AEO Programme: Do's

DO'S: The AEO Programme participants are expected to:

Compliance & Continuous Readiness

(i) Continue to abide by the conditions and eligibility requirements, based on which the AEO status was given.

(ii) Ensure continued compliance with provisions of Customs, GST and other allied acts.

(iii) Continuously stay abreast of all the developments in the area of Customs, GST and other allied acts, for continued compliance.

(iv) Ensure continued adherence to all the Standard Operating Procedures for security – including procedural security, premise security, cargo security, personnel security, conveyance security, IT security.

(v) Frequently visit the AEO portal of CBIC in order to remain aware of changes to the AEO programme and take note of any changes to instructions, SOPs etc.

(vi) Ensure due diligence in third party vendors and while hiring personnel, in order to alleviate the threat from trusted insiders.

(vii) If MSME relaxations are claimed, ensure that MSME certificate remains valid throughout the AEO period.

(viii) Maintain adequate and updated records, documents and evidence relating to AEO eligibility and compliance requirements so that the same are readily available for verification/review whenever required.

(ix) Undertake periodic internal review of compliance with AEO eligibility criteria and prescribed security requirements, and take corrective action wherever any gap is identified.

(x) Maintain effective controls over the entire supply chain, including business partners, cargo handling, premises, personnel, conveyance and information/IT systems, as applicable.

Keep track of amendments to the AEO Programme and related Customs/GST procedures, as the benefits and compliance requirements applicable to AEOs may be modified from time to time.

Communication & Disclosure

(xi) Promptly inform Customs regarding any change in business, ownership, eligibility, financial solvency, addition/deletion of premises or legal compliance criteria as soon as they occur, and within 14 days in any case.

(xii) Any incidents related to supply chain security should be promptly reported to Customs and remedied and it should be ensured that such incidents are not repeated. Such disclosed errors do not, by themselves, affect AEO status.

(xiii) Immediately inform Customs regarding any financial insolvency proceedings initiated or completed.

(xiv) Promptly notify the AEO Programme Manager regarding any incidents/cases/notices received in the course of its transactions in the international supply chain which may have an implication for the AEO's legal compliance.

(xv) Keep the AEO certificate/status details and relevant contact details updated with the concerned Customs authorities.

(xvi) Make full and timely use of the facilitation benefits available to AEOs and bring to the notice of the concerned Customs formation any difficulty in availing such benefits.

(xvii) Maintain effective communication with the designated Client Relationship Manager (CRM)/AEO Cell for resolution of operational issues and clarification of procedural matters.

Supply Chain Security & Business Partners

(xviii) Act as a role model for the trade and industry as an AEO participant, by demonstrating the highest levels of supply chain security and assurance.

(xix) Ensure due diligence in third party vendors and while hiring personnel, in order to alleviate the threat from trusted insiders.

(xx) Ensure that appropriate due diligence is undertaken before engaging business partners and that security-related requirements are communicated to relevant business partners.