

Public Services that Facilitate Trade

[Including services provided by government bureaux and departments, and other public organisations]

Disclaimer: There are other digital public services that aim to facilitate business and compliance in Hong Kong. Please refer to the webpages of individual bureaux / departments / public organisations for details.

Trade Regulations - Public Services

No.	Public Services	Link
<i>Electronic systems and interoperability of services</i>		
1.	Existence of an operational national electronic system (“electronic system”) for international trade which allows for the electronic submission and processing of trade documentation through a single portal	➤ Trade Single Window
2.	Below domestic public sector agencies are fully integrated into the electronic system in addition to the Customs agency, <ul style="list-style-type: none">• Sanitary and phytosanitary agencies• Environmental agencies• Ministry of Trade (or equivalent domestic Ministry)	➤ Trade Single Window

3.	<p>The electronic system:</p> <ul style="list-style-type: none">• Provides a centralized entry point to access the systems or services pertaining to international trade• Supports single sign-on (SSO) functionality for all the services of the agencies selected above• Can be accessed and utilized by exporters and importers, private sector stakeholders for relevant trade-related activities• Allows to enter or upload information and documents only once and make them available to all the relevant authorized users of this system• Enables the communication of results of procedures (e.g., applications, authorizations, certifications, clearance) through a single point• Supports centralized payment processing, allowing payments for any services provided by all integrated public sector agencies through a single transaction point within the system	➤ Trade Single Window
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4.	<p>The following features available and fully electronic in the electronic system:</p> <ul style="list-style-type: none"> • Processing of export and import licenses, permits and authorizations • Processing of veterinary, sanitary and phytosanitary certificates • Processing of technical standards certificates 	<p>➤ Trade Single Window</p>
<i>Transparency and availability of information</i>		
5.	<p>Publishing the following information on official public agency portal(s) or website(s):</p> <ul style="list-style-type: none"> • Applied rates of duties, taxes, and fees of any kind imposed on or in connection with importation or exportation • Procedures for importation, exportation, and transit • Regulations on non-tariff measures • Penalty provisions for breaching import, export, or transit formalities • Procedures for appeal or review, including formal complaints on disputed customs' rulings 	<p>➤ Hong Kong e-Legislation ➤ Global Trade, Import & Export</p>

6.	Existence of a functional trade information portal (“portal”) that includes the latest updates on trade regulations, procedures, and relevant information as of September 1, 2024	<ul style="list-style-type: none"> ➤ Hong Kong e-Legislation ➤ Global Trade, Import & Export
7.	<p>Publishing the following information on the portal:</p> <ul style="list-style-type: none"> • Special measures applicable to specific commodities or products (e.g., sanitary and phytosanitary measures or technical barriers to trade) 	<ul style="list-style-type: none"> ➤ Agriculture, Fisheries and Conservation Department
8.	Establishing a functional trade facilitation enquiry point that provides information regarding trade-related queries and documents and responds to emails within 7 calendar days	<ul style="list-style-type: none"> ➤ Trade Facilitation
<i>Trade infrastructure – Border 1</i>		
9.	<p>The following information systems in use at Port of Hong Kong:</p> <ul style="list-style-type: none"> • Maritime single window 	<ul style="list-style-type: none"> ➤ Electronic Business System (eBS)
<i>Risk Management</i>		
10.	<p>Other domestic public agencies fully integrated into the Customs agency’s risk management system</p> <ul style="list-style-type: none"> • Environmental Agencies • Security Border Agencies 	<ul style="list-style-type: none"> ➤ Controlled Exports ➤ Immigration Clearance

<i>Coordinated border management - Internal coordination</i>		
11.	A unique consignment reference (UCR) used by the Customs agency and other domestic public agencies	➤ Hong Kong Trade Single Window
<i>Coordinated border management - External coordination</i>		
12.	A unified document or set of documents that is presented to both border control agencies of Hong Kong SAR, China and China	➤ Mainland-Hong Kong “Single Submission for Dual Declaration” Scheme on cargo
13.	The customs agency’s operating hours coincide with those of the Customs agency of China	➤ Land-based Cross Boundary Transport
<i>Trusted Trader programs</i>		
14.	The Customs agency implemented a Trusted Trader certification program for exporters and importers	➤ Hong Kong Authorized Economic Operator (AEO) Programme
15.	The Trusted Trader certification program includes the following types of operators within the supply chain: <ul style="list-style-type: none"> • Warehouse operators • Customs brokers • Freight Forwarders • Carriers/transport operators • Manufacturers 	➤ Hong Kong Authorized Economic Operator (AEO) Programme

16.	<p>The Trusted Trader certification program provides the following benefits to its participants:</p> <ul style="list-style-type: none"> • Priority clearance and release of shipments: expedited processing and release of shipments, giving them priority over non-certified shipments • Lower rate of documentary reviews and physical inspections by Customs and other domestic public agencies due to recognized compliance and lower risk 	<p>➤ Hong Kong Authorized Economic Operator (AEO) Programme – AEO Benefits</p>
17.	<p>Economic operators which have been granted the status of a Trusted Trader in Hong Kong SAR, China receive the same benefits when conducting business in China or Japan</p>	<p>➤ Hong Kong Authorized Economic Operator (AEO) Programme – AEO Mutual Recognition Arrangement</p>