

Digital Customs Transformation:

E-Customs Clearance Platform for Postal Shipments



At the APPU Postal Business Forum 2024, Cambodia Post was recognized with the Innovation in the Postal Sector Award for its E-Customs Clearance Platform for Postal Shipments. This initiative showcases how postal operators can modernize cross-border trade by integrating international standards, advanced technologies, and inter-agency cooperation into customs procedures.

Highlights: Cambodia Post's project exemplifies the power of digital transformation in enhancing postal efficiency and trade facilitation. It establishes real-time data exchange between the UPU's Customs Declaration System (CDS) and Cambodia's national ASYCUDA system—making it one of the region's first postal-customs integrations fully aligned with the WTO Trade Facilitation Agreement. By automating processes and enabling pre-arrival/pre-departure risk assessments, the platform reduces clearance times, lowers costs, and improves the overall customer experience.

PROJECT OVERVIEW: E-COMMERCE-READY CUSTOMS, POWERED BY PARTNERSHIP

Launched in November 2023, the E-Customs Clearance Platform is part of the "Improving Small Package e-Trade for SMEs (SeT4SME)" initiative led by Cambodia's Ministry of Commerce and Swisscontact, with support from the Global Alliance for Trade Facilitation. It connects Cambodia Post and the General Department of Customs and Excise, allowing secure, electronic exchange of customs data via UPU-WCO standards (CUSITM/CUSRSP).

Key features include electronic customs declaration submissions, real-time shipment tracking, secure data exchange between postal operators and customs authorities, and integrated risk management using AI and machine learning. The platform leverages real-time data synchronization between the UPU's Customs Declaration System (CDS) and Cambodia's ASYCUDA system to enable pre-arrival and pre-departure risk assessments and customs duty calculation. These capabilities accelerate the clearance of low-risk, non-dutiable items while enabling customs to focus on higher-risk consignments.

To enhance transparency and service quality, the platform provides real-time status updates to both senders and recipients. In parallel, Cambodia Post is actively working to improve the quality and accuracy of ITMATT data and to guide shippers toward more accurate self-declarations—reducing error rates and minimizing customs disputes.

The platform's design is scalable and replicable across countries, offering a reference model for other postal operators aiming to modernize customs clearance processes for e-commerce. As implementation advances, Cambodia Post expects to see increased SME export activity and broader adoption of its postal delivery services for international trade.

By integrating postal and customs systems, Cambodia Post is enabling more inclusive, efficient, and secure e-commerce logistics, contributing to national trade competitiveness and strengthening the postal sector's relevance in the digital age.

