

Customs administration (Superintendency of Tax Administration -SAT-) - Guatemala U

5 June 2020

Flexibilities concerning the AEO Programme

1. An administrative provision was issued for Authorized Economic Operators (AEO) to implement the trade facilitation measures with reduced documentation requirements in the application of guarantees for the release of goods authorization (Resolution Number SAT-IAD-002-2020).
2. Institutional email service (24/7) has been created (oea@sat.gob.gt) and AEO can communicate if there are problems in their international trade operations and request the support of the staff of the Unit of the Authorized Economic Operator.
3. Whatsapp Group "AEO Community" created for permanent communication to be maintained with AEOs and this seems to be an agile means of reporting general problems that may affect the operations of AEOs.
4. There is a direct communication between the staff of the AEO Unit and the Customs Administrators for any assistance in relation with the cases that correspond to the authorized AEOs.
5. The staff of the Authorized Economic Operator Unit since the onset of the COVID-19 crisis has been distributed equitably, to maintain attendance in person at the office at all times and also remotely, which has allowed the monitoring and permanent support for AEOs.
6. The Authorized Economic Operators of the Guatemalan Customs Administration have a reduced revision percentage, with the current situation of COVID-19, this percentage was further reduced, with the vision of supporting its import and export operations.
7. Guatemalan Customs Administration continues to evaluate AEO authorization requests and have already carried out AEO authorizations during COVID-19, complying with all processes in accordance with the WCO SAFE regulatory framework.
8. Permanent technical support is maintained, with questions answered by phone, email and virtual meetings, with companies interested in qualifying as AEO.