

## WHAT IS THE IMPORTANCE OF A PASSWORD?

A password is a key that unlocks the system for you as an authorized user. It is akin to your ATM passcode that you use to withdraw or deposit money in your bank account. It should be known and used by only you!! The system uses the password for identifying authorized users to access the system. It acts like an identity card/ access card when combined with your user name.

## Does the password expire?

Yes, a password in ASYCUDA WORLD may be set to expire after a pre-set time period. Alternatively, users can change their own password at any time they feel like. Please note that the system will require you as a user to change your Password at initial Log IN. This is for security purposes.

## 3. DECLARATIONS IN ASYCUDA WORLD

### Do I need to come to customs offices to follow up customs clearances?

Yes & No. Yes when customs requires you to provide additional information or to complete a customs clearance requirement i.e Physical Examination of goods. No because all customs services have been automated and can be accessed through the internet using ASYCUDA WORLD. Declaration Status notifications will be sent by email and SMS to both the agent and the importer.

### How can I submit my declaration?

A declaration is submitted to Customs by a licensed and authorized clearing agent on behalf of the importer. The agent logs into AW, captures declaration, Validates and Assesses the declaration and then pays at a bank. Declaration is rendered submitted when it's paid at the bank.

### When do I submit the declaration to customs for clearance?

A Declaration is rendered submitted when it's paid at the bank.

### Does the size of scanned documents matter?

Yes, scanned documents should not be greater than 500 kilobytes (KBs)

### Do I need to know the officer working on my entry to follow up my transaction in Asycuda World?

It's not necessary to know the person handling your declaration anymore because notifications will be sent to both the clearing agent and the importer at different stages of declaration processing.

### How will I know the status of my entry?

Notifications will be sent to both the clearing agent and the importer through email and SMS at different stages of document processing.

### How do I get to know the taxes paid?

Notifications will be sent to both the clearing agent and the importer through email and SMS at every stage of document clearance. Importers and Clearing agents may also send inquiries on customs clearance using email or SMS.

For more information contact AW Project Team on 01 820 500



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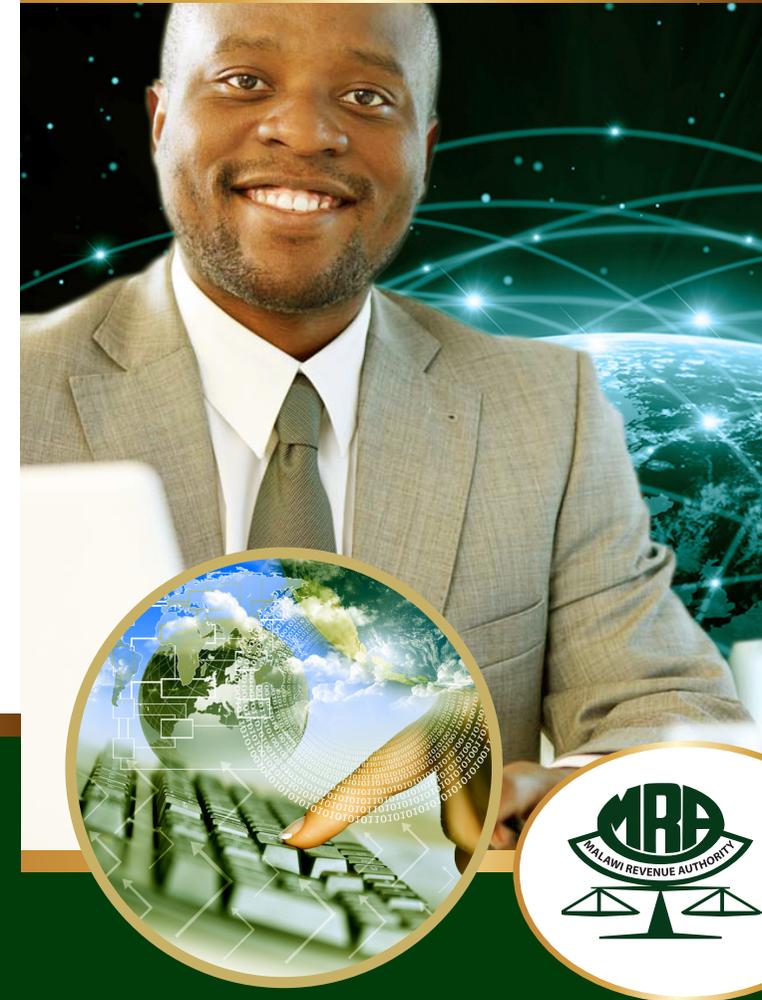
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*Develop Malawi, Pay Taxes*

# Understanding...

## ASYCUDA WORLD



### Paperless declaration processing made easy...



## 1. ABOUT ASYCUDA WORLD?

### What is Asycuda World?

**ASYCUDA is short for Automated System for Customs Data. ASYCUDA World is a Customs Automated system which is an upgrade to ASYCUDA++. It is a Web-based system that supports paperless declaration processing through use of electronic documents. It allows Customs Administrations and traders to handle their transactions - from Customs Declarations to Cargo Manifests and Transit documents - via Internet.**

### Why is Asycuda World being implemented?

As an upgrade to A++, it is web-based thus allowing users to use it and process customs transactions from anywhere. It is possible to attach and submit commercial documents electronically. ASYCUDA WORLD is being implemented with a view to reducing cost of doing business both on the side of traders and Customs; reduce clearance time and avert some of the challenges experienced with A++.

## WHAT IS THE DIFFERENCE BETWEEN ASYCUDA WORLD AND ASYCUDA++?

A++ is a Client-Server technology application implying that users' computers should be installed with client software to access the main server. To ensure smooth connection to the server, MRA provided a VPN to external users access to the MRA network.

ASYCUDA World, on the other hand, is Internet or web based, that is, the server is accessed via the internet. External users do not need VPN or client-software on their computers but need only internet to access the system from anywhere as long as there is internet connectivity.

### How can I access Asycuda World?

You can access ASYCUDA World through internet. Any internet web browser can be used to access AW such as Internet Explorer, Google Chrome, Fire Fox, Safari, etc. Simply enter the website address for MRA, a home screen appears prompting you to enter your login name and password. If you are an authorised user, enter these details as provided by the Systems and Procedures Unit of MRA Customs, and you are in ASYCUDA World.

### Can I access Asycuda World from outside Malawi?

Since AW is web-based, being accessed through the internet, you can access it from anywhere, within or outside Malawi.

### What do I need to access Asycuda World?

You can access AW if you have: Internet connectivity of at least 124kb (broadband technology), Login name and password, Computer memory (RAM) of at least 1GB, Processor 1.6ghz, Hard disk free space at least 50GB and Java 8.

### What else do I need to effectively use Asycuda World?

All you need is any type of printer, Document Scanner - for scanning all commercial documents to be attached to declarations and Adobe Reader - for reading scan documents in PDF format

### Who installs Java?

Anyone can install Java on their computers; it is free software and can be downloaded from the internet. Consult MRA IT Experts for a recommended version of Java.

### Are there installation costs for Asycuda World?

There is no financial cost incurred when installing ASYCUDA WORLD. You don't need to pay anyone, only Java should be installed on your computer; AW doesn't need to be installed on your computer; you access it through the internet.

### Where else has Asycuda World been implemented?

There are 41 countries around the world using AW, 11 being in Africa, Zimbabwe, Rwanda, Sudan, DRC, Congo Brazaville, Seychelles, Ivory Coast, Liberia, Uganda, Lesotho and Zambia.

## 2. AUTHORISATION

### Who is authorised to use Asycuda World?

Licensed Clearing Agents, Temporary Store owners, Bonded warehouse owners, Customs Officers, Government Agencies, Air Cargo, Reserve Bank of Malawi, Selected Commercial banks and Importers/Exporters. However, the users have to complete a user application form which has to be signed by the company CEO and approved by MRA Customs.

### How do I get user rights?

Download and complete User Application Form from MRA Website ([www.mra.mw](http://www.mra.mw)).