. **Edit**: Use the Edit button to edit the draft application.
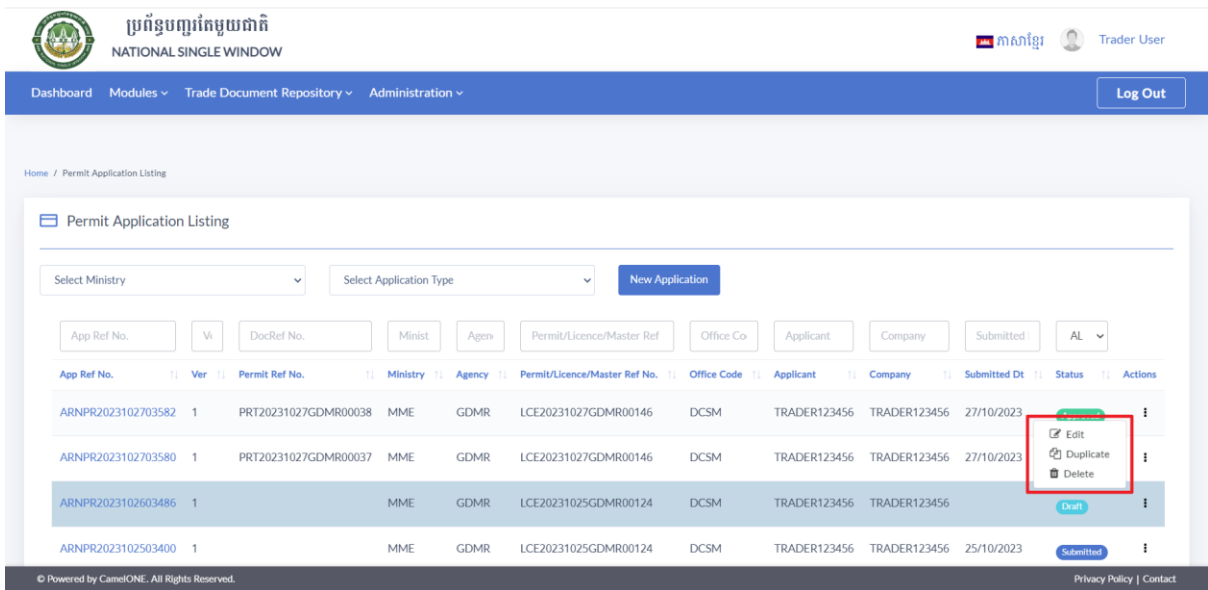
2. **Duplicate**: The Duplicate button is utilized to create a backup of all data by generating a new draft record with identical information from an existing record.
3. **Delete**: Use the Delete button to remove the draft record from the list.
4. **Save**: Use the Save button to save your changes.
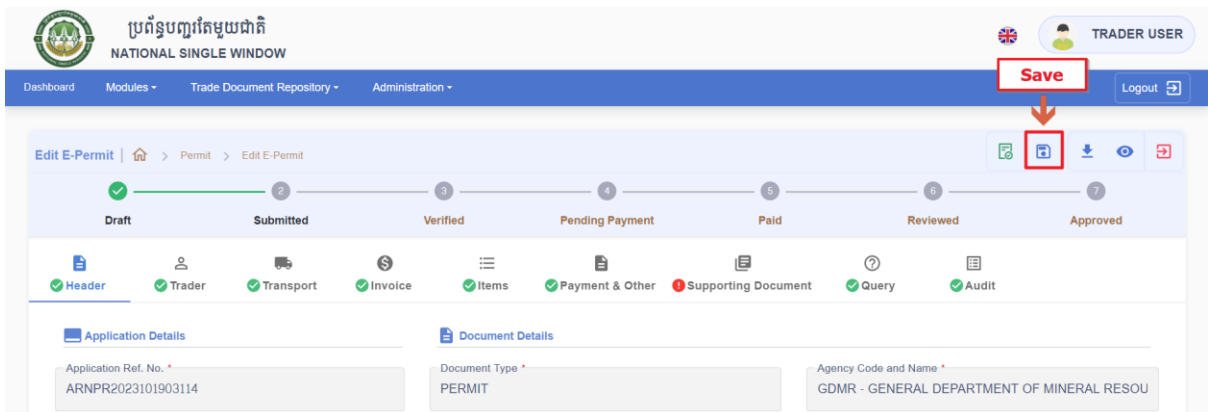
5. **Submit**: Use the Submit button to send your application to correspondence officer for verification.
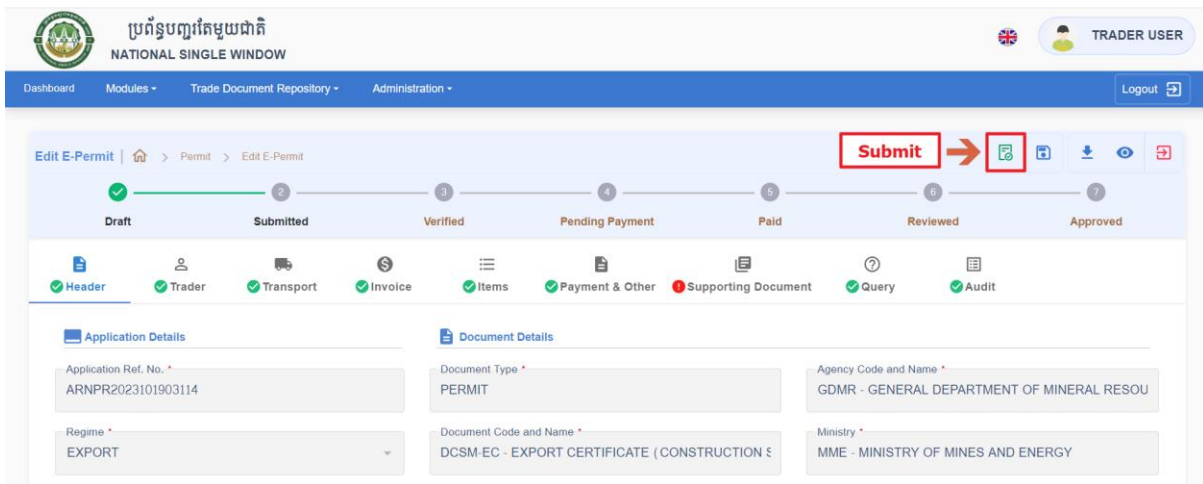
6. **View Stage**: The View stage is used to view the application's overall status of the application.
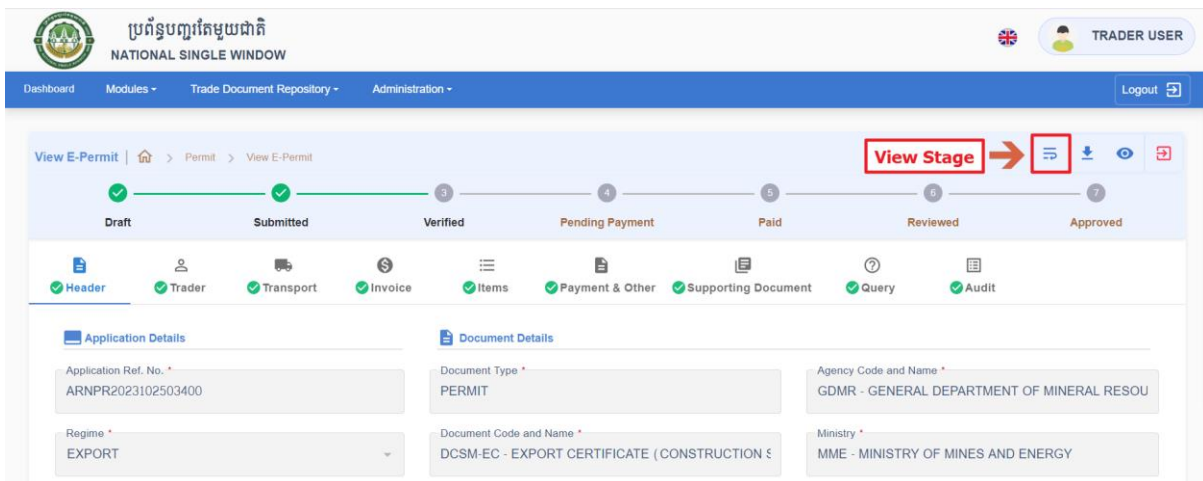
7. **Preview**: Use Preview to preview the printout of the application on a single PDF file. By clicking on the preview button, the printout will be displayed with a watermark indicating it is a preview.
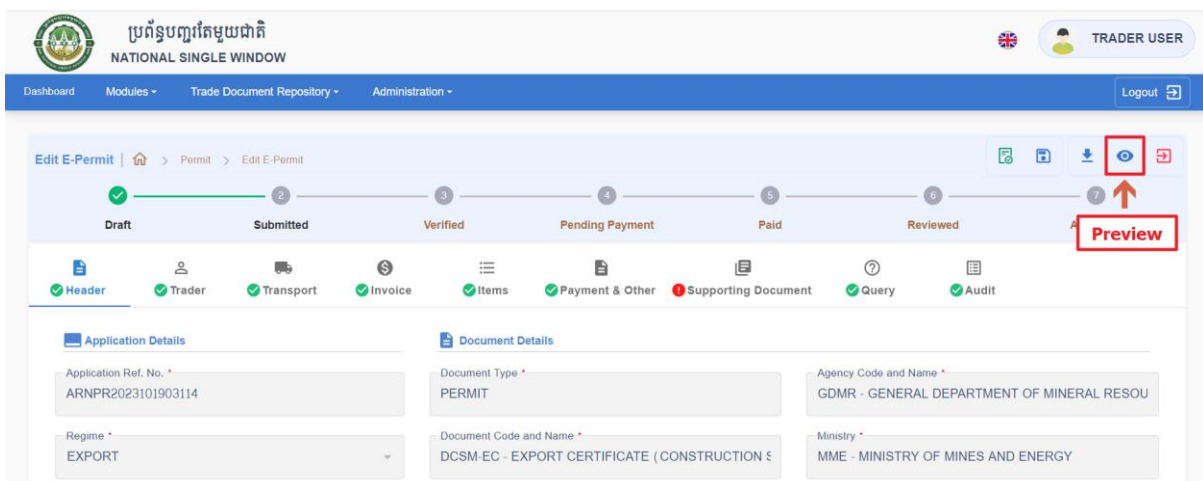
8. **Download**: By clicking on the Download button, the preview printout will be downloaded to your local device.

9. **Exit**: The Exit button is utilized to navigate back to the listing table.

2.3 SIGN IN

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

Do the following to sign in:

1. Open NSW website.

2. Enter a valid **User ID** and **Password**.
3. Click **Sign In**.

2.4 FORGOT PASSWORD

To reset user's password, do the following:

1. On the login page, click on **Forgot Password?** option.

2. Enter registered **Email address**, then click **tick** of **"I'm not a robot"**.

3. Click **Submit**.

The new password will be sent to the registered Email Address. Use the new password to log in.

3 ACCOUNT REGISTRATION

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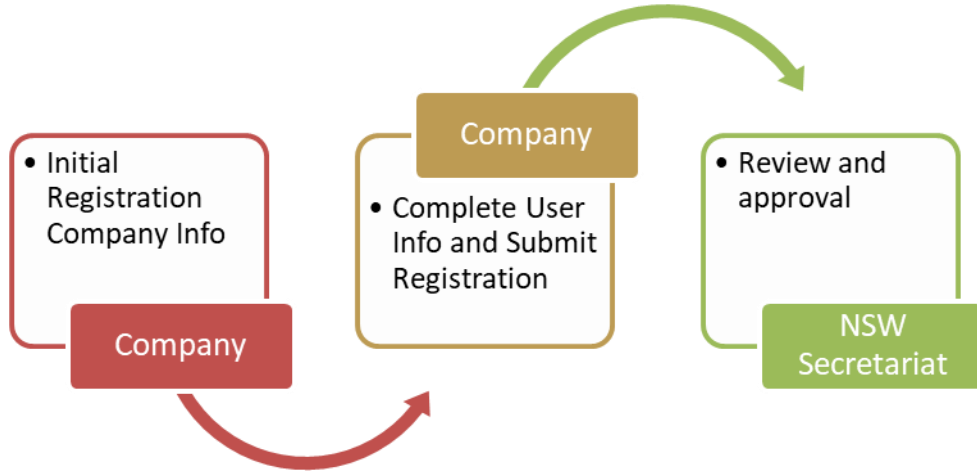
3.1 INITIAL REGISTRATION

To initially register for an account in NSW system, do the following:

1. Go to NSW Website.
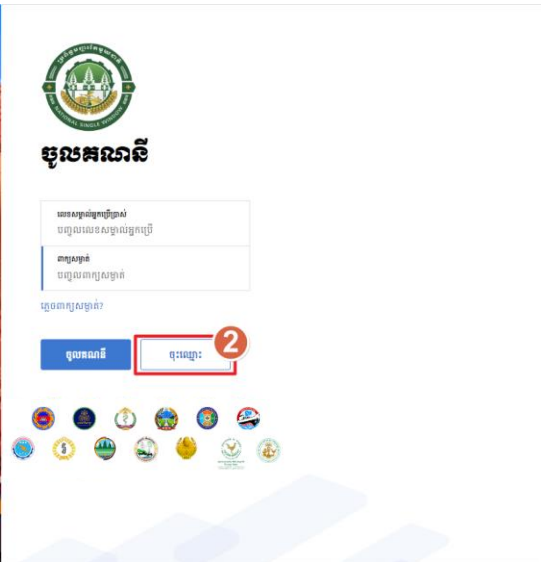
2. From the login screen, select **Sign Up button**.
3. Fill in all the required information in the Company Details tab.

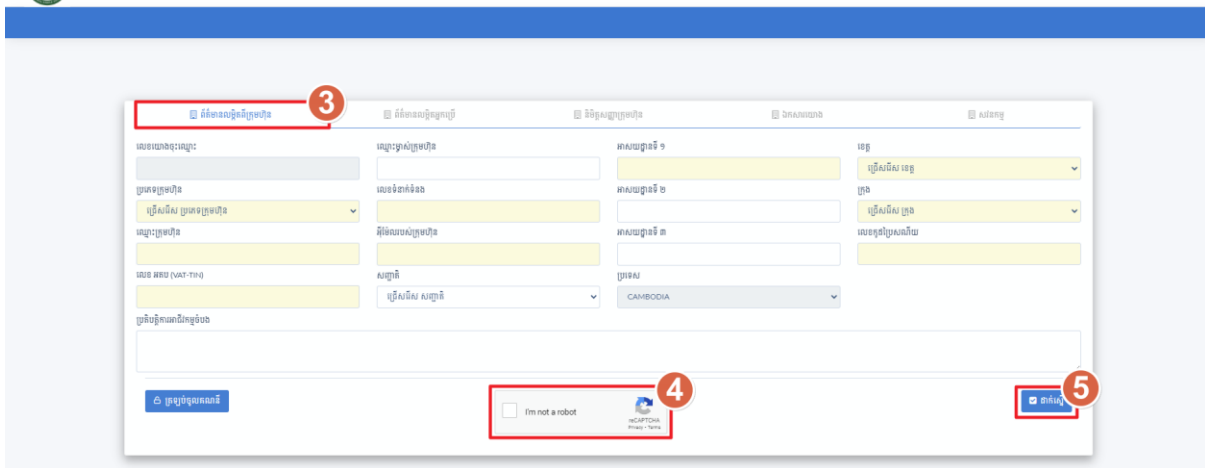*For regular exporters and importers, select company type as TRADER. If the company will have to request a Master List to the CDC, select the company type as INVESTOR.*

4. Click Tick "I'm not a robot".
5. Click the **Submit button** 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 and provide the remaining details. Do the following:

1. Open the confirmation email from NSW, then click the link. The following page appears:
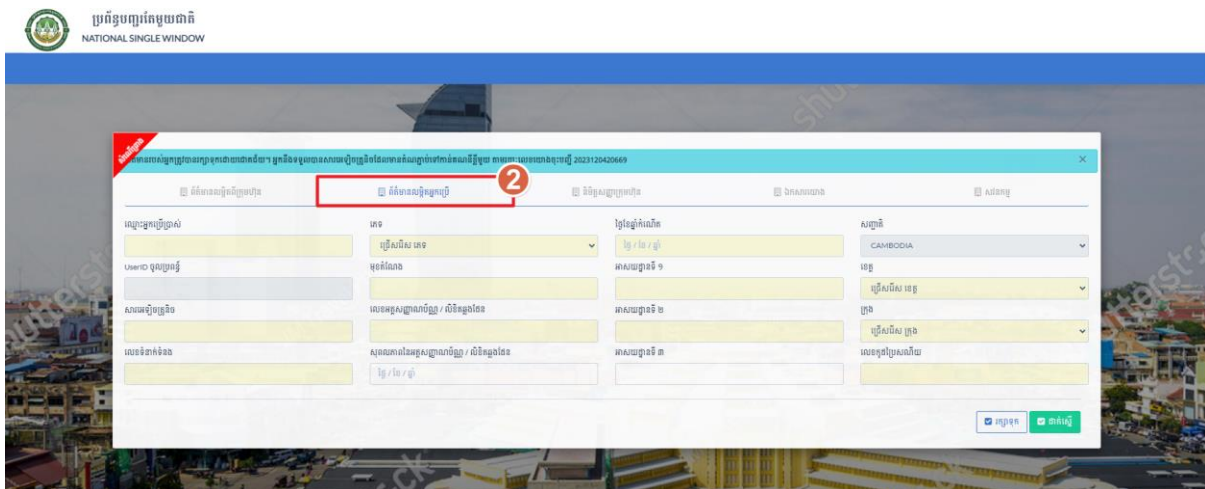
2. Select the User Details tab, fill in the required information of the company employee who is holding the company account.
3. In the Company Logo Tab, click **Choose File** to upload the Company's logo.
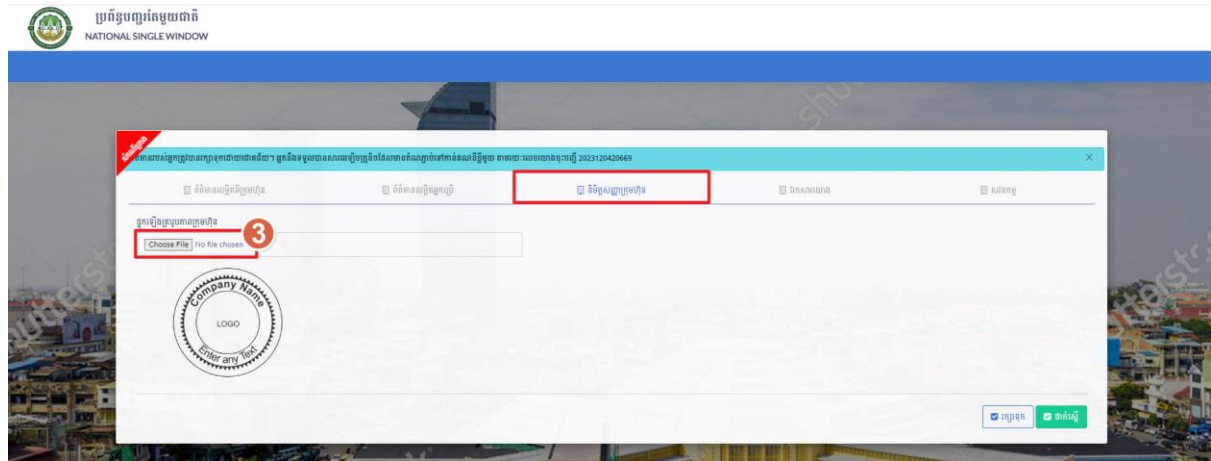
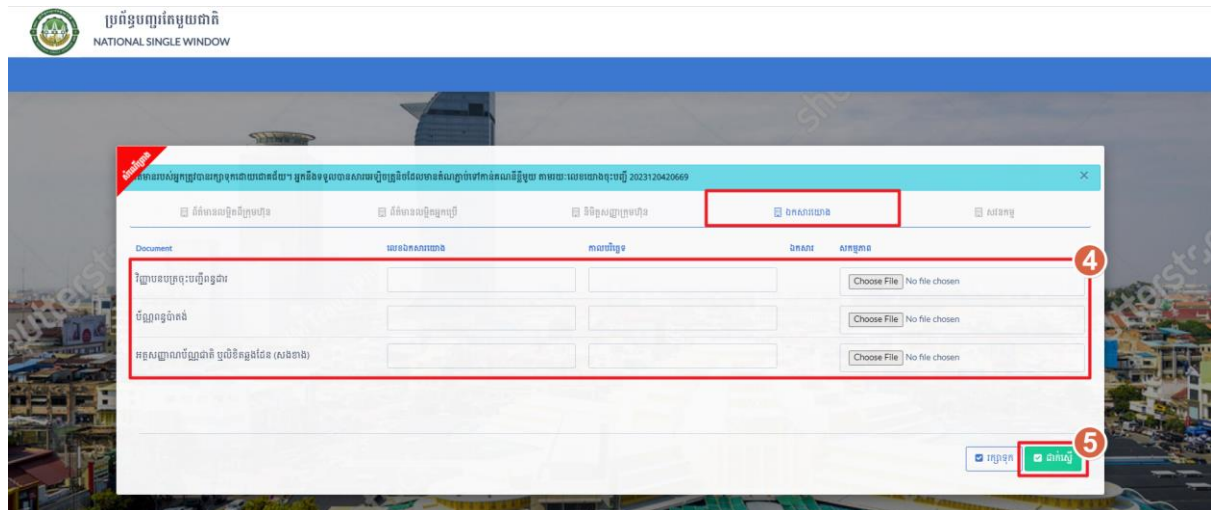4. Select on the Supporting Documents tab. Click **Choose File** to upload required supporting documents. You must upload the following supporting documents and provide the **Document Reference Number** and **Document Issue Date**:
   - Tax Registration Certificate
   - Patent Tax
   - National ID

5. Click the **Submit button** to perform the final submission.

Once the account registration has been submitted, the NSW Secretariat team will verify the registration. After obtaining approval from the NSW Secretariat, the system will send the User ID and Password to the email which entered during registration.
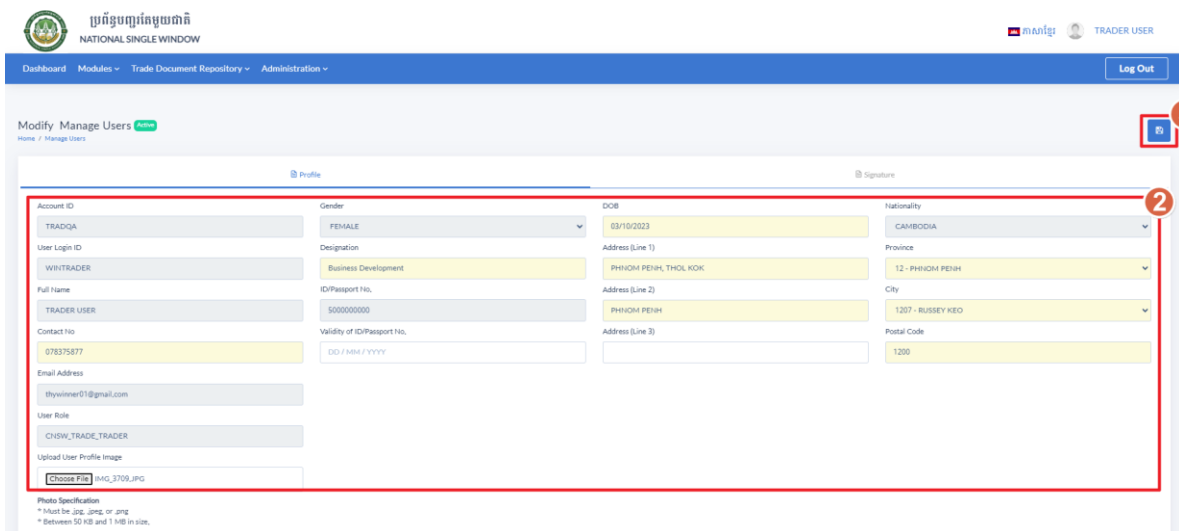
4   ADMINISTRATION MANAGEMENT

4.1 EDIT PERSONAL PROFILE

To modify personal profile, do the following:

1. From the Main Menu, select **Administration > Edit Profile**.
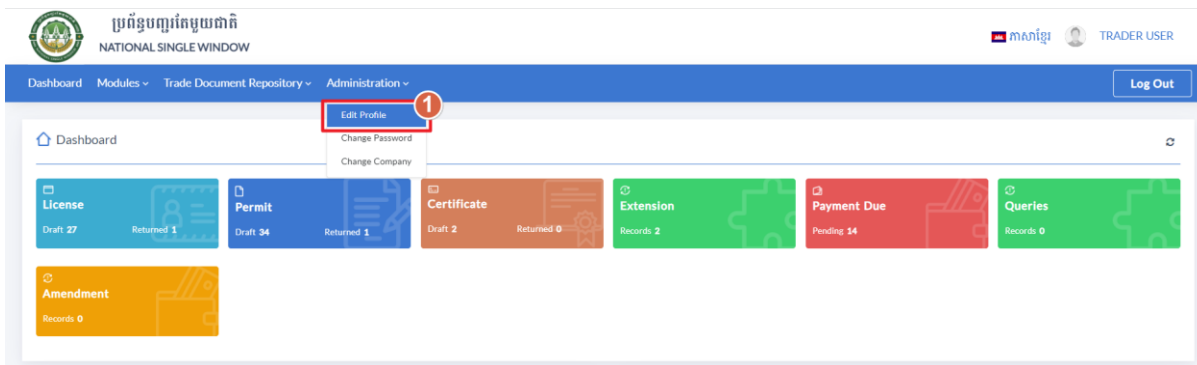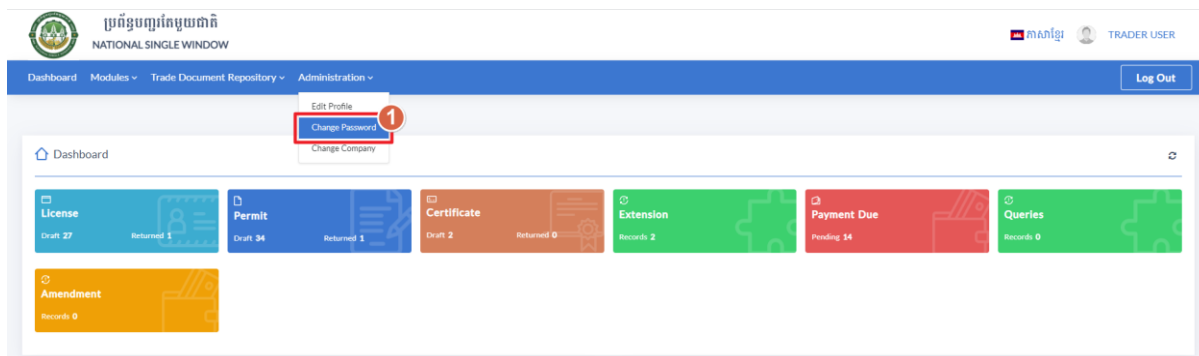

2. Modify any information if required.

Some unique fields are disabled editing link Account ID, User ID, User Role etc.

3. Click the **Save button** to save all changes.
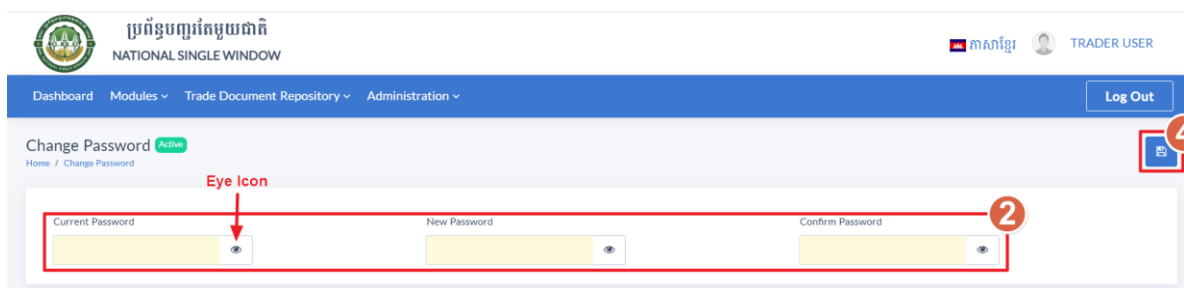
4.2 CHANGE PASSWORD

To change your password, do the following:

1. From the Main Menu, select **Administration > Change Password**.

2. Enter the following information:
    - **Current Password**
    - **New Password**
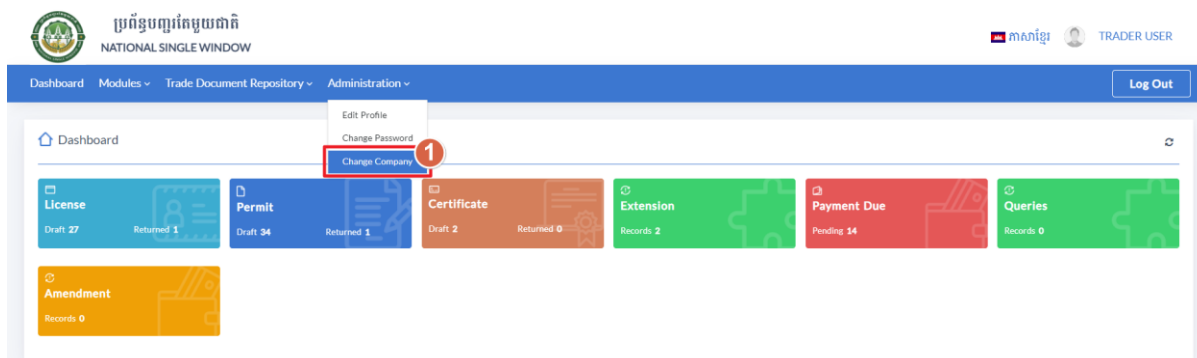   - **Confirm Password**

3. (Optional) Click on **Eye Icon** to hide/unhide your input while typing.
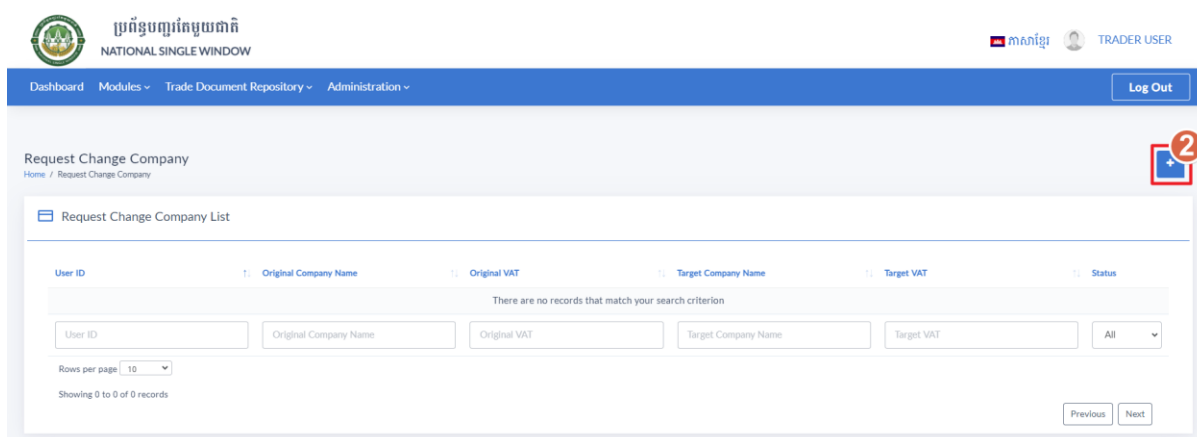4. Click the **Save button** to save all changes.

4.3 CHANGE COMPANY

This feature allows user to able to request change their company without having to create a new User ID. To do so, follow below steps:

1. From the Main Menu, select **Administration > Change Company**.

2. Click **Add button**.

3. In the Add New Request Change Company page, select **Search Button** from Account ID.

4. Input either **Account ID** or **TIN Number**, then click **Search button**.
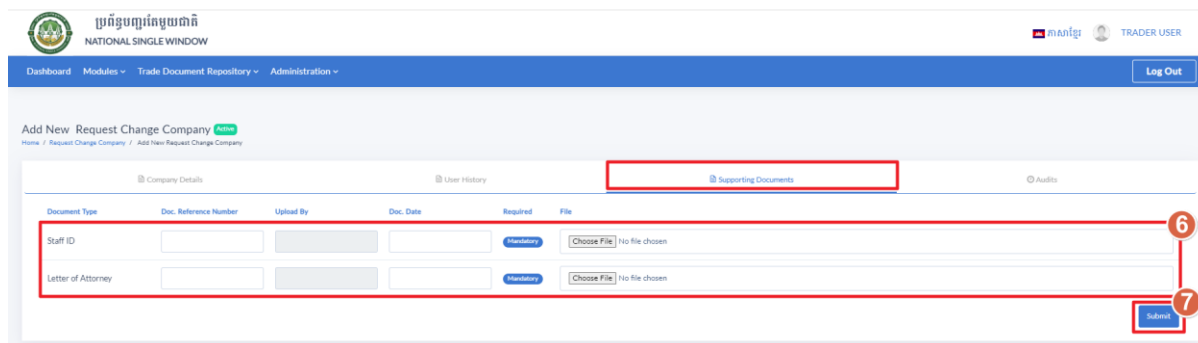
5. Click Tick "By submitting this change request, I can confirm all data input are correct and I will response if any wrong".

6. Upload required supporting documents under the Supporting Documents tab.

7. Then click **Submit button** to send the request.

Upon submission, the NSW Secretariat team will verify the request. After obtaining approval from the NSW Secretariat, the Account ID of your account will be updated as requested.

5 LPCO APPLICATION OVERVIEW

The NSW portal offers a user-friendly platform for importers, exporters and agents to conveniently apply for licenses, permits, certificates, and other essential documents (LPCO). This efficient and streamlined system guarantees a seamless and effective process for all stakeholders engaged in international trade.

License:

In line with International Best Practice, the term "License" refers to any document that gives permission to import or export a specified list of commodities over a specified period of time, usually 3 months, 6 months, 1 year or more. Typically, quotas (or maximum quantities) are also stipulated.

Permit:

Adhering to international best practices, the term "Permit" encompasses any official document that authorizes the import or export of a designated list of commodities within a single shipment. In certain instances, when a License has been issued specifying a quota or maximum quantity, the Permit can be utilized to regulate this quota.

Certificate:

In line with International Best Practice, the term "Certificate" refers to any document that certifies a specific list of commodities, such as their origin or conformance to international standards. Generally, an importing country requires a Certificate, which is issued by a competent authority in the exporting country.

Other:

The term "Other" refers to any documents that do not fall under the category of LPC (License, Permit, Certificate). These documents are authorized for the import or export of commodities over a specific period.

5.1 LPCO APPLICATION PROCESS

The following diagram provides a visual representation of the standardized process for LPCO applications. This process encompasses a series of distinct stages, wherein each application progresses through different states.

Trader	Verifier	Cashier	Reviewer	Approver
•Create/Draft •Submit •Re-submit •Payment processing	•Verify •Return •Reject	•Payment collection and verification	•Review •Re-verify •Return •Reject	•Approve •Re-review •Return •Reject
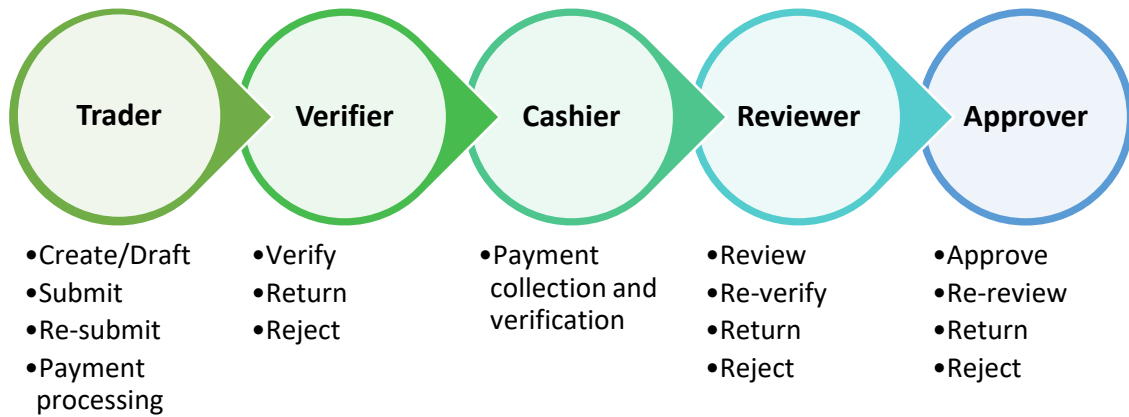
Depending on the document that the user applies for, the cashier step may or may not be required.

5.2 APPLY FOR LICENSES

License refers to any document that gives permission to import or export a specified list of commodities over a specified period of time. Depending on the document type, the requirement might not be the same, however the submission procedure of all documents is almost identical.

The submission procedure is described in detail in the next section.

5.2.1 CREATE NEW APPLICATION

To create a new application, do the following:

1. Sign is as Private Sector.
2. Users can either click **License** from the **Dashboard** or click **Modules > Apply for License**.
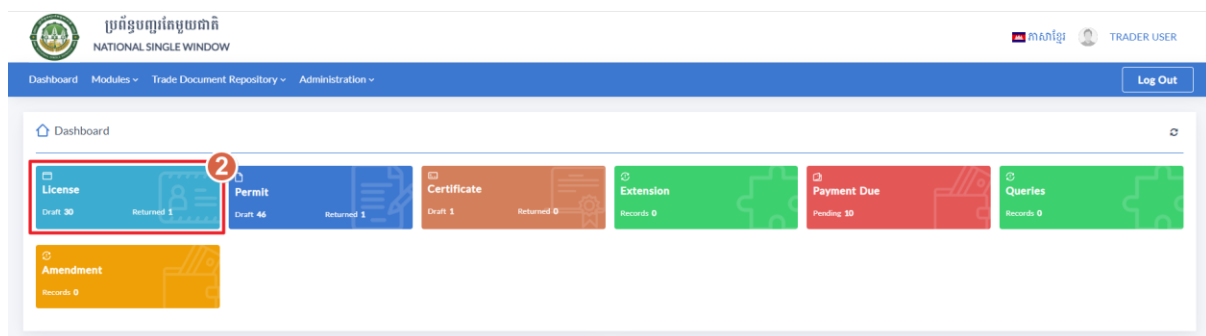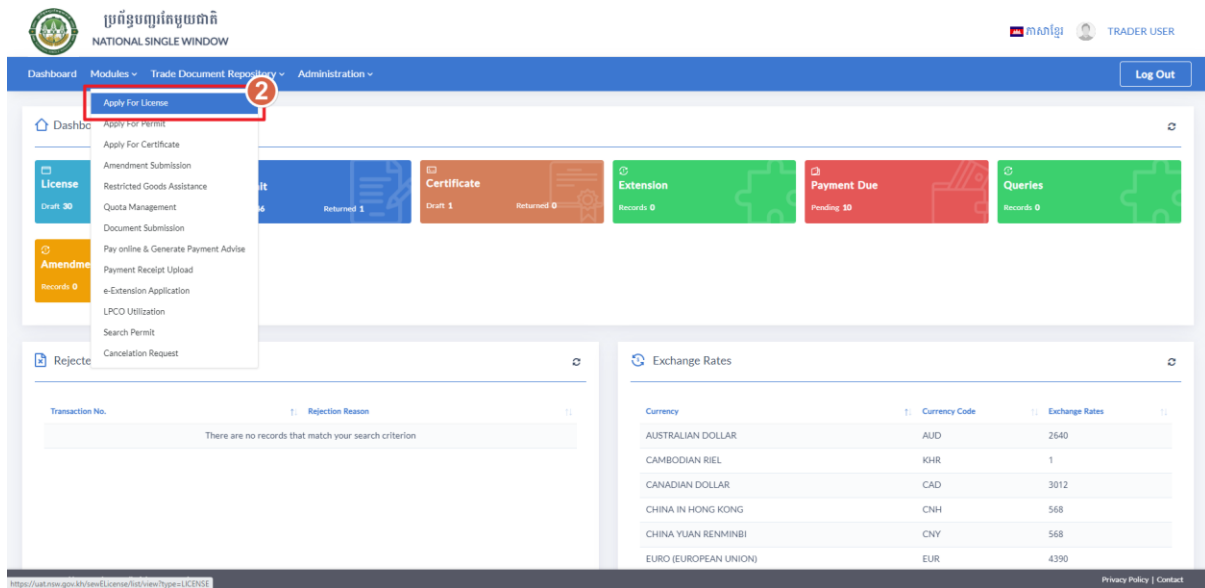
3. License Application Listing displays. Select **Ministry**, **Ministry Type**, then click **New Application**.
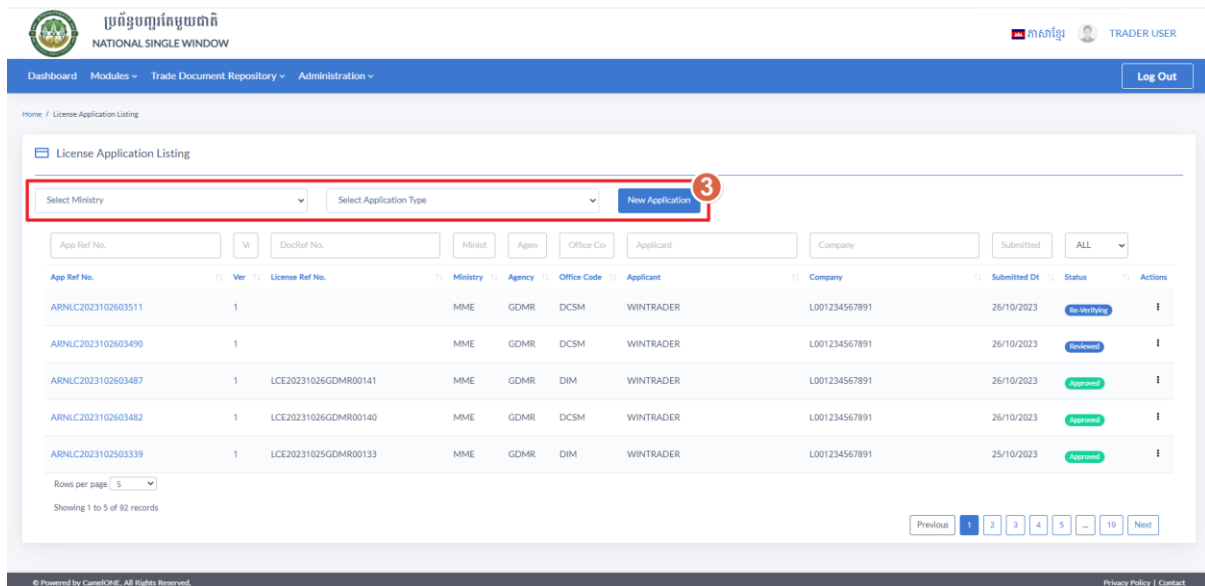
The dropdown of Application Type may be displayed based on the selected Ministry.

4. In the Header tab, select **Regime**, then click **Save**.
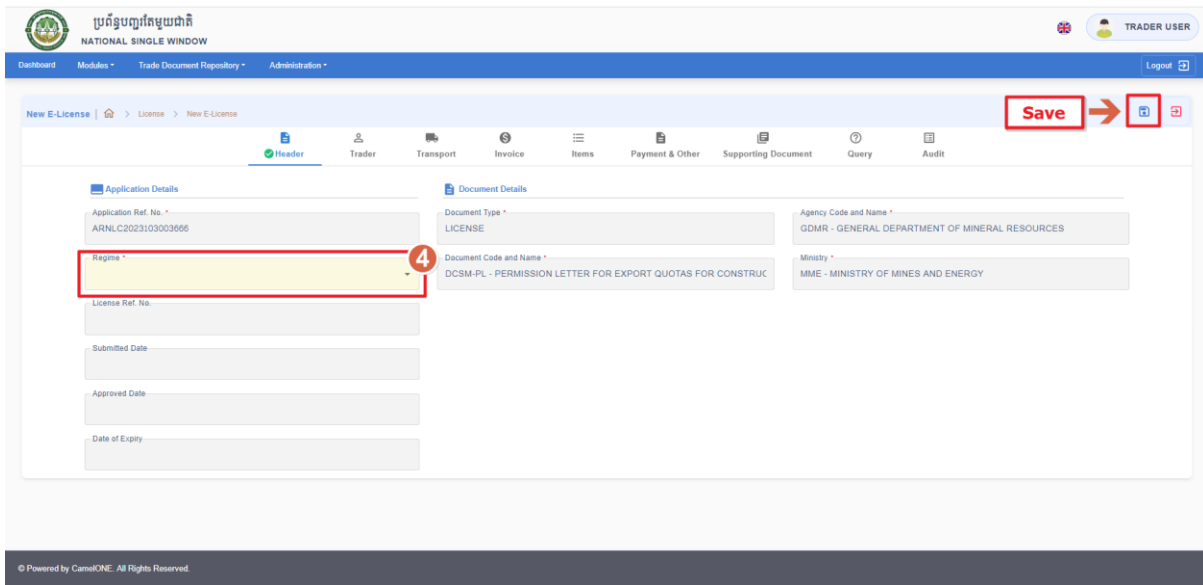
The dropdown list of Regime provides vary options based on the selected application type: Import, Export or Transit.

The draft record is created. Refer to the next section for more details on how to add trader information.

5.2.2 ADD TRADER INFORMATION

To add trader information, do the following:

1. In the draft record, click the **Trader tab**. Depending on the selected Regime, the Importer or Exporter details are auto populated.
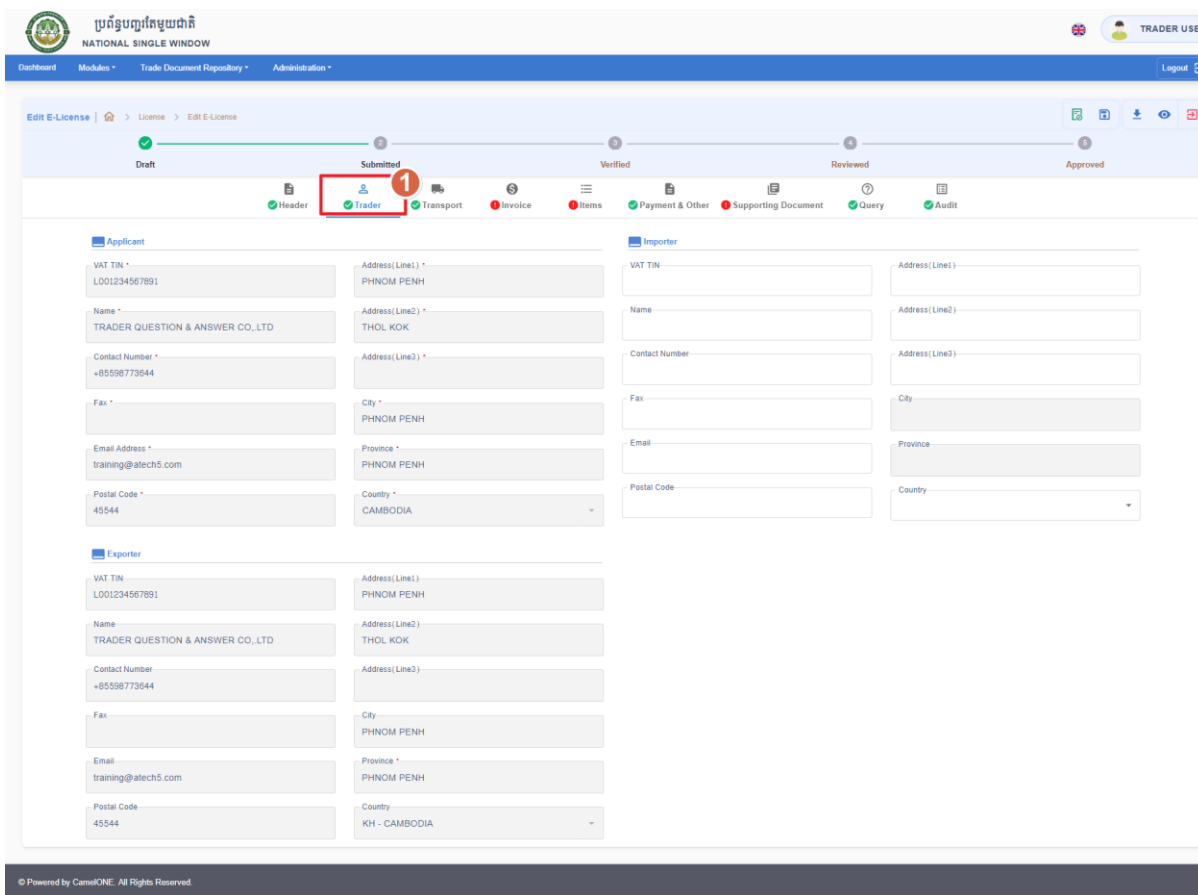
The PERMISSION LETTER FOR EXPORT QUOTAS FOR CONSTRUCTION STONE MINING is used in this illustration. Depending on the selected application type, the fields displayed in each tab might not be the same. However, the submission procedure of all application types is the same.

2. Fill in the details in the **Importer section**.

Optional fields are represented by the color white, while mandatory fields are represented by the color yellow.

3. Click **Save** to save all the changes.

Continue to add transport details as described in the next section.

5.2.3 ADD TRANSPORT DETAILS

To add Transport Details, do the following:

1. Click the **Transport tab**. Based on the selected regime, Country of Export or Country of Destination will be automatically captured KH-CAMBODIA.

2. Fill in the details in each section:

Section	Action/ Details
Transport Details	• Select Mode of Transport • Input Means of Transport • Input Other Remarks
Shipment Details	• Select Port of Loading • Select Country of Origin • Select Country of Destination • Select Port of Discharge • Select Date of Departure
Other More Details	• Select Port Entry/Exit (This can be multi selected) Besides from the select Port Entry/Exit, the option for additional International Port is provided based on the Application Type.

Section	Action/ Details
Country of Transit	To add Country of Transit, do the following: a. Select Country of Transit b. Select Port of Transit c. Click Add
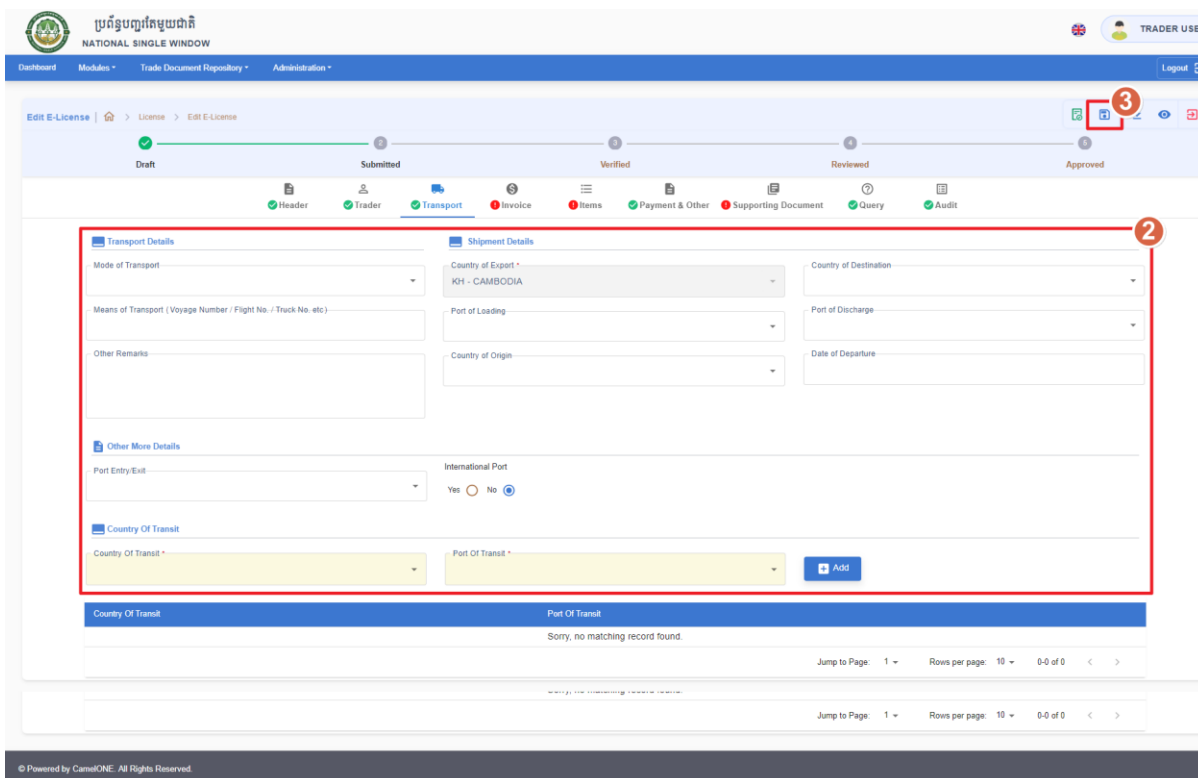
3. Click the **Save button** to save all your changes.

Continue add Invoice details. Refer to the next section for more details.

5.2.4 ADD INVOICE DETAILS

To add Invoice details, do the following:

1. Click on the **Invoice Tab**.
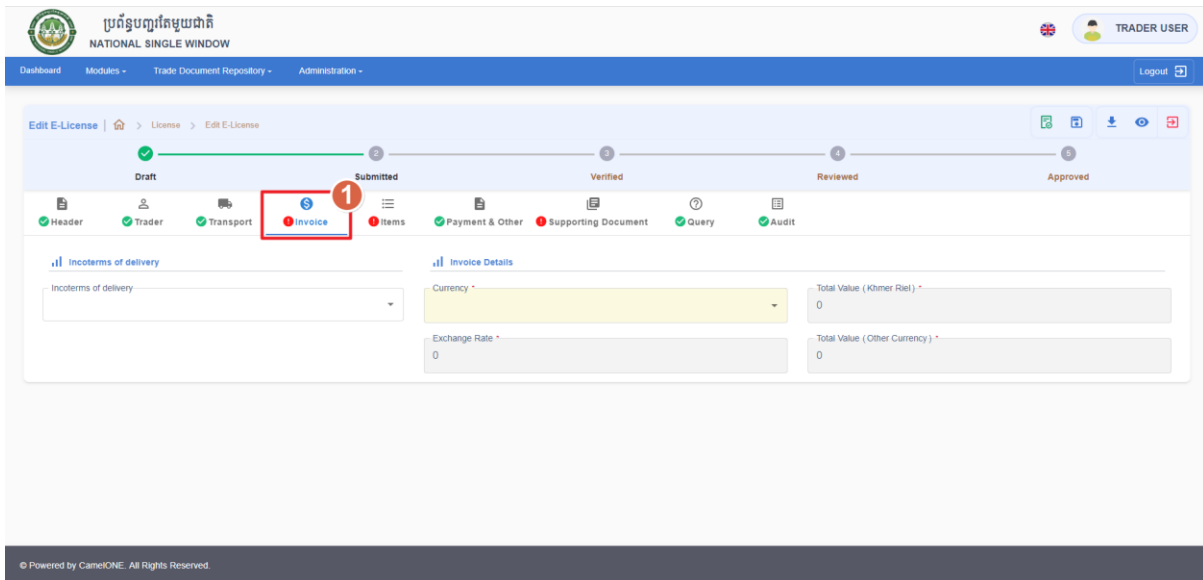
2. Select **Incoterms of Delivery**.

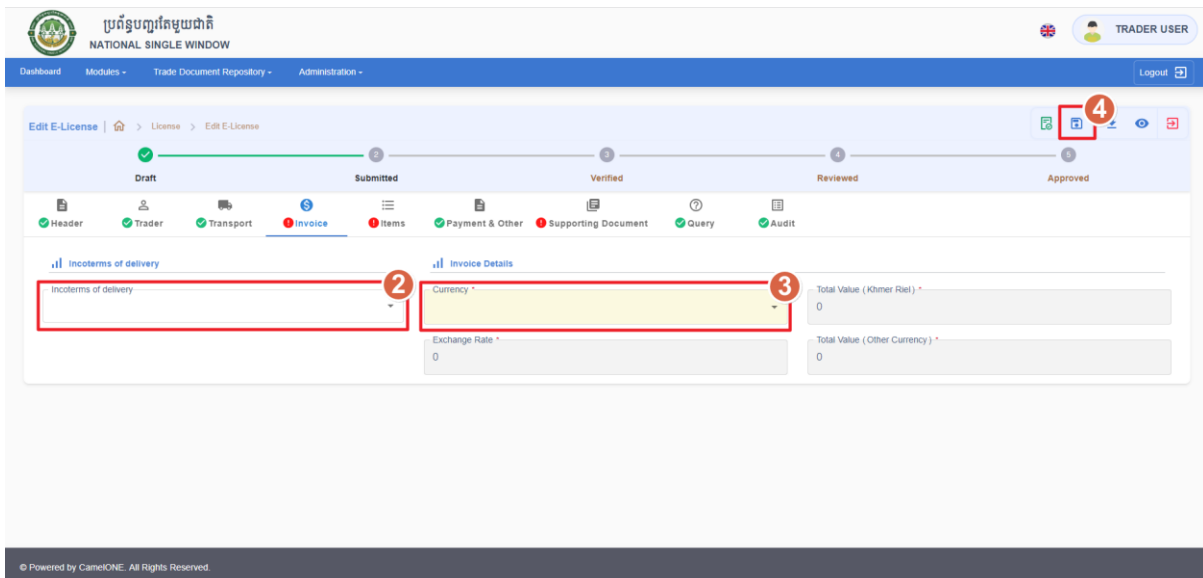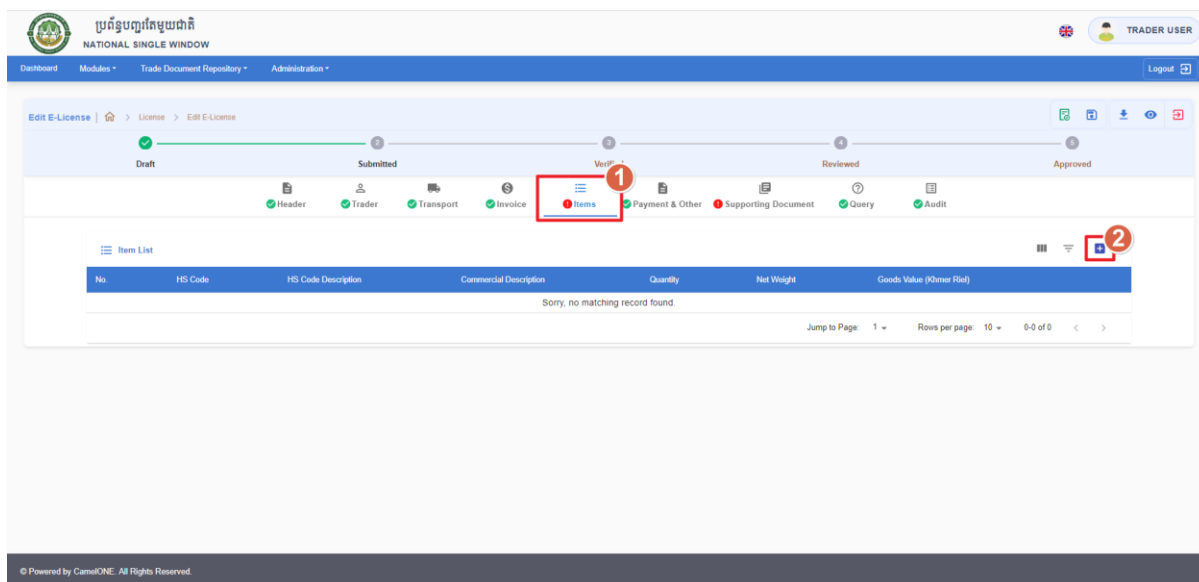3. Select **Currency**. Based on the selected Currency and Goods Value input in Items tab, other details will be automatically calculated.
4. Click **Save** to save all the changes.

Refer to the next section for more details on adding items.

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5.2.5 ADD ITEMS

To add items, do the following:

1. Click on the **Items Tab**.

2. Click the **Add button** to add items. Item Details pop-up displays:
3. Fill in the details in the following sections:

Section	Action/ Details
General	• Click on Search Icon to find specific HS Code. Based on the selected HS Code, HS Code Description will be automatically displayed. • Input Description of Goods • Input Marks & Description
Quantity/ Weight	• Input Quantity and select its UOM • Input Net Weight (The Net Weight must not be exceeded the Gross Weight) • Input Gross Weight • Input No. Packages and select its UOM
Value	• Input Goods Value The currency in Item Details tab is captured from User's selection in Invoice Tab.

4. Click the **Save button**. The recently added item is displayed in the Item List.

5. (Optional) User can remove the record back by clicking on the **Delete button**.
6. (Optional) To modify the item details, click on the **Edit button**. Or view the item details by clicking on **View Button**.
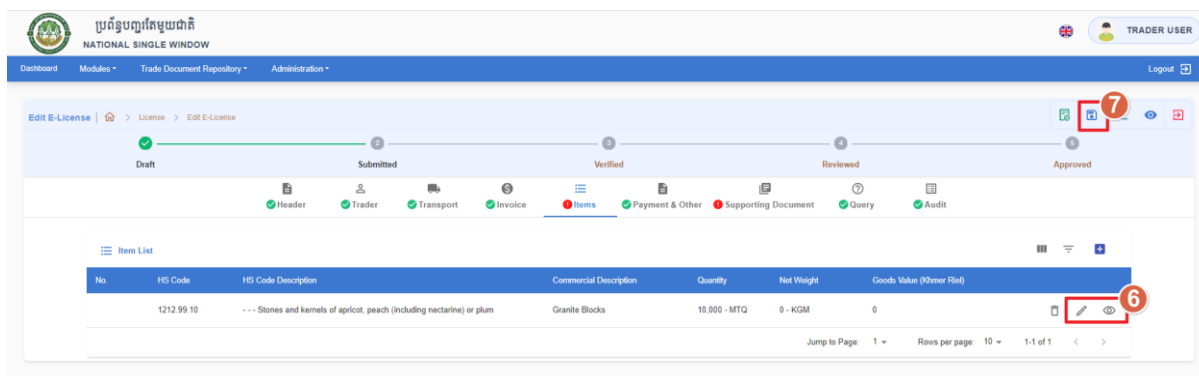
7.   To add multiple items, repeat step 2-4.

8.   Click the **Save button** to save all changes.

Continue adding Payment & Other details by referring to the next section.

5.2.6 ADD PAYMENT DETAILS
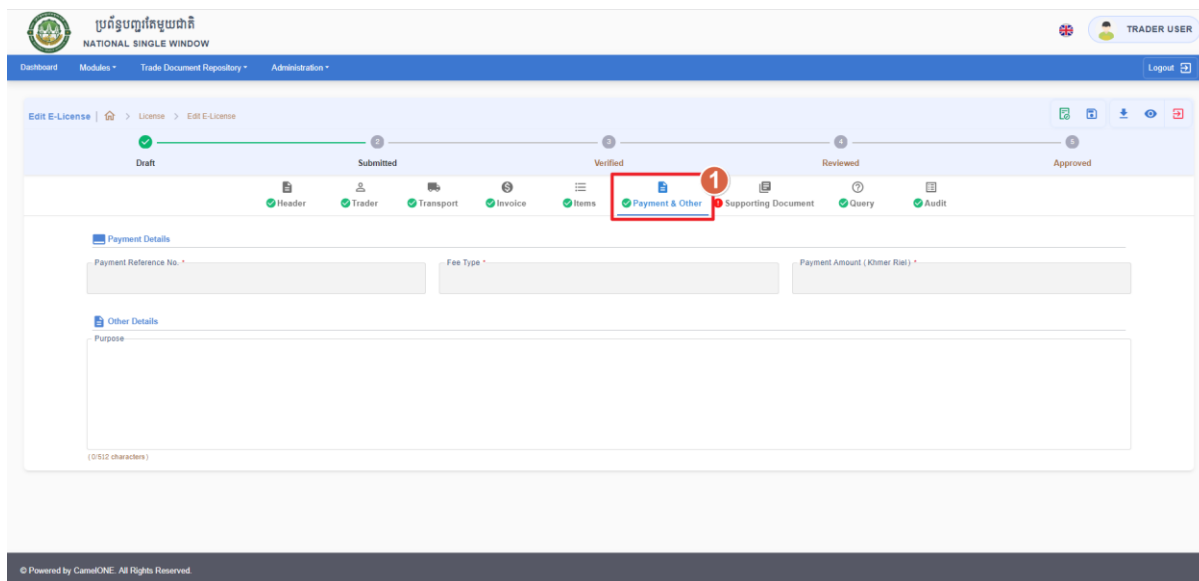
To add Payment Details, do the following:

1.   Click the **Payment & Other** tab.

Payment details will be automatically calculated based on the application type and the added items. In cases where no payment is required for the application, the field will be left blank.

2.   Input **Purpose** under Other Details section.

3.   Click the **Save button** to save all the changes.

Continue to the next section to upload Supporting Documents.

5.2.7 UPLOAD SUPPORTING DOCUMENTS

To add supporting documents, do the following:

1. Click **Supporting Documents** tab.
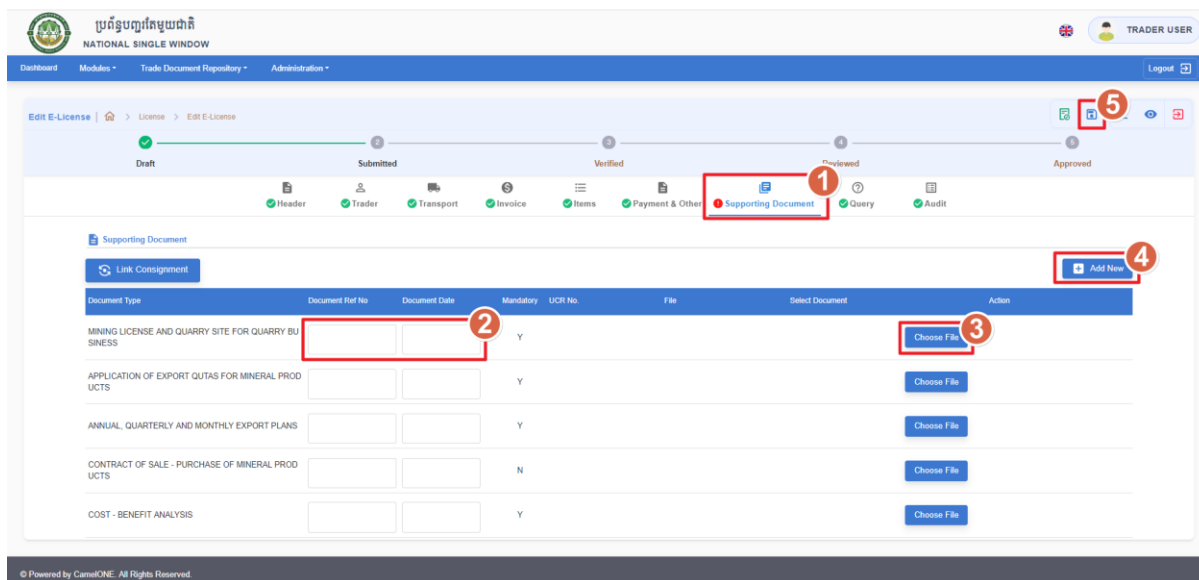
Under Mandatory column, the Y means Require. N means Optional.
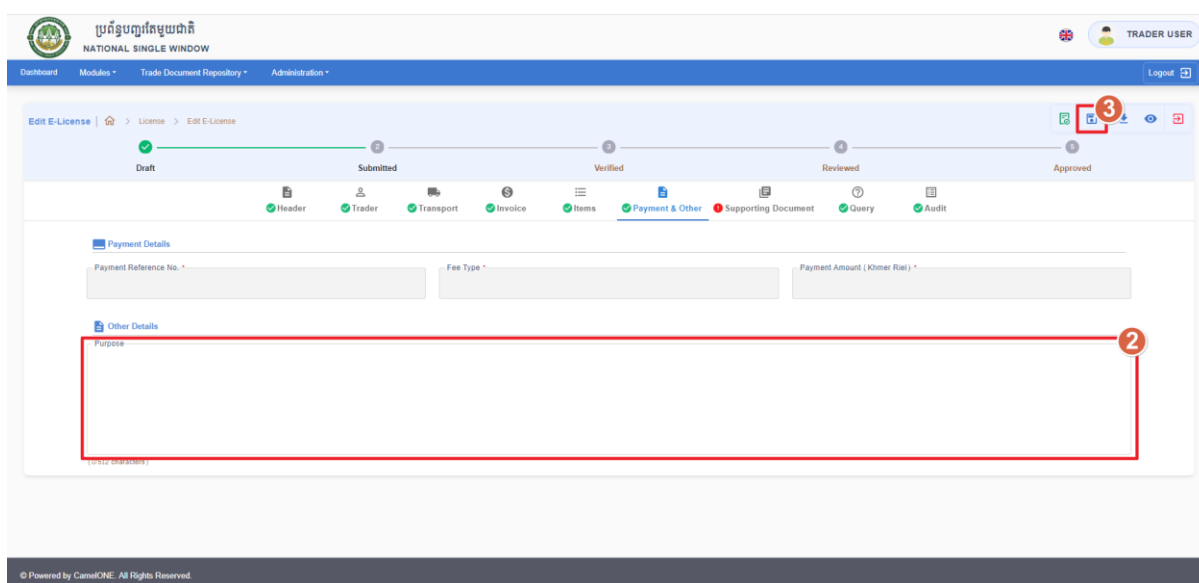
2. Input **Document Ref No** and **Document Date**.
3. Click **Choose File**, then click **Browse File** to add the document.
4. (Optional) To add additional supporting document, click **Add New**.

5.2.8 SUBMIT LICENSE APPLICATIONS

After completing all the requirement in each tab, click the **Submit button** to send the application to corresponding officer.
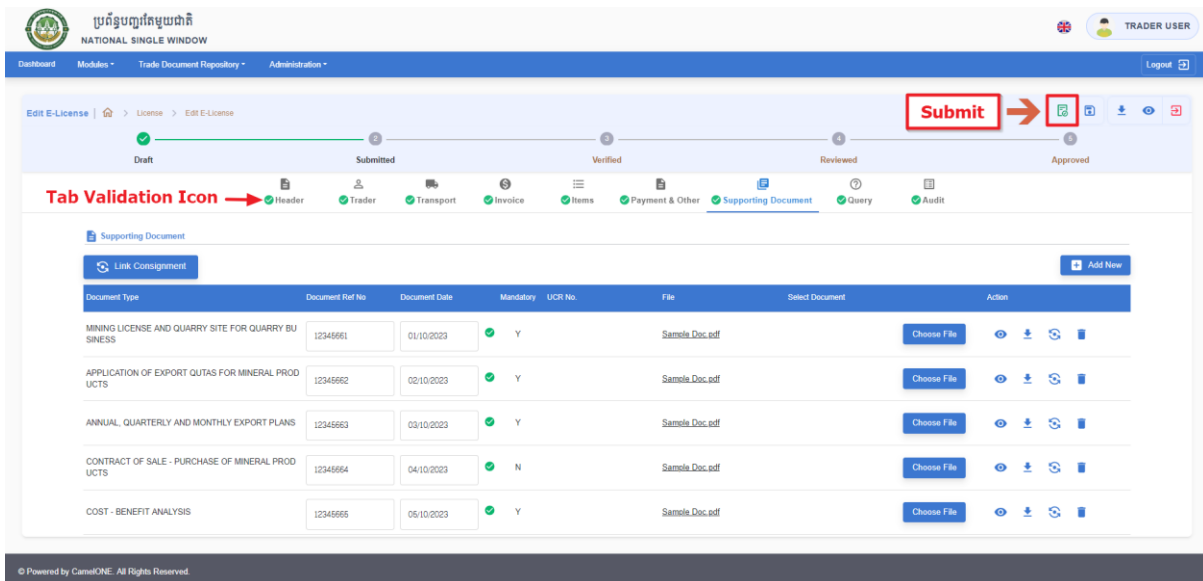
Tab Validation Icon— The Green Icon indicates that all the necessary data in this tab has been filled out. Conversely, the Red Icon indicates that the required data in this tab has not been completed yet.

5.3 APPLY FOR PERMITS

Permit encompasses any official document that authorizes the import or export of a designated list of commodities within a single shipment. In certain instances, when a License has been issued specifying a quota or maximum quantity, the Permit can be utilized to regulate this quota.

The submission procedure is described in detail in the next section.

5.3.1 CREATE NEW APPLICATION

To create a new permit, do the following:

1. Sign in as Private Sector.
2. Users can either click **Permit** from the **Dashboard** or click **Modules > Apply for Permit**.
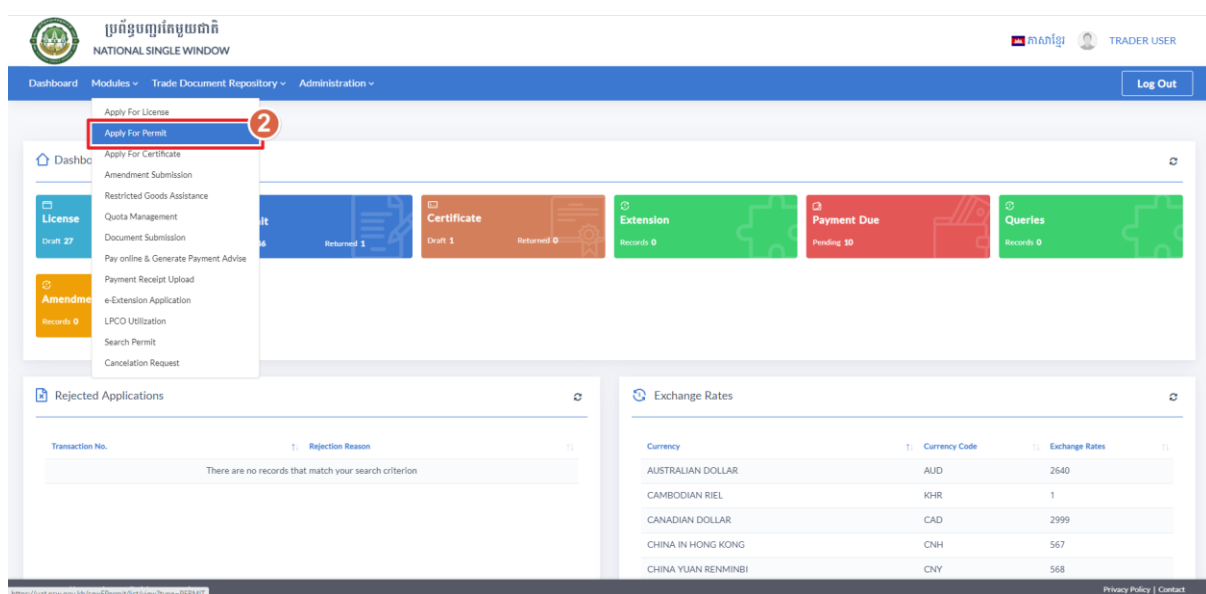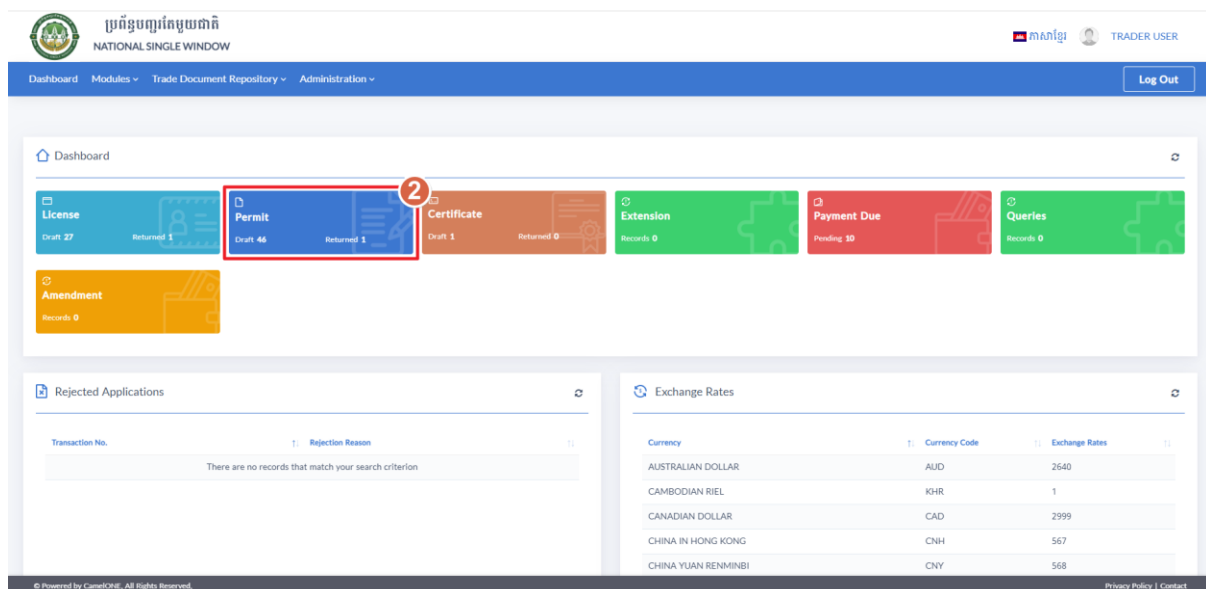
3. Permit Application Listing displays. Select **Ministry**, **Ministry Type**, then click **New Application**.

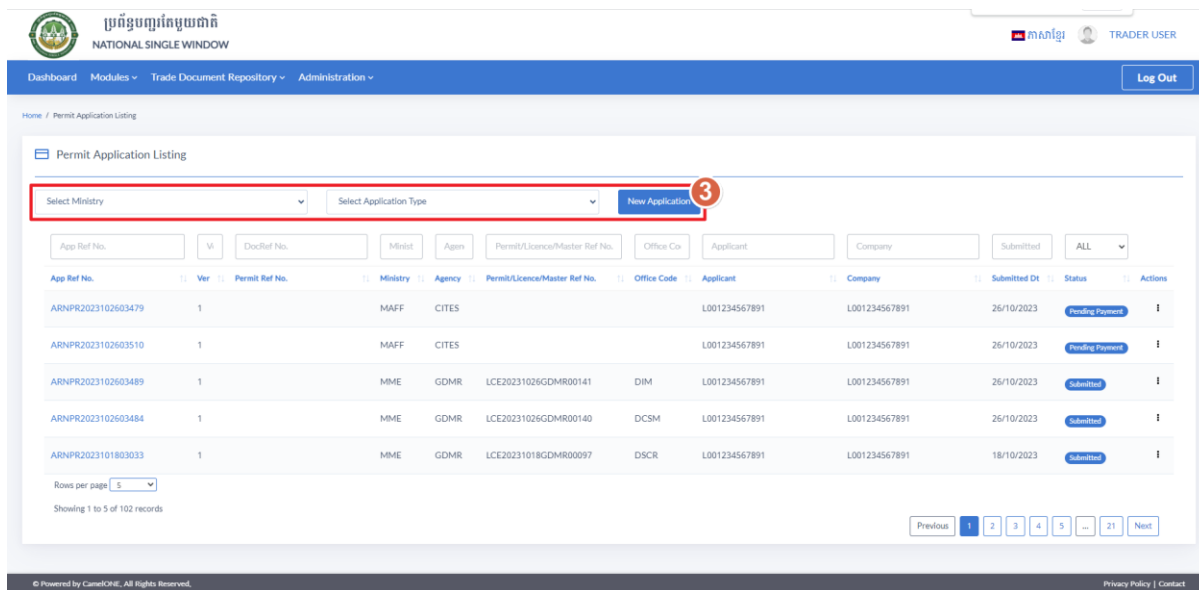*The dropdown of Application Type may be displayed based on the selected Ministry.*

4. In the Header tab, select **Regime**.
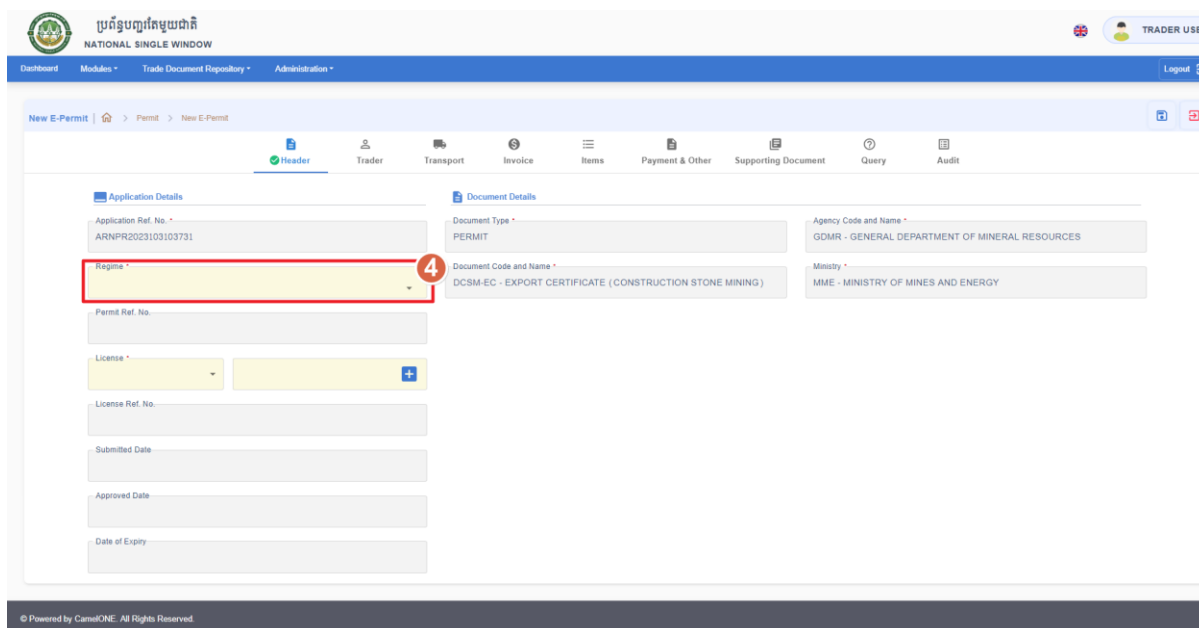
The dropdown list of Regime provides vary options based on the selected application type: Import, Export or Transit.

5. Select **License**, Input the **License Reference Number**, then click **Add button**. The License must be approved specifying a quota or maximum quantity, and the Permit can be utilized to regulate this quota.
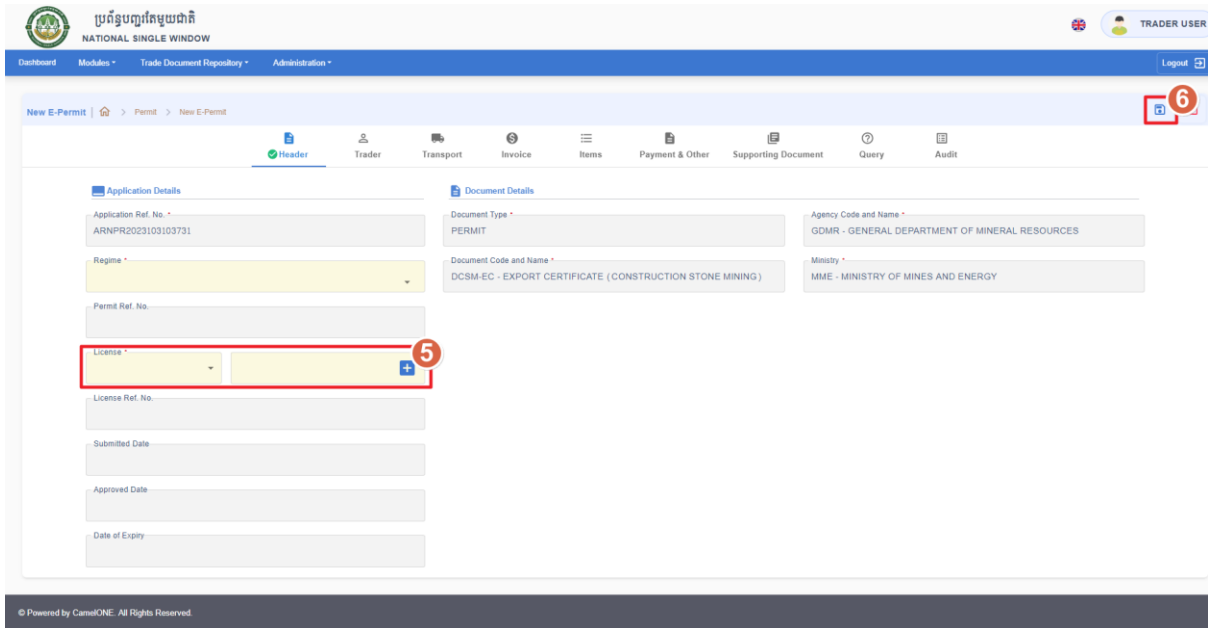
The EXPORT CERTIFICATE (CONSTRUCTION STONE MINING) is used in this illustration. Some Permits may not be required to link with the License depending on the application type. Therefore, a License Reference Number is not required in this instance.
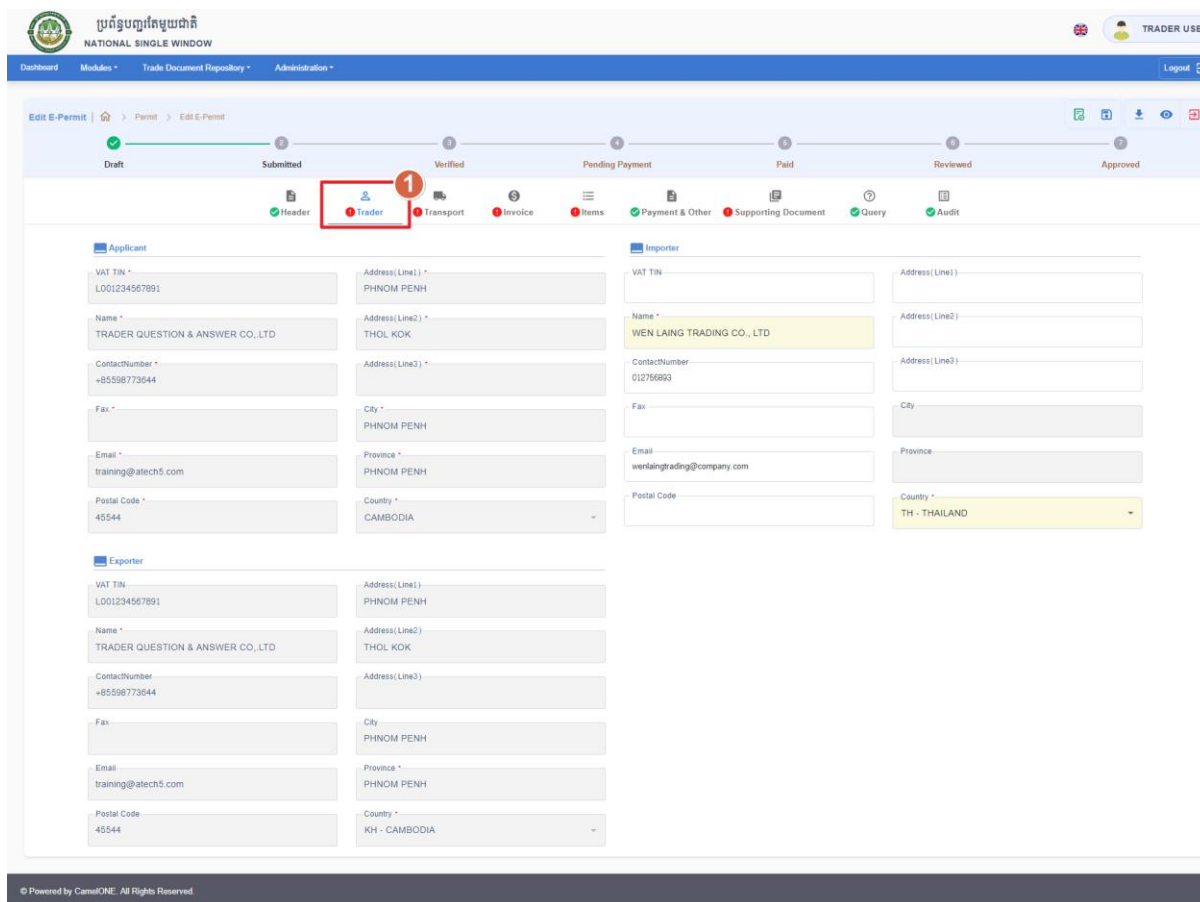
6. Click the **Save button** to save all your changes.

The draft record is created. Refer to the next section for more details on how to add trader information.

5.3.2 ADD TRADER INFORMATION

To add trader information, do the following:

1. In the draft record, click **Trader Tab**. Depending on the selected Regime, the Importer or Exporter details are auto populated.

The EXPORT CERTIFICATE (CONSTRUCTION STONE MINING) is used in this illustration. Depending on the selected application type, the fields displayed in each tab might not be the same. However, the submission procedure of all application types is the same.

2. Some fields are auto captured from the linked License. Fill in other details in the **Importer Section**.

Optional fields are represented by the color white, while mandatory fields are represented by the color yellow. Those in Grey color are disabled fields.
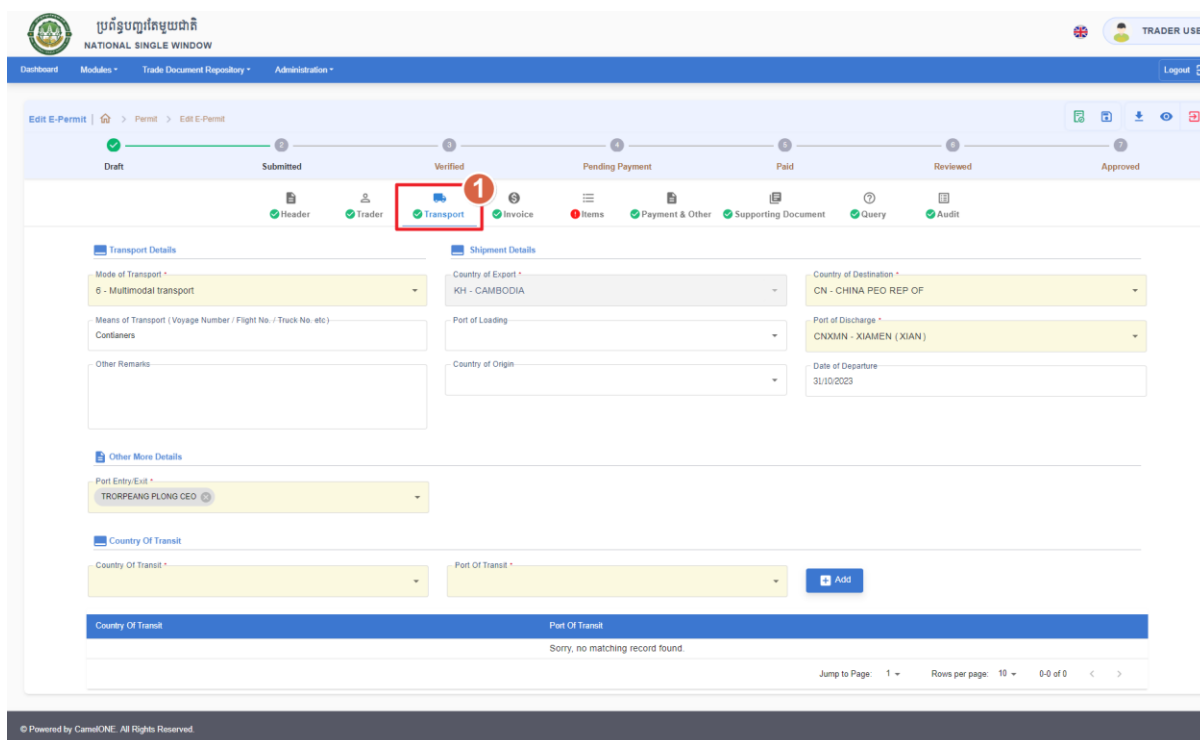
3. Click the **Save button** to save all the changes.

Continue to add transport details as described in the next section.

5.3.3 ADD TRANSPORT INFORMATION

To add Transport Details, do the following:

1. Click the **Transport tab**. Based on the selected regime, Country of Export or Country of Destination will be automatically captured KH-CAMBODIA

2. Some fields are auto captured from the linked License. Fill in other details in the following section:

Section	Action/ Details
Transport Details	• Select Mode of Transport • Input Means of Transport • Input Other Remarks
Shipment Details	• Select Port of Loading • Select Country of Origin • Select Country of Destination • Select Port of Discharge • Select Date of Departure
Other More Details	• Select Port Entry/Exit (This can be multi selected)
Country of Transit	To add Country of Transit, do the following: a. Select Country of Transit

Section	Action/ Details
	b. Select Port of Transit
	c. Click Add
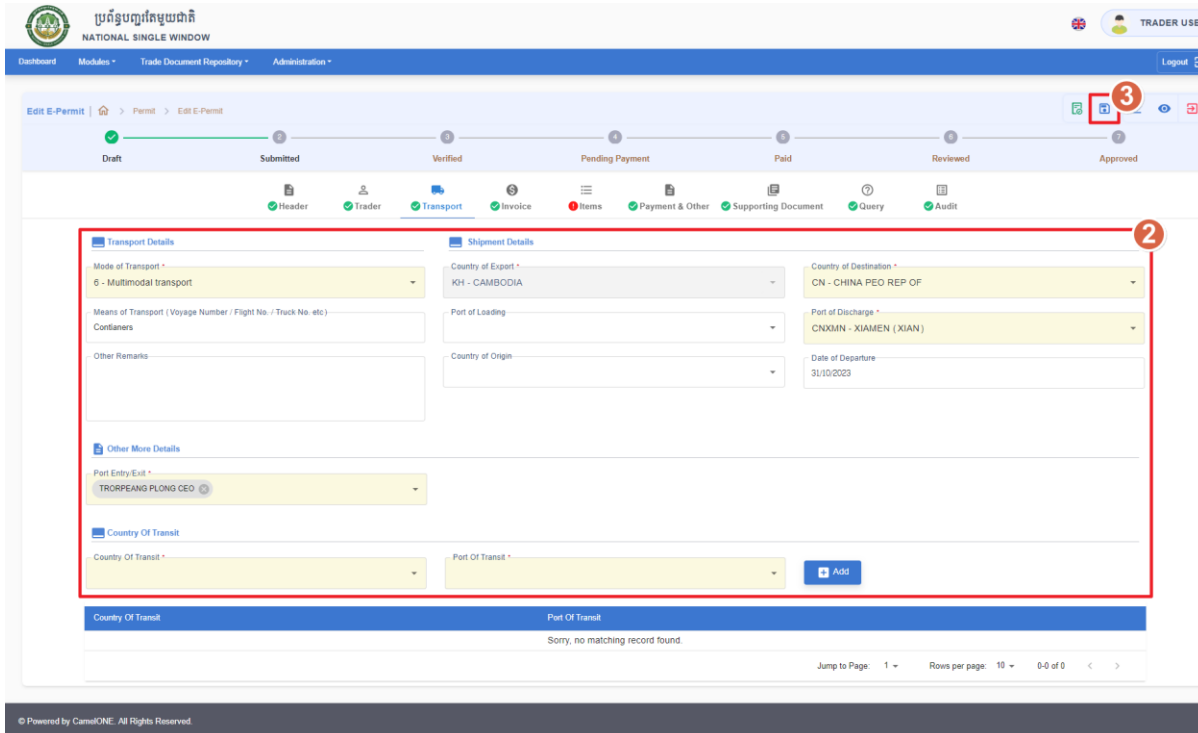
3. Click the **Save button** to save all changes. Then continue adding Invoice Details as described in the next section.

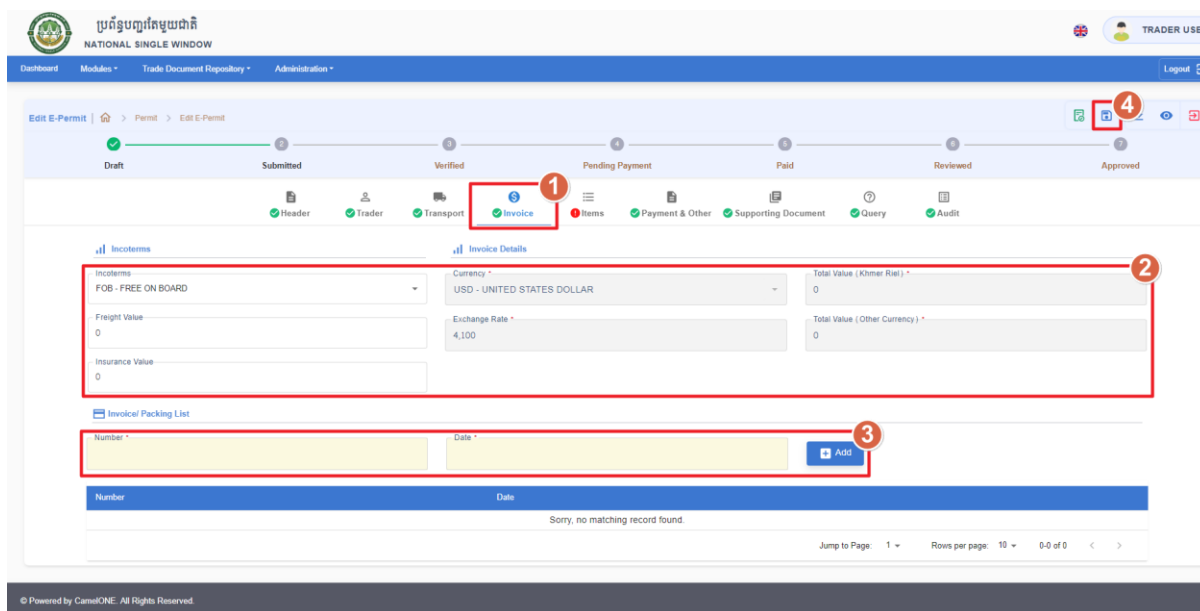## 5.3.4 ADD INVOICE DETAILS

To add Invoice Details, do the following:

1. Click on the **Invoice Tab**.

Based on the selected Currency and Goods Value input in the Items tab, 'Total Value' will be automatically calculated.
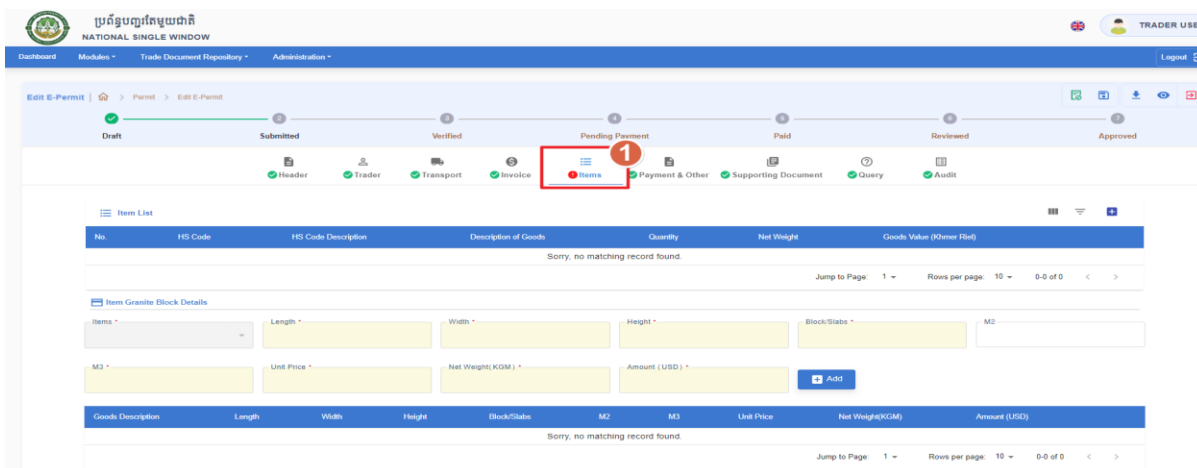
2. Some fields are auto captured from the linked License. Fill in or modify the details.
3. (Optional) To add Invoice/Packing List, Input **Number**, select **Date**, then click **Add button**.
4. Click the **Save Button** to save all the changes.

Continue to the next section on how to add an Item.

5.3.5 ADD ITEMS

To add items, do the following:

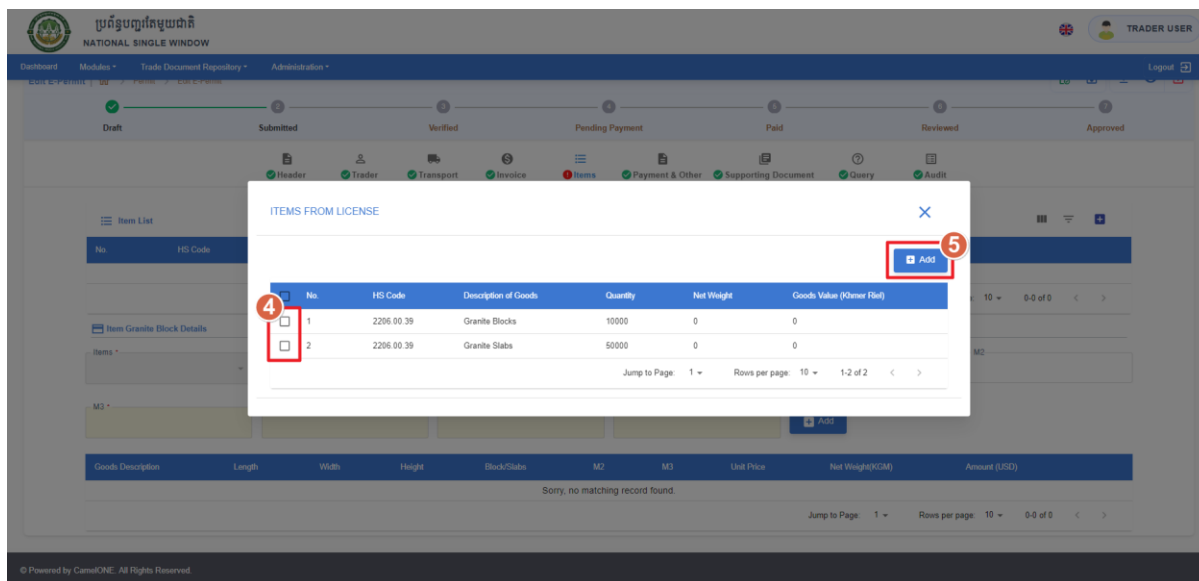1. Click on the **Items Tab**.

2. Click the **Add button**.
3. If the Permit is linked with its License. The Items will be retrieved from the License. By clicking on the Add button, the **Items From License pop-up** displays:
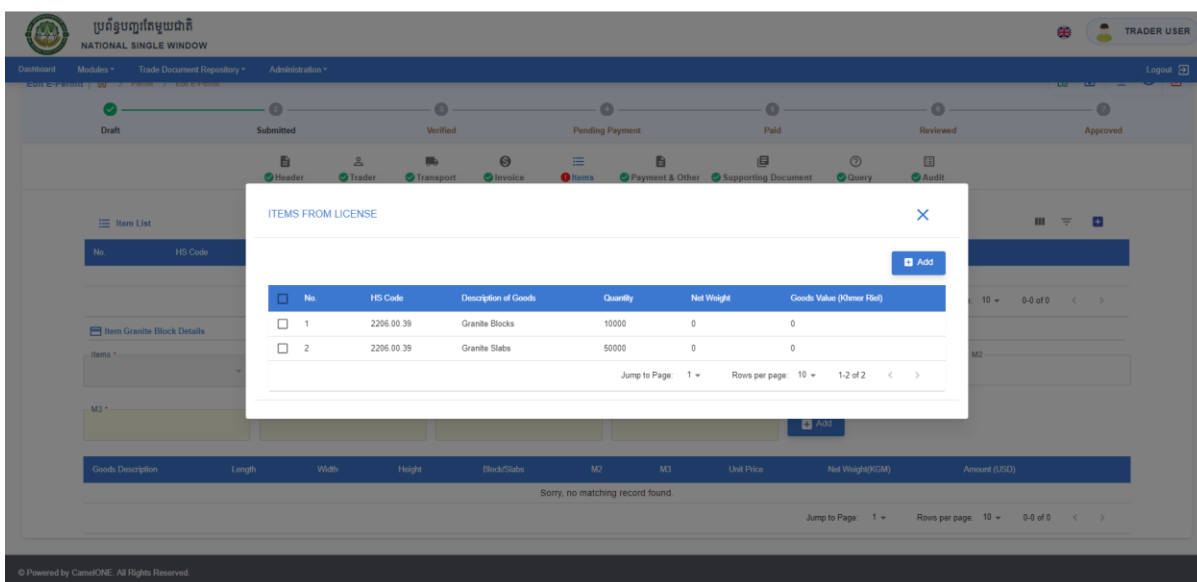
Conversely, for independent permits, users will need to manually input all the requirements in order to add the items.

4. Click the **Check Box** to select the item.

Users can apply for multiple items.

5. Click the **Add button**. The recently added item is added to the Item List:
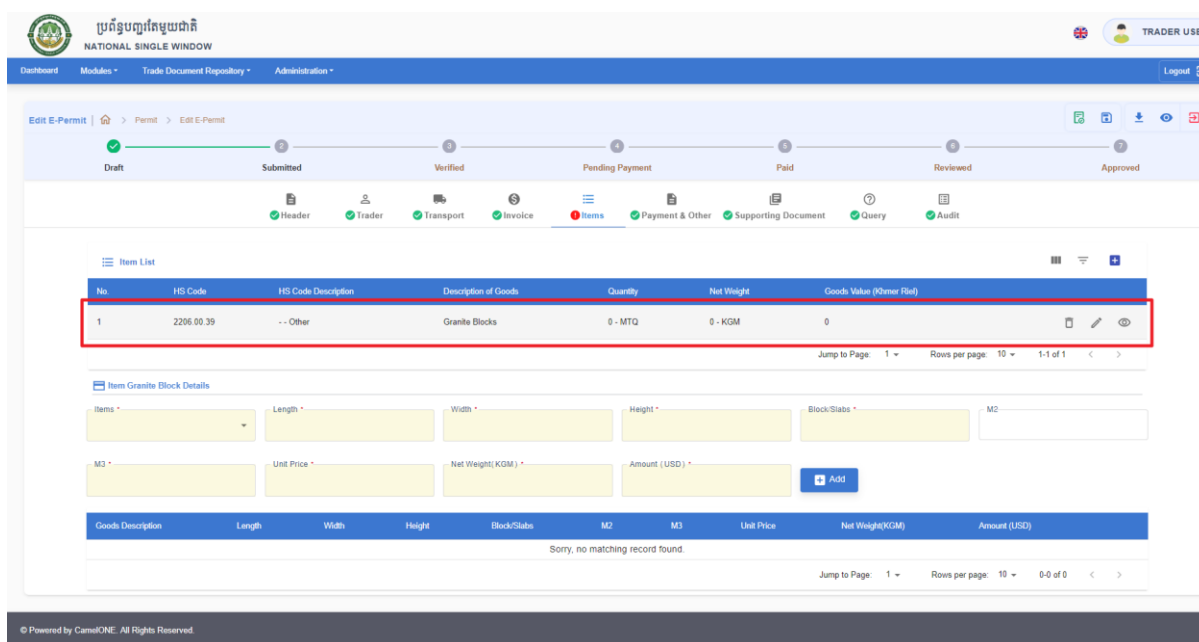
6. The requirement for sub-item details, as depicted in *Picture A,* depends on the specific type of application. As the EXPORT CERTIFICATE (CONSTRUCTION STONE MINING) is used in this illustration, user is required to input the necessary information indicated below:
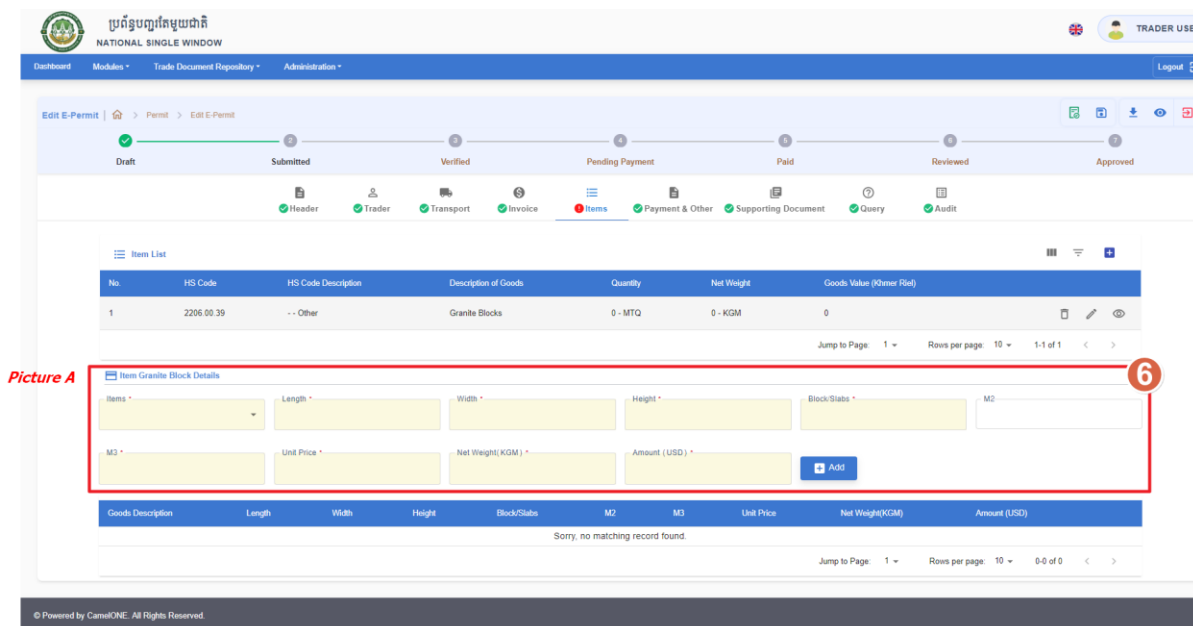
Sub-item details (Picture A) are exclusively required for the EXPORT CERTIFICATE (CONSTRUCTION STONE MINING) and EXPORT CERTIFICATE (INDUSTRIAL MINING) applied for GM-GOLD.

7. Click the **Edit Button** from the Item List to modify the detail if necessary.
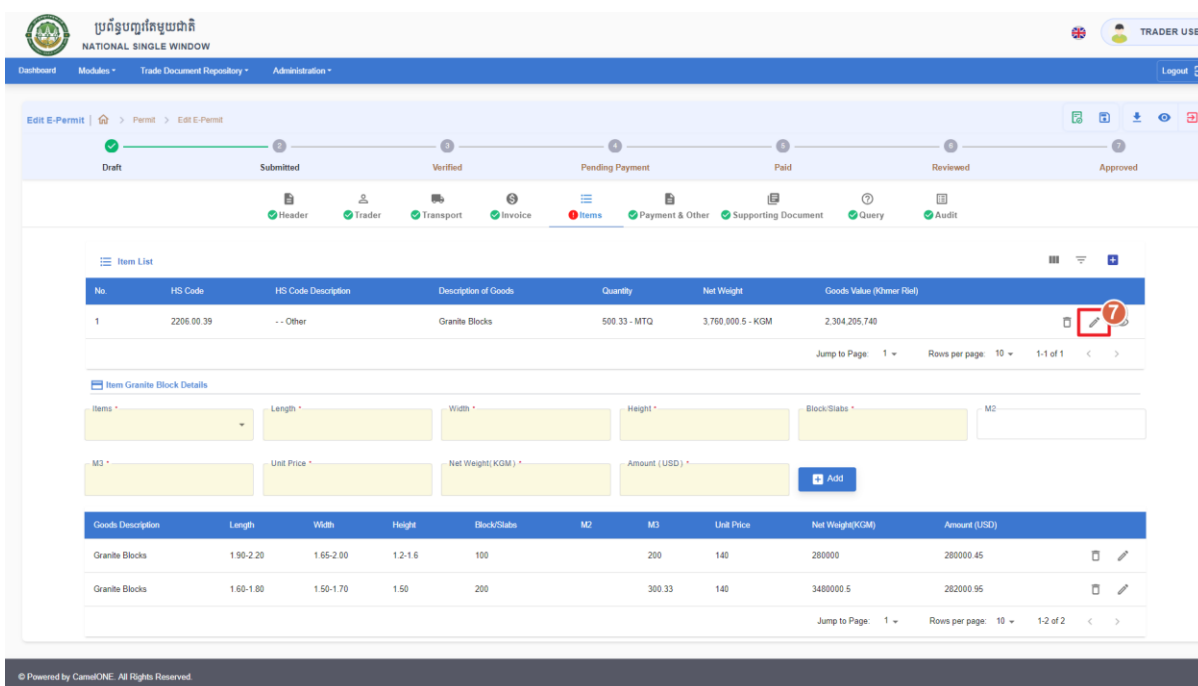
8. Modify the details if required, then click **Save Button**.
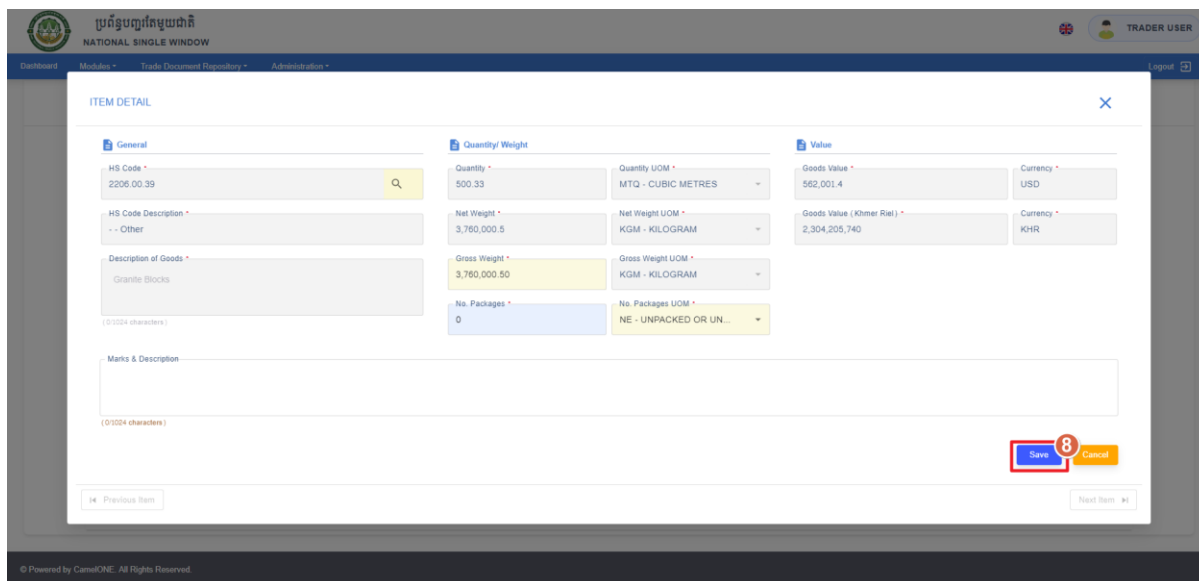
9. Click the **Save button** to save all the changes.

Item Details is added. Continue to Payment & Other tab as described in the next section.

5.3.6 ADD PAYMENT DETIALS

To add Payment Details, do the following:
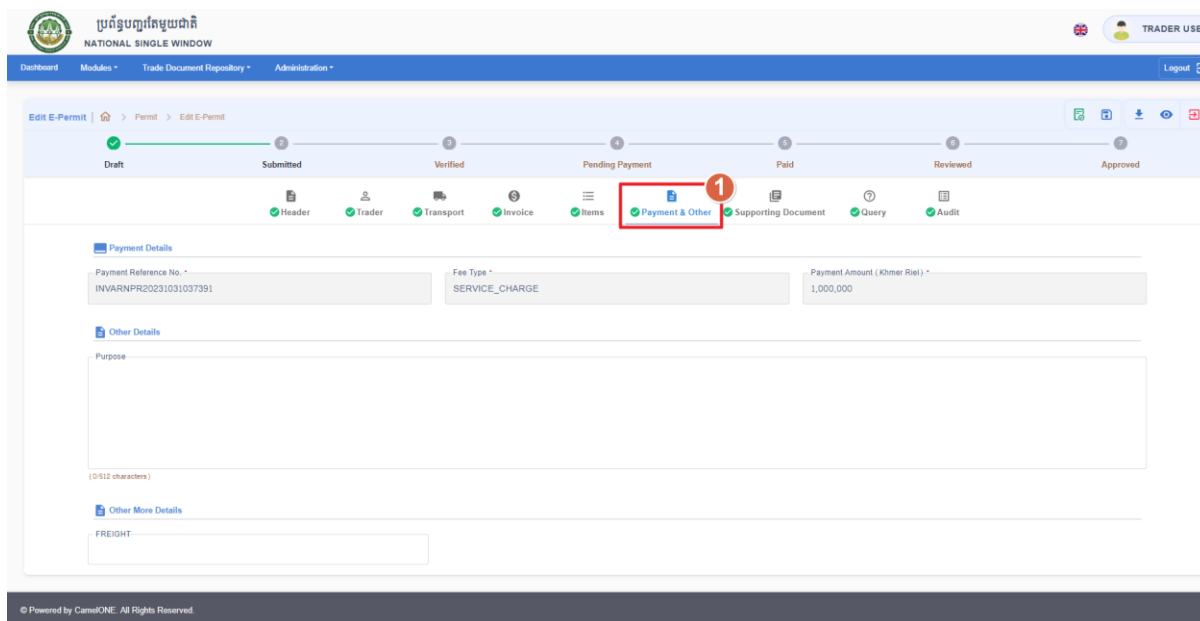
1. Click the **Payment & Other** tab.

Payment details will be automatically calculated based on the application type and the added items.

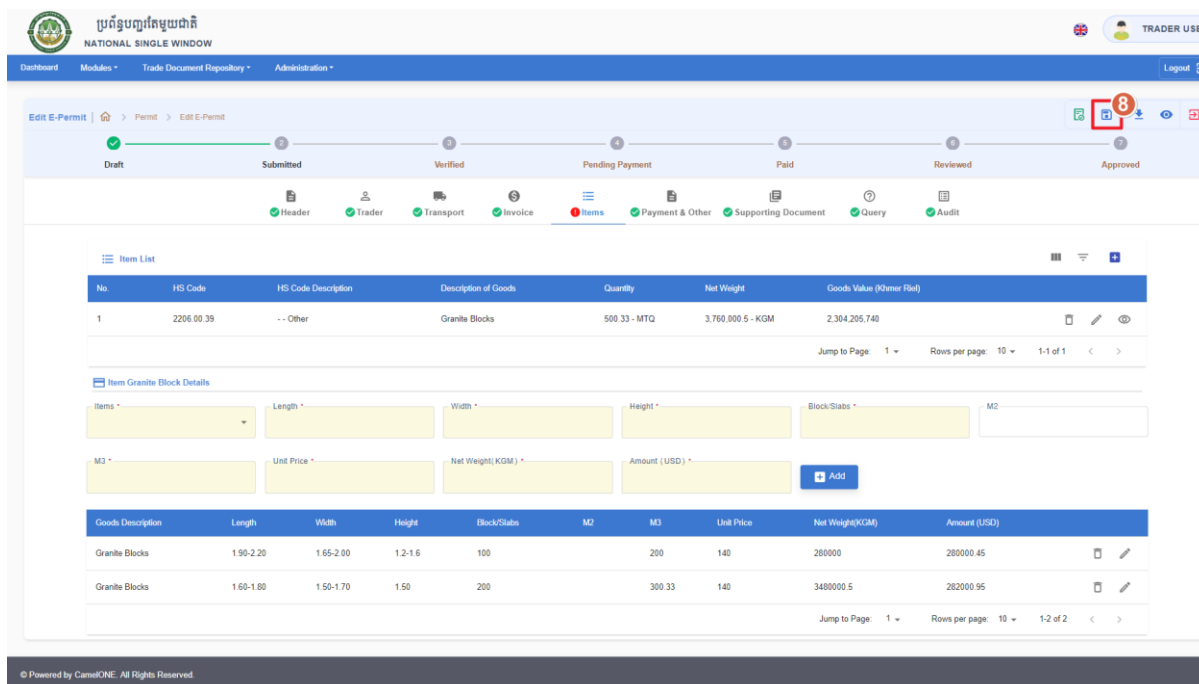2. Input **Purpose** and **Freight**.

3. Click the **Save button** to save all the changes.

5.3.7 UPLOAD SUPPORTING DOCUMENTS

To add supporting documents, do the following:

1. Click the **Supporting Documents** tab.
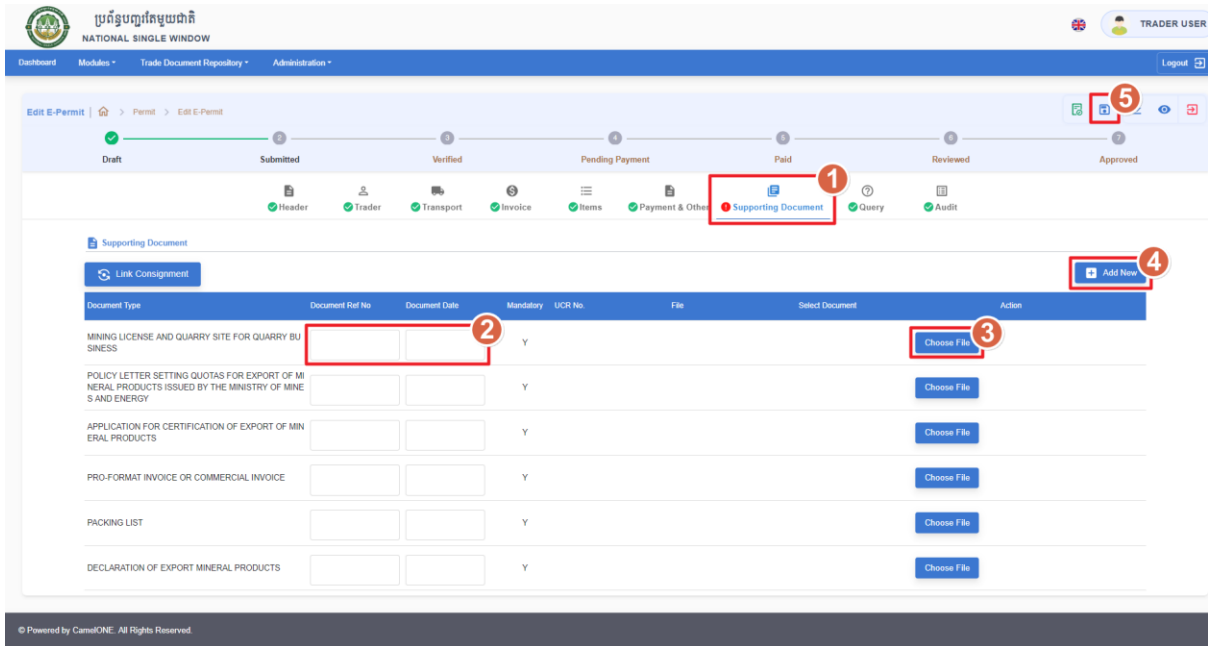
Under Mandatory column, the Y means Require. N means Optional.

2. Input **Document Ref No** and **Document Date**.
3. Click **Choose File**, then click **Browse File** to add the document.
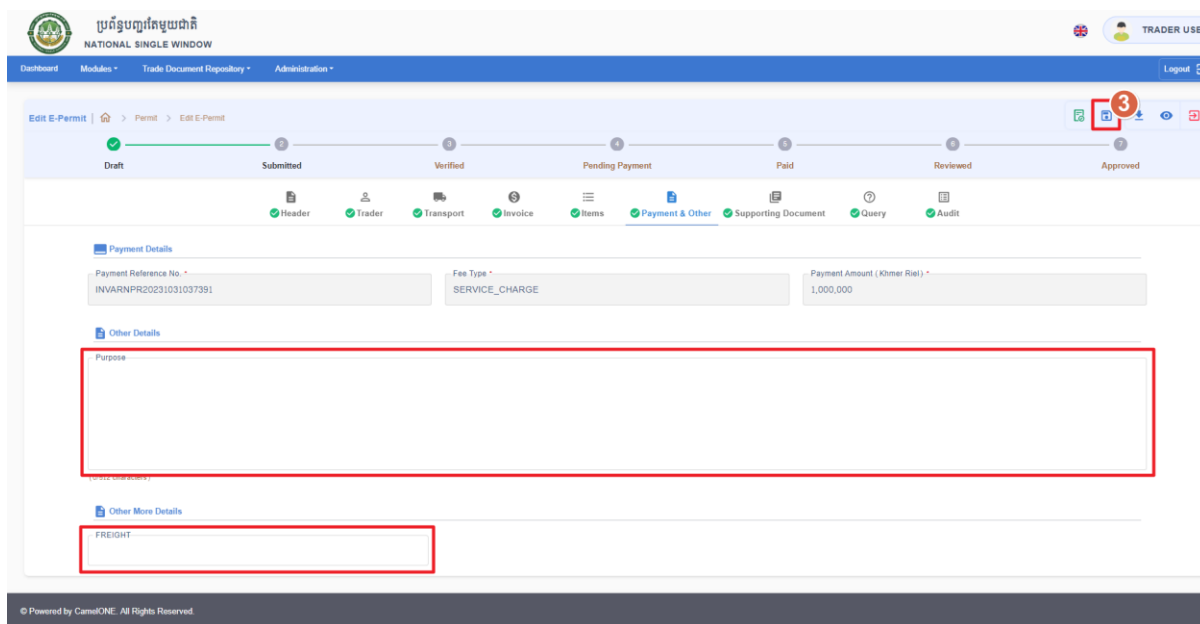4. (Optional) To add additional documents, click **Add New**.
5. Click the Save button to save all the changes.

5.3.8 SUBMIT PERMIT APPLICATIONS

After completing all the requirements in each tab, click the **Submit Button** to send the application to the corresponding officer.
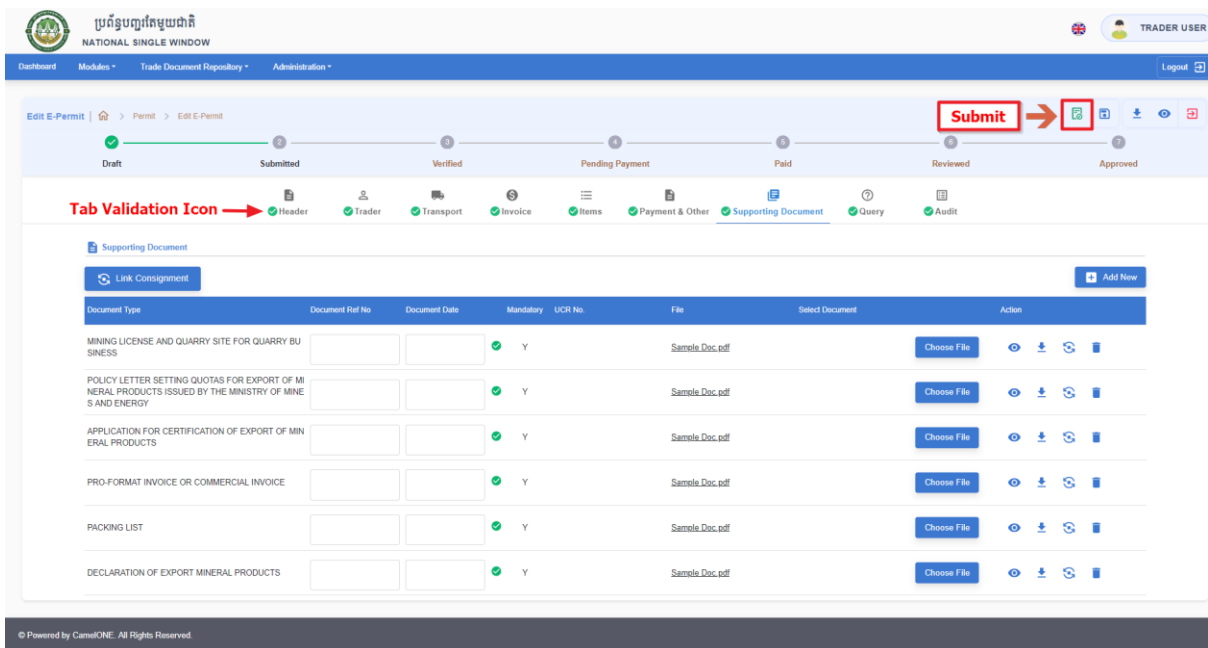
Tab Validation Icon— The Green Icon indicates that all the necessary data in this tab has been filled out. Conversely, the Red Icon indicates that the required data in this tab has not been completed yet.

5.4 APPLY FOR CERTIFICATES

The Certificate refers to any document that certifies a specific list of commodities, such as their origin or conformance to international standards.

The submission procedure is described in detail in the next section.

5.4.1 CREATE NEW APPLICATION

To create new certificate, do the following:

1. Sign in as Private Sector.
2. Users can either click **Certificate** from the Dashboard or click **Modules > Apply for Certificate**.
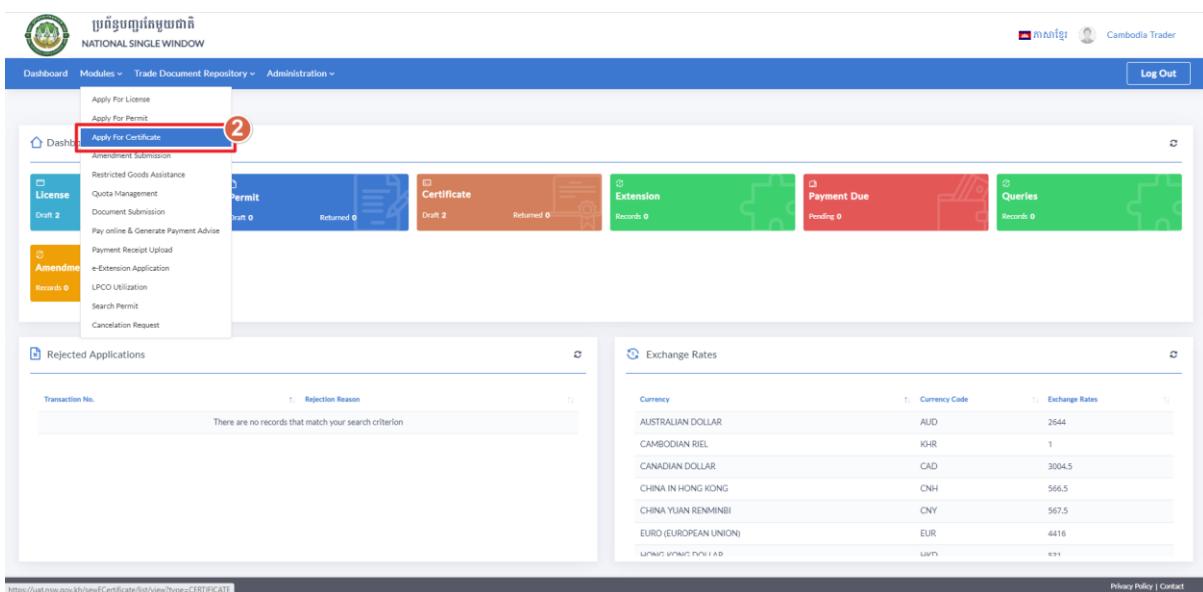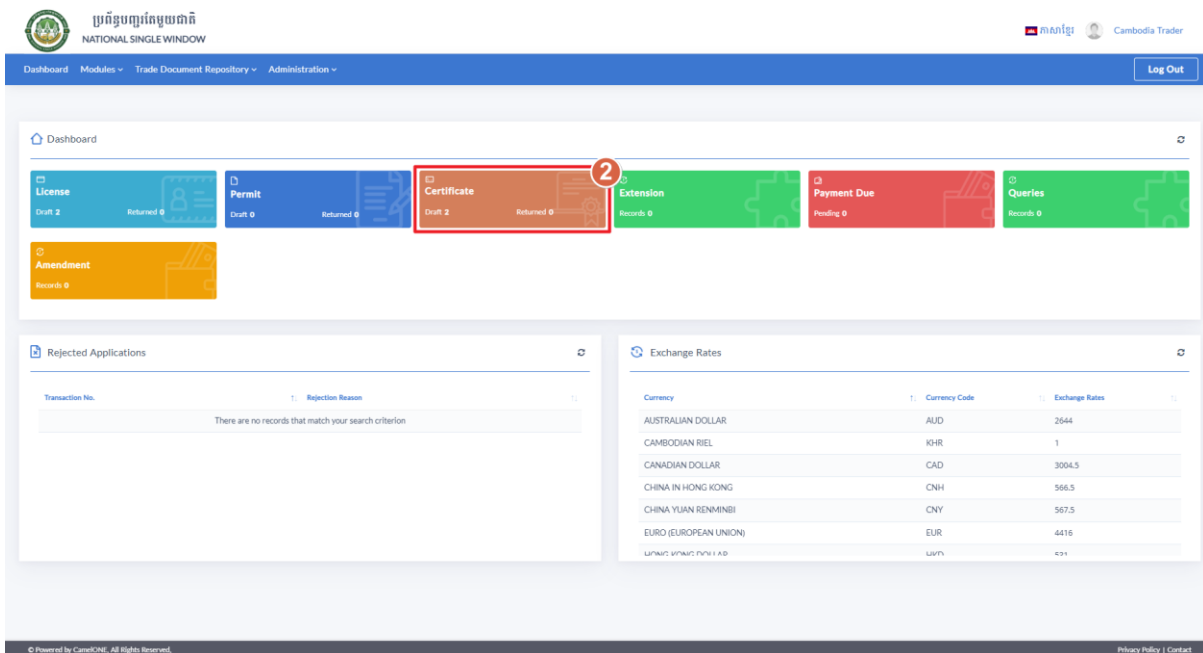
3. Certificate Application Listing displays. Select **Ministry**, **Ministry Type**, then click **New Application**.
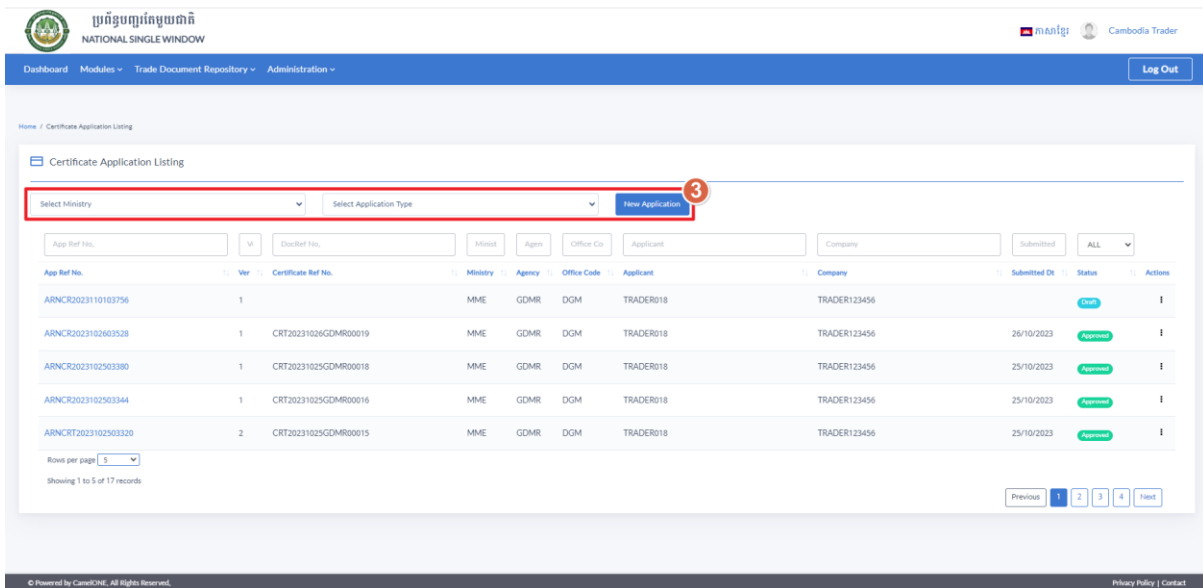
The dropdown of Application Type may be displayed based on the selected Ministry.

4. In the Header tab, select **Regime**, then click **Save**.
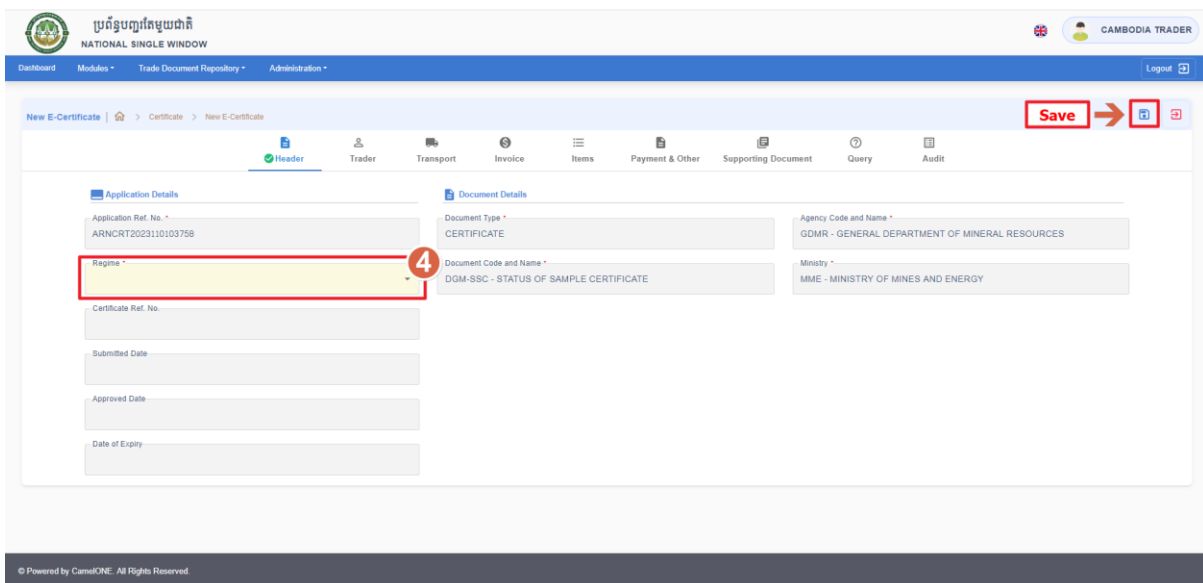
The dropdown list of Regime provides vary options based on the selected application type, Import, Export or Transit.

The draft record is created. Refer to the next section for more details on how to add trader information.

5.4.2 ADD TRADER INFORMATION

To add Trader Information, do the following:

1. Click on the **Trader Tab**. Depending on the selected Regime, the Importer or Exporter details.

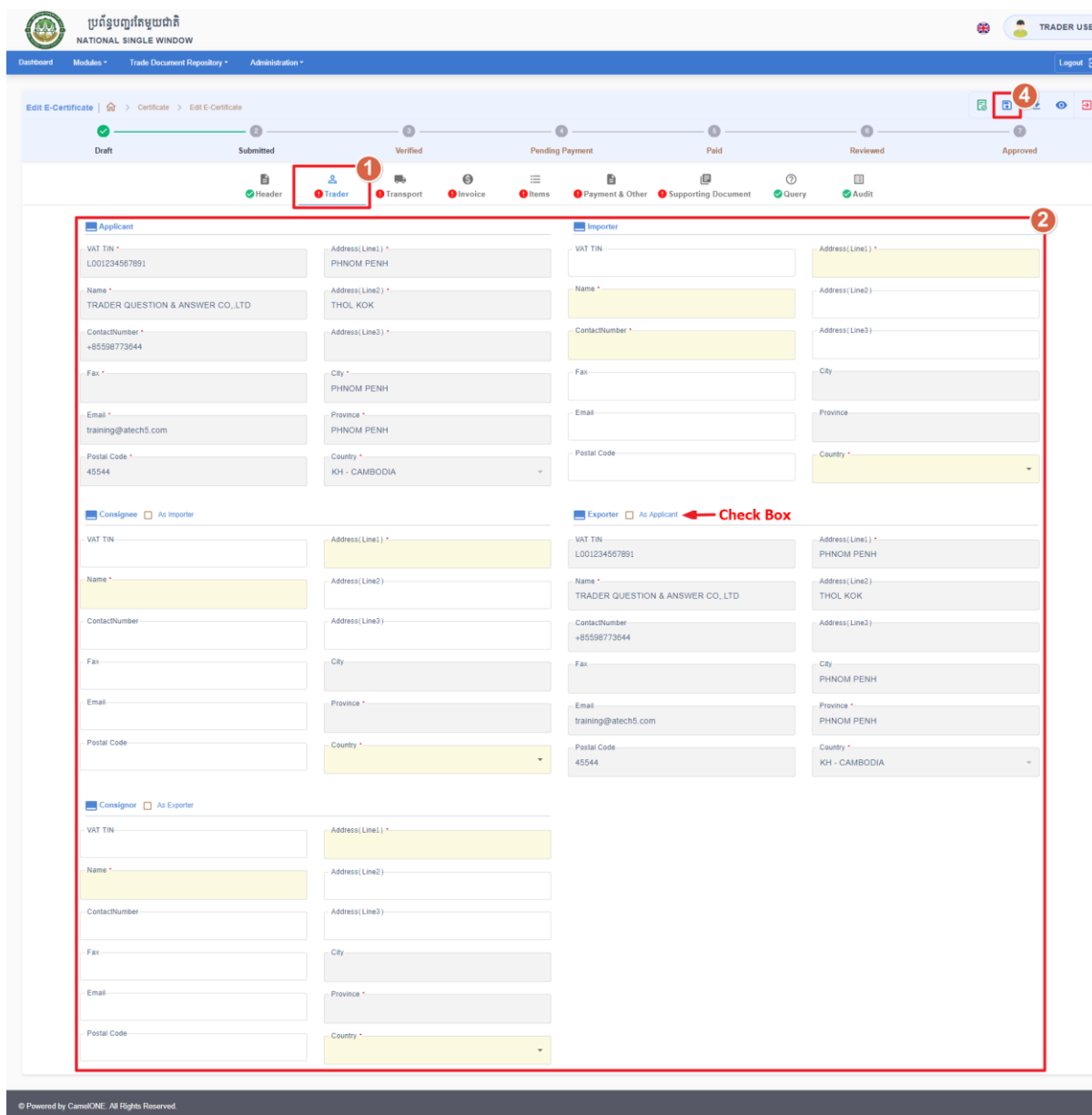*The STATUS OF SAMPLE CERTIFICATE is used in this illustration. Depending on the selected application type, the fields displayed in each tab might not be the same. However, the submission procedure of all application types is the same.*

2. Fill in the details in the **Importer, Consignee** and **Consignor**.
3. (Optional) Click the **Check Box** if the details are identical.
4. Click the **Save Button** to save all the changes. Then continue to the next section on how to add transport details.

5.4.3 ADD TRANSPORT DETAILS

To add transport details, do the following:

1. Click on the **Transport tab**. Based on the selected regime, Country of Export or Country of Destination will be automatically captured KH-CAMBODIA.

2. Fill in the details in each section:

| Section	Action/ Details
Transport Details	• Select Mode of Transport • Input Means of Transport • Input Other Remarks
Shipment Details	• Select Port of Loading • Select Country of Origin • Select Country of Destination • Select Port of Discharge • Select Date of Departure
Other More Details	• Input Shipping Company • Input Shipping Company Address • Input Shipping Company Email Address • Select Port Entry/Exit • Input Place of Origin
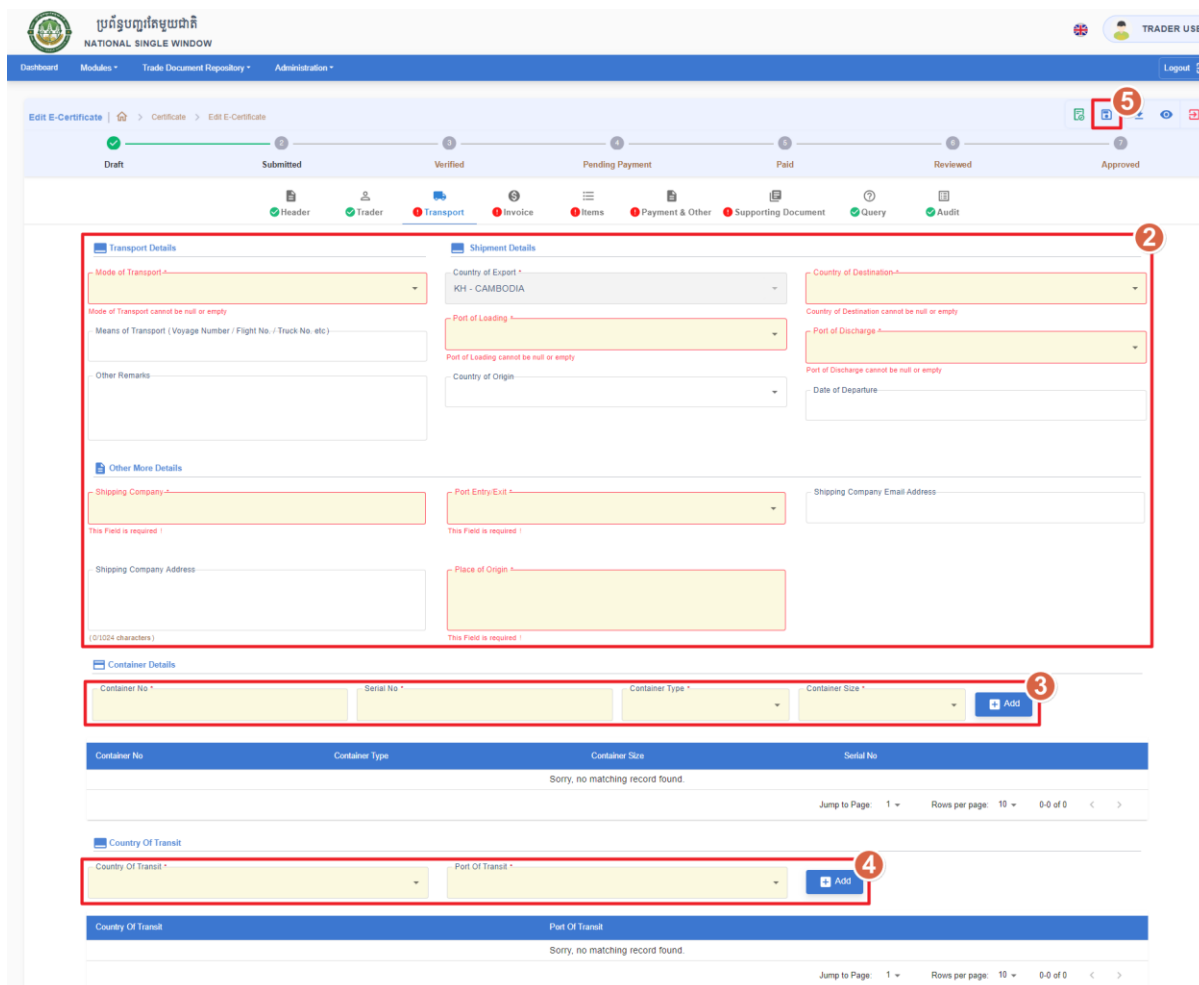
3. (Optional) To add Container Details, user must input **Container No**, **Serial No**, select **Container Type**, **Container Size**, then click **Add button**.
4. (Optional) To add Country of Transit, user must select **Country of Transit**, **Port of Transit**, then click **Add button**.
5. Click the **Save button** to save all the changes.

Continue to the next section to add invoice details.

5.4.4 ADD INVOICE DETAILS

To add invoice details, do the following:

1. Click on the **Invoice tab**.
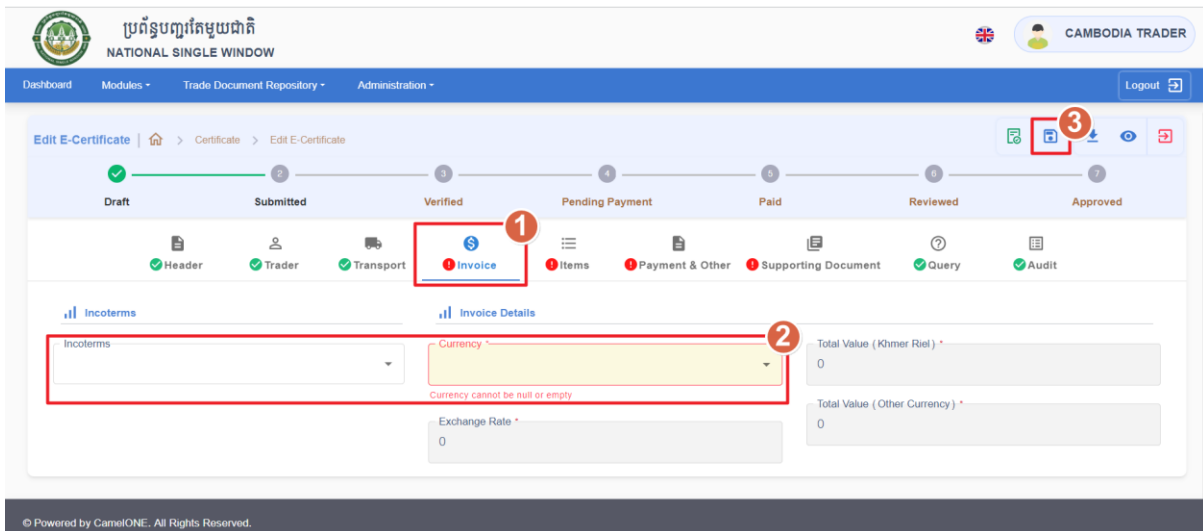
2. Select **Incoterms**, then select **Currency**.

Based on the selected Currency and Goods Value input in the Items tab, other details will be automatically calculated.
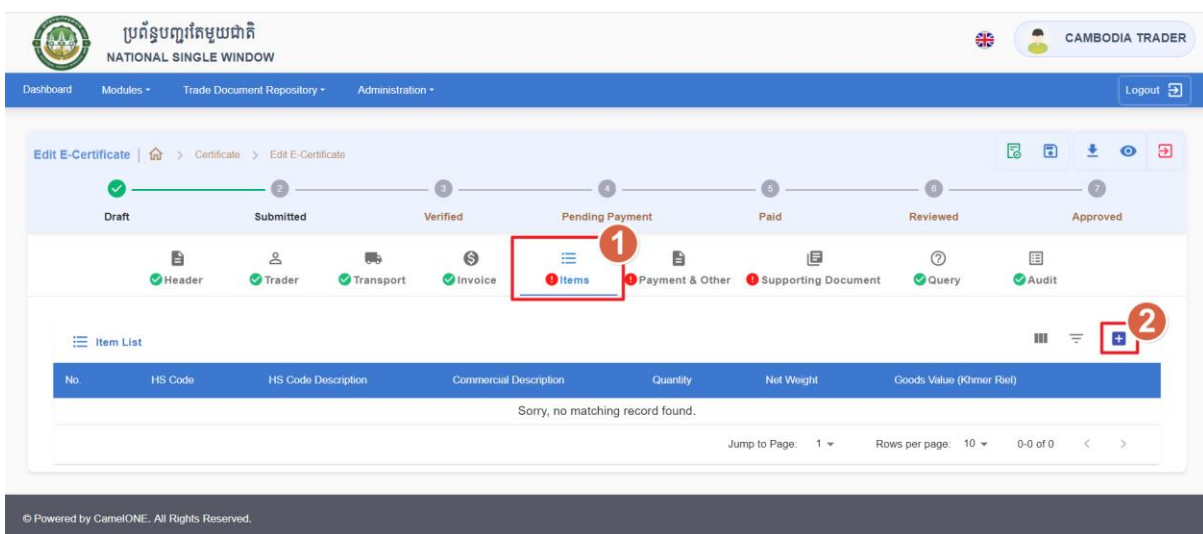
3. Click the **Save button** to save all the changes.

The following section provides a detailed explanation on how to add items.

5.4.5 ADD ITEMS
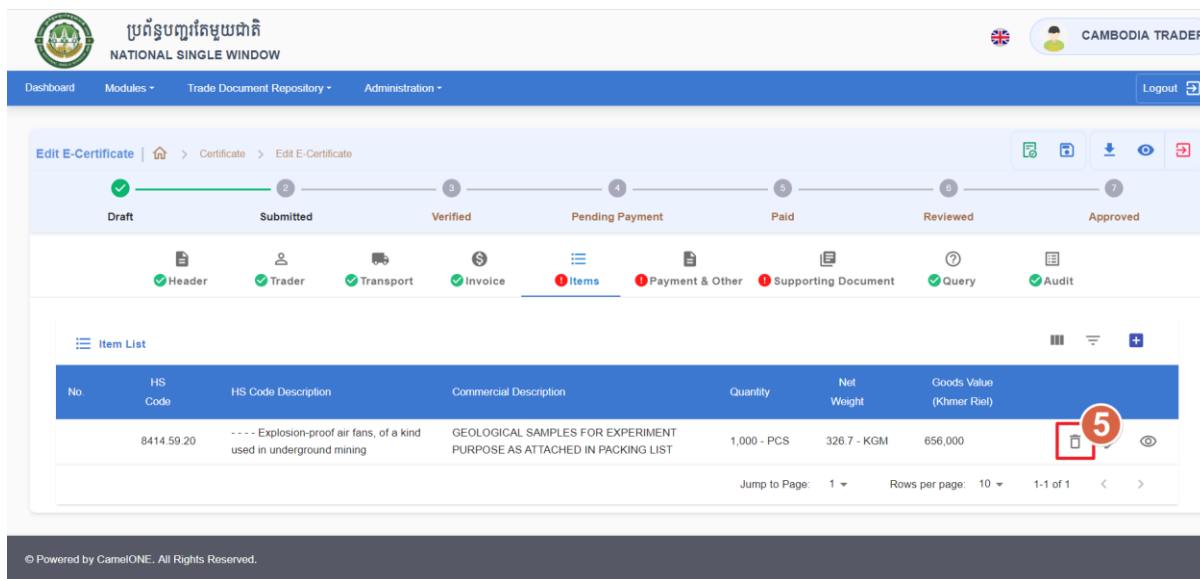
To add items, do the following:
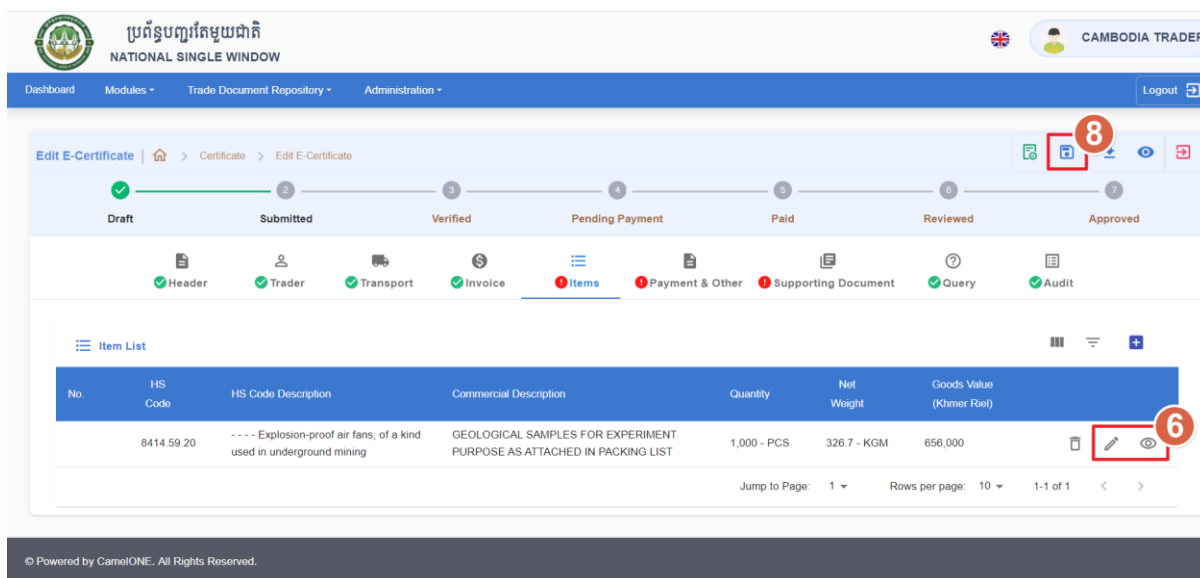
1. Click on the **Items tab**.

2. Click the **Add button**. Item Details pop-up displays.
3. Fill in details in the following section:

Section	Action/ Details
General	• Click on Search Icon to find specific HS Code. Based on the selected HS Code, HS Code Description will be automatically displayed. • Input Description of Goods • Input Marks & Description
Quantity/ Weight	• Input Quantity and select its UOM • Input Net Weight (The Net Weight must not be exceeded the Gross Weight) • Input Gross Weight • Input No. Packages and select its UOM
Value	• Input Goods Value The currency in Item Details tab is captured from User's selection in Invoice Tab.

4. Click the **Save button**. The recently added item is displayed in the Item List.

5. (Optional) Click the **Delete button** to remove the record from the list.
6. (Optional) To modify the details, click the **Edit button**. Or view the item details by clicking on **View Button**.
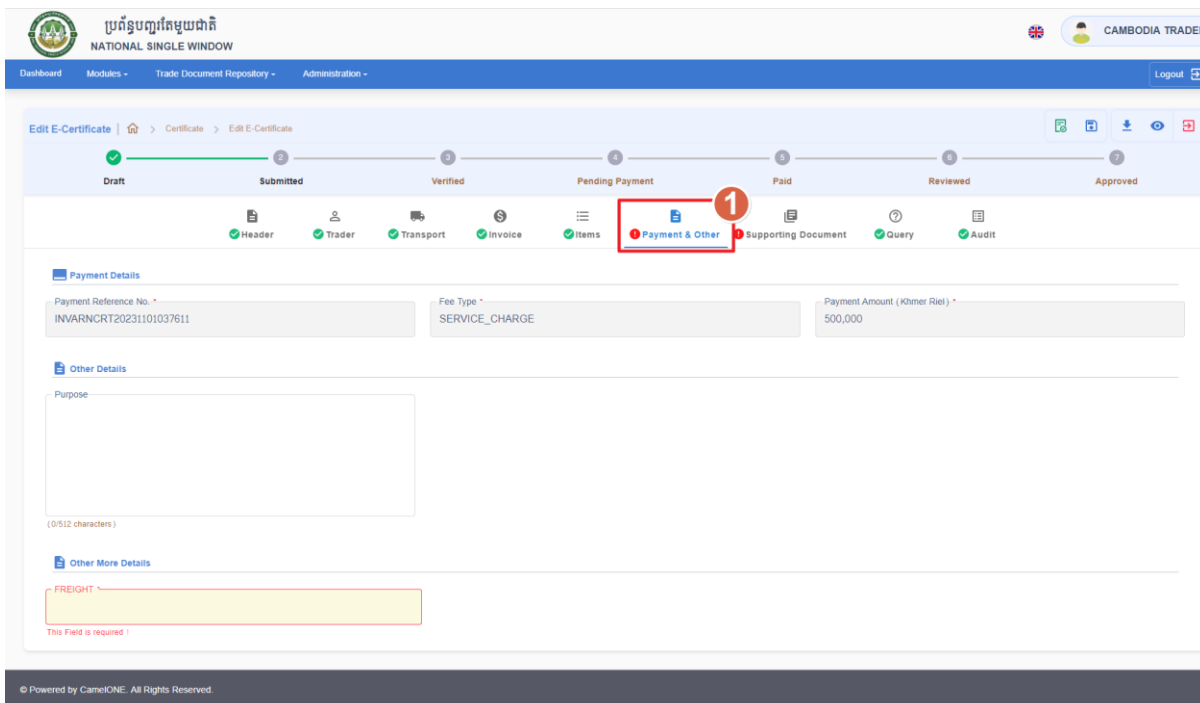

7. To add multiple items, repeat step 2-4.
8. Click the **Save button** to save all the changes.

Continue adding Payment & Other details by referring to the next section.
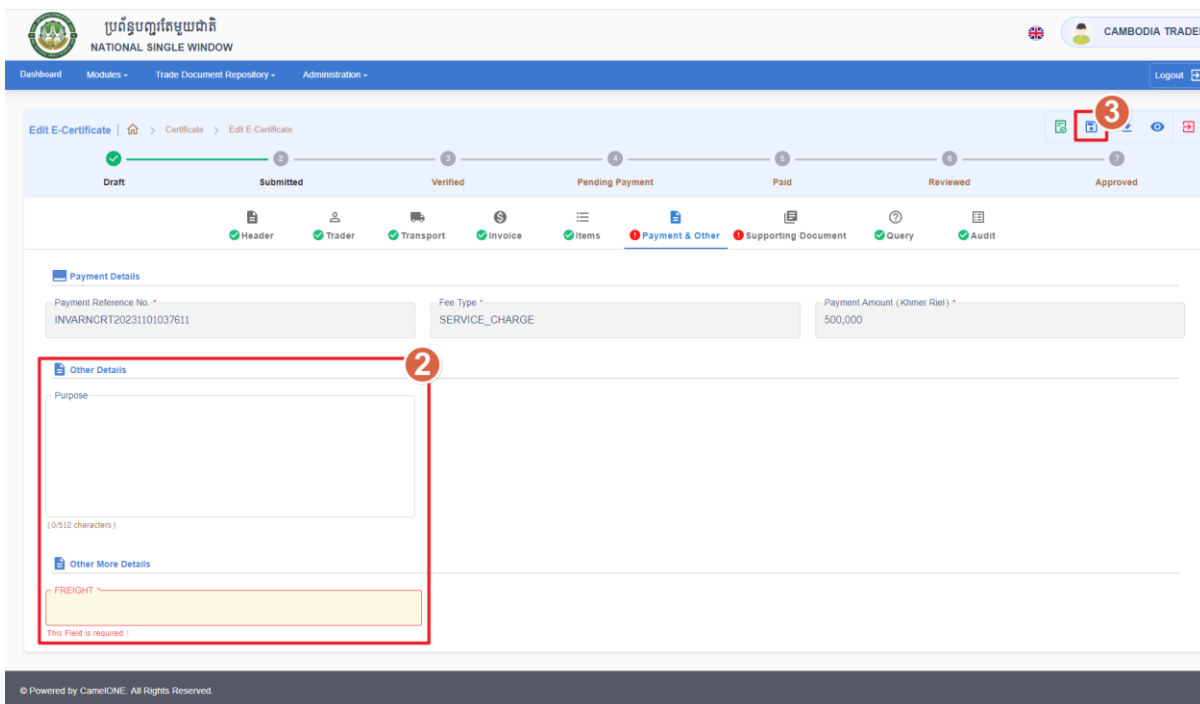
5.4.6 ADD PAYMENT DETAILS

To add payment details, do the following:

1. Click on the **Payment & Other tab**.

Payment details will be automatically calculated based on the application type and the added items.
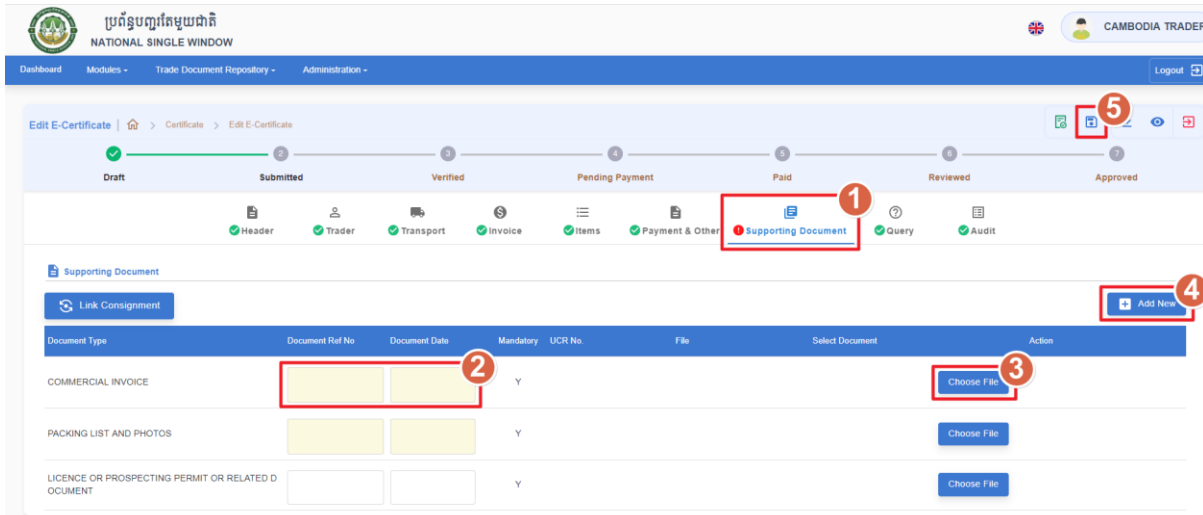
2. Input **Purpose**, then input **Freight**.

3. Click the **Save button** to save all the changes.

Continue to the next section for more details on how to upload the supporting documents.

5.4.7 UPLOAD SUPPORTING DOCUMENTS

To upload supporting documents, do the following:

1. Click the **Supporting Documents tab**.

2. Input **Document Ref No** and **Document Date**.
3. Click **Choose File**, then click **Browse File** to add the document.
4. (Optional) To add additional supporting documents, click **Add New**.
5. Click the **Save button** to save all the uploaded documents.

5.4.8 SUBMIT CERTIFICATE APPLICATION

After completing all the required information in each tab, the user can proceed by clicking the **Submit button** to send your application to the corresponding officer.
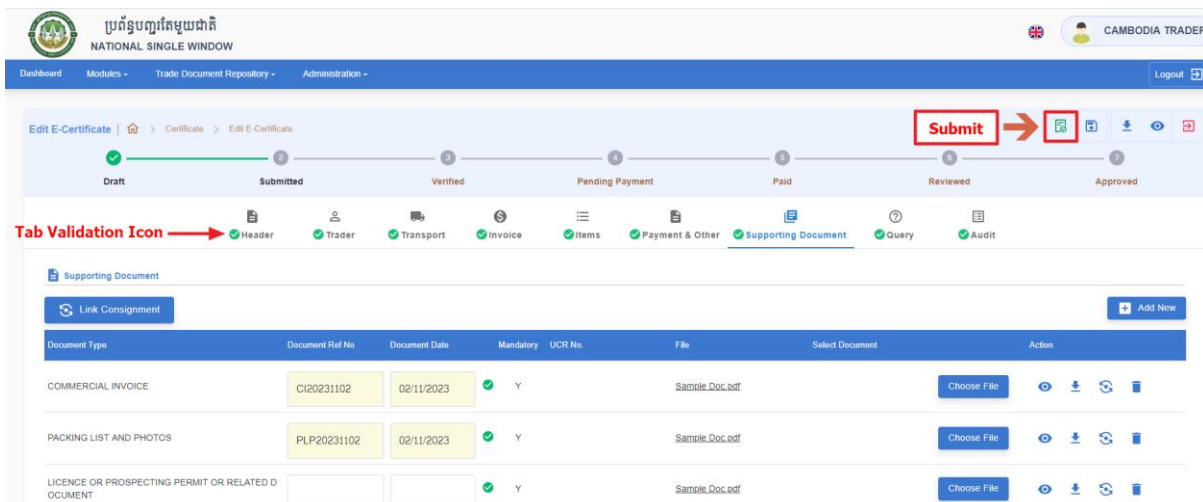
Tab Validation Icon— The Green Icon indicates that all the necessary data in this tab has been filled out. Conversely, the Red Icon indicates that the required data in this tab has not been completed yet.
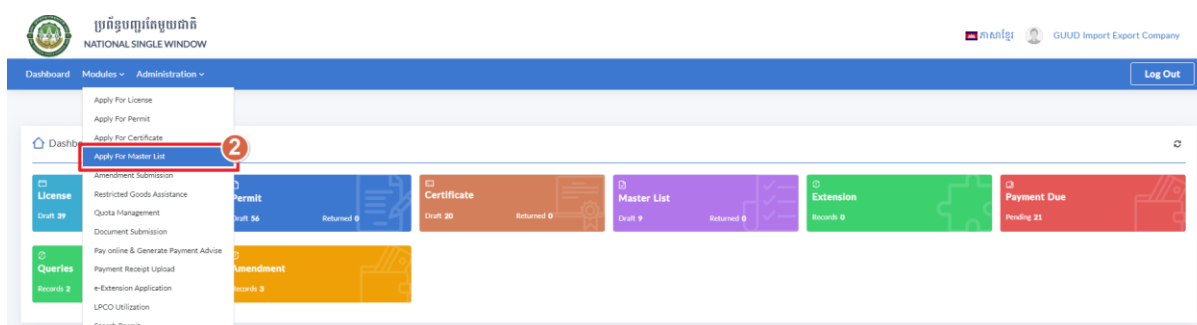
5.5 APPLY FOR MASTER LIST

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.
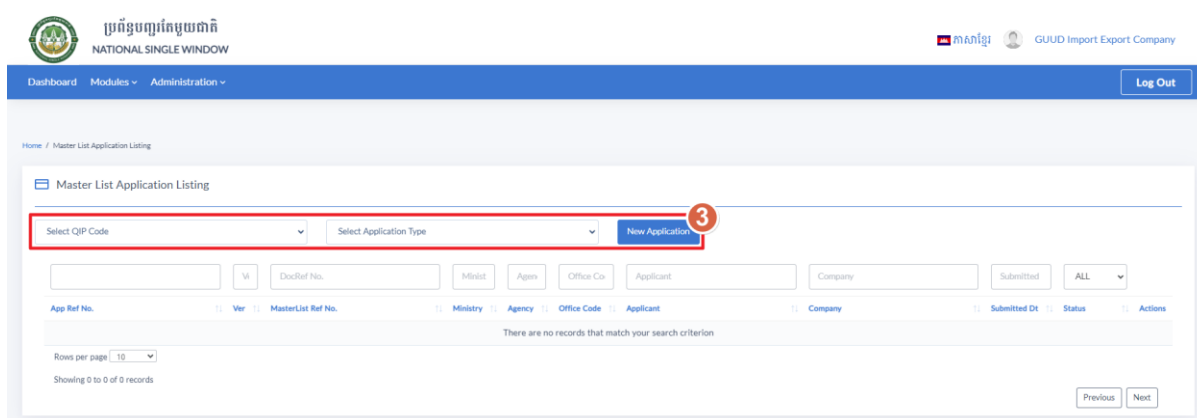
5.5.1 CREATE MASTER LIST APPLICATION

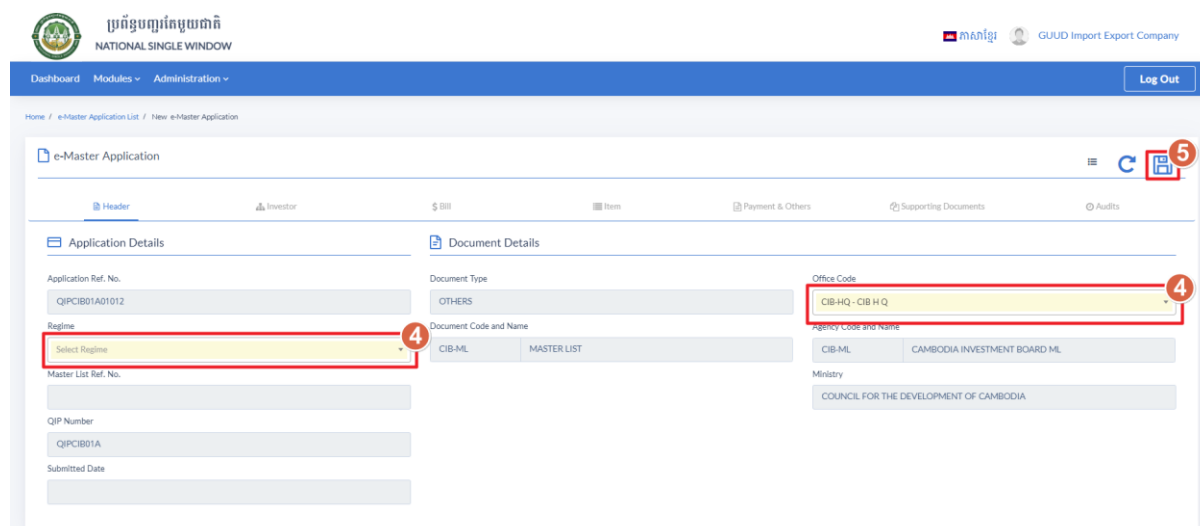To create a new application, do the following:

1. Sign in as Investor. Dashboard page displays:

2. From the Main Menu, select **Modules > Apply for Master List**.
3. Select **QIP Code**, select **Application Type**, then click **New Application**.
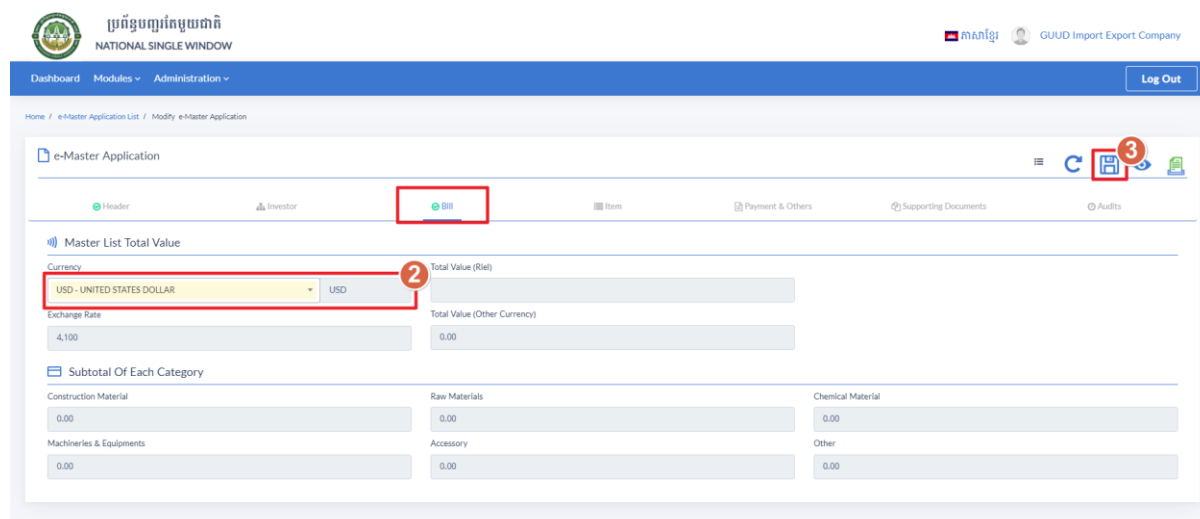

4. Select **Regime** and **Office Code**.

5. Click the **Save button**.

Investor Information is automatically retrieved from the current login account. Continue to Add Bill Details section.

5.5.2 ADD BILL DETAILS

To add Bill Details, do the following:

1. Click on **Bill tab**.
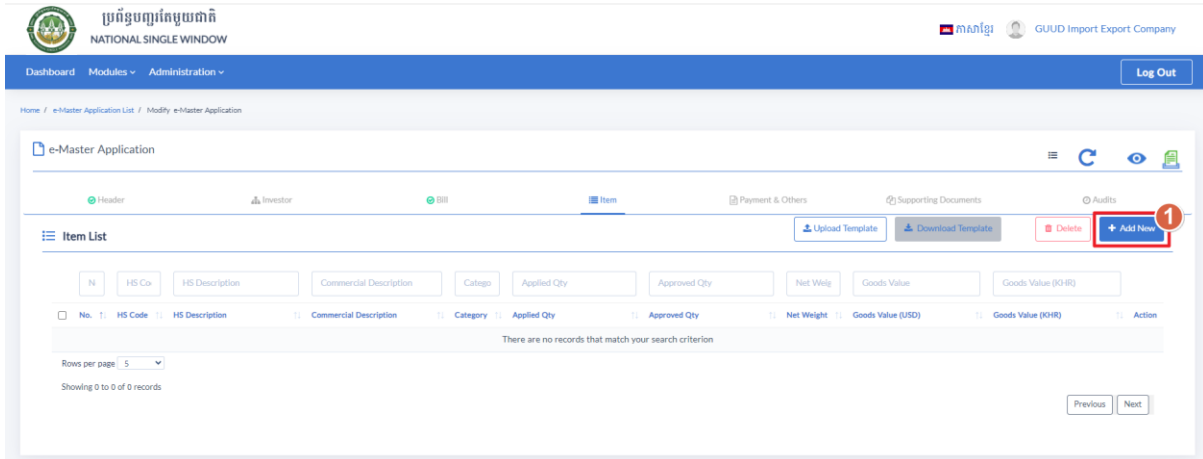2. Select the **Currency**.

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

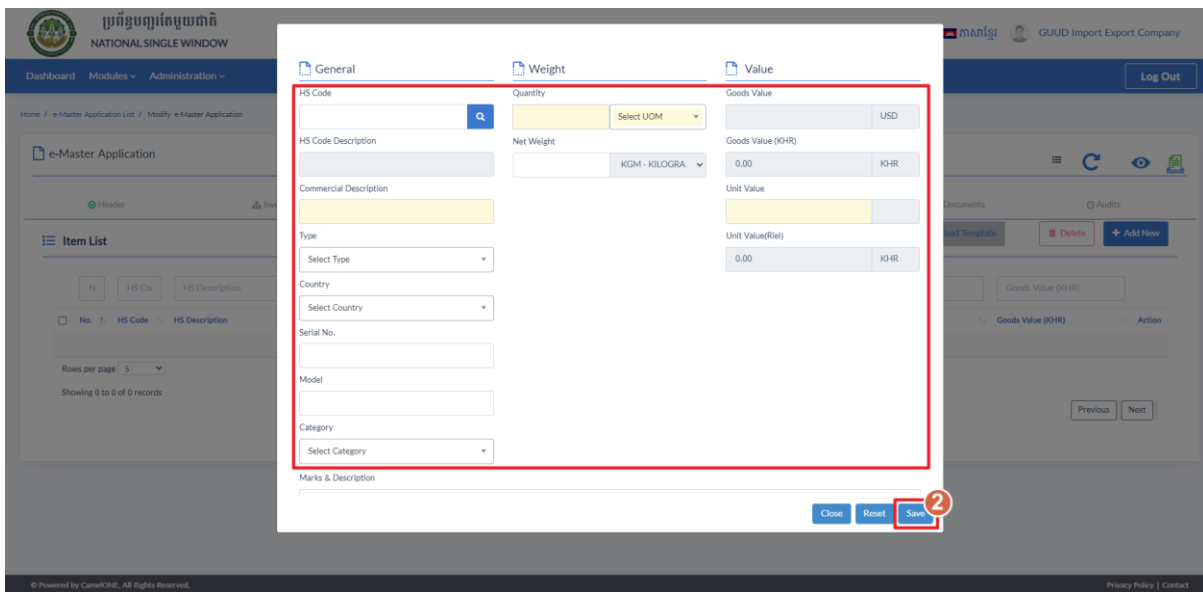3. Click **Save button** to save all changes.

5.5.3 ADD ITEMS

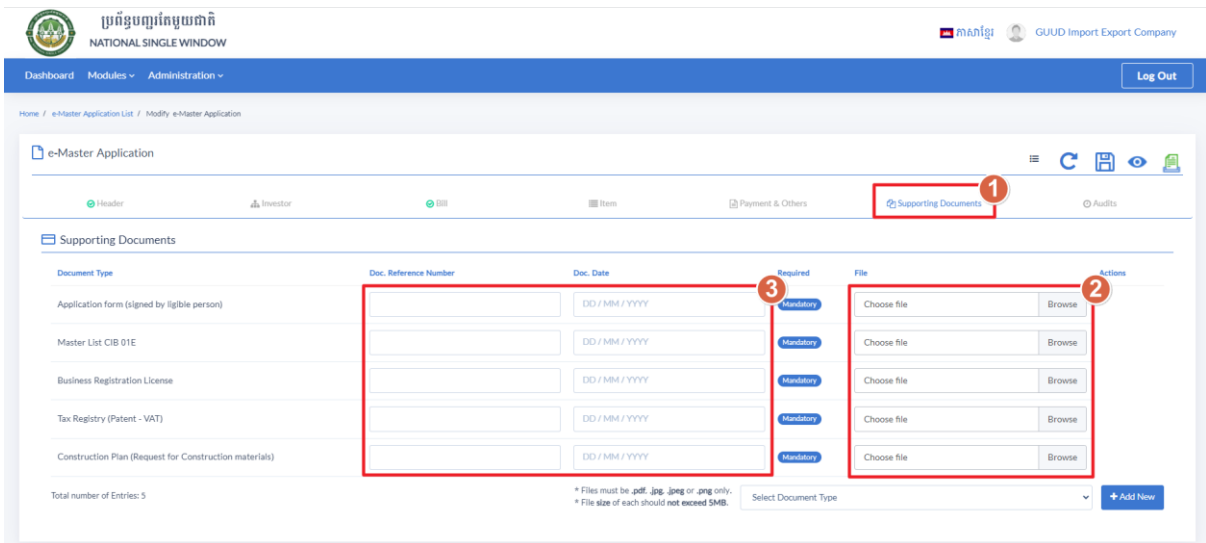To add item, do the following:

1. Click **Add New button**.

2. Fill in the required fields in Item Details pop-up, then click **Save button**.

5.5.4 UPLOAD SUPPORTTING DOCUMENTS

To upload supporting documents, do the following:

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

2. Click **Browse** to upload the supporting documents.

3. Input the **Document Reference Name** and select **Document Date** for the documents as required.

5.5.5 SUBMIT MASTER LIST APPLICATIONS

After completing all the required information in each tab, the user can proceed by clicking the **Submit button** to send your application to the corresponding officer.
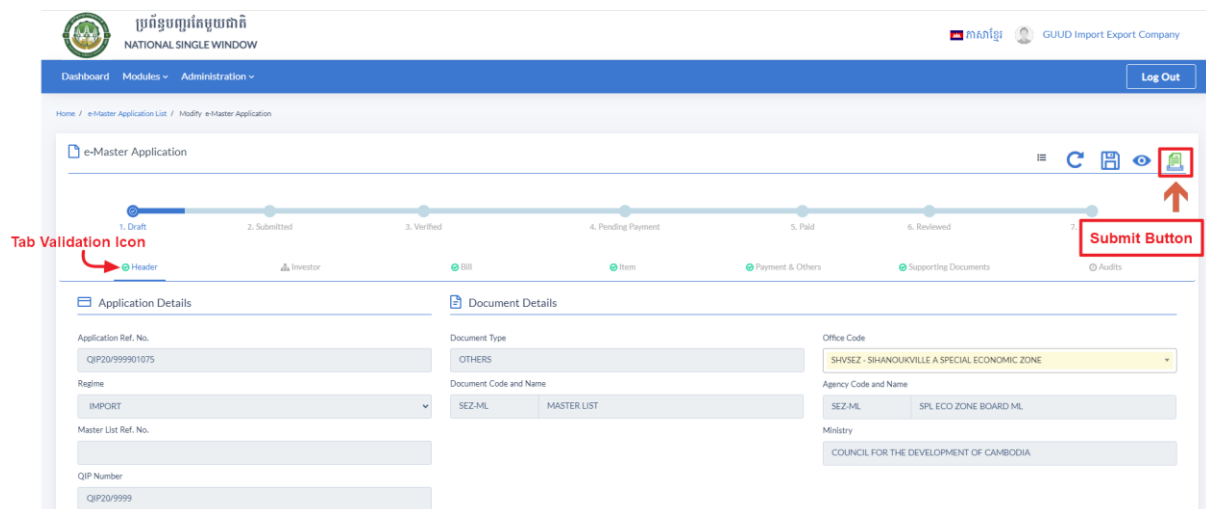
Tab Validation Icon— The Green Icon indicates that all the necessary data in this tab has been filled out. Conversely, the Red Icon indicates that the required data in this tab has not been completed yet.

5.6 VIEW AND REPLY TO QUERIES

Query is a chat tool that enables corresponding officer and trader to effectively communicate and address any inquiries regarding the application process.

To access the queries submitted by the corresponding officer, users have two options: they can either navigate to the Queries module located in the Dashboard, or they can go to the Queries tab within the specific application.
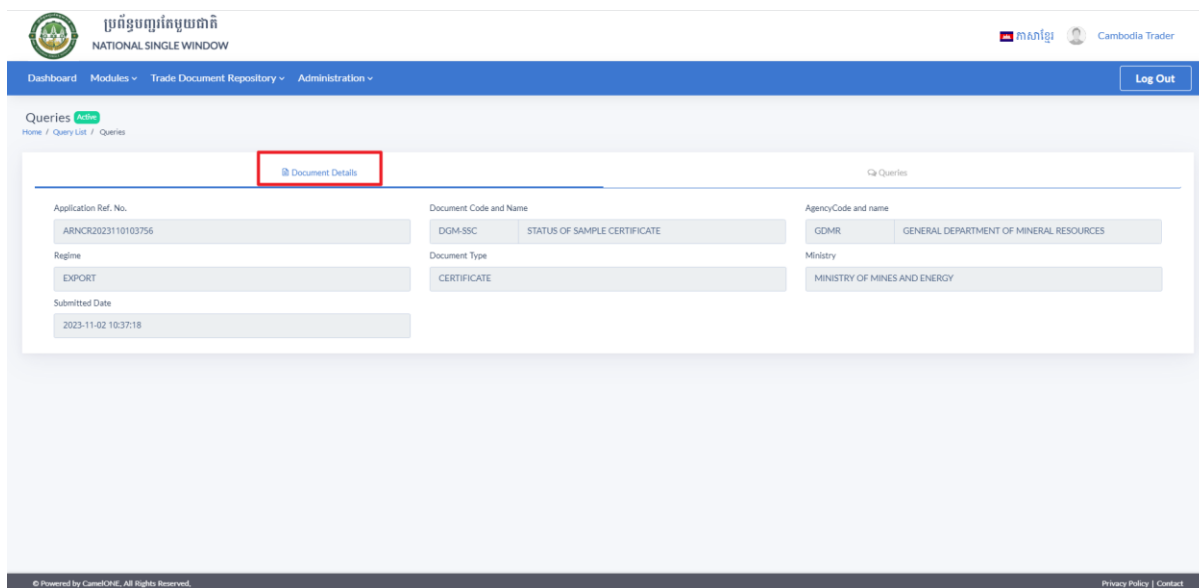
Option 1:

1. Sign in as Private Sector.
2. From the dashboard, select the **Queries folder**.
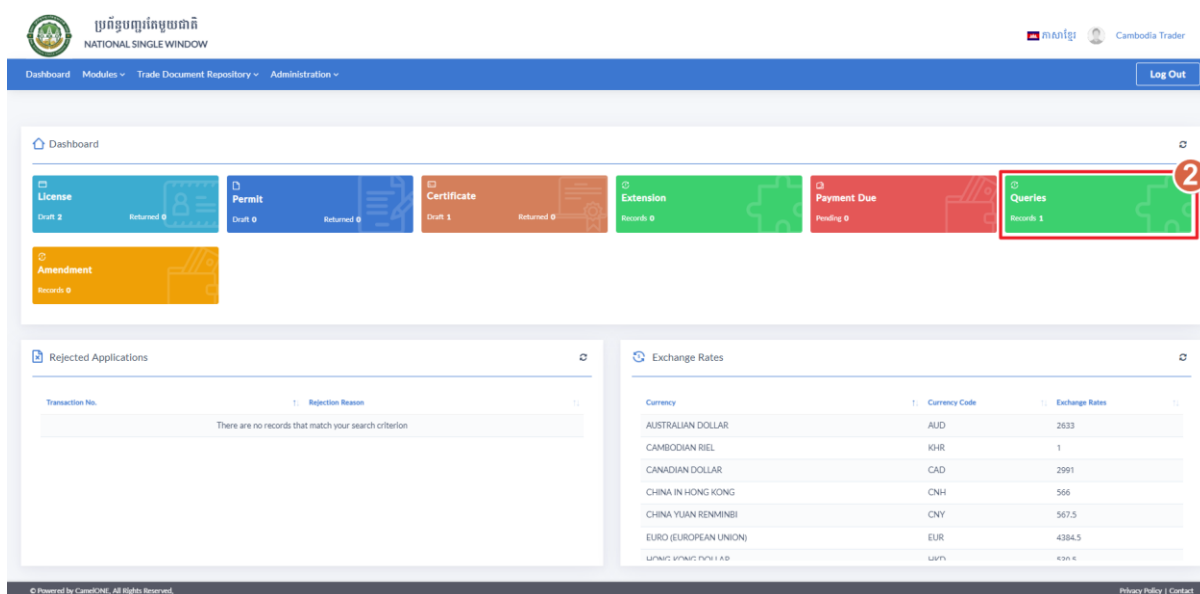
3. The Queries List displays. Under the action column, click **View**.
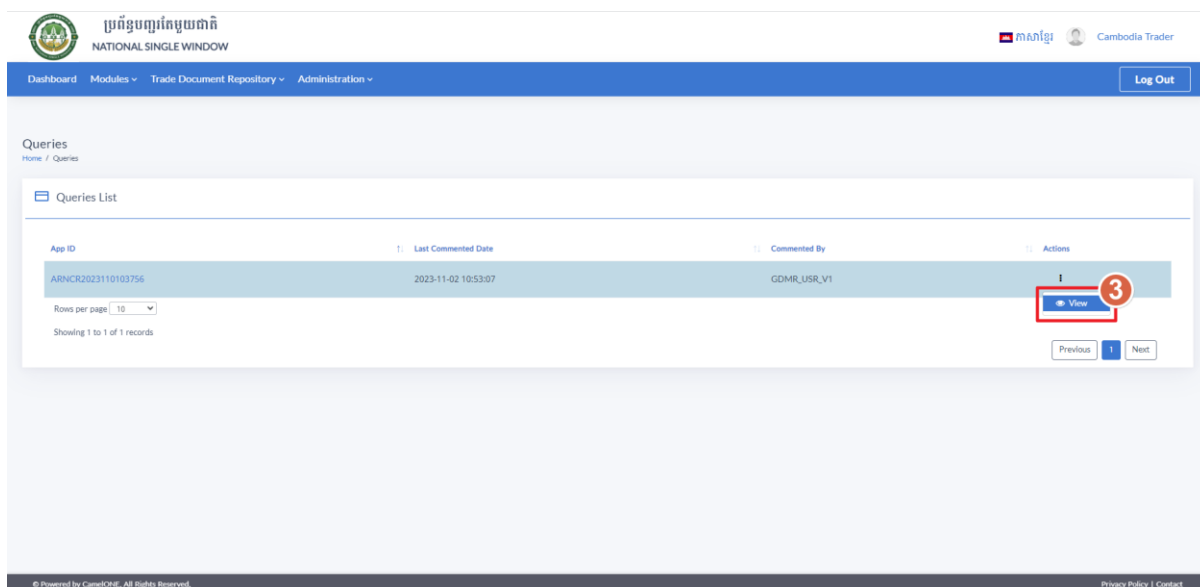
4. The Document Details tab showcases essential information about the documents, such as the Application Reference Number, Regime, Submitted Date, Document Name, Document Type, Agency, and Ministry.
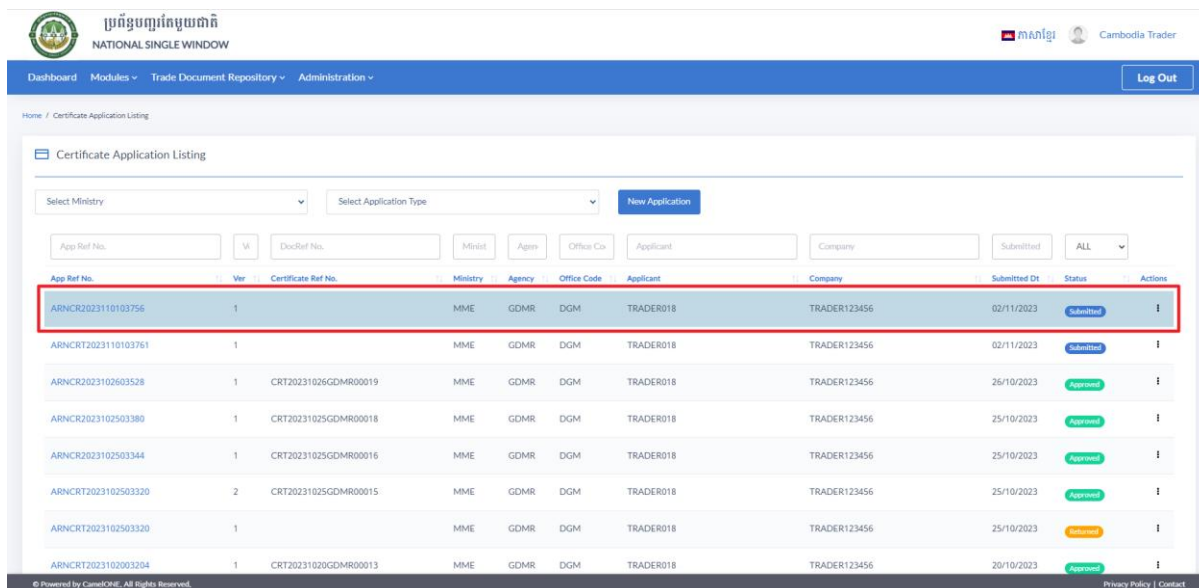

5. Click **Queries Tab** to view the queries submitted by corresponding officer.
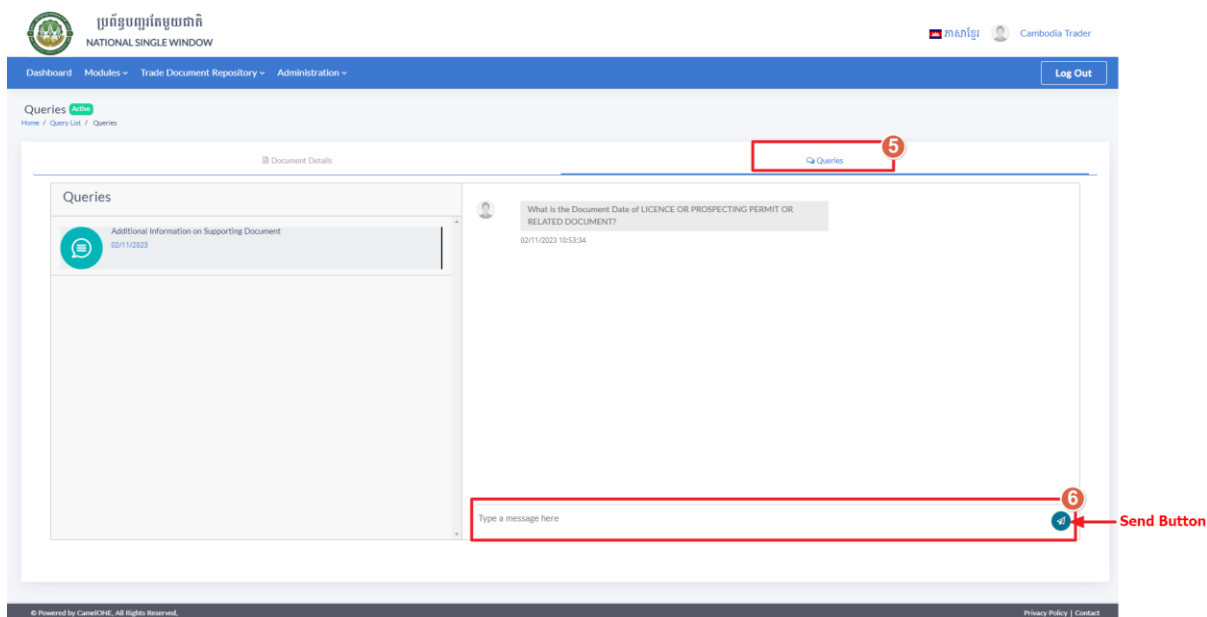
6. Type a message as response, then click the **Send button**.
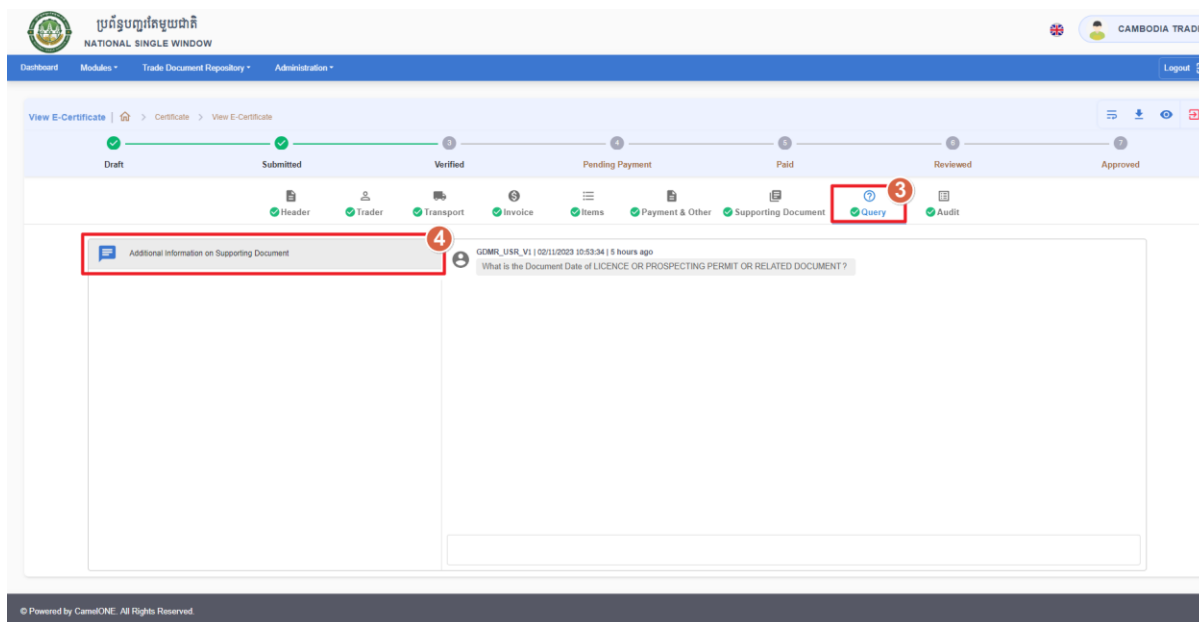
Option 2:

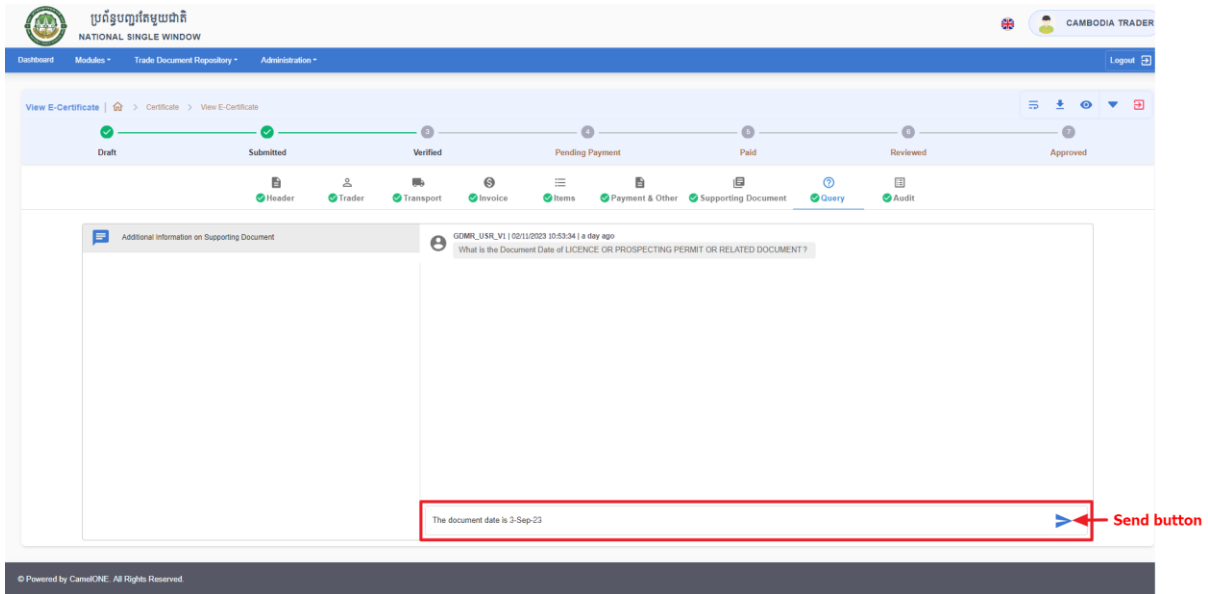1. Sign in as Private Sector.
2. View specific application.

A certificate is used in this illustration.

3. In the View E-Certificate page, click the **Query tab**.

4. Click **Queries Subject** to view the queries.
5. Type in the response, then click the **Send button** to reply.

5.7 AMEND RETURNED APPLICATIONS

During the application processing, officers may request additional or modification information and return the application if necessary. The private sector must thoroughly review any remarks provided, make the necessary amendments, and subsequently resubmit the application along with the required information.
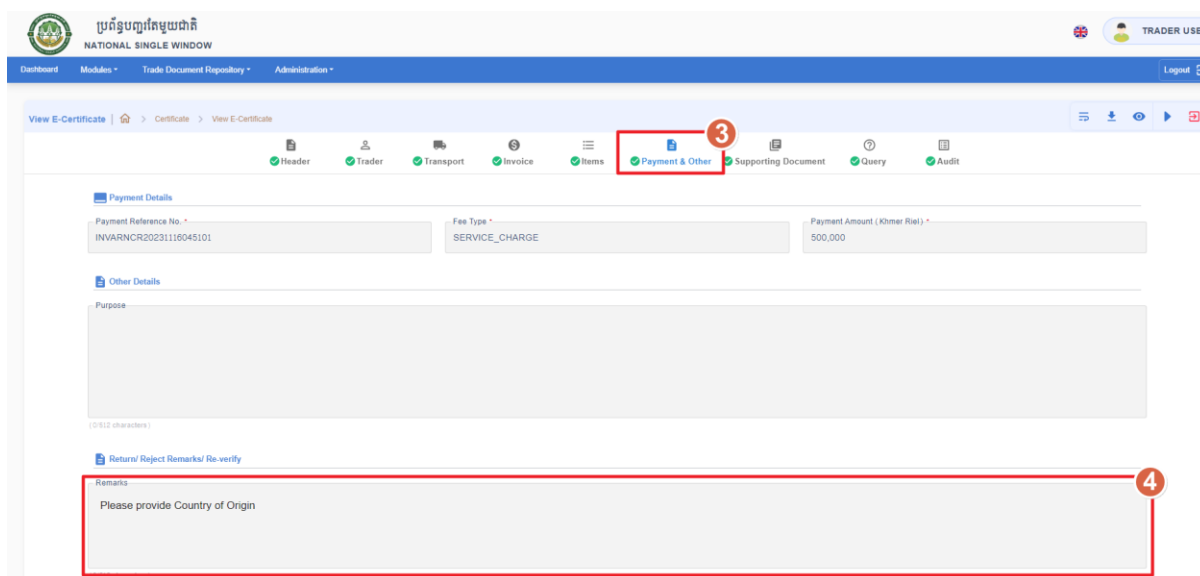
5.7.1 VIEW REMARKS

To view remark, do the following:

1. Sign in as Private Sector.
2. Find the specific application, then click to view the application.
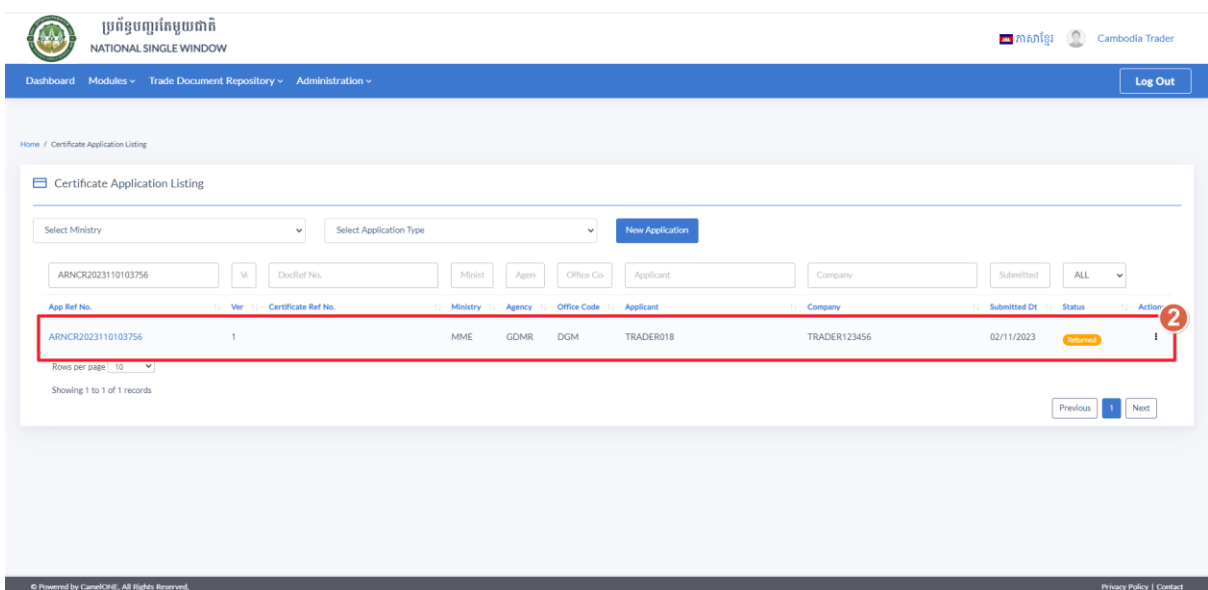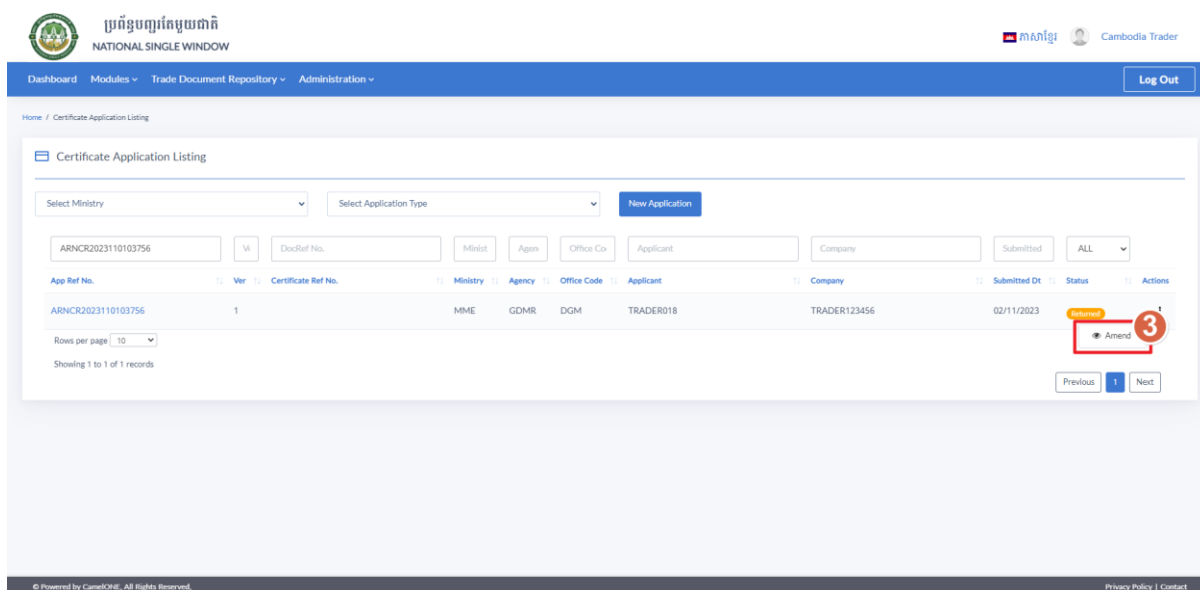

3. Click **Payment & Other tab**.

4. View the remark provided.
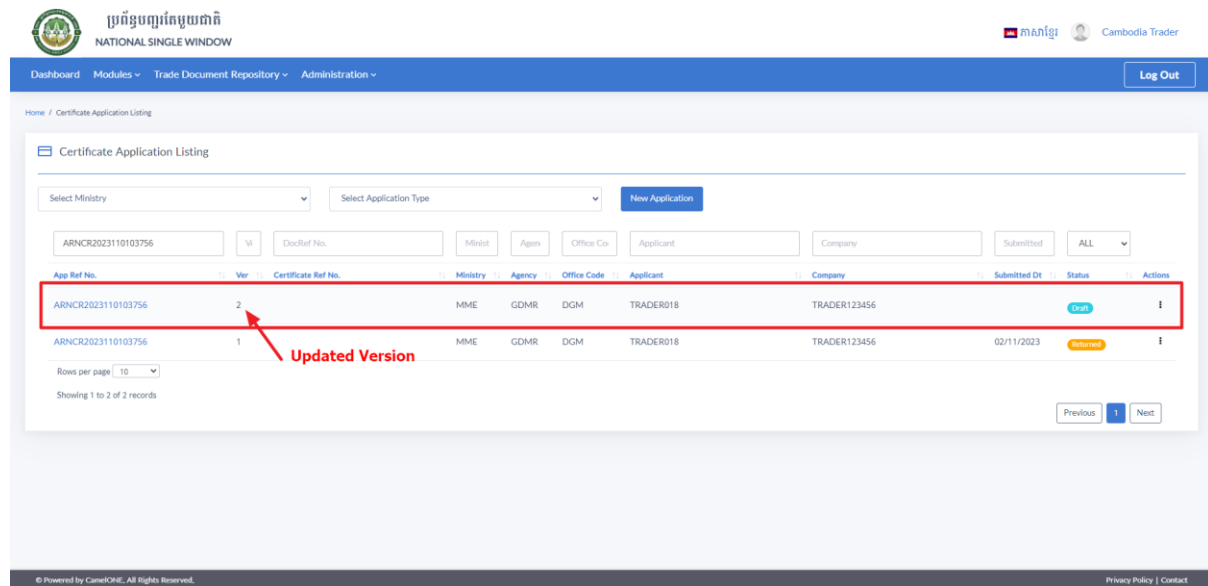
5.7.2 AMEND RETURNED APPLICATION

To amend the returned application, do the following:

1. Sign in as Private Sector.
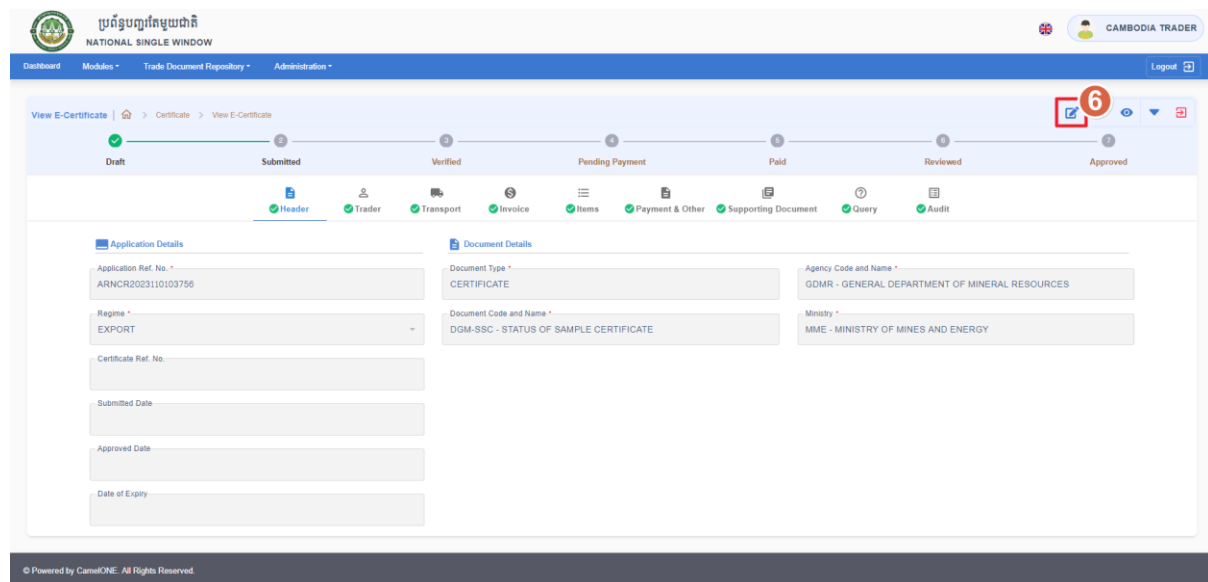2. Filter for specific application in *Return Status*.

Certificate is used in this illustration.

3. Click action > click **Amend**.
4. An updated version of the same application reference number is created in Draft status as shown below.

5. Click on the recently created record. View E-Certificate page displays:

6. Click on the **Edit button** to start modifying.
7. Modify any details if required.

8. Click save, click **Submit button** to resubmit the application.

6 RESTICTED GOODS ASSISTANCE

Utilize the Restricted Goods Assistance feature to effortlessly search for Harmonized System (HS) codes and access comprehensive information regarding the import and export prerequisites for any given item. This invaluable tool not only aids traders in identifying the necessary LPCOs (Licenses, Permits, Certificates, and Other Documentation) for specific items but also streamlines the entire process.
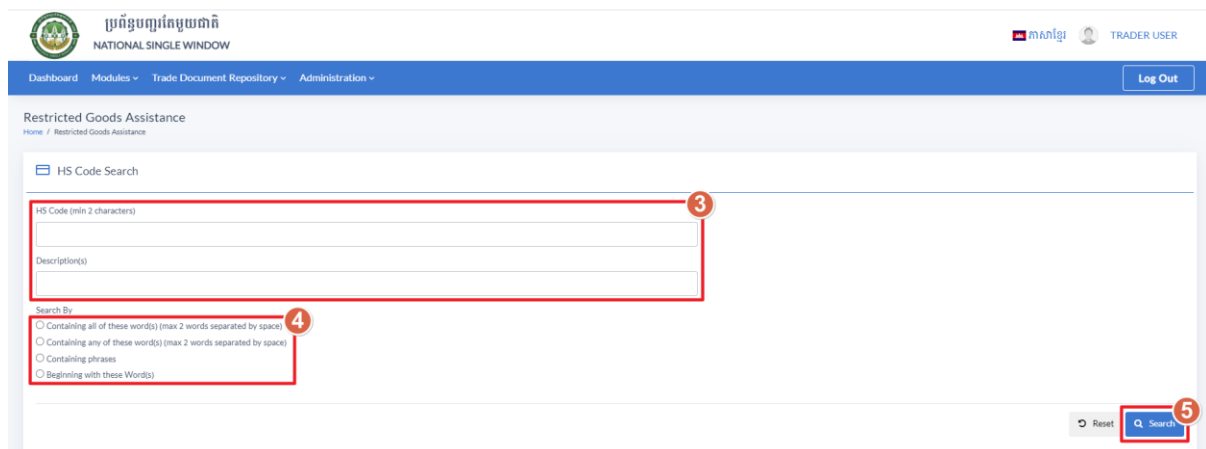
6.1 USING HS CODE SEARCH

To search for HS Code information, do the following:

1. Sign in as Private Sector.
2. On the Main Menu, select **Modules > Restricted Goods Assistance**. The HS Code Search page appears.
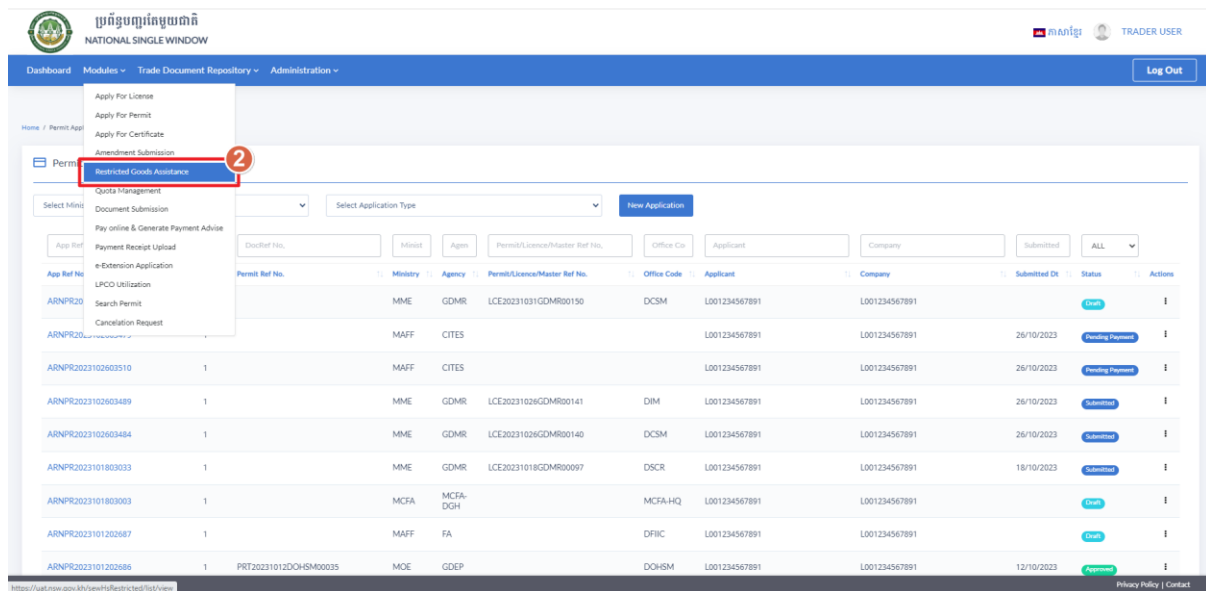
3. Enter either the **HS Code** or **Description**.

A minimum of 2 characters is required for HS Code field.

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 the **Search button**.

Below is the sample result by searching for "WOOD":

7 QUOTA MANAGEMENT

Utilize the Quota Management feature to conveniently monitor the remaining item quotas for approved Licenses or Permits. This feature allows the user to effortlessly track the quota utilized and the remaining quota for each item. By accessing this information, the user can effectively manage quotas and ensure compliance with regulations.

To view the record, do the following:

1. Sign in as Private Sector.
2. From the Main Menu, select **Modules > Quota Management**.
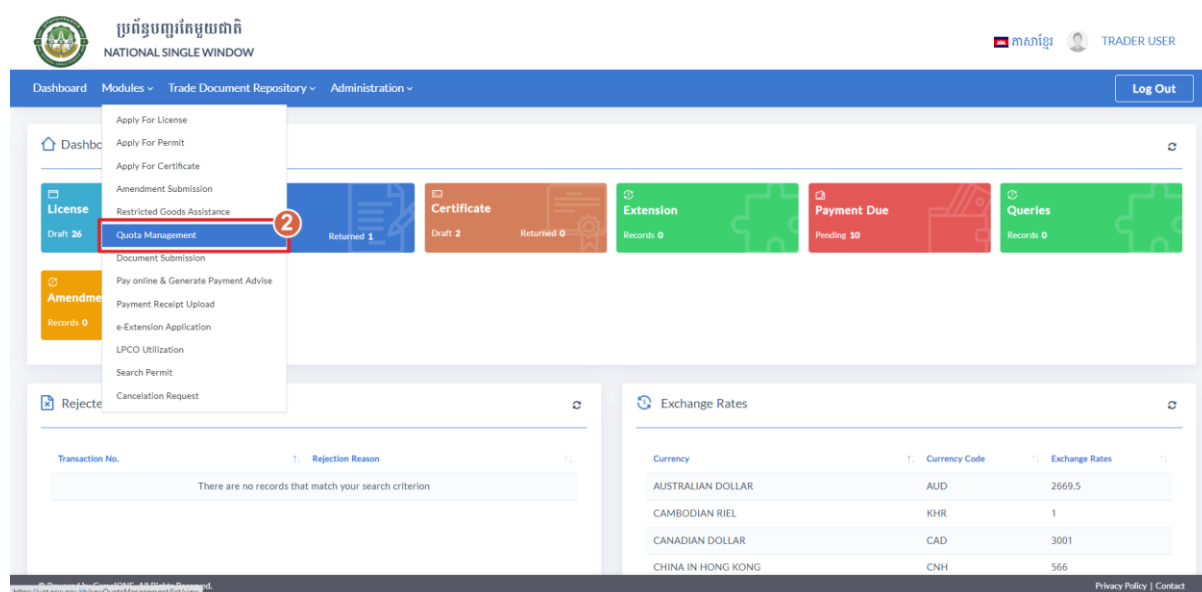
3. Filter for specific application.
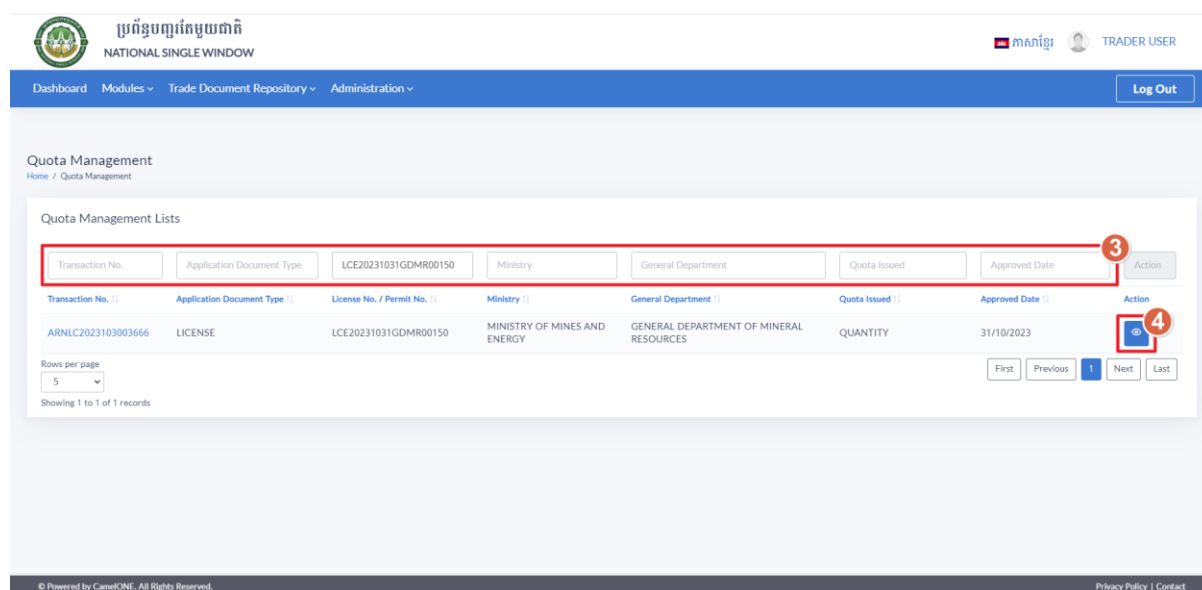
4. Click the **View button**.
5. Select the **Quota Tab** to view the quota details of the application.

6. (Optional) Click on the **Print Button** to view the quota details in PDF format.

Below is the sample PDF format:

ព្រះរាជាណាចក្រកម្ពុជា
Kingdom of Cambodia
ជាតិ សាសនា ព្រះមហាក្សត្រ
Nation Religion King

ប្រព័ន្ធបញ្ជរតែមួយជាតិ
NATIONAL SINGLE WINDOW

ការគ្រប់គ្រងកូតា
Quota Management

Importer :		Exporter : TRADER QUESTION & ANSWER CO,.LTD	Reference No : LCE20231031GDMR00150
Phone :		Phone : +85598773644	Ministry : MINISTRY OF MINES AND ENERGY
Email :		Email : training@atech5.com	Agency : GENERAL DEPARTMENT OF MINERAL RESOURCES
Address :		Address : PHNOM PENH, THOL KOK	Regime : EXPORT Quota Type : QUANTITY

Description & Specification of Goods		Quantity	Net Weight	Goods Value		Balance	Permit Detail				
HS Code	Commercial Description			Other Currency (USD)	Local Currency (Riel)		App Ref No.	Custom Permit No.	SAD	Quantity/Value	Submitted Date
1212.99.10	Granite Blocks	10,000.00 MTQ	0 KGM	0.00	0.00	9,499.67	ARNPR20231103903	-	-	500.33	03/11/2023 12:51:16
6804.23.00	Granite Slabs	50,000.00 MTK	0 KGM	0.00	0.00	50,000.00	-	-	-	-	-

ទំព័រទី 1

8 DOCUMENT SUBMISSION

The Document Submission feature enables users to upload additional documents for their Submitted LPCO applications. This feature proves to be particularly helpful when there is a need to attach other documents after the initial application has been submitted.

To process Document Submission, do the following:

1. Sign in as Private Sector.
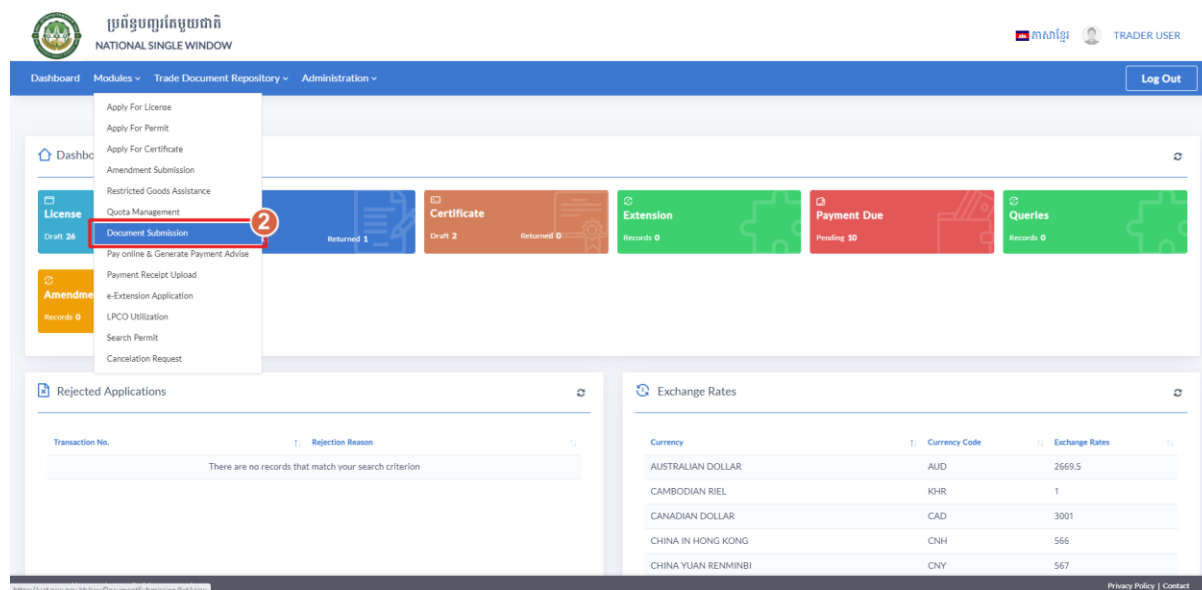
2. On the Main Menu, select **Modules > Document Submission**. Document Submission List appears:
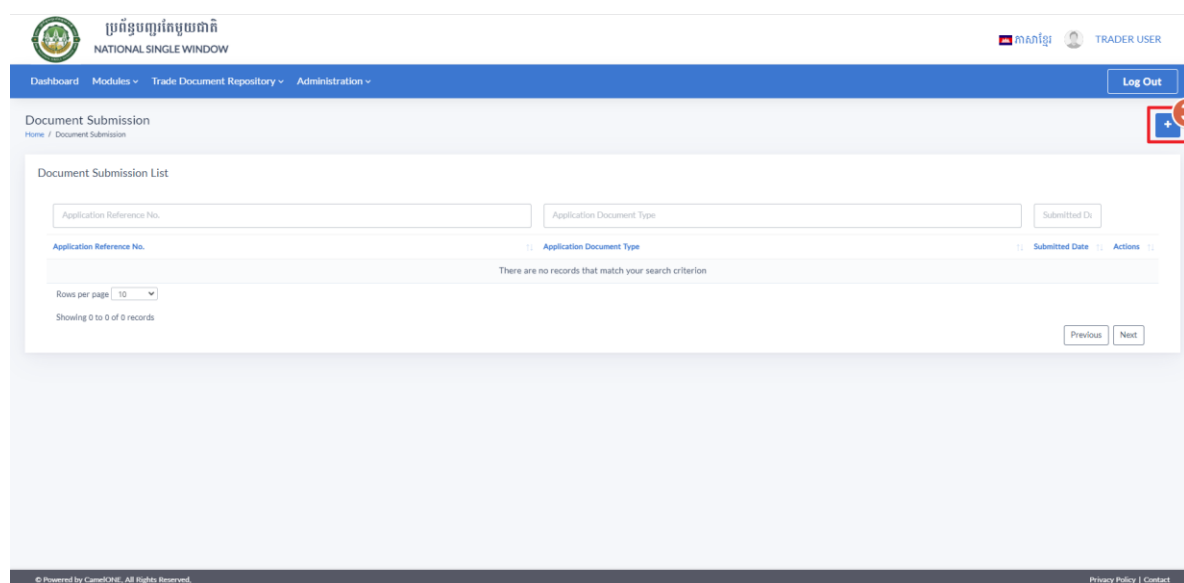
3. Click the **Add button**.
4. Select **Application Document Type**, then input **Application Reference No**.
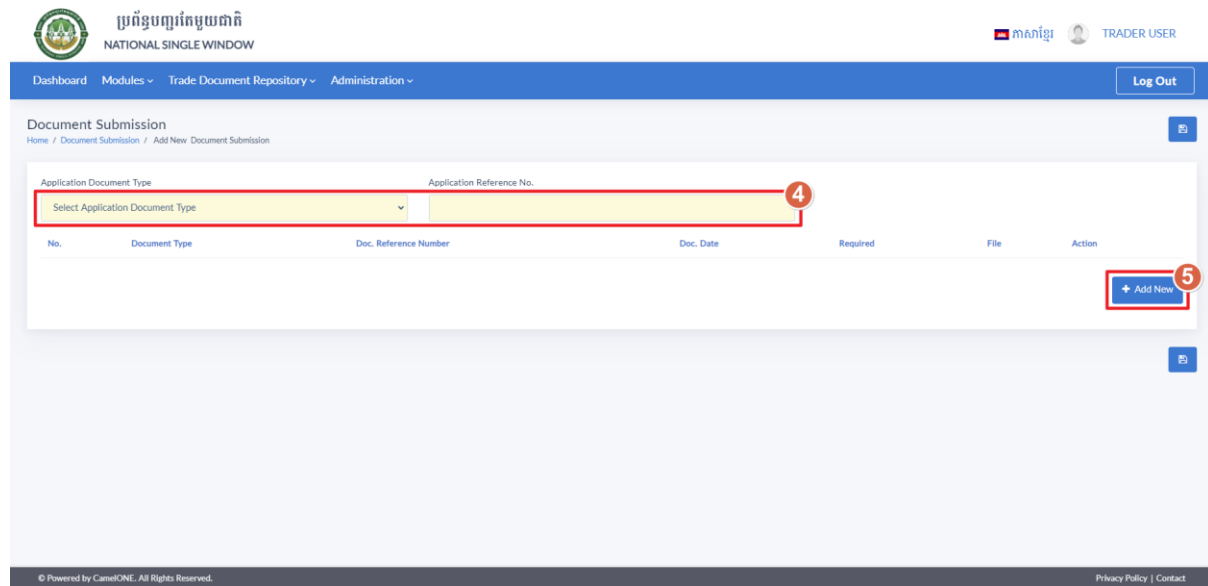
5. Click the **Add New button**.
6. Input the following document details:
   - **Document Type**
   - **Doc. Reference Number**
   - **Doc. Date**
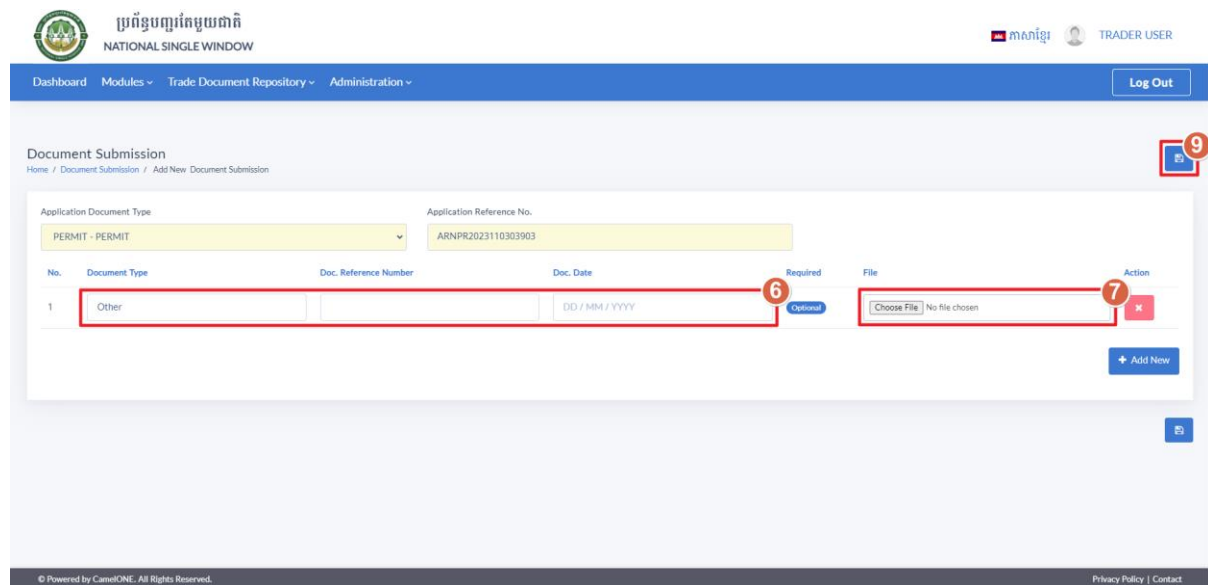
7. Click **Choose File** to add the required document from your local device.
8. (Optional) To add multiple documents, repeat step 5-7.
9. Click the **Save button** to save the latest updates.

9 PAYMENT MANAGEMENT

The Payment Management feature offers a convenient way to settle fees for your LPCO applications. When a settlement is required for your LPCO application, the status will be updated to Pending Payment. It is crucial to pay and settle the amount before the officers can proceed with processing your application.

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.

The payment procedure is described in the next sections.

9.1 ONLINE PAYMENT

To pay the application fees using online payment methods, the bank and NSW system must first integrate, tailored to the government agency requirements. In the payment stage, users will be provided with a bank option to process the online payment transaction. Once the payment is settled, the application will automatically be updated to *Paid*.

To settle the payment via online payment, do the following:
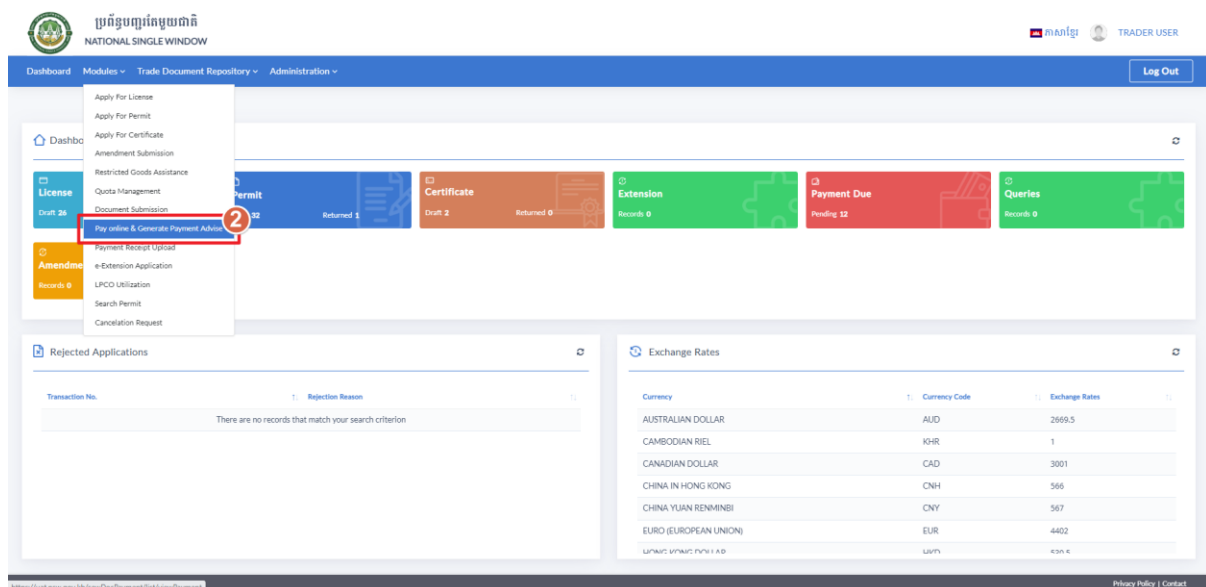
1. Sign in as Private Sector.

2. From the Main Menu, select **Modules > Pay Online & Generate Payment**.
3. Filter for specific application.
4. Click action, then click **Proceed button**.
5. Click the **Payment tab**.

6. View the details and the total amount due, then click on the **Generate Payment Advice button**.
7. Payment options display as shown below:
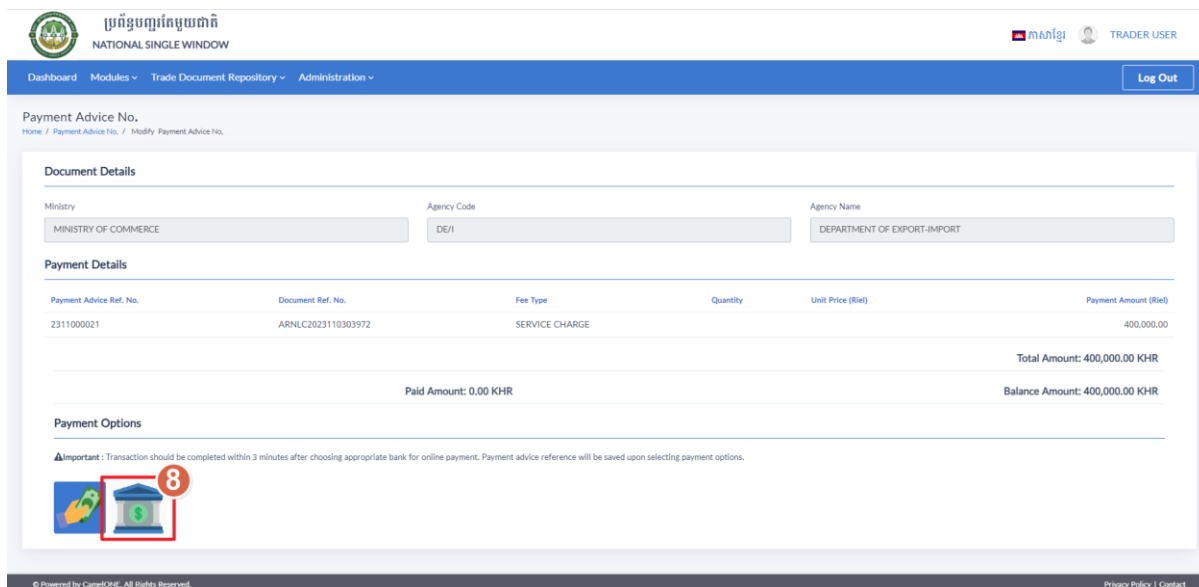
The bank option used in this illustration is the sample screen only. The bank option depicted in this illustration is solely for demonstration purposes.

8. Choose bank to pay.
9. Review the transaction details, then click **Pay Now**.

9.2 BANK COUNTER PAYMENT

If the Bank Counter Payment is utilized to settle the payment, receipt uploaded is required.

The following section outlines the complete procedure for making a payment at the bank counter:
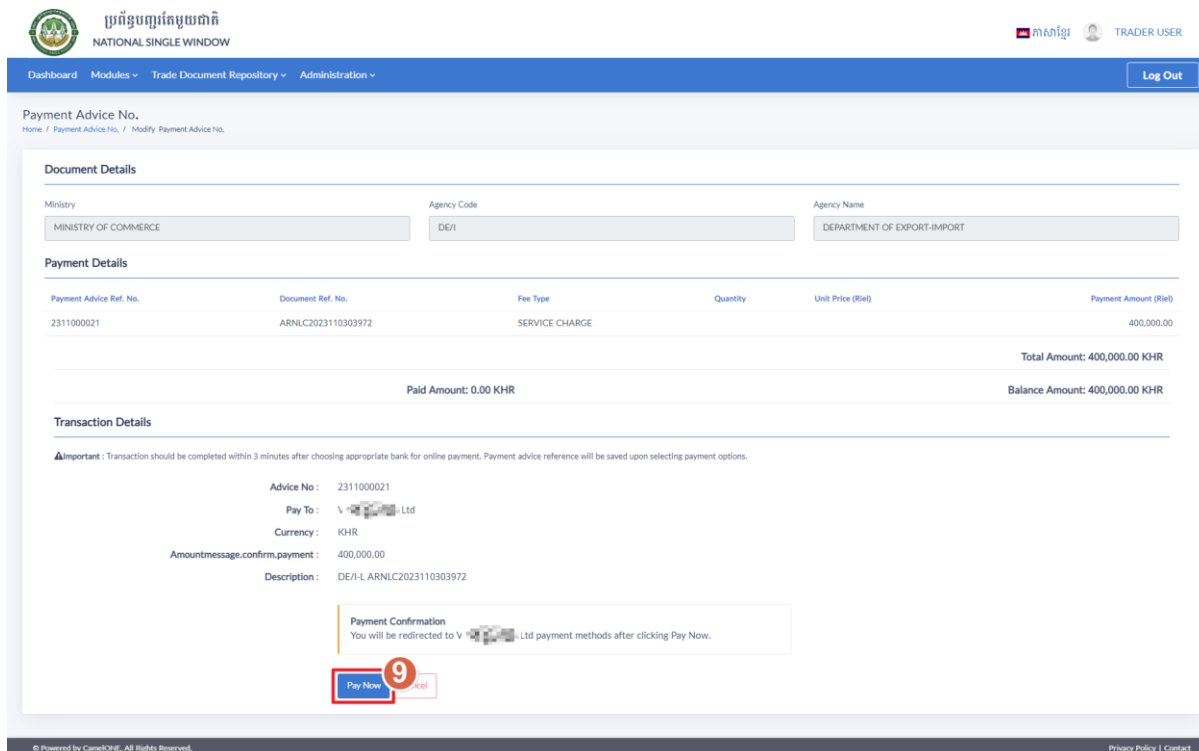
1. Sign in as Private Sector.
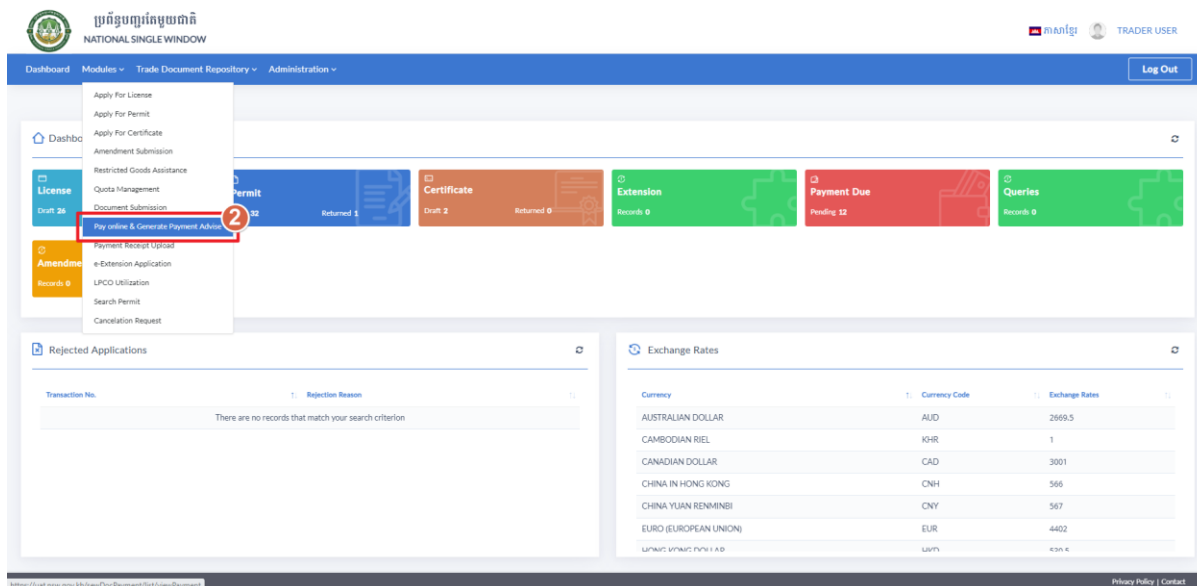
2. From the Main Menu, select **Modules > Pay Online & Generate Payment**.
3. Filter for specific application.
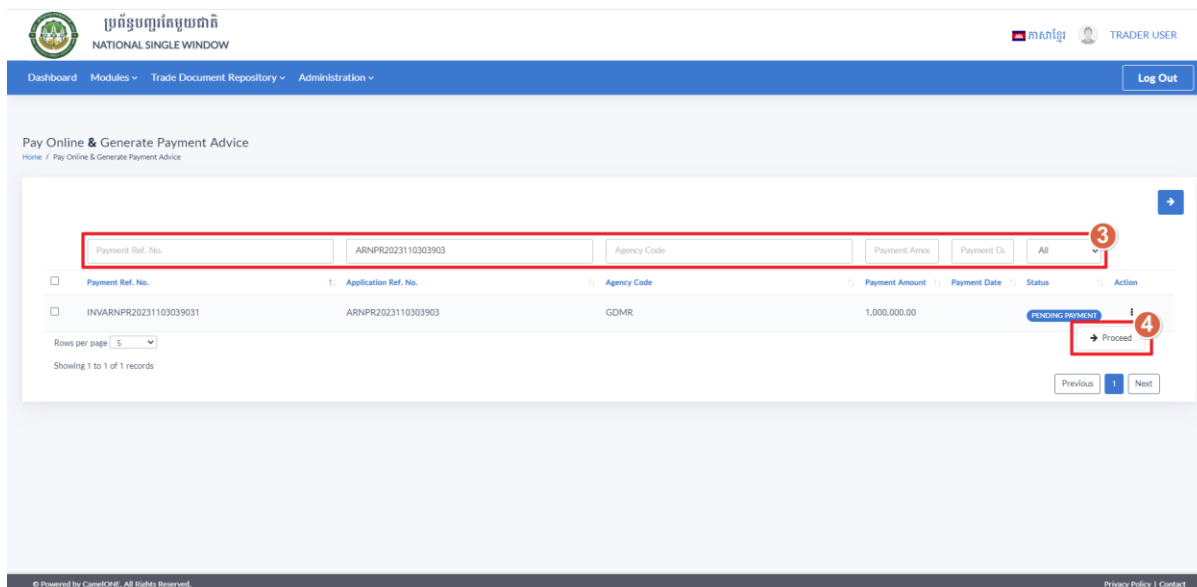
4. Click action, click **Proceed button** to view the payment details.
5. Click on the **Payment Tab**.
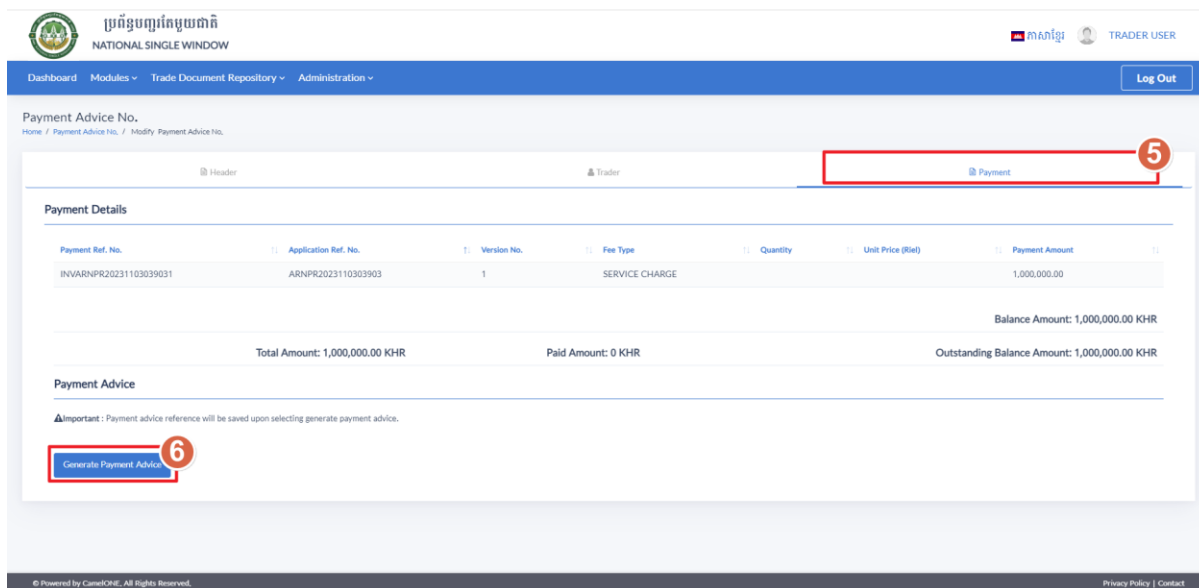
6. View the details and the total amount due, then click on the **Generate Payment Advice button**.
7. Take note of the advice generated reference number.
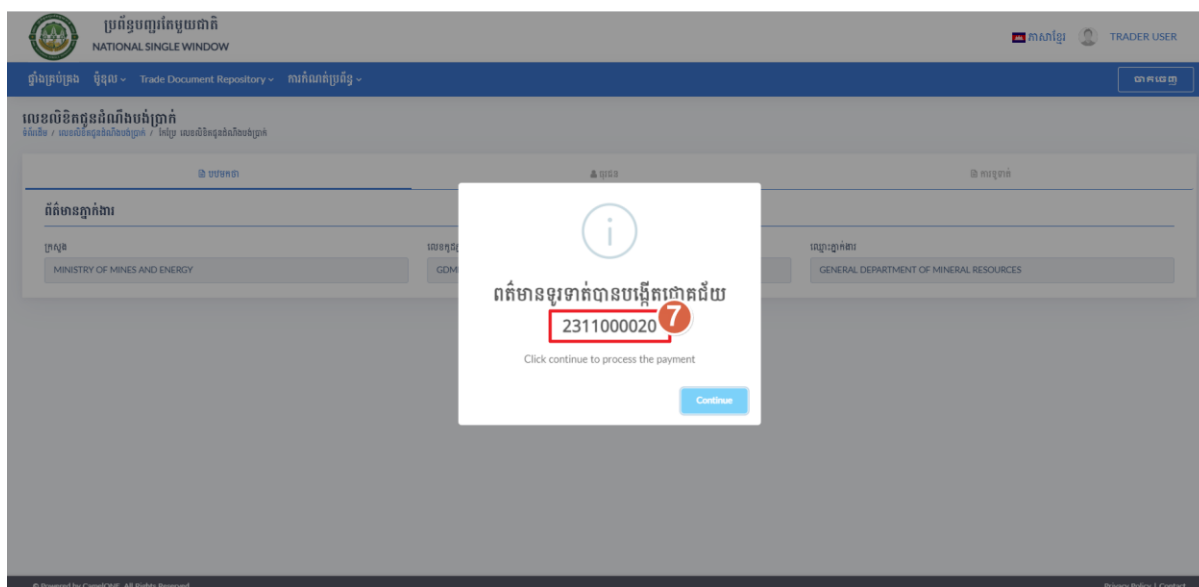
8. Pay the total amount at the bank counter (which integrated with government agencies).
9. From the Main Menu, select **Modules > Payment Receipt Upload**.
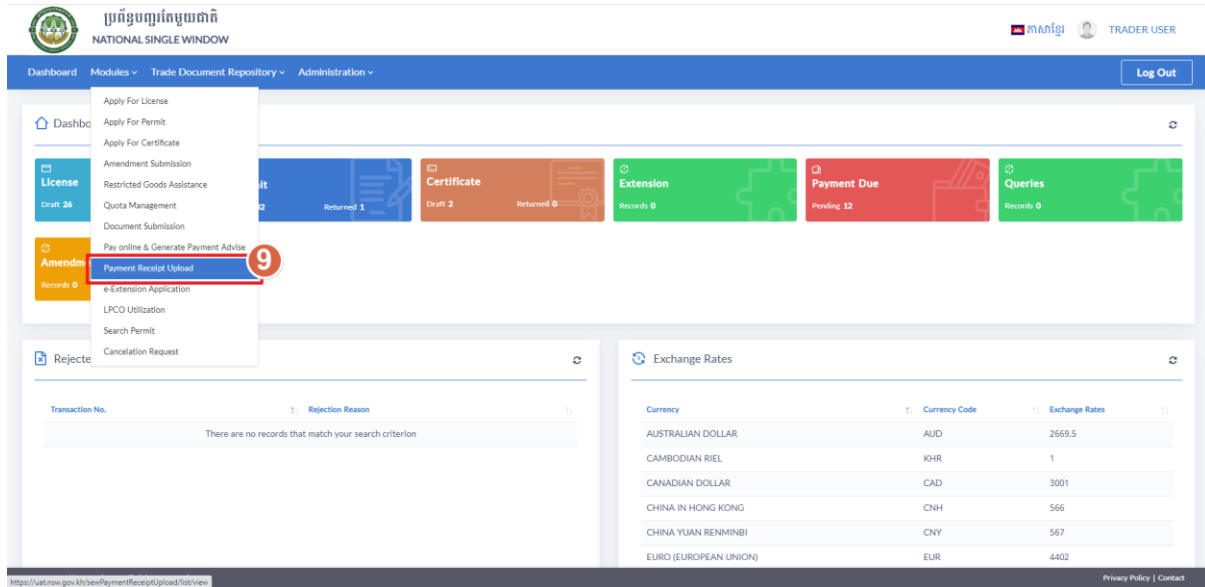
10. Filter for the same reference number in (7), select action > **View More**.

11. Click on the **Payment Details tab**.
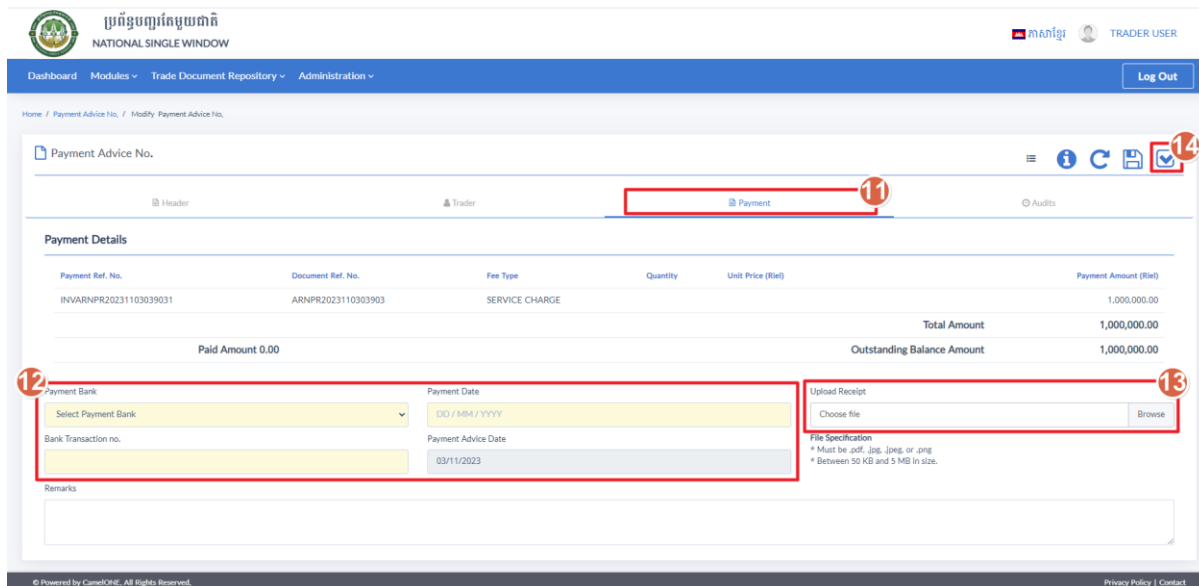
12. Fill in the payment details including:
    - **Payment Bank**
    - **Bank Transaction No.**
    - **Payment Date**
13. Click **Choose File** to upload the payment receipt from bank as reference.
14. Click save, then click **Submit button** to send your request to the corresponding officer.

The cashier officer will then verify the total amount, receipt uploaded and other required details. After getting approval, the payment request and the application status will be automatically updated to *Paid*.

9.3 AGENCY COUNTER PAYMENT

To settle the payment via Agency Counter Payment option, user must initially generate the payment advice. Presenting the advice generated reference number to the Cashier at the counter and pay the total amount.

Below is the payment advice generating procedure:

1. Sign in as Private Sector.
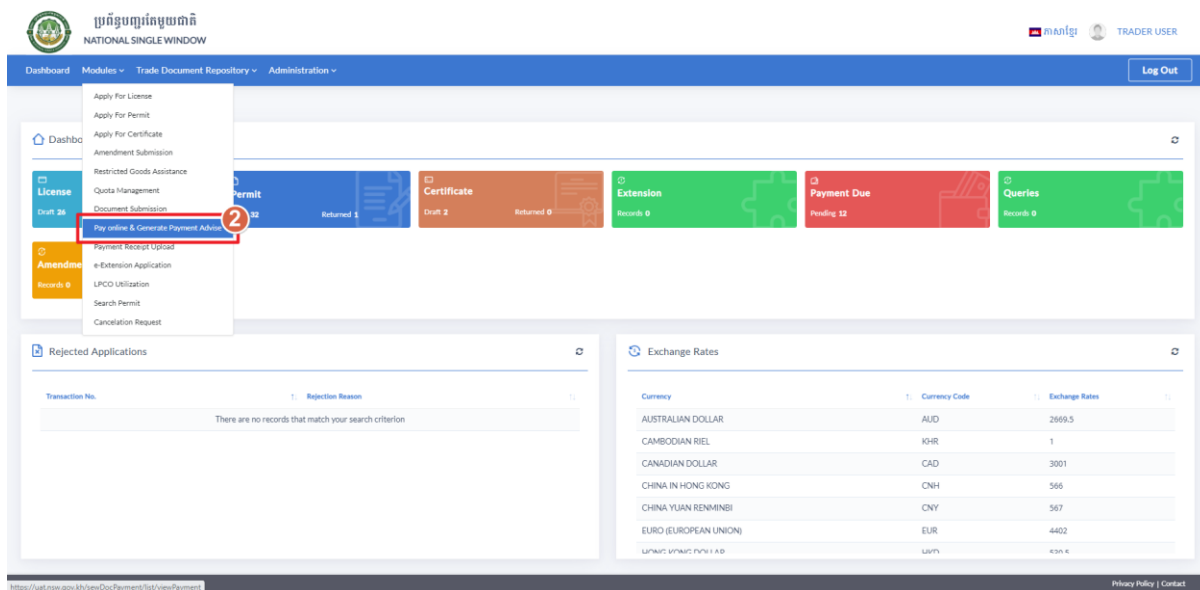
2. From the Main Menu, select **Modules > Pay Online & Generate Payment**.
3. Filter for specific application.
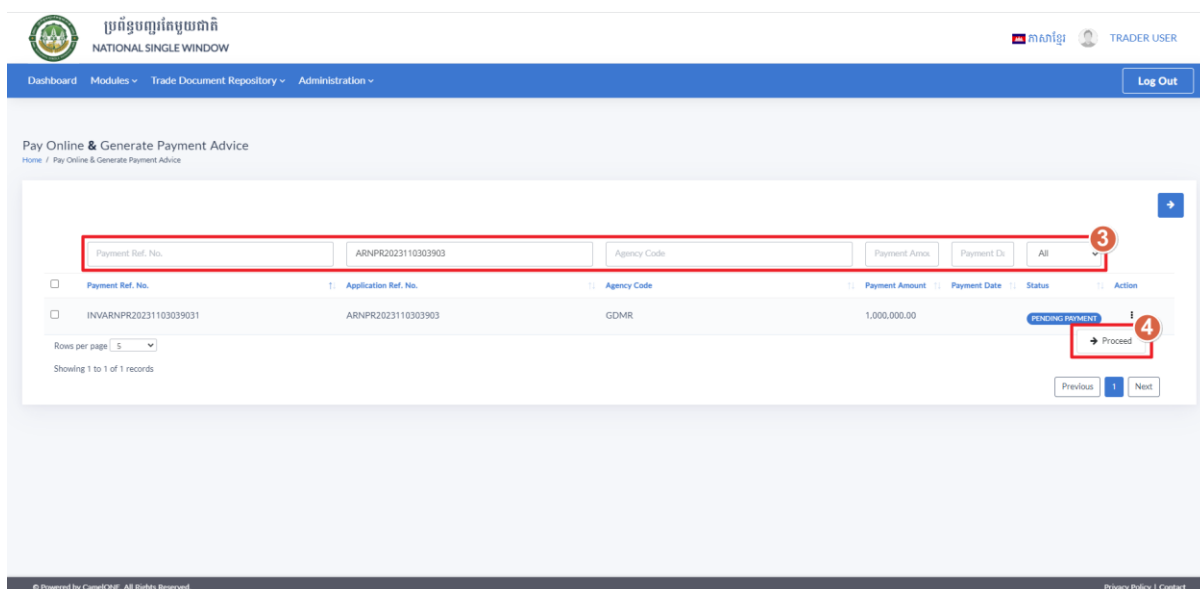
4. Click action, click **Proceed button** to view the payment details.
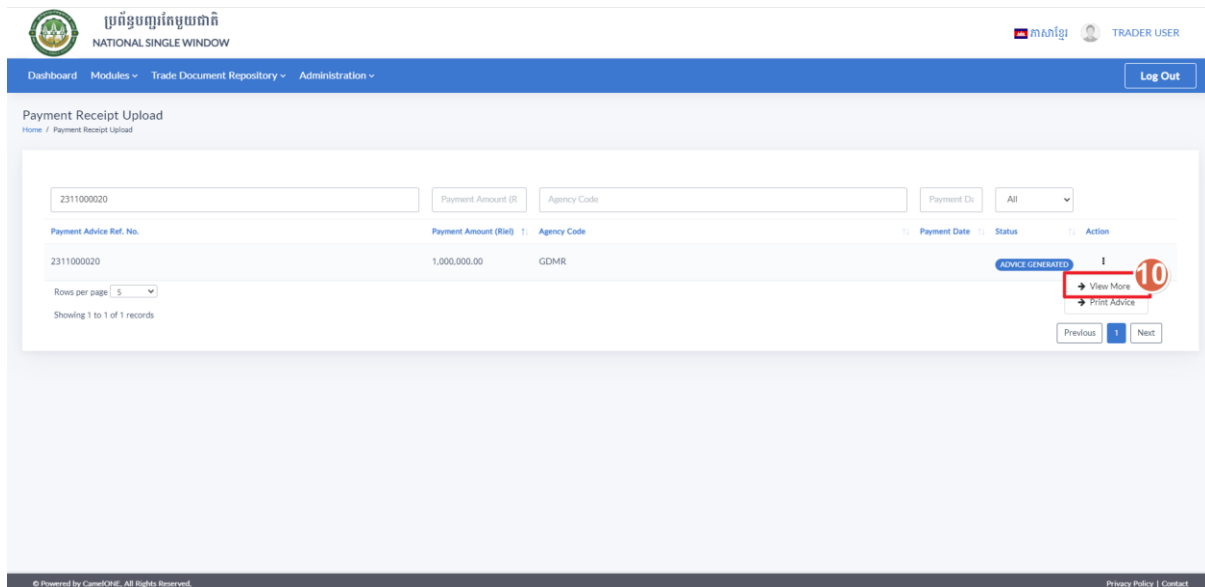5. Click on the **Payment Tab**.
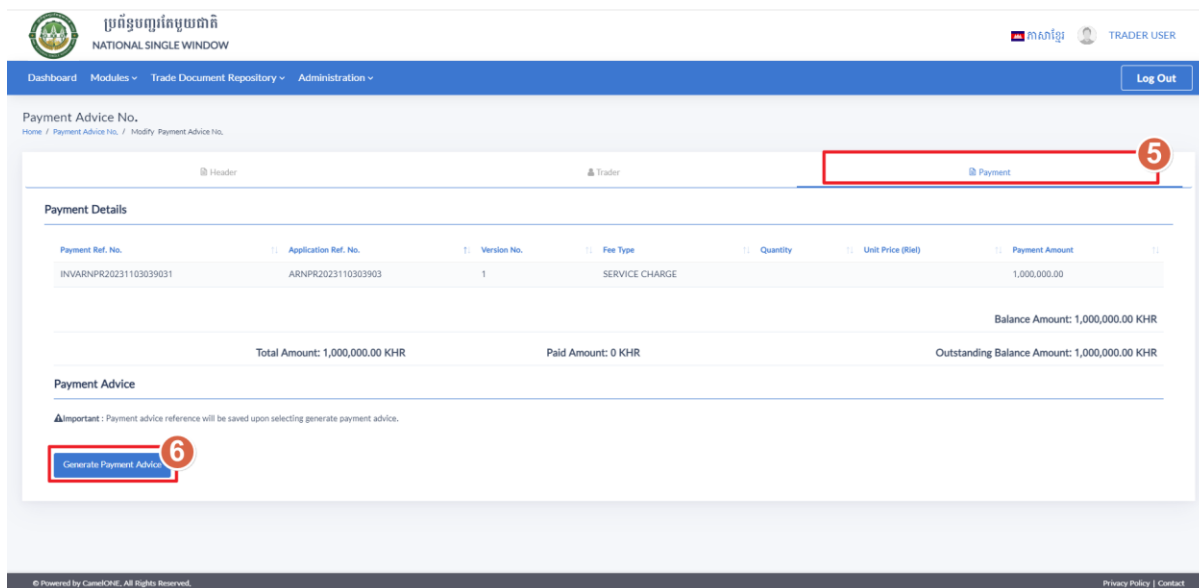
6. View the details and the total amount due, then click on the **Generate Payment Advice button**.
7. Take note of the advice generated reference number.
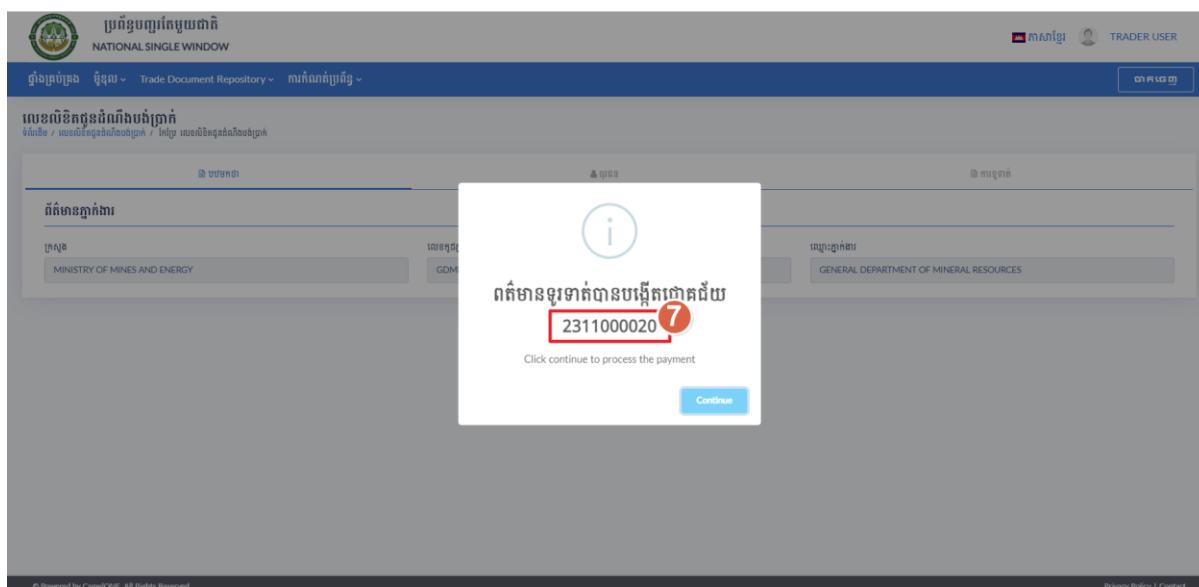
8. (Optional) To view the payment advice details in PDF format, click **Print Advice** from the Pay Online & Generate Payment Advice list.
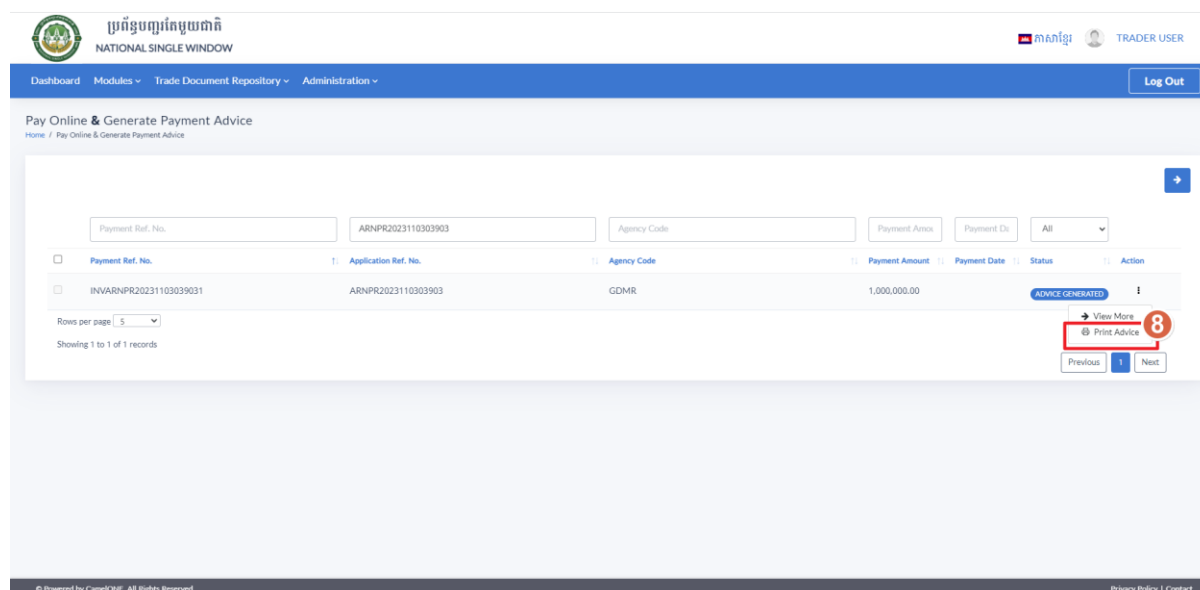
9. Pay the total amount at the agency counter.

Once the payment has been fully processed, the cashier officer will verify the payment through the NSW system. Subsequently, the status of the application will be promptly updated to *Paid*.

9.4 EXEMPTION PAYMENT

The private sector can request to be exempted from paying certain application fees. This is typically granted under specific circumstances which reference document is required to be uploaded for the cashier's verification.

The following section outlines the payment exemption submission procedure:

1. Sign in as Private Sector.
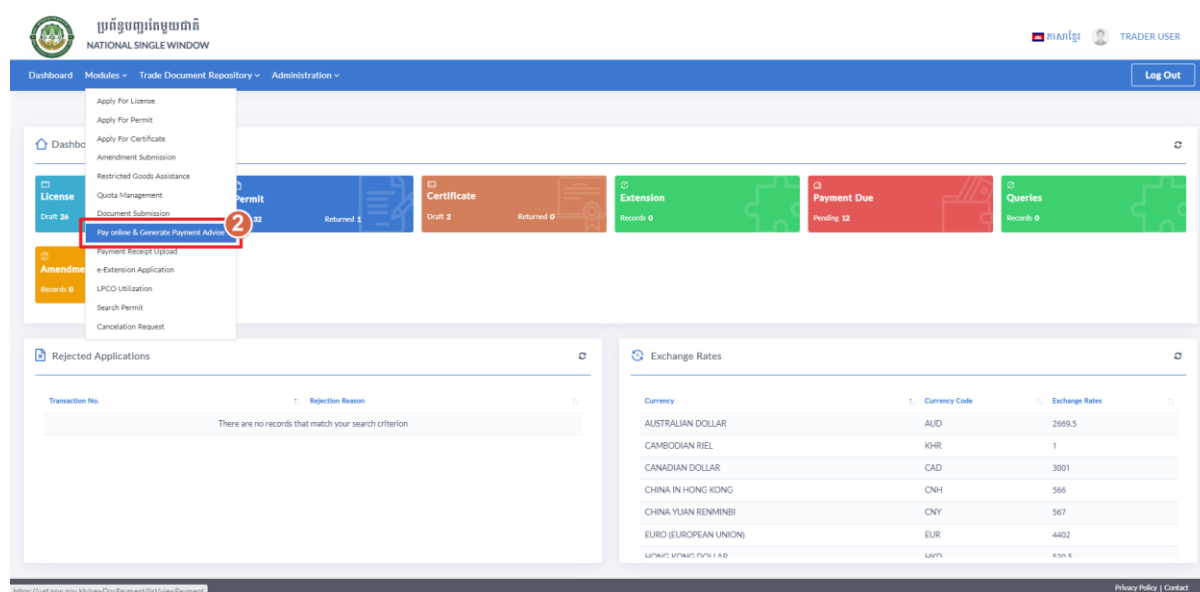
2. From the Main Menu, select **Modules > Pay Online & Generate Payment**.

3. Filter for specific application.
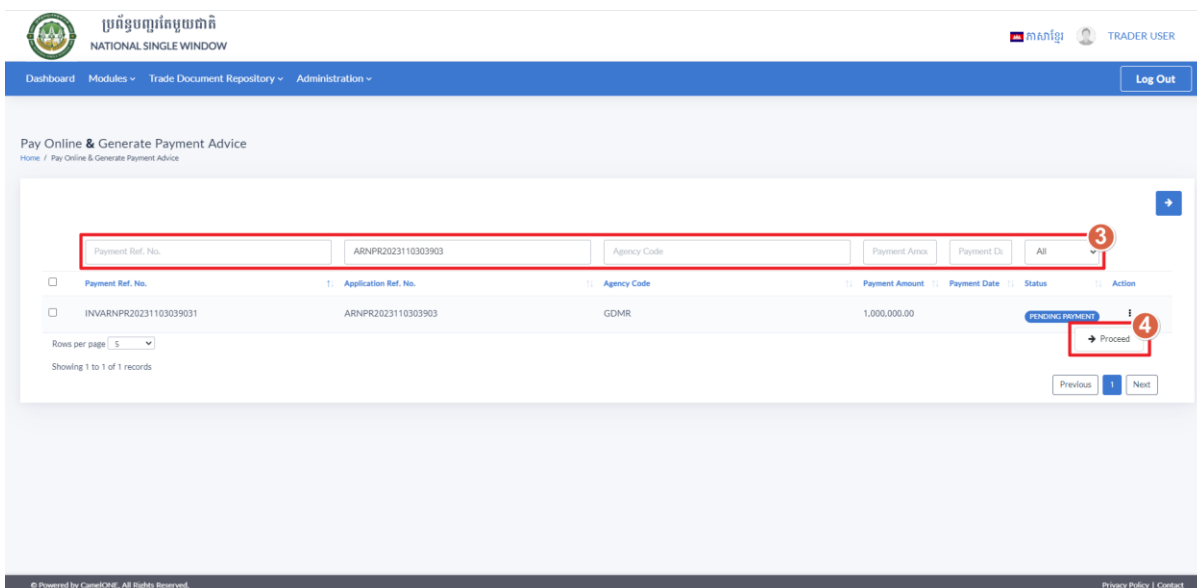
4. Click action, click **Proceed button** to view the payment details.
5. Click on the **Payment Tab**.
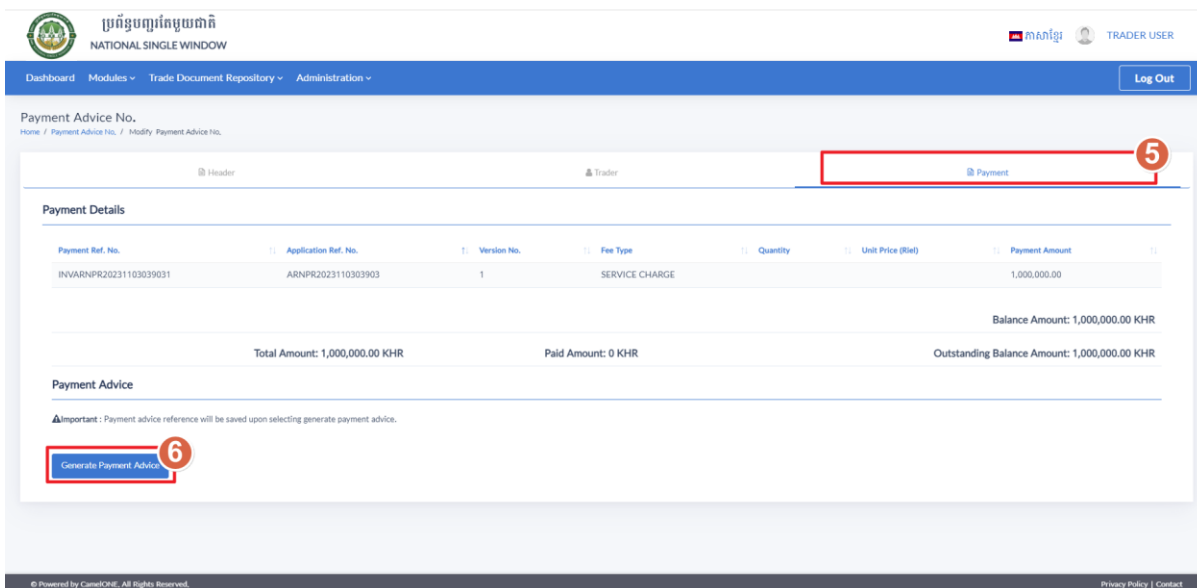
6. View the details and the total amount due, then click on the **Generate Payment Advice button**.
7. Take note of the advice generated reference number.
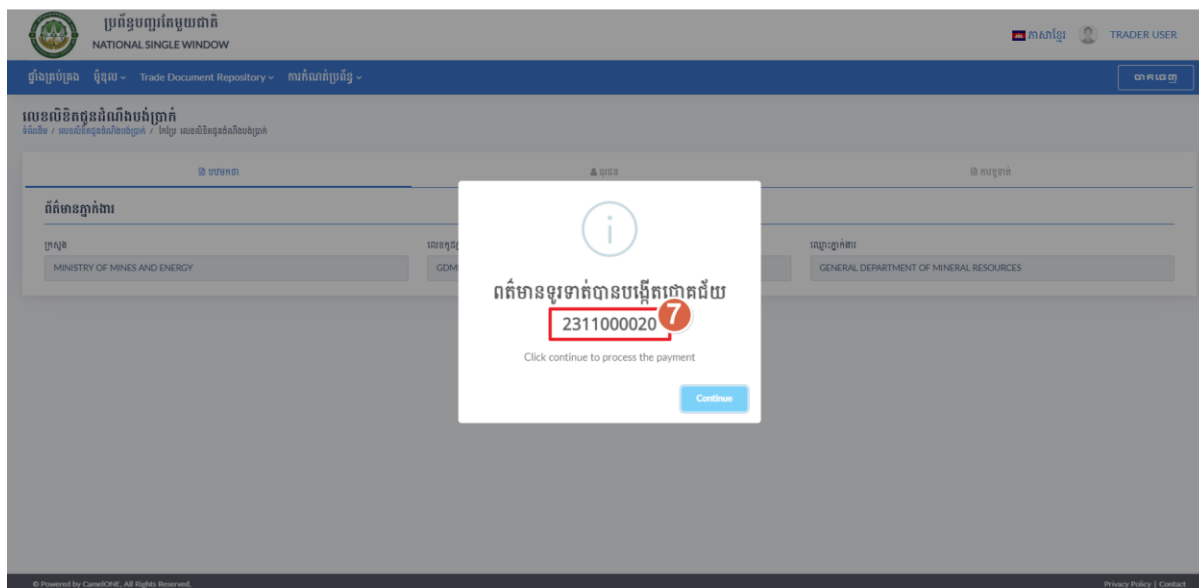
8. From the Main Menu, select **Modules > Payment Receipt Upload**.
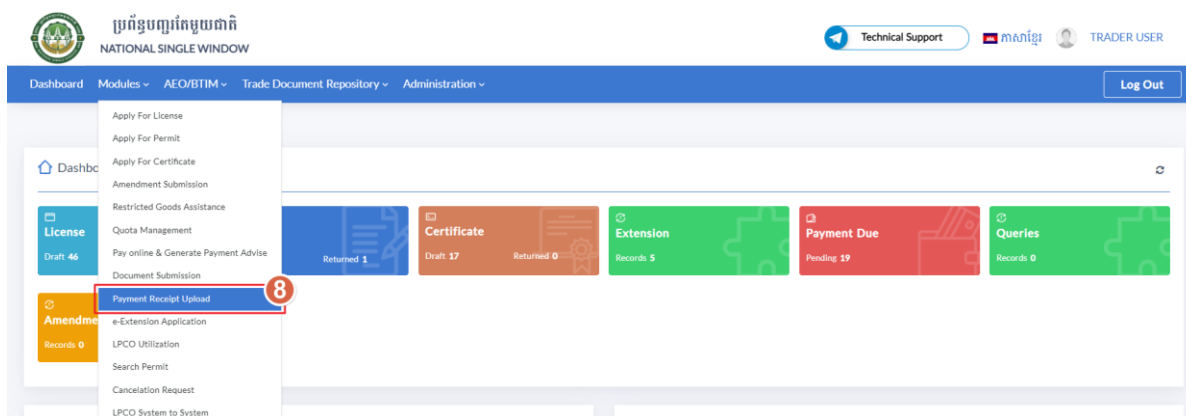
9. Filter for the same reference number in (7), select action > **View More**.
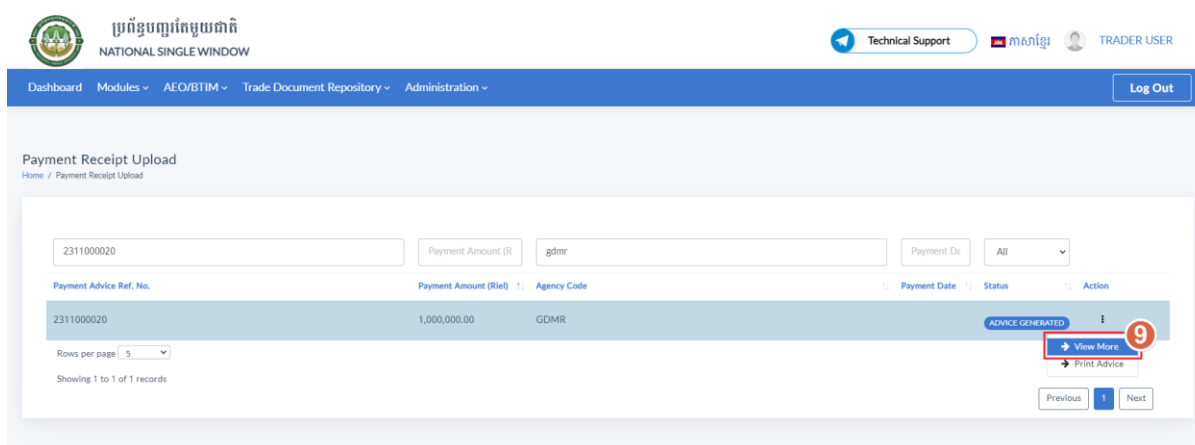
10. Click on the **Payment Details tab**.
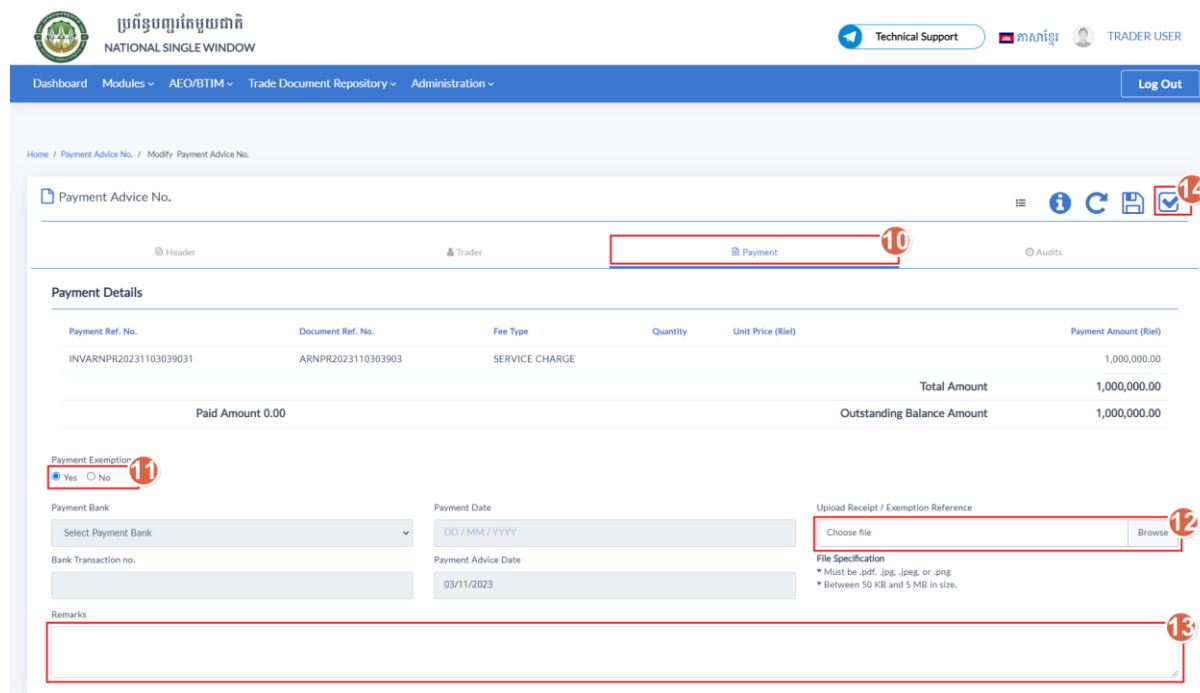
11. Click **Yes** under Payment Exemption.
12. Click **Choose File** to upload Exemption Reference document.
13. (Optional) Input **Remarks**.
14. Click save, then click **Submit button** to send your request to the corresponding officer.

After submitted, the cashier officer will review the uploaded reference and verify the request. Subsequently, the status of the application will be promptly updated to *Paid*.

10 E-EXTENSION APPLICATION

The e-Extension Application enables users to apply for extensions on expired licenses or permits. This feature is exclusively designed for licenses and permits issued by the Ministry of Commerce (MOC).

To submit the request, do the following:

1. From Main Menu, select **Modules > e-Extension Application**.
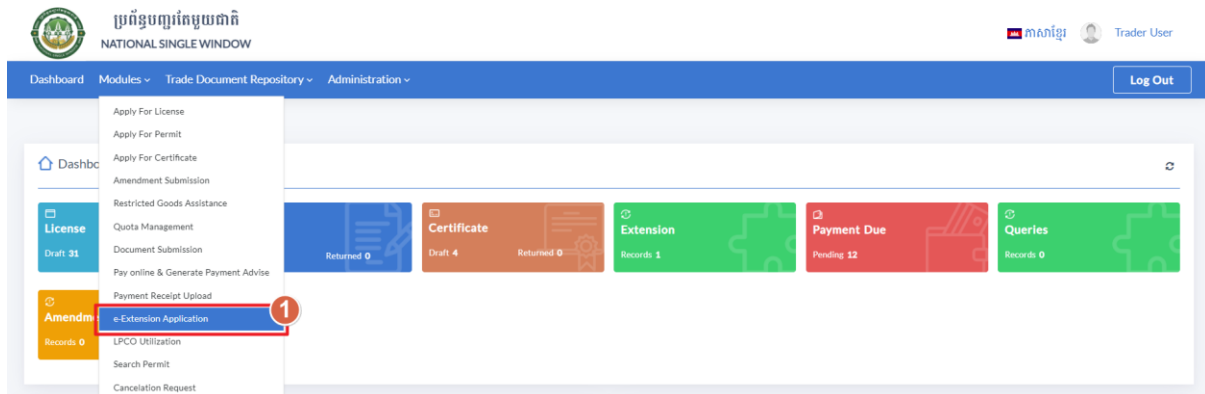
2. Under Action, select **Extend**.
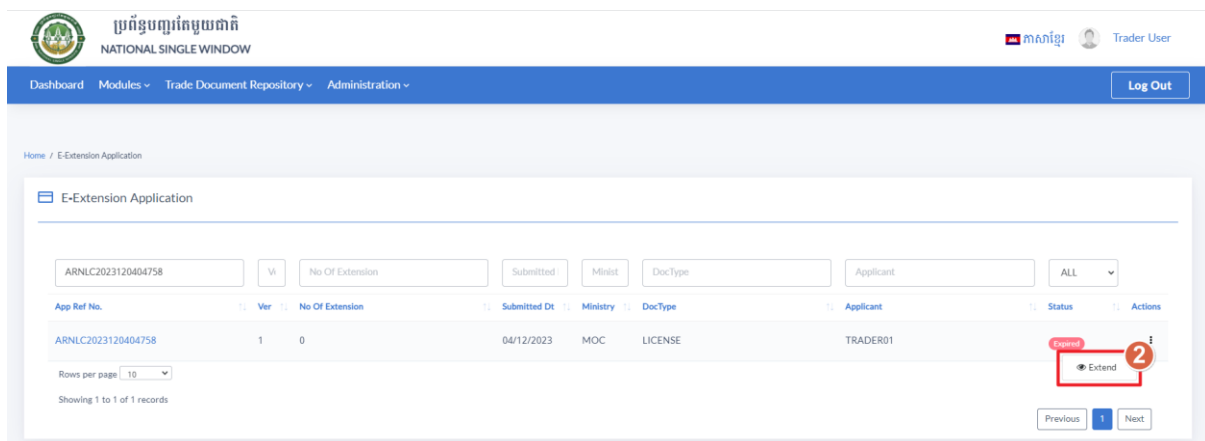
3. Select Payment & Other tab. Input **Extension Remarks**.
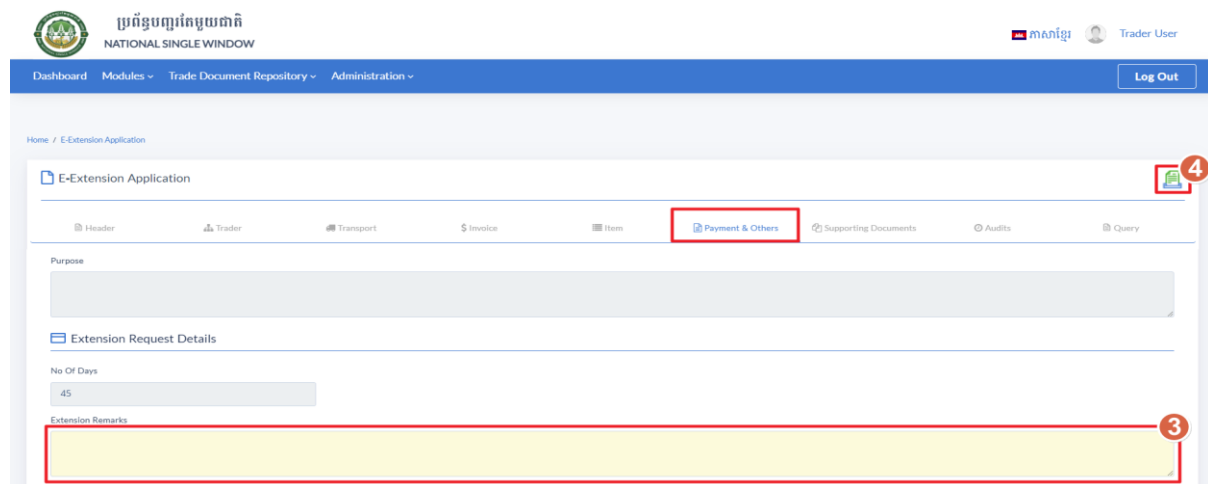
4.   Click the **Submit button** to send the request.

After submitting an extension request, it will undergo the same verification, payment, review, and approval process as the standard procedure.

11 LPCO UTILIZATION

This feature provides the private sector with the convenience of accessing and reviewing the utilization status of their documents within the ASYCUDA system.

To view the LPCO utilization, do the following:

1.   Sign in as Private Sector.
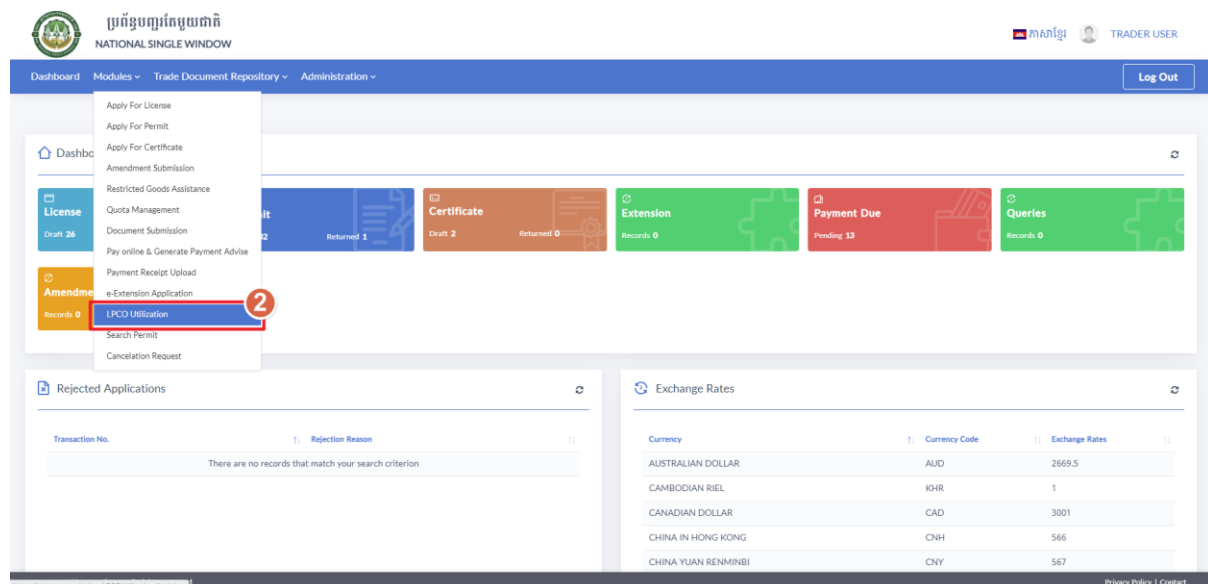
2.   From the Main Menu, select **Modules > LPCO Utilization**. LPCO Utilization list displays:

3. Filter for a specific application, then click on the LPCO Ref No to view the details.

4. Click on the **SAD tab** to view the details within Asycuda system.

12 SEARCH PERMIT

Utilize the Search Permit function to effortlessly search for license or master list reference numbers, and conveniently access all permits associated with that particular license. This feature not only aids traders in tracking the usage frequency of a license for permit applications, but also provides a comprehensive overview of all permits linked to a specific license.

To use the Search Permit, do the following:

1. Sign in Private Sector.

2. From the Main Menu, select **Modules > Search Permit**. Search Permit list displays:
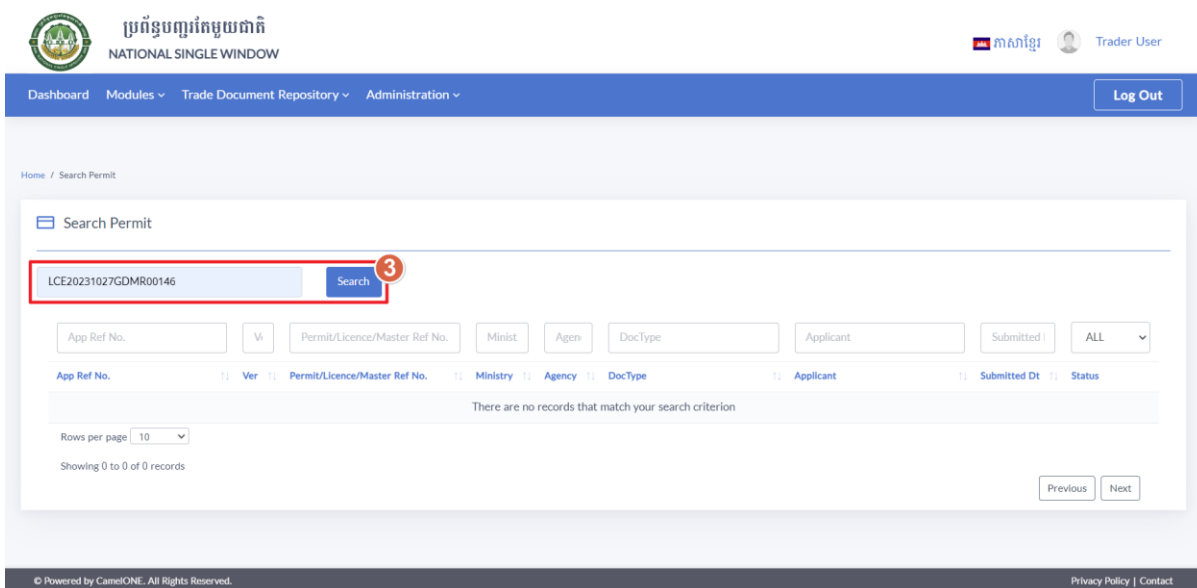
3. Input either **License** or **Master List Ref No**, then click **Search button**.
4. A license is used in this illustration. Associated permits displayed in the list as shown below:
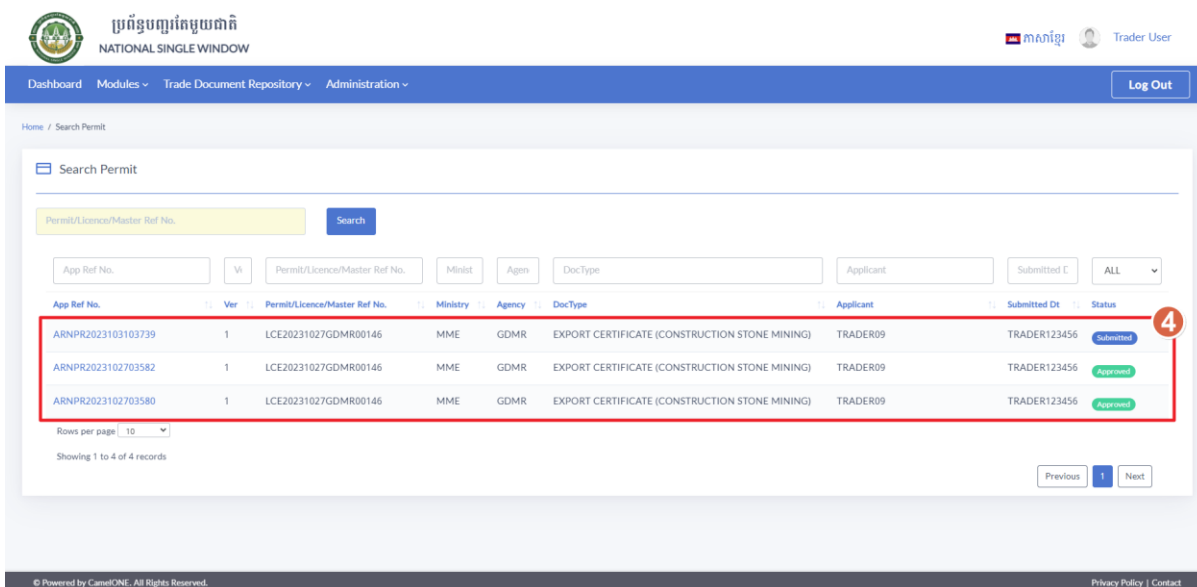
13 STATICTICAL REPORT

The NSW system offers various reports to help track user account transactions. These reports include:
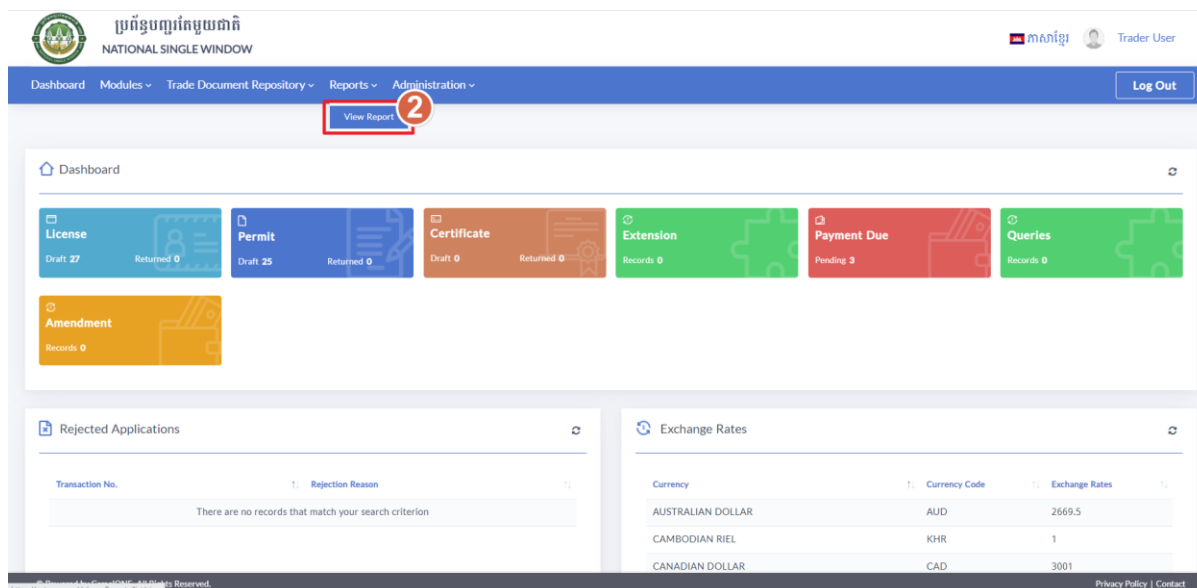
- **Approval Report**— This report provides information on the total number of approved LPCO applications.
- **Payment Report**— This report generates details on the number of payments made for LPCO applications.
- **Transition Report**— This report provides information on the transit shipment details of LPCOs.

Report generating procedure is described in the next section.

13.1 GENERATE REPORTS

To generate report, do the following:

1. Sign in as Private Sector with role as *Reporter*.

2. From the Main Menu, select **Reports > View Report**.
3. Choose **category**.
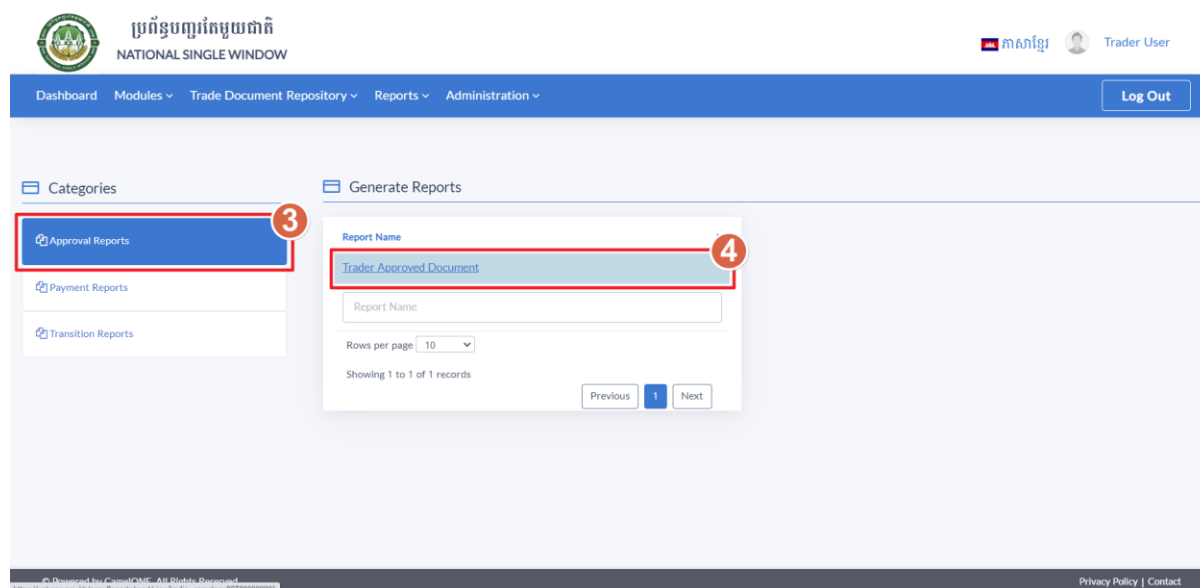
Trader Approved Document is used in this illustration.

4. Select on **Report name** to generate.

5. In the report filter page, fill in the following information:

    - Select **Document Type**

    - Select **Submitted Date From**

    - Select **Submitted Date To**
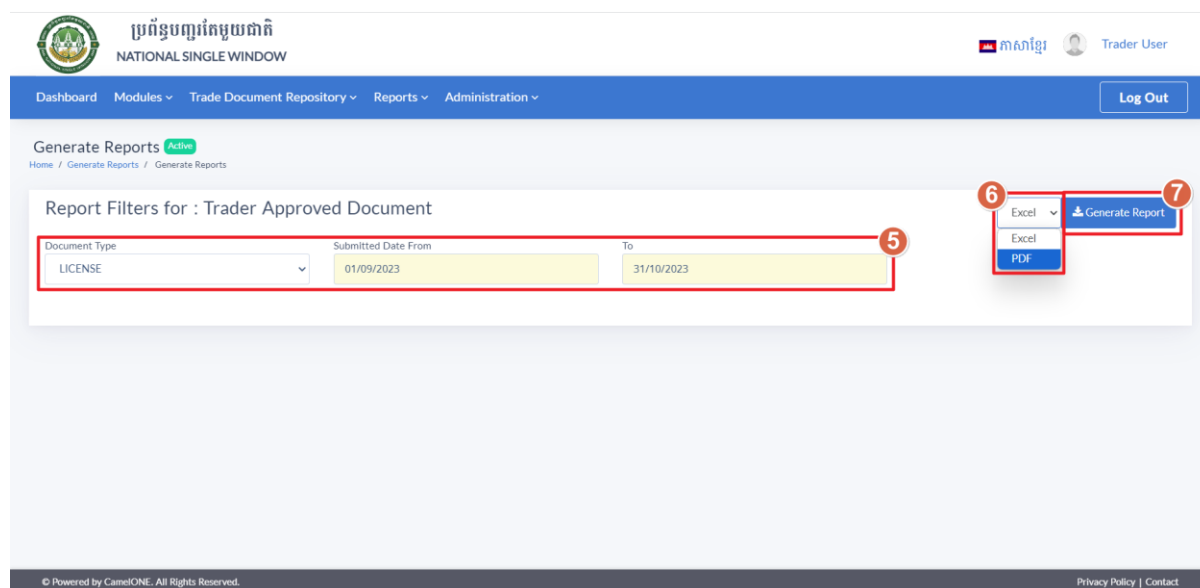
The report filter may vary depending on your selected report.

6. Choose report format, either **Excel** or **PDF** format.

7. Click **Generate Report** to create a report.

Below is the sample report format in PDF Format:

Approved Document

| | | | Transaction Period | 01/09/2023 | - | 31/10/2023 |

S/NO	License/Permit/ Certification No.	Ministry	Agency	TIN No	Applicant Name	Submitted Dt.	Approved Dt.
1	LCE20231003GDMR00037	MME - MINISTRY OF MINES AND ENERGY	GDMR - GENERAL DEPARTMENT OF MINERAL RESOURCES	TRADER123456	TRADER09	03-Oct-2023	03-Oct-2023
2	LCE20231004GDA00026	MAFF - MINISTRY OF AGRICULTURE, FORESTRY AND FISHERIES	GDA - GENERAL DIRECTORATE OF AGRICULTURE	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023
3	LCE20231004GDA00027	MAFF - MINISTRY OF AGRICULTURE, FORESTRY AND FISHERIES	GDA - GENERAL DIRECTORATE OF AGRICULTURE	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023
4	LCE20231004GDA00028	MAFF - MINISTRY OF AGRICULTURE, FORESTRY AND FISHERIES	GDA - GENERAL DIRECTORATE OF AGRICULTURE	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023
5	LCE20231004GDMR00050	MME - MINISTRY OF MINES AND ENERGY	GDMR - GENERAL DEPARTMENT OF MINERAL RESOURCES	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023
6	LCE20231004GDMR00053	MME - MINISTRY OF MINES AND ENERGY	GDMR - GENERAL DEPARTMENT OF MINERAL RESOURCES	TRADER123456	TRADER09	03-Oct-2023	04-Oct-2023
7	LCE20231004GDMR00056	MME - MINISTRY OF MINES AND ENERGY	GDMR - GENERAL DEPARTMENT OF MINERAL RESOURCES	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023
8	LCE20231004GDMR00060	MME - MINISTRY OF MINES AND ENERGY	GDMR - GENERAL DEPARTMENT OF MINERAL RESOURCES	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023
9	LCE20231004GDMR00062	MME - MINISTRY OF MINES AND ENERGY	GDMR - GENERAL DEPARTMENT OF MINERAL RESOURCES	TRADER123456	TRADER09	04-Oct-2023	04-Oct-2023

1

Printed By : TRADER09 , Printed Date : 04-Nov-2023

14 TRADE DOCUMENT REPOSITORY

The Trade Document Repository enables the private sector to securely store, upload, and share documents. When creating applications, users have the option to select documents from their repository or link them directly from a consignment pouch. This eliminates the need for repetitive file uploads.

14.1 DOCUMENT WALLET

The document wallet feature allows users to conveniently store and link a single document at a time.

14.1.1 CREATE DOCUMENT WALLET

To create document wallet, do the following:

1. Sign in as Private Sector.
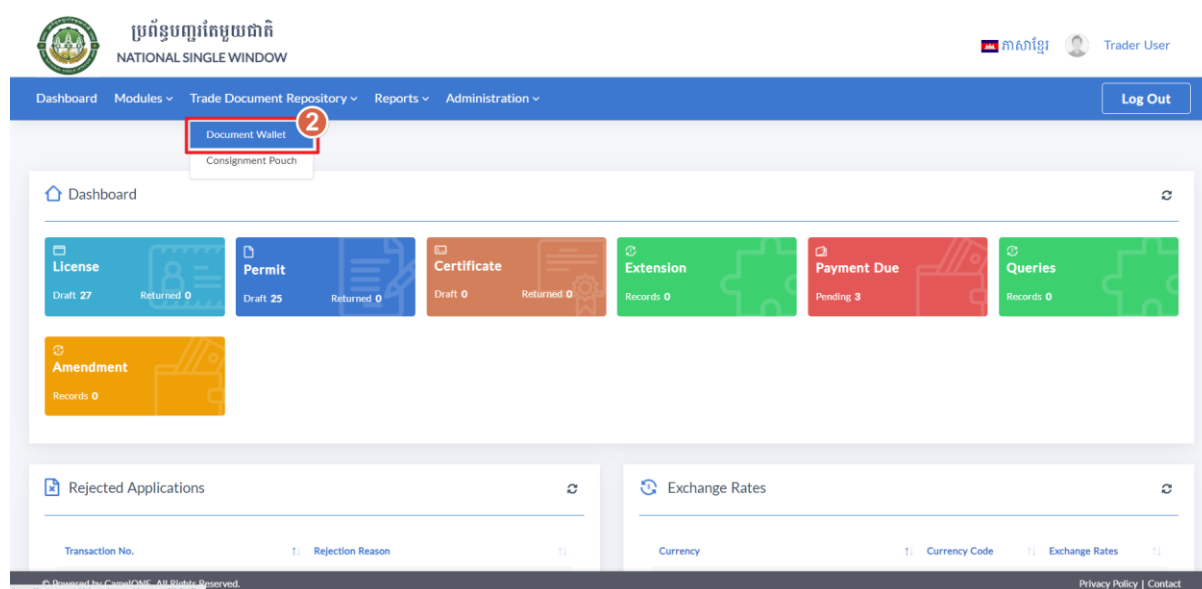
2. From the Main Menu, select **Trade Document Repository > Document Wallet**. Document Wallet List displays.
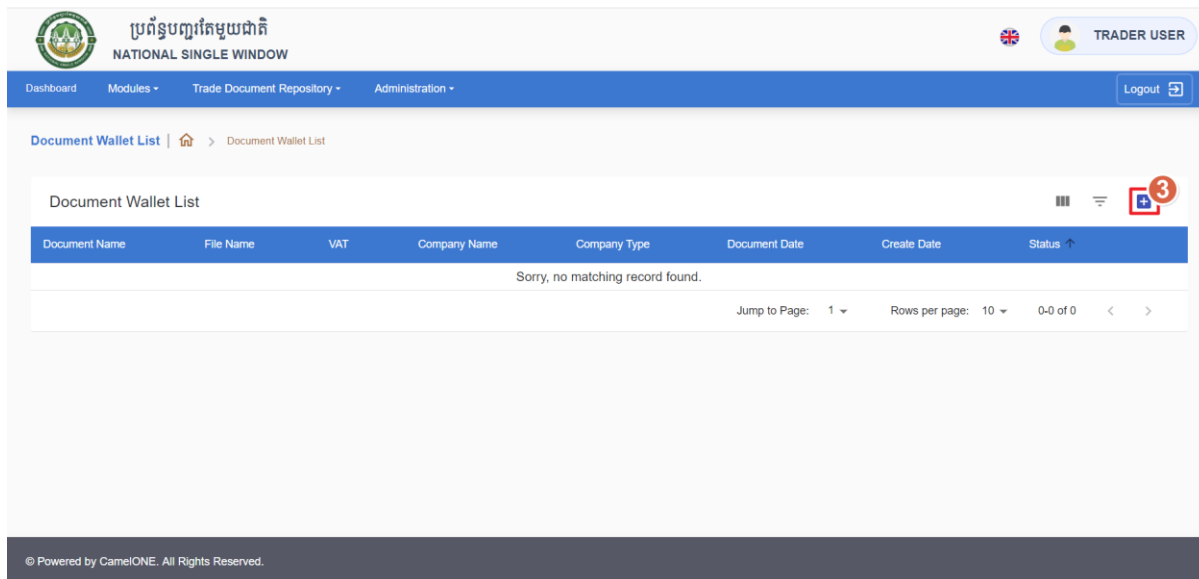
3. Click the **Add button**. New Document Wallet page displays.

4. Fill in document details as following:
   - **Document Name**
   - **Doc Ref No.**
   - **Document Date**
5. Click **Choose File** to upload the document from your local device.
6. Click **Save** to save the document.
7. (Optional) To view the uploaded document, click **View button**.
8. (Optional) To download the document, click **Download button**.
9. Recently added document displays in the list as shown in below image:
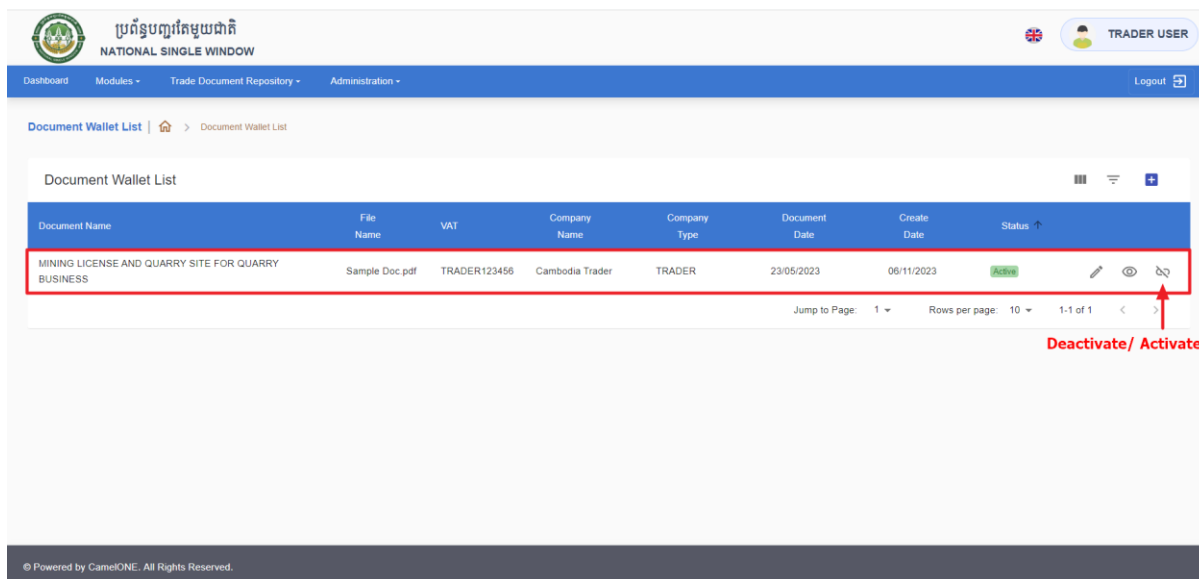
10. (Optional) To deactivate the document, click **Deactivate button** from the list.
11. (Optional) To make changes to the document details, simply click on the **Edit button**. If user wish to view the specific details, just click on the **View button**.
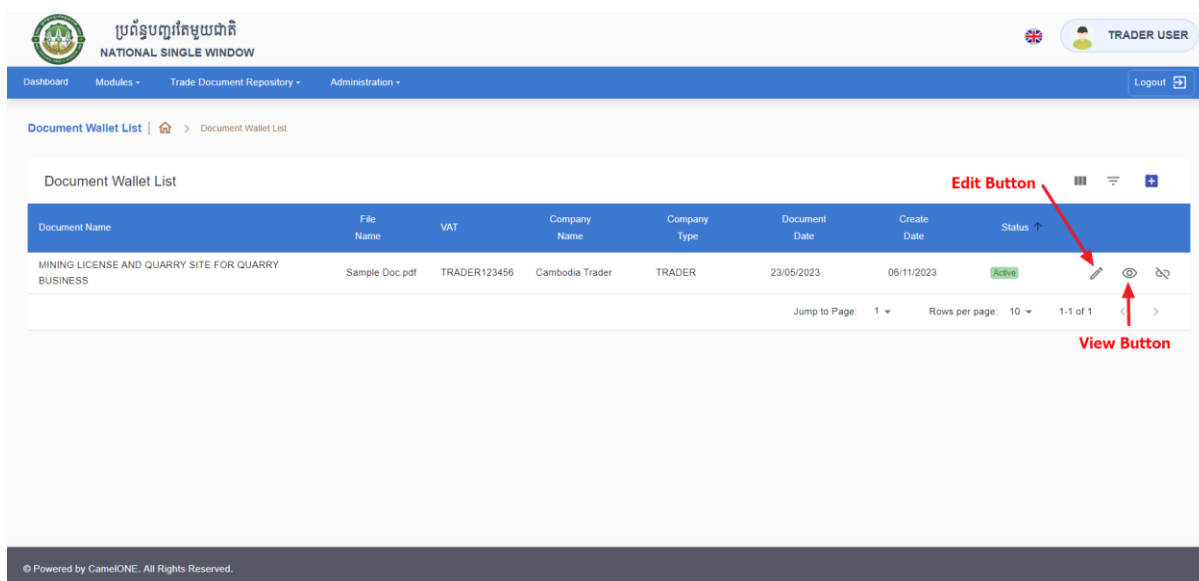
The only document that has not been linked with any LPCO application is allowed to be modified.

14.1.2 LINK DOCUMENT WALLET TO LPCO

To utilize the documents stored in the document wallet while creating an LPCO application, do the following:

1. Under Supporting Document tab, click the **Choose File button**, then select **Document Wallet**.
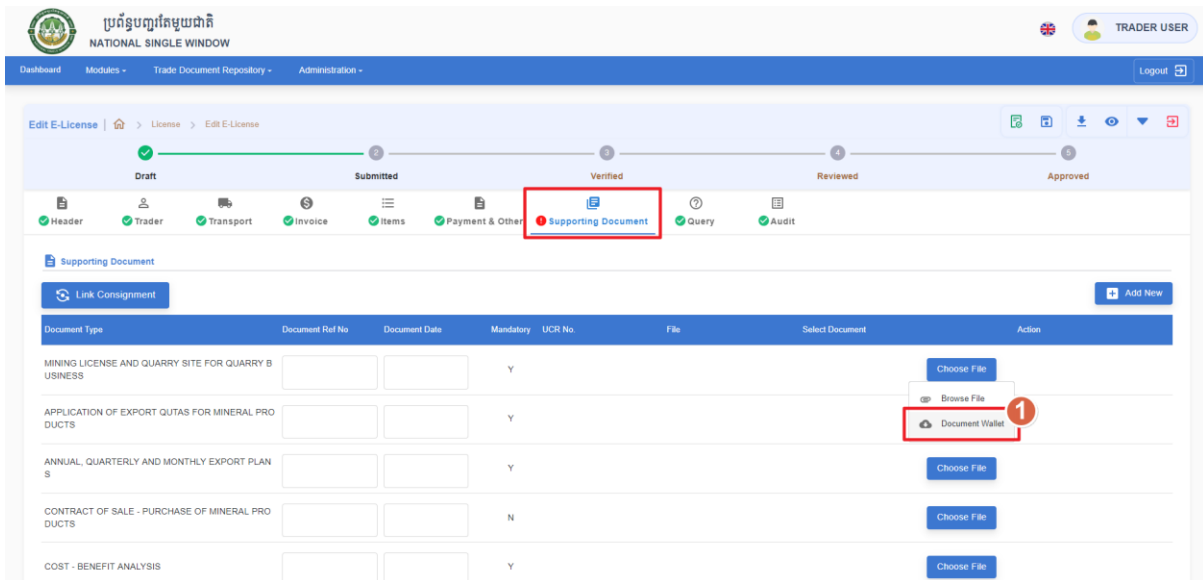
The Draft License is used in this illustration.

2. Select the required file from Document Wallet Dropdown list.
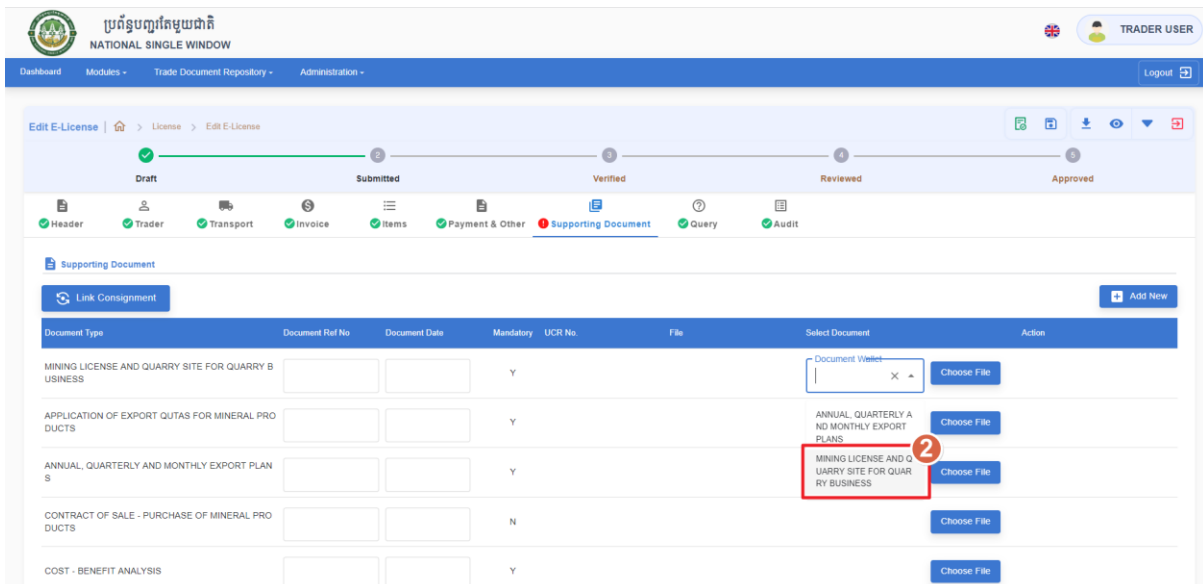
Only documents with an activated status will be listed.

3. The document details including Document Ref No, Document Date and File is captured as shown in below image:
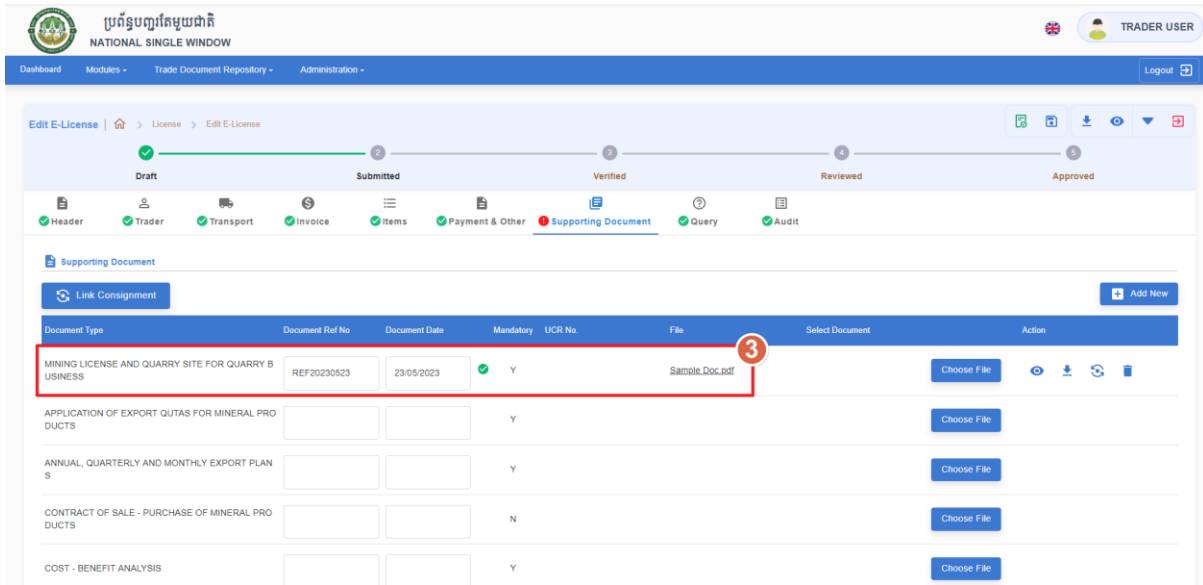
14.2 CONSIGNMENT POUCH

The consignment pouch feature enables users to create and store multiple documents within a single pouch. This collection of documents can then be utilized to link to LPCO applications. User can also share the pouch with officers within NSW system.

14.2.1 CREATE CONSIGNMENT POUCH

Users have the option to create a consignment pouch either by utilizing the Consignment Pouch feature or directly through the application.
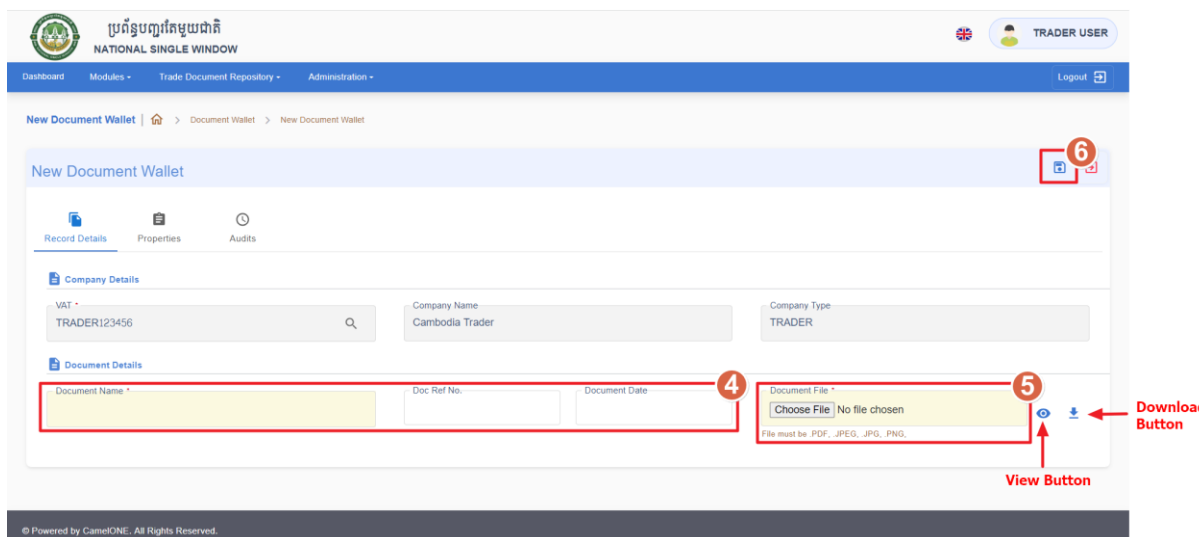
Option 1:

1. Sign in as Private Sector.
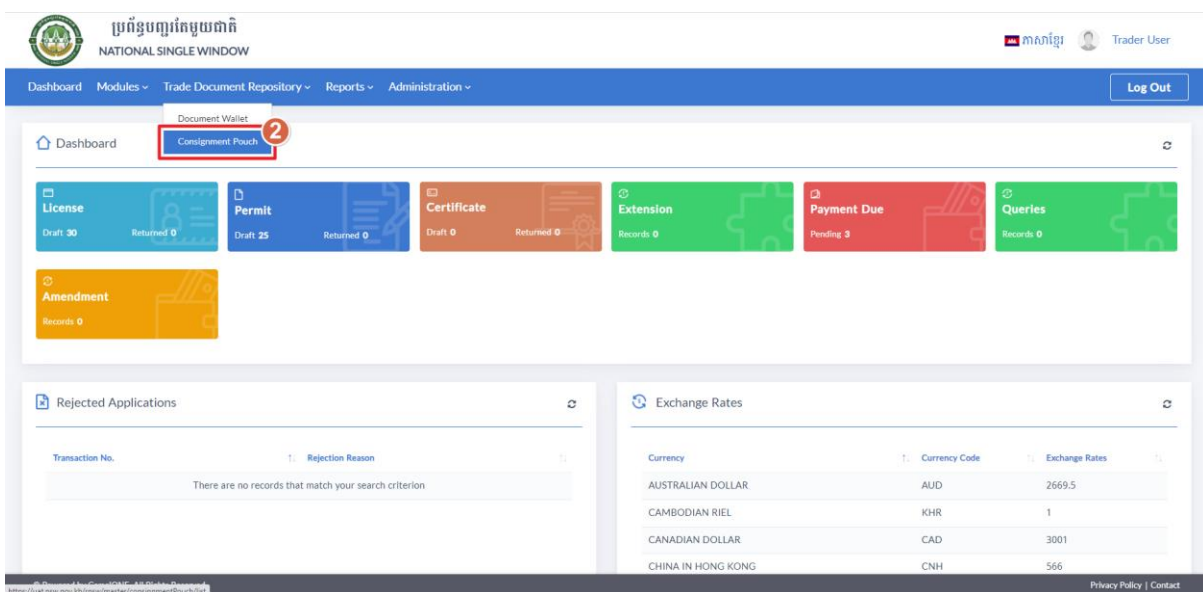
2. From the Main Menu, select **Trade Document Repository > Consignment Pouch**. Consignment Pouch List displays.
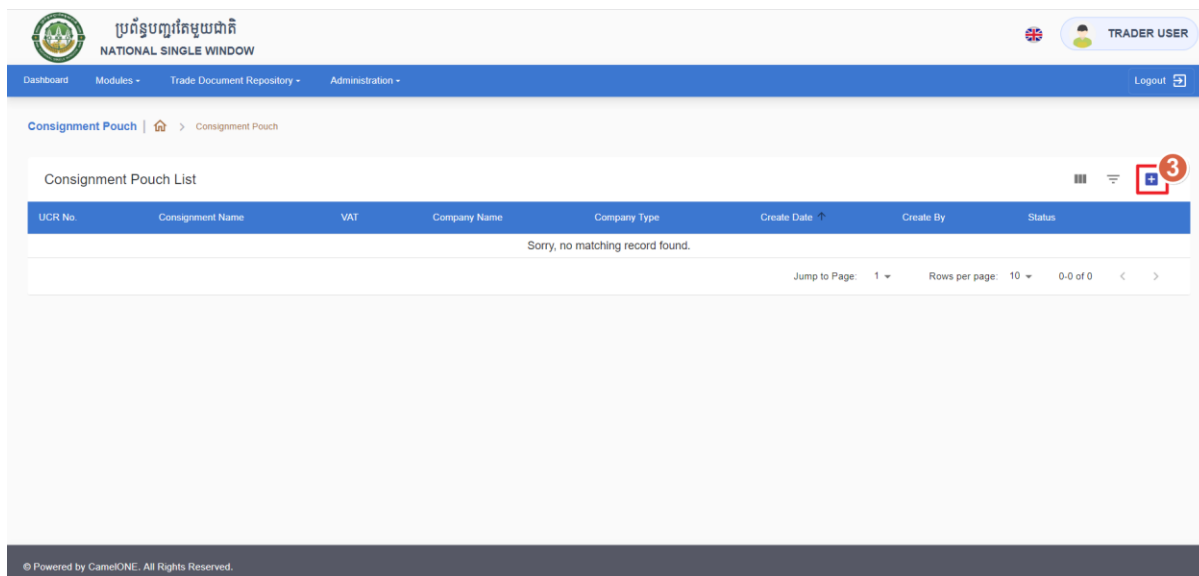
3. Click the **Add button**. New Consignment Pouch page displays.
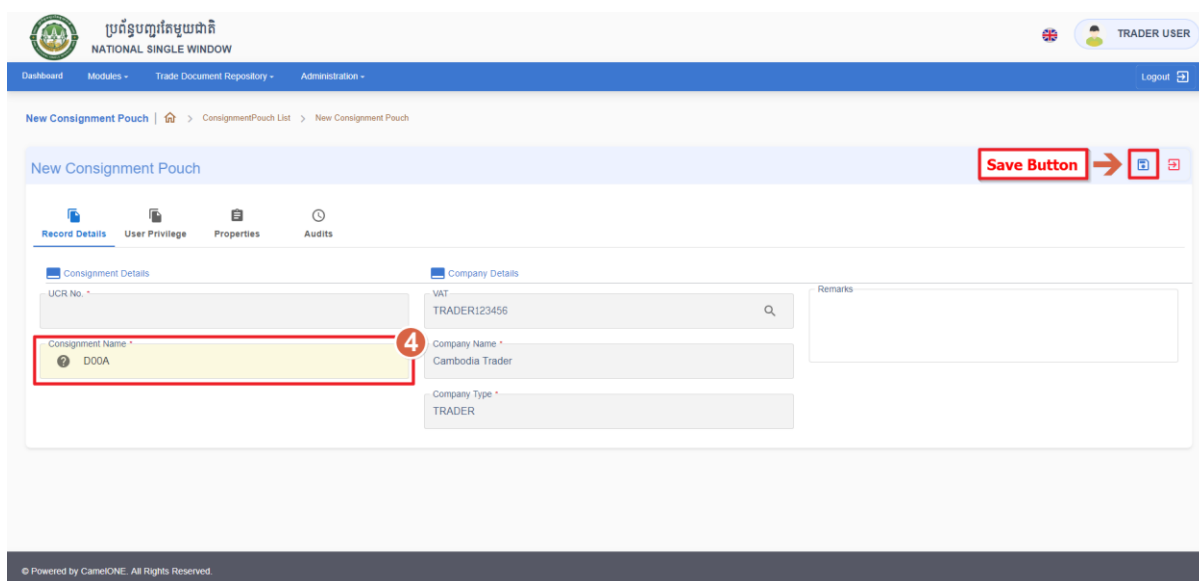
4. Input your consignment pouch's name in the **Consignment Name field**, then click **Save button**.
5. Upload Supporting Document section displays. Input document details as following:
   - **Document Type**
   - **Document Date**
   - **Document Reference Number**
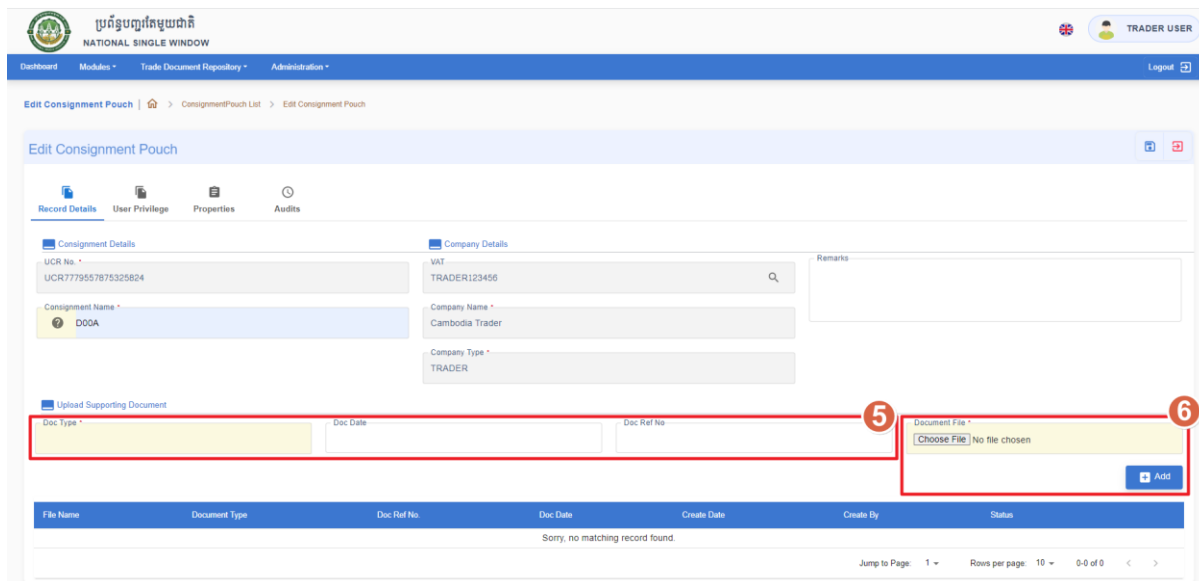
6. Click **Choose File** to upload document from local device, then click **Add button**. The document is added to the list.
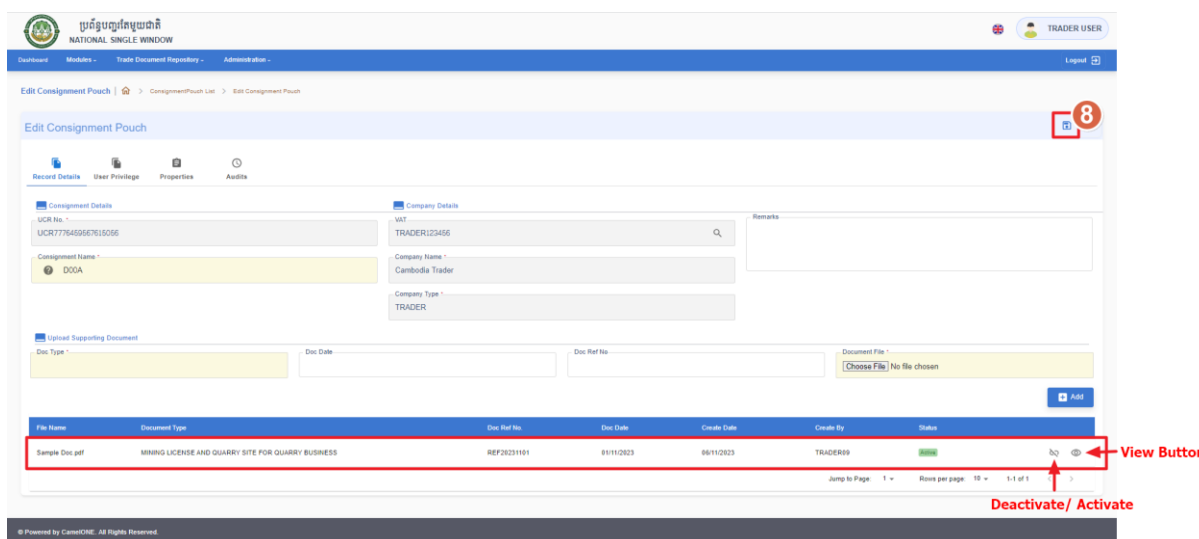
Multiple documents are allowed to be added in a single pouch. Repeat step 5-6 to add other documents.

7. (Optional) To deactivate the document, simply click on the **Deactivate button**. If a user wishes to view the specific details, just click on the **View button**.
8. Click the **Save Button** to save all changes.
9. Recently created pouch is added to the list.
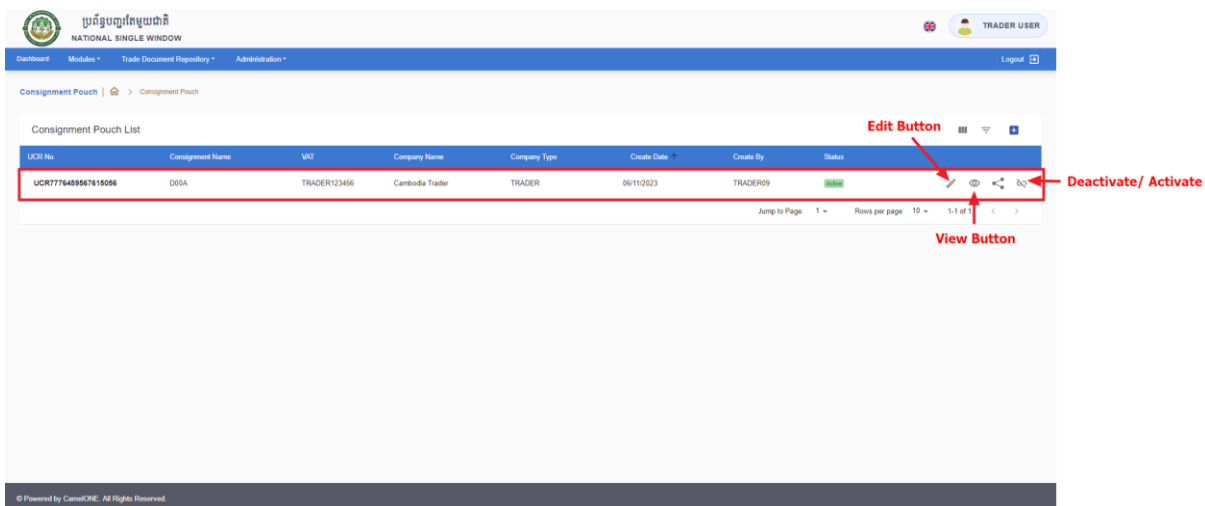
10. (Optional) To deactivate the document, click **Deactivate button** from the list.

11. (Optional) To make changes to the document details, simply click on the **Edit button**. If a user wishes to view the specific details, just click on the **View button**.

Option 2:

1. Under Supporting Document tab, click **Choose File > Browse File** to upload the document from your local device.
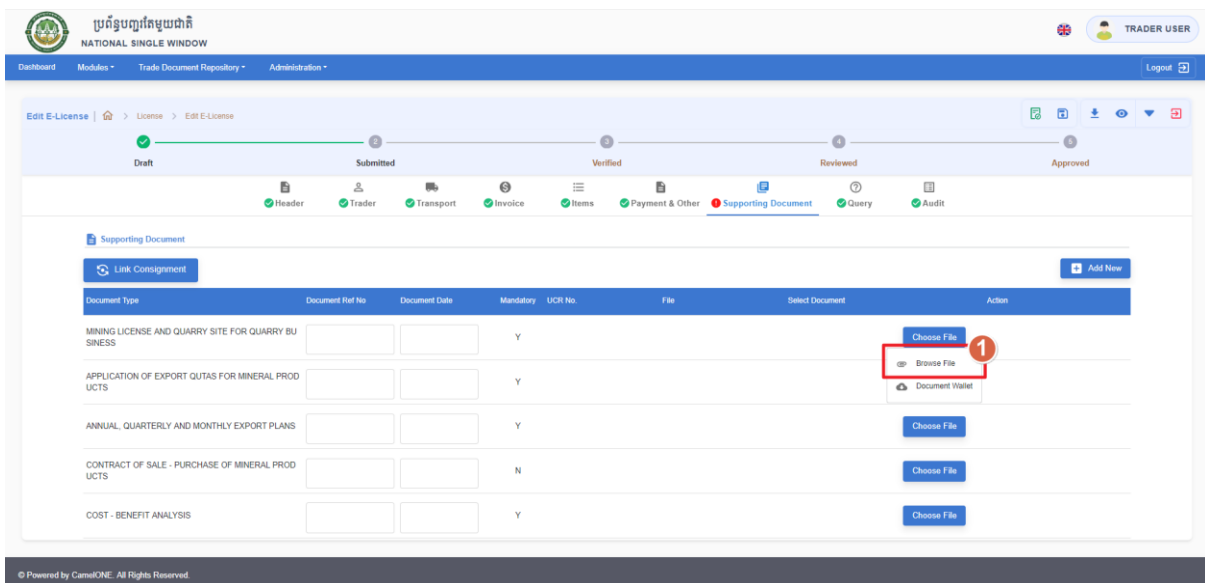
2. Recently uploaded document is added to the list. Click on the **Consignment Pouch button** to create a new pouch.
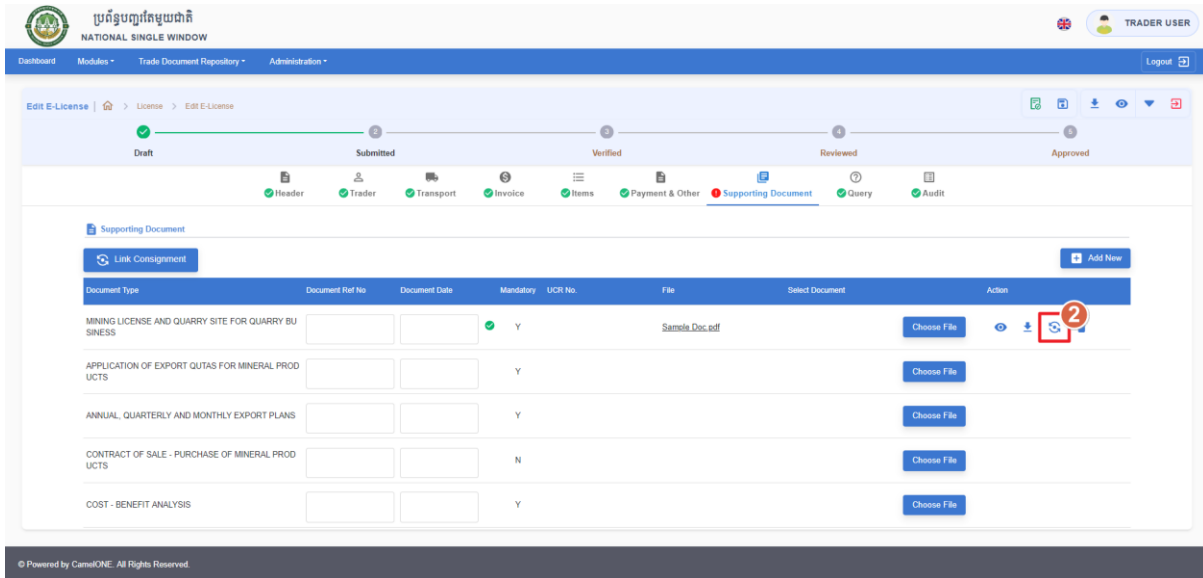
3. The Add New Consignment Pouch pop-up displays. Fill in the **Consignment Name** and click **Save button**.
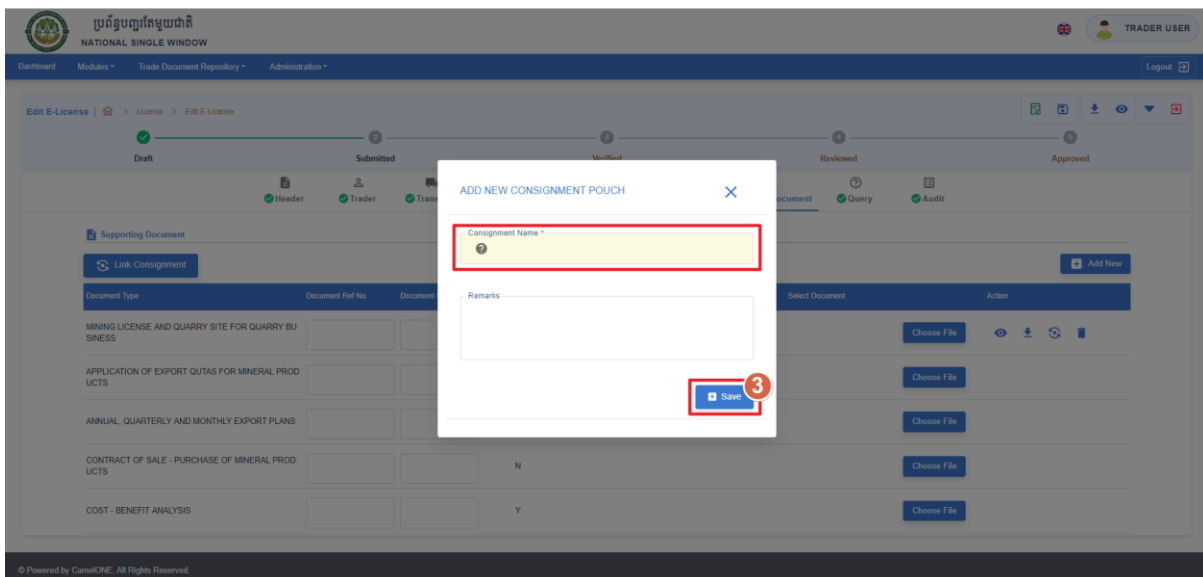
4. UCR No. is generated as shown in below image:
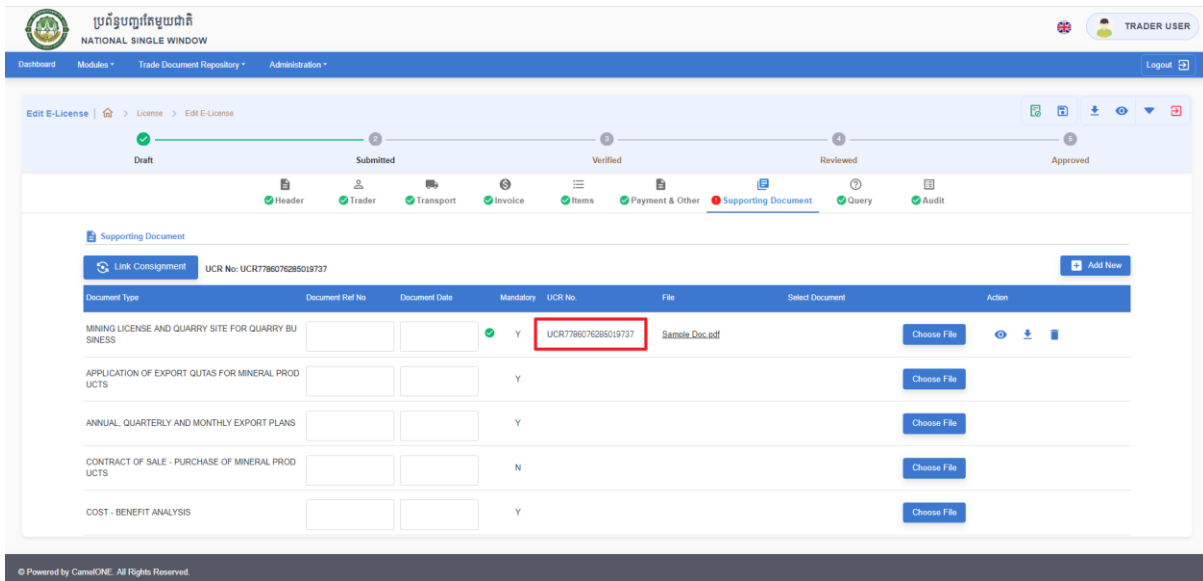
14.2.2   LINK CONSIGNMENT POUCH TO LPCO

To utilize the documents stored in the consignment pouch while creating an LPCO application, do the following:

1. Under Supporting Document, click on **Link Consignment button**.
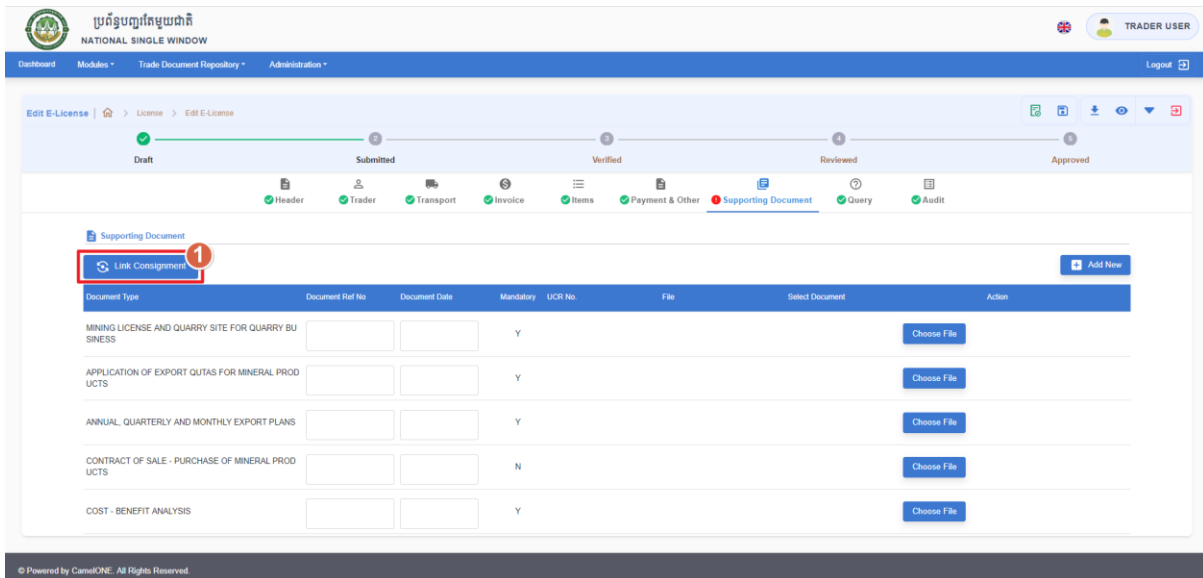
The draft license is used in this illustration.

2. Consignment Pouch pop-up displays. Choose any pouch to be linked with, then click on **Link Consignment**.
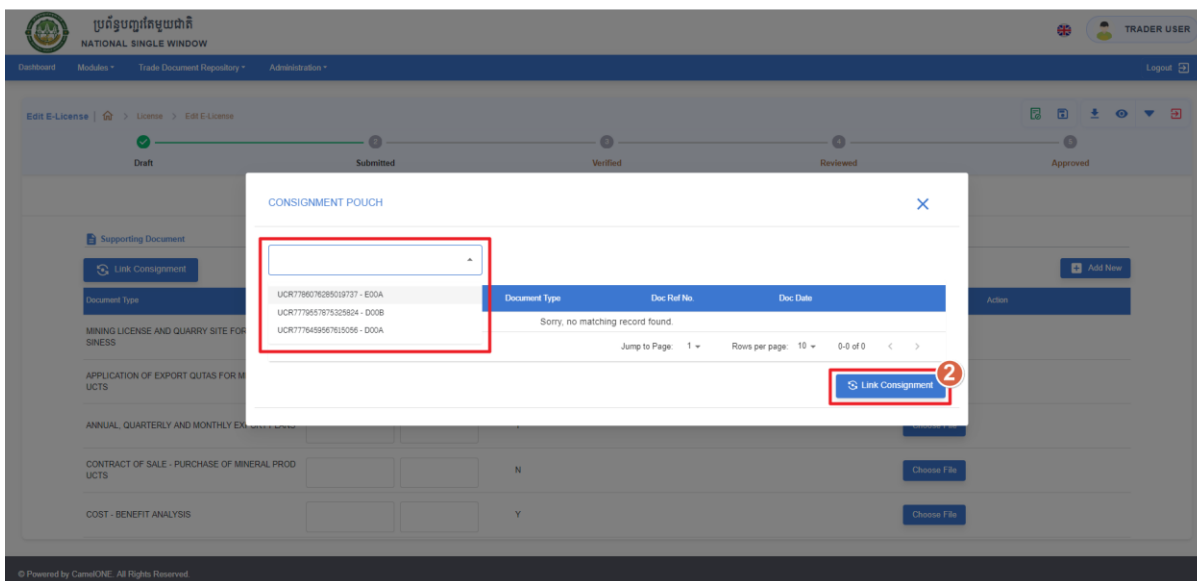
Only consignment pouch with an activated status will be listed.

3.   Click **Choose File > Consignment Pouch**.
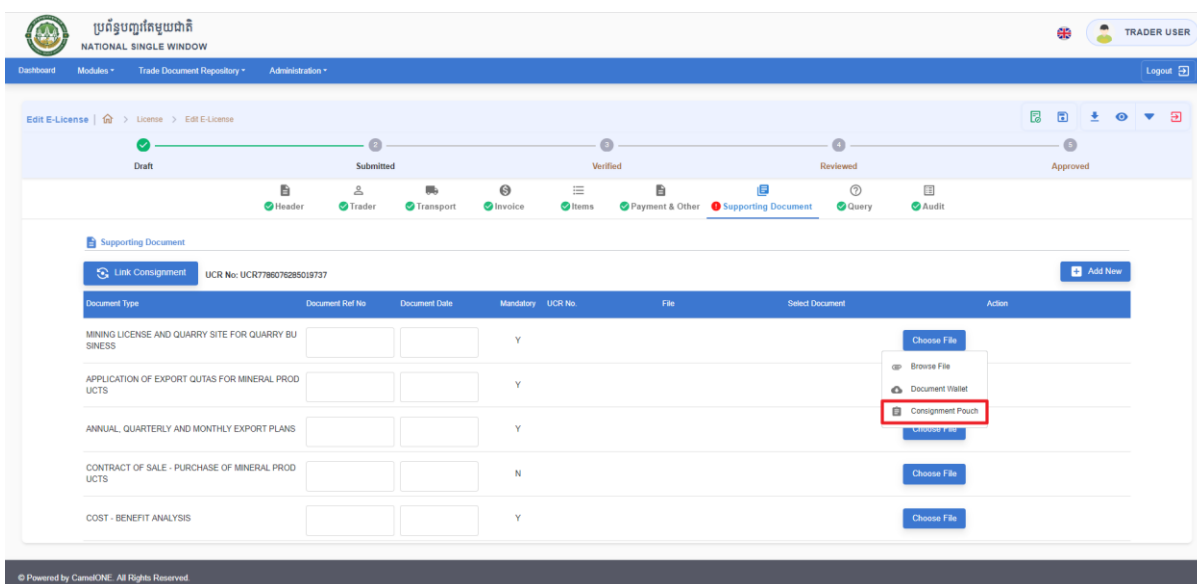
4. Select the document from the linked consignment pouch.
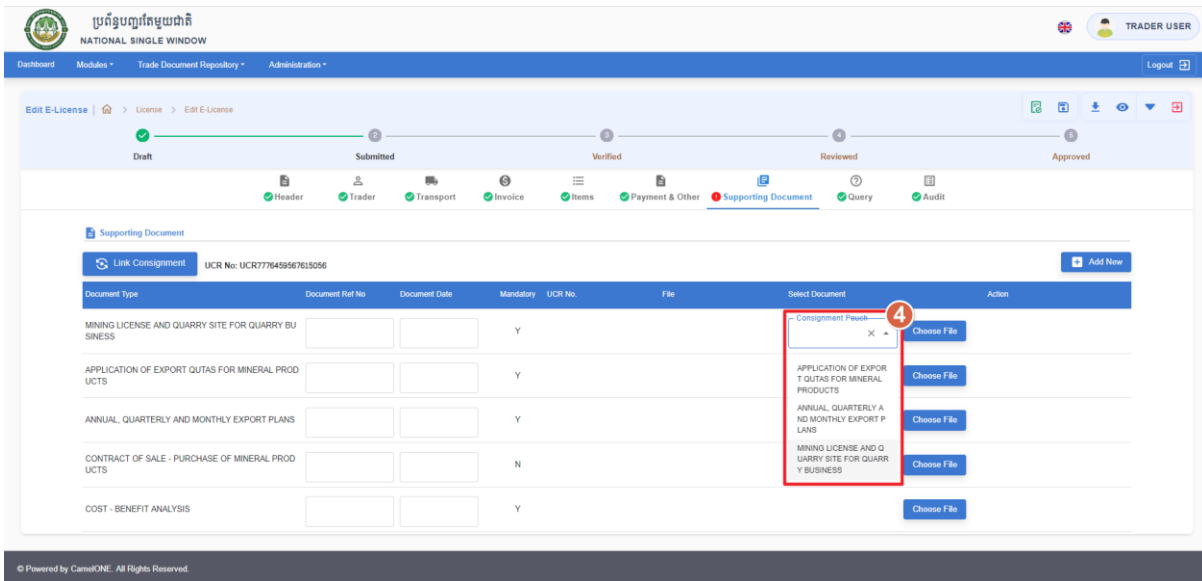
Only documents with an activated status will be listed.

5. The document details including Document Ref No, Document Date and File is captured as shown in below image:
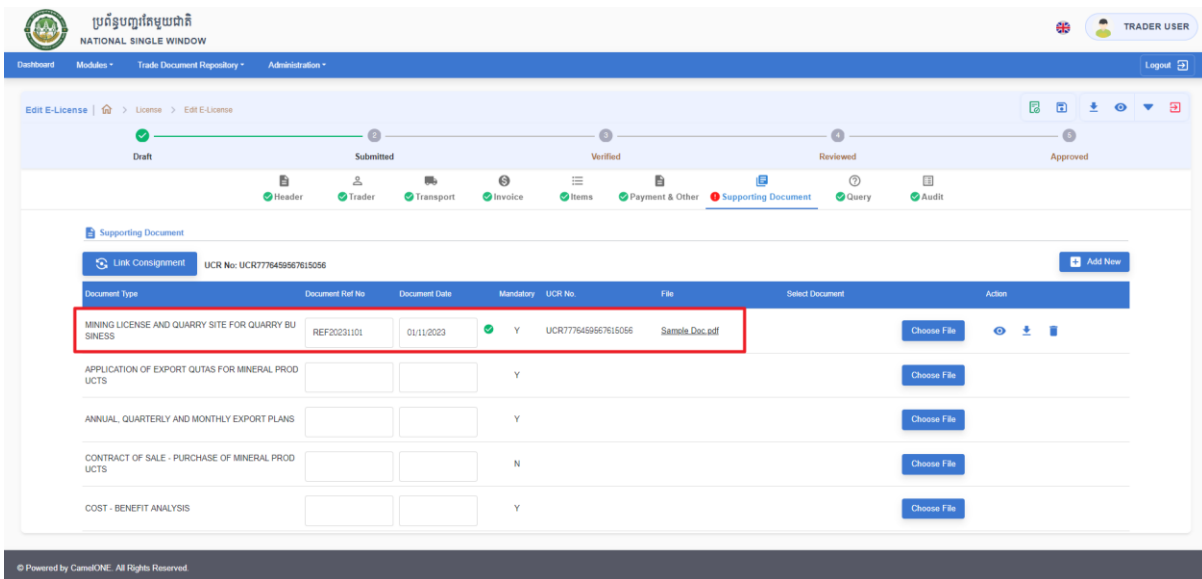
14.2.3   SHARE CONSIGNMENT POUCH

The consignment pouch can be shared with officers within the NSW system, providing a convenient way to exchange important documents. Additionally, it offers a comprehensive history log of user privileges. The owner retains full control and can deactivate any shared pouch, thereby revoking the receiver's access to the documents.

To share the pouch, do the following:

1.   Sign in Private Sector.
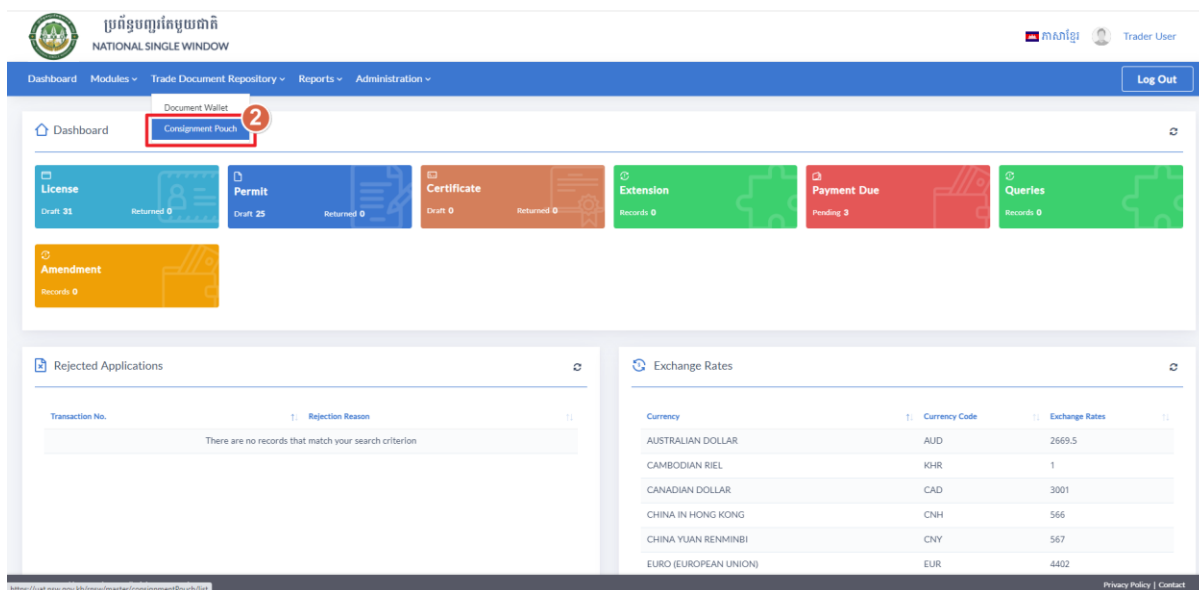
2.   From Main Menu, select **Trade Document Repository > Consignment Pouch**.
3.   Click the **Share Button** from the list.
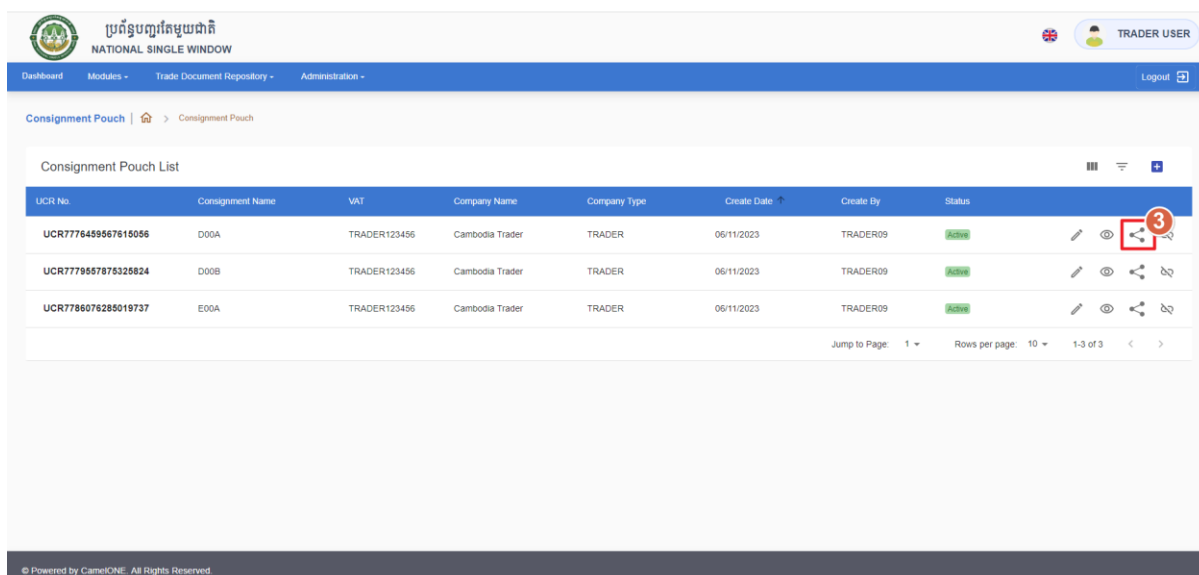
4.   From Consignment Pouch Detail pop-up, fill in the following details:
   • Select **Ministry**
   • Select user under **Send To**.

- Input **Message**
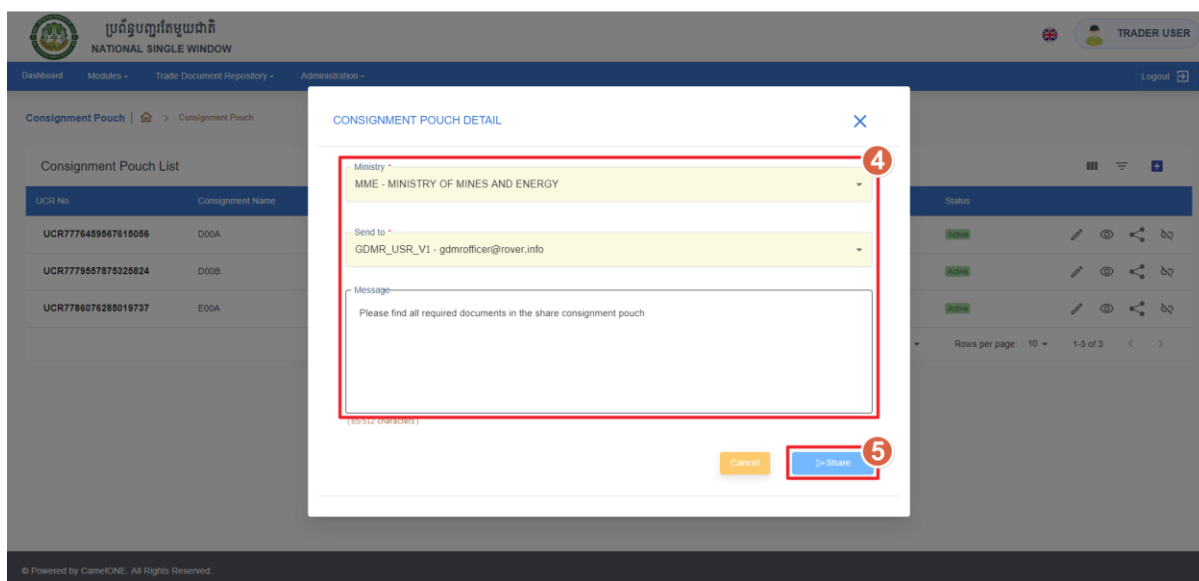
5. Click the **Share button**.
6. Below is the sample Email Notification received.

The officer will receive a notification email regarding the consignment pouch sharing. This email will be sent to the selected email address. To access all the documents within the sharing pouch, the officer must click on the link provided in the email notification.

7. (Optional) To restrict access to the documents for the recipients, click on the **Deactivate button** located under the User Privilege tab.
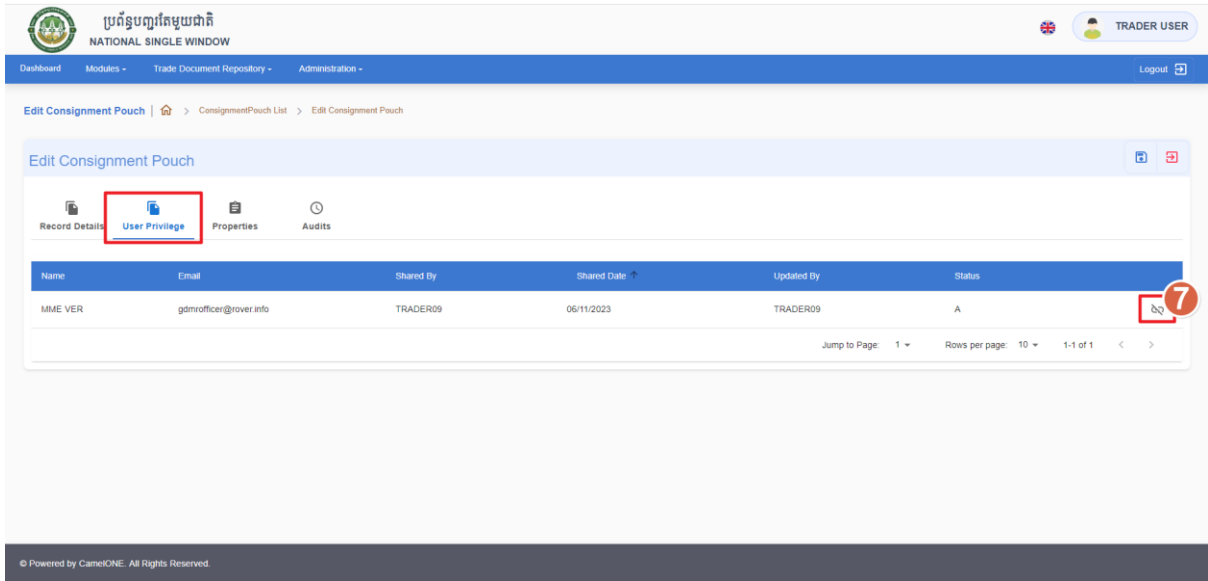
15 LPCO SYSTEM TO SYSTEM

This section provides a comprehensive list of all records pushed to NSW system via system-to-system integration. To access the list, from the Main Menu, select **Modules > LPCO System to System**.
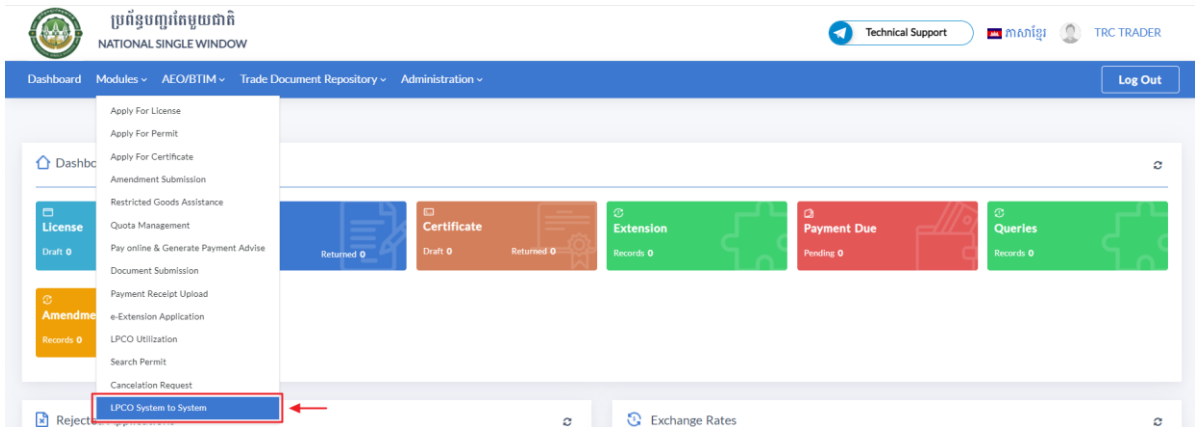
From the list, click **View button** to view the details of the record.
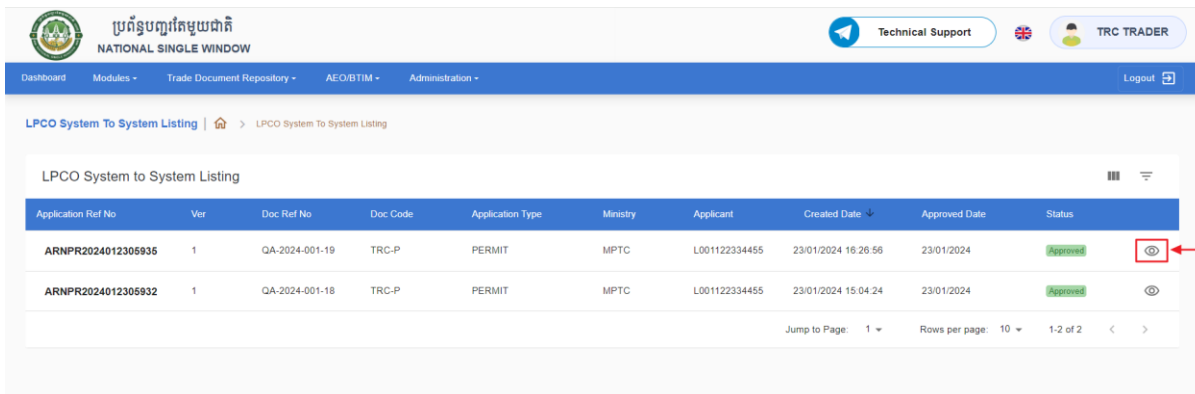
16 ABBREVIATIONS

This section defines some of the Abbreviations used in this document.

Abbreviation	Formal Name
ACU	Anti-Corruption Unit
ASEAN	Association of Southeast Asian Nations
ASCP	ASEAN Sanitary Contact Points
ASW	ASEAN Single Window
ASYCUDA	Automated System for Customs Data
ATIGA	ASEAN Trade in Goods Agreement
BAPLIE	UN/EDIFACT Bay Plan Message
BIVAC	Bureau of Inspection Assessment and Control
CAC	Codex Alimentarius Commission
CDC	Council for the Development of Cambodia
CIB	Cambodia Investment Board
CIS	Cam Info Services
CNSW	Cambodia National Single Window
CTMS	Container Terminal Management System
DAA	Department of Administrative Affairs
DAL	Department of Agriculture Legislation
DDF	Department of Drugs and Food
DDG	Deputy Director General
D E/I	Department of Export-Import
DG	Director General

Abbreviation	Formal Name
DIC	Department of International Cooperation
DPPSPS	Department of Plant Protection Sanitary and Phytosanitary
DRB	Drug Registration Bureau
e-AWB	Electronic Air Waybill
e-CO	Electronic Certificate of Origin
e-Phyto	Electronic Phytosanitary (Certificate)
e-SPS	Electronic Sanitary and Phytosanitary
EEE	Electrical and Electronic Equipment
EU	European Union
FiA	Fisheries Administration
FA	Forestry Administration
FAL	Convention on Facilitation of International Maritime Traffic
FFM	Flight Manifest Message
FSB	Food Safety Bureau
FTA	Free Trade Agreement
GA	Government Agency
GDA	General Directorate of Agriculture
GDAHP	General Directorate of Animal Health and Production
GDCE	General Department of Customs and Excise
GDR	General Directorate of Rubber
GLS	Global Logistics Services
GUUD	GUUD (International) Pte. Ltd.
HQ	Headquarters

Abbreviation	Formal Name
IATA	International Air Transport Association
IPPC	International Plant Protection Convention
ISC	Institute of Standards of Cambodia
IT	Information Technology
IYCF	Infant & Young Child Feeding
JAANZ	Joint Accreditation of Australia and New Zealand
JICA	Japan International Cooperation Agency
LOLO	Leave on Leave Off
MAFF	Ministry of Agriculture, Forestry and Fisheries
MC99	Montreal Convention 1999
MEF	Ministry of Economy and Finance
MISTI	Ministry of Industry, Science, Technology & Innovation
MME	Ministry of Mines and Energy
MOC	Ministry of Commerce
MCFA	Ministry of Culture and Fine Arts
MOD	Ministry of National Defense
MOE	Ministry of Environment
MOH	Ministry of Health
MOI	Ministry of Interior
MOT	Ministry of Tourism
MPTC	Ministry of Posts and Telecommunications
MPWT	Ministry of Public Works and Transport
NBC	National Bank of Cambodia

Abbreviation	Formal Name
NGO	Non-Governmental Organization
NMC	National Metrology Center
NOU	National Ozone Unit
OIE	World Organisation for Animal Health
ODS	Ozone Depleting Substance
PAS	Port Autonome de Sihanoukville (Sihanoukville Autonomous Port)
PPAP	Phnom Penh Autonomous Port
RFID	Radio-Frequency Identification
QIP	Qualified Investment Project
SAD	Single Administrative Document
SCA	Société Concessionnaire de l'Aéroport (Cambodia Airports)
SEZ	Special Economic Zone
SGS	Société Générale de Surveillance
SME	Small-to-Medium Enterprise
TOS	Terminal Operating System
UN/EDIFACT	United Nations Electronic Data Interchange For Administration, Commerce and Transport
UNECE	United Nations Economic Commission for Europe
US	United States
USAID	United States Agency for International Development
USD	United States Dollars
US-ACTI	United States - ASEAN Connectivity through Trade and Investment

Abbreviation	Formal Name
VCC	vCargo Cloud Pte. Ltd.
WCO	World Customs Organization
XML	Extensible Markup Language