

General Department of Customs - Vietnam
6 April 2020

Measures to cope with the Covid-19 outbreak by Vietnam Customs

- 1- As of 1st April 2020, the procedures and public services provided by Vietnam Customs for activities of importation, exportation and transit of goods have not been suspended amid the spread of COVID-19. The customs clearance system is in operation 24/7. Customs control has been carried through the CCTVs, cargo management and automation systems including the National Single Window.
- 2- Customs clearance has been prioritized for goods imported for Covid-19 prevention and treatment.
- 3- Since the entries and exits of passengers via the land border gates with neighboring countries¹ have been suspended, Vietnam Customs has coordinated with relevant authorities to allow trucks and drivers to pass in special areas that are located very near the border for transshipment of goods and customs clearance. These activities require efforts of all parties concerned especially the importer, exporter and transporter. The time spent at the borders is longer than expected because of some additional actions and measures taken to ensure all persons involved to be safe from the disease. With the protective measure, clothes, close surveillance, the drivers are not required for quarantine when returning to Vietnam after staying in the foreign land within an hour. This is to facilitate for movement of goods crossing borders.
- 4- As required by the government directions, most of Customs officers have been working from home since the 1st April 2020. Vietnam Customs maintains a minimum number of officers in separate working shifts at every customs branch and office to ensure efficiency and effectiveness of the customs clearance and control. The working shifts teams are set in a way that one shift team can be replaced by a new shift team if found that an officer in a shift has been infected by the virus. This is to mitigate situations where an officer in a shift is infected by COVID-19, then all people working in the shift would be strictly quarantined and isolated.
- 5- List of commodities are eligible for import tax exemption serving for the prevention and control of the Covid-19 epidemic: <https://customsnews.vn/video-five-groups-of-imported-goods-serving-for-the-prevention-and-control-of-covid-19-virus-eligible-for-tax-exemption-13629.html>
- 6- Customs guide for export of face marks: <https://customsnews.vn/general-department-of-customs-guides-export-of-masks-14019.html>
- 7- More about the measures in details, please visit: <https://customsnews.vn/> or <https://customs.gov.vn>

¹ <https://customsnews.vn/measures-to-facilitate-clearance-of-goods-through-moc-bai-border-gate-13909.html>