

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 	<p>➤ Trade Single Window</p>
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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</p> <p>➤ 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	➤ Hong Kong e-Legislation ➤ Global Trade, Import & Export
7.	Publishing the following information on the portal: <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) 	➤ 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	➤ Trade Facilitation
Trade infrastructure – Border 1		
9.	The following information systems in use at Port of Hong Kong: <ul style="list-style-type: none"> • Maritime single window 	➤ Electronic Business System (eBS)
Risk Management		
10.	Other domestic public agencies fully integrated into the Customs agency’s risk management system <ul style="list-style-type: none"> • Environmental Agencies • Security Border Agencies 	➤ 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.	<p>The Trusted Trader certification program includes the following types of operators within the supply chain:</p> <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>