



INFORMATION GUIDELINE ON AUTHORIZED ECONOMIC OPERATOR (AEO)



BY :
SECRETARIAT AUTHORIZED ECONOMIC OPERATOR
ROYAL MALAYSIAN CUSTOMS HEADQUARTERS
2024

INTRODUCTION



The Authorized Economic Operator (AEO) is a **concept introduced by the World Customs Organisation (WCO)** in line with the WCO SAFE Framework of Standards (SAFE FoS) to Secure and Facilitate Global Trade.

AEO involved parties dealing with **international trade** that have been **recognized by the world customs administration** which fulfil the **security supply chain** under SAFE FoS and other related international standard.





WHO CAN BE AN AEO?

SAFE Framework of Standards to Secure and Facilitate Global Trade
(SAFE FoS) :

AEO is a party involves in the **international movement of goods** in whatever function **that has been approved** by or on behalf of a national Customs administration **as complying with WCO** or equivalent supply chain security standards.



AEOs include :

Manufacturers, Importers, Exporters, Brokers carriers, Consolidators, Intermediaries, Ports and airports, Terminal operators, Integrated operators, **Warehouses, Distributors and Freight forwarders**



OBJECTIVE OF AEO

1. To implement a **predictable and transparent global trade security supply chain** standard.
2. To **enhance the level of compliance** and awareness among companies / operators in Malaysia on the importance of monitoring the security of their respective trade supply chains.
3. To align Malaysia's Customs practice to **international best practices** based on the World Customs Organization SAFE Framework of Standards (SAFE FoS).
4. To position Malaysia as a **secured trading nation** in the global arena.
5. To **enhance the competitiveness** of Malaysian traders / operators internationally.

GENERAL CONDITIONS TO BE AN AEO



- In operation for several years
- High level of compliance
- Security measures in place
- No tax arrears
- Pass background check
- Specific turn over amount
- Guarantee in place



WCO COMPLIANCE CHECKLIST



- The standards, practices and procedures which members of the trade business community aspiring to **AEO status** are **expected to adopt** into routine usage, based on risk assessment and AEO business models.
- One set of international Customs standards developed by the WCO that do not duplicate or contradict with other recognized intergovernmental security requirements.

COMPLIANCE CHECKLIST FOR COMPANIES APPLYING
AS
AUTHORISED ECONOMIC OPERATORS (AEO)
ACCREDITATION

COMPANY NAME

.....

AEO REFERENCE FILE NUMBER

.....

SECURITY REQUIREMENTS BASED ON WCO SAFE FoS



- A. Demonstrated Compliance with Customs Requirements
- B. Satisfactory System for Management of Commercial Records
- C. Financial Viability
- D. Consultations, Co-operation and Communication
- E. Education, Training and Awareness
- F. Information exchange, Access and Confidentiality
- G. Cargo Security
- H. Conveyance Security
- I. Premises Security
- J. Personnel Security
- K. Trading Partner Security
- L. Crisis management and Incident Recovery
- M. Measurement, Analyses and Improvement
- N. Implementation Of Customs Procedures

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BENEFITS TO AEO COMPANIES



- Auto-released and fast approval



- Fast clearance – cost saving
- 3 Days Approval for LMW facilities related application



- Advisory Audit



- Deferred payment of duty



- Prioritized / Simplified duty drawback claims



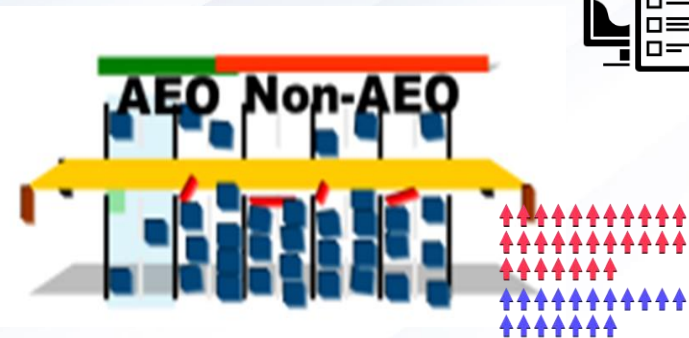
- *Mutual Recognition Arrangement (MRA)*



- Account Manager



- AEO Logo



BENEFITS TO MANUFACTURER & TRADING COMPANY (IMPORTER / EXPORTER) ...1 of 2



1. Simplified Declaration using Permission Request Slip (PRS), i.e. a provisional electronic declaration.
2. Auto-released in AEO System.
3. Self-assessed declaration using Consolidated Statement (CS). And use of Electronic Funds Transfer (EFT) / FPX Gateway for duty / tax payment.
4. Deferred Duty / Tax Payment – 7 days.
5. No Licensed Manufacturing Warehouse (LMW) monthly submission for M1 M2 reporting, but as when requested.
6. Simplified / Prioritized Drawback Claim.
7. Three (3) working days approval for sub-contract, disposal, duty / tax exemption or import & re-export applications.

BENEFITS TO MANUFACTURER & TRADING COMPANY (IMPORTER / EXPORTER) ...2 of 2



8. Use of Consolidated Statement (CS) for FTA / Economic Partnership (EPA) Preferential rate.
9. Use of Shipping seal / company security seal for movement of dutiable goods.
10. MRA Benefit.
11. Dedicated AEO Account Manager.
12. Use of AEO Logo.
13. Training Privilege.
14. Other Benefits approved by AEO Panel and OGA / PIA.



BENEFITS TO CUSTOM AGENT

1. Consideration for license renewal once every five (5) years.
2. Priority representing AEO companies.
3. Immediate release with minimal inspection.
4. Dedicated AEO Account Manager.
5. Use of AEO Logo.
6. Training Privilege.
7. Other Benefits approved by AEO Panel and OGA / PIA.





APPLICATION & VALIDATION PROCESS FOR AUTHORIZED ECONOMIC OPERATOR (AEO)



BY :
SECRETARIAT AUTHORIZED ECONOMIC OPERATOR
ROYAL MALAYSIAN CUSTOMS HEADQUARTERS
2024



CRITERIA OF AEO

General qualifying criteria:

1. Companies involved in importation, exportation and transit of goods.
2. Companies operating in Malaysia for at least three (3) years.
3. Has the security features of the supply chain.
4. High level of compliance with all legislation and other legal requirements.
5. No duties / taxes arrears with RMCD and other agencies.



CRITERIA OF AEO

Specific Criteria:

Manufacturers, Importers and Exporters

- Registered under the Companies Act 1965 or other laws in Malaysia.
- Ability to pay duties / taxes electronically.

Warehouse Operator

- Registered under the Companies Act 1965 or other laws in Malaysia.
- Licensed under Section 65 of the Customs Act 1967.



CRITERIA OF AEO

Specific criteria:

Customs Agent

- Registered under the Companies Act 1965 or other laws in Malaysia.
- Licensed under Section 90 of the Customs Act 1967.
- Ability to pay duties / taxes electronically.
- Members of the Customs Agents Association.
- Quality customs declaration for the last three (3) years.



APPLICATION PROCEDURES

APPLICATION DOCUMENT

1. Official application letter.
2. AEO Application Form (*Attachment 1).
3. Company profile.
4. Copy of company registration certificate issued by Companies Commission of Malaysia (CCM) or other authorised agency.
5. A copy of Teras Form (formerly known as Form 24 and Form 49) of SSM or Sabah & Sarawak Local Authority.
6. Completed Compliance Checklist (*Attachment 2) and related supporting documents.



APPLICATION PROCEDURES

APPLICATION DOCUMENT

7. Name of the designated person to liaise with RMCD.
8. List of the appointed Customs agents to represent the company (for the scope of manufacturers, importers, exporters and warehouse operators).
9. Copies of certificates or any recognition received such as ISO 28000 certificate, *Customs-Trade Partnership Against Terrorism (C-TPAT)* and Transported Asset Protection Association (TAPA) certificate (if any).



APPLICATION PROCEDURES

APPLICATION DOCUMENT

10. Copies of permits, licenses, certificate of approval or documents of other facilities issued by RMCD or other agencies (if any).
11. The last three (3) years copies of the financial statements certified by the external auditor.
12. List of AEO import, export and goods in transit (*Attachment 4).
13. List of clients (for the Customs Agents and Warehouse Operators scopes).

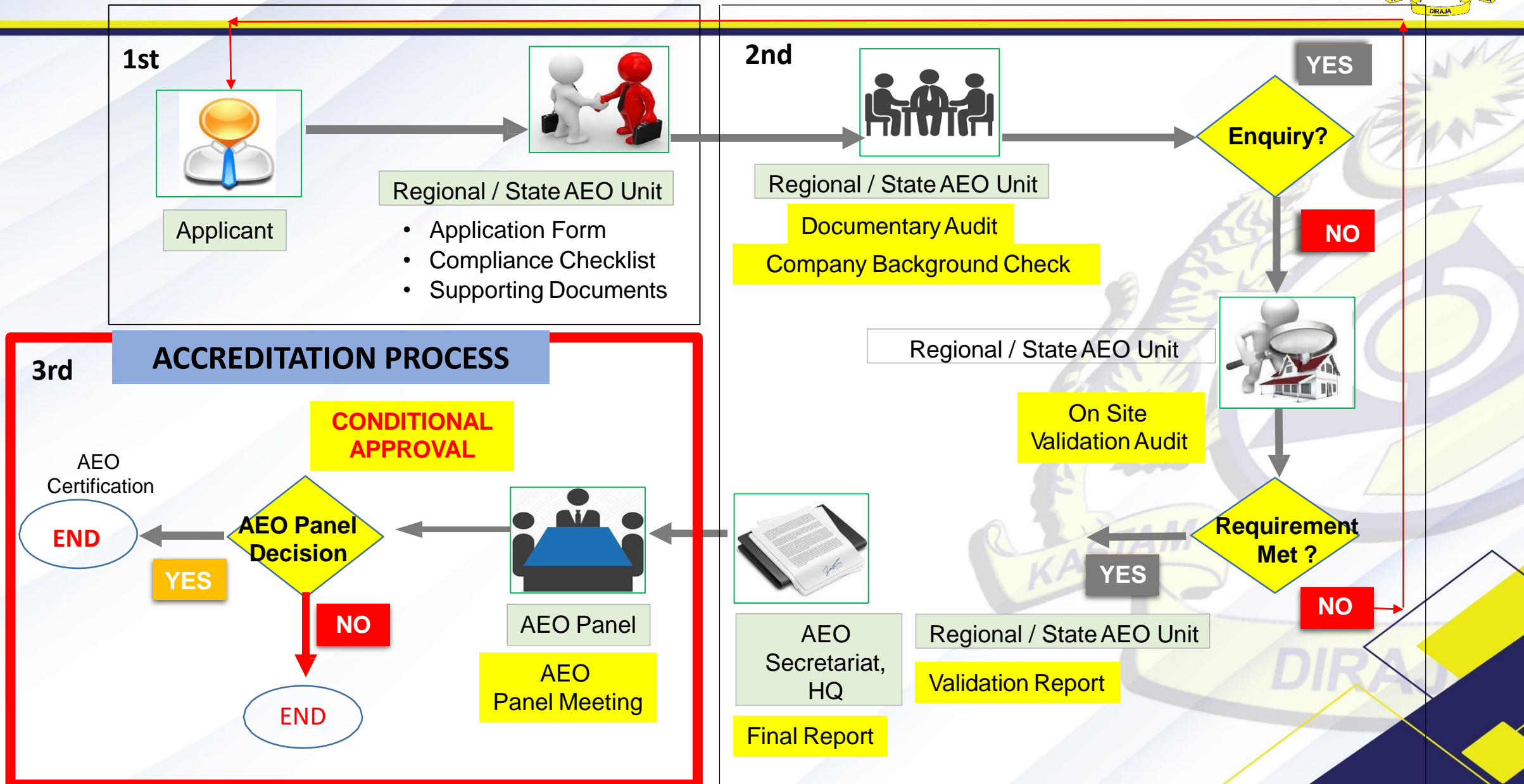


APPLICATION SUBMISSION

1. Application must be submitted to the State AEO Unit.
2. Attachments can be downloaded from AEO portal.
(<http://customsgc.gov.my>)



AEO APPLICATION PROCESS FLOW



WCO COMPLIANCE CHECKLIST



- The standards, practices and procedures which members of the trade business community aspiring to **AEO status** are **expected to adopt** into routine usage, based on risk assessment and AEO business models.
- One set of international Customs standards developed by the WCO **that do not duplicate** or contradict with other recognized intergovernmental security requirements.

COMPLIANCE CHECKLIST FOR COMPANIES APPLYING
AS
AUTHORISED ECONOMIC OPERATORS (AEO)
ACCREDITATION

COMPANY NAME

.....

AEO REFERENCE FILE NUMBER

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INTERNATIONAL REQUIREMENTS

A Validation Process will be conducted based on Compliance Checklist by WCO SAFE FoS for company applying as AEO Accreditation that contains :

- 14 criteria
- 66 questions
- Attachment 2

- Demonstrated Compliance with Customs Requirements
- Satisfactory System for Management of Commercial Records
- Financial Viability
- Consultations, Co-operation and Communication
- Education, Training and Awareness
- Information exchange, Access and Confidentiality
- Cargo Security
- Conveyance Security
- Premises Security
- Personnel Security
- Trading Partner Security
- Crisis management and Incident Recovery
- Measurement, Analyses and Improvement
- Implementation Of Customs Procedures

COMPLIANCE CHECKLIST FOR COMPANIES APPLYING
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.....

AEO REFERENCE FILE NUMBER

.....



A. Demonstrated Compliance with Customs Requirements

- ▶ Compliance history of a prospective AEO
 - ❖ Not have committed, over a period determined by the national AEO programme, an infringement/offence as defined in the national legislation
 - ❖ Infringements/offences under Customs Law and other laws

- ▶ Consider prospective AEO's procedures on Customs matters and routine
 - ❖ e.g. verifying the accuracy of Customs declarations, Customs valuation, tariff classification, ROO
 - ❖ e.g. training on Customs matters



B. Satisfactory System for Management of Commercial Records



➤ AEO shall:

- ❖ Maintain timely, accurate, complete and verifiable records relating to import and export
- ❖ Give Customs full access to necessary records, subject to the requirements of national legislation
- ❖ Permit Customs to conduct any audit of cargo movements relating to import and export
- ❖ Employ adequate internal records access and control systems to protect against unauthorized access (ICT security)





C. Financial Viability

- ▶ AEO shall have good financial standing which is sufficient to fulfill its commitments with due regards to the characteristics of the type of business activity.
- ▶ AEO shall maintain and improve standards;
 - ❖ e.g. Provide profit and loss statements and balance sheets
 - ❖ e.g. Declaration of insolvency proceedings
 - ❖ e.g. Statements from banks or financial institution or National Tax Bureau





D. Consultation, Co-operation and Communication

- Customs and AEOs
 - ❖ Regular consultation
 - ❖ Contact person (Customs Client Coordinator)

 - ❖ Reporting
 - Any unusual or suspicious-cargo documentation or abnormal requests for information on shipments
 - illegal, suspicious or unaccounted cargo



E. Education, Training and Awareness

- ▶ Procedures in place:
 - ❖ To raise security awareness
 - ❖ To educate personnel with regard to the risks associated with movement of goods
 - ❖ To educate employees in maintaining cargo integrity, recognizing potential internal threats to security and protecting access controls
 - ❖ to identify and report suspicious incidents
- ▶ Educational material, manuals and appropriate training on the identification of potentially suspect cargo
- ▶ In-house training for AEOs and Customs personnel

F. Information Exchange, Access and Confidentiality

Customs and AEOs

- ▶ Full implementation of electronic data exchange
- ▶ Protection from misuse
- ▶ Sound data privacy and confidentiality

AEOs

- ▶ Legible, complete and accurate
- ▶ Protection from loss, exchange and error
- ▶ ICT policy: firewalls, passwords, backup

Customs

- ▶ Single Window
- ▶ Electronic procedures



G. Cargo Security

- ▶ Putting in place procedures and processes to ensure the integrity of cargo by :
 - ❖ Having documented procedures and processes on cargo handling and storage
 - ❖ Having proper reporting mechanisms in place for cargo-related incidents
 - ❖ Having effective communication and training for personnel involved in the supply chain activities
- ▶ Security Policy
- ▶ Seal integrity (with ISO 17712 standard)
- ▶ 7 point inspection (conveyance & container)



H. Conveyance Security

- ▶ Safeguarding the custody and integrity of cargo by establishing procedures to track and monitor accurately activities relating to the movement and handling of cargo
- ▶ Security check after left unattended
- ▶ Regular check for concealment places
- ▶ Security awareness





I. Premises Security

▶ AEO shall implement security measures and procedures to prevent unauthorized access to companies' facilities:

- ❖ Perimeter fencing
- ❖ Manned or monitored gates and exits
- ❖ Parking
- ❖ Building structure
- ❖ Locking devices and key controls
- ❖ Lighting
- ❖ Alarm systems and video surveillance cameras
- ❖ Security personnel and organisation
- ❖ Access control for employees, visitors and vendors/contractors
- ❖ Challenging and removing unauthorised persons



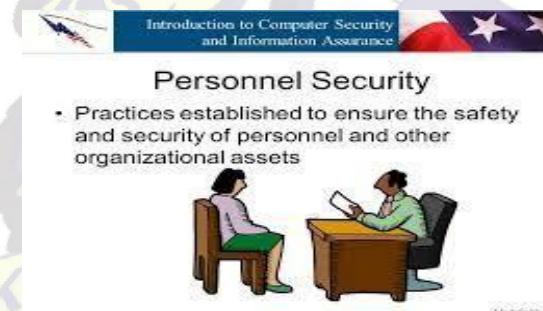
J. Personnel Security

▶ Putting in place processes and procedures to minimize the risk posed to the business operations by:

- ❖ New hires
- ❖ Current employees
 - Intentional
 - Unintentional
- ❖ Terminated/resigned employees

▶ Background checks

▶ Identity card





K. Trading Partner Security

- Encouraging trading partner to enhance security voluntarily
- Better written in contractual arrange
- Either outsource or contract elements of their businesses
(e.g. conveyance, warehouse)
- Trading partners include current and prospective suppliers, manufacturers, service providers, contractors and vendors, customers



L. Crisis Management and Incident Recovery

- ▶ To minimise impact of a disaster or terrorist attack
- ▶ Requires advance planning and establishment of processes to operate in extraordinary circumstances
- ▶ AEO and Customs shall:
 - ❖ Develop and document contingency plans for emergency security situations and for disaster or terrorist incident recovery
 - ❖ Should involve the appropriate authorities/parties where necessary
 - ❖ Conduct periodic training of employees and testing of emergency contingency plans.





M. Measurement, Analyses and Improvement

Monitoring, measurement, analysis and improvement

- ▶ Self-assessment, PDCA cycle

- ▶ Procedures in place:
 - ❖ To conduct assessment of the security risks in business operations and take appropriate measures to mitigate those risks
 - ❖ To establish and conduct regular self-assessments of its security management system
 - ❖ Fully document the self assessment procedure and the responsible parties with mechanism to include their feedback and recommendations



AEO PORTAL (www.customsgc.gov.my)



**AUTHORIZED
ECONOMIC
OPERATOR
MALAYSIA**

JABATAN KASTAM DIRAJA MALAYSIA

ROYAL MALAYSIAN CUSTOMS DEPARTMENT

Authorized Economic Operator



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- Activities
- List of AEO

Authorised Economic Operator (AEO)

Malaysia is among the world's largest trading countries in the world and active participation by both Giant Organizations and Small & Medium Enterprises (SME) contri manufacturing, electronic and information technology.

Speed and secure movement of goods, minimal documentation, minimal human intervention and predictability of customs processes are essential ingredients for the effective supply, distribution and marketing services on a global basis to the manufacturing and trading sector which implements the Just In Time inventory systems. The global trading s could severely damage and interrupt the supply chain and indirectly affect the entire global economy.

The Authorised Economic Operator or AEO is a concept introduced by the SAFE Framework of Standard referring to operators involved in the movement of goods along the inter the required security standards and are accredited by the member country. The AEO Scheme developed by Royal Malaysian Customs Department (RMCD) is based on a similar

The AEO concept encourages electronic transactions for better security management in the supply chain. For smooth and seamless flow of trade, economic operators are encour on international standards in their day-to-day management in all aspects of their business activity, amongst others includes manufacturing activities, movement of raw materials and also ensuring secure conveyances and handling of goods. Economic Operators with high compliance level and high security management are encouraged to apply for the AEO

The AEO Guidelines

The AEO Guidelines is to ensure that implementation of the AEO rules are based on SAFE Framework of Standards. This is the first step to understand the needs and eligi applying for this scheme.

Click to view: [Information Guideline on AEO Program](#)

Attachment 1	- Application For The Status Of Authorised Economic Operator (AEO)
Attachment 2	- Compliance Checklist For Companies Applying As Authorised Economic Operator (AEO) Accreditation
Attachment 3	- Explanatory Notes To Compliance Checklist For Authorised Economic Operator (AEO) Applicants And Customs Auditors
Attachment 4	- List Of Authorised Economic Operator (AEO) Goods Attachment (Import/Export/Movement/Local Sales)
Attachment 5	- List Of Responsibilities Of Authorised Economic Operator (AEO)
Attachment 5-1	- Bon Am/General Bond
Attachment 6	- AEO User USB Token Application
Attachment 6-1	- Deleted
Attachment 7	- Application For Activation/Cancellation AEO USB Token
Attachment 8	- Deleted
Attachment 9	- Process To Issue Authorised Economic Operator USB Token
Attachment 10	- Deleted
Attachment 11	- Permission Request Slip (PRS) Sample

The AEO Guidelines

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Attachment 11	- Permission Request Slip (PRS) Sample
Attachment 12	- Consolidated Statement (CS) Sample
Attachment 13	- Statement On Duty/ Tax Drawback / Refund Claim Under Section 16, 93 And 99 Customs Acts 1967; Section 13, 19 and 19A Excise Tax 1976; and Section 39 and 40 Sales Tax 2018
Attachment 14	- Security Compliance Audit
Attachment 15	- AEO Process Flowchart
Attachment 16	- Permission Request Slip (PRS) Approval Process
Attachment 17	- Physical Release of Import Cargo (Road Mode)
Attachment 18	- Physical Release of Import Cargo Bangunan Sultan Iskandar, Johor Bahru (Road Mode)
Attachment 19	- Physical Release of Export Cargo At Station Sungai Tujuh, Miri Sarawak (Road Mode)
Attachment 20	- Physical Release of Cargo Movement From Free Zone To Public Bonded Warehouse
Attachment 21	- Physical Release of Cargo Movement
Attachment 22	- Physical Release of Import Cargo (Sea/Air Mode)
Attachment 23	- Physical Release of Export Cargo at Free Industrial Zone (Sea/Air Mode)
Attachment 24	- Physical Release of Cargo From Bonded Warehouse For Local Sales
Attachment 25	- Physical Release of Cargo From Licensed Manufacturing Warehouse (LMW) For Local Sales
Attachment 26	- Preparation of Consolidated Statement (CS)
Attachment 27	- Duties/Taxes Payment Process
Attachment 28	- Duty/Tax Refund/ Drawback Claims Under Section 16, 93 and 99 Of The Customs Act 1967; Section 39 and 40 Of The Sales Tax Act 2018; and Section 13, 19 and 19a Of The Excise Act 1967

ATTACHMENT 2 : Compliance Checklist For Companies Applying as AEO Accreditation

ATTACHMENT 3 : Explanatory Notes To Compliance Checklist for AEO Applicants And Customs Auditors

ATTACHMENT 4 : List of AEO Goods Attachment (Import/Export/Movement/Local Sales)

ATTACHMENT 5: List of Responsibilities of AEO

AEO PORTAL (www.customsgc.gov.my)



Attachment 2

COMPLIANCE CHECKLIST FOR COMPANIES APPLYING AS AS AUTHORISED ECONOMIC OPERATORS (AEO) ACCREDITATION

COMPANY NAME

.....

AEO REFERENCE FILE NUMBER

.....

ATTACHMENT 2 : Compliance Checklist For Companies Applying as AEO Accreditation



COMPLIANCE CHECKLIST FOR COMPANIES APPLYING AS AUTHORISED ECONOMIC OPERATORS (AEO) ACCREDITATION

The questionnaires below are meant to assist the Malaysian Royal Customs in determining the eligibility of companies applying for accreditation as Authorized Economic Operators (AEO). Please tick Yes or No and please give explanation in the remarks column. Note: The condition and requirements marked are not mandatory.

	CONDITION AND REQUIREMENTS	YES	NO	REMARKS	FOR OFFICIAL USE
A	DEMONSTRATED COMPLIANCE WITH CUSTOMS REQUIREMENT				
1.	Infringement / offence committed under the Customs Act 1967 or any other national legislation				
	a. Has your company been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and action taken.				
	b. Has any of the directors of your company been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and action taken				
	c. Has any of your employees been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and action taken				
	d. Please specify names of appointed forwarding agents / shipping agents / forwarders / consultants. Please use attachment.				
	e. Has any of them been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and action taken				
2.	Does your company have any arrears with the Customs Department? If yes, please indicate - a. the outstanding amount				

AEO PORTAL (www.customsgc.gov.my)



Attachment 3

EXPLANATORY NOTES TO COMPLIANCE CHECKLIST FOR AUTHORISED ECONOMIC OPERATOR (AEO) APPLICANTS AND CUSTOMS AUDITORS

This checklist is a self-assessed compliancy check to be furnished by AEO applicants as part of application requirements to be submitted with the AEO Application Form. Information and documents given in this checklist will be verified by Customs Auditors (CA) to confirm applicant's compliancy to Customs Regulation as well as the Security Requirements in the WCO SAFE Framework of Standards (FoS). The CA' verification report will be the determinant factor to successful accreditation of AEO status.

The Explanatory Notes to the Compliance Checklist should be used as a guide and reference to the applicants /auditors in completing the checklist and by CA in their verification process.

Section A: Conditions and Requirements to Demonstrate Compliance with Customs Requirements

This section requires applicants to give information on the company's history of infringements or other offences under the Customs Acts or any other legislation governed by Customs and also information on any arrears or refunds as one of compliancy indicators. The information should cover records of the last 3 years.

COMPLIANCE CHECKLIST	EXPLANATORY NOTES
1. Infringement / offence committed under the Customs Act 1967 or any other national legislation a. Has your company been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and action taken. b. Has any of the directors of your company been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and action taken c. Has any of your employees been charged in court or compounded under the Customs Act 1967 or any other national legislation? If yes, please specify type of offence and	1. Applicants to give full details of the case(s) such as type of offences, those involved, courts judgement, status of the case and any other additional information as to what action has been taken to prevent similar occurrence. 1.1 CA to verify applicant's answers with the results of Vetting on Directors and Company from Police Department, Immigration, Companies Commission of Malaysia (CCM) and also from in-house Vetting. 1.2 CA to check the latest Form 49 to verify any current change of directors. 1.3 CA to verify that; a. any charged employee is still employed by applicant, b. any remedies and action taken by the applicant to prevent reoccurrences of the

ATTACHMENT 3 :

Explanatory Notes To Compliance Checklist for AEO Applicants And Customs Auditors

- This checklist is a self-assessed compliancy check to be furnished by AEO applicants as part of application requirements
- Information and documents given in this checklist will be verified by Customs Auditors (CA) to confirm applicant's compliancy
- The CA' verification report will be the determinant factor to successful accreditation of AEO status.
- **The Explanatory Notes to the Compliance Checklist should be used as a guide and reference to the applicants / auditors in completing the checklist and by CA in their verification process.**



CONTACT US

Inquiry on AEO matters should be e-mail to relevant AEO Unit at State Office:

1) SELANGOR: aeoselangor@customs.gov.my

2) WPKL: aeowpkl@customs.gov.my

3) KLIA: aeoklia@customs.gov.my

4) SABAH: aeosabah@customs.gov.my

5) SARAWAK: aeosarawak@customs.gov.my

6) PULAU PINANG: aeopenang@customs.gov.my

7) PERAK: aeoperak@customs.gov.my

8) PERLIS: aeoperlis@customs.gov.my

9) KEDAH: aeokedah@customs.gov.my

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12) PAHANG: aeopahang@customs.gov.my

13) JOHOR: aeojohor@customs.gov.my

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