



**National Workshop on the Enhancement and Sustainability of the Authorized Economic Operators (AEO) Program in CAREC**

**Session 10: Using Modern Technologies to Support the AEO Program**

2024



# Reforms

Since 2010, Georgia has established Customs Clearance Zones where customs processes are completed swiftly, typically within minutes, using a "single-window" approach. Permits and certificates needed for cargo registration are issued directly at the location.

This system has removed the need for brokers, which previously added extra costs, and has also done away with the long wait times previously required for completing declarations.





"Customs Clearance Zones" ("Gez") is located in Tbilisi, Batumi and Poti, equipped with modern infrastructure and electronic means, with a specially planned parking lot for hundreds of trucks.

It is possible to fill in the customs declaration, arrange the cargo, inspect it and carry out an examination

You can turn goods into the following commodity operations: import, export, warehouse, re-export, temporary importation, internal processing of goods, external processing of goods and transit, free zone.

It is possible to fill out and sign a customs declaration for goods transported by land, sea, rail and air transport.





Since 2022, the " Customs Zone of Electronic Clearance" (eGez) has been implemented to promote the use of electronic customs services and improve remote access.

Consequently, the requirement for physical documents for preliminary declarations has been minimized. Certain procedures are now conducted exclusively online via the Revenue Service's official website.



Additionally, companies with Authorized Economic Operator (AEO) status receive priority access to these electronic services.

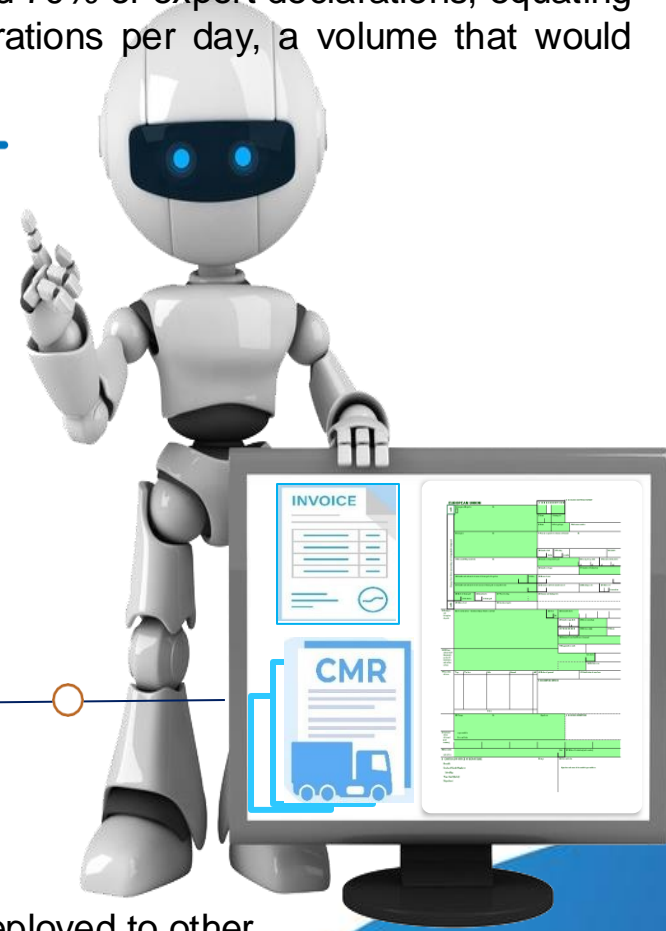
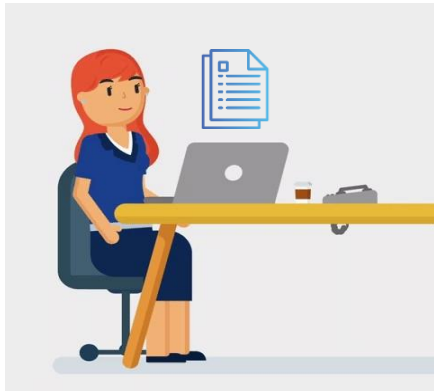
Which consider:

- Priority use in order to obtain customs clearance, permits, certificates of origin or registration certificate.
- Priority for checking the declaration/goods when identifying goods in the yellow/red line.



# Artificial Intelligence in Customs

In the initial phase, the AI-powered robot is expected to handle around 70% of export declarations, equating to about 50,000 declarations. This translates to roughly 150 declarations per day, a volume that would otherwise require 10 to 15 people to manage.



By automating this process, significant human resources can be redeployed to other tasks. In essence, the AI-based robot will help our system by reducing the manpower needed for routine tasks.



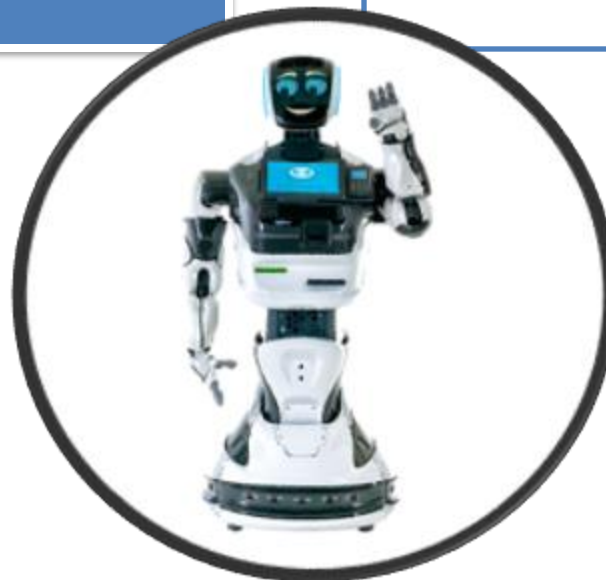
# Artificial Intelligence in Customs

## Functions of Digitization

- The function of receiving and scanning physical documents
- User Application
- Integration with Software Robots
- Integration with Databases
- ID Card Reader for Signature Verification
- Checking the Validity of the Power of Attorney

## Robot Development Plans

- Declaration for Function
- Issuance/Validation of Certificate of Origin
- Integration with Queue Management System
- Integration with Payment System
- Biometric Identification of Individuals
- Voice Commands
- Motor Development





# Artificial Intelligence in Customs

Previously, after arriving at customs, the payer needed to visit the bank and then provide the payment information to the customs authority. Now, however, the payment details are shown directly.

Customs Declarations for export;  
Number > 53000;  
Growth rate 27%

- **Before:**
  - Time per declaration 20 min
  - Human resource > 30 000 hours per year

Assessment of Tax Liabilities for “yellow channel” goods;

- **Before**
  - Only Time per certificate - 10 minutes
  - Human resource > 3 000 hours per year



European Bank  
for Reconstruction and Development



ASIAN DEVELOPMENT BANK



Technologies:

- ✓ RPA (Robotic Process Automation)
- ✓ OCR (Optical Character Recognition)

**AFTER:**

- Time per declaration: 3 min
- working hours saved per year 27 000
- 75% declarations - no human involvement

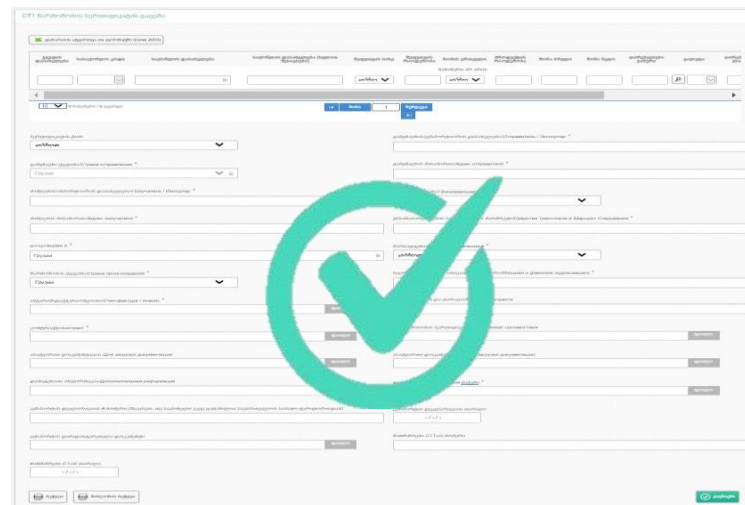
**AFTER**

- Service - available 24/7
  - No human involvement
  - No additional costs for SMS



# eSystems in AEO

As part of the move towards electronic services, AEO applications can now be submitted online.



Furthermore, work is ongoing to allow these applications to be completed electronically. This advancement is anticipated to benefit both customs authorities and applicants.





# eSystems in AEO

A planned AEO electronic management system will offer the following capabilities:

Accepting applications

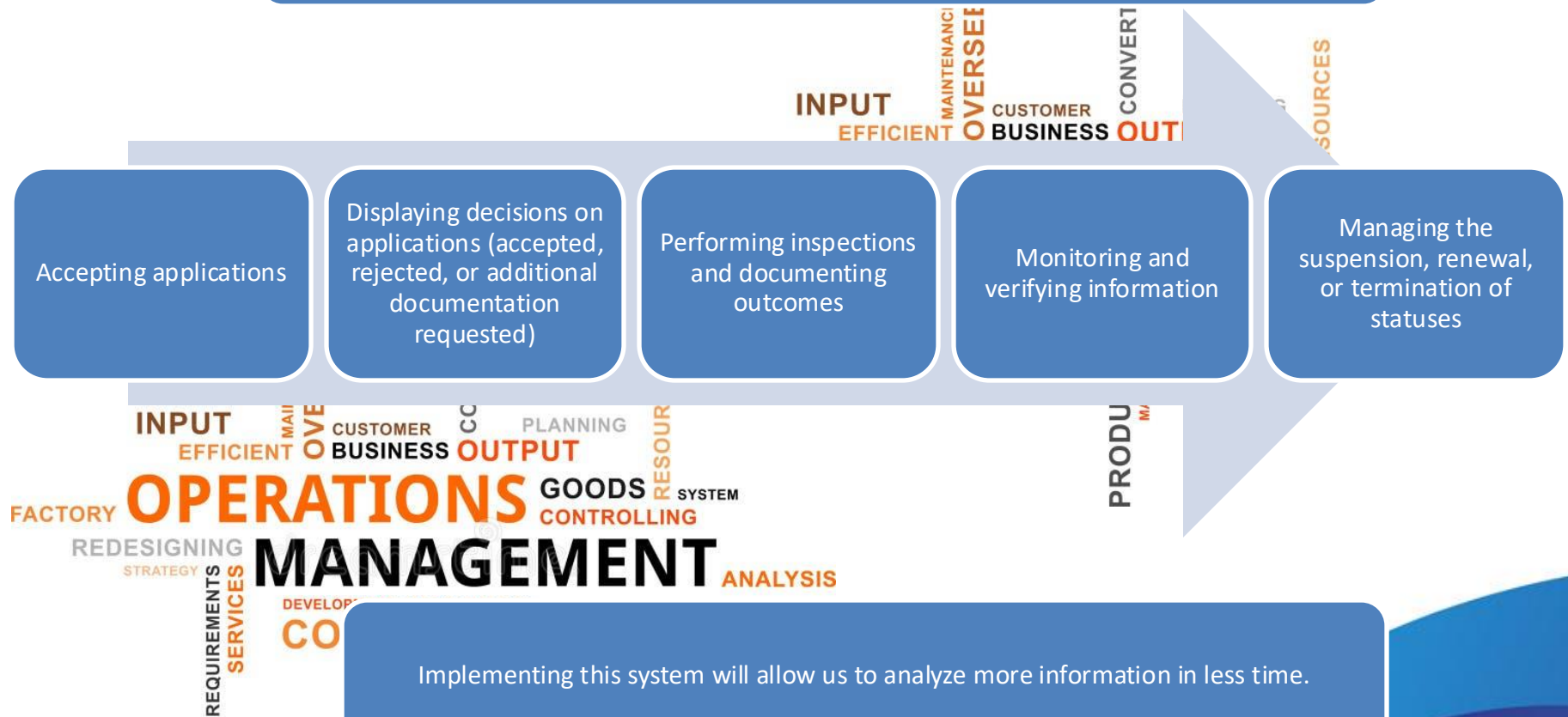
Displaying decisions on applications (accepted, rejected, or additional documentation requested)

Performing inspections and documenting outcomes

Monitoring and verifying information

Managing the suspension, renewal, or termination of statuses

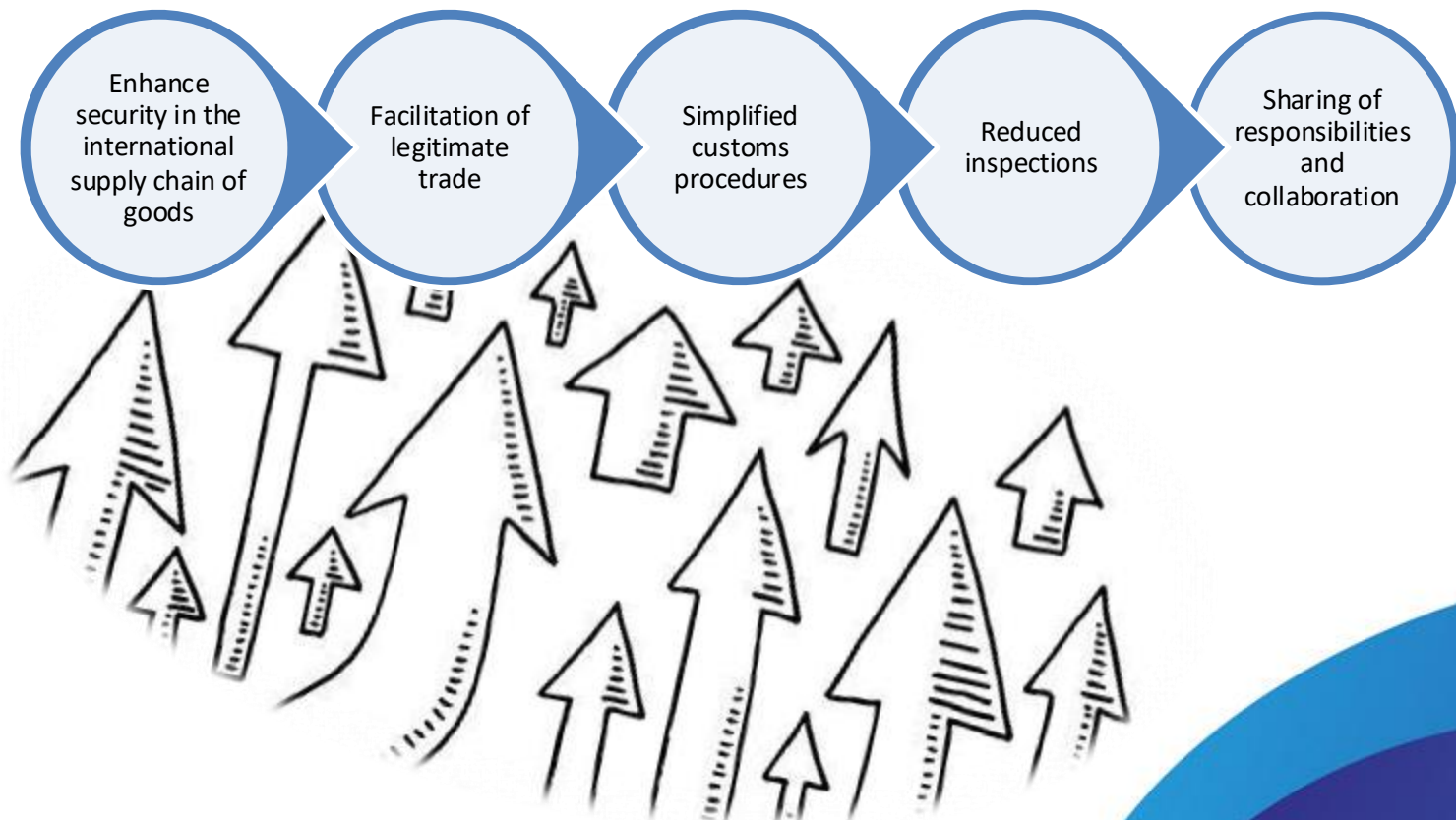
Implementing this system will allow us to analyze more information in less time.





# Improvement

AEO status helps to improve such processes as:





# *INTERACTION IS SIMPLE*

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*THANK YOU FOR YOUR ATTENTION!*

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