



Initiatives on communication methods of Vietnam Customs

Author: Vu Thi Anh Hong
Editor-in-chief of Customs News
General Department of Vietnam Customs



Vietnam Customs

- Vietnam Customs serves as the law enforcement agency enhancing the safety, security and prosperity of Vietnam's economy through professionalism, transparency and efficiency.
- Vietnam Customs :
 - +18 units at the General Department
 - + 35 provincial, municipal Customs Departments
- Customs News is one of the 18 units of the General Department of Vietnam Customs

Vietnam Customs Communication Initiatives

Vietnam Customs promotes communication through various activities, including:

- Provide information on Vietnam Customs' official website in English and Vietnamese versions (<https://www.customs.gov.vn>)

- Provide information on other municipal Customs' website (Ex: <https://www.hanoicustoms.gov.vn>, <https://www.dncustoms.gov.vn> in 5 languages)

The screenshot displays the official website of Vietnam Customs, featuring a navigation menu with 'Home', 'SiteMap', 'Contact Us', and 'TIẾNG VIỆT'. The main content area is divided into several sections:

- Public Services:** Includes icons for VIACCs user registration, Questions and Answers, Tariff Search, Exchange Rates, Legal Documents, Customs Trade Statistics, and Violation Report.
- News and Events:** Lists preliminary assessments of international merchandise trade performance for the second half of 2019 and the first 5 months of 2019, along with an E-tax payment upgrade and tariff implementation for the CPTPP.
- Legal documents:** Provides links to laws, decrees, and circulars regarding customs procedures, supervision, and enforcement.
- Exchange Rates:** A table showing rates for various currencies as of 05/08/2019.
- Important Instructions:** Includes VAT refund under Circular No. 72/2014/TT-BTC, Client service charter, and Regulations on weight and axle load of vehicle.
- Notices:** Announces the running of an online public service system, terms of reference for consultancy, and Q&A regarding VAT refunds.
- Latest statistics:** A table comparing export, import, total EX and MI, and trade balance for June 2019 against the previous period.

At the bottom, there are logos for the Ministry of Finance, Hotline (19009299), Customs Trade Statistics, General Department of Taxation, and Customs News. The footer contains copyright information and contact details for the General Department of Vietnam Customs.

DONG NAI CUSTOMS
PROFESSIONALISM, TRANSPARENCY, EFFICIENCY

ABOUT | DOCUMENTS | CUSTOMS PROCEDURE | CUSTOMS PROCEDURES | CUSTOMS DUTY | FEEDBACK

LATEST DOCUMENTS | DMC DOCUMENTS | IMPORTANT DOCUMENTS | CUSTOMS PROCEDURE | INFORMATION | ONLINE SERVICES | DMCUSTOMS-INFO

17707/BTC-TCHQ	14/12/2016	Subject: Application of additional import duties
3517/BKHDT-DTG	19/08/2016	Import of used machinery, equipment
6560/TCHQ-GSQL	12/07/2016	Customs procedures for chemical products from overseas stored in bonded warehouses
1449/HQDNa-GSQL	04/07/2016	Notice of weighting and checking the verified gross mass for international transport routes.
787/HQDNa-GSQL	14/04/2016	Declaration on chemical substances for goods stored at bonded warehouse

NEWS & EVENTS

PICTURES OF ACTIVITIES

ĐỐI THOẠI DOANH NGHIỆP ĐẠI 2016 年台商企業會
Đông Nai, VN

Mr. Nguyễn Phúc Thọ, Deputy Director of Dong Nai Customs answering questions from Taiwanese entrepreneurs during the conference in 2016 (June 18, 2016)

HANOI CUSTOMS DEPARTMENT
Professionalism - Transparency - Efficiency

ISO 9001:2008

Home | Introduction about Hanoi Customs | News and Events | Online Support Services | Tiếng Việt

News & Events

- The Customs conducts survey of businesses about the implementation of Client Service Charter
- 71 administrative procedures under management of Ministry of Finance are simplified
- Benefits of e-Customs Declaration Portal
- General Department of Vietnam Customs ranked first in the 2017 ICT index of Finance sector
- Vietnam Customs signs agreement with 5 banks to implement online tax payment 24/7
- How to restructure the model of Customs branch level

EXPORTER

- Procedures applied for exports
- Goods exported for investment
- Warehouses
- Temporarily imported and later re-exported
- State management on some goods

IMPORTER

- Procedures applied for imports
- Goods imported for investment
- Warehouses
- Temporarily imported and later re-exported
- State management on some goods

TRAVELLER

- Transferred properties
- Overseas Vietnamese
- Luggage on exit or entry
- Transport means

Links

CUSTOMS YEAR STATISTICS | HOTLINE FOR RISK MANAGEMENT 090.224.5656 04.3944.0822 | WORLD CUSTOMS ORGANIZATION

Home | About Us | Contact Us | TIẾNG VIỆT

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Address: No 129 - Nguyen Phong Sac street, Cau Giay district, Hanoi Capital, Vietnam
Tel: (+84)(4)37910169 - Fax: (+84)(4)37910163 - Email: hqhanoi@customs.gov.vn

- Organize workshops to introduce newly issued legal documents, regulations to businesses and the public
- Organize business dialogue conferences between Customs Officers and businesses
- Establish partnerships on a Customs-Business basis in order to (but not limited to):
 - Gather opinions of businesses on the drafting of legal documents
 - Answer concerns on customs regulations and legal procedures for businesses



- Provide information for other national communication agencies, comprising:
 - Send press releases on customs regulation updates
 - Answer interviews and concerns posed by communication agencies
 - Hold press meetings to provide updated information on current customs activities

- Customs News is the official communication agency of the General Department of Vietnam Customs. Customs News is responsible for disseminating customs laws, policies and operations of Vietnam Customs.

Vietnam Customs News

- Vietnam Customs News is a press agency in charge of editing and publishing news and articles in compliance with objectives and regulations stated in the license for press operations issued by the Ministry of Information and Communications and provisions of the Press Law.
- Customs News is the official voice of the General Department of Vietnam Customs and is responsible for:
 - + Disseminating customs laws, policies and operations of Vietnam Customs and Vietnam's Finance sector
 - + Informing general public on domestic and international political, economic, and social issues
 - + Informing the business community and our colleagues in Customs Management on import, export, and immigration policies and procedures.

Báo Hải quan

BẢO VỆ LỢI ÍCH CHỦ QUYỀN QUỐC GIA

CƠ QUAN CỦA TỔNG CỤC HẢI QUAN

Hải quan **Hải quan** **CUSTOMSNEWS**
ONLINE

Thứ Ba - Thứ Năm - Cuối tuần www.haiquanonline.com.vn

www.customsnews.vn

Trụ sở Tòa soạn: Lô E3 đường Dương Đình Nghệ, phường Yên Hòa, quận Cầu Giấy - TP. Hà Nội
Đường dây nóng: Hà Nội: 39440787 / TP.HCM: 39333437
Fax: (84-4) 39440674 Email: baohaiquan@gmail.com



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Prime Minister Nguyen Xuan Phuc and
Customs News at Vietnam National Newspaper
Exhibition 2019



President of Congress Nguyen Thi Kim Ngan
and Customs News at Vietnam National
Newspaper Exhibition 2018

Vietnam Customs News

- The Customs News has three versions:
 - Customs Newspapers releases 3 nationwide publications per week,
 - Customs News Online publishes 24/7 in Vietnamese version:
(www.haiquanonline.com.vn)
 - + TV news 'Customs Pulse' published monthly since Jan 2019 on Customs News Online in Vietnamese
 - Customs News Online publishes 24/7 in English version:
(www.customsnews.vn)



The Customs News has three versions

Thứ Năm 06/06/2019 - 10:18
 HOTLINE: 0968.96.54.96 | EMAIL: HAIQUANONLINE@GMAIL.COM | CUSTOMSNEWS
Hải Quan ONLINE
 CƠ QUAN CỦA TỔNG CỤC HẢI QUAN
 THỜI SỰ | QUỐC TẾ | HẢI QUAN | AN NINH XNK | TÀI CHÍNH | KINH TẾ | DOANH NGHIỆP | ĐỜI SỐNG - ĐỒ THƠ | GIẢI TRÍ | Ô TÔ - XE MÁY | DU LỊCH
 SỰ KIỆN - VẤN ĐỀ → Hành lập Tổ công tác liên ngành do Chỉ số Giao dịch thương mại qua biên giới → Bộ sung khai niệm, quy định rõ quyền và nghĩa vụ của Hải quan → Chẩn gian lý
 TÌM KIẾM

HDBank
 DỊCH VỤ CÁ NHÂN TÀI CHÍNH
EUROMONEY
VietinBank
 Nâng giá trị cuộc sống

DMV
 CÔNG TY CỔ PHẦN GIÁM ĐỊNH BẢO MINH VIỆT
 BẢO MINH VIỆT CONTROL CORPORATION
 GIÁM ĐỊNH - KIỂM ĐỊNH - THẨM ĐỊNH - ĐỐI TRƯỞNG
 INSPECTION - TESTING - VALUATION - FOUNDATION

TPHCM: Kiến nghị quản lý chặt doanh nghiệp sau cấp phép
Trước trận chung kết Việt Nam - Curacao: Thầy Park tinh dươc hết dự bị ra sân
HLV tuyển Thái Lan cay cú, không chấp nhận là số 2 Đông Nam Á
Hạ Thái Lan, tuyển Việt Nam thăng tiến trên bảng xếp hạng FIFA

Những sự kiện lớn ảnh hưởng tới chứng khoán tháng sáu
 Phần lớn sự kiện quan trọng có thể tác động lớn tới thị trường chứng khoán Việt Nam sẽ diễn ra vào nửa cuối của tháng 6 như cuộc họp của Fed, đánh giá của MSCI, cuộc gặp của OPEC và một cuộc gặp có thể diễn ra giữa Tổng thống Mỹ và Trung Quốc.

NGƯỜI QUAN SÁT
 Thời của chọn lọc trong thị trường bần bản

CUSTOMSNEWS
 HEADLINES | CUSTOMS | FINANCE | REGULATIONS | ANTI-SMUGGLING | IMPORT-EXPORT | WORLD CUSTOMS | SERVICES
 HOME PAGE
 Customs procedures when implementing CPTPP | When is the preferential import and export
 CHINH SÁCH THƯƠNG MẠI KHAI THỰC HIỆN CPTPP
 KHAI THỰC HIỆN CPTPP
 HDBank | MG | IPPG
 Minh Giang Private Enterprise uses Da Nang Customs Department: reviewing the handling of the case
 CUSTOMS NEWS APP FOR SMART DEVICES
 Google play | Available on the App Store | Windows Phone Store
 When is the preferential import and export
 The largest group of exports grows positively

Hải Quan
CHUYÊN ĐỘNG Hải Quan
CHUYÊN ĐỘNG Hải Quan

Readership

- The readers of the Customs News include:
 - + Officers of Customs Vietnam,
 - + Finance sectors, ministries, localities, import-export enterprises
 - + Domestic, foreign investors and the public interested Customs policies
- Approximately 160,000-180,000 page views per day
- Average Alexa index: Good rate compared to other Online news of State management agencies

Initiatives of Vietnam Customs News

1. Initiatives on Content

- Disseminate information about Vietnam Customs' operations in a timely, proactive and regular manner
- Maintain the position and promote the image of Vietnam Customs
- Reflect the exemplary image of law-abiding customs professionals
- Provide timely guidance on policies and regulations of customs procedures for the public and businesses
- Create forums for businesses and public to voice opinions in the implementation of policies and regulations of customs procedures
- Promptly publicize solutions and results of Vietnam Customs in the combat against smuggling of trade frauds, drugs and wild animals, protection of community security...
- Timely respond to media crisis situations with accountability in the explanation of management agencies





Approximately 3.8 tonnes of pangolin scales were confiscated at Cat Lai Port on April 26 2018

Over 9.1 tonnes of ivory were discovered inside lumber bars



2. Initiatives on reporting methods

- Diverse publications in particular, Vietnam Customs News has three versions: Customs News in paper, Customs News Online in Vietnamese and Customs News Online in English.
- Customs News Online in English (www.customsnews.vn) focuses on foreign enterprises, investors, immigration passengers and the foreign business community who are interested in Vietnam Customs operations and has been published on the internet since July 2016.

The screenshot displays the homepage of the Customs News website. At the top, there is a navigation bar with the following categories: HOME PAGE, HEADLINES, CUSTOMS, FINANCE, REGULATIONS, ANTI-SMUGGLING, IMPORT-EXPORT, WORLD CUSTOMS, and SERVICES. The main content area features several news items:

- Rhino horns and cigars transported to Vietnam by air**: A large image shows several rhino horns and cigars. The text below reads: "VCN- According to the Anti-Smuggling and Investigation Department (under the General Department of Vietnam Customs), in the first months of ...".
- Inspect dozens of enterprises importing Asanzo-branded products and components**: A smaller image shows a person inspecting a container. The text below reads: "Inspect dozens of enterprises importing Asanzo-branded products and components".
- Case of Chinese trolley speakers prosecuted**: A small image shows a person with a trolley. The text below reads: "Case of Chinese trolley speakers prosecuted".

On the right side, there is a section for the "CUSTOMS NEWS APP FOR SMART DEVICES" with logos for Google Play, the App Store, and the Windows Phone Store. Below this, there is a banner for "VNACCS/VCIS Vietnam Automated Cargo And Port Consolidated System" with the text "Hoạt động 24x7".

At the bottom, there is a "HEADLINES" section with five small images and their corresponding titles:

- China's actions violate Vietnam's sovereignty within EEZ: US Congressman
- Growing demand for robots in Vietnam
- US conference discusses East Sea dispute management
- PM talks socio-economic development with localities' leaders
- FTA tariff incentives yet to be fully optimized

- Since 2017, Customs News has deployed consultancy of Customs laws: Customs News has received questions on Customs law from enterprises, people and readers; then classified and sent them to the competent agencies under the General Department of Vietnam Customs for response; Customs Newspaper will send answers to readers and publish them in the Customs Newspaper for widespread dissemination.
- Organising online dialogues on online Customs News (www.haiquanonline.com.vn). From 2012 till now, Customs News has held 3-4 annual online dialogues on developing policies, guiding policies.



Customs News organized multiple forums to answer online questions posted by businesses and the public





➤ Customs News has organised talk shows and conferences on policy propaganda such as the talk show "Tax policy and customs procedures when implementing CPTPP" in May 2019 in Ho Chi Minh City.





- Customs News produces multimedia products (including news, images, videos) and television products.





Experiences

- Vietnam Customs regularly pays attention to communication and information. Annually, the General Department of Vietnam Customs takes the initiative in developing and deploying a communication plan which sets out content and tasks for its units.
- Customs News has built a long-term development project: in 2014, the General Department of Vietnam Customs approved the project of developing Customs Newspaper from 2014 to 2020, which sets goals, orientations and solutions to develop Customs News into a modern multimedia press agency.
- Content of information on Customs News: Focus on professional tasks and Customs operations, practical and linked to economic activities, production and business activities of enterprises and society.
- Customs News aims to become a bridge between the Customs authority and the business community and readers.

- 24/7 updated news
- Modern and diverse multimedia press products (photos, videos, infographics)
- Customs News Facebook Page regularly posts and attracts public attention
- Share news reports via social media platforms
- Reporters and editors with resourceful knowledge about journalism and customs operations
- Customs News closely coordinates with the General Department of Vietnam Customs and provincial Customs Offices to update timely and accurate information
- Customs News also collaborates with other press agencies to exchange information.

Feedbacks from Government agencies, businesses, readers on Customs News

- Information is updated on the basis of key operations of Vietnam Customs, supporting the leaders of Vietnam Customs in the management and administration
- Information about Customs operations in the whole country has helped customs units and officers promptly grasp operations, share experiences and improve professional knowledge and skills to effectively perform their tasks
- Information found on Customs News is useful and practical to disseminate customs law for businesses and the public to understand and comply with the law

- Ministries, sectors, businesses and people have deep understanding about the Customs sector, thereby supporting and coordinating with the Customs sector in management
- Transparent information has supported the prevention of troublesome and negative acts and harassment in the Customs operation
- Customs News shall continue to improve the quality of content and develop new forms of publications

THANK YOU!

