# Standard Operating Procedure (SOP): Paperless Submission of Customs Declarations via ASYCUDA System – Declarants and Consignees

Directorate: **Declaration Directorate – Long Room (CBHQ1)**
Effective Date: **October 1, 2026**

## 1. Purpose

This Standard Operating Procedure (SOP) outlines the process for paperless submission of Customs Declarations (CusDecs) and the digital copies of supporting documents required for cargo clearance to the ASYCUDA World system. The objective is to eliminate the requirement for physical document clearance at the Declaration Directorate and to reduce the need for in-person visits..

## 2. Digital Signature Requirement

The Company and its respective Declarants are required to obtain valid digital signatures issued by a recognized Certification Authority (CA), in accordance with the provisions of the Electronic Transactions Act No. 19 of 2006 and its Amendment Act No. 25 of 2017.

## 3. Procedure

### 3.1 Document Preparation by the Company

3.1.1 Each digital copy of the supporting documents required for cargo clearance, submitted together with the CusDec, must be digitally signed by an authorized representative of the Company using a valid digital signature.

3.1.2 The Company must submit a digitally signed proxy, granting the respective Declarant the authority to process the CusDec on its behalf.

### 3.2 Submission of CusDec and Supporting Documents

3.2.1 An authorized representative of the Declarant must log in to the ASYCUDA system using a valid digital signature and submit the relevant CusDec.

3.2.2 The Declarant must upload digital copies of the supporting documents required for cargo clearance, along with the proxy — both of which must be digitally signed by an authorized representative of the Company — as "Scanned Documents" on the relevant CusDec.

3.2.3 Payment must be made in accordance with the taxes and other levies specified in the Assessment Notice of the relevant CusDec.

### 3.3 Assignment of Customs Officer

3.3.1 Upon completion of payment, the ASYCUDA system will automatically assign the relevant CusDec to an authorized Customs Officer for processing. No further notification to Customs is required from the Declarant or the Company.

3.3.2 The assignment of officers is made by the system.

3.3.3 The Declarant or the Company is not required to visit the Declaration Directorate for the submission of documents.

### 3.4 Document Review and Queries

3.4.1 The assigned Customs Officer shall review the CusDec and the digital copies of the supporting documents.

3.4.2 If the submitted documents are non-compliant, unclear, or require additional information, a query will be raised and communicated through the ASYCUDA system mail to the user account from which the CusDec was submitted.

3.4.3 The Declarant must regularly check the ASYCUDA system mail of the said user account until the CusDec is released, and must respond promptly to any queries raised.

3.4.4 If the Declarant or the Company proposes any amendments to the submitted CusDec, or needs to submit further documentation (e.g., supporting documents), these must be submitted to the Amending Officer at the Amending Counter.

3.4.5 Upon completion of the amendment, the same assigned Customs Officer will resume processing of the CusDec.

3.4.6 Once the Customs Officer is satisfied with the electronic submission and the digital copies of supporting documents, the document processing will be finalized by triggering the *Release Order* function in the ASYCUDA system.

3.4.7 In the event that the consignment is selected for physical inspection based on the selectivity criteria, the Company or its representative must be present at the examination yard with the original set of documents (CusDec).

### 3.5 Referral to the D Branch

3.5.1 If the CusDec contains an NPC value other than '000' or any code present in cage 36 (Preferential code), the CusDec will be referred to the D Branch through the ASYCUDA system. No separate notification is required from the Declarant or the Company.

3.5.2 The authorized Customs Officer at the D Branch shall validate the NPC and Preferential code by entering the necessary approvals in the Inspection Act of the relevant CusDec.

3.5.3 If a query is raised by the D Branch, it will be communicated through the ASYCUDA system mail as stated in Section 3.4.2, and the Declarant must attend to the query (e.g., by submitting additional documents).

## 4. Responsibilities of the Company / Declarant

### 4.1 Company – Digital Signature & Proxy

- Obtain a valid digital signature from a recognized Certification Authority.
- Digitally sign the supporting documents.
- Digitally sign the proxy authorizing the Declarant and hand it over to the Declarant.

### 4.2 Declarant – Document & CusDec Submission

- Ensure that the user holding the ASYCUDA login (CHA) obtains a valid digital signature.
- Log in to ASYCUDA using a digital signature.

- Upload all digitally signed supporting documents and the proxy under "Scanned Documents", and submit the CusDec with a digital signature.

### 4.3 Declarant / Company – Payment

- Make payments according to the Assessment Notice.

### 4.4 Compliance and Queries

- Regularly check the ASYCUDA system mail of the user account from which the CusDec was submitted.
- Respond promptly to any queries raised.
- Submit amendments and further documents at the Amending Counter, if required.
- Be present at the examination yard with original documents if physical inspection is selected.

29/09/2020

*Director General of Customs*