

# User Guide

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## FTA Portal

**Prepared for:**

**Cambodia Australia Partnership for Resilient Economic Development (CAPRED) Program**

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# 1 Introduction

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Welcome to the FTA Portal User Guide for Cambodia. This guide provides clear and concise instructions to help you navigate and utilize the portal effectively. The FTA Portal is designed to support businesses, government agencies, and other stakeholders in accessing key information, managing trade processes, and ensuring compliance with the regulations under Cambodia's Free Trade Agreements (FTAs). Whether you're submitting applications, tracking trade-related activities, or accessing important documents, this guide will walk you through each step to ensure a smooth and efficient experience. We hope this resource helps you maximize the benefits of the FTA Portal and supports your engagement with Cambodia's international trade initiatives.

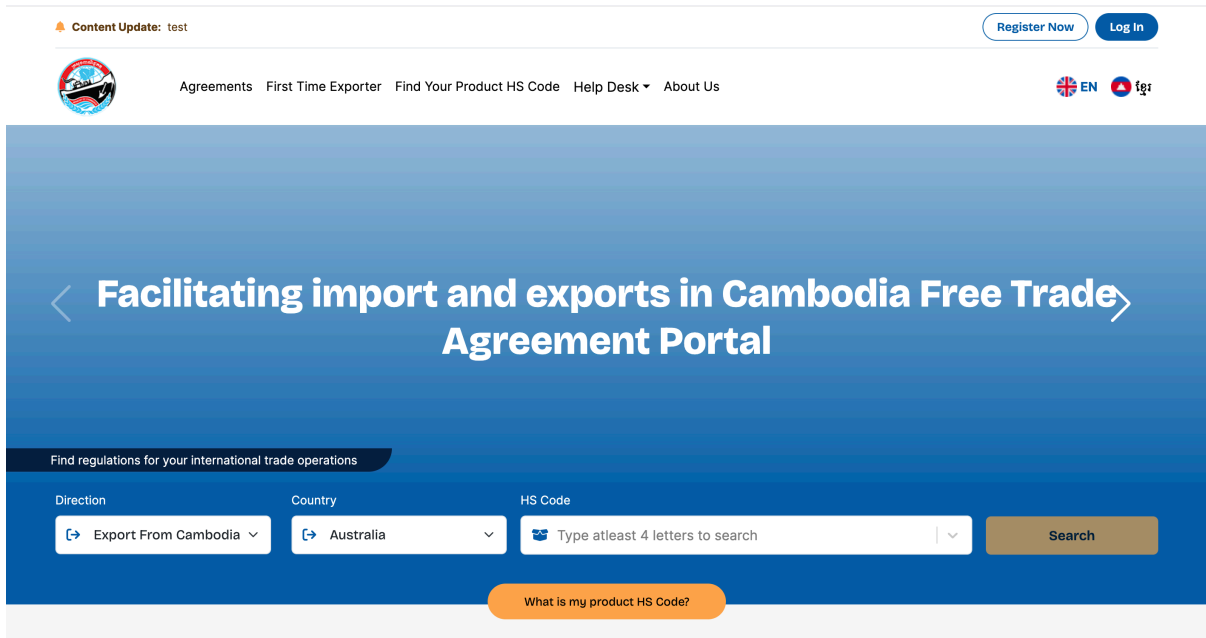
This user guide is organized into the following sections to facilitate easy navigation for portal users:

1. Home Page
2. Free Trade Agreement
3. First Time Exporter
4. Find Your Product HS Code
5. Helpdesk
6. About Us

## 2 Register and Login

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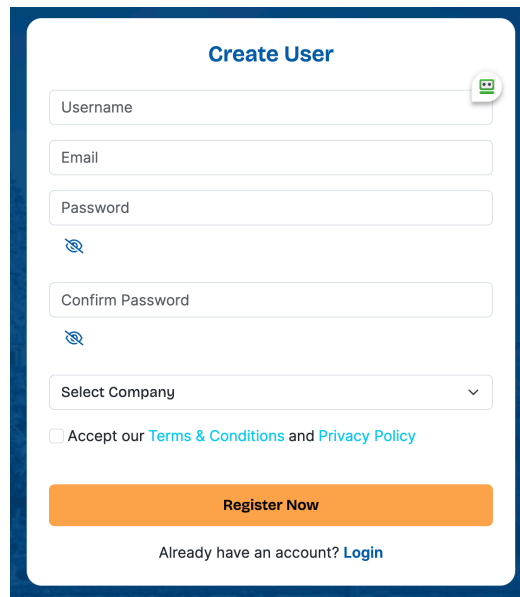
Public, or the FTA Portal users, can access the Cambodian FTA Portal website at <https://ftaportal.moc.gov.kh/>. The home page for the Cambodia FTA Portal is displayed below.



The users can register and log in to the system to access detailed information about the FTA. The login page for the Cambodia FTA Portal is displayed in the Home Page. If the user doesn't have an account, they can register themselves. If they have already an account, they can log in with their registered username and password.

Note that currently MOC does not differentiate the features for the public nor the registered users.

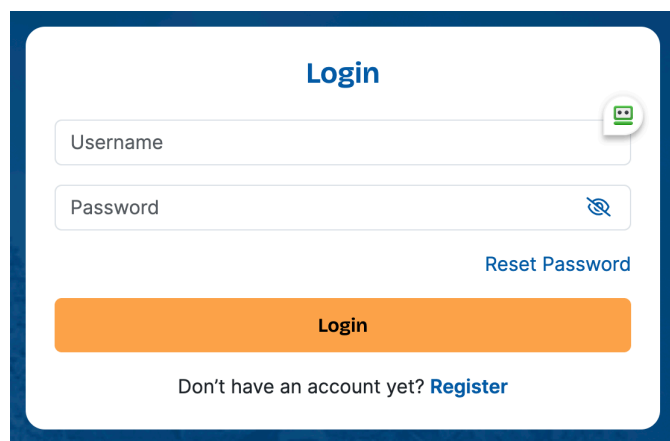
## 2.1 Register Now (Create an Account)



The screenshot shows a registration form titled "Create User". It includes input fields for "Username", "Email", "Password", and "Confirm Password", each with a visibility toggle icon. Below these is a "Select Company" dropdown menu and a checkbox for "Accept our Terms & Conditions and Privacy Policy". A prominent orange "Register Now" button is at the bottom, with a link "Already have an account? Login" below it.

- Click Register Now (top-right of the website).
- Enter your full name, email, and a strong password (follow on-screen password rules).
- Confirm your password.
- Optionally add your organization if requested.
- Review and accept any terms/consent text if shown.
- Submit the form and check your email for a verification message.
- Click the verification link to activate your account.

## 2.2 Log In



The screenshot shows a login form titled "Login". It includes input fields for "Username" and "Password", with a visibility toggle icon for the password field. A "Reset Password" link is located to the right of the password field. A prominent orange "Login" button is at the bottom, with a link "Don't have an account yet? Register" below it.

- Click Log In (top-right of the website).
- Enter your registered email and password.
- Click Log In to access member-only features.
- If you forgot your password, click Forgot Password and follow the email reset instructions.
- After logging in, use the profile menu to update details or change password.



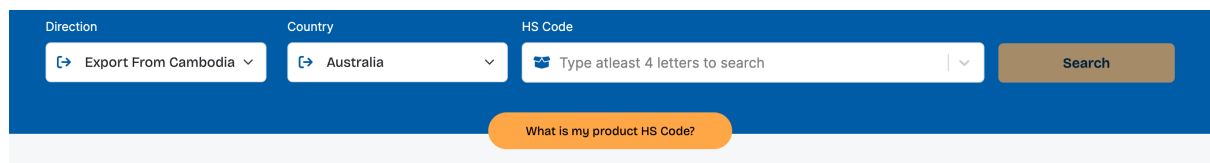
### 3 FTA Portal Home Page

Use the Home Page to start HS Code searches to compare agreements, switch language, and access menu and footer sections.



#### 3.1 HS Code Search for FTA Comparison

2. Locate the HS Code search area on the Home Page.
3. Select the Exporting Country from the dropdown (e.g., Cambodia).
4. Select the Destination Country (the partner country you plan to export to).
5. Click in the HS Code field and type either: (a) the HS Code (e.g., 1006) or (b) a product keyword (e.g., “rice”). There is a minimum of 4 digits or letter to show the suggestion.
6. If suggestions appear, select the most accurate match. If no suggestions appear, press Enter to search the typed value.
7. Click the Search button to run the query.
8. If you get no results or too few results, try: (a) removing extra spaces or symbols, (b) using a broader keyword, or (c) checking your HS Code length (6–8 digits are common).
9. Optional: Clear/reset the form (if provided) to run a new search.



## 3.2 HS Code Search Results Page

Direction: Export From Cambodia | Country: Philippines | HS Code: (10031000) - Seed | Search

HS Code: **10031000**  
- Seed

Total 8 Agreements | FILTERS:  In Force

Agreement Name	MFN RATE	PREFERENTIAL RATE
<b>ATIGA</b> ASEAN Trade In Good Agreement	7%	0%
<b>AANZFTA</b> ASEAN - Australia - New Zealand Free Trade Agreement	7%	0%
<b>AJCEP</b> ASEAN - Japan Comprehensive Economic Partnership	7%	0%
<b>ACFTA</b> ASEAN - China Free Trade Area	7%	0%

Each agreement card also includes tags: **Plurilateral** and **Country to Group**.

1. After clicking Search, confirm the summary at the top of the results page (selected Exporting Country, Destination Country, HS Code, and product description).
2. If any parameter is wrong, use the back button or provided controls to adjust and re-run the search.
3. Review the detailed results list (bottom section). Typical columns include agreement name, tariff lines, preferential rate by year, and notes or links.
4. Use any available filters (for example, by FTA or country) to narrow the list.
5. Open a row to view available actions (such as downloading details or jumping to the detailed FTA page).

**ATIGA**  
ASEAN Trade In Good Agreement

MFN RATE: **7%** | PREFERENTIAL RATE: **0%**

**Plurilateral** **Country to Group**

- Agreements
- Rules Of Origin
- Origin Provisions
- Certificate Provisions
- Documents

[Find Out More](#)

6. Click Find Out More to open the full FTA detail page for deeper information.

### 3.3 1.3 FTA Detail Page (Expand/Collapse Sections)

For Product: **HS Code 10031000**  
> - Seed

## ASEAN Trade In Good Agreement (ATIGA)

MFN RATE: **7%** | PREFERENTIAL RATE: **0%**

Cambodia Indonesia Laos Myanmar Malaysia Philippines Singapore Thailand Vietnam Brunei

In Force 2022-06-07

Plurilateral Country to Country

- About This Agreement
- Key Benefits
- Agreements
- RoO Self Assessment

1. On the FTA detail page, review the header area (agreement title, partner countries, status, and dates).
2. Scroll the page to view expandable sections. Click a section header to expand it; click again to collapse.
  - a. Read About This Agreement for scope, objectives, and coverage.

#### About This Agreement

The ASEAN Trade in Goods Agreement (ATIGA) is a regional trade agreement within the Association of Southeast Asian Nations (ASEAN) that aims to facilitate the creation of a single market and production base among its member countries. ATIGA came into effect on May 17, 2010, and contains commitments on (i) tariff elimination for 98.6% of products; (ii) promoting cooperation on trade, such as transparency (i.e., the publication of regulations); and (iii) providing a platform to discuss and address issues regarding Non-Tariff Measures (NTMs) in the region, amongst others. By facilitating regional trade, the ATIGA plays an essential role in fostering economic growth and stability within the region and is a key instrument in achieving ASEAN's vision of becoming a single market and production base.

Currently, negotiations for the upgrade of ATIGA are in progress, with discussions focusing on incorporating provisions to respond to emerging trade issues and specific implementation issues encountered within the agreement. These include, among others, proposals on:

- (i) Digital trade to address the increasing importance of e-commerce and digital technologies in regional and global trade;
- (ii) Environmental considerations to encourage sustainable trade practices, reflecting the growing international concern over environmental protection and climate change;
- (iii) Supply chain resilience including provisions to help maintain trade flows during crises; and
- (iv) Making the Agreement more user friendly so that businesses, including Micro, Small and Medium Enterprises (MSMEs) can easily utilise the Agreement and benefit from it.

These improvements seek to make the Agreement more relevant and effective in the rapidly changing global economic environment and are expected to contribute towards the comprehensive and progressive development of the AEC.

- b. Open Key Benefits to see advantages such as reduced tariffs or simplified procedures.

#### Key Benefits

The Parties are expected to reap the following benefits from ATIGA:

- **Tariff Reduction and Elimination:** ATIGA focuses on reducing and eventually eliminating tariffs on goods traded among ASEAN member countries. This initiative aims to create a more open and competitive market for goods within the region.
- **Customs Procedures Simplification:** The agreement includes provisions to streamline customs procedures and facilitate trade by reducing bureaucratic hurdles and delays at borders.
- **Rules of Origin:** ATIGA establishes rules of origin criteria to determine the origin of goods traded within ASEAN, ensuring that only products originating from member countries receive preferential treatment.
- **Non-Tariff Barriers:** The agreement addresses non-tariff barriers to trade, such as technical regulations and standards, with the goal of promoting smoother trade flows among ASEAN nations.
- **Trade Facilitation Measures:** ATIGA includes measures to enhance trade facilitation, such as improving information exchange, cooperation between customs authorities, and the use of electronic commerce for trade documentation.




- c. Open Rules of Origin (RoO) to learn eligibility conditions and how origin is calculated. Here we can also find a button to start a RoO Self Assessment on a product.

## RoO Self Assessment

RoO Self Assessment

- d. Open Agreement to show Origin Provisions to read details such as accumulation, de minimis, and transport rules, Open Certificate Provisions to view certification requirements and issuing authorities, and Resources to access downloadable references (annexes, certificates, guidance).

### Agreements

Rule of Origin (RoO) <sup>?</sup>	Provisions Rule of Origin	Provisions Certificate of Origin
<b>Resources</b>	<b>ACCUMULATION</b> <b>Diagonal</b>	<b>CERTIFICATION</b> <b>Authorized Body</b>
 <a href="#">ATIGA Legal Text</a>	<b>DE MINIMIS</b> <b>Included (10%)</b>	<b>EXEMPTION OF CERTIFICATION</b> <b>Included (Less Than \$200)</b>
 <a href="#">ATIGA Trade In Good Full Legal Text</a>	<b>ROLL-UP</b> <b>Not Included</b>	<b>APPROVED EXPORTER</b> <b>Not Included</b>
 <a href="#">ATIGA Operational Certification Procedure</a>	<b>DUTY DRAWBACK</b> <b>Allowed</b>	<b>COMPETENT AUTHORITY</b> <b>Not Provided</b>
	<b>OUTWARD PROCESSING</b> <b>Included</b>	<b>PERIOD OF VALIDITY</b> <b>12 Months</b>
	<b>ACCESSORIES, SPARE PARTS, AND TOOLS</b> <b>Included</b>	<b>RETENTION PERIOD</b> <b>3 Years</b>
	<b>WHOLLY OBTAINED PRODUCTS</b> <b>Provided</b>	<b>THIRD PARTY INVOICING</b> <b>Provided</b>
	<b>NON-QUALIFYING OPERATIONS</b> <b>Provided</b>	<b>VERIFICATIONS</b> <b>Combined</b>
	<b>VALUE-ADDED CALCULATION</b> <b>Build Up/Build Down</b>	<b>PENALTIES</b> <b>Provided</b>
	<b>INDIRECT MATERIALS</b> <b>Included</b>	<b>ADVANCE RULINGS</b> <b>Provided</b>

3. If available, follow links in any section to related pages or resources.

### 3.4 RoO Self-Assessment (From FTA Detail Page)

1. Scroll to the bottom of the FTA detail page.

#### RoO Self Assessment

RoO Self Assessment

2. Click the RoO Self-Assessment button:
3. Verify that the HS Code and FTA are pre-selected based on your previous search.
4. Click Start the Self Assessment to begin.

## RoO Self Assessment

### ASEAN Trade In Good Agreement (ATIGA)

#### Welcome to the Rules of Origin Assessment

Origin can be understood as the economic nationality of the good. All internationally traded goods are required to have an origin when they are declared to customs at the point of import. Rules of origin enable to establish the origin of the good.

There are two types of origin: preferential (which are the key focus of this tool) and non-preferential. Both are determined by respective rules of origin.

[Start the Self Assessment →](#)

5. Answer the guided questions about your product's origin (inputs, processing, and sourcing).
6. Use Next/Continue to progress through questions; use Back if you need to change an answer.
7. Review the outcome/summary to see if your product may qualify under the selected FTA's Rules of Origin.
8. Record the outcome (e.g., take a screenshot or note the result) and save any references provided.
9. If uncertain, contact the Ministry of Commerce or authorized bodies for confirmation. Note that the RoO Self-Assessment is a guidance tool; it does not replace official verification.

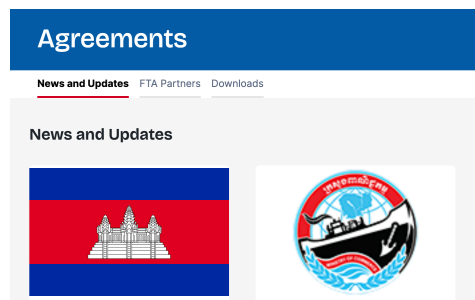
## 4 Agreements

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Open the main menu and click Agreements.

### 4.1 News and Updates

Browse the news and updates from the MOC regarding FTAs here.



### 4.2 FTA Partners

1. Browse the list of FTAs or use search based on FTA Name, or Country.
2. Click an agreement name or its details link to open the FTA Detail Page.
3. Use the expand/collapse behavior on the detail page to read general information about this FTA (About This Agreement, Further Information, Resources downloads, etc.).

## ASEAN – China Free Trade Area (ACFTA)

FTA Banner

### About This Agreement

The ASEAN-China Free Trade Area (ACFTA) was signed in 2004 and was implemented in July 2005. The FTA reduced tariffs on more than 7,000 product categories – or 90 percent of imports – to zero by 2010, although initially only applicable to Indonesia, Malaysia, Singapore, Brunei, the Philippines, Singapore, and Thailand. The remaining ASEAN members (Myanmar, Laos, Vietnam, and Cambodia) followed suit in 2015. In 2019, ACFTA was upgraded to simplify rules of origin (ROO), trade facilitation measures, investment procedures, and customs procedures.

### Key Benefits

The Parties are expected to reap the following benefits from ACFTA as follows:

- **Tariff reduction and elimination:** The ACFTA facilitates market access and promotes economic cooperation between ASEAN and China by lowering or eliminating tariffs on traded goods.
  - Cambodia reduces and eliminates duties on 90% of imported goods.
  - China reduces and eliminates tariffs on 95% of imported products.
- **Trade and investment cooperation:** The agreement provides new opportunities for trade and investment cooperation.
- **Enhanced Product Specific Rules of Origin (PSRs):** the PSRs are more liberal, flexible and business-friendly, and allow businesses to qualify for the benefits under the ACFTA more easily.

### RESOURCES

-  ASEAN – China (ACFTA) FTA Legal Text
-  ACFTA\_Agreement-on-Trade-in-Goods
-  ACFTA\_ANNEX-1-Rules-of-Origin

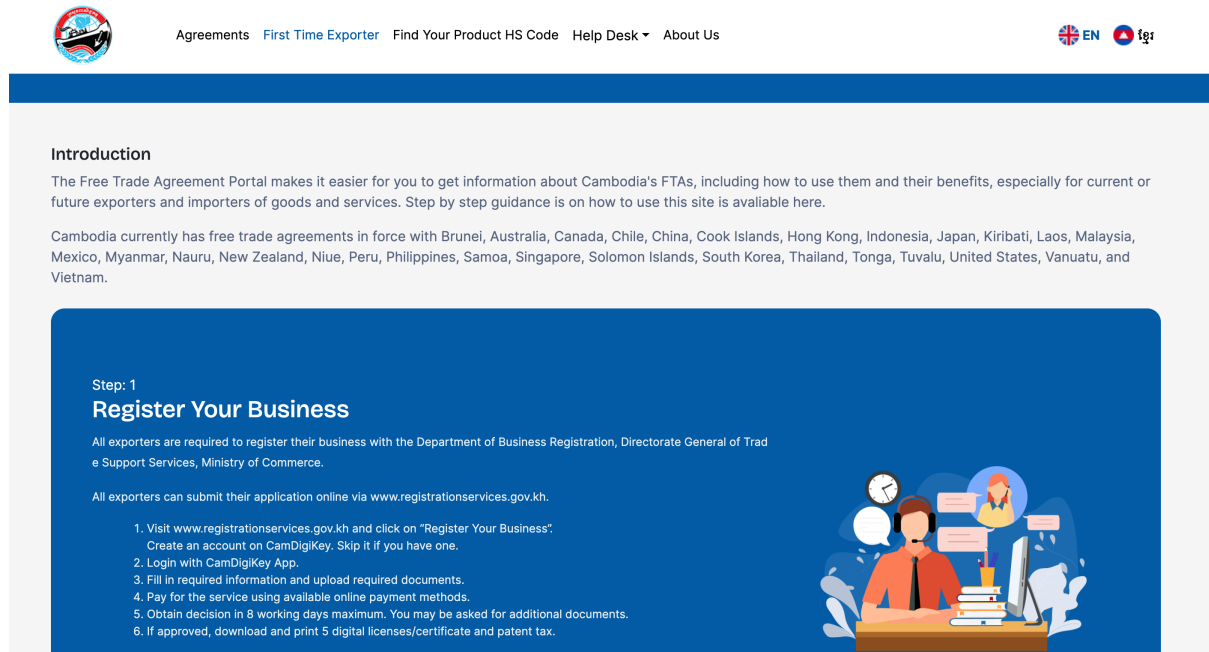
### 4.3 Downloads

Browse the documents from the MOC regarding FTAs here.

## 5 First Time Exporter

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1. Open the main menu and click First Time Exporter.
2. Read the step-by-step guidance presented on the page.
3. Follow links to HS Code search and FTA Detail pages when instructed.
4. Check the Rules of Origin information relevant to your product and target market.
5. Prepare required documents (e.g., certificate of origin) as guided by the page and linked resources.



The screenshot shows the top navigation bar of the FTA Portal. On the left is the portal logo. In the center, the navigation menu includes 'Agreements', 'First Time Exporter' (highlighted), 'Find Your Product HS Code', 'Help Desk', and 'About Us'. On the right, there are flags for 'EN' and 'kg'.

**Introduction**

The Free Trade Agreement Portal makes it easier for you to get information about Cambodia's FTAs, including how to use them and their benefits, especially for current or future exporters and importers of goods and services. Step by step guidance is on how to use this site is available here.


Cambodia currently has free trade agreements in force with Brunei, Australia, Canada, Chile, China, Cook Islands, Hong Kong, Indonesia, Japan, Kiribati, Laos, Malaysia, Mexico, Myanmar, Nauru, New Zealand, Niue, Peru, Philippines, Samoa, Singapore, Solomon Islands, South Korea, Thailand, Tonga, Tuvalu, United States, Vanuatu, and Vietnam.

**Step: 1**  
**Register Your Business**

All exporters are required to register their business with the Department of Business Registration, Directorate General of Trade Support Services, Ministry of Commerce.

All exporters can submit their application online via [www.registrationservices.gov.kh](http://www.registrationservices.gov.kh).

1. Visit [www.registrationservices.gov.kh](http://www.registrationservices.gov.kh) and click on "Register Your Business". Create an account on CamDigiKey. Skip it if you have one.
2. Login with CamDigiKey App.
3. Fill in required information and upload required documents.
4. Pay for the service using available online payment methods.
5. Obtain decision in 8 working days maximum. You may be asked for additional documents.
6. If approved, download and print 5 digital licenses/certificate and patent tax.



## 6 Find Your Product HS Code

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1. Open the main menu and click Find Your Product HS Code.
2. Enter either the HS Code or a clear product keyword in the search field.
3. Select the best match from suggestions (if shown) or press Enter to search.
4. Open a result to view tariff details, available FTAs, and any Rules of Origin notes.
5. If needed, repeat the search with alternate keywords (e.g., synonyms) to find the correct HS Code.

**Product Search**  
Find HS Classification

HS Code  Product Description

Clarification System: Harmonized Commodity Description and Coding System (HS)  
Revision: HS Rev.2022  
label.source: World Customs Organization (WCO)

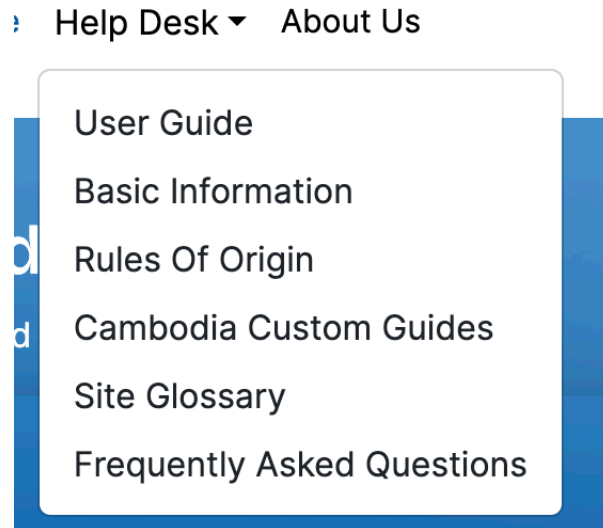
**Section I (01 - 05) Live animals; animal products**

**Section II (06 - 14) Vegetable products**

## 7 Helpdesk

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Use Helpdesk sub-menus to learn terms, get answers, access guides, or contact support.

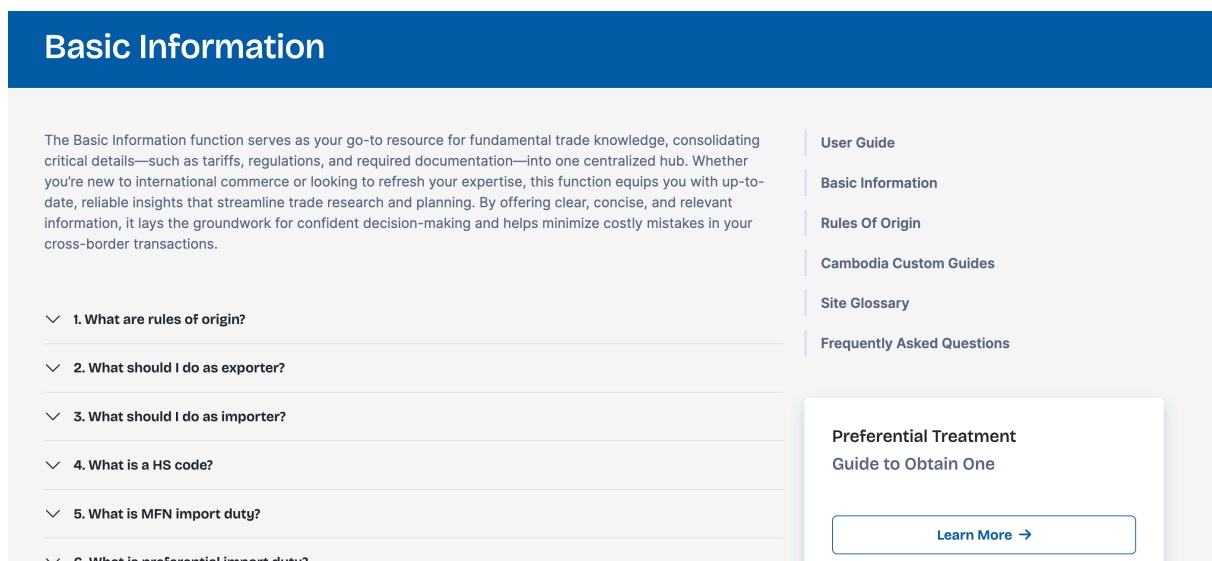


### 7.1 User Guides

1. Open Helpdesk → User Guides.
2. Select a guide to view or download.
3. Use the guide for task-specific instructions (e.g., comparing tariffs or reading RoO conditions).

### 7.2 Basic Information

Open Helpdesk → Basic Information.



## 7.3 Rules of Origin

Open Helpdesk → Rules of Origin.

### Rules of Origin

rules-of-origin-image

- 1. Introduction to Rules of Origin**
  - 1.1 Definition**

Rules of origin are the criteria needed to determine the national source of a product. Their importance is derived from the fact that duties and restrictions in several cases depend upon the source of imports. There is no international definition of Origin, although a distinction is made between two systems: preferential and non-preferential. In the case of preferential Origin, everything is based on bilateral or multilateral agreements. In the case of non-preferential Origin each country applies its own rules, although within some regional economic unions the non-preferential rules are harmonized for all the Member States of the Union concerned.
  - 1.2 Preferential Origin**

Preferential Rules of Origin shall be defined as those laws, regulations and administrative determinations of general application applied by any Member to determine whether goods qualify for preferential treatment under contractual or autonomous trade regimes leading to the granting of tariff preferences going beyond the application of paragraph a of Article 1 of GATT 1994\* (Annex II, Paragraph 1).
  - 1.3 Non-preferential origin**

The World Customs Organization (WCO) defines non-preferential origin as a trade and commercial policy measure that determines the country of origin of goods. Non-preferential rules of origin shall be defined as those laws, regulations and administrative determinations of general application applied by any Member to determine the country of origin of goods provided such rules of origin are not related to contractual or autonomous trade regimes leading to the granting of tariff preference going beyond the application of general most-favoured-nation treatment. Non-preferential rules of origin are used to determine the country of origin of goods for the application of the most-favoured nation treatment (MFN) but also for the implementation of a number of

User Guide

Basic Information

Rules Of Origin

Cambodia Custom Guides

Site Glossary

Frequently Asked Questions

#### Preferential Treatment Guide to Obtain One

[Learn More →](#)

## 7.4 Cambodia Custom Guides

Open Helpdesk → Cambodia Custom Guides.

## 7.5 Glossary

1. Open Helpdesk → Glossary.
2. Use alphabetical listing to find a term.
3. Click a term to read its full definition; follow related links when provided.

### Site Glossary

Not sure about what free trade agreements are and how you can benefit from them? Never heard of rules of origin? Then read through this page and you will be ready to use this tool! Watch this short [video tutorial](#) about trade agreements and rules of origin on Cambodia FTA Portal.

- ✓ [Advance Rulings](#)
- ✓ [Aquaculture](#)
- ✓ [Consignment](#)
- ✓ [Costs, Insurance and Freight \(CIF\)](#)
- ✓ [Cumulation](#)
- ✓ [Customs Authority](#)
- ✓ [Customs Valuation Agreement](#)

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Frequently Asked Questions

#### Preferential Treatment Guide to Obtain One

[Learn More →](#)

## 7.6 5.2 FAQs

1. Open Helpdesk → FAQs.
2. Scroll the list to locate your topic.
3. Click a question to expand the answer; click again to collapse.

**Frequently Asked Questions**

Frequently Asked Questions

- What does an FTA cover?
- Why can't I use an FTA even after it has been concluded or signed?
- Are there opportunities for the commitments in our FTAs to be improved in the future?
- What are the steps to make use of FTA for the export of goods?
- There are two or more FTAs which my importing country is a party to. How do I know which FTA would be most applicable to my product?
- What is a Harmonized System Code (HS Code)?
- Are import tariffs the only duties charged by the Customs Department?

User Guide  
Basic Information  
Rules Of Origin  
Cambodia Custom Guides  
Site Glossary  
Frequently Asked Questions

**Preferential Treatment Guide to Obtain One**

[Learn More →](#)

## 7.7 Preferential Treatment

1. Open any of the Helpdesk menu and find the Preferential Treatment box.

**Preferential Treatment Guide to Obtain One**

[Learn More →](#)

2. Click button Learn More.
3. The Preferential Treatment Guide page is displayed.

## Preferential Treatment

Step: 1

### Determine the Relevant FTAs for Your Market

Search for your target market in the Agreement tab or use the search tool at home page to find your product.

Step: 2



### Check if Your Product Benefits from Lower Tariffs

You may use the use the search tool at home page to search for the [Harmonised System](#) (HS) code of your product in the destination country.

1. Determine the [Harmonised System](#) (HS) code of your product
2. Compare the tariff rate for your Cambodia-originating product to the generic rate applicable to most countries (i.e. MFN rate) or preferential rate committed under FTAs.
3. Check the FTAs Rules of Origin (ROO) if your product qualifies as "Cambodia-originating". You may explore ROO self-assessment tool for preliminary origin determination.

Fill out the enquiry form with accurate details (subject, description, contact info).

3. Submit the form; note the confirmation or reference ID if one is shown.

## 8 About Us

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1. Open the main menu and click About Us.
2. Read the description of the FTA Portal’s objectives and stakeholders, why the users should use the Cambodian FTA Portal, Data Sources, and Feedback.

### About Us

[About Cambodia FTA Portal](#) [Why use the Cambodian FTA Portal?](#) [Data Sources](#) [We Value Your Feedback](#)

The Cambodian Free Trade Agreement (FTA) Portal provides user-friendly access to a comprehensive database of Cambodia's trade agreements and related information. Developed by the Ministry of Commerce with support from CAPRED, and in joint effort with the Ministry of Economic and Finance and the General Department of Customs and Excise of Cambodia, the portal is designed to enhance economic growth and global integration.

Combining real-time updates, detailed information on trade agreements, and tools to navigate the complexities of international trade, the Cambodian FTA Portal empowers businesses, government officials, and stakeholders to benefit from trade agreements. The database contains extensive data on Cambodia's FTAs, continuously maintained to ensure accuracy and relevance.

The Cambodian FTA Portal aims to help SMEs increase trade by taking advantage of global trade opportunities under these agreements. The tool can also be used by policymakers, trade negotiators, economists, and other users.

#### About Cambodia FTA Portal

The Cambodian Free Trade Agreement (FTA) Portal provides user-friendly access to a comprehensive database of Cambodia's trade agreements and related information. Developed by the Ministry of Commerce with support from CAPRED, and in joint effort with the Ministry of Economic and Finance and the General Department of Customs and Excise of Cambodia, the portal is designed to enhance economic growth and global integration.

**Preferential Treatment Guide to Obtain One**

[Learn More →](#)

## 9 Conclusion

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The User Guide for the FTA Portal Users, along with the User Manual for Backend Admin Users, has met the agreed acceptance criteria and demonstrated readiness for live environment. This User Guide, along with the User Manual, are submitted as part of **Milestone 5's Means of Verification** and serves as a **Payment Trigger** under the contractual scope of the FTA Portal project.